

Proposal

Putting Trust, Compassion, and Care at the Heart of Our Services



Total Health Physio **Core Purpose**

To make a difference to the lives of our vulnerable community daily



Why we do What we do

Every day we wake up to make a difference in the lives of our vulnerable community. We do that by providing personalised and compassionate care, empowering individuals to regain their independence and enhance their quality of life so they can live with dignity, joy, and a sense of well-being.

Our Purpose and Values

Our Values

Our Motto:

Trust, Compassion & Care

Our Purpose

To make a difference to the lives of our vulnerable community on a daily basis

1.



We smile a lot

- We genuinely care and are compassionate
- Patient wellbeing matters – both physical and emotional
- We get to know our patients
- We treat the whole patient, not the disability or limitation

2.



Excellence in service delivery

- We over communicate
- Every interaction counts
- We deliver high quality care at every appointment
- We are responsive and efficient

3.



We have each other's backs

- We work remotely, but we are connected
- We want to see each other succeed
- We celebrate the wins

4.



High performance with flexibility

- We set high standards and take initiative
- We have processes and we follow them (reports, management plans, Trello)
- Professional development matters
- Flexibility is earned and respected – give and take

5.



We make good choices

- (for the patient, the team and the business)
- We make decisions that are in our patient's best interest
 - We are reliable and punctual
 - We fill in the gaps in the day

A positive and supportive work environment

- Our values underpin everything we do!
- We are committed to maintaining a culture of respect, open communication, and collaboration among all team members.
- We provide opportunities for professional growth, development, and career advancement to enhance job satisfaction and skills.
- We encourage work-life balance and team member well-being, and support initiatives that promote the physical and mental health of our team.

A sense of ownership and autonomy

- We encourage all team members to take ownership of their work and responsibilities.
- Decision-making authority and autonomy is granted when appropriate, fostering a sense of empowerment and accountability.
- Team members are involved in decision-making processes that impact their roles whenever feasible.

Regular performance evaluations and feedback

- Regular performance evaluations are conducted to provide constructive feedback and assess individual and team performance.
- Outstanding performance is recognised and rewarded.
- Areas for improvement are identified, and necessary support and resources are provided to facilitate growth.

Why join us

- ❑ Orientation program - 8 week road to success dashboard
- ❑ Mentoring and supervision - fortnightly mentoring session with your direct supervisor.
- ❑ Success mentor - Weekly check-ins with your “success mentor.”
- ❑ Shadowing - you will spend the first couple weeks in your role shadowing other therapists and learning from their approach to patient care
- ❑ Fortnightly meetings and discussion groups
- ❑ Fortnightly internal PD and yearly allowance for external professional development
- ❑ Travel allowance on top of your annual salary
- ❑ Access to external consultant to enhance skills
- ❑ Variety in case load
- ❑ Access to our **Employee Assistance Program**
- ❑ Regular **culture days**, promoting team cohesion and fun, and celebration of diversity
- ❑ **“Career Not a Year”** - At THP we are looking for you to develop a career that you love.



Orientation Program

- ❑ **Initial orientation** with our Clinical success lead who will be your primary support person to help you through your initiation.
- ❑ **Dashboards** - 8 week induction program where your personalised dashboard allows you to get you familiar with our systems and practices. By the end of your first 8 weeks, you will be confident in your role as a practitioner, comfortable personally within the team and fully inducted to how THP runs day to day.
- ❑ **Shadowing** - you will spend the first couple weeks in your role shadowing other therapists and learning from their approach to patient care
- ❑ **Weekly check-ins** with your success coach
- ❑ **Fortnightly supervision** - with your team leader
- ❑ People and Culture Manager check-in to review policy and procedures
- ❑ Managing Director check-in - Induction and values session
- ❑ Access to our intra-web with internal resources, report templates and PDs and processes
- ❑ Graduated increase in caseload and complexity of cases over time. We want you to have work-life balance!

It is important to remember that grasping the role in the Community takes time and can be challenging. We are here to support you through your first 8 weeks and beyond... We want you to have a career not just a year with THP!

Ongoing Supervision & Mentoring

We are committed to developing you into becoming an outstanding clinician by providing continued professional development.

- ❑ **Fortnightly formal supervision** - with your team leader to review wins/challenges and provide clinical discussion and support
- ❑ **Fortnightly team meetings** with internal PD presented by one of the team members
- ❑ **Fortnightly clinical discussion group** - facilitated by an external OT consultant to review clinical reasoning and therapy plans and go through specific clinical scenarios, problem solve and debrief
- ❑ **External consultant** - access to external OT consultant with over 20 years experience to provide 1:1 sessions to discuss assessments and therapy plans and troubleshoot difficult/complex clients
- ❑ **Weekly office day** - once a week get together with the team to support one another and connect
- ❑ **Communications** - access to highly experienced clinicians amongst the team with varying specialties - we are always connected via slack and we love to celebrate each other's wins!
- ❑ **Culture events** - frequent team bonding activities across the other allied health teams to connect and bond



Career Pathways

- We provide career progression pathways for team members.
- We offer regular professional development and training opportunities for clinical and interpersonal skills
- We aim to promote from within, offering leadership roles and specialised responsibilities to those on our team wherever possible.

☐ Senior therapist → Supervisor → team leader → clinical manager pathway	☐ Social Media/ Marketing/ Recruitment → diversified pathway
☐ Clinical Education pathway	☐ New Grad and Student mentor pathway
☐ High-performing Clinician pathway	☐ Business growth/ Operations pathway



Come Join Us?

Let's talk.