



HEART TO HEART

ISSUE 09 | APRIL 2022

NATIONAL PATIENT TRANSPORT'S QUARTERLY STAFF NEWSLETTER



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Damian De Zilva

Chief Executive Officer,
National Patient Transport

CEO's Message

We have had a challenging start to 2022 with Omicron taking its toll in both Victoria and NSW. In addition, NSW is now navigating major flooding. However, the resilience of our staff to continue to service our customers and patients throughout these challenging times is highly commended.

The Department of Health (Vic) recognised your commitment and funded the health services to provide complimentary meals to our crews. This initiative has been extended to March 2022.

Congratulations to all our 2021 HEART Award winners. The overall 2021 winners, Chris Goldsmith and Mitchell Lovett are deserved winners. Both Chris and Mitchell demonstrated our HEART values throughout the 2021 year. There were so many highlights, and so many amazing examples of staff going above and beyond. I thank you all for your dedication and commitment to NPT.

I truly believe that what stands us apart from our competitors is our amazing staff.

In Victoria surges in Ambulance recruitment impacted our business and in response we continue to focus on recruitment as a high priority. We warmly welcome all new recruits and encourage experienced staff to share their valuable knowledge. This will help NPT to remain an industry leader and to secure our contracts well into the future.

NSW was also impacted by Ambulance recruitment. We have been proactively recruiting and inducting new staff to meet the increasing demand for services. Our business in NSW consists of two contracts, the Surge contract, which we are pleased to advise was secured last year for a five-year term, and the South East Sydney (SES) contract. The SES contract ends in April 2022. We are waiting on further advice from HealthShare to assess the impact of this contract ending.

In these challenging times I appeal to all staff to be as available as possible, to fill shifts.

In WA we are waiting for the outcome of the WA Department of Health tender. We have had some positive discussions with the Department and hope to have a decision on this contract in the coming weeks.

Our economic climate is being impacted by global cost pressures. We continue to work through these issues to get the best outcomes for the company in a tough environment.

On a final note, our Executive team will be changing their approach in 2022, to create greater collaboration between the management team and our staff. This will foster the generation of ideas and even greater process improvements. This important collaboration aims to transform the company into a more cohesive, and agile business.

We look forward to working with you all in 2022 to continue to provide our customers and patients with the very best Patient Transport services on offer.

Thank you,
Damian De Zilva

From Your Managers



We are working through changes to the way we work with Healthshare. We are moving to a single contract to replace the South Eastern Sydney and Surge Services. Initially this will cause

a reduction, as we find our place amongst the four providers, but we do expect long term growth. Changes will see the closure of our St Peters branch, which has been operating since 2016, with more shifts to commence from our Taren Point Head Office. Opportunities in the Illawarra, and other suburban Sydney locations, have been identified. We are working to take advantage of these opportunities and the strong working relationship we built with HealthShare. This strong relationship was built through our ability, your ability, to step up when most needed, when covid needs really tested the systems.

We have also been working with HealthShare, in the aftermath of recent flooding events in NSW, to leverage the working connections that were built between CDC and NPT throughout our Covid response. CDC transport networks are being used to move hospital staff in and around flooded areas of regional NSW. We have been able to assist in transporting staff in areas where local networks have broken down. It is great to be able to utilise our combined resources to do whatever we can to assist the health networks for the communities in these areas.

Adam Orchard,
NSW Manager

We are currently recruiting for both Call Takers and Dispatchers and look forward to bringing some new team members onboard soon.

There has been a very noticeable increase in the volume of work in recent times. We are seeing the impact of the return of elective surgery and outpatient appointments. We have also seen an increase in the number of regional bookings. I am sure you have also felt the pressure on the road, and we thank you for your help and commitment to service this demand.

Due to this high volume of work, we have experienced significant transport delays and we understand

how challenging it is for crews who present at wards to collect patients where the transport is delayed. The wards call the Operations Centre requesting ETAs and we then call crews to confirm ETAs. Everyone works so hard to provide good customer service and excellent patient care.

We are proud of our team in the Operations Centre. They come to work each and every day and give their absolute best to meet the needs of our customers, communicate well with crews and to service high demand in a challenging environment.

Alison Roughton,
Communications Centre Manager



From Your Managers

Seeing Geoff Norman evolve into the role of Assistant Southern Regional Manager, to provide much needed after hours support for road staff and our Operations Centre, has been invaluable. His contribution in this role is invaluable and welcome.

Unfortunately, due to ongoing difficulties around the acquisition of new vehicles, some of our older vehicles have had to remain part of our operating fleet. To keep these vehicles in good condition and good working order, there has been an increased focus on servicing and maintenance. We look forward to being able

to acquire several new vehicles, as was planned and intended, in the coming months.

We were able to add one new Stryker equipped vehicle to the Noble Park fleet. This vehicle will replace vehicle 5538, which will then be renumbered and utilised on private shifts.

The Dandenong satellite branch has been closed, due to lack of access to amenities. The staff who previously serviced this branch, and the vehicles, are now operating out of our Noble Park branch.

Ernie Di Pietro,
Southern Regional Manager



Well, 2022 sure kicked off with a bang!

Covid really hurt us with shifts dropped and many staff requiring isolation, including myself. Thanks to Jay Kemp for stepping in and taking the wheel in my absence.

All staff have done an incredible amount of extra work during such challenging times. Working in the heat and with full PPE on, thank you so much to everyone. The challenges we've faced seem to be easing, we are now breathing a little easier.

Mitcham branch is coming along nicely with more improvements to come. The Male toilets will have a shower put in place by the end of May, which should provide staff with safe, clean showering options.

I have worked hard to put together our CPAV rosters to confirm staff rostered on this platform, and to ensure that we run with suitable crews every shift.

Having staff assist me at branch on a daily basis has helped me to run as smoothly as possible, Thank-you, Shane Milroy, Natalia Cook and Robyn Bennett for your wonderful support.

Big congratulations on the following staff who will commence their training to become ATA's via our inhouse training HEART. Good luck Jay Kemp, Leeann Hambling, Ngaire Bennett, James Brereton and Vincent Chan. Study hard...

Stay Safe.

AJ Barrett,
Eastern Regional Manager

It is with great sadness that we mourn the passing of our friend and work colleague Craig Fox on Thursday 24th March.

Craig had recently retired from NPT after almost 15 years of dedicated service. Craig was a familiar figure on the night shift, a character who left a lasting impression on all those who knew him.

He will be sadly missed by all. Our thoughts and prayers are with his family and friends.

This news will come as a shock to many, please remember to reach out to your EAP if you need someone to talk to on 1300 OUR EAP.

We have had a challenging and busy start to the year, as we

continue to work around and accommodate the continued changes we are seeing in the health industry due to the COVID pandemic.

It is inspiring to see how adaptable we can be as we take each change and challenge, as they continue to roll at us, head on. I look forward to things becoming a little easier as we learn to live with COVID, while understanding that we must remain diligent as new variants arrive.

We continue to have a growing number of new staff joining us at NPT and we welcome them all to the team.

Clyde Scorgie,
Northern and Regional Manager



A warm welcome to Michael Predl who has joined us at NPT HEART Training. Michael joined us in November last year and is settling into his role as a Trainer & Assessor.

Michael's roll will see him coordinating both the Cert III & Cert IV courses. He comes to NPT with a wealth of experience as a Sports trainer, and qualified Paramedic, completing his Paramedical qualification with the NSW Ambulance Service.

Michael also comes to NPT with a wealth of knowledge

around Fine Wines, and Horses. You may very well bump into Michael at one of the various horse racing tracks here in Victoria. He has a very keen interest in the horse racing industry and even has a horse of his very own.

I must also mention, to date, I still haven't been given that "HOT TIP" that would allow me to retire. When you do see Michael around the place, please make him feel welcome.

Bill Acton,
National Training Manager

A very warm greeting from NPT WA. It has been a very busy period for WA with new equipment arriving, and an influx of new, very keen, staff.

We had the fortunate opportunity to see our CI Amanda visit NPT Vic. During her time there she was able to learn a lot, and take away some very valuable insights, that will be implemented here to improve our services.

WA is set to grown again in the very near future and the team and I are very much looking forward to the upcoming changes.

We have had the opportunity to promote 2 staff members, Meg and Milly, to ATA and they have already exceeded expectations.

I'd Like to welcome our New PTO's April, Seema, Casey, Sarah, Christy, and D'Arcy, you are all doing an outstanding job.

There is a big future for NPT in WA and we are looking forward to more work, and more staff, and more equipment in the very near future.

All the best from the West.

Terrence Cook,
WA Manager



2022 Overall HEART Award Winners

For the second year in a row, we have tied winners for our 2021 award. Their contribution and dedication to NPT has not gone unnoticed. The overall Heart award for 2021 will be shared by Mitchell Lovett and Chris Goldsmith. Both recipients will receive a trophy, a champagne gift hamper, a \$200 gift voucher, and have their names engraved on the plaque displayed in our head office.

Mitchell Lovett WA

Recognised in our first quarterly awards for 2021 for his excellent Teamwork, Mitchell consistently puts his teammates first. He goes above and beyond to contribute. Mitchell is always willing to help his fellow teammates whenever they are in need. His manager, Terrence Cook, had the following to say about Mitchell's tied receipt of this award:

" Mitchell is a third-year paramedicine student who has been with NPT for 2 years. He is our Health and Safety Rep. and our go to guy for procedures. He is on top of everything, the sounding board for policies and procedures for our road crew. He has it all at his fingertips and is ready at a moment's notice to provide whatever policy information you need. His hand is always up to assist, if any of our crew need any help with any of the equipment. Mitchel is extremely professional and always positive. "

Chris Goldsmith Vic - Metro East

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. Chris's manager, Adam (AJ) Barrett had the following to say about Chris's tied receipt of our biggest award of the year:

" Chris is one of our finest employees. I was taught by Chris when completing my observer shifts 12 years ago. Chris has always displayed professionalism and commitment, teaching new staff and ATA students. All that have been taught by Chris have gone onto become great competent ATA's. Chris is always providing great quality work, clinical instruction. He knows what to do when faced with difficult cases, and his knowledge of the industry allows him and his partners to provide the greatest care to their patients. Chris comes into every shift preparing his car and ensuring that it is correctly stocked, and all equipment is working and in service. He is a pleasure to have around the branch and juggles the demands of work and life with aplomb. Chris never gets flustered and will always make time to answer any clinical questions. Congratulations Chris. Great work! "

HEART Award Winners - First Quarter 2022

Congratulations to the winners of our first round of Quarterly HEART Awards for 2022. The Heart Awards nominees are voted for by NPT employees. The awards are presented to those 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 first quarter of 2022. Each of these recipients 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.



High
Standards

Amanda Edmonston-Fearn WA

Amanda is the Clinical Instructor for WA and is responsible for conducting the skills audits and training for all WA Staff. She recently experienced firsthand, the excellent operational processes in Victoria. Since then, she has continued to be steadfast in maintaining WA's **High Standards**, as well as adapting and implementing many of the procedures learnt during her time in Victoria.



Efficiency

Edison Zoomalan Vic Metro North

Edison thoroughly, and with **Efficiency**, completes all tasks assigned to him. He takes full responsibility for the duties required of him. Edison consistently does the right thing, he speaks up when there are issues, accepts constructive criticism, shows focus, and builds great communication. He brings solutions to problems and is always positive about it.



Accountability

Nicholas Vareloglou Vic Metro East

Nicholas showed great **Accountability** for the wellbeing of his patients. This was particularly highlighted during the recent transfers of three patients from non-English speaking backgrounds. Nicholas was able to utilise his own familiarity with the Greek language to translate for all three patients to the Attendant, and to medical staff upon transfer to Austin, Melbourne, and Alfred ED. These transfers reflect Nicholas's excellent work ethic.



Respect

Amanda Mann Vic Metro South Office

Amanda is being recognised for her contribution toward **Respect** within the workplace. She ensures that we are aware of the diverse company we are, and that this is something to celebrate and be proud of. She drives us to a higher standard of awareness. Amanda is responsible for putting together events like A Taste of Harmony, for helping us to celebrate women at NPT for International Women's Day, and for writing newsletter articles celebrating cultural diversity within our business.



Teamwork

Des Kinneavy Vic Metro South

Des received many nominations and is well deserving of the award for **Teamwork**. Des goes above and beyond to be an outstanding teammate. He is committed to creating the best possible work environment for his colleagues. Des is 'all heart' in the way he goes about his roles at NPT, he shows immense care for his patients and his colleagues.

Recognising our Staff Milestones

NPT would like to recognise and share some of the many milestones that we have, to celebrate as a company, during the first quarter of 2022.

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.

Congratulations to the 7 employees who reached their 5 Years of Service milestone

Alison Patten	Lachlan Smith	Moi Jones	Peter Jorgensen
Gary West	Lisa Quiney	Natalie Callaghan	

Congratulations to the 2 employees who reached their 10 Years of Service milestone

Alison Bedford	Lindsay Conn
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Congratulations to the employee who reached her 15 Years of Service milestone

Carmel Corso

Congratulations to the 10 current employees who have progressed to become ATA's during 2021

Amelia Sexton	Christina Skinner	Megan Welsh
Bree Turner	Madilyn Tyndall	Michael Smith
Caroline Aliste	Matthew Ries	Shelby Montepaone

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

Harry Crowther after 14 Years of Service

Welcome, to the 86 current employees who began their employment with NPT during the end of 2021 and the end of the First Quarter of 2022

Abigail Thomas	Christy Coyle	Justine De Graaf	Nicola Mohammed
Alana Jeffreys	Claudio Salich	Kaitlyn Haydon	Nicole Condie
Alastair Driver	Daniel Marks	Karina McMahon	Olivia Blanch
Alen Albanna	Daniel Richardson	Kate Draffin	Peter Thomas
Alexandra Harper	D'Arcy Irving	Katherine Calvert	Rachel Kendon
Amy Davidson	Ebony Rait	Kathleen Cox	Rianna Taylor
Andrew Shaw	Emily Clark	Kean Santiago	Ross Wiencke
Andrew Thomson	Gavin West	Kenneth Gaffney	Ryan West
Anthea Polydorou	Genna Italiano	Kiarra Martinez	Sally-Anne Terlato
Anthony Ng	Georgia Vlangos	Konstantinos Haskis	Sarah West
Anton Stanitzki	Girish Soobhug	Lara Sims	Seema Behrami
April Lepaio	Greg Montalti	Lee Piantadosi	Shannon Plant
Ashley Haslam	Hamish McHugh	Leigh Harper	Sharon Gordon
Avinash Saravanabawan	Hang Gong	Leonardo Di Rago	Sherwyn Rogers
Bradley Thomas	Hannah Purcell	Luke Heard	Stephanie Foster
Brett Hutchinson	Hayden McLean	Mahlee-Anne Greening	Stephen Bordignon
Cameron Fortune	Jack Trinh	Maria Ryan	Tegan McNerney
Cameron Graitge	Jade Wintle	Matthew Swanson	Tyler Ratcliffe
Carina Pandolfo-Dunn	Jayde Keogh	Michael Watterson	Vanessa Rodgers
Caroline Aliste	Jessica McLean	Mitterpal Singh	Yvonne Greig
Casey Vlahos	Joel Peers	Mustaf Keynaan	
Chloe Diggins	Jordan Tindall	Narelle Hooper	



Amanda's Unexpected Working Holiday

Amanda Edmonston-Fearn flew into Melbourne, quite literally, for a wedding, and wound up on a prolonged working style holiday, due to extended WA border closures.

NPT Vic Metro enjoyed hosting Amanda, being able to put her to work on our shifts and giving her the opportunity to experience our work environment. We took the opportunity to provide her with the opportunity to grow her insight into NPT operations. Amanda was also able to sit in on one of our new staff inductions and spend some time learning face to face from our Business Improvement Manager Gavin Harrison.

Amanda started with us as a degree qualified Paramedic and began her work with NPT WA out of our Peel branch, located in the beautiful coastal city of Mandurah. Amanda took leave between 2015 and 2017 to study a Masters of Critical Care Paramedicine before returning to NPT. Amanda also has a training and assessment qualification. After returning to NPT full time in 2018, she moved to service Perth Metro shifts to work as a Clinical Instructor.

The biggest differences, for Amanda, coming to work out of our Noble Park and Mitcham branches, were the sheer number of vehicles, navigating our 6 lane

freeways, and the work we do for Ambulance Victoria. Amanda thoroughly enjoyed working AV shifts and the diversity of jobs that these shifts offer. She enjoyed the challenges that arise from this work and the opportunity to utilize her skillset on these jobs. She also enjoyed making so many house calls to collect patients, as most of the work in WA consists of inter-hospital transfers or discharges.

Overall, Amanda described the experience of working in our Melbourne Metro branches as amazing, and she's keen to come back.





NSW HealthShare Acknowledge NPT in State's Response to the COVID-19 Pandemic

Late last year, NPT received a letter from Chief Executive Carmen Rechbauer on behalf of NSW HealthShare. The letter read as follows:

“

I am writing to acknowledge the support of National Patient Transport (NPT) in the state's response to the COVID-19 pandemic.

HealthShare NSW Patient Transport Service (PTS), with the assistance of NPT, has played a critical role in ensuring the safe, timely and clinically appropriate transport of people who have been confirmed or suspected of having COVID-19.

In particular, your role in operating the COVID-19+ Discharge Shuttles provided

much needed support to the health system, significantly easing pressure and improving patient flow. To date, a total of 2,156 people have been transferred home using the shuttles – a remarkable achievement that has been recognised throughout the system.

I've been told that NPT, particularly your NSW Operations Manager, Adam Orchard, was extremely responsive to our team's requests, working tirelessly to deliver large-scale commitments in a short timeframes. Could you

please pass on my sincere gratitude to Adam and all of your staff who have supported the efforts over the last 18 months?

The pandemic tested us all in many ways and while we have not reached the finish line yet, the future is looking much brighter. I hope you and your teams are able to enjoy some well-deserved time off during the upcoming holiday season.

Thank you once again for your continued support.

”

Meet the East Metro Regional Manager, Adam (AJ) Barrett



Where did you grow up?

I grew up in Selby (Dandenong ranges, Victoria), I lived in Perth for 10 years, and now I'm back in Melbourne.

What did you want to be when you were small?

Believe it or not a Paramedic... watching the show "Emergency" as a kid.

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

Inventor of the next big Tech idea.

What would you sing at a karaoke night?

Won't happen! Who goes to Karaoke anyhow!??

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

Vietnamese.

What are your hobbies?

Golf, Camping (caravanning, 4wding), enjoying quality Gin, Whiskies, and Wine.

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

Music loud or chilled.

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

Ability to fix everything by the end of the day so as not to carry it to the next day.

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

Freddy Mercury, Shane Warne (written the day before his death), Peter Garrett & Dr. Jordan Petersen

What's your favourite holiday?

Vietnam, Hawaii

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

I walked Kokoda in 2019...Hopefully this birthday I will be parachuting!

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

First of all...NOT GUILTY !!! but if I have to choose, Vietnamese.

What would you recommend everyone watch on Netflix/Stan?

Ozarks, Animal Kingdom & Godfather of Harlem (true story), The rescue (documentary, Thai boys soccer team).

What's your favourite movie of all time?

Shawshank Redemption, The Green Mile & Predator.

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

Commitment, Teamwork & Empathy.

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

Working at Burswood casino was challenging, but fun, and I made great friends. Working in the wine Industry, I travelled a lot, throughout Australia, visiting all our beautiful wine regions, meeting great wine makers and drinking their product.

How do you see your role at NPT?

A difficult one. This industry has my heart and soul, but it is not without its challenges, staffing, cars, facilities, environment factors, and then throw on top of that a PANDEMIC for good measure. I am however, looking forward to working closely with our CEO, who has the passion and drive to take us to the top. I hope to see NEPT be given the credit it deserves. I hope I can bring ease to the staff coming into work with a simple hello, by listening out for the need for improvements, and by carrying their voices with me in my role.

What is your proudest accomplishment?

Following through on my commitment to walk The Kokoda Trail. Through a very difficult part of my life, I used the analogy of walking the trail as soldiers did, not knowing what was around the corner, over the hill, or the next day (if it came), as a separated father I felt an affinity with the challenges that come with such change and demand.

Celebrating Women at NPT for *International Women's Day*

International Women's Day is a great opportunity to celebrate women's achievements, and their contribution to our operations at NPT.

This year, we were able to share the stories of two of these women, alongside the stories of women working across other areas of the ComfoDelGro business.

You can read all of their stories at: comfortdelgro.com.au/international-womens-day

Sarah Hunt

Critical Care Registered Nurse



What do you enjoy about your role?

I enjoy the variety of the work I do for National Patient Transport. I enjoy driving to different places, looking after different patients. I enjoy the one-on-one nature of the role and being able to listen to the patient's stories. I also enjoy working with a new team member every day and just generally being out on the road.

What is rewarding about it?

When a patient has been in the hospital for 36 days and you get to be the one to take them home, out into the fresh air for the first time in a long time, to be able to be part of making that moment happen, is rewarding.

What attracted you to the company?

I was attracted to work for NPT by the idea of being out on the road and being able to experience nursing from a different perspective.

Kim Petrou

General Manager
Business Development



What do you enjoy about your role?

I enjoy providing the very best service to customers and patients and looking for new opportunities.

What is rewarding about it?

Working with the Operations Centre to improve customer satisfaction and retain contracts is extremely rewarding. Further development of innovative services and growing the business continue to motivate me on a daily basis.

What attracted you to the company?

When I started at National Patient Transport in 2005, I came on board for three months to help it retain a highly valued contract and to help with the recruitment of a business development manager. That was over 16 years ago, and I am still here. The work is challenging, health-related and there is never a dull moment.



NSW Crew Assisted Delivery

NSW crew members, John Tunchon and Mark Manning, were in the right place at the right time and able to assist in delivering a baby insistent on arriving before their mother could make it into the birthing suite. John Tunchon reported the incident as follows:

“After dropping off our patient at dialysis and returning to our car, we were approached by a child asking for help, as her mother was in pain. Just along from where we were parked, was a mother bending over a park bench crying in pain. She managed to state she was in labour and could feel her

baby coming. Mark went to our car to get a blanket, and I sought further help from the hospital staff. I was assisted by a new grad RN to position the patient for delivery. As soon as we did this mum delivered a baby boy. The baby was heavily cynosed, upon clearing the airway and with stimulation the baby took

a deep breath and let out its first cry. At this point we wrapped the newborn in a warm blanket and were able to reposition mum and baby. Then a peadiatricen turned up, followed by a team from maternity, and both patients were left in their care.”

Little Fella Flags Crew for Lunch Break Rescue

Crew members, Holly Reefman and Joshua Haynes, were taking their lunch break in a park during a rainy shift when a little dog decided that he needed some assistance. The wet puppy

ran straight up to the driver side door and sat whimpering at the window.

Thankfully the little fella had a contact number on his collar and the crew were able to reunite him

with his owner, who came to collect him. The rescue only lasted about 15 minutes, but this friendly little puppy left a big impression on our crew, and the feeling of doing a good deed for the day.



Supporting Fruit to Work

Fruit to Work use their social enterprise to live their ethos of giving everyone a second chance by giving those who deliver their goods a chance to turn their lives around through employment. Fruit 2 Work employ former offenders to deliver their quality fruit and other products to Melbourne businesses.

Since late last year, we have been ordering milk, bread, and fruit, for our Mitcham, Thomastown, and Noble Park branches from Fruit 2 Work, and the feedback has been all positive.

Regional Manager Adam (AJ) Barrett had the following to say

about the deliveries to our Mitcham branch:

"We have been using your services for a couple of months now. I have been extremely satisfied with the quality and variety of fruit supplied, and the milk and bread. The fruit disappears very quickly!"

Scott (our driver) has been friendly and always comes with a smile. I've enjoyed hearing his story and I can only wish the best for him in the future. It's great that we can partner with you to assist your staff to integrate back into the workforce, community etc.



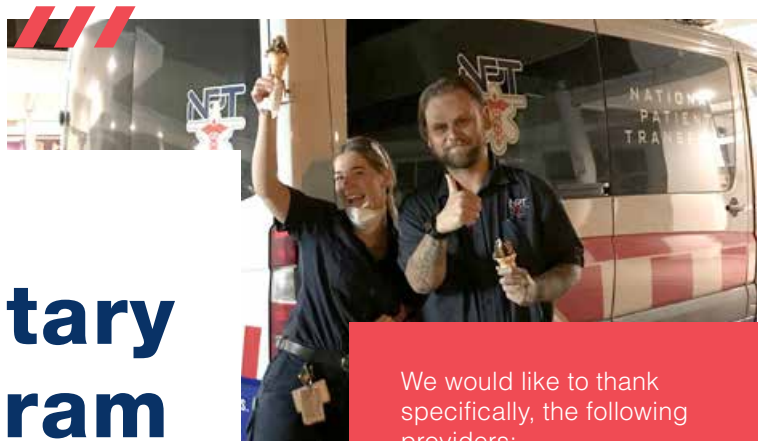
At NPT our staff come across people on their worst days, and compassion and empathy assist our patients to get through these days, something that Fruit2work obviously has as their goal, to assist those who have come across hard times."

NEPT Complimentary Meals Program

NPT would like to acknowledge the Department of Health and thank the health care providers participating in the NEPT complimentary meals programs. This program, and the provision of meals and other complementary food items, has been well received by our NEPT staff. It is great to

see their contribution, dedication, and service recognised by the provision of this program.

NPT crew members, Tim Smit and Chantelle Barras, look pleased as punch to be able to enjoy some free ice cream during one of Western Health's Mr Whippy van evenings.



We would like to thank specifically, the following providers:

- Western Health
- Northern Health
- Austin Hospital
- Alfred Hospital
- Mercy Health
- Monash Health
- Eastern Health
- Barwon Health

Feedback & Comments

Well Done Nicole Witney and Anne-Marie Allen

"I would like to officially thank the non-emergency crew...I found them to be very professional and helpful. They had done a thorough assessment of the patient, identifying the problem that led to us being called. They aided on scene, particularly with medication knowledge and manual handling. I would not have thought to look in the medication cup for a quarter tablet, which, as it turned out, was exactly the medication that the patient needed..."

- AV Peer Commendation

Well Done Lynette Young and Lucinda Westlake

"My husband and I wanted to write to thank the two NPT professionals that attended...[the patient] had dislocated her hip for the 7th time in 3 months and was in a lot of pain..."

The two ladies were fantastic. They were very calm and compassionate. We sincerely appreciated their dedication and professionalism. Thank you from the bottom of our hearts."

- Member of the public

Well done Chris Goldsmith and Joshua Black

"My elderly father had a fall, struck his head and injured his back...The assistance carried out by the Patient Transport Officers was nothing short of brilliant..."

- Feedback via AV

Well Done Klaas Sturman and Peter Phillips

"I would like to commend two exceptional transport officers - Klaas and Peter. These staff are always highly professional and friendly. They provide an exceptional service, especially for our patients with a cognitive impairment who can display distressed or challenging behaviours at times. They are always very respectful and patient, which facilitates the successful transfer of many of our patients. Our team is always so appreciative of their service - they are an absolute asset to your team."

- Aged Care Staff

Well Done Cindy Neff and Mikaela Spencer

"I would like to thank you for your members care when I needed assistance...I want you to know that your care and assistance for me/others, is a vital caring operation and I thank you again."

- Feedback via AV

Well Done Steven Spence and David Payne

"My 91-year-old father had a fall at home. My stepmother called the ambulance service. I live in Perth, Western Australia. My father and stepmother had nothing but full praise for the service they performed and the time and care they provided. Please make sure the Patient Transport officers are commended and hugely thanked from the bottom of my heart."

- Feedback via AV

Well done Team and Well Done Andrew Shaw

"Just would like to share a positive experience from yesterday's PM Nurse-in-Charge regarding NPT transport team. The team was very accommodating and prompt in allocating trucks to us. Thanks!"

"...And please send my big thank you to Andrew – things got a little hectic in the afternoon and he communicated/worked well with me to keep things on track."

- Western Health

Well done Angela Fraser and Sarah Harrison

"...the two female crew members that transported her patient went above and beyond. They were very patient and caring, they talked very caringly to the patient and reassured her that they would take care of her during her transport. They were very patient."

- Nurse

Well Done Nicole Geurts and Rod Phillips

"I just wanted to write and let you know how wonderful the patient transport offices have been today. Their attention to detail and kindness to the patient was really exceptional."

- Doctor

Well Done Team

"Once again a horrendous transport day for your crews. Once again thank them for their effort in moving a great load of patients in a timely manner."

- Northern Health