



HEART TO HEART

ISSUE 08 | DECEMBER 2021

NATIONAL PATIENT TRANSPORT'S QUARTERLY STAFF NEWSLETTER



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Damian De Zilva

Chief Executive Officer,
National Patient Transport

◀ Cover photo courtesy
of **Sharon Curtain**

CEO's Message

What a challenging year! As we entered 2021 many of us thought that COVID was behind us; however, we now know that this virus may be with us for many years to come. I thank you for your dedication and commitment to patient care and service quality.

I would like to welcome all our new staff members that have joined the NPT family in the past 6 months. I would also like to recognise all those that are celebrating milestones with us and extend a warm congratulations to these individuals.

Some of our long serving staff milestones include 15-years of service for: David Ferguson, Mark Lorbeer and Sibel Ilgin, what an amazing achievement! And 20-years of service for member Wayne Kellner, what an incredible tenure! Whether you have just commenced your journey, or you have achieved tenures of 20 years or more, I thank you all for your service to this company.

Whilst I have not had the opportunity to meet each one of you, there is not a day that goes by that you are not in my thoughts. Our valued staff play a vital role in the ongoing response to the public health emergency. I am extremely proud of our people and the work you do and thank each one of you for your contribution.

Whilst the COVID situation in Victoria and NSW is improving, the previous months have seen health emergencies declared in Victoria and NSW. Our customers reached out for a solution that could cater for bulk movements of patients. In response to this request, we partnered with CDC NSW to supply buses accompanied by an NPT clinician. These buses operated seven days a week and were positioned at the Sydney tertiary hospitals. The team in NSW have been amazingly agile. Whilst we have had our challenges, we successfully delivered seven buses to HealthShare.

In Victoria, we created an I-Max service solution, primarily to transfer COVID patient's home. The initial trial was so successful that we have seen a high demand for these vehicles and the type of service they provide. This new service solution was invaluable during times of extremely high demand.

If it was not for the crew members who supported these service models, we would have struggled to continue to maintain our strong relationships with our customers.

The NSW HealthShare Surge contract has been secured for 5 years. In Western Australia the Department of Health has released a tender, we are waiting on the outcome. We are pleased to advise that HealthShare Victoria, who are responsible for tendering public health service contracts, is secure until April 2023.

I extend my congratulations to the Heart Award recipients. There were so many nominations this year, which is a testament to our amazingly talented crews. These Award winners are voted for by their peers and managers. Congratulations and well done!

I cannot be any prouder of our team at NPT. We have experienced many challenges this year. I hope you will spend some quality time with your family and friends over the Christmas holiday season. I thank you all for your commitment in 2021 and look forward to a much brighter 2022. Merry Christmas and Happy New Year.

Thank you,
Damian De Zilva

From Your Managers



Since the start of September, multiple hospitals in NSW were in bed block. Most overflowing with COVID positive patients who, though stable and could isolate at home, were unable to do so due to the public health orders.

Through a collaboration with CDC/NPT and HealthShare, we designed and created a designated COVID shuttle, transporting multiple patients from hospitals to their homes. With the addition of 7 CDC Rosa shuttles into our fleet, we took the pressure off the hospital system in Sydney, and at its peak, saw approximately 80 COVID patients transferred home per day.

In the past few weeks, we have had pockets of COVID cases appear across the state; However, due to the success of the shuttle solution, we have been able to provide support in some remote and regional areas, including Byron Bay and Moree.

Most recently we have a shuttle operating at the Sydney International Airport transferring COVID suspected patients to Special Health Accommodations.

On top of all the COVID and shuttle news, we have been able to secure another 5-year contract with HealthShare. This is a great achievement for our team, who worked tirelessly throughout the pandemic, to provide a high level of support to the community.

I'm very thankful that I have a great management team around me, and that we have staff who are willing to go above and beyond. It is inspiring to see.

**Adam Orchard,
NSW Manager**

Greetings from the West.

There have been significant changes here over the last 4 months. With the departure of Matt Swan (moving to NPT Vic) and the appointment of myself as new Regional Manager.

Since I have arrived, there have been a few changes that have increased effectiveness and service delivery. Thanks in part to the fantastic support network provided by Head Office NPT and the amazing dedication shown by the NPT WA crews.

We would like to congratulate Emilija Christie and Jhemmill Borringa on being promoted to ATA which has allowed NPT-WA to increase to our medium acuity

capacity. We would also like to welcome our new staff Chloe, Jono, Megan, and Milly.

I'd like to highlight the outstanding service of Sharon Curtain who will be celebrating her 7th anniversary with NPT WA in early September. Sharon is a key part of our Peel Health Campus Crew and has an amazing personality. Sharon is well known to all the local hospital staff as well as all the surrounding aged care facilities. Her bright personality reflects her professionalism and caring nature. An amazing effort and we look forward to Sharon being part of the team for many years to come.

WA is on the continuing path to growth, with the aim of becoming

the leading NEPT provider in WA. There are exciting times ahead.

**Terrence Cook,
WA Manager**



From Your Managers



After working in the NEPT industry for over 15 years, it's extremely gratifying to have been appointed National Training Manager for NPT HEART.

I have always worked hard to provide our students with meaningful learning experiences. Taking on this new role, is daunting, terrifying, and extremely challenging. In the same breath, it is exciting for me to be part of a new era at NPT HEART Training. I have no doubt that this new role will bring many new challenges. I know I'm not going to get it right all the time, and I will make mistakes along the way, but having the experience to self-reflect and learn from these mistakes, is one of my key strengths.

I wish to thank all those NPT members who have passed on their well wishes

and congratulations. Thank you to Simone Barbisan for your continued support and guidance, without you, our ability to laugh at ourselves would be lost for ever.

Working alongside Gavin Harrison has allowed me the freedom and autonomy to develop a training presentation style that reflects my personality. This has ensured that our students continue to be engaged in their training experience. As a mentor, Gavin, I say Thank you. I'm looking forward to the challenges ahead.

Bill Acton,
National Training Manager

The Covid 19 Pandemic has taken its toll on all of us. Whether you are working on the frontline, in the Operations Centre, head office, or have been working from home, I acknowledge how difficult it has been and will continue to be for a while longer. We are all COVID fatigued, which affects everyone at different times. It is okay not to be okay! Please reach out to your Manager, a friend, or a colleague. We also have access to the Employee Assistance Program if you need it 1300 687 327.

We continue to prepare and increase our adaptability in the face of COVID. We have, for business continuity, created capacity for our Communications Centre staff to work from home. Whilst this is not an ideal operating environment, it means that we could continue to function 'tomorrow' with minimal to no disruption to our service.

Over the last few months, we welcomed a few new staff into the Operations Centre, Luke Ventor, Liam Strachan, Naomi Rush and Anita Ovenden. Anita has already completed over five months in the role and has started working in dispatch, you may have already heard her over the radio or spoken to her on the phone. We are also welcoming back Andrew Shaw. I am sure you will be happy to hear that he is returning to the NPT dispatch family.

We are striving to build strong relationships with our customers in WA. Cindy Robinson and the team are doing an excellent job liaising with the WA hospitals, dispatching, and looking after the WA crews. We have seen her hard work rewarded with steady growth in WA.



Alison Roughton,
Communications Centre Manager



Another year draws to an end and 2022 sits on the horizon.

I hope that this will see us turn the corner of the COVID pandemic. I would like to thank you all for your continued support and professionalism.

I also want to recognise and thank the office team, the work that they do behind the scenes keeps the wheels rolling on the road. I would like to thank Colin in training, Aaron in fleet, Anna in rosters, and Andrew our cleaner, for their continued support and their efforts.

We have seen a large number of new staff join the NPT team and I ask that you join me in welcoming them to our region. We have also

seen a large number of staff leave us to work for AV, we wish them all the best.

A big congratulations to our staff who have completed and passed their stage 8.

Some of you are heading off on leave over the Christmas period for a well-deserved break, so keep safe and enjoy your time off with family.

The office team wish you all a Merry Christmas and a Happy New Year as we look forward to the year ahead.

Clyde Scorgie,
Northern and Regional Manager

We would like to highlight the retirement of Bruce Westerland who has provided over 40 years of service to the community as an employee of both state-run ambulance service and NPT. We also said goodbye to Alistair Marlow and Peter Houston, who have also retired after an incredible innings at NPT. Best wishes to all staff members who have moved on for various reasons.

Securing replacement vehicles for some of our older Mercedes Sprinters has been slower than expected as they are currently difficult to acquire.

We did receive three, Stryker equipped, later model sprinters, of which one will remain at Noble Park.

We are currently in the process of moving our Low Acuity drug kits into the vehicles. Each vehicle will have a Low Acuity Drug Kit, that will include epi pens, which will become part of the first aid kit. This will ensure each vehicle contains epi pens. This will mean that the Medium Equity Drug bags will no longer contain the epi pens.

We would also like to wish everybody a safe and enjoyable festive season.



Ernie Di Pietro,
Southern Regional Manager



I officially took over the management role on November 15th and it has been a whirlwind.

The role is a challenge that I'm very much looking forward to. I have had a lot of support from management and my crews since stepping into this role.

I spent 11 years in PTO and ATA roles. I loved providing the best experience to the patients I transported. I always took pride in my personal appearance, in making sure my Ambulance was clean in and out and ensuring everything was stocked and ready to go. These are values that I will endeavour to carry through into my new role.

We have been very busy with the dedicated Eastern Health cars, and the Austin Covid walker car. Those who took on these roles have been fantastic, with a special mention to Clare Thomas.

We are looking forward to updating the fleet and creating better consistency with new layouts that we hope will become safer and more manageable.

A lot of new staff have come our way this second half of the year, please take time to make them feel welcome.

AJ Barrett,
Eastern Regional Manager



High
Standards



Efficiency



Accountability



Respect



Teamwork

Heart Award Winners

Congratulations to the winners of the third and fourth rounds of our 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. Each recipient will receive a \$50 gift voucher, a HEART Award Certificate, and will go into the draw for the overall 2021 HEART Awards. It is excellent to see all our states represented in this list of recipients.

Third Quarter Winners

Vic Metro East – Meaghan Lautier is being recognised for her **Accountability**. She was an invaluable asset to the administrative running of our Mitcham branch for some time. Meaghan did an exceptional job fulfilling the onerous task of catching up with mountains of VACIS auditing and filling.

Vic Metro south – Rick Warry is being recognised for his **Efficiency**. Nothing is too much trouble for Rick. He is always ready to answer your questions or help with a fleet problem. Rick has a great attitude and work ethic. He has a positive attitude no matter what he is asked to do.

Vic Metro North – Thi Hong Ngoc Truong is being recognised for her **Teamwork**. Ngoc displays all of our heart values. She always provides excellent patient care, she is always thinking ahead, and communicates well with her partner. These qualities make Ngoc a standout member of the team. She gets along with everybody and is a real team player.

Western Australia – Sharon Curtain is being recognised for her **High Standards**. She is the dedicated PTO for Peel Health Campus. Sharon is well known as the friendly face that greets our patients. Sharon is respectful and this reflects in the high quality of her service. She embraces the HEART Values and has a genuine passion for the company. Sharon has an amazing personality with a big caring heart.

New South Wales – William Johnston is being recognised for his **Respect**. William always shows respect for both patients and the team. He builds genuine and caring connections. In one of many examples of this, William connected with the partner of a palliative patient with a shared love of gardening. He took the time to share tips and view the garden she had built over many years. He also made sure that they were comfortable and happy with every part of the service.

Fourth Quarter Winners

Vic Metro East – Chris Goldsmith is being recognised for his **High Standards**. Chris provides outstanding education and clinical guidance of staff undertaking AA training. He is patient and provides positive constructive feedback to students. Chris is also calm under pressure, and highly efficient with cases and caring for patients.

Vic Metro South – Sandra Valentine is being recognised for her **Respect**. Sandi is always thinking of others, always listening, always helping, and doing it in the most wonderful, beautiful manner. She bought a Spider-Man outfit and wore it to cheer up a very unwell child who was being regularly transported. Her care and commitment to her patients is of the highest standard.

Vic Metro North – Madeline Holt is being recognised for her **High Standards**. Maddie's performance for self and others is outstanding. She is responsible, accountable, and successfully completes tasks to the highest standard. Maddie self-imposes standards of excellence and is excellent at what she does. She is also very well-mannered and respectful towards her co-workers.

Western Australia – Phil Laing is being recognised for his **Efficiency**. When Phil is your partner, you know you can trust him to do the required work efficiently and effectively, which makes him extremely easy to work with. He's not only efficient with the tasks required, within his scope of practice, but his patient communication and rapport are also commendable. Phil is also always on standby to fill in for shifts.

New South Wales – Aaron Woodward is being recognised for his **Respect**. Aaron always treats everyone with the utmost respect, which makes him a real team player. Aaron worked above and beyond on the COVID shuttles. He is overall, a reliable and quality guy who just gets things done.

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 second 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 17 employees who reached their 5 Years of Service milestone

Andrew Bevan	Grant Sadler	Mark Darmanin	Todd Spataro
Daniel Todesco	Hayley Persson	Mark Turner	Zoran Avramovski
Dilani Kariyawasam	Karen Luke	Matthew Nisanth	
Geoffrey Norman	Kathryn Bell	Nathan Mills	
Geoffrey Rowe	Lynette Young	Peter Jellis	

Congratulations to the 11 employees who reached their 10 Years of Service milestone

Brad Farrant	Dave Hart	Kim Petrou	Sally Duffy
Chris Conway	Elisa Unson	Melanie Kerr	Warren Tuck
Clyde Scorgie	Hannah Van Maanen	Rajesh Krishnan	

Congratulations to the 3 employees who reached their 15 Years of Service milestone

David Ferguson	Mark Lorbeer	Sibel Ilgin
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Congratulations to the employee who reached his 20 Years of Service milestone

Wayne Kellner

Congratulations to the 17 current employees who have progressed to become ATA's during 2021

Alyssa Wilianto	Kayla Wilson	Monique Schifferle	Samantha Thorncraft
Emilija Christie	Keaton Bailey	Nicholas Sadler	Sarah Bayliss
Cassandra Van Maanen	Keith Hodson	Nisanth Matthew	Sophie Maiorana
Jhemmill Borrinaga	Matthew Leo	Olivia Kavanagh	
Joshua Aghan	Meg Johansen	Samantha Allen	
Joshua Turnell	Mohamed Dahir	Samantha Sinclair	

NEWS

Recognising Our People's Milestones

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

Alistair Marlow - 7 years of service

Bruce Westerland - 17 years of service

Peter Houston - 13 Years of service

Shane Ellis - 5 Years of service

Robert Schirato - 6 years of service



▲ Bruce Westerland's retirement

Welcome, to the 143 current employees who began their employment with NPT during the Second Half of 2021

Aaron Muys	Cheryl Vardy	Jasmine Campbell	Liam Strachan	Rohan Milliken
Aidan Tollemache	Chloe Petersen	Jason Grey	Liron Masalkar	Rony Valder
Alexia Le Millour	Christina Peterson	Jay Williams-Virgona	Luc Sciglitano	Ryan McIntyre
Allan Wilson	Corey Raabe	Jennifer O'Neill	Luke Venter	Salvatore Primerano
Alyssa Wilianto	Dallas McQualter	Jeremy Price	Madilyn Tyndall	Samantha Houston
Amanda Cockett	Dana Owen	Jessica Ring	Marion Balogh	Samantha Thorncraft
Amber Taylor	Daniel Monacella	Jessica Mayorga-Cerna	Marla Neal	Sandra Mackintosh
Amelia Sexton	Darren O'Neill	Jessica Hartley	Matthew Gale	Sarah Hunt
Angela Joson	David Corr	Joanne McIntyre	Matthew Swan	Scott Anderson
Anita Ovenden	David Mateiu	John O'Connor	Matthew Catterall	Shannon Orkin
Annemarie Bayard	Diane Jenkins	John Sandoval	Megan Welsh	Sharmila Devi
Anne-Marie Allen	Doris Edwards	Jono Geldart	Megan Phillips	Shelby Montepaone
April Hudson	Dylan Broad	Joshua De Jesus	Michael Predl	Simone Loughman
April Himmelreich	Eden Samimi	Joshua Haynes	Michael Ward	Smriti Pokharel
Ashleigh Larkin	Eisha Sochayseng	Julie Galante	Michele Taipari	Stacey McInnes
Ben Leith	Elisa Sun	Jun Yang	Mikaela Spencer	Steffanie Greig
Benjamin Moore	Elizabeta Stojkovska	Kate Castersen	Mitchell Psaila	Stephanie Murphy
Bradley Spicer	Elizabeth Jaggs	Kathleen Hoppner	Naomi Rush	Steven Peter
Bree Turner	Elle Hollingum	Keidan Dawson	Narelle Bertalli	Sunil Joseph
Bree-Arnn Lawrence	Emily Hopcroft	Kevin Luc	Peter Kehagias	Tara Walton
Brendan Ryder	Eva Sheehan	Kristen Marzano	Peter Allen	Terrence Cook
Brendan Abrey	Georgina Pekin	Kristie Meyer	Rachel Bjork	Timothy Clarkson
Bronwyn Willebrands	Gloria Ng	Krzysztof Klimkiewicz	Raphy Kiss	Toni Wellington
Carolyn Johnson	Harseen Sahota	Kyle Sturley	Rebecca Keast	Tylor Holland
Catherine Butler	Hussein Hussein	Lauren Ferguson	Renae Sawyer	Vicky Clarke
Chantelle Sim	Isabel Henry	Lauren Rogers	Renata Dino	Warren Pryer
Chao (Charlie) Song	Isobel Ferreira	Liam Doctor	Richard Stuart	Youba Koirala
Charlotte Delany	Isobel Anderson		Robert Musig	Zachary Griffin
	Jane Hoskins		Robert Thom	

Meet the New WA Manager, Terrence Cook



Where did you grow up?

Newcastle NSW

What did you want to be when you were small?

A Solider

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

I believe that we are who we are meant to be. I would not change anything.

What would you sing at a Karaoke night?

I started a joke (Faith no more Version)

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

Roasted Potatoes

What are your hobbies?

Karate

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

Probably the internet

If you were a super-hero, what powers would you have?

Healing

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

Winston Churchill, Bruce Lee, Dave Ghrol, Dwayne Johnson

What's your favourite holiday destination?

Japan

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

Jumped from planes

What would be your last meal if you were on death row?

Steak and Veggies

What would you recommend everyone watch on Netflix/Stan?

Binge – What we do in the shadows

What's your favourite movie of all time?

Blues Brothers

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

Honesty, Timeliness, Accuracy

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

All over the world – Commanding a Combat Team in the Iraq War

How do you see your role at NPT?

An approachable manager that listens to advice and makes timely decisions.

What is your proudest accomplishment?

My children of course.

Meet the HR Manager, Warren Pryer



Where did you grow up?

Actually, not too far from Noble Park in Glen Waverley, Wheelers Hill to be precise. I used to walk to the footy at VFL Park back then and probably could've walked the extra 3 or 4 k's to the Noble Park office but it wouldn't have been here then, so there would've been very little point in that.

What did you want to be when you were small?

First a Wimbledon champ and then a Wimbledon contestant and then a tennis coach and then I just wanted to make the A Grade team, none of which happened.

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

Mick Jagger circa 1970 – talent, confidence, style, humour, and millions of adoring fans. It doesn't say a lot about my character, I appreciate that, but I'm a rock tragic and for me, he's the greatest front-man a rock band has had.

What would you sing at a Karaoke night?

Not the stones, something poppy and fun, maybe Jessie's Girl or My Sharona, something that I can break out the air guitar to.

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

This is tough for me cos I love variety. Hmmm. Is Snickers a meal...its satisfying?

What are your hobbies?

History, rock – rock-history.

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

Talking to myself. It's a problem but I need it because I allow myself the confidence that most others rightfully don't, and I'm at my smartest and funniest when its just me.

If you were a super-hero, what powers would you have?

Having a teenage son and having gone through all the Marvel years with him and being asked this question incessantly I will give you my boring but honest, default answer, flying.

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

Again, I need to feel confident to be myself, so I would be a blithering mess around Mick Jagger or Dave Grohl, or Julia Gillard, or Amy Schumer, so outside my immediate family, they'd be 4 of my best mates.

What's your favourite holiday?

Italy with my wife Amanda and my boy Billy who was only 4 at the time. The locals would barely look at me when serving me in a shop but as soon as Billy entered the scene they'd be all "Ohhh the little bambino, quick let's get this kid a gelati."

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

I can't say. A few too many drinks and you might pry it out of me.

What would be your last meal if you were on death row?

The world's longest Snickers bar.

What would you recommend everyone watch on Netflix/Stan?

I'm watching Better Call Saul on Stan, but there's a show on ABC IView that Amanda and I like called Frayed, it's an Aussie comedy set in the 80s.

What's your favourite movie of all time?

Twelve Angry Men 1959 version

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

Trust, fun, selflessness

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

I think I might be in it, in the immortal words of Maxwell Smart, "...and loving it!".

How do you see your role at NPT?

Is this getting a bit serious now?

What is your proudest accomplishment?

Oh well, you did get all serious on me, so I have to give you a boring answer, but mainly because it's the truth, and by some margin – my son Billy.

Meet the Commercial Manager, Michael Ward

Where did you grow up?

Dad was in the bank which meant we moved every 2-3 years, so I spent time in too many places! Pre-teen years we lived in Hobart, Kyneton, & Wodonga. My teenage years were first spent in Warrnambool, finishing in Glen Waverley (Melbourne). Being a country kid it's fair to say that I wasn't too keen on moving to the big smoke, leaving the beaches and country lifestyle behind, but I quickly grew to love Glen Waverley (& Melbourne) and now wouldn't live anywhere else.

What did you want to be when you were small?

That's easy – play football for the Richmond Football club. Didn't everyone! Unfortunately, lack of talent got in the way of that dream.

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

That's a hard question. Hmm...I'm a big fan of nature and all wildlife but love the ocean and have always wanted to swim with Tiger sharks at Tiger Beach, Bahamas. There's only been two deaths in the last 10 years, so what are the chances...

What would you sing at a Karaoke night?

I wouldn't! Hypothetically speaking though, perhaps 'Love Shack' within a group of friends to drown out my tone-deaf abilities.

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

Probably cheating, but I'm going to say Chinese food.

What are your hobbies?

Love mountain bike riding and Paddle boarding. Both are great activities where you can escape and get totally lost in your thoughts, which is fun until you actually do get lost or stranded!

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

Phone is essential, right?? If so, then it will be that first coffee of the day. Double shot espresso with a dash of milk and a teaspoon of honey and you're good to go.



If you were a super-hero, what powers would you have?

The Flash was my favourite, so it would be superspeed. Never late for anything ever! Sounds good to me.

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

David Attenborough, I admire his dedication & work. Sir Don Bradman, true icon & sporting legend. Finally, I think Gandhi and Nelson Mandela would get an invite, both inspirational leaders with amazing personal stories.

What's your favourite holiday?

Anywhere with a beach and good weather works for me. Plenty of water activities, spot of fishing, and relaxing – perfect!

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

Probably bungy jumping. The first time it really doesn't make a whole lot of sense to jump off a perfectly safe platform, but once you do you can't wait to have another go.

What would be your last meal if you were on death row?

For entrée, Barramundi spring rolls, Peking duck for mains and chocolate soufflé. 3 courses allowed?

What would you recommend everyone watch on Netflix/Stan?

I don't watch either, but I've heard the 2017, 2019, & 2020 AFL Grand finals are must viewing!!



What's your favourite movie of all time?

Too many, but if I must pick one it would be Forrest Gump. Both inspiring and some super funny scenes. Actually, is it too late to invite Tom Hanks to dinner?

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

Respecting others, passion & integrity. I believe these align with the NPT vision & values, making for a happier work environment, promoting collaboration, and producing drive to achieve anything.

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

I've been fortunate, working for two companies for over 20 years. I've spent most of my time in the payment sector, and then with a tech-based start-up company. The health industry is new to me and I'm looking forward to the challenge!

How do you see your role at NPT?

Working closely with the team across the business, to better understand the operations and develop strategies to support & enhance service deliverables, to achieve favourable financial outcomes, and to continue to be Australia's leading national provider of choice for Non Emergency Patient Transport.

What is your proudest accomplishment?

About 5 years ago I set myself a goal to ride the equivalent distance to that of around the earth, approximately 40,000km which I completed last year, it took less than 4 years. Surprised as much as proud!



My Personal Nightmare Brings a Window of Insight

By Andrew Crome

Most of you know me as an Ambulance Transport Attendant working out of the Noble Park branch. But what you don't know, is that my partner and I have, for most of the year and possibly more, had to deal with the scourge of the methamphetamine commonly known as ice. This was the second time a family member of mine had succumbed to addiction. I was unable to help the first time, and it destroyed his life.

This time, the addiction was a little closer to home, my wife and I saw the gradual decline of our family member's mental state as the drug took control. At first we thought it was depression, and worked to seek support accordingly, we had no idea how bad it really was. Seeing a bright, friendly, and gentle man, turn into

a moody, aggressive, and isolating individual, it was hard to take.

As a patient transport service, we don't always see what a patient or family member has endured prior to transporting them to a rehab or a psych ward. We collect the patient, we receive a handover, we transport, and we give a handover at the other end. I know myself, that I have rarely given much thought to how the patient has wound up where they are? Before this happened to my own family, I never gave much thought to how it happened, or to the impact it has on other family members.

I'm sharing my own story, of how my life has been impacted by ice addiction, to raise awareness of the fact that addiction does not discriminate, that no one is

immune. I never thought that Ice would affect my family, but it did, twice. Luckily, my family member was able to get the help he desperately needed. Following a major breakdown, and then intensive support from the Alfred Mental Health Service, he was able to turn things around. We know there may be setbacks but feel lucky that he is on the road to recovery.

Ice does not have a social niche, anyone can be affected, my family suffered greatly because of it. I only hope that sharing my story can help others, to know they are not alone, to keep their eyes wide open, and to offer the hope of recovery, in case they are unfortunate enough to witness someone they care about slips down this treacherous path.



Spider-Sandra Valentine has the Biggest of Hearts



Not all superheroes are metahumans, out fighting crime, swinging from rooftop to rooftop, some are suiting up to bring a little bit of joy to an unbearable situation. Our very own Spider-Sandra is the closest we get to there being real life superheroes, outside of the movie screens. Sandra Valentine, who took it upon herself to purchase the Spider Man costume, to brighten a very sick little boy's day, has warmed all of our hearts with her generosity, her compassion, and her immeasurable commitment to providing the sincerest care to her patients.

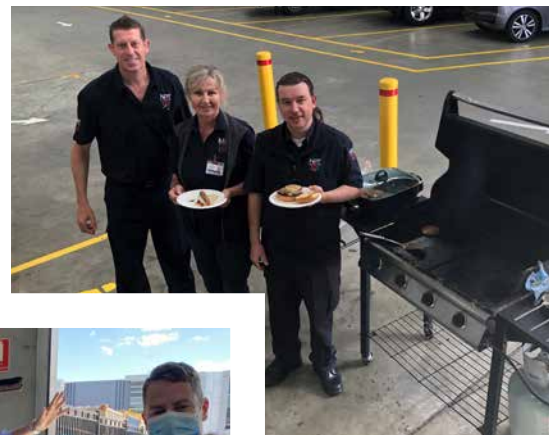
Thank You Barbecues

As Victoria began to emerge after yet another lock down, we decided it was time to host 'thank you' barbecues at our Vic metro branches.

Staff in regional branches were also sent some goodies to enjoy.

We know how essential the work you do is, every day of the year, as you continue to provide the best patient care. On top of this, your efforts during the last surge did not go unnoticed or unappreciated. We wanted to show our appreciation by sharing a moment, and a snag or two, around the barbecue.

We will be hosting another round of barbecues in the lead up to Christmas. We hope that as many of you as possible can make it in to one of our Metro Vic branches, to share some food, and a laugh or two, this festive season.



Some Serious Mo Dough!

As a team, this year, we raised \$310 for the Movember foundation.

This may have seen us fall into last place on the CDC leader board, but we're all one big winning team in the end anyway. We were proud to be sporting Mo's on so many of our vehicles, raising awareness of such important issues, and we are proud to be part of team ComforDelGro.

As part of this team, we sported a portion of the 1488 mo's placed on vehicles across Australia. Our contribution also contributed to the incredible \$16,500 raised for the great causes championed by the Movember foundation, men's mental health, suicide prevention, prostate cancer, and testicular cancer.



Making our Lists and Checking Them Twice

NPT's Santa list was long this year, we had three state-based shipments, and unloaded three pallets of gift boxes at Noble Park alone.

These were separated up for distribution and a further load of shipments went out into our Vic regions. We hope this small token of appreciation for your dedication to NPT throughout 2021, these Christmas Gifts, bring a little joy to your end of year festive celebrations. However you celebrate, we hope that your end of year is bright and festive.



▲ Photo Credit: Jennifer Ramadje



Feedback & Comments

Christine Jones

The Patient called to thank Christine Jones on her driving and for treating them extremely well, keeping them calm and making them comfortable.

Well Done Team

Lyn from the Northern Hospital rang to say a big thank you to everyone for getting through such a busy day today.

– 09/06/2021

"Please thank your crews for their extremely hard work, particularly over last three days. It has been absolutely mind blowing. Once again, Thanks"

– 18/06/2021

Rhys Davey and Matthew Vlok

The patient left a message on the AV Website commending the officers for providing the best care possible. They were responsive, respectful, and made the patient feel safe.



Nicole Witney and Hayden Ferguson

A call was received to thank the team that attended for their exceptional service. They "showed so much care and empathy" towards the patient, which was very much appreciated.



Nicole Geurts and Ashley Downward

A submission to AV's online commendation form credited this crew with providing the best care possible, being responsive and respectful, making the patient feel physically and/or emotionally safe, providing the right care in the right way, and connecting the patient to the right service.



Holly Reefman and Anne Kearsley

"They have undertaken a great assessment, with attention paid to the risk factors complicating her situation. Their PCR is written really well."

– Patient Review Specialist, Ambulance Victoria



Dispatch and the Warrnambool Team

"Special mention to the guys in dispatch, Matt and Jonathan, for putting up with my repeated phone calls while we tried to sort out the logistics. Also, Ailsa, Lindsay, and Keidan, who didn't complain once, when I asked them to assist with cases that would clearly take them into overtime".

The combined efforts meant that within an hour of SWHC asking for help, all 3 patients had left the hospital. The staff at SWHC definitely noticed that NPT picked up the slack and appreciated the effort.

– Antonio Sansiviero

Phillip Hajjar and Greg Atholwood

"I received thorough, compassionate, and very professional care."

Daniel Davis and Shen-Tai Yates

"The attendants were extremely helpful when dealing with a complex obese patient. Their caring attitudes towards the patient was fantastic. They both went above and beyond...We couldn't of dealt with this patient without them, thank you guys!"

– Paramedic Educator

Raymond (Doug) Smith

"A massive thank you to Doug who was able to calm our frail, 88-year-old, non-English speaking, dementia suffering mother throughout the whole process of initial contact, to transportation, and finally to admission. He then called to update my sister and I on her progress as we were unable to be by her side due to covid. He went above and beyond what I would ever expect, and we will forever be thankful for his wonderful, empathetic and professional manner."

Madeline Cranmer and Lawrence Goffin

A card was posted to NPT thanking the crew members for their care.

Halina Scales and Matthew Lawrence

A member of the public called to compliment the crew on their driving.

Nicholas Vareloglou and Donna Kollner

"I wanted to pass on my thanks to NPT for helping to facilitate our patient to say goodbye. At no point did we feel pressured to leave. Thank you for the agility to make this happen, to give the patient the time he needed to say goodbye to his partner of many years".

– NUM Maroondah Hospital

Andrew Crome and Karen Mayorga-Cerna

The patient's partner commented that the service has always been excellent, and the crews always went above and beyond with the care they provided to David. She was particularly grateful for Andrew and Karen's attendance on 2 September 2021. Sue also wanted to thank all of the Patient Transport crews who have transported or attended to her partner over the past 2 ½ years.



Moi Jones and Kelly Van Der Zee

"...They were the most professional pleasant and absolutely knew how to problem solve when put on a spot... Well done guys... and keep up the good work."

– Practice nurse



Doug Hancock, Lindsay Booth and AJ Barrett

"...a huge thanks to Doug, AJ, and Lindsay who have been excellent. They truly are a credit to your Organisation and great CPAV operators who shared their wealth of knowledge and experience with me. Please pass on my thanks to these individuals..."

Jacob Faual and Shelly Goodwin

The crew were reported to be patient, respectful, and caring. "Thank you to them for giving my partner the best possible care..."

Shaun Taucher and Brenton Jukes

"...We are very thankful for the two lads who showed up - they were professional, organised and showed excellent initiative in organising the extrication while we were focused on managing the patient medically..."

Rosa Harlond and Rohan Pelling

"I'd like to express my and my families thanks to the crew that picked up my father, they were not only clearly competent but also compassionate... it is great to see they were able to show so much kindness to my parents. Their care was (and is!) highly valued."

Zia-Gul Nazari and Timothy Smit

"Thank you for getting my husband to Hospital in the early hours this morning so he could get the treatment he needs. It was deemed non urgent, which was fine. An excellent crew from the other side of the city looked after him. We are very grateful for the ambulance service."

Chris Goldsmith and Joshua Black

"...The assistance carried out by the crew was nothing short of brilliant..."

Mark Vella

The patient's carer called to let us know that Mark Vella was wonderful, that they couldn't have been happier with the service, that he was brilliant, and the most caring person.

Mitch Psaila and Phillip Hajjar

"...They were both so professional and showed genuine empathy and looked after me so well. Please pass on my thanks to them for caring for me so well."

Angela Fraser and Fiona Crockford

"I wish to give a huge thank you to Fi and Ange, they were wonderful. I received the best care possible."

Carolyn Cermak and Claire Bray

"...Your two employees were excellent in all areas of service for care, consideration and convivial company. They work well together as a team and are a credit to themselves and are great representatives of your company."

Ralf Klaas Sturman and Peter Phillips

"I would like to, on behalf of many of my colleagues and myself praise two of your employees. They work together and we call them the A Team. We are always really glad to see them, and they are just so accommodating with all the patient's they transport. Particularly with some of our more cognitively impaired and difficult patient's. They are always friendly, treat patients and staff with respect and kindness and always have a smile on their faces. They are true professionals. We all feel that these two Gentlemen should be praised and acknowledged for their great work."

– Senior Physiotherapist at St George Public Hospital

Leah Church and William Johnston

"A big shout out to Leah and William who provided first aid support to my daughter after she suffered a fall from her scooter while riding in Parramatta Park. The two friendly NPT staff offered assistance by reassuring her and patching up her wounds. Thank you so much for your professional and timely service."

Jacob Faual and Matthew Volk

"Please pass on our deepest thanks to Matt and Jacob who were the most brilliant, calm, funny and exceedingly expert carers. We cannot thank you enough. You should be highly commended and deserve recognition for your outstanding work. With deep regard and heartfelt thanks."

Natali McKinna and Jessica Cranmer

"I wanted to thank Nat & Jess who helped us get my Mum to Emergency. These ladies were the nicest, most professional emergency services people we could hope for. Well done Nat & Jess. You are clearly in the right profession & did NPT proud. We very much appreciate your kindness & expertise!"

Peter Wallace and Mariann Woolfe

"I can't fault the service. Today two of your team helped lift my mum after a fall. They were brilliant! Thankyou! Keep up the great work under trying times!"

Vladimir Dimov and Maria Lipinski

"Vladimir & Maria arrived promptly & took complete control of transferring dad with the utmost care & compassion...Dad was very relaxed and happy with Vlad and Maria's careful and kind manner and management. We were lucky to have these wonderful people care for dad on the return journey also. Very grateful."