

Media Release

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AUSTRALIAN BUSINESS AWARDS RECOGNISE TLC FOR THE 7TH CONSECUTIVE YEAR



TLC Healthcare (TLC) has been recognised as an Australian Business Award Employer of Choice for seven years running. And this year, an award for Comms Excellence has been added to the list of consistently impressive wins including Australian Business Awards for Brand Excellence (2016), Service Excellence (2017), Product Innovation (2018), Marketing Excellence (2019), and Product Excellence (2020).

Lou Pascuzzi (CEO) is proud his team at TLC Healthcare has been recognised as 2022 Australian Business Awards Business winners for both awards, particularly as it reflects the important work exhibited in response to COVID-19.

“I could not be prouder of my team. They’re so deserving of these awards and it demonstrates the way they persistently continued to respond to the most challenging situations. In August 2021, our Coronavirus Taskforce agreed that a mandated Rapid Antigen Testing Program would be introduced across our sites. This quickly became the key strategy for ensuring safe visitor access and preventing COVID-19 outbreaks across our homes.

“We’re delivering approximately 10,000 rapid antigen tests a week to residents, family members, support persons, friends, visitors, staff, and contractors.

“We’re the only aged care organisation to have implemented such strict infection control measures, and the strategic way in which this was communicated and rolled out is to be commended. The team developed a comms kit including information flyers, electronic email campaigns, and signage across our sites. We set up caravans outside these homes with information flyers, posters and signage, and resourced them with uniformed nurses, so people visiting our homes understood how serious we were about protecting our residents and staff.

“The program was launched via the media in September 2021 at our Homewood site in Hallam and in early October, a media release titled ‘Rapid Antigen Testing Saves TLC Homes’ was distributed to national media outlets. To say we led the market in our response to minimising the effects of COVID19 is an understatement. Our story was extensively reported via both national and local programs including Channel 9’s Today Show, 9News, 3AW, and a host of other media outlets.

“Positive feedback and support from our residents, their families, support persons, friends, staff, and contractors was overwhelming”, says Pascuzzi.

“It must be noted that the extent of our achievements is absolutely resultant of the efforts of our dedicated TLC team across all our business units including aged care, primary care, learning, early learning, health clubs, and health supplies. It speaks to our culture of collaborative care that delivers unprecedented results experienced at TLC prior to and during the pandemic.

“Our education, training, and development are paramount to the success of our organisation. In-house training of our staff not only provides TLC with a highly skilled workforce but also extends training opportunities to team members who may not otherwise undertake career development outside of their working day.

“We take our responsibility to our people seriously, and this is reflected in how we look at performance, recognition, and remuneration and our excellent results across health, safety and employee satisfaction. All of these factors combine to make TLC one of the most sought-after employers in the healthcare industry.

“These two awards are for every member of Team TLC who has worked tirelessly to protect our community. I am proud to lead such an exceptional team of people,” Pascuzzi added.

Entry into the awards is open to all private and public companies, multinationals and their subsidiaries, non-government organisations, educational institutions, government departments, government agencies, government authorities, and statutory bodies that have successfully executed a business, management, or community initiative, or developed an innovative product or service.

The program provides a significant opportunity for high-performing organisations that implement world-class business initiatives and develop innovative products and services to be acknowledged and honored for their achievements, both nationally and internationally.

For more information on The Australian Business Awards and the 2022 ABA100® Winners, visit australianbusinessawards.com.au.

TLC operates residential aged care homes, medical centres, and registered training facilities located across Melbourne and Geelong. In December 2022, TLC will open Australia's first truly intergenerational healthcare precinct in the Melbourne suburb of Mordialloc that will offer 147 residential aged care places, a community medical centre, a 118-place early learning centre, a commercial health club with 20m indoor swimming pool, and commercial café known as “The Village Café”; all at one location.

For more information, visit tlcmordialloc.com.au/

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