



2020 Year Book

WE PROVED THAT NOTHING CAN BREAK US.
THIS WAS THE YEAR THAT GALVANISED.



“ You have brains
in your head.
You have feet in
your shoes.
**You can steer
yourself any
direction you
choose.**

- DR SEUSS
OH, THE PLACES YOU WILL GO



MESSAGE FROM

Jonathan Moody

• • •

We nailed 2020.

No big deal, just a vicious virus that ripped through the globe, a crash in the economy that was unprecedented, restriction in civil liberties to help slow the spread of Covid, lockdowns and more. It was Armageddon in many ways. We came together, united, supported one another and are coming out the other side with big grins. We did it together.

So much happened I can hardly believe it.

- We more than doubled in size.
- We welcomed more than 100 people to our family.
- We lead from the front in our communities, bringing them together to find strength.
- We stood resolute in a system that was losing its head.
- Through our culture, we won.

There are some lovely highlights throughout the year that I would love to share with you all, highlights that are going to solidify our continuing growth.

- We welcomed the formation of the Physio Inq Advisory Board. This includes Shaun Palmer as Chair, Brett Dwyer and Peter Mangles as directors. In many ways, they are our brains' trust.
- Elizabeth Pearson accepted the role of COO to lead our operations with her humility and grace
- James Appleton has brought energy to the Pinq Business Partners, leading the growth of the Network
- Gill Dueza has pivoted to increase the support for our Business Partners, putting her incredible wisdom to work for our Clinic owners and managers
- Aaron Howlett, Matthew Williams and Neil Vickers all came on as State Manager in mobile and community. They are all unique and truly empathetic leaders in their own right.
- We added over 10 team leaders to our mobile workforce, providing a unique career pathway for exceptional leaders.
- Julia Padoani and Kevin Wong rounded out James Duffy's marketing team with flare, excitement and a new perspective.
- Our intake team almost doubled in size. Ann Obcemia and her team have worked tirelessly to support the entire organisation.
- Our Pinq Business Partners have almost all had record years. All through Covid.

It was an incredible year, it will continue to get better as we are aligned in our mission. This is our time to shine, it is our time to put our mark on the sands of time.

Well done, I thank you for being here. Without you, there is no Pinq.





Our North Star



Our Core



To Positively Impact 1 Million Australians Annually

“To demonstrate that a healthcare business model based on autonomy, innovation and success of our team is the most commercially and socially effective model, consistently creating happiness and fulfillment for those we come into contact with.”





The House Rules that guide us



1. EMPLOYEES COME FIRST



2. CLIENTS DESERVE AN INCREDIBLE EXPERIENCE



3. REFERRERS ARE TREATED LIKE ROYALTY



Leadership

Be Kind.
Everyone is on their own journey.



Innovation

Lead, Inspire
Innovate, Create





Passion



Find what excites. Embrace what challenges.
Find your why and your how will become reality.

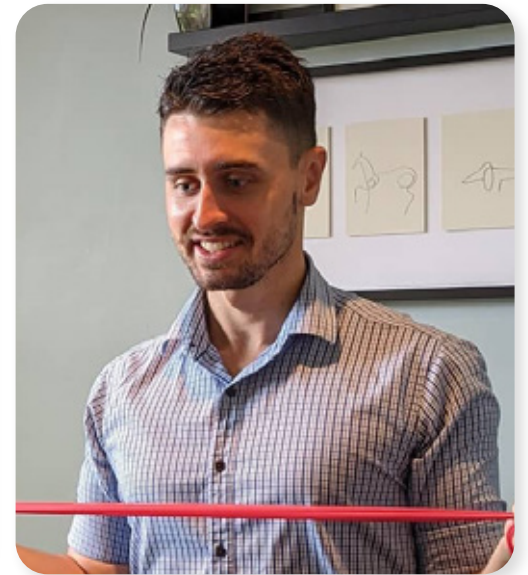
People



The haven of exploration for extraordinary people.
When people are unified in their vision and values, amazing things happen.









Changing the landscape of disability and aged care in Australia







Supporting NDIS participants to navigate the scheme with dignity and care





The Mission's Health

NUMBER OF SERVICES DELIVERED: **207,897**

NUMBER OF CLIENTS SERVICED: **16,712**



GROUP
REVENUE

\$23.4M



GROUP
REVENUE
GROWTH

101%



NUMBER OF
CLINICS

14



NUMBER OF
PINC BUSINESS
PARTNERS

7



Workforce Statistics



Head Count	261
Head Count Added	111
Head Count Growth	42%
Male	32%
Female	68%
Women in Leadership Roles	62%

Awareness



Website Visitors	1,014,355
Social Media Followers	32,236
Social Media Engagement	47,919
Social Media Posts	5,169



Company Awards

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Australian Franchise Network of the Year 2020

Sydney Young Entrepreneur of the Year 2020



Awards Finalists

...



- Engadine
- Glenmore Park
- Harrington Park
- St Marys
- Sutherland
- Wetherill Park

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INSIDE FRANCHISE BUSINESS

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Buy a franchise for just \$6,500!

Physio Inq reshapes its business model

The Coffee Club's new look

10 Aussie heritage brands

Innovation on a plate - dessert brands are switching it up

Firm foundations
Brilliant tips for home-based franchisees



Jessica Marte
MOBILE + COMMUNITY TEAM
MEMBER OF THE YEAR



Sarah Frost
AMBASSADOR OF THE YEAR



Tom Hol
PING BUSINESS PARTNER OF
THE YEAR



David Earle
IDEATION AWARD



Adam Footit
10 YEARS OF SERVICE



Gill Bechard
CLINIC TEAM MEMBER OF THE
YEAR



Aaron Howlett
PURE GRIT AWARD

Pinq
Awards



Maddy Watt
NATIONAL SUPPORT OFFICE
TEAM MEMBER OF THE YEAR



Adnaan Gierdien
10 YEARS OF SERVICE



Melinda Coffey
EDUCATOR OF THE YEAR



Clare Singleton
PURE GRIT AWARD



Tom Heijs
YOUNG GUN



Larrissa Bromage
10 YEARS OF SERVICE



Allie Deignan
5 YEARS OF SERVICE

Community Engagement





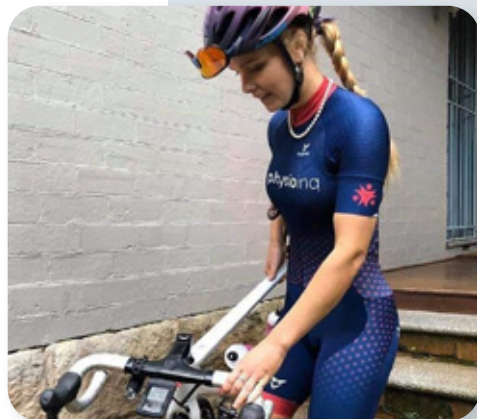
Life is short,
have fun!





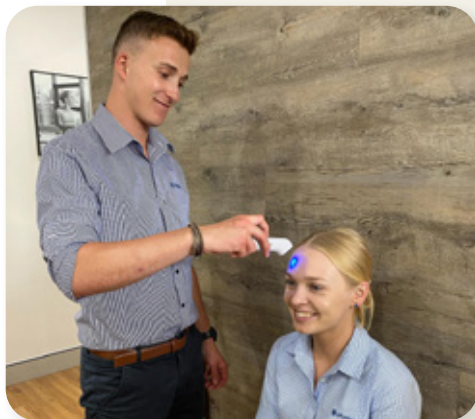


2020 Physio Inq Ambassadors





The best method
of overcoming
**obstacles is the
team method**





Christmas isn't
a season,
it's a feeling

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Thank you



Knowing that we have created and are continuing to create something truly special, where no one person is more important than the next, is incredibly exciting. We are here together, for one another. Unity is our strength, unity is our secret. We are going to places that we have always dreamed, and in many ways, we are already there. Thank you for being part of the movement. This is very special.





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