

2021 Year Book

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

 physioinq



“ 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

• • •

2022 was a memorable one. It was a year we witnessed health departments going into meltdown, political tensions across the states erupted every other week, massive social unrest, kids confined to their homes and schools shut down. It was a really unusual year. Contrasting this with our culture at Pinq can be odd. We are a family of like minded professionals who want to go out, do an amazing job for our clients, feel supported, support our colleagues and add value to the health landscape. Our employees come first mantra has shown that you can have a nurturing, caring and supportive community in the workplace and still achieve wonderful things.

This contrast is what I will remember the most. That we kept our heads whilst all of those around us were losing theirs. We stayed positive when fear ran rampant. We stayed as a unit when employee mobility skyrocketed.

Employee turnover in community health care exceeds 35% industry wide. At Pinq, we boast a turnover rate 70% lower than the industry average. Employees comes first. It shows.

Some of the highlights of 2021 include;

Pinq Quality Framework has been established. Every growing business needs to make sure that their governance is strong. Whilst it may sound like corporate dribble, imagine the ability to have data feeding to a dedicated committee of Physio Inq employees who can disseminate the data and know what needs to change or be investigated to do a better job at delivering service. What if this system is also able to also show the quality of our HR, IT, Finance, BD or marketing teams? The Pinq Quality Framework is now doing just that, and it will help us as an organization of hundreds of incredibly passionate people, know hand on heart that we are doing what we say we want to be doing. That is great governance.

Pinq Academy launched. An incredible resource for all employees across the business to become involved, provide insight and input and steer the learning objectives of all of our employees for the long term. Expertly lead by incredible speakers in their field, Pinq Academy is a watershed moment for learning at Physio Inq that will continue to improve the quality of our service offerings across all areas.

Our **Mobile and Community Workforce** continued to expand and showed great growth despite the conditions. Victoria and NSW had a hell of a fight on their hands with lockdown after lockdown and with the assistance of two amazing state managers were steered through the murky waters with grace. We weren't far off doubling for the year in this sector yet again.

Our **Pinq Business Partners network** grew by 5 clinics throughout the year. During a period with Covid raging war across the lands, this is an incredible achievement and testament to the fighting spirit of our Pinq Business Partners. In addition to the growth of number of clinics, organic growth also increased markedly. The word is clearly getting out that our in clinic practitioners are simply the best.

Thank you

Thank you to all our amazing humans who grace our halls and clinics. Without you we are nothing. Without your commitment to our culture, we wouldn't be a magnet to the next generation of empathetic health employees who will change the landscape of quality care forever. Thank you for enabling the dream to materialize.



Our North Star



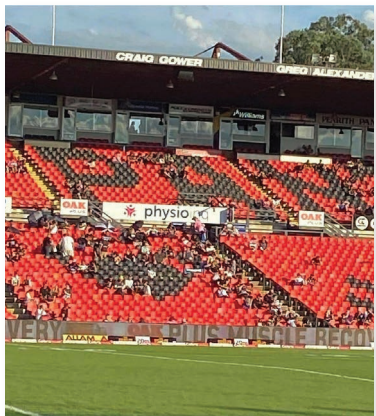
To Positively Impact 1 Million Australians Annually

Our Core



"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.

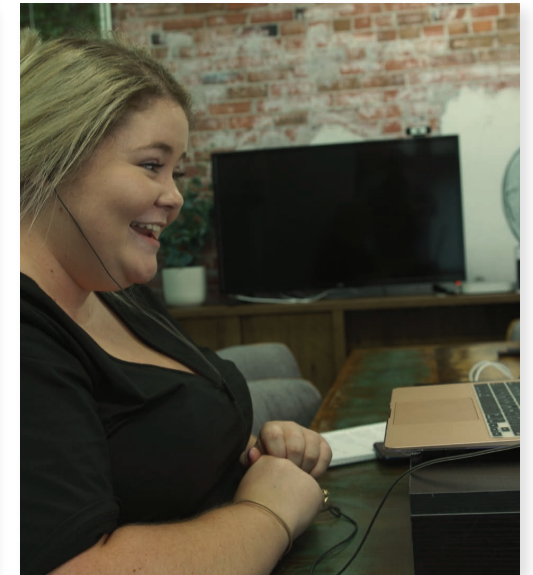
People



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







The Mission's Health



NUMBER OF SERVICES DELIVERED: **291,00**

NUMBER OF CLIENTS SERVICED: **23,380**



GROUP
REVENUE

\$34.3M



GROUP
REVENUE
GROWTH

39%



NUMBER OF
CLINICS

18



NUMBER OF
PINC BUSINESS
PARTNERS

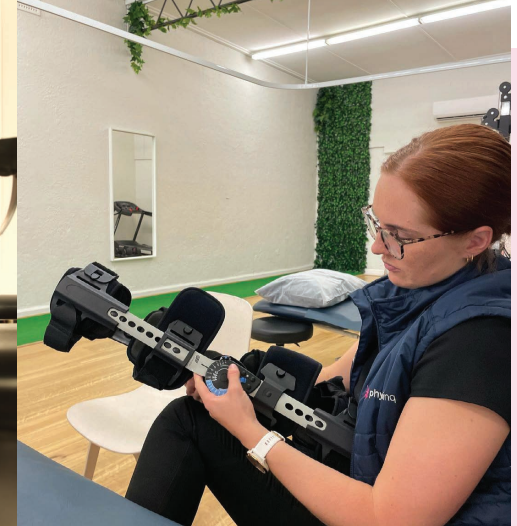
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Workforce Statistics

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Clinic (Headcount) Growth	24%
Clinic Revenue Growth	17%
Mobile + Community Revenue Growth	86%
Physio Inq Clinic Count	19
Physio Inq Franchisees	10
Workforce Employee Growth	33%
Pinq Group Headcount	357
Pinq Group Growth	39%



Awareness

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'Physio Inq' branded search term	1900 searches p/m	↑ 46%
Website Visitors	1,010,960	↑ 139.5%
Social Media Followers	36,231	↑ 12.4%
Social Media Engagement	66,968	↑ 39.7%
Social Media Posts	7,068	↑ 36.7%





MOBILE + COMMUNITY TEAM MEMBER OF THE YEAR

John Paulraj
Mobile + Community VIC



CLINIC TEAM MEMBER OF THE YEAR

Nick Mangan
Alexandria



AMBASSADOR OF THE YEAR

Tom Hol
Engadine + Sutherland



PING BUSINESS PARTNER OF THE YEAR

Cameron Smith
Camden + Harrington Park



EDUCATOR OF THE YEAR

Kathy Balson
Mobile + Community

Company Awards



YOUNG GUN

Ben Carroll
Engadine + Sutherland



PURE GRIT AWARD

Gillian Dueza
National Support Office



PURE GRIT AWARD

Irene Georgakopoulos
National Support Office



IDEATION AWARD

Allie Deignan
National Support Office



NATIONAL SUPPORT TEAM MEMBER OF THE YEAR

Patricia Hurley
National Support Office

Community Engagement



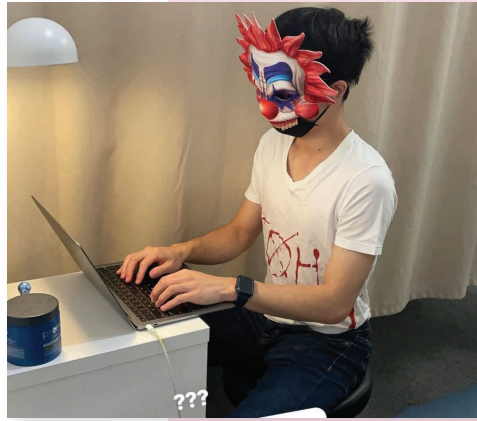


Life is short,
have fun!





@PHYSIO_INQ
@THENEXTGENPHYS
@PHYSIO_MIKE



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The best method of overcoming obstacles is the team method





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

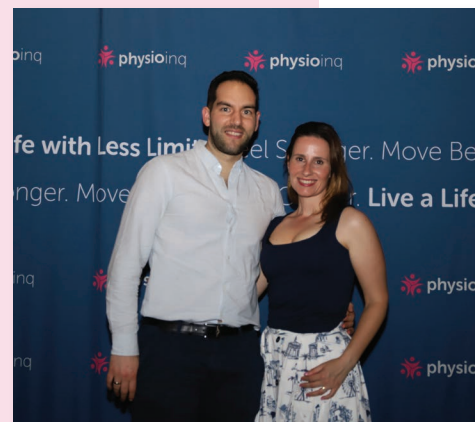
















Thank you



It is incredibly exciting knowing that we have created and are continuing to create something truly special, where no one person is more important than the next.

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 place we call Pinq is very special indeed.

Jonno



