



# HEART TO HEART

ISSUE 02 | MARCH 2020 | AUTUMN EDITION

NATIONAL PATIENT TRANSPORT'S QUARTERLY STAFF NEWSLETTER



From Your Managers  
Page 3

Our Spirited Christmas  
Page 10

Flu Immunisation  
Page 15



## CEO's Message

Happy New Year! I hope you managed to get some time off over Christmas or in recent months. It is important to get quality time with loved ones and recharge the batteries.

We enjoyed a huge year of growth in 2019, particularly in Victoria where the Ambulance Victoria contract commenced in July and more recently, the commencement of services at Northern Health. Obviously, this has created more opportunities for new and existing staff. Unfortunately, we are experiencing a downturn in Ballarat and Bendigo and we will do our best to create other opportunities for those staff who may be affected.

Our NSW activity has levelled out - as new entrants we are now well established in NSW. Similarly, our WA activity has been steady and the consistent theme in each state is 'competition'. For us to be the best, we must continue to offer the best service day in, day out. For this, I thank all staff who make a significant positive difference to our patients care, each and every trip.

We had some great Christmas celebrations across Melbourne, Sydney, Perth, and in many regional locations. We understand that with a 24/7 business, it is not possible for all staff to attend all functions so 'thank you' to those who missed out this year. I hope your turn comes around soon, be it Easter or Christmas 2020.

In Melbourne we celebrated the HEART awards, which were great for Victorian staff, but neglected the great contribution of our NSW and WA staff. We are currently revamping the nomination timing and process in order to make it inclusive for all branches nationwide. Please take the time to read about this and nominate those colleagues who demonstrate our HEART values.

The other two exciting fundraising activities undertaken late last year were the collection of goods and medical supplies for donation to the Bush Fire victims and the donations to the Salvation Army Food and Toy drive. It was great fun and there were some good bargains to be won at the auction.

A huge thanks to those staff who drove these initiatives - Amanda, Kristen, Kim, and many other helpers. And thanks to those staff who dug deep for some great causes. I think it is a great reflection of our staff when you consider the sheer number of great causes that our staff support every year such as AIDS, Red Nose Day, RUOK, Breast Cancer Research and Services and many others at a local and national level. This is a true test of character and community spirit.

Obviously, the end of 2019/start of 2020 presented some huge challenges with Victoria and NSW suffering devastating bush fires, some of which burnt uncontrollably for many weeks. The sheer remoteness and rough terrain made it impossible for firefighters to get to some of these fires, let alone get them under control. Had it not been for the selfless acts and bravery of the emergency services, including the CFA, RFS, and SES - the impact of these fires on people and property would have been much worse. I am personally very proud that our company made a significant donation to create a fund to support those affected by the bushfires.

And if bushfires were not bad enough COVID-19 has emerged as a pandemic. The outbreak is having a tragic affect across many countries. We are monitoring the situation very closely and are distributing the most up to date information available from the Department of Health. Our training team has developed a training package on COVID-19 and I urge you to undertake this training asap. As health professionals, your family and the community will look to you for advice. It is important that you are up to speed and support those around you to not panic but take the proper precautions.

In the next few weeks, we will be releasing the Flu Immunisation program. I would like to encourage you to please participate, at your branch or at nominated chemists.

In December, we had the opportunity to support the African Music and Cultural Festival. This was held at Federation Square in Melbourne. NPT and CDC staff collaborated to increase health awareness with free health checks and enjoyed a great day out.

I hope you enjoy this edition and thank all that contributed. Until the next edition, please keep safe, stay healthy and happy, because that will make the world of difference to our patients and to you.

Thank you,

**Jeff Wilson**

Chief Executive Officer,  
National Patient Transport

# From Your Managers

HATS have been extremely fortunate to have been working with the medical staff at Angliss ICU to establish a pilot programme within Eastern Health. The pilot involves the intra network transport of their critically ill patients. The pilot has commenced and involves an assigned doctor to escort their patients utilizing the HATS platform.

Already HATS have transported some patients between Angliss ICU, Maroondah ICU, and Box Hill ICU. The medical team at Angliss ICU are already very pleased with the successful transports that have been undertaken and the professionalism of the HATS service.

This pilot is expected to be expanded if successful to include the transport to other networks and possibly the transport of mental health patients within the network.

Congratulations to some star performers in the HATS team. Thank you to Simon McLaughlin, Jacob Morris, Neesha Lethbridge and Matt Ries for some great days on HATS.

## **Robyn Emmerson** VIC HATS Manager

We are pleased to welcome 11 new employees at the Eastern Region branch over the last few weeks. They are settling into their new work environment nicely and we would like to welcome them all to the team.

All our crews have been very busy and are doing an excellent job keeping up with the pace.

We are pleased to report that three additional Ambulance Transport Attendants and two additional Patient Transport Officers have been trained to work on the CPAV vehicles. The training went well and we are happy to have more staff trained and available for these shifts.

The new CPAV crews have completed some difficult extractions and received loads of thanks from the AV crews they work with. We are looking forward to keeping up this great work.

Our dedicated staff in the East, in general, also deserve a big thanks for the job they are doing.

## **Garry Walker** VIC Metro Eastern Regional Manager

We have been busy recruiting 16 new staff since December. We have reached 4 years of service to the State Health Network for which we provide transport and Luis Loriga, Maria Kalic, Daryl Jones, and I, have worked for NPT for those 4 years.

To better service our customer, we have changed some of our shift lengths at Taren Point and St Peters. NSW NPT's primary goal is to make sure that we are still providing a positive experience for our patients and to make sure that we are assisting Healthshare as best we can.

We have some new appointments to our leadership team and as of the start of 2020, we have two new Branch Coordinators: Patra and

Noora - both of whom have been outstanding employees for nearly 2 years. They demonstrate the NPT HEART values and are outstanding examples for our other staff.

We have added three new shifts at our Taren Point and St Peters branches, and have started to provide more opportunities for ATA qualified staff.

## **Adam Orchard** NSW Manager

The Operations Centre has been business as usual. Perhaps the biggest news to date is the appointment of Cindy Robinson as the new Operations Centre Supervisor.

Cindy and I began working for NPT 1 month apart, almost 11 years ago.

Cindy brings a wealth of experience to the job - having started her career at NPT as a call taker, before becoming a PTO, and then a dispatcher.

Cindy was a HEART award recipient in 2018. We are looking forward to her capacity to bring even more of these values into her new position.

We have said farewell to the call takers who have moved on road. We have also welcomed one former HATS employee into the Operations Centre to continue working for NPT in a different role.

## **Alison Roughton** VIC Operations Centre Manager

# From Your Managers

NPT WA said farewell to two full-time and one casual employee recently and we wish them all the best for the future. Two casual staff members have accepted full-time positions. In addition, we had a full-time staff member revert to a casual role and another casual employee cover their position. We welcome the appointment of four casual staff members, two of which have previously been employed with NPT WA.

Chelsea McNamarra gave birth to Olivia, a beautiful and healthy baby girl. A big congratulations to Chelsea and Ryan.

We have retired one vehicle and had our very first local fit out of a replacement vehicle. It's fair to say we had some teething problems but I am satisfied with the outcome.

WA staff requested a dash mount for vehicle phones and with a little research, a suitable magnetic mount was obtained. All phones are now housed in "indestructible" phone cases.

Within the WA office, a small recycling depot has been set up. We are collecting paper, cardboard, compostable organics, hard plastics, soft plastics, batteries, and all other recyclable materials. These are moved onto recycling facilities weekly. A small attempt to reduce our wastage.

**Scott Sinclair**  
Western Australia Manager

Across our Southern Metropolitan Region, we have recruited 13 new staff over the last 3 months. Amongst those new staff are nine Patient Transport Officers and four Ambulance Transport Attendants. We are delighted that 34 staff have moved from casual to full-time employment. Four Patient Transport Officers have completed the transition to become Ambulance Transport Attendants and we are happy to now utilise their formally recognised skillset.

We have recently received delivery of a new bariatric stretcher-equipped ambulance and a new Walker/Hoist specific ambulance. These new additions replace older vehicles and will hopefully contribute to the greater reliability of our fleet.

Rick Warry, who had become a familiar face at our Noble Park branch and could be called upon for all kinds of tasks, is recovering well from ankle surgery. He has recently been given the approval to remove his moon boot and commence physiotherapy and we wish him a speedy recovery and look forward to his eventual return to work.

**Ernie Di Pietro**  
VIC Metro Southern  
Regional Manager

We are all feeling very excited for Anna, who delivered Angelica Grace Corpin (2.8kg at birth) on the 6th February 2020. Congratulations Anna! We would also like to extend a big 'thank you' to Anna for her help in the rosters department. We know she will enjoy this time with her new daughter immensely and she will be missed by all.

We have employed four new staff this month in both regional and metro areas. The Northern and Rural Region welcomes Leanne Eriksen to the team. She is looking after the rosters (which is a mammoth job) and we look forward to working with and getting to know Leanne.

We have had a few staff go to greener pastures and wish Laura Gibson, Ken Gaffney and Brogan Gledhill - all the best in their next adventures.

Last but not least, I would like to extend a big 'thank you' to Lesley Mei Hong for steering the team and keeping everything moving along smoothly during my leave.

**Clyde Scorgie**  
VIC Metro Northern Regional  
and Rural Manager



## African Music Festival Collaboration

On the 14th of December 2019, NPT was pleased to collaborate with CDC Victoria at the 6th African Music and Cultural Festival (AMCF) at Federation Square. The AMCF is the largest annual African festival in Australia showcasing an amazing array of vibrant music, dancing, diverse arts, cultural performances and authentic African food.

This was the second time CDC supported this event so it was a privilege that NPT was able to be a part of the festivities. The free one-day event was a fun, family friendly affair with non-stop entertainment ranging from cultural performances, catwalk fashion shows, artists in traditional costumes and iconic drumming – all creating a memorable and unique experience that promotes cross-cultural awareness and

understanding of African culture in Australia. The hugely successful event involved over 35 African Australian communities and organisations, attracting a crowd of over 40,000 people.

For the purpose of the event, CDC's Promo Bus was converted into a Health hub for the day where NPT staff - Carolyn, Sue and Anne were able to offer Free Health checks to the community. The team conducted 122 health checks in total.

Team leader Carolyn Potter was pleased to have been part of the festivities and be able to engage within the African community and with CDC staff.

"We had a fun day and it was great to catch up with CDC staff Michael, Poon and Michelle. The kids loved having a play in the

new truck especially at night with the lights," said Carolyn.

We were also able to promote our non-emergency patient transport services and training courses. The atmosphere was buzzing and it was great to see CDC and NPT staff working so well together.



**We had a fun day and it was great to catch up with CDC staff Michael, Poon and Michelle. The kids loved having a play in the new truck especially at night with the lights.**



## SPOTLIGHT



*Left to Right: Peter Phillips, Emma Tollemache, Derek Sheppard*



*Left to Right: Anthony Uribe, Madeline Hidalgo, Luis Miranda Loriga, Edward (Ned) Starling*

# NSW Spotlight

Our NSW operations began in December 2015 when we won the contract for HealthShare, with our first full-time operation beginning in January 2016. We started out with six vehicles and now have about 40 vehicles in our fleet.

We operate out of seven bases across greater Sydney, the Central Coast and the Hunter Valley region. These bases are situated in Taren Point, St Peters, Revesby, Arndell Park, Gosford, and Edgeworth.

We are contracted to HealthShare NSW, who are a statewide organization established to provide high-quality shared services to support the delivery of patient care within the NSW Health system. HealthShare is based on a shared service model and provides around 10 different services, including patient transport services to assist Local Health Districts. Other services include food and hotel services, linen and uniforms.

NPT NSW provide patient transport services from 6:30am until midnight

each day of the week. We currently employ a total of 107 staff who complete around 700 patient movements each week.

All patient transports are coordinated and dispatched by HealthShare through their

“ **We currently employ a total of 107 staff who complete around 700 patient movements each week.** ”

centralized service. This is done through their ‘Booking Hub’. Similar to the operations in Victoria, jobs are electronically dispatched to crews via MDT applications installed onto a Samsung phone.

Adam Orchard, the NSW Manager, commenced his career with NPT as a Patient Transport Officer (PTO) at the beginning of our operations in January 2016 before being promoted to the role of our NSW Manager in October of the same year.

Daryl Jones, who also commenced working for NPT as a PTO at the commencement of our operations, has been promoted to the role of NSW On-road Supervisor. His role includes facilitating and delivering support for crews out in the field.

We have road staff members who function as Team leaders/Branch coordinators at four of our branches. These staff also function as Health and Safety Officers. These staff members are Zoran Avramovski at St Peters, Taylah Kral at Revesby, Noora Yazdani at Arndell Park and Patra Redriff at Newcastle.

Our largest branch is in Taren Point, in the Sutherland Shire around 20 kilometers south of Sydney CBD. We run 10 shifts out of this branch on weekdays and two shifts on a Saturday. Taren Point acts as our NSW Head Office and is where Emma Tollemache is located. She handles administration including the coordination of rosters and Adam Orchard describes Emma as their ‘morale’ officer.

# WA Spotlight

Operations in Western Australia have been running since NPT Group acquired Platinum Healthcare in 2005. Our WA state office used to have its prime home located out of Hollywood Private Hospital but is now located in Willetton, a suburb of Perth, just south east of the Canning River Regional Park. We also run vehicles out of Fiona Stanley Hospital in Murdoch, Shenton Park, St John of God Midland and Peel Health Campus in Mandurah which is about 1-hour south of Perth.

NPT WA has a total of eight vehicles in its fleet, seven stretchers and one support vehicle. There are five shifts rostered on a daily basis during the week, operating roughly from 6am until 6:30pm. There is one vehicle dedicated to the Peel Health Campus which also operates on weekends.

We currently have 23 road staff employed to work our WA shifts. Our WA manager, Scott Sinclair, and Operations Coordinator, Monique Hahn, work out of the Willetton office Monday to Friday, and weekends as required. Outside of general office hours WA phones are redirected to the Victorian Operations Centre.



Left to Right: Elijah Goldie and Emma Watson



Left to Right: Kathryn McLean and Jordan Carter



**The major customers in WA include private hospitals, public hospitals, HBF Health Fund and the Department of Veteran Affairs.**



Scott Sinclair has been our WA Manager since 2010 and his role is primarily customer focused. Monique, in her role as Operations Coordinator, organises rosters, manages dispatch, and liaises directly with customers. As WA is quite a small operation (compared to Victoria) Scott and Monique manage fleet operation, consumables and deal with any issues on a day-to-day basis.

NPT WA transports approximately 130 patients per week. Scott views NPT WA "in its maintenance phase" with plenty of room for expansion as we currently only have access to a small portion of the market. The major customers in WA include private hospitals, public hospitals, HBF Health Fund and the Department of Veteran Affairs. WA Health are releasing their tender

for patient transport in May 2020; therefore, we are awaiting the release of this tender to identify further opportunities for NPT.

Approximately 35 percent of WA work emanates from the St John of God Group - who were established in WA in 1895, are a not-for-profit private healthcare group and are a ministry of the Catholic Church. Another large customer is the HBF Health Fund - a not-for-profit health fund founded in WA in 1941 with more than a million members nationally, the majority of which are in WA. An additional 30 percent of our work comes from the Peel Health Campus - with 206 beds, bays and treatment spaces, located 1-hour south of Perth in Mandurah and is the major healthcare provider for the Peel region.



# NPT HEART

## A training facility within a live environment

NPT Heart ended 2019 on a high note, after a busy year. 2019 saw NPT Heart undertake qualification training for 148 students and complete the annual upskilling of all Victorian staff members, with new protocols and new equipment etc. Following the closure of the Mt Waverley and North Sunshine branches in the middle of 2019, we consolidated the training department and its activities into our new location in Mitcham. After a couple of months of settling in and getting the area configured to our training needs, we are now entrenched in our new home.

Over the past few years, NPT Heart has also worked in collaboration with NSW HealthShare to provide annual advanced life support training for their registered nurses, who are employed within HealthShare's Patient Transport Service. Additionally, we have also provided BLS and First Aid training to other outside organisations.

Students of NPT Heart are fortunate to be able to undertake their education from a training facility within a live environment. This unique opportunity allows students to interact with NPT crews, vehicles, equipment and provides students with a better understanding of the NEPT industry.

“  
**Students of NPT Heart are fortunate to be able to undertake their education from a training facility within a live environment.**  
”

As an RTO, we do not actually actively market our training programs. A large proportion of the students enrolling in our courses follow recommendations by previous students or NPT staff.

Thank you to everyone for your confidence in NPT Heart. The management and staff at Mitcham have been outstanding - their advice and patience with the students has been invaluable. This also applies to all our Clinical instructors and staff members who have had students undertake placement shifts with them - Thank you!

The 2020 Training Plan for NPT employees has been finalised and training and assessment material is just about to be finalised. Victorian staff will commence their annual skills maintenance training from March and it will take 4 to 5 months to complete this training of all staff members. NSW and WA staff will commence their annual skills maintenance training program from mid-year.

2020 has started off with a bang. The year looks like it is going to be another busy one for the training department, with a very full training calendar ahead.





NPT Heart's primary objective is to ensure that we deliver high quality training programs. The Certificate III in Non-Emergency Patient Transport, Certificate IV in Health Care and Diploma of Paramedicine - equip graduates with skills that are job ready. Students complete our courses possessing the required skills and knowledge to perform in their perspective job role in accordance with the latest industry standards and techniques. To enable us to deliver our objectives, over the quieter January period, the training department conducted an internal review of the training material and implemented some improvements to our assessment material.

The Ambulance Training Packages are currently under review by the Ambulance and Paramedic Transport Industry. There are several proposed changes to the content of all qualifications, including a potential name change of the Diploma of Paramedical Science. This name change is a result of the legislative requirements for Registration of Paramedics, whereby the term "paramedic" can only be used by people who have obtained a Higher Education Bachelor's degree qualification and are registered through AHPRA. The proposed changes are currently in Draft 2 and should be endorsed later in the year. This will require us to redesign all our qualification

training courses. This provides us with further opportunity for improvements which will see an increased focus on the face-to-face components and hands-on practical components focussing on the roles and responsibilities of PTO's and ATAs to provide high quality patient care.

On a personal note, I would like to thank Bill Acton and Simone Barbisan for all their hard work throughout 2019. I am sure 2020 will be another great year.

**Gavin Harrison**  
*Training Manager*



Left to Right: Matthew Whisson, Lachlan Davey, Melanie Kerr, Amanda Corlis



Left to Right: Lindsay Conn, Garry Walker

## Our Spirited Christmas

Formalities for our Christmas party began with Jeff setting the introduction to his welcome speech with the Richmond Football Club (RFC) theme song. After months of preparations for the event we also decided to use our Christmas celebrations as a platform to raise funds for the Salvation Army's Food and Toy Drive.

Through the generous donation of goods by NPT staff members, we filled and delivered four large boxes of items to the Salvation Army Community Support Services Centre in Doveton. This first delivery was made a week before the culmination of our fundraising efforts on the same evening of our Christmas event.

We started the evening selling \$20 Lucky liquor bags as staff and partners arrived. Every three to four bags contained a prize and were so popular that staff continued to look to purchase them well after they were all sold out.

Jimbo's amazing photobooth and the DJs dancefloor magic were a hit with everyone. We also enjoyed the coin toss game which saw some fierce competition - raising the ultimate question of whether it works best to roll or slide the gold coin towards the prize bottle.

Our raffle prizes and the under-chair surprise vouchers were huge hits and it was a joy to see and hear the excitement of those who won. The vibrant table decorations certainly enhanced the Christmas feel and the food was delightful.

Our Silent Auction items induced some light-hearted bidding wars, in the lead up to their final selling cut-off. The big ticket item of the night auctioned off by "the new sheriff in town" and emcee Bill Acton made for a very entertaining show. The big winner of the evening was Mark Darmanin – who won the signed and



*Left to Right: Anthony Jackson, Weng Choong (Vincent) Chan, Dimitri Fragoulis, Tracey Longmuir, Ian Kidgell, Lynette Young, Daniel Paynter*



*Left to Right: Demi Mand, Kate Casey, Brittany Duce*



framed Richmond jumper which was donated by RFC.

Our two emcees, Russell Truman and Bill Acton made a great team and each brought something unique and valuable to the evening which saw our fundraising efforts tip close to the \$7,000 mark. Everyone's generous contributions and participation enabled us to buy two big boxes of Ultimate Ears Booms (portable Bluetooth speakers) which were donated to the Doveton Salvos. We hope that our gifts brought music to the ears of the children and teenagers who received them.

We would also like to sincerely thank everyone involved. None of this would have been possible without the amazingly spirited staff that attended on the night, some of whom contributed prizes themselves, and the extremely generous donations made by the following sponsors:

- Aquarius Apartments Mildura
- Bairnsdale International Hotel
- Faraday's Cage
- Ferno
- Haines
- John's Auto
- Lord and Master Barber
- Mader
- Mercedes

- Overlander Hotel Shepparton
- Richmond Football Club
- Rydges
- Safeman
- Seven Pines Motel Mildura
- The Printlab Creative
- Tom Mitchell (Hawthorn FC)
- Yarra Valley Chocolaterie and Ice Creamery



## Retirement and Years of Service Recognition

A few of our colleagues decided to hang up the keys for the last time in 2019 and move on to retirement. We were fortunate to have three of these gentlemen attend our Christmas party. This gave us the opportunity to recognise their service and wish them 'all the best' for the future.

Last year's retirees who were in attendance include: Darrel Douglas, Ken Struthers and Ian Drakeford.

### Darrel Douglas

Darrel Douglas joined NPT in 2003. He reliably worked the Dandenong wheelchair shift up until his retirement. Darrel has had a 52-year history in ambulance and patient transport. He joined Peninsula Ambulance Service as a cadet in his teens and held multiple positions there. The Peninsula service became a part of AV in the late 1980's. He transitioned to patient transport in the 1990's and was loved and respected by his regular patients and colleagues.

### Ian Drakeford

Ian Drakeford joined NPT in 2013 while still working for Ambulance Victoria as a Paramedic, where he had been since 1977. Sometime later, he retired from AV and continued working part time for NPT. Ian became very familiar with the Calder Highway and was the go-to-first person for trips to Mildura when they came up with no advance notice. His willingness to drop everything to go on long overnight stays was a huge help to rosters and customers. Ian's wife Rita also attended our Christmas party, allowing us the opportunity to thank her for her grace in losing Ian to Mildura on so many occasions.

### Ken Struthers

Ken Struthers started with NPT in 2014, moving over from G4S after it closed. Ken also has an AV history which commenced in 1977. His career then took him to the Port of Melbourne Authority, where he operated their on-site ambulance until that service ceased in the early 90's. It was at this point that Ken moved to patient transport. Ken was one of our Clinical Instructors and was well known for his quiet and gentle manner whilst offering valuable support, mentorship and friendship to the staff. Ken worked predominantly out of Caulfield but also at other Southern branches.

The evening also saw us surprise our CFO, John Carew, with a spot of recognition, in the lead up to his retirement at the end of June this year.

These people showcase the HEART qualities that we strive to recognise, celebrate and foster in all NPT employees. We wish them all the very best for a well-earned retirement!

In 2019 we also saw 27 staff members reach 5 years of service and 11 staff members reaching 10 years of service. Both Andrew Langone and Bruce Westerland reached 15 years of service last year as well. Desmond John reached his 20th year and Paul Ruppik reached an impressive 25 years with NPT.

Left to Right: Russell Truman, Ken Casey



Left to Right: Douglas Hancock, Robin Owens, Jeff Wilson, Ken Casey, Russell Truman

## Recognising the HEART of our Business

The end of year function gave us a heart-warming opportunity to recognise some of our most valued employees and their contribution to NPT. The announcement of the 'Heart Award' winners took on a different format this year however due to significant growth in our business and increasing number of employees.

Rather than a single award, NPT presented awards to recipients from each region: Southern Metro, Eastern Metro, Northern Metro and Rural. An overall winner was then chosen from these winners. Award recipients are nominated by their co-workers, based on their demonstration of our **HEART** values High Standards, Efficiency, Accountability, Respect, and Teamwork.

These are the winners:

### Rural

#### Anton Sanseviero

Anton has been with NPT since 2014. He has worked in Warrnambool since the commencement of the Barwon South West contract, relocating from Melbourne to assist in opening the branch. Anton has been the team leader for the last 2

years and his support of the crew and the company is exemplary. His professionalism has been a great contributor to the image of NPT with customers and the media.

### Northern

#### Robin Owens

Robin started with NPT in 2015 and is an attendant working predominately at the Thomastown branch. His pleasant and supportive attitude toward his colleagues, along with his great empathy and superior patient care made him a popular nominee for this region. The general sentiment felt towards Robin is that, "no matter what work throws at you, a day with Robin is always a good day."

### Eastern

#### Doug Hancock

Doug works at Mitcham, mostly on the AV CPAV shifts and has been with NPT since 2014. Doug was instrumental in the establishment of our CPAV services for AV last year. He has also been a great support to many other employees who have transitioned to the CPAV roster. His ever cheerful and helpful manner made him a popular nominee.

### Southern

#### Ken Casey

Ken joined NPT in 2015, starting at Mt Waverley and then moving to Noble Park. Most of Ken's shifts are spent transporting wheelchair and walking patients. His positive and jovial approach to everyone makes him a very popular employee and co-worker. Ken is one of those people who will go anywhere and do almost anything, to lend a helping hand at work. He goes out of his way to make sure the patients in his care have a great experience. Ken also endeavours to ensure that his colleagues have a good time at work everyday.

The overall winner of the Heart Award for 2019 was **Ken Casey**. This announcement filled the room with warm sentiments. The award couldn't have gone to a more genuine person and his response to receiving this recognition was absolutely priceless. Congratulations Ken and all our other winners!

# Recognising the HEART of NPT - Quarterly Awards

The decision has been made to revamp the way that we recognise and demonstrate the value we place on our employees, the HEART of NPT.

Our HEART values of: High standards, Efficiency, Accountability, Respect, and Teamwork, underpin every aspect of our operation. We are expanding the HEART awards to acknowledge those amongst our ranks, whose conduct echo these values, throughout the year.

We are looking to demonstrate, the respect and appreciation this company has for the efforts of our employees, by rewarding the achievement of our staff each quarter. Starting from March 2020, NPT will call for nominations for 'Employee of the Quarter', and determine one worthy recipient, who consistently personifies our HEART values.

One employee will be chosen from each defined operational area:

- Vic Metro South
- Vic Metro East
- Vic Metro North
- Vic Regional
- NSW
- WA

Chosen employees will receive a HEART award certificate, a \$50 voucher, and recognition of their achievement in our quarterly newsletter.

Each year, prior to the Christmas party, the Management Team will review all 'Employees of the Quarter,' for all areas.

One HEART Award Winner for each of our HEART Values, plus an overall HEART Award recipient, will be chosen from the years' quarterly winners.

'Employees of the Year' will receive a HEART Award trophy, and a \$200 voucher. Recipients will also be named and profiled in our 'Heart to Heart' Newsletter. The overall HEART Award winner will also have their name listed on the HEART Award plaque.

Throughout the year, if there are no nominations, there will be no recipients. To make voting super easy and accessible, NPT will be installing a voting app on our Vehicle phones. We will also be sending out a voting link every month.

## Upcoming Events

### APRIL

**27-1** Patient Experience Week

### MAY

**28** Biggest Morning Tea

### JUNE

**14-20** National Blood Donor Week

**Taste of Harmony - TBA**

# Flu Vaccination is like a Seat Belt...

**You never know when you'll need it!**

Everyone is at risk and yearly influenza vaccinations are the best way to help protect yourself.

## Why Vaccinate

Influenza (the flu) is caused by a viral infection that is easily spread from person to person. The flu is a serious condition and complications arising from it can be debilitating and potentially life threatening. As at December 17, 2019 there were a total of 310,011 laboratory confirmed notifications of influenza in Australia. This was one of the highest positivity rates observed in recent years (Source: Immunisation Coalition – Influenza Activity Surveillance 2019).

### Cold or flu? Know the difference

Colds are very common. They are caused by about 200 different viruses. There is no vaccine for the common cold.

The flu on the other hand is a viral infection affecting your nose, throat, and sometimes your lungs. A vaccine is available for the flu.

Good hygiene reduces the spread of colds and flu, especially after coughing and sneezing.

### UNDERSTAND THE SYMPTOMS



#### Body aches/pain

**COLDS** Slight  
**FLU** Usual, often severe



#### Fever

**COLDS** Rare  
**FLU** Usual, lasts 3 to 4 days



#### Sore throat

**COLDS** Common  
**FLU** Sometimes



#### Chest discomfort/cough

**COLDS** Mild to moderate, hacking cough  
**FLU** Common, can become severe



#### Headache

**COLDS** Rare  
**FLU** Common



#### Fatigue/weakness

**COLDS** Sometimes  
**FLU** Usual, can last up to 2 to 3 weeks



#### Sneezing

**COLDS** Usual  
**FLU** Sometimes



#### Extreme exhaustion

**COLDS** Never  
**FLU** Usual, at the beginning of the illness

## Be Flu Smart

Getting vaccinated against Influenza is the single best prevention for not only yourself, but also the patients you may be transporting.

Protect yourself and others by being flu smart:

- Practice good cough and sneeze etiquette
- Turn away from other people
- Cover your mouth and nose with a tissue or your sleeve
- Use disposable tissues rather than a handkerchief (which could store the virus)
- Put used tissues into the nearest bin rather than a pocket or handbag
- Wash your hands or use alcohol hand rub as soon as possible afterwards
- Hand washing can limit the spread of Influenza and other respiratory virus infections

Always wash your hands – even when they are not visibly dirty

- After coughing, sneezing or blowing your nose
- After being in contact with someone who has a cold or flu
- Before touching your eyes, nose, or mouth
- Before preparing food and eating

## Protection through vaccination

Influenza vaccines help to protect our community from the virus and its severe consequences.

The Australian Guidelines for the Prevention and Control of Infection in Healthcare (2019) recommends that all healthcare workers receive an Influenza vaccine each year.

## Free Influenza Program for NPT staff

NPT will be offering a free flu vaccination program to all employees. An annual flu vaccination is the best way to prevent yourself from getting the flu and from then passing it on to someone else. More details will be released of this program shortly so look out for it in in your emails to ensure that you are Flu Smart in 2020.

# Feedback & Comments



## Well done David Wilcocks and Jennifer Ramadge

*The patient transport officer [sic] was polite, friendly and very helpful. He rang AV to organize further transport as they were unable to complete it due to patient care requirements. I offered to assist transport onto a hospital trolley, but these guys thought it would be kinder to*

*leave the patient on the X-Ray table. One of the officers stayed with the patient the whole time.*

*Patient Transport Officers remained behind to offer thanks and assistance in tidying up the Department prior to their departure. These officers displayed a high level of professionalism and empathy towards the patient.*

*- Radiologist from Kerang Hospital*



## Well done Vladimir Dimov and Dina Dizon

I am writing to commend both your service and that of two of your employees.

Today I utilised your services for my father... He was picked up for a Cardiology appointment.

The care and attention of both Vladimir and Dina was outstanding. Both Vladimir and Dina were considerate of his condition and communicated their every move to my father during transportation.

Again, many thanks to your staff and the service provided.

## Well done Sarah Johnson and Elijah Goldie

*I escorted a patient from ED to FSH on Friday 3rd January. The NPT staff were extremely professional, kind, patient and personable and even returned to check if we were ready to return before they had been called for the return trip. The patient felt so comfortable with Sarah on both journeys, please pass on our thanks to the NPT staff and management.*

*- From a staff member from Peel Health Campus ED*



## Well done Reid Taipari and Angela McCormick

I wanted to say thank you for a fantastic service today. Your team transported my mother from her home in Mornington to The Alfred Hospital in Melbourne... **your staff were kind and understanding.** They did everything they could to minimise her discomfort.

When we got home, I realised I had left some important documents in [sic] the vehicle. **I called your office and was very impressed** that the van was able to turn around and bring them to us immediately. It's great to deal with an **organisation that is so helpful and compassionate.**



## Well done Kylie Davey and Caitlin Sims

**I would like to express my gratitude for the excellent care provided to me. Their professionalism and expertise were second to none. They were always polite and caring towards me.**



## Well done Louis Massey and Mitchell Lovett

The daughter of a patient expressed her appreciation of your manners and caring attitude towards her father, during his transfer.

- Relayed by staff member Nicholas Carter, on behalf of the daughter of a patient from Hollywood Private.



## Well done Jade Campbell and Gabrielle Dawson

A patient wanted to compliment you on your team that picked them up from The John Hunter Hospital and transported them to The Hunter Valley Private Hospital:

*I was in immense pain and slightly medicated but I thought that Jade and her partner were very professional and caring, and very neatly presented.*



## Well done Shaun Taucher and Aaron Hemetsberger

*The daughter of a patient called to thank the crew who transported her father back to his aged care facility. The crew drove her to her car, which was parked in a dark area of the car park and made sure she was safe.*



## Well done Kaitlin Familiari and Shelly Goodwin

**The crew were exemplary in their care and I am grateful for their help.**

