



HEART TO HEART

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NATIONAL PATIENT TRANSPORT'S QUARTERLY STAFF NEWSLETTER



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On reflection, the past few months have seen so many proud moments. In walking through the Noble Park depot daily, I experience so much by simply spending time with our incredible crew. Our people are our greatest asset. Our mission to be the number one Non-Emergency Patient Transport provider nationally can only be achieved through a professional, dedicated and engaged workforce.

My focus will remain on our staff. I want to share my vision for the company and how each one of us contribute to the meeting of our mission. It takes the coming together of all levels to truly make a formidable team.

I would like to thank all those employees that completed milestone employment anniversaries with NPT. We have dedicated a page to these individuals in this newsletter as further recognition to their commitment to NPT. I want to express my gratitude to these individuals for their devotion to the company. It is our intention to continue to recognise employment milestones of our staff in the Newsletter on an ongoing basis.

This year we have experienced large volumes of staff movement. We welcome those that have commenced employment with NPT and wish farewell to others looking to progress their careers with other employers such as Ambulance Victoria, and Ambulance NSW.

The current Non-Emergency Patient Transport (NEPT) sector is undergoing some material changes which we anticipate in the second half of 2020.

- In Victoria we are waiting on release of the NEPT Act which is anticipated to bring changes to the industry. We expect the release of the Act after September.

CEO's Message

- In NSW HealthShare have released their tender for the Surge contract, which is due on 2 July, and will commence on 1 October.
- In WA the Department of Health has been working closely with the team, with the view of increasing our presence amongst the WA Health Services.

In Victoria, our fourth lockdown impacted our operational and support teams. We continued to navigate through the challenge in the month of June. My thoughts are with our crews in NSW, and the wider community, as they work through the COVID environment. To all those across the country that have been personally impacted by this Pandemic, I hope you and your families stay strong during these times.

In NSW, our team is leading the way in vaccinations, with 89% of the team having at least their first dose of the vaccine. In WA we are 38% vaccinated. In Victoria, where we have only recently commenced the program, we are currently sitting on 49%. I like to thank those that have been vaccinated and hope that we can achieve a fully vaccinated workforce in the upcoming months.

Over the past few months ramping at the hospitals have created delays for crews across all States. During these times, our focus on patient care is critical. In transferring some of our most vulnerable members of the community, it is important that we leave them with a positive patient experience.

Since my last update, we have been awarded the AFL Men's contract, which has been a great win for the company with such a high-profile customer. The service entails our staff attending all games in Victoria as standby, and only transporting players or officials after the game. With Gavin Harrison at the helm, we have had a lot of positive feedback from the client. The teams who have attended these games have also been exceptional.

We also welcome back our valued customer Western Health.

This contract commenced in May at the Williamstown site, with other sites, Sunshine, Footscray, Hazeldean, and Sunbury campuses, coming onboard in June. What a proud moment for NPT, with a valued customer returning after testing the market.

On a disappointing note, after 20 years servicing the Department of Families, Fairness and Housing (formerly Department of Housing), we have lost the contract to a competitor who was more than 20% cheaper than our best and final offer. This contract will leave us on 1 July. To those involved in delivering the contract to such a high standard I would like to say Thank You.

In our national office we have had some changes to our team, Gwen Jones (HR Manager) has returned to our Corporate Team at CDC. She remains in the business and continues to support us whilst we secure a new candidate for the role. The role of Commercial Manager remains unfilled, we are hoping to fill this role as soon as possible.

It is my intention to visit all depots and staff in the not-too-distant future. Whilst we head towards a period of change, I look forward to finding out what this means for our industry. It's imperative that we continue to deliver **High Standards**. We need to push **Efficiency**, and always strive to grab 'just one more' case. We need to be **Accountable** for exceptional patient care. We need to **Respect** each other. We also need to continue to foster a gender diverse business which supports a wealth of cultural diversity. This is yet another example of the value we can offer prospective customers and patients. Finally, it is our **Teamwork** in which we recognise that together we are stronger.

I am excited about the journey over the next six months as this will shape our business for the future.

Each and every one of us has a part to play in the success of NPT. We truly are stronger together.

Thank you,

Damian De Zilva

**Chief Executive Officer,
National Patient Transport**

From Your Managers



To continue to build our partnership with our customer; HealthShare, we have added an additional four resources each day to support the increases in demand for our transport services in NSW. We have also recruited another 12 employees to assist with staffing these additional resources. I would like to welcome them to NPT.

One of our people; Lawrence, is expecting a new baby and we are all very excited for their family.

I would like to recognise Nicole Harper, who contributes well above and beyond her general duties. She also completes every task with a smile and a fantastic attitude.

We have been conducting a general shuffling of vehicles, to better support operational changes. We will also be completing a blitz on our fleet, with the intention of identifying and repairing any minor damages.

Adam Orchard,
NSW Operations Manager

WA is slowly coming out of a massive effort to rebuild the business and its culture. We have recently seen a slight, and very much welcome increase in our operational capacity with the relocation of a vehicle from the NPT NSW fleet to Perth and another coming from Victoria in the next couple of weeks. These extra vehicles, along with new staff, will allow us to build further as we look towards new horizons with major clients.

WA Health has advised the intention to go out to tender for patient transport services later this

year, and we look forward to the opportunities this will present.

Our crews have continued to deliver quality patient care. Some have been met with some challenging and unexpected situations recently, but none have waived in their professionalism, and all continue to represent NPT to the highest standard.

We are also very happy to welcome our new team members Alexandra, Emilija, Jhemmill and Taliha on board as we grow our team to meet the growth challenges before us.

Matthew Swan,
WA Manager



From Your Managers



NPT Heart has had a couple of busy months. To date this year, we have run four courses, two Certificate III courses and two Certificate IV courses. A new Diploma course commenced in January 2021.

ASQA (Australian Skills Quality Authority, National Vocational Education and Training Regulator) have amended the training packages for the courses that NPT Heart delivers. Due to these amendments, the training department will change some of the units that we deliver. We will also be adding some new units to our courses. Over the next couple of months, the training department will be working to complete these

changes before we start to deliver the new courses.

Over the last couple of months Colin Mangin has been helping the training department with NPT staff assessment (CPR and Walker / Hoist Assessment). Thankyou Colin for your valued assistance.

I would also like to thank the NPT staff members who have helped the training department, by assisting with observer shifts or by undertaking CI assessment shifts. All the NPT Heart students have enjoyed their experience and are grateful for the staff members' involvement in their training.

**Gavin Harrison,
NPT HEART Training Manager**

Our Communications Centre staff have continued to work through growth in productivity over the last quarter. This growth is set to continue as we prepare to absorb the volume increase that will come with successfully winning the Western Health contract back. Our success in servicing this continued growth is due to the collaborative efforts of our Customer Service Centre staff and our dedicated road crews.

Once again COVID saw the Operations Centre split between Noble Park and Mitcham, we seem to be

getting quite used to packing up half the team to ensure continuity of service. One of the good things to come out of COVID is having Mitcham as our back up Operations Centre.

The service we provide to our customers is with no exaggeration, second to none. I am proud to lead this dedicated team and so blessed to work alongside staff who conduct themselves at such a high caliber.

**Alison Roughton,
Communications
Centre Manager**





It has been another busy period for us, with lots of improvement projects already on the go, or on the horizon. With the new Western Health contract, we will be continuing to employ more staff. Your support and warm welcome to all our new staff is appreciated.

We now have vehicles at the CDC depot in Albion. For those of you who remember the Albion Branch, it is just a little up the same road on the right. A big thank you to the CDC Sunshine crew for making us feel welcome.

Zeva has also been busy. She has visited, not only NPT sites, but CDC sites as well, and has brought many smiles to the faces of all the staff who work at those branches.

Congratulations to Chantelle Barras, Zia-Gul Nazari, Tyrone Siviour, and Rachael Fennell, on becoming Ambulance Attendants, well done team.

Clyde Scorgie,
Northern Regional Manager

Over the last couple of months, we have been focused on implementing new safety measures. We trialed temporary parking lines and spent some time taking in feedback on the practicality and efficiency of their layout. After reviewing the feedback, we widened the parking spaces, added traffic directions and extra walkways, before having the permanent lines laid down. We also installed safety bollards to protect the staff sign in area and the extended lunch space. Since implementing the final layout, we have received a lot of positive feedback.

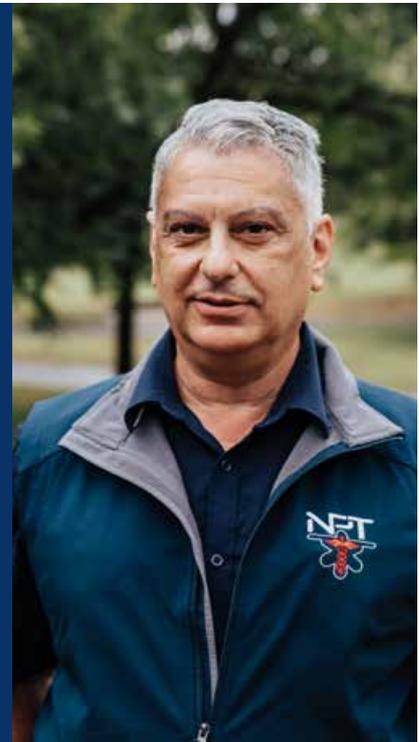
I have enjoyed presenting so many Years of Service recognition pins, certificates,

and gifts. It is inspiring as a manager to get to recognise and share in those milestones.

I have also been pleased with the large amount of positive feedback received by my crews this quarter, which is a welcome acknowledgement of the great work they do.

We have been the grateful recipients of a Hyundai iMax, which will be the first of four, set to replace our oldest Territories. These vehicles are in great condition and have found their way to us from ComfortDelGro's fleet. We look forward to putting them to good use.

Ernie Di Pietro,
Southern Regional Manager



I would like to thank everyone for the effort that they put in every day. Without the tremendous efforts of our crew, day in and day out, we would not be where we are today. We have three new casual PTOs and three new ATA staff. We have also converted some of our part time and casual staff to full time. I would like to thank those that regularly pitch in around the branch, making day to day operations easier for everyone.

To our staff that are in the process of moving into roles at AV; well done. You have worked hard to

get there and will be great assets to the community. I would also like to thank our staff that take time off from their studies to fill shifts and help out.

We are working hard to keep up with the maintenance requirements of our fleet, and this is tracking well. We have also hosted a couple of 'toolbox' meetings recently, which have provided some great and welcome feedback. Once again, I couldn't ask for a better team of people to work with.

Garry Walker,
Eastern Regional Manager

Heart Award Winners - Second Quarter 2021



High Standards



Efficiency



Accountability



Respect



Teamwork

Congratulations to the winners of our second round of Quarterly Heart Awards for 2021. Nominations for the Heart Awards come from NPT employees recognising the contributions of their peers. The awards are presented to those nominees who have displayed our HEART Values of High Standards, Efficiency, Accountability, Respect, and Teamwork.



Vic Metro East – Jo Hunt

Jo is being recognised for her **High Standards**. Jo’s display of true professionalism in response to a confronting scene, in which her skilled input, outside of work, contributed to a positive outcome for a bystander suffering cardiac arrest. Jo was modest about her contribution to this life being saved. She was nominated for this HEART award by her peers, in recognition of her response to this event and its representation of her overall character.

Vic Metro North – Anna Quach

Anna is being recognised for the **Efficiency** she has displayed in her role supporting the rostering team. She has exceeded expectations and the rostering team is grateful for her assistance. Her work has ensured that forwarding planning in the North is up to date. Anna communicates well with staff and ensures that ATA students get to complete their CI hours. Anna has fulfilled this challenging while maintaining her friendly composure.

Vic Metro South – Jessica Newitt

Jessica is being recognised for her **Teamwork**. She is one of our quiet achievers, the subject of a lot of positive feedback regarding her teamwork and patient care. Jessica is a supportive teammate and shows a great deal of initiative. Jess has been noted to consider every situation, eagerly assisting without being prompted, with all tasks, discussing each job before and after to improve her preparedness and further her knowledge. Jess is known for always coming to work with a smile on her face, and having an excellent, respectful, and caring manner with patients.

Vic Regional - Brendan Thomas

Brendan is being recognised for his **Teamwork**. He is recognised by his peers as being a respectful team member who takes great care of the requirements of his patients and always puts the needs of others before his own. Brendan has shown a lot of growth in his abilities and strengths and works consistency as a valued team member with high standards and accountability. Brendan has a fantastic attitude and approach to meticulously following protocols. As a senior member of the Geelong team, Brendan sets a fine example.

The following individuals have been awarded the Heart Award for the second quarter of 2021. 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 NSW or WA this quarter. If you want to see your peers recognised in our quarterly and overall HEART awards, make sure you submit your votes each quarter. Voting is generally open for 3-4 weeks, with a notification and voting link sent to your emails when voting is opened each quarter.



Recognising our people's milestones

NPT would like to recognise and share some of the many milestones that we have celebrated and acknowledged as a company, during the first half of 2021.

It is a privilege to see so many staff reach their years of service milestones, to play a part in their advancement to Ambulance Attendant, and to honour their move into their well-deserved retirement.

NPT would like to recognise the following years of service milestones

Congratulations to the 25 employees who reached their five Years of Service milestone

Daryl Jones	Murray White	Shirley Bray	Brianna Phipps	Shane Elis
Maria Kalic	Rajesh Dinesh	Kimberley Titow	Oded Levy	Colin White
Adam Orchard	Walid Zeineddine	Elise Cann	Oscar Desa	Colin Kruger
Sonia Hardy	Nicholas Malovan	Ailsa Paltridge	William Acton	Katika Mikulic
Shane Martin	Melissa Dimakos	Gabriel Robbins	Robert Johnson	James Donnelly

Congratulations to the 9 employees who reached their 10 Years of Service milestone

Adam Richards	Jason Benson	Suzanna Bell	Michael Brassett	David Agland
Amelia Harris	Desmond Kinneavy	Jeffrey Wilson	Anne Sudholz	

Congratulations to the employee who reached their 15 Years of Service milestone

Andrew Moon

Welcome, to the 69 current employees who began their employment with NPT during the first half of 2021

Talesha Neill	Jhemmill Borrinaga	Stewart Thomas	Jarrod Kernaghan	Craig Martin
Leah Church	Katey Chandler	Jonathon Potter	Michael McLachlan	Heather Franks
Talis Stubis	Emilija Christie	Elly Groves	Melinda Parker	Samantha Rachow
Alexandra West	Eddie Lister	Susan Benham	Alice Templeton	Nada Ceranic
Christina Skinner	Alexandra Taylor	Daniel Gauci	Natalia Cook	Paul Callaway
Claire O'Loughlin	Keaton Bailey	Toby Ford	Gavan Connell	Kerry Vincent
Kayla Wilson	Anita Ovenden	Leigh Hunt	Harrison Fitzgerald	Alexandra Hemsley
Sara Lukovac	Jacob Holland	Kirra Coleman	Rhys Davey	Laura Gee
Andi Illidge	Maggie Lam	Matthew Volk	Wendy Tang	Vincent Huynh
Mia O'Reilly	Mark Campbell	Karen Becker	Jason He	Leah Callow
Alysha Wagner	Sophie Maiorana	Anthony Cockett	Colin Pitts	Joshua Aghan
Joshua Turnell	Chantelle Barras	Jacinta Murnane	Tyler Henry	Cody Manniche
Jessica Medwedew	Fiona Connell	Bradley Costin	Perri Richardson	Bradley Finn
Christopher Barr	Austin Young	Jack Nolan	Lucy Fowler	

Congratulations to the 19 current employees who have progressed to become ATAs during 2021

Chazdeen Soabas	Kirsten Noble	Lynette Young	Sanden Honda	Zia-Gul Nazari
Anthony Messan	Hayden Akins	Henry Ha	Jesse Taigel	Chantelle Barras
Joshua Johnson	Peter Hamzat	Rhys Shardow	Tyrone Siviour	Emily Thew
Sanden Honda	Rachael Fennell	Joshua Johnson	Jacob Holland	

Best wishes for your retirement and thank you for your service to NPT

Warren Jeffs after 14 years of service
 Ken Gaffney after 3 years of service
 John Carew after 9 years of service
 Graham Barcham after 4 years of service

Steve Chisolm after 11 years of service
 Ken Laycock after 5 years of service
 Chris Eccles after 15 years of service
 Krystyna Marchi after 7 years of service



Inspiring the health care professionals of tomorrow

Brian Pichinte, one of our NSW Ambulance Attendants, organised a community event for his Church in Cabramatta West, showcasing one of our vehicles, and inspiring some of the health care professionals of tomorrow. Brian shares a little bit about the day, the organisation, and his own history in health care.

How did you come to be involved in this event?

I am the Director of the Pathfinder Club at my church, Cabramatta West Spanish Seventh Day Adventist Church. Pathfinders is an organisation catered to youth aged between 10 and 15 and is sponsored by the Seventh Day Adventist Church. Though similar to Scouts, Pathfinders place a strong emphasis on spiritual, physical, and mental development through physical activities involving action, adventures, challenges and life skills.

My leadership team and I have strong backgrounds and interests in health – I have completed my

Paramedicine degree and am close to the completion of my Nursing degree. We were keen to share our knowledge and skills with our Pathfinder Club to educate and inspire.

Our Cabramatta West Pathfinders completed their Basic Rescue Honour. The Basic Rescue Honour is categorised under Health and Science and is a component of the Health Master Award. The Pathfinders discussed ways of attracting and communicating with rescue aircrafts, identify indicators for the need of an immediate rescue, demonstrate proper ways to help and move a victim from life-threatening situations, and

discussed the information needed when reporting a missing person.

The skills learnt during the Basic Rescue Honour have prepared our Pathfinders for future outdoor events, such as hikes, expeditions, and bush camping.

Is it something you have participated in before?

I participated in rescue tasks when I volunteered with the Red Cross in El Salvador and in practical scenarios during my time at university. However, this is the first time our Pathfinders have participated in an activity like this, and it was a very unique experience.

Can you tell me a little bit about the first aid and CPR you shared with the kids and how they responded?

Pathfinders are keen and curious learners. They learnt basic first aid skills including how to splint and bandage for wounds and bites. They also participated in providing CPR to our mini mannequin. The Pathfinders had so much fun completing these activities.

Were there kids interested in becoming paramedics/PTOs/ATAs?

Our Pathfinders showed their interest in health jobs and finding out about the work we do at NPT, in ambulances and hospitals. One of the younger kids said that he “can’t wait to be a Pathfinder so [he] can do all these cool things”. They were extremely excited and grateful to see an ambulance, have a look inside and have the ECG dots placed on their arms and legs to get a reading of their heart activity.



What was the highlight of the day, for you?

Seeing the Pathfinders so interested in health, helping others, and being very involved during discussions and activities was the highlight of the day for me. They were very curious about what NPT does, the people we transport and attend to, and the equipment on board. The parents were also interested to know what I do as an Ambulance Attendant at NPT.

Did you learn anything?

We learnt the importance of teamwork! Our younger Pathfinders were able to work together to perform a four-person rescue carry on one of our older Pathfinders and carry them 10 metres!

Is there anything else you would like to share about the event/the kids/the organisation?

There are nearly two million Pathfinders around the world! Any youth, regardless of faith or religious belief, who promises to abide by the Pathfinder Pledge and Law is accepted. If you are interested in Pathfinders, feel welcome to reach out to your local Seventh Day Adventist Church.



Australia's Biggest Morning Tea

The sweet smell of freshly baked blueberry muffins, delicately flaked sausage rolls, and rum soaked raisins, filled our major branches for this year's Biggest Morning Tea.

Australia's biggest Morning Tea is celebrated Annually, around the 27 May, and is a community event which aims to raise funds to make a difference for people impacted by cancer. Events are hosted by individuals or businesses and all funds go directly to the Cancer Council, to support their initiatives.

The Cancer Council funds a large body of research, prevention, and support initiatives. They are the largest non-government funder of cancer research in Australia. In 2019 alone, the Cancer Council funded 724 researches across 345 projects and 53 institutions. Their preventative programs, like the SunSmart Schools program, work to encourage and empower Australians to make healthier lifestyle choices.

In 2019 the Cancer Council also provided over 100,000 nights of subsidized accommodation, offering a 'home away from home' for those that were required to travel long distances to receive treatment.

NPT is no stranger to hosting for this worthy cause. This year we set up morning tea tables at our three major metropolitan Melbourne branches.



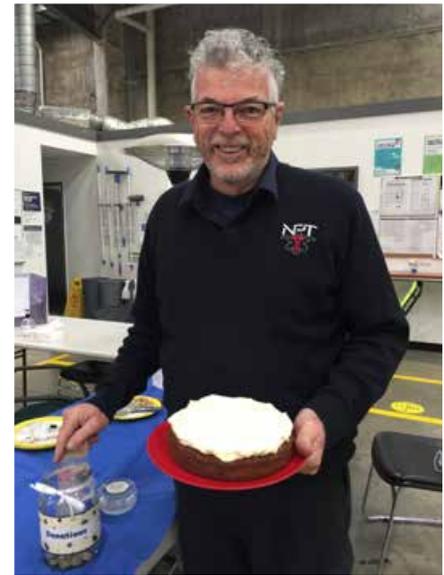
...We filled our teacups and our bellies, and dipped into our pocket's to raise \$803.90.



We filled our teacups and our bellies, and dipped into our pocket's to raise \$803.90. NPT committed to matching this year's raised funds which will bring our grand total to \$1,607.80.

Although we didn't officially judge or vote on our top bakers of the day, there were some stand outs and some budding master bakers. Andrew Crome arrived on his day off, with a batch of meticulously shaped and deliciously coconutty Jamaican Gizzadas, which he baked under strict instruction. Rick Warry brought one of two of the most delightfully spiced and perfectly textured carrot cakes. The other of which was baked by Rod Postlethwaite, whose array of fine delicacies literally blew our minds!





A little more about our top chef Rodney Postlethwaite's journey to culinary mastery

Rod Postlethwaite grew up near the town of Saint Arnaud, in the central Victoria's Wimmera region. Rod gained his culinary stripes helping his mother cook for the men who serviced their property during the shearing season. Rod helped his mother to cook up feeds for up to half a dozen hungry shearers at a time. Rod also derives many of his recipes from the tried and tested Country Women's Association cookbook.

Rod arrived on the morning of our Biggest Morning Tea, after a long night of baking and a few last-minute trips to the shop for extra cream cheese, with more Tupperware containers than one man could carry. After filling almost an entire trestle table himself, with baked goodies, Rod returned with three large boxes. He then began to unwrap the

most elegantly flamboyant and 'beautiful lady,' his three-tiered serving stand, who was perfectly attired to match and be plated with his fine assortment of dishes.

Rod plated his double layered carrot cake, chocolate brownies, and cornflake apricot and raisin cookies. He also revealed the first cheesecake he had ever baked, cherry flavored with a sticky glaze. Before joining us

for a quick cup of tea, Rod returned with a batch of sausage rolls to round out his grand contribution to the day's feast.

As well as being one of our favourite master bakers, we know that Rod has been considering entering the baking contest at this year's Royal Melbourne Show. We are sure that if he does, the judges will be as impressed by his culinary skills as we are.

All smiles and lollipops after this season's in-house flu jabs

National Patient Transport continued its facilitation of in-house Flu vaccinations ahead of this year's Flu season. Vaccinations were conducted by Nabenet on the 28 April at our three main Melbourne Metropolitan branches.

More than 200 of our staff were vaccinated across the three sites on the day, almost 70 staff received their jabs at our Noble Park branch, more than 70 staff were vaccinated at our Mitcham branch, and around 50 staffed received their Flu vaccinations at our Thomastown branch. We also continued to reimburse employees across the country who receive their Flu vaccinations from outside of our in-house program.

The nurses contracted by Nabenet, the company that provides our

vaccination program, were as excellent this year as they have been every year. They were friendly and professional, and gentle and reassuring for those among us who aren't so keen on needles. Staff receiving their vaccinations left smiling, with a lollipop in their hand, as they waited their 15 minutes after the jab.

NPT is pleased to run this annual program, to support the health and wellbeing of our staff, and contribute to, and promote, overall infection prevention practices within the wider community.



Strengthening and aligning our values

All NPT staff were invited to participate in a culture survey conducted by our parent company, ComfortDelGro Australia, called Your Voice Matters. Of all CDC's participating business units, NPT staff had the highest rate of participation. This level of input will allow us to build a better picture of what matters most to our staff. It also strengthens our ability to align our culture and work environment with our own HEART values, and to build towards aligning those values with the We Care corporate value of ComfortDelGro Australia.

While we look to align and strengthen our own HEART values of High Standards, Efficiency, Accountability, Respect, and

Teamwork, we can begin to look forward toward alignment with CDC's We Care values. We can start to unpack the ways in which our own vision and practices share similarities. We can also work toward a future directional approach that strengthens our own corporate vision and workplace culture by aligning our business with the We Care values.

CDC position their value We Care at the heart of everything they do, which is defined by the following phrases, We Care for our 'Customers', We Care for our 'People', We Care for our 'Partners and Stakeholders', We Care for the 'communities we serve', and We Care about the 'Environment'.

This process of aligning our values is a work in progress. We look forward to receiving the survey results in full, to seeing what unfolds in this space, and the ways in which aligning our values will see those values strengthen and grow.



NPT's Claire Stewart shares her sporting success and inspired attitude toward health and fitness

In front of a pumped crowd of roughly 1,200 spectators, our very own Claire Stewart won her first fight in the ring at the Melbourne Pavilion for Tribute boxing.

Claire fought for the Light Heavyweight belt against an old friend and colleague and won the title by unanimous decision. Out of the ring, Claire has worked in our Communications Centre since 2017, and as part of our road crew since 2019.

Claire was gracious enough to answer a few questions about her win and her sporting history.

How did it feel to win?

Besides feeling pretty awesome, it was extremely gratifying. I had put a lot of mental and physical time in. I had to change my mindset in the lead up. I had to be honest with myself. There was still a lot I wanted to work on, but I needed to be more confident in the work I had already put in. Throughout the fight I felt pretty good, but having my name announced was almost a relief!

How long have you been boxing for?

I started kickboxing in Sydney at 14, now I'm 30, and I've mostly kept it going since then, including when living overseas. For a few years, when I first moved to Melbourne, I did drop off a bit, but managed to again find gyms I loved, namely Tribute and Leo Berry's.

What do you enjoy about boxing/why do you box?

It's an all-encompassing workout, when you get the technique right, and the skills never stop needing improvement. I really love pushing myself and I'm admittedly very competitive. There's also something incredibly satisfying about hitting pads hard and fast! In fighting, I like the chess-like process; reading your opponent, picking shots, and I guess I like hitting and being hit! With a mouthguard and gloves of course!

Have you always been into health and fitness?

I would say yes, throughout my life I've played a bunch of different sports, but this is one I've come back to reliably. I've also taken more interest and knowledge in nutrition and physical therapy/movement in recent years. I know the work you put in now will ensure a healthier future.

Do you/have you participated in any other sports?

I've played a fair bit! Soccer and swimming when I was young, and all the school sports I could try, particularly basketball. After high school, I focused more on boxing/kickboxing, regular gym, oztag and

futsal. I have now also played a bit of rugby, American football, Gaelic football, currently train skills in Roller Derby, and trying to schedule myself to go running.

Do you have any other sporting achievements under your belt?

In naming all the sports I've played, it's not to say that I was that great at them! I have won some team awards in some sports and have some medals. I honestly remember best, the people in the teams I was in, or the coaches, the fun I had, and enjoying the work I put in. Currently my next goal, as well as another fight, is to play Roller Derby, which will be quite an achievement as you must pass a skills test.



NPT Sponsored Fitness Passport Program under construction

At NPT we recognise the positive role that sports and fitness play in fostering wellbeing. We are in the process of creating a 'Fitness Passport' program which will be rolled out to our Victorian employees. NPT look forward to supporting our employees, to be the best and fittest version of themselves, as part of the Fitness Passport program. NPT would also like to share and celebrate the sporting achievements of our staff. We hope that Claire's success and dedication inspires you to embark on your own unique fitness journey.



Celebrating our success at the footy

Our crews are kicking goals this year, not only in the friendly rounds of match tipping between ourselves and CDC Victoria, but with the exceptional quality of service they provided during the AFLW and AFL pre-season. It was this level of service provision that enabled NPT to land the full season contract.

NPT are excited to service 2021's full season of AFL football and to offer our staff this opportunity. Like a lot of Australians, being at the footy, partnering with the AFL, and being part of the support staff during the matches, means a lot to us, and our crews.

Even if you're not an avid footy follower, it is a great experience, a different aspect to the roles of our road staff, and a great event to cover. NPT crew member Donna Wearne shares her experience:

“ I have been lucky enough to be given the opportunity to work at the AFL games this year. Although I am not an avid football follower, I have really loved attending the games. The atmosphere at these games is amazing. I enjoy meeting and working alongside the Doctors and other NPT staff which I may not otherwise have worked with. It has been wonderful to see close up how the AFL and AFLW operates. Thank you, NPT, for the great experience. ”

NPT hope to continue our working partnership with the AFL and want to thank all of the crews who attend the matches and who represent NPT so professionally on the ground.

Our growing footprint in the west

NPT is pleased to announce that we have been awarded the Western Health contract. It has been about 5 years since we last held this contract. We look forward to the expansion of our services in the west. We also look forward to providing exceptional services to Western Health, which includes Footscray, Sunshine, Sunbury and Williamstown hospitals.

The catchment area for Western Health services a community with

a population of about 800,000 people across 1,569 square kilometers. As well as the 3 acute public hospitals, Western Health also operate the Sunbury Day Hospital, and a Transition Care Program at Hazeldean.

This expansion of growth in the west, cements the NPT footprint, which will now cover the entire north, south, east, and west of metropolitan Melbourne. This increase in coverage bridges a provisional gap and strengthens

our ability to service the Barwon and South Western Victorian region, with the increase in our vehicles operating in the west.

To fulfil this contract, we have begun new rounds of recruitment, and opened a new branch in Albion. This will also offer more shift availability to our current road staff who reside in the western suburbs. If this is you, and you are interested in filling shifts from our new Albion branch location, get in touch, and please let your manager know.



Feedback & Comments

Well Done Colin White and Rod Brackenridge

"...their manner, care, and calmness were much appreciated at a time where our lives have been turned around unexpectedly...some people's kindness and dedication to their job makes a world of difference to you."

– Patient's mother

Well Done Nicole Geurts and Chris Downard

"...these officers were simply OUTSTANDING in their care of me and their professionalism. They were solicitous, at all times concerned utmost for my welfare, engaging and thoroughly professional. Nothing was too much trouble, and they made

what was a very unpleasant morning for me much easier to deal with than it might otherwise have been. I cannot praise them enough."

– Patient

Well Done Susan Cameron and Matthew Ries

"Without any fuss they jumped in and helped until the CODE Blue team arrived. The husband of the patient stated he was extremely thankful for their care whilst waiting for additional help to arrive."

- Monash Health and the Patient's husband



Well Done Vladimir Dimov, Joseanne Bonnici, Jacob Faual, and Mark D'Cruz

"I would like to thank your staff for the great care they showed my elderly father...Your two staff members who transported dad to his appointment and the two staff members who transported dad back to his aged care facility were fantastic...your staff were very gentle, very compassionate, very caring and incredibly kind. Your staff are also very knowledgeable and very professional...Please thank these extraordinary people on our behalf for their extraordinary service and kindness. We simply could not let this positive experience go without comment. We are extremely grateful."

– Received by AV from the Patient's son



Well done Anna Du and James Murphy

"Jim & Anna understood my mother's condition well...Two true professionals at work. I can't speak highly enough..."

– Received by AV

Well done Elvis D'Souza and Neil Fejes

"I'd like to thank Elvis & Neil for assisting me...they were calm, friendly, professional, and explained the process clearly...Neil got me a blanket, and they both got me settled before heading off to complete their paperwork. Thanks guys."

– Patient

Well Done Nathan Mills and Hayden Ferguson

"...the two officers who attended her husband were very nice and helpful people, and she was grateful for their assistance on this occasion..."

– Received by AV from the Patient's wife

Well Done Dina Dizon

The Patient's daughter called to express how very professional and caring Dina was, which ensured the patient was comfortable and safe throughout their transport.

Well Done Diane Ferry and Thomas Manallack

"I am writing on behalf of my mum who has requested me to express her gratitude for the professional and caring support mum received."

- Received by AV

Well Done Rod Postlethwaite and Donna Redmond

The patient's daughter called to compliment the crew on their professionalism, and their compassion. The patient's family were grateful that this crew gave the patient the opportunity to see his wife on the way to the hospital. The patient's daughter was also grateful for the chatting which made the patient happy on the long journey. The family expressed their gratitude to the crew and the care that was given in their absence.

Well Done Supun Kuruppuarachchi and Debra Armstrong

The patient called to pass on their thanks for the transport, to report that the crew were wonderful, and to pass on his gratitude to them.

Feedback & Comments

Well Done Phillip Hajjar and Christopher Duparc

"Phillip and Chris attended to my mum who felt unwell. They were very professional. Phillip was particularly thorough and has a wonderful patient disposition. He did all he could for us. Thank you."

Well Done Michael Rybak and Ajay Abbi

"...The ATA on the case displayed fantastic advocacy for the patient when handing over to us...the crew in attendance strived for best care for this patient. They also displayed AV Values including working together, openly communicating with the patient and emergency crew in attendance, and also being respectful to the patient's wishes and needs at the time."

– AV ALS Paramedic

Well done Steve Spence and Susan Thomson

"I had the pleasure of meeting two of the finest...Not only were they professional, but also had an awesome humour about them both. Between spaces of their professional demeanour were breaks of jokes and laughter, which helped take my mind off my agonising pain and helped keep my spirits up. If I ever end up in an ambulance again, I hope it's with the two people I met that night."

– Received by AV from the patient

Well Done Jonathan Laing and Robyn Bennett

The patient called to thank the paramedics that attended to him. "He mentioned that they did a marvellous job helping him."

– Received by AV

Well Done Daniel Kocur and Andrew Moon

"I just wanted to write and pass on my thanks to your fantastic HATS team...Could you please pass on my very grateful thanks...They were absolutely wonderful, and I felt very safe in a horribly stressful situation... I wanted them to know just how much their care and professionalism meant to me at the time..."

– Patient

Well Done Georgina McKenzie and Peter Jellis

"...I wanted to thank your team very much, especially Georgina and Pete, they made my transfer very comfortable and a painful situatioery soothing. They were the nicest people I have ever met and made my hallway stay very enjoyable. I just wanted to thank them both for their services and you should be so proud as a company to have such lovely people working there..."

– Patient

Well done Mojca Delopst and Mark Turner

"...Saved the day...they were such pleasant people..."

– Received by AV from the patient's wife

Well done Nicole Lawrence and Kirra Coleman

The Patient called to thank the crew who attended. The patient said they were very professional and persistent in finding a hospital to take him to.

– Received by AV

Well Done Lachlan Smith and Marian Nelson

"They were so lovely to me yesterday whilst transferring me to hospital with a hip injury. Nothing was too much trouble, and they went out of their way to make me comfortable. Thank you again!"

– Patient



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