



HEART TO HEART

ISSUE 10 | AUGUST 2022

NATIONAL PATIENT TRANSPORT'S QUARTERLY STAFF NEWSLETTER



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Damian De Zilva

Chief Executive Officer,
National Patient Transport

CEO's Message

The national health sector continues to battle through challenges being caused by staff shortages, ambulance ramping at hospitals, and high rates of COVID infection within the community. I thank all of you for your contribution.

During the quarter, there have been a few safety incidents and near misses. We continue to enhance protocols to mitigate risks within the business. Safety is everyone's responsibility, all of us must remain vigilant to ensure the highest safety standards are maintained.

We have experienced a very busy quarter for NPT throughout all regions:

- Victoria, Health Service's volume remain high and Ambulance Victoria shift demand are at an elevated rate.
- NSW, our SES contract has ceased, and have transitioned the business to the Surge contract.
- WA, our new contract with the WA Department of Health has commenced, and the State is primed for growth.

NPT continues to be focused on recruitment to fill roster gaps both in metro and regional areas. In all States our staffing pools have been decimated by State based Ambulance recruitment. This is resulting in a shortage of clinicians across the country.

In Victoria we are embarking on a restructure which will see greater support to the crew and the Regional Managers. We have recognised that our crew need greater support, and as such have decentralized the rostering resources who will be assigned to the Regional Managers, and each depot continues to have a fleet resource. We are hoping this will deliver a greater level of support to crews and the Regional Managers.

In addition, Warren Pryer, HR Manager, has left the business. In the short term, the HR function will be managed by Russell Truman, who will be holding a dual role of GM Operations and HR. We are seeking to employ a new Operations Manager.

I want to also congratulate all those that are celebrating milestones with the company. In addition, we welcome all the new recruits to the family.

The next six months is anticipated to be filled with many challenges. We will continue to work through recruitment, identifying new ways to attract clinicians, in addition we continue to navigate through cost challenges, such as fuel and property costs. It is still envisaged that our new fleet replacement program will commence in August / September.

Finally, a special note of appreciation to our workgroups, Cultural Development, Fleet, and our HATS team. So very proud of the contributions being made. There has been some great discussion and ideas being generated. I thank you for your contributions.

Thank you,
Damian De Zilva



From Your Managers



Working in NSW has been a challenge in recent months. The number of staff that have contracted Covid or winter colds and flu, along with strict NSW Government isolation requirements, has seen many short-notice roster changes and cancelled shifts.

We are proud of the way the team have shown flexibility, who have been helpful and accommodating, as we navigate through, to make sure our customers and patients are getting the best service possible, under trying conditions.

Adam Orchard (NSW State Manager) and his wife Kat have welcomed Isabel Kate into their family, amid all this chaos, we wish them well and hope to meet Isabel sometime soon.

The transition of services from the two differing contracts with Healthshare NSW into the one on going contract is now complete. From here on, covid permitting, the challenge will be to take advantage of opportunities

that we have to grow our service offering under this new arrangement, to build back to the number of shifts we had previously and more.

I recently spent a few days with the team in NSW and observed firsthand the dedication and enthusiasm that was shared by every member of the team. It was inspiring to see how such positive attitudes shine through the gloom and doom seeing the team overcome challenges and succeed.

Russ Truman, General Manager NSW operations

Writing on behalf of Adam Orchard, NSW Manager who is on Paternity leave.

Greetings again from WA.

The last few months have been extremely busy. Our borders were finally reopened and Covid found its way to Perth. A steady workload ensued with all staff stepping up to the increased demands.

In late May WA had a small crisis that required a surge period from NPT. I'm more than proud of how the crews stepped up and worked extra hard to meet requirements. This surge flowed straight into the commencement of the WA Heath contract with NPT now being one of the preferred providers for the Department of Health. This contract has seen an increase in our daily case load to more than 3 times previous numbers.

In July we will also be the preferred provider for St John of God Hospitals.

Since I started last year, we have almost doubled staff and vehicles and are now a much large presence on WA roads.

The work all the crews have put in is constantly reflected in the positive feedback we have been receiving from hospitals and without them we would not be able to move forward.

Big things ahead for the West with community transport beginning in August as well.

Terrence Cook, WA Manager



From Your Managers



The Operations Centre has been extremely busy. We are navigating the decentralisation of the rosters team, working across multiple branches. We have been coordinating a number of ward moves and ward shuffling, on top of a generally increasing workload.

We have welcomed some new staff to the Operations Centre Team, Simon Williams, Kelly Shirley and Kaela Jozic. If you see them around please stop and say Hi. We unfortunately said goodbye to Wendy Halkyard on the 14th of July 2022 who is off to work in the Building Industry after 3 years at NPT. I am sure you will join me in wishing Wendy all the very best.

Our team is working hard under quite challenging conditions, with both road crew and ops staff succumbing to recent winter waves of COVID, colds, and Flu. This has been our most challenging time, in facing this pandemic, so far.

Thank goodness that we put in place business continuity for key operations centre staff to be able to work from home. This has certainly saved us over the past few weeks.

I could not wish for a better team of staff to work with, their continued dedication and commitment to NPT is to be commended.

Alison Roughton,
Communications Centre Manager

Over the last few months, we have had many of our staff progress into the emergency field within the state ambulance industry. We wish them all the best for their futures.

We have also had a lot of new staff recently begin their careers with us, in the non-emergency sector. Please join me in showing them all a warm welcome to this field of work and our team.

I am pleased to announce that we have some new CI's starting, five in total, who we hope to have hit the road by October or November.

We are pleased to announce that Kayla Grassi (Wangaratta)

had a beautiful baby girl, Adele Everitt who weighed in at 3.4 kg (7lb-4oz). Both mum and bub are doing well.

We have had some branch movement over the past few months, with the Wangaratta branch now being based at the Wangaratta Aero Club, and the Benalla branch moving into the Benalla Hospital grounds.

Lyall from Rosters and Laura from HR have officially moved into the Thomastown branch, so please take the time to say hello and introduce yourself. They will both work out of the office upstairs.

Clyde Scorgie,
Northern and Regional Manager





I would like to welcome Heather Franks who has come on board to replace Geoff as Assistant Southern Regional Manager. I would like to thank Geoff for the incredible job he has done in the role. He will be moving on in the short term to co-ordinate some patient movement for two of our customers before moving back out onto the road.

I would also like to extend a warm welcome to Candice Carter who we will be joining the team as administration assistant to the regional manager. This will allow me to focus my time on working more

closely with crews as I build a more 'face to face' kind of presence across the region.

I would like to extend my immense gratitude to all of you for chipping in with all of your extra efforts, and really helping out with the dramatic increase in workload we have seen due to the increases in COVID cases and the colds and Flu. It has hit us quite hard, and we really do appreciate all of the extra effort you put in every day.

Ernie Di Pietro,
Southern Regional Manager



Welcome to winter everyone. June arrived and so did the cold and wet weather!

June saw changes at Mitcham, with the appointment of Meaghan Lautier and Daryl Dunn to the shared position of Assistant Regional Managers Metro East. Meaghan and Daryl will assist with fleet, stores, training, and assisting the daily requirements of staff. We all know we have a lot of work in front of us.

Congratulations to you both.

July saw Talesha Neill (Rosters) re-locate to Mitcham to run the daily, weekly, and monthly needs of this branch, and our Austin and Hawthorn branches. This will give everyone an 'in-house' service, to

assist with business needs and your roster/holiday requests.

Big thanks also, to Jay Kemp for fulfilling the acting manager role during my absences.

Congratulations to Natalia Cook (PTO) who brought Ethan Matthew Cook into the world on June 9th. We also have 2 more NPT babies due in December!

We are working on streamlining many processes.

Covid and Flu are still impacting us so if you can, please wear a mask as much as possible.

I'm very proud of you all, and what you achieve every day!

AJ Barrett,
Eastern Regional Manager

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 second 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 21 employees who reached their 5 Years of Service milestone

Angela McCormick
Anthea Sinis
Ashleigh MacDonald
Bill Koulouris
Bino Manjooran
Christopher Gummer
Craig Brooks
Darren Ford
Duncan Hughes
Glenys Miller
Heidi Craig
Ian Peterson
Lawrence Pene
Lina Khwaja
Luke Cunningham
Lynn Fairnie
Mariann Wolfe
Simon McLaughlin
Stephen Talbot
Steven Spence
Tracey Roberts



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

Peter Sopikiotis



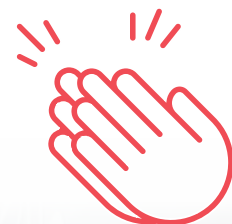
Congratulations to the 2 employees who reached their 20 Years of Service milestone

Georgina Kunz and Victoria Kampe

Congratulations to the current employees who have progressed to become ATA's over the last few months

David Payne
Jemimah Mendoza

Elizabeth Emil
Christy Cole





New employee, Zoe Russell



Welcome, to the 124 current employees who began their employment with NPT between March and June 2022

Aaron Mati	Hannah Bowen	Louise Leung	Rebecca D'Alessi
Alan Williams	Hannah Purcell	Lucas Hanegraaf	Rebecca Hobson
Alex Chen	Helen Wratten	Lyall Tann	Rebecca Lowrie
Amanda Edmonston-Fearn	Ibrahim El Cheikh	Marcus De Fazio	Rilea Judson
Anthony Binns	Isaac Galgsdies Reville	Maria Morales	Roby Varghese
Ashleigh Baker	Jack Dunell	Matt Allard	Ryan Lavery
Avalon Hazelman	Jack Thomsett	Matthew Blackman	Sally-Anne Lucas
Bianca Eramo	James Wright	Mayson Wang	Scott Hamill
Brendan White	Janice Pham	Michael Edwards	Sergio Kobti
Bronwyn Sorensen	Jasdeep Chhina	Michelle Mercier	Shantelle Hogan
Charlotte Dring	Jasmin Hill	Monica Thanaxay	Shaylee Bates
Cherize Honiball	Jemimah Mendoza	Narelle Smith	Simon Williams
Cheryl Bishop	Jessica Rebeiro	Nasia Epitropakis	Sophia Derwash
Chloe Boyd	Jo Healy	Nathan Lowe	Stacey Dickerson
Christian Aquino	Jocelyn Camara	Nicole Etschmann	Stefanos Karavassilis
Christine Eastman	Jodi Munro-Foord	Nicole Meads	Sue Francoise
Christopher Whitmont-Stein	Julieanna Kinsella	Nicole Palma	Susan McPherson
Courtney Longstaff	Kate Andrasi	Nicole Trimble	Tania Goudie
Craig Mackley	Kelly Mullenger	Noah Kolmus	Teann Sporn
Darian Brett	Kelly Rowlands	Nollaig Kenny	Thomas Driver
David Irving	Kelly Shirley	Ofelia McBride	Tina Prizzi
Dean Bailey	Kieron Lines	Parissa Bahrami	Tyler Sparrow
Diane Potter	Kimberley Rodger	Patrick Rosenthal	Vi Dai Nguyen
Elizabeth Emil	Kirteshni Sami	Paul Murphy	Vivian Wang
Ella Cridland	Kodie Williams	Peter Hallman	Wasim Mirza
Emily Bennett	Kursty Hebbard	Phong Trang	Wayne Goodrem
Emma Lee Liddelow	Laura Harwood Martins	Po-Chun (Vincent) Lin	Wei Xin Tan
Emma Taebring	Laura Stephens	Princess (Joan) Trine-Lustre	Will Hoblos
Faye Ayling	Lauren Szigeti	Rachelle Ellett	William Liu
Gabrielle McKenzie	Lawrence Fenlon	Ralph Dela Serna	Zali-Ane Humphreys
Gregg Hansford	Lina Liu	Rebecca Cameron	Zoe Russell

HEART Award Winners - Second Quarter 2022

Congratulations to the winners of our second round of Quarterly HEART Awards for 2022. The Heart Award 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 second 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**

Elle Hollingum, WA

Elle is being awarded for her High Standards. She has stepped up to dispatch while maintaining her role as PTO. As a senior staff member, she sets a high standard for new staff. Elle has also taken on a training role with new staff.



Efficiency

Geoff Norman, Vic Southern Metro

Geoff is being awarded for his Efficiency. He has gone above and beyond in building the framework which assists the RM role. He was thoughtful, accommodating, and approachable. He worked diligently and efficiently and assisted crews working after hours.



Accountability

Jacob Faual, Vic Northern Metro

Jacob is being awarded for his Accountability. He has been putting in a considerable amount of CI hours to get our students across the line. Jacob has shown a high level of accountability and teaching skills. He is always willing to go the extra mile and sets a fine example for other staff with things like vehicle checks and fault reporting.



Respect

Lawrence Pene, NSW

Lawrence is being awarded for his Respect. He is respectful of everyone he works with and treats all his patients like family. Lawrence is welcoming of new staff members and is happy to assist wherever possible. He routinely goes out of his way to clean the branch and wash the vehicles before or after his shift, ready for fellow colleagues the next day.



Teamwork

Soraya Adams, Vic Eastern Metro

Soraya is being awarded for her Teamwork. Soraya has displayed great qualities in patient care and consideration. Soraya has stood firm in advocating for her Patients goals of care. Her compassion has been recognised and her work with new staff makes her a valuable team member.

**Here are last year's
2021 overall HEART
Award winners
receiving their awards.**

Top Pic - Mitchell Lovett
Bottom Pic - Chris Goldsmith



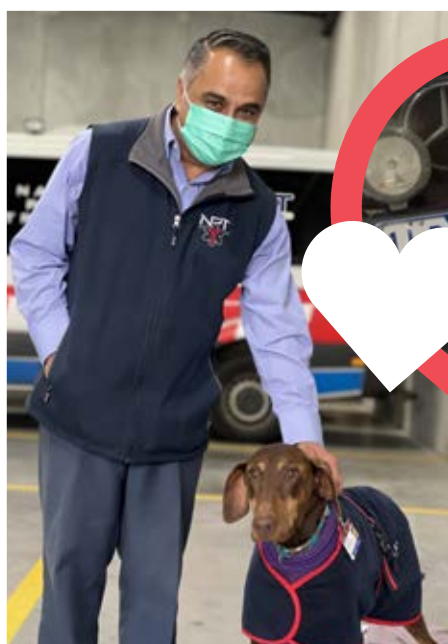
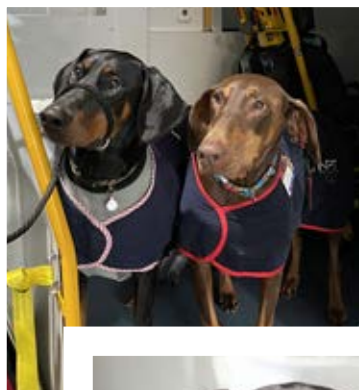
In Loving Memory of Zeva

You can literally feel a change in the atmosphere the moment a wet nosed and doe eyed dog strolls into a workplace. People stop what they're doing, there are instant smiles, the grown-ups wait eagerly for their chance for pats and scratches.

Zeva, our first NEPT Peer Support dog, was ever so graceful and oh so sweet on every occasion. She filled the hearts of so many of our staff with so much joy. Zeva first came to NPT in October of 2020. We are immensely grateful for the almost two-year period in which we were able to get to know her. Zeva's owner, NPT staff member Debra Armstrong, had the following words to share on the loss of her beloved Zeva:

"It is with a heavy heart and lots of tears that I share with you that Zeva gained her wings on Wednesday 15th June. I held her tightly as she flew peacefully and gently over the rainbow bridge, resting on her own couch here at home. Saying farewell to such a big personality and beautiful soul, who loved unconditionally, gave love and support to everyone she met, and embraced her role as our NEPT Peer Support dog in her retirement from competition, was such a difficult thing to do...Zeva, you will forever be in our hearts."

Kenzi, Zeva's apprentice, will soon step into the Peer Support role and visit our sites very soon.





© Mariann Wolfe

Some New Faces at the Branch Level

You might have noticed some new faces at each of our main metro Vic branches. The team at Noble Park, Thomastown, and Mitcham, have expanded to include Assistant Regional Managers (Noble Park and Mitcham), Rostering officers, an Administrative Assistant to the Regional Managers (Noble Park) and an Administration and HR professional (Thomastown). We have new to the role team members, our re-located team members, and one of our longest standing team members in her new digs.

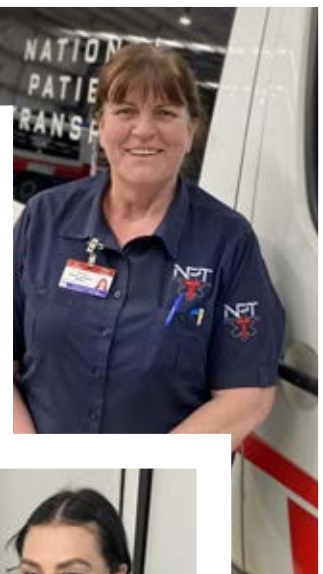
Noble Park

Noble Park has seen two of our road staff move into new positions.

Former PTO Heather Franks has taken up the Assistant Southern Regional Manager role. Heather is looking forward to building relationships and a supportive capacity. She is keen to work with crews to trouble shoot issues as they arise, to see everyone working to their highest level of excellence.

Former Ambulance Attendant Candice Carter has moved into an administration assistance role and is enjoying learning new skill and building new relationships within the company.

Debbie Campbell, who has been with NPT for over a decade, has moved out of the general office and closer to the action. Debbie is enjoying the interaction with staff, which is now much easier to facilitate.



From top:
Heather Franks,
Debbie Campbell,
Candice Carter



From top:
Meaghan Lautier,
Talesha Neill,
Daryl Dunn,

Mitcham

Mitcham has seen two more road staff transition into office roles with Daryl Dunn and Meaghan Lautier both working part time to job share the role of Assistant Eastern Regional Manager.

Meaghan has returned to the role after being on leave, she had spent some time previously assisting in the Mitcham office, making her a bit of a regular face at the branch.

Our Rostering Officer Talesha Neill has moved across to the Mitcham office and is enjoying being able to be more involved with the crew.

Meaghan noted that having Talesha in the Mitcham office was fabulous, that it gave them the opportunity to 'bounce off of each other' and problem solve together.

Daryl spent time working as one of our HATS PTO's before moving into his new role.

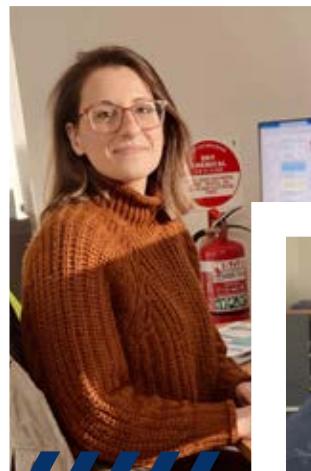
Thomastown

More recently, Rostering Officer Lyall Tan has moved from Noble Park to Thomastown, along with Laura Peluso.

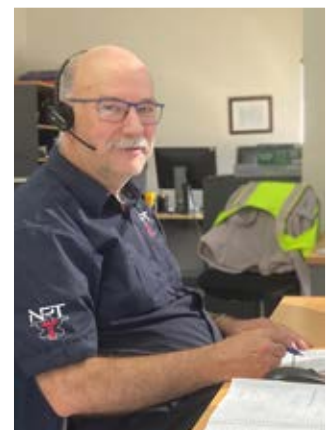
For those of you who didn't know Laura already, she had been working out of our Noble Park Office for some time assisting in a number of capacities including HR and Finance. Laura has now moved into a permanent role as HR and Northern Branch Support Officer.

Laura is happy to be part of the team at Thomastown, she is enjoying meeting many of the staff she had worked to recruit and being able to be generally available and there for them.

Lyall is enjoying putting faces to all of the names, and the nice street view he has in his new location.



Laura Peluso
and Lyall Tann



Growing our Business in WA



Following many years of negotiation, we have successfully executed a NEPT contract with WA Health. NPT is now a preferred provider for Inter-Hospital and Community Transport Services for all public hospitals in metropolitan Perth. This new contract has enabled us to expand our team and fleet. We are continuing to expand in WA, and continuing to recruit.

The new contract commenced in June and has seen a job volume increase by an additional 200 jobs per month. To give an example of what that looks like on the ground, on a Monday alone, we are running six vehicles now instead of the two we had previously run, and Monday is our less busy day.

Community Patient Transport Services include hospital to home/aged care, home/aged care to hospital, home/aged care to medical facilities, and transport between medical and aged Care facilities. We have not been able to service this work in the past and this enables NPT to expand the fleet to include a number of walker

and hoist vehicles.

Our WA team is doing an exceptional job, working efficiently and professionally. Our WA manager, Terrence Cook is 'feeling very optimistic about the future of NPT WA'.

As well as expanding the road crew, we have expanded our operational team with the commencement of Jo Healy in the role of Dispatch and Administration.

We asked Jo to answer a few 'get to you know you questions':

Where did you work before NPT? Prior to working with NPT I was a senior Receptionist/ Coordinator for a Dermatology practice.

What do you enjoy most about your role so far? Honestly, my favourite thing about the role is getting to have a yarn with great people every day.

If you could trade places with anyone for a day, who would you choose? If I could trade places with anyone for a day it



▲ Jo Healy

would definitely be Adam Sandler. Think about it, the man gets to walk around in what is essentially pyjamas (he's not trying to impress anyone), shoots all his movies with his best friends in the most incredible locations imaginable, and to top it off, he makes millions by simply existing.

If you could choose a superpower, what would it be? My superpower would be the ability to teleport. You would never have to pay for a flight again. Breakfast in Paris, Lunch in Italy, Dinner in New York. What a treat!



Ambulance Incursion

By Michael Brassett

Everyone who has been working in the non-emergency sector for the last two years would agree with me when I say that it has been a very frighteningly strenuous and exhausting period. However, there was a silver lining as we featured on the news coverage of the evacuations of the nursing home outbreaks. This sparked the curiosity of the teachers at my daughter's kindergarten, after they recognized the logos on my uniform during drop offs, resulting in the kindergarten coordinator making an enquiry about a possible "Ambulance incursion".

This gave me the opportunity to put my communication skills to the ultimate test: teaching young children about what we do. My challenge was to deliver information to children aged from 4-year-old kindergarten to grade 2. So, with the help of my oversized novelty teddy as a patient, I put together a 20-minute session informing both children and teachers of what we do on a daily basis. But in all honesty, the children were most

excited about hearing the sirens on the ambulance, so in a very controlled environment, I gave them that experience.

As you can see from the photos, they also got a very highly supervised tour of the ambulance. They got to explore our equipment, including spine boards, carry chairs, as well as some basic first aid equipment like bandages, slings, and splints. Every age group got to have a question-and-answer session, but the children mostly filled these sessions with their own anecdotes about their experiences with our health system, including some very humorous stories of their parents perceived inability to deal with stressful situations, too long to include in here.

Overall, both children and teachers were very engaged with the session and the NEPT sector received some well-deserved exposure to the community, including a brief explanation of who we are and what we do.

To all who read this, road staff, management, call takers, and rostering staff, I thank you, and stand with you in solidarity, for all of your hard work over the last two years. Yes it has been incredibly difficult, but I hope these young faces full of awe and joy remind you of how important our work really is to the rest of the community.



AFLW TIPPING COMPETITION



Vs



NPT VS CDC AFLW Tipping Competition.

Prize vouchers for
each round winner
and end of round
overall winners.



First Round Begins on 25.08.2022

TO ENTER SCAN THE QR CODE OR GO TO:

www.footytips.com.au/comps/NPT_vs_CDC_AFLW

Password: NPTVSCDCAFLW





Simon (Sy) Leafa pictured right.

Special Good Will Transfer

We would like to share an amazing story of loyal friendship and sheer determination.

On a cold, wet night on the 18th of July 2022 NPT transferred Simon (Sy) Leafa from the tarmac of Melbourne Airport to Sunshine Hospital. Sy's story and the persistence of his mates unfolded over several weeks in the lead up to his long-awaited arrival home.

Sy was born in Samoa and was raised in New Zealand where, like many young men, he found himself getting into trouble. As a teenager he made the decision to join a boxing gym

to learn discipline and self-defence. Sy eventually moved to Melbourne. Sy trained full time and competed in professional fights from the age of 18. In June 2019 he and his friend, Jack, moved to Thailand to focus on their training and get ready for upcoming fights.

On the 9th of September Sy competed in a WBC Muay Thai fight and was hit in the head by an elbow. Soon after he became extremely unwell and was transferred

to hospital, presenting in a coma. Sy suffered an acute traumatic subdural hematoma with brain swelling requiring a craniectomy for clot removal. Subsequent operations included another craniectomy to relieve a clot, a tracheostomy, VP shunt, cranioplasty, and a VA shunt.

Sy is now disabled, requires full nursing care, and is totally dependent.



Sy (left) and Jack (right) ▲

Jack Jenkins met Sy in 2015 on the night of their very first fights. They started training together and became close friends. Jack tells us that Sy didn't have a great deal growing up, or a supportive family, but the one thing he did have was a heart of gold. He was tough when he was fighting, but Jack remembers him as the happiest man ever, always smiling and making everyone around him feel good.

Sy did not have travel insurance. Arranging to fly him home proved to be a huge challenge that his mates and Coach took on with 100% commitment and perseverance. His mates never gave up. A GoFundMe page, organised by his friends, raised over \$80,000. The money raised was used to pay a deposit for his medical transport home in March 2020, but the week before his scheduled flight the federal government closed the borders and getting Sy home then became nearly impossible.

After 22 months, and commercial airlines recommencing, Jack had the task of trying to get his friend home.

In early July the Operations Centre received a phone call from Jack requesting to organise an ambulance to pick up Sy from the airport, however, there were even more obstacles to overcome. A Melbourne hospital had not yet agreed to accept Sy, therefore there was no bed and no receiving doctor/medical unit to admit to. In addition to that, Sy was travelling on a NZ passport. The question was then raised about whether Sy was eligible to receive health care in Australia. Our contacts at Ozevac were able to check and confirm that Sy had a valid Medicare card. We were another step closer to ensuring he would be accepted by an Australian hospital. The Operations Centre made many phone calls to assist Jack to find a receiving hospital and the most appropriate medical unit for his friend. NPT were also in constant contact with the Bangkok Medical Team to ensure the NPT HATS crew had all the necessary clinical information to safely transfer Sy to hospital.

Everyone involved felt like celebrating when Sunshine Hospital stepped up and kindly agreed to accept Sy. Rather than assess and admit Sy via ED, the Sunshine team ensured there was a bed to admit directly into on

arrival. The ward and medical unit were ready and waiting. We now had the green light to arrange and confirm the flight.

On the 18th of July Jack met HATS at Gate 27 of Melbourne airport. The flight landed on time, the crew transferred Sy and the Medical Team to the vehicle and Jack travelled with Sy to Sunshine Hospital.

After 22 months stranded overseas Sy was finally home, and his best mates are now able to visit and support him through the tough years ahead. NPT chose not to charge Jack and his friends for the transfer to Sunshine.

Jack had the following to say about this long challenge and his experience with NPT:



▼ Sy (left) and Jack (right)

In June of this year, after waiting for nearly two years, we finally had the chance to put Sy on a medical flight home. After organising the air transport and the discharge from hospital in Thailand, the last piece of the puzzle was finding a hospital to accept Sy as a patient. Being so far post accident, I was finding it not only difficult to advocate for Sy to the hospitals but also how to navigate the medical system. I was in a position where I was cold calling hospitals trying to speak to doctors, bed managers, or anyone who would listen - the insulated nature of our hospital system made that task nearly impossible for someone in my position. After being turned away for days in a row by various hospitals and departments I decided to try and organise the transport from the tarmac, so that I could go back and re-visit sorting the hospital, after that was done.

I rang NPT and explained what I was trying to organise. I was transferred to Kim, who listened to my request, and asked me why I was organising this and not some kind of insurance company. Kim listened to me explain the many twists and turns of Sy's story which is not a short story to tell and not a pleasant one to listen to. From then she made it her and NPT's mission to help us get Sy home.

NPT used their industry contacts to open doors for me, arrange phone calls with the right people and ultimately secure Sy a bed at Sunshine Hospital. It is not an overstatement to say that without NPT we would not have got Sy home when we did.

After going above and beyond what one would expect of a medical transport company. We finally locked in a date for Sy to come home I asked NPT for an invoice for the trip from the airport to Sunshine Hospital. I was told that NPT would cover the costs. An extraordinary gesture from a company filled with extraordinary people.

I would like to thank Kim for all of her work behind the scenes, Simon and Tania for transporting Sy to the hospital, and everyone at NPT for your company's help in getting my friend home.

- Jack

NPT – Looking Forward to More Reconciliation Action



We have been working alongside ComfortDelGro Corporation Australia (CDC) to build a national company Reconciliation Action Plan (RAP). This plan will see an increase in our commitment and action toward reconciliation. We look forward to learning more and being engaged with its associated projects, as we embark on this journey as part of the CDC team.

We had the privilege to stream a cultural awareness broadcast from CDC NSW's partner, Kinchela Boys Home Aboriginal Corporation (KBHAC), during Reconciliation Week in May. We were treated to the screening of an incredibly moving animated short film created by KBHAC. We also listened to the stories of the KBHAC Uncles, who are Stolen Generations survivors.

It is inspiring being part of team ComfortDelGro Australia as we build committed reconciliation action.

You can read more below, about the fantastic things happening around the country during recent NAIDOC Week, to give you an idea of what we can expect to see more of.

ComfortDelGro Australia Increases Its Commitment to NAIDOC Week

ComfortDelGro Corporation Australia (CDC) has boosted its NAIDOC Week efforts with extensive celebrations held across Australia which recognise the history, culture and achievements of Aboriginal and Torres Strait Islander peoples.

The celebrations, which have been growing in scale and participation each year, come ahead of the company's national Reconciliation Action Plan which is scheduled for launch later this year.

Under the leadership of CDC Northern Territory's community engagement manager, Colin Majid, CDC celebrated through sponsorship, support and attendance of several community events in the Territory. These included the Deadly Cup, the City of Darwin NAIDOC Flag Raising Ceremony, the Jak Ah Kit Memorial Golf Day, Darwin NAIDOC Breakfast March and the Palmerston NAIDOC Family Fun Day.

Led by First Nations liaison officer Paul Bates, CDC NSW held events with its staff and local Aboriginal communities at its depots in Sydney and Thornton. These were attended

by community partners Kinchela Boys Aboriginal Corporation (KBHAC) and Baabayan Aboriginal Corporation.

CDC NSW staff were treated to traditional and modern Aboriginal foods prepared by local caterers while watching dancing, participating in smoking ceremonies and learning about native artefacts. The KBHAC MEC (Mobile Education Centre) was onsite at both locations, and local community members and staff experienced truth-telling sessions presented by KBHAC's elders.

CDC Victoria celebrated NAIDOC Week at its Wyndham depot with several guests from the Bunurong Land Council Aboriginal Corporation, which is the Traditional Owner organisation representing the Bunurong people of the South-Eastern Kulin Nation. Guests and staff experienced a smoking ceremony and listened to stories about the traditional land on which the Wyndham depot operates, along with broader information on the histories, cultures and achievements of Aboriginal and Torres Strait Islander Peoples. »

ComfortDelGro Corporation Australia (CDC) CEO, Nicholas Yap, said that momentum for celebration and recognition of Aboriginal and Torres Strait Islander history and culture is building throughout the company.

"Each NAIDOC Week, we're gaining knowledge on working more effectively with the Aboriginal and Torres Strait Islander groups

in the areas we serve and it's very encouraging," Mr Yap said.

"The outcomes from the events we've held this year are a good demonstration of our commitment to learning and reflecting on information about Aboriginal and Torres Strait Islander cultures and history, and we hope that our efforts to reach out is having a positive effect.

"The growing success of these activities, demonstrated by staff involvement and community attendance, shows the passion within the company and that we are in a good position to implement our upcoming Reconciliation Action Plan," he said."

Feedback & Comments

Well Done Rodney Brackenridge and Anna Naismith

Your members stopped for an accident in the pouring rain and stayed to help until another ambulance arrived to help. They kept checking I was ok and stayed out in the pouring rain to help those who were in the accident, all the while remaining cheerful and caring to me. I would have felt scared in the torrential rain and flashing headlights if it were not for their care and concern. Please thank them, a skilled and caring team of workers.

Well Done Leann Hambling and Fiona Connell

"I would like to thank the two NPT ladies who attended to me this morning. Their professionalism was outstanding. They were very patient with me...please pass on my congratulations for an excellent result and professionalism."

Well Done Dallas McQualter and Angela McCormick

The patient's wife called AV to thank the crew that took her husband to an appointment and back to Benalla. "Dallas and Angela provided excellent service and put the patient and his wife at ease on the journey there and back home."

Well Done Sara Jacobson and Peter Thomas

"I wish to send a Massive thank you to Sara & Peter for their professionalism and caring ways...they kept the patient very comfortable and helped support us to ensure smooth transition...made no fuss about what needed to be done and didn't rush my team in any way, they were patient focused which goes a long way."

Well Done Faye Angus and Sarah Crans

"A big thank you to Sarah and Faye. They were wonderful, these are the people that the public need for this kind of job. I am grateful for this service. My regards to this lovely organisation."

Well Done Maria White and Eva Sheehan

"Thank you to the two lovely ladies who collected my husband... They had many stairs and a heavy man to move but did it with ease. Please pass on my thanks to them both. They were absolute life savers."

Well Done Lina Khwaja and Madeline Holt

"A Patient that was transported by two of our team members has called in to advise us that the crew went above and beyond, and they were very helpful and empathetic to the patient's situation."

Feedback & Comments

Well Done Team

I wanted to say thank you for the great work this morning in getting our pre-booked patients out in such a timely manner. There were 5 time critical patients approaching 24hrs in the ED before 10am and your teams managed to make all the times which was great. I wanted to let you know how much I appreciated the teamwork this morning.

Well Done Mark Lorbeer and Daniel Gauci

The two Patient Transport officers who came were fantastic. They helped me, had a caring attitude, and wanted the best treatment for me. Thanks to them and well done.

Well Done John Tunchon and Pauline Latoszek

"...please pass on my personal thanks and appreciation to these two very patient caring staff members. It is good to see we have been able to retain such good staff during these difficult times who do care for their patients' comfort.

Well Done Jeremy Price and Alun Roberts

...These two gentleman were kind, gentle, professional, and provided wonderful reassurance at a time of great concern for both Mum and I. They invited me to travel with my mother which was an incredible relief and treated Mum with respect and a lovely manner. They are both a great asset to NPT and terrific ambassadors for NPT's service.

Well Done Kirra Coleman and Adrian Backx

I am a RN at Sunshine Hospital and had the pleasure of meeting Kirra and Adrian today. I want to thank them for their support to our elderly patient who required transportation

for a clinic appointment. They were extraordinarily helpful, professional, and caring to this man and his wife. And helpful to me too. Please pass on my thanks to them.

Well Done Joshua Black and Supun Kuruppuarachchi

The patient wrote to Ambulance Victoria to commend these two staff members on their professionalism, and the care she received by them on two separate occasions.

Well Done Brad Costin and Tyler Henry

"We are pleased to forward a commendation from the NUM at Repat regarding the professional transfer of a patient. She was very pleased with the service and assistance you both provided to successfully transfer a difficult patient to Bayside Aged Care."

Well Done Jonathan Laing and Aaron Hemetsberger

Barbara called AV to say Jonathan and Aaron made her feel "very safe and very looked after". She also indicated that they cheered her up after what had been a "difficult morning".

She wanted to pass on "a big thank you" to both of them.

Well Done Timothy Smit and Edison Zoomalan

...I noticed an NPT carrier and waved them to stop. I yelled out to them asking for help. The victim was deteriorating minute by minute. They stopped and assisted, despite one of the victim's friends being demanding and intimidating, your staff were focused and professional, not letting anything get in the way. All I can say is those two staff members need to be put aside and recognised and thanked. I personally believe those moments before the ambulance came would've been different hadn't the victim got some treatment. Thank you.

Well Done Adrian Backx and Sapun Kuruppuarachchi

Mrs McColl called to AV to thank "the lovely Patient Transport staff members" who assisted her husband. She said they "were very kind to her husband and provided excellent care."

Well Done Elizabeth Stojkovska and Stephanie Walkey

The patient's husband called to thank this crew for their exceptional service and compassion towards his wife.