



HEART TO HEART

ISSUE 11 | MARCH 2023

NATIONAL PATIENT TRANSPORT'S STAFF NEWSLETTER - 2022 WRAP UP EDITION

Recognising our
Staff Milestones
Page 6

News From our Cultural
Development Workgroup
Page 11

2022 in
Pictures
Page 12





Damian De Zilva

Chief Executive Officer,
National Patient Transport

CEO's Message

The 2022 year signaled our third consecutive year of COVID challenges and the health system across the country continues to be under strain. Our service offering has been valuable in ensuring that we continue to contribute to patient flow and help health and ambulance services meet demand.

Our business is no different to health or ambulance services in meeting these challenges. Thanks to all our wonderful staff, without you we could not continually meet these daily challenges and support our many and diverse stakeholders.

As a result of our hard work and commitment we remain the number one NEPT provider in Victoria. In NSW we are the strongest of all the partner providers and in WA we are currently focused on expanding our services in partnership with WA Health.

Despite the operational and financial challenges, NPT is in a strong position to capitalise on further growth opportunities. This is thanks to you all, and I can't say how much I appreciate your continued efforts to provide the highest service quality to patients and customers.

In 2022 we embarked on a journey of cultural change, as we all know cultural change takes time. However, we are committed to ensuring our teams are supported and that everyone in the organisation knows how much they are valued.

In 2023 we will finally receive the new vehicles that have been delayed due to global pressures. In addition, we have delivered a structural change which will deliver

greater support to the business. We will continue to work closely with our customers to seek further growth opportunities.

I would like to recognise all those that have achieved a milestone of employment with NPT, and I thank you for your service. For our new team members, I warmly welcome you all and hope that you enjoy your journey with NPT.

Our NPT HEART nominees and winners are all worthy candidates and shining examples of staff that go over and above to deliver our HEART values.

There are a number of volunteers within our business that need to be specifically recognised: our wonderful participants of the cultural workgroup, our amazing HSRs, and those that have contributed to the fleet fit out workgroup. We are making this a better business because of your contribution.

I am very proud of what we have achieved collectively as a business and look forward to the future.

Damian De Zilva



Cover Image: NSW Manager Adam Orchard, with some of our NSW staff, pictured with the NSW Premier's Award for our COVID-19 and Discharge Shuttle Service.

From Your Managers



In NSW we have been ramping up recruitment for clinicians. Over the past couple of weeks, we have performed 3 inductions for new staff. We have also implemented on-road audits and support to improve compliance and safety.

With recent changes in NSW, we decided to close and consolidate branches. Most notably, we have closed the St Peters branch which we have operated from since 2016. While we have had to adjust to the change, the move has been positive and has helped improve our service.

We have had an opportunity to increase our trainee staff levels, which has allowed for some great opportunities for people who don't have a background in health.

Recently, we had to say goodbye to some amazing graduate paramedics. All graduates have accepted offers into the NSW Ambulance service.

Zoran and Daryl have been working tirelessly to provide a safe environment for staff, and to provide continuous improvement strategies.

We are in the process of upgrading our vehicles, that are currently fitted with double Ferno stretchers, to be fitted with the new Stryker power-loaded stretchers. This will allow us to meet the high standards required by our customer – NSW HealthShare.

Adam Orchard,
NSW Manager

Greetings once again from the West Coast.

2022 saw a significant increase in workload and output for our team, over 50% since June. We added another depot in the same complex and moved our operations to the bigger space. We have also hired an additional dispatcher, Amber, who has taken like a duck to water, understanding the unique WA health system. As a PTO, she splits her time between dispatch and road.

WA has been able to promote several long-term staff to ATA who have graduated from university and attained their APHRA Registration.

We have received some amazing customer feedback:

"...your staff were attentive, thorough, polite, and made the entire experience so much more

pleasant...I employ over 300 people and I would be extremely proud if my staff displayed the qualities of your staff...Your staff went above and beyond the call of duty...it is rare to see such professionalism. Your staff were simply fantastic, please pass on our appreciation, and thank you to your organisation for providing such great service..."

We have also received numerous calls about the level of professionalism on road during peak traffic conditions. I am constantly amazed by our staff's professionalism and very proud of the work they do.

Our vehicle fleet has also increased over the last half of 2022. We now have 13 Stretcher Vehicles and 1 wheelchair HiAce, which greatly increases our capacity for work.

We are all looking forward to an exciting 2023.

Terrence Cook,
WA Manager



From Your Managers



Last year we welcomed Di Jenkins as our newest trainer, fresh from completing her Diploma of Paramedical Science, with many years of experience teaching and assessing in the VET sector. Di will predominantly

teach the Certificate III program and support Michael Predl in the delivery of the Cert IV in Health Care and Diploma of Emergency Health. We also welcome Talesha Neill. Talesha replaces Bianca Eramo who is exploring international travel.

The team have been working hard over summer to digitise our training material and develop new e-learning packages. This has been an objective of the team, to go fully digital, to reduce the amount of paper being consumed. During 2023 we hope to produce video content to support NPT learning and development objectives, this will be made available on Litmos.

There has been a significant change to how we deliver the Diploma of Emergency Health.

We recognised a gap in the market, to upskill those with PTO qualifications who just need to complete the additional unit requirements to become an ATA. This new course is a 5-month program with a heavy focus on clinical components that recognise the student's current industry capabilities. We opened this program as a sponsored NPT course for internal employees. The program commenced in late January. A secondary intake will occur mid-year, EOIs sought by early April, so look out for announcements on Blink.

Narelle Greig,
GM Quality, Risk &
Governance reporting on NPT
HEART Training



After 14 years of dedicated service, Cindy Robinson resigned from her position as supervisor in the Operations Centre to relocate to Ballarat to be with her family. We thank her for her dedication to NPT throughout her time with us. We will miss her office humour, and her famous jelly slice. We also wish her the absolute best for this new chapter in her life.

We have been busy interviewing and recruiting new staff generally and would like to welcome Matthew Pond and Clare Garrett to the team. In September last year we saw Jasmine Foley starting with us as call taker, and if you've noticed a new voice

over the air waves it is hers. We would like to formally welcome her to the Dispatch family.

We continued to see an increase in demand on our services throughout the second half of 2022. This growing workload has continued into 2023. We know that if we're feeling it in here, you're feeling out on the road too. We are looking forward to the year ahead of us, to building our team to meet demand, and to facing any challenges head on.

Alison Roughton,
Operations Centre Manager



We added many new staff to our area last year and will continue to see new staff join us throughout the start of

2023. It is good to see current staff being helpful and offering advice, to make the transition into the company for new staff an enjoyable one.

It has been good to see the introduction of the supervisory role and hopefully we will have a few more CI's joining these ranks in the coming months.

I realise it can be a little frustrating for those who are waiting for CI hours, so please hang in there, a larger pool of CI's will be available soon.

Wendy Tang and Kathryn Darmanin have taken on the shared role of

Assistant Regional Manager, so please join me in welcoming them into their positions.

Andrew (Regional) and Ngoc (Metro) have taken on new positions as Permanent CI's. Both staff bring a wealth of experience and knowledge to their roles.

I am sure the year ahead will bring many challenges, but I am confident that you all have the skills and ability to face them head on.

Clyde Scorgie,
Northern and Regional Manager

You may have noticed that our Noble Park Branch has added a cage to its premises. This will keep our stock items in order. The new cage will allow us to better manage and retain stock levels, and just keep everything generally tidier and well maintained.

NPT welcomes Scott Blanch to the role of Fleet Assistant and are excited to be 'getting on top of' managing our fleet and stock levels to an optimal standard. Scott is familiar with our fleet of vehicles from his previous employment and has a general

automotive background which is well received within this role.

I would like to extend a huge thank you to Brenton Jukes for stepping in and helping out in an operational capacity, he's a real 'all-rounder' and we have really appreciated his assistance at the branch.

I would also like to thank Karen Becker for her assistance during Noelene's time on leave. Karen has helped with rosters, and some general administrative tasks, which has allowed me to continue to focus most of my time on

management without too much interruption.

Candice Carter,
Southern Regional Manager



Welcome to 2023.

Christmas, New Year, and school holidays flew by. I want to thank everyone for their hard work,

dedication, and long working hours, throughout 2022.

A warm welcome to the new recruits that have joined us recently. I hope you enjoy working in the industry. NPT work hard to deliver industry leading staff, services, and training.

We are continually adjusting our operations to meet our customer's needs. As you would know, a lot of rostering changes have needed to be made to make this happen. Talesha and Stacey worked hard to accommodate work/life balance with the new roster, and we will make as many adjustments as we can, to help. Stacey McInnes is now in the role as Talesha has moved to HEART Administrator. Thank you T for your wonderful work here at Mitcham.

Our relationship with Mark and Penny at Doncaster East Car Repairs is strong and they assist us every day to ensure our cars can remain on road as much as possible.

Shane Milroy is stepping up as Fleet and Stores co-ordinator and will be the go-to for anything fleet and stores related.

I'm hoping we can remain strong, committed, and supportive of each other, and provide the best of care, when at branch, on the road, and when looking after our patients every day.

AJ (Adam) Barrett,
Eastern Regional Manager

Recognising our Staff Milestones

NPT would like to recognise and share some of the many milestones that we had to celebrate as a company during the second half 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 22 employees who reached their 5 Years of Service milestone

Ajay Abbi
Amanda Mann
Anthony Hope
Anthony Jackson
Dom Russo
Gail Plumbe
George Iskander
Jennifer Lewis
Joshua LeFevre
Karen Bell (Karen)
Keryn Scott
Kieran Shipman
Mark Southcott
Nicholas Atkinson
Peter Doyle
Reid Taipari
Sarbjot Sohi
Stevanus Juniardi
Truong Luu
Vashti De Guara
Warrick Sainsbury
William Thomas



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

Melissa Jensen (Chaplin),
Priyan Ariyaratna



Congratulations to the 5 employees who reached their 15 Years of Service milestone

Andrew Crome, Bianca Kirkland,
Evan Davies, Halina Scales,
Natalie McKinna



Congratulations to the employee who reached his 20 Years of Service milestone

Brett Howard



Congratulations to the employees who have reached their 25 Years of Service milestones, and beyond

Christopher Goldsmith - at 25 Years,
Wayne Kellner - at 26 Years,
Paul Ruppik - at 28 Years

Congratulations to the 10 current employees who have progressed to become ATA's during the second half of 2022

Abigail Thomas
Ajay Abbi
Avinash Saravanabawan
Elle Hollingum
Jason Smart

Kodie Williams
Kristy Plumbe
Narelle Bertalli
Seema Behrami
Steffanie Greig





Abigail Thomas and Steffanie Greig, two of our current staff who recently completed their stage 8 to become Ambulance Attendants.

Welcome, to the 146 current employees who began their employment with NPT During the Second Half of 2022.

Western Australia

Amber Phipps	Jaymii Karapetkov	Lillian Cotton	Rhys Zanella	Stacey Hendriks
Douglas Boyle	Jessica Armour	Lydia Baker	Rina Furnival	Tayla Bench
Emma-Lee Goddard	Kevin Yeung	Rebecca Cameron	Shaina Brown	Tracey Goddard

New South Wales

Alexandria Navarro	Eliza Healey	Jasmin Hill	Maria Morales	Sharna'e Tanti
Ali Scheiwani	Ella Athanassiou	Jasmin Kerr	Navshal Samy	Sophia Derwash
Alicia Bishop	Fatima Faili	Jason Wallwork	Netty Cao	Tiarne St John
April Hudson	Gloria Ng	Jessica Jaber	Nicole Mathews	Upendra Sharma
Ashley Said	Hannah Bowen	Joanne Peterson	Phong Trang	Yvonne Carbone
Bronwyn Freele	Hollie Egan	Joseph Norris	Sara Jacobson	Zali-Ane Humphreys
Cherize Honiball	Holly Palmes	Karen Newnham	Scott Edeling	
Dean Robertson	Jacobi Kitchen-Gurney	Karl Symonds	Scott Nurthen	

Victoria

Aaron Davis	Darcy Robertson	Jason Herbert	Marisa Bottrell	Rhys Koenig
Adrian Sordello	Darian Brett	Jason Setches	Marissa Koerber	Robert Forbes
Ahmed Areh	Dean Bailey	Jay Chadwick	Mark McNamara	Robert Wilson
Alex Korda	Dennis Hoang	Jessica Cox-Gray	Mathew Dowthwaite	Ronald Currey
Alexa Barber	Edu Paza	Jessica Rebeiro	Matthew Blackman	Samantha Guner
Alexandra Maccarrone	Ella Collins	Jordan Brown	Matthew Jaskolski	Samantha Stewart
Amber Langford	Emily Bennett	Jos Cruz	Mayson Wang	Scott Hamill
Andrea Sole	Floyd Rebeiro	Joy Waingold	Megan Burnell-Armstrong	Shawn Mueller
Angie Robinson	Frank Celeste	Kaela Jozic	Mia Sitanda	Sibel Unalan
Anthony Wilson	Gabriel Robbins	Karen Mathews	Micaela Kemp	Simon Williams
Ashlyn Dawson	Gina Butera	Katalin Andrasi	Michael Edwards	Simone Burke
Athanasia Epitropakis	Grace Curley	Kathrin Wales	Molly Duncan	Sophie Bekhuis
Benjamin Cocks	Gregg Hansford	Kathy Chung	Naomi Blackwell	Sui Varathalingam
Benjamin Waite	Harriet Oates	Kayla Lukschanderl	Nathan Thorneycroft	Tahla Gibbs
Bobby Hammet	Hassan Reza	Kelly Shirley	Nicholas Bridge	Tamara Cooper
Brendan White	Hayley Jones-Gray	Kent Falquerabao	Nicole Trimble	Tess Dixon
Brendon Tilley	Hinushkar Nagendran	Kimberley Rodger	Noah Kolmus	Tom Weeks
Brittany Duff	Ian Hanson	Kylie Matthyssen	Paul Rochford	Tyla Maskell
Cameron Erskine	Jack Lay	Larissa Wall	Peta Thompson	Victoria Gell
Cate Smyth	Jacob Ferrier	Laura Deane	Po-Chun (Vincent) Lin	Vivencio Il Delos Reyes
Cheryl Bishop	Jacqueline Wilkinson	Lou Woods	Rachelle Ellett	Wasim Mirza
Christopher Warrick	Jade De Souza	Luke Steventon	Rainer Kirby	Wayne Baker
Chrystal Gillham	James Taylor	Madeline Fabien	Rebecca D'Alessi	
Crystal Burke	Jasmine Foley			

HEART Award Quarterly Winners - Final Quarter 2022



Congratulations to the winners of our final round of Quarterly HEART Awards for 2022. Our awards are presented to those nominees who have displayed our HEART Values of **H**igh Standards, **E**fficiency, **A**ccountability, **R**espect, and **T**eamwork.

The following individuals have been awarded a quarterly **HEART** Award for the final quarter of 2022. Each of these recipients will receive a \$50 gift voucher and a HEART Award Certificate.



**High
Standards**

Toby Ford, Vic Metro East

Toby has a real 'go get em' attitude, nothing is ever too big, too hard, or too difficult. He has a positive outlook that shows through the work that he does. Toby just gets the job done, and gets it done to the Highest of Standards.



Efficiency

Rod Brackenridge, Vic Metro South

Rod is an immensely reliable Clinical Instructor. He does an amazing job teaching and furthering the skills of our new and current staff. Rod is extremely knowledgeable and imparts that knowledge through his role. He is also an all-rounder, he is efficient, and always dependable.



Accountability

Lisa Quiney, Goulburn

Lisa goes above and beyond; she takes the initiative and does what's 'right'. She is a great leader and can lead without being guided. Lisa takes on and carries out whatever task needs to be done. She has also made a noteworthy contribution as a Clinical Instructor within the region.



Respect

Dean Forbes, Vic Metro North

Dean Forbes is one of those people who goes under the radar. He does his job with a great and respectful attitude. He communicates and gets along well with other staff and is great with his patients. He represents every HEART value in the way that he conducts himself.



Teamwork

Brenton Jukes, Vic Metro South/East

Brenton is an All-rounder; he chips in to help with absolutely everything. Brenton literally fills in the gaps and picks up the slack, he's a great team player. Brenton has stepped up to take on a role in a challenging environment, to manage a large operation with minimal experience, and he has made it work.

HEART Award Winner – Overall 2022 Winner

The 2022 Overall HEART Award goes to Lisa Quiney. Her contribution and dedication to NPT has not gone unnoticed. She is being recognised for her efforts during the 2022 floods.

The flood situation in Seymour happened suddenly. Lisa was there monitoring every moment of the situation, ready to act accordingly. Her quick thinking and decision meant that they were in the best position to respond to every challenge.

Lisa became the 'eyes on the ground' and helped to coordinate and monitor the clean up as well. Her conduct was impressive, immensely appreciated, and worthy of recognition.

Lisa will receive a trophy, a champagne gift hamper, a \$200 gift voucher, and have her name engraved on the plaque displayed in our head office.

Victorian Operations News

This year I have been busy in my new role as operations manager of Victoria. Following on from last year, the workload/patient transports have increased, and we are moving more and more patients as we slowly return to normality.

Last December we received two new vehicles, and in February more new vehicles have arrived. This year you will see more new vehicles added to our fleet. Due to lag time, getting new vehicles into Australia and staff shortage to fit them out, there have been delays in the delivery of the new vehicles. As soon as we receive the new cars we will do our best to get them on the road as quickly as possible.

We are looking at replacing the ECG monitors this year. I am currently

looking at monitors that will have Blood pressure and O2 saturation capabilities. We will also be replacing all paediatric harnesses with the New Pedi-Rest harness.

One of my projects for this year is to ensure that reported vehicle faults are acknowledged and respond to in a timely manner. I plan to coordinate two service dealerships available in each area, South, North, and East, to be able to send out vehicles to fix issues as they arise.

Another project for this year is to visit each branch throughout the year on a regular basis, including regional locations.

Annual re-accreditation is under away and Colin Mangin will look after the accreditation process for

the whole of Victoria. I believe that accreditations in the Northern area are just about complete. Focus will move to the regions, with the help of Andrew Langone, and Colin is currently in communication with Candice and AJ regarding the accreditation of the Southern and Eastern areas.

I am sure with everyone's help, that I should be able to accomplish the projects that I have set out. Lastly, I would like to thank all staff for your hard work last year, and for all your hard work so far this year.

Gavin Harrison, General Manager Operations Victoria

HR, NSW, and WA News

2023 will be a very different one for me as I change focus to concentrate on our growth opportunity ventures in NSW and WA.

NPT has been operating in NSW since 2016. We have been in WA for a very long time, but always only on a very small scale. Our one customer in NSW, Healthshare, is going through a lot of change and is certainly challenging NPT to develop new and innovative ways of providing services, to keep up with their stressed and overburdened health system. We face well established competition in this market. We need to be innovative and highly responsive to meets the changes that will be coming our way this year. Winning the NSW Premier's Award in 2022, together with Health Share, for the provision of shuttle bus services during the peak of Covid, is clear evidence that we can rise to the challenges. It is a real credit to Adam Orchard (NSW State Manager) and the whole NSW team, but we cannot rest on that alone. We will need to work hard to keep at the forefront of this market.

In 2022 NPT succeeded in winning a new contract with the WA Department of Health. This will see major growth in our Public Hospital generated work, across all of metro Perth, and introduces Community Transport Services that are government funded. This is an opportunity to access thousands of patient trips, some fully funded and some with patient co-payment requirements. This is a huge departure for our more established practices and requires an innovative and creative approach. The opportunities are brilliant, but we must make it all work. I will be working closely with Terrence Cook (WA State Manager) and his team to make the most of the opportunity.

After nearly 10 years in Victorian Operations roles at NPT, and previously G4S, I have handed over the reins to Gavin Harrison, who will now support and manage the Regional Managers in Victoria. I am sure he will excel. I can't say I will miss the on-call part of that role but remain happy to help where-ever needed. I will still be based at our Noble Park Head Office, and apart

from the NSW and WA Operations, I have taken on the HR Manager function under the title People and Culture. I have previously held a role in the Industrial Relations area of HR, but this new role will allow me to put more focus into support and improvement, into the way in which we can look after our people, and to specially assist when there may be issues that need extra care and attention. I am excited by the prospect and look forward to making some positive changes. I want the People and Culture development to be very staff driven and hope that more people will get involved in the Cultural Development Group, as a means of highlighting what we can do better and developing positive ways to do that. Outside that group I will still be looking for feedback from employees on how we can improve to keep NPT as a preferred employer in our industry.

Russell Truman, General Manager Operations, People and Culture

HATS News

Reported by NPT's CCRN and new Clinical Lead, Dave Hart

In an exciting start to the year, HATS 621 has officially been de-commissioned as a HATS vehicle and we have a new truck. We are currently teasing out a few issues, but it has been out on the road and was well received.

In my new role I will be working out of the downstairs office in Noble Park three days per week and will also continue to work two days per week on the road. I am available to assist with Clinical questions during most of my working hours, so give dispatch a call and they will

transfer you through to me if needed.

The part of my new role that I am most looking forward to is designing and rolling out an internal educational program. I plan to hold 4 rotating sessions per month on a single topic. The sessions are likely to be held in the evenings, and on a different night each week, to give the most staff, the most opportunity to attend.

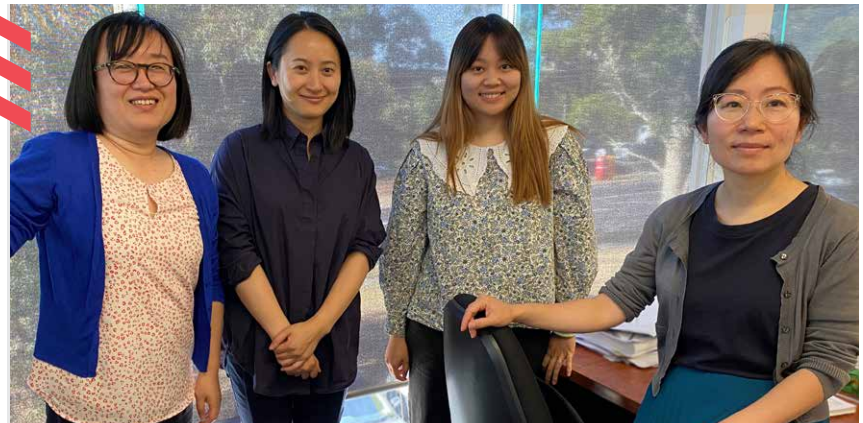
These sessions will be open to all NPT employees looking to reinforce and add to their existing knowledge base.

The first session will be on lead II rhythm interpretation with a focus on cardiac physiology and how these rhythms present on a rhythm strip. We will be looking at the types of rhythms you might come across in the community.

Topics to follow will include a range of ailments that your patient have, that you may be attending to during your jobs. Keep an eye out at your branch and on Blink for more details, and I hope to see as many of you as possible in these sessions.

Pictured left to right, Pepper, Lin, and Charlee, with Finance Manager Lisa Zhang

Finance Team News



Mayson Wang, Commercial Manager

2022 has certainly been a challenging year. We have experienced flooding, intermittent Covid disruptions, unusually high inflation, and many other challenges. Yet, our NPT staff have stood their ground and kept our patients in safe hands. This is all thanks to our diligent, professional, and caring crews.

Stepping into 2023, Finance has farewelled some old faces and welcomed some new ones. Pepper

Cheng, who comes with a bubbly and positive personality, joined Finance in early January 23. Around the same time, Lin Zhang, who brings substantial auditing experience, and is a fully qualified CPA, has become another welcome addition to the team. Last but not the least, Charlee Guo joined us in 2022 and has been a valuable asset to the team. We believe, with these new team members onboard, bringing fresh perspectives and diverse

skillsets, NPT is well set to further up their game.

Lastly, it was an honour for me to join NPT in June 22 as part of the management team. I have seen plenty of good work being done here, and lots of good-hearted people genuinely devoting themselves to better and safer transports for patients. I look forward to continuing the fight with you all, shoulder to shoulder and hand in hand.



News from our Cultural Development Workgroup



In 2022 we established the Cultural Development Group. Interested employees were sought to become involved to assist NPT to develop a culture that is more aligned with the priorities of the operational staff and focused on their needs. The aim being, to improve the culture of the business for everyone in it.

The group was established under the since departed HR Manager, Warren Pryer. It has since been convened by Amelia Harris, our HR Coordinator, with the support of Russ Truman who now oversees People and Culture.

The group has had a slow but successful start, with a small group of members attending its regular meetings. These meetings are held on Teams to allow as many people as possible, from all parts of the business, to be involved. NSW and Victoria are actively participating. It would be great to see someone from WA join the group.

Some of the ongoing conversations and contributions of the group include:

- How NPT can more effectively engage and communicate with its employees.
- A proposition to establish a role for an Elected Staff Liaison Officer.
- Strategies to improve staff satisfaction and retention.
- Absenteeism and how to improve it.
- Staff surveys to identify major issues affecting morale.
- Installing coffee pod machines into major sites, which is happening now.
- Executives to provide regular updates to staff on the position of the business.

These ideas and conversations are only the start of a path to a better business that works for us all. Please consider joining a meeting, even if you are only available occasionally. We need all the input we can get to co-create the culture at NPT, to be a place we can all be proud of, to be an employer of choice.

If you are interested please contact Amelia at aharris@nptgroup.com.au so that she can include you in the meeting invitations.



2022 in Pictures

Here is a bit of a snapshot of some of the things we did in 2022.

We experienced some really big moments in 2022; the launch of ComfortDelGro's first Australia-wide Reflect Reconciliation Action Plan (RAP), receiving the NSW Premier's Award for our COVID-19 and Discharge Shuttle Service, and the return of some of our regular and new events. In 2022 we also received so many stunning photos from our staff on the road that we thought it only fitting to share a few of them here, to wrap up 2022 in pictures.



NPT CEO Damian De Silva, along with some of the CDC team, in attendance at the Darwin Launch of the RAP.



Left: First of our NSW vehicles with a decal made with Artwork created by Luke Penrith for our RAP.

Below: Sharing some food at Christmas.



Above: NSW Manager Adam Orchard, with some of our NSW staff, pictured with the NSW Premier's Award for our COVID-19 and Discharge Shuttle Service.



Above photo taken by Aaron Hemmetsberger at the 2022 Super Bikes event in Phillip Island.





Above: Some of the team who attended the 2022 MotoGP in Phillip Island.



Having a snag at one of our Movember BBQs.



Donating to the Salvos Christmas Appeal.



Left: Repping the Mo while collecting donations for Movember at our Thomastown branch.



Above photo taken by Oscar Desa at the Boxing Day test match.



Above: Some of the 250 trauma dolls generously donated by the Red Cross.

NEWS

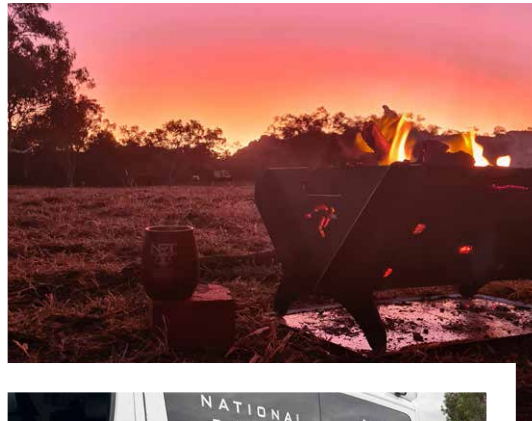
Below: Selfies with Daisy, the very friendly cow, off to brighten the day of some nursing home residents.



Donating sporting balls to remote outback communities in time for Christmas, through the Have a Ball Foundation.



Below: Photo taken by former staff member Harley Bradbury, on his travels around Australia, taking his NPT keep cup along for the journey.



In attendance at an AFLW match.



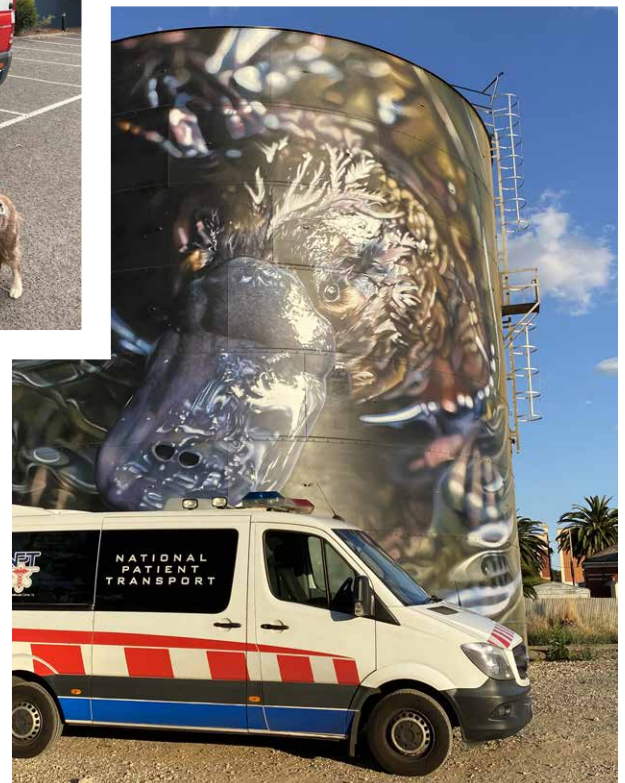
Left: A puppy rescue by Steffanie Greig.



Photo taken by Paul Stevens on the way back from Wangaratta.



Photo taken at Nepean Hospital by Toni Wellington



Above photo taken by Anthony Cockett of one of the painted silos at Rochester, on the way back from transporting a patient to Echuca. Anthony noted that 16 litres of spray can paint and more than 90 litres of Dulux were used to make this particular artwork.

Feedback & Comments

Well Done Kelly Bilek and Emily Clarke

...Yesterday I asked for the two National Patient Transport officers' names as they were outstanding officers. Their care in transporting my mother, the way they worked together and above all, their compassion to us was worthy of me taking the time to correspond with you.

During my journey through the life altering days of the past three years, I have encountered some outstanding health care workers that I will never forget and so too will I always remember yesterday the two National Patient Transport Officers.

Well done Nicola Mohammed and Robert Musig

The patient Called to thank the crew for the care and kindness they showed him on his return trip home.

Well done Shelby Montepaone and Kellyann Driscoll

Ambulance Victoria received a commendation from a Nurse who wanted to share that "Shelby and Kelly-Anne showed an enormous amount of care and compassion towards the patient. They did an excellent job."

Well done Daniel Kocur

The patient went out of their way to commend you on your patient care and compassion.

Well Done Neill Urquart and Holly Reefman

...Holly and Neill were very caring during transport...and also whilst waiting in Emergency during the 4-hour wait to be seen...My wholehearted thanks go to Holly and Neil for their care.

Well done Glynn Taylor and Kodie Williams

The two staff who transported my father this morning were so impressive. The woman was friendly and courteous to both Dad and me, and her handover to the nurse at Maroondah was clear and thorough. My dad also commented that the drive to Maroondah was enjoyable, and he was also impressed with the two staff, and enjoyed chatting with them both. Please note that I originally qualified as an OT, and still work in health in an IT role, so it's great to see such high quality workers. Thank you.

Well done Anthea Polydorou and Narelle Bertalli

The crew responded quicker than I anticipated, the girls were respectful & caring. I appreciated the whole response and care I received. Thank you very much!

Well Done Supun Kuruppuarchchi, Paul Smith, Joshua Black, and Kevin Webb

The Patient wrote to Ambulance Victoria to commend these staff members on their professionalism and the care she received on two occasions.

Well done Mary Sharp and Nicole Witney

Please pass on my immense gratitude to Nicole and Mary for their gentle transfer of my Mum...They were so gentle and explained everything to her even though she's non-responsive. I would be most grateful if you could pass on my family's thanks for their beautiful kindness and gentle care of our very precious person.

Well done Alan Leo and Caitlin Barry

I wish to offer a very big appreciative thank you to the people who took care of my husband. He was treated kindly, monitored constantly and was also treated with dignity and respect. Once again many, many thanks.

Well done Paul Murphy and Amber Taylor

I wish to compliment Paul & Amber, for the brilliant care given to transport me home. My journey home was wonderful, and I am eternally grateful.

Feedback & Comments

Well Done Lawrence Goffin and Jay Kemp

I am writing to commend both NPT officers Jay and Laurie who transported me...I thanked them both and wanted to thank them again because people like Jay and Laurie make a difference in patients' lives and their kindness will always be remembered.

Well Done Adrian Backx and Deepak Nair

I wish to thank Adrian and Deepak who attended on the day. They were thorough, professional, and using a lifting cushion had me upright and on my feet. Please could you pass on my appreciation.

Well Done Lucas Peppas and Edison Zoomalan

Edison and Lucas were both the most kind, caring and professional men. Edison was quite funny which was a welcome distraction from my pain...I cannot speak more highly of the way I was treated by these men; it made a horrible experience easier to cope with. These two men are an asset to your company and deserve recognition and thanks for the great support they gave to me...Kindness goes a long way, and I am very thankful to them both. It made a very painful and difficult situation easier to deal with.

Well Done Phong Trang and Kaitlyn Haydon

I was transported by John and Katelyn who were very friendly and professional in all aspects of the job. They made a patient who was very anxious and worried feel completely at ease. Nothing was an issue. Outstanding service.

Well Done Titto Thomas and Roby Varghese

The Patient contacted Ambulance Victoria to thank the NPT crew that transported her, indicating that they provided an excellent service and were concerned, compassionate and thoughtful.

Well Done Faye Angus

The driver who came to pick up my brother was warm, friendly, and professional. L, as next of kin standing by, felt the care and compassion during their intervention both at the Clinic and whilst loading into the van. I spoke with my brother the next day...he asked if I would add his feelings about his trip - he said that this had been the best transport experience by NPT yet...

Well Done Leigh Hunt and Ron Cobbledick

...both were very helpful and kind, they made me feel comfortable and safe. From the moment they arrived they both showed compassion and kindness. They both made the ride to Shepparton comfortable with chatting and having jokes and talking about day-to-day life. I can't thank Leigh and Ron enough!

Well Done Nicole Witney and Haydn Ferguson

The Patient called to express her gratitude to the transport officers who took her to her outpatient's appointment. The Patient stated that they were wonderful, caring, and compassionate. She appreciated that they discussed the best route to travel, without bumps or road works, and engaged with her, making sure she was ok throughout the journey.

Well Done Christopher Blazer and Ashley Downard

A very big thank you to Chris and Ashley who attended my house to transport my father for palliative care. Both men were lovely and very respectful on what was a pretty ordinary day for our family. Thank you for your care.

Well Done Scott Nurthen and Joseph Norris

Their patience & care with the patient whom they transported here, to Sutherland Outpatients Clinic, was brilliant. We're so grateful for their time and patience.

They're a true asset to your organisation and I do hope they are recognised for their performance.

Well Done Jack Dunnell and Marcus De Fazio

NPT received a call from a very grateful member of the public wanting to express her sincere thanks to the crew for being lovely, kind and caring.



A COMFORTDELGRO Company