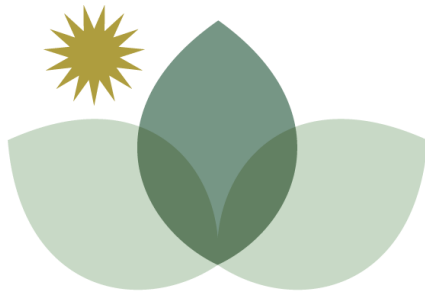


A collage of four images representing healthcare: an elderly couple, a doctor with a family, a doctor with a child, and a woman at a gym.

# Global Centre for Healthy Workplace Awards 2023

Presented by: Lou Pascuzzi, CEO & Managing Director



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GLOBAL CENTRE FOR  
**HEALTHY  
WORKPLACES**

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- ❖ **Our Mission and Values**
- ❖ **About Us**
- ❖ **Our Wellbeing Philosophy**
- ❖ **Employee Wellbeing: 100 Days of Health**
- ❖ **Leadership**
- ❖ **Culture**



# Our Mission and Values

## Our mission:

To be leaders in innovative and integrated healthcare renowned for providing wellbeing to our communities.

## Our values:

**Respect** – we value diversity, treating each other with courtesy and care

**Accountability** – we are responsible for our own actions and inactions

**Excellence** – we strive to be the best in all that we do

**Collaboration** – we work together cooperatively to achieve shared outcomes

**Integrity** – we act with honesty, openness and professionalism

**Innovation** – we embrace new ideas and seek creative solutions





# About Us

TLC Healthcare has been operating for over 30 years.  
Our Group's corporate identity is comprised of the following brands:

- TLC Healthcare
- TLC Primary Care
- TLC Aged Care
- TLC Health Supplies
- TLC Early Learning
- TLC Health Clubs
- TLC Learning (Registered Training Organisation 41447)
- The Village Café
- TLC Day Surgery- Strategy 2025



# Our Wellbeing Framework Philosophy

**UBUNTU – “I am what I am because of who we all are”**

**The Spirit of Ubuntu, was made famous by Madiba (Nelson Mandela)**

The word UBUNTU is used in the Zulu and Xhosa languages in South Africa. It describes the recognition that we are all bound together in ways that can be invisible to the eye; that there is a oneness to humanity; that we achieve ourselves by sharing ourselves with others, and caring for those around us.

It speaks to the fact that we are all connected and that one can only grow and progress through the growth and progression of others.



# Our Wellbeing Framework Philosophy

**Unity**

We collaborate, we work together cooperatively to achieve shared outcomes.

***Collaboration***

**Be present**

Give your full attention to the person, the task.

***Respect***

**Uphold**

Be strong in upholding your own actions, and take accountability for yourself, your team, and your team members.

***Accountability***

**iNspire**

We nurture change and progress, we embrace new ideas and seek creative solutions.

***Innovation***

**Trust**

We act with integrity, honesty, openness and professionalism.

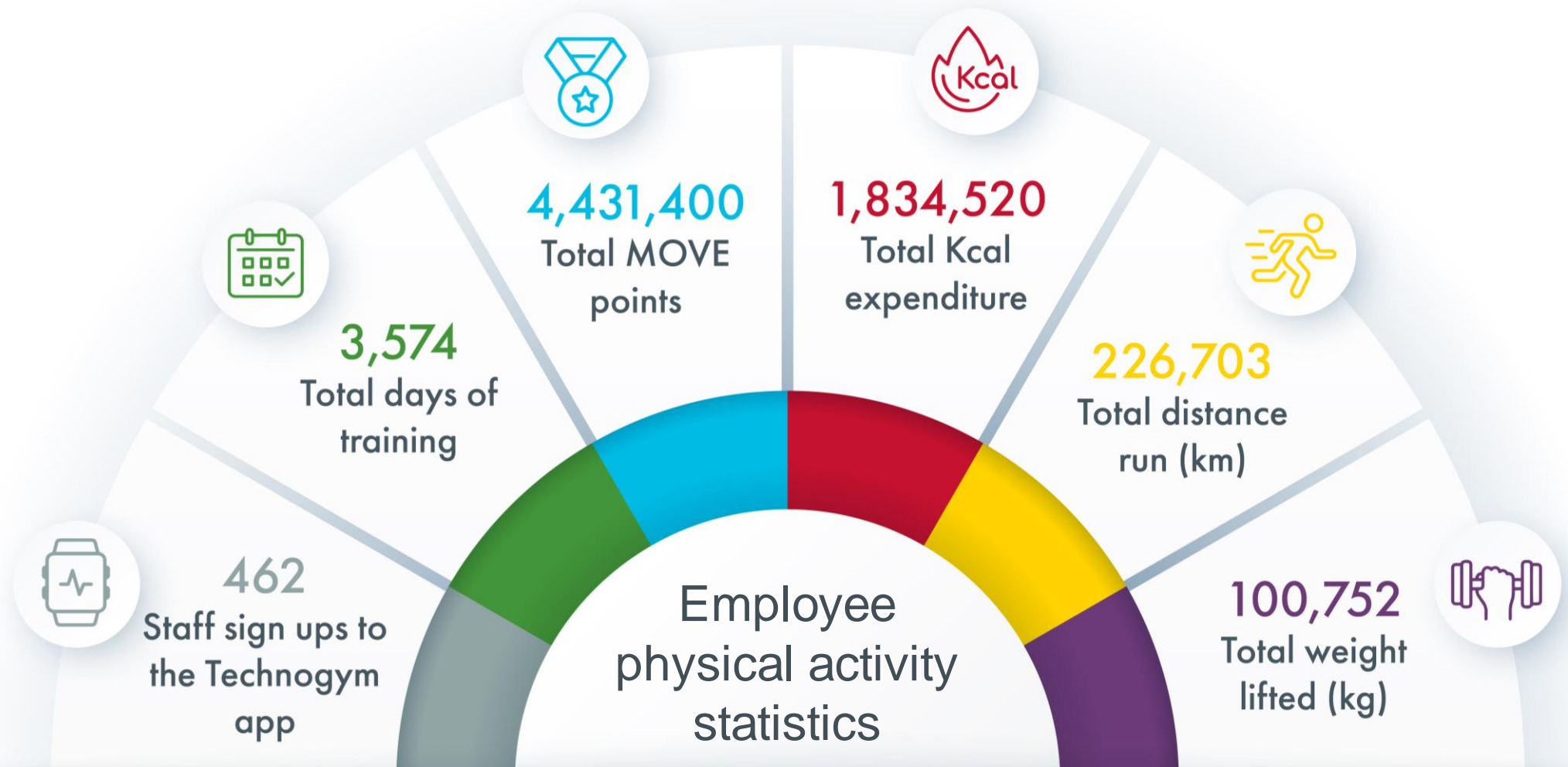
***Integrity***

**oUtstanding**

Our goal is to be the best we can, we strive to be the best in all that we do.

***Excellence***

# TLC 100 Days of Health



# TLC 100 Days of Health



Just Dance Home vs. Home Competition



Rank	Player	Score
1	TLC MA New Challenger	12461
2	TLC TB New Challenger	12388
3	TLC WW New Challenger	12091
4	TLC HO 10 New Challenger	11966
5	TLC HW New Challenger	11620
6	TLC THD New Challenger	11409
7	TLC NG New Challenger	10437
8	TLC SL New Challenger	10273
9	TLC HE New Challenger	9949
10	TLC NM New Challenger	8895

Total players: 12

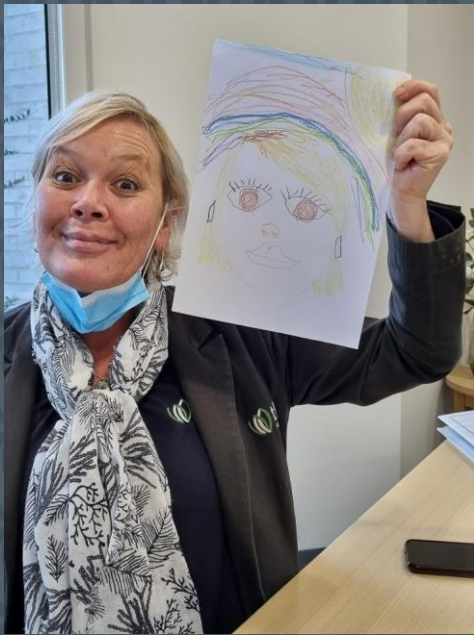


Rank	Player	Score
1	TLC MA New Challenger	12322
2	TLC HO 10 New Challenger	11741
3	TLC WW New Challenger	11645
4	TLC TB New Challenger	11205
5	TLC THD New Challenger	10830
6	TLC SL New Challenger	9643
7	TLC HW New Challenger	9529
8	TLC NG New Challenger	8896
9	TLC CV New Challenger	8707
10	TLC NM New Challenger	8455

Total players: 10



# Wellbeing activities



Opposite Hand Portrait Drawing Challenge



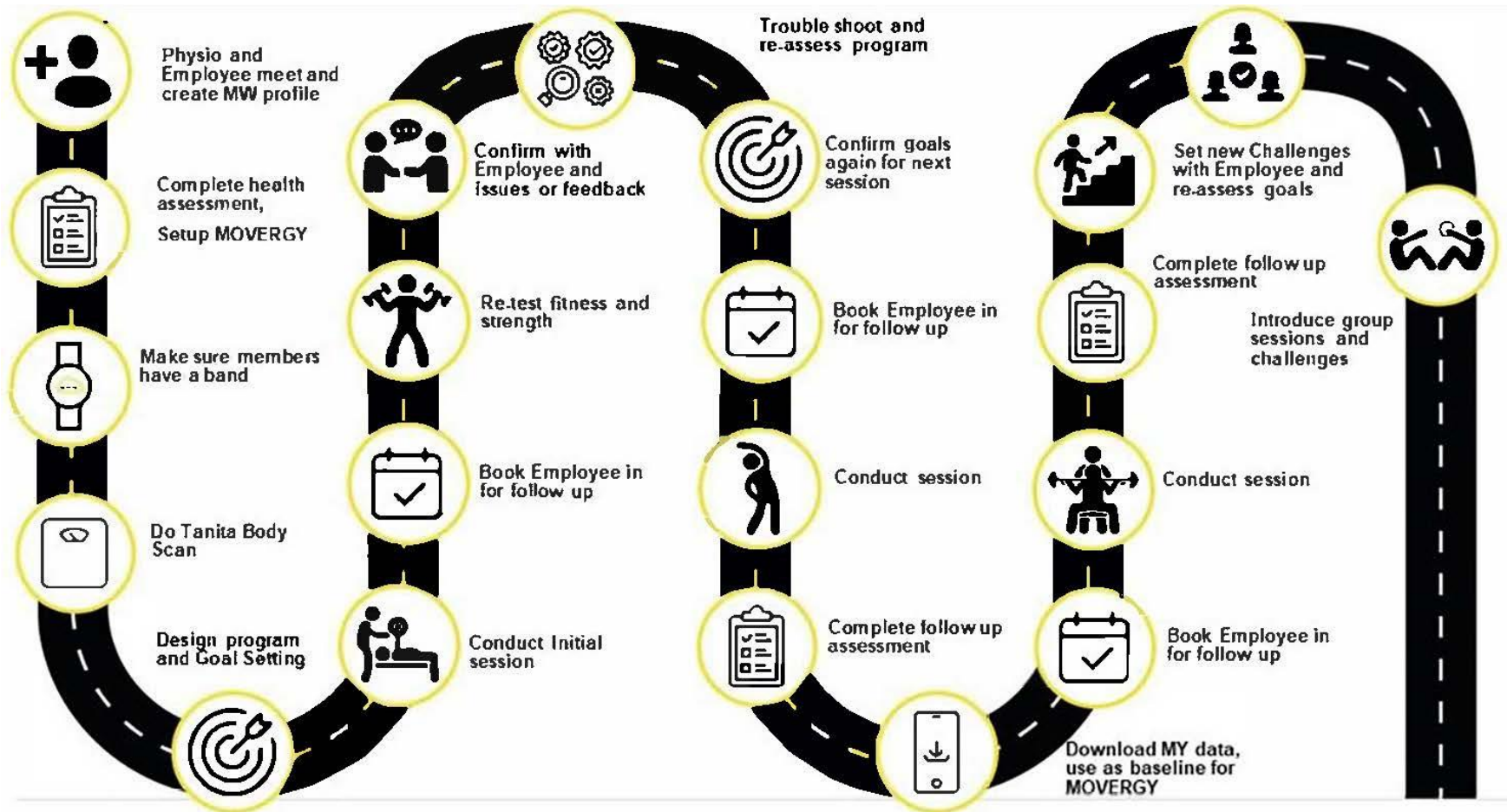
Dance and Funky Dress Day



Wednesday Addams Dance Challenge



# Employee Health Journey at TLC



# Activities and Support under the TLC Wellbeing Framework

## MIND

- Confidential external Counselling partners - EAP
- TLC Wellbeing teams across all sites
- Education and professional development leave
- Paid Family Violence Leave
- Paid parental leave – EBA
- Mental Health Awareness Programs
- Leadership Development Programs
- Service Recognition programs

## BODY

- Wellbeing Teams across all sites
- Corporate Health Plan
- Free Flu Vaccinations
- Free COVID vaccinations
  - Blood donations across all sites

## SPIRIT

- TLC Wellbeing Teams across all sites
- Financial guidance through EAP
- Serious illness and injury pool – EBA
- Reward and Recognition Programs
- Refer a Friend Recruitment Program
- Sign-on bonuses for new employees
  - Service Recognition programs



# Team TLC



Leadership Day Training Event



Executive Team

The success of the Executive team and that of the organisation is attributed to the team's highly collaborative, innovative, dynamic and agile nature, coupled with its dedication to promoting a unified and high-performing culture.



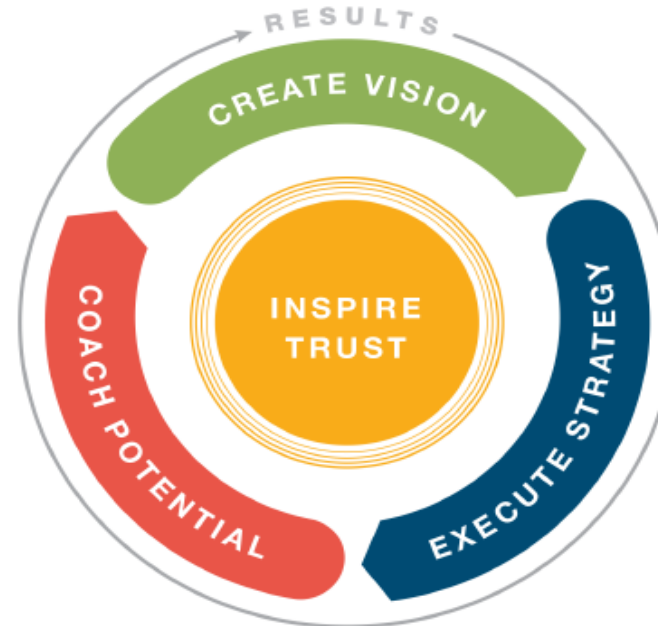


# Leadership Development



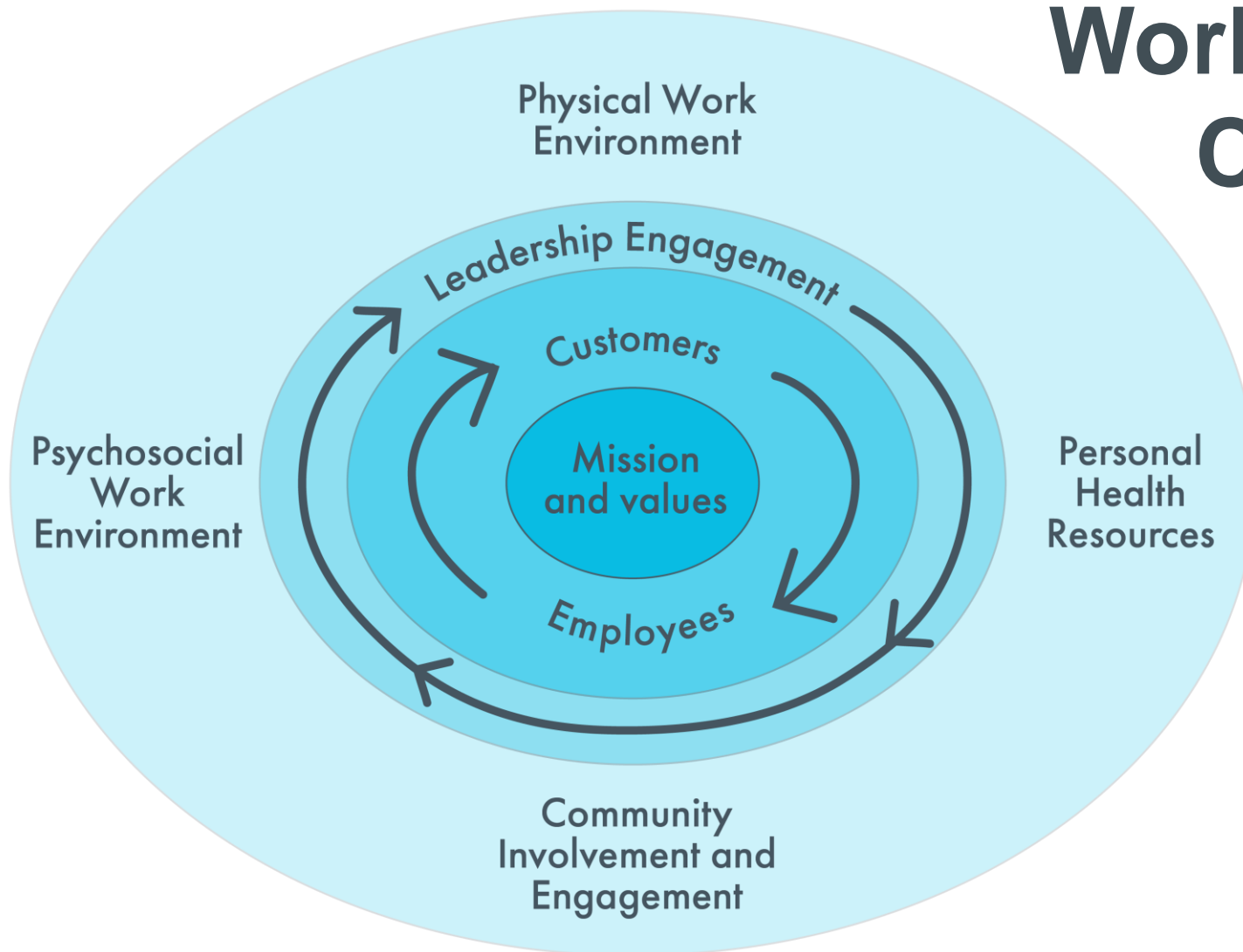
The 4 essential roles of leadership assessment overview

My 4 Essential Roles Score
83
My Leadership Net Promoter Score (LNPS)
47



INSPIRE TRUST	85
CREATE VISION	84
EXECUTE STRATEGY	82
COACH POTENTIAL	81

# TLC Healthy Workplaces and Workplace Culture



# TLC Healthy Workplaces and Workplace Culture



International Nurse's Day



Staff Appreciation Day



# The Australian Business Awards

 THE AUSTRALIAN BUSINESS AWARDS	ABA100	COMMS EXCELLENCE WINNER 2022	 THE AUSTRALIAN BUSINESS AWARDS	EOC	EMPLOYER OF CHOICE WINNER 2022
 THE AUSTRALIAN BUSINESS AWARDS	ABA100	BUSINESS EXCELLENCE WINNER 2021	 THE AUSTRALIAN BUSINESS AWARDS	EOC	EMPLOYER OF CHOICE WINNER 2021
 THE AUSTRALIAN BUSINESS AWARDS	ABA100	PRODUCT EXCELLENCE WINNER 2020	 THE AUSTRALIAN BUSINESS AWARDS	EOC	EMPLOYER OF CHOICE WINNER 2020
 THE AUSTRALIAN BUSINESS AWARDS	ABA100	MARKETING EXCELLENCE WINNER 2019	 THE AUSTRALIAN BUSINESS AWARDS	EOC	EMPLOYER OF CHOICE WINNER 2019
 THE AUSTRALIAN BUSINESS AWARDS	ABA100	NEW PRODUCT INNOVATION WINNER 2018	 THE AUSTRALIAN BUSINESS AWARDS		EMPLOYER OF CHOICE WINNER 2018
 THE AUSTRALIAN BUSINESS AWARDS	ABA100	SERVICE EXCELLENCE WINNER 2017	 THE AUSTRALIAN BUSINESS AWARDS		EMPLOYER OF CHOICE WINNER 2017
 THE AUSTRALIAN BUSINESS AWARDS	ABA100	BRAND EXCELLENCE WINNER 2016	 THE AUSTRALIAN BUSINESS AWARDS		EMPLOYER OF CHOICE WINNER 2016



# Questions?



[Click here to watch the Wednesday Addams Dance Challenge](#)

 [@tlchealthcareau](#)

 [www.tlchealthcare.com.au](http://www.tlchealthcare.com.au)