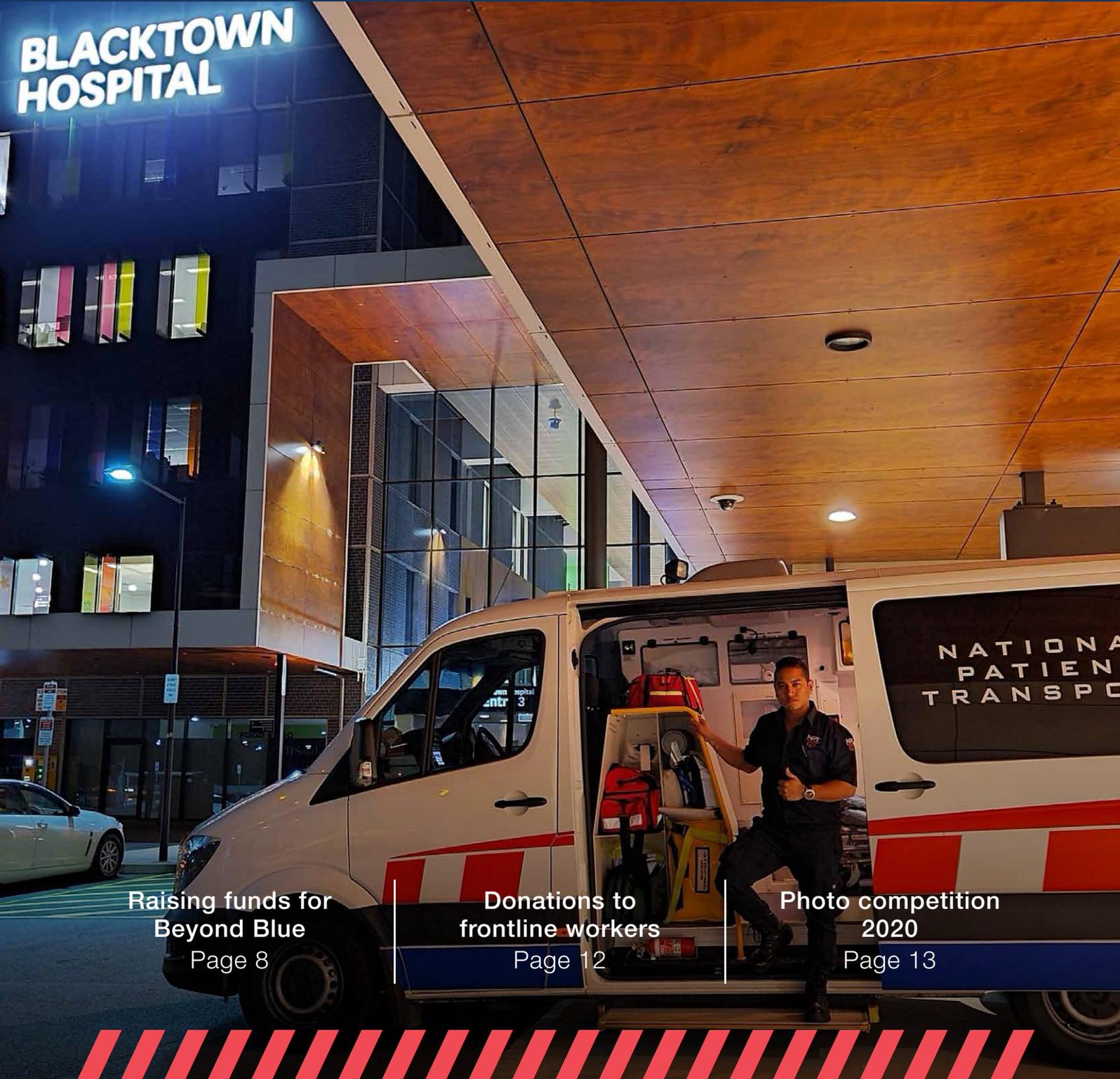




HEART TO HEART

ISSUE 04 | SEPTEMBER 2020 | SPRING EDITION

NATIONAL PATIENT TRANSPORT'S QUARTERLY STAFF NEWSLETTER



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Jeff Wilson
Chief Executive Officer,
National Patient Transport

◀ *Special thanks to Manil Hada - Winner of our September 2020 Photo competition for the excellent cover photo.*

CEO's Message

Welcome to the Spring edition of Heart to Heart.

Thank you for your commitment to our patients, our customers, your peers, our community and our company. Your professionalism ensures that we continue to play an important role in the delivery of health services across New South Wales, Western Australia, and Victoria. We are now over six months into this pandemic. We are all living with a heightened level of anxiety within our communities. As health professionals, your integrity and service provides assurance and calmness in stressful situations.

We need to continue to remind ourselves that many of us are feeling the pressure and let this guide our empathy and professionalism. As members of the wider community, we are not immune to these feelings. It is more important than ever to make sure that our own health and wellbeing is looked after first and foremost. We all know the mechanic that looks after everyone's car but their own. Please ensure you look out for your own health and reach out to work colleagues to support each other.

In recent times we have accumulated some great photos of our fleet in the wild, with some beautiful backdrops. Thank you for your contributions. The scenery shots are a great reminder of what is on offer in our great country. I personally, can't wait to get out of lockdown and explore more of it.

Our fleet is undergoing a continual process of improvement. We are fortunate that our parent Company CDC are supporting us with tangible contributions. In this edition you will see some photos of a new vehicle build completed at the CDC Geelong fabrication and paint shop. It was a real team effort. The electrical work was

completed by CDC Tullamarine and the project was overseen by CDC Wyndham. The quality of the finish is amazing. Where possible, we will also continue to co-locate at CDC depots that are within our customer base.

Thank you to those staff who have nominated their peers to be considered for the 'Heart Awards'. It is a great honour to be nominated by a fellow team member who understands and witnesses your patient care and commitment first-hand. Please continue to nominate those staff who go above and beyond or give a shout out to one of our many quiet achievers. It is great to see this recognition occurring in all states. We also like to recognise some of the many charities that our staff support. There are so many great causes. In this edition we are highlighting Rachel Cowgill's contribution, and the great work of Beyond Blue. As a company we try to spread our support around as much as possible. If you have a particular charity, cause or initiative, please let us know, so that we can show our support and increase awareness.

We can never underestimate the contribution that we can make to our community. I understand that many of our staff double into different voluntary roles within their communities. Your very presence as health professionals, within community groups and your family circles can be a source of great confidence and comfort. In times of such uncertainty; as health professionals who reflect our HEART values, both inside and outside of NPT; you have what it takes to provide the very support that is needed.

Thank you and best wishes,
Jeff Wilson

From Your Managers

We have been focused on increasing our service to our customer, NSW HealthShare. This has caused us to review and refine our rostered vehicles to match the demand profile of the work. We are also currently in the process of electing Health and Safety reps (HSRs) for NSW.

I really value working alongside our staff, assisting them as best I can, listening and providing support as required. It has been a challenging year that has brought us all closer.

We have been able to secure a 12-month extension of our South Eastern Sydney (SES) contract. The SES contract is the first contract that we won in NSW. This has provided NPT with an essential opportunity to grow into NSW by partnering with NSW HealthShare.

I would like to recognise Daryl Jones who has become the backbone of our operations in NSW. He provides outstanding support to all staff every day, helps with vehicle maintenance and provides invaluable support to me. Daryl is a hard worker, and has an impressive level of integrity and professionalism.

Due to the review and refining of our rosters to improve our service to HealthShare, and in line with contract changes, it is likely that a few shifts will change soon and into the future.

Adam Orchard, NSW Manager

NPT WA has been doing well since the last newsletter. Our staff are in a very positive frame of mind and summer is not far away, as I look out the window at blue skies and temperatures in the 20s.

Our staff have recently been enthusiastically engaged in a 2-week game of 'Eye spy' which was the brainchild of our Operations Coordinator Monique Hahn.

This game was a great team building exercise: in this treasure trove we call Perth, filled with hidden objects. A riddle was provided

to crews each day and this riddle took them on a journey around our beautiful landscapes for hidden objects that were often in plain sight. The crew who correctly guessed the answer and provided a photo of themselves or their vehicle with it, was the winner. The final day was Tuesday the 15th of September. We are excited to announce that Phil Laing took out 1st prize. Nicola Shanahan, Kadine Tot, Phil Laing and Matthew Swan all won a creative prize for their guesses.

On a sad note, one of our crew - Louis Massey and Matthew Swan returning from a regional run, struck a Kangaroo. Unfortunately the roo did not survive. A joey was in the mother's pouch, which Louis retrieved, wrapped in a blanket and travelled 2 hours back to Perth. The joey was taken to a local Vet and we understand the joey is now at a sanctuary hopping around with other joeys.

Quietly pleased with both Louis and Matthew.

Scott Sinclair, WA Manager

How time flies when you're having fun. I cannot believe that it is the beginning of October.

Bill and I have adapted to Zoom life. If it is not Bill zooming, then it is myself, or at times you may find both Bill and I on simultaneous Zoom sessions. The students are also adapting to this new way of life. We try to interact with the students in a number of ways, to make the Zoom life a little bit of fun. Some days we will have crazy shirt day, crazy hat day or we may start the day off with a game of charades. Little things like this help during these times.

The Victorian 'Skills First' Program has given NPT Heart 250 placements to train employees; who work in retail, transport and logistics,

or the food handling sector; in 'Infection Control (HLTINFCOV001).' Interest in this course is starting to build. If you know anyone who works in these sectors, in Victoria, please direct them our way.

At the beginning of September, NPT began annual re-accreditation. Once again due to the COVID-19 virus, we have had to change the way our annual accreditation will take place. Currently, the training department is holding weekly Zoom sessions with staff members (20 to 25 staff members per session) and the practical sessions will be done with no more than 3 people together (staff member, staff partner and Clinical Instructor). I am hoping to have this accreditation completed by the end of the year.

Please ensure that you check your NPT email address, as every now and again some important information is sent out. Take care everyone.

Gavin Harrison, Training Manager

Our HATS crews remain busy most days and we are hoping that shift numbers will increase soon to reflect this.

The new Vehicle 622 has been delivered and is in full operation at our Noble Park branch. The fit out required a few tweaks but we are really happy with the quality of the end result produced by the CDC Geelong workshop crew.

I will now be managing staff who work out of our Caulfield and Epworth Hawthorn Branches. I look forward to meeting all of the staff members who work at these locations and will assist them in any way that I can.

Our HATS team welcomes Anita to the ranks of CCRN. We look forward to getting to know her, and hope she enjoys working here at NPT.

Robyn Emmerson, HATS Manager

From Your Managers

On Sunday 15th November Greg Hepburn will have contributed 27 years of service to this company. This achievement is worthy of our acknowledgement and commemoration.

Greg joined NPT and worked as a PTO before moving into operations. In the early years, Greg worked alongside Eileen out of a shipping container in Mulgrave.

Famous for his 'dad quotes', Greg can be heard over the radio signalling the closing of a crew's shift with "I've got one to take you home," and alleviating some of the on-road tension with quotes like "I can part the red sea, I can turn water into wine, but I can do nothing about the traffic."

Greg is set to officially retire on Friday 20th November. If you're on a shift on this day, please give him a shout out over the radio as we farewell his legacy within our industry.

On another note, I would also like to acknowledge Damian Lee, who's mammoth effort on 'go live day' ensured our transition to the new 'Jobs Plus' App was seamless. Everybody got their jobs and everything went smoothly. Although there are still some small tweaks to be made, I am really happy with the efficiency of the new App.

Alison Roughton, Operations Manager

One of the many joys of working for NPT as a Regional Manager is that I am privileged to be able to watch and support the career development and character evolution of staff, including our degree students. It is rewarding to watch their growth both within and beyond our industry. It is something that I am really proud of.

I am also so proud of the fact that NPT embraces equal opportunity with the racial and gender diversity of staff. In Northern Metropolitan Melbourne and Regional Victoria, it is my pleasure to oversee a vibrant, multicultural team.

Some of the staff working in my region, who have come to call Australia their home, have their origins from Iraq, Nigeria, the Philippines, Vietnam, China, NZ, UK, Iran, India, Afghanistan, Macedonia, Syria, America, and Croatia, to mention just a few places.

Each one has their own story to tell, how they came to Australia and the challenges they have faced. Their stories, the culture they bring with them, and their sense of community adds great value and richness to our workplace.

Despite our ethnicity, gender or religious beliefs, we all come together and work as a dynamic team that delivers our customers and patients a quality experience which strongly reflects our HEART values. I am indescribably proud of my team, and I'm always happy to hear their stories.

Clyde Scorgie, Northern Metro and Regional Manager

I really value the people I get to work with every day. The interactions I get to have with our great staff make the work that I do immensely rewarding. I enjoy getting to know who my staff are as people, what their lives are like outside of work. I also enjoy getting to have a laugh with them. Another aspect of my role that I value is the opportunity to problem solve. I love the satisfaction of solving work related problems.

I would like to thank Harley Bradbury for the excellent job he did filling for me while I took leave. I was spoilt for choice in this regard. There were many staff who were willing and more

than capable of holding down the fort in my absence. Harley has a fantastic attitude and goes above and beyond without question. He is always up for a challenge, and like me, enjoys the problem solving and interaction with colleagues.

Mark Alley also deserves a special mention. He is one of our night shift regulars and is always washing cars, washing mops and making kits etc. Mark consistently chips in and does the extra work.

We have also retired two fleet units and have been the lucky recipients of 2 new vehicles. This always brings a little excitement to the branch.

Ernie Di Pietro, Southern Metro Manager

It has been very tough on all the crews but they have done an absolutely amazing job throughout this pandemic. Their unwavering commitment to their patients has never come into question, and I have seen the sense of mateship between colleagues become even stronger.

The area the Inner East is covering is getting bigger with the arrival of the Austin staff, who we all look forward to working with. I could not ask for a better group of people to work with. There are so many unique personalities, and you all bring something valuable to the workplace.

The donations of Weet-bix and Kit-Kat were well received and gave us that little bit extra to get us through the day. Special thanks to Lindsey and Celia for their care packages that arrive every week. They are sincerely appreciated by everyone. We have had 6 new staff members join us since the last newsletter and we would like to welcome them to NPT. Our vehicles are copping a hammering with all the cleaning that is going on but they, like us, are up to the challenge. Once again, I would like to thank each and every one of you for the effort you are all putting in.

Garry Walker, Eastern Metro Manager

Our new CDC built vehicles

The CDC Geelong depot, which also houses NPT's Geelong branch, incorporates a fully equipped motor body building workshop that is typically used to build and repair buses and coaches.

One of the advantages of being part of a larger corporation like CDC, is the ability it affords NPT to take advantage of some of their capacity and expertise: to develop mutually beneficial new processes.

Late in 2019, we realised that CDC had the expertise and facilities to also build vehicles for NPT. After a few months of exploring and learning the unique features of our vehicles, CDC delivered their first patient transport vehicle. This first vehicle was HATS 622, which was delivered to us from CDC's workshop, in August this year. The second vehicle, 5973, was delivered in early September. The CDC team are now working on a third vehicle, which should hit the road as part of our fleet in October. There are two more vehicles in the queue to be built after this.

The process so far has been to provide CDC with an older vehicle that is being retired and a new condition used vehicle. Their workshop staff remove the fit out from the old vehicle, renovate and repair any damage, before refinishing and installing the revamped interior into the new vehicle.

The renovation and repairs include the stripping back and replacement of any damaged or worn out components; the testing and upgrading of electrical services; a full repaint, with a durable baked enamel; and finally, a quality install into the new vehicle.

15th July 2020 Work begins at CDC workshops in Geelong



14th July 2020 at CDC Truganina HQ

complies with Australian Vehicle Design Regulations. This is also a requirement for registration. An electrician provides an electrical safety certificate for the 240 volt circuitry and the vehicle goes to the weigh bridge to ensure it is compliant with weight and GVM specifications. Prior to delivery, NPT

Admiring the finished product at NPT Noble Park

Behind the vehicle's interior walls, as they begin to remove components, is a myriad of wiring, switching, suction and oxygen tubing. There is a lot to learn about this uniquely functioning equipment, to ensure everything works as it should and is as user friendly as possible. The CDC workshop team put a lot of effort into making sure they got it right and this is evident in the finished product.

Near completion, the vehicle is examined by an independent engineer to ensure the work

visits the CDC workshop to inspect the vehicle and identify any issues that may be present. It is impressive to note, as this is a relatively new venture for CDC, that any issues found at this point in the process have been very minor, and CDC staff have worked brilliantly with us to resolve them.

This new relationship with our sister business will prove to be invaluable. It will enhance our ability to continue evolving and upgrading our fleet, replacing vehicles that are at, or over, their "best before date."



Transporting patients across regional Victoria

In 2016 NPT was awarded the contract to service South West Healthcare in Warrnambool and Camperdown. Working in close partnership with the staff at Warrnambool, we were very fortunate to be offered the original hospital boardroom as our base.

The hospital provides dedicated vehicle parking directly in front of the boardroom so our vehicles are always ready to go. The relationship with South West Healthcare is strong and they very much value our crews and service.

Warrnambool is located at the western end of Great Ocean Road in an area known as the Shipwreck Coast. Every year between June and September, female Southern Right whales return to the local waters to calve and it is such a sight to behold.

NPT is committed to providing a quality service to this pocket of regional Victoria.

The Operations Centre is consistently and strategically focused on the logistics required to service South West Healthcare 24/7. This often requires the dispatching of crews

from Geelong and Melbourne to transfer patients from Warrnambool to larger hospitals after hours and on weekends.

Warrnambool Base Hospital services a regional area with a population of more than 110,000 residents. They have been operating as a health care provider for over 160 years and have grown to become one of the most technologically advanced hospitals in regional Australia.

NPT hopes to continue to service South West Healthcare well into the future.

Five minutes with NSW Manager Adam Orchard



What motivates you to work hard?

Being able to achieve the things in life that make me happy.

What is your favourite thing about your career?

Working alongside our staff and building the future for the company in NSW.

What is your proudest accomplishment?

When I became a father.

What did you want to be when you were small?

A Zoologist.

If you could choose to do anything for a day, what would it be?

Waterslide tester at a resort.

What would you sing at a Karaoke night?

Cold Chisel: Bow River.

If you could only eat one meal for the rest of your life, what would it be?

Lasagne.

What are your hobbies?

Playing music with friends, walks with my family, nice dinners out.

Aside from necessities, what one thing could you not go a day without?

My shower, when our bathroom was getting renovated I had to shower in a bucket in the laundry, it was not a good time for me.

If you were a superhero, what powers would you have?

Telekinesis – because sometimes the remote is just too far away.

If you could share a meal with any four individuals, (living or dead) who would they be?

Stevie Wonder, Marc Broussard, John Howard, and Brian Tracey.

What's your favourite holiday?

A resort somewhere in Hawaii/Fiji/Thailand and experiencing other cultures.

What's the most daring thing you've ever done?

Playing music on stage in front of 10,000+ people.

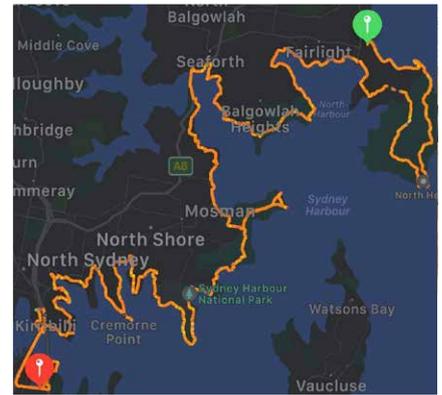
What's your favourite family recipe?

Candied sweet potatoes.

If you had a warning label, what would yours say?

"This machine doesn't have a brain, use your own."





Raising funds for Beyond Blue

Rachel Cowgill finished Coastrek 2020 with some decent blisters on her feet to show for it.

On Friday 4th September, Rachel Gowgill, one of our NSW ambulance attendants, participated in Sydney Coastrek 2020. Rachel, along with her team of four soccer club friends, completed a 16-hour, 60km trek, to raise funds for Beyond Blue.

The group's trek started at Manly Beach at 5:20am and followed along the north shore of the harbour for almost 50km. They took a few detours. By the time they crossed the Harbour Bridge and arrived at the Botanical Gardens it was closed, but they still had 8km left.

The group changed their route, to go around the point to Barangaroo and back, with 2 laps around the Opera House to knock off the last 1.5km and finish just after 9pm.

In the lead up to the trek, we spoke to Rachel who gave us insight into what inspired her to complete this trek for the first time.

“ I was sold on the fact that this year they were raising money for Beyond Blue, which is a charity that I hold in high regard and close to my heart. After the bush fires and everything happening with COVID-19, I believe Beyond Blue needs more funding than ever before. ”

The event itself was run by Coastrek, who have been running their “fun, fitness, friends, fundraising” events for 12 years in Melbourne, Sydney, Brisbane, Adelaide, and Canberra.

The focus of this year's trek was to “get fit with friends and raise funds for mental health”. This year's funds will go to supporting initiatives such as “Beyond Blue's 24/7 Support Service [which] receives 29 contacts per hour. Each contact could be life changing or lifesaving, and costs \$48 for a mental health professional to answer.”

According to Beyond Blue, 3 million Australians are living with anxiety or depression. Their goal, as stated on their website, is to provide information and support to help everyone in Australia achieve their best possible mental health, whatever their age and wherever they live.

For more information about Beyond Blue, please visit Beyondblue.org.au



As of Wednesday 23 September 2020, Rachel raised \$811 (herself), contributing to her team's total of \$6,282. NPT commends Rachel and the team's mammoth effort.

Rachel and her team will be accepting donations until early November. If you are interested in contributing to Rachel's fundraising efforts, you can find her donation page at:

www.coastrek.com.au/fundraisers/RachelCowgill19229

Heart Award Winners Quarter 2

Congratulations to the winners of our second round of Quarterly Heart Awards. The Heart Award nominees are recommended by fellow NPT employees and are presented to those who have displayed our 'HEART' values of High Standards, Efficiency, Accountability, Respect and Teamwork.

Across the country, there were over 40 nominations submitted this quarter. We are pleased to announce the second quarter winners. Each of them will receive a \$50 gift voucher, a HEART Award certificate, and will go into the draw for the overall HEART Awards at the end of the year. There were no nominations for NSW received this quarter.

Vic Metro East – Robyn Bennett

Robyn has been recognised for the **High Standards** that she displays while conducting her work. She has been an NPT employee since May 2015 and is consistently punctual and always first to arrive for a shift. She is thorough and always eager to perform checks, conscientious, and a supportive team member. Robyn is an active contributor to the Mitcham branch and contributes to making the branch a pleasant work environment.

Vic Metro North – Debra Armstrong

Debra has been an NPT employee since October 2019 and is being recognised for the **High Standards** that she displays, and the pride she takes in maintaining the cleanliness of the vehicle at the end of each shift. Debra is a conscientious and hard working employee, who is highly regarded by her colleagues.

Vic Metro South – Mark Alley

Mark is also being recognised for his **High Standards** and has been an NPT employee since April 2019. Mark utilises any quiet moment on nightshift to complete any task that needs doing. He is always looking to help out wherever it is needed. He will wash his own vehicle every chance he gets, and has been known to line up and wash 5 vehicles in a row. He is consistently hard working and always pleasant.

Vic Regional – Rachel McMahon

Rachel is being recognised for the **RESPECT** that she shows toward her colleagues and patients. She is recognised as a role model by her colleagues and is valued for the time she puts in to debriefing after each difficult case. The care she shows for the well-being of her colleagues is commendable. This level of care and consideration is something she carries with her on the job and with every patient.

WA – Amanda Edmonston-Fearn

Mandy is being recognised for her **Teamwork**. She has been an NPT employee since December 2018. She is valued by her colleagues as a supportive co-worker and is very encouraging to all staff that work with her. Mandy shares her knowledge and experience as a paramedic to help her work partners grow and learn on the job. She is well regarded by all and a model employee who really does embody the essence of teamwork.



▲ Photo credit: Sharon Curtain

Staff Community Insight

You can work alongside someone every day and know nothing about 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 environment.

Carla Holloway - Northern Region and Rural Rosters

What's your favourite chocolate bar?

Coconut Rough, or anything Belgian. Really any chocolate will do, except those Red Tulip brand Easter eggs- How do you get chocolate so very wrong?

If you could choose to do anything for a day, what would it be?

Explore a city I've never been to then go for a hike then wind down with some drinks. Or go on a boat trip then wind down with some drinks. Or go scuba diving then wind down with some drinks. There's a theme there.

If you were a superhero, what powers would you have?

Time travel. Most people say flying but the logistics of self-propelled air travel are highly romanticised and realistically would be a safety, and paperwork fuelled nightmare. Ex pilots that work here – do you think the CAO48 would still apply?



What is your proudest accomplishment?

Seeing Antarctica



Natalie McKinna – Ambulance Attendant

What's your favourite chocolate bar?

My favourite chocolate bar is a Summer Roll

If you could choose to do anything for a day, what would it be?

I would go on an African Safari and take amazing photos of wildlife to go into my art gallery

If you were a superhero, what powers would you have?

I would like the super power of Telepathy and Persuasion, the ability to read someone's thoughts and then remove their stupidity or evil behaviour and put a thought into their head or persuade them to behave differently.

What is your proudest accomplishment?

Anyone who knows me would know I don't like to big note myself so it's difficult to answer. I would say my proudest accomplishment would have to be travelling over to the UK and working in the Amazing Tate Modern and Tate Britain for a year.



Manny - Training Assistant

Hi, my name is Manny and I live downstairs in a big room, or should I say, " a cage". No, we will stay with a big room as it makes me feel important. I'm friends with George, the thin one, you know him, you met him last time. George lives upstairs and I live downstairs in the big room. Due to this virus, we have been social distancing and doing the right thing, however I do miss him, he is the naughty one, so you need to be careful of him.

One thing I must stay about the staff members at the Mitcham Branch - they do look after me. They ensure that I am well fed and have enough fluids to keep me going. Thanks guys!

So, I have been asked, what is my favorite chocolate bar? Let me think...Galaxy Bar, not too sure if you get them here, but I do know that in the UK you will find them. Yes, I do travel a lot when I can.

I have also been asked, if I could do anything for a day, what would I do? I would throw a big party for everyone.

I am getting tired now, I need to get some sleep. Look after yourselves and take care.



Kayla Grassi - Ambulance Attendant

What's your favourite chocolate bar?

Dark chocolate + Almond Counter bar. I have one of these every day! My lunchbox is always stacked with snacks!

If you could choose to do anything for a day, what would it be?

Be in Europe somewhere with all of my friends and family and have a day of first-class food, with a side of unlimited shopping, unlimited fun and pampering! All on an unlimited credit card.

If you were a superhero, what powers would you have?

The power of granting wishes. Let that sink in...

What is your proudest accomplishment?

Competing for Australia at the Oceania Games in Clay Target Shooting and winning Silver



Kosana Van Twest – Patient Transport Officer

What's your favourite chocolate bar?

My favourite chocolate is Cadbury hazelnut.

If you could choose to do anything for a day, what would it be?

If I could do anything for a day it would be enjoying a hot air balloon ride over Cappadocia In Turkey.

If you were a superhero, what powers would you have?

If I was a superhero, I would love to have the power to fly wherever and whenever I can anywhere.

What is your proudest accomplishment?

My proudest accomplishment is having our two beautiful daughters.



Kimberley Enright - Patient Transport Officer

What's your favourite chocolate bar?

My favourite chocolate bar is either a Boost or a chunky Kit Kat.

If you could choose to do anything for a day, what would it be?

If I could do anything, it would be to work with the elderly as a leisure coordinator, or to have my own travelling caravan bar.

If you were a superhero, what powers would you have?

If I was a superhero, I would time travel.

What is your proudest accomplishment?

My proudest accomplishment would be buying my house with my fiancé and getting our puppy. I'm also proud of completing my qualification for patient transport, while still working full time in childcare.





Donations to honour our frontline workers

A special delivery from Sanitarium and Nestle brought much needed smiles to our NPT crew

We were filled with excitement the day the truck rolled into our Noble Park branch with a full pallet load of goodies, generously donated to our staff by Sanitarium. There were boxes of Weet-Bix, Up and Go, and cartons of UHT dairy and almond milk. This kind act of generosity really made our day. And who doesn't love a big bowl of Weet-Bix to start the day?

Sanitarium have been operating since 1898 when Edward Halsey produced his first batch of breakfast cereal out of a bakery in Northcote, Melbourne. Their original 'wheat' biscuit arrived on the scene in the early 1900's as a breakfast cereal and an alternative to bread.

The infamous 'Aussie kids are Weet-Bix kids' slogan and jingle launched in 1985 and has become a quintessential part of our Australian identity.

Sanitarium has a strong connection to the Seventh-day Adventist Church, and a strong social purpose incorporated into its business model: their ethos being 'creating shared value for everyone.'

This strong social purpose is summarised well in the following statement on their website:

“
We believe passionately in the infinite value of people, and in nurturing the long-term health and wellbeing of every person, their family, and their communities. Today, we're keeping up the good work by continuing to create sustainable social, economic and environmental outcomes that benefit the entire community and nurture and promote wholistic health. We call this our social purpose.
 ”

During COVID-19, Sanitarium have also contributed 30,000 serves of Weet-Bix and So Good milks to Melbourne's Sacred Heart Mission's Meals Program, and 18,000 packs

of Weet-Bix, 18,000 cartons of So Good and 18,000 units of UP&GO to 'Eat Up', who are currently providing an Emergency Box to families across Victoria, NSW, and Queensland.

NPT are immensely grateful to be one of many recipients of Sanitarium's philanthropic generosity.

Our staff also received 6 boxes (almost 8kg) of chocolatey goodness from Nestle. The boxes of Kit Kat also put smiles on the faces of our crews as they took a moment to enjoy a well-deserved Kit Kat break.

Nestle also hold strong social values and are committed to endeavours such as ending deforestation in their supply chain, stopping food waste, and environmental sustainability through water savings initiatives.

From our crews to you, Sanitarium, and Nestle, thank you for giving back, and acknowledging through your contribution, the invaluable nature of the work that our staff are doing every day.

Photo Competition 2020

Inspired by some amazing photos that have been sent in by crews in WA, we decided to run an inaugural NPT photo competition in September this year.

We are excited to announce that we received about 100 photos from 40 entrants. The competition was definitely steep and we were able to eventually narrow this down to a top ten. These were then sent to management to cast their votes. The winning photo took first place unanimously.

It was an immensely rewarding process with fierce competition and gave us a true realisation that we have an impressive number of creatively talented employees.

The winning photo adorns the cover of this edition of our newsletter. Manil Hada, the Ambulance Attendant from Sydney, who submitted the winning entry won an Ultimate Ears Boom (a wireless, waterproof, shockproof, Bluetooth speaker). Manil's reaction to winning was a lovely addition to the process:

"I woke with the news of the photo competition and I was overwhelmed with the response and wishes I am getting from all the staff."

Second place went to Rillie Shannon, whose photo tells a story that brings pride to everyone working in the health care industry.

Third place went to Rodney Postlethwaite, whose creative photography skills are matched only by his incredible Boston bun baking skills.

Well done to everyone who sent in entries.



NPT Zoom Trivia Night

On Saturday 12th September, NPT held its first Trivia Night which was a great success. We had 17 employees join the evening from the comfort of their lounge rooms and backyards.

Zoom worked well with the furthest person, (Lindsay) joining us from Warrnambool. The night started at 8pm and finished about 10:30pm. Some staff made the effort to dress up for the night, which was good to see and added so much fun. There were lots of winners and at times it became quite competitive.

Here are the results for the night:

Round One winner: Ben Snowsill

- Fastest finger for question 19 was Ben Snowsill
- Fastest finger for question 39 was Kate Casey

Round Two winner: Paul Walker

- Fastest finger for question 17 was Kristen Kerr,
- Fastest finger for question 50 was Kristen Kerr,

Nominated for best fancy dress was Bill Acton and family, whose Baby Back Café looked as gruesome as they did. Runner up Andrew Crome sported ghoulish attire and looked very much like George, the skeletal training aid.

The overall winner for the night was Ben Snowsill's team (Benwah & Monsta) with a total of 75,643 points, followed by

Paul Walker's team (3 Stooges) with 73,099 points, and in third place Lindsay Conn (who played on his own) with 72,850 points.

NPT is planning another Trivia Night in October. If you would like to play, feel free to join us.

Keep in mind that 'Kahoots,' the platform that we use, only supports 50 players, so be quick to reply to the invite. The Trivia Night is open to all NPT staff members across Victoria, New South Wales and Western Australia.

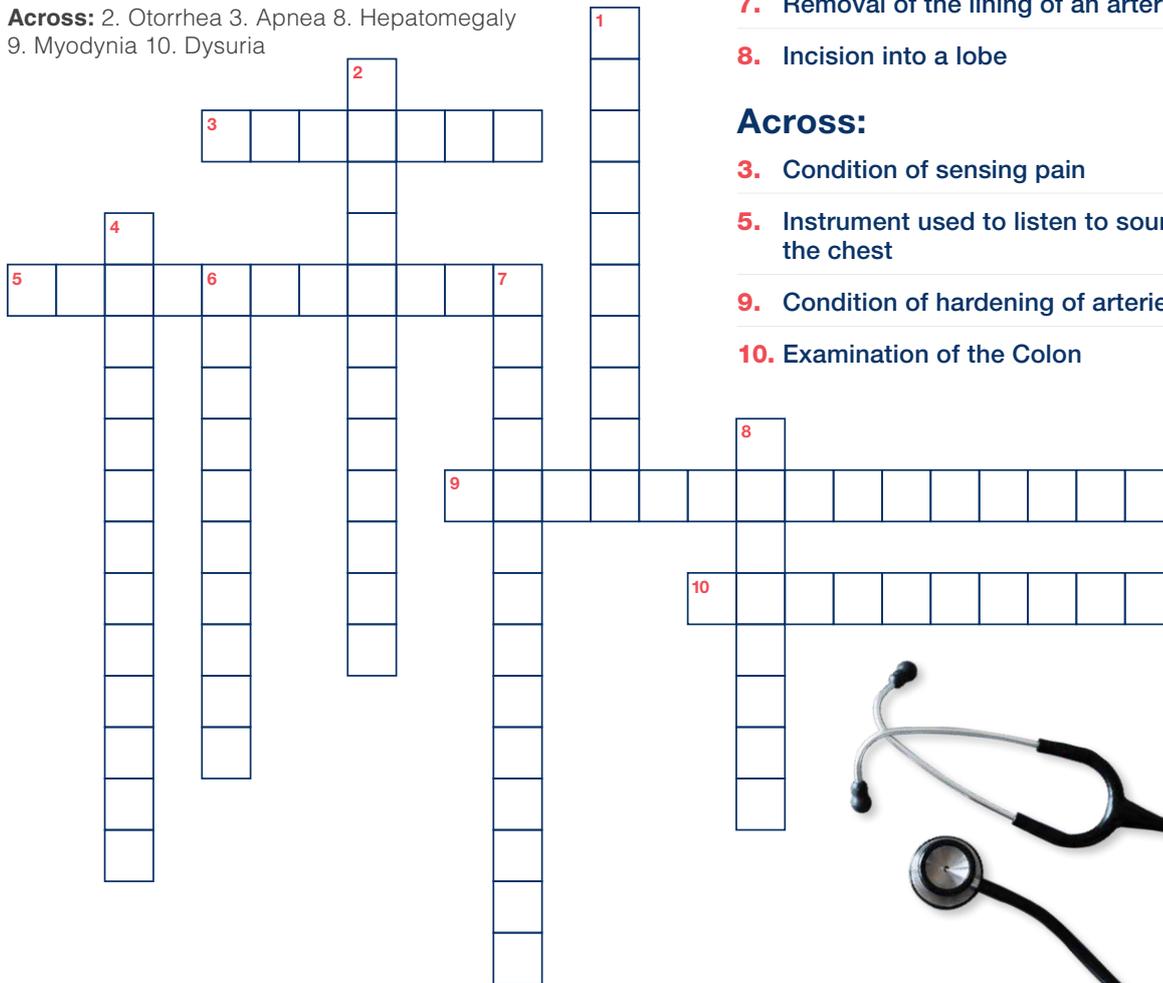
Until next time, your Trivia Host.
Gavin Harrison

Medical Crossword

Answers to June Newsletter Crossword:

Down: 1. Hysterectomy 4. Arthritis 5. Aphasia
6. Osteomalacia 7. Hematuria

Across: 2. Otorrhea 3. Apnea 8. Hepatomegaly
9. Myodynia 10. Dysuria



Down:

1. An instrument used to view nasal cavities
2. Inflammation of the Heart
4. The middle brain
6. Condition of paralysis of half the body, right or left side
7. Removal of the lining of an artery
8. Incision into a lobe

Across:

3. Condition of sensing pain
5. Instrument used to listen to sounds within the chest
9. Condition of hardening of arteries
10. Examination of the Colon



Know someone who works in the retail, hospitality, transport, or logistics sectors? Tell them about our new course.

- FREE - Nationally recognised training program
- HLTINFCOV001 – Comply with infection prevention and control policies and procedures
- Up-skill workers and manage risks arising from the COVID-19 pandemic



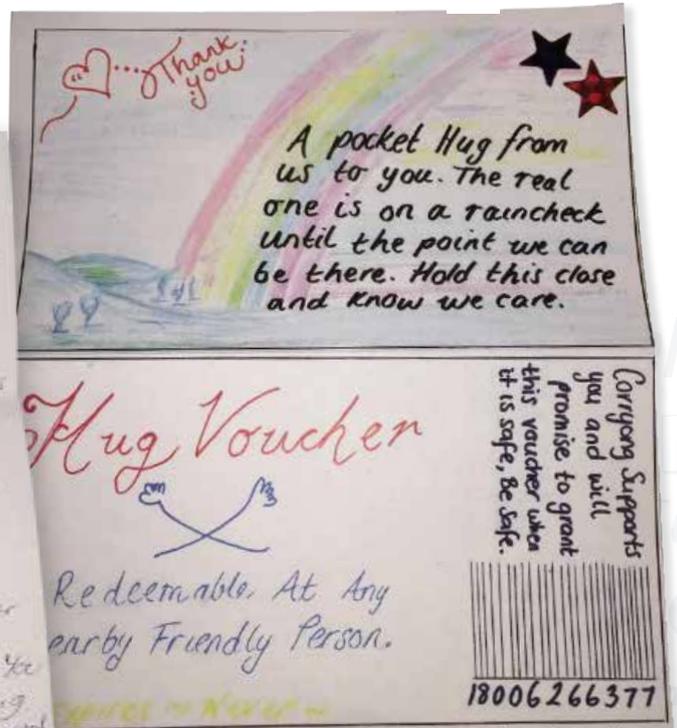
THANK YOU FIRST RESPONDERS OF CORYONG



Dear Patient Transport,

Do you remember when you decided this job is for me?
 Do you remember when you got your uniform?
 Do you remember meeting your team?
 That feeling of pride and accomplishment is not going to change. No one and no virus can take that away from you. There will always be taxes, there will always be that pet that's so happy to see you. There is always team members that offer kindness. Work mates with big hearts. Peers who support each other. If today was not a good day, that's okay. When you wear your work uniform, everyone knows you did your very best, you always do. When you remove your uniform you still have that big heart. You still offer support to your team. You can hug your pet cat or that friendly dog that's so pleased to see you or you can raincheck our 'Corryong HUG VOUCHERS'. They will be something great to look forward to. Hopefully this offer will help melt away some of the tightness you have in those strong shoulders.

Thank-you
 First Responder-Corryong



An open letter to our patient transport partners from Tony Walker ASM:

In the middle of a crisis, we tend to keep our eyes fixed firmly on the road ahead. Particularly as we navigate the twists and turns we're facing in Victoria.

But I wanted to take a moment to say thank you to all of our colleagues in patient transport.

To each and every person working across Royal Flying Doctor Service of Australia, St John

Ambulance (Vic), Medical Edge Australia, Paramedic Services Victoria, National Patient Transport Pty Ltd, Race Day Medical, Health Select Services and Event Medical Team - thank you.

The 'lights and sirens' of emergency care tends to attract attention. But it's just one aspect of our state's great ambulance service. Equally critical and deeply important, is the work you do.

The clinical care you're providing is invaluable. Working shoulder to shoulder with you every day we

see the sacrifice, dedication and grit you bring to every job and the care you provide to every patient.

This pandemic is unlike anything we've seen in our lifetimes; we are challenged like never before. As Victorians, we can feel enormously proud of our world-class healthcare.

And we couldn't be more grateful to be #inthistgether.

Tony Walker CEO,
Ambulance Victoria



Feedback & Comments

Well done Keely Dodd and William Squires

The patient wanted NPT to know that **the crew who transported her were “just so lovely”**. She said she was in so much pain, and their communication with her was supportive, reassuring and **“just really lovely.”** She mentioned that it was so nice to have been

transported by such lovely young people and was really **impressed that they were so caring**. She said that NPT should be so proud of them as they made her feel **“so at ease after a rough trot.”**

Well done Sally Duffy and Sarah Harrison

Austin 6 West wanted to put in a compliment and extend their thanks. The crew were very patient, reassuring, calm and kind with the patient who has advanced dementia and can become distressed with new faces. Their approach was lovely. They were patient while the ward organised belongings and handover paperwork. Overall, the experience was very pleasant and the crews’

positive attitude made it an enjoyable interaction.

Well done to the whole team – Ops and crews

“The transfers went extremely well. Thanks so much. We can always rely on NPT to be responsive and professional. Thank you for coordinating these transfers at very short notice and with no additional resources. Please extend our thanks to everyone involved. This demonstrates why NPT have such good relationships with our customers. Well done.”

- St John of God, Berwick

Well done Chris Goldsmith and Kirsten Noble

“My neighbour’s father had a fall today and was taken to Maroonah ED by one of our crews. She could not speak highly enough of the crew. Please extend her thanks to them.”

- Feedback from an NPT employee



Well Done Aaron Hemetsburger and Kieran Shipman

...Today’s transport people were fabulous especially the second team...One of the patients had concerns due to having to do a “baby doll swap” for her and the guys were fabulous, calm and patient and joined in the scenario for the patient. They were able to get her on the stretcher smoothly and place baby Grace back in her arms without any stress... They really went above and beyond today.

- Eastern Health

Well done Chris Fielder and William Boyd

Chris and William observed a member of the public at a convenience store suffering a mental health crisis. They immediately contacted ESTA and stayed with the patient, offering reassurance until ALS crew arrived. AV asked that NPT pass on their thanks to the crew and that just being there and waiting with the patient was very much appreciated.

Well done Angela McCormick

The patient wanted to provide a commendation for Angela. He said that he was initially concerned about the length of the transport (to Bairnsdale) but was completely reassured by Angela. He said **she was “just terrific”, that they had a “good yak” all the way** and that she made him feel extremely comfortable. He also said that **“it couldn’t have gone better”** and that he wanted to commend her.

Well done Tyrone Siviour and Vashti De Guara

The actions of both of your staff have saved this young man’s life. Had they not been on scene and performed the immediate lifesaving intervention of staunching the life-threatening haemorrhage, I have no doubt that the patient would not have survived. Please pass on my regards to both Tyrone and Vashti and let them know how grateful both my partner and I are for their exceptional care of this patient.”

- AV Paramedic