

Media Release

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AUSTRALIAN BUSINESS AWARDS RECOGNISE TLC FOR THE 6TH CONSECUTIVE YEAR



The 2021 Australian Business Awards have once again recognised TLC Healthcare (TLC) as Employer of Choice Winner and for the first time as a Winner for Business Excellence.

TLC has been an Australian Business Award Employer of Choice Winner for six years running and has won previous 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 to have his team at TLC Healthcare recognised as a 2021 Australian Business Awards Business Excellence Winner for TLC's response to COVID-19.

“As the CEO of TLC Healthcare, I could not be prouder of my team and the way they have responded in these unprecedented and challenging times. In April 2020, COVID-19 infections began to surface in residential aged care homes across Australia, and since that time, 728 residents in other aged care homes have sadly passed away from the virus.

“In early March 2020, TLC recognised the devastating impact that COVID-19 would have on residential aged care homes and had already convened the first meeting of the TLC Coronavirus Taskforce. The TLC Coronavirus Taskforce has successfully steered TLC through the pandemic with clearly defined goals, objectives, and strategies.

“All 11 of TLC's residential aged care homes have remained free of COVID-19 to date; this is despite 75% of TLC's locations being in Victoria's COVID-19 hot-spot areas.

“TLC implemented industry-leading infection control protocols, ensured that our homes could welcome visitors when it was safe to do so, and achieved a 91.25% vaccination rate amongst our residents, and a 100% rate amongst eligible staff and contractors.

“This 2021 Australian Business Award for Business Excellence is for every member of Team TLC who has worked tirelessly to protect our community. I am proud to lead a team of such exceptional people.

“TLC's culture of respect, accountability, excellence, collaboration, integrity and innovation is also a key driver in our success. Being a 2021 Australian Business Awards Employer of Choice Winner

recognises the employee experience strategy that attracts the best people in the industry to TLC.

“Our strategy includes innovative programs for education and training, team rewards and recognition, occupational health and safety, and culture and leadership that combine to make TLC one of the most sought after employers in the healthcare industry”, says Pascuzzi

“The COVID-19 pandemic has presented one of the most significant business challenges ever faced by organisations across Australia. It created a critical need for leading organisations to adapt to new working environments and adopt new approaches to innovation whilst navigating the technical and operational constraints imposed by the lockdowns,” said Ms Tara Johnston, Program Director of the Australian Business Awards.

“As the world changes, organisations have implemented new business tools, practices, and policies to facilitate productivity beyond the physical office, presenting unique opportunities for business transformation by rethinking their business strategies and processes,” Ms Johnston 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, 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 honoured for their achievements, both nationally and internationally.

For more information on The Australian Business Awards and the 2020 ABA100® Winners, visit australianbusinessawards.com.au.

TLC operates residential aged care homes, medical centres and registered training facilities located across Melbourne and Geelong. In 2022, TLC will be opening their latest development in the Melbourne suburb of Mordialloc that will offer 150 residential aged care places, a community medical centre, a 120 place child care centre, a commercial gym, and a swimming pool; all at one location.

For more information, visit tlchealthcare.com.au

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