

**BODYSYSTEM®**

**PHYSIO  
THERAPY  
EXERCISE  
PHYSIOLOGY  
REHAB**

Clinic - 38 Collins Street, Hobart  
Rehab Studio - 129 Argyle Street, Hobart

Phone: 6231 5991 Fax: 6231 5993  
bodysystem@bodysystem.com.au  
www.bodysystem.com.au



**WORKING AT  
BODYSYSTEM**

# Directors Message



This booklet is to help you understand:

- *who we are and what we value*
- *what the Directors and your colleagues will expect of you as part of the BODYSYSTEM Team*
- *and what you can expect from the Directors and your colleagues in return*

It's about BODYSYSTEM - the qualities that make us distinctly and uniquely us.

At BODYSYSTEM we value our people. It's about who, not what, we are. It's about how we do what we do and the values that underpin our approach. It's about why these things matter so much, and what it is that encourages so many referrers and clients to keep coming back. It's about BODYSYSTEM being a place where people genuinely want to work. It's about our reputation and our ongoing relationship with the sporting organisations, businesses and individuals who want to work with us.

**Kellie Wilkie**  
APA Titled Sport & Exercise Physiotherapist  
Olympic Physiotherapist, Aus Rowing Team 2012 & 2016  
Principal Physiotherapist & Director

**Fiona Hamilton**  
APA Titled Musculoskeletal Physiotherapist  
Independent Workers Compensation Advisor  
Principal Physiotherapist & Director

**Nick Wilson**  
APA Titled Sport & Exercise Physiotherapist  
Paralympic Physiotherapist, 2024, 2026  
Principal Physiotherapist & Director

We are delighted that you've chosen to learn more about the BODYSYSTEM team.

At BODYSYSTEM we have a strong brand, an enviable reputation and a distinct, defining culture.

# BODYSYSTEM Over View



BODYSYSTEM has always been proudly Tasmanian owned and operated, with Kellie, Fiona and Nick working as Principal Practitioners, and being involved in the day to day management of the business. They are supported by a Leadership Team made up of senior administration staff and practitioners.

BODYSYSTEM was originally a Physiotherapy Practice but now also employs Exercise Physiologists. In 2020 our Rehab Studio location at 129 Argyle Street extended the ability of the business to prescribe exercise based interventions, with Physiotherapists and Exercise Physiologists working collaboratively in this facility to achieve best possible patient outcomes.

## **Our History**

BODYSYSTEM was started in 2001 by Kellie Wilkie, with Fiona Hamilton becoming a Director in 2014 and Nick Wilson in 2025. Together they have grown and developed the business to what it is today, employing 18 practitioners and 9 admin staff.

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## **Our Mission**

To improve the health outcomes of Tasmanians through clinical excellence, delivered with respect and integrity by a healthy, engaged and progressive team.

# Our Values

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## 01 Our People

An environment that considers keeping both Administrative and Practitioner stress to a minimum is of the highest importance to us. Practitioners start at 8.30am at the earliest, finish at 6pm at the latest, have one hour for lunch, do not work weekends and work a maximum of 38.5 hours per week. Longer than average treatment times ensure that administrative duties can be completed within work hours and patient outcomes are optimised. Practitioners are provided with the best possible ergonomic environment and equipment to minimize physical stress.

Receptionists generally start at 8.15am or 8.30am and finish at 6.15pm, have 45 minutes for lunch, never work more than 38 hours per week, or after hours work and are provided with the best possible ergonomic environment to minimize physical stress.

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## 02 Our Services

BODYSYSTEM'S main services are:

- Physiotherapy
- Hand Therapy
- Casting, Bracing and Splinting
- Exercise Physiology
- Rehab Studio
  - Prescribed Exercise
  - 1:1, Small Group & Classes
  - Fully equipped Rehab space



# Our Locations

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## Clinic 38 Collins St Hobart

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## Rehab Studio 129 Argyle St Hobart

# Meet The Team



## Admin / Reception



**Kristina Parnham**  
*Projects Manager*



**Angela Carmichael**  
*Practice Manager*



**Jess Teh**  
*Senior Practice  
Admin Assistant*



**Eleanor Clarke**  
*Practice Admin Assistant*



**Sammy Danielewicz**  
*Practice Admin Assistant*



**Sophie Cassidy**  
*Rehab Studio Receptionist*



**Lara Upton**  
*Clinic and Rehab Studio  
Reception Casual*



**Beatriz Nunez**  
*Clinic and Rehab Studio  
Reception Casual*



**Ellie Busch**  
*Clinic and Rehab Studio  
Reception Casual*

# Practitioners



**Kellie Wilkie**  
*APA Sports & Exercise  
Physiotherapist - Director  
Olympic Physio  
TIS Sports Med Coordinator*



**Fiona Hamilton**  
*APA Musculoskeletal  
Physiotherapist - Director  
Workers Comp Advisor*



**Nicholas Wilson**  
*APA Sports & Exercise  
Physiotherapist - Director  
Paralympic Physio*



**Kate Moore**  
*APA Sports & Exercise  
Physiotherapist  
Aus Cricket Women*



**Belina Doerner**  
*Physiotherapist  
Leader: Rehab Studio  
& R & D*



**Andrew Willcox**  
*Physiotherapist  
VFL Mens*



**Nicholas Cannell**  
*APA Sports & Exercise  
Physiotherapist  
Netball Tas*



**Carmen  
Woodmansee**  
*APA Musculoskeletal  
Physiotherapist  
Netball Tasmania*



**Charlotte Sayers**  
*APA Sports & Exercise  
Physiotherapist  
VFL Womens*



**Curtis Iverson**  
*Physiotherapist*



**Liam Hanna**  
*Physiotherapist*



**Jessica Richards**  
*Physiotherapist*



**Jen Woodward**  
*Accredited Hand  
Therapist*



**Fran Black**  
*Accredited Hand  
Therapist*



**Paul Tho**  
*Physiotherapist  
Hands*



**Adam Knapek**  
*Accredited Hand  
Therapist*



**Darren McNeas**  
*Exercise Physiologist  
ESSA Accredited*



**Taylor Wilczynski**  
*Exercise Physiologist  
ESSA Accredited*

# What To Expect

## What we expect from you

At BODYSYSTEM we strive to provide a working environment that allows staff to be happy, healthy and engaged. In return, we expect that staff will behave in a way that aligns with the our values.

We expect that all staff will support each other at work. We value **team work** and forming relationships without hierarchy – our administrative staff and practitioners are as valuable as each other. Our leadership team is a group of administrative and professional staff providing **guidance** on a daily basis with an emphasis on ongoing learning.

We deliver health care with **respect** and **integrity**. We believe that there is little to gain in the criticism of health provision by others within our practice and outside of our practice. We encourage **feedback** that is inquisitive and not challenging in nature so that individuals can **learn** from each other and so that patient outcomes are optimised.

We expect that you will be able to **receive feedback** in a way that allows you to reflect and make change. We expect that you will be able to **give feedback** with **respect** and **kindness**.

We deliver evidence based health care that is **progressive**. We expect practitioners to be fully engaged in the **education** and **mentoring** delivered at BODYSYSTEM and encourage practitioners to be **vulnerable** and **communicate** what is not understood and what knowledge they need to grow.

We expect all staff to respect the **confidentiality** of patients and the **intellectual property** of BODYSYSTEM. We have specific policy in place to ensure this but always encourage staff to ask questions if they are unsure.

We truly embrace **diversity** of staff and patients at BODYSYSTEM. We celebrate individuality and expect all individuals to **respect** all members of the team. We discourage ego and behaviour that is not supportive of other team members. We have a specific interest in understanding the stories of those that were here before us – we are actively working as a team to understand and respect **Aboriginal and Torres Strait Islander** culture.

We employ permanent staff with the intent of you working at BODYSYSTEM long term. You are an employee with **valuable entitlements**. Entitlements such as sick leave, carers leave, compassionate leave and annual leave exist to support your employment over time. We expect you to use these entitlements in an honest way with **clear communication** about your needs. Unplanned leave is challenging for a service based business to manage, we have policies and procedures in place for you to be able to communicate with the right people, in a timely way so that patient care is not significantly affected.

Above anything, we expect that you are **honest**. We expect that you communicate with members of the leadership team if you need support and we will ensure we communicate with you regularly so that we understand your needs.

# Consulting - Practitioners



## Collaborative and multi-disciplinary approach to treating patients

Patients benefit by being able to access physiotherapy, hand physiotherapy and exercise physiology all within BODYSYSTEM, and can have treatment as well as access to supervised exercise in the Clinic and Rehab Studio.

Strong relationships exist with the Sports Doctors, and with other specialists, GP's and insurers, allowing the best possible outcomes for patients.

## Treating New Patients comprehensively up to a 1 hour time period

This longer than average treatment time allows for a thorough patient history taking, as well as the commencement of significant treatment. Patients usually depart after 50mins, allowing sufficient time for clinical note taking and other administration requirements.



## Re-assessment times of up to 30 minutes

Clients are usually treated over 20-25 minutes for subsequent appointments, ensuring comprehensive treatment time, keeping treatment frequency to a minimum and allowing sufficient time for clinical note taking & other administration requirements.



## Use of a dynamic and developing Practice Management System

PracSuite (Smartsoft) is the practice management software used by BODYSYSTEM for booking, billing and invoicing patients and third parties, as well as the recording of clinical notes, attaching patient documents, letter writing, report writing and maintaining up-to-date relevant patient details online. All hardware provided in the workplace can be accessed from home.

## Use of a dynamic and developing programme to aid in exercise prescription and treatment complementation

Practitioners can provide access for patients of the practice to detailed descriptions and photos of prescribed exercises through VALD, as well as offering telehealth.



## Rehab Studio

In our custom designed Rehab Studio patients can attend 1:1 Exercise Sessions, Small Groups, GLA:D, and Stronger for Longer classes to aid in rehabilitation, optimise performance, increase strength and stability, address specific sporting related issues and injuries, and exercise for disease prevention and management. Services are provided by both physiotherapists and exercise physiologists who work collaboratively to provide the best care possible.

# What To Expect

## What you can expect from us

We have longer than average treatment times. We see new patients & new injuries over 60min intervals. We encourage you to use 45min to see the patient and 15min to complete admin tasks and planning for that patient – we don't want you to take work home! All re-assessments are allocated 30min or a 60min long consultation if they are complex or have multiple issues. We squeeze the occasional urgent appointment in on a 30min consult if we do not have a 60min consult to offer them and this is genuinely needed – this will never be squeezed in over lunch or take someone else's time, and patients are always told they will need to come in for a follow up quickly after to ensure they received comprehensive care. We believe our longer treatment times keep treatment frequency to a minimum and ultimately reduces the cost of an episode of care.

Work hours are Monday – Friday 8.30am until 6pm. We believe that if we provide a good enough service, patients will come when we are open. It is often more convenient for patients to be seen on weekends or of an evening but working these hours does not look after the health and wellbeing of our staff. If our Professional and Admin staff are happy and healthy, they provide the best possible services to clients. You can expect to work **morning shifts from 8.30-1pm and afternoon shifts from 2-6pm**. You will always have an hour for lunch and full time hours results in you having a half day off. This half day is great for breaking up your week but also allowing you to book in personal appointments.

We provide a very competitive wage structure. We have a structure that is commensurate with experience and leadership responsibility. Recent graduates always start on a salary, as experience is gained, there are opportunities to stay on salary or move to a base salary with percentage loading so you are rewarded financially for managing a busy list. We have a wage structure that supports career pathways for titled therapists and Admin and Practitioners showing leadership skills wanting to take on more responsibility – leadership positions are offered by invitation once you have contributed to the BODYSYSTEM team over time. We do not negotiate individual salaries, we believe that it is our responsibility to get you to the level that you should be at by providing you with the support and training you need. We believe that competitive workplaces do not build collaborative teams. We want practitioners supporting each other to be the best they can be – we truly value team, kindness and learning from each other.

All permanent Practitioners and Admin staff are employed by BODYSYSTEM Pty Ltd. Wages include leave entitlements and superannuation is paid in addition to wages. Long service leave is also paid after working at BODYSYSTEM for 10 years – more than 20% of our employees have worked at BODYSYSTEM for more than 10 years! We value retention and believe this is a great reflection of BODYSYSTEM being a great place to work.

Our fee structure reflects the experience and qualifications of staff. Titled Practitioners attract a fee that is 25% greater than our base fee structure. This allows us to reward Titled Practitioners with a wage that is commensurate with experience and higher level learning. All Titled Practitioners are on a base level wage with a percentage loading. The higher fees charged result in a wage that rewards the effort and achievement of gaining higher level education.

Regular in-service education is provided for all Practitioners. Every fortnight we alternate between a **lecture based education** session for all professional staff and **small group learning** that has a more practical focus. Learning is often delivered by practitioners within the leadership team but we rely on all team members contributing to the ongoing learning of the group. Less experienced practitioners are supported to do this as a learning opportunity. We also hold a full 'All-Staff' meeting once every 4 weeks to go through general administration, provide an opportunity to share information and **build on our cultural themes of excellence and inclusion.**

In addition to meetings, we also have **scheduled debrief sessions** where more experienced staff spend regular scheduled time with less experienced staff to talk through difficult patients or specific identified areas for further education. We acknowledge that 'you cannot buy experience' and that having an experienced staff member to talk through cases is the **ultimate learning experience for the developing practitioner.** Experienced staff members get so much out of these sessions too! Having to explain their own clinical reasoning, what they do and why also challenges their evidenced based approach and ensure they regularly think through their own practices and biases.

Professional staff are also **allocated professional development funds** based working hours and years spent at BODYSYSTEM. These funds change from time to time and are communicated to everyone each financial year. Practitioners can make use of **allocated funds to pay for courses or conferences** or use **professional development leave time** – whatever suits their own individual needs. We also allocate funds to have staff trained in the delivery of specific programs at BODYSYSTEM such as the GLA:D program.

...And, on top of all of this BODYSYSTEM schedules and pays for CPR training for all staff annually. Admin staff working in our Rehab Studio are also allocated time to complete a higher level First Aid Qualification.

Other employee benefits of working at BODYSYSTEM include the use of our Rehab Studio gym, the allocation of uniform and generous discounts of services for staff and family. Our Rehab Studio is accessible for use outside of hours of operation for staff once you have been with us for 3 months. You can attend with partners and children living at home, young children should not attend, and those attending with you should be supervised by yourself. Admin and Practitioner staff working in the Rehab Studio are allocated a uniform to wear – this consists of a branded vest, long sleeve top, t-shirt and / or polo shirt. This should be worn with black neat shorts, tights or track pants. Admin staff in the clinic are allocated an allowance to purchase work clothes that are white, black or grey.

Staff discounts on services are worked out in the most equitable way possible considering that everyone has different circumstances of private health cover. Staff are billed at 40% of the service fee and immediate family (partners, children, parents, parents-in-law, and siblings) are billed at 50%.

*We truly do believe that if you look after staff, you have a happy and healthy work force that provides the best quality services to clients. BODYSYSTEM was created to provide a workplace that keeps staff stress to a minimum and delivers high value health care. This workplace has evolved to employ a large team that has a culture of kindness and team work so that delivering excellence in health care continues to be possible amongst a team that is inclusive and always learning.*

# Social Scene

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## Social Club

All staff are welcome to join the Social Club, which costs \$5.00 per fortnightly pay. Gifts are purchased for significant birthdays, celebrations and events. Social events are also organised throughout the year.

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## Birthdays

Staff birthdays are celebrated at BODYSYSTEM by a birthday cake roster!

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## Friday

A Friday cake roster exists to hail the weekend with something sweet to eat at morning tea! Regular Friday night drinks are organised.

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## Social Media

Slack is the platform used for social and casual communication in house.

BODYSYSTEM have a presence on Instagram and Facebook. All staff are encouraged to forward any relevant professional information to share.

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# Leadership Team

The Leadership Team provides support to the Directors, as well as colleagues.

DIRECTORS	RESPONSIBILITY
Kellie Wilkie	HR Physio staff IT Systems and Front Desk management Education and training Research and development Sport and event coverage Future development and practice services
Fiona Hamilton	HR Admin staff Accounting and banking Policies and procedures QIP Equipment, consumables and retail Health promotion, advertising and employer of choice Sport and event coverage
Nick Wilson	tbc

LEADERSHIP TEAM MEMBERS	RESPONSIBILITY
Kristina Parnham	Project Management / Policies and Procedures / Practitioner Paperwork / QIP / Invoicing / Xero / Accounts Back up Sick Leave Contact
Angela Carmichael	Practice Management / Admin Team Branding / Promotion / Social Media / Equipment / Consumables / Retail / Pays / Xero / Accounts Sick Leave Contact
Belinda Doerner	Rehab Studio Research and Development