



HEART TO HEART

ISSUE 05 | DECEMBER 2020 | SUMMER EDITION

NATIONAL PATIENT TRANSPORT'S QUARTERLY STAFF NEWSLETTER

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Jeff Wilson
Chief Executive Officer,
National Patient Transport

◀ *Cover photo courtesy of Jessica Newitt.*

Welcome to the December edition of Heart to Heart.

It is so pleasing to come out the other side of the second wave of COVID-19 and observe how well our staff performed during this extreme period. Only a small handful of staff were diagnosed with COVID, with about half of those infections occurring outside of the workplace. Thankfully, all infected staff fully recovered, and none required hospitalisation. Our aim throughout the pandemic has always been zero workplace related infections. To have returned such a low number of cases, relative to the high number of COVID related transports completed, is a testament to the care and professionalism of all staff. Thank you for following the correct procedures and for looking after each other during this period. Naturally, this is not over however,

CEO's Message

you have proven that collectively we are capable of operating effectively during such trying times.

Overall, our business activity has suffered as a result of health services being less active in transporting patients. Some of this may be permanent, as health services have increased telehealth consultations and this has proven to be effective. The most pleasing aspect of this uncertain time is that our customers in all states have been satisfied with our performance and we have executed contract extensions in Victoria, NSW and WA. These are not mega long-term contracts, but very important none the less. It is our vision to be the preferred private provider of patient transport services across Australia, and we are progressing well. The ongoing challenge is to continually seek to improve and provide the best value proposition to our customers.

I hope you enjoy this edition of the newsletter. We have some regular columns such as the quarterly HEART awards. Please continue to support this by adding your nomination for who you believe is demonstrating these positive qualities. We have so many great quiet achievers to whom we are very grateful.

We are very pleased to announce that we have appointed Gwen Jones as our new HR Manager. Gwen has an enormous amount of expertise and experience that will help us be a better place to work. On the other hand, Greg Hepburn recently retired after such a huge contribution over many years. It is sad to see Greg retire, but at the same time we wish him much happiness with his new-found freedom. Many of you will know Greg's favourite AFL team, the Hawks, and his favourite line at

the end of your shifts. Greg would say, "can you do one more for me on the way home?" If you like your movies, watch Hacksaw Ridge which is based on the true story of Desmond Doss, a pacifist combat medic, who saved so many lives and owned the phrase "just one more". Greg Hepburn was our Desmond Doss because he knew just how important "one more" was to the many patients, health services, and our sustainability. Thanks Greg!

We also have a very special new employee, our first K9, Zeva the Dobermann. Thanks so much to Deb Armstrong, who donates her time to provide access to Zeva. This is such a positive activity to undertake. We are so grateful that our staff get a chance to pat Zeva and just chat for a while.

This year Christmas has required a different approach. I hope you enjoyed the Christmas gifts that have already been delivered, or are on the way. We would like to follow up with some small gatherings, like BBQ's where it is possible, as this is a great chance to catch up and get your direct feedback.

I hope you get the opportunity to have some time off over the Christmas holiday period and enjoy some quality time with your loved ones. You have certainly earned it this year. It is important that we all take a break at some stage.

Thank you all for your contribution during this difficult year, it is greatly appreciated. May I wish you and your family a Merry Christmas and safe New Year.

Best wishes,

Jeff Wilson

From Your Managers



NSW has seen some operational changes over the last few months. We have moved our Arndell Park operations into a base alongside CDC at Seven Hills. We also saw the reduction of two of our Northern area shifts out of Gosford and Newcastle. The reduction in shifts will allow us to rotate some of our older fleet with newer vehicles.

We are in the process of organizing Christmas BBQ's across all of our sites as a thank you to our staff.

Two of our NSW road staff received their 'five years of

service' badges this year. Congratulations Shanay Kreis and Luis Loriga.

I am also happy to see Klaas Sturmman recognised as this quarter's HEART awards recipient. This acknowledgement of his performance and character is well deserved.

I am looking forward to celebrating the end of 2020 and moving forward into the new year with confidence and hope.

Adam Orchard,
NSW Manager

NPT Heart training has had a very busy year. The whole team, including George are looking forward to a short break over Christmas.

Whilst COVID restrictions and social distancing have eased over the last couple of months, NPT Heart continues to deliver its training via Zoom. The practical component also continues to be conducted at the Quality Hotel in Mitcham. We are keen to see our students for face-to-face training as soon as this is permitted.

Relaxed restrictions have seen our students, who have waited patiently all year, able to resume and complete their work placement hours. You may have begun to find our friendly students waiting to

join you on shift. Thank you in advance for taking them under your wings and passing on your experience and knowledge.

Annual re-accreditation Zoom training is slowly coming to an end. It has been a big task. To date, the training department has taken 450 employees through Zoom training. Our two Clinical Instructors hope to get on top of the practical component in early January. For our NSW and WA employees, your accreditation will start early next year.

NPT Heart team would like to wish everyone a Merry Christmas and Happy New Year. May 2021 be a safe year for everyone.

Gavin Harrison,
Training Manager



From Your Managers



Although our workload of HATS can be quite unpredictable from day to day, there has definitely been a noticeable overall increase in volume.

Our HATS team have lost a few really amazing staff recently, who have moved on to different roles and opportunities. I would like to thank them all for their great contribution to the HATS team.

This leaves us with the opportunity to grow our team, and recruit some new team members, CCRNs in particular. If you know anyone suitably qualified, who might enjoy the role, please recommend they contact our HR department.

One of our most recent staff losses includes the retirement of Steve Chisolm. Steve was highly regarded, he will be missed by many, and I hope that he thoroughly enjoys his retirement.

I would also like to take this opportunity to acknowledge the amazing job you do out there, on every case, every day. I am extremely grateful for your hard work and integrity on the job.

I would also like to wish you all a Merry Christmas, and a safe return in 2021.

**Robyn Emmerson,
HATS Manager**

A great big thank you to everyone who radioed in, brought in or posted in cards and gifts to farewell Greg on his last day. You all contributed to showing Greg the value of his legacy at NPT. Thank you for making his last day especially memorable.

I would like to welcome 2 new staff into the Call centre. Tracy Cook is finding her feet nicely as a valuable new addition to our call taking team. Jonathan Fisher, who has worked as a dispatcher at ESTA, is learning the ropes and will

transition into a dispatch role with NPT.

As COVID transport numbers have decreased, we have seen an increase in NEPT transfers to almost pre-COVID levels. The operations team are re-adjusting to this change in pace to 'job after job,' as opposed to long job times, which is a different kind of pressure.

On a personal note, I would like to wish you all a very Merry Christmas and a Happy Healthy 2021.

**Alison Roughton,
Operations Manager**



It has been a year that no one would have expected, and all one can do is hope that 2021 will be kinder to us.

I have been impressed with how the staff have coped and adapted to this ever-changing environment. Staff have shown how well we can all pull together to work as a team, and get through a pandemic. Truly a job well done by all.

The highlight of the year for me was to see Debra and Zeva the Dobermann bring immeasurable value to the NPT team. Zeva has brought a smile to many, across

NPT's metro branches and will be going regional in the coming year. A very big thank you to Debra for volunteering her time, and for bringing this joy into our workplace.

I would also like to thank the team that has been working behind the scenes, helping to keep everything moving. Our wheels would not keep turning without them.

I wish you all a safe and Happy Holiday Season and look forward to what 2021 has to bring.

**Clyde Scorgie,
Northern Metro and
Regional Manager**



One of the nicest parts of the easing of restrictions across Victoria for me, has been seeing everyone's smiles around the branch again. There has also been a noticeable decrease in the amount of PPE we are using, which has seen an end to our lines of mass PPE kit production.

The lead up to Christmas saw a more jolly form of mass production as our branch filled up with bags of goodies for every staff member. It's been a delight to hand these out to staff and receive much positive feedback.

Noble Park finally saw new neighbours move into the space next door. This has created quite an increase in traffic which will take a bit of adjustment.

I had the privilege of meeting Zeva on two occasions and see her inaugural introduction to crews and staff in the office, including management. It was nice to see everyone so engaged.

I look forward to continuing to greet all of your smiling faces in 2021.

**Ernie di Pietro,
Southern Region Manager**

I would to thank everyone for the effort they have put in throughout the COVID-19 pandemic. It shows that, "when the going gets tough, the tough really do get going."

We have two new casual PTO'S working CPAV. We have also welcomed six more PTO'S on road and they are all settling in well.

A big shout out to Meghan for the lovely short bread, and to Celia for the chocolates.

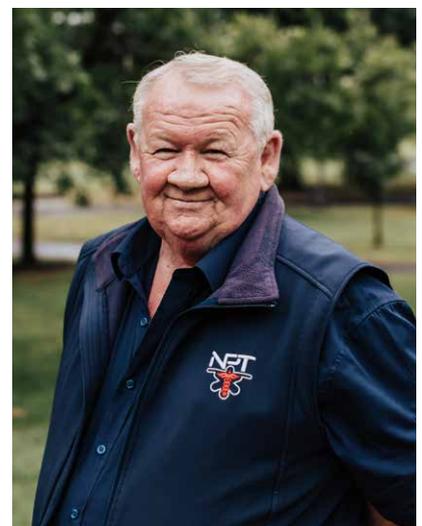
Our fleet of vehicles at Mitcham seem to be holding up very well.

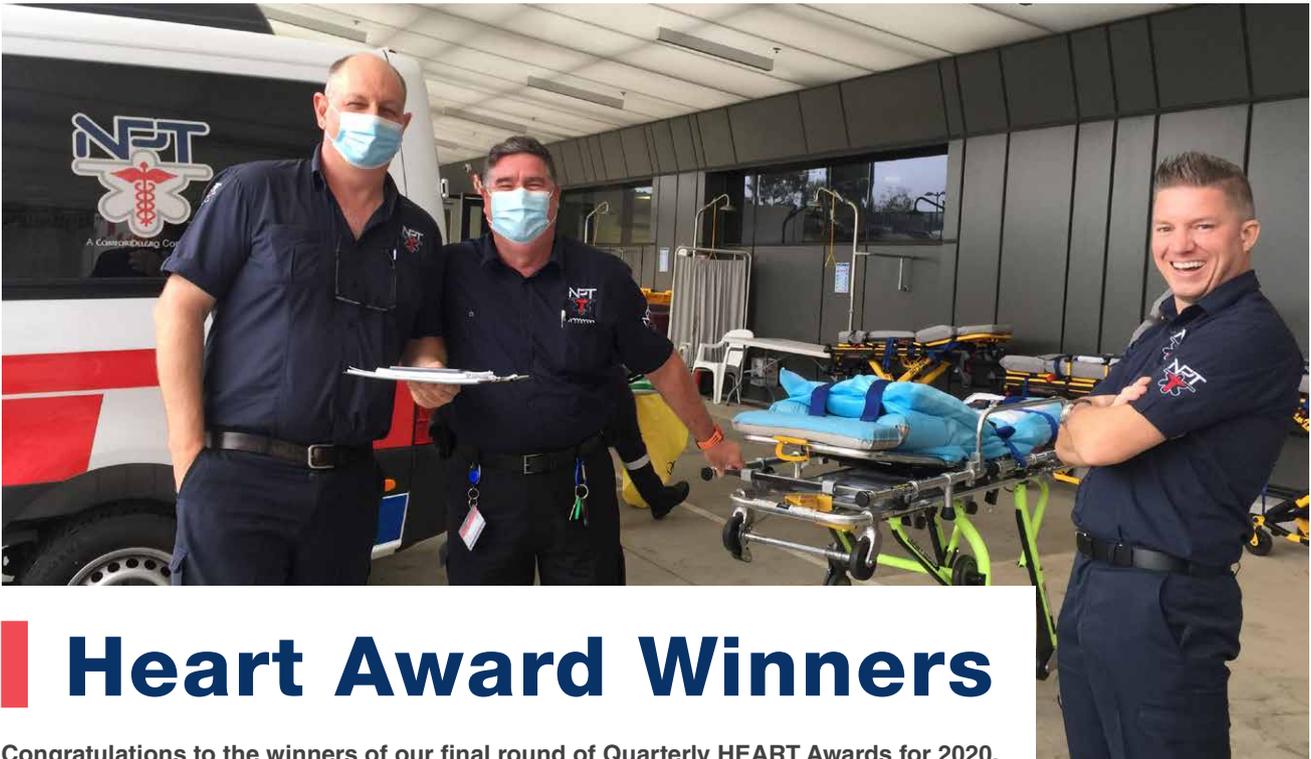
AJ did a great job looking after things while I was on annual leave. Thanks AJ.

We are happy to see Jay Kemp back and looking better than ever. We are also looking forward to Doug Hancock's return in January.

Once again I would to thank each and every one of you for doing your part in making my job so easy! I couldn't ask for a better crew of people to work with. I wish everyone a safe and merry Christmas.

**Garry Walker,
Eastern Region Manager**





Heart Award Winners

Congratulations to the winners of our final round of Quarterly HEART Awards for 2020.

The Heart Awards nominees are forwarded by NPT employees and are presented to nominees who have displayed our HEART Values of High Standards, Efficiency, Accountability, Respect, and Teamwork. The following individuals have been awarded the Heart Award for the Final Quarter of 2020. 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. Unfortunately, there were no nominations for WA this quarter.

NSW – Klaas Sturmman

Klaas is being recognised for the **High Standard** of his work as a Patient Transport Officer and the high level of patient care that he provides in his job on a daily basis. Klaas was nominated for this award after his quick thinking and selfless actions averted a potentially catastrophic situation,

where he went above and beyond to assist a patient who needed urgent support.

Vic Metro East – Kate Casey

Kate is being recognised for her **Teamwork**. Her contribution around the Mitcham branch to keep the place tidy and a welcoming place to work, is exemplary and done without prompting or encouragement. Kate’s enthusiasm and conduct, while working to induct our new staff, portrays to newcomers exactly what working at NPT should be for all of us.

Vic Metro North – Carolyn Potter

Carolyn is being recognised for the **Respect** she shows for others and her consistent encouragement of her peers and new staff to be the best they can be. Carolyn has incredible focus and determination and nothing is too much trouble for

her. We are incredibly fortunate to have staff like Carolyn, who work at CI level, to lead by example in every way, and bring a unique sense of self and humor.

Vic Metro South – Brad Jaggs

Brad is being recognised for his **High Standards**. It is evident that he is always striving to do his absolute best in everything he does. Nothing is ever too difficult a problem for Brad. He is consistently super-efficient, and diligently goes about his work without a fuss.

Vic Operations – Oliver Kearsley

Oliver is being recognised for his **Teamwork**. Ollie shows great team leadership and actively participates in everything. He is resourceful and calm in the face of chaos. He is always careful and considerate in the decisions he makes for crews.



Farewell Greg Hepburn

Greg Hepburn's career went from being a SodaStream Sales Rep, (selling the fizzy pop maker at country shows and events like the Elmore Field Days), to Area Supervisor at Tip Top Bakery, to finishing his working life both on and off the road at NPT.

Thursday the 19th of November 2020 was the end of an era for Greg, as we bid farewell to one of our longest standing employees. Greg retired after 27 years and 3 days working for NPT and his legacy spans almost three decades.

Greg began his career with ClinicTrans, transporting patients with a fledgling fleet of 6 vehicles. Renowned as one of the liveliest dispatchers on our airwaves, on his last day, crew after crew radioed and phoned in, to share one last bit of banter with the most genuine larrikin you'll ever meet.



Fellow Operations Centre staff popped in on their day off to bid him one final farewell and delivered cards, gifts, and edible goodies. Claire Stewart brought in some home baked Snicker Doodle cookies and Salted Caramel iced cake.



Claire felt a strong sense of comradery with Greg and she knew he would always be the "first person to help you out," and his constant appreciative and jovial nature made him a pleasure to work with.

We wish Greg all the best and we hope his retirement sees him as "happy as a dog with 2 tails."

Welcome Onboard Gwen

NPT is very pleased to announce the appointment of Gwen Jones to the position of HR Manager at NPT.

Gwen has held a variety of recruitment and HR roles throughout her career and has spent many years developing talent and mentoring staff. She has a Bachelor of Commerce Degree from Deakin University, majoring in HR and Management.

Gwen has also had extensive HR experience within the ComfortDelGro group, having first started at CDC Victoria in 2015 and progressing to the role of National HR Manager at CDC Australia.

Her knowledge and experience will be an asset to NPT and we welcome Gwen to the NPT team. Gwen will commence at NPT in January 2021.





Exploring HATS

Examining the complex and sophisticated world of the High Acuity Transport Service (HATS).

This type of transfer may not happen everyday but it is indicative of the complexities faced by HATS crews. At the other end of the spectrum is a different type of complexity, one that highlights the true depth of character exhibited in those quiet moments in the back of our vehicles, where nurses focus on care and the comfort of every person who becomes a patient being transported.

The ECMO job came through as a pickup from Air Ambulance, with a medical escort. Susan Cameron, the CCRN who attended this transfer said that they had little idea what they were about to encounter until the patient was brought out of the plane. They were greeted by a stretcher full of syringe drivers, tubes, and a team of medical personnel.

Susan, whose sense of humor is almost as great as the level of her patient care, recalled that she was asked by a nervous PTO if she would like to drive the ambulance. She responded that the idea of driving the ambulance was far more intimidating to her than caring for the patient, even with all of the tubes and the complexity and fragility of the machine and its tubing.

“
...nurses focus on care and the comfort of every person who becomes a patient being transported
”

ECMO is a method of providing oxygenation to a failing respiratory or cardiac system. ECMO temporarily takes over the work of the lungs or heart. Blood is literally cycled out of the body, oxygenated, and cycled back in.

Our HATS vehicles are purpose designed to accommodate ventilators, Continuous Positive Airway Pressure (CPAP), Biphasic Positive Airway Pressure (BiPAP), multiple infusions, ECMO, Intra-Aortic Balloon Pump (IABP) – all without interruption to operation. Our vehicles are exceptionally equipped, but these transfers are made possible by the exceptional skills of our staff, and the operational team that support them.

In this case, under all of this machinery and tubing was a



patient, a person who was only 61 years old. We know from the sharing of moments and stories, that this fact is never lost on our amazing staff and remains central to their purpose. Susan recounted a moment she had, transporting an almost comatose patient to palliative care. The patient had no family with him on his journey, and no one awaiting him, to comfort him in his final moments. Susan poured her heart into those moments that he was in her care. She held his hand the entire way, and in those moments, she was his family.

We asked some of our Critical Care Registered Nurses (CCRN) what they love most about working for NPT's High Acuity Transport Service. The individual patient-oriented focus that they provide on the road was at the top of the list.

CCRN Sandra Valentine values the difference she gets to make to the patients. She values being able to have the time to listen to and

really hear her patients, especially on country trips, and be an advocate for them, to ensure the best transfer experience. Sandra also loves the fabulous group of people she works with, that make the workday so enjoyable. She loves being part of such a great team and having a manager, with an extensive background in Critical Care, who "exemplifies and embodies every character trait that she asks of her team."

CCRN Carmel Corso, has been part of our HATS team for 13 years and loves the autonomy that this job offers. She feels privileged to be able to work "one-on-one in the back of the vehicle" with really vulnerable patients, and the patient focus. Carmel also values the time to really listen to the patients, loves getting to meet and interact with their families and feels fulfilled by this ability to provide a kind of 'holistic' care. Carmel also enjoys the travel to regional areas that the job offers.

The HATS service is currently growing to meet increasing demand. We are recruiting suitably qualified Critical Care Registered Nurses with Post Graduate Critical Care qualifications. If you, or anyone you know, are looking for a change from working in the hospital setting, please consider joining our fantastic team of individuals. Give us a call on 8588 4888 or apply via vic.careers@nptgroup.com.au

Meet Elizabeth Maltman

Up close and personal with Client Services Officer Elizabeth Maltman; a reasonably new face at the Operations Centre at Noble Park, having started in March this year.

Elli is also a woman of many talents who is as comfortable on the football field playing seniors AFL (for the Old Mentonians) as she is at the sewing machine where she has made and sold many face masks this year. Many of our office staff have been wearing Elli's Christmas themed face masks.

Elli has also been kind enough to let us get to know her a little better by answering some of our questions.

What motivates you to work hard?

I am motivated by the amazing group of people I work with, and I look forward to coming to work to see them!

What is your proudest accomplishment?

My proudest accomplishment would be learning how to barefoot water ski.

What did you want to be when you were small?

When I was small, I wanted to be a ballerina and then a doctor.

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

If I could choose to do anything for a day, I would be a pilot.

What would you sing at a Karaoke night?

On a Karaoke night, I would sing Bohemian Rhapsody by Queen or anything by Queen

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

Gnocchi Bolognese

What are your hobbies?

My hobbies are water skiing, footy and going to the gym

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

I could not live without my apple watch and air pods.

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

I would like to be invisible

If you could share a meal with any 4 individuals, living or dead, who would they be?

Michael Jackson, Marilyn Monroe, Freddie Mercury and Anna Kendrick.

What's your favourite holiday?

My favourite holiday location would have to be Thailand



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

I am about to go scuba diving with sharks at the Melbourne aquarium so that will be the most daring thing.

What's your favourite family recipe?

Pumpkin soup.

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

Loud person ahead



Man of Many Talents

Interview with Northern Metro PTO and professional musician Abiy Abebe

Abiy Abebe was born in the city of Addis Ababa, the capital city of Ethiopia and the acclaimed home of the finest Ethiopian coffee. Abiy is one of our esteemed PTO's from the North Metro district and as we hear, he is quite the man of hidden talents.

Abiy's four brothers and his mother live in Ethiopia but he has a sister who lives in Melbourne. He has two sons and a daughter and like their dad, they are all musically talented. His eldest daughter plays soprano saxophone, his eldest son plays the drums, and his youngest son plays a little bit of everything.

Music has always played a big part in Abiy's life. His father played the saxophone and keyboard, which led Abiy to follow in his footsteps. Abiy also plays the saxophone, keyboards and the krar (a traditional Ethiopian instrument which is a 5 or 6 stringed lyre, with a funky sound, like a banjo). Naturally, Abiy's favourite musician is the smooth and soulful Jazz saxophonist, Kenny G.

Beyond just hobby music though, Abiy has produced five albums for other artists - creating and mixing saxophone and other backing sounds for vocalists. He has also produced an album of his own, and currently plays with a 9-piece band JAzmaris, who travel and play across Australia. He has also played at Moomba, the Arts Centre and Hamer Hall.

As a child, Abiy always wanted to be a musician and his love for music saw him travel in his younger years throughout Europe, and then to Australia in 1998 while working as a musician for the spectacularly acrobatic and theatrical Ethiopian Circus.

He enjoyed his time in Australia so much that he made the decision to move to Melbourne and became an Australian citizen.

Prior to working at NPT, Abiy worked for Toyota until it ceased its Australian operations. At this time Abiy decided to return to study and gained a qualification through the Pharmaceutical Society of Australia before moving on to Pathology.

He felt that life still had more to offer and after a few conversations with some Patient Transport Officers, Abiy decided to enrol in the PTO course. The rest, they say, is history and this led Abiy to NPT.

Helping people, in his role as Patient Transport Officer gives Abiy the greatest job satisfaction. This drive to serve and give back to people is evident in Abiy's response to some of the grander/for fun question that we like to ask. He was asked if he could choose to do anything for a whole day what would it be and his response was "to bring peace to the world, and to bring people together." He also nominated the ability to create World peace as his Superpower of choice.

The one thing in life that Abiy loves almost as much as music is soccer. He follows Argentina, Manchester United and Barcelona.

If you'd like to check out and subscribe to some of Abiy's musical work on YouTube, you can find this at 3mmm studio or JAzmarisMusic.



New Website Update

Our current website was launched in 2009 and after so many years, we are excited to announce we are finally updating the NPT website. The new website will have a fresh new look and feel and will align with ComfortDelGro Australia.

During the planning process we took the opportunity to expand our image gallery to showcase our current vehicle livery. Under dreary wet clouds, a team of NPT staff and volunteers (acting as our patients), set off to various locations to capture the work that our skilled crews carry out each day.

We would like to extend our thanks to our photographer, Kelly from My Scandi Style Photography, and our dedicated NPT staff members including, Brett Burke, Sandi Valentine, Nicholas Atkinson, Mary Shahine and Aaron Freeman, who enthusiastically participated in the photoshoot.

The new website will include enhanced functionality for applying for NPT Heart courses, applying for positions, and for members of the public to provide feedback on the services received.



A major benefit of the website upgrade is that our online booking system, RealTime, will be updated to provide our customers with a fresh new look.

The website will be launched in the new year, so stay tuned! We are also working on an intranet style of web page which we hope to also launch in the new year. This will provide staff with enhanced access to NPT policies, procedures and links to reporting applications.

November 2020

This year, for the second consecutive year, we joined CDC in the adorning of some of our fleet with the now iconic Movember Moustache. The importance of this annual awareness and fundraising event, for the big 3 Men's health issues that are the focus of the Movember foundation, is more important than ever.

It is a good time to remind ourselves of the importance of bringing holistic health back into focus, and to support this cause and its many great initiatives.

The 3 big causes that are the focus of the efforts of the Movember foundation are Mental Health and Suicide Prevention, Prostate Cancer, and Testicular Cancer.

In Australia alone, the Movember foundation supports initiatives like the 'Social Innovators Challenge', which funds creative programs that aim to restore and strengthen social connection. They support

'Ahead of the Game', which is an adolescent program delivered through local community sports clubs. They also support 'Men in Mind', which aims to develop training courses to upskill clinicians on methods that align best with men. These are just some of the many mental health initiatives that Movember supports.

When it comes to contributing to tackling Prostate Cancer, Movember has a global action plan which includes a commitment of \$43 million to more than half a dozen key research projects. Movember have also developed 'True North', which is a global program that works to improve outcomes and quality of life for those facing prostate cancer.

The Movember foundation also funded the largest comprehensive sequencing study of testicular tumors

published to date. The study led to some groundbreaking discoveries which have led to greater insight and more effective treatment. This study was conducted at The Institute of Cancer Research in the UK.

November might be over now, but the Foundation continue to take donations and it is never too late to learn more about these issues and current initiatives looking to address them, to see a doctor, or to start a conversation with a mate which may just be the spark that saves a life.





Introducing NPT Support Dog - Zeva the Dobermann

We all know that dogs make us happier, with their adoring eyes, cute wet noses and unconditional love and loyalty.

There have been a significant number of studies to show the many benefits of human and animal interactions. These interactions have been shown to improve our level of social attention and our interpersonal interaction skills.

They literally lift our moods by impacting stress-related parameters like cortisol, heart rate,

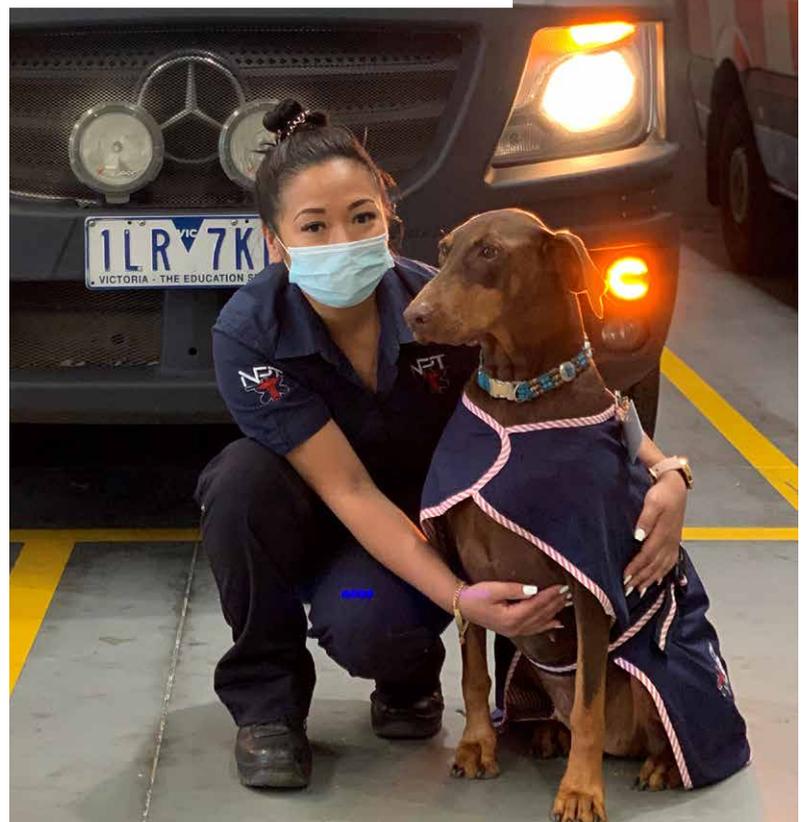
and blood pressure. Our four-legged friends can ease our fears and anxieties and some suggest they do this by activating our oxytocin systems.

On top of all of this, dogs are absolutely adorable. Our official support dog Zeva has brought many of us at NPT, and CDC, bucket loads of joy and warm, furry moments.

We met Zeva for the first time at our Noble Park branch on the 10th of October and it was love at first

sight. Since then she has visited NPT crews and management at Mitcham and Thomastown, and NPT and CDC workers in Geelong. We hope to see Zeva travel out to some of our Victorian regional branches in the new year.

Zeva the Dobermann, who has become a bit of a star around here, has a background as a champion show dog and is no stranger to a working life. This little lady is the sweetest, most gentle over achiever.



She has attained the title of Australian National Kennel Council Track and Search Grand Champion, a register of Merit with the National Dobermann Council, and won Versatile Dog of the Year in 2016.

Zeva belongs to one of our Northern Metro Melbourne Patient Transport Officer's, Debra Armstrong. We are grateful to her for bringing Zeva into our workplaces, her presence adds immeasurable value to the workday and puts a smile on so many faces.

If you would like to see more pictures of this classy little lady, you can check her out on Instagram @zevathedobermann

Feedback & Comments



Well done Mariann Wolfe

Mariann received a bunch of flowers and a card that read:

“With much appreciation, your empathy and off duty professionalism and ability to take charge of a situation only few could have done in such circumstances.

The young boy hit by the car was lucky to have had you stop and assist until ambulance arrived. We are grateful with how you kept us all calm and provide personal items to keep him warm and comfortable. What a credit to your family and place of work.”



Well done Susan Cameron and Oscar Desa

We received a phone call from a patient to commend you on the great job you both did transporting him from Maroondah to Epworth Eastern.

Well done Diane Ferry and Sarah Bayliss

One of the nurses from Epworth Rehab Camberwell called to compliment this crew after some issues in the ward. The nurse described the crew as being “very patient, understanding of both the ward and the patient, and fabulous to deal with.” The nurse described the crew as being “friendly, thorough, kind, and lovely to everyone they interacted with”.

Well done to the whole team, operations and crews

“A big thank you to the team who assisted with the move into RHC. It was very smooth, and we could not have done it without you.”

- Jewish Care



Well done Sophie Alexander and Sophie Knight

A member of the public contacted us to say that she had seen two of our staff working at Knox Private Hospital and they were doing a wonderful job.

She was a patient and saw them caring for an elderly woman whom they were both so lovely to. She wanted us to know that they were so very kind and attentive to the patient.

She also said that she had been a nurse/midwife for many years, and worked with many different people in hospitals, and she was really impressed by our staff.



Well done Faye Angus

The patient reported that Faye was fantastic, helpful, natural and very kind. She pushed his wheelchair up and down a very steep ramp and nothing was too much trouble.



Well done Warwick Anderson and Rachael Connelly

The Angliss ICU Director sent his thanks for your help transporting a patient home.

He was very impressed with everything we did to make the patient's transition home as easy as possible.

Well done Bino Manjooran and Angela McCormick

A patient's daughter wanted to commend you both on the wonderful job you did transporting her father. She wanted to highlight your professionalism, friendliness, customer service, and caring approach to transporting her father on both occasions.



Well done Brett Burk and Michael Lewis

I wanted to pass on to their supervisors that they were both excellent and highly skilled. They significantly contributed to the safety of the transfer. Having them, as well as the CCRN, made an almost unmanageable job possible.

- AV Paramedic

