



HEART TO HEART

ISSUE 03 | JUNE 2020 | WINTER EDITION

NATIONAL PATIENT TRANSPORT'S QUARTERLY STAFF NEWSLETTER



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Jeff Wilson

**Chief Executive Officer,
National Patient Transport**

CEO's Message

Welcome to the Winter edition of Heart to Heart,

The last 3 months has been some of the most challenging the world has ever seen. Unfortunately COVID-19 continues to cause havoc and devastation across the world, it is not over yet. The dilemma of balancing health priorities and economic security has been an interesting debate. Obviously, the more restrictions imposed, the greater the downturn on the economy and loss of jobs. It feels a bit like we are in a scientific experiment, at the mercy of the political scientists as they pull the strings between health and wealth.

The loss of life has been extraordinarily sad. At a time of great loss, loved ones have been deprived of the opportunity to farewell in the manner they would wish. The loss of work and job security for millions across the world, and here in Australia, will have a lasting impact and take years to recover from. Obviously, we are very fortunate to live in Australia and have access to a great healthcare system, and great healthcare workers. I am extremely proud of our staff, and the contribution you and our company are making every day, providing great health care.

We are very fortunate to work in an essential service industry and although activity has been down significantly, we have been able to sustain our services. The reduction in activity has led to lower productivity, a reduction in hours for some staff and some financial strain on all. I am confident that our activity and productivity will improve as health services get back to more normal levels.

I understand the reduction in hours is not ideal for anyone, and it is the last thing we want to see. Our objective is to continue to grow our business; to provide greater opportunities for our staff, building a strong sustainable business, to ensure certainty for all staff and our shareholders going forward.

In regard to providing more certainty, we have been working closely with our customers to negotiate extensions to our contracts. I am pleased to report that these negotiations are going very well in Victoria, NSW and WA. We recently resigned with St John of God Group in WA and parts of Victoria, and WA Health have agreed to an extension for metropolitan Perth. In NSW, we are working through the South East Sydney contract and remain confident that positive news will eventuate soon. In Victoria, we service

several large health services and I believe these contracts are safe.

We can never take these contracts or the opportunities they provide us to serve our customers, for granted. We must start by asking ourselves the question "What kind service would you want for yourself or your loved one?" When you think about this questions you will ask things like:- What standard is acceptable? It's just got to be **H**igh and **E**fficient. I will be **A**ccountable for my work, and show nothing less than **R**espect towards patients, relatives and hospital staff. Finally, if you are going to slide me on that stretcher, use **T**eamwork.

For us to remain successful and set ourselves above our competitors, we need to keep asking these questions of ourselves. I am sure you will have your own way of describing our **HEART** values. To strengthen these values within our day to day operation, we have updated the Heart award frequency. Recognition of outstanding conduct will be given every quarter. Please get involved and nominate a colleague that you see displaying these values who consistently goes above and beyond.

I would like to give a special thank you to John Carew who is retiring in July. For the last 9 years, he has provided great knowledge and wisdom to our business. As a qualified PTO, he sure made a great Chief Operations Manager in the early years and then continued his invaluable contribution as Chief Financial Officer. It is not standard for CFO's to undertake a Certificate III in Patient Transport to assist on the road in times of need. John is a great example of going above and beyond, what our **HEART** values aim to foster.

I truly believe we have the best staff in the industry and that's why we have the best service, and the best business in the industry. Thank you for your unwavering commitment to our patients during this pandemic. Thank you to your families for understanding the workplace time demands that are required in this industry.

I hope you enjoy the newsletter, there are some great articles. The front cover picture is amazing, a good reminder to remain positive and that the future will be brighter.

Please be safe and continue to take care.

Thank you,

Jeff Wilson

From Your Managers

COVID-19 really forced us to think differently. We now run our Operations Centre with dispatchers and call takers across two sites. We had to really focus on business continuity in the face of a possible infection among our team. This led to the set up of a second Communications Centre at our Mitcham branch.

This undertaking has been surprisingly fantastic. We have been using Microsoft Teams to orchestrate fast real-time communication. It has all gone much better than expected and the team hasn't skipped a beat.

Every single member of the Operations Centre deserves recognition. Their reliability and flexibility has been second to none and they have really stepped up.

We run the call centre on a flexibility model, constantly improving what we do and how we do it. I am proud of the way the staff continually rise to every challenge and every change. I am blessed to have good people working with me.

As a manager, I found the reduction in job volume that we experienced confronting and challenging. But on a positive note, this slow down gave me the opportunity to look after the well-being of the staff and facilitate the time off that some of them really needed.

On a personal note, I was honestly affected by the unknowns that this pandemic brought. I have missed seeing extended family and friends. I have held real concern for my elderly parents in the U.K., being so far from them at this time. I have however, thoroughly enjoyed the extra down time at home with my husband and sons.

Alison Roughton, Operations Centre Manager

General operations hasn't changed too much for us during COVID-19. NSW Ambulance however has recruited more than 12 NPT staff during the pandemic so we have also had to recruit staff. We have had to fine tune rosters, increase cleaning and decontamination, update the training and assessment of staff.

We have also implemented well-being phone calls for every shift – including 0630.

I personally have missed taking my family out for buffets or having a dinner out with my wife. I also think that it's great to be able to go on holidays within NSW again.

Emma Tollermache has continued to be a real asset. She is working tirelessly from home and has adapted remarkably well. We appreciate everything she does.

We are negotiating work health and safety representatives with our staff, with an upcoming election process happening soon.

Due to the tightening of rosters we have reduced the number of shifts at Taren Point and St Peters by 1 to 2 vehicles.

Adam Orchard, NSW Manager

The crews have really adapted to the COVID-19 landscape that we have found ourselves working in. I am very impressed at how they all step up to meet every challenge that presents itself.

Rob Schirato has now left the fleet department and is back on the front line. We all miss his humour around the office. I would like to extend a big thanks to Rob for his administrative contribution over the past 18 months.

Rob Owens and his partner have welcomed a new arrival to their family. Baby, mum and dad are all doing well.

Anna is hoping to return to work after 18 weeks of maternity leave. We are looking forward to having her back.

Karen Galea, a well-regarded former employee who left us to take up a position at the Northern ED, sadly recently passed away. Karen had a positive outlook on life and always had a smile on her face. Our sincerest condolences are extended to her family and all who knew her.

Clyde Scorgie, Northern Region and Rural Manager

The unfolding pandemic resulted in improved communication with staff. There has been an increased focus on making sure everyone is properly protected, on maintaining supplies of personal protective equipment (PPE) and ensuring social distancing is implemented and adhered to.

Making sure our staff members are comfortable, informed and supported, has been integral. It is great to see the number of confirmed cases of COVID-19 in Victoria, and nationally, stay reasonably low. This, combined with staff becoming accustomed to changes, has eased activity. It doesn't feel like we are back to normal, but it has certainly improved.

I have personally missed going away for holidays. It will be nice when we can all travel safely again.

Due to social distancing restrictions in the staff room, a separate heated area with tables and chairs has been set up at Noble Park. This area is also used for building PPE kits.

A big thank you to all the staff who help around the branch when on standby. We also appreciate you utilising this time to build PPE kits and clean vehicles. Thank you to Malcolm Herbert for assisting staff with PPE and equipment in general, as well as sorting out any vehicle problems throughout this busy period.

Our Ford Falcon wagon has finally been retired after many years of service as a patient transport vehicle.

Ernie Di Pietro, Southern Region Manager

From Your Managers

NPT Heart students enjoyed the face-to-face training contact; however, COVID-19 turned everything upside down for everyone.

The first week of Victoria's lockdown found us training from a facility that met the social distancing requirements. However, the second week of lockdown saw NPT Heart entirely change the way we deliver our training using Zoom video conferencing. A week later NPT Heart lost its training room to the second Operational Call Centre. NPT Heart now runs out of a small studio in the administration office.

One of the problems with Zoom is students sitting for long periods. We modified the way we deliver our face-to-face training by setting Zoom times, to get students up and moving around during breaks. NPT Heart has used an external facility, extra trainers and smaller groups, to continue our practical training while still meeting social distancing requirements.

None of our students have been able to undertake work placements or observer shifts. Once restrictions are lifted, this will resume.

Simone has been working from home on most days and has kept the wheels turning in our department. Thank you Simone, we miss you in the office. Bill and I have had to adjust to our new way of training. Bill has done a great job of finding different ways to interact with students via Zoom, and to make them feel at home. Thank you Bill for all your hard work.

Most of our courses are full or filling up quickly. Our next Diploma course starts late June and NPT group has selected three employees to attend this course. Good luck to all three employees.

NPT Heart has created a video all about PPE, COVID-19 and the new changes to performing CPR and we will be creating and distributing more educational videos.

Once NPT can resume annual accreditation, NPT Heart will do so. In the meantime, PTO's/ATA's please ensure that you read material emailed to you. DHS has provided an amended document for our Protocols called 'COVID-19 Update no 2.' This document has been emailed to you and provides important information about how we may treat some of our patients.

Gavin Harrison, Training Manager

Everyone has really stepped up to the plate with the COVID-19 crisis. The teamwork has been nothing short of magnificent in the Inner East. Staff are looking out for each other and helping each other to understand what we need to do. The morning teams that get in and build the PPE kits, and the teams that go through the trucks to make sure everything is ready for the day, have been immensely helpful.

With work being slow, the crews have managed to keep the fleet immaculately presentable, washing them every day. The new fogging machines have been well received by staff because they make it much easier to maintain the cleanliness of our vehicles.

Every day since the crises began, we have been working hard together to make sure there is plenty of PPE to keep the crews safe, and that they have the information they require to stay safe.

The staff in the Inner East have been an inspiring bunch to work with. It has been great to see them come together as a team through these hard times.

We also have one brand new car that is rostered for the AV contract.

Garry Walker, Eastern Region Manager

Since COVID-19, life has changed for many of us.

The largest change, for me personally, is isolation from direct contact with all of the NPT team, and my very missed family. I am currently working from home and only going to the office twice a week.

I also have 3 children and 2 new grandbabies that are now walking and getting their first teeth, who I haven't cuddled for months.

The pandemic has changed the HATS world too. The volume of

transport has reduced by about 30%. We have had to reduce shifts to roster to meet declining demand, and therefore have limited the availability of shifts for some very dedicated staff. This has been heartbreaking for me as a manager. I am grateful to all the staff that are working in the field at this very difficult time.

Some HATS staff have had to limit shifts due to their own health and safety concerns, or due to their need to step up in the hospital workforce. Thank you to each and every one of you.

There is a "gratitude poster" that has been published in this newsletter. Thank you Neesha Lethbridge, for allowing us to publish this amazing piece created by her daughter.

Sad farewell to Vera McKie. She has moved to Cairns to start her retirement journey. Thank you Vera, for many years of support to HATS, and to me personally as an incredible HATS Clinical Liaison Officer.

I look forward to seeing all of your faces in person "on the other side."

Robyn Emmerson, HATS Manager

While COVID-19 has had a profound impact on our Global community, its impact on the day-to-day operation of NPT WA has not been significant. There was a noticeable reduction in activity although with less vehicles on the road, we were probably a little more productive.

Our full-time employees had changes made to their rosters in late March, which resulted in them being partnered with the same person for around 2-months. For adapting to this change alone, our staff need to be congratulated.

We were fortunate that WA's response to COVID-19 was very good and well-supported by our community. Life is returning to normal.

There are a number of things that we used to take for granted. I don't believe I am alone in stating that the return of sport is something I look forward to, as well as the opportunity to travel again.

Since the previous edition of HEART to HEART, we have welcomed a number of new employees to our team. Welcome on board: Natalie Corrie, Madeline Goldie, Melissa Kanyayi, Kate Stewart, Douglas Boyle and Matthew Swan.

Scott Sinclair, WA Manager



COVID-19 Report

The last few months have seen times that we never expected which shook our world with such widespread impact. In January, we started to hear about this new respiratory illness that was quickly infecting and killing people in Wuhan, China. On 25th January, Australia recorded its first case. By the end of February there were 23 cases reported in Australia. By early March, numbers were increasing significantly across the world. This became the turning point in our response to the newly named respiratory virus called COVID-19.

We recognised that NPT would be playing a vital role in the defence against COVID-19. We kicked our planning into gear very early, sending our first communication email to all staff on 28th January. Since then, the ongoing activities speak for themselves. NPT has rallied together as one to ensure the safety and well-being of our staff, families and patients being transported.

PPE was flagged very early, and thanks to our team at CDC Australia, NPT was able to secure crucial PPE; including masks and gowns, through their direct contacts in Singapore and China. Without this support, NPT would have been placed in a very different position. It is in these times, that NPT is lucky to be part of a world leading transport provider.

Here is a snapshot of what our team at NPT have undertaken:

- Over 40 emails sent to staff; communicating updated information about COVID-19, changes in processes, cleaning and decontamination process, and the list goes on. During March, these were being sent on a daily basis. This was a lot of information for people to read and digest.
- Over 1200 COVID-19 incident reports submitted in Victoria, and over 125 COVID-19 reports submitted in NSW, has seen a total in excess of 1,325 COVID-19 related cases transported by NPT crews.
- Over 25 emails regarding changes to access at hospitals.
- Over 200,000 individual pieces of PPE have been acquired including surgical masks, gowns, gloves and eyewear. Everyone worked together to put the PPE kits together. It was very inspiring to walk into a branch and see everyone pulling together to make up kits.
- Over 200 thermometers acquired and rolled out to all vehicles, including the introduction of pre-start health screening for all staff.
- Dedicated cleaning bays established at all branches, to prevent the spread of any contaminants through other areas of our branches.
- Fogging machines acquired for all locations (noting that some locations are still waiting for their delivery) to provide an extra level of decontamination and cleaning to kill COVID-19.
- Standardisation in the use of Steri7-Xtra for cleaning and decontamination of our equipment and fleet. This recently received TGA approval for proven capability to kill COVID-19.
- Over 98% of our total workforce (including office-based staff) received their flu vaccination. We are also thankful for our relationship with Nabenet Health who prioritised our organisation, over their other clients, to ensure that our staff were able to be immunised during a time where vaccination supplies were limited.

As a management team, we want to extend our thanks to all our staff who have ensured that they remained informed about the correct procedures and processes which were constantly changing. The fight against COVID-19 is far from over and we are now transitioning into a time of a COVID norm society, where physical distancing and increased hygiene become day-to-day practice.

We cannot become complacent if we want NPT to continue to be COVID Safe. We thank you for your efforts to date and ask that you continue to maintain these high standards, working together as a team and remaining kind and respectful toward everyone in these trying times.

Interview Time



Up close and personal with our new Commercial Manager, Damian De Zilva and Rostering Manager, Noelene Nelson

Damian De Zilva

Where did you grow up?

Chadstone, or to be more precise a little suburb called Jordanville.

You're an Accountant by background, what made you decide to be an Accountant?

Well, it was by a process of elimination. I was no good with a hammer, electrical work was far too dangerous, plumbing was way too dirty and whilst I love cars, I had no idea how to build them. I was horrible at science, struggled with the Table of Elements, the only thing I knew was He = Helium, and if you sucked on it, it made your voice funny....this fact wasn't really worth much on year end exams! So, there I was, lawyer or accountant. Lawyers are a lot stranger than accountants so I went with Accounting!

Where has your career taken you and what has been your most challenging job?

The last five companies include: Chubb Security Services (Brambles/Prosegur – Armoured Trucks), prior to this role Specsavers, Telstra (Supply Chain), Officeworks, and Flight Centre.

Specsavers was the most challenging but was also the most rewarding. I was fortunate to join the company when we only had 20 stores nationally. When I left 18 months later, we had 220 stores in Australia and opened in NZ. We opened 100 stores in 100 days, which was a record for Australian Retail. I am still trying to catch up on all the sleep I missed in those 18 months.

How do you see your role as Commercial Manager at NPT?

Whilst the role has a strong Finance focus, it works functionally across the business.

Can you tell us a bit about your family?

I have three amazing boys aged 15, 10, and 6, and one extremely exhausted wife! The boys are incredibly active; my eldest plays footy for MordiBrae; my middle son thinks he is the next Michael Jordan; and my youngest also loves his AFL, favourite player Dusty Martin.

My wife is a teacher's aide and runs the 'Farm to Table' nutritional

program at school; I need to pay more attention to that program, has anyone got any chips?

Apart from looking after 3 active boys, what do you do in your spare time?

My spare time consists of battling the wife for the TV remote; and if successful, I get to watch some sport, either AFL, Cricket, or Rugby

When the world returns to normal what will be your first holiday destination and why there?

Being of Sri Lankan heritage, and never having the opportunity to visit since migrating to Australia over 45 years ago, I would love to take the family to Sri Lanka.

What restaurant will you book for your first post ISO meal?

Post ISO restaurant is any one really, I just want someone to cook for my wife and I.

If planes could fly across oceans and you had to live in another country, what country would you choose?

I think I would choose Canada. I have cousins in Canada and the place looks amazing.

Can you share 3 things that you value most from a work environment?

Brand – I love working for businesses that have strong brand recognition. Brands that are known for service, quality and innovation.

Leadership – I value organisations with inspirational leaders.

Team Culture – I am inspired when an organisation has a strong and inclusive team culture.

I must say, in my time with the company, when I put on the NPT jacket every morning, I wear it with pride. We have dominance in Victoria and the NPT brand is known for its quality.

What are your first impressions of NPT?

I must say, I am impressed. The organisation has really managed to build a quality brand in Victoria, NSW and WA. We have passion. We have a good reputation in the market and a market dominant position.

What football team do you barrack for?

Go the Tigers!

What was your favourite subject in high school?

Finance and Business Law.

Name a movie you could watch over and over again

'Shawshank Redemption.'

What is your favourite and highly recommended Netflix/Stan series addiction?

'The Last Dance' (Michael Jordan).

If or when the Isolation Bar opens at your house what is your go to drink?

Not waiting for ISO to end, I am already hitting the Vodka Soda and Lemon.



Noelene Nelson

Where did you grow up?

I was born in Dandenong Hospital and grew up in the area as well.

Where has your career taken you and what has been your most challenging job?

The majority of my career has been in the Banking Industry, covering both Branch and Contact Centre work. With my role at ANZ, there was a fair amount of commuting to NZ. Travel and 'across the seas' communications with my Stakeholders, made this my most challenging role. In the past 5 years I have stepped out into the private sector and public hospital system.

How do you see your role as Rostering Manager at NPT?

Busy!!! Plenty to do, and plenty of opportunities to improve some of our processes to benefit the business and our crews. I am loving the challenge and getting to know our people.

Can you tell us a bit about your family?

Absolutely love my family! My husband of 37 years is just amazing and supportive. I also have a son, aged 32 and a daughter, aged 29, and I'm a fairly new nanna of gorgeous twins Carter and Kobi.

What do you enjoy doing most in your spare time?

Seeing my little grandchildren as much as possible. We love cooking (with a glass of wine in hand) and going away on short trips. I also enjoy having a good Netflix marathon whenever I can (which has been a lot since ISO).

When the world returns to normal what will be your first holiday destination and why there?

Haha! Well you may think I'm crazy but we have a pending cruise to NZ in November. However, if that doesn't happen, we love Cairns.

What restaurant will you book for your first post ISO meal?

Locally our go to is "Thai Ute" in Ringwood East. For something finer, it may be Meat, Wine & Co in Hawthorn.

If planes could fly across oceans and you had to live in another country, what country would you choose?

Out of COVID, we are dying to go to the states in the NBA/College season.

Can you share 3 things that you value most from a work environment?

Integrity, Communication and Growth.

What are your first impressions of NPT?

Impressed with the tenure of not only the crew, but also the Management. This made me think it must be a great company to work for. The service we deliver to our customers and also our professionalism, is something to be proud of.

What football team do you barrack for?

I barrack for the Doggies – Western Bulldogs.

What was your favourite subject in high school?

Home Economics for sure.

Name a movie you could watch over and over again?

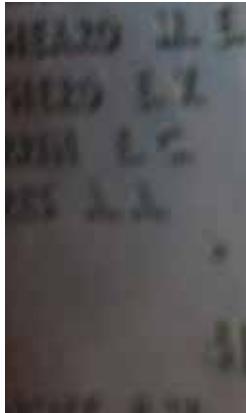
My most favourite is 'Top Gun', closely behind is 'Grease'.

What is your favourite and highly recommended Netflix/Stan series addiction?

Being a basketball fanatic, it would be 'The Last Dance' the Chicago Bulls/Michael Jordan story. I am still watching this season of it.

If or when the Isolation Bar opens at your house what is your go to drink?

It's already open! I love a glass or two of bubbles and a red or white wine.



Remembering Our Anzacs

This year ANZAC day was commemorated in the midst of a pandemic. This is probably not a sentence anyone ever thought they would be reading but, in the true sense of our Australian spirit, commemorations were held regardless.

They were held at dawn in people's driveways with candles, and the first and last post played on a myriad of Wi-Fi devices. There were home crafted poppies, small family memorials adorning letter boxes, and "Lest we forget" written in windows alongside teddy bears left to brighten these times for children living through isolation.

The NPT crew on duty at Shepparton managed to remember and observe the day, by commemorating their own 'Changing of the Guard' at dawn. Like many Australians at their homes, they stood in the driveway of their branch depot.

Ken Gaffney, ex Royal Australian Army Medical Corps and ATA, put together a short service. Branch Manager, Bret Dempster, provided some light for the dark driveway. Gary West, PTO, recited 'The Ode'. Alex Kennaugh, ATA, played sound bites of the First and Last Post on her portable sound device. The service concluded with Ken playing and singing 'True Blue' on his acoustic guitar.

It was a short yet solemn service in Shepparton's cool April morning air. They placed a framed image of a soldier on top of a stretcher, as a commemorative symbol. The soldier portrait was pencil sketched by

prominent local artist Adrienne West, (wife of Gary West), at a previous dawn service.

Each of the Shepparton crew who participated hold deep respect for the ANZACS and their sacrifices. While official Dawn Service gatherings were not held this year because of the pandemic, they felt it important to observe the remembrance of this day and were glad to be able facilitate this at their branch.

A strong connection to our shared ANZAC history was also held by Andrew Moon, one of our HATS PTO's. Andrew, along with family members and an old school friend, has written and published a book about his communities' ANZAC history.

Commenting on the process of the book's inception, its importance and impact on his local community, Andrew writes:

"...No longer on ANZAC Day at the Korumburra Cenotaph do we recite the words "Lest we forget" in a meaningless way. We now know exactly who each man was and their ultimate fate. At the very least we as a community owe these men that..."

"...Growing up in Korumburra my family had a strong military heritage as well as a solid connection to the district's history. We were always heavily involved in ANZAC day. I remember as a child standing on cold April mornings at the cenotaph, with maybe a dozen locals in attendance, reading off the names and wondering who they were and what their story was."

Sadly, with the passage of time, my brother and I realised that we as a community did indeed forget these men. That not only did their stories pass into history, but even their names were lost...

... 'Far From Home our Fallen Heroes of Coleman Park,' as we called our book, took over 4 years to research and produce. Local, State, and Federal government's assisted with approving grant money for printing, and all levels of government attended our book launch. We produced 150 copies of the 1st edition. We donated copies to the local schools and libraries, historical societies, and even received a request from The Australian War Memorial. The remainder were very quickly sold out, as was the second print run. All profits were also donated to 'Legacy' and 'Soldier On,' two worthy and appropriate charities. I like to think that our boys on the cenotaph are still helping their mates out, even after all these years.

NPT are heartened by the efforts of our staff members to commemorate this day and the contributions made to their communities through the legacy of their actions. Incorporating this remembering as an active practice in our workplace is something we are hoping to have gained from these strange and challenging times. We are hoping to see future observations of the Dawn Service at many of our branches, and the opportunity that it gives us to truly never forget.

Heart Award Winners

Q1 2020

The Heart Awards are nominated by NPT employees who have displayed our HEART Values of High Standards, Efficiency, Accountability, Respect and Teamwork. Across the country, there were nearly 40 nominations submitted. The following individuals have been awarded the Heart Award for Q1 2020. Each of them will receive a \$50 gift voucher and a HEART Award Certificate and will go into the draw for the overall HEART Awards at the end of the year. Note: there were no nominations received from WA this quarter.



Vic Metro East – Bill Boyd

Bill is being recognised for the **high standards** that he displays when undertaking his work. He is always early for his shift and thoroughly ensures that everything is ready to go on time, every time. He meticulously checks all equipment and ensures that everything is cleaned both before and after his shift. His colleagues know him as someone who never takes shortcuts with safety and infection prevention procedures.



Vic Metro North – Carolyn Potter

Carolyn is a previous HEART Award winner from some years back and continues to be a highly respected Clinical Instructor. She continues to demonstrate her flexibility in covering shifts and events when and where needed. Carolyn is being recognised for the **respect** that she affords to her colleagues, through mentoring them to reach the clinical and operational standards expected from our employees.

Vic Metro South – Malcolm Herbert

During a difficult and unpredictable time, Malcolm has been at the coal face every day. He has displayed the epitome of **teamwork** by ensuring crews have not only PPE but also the correct PPE, ample stocks, cleaning equipment, and of course just about anything to do with the fleet vehicles. He does it all with his usual wit and selfless manner. Nothing is ever too much, nor is it ever something he won't at least have a look at. Mal is a true team player, great to have a laugh with and everyone who hits the road out of Noble Park can rest assured he is always around to assist.



Vic Regional – Lindsay Strachan

Lindsay is also a previous Heart Award winner, winning the overall HEART Award back in 2015. Lindsay has continued to display **high standards** over the past few months by ensuring that all vehicles at the Geelong branch are stocked with hand sanitiser and cleaning equipment. He has been cleaning cars that he was not rostered on, after cleaning his rostered vehicle. These efforts have extended to cleaning and wiping down the branch, every shift. His colleagues recognise his high clinical knowledge whilst transporting patients, whom he treats with empathy, dignity, and respect.



NSW – Colleen Hood

Colleen is always willing to educate and inform people of her decisions and our protocols in the most professional way possible. Colleen is being recognised for her accountability. She makes it her responsibility to make sure people understand the role that they need to play in making a transfer as easy as possible for the patient's sake. Working from the NSW Revesby branch, she is recognised as someone who is always a pleasure to work with, as she will do what needs to be done and asks for nothing in return.



Staff Community Insight

You can work alongside someone every day and know nothing of the fascinating lives they lead, or who they are as people outside of their job. NPT are lucky to have such an amazing array of individuals. Here is a small sample of the staff who contribute to make this such a great working community.

Harley Bradbury - PTO

What is one thing that you have missed/are looking forward to once the Covid restrictions are lifted?

I have really missed seeing my little nephew during these restrictions so I'm looking forward to seeing him and everyone else, as the restrictions continue to ease. I am also looking forward to going traveling and camping with friends once the state borders open again.

What is one thing that you have enjoyed during Covid restrictions?

Being able to spend time with the dogs and take them on long walks. I have also snuck in extra time gaming with friends online – something I haven't done in a long time.

Name one interest/hobby you have.

I love being out on the water, lake, river or beach. I enjoy riding the jet ski, water skiing, kayaking and recently got a stand-up paddle board. Even our little dog will jump in the kayak or sit up front on the jet ski for a ride!

What else are you/or have you been involved in outside of NPT?

Bee Keeping! It was something that I was interested in for a long time. It was actually my partner's dad that helped me get into it and adopt one of his hives to call my own! They live on the balcony of my place and we rob the hive 2-3 times a year. This year we got almost 5kgs of honey!



George Harrison – Training Department



What is one thing of the things that you are looking forward to doing when the restrictions are lifted?

Catching up with my class buddies and having a decent meal. I am dying to get something into me.

What is one thing that you have enjoyed during the Covid restrictions?

Not having my buddies pulling my leg.

Name one interest you have?

I am very interested in the skeletons in my cupboard, they come in all different shapes and sizes. Mr. Femur is my best buddy; however, Ms. Ribs is happy to be superior to Mr. Femur. The arguments in the cupboard, as to who is actually inferior or superior, are unbelievable. You must see what goes on in this office afterhours.

What else have you been involved in outside NPT?

Where do I start, I have been involved in broken bones, torn ligaments, and the odd strain. The best thing I have done outside of NPT was scaring people. It was fun. Now that I am stuck in this office, I can only scare the odd person now and again.

Thank you for chatting with me, you are the first person I have spoken to for a long time.

Andrew Shaw – Communications Officer

What is one thing you miss/are looking forward to doing as Covid restrictions are lifted?

Going to the movies. I miss buying popcorn and sitting in front of a massive screen, watching the latest movies. My home TV just isn't big enough.



What is one thing you enjoyed during Covid restrictions?

As frustrating as it was, helping my daughters with their schoolwork. It was fun to have them both home and to get a better insight into what they are learning.

Name one interest/hobby you have?

Comic books. I've been a collector for years. I have a room full of them at home (my wife loves it!).



What else are you/or have you been involved in outside of NPT?

I have a blue belt in Brazilian Jiu Jitsu, which I have trained and competed in for about 5 years now. I am really looking forward to getting back into it after the restrictions are lifted.



William Boyd - PTO



What is one thing you miss/are looking forward to doing as Covid restrictions are lifted?

Catching up with my mates for a drink.



What is one thing you enjoyed during Covid restrictions?

Getting to spend more time with family and friends.

Name one interest/hobby you have?

I enjoy dressing up in my Captain Koala costume for the kids.

What else are you/or have you been involved in outside of NPT?

I am Captain of the Yarra Glen fire brigade.

Emma Tollemache - NSW Administration



What is one thing you miss/are looking forward to doing as Covid restrictions are lifted?

I miss being able to get outdoors with my kids as often and taking them to the pools. I can't wait for the pools to be fully open again.



What is one thing you enjoyed during Covid restrictions?

I have enjoyed being able to spend more time with my family at home and shut off from the outside world a bit. It's given me time to refresh my soul and I'm now the household board game master!

Name one interest/hobby you have?

Weightlifting – my goal is to be able to lift double my own weight – pre-Covid I was almost there, now not so much!

What else are you/or have you been involved in outside of NPT?

I am a Mum and more recently I've become a cat lady – my kids are my pride and joy.

Sarah Shue - HATS CCRN

What is one thing you miss/are looking forward to doing as Covid restrictions are lifted?

Traveling, whether it be interstate or overseas.

What is one thing you enjoyed during Covid restrictions?

Our new home we moved into 6 months ago.

Name one interest/hobby you have?

Walking trails and tracks.

What else are you/or have you been involved in outside of NPT?

Flipping houses.



Louis Massey - ATA

What is one thing you miss/are looking forward to doing as Covid restrictions are lifted?

Once restrictions are lifted, I will be heading north with a few mates to our favourite spot in Lancelin to go surfing. This was a common adventure my friends and I did on a weekly basis before COVID-19. It will be awesome to get back out there again and take advantage of the beautiful WA coast.

What is one thing you enjoyed during Covid restrictions?

I really enjoyed the quality time spent at home with my partner and my pets. During this pandemic, I have come to realise that spending more time with my little family is so important. I have definitely taken advantage of being at home.

Name one interest/hobby you have?

Surfing. There is nothing like paddling out at your favourite spot when there's waves breaking. Whether you're with a few mates or on your own, as long as there's waves, I am stoked. I have been surfing for a while now and I am yet to find a better hobby.

What else are you/or have you been involved in outside of NPT?

I currently volunteer 2 weekends a month with Whitfords Volunteer Marine Rescue Group as part of DFES here in WA. I have been a volunteer with them for the past 3.5 years. This involves a minimum of 2 days a month of 'boat duty', in which we spend our day patrolling the coast, training, and if needed helping the community in various ways. I also do 2 days of 'radio duty' per month, in which we spend time in our radio tower making sure people are safe and waiting for emergency broadcasts. I love volunteering and plan to spend many years helping where I can for my community.

Colin Mangin - ATA

What is one thing you miss/are looking forward to doing as Covid restrictions are lifted?

Seeing my parents who live in the country & catching up with friends for a drink & a chat.

What is one thing you enjoyed during Covid restrictions?

Getting a lot of stuff like painting, and repairs, done around the house.

Name one interest/hobby you have?

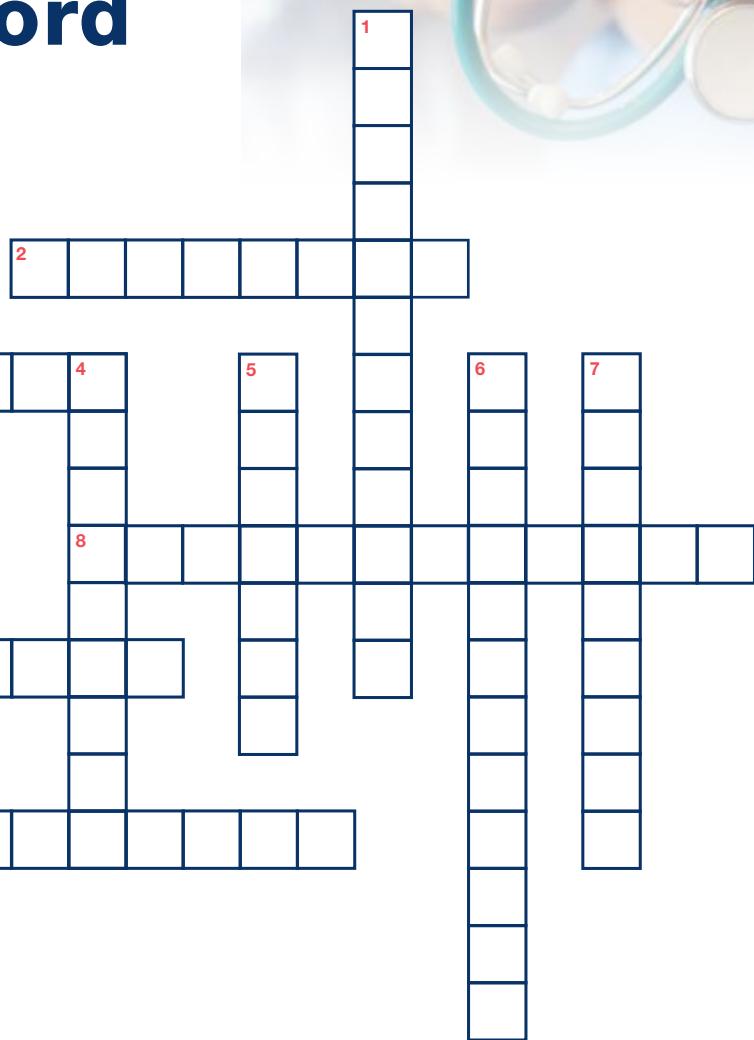
Doing artwork on my computer.

What else are you/or have you been involved in outside of NPT?

Dog walking for the lost dog's home.



Medical Crossword



Down:

1. Surgical removal of the uterus
4. Inflammation of a joint
5. Loss of speech
6. Softening of the bones
7. Blood in the urine

Across:

2. Discharge from the ear
3. Absence of breathing
8. Enlargement of the liver
9. Pain in a muscle
10. Difficult or painful urination

OPEN LETTER TO VICTORIA'S HEALTHCARE WORKERS

We are writing to say thank you to all of you who are out there working extremely hard in response to the coronavirus (COVID-19) pandemic.

Over the past weeks and months, we have witnessed incredible teamwork as everyone has rallied together to prepare Victoria and position ourselves to be in the best possible state to respond to COVID-19. There have been outstanding displays of commitment to your patients, as well as a generous commitment to your colleagues working together to consider how the best possible care can be provided in these unprecedented times. We also know there are many of you working tirelessly behind the scenes to make sure our health services run smoothly and patients' needs are met.

No doubt many of you have been affected both professionally and personally in this journey so far, but your dedication and commitment has been at the heart of the success we are seeing in Victoria.

We know that many of you are going above and beyond and doing so in the face of so many unknowns. We are also aware that many of you will be worried about your own family and loved ones.

Please be assured that you are not alone and there are supports out there should you need them. These include Employee Assistance Programs through your health service, the specialist expertise offered through the Victorian Doctors Health Program (VDHP) and the Victorian Nursing and Midwifery Health Program. There are also the services offered by external organisations such as BeyondBlue, Lifeline and HeadSpace.

We will continue to work hard to deliver information to you and share resources that support you in both your work and in protecting your own health and wellbeing.

As the chief clinical leads in Victoria, we are so incredibly proud of everything that you are doing.

Thank you again for ensuring that Victoria is continuing to deliver outstanding care and helping make our healthcare system world class.



**Adj Assoc Prof
Ann Maree Keenan**

Chief Nurse and
Midwifery Officer



Prof Andrew Wilson

Chief Medical Officer



**Adj Assoc Prof
Donna Markham**

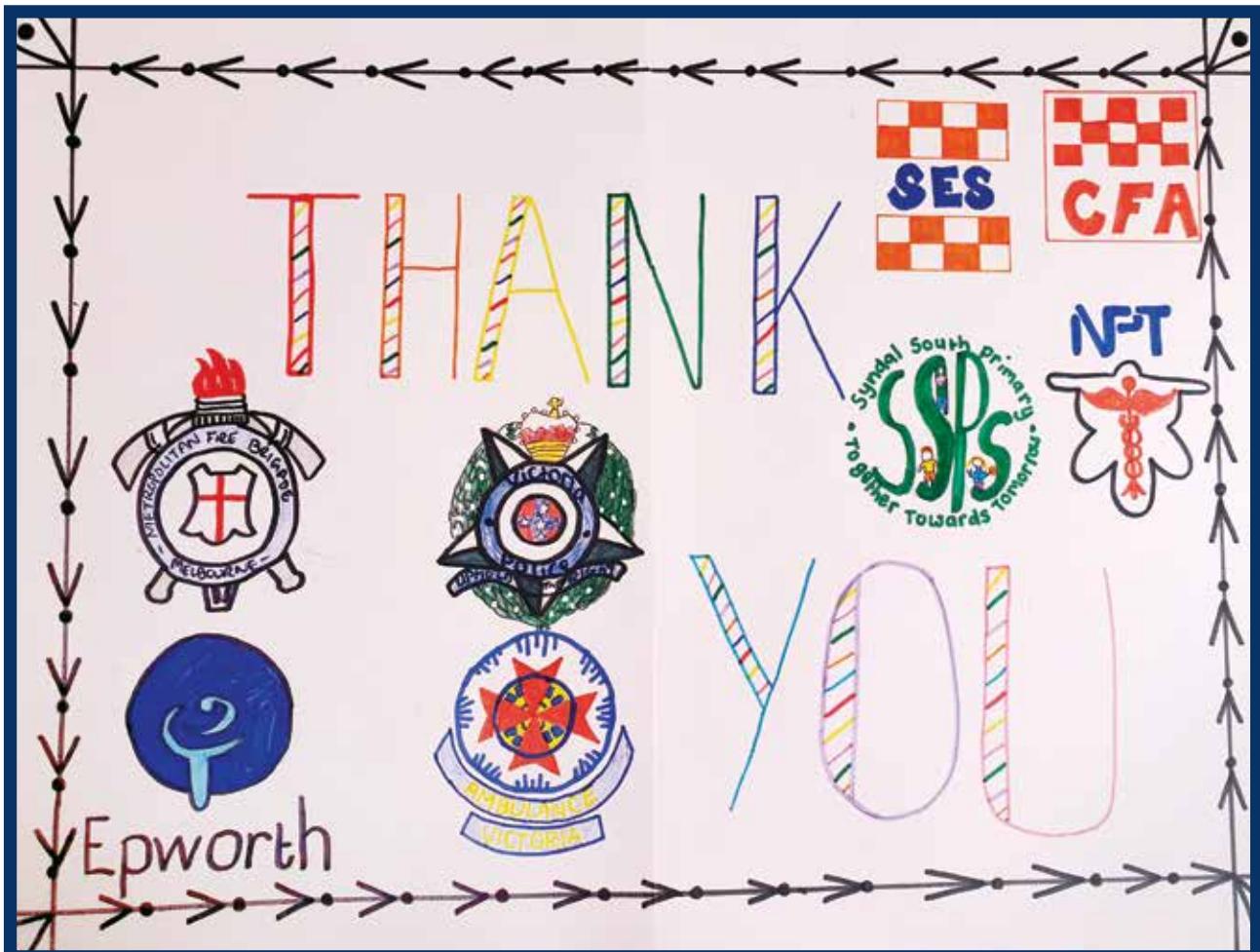
Chief Allied Health
Officer



**Adj Assoc Prof
Alan Eade**

Chief Paramedic
Officer

Feedback & Comments



" Well Done Georgina Kunz and Amanda Duncan

My sincere gratitude to Amanda and Georgie who assisted my mother yesterday who had a fall. They were extremely helpful and caring and made my mother feel comfortable. They went way beyond our expectations and left

my mother feeling very well looked after. My mother has not stopped praising these lovely ladies to all. Thank you so much Amanda and Georgie, please know that our family sincerely appreciates your assistance.



**Well Done
Ngaire Dunn
and Nicole Witney**

The patient commented that the trip was very enjoyable due to the back and forth chatter between himself and the crew. He would like to show his appreciation to them for

being so pleasant and considerate throughout his transport, including the long wait in the ER. Ambulance Victoria would also like to pass on their thanks for the care, kindness and professionalism shown on this occasion, and to congratulate the crew on a job well done.



**Well Done
Bret Burke and
James Donnelly**

I attended a case on 15th September as the Infield Manager. I would like to formally commend paramedics on the MTA crew who attended, and extend this commendation to the CPAV crew who attended as they also did a fantastic job at this case.

– Senior Team Manager (Acting)

Nillumbik Whittlesea 2,
Ambulance Victoria



**Well Done
Stephanie**

**Walkey and
David Erwin**

We received a call from a patient who wanted to extend a big thank you, to the staff who transported him. He said the crew were very kind, polite, resourceful, and fully aware of his situation. He was very thankful to them.



A **COMFORTDELGRO** Company



**Well Done Kirsten
Knoble and Emily
Freemantle**

Thank you both for the excellence of care and professionalism that you provided to me on Tuesday 3rd March, after my fall down the stairs in St Kilda West, to the Alfred. You had such a calm demeanor that you allayed my fears and gave me confidence in your abilities and trust in you. Thank you again and wishing you the best of everything.



**Well Done
Christine Jones**

We received a call from a patient who felt that Christine Jones was extremely professional and caring, and she wanted to let her know how much she appreciated it.