



HEART TO HEART

ISSUE 12 | JULY 2023

NATIONAL PATIENT TRANSPORT'S BI-ANNUAL STAFF NEWSLETTER

Archie's
Visit
Page 7

Kimberly Rogers'
Prep Visit
Page 10

'Tricks of
the Trade'
Page 12



CEO's Message

Welcome to the first edition of our 2023 newsletter. Moving forward our newsletters will be released bi-annually. These newsletters are an important part of our communication platform, as we continue to provide industry updates and share stories from our team members.

Firstly, I would like to extend a warm welcome to our new staff members who have joined the company in 2023. Congratulations to all staff who have successfully completed their stage 8's in Victoria, and to those who have completed milestone tenures.

In the first six months of 2023 there have been many challenges, staff shortages in metropolitan and regional areas of Victoria, and Paramedic resources in NSW, continue to impact the business. Many of our staff in all regions, Victoria, NSW, and WA, are moving across to state-based ambulance services which speaks to the foundation of learning we offer to future Paramedics, and we thank them for their time with us.

2023 marks 30 years of operation for NPT. Following the privatization of the industry in Victoria in 1993, NPT commenced operations under the name of Clinictrans. Since this time, we have expanded into WA and NSW and continue to grow. We also ran a successful trial in QLD; however, we were unable to secure a longer-term service contract due to a change in government. Our contribution to the NEPT sector is recognised by government and health services as we continue to provide valuable services to the communities in which we serve.

Late 2022, as part of an election promise, the Victorian Labor government announced a Review into the NEPT sector. The Review is focused on improvements to the current outsourcing model and investigates alternative

service delivery models, such as a centralisation. NPT has been engaged for comment, and we will continue to work with government throughout this process. The outcome of the review will not be known until the end of December 2023 or early in 2024. This is a great opportunity for NPT to demonstrate our capabilities, with our rich history and exceptional service record, we can demonstrate the value we bring to health services and Ambulance Victoria.

The team in NSW are continuing to perform well within a challenging market. In NSW our business is being constrained by a restricted labor market with limited Paramedic resources. NSW Ambulance continues to recruit aggressively which is impacting on our ability to retain Paramedics.

Thanks to our team in WA, we have recorded significant growth in community transports. As an indication of the volume of work, our community vehicles are completely booked two weeks in advance. We are investing in the business, ensuring we are providing more resources to capitalise on the growth opportunities. Congratulations to our team in WA for their unrelenting pursuit of growth, a great result for the team. We look forward with excitement to see what this region will become.

On the 16th of June 2023, Jay Kemp, a current staff member and upward reliever was laid to rest. I have some fond memories of Jay; he will be dearly missed by his family and friends at NPT.

Thanks to our wonderful staff across the country our business continues to be in a good position to capitalise on growth opportunities. In Victoria, using the government Review, we can demonstrate our achievements

over the past 30 years. In WA the business volume continues to grow, and the team are working hard to cement our market position. In NSW, the team continue to work with HSNSW to provide all shifts, and we are committed to pursuing further growth opportunities in this region.

The NPT uniform is synonymous with 'safety of patients and crew, quality, and reliability of service'. When we put on the uniform, be proud knowing that you are all part of a company that is a market leader in every geography in which we operate. We have 30 years of experience which is unparalleled in the industry. This is the company you have created, be proud of what of you have built. We will continue to evolve with the changing needs of the industry. We will be the solution which governments and health services can rely upon.

Thank you for your service,
stay safe.



Damian De Silva

**Chief Executive Officer,
National Patient Transport**



Cover Image: Sharron Curtain



We Remember and Honour the Life of Jay Kemp —

A man who built a wonderful life surrounded by wonderful people.

On Friday the 16th of June 2023, we gathered to celebrate and embrace the beautiful life of, and to honour the memory of, Jay Kemp.

We said goodbye to a partner, a dad, a brother, an uncle, a Pa, a friend, and a colleague. Jay was a kind, happy (sometimes Grumpy), and very much-loved man. Though his time with us was cut short, the impact he made on the lives of those around him was immeasurable.

About Jay

Jay was born Robert John Gills on January 12th, 1960, to Ted and Dawn. He was number 5 of 10 siblings. The family resided in Fitzroy where Jay attended Sacred Heart Primary School before moving to Broadmeadows. Jay then continued at Campmeadows Primary School before attending Glenroy Technical School.

Jay had many different jobs throughout his life. He worked at PANCH hospital where he was an Orderly, then as security guard at TNT. Jay then joined VicPol, being one of the first on scene at the Russell St bombing. There is a photo of Jay on the day with a Paramedic, Mick Lewis, who ended up working with Jay at NPT many, many, years later! Jay then moved on to become a prison officer at Pentridge until it's closure in 1998.

Jay found his calling at ESTA in 1996 where he was highly

regarded and finished his 25 years of service as a team leader/supervisor. It was also at ESTA where he met Kerry (Kez), and they fell in love and worked beside each other for many years. They both continued their employment as Patient Transport Officers.

Jay Kemp was a friend, a colleague, and a sounding board. He was my 2IC, helped me in my role, and I'll be forever grateful. In the 3 years Jay has been with NPT, he has helped and guided many fellow staff through the complexities of Ambulance work. His knowledge of the industry was always called upon at Mitcham. He was always ready to help 'the next person', with staff almost lining up to get some assistance. He did this because that's who he was. CPAV operators also know how good he was at his job!

Jay has given Mitcham many memories. Bringing the Jet Ski into branch for our staff calendar, slipping in the shower and causing a "field event at branch", and putting the wind-up Dan when he turned grey, bringing in Kerry's 'snot blocks' (Vanilla Slice) and other wonderful cooking, always brought happiness to our branch. They never lasted long!

His heart would beat louder when he spoke of his family, and I had so many of these conversations with him. His daughter Mic is now part of our NPT family, and we love having her as part of our team.

Over the last year or so Jay's focus had shifted to Bellbridge... and looking for the right place to settle in with Kerry, to look out over the lake every day. And then it happened 'The Lake House' came about, and boy did he find another gear! He was so excited for the next phase with Kez. He would be at me all the time, "bring Molly up, we'll get her out on the lake. We are making a guest room downstairs; it's going to be awesome!" Molly is my daughter.

Jay has been focused over the last year with the move to Bellbridge and completing his Diploma to become an ATA, Jay almost selflessly did the course to help NPT in Wangaratta, to work as an ATA up there before moving into retirement. Bellbridge was going to be a place where he could be proud to call home and watch many, many, sunsets with Kez. We're glad he got to watch some of those sunsets but wish they both had gotten to experience many more.

Jay has forged a life of serving the public, first Victoria Police, and the CFA, then at Pentridge and ESTA, then with NPT. Along the way Jay has brought quality into everything he has done. He has left an indelible mark on those that he worked with.

RIP Buddy.

AJ (Adam) Barrett
Friend and Colleague

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 first half of 2023.

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 19 employees who reached their 5 Years of Service milestone

Angela Glare
Brett Burke
Caitlyn O'Neill
Gemma Elliott
Joelle Burgess
Kelly Bilek
Madeline Flouch
Mathew White
Matthew Richards
Matthew Ries
Michael Smith
Nicholas Vareloglou
Olabisi (Peter) Hamzat
Rhonda Hayles
Rodney Salisbury
Sarah Morrow
Sophie Knight
Van Tuan Nguyen
Weng Choong (Vincent) Chan



Congratulations to the 4 employees who reached their 10 Years of Service milestone

Daniel Kocur, John Stewart,
Margarita Ikin,
Russell Truman



Congratulations to the 6 employees who reached their 15 Years of Service milestone

Anne Basile, Chris Downward,
Christopher Duparc,
Diane Tuckerman, Nicole Witney,
Timothy Simcox



All of our best wishes to the following staff who have entered retirement during the first half of 2023

Clyde Scorgie	Judith McAllister
Deborah Campbell	Peter Wallace
Fiona Connell	Wayne Kellner
Geoff Norman	

Congratulations to the 25 current employees who have progressed to become Ambulance Attendants during the first half of 2023

Alan Smolskij	James Brereton	Tyler Sparrow
Alastair Driver	Jeremy Price	Vicky Robinson
Alen Albanna	Jessica McLean	Warwick Sainsbury
Ashleigh Larkin	Joshua De Jesus	Weng Choong (Vincent) Chan
D'Arcy Irving	Lachlan Tate	Willem Viljoen
Ella Athanassiou	Leanne Hambling	
Faye Ayling	Matthew Stoneman	
Garish Soobhug	Mojca Delopst	
Harriet Oates	Rainer Kirby	
Georgia Vlangos	Stacey Dickerson	





Vicky Robinson after completing her stage 8 assessment.



Celebrating Peter Wallace's retirement



Ngaire Dunn welcoming new employee Lisa Gemmell



Welcome, to the 110 current employees who began their employment with NPT during the first half of 2023.
Some of these are past employees returning - Welcome Back!

Western Australia

Ashleigh Woods	Danielle Barry	Jerlyn Basco	Kyle Palmer	Willem Viljoen
Cheryl Armbrust	Grace Morphew	Katherine Chattaway	Madizen Wilkins	
Christine Dorrian	Jake Hawes	Kayla Houareau	Mariah Scata	

New South Wales

Alan Smolskij	Awatef Alameddine	Leanne Hobbs	Rossol Al Abood	Zeinab Almoussawi
Anne Barbosa	Emma Grady	Linda Martinelli	Silvia Chow	
De Carvalho	Fiona Flannery	Penelope Peterson	Varand Asserian	
Ashley Ruse	Jarrad Moon	Rebecca Rolls	Xuan Huy Nguyen	

Victoria

Aida Colak	Chia-Hao Chuang	Jake Bignoux	Marie Oppy	Rebecca Shamrakov
Ailish Moore	Christianne	James Hewitt	Mark Butcher	Rodney Lloyd
Alex Daniels	Damole Go	Jarryd Warren	Mathew Harmer	Samara Dove
Amanda Duncan	Christopher Haggarty	Jemma Daicos	Matthew Pond	Scott Gollan
Annabelle Henley	Christopher Jarvis	Jessica Cose	Matthew Tetstall	Sharon Gordon
Assefa Haile	Clare Garrett	Jin Shi	Maxwell Van Scott	Sophie Forbes
Aydin Ozkeser	Colin Pitts	Joshua Carr	Melissa Jukes	Susan Zeimbekis
Belinda Harris	Daniel Wildsmith	Juan Cheng	Michael Johnson	Talia Nestor
Bianca Skeels	Emily Hawke	Katie Jupp	Michael Wregg	Taylah Keast
Bill Tsakmakis	Emma Beel	Kirstyn Butterworth	Muriel Cassidy	Tia Simpson
Bradley Colville	Emma Simon	Lachlan Mikic	Nazdana Nazari	Timothy Casey
Brittany Bowen	Flame Simmons	Lenae Cracknell	Nicole Geurts	Tyler Eklund
Catherine Demartis	Gail Hiatt	Leon Pascoe	Noel Manasseh	Viet Tran
Cathy Horne	Hashem Idris	Lin Zhang	Nyanieal Bier	Yasmeen San Pedro
Charlotte Curtis	Heather Cleur	Lisa Batten	Olivia Gill	
Charlotte Graham	Holly McKendry	Lisa Gemmell	Olivia Wood	
Cheryle Baird	Isabella Valdes	Madison Rowswell	Raymond Heathcote	



■ Lynette Young donating plasma

Lynette Young Inspires Her Colleague's First Time Blood Donation

You may remember reading in our March 2021 newsletter edition that Lynette Young was celebrating her 135th donation to Life Blood Australia. By September of 2022 that number had hit 160. Blood donation is something that is close to Lynette's heart, spurred on by the serious illness and loss of a loved one who was also a blood donor, and something that she continues to do because it is greatly needed.

Lynette's ongoing donations contribute to extending and possibly saving the lives of many donation recipients.

Lynette is still donating on the regular, and encouraging other to do so too, so if you are able to donate, get on board with NPT's LifeBlood Team or just get yourself along to give.

Talesha's story:

"I've always had a fear of needles and was known to be a bit of a fainter when it came to blood tests and injections. But as I've gotten older, even though the fear is still there, I've realised that it isn't as bad as it seems.

It wasn't too long ago when I heard Lynne was an avid blood donor and has donated her blood over 100+ times. At first, I was gobsmacked, I thought she mustn't have had any fear and it was easy for her, but I was shocked to find out she had a big fear of needles herself. After that, I kept thinking to myself, if I could sit through hours and hours of getting a tattoo done, sit through those 3 COVID vaccinations and someone with the same fear as me has done it well over 100 times... why couldn't I?

I started getting more interested when my housemate came home after giving blood and I then made a pact with myself that the next time she goes to donate blood...I go. It was the only way I knew I could go through with it.

So, I went, and I'm glad I did. The people were so nice, the process was smooth and simple and not scary at all. OH! And the snacks... the snacks were endless and scrumptious, I'm not sure if you could take some home with you but I did anyway...

So, if you've been thinking about donating blood but you've been too scared, know that it's okay to be and you'll always have a hand to hold if you need one!"

Talesha Neill
NPT HEART
Training Administrator



Pictured left to right, Leanne, Archie, and Bill. Bill has been a volunteer fire fighter for 39 years and is Captain of the Yarra Glen Fire Brigade. Leanne is also a member of this brigade.

Archie's Visit

Archie and his carer approached me to see if I would be able to arrange for Archie to visit our Fire Station in Yarra Glen.

We arranged a day and a time for Archie and his carer to visit the fire station.

Archie is 19 years old and an avid emergency services enthusiast, so much so that he had heard my voice over the radio. He knew my voice well enough to make an apt but cheeky joke about my radio demeanor, which I was impressed by.

Archie also suffers from Cerebral Palsy.

While getting to know Archie, showing him around the fire station, he asked me what I did for a job. I told him I worked in the Non-Emergency Patient Transport sector. Archie asked if it was like 'NPT', and I was immediately impressed by the fact that he knew the company. He mentioned that he would like to have a look at where I work as well, so I made a few calls to see what we could do.

With the help of Gavin, Meaghan, Leanne, and Amanda, we made it happen.

Archie loved being able to get up close to the Ambulances and he loved the goody bag of merchandise that was arranged for him.

It was great to see the huge smile on Archie's face and Leanne and I enjoyed being able to make this wish come true.

Bill Boyd,
Patient Transport Officer



On the Go Recipes

Sausage Rolls

Ingredients

- | | |
|-------------------------------------|--|
| 4 sheets ready rolled puff pastry | 1 medium carrot, coarsely grated |
| 1 tbsp milk | 3 cloves garlic, crushed |
| 1 egg | ¼ cup finely chopped fresh flat-leaf parsley |
| 500g minced meat of your choice | 1½ tbsp tomato sauce |
| 500g sausage mince | ¼ cup (60ml) Worcestershire sauce |
| 1 small red onion, finely chopped | |
| 1 small brown onion, finely chopped | |

Method

1. Preheat oven to 220°C (standard) or 200°C (fan-forced).
2. Line 2 large baking trays with baking paper.
3. Thaw puff pastry.
4. Meanwhile, combine milk and egg in a small jug. Whisk well.
5. Combine mince of your choice, sausage mince, onion, carrot, garlic, parsley, and sauces in a large bowl. Season with salt and pepper.
6. Divide mixture into 8.
7. Lay a sheet of pastry on a flat surface. Cut sheet in half horizontally. Spoon 1/8 of the mince mixture down along the long side of one pastry half, shaping mince into a long sausage shape. Brush opposite long edge with a little egg mixture.
8. Roll up pastry to enclose filling, finishing seam side down. Brush top of log with egg mixture. Cut into 6 short pieces. Place pieces, seam side down on prepared tray, 2cm apart.
9. Repeat with remaining mince mixture, pastry, and egg wash.
10. Bake for 25-30 minutes or until golden and cooked through.

Breakfast Muffins

Ingredients

- 6 large eggs
- 1 tbsp unsalted butter + extra for greasing moulds
- 1 small red onion, chopped
- 1 small capsicum, chopped
- 2 cups baby spinach, chopped
- ½ tsp smoked paprika
- ½ tsp garlic powder
- Salt and freshly ground pepper to taste
- ½ packet of shredded haloumi

Method

1. Preheat oven to 180°C
2. Grease a 12-cup muffin tin generously with soft butter or use silicone muffin trays.
3. In a large frypan cook the onion and capsicum with 1 tablespoon of butter and a drizzle of olive oil. Stir for 5 minutes on medium heat until soft and translucent.
4. Add the spinach and cook for 2 minutes, stirring until it wilts, and any excess moisture evaporates. Sprinkle with salt and pepper and set aside off the heat to cool a little.
5. In a bowl whisk the eggs, paprika and garlic powder with a small pinch of salt.
6. Fold in the warm vegetable mixture and grated haloumi.
7. Spoon the mixture into the prepared muffin tin.
8. Bake for 30 to 35 minutes or until slightly puffed and set firm. This time will depend on your muffin moulds so remain vigilant.
9. Remove from the oven and cool in the tray.
10. Store refrigerated until required.

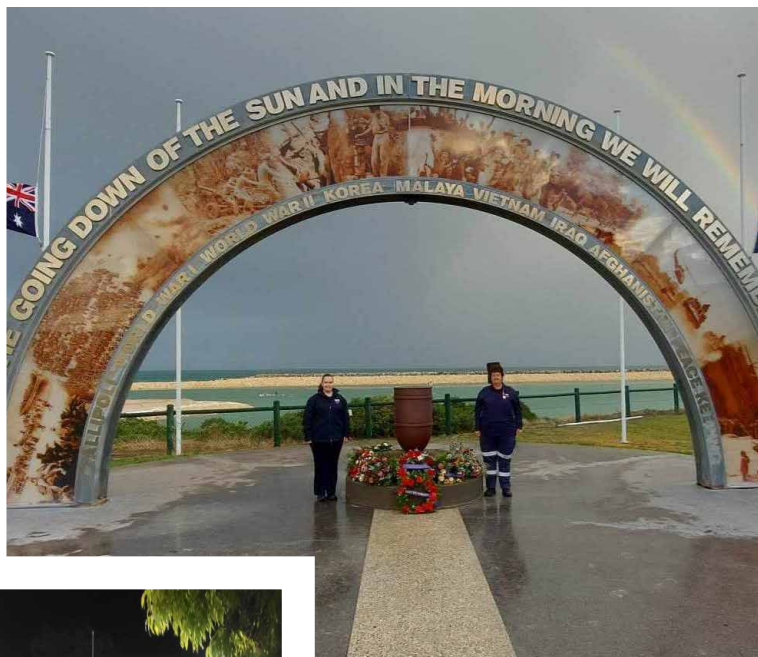
Note: The warmth from the cooked vegetables promotes rapid, even cooking. Chilled ingredients will require a longer cooking time, which will likely lead to a collapsed end result.

If you try this recipe and love it, let us know! If you have a great recipe of your own for 'on the go', send it in, we may feature it in future editions.

ANZAC Day in WA

WA mother and daughter duo, Tracey and Emma-Lee Goddard volunteered their assistance at the Joondalup RSL Anzac Day dawn service. Tracey is a Navy Veteran herself, and thoroughly enjoyed the experience of volunteering.

The impressive 100th ANZAC memorial at Ocean Reef, a suburb of Northern Perth, is 12 metres wide and 6 metres high. The archway frames the setting sun and is decorated with symbolic images.



A Special Treat for Dress up Day

Last year in November, the Prep Cohort at my children's school, Frankston Heights Primary School, had "Community Helper" dress up day. The children dressed up as Doctors, Firefighters, Nurses, Vets, and Paramedics, just to name a few of the 'helper' professions represented on the day!

Thanks to Russell Truman, who co-ordinated the availability of one of the NPT ambulances for me to take, I was able to let the children get to know what we do in the Non-Emergency Patient Transport sector. They had fun learning

about and interacting with the equipment and the Ambulance and learnt about the important role we play in the community.

But of course, the biggest highlight for them was listening to and seeing the 'lights and sirens.'

It was great hearing the children's stories and experiences with Ambulances, and lots of questions about our job were asked. It was a great day and a fantastic experience for everyone involved!

Kimberley Rodger,
PTO at Noble Park



Rebecca, Freddy and big sister Adeline

NPT Babies — Celebrating our New Parents



Rebecca, Steve, Freddy and big sister Adeline

We would like to congratulate all of the new NPT mums and dads who have welcomed their brand-new little bundles of joy into the world since the start of 2023!

On Saturday 11th March 2023, Patient Transport Office, Rebecca Pantelejenko gave birth to adorable son Frederick (Freddy) Nicholas Bypost.

On Monday the 27th of March 2023, Ambulance Attendant and Clinical Instructor, Lesley Nguyen gave birth to adorable daughter Melody Diem Nguyen.



From Left to Right, Darian and Daisy, Lachy, Izzy, Darian's Husband Nick, and Tommy

On Monday the 27th of March 2023, Patient Transport Officer, Soraya Adams, gave birth to adorable son Maverick George Cottren.

On Friday 28th of April 2023, Patient Transport Officer, Amy Smart, gave birth to her adorable son Mason Joseph Leehane.

On Monday the 19th of June 2023, Patient Transport Officer, Darian Brett, gave birth to adorable daughter Daisy Branda Rose Brett.

Big thanks to all of our new NPT parents for sharing these photos of their new little darlings with us all.

If you are going to be a new mum or dad in future and would like us to share in your new baby joy, please send us a photo or two and we will be sure to include you and your new little ones in coming editions of this newsletter.



Soraya and Maverick



Melody

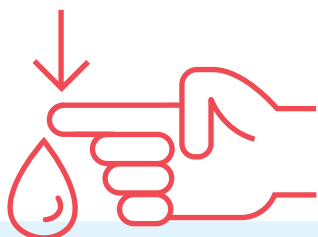


▲ Amy and Mason

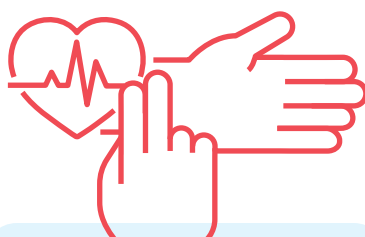


▲ Darian and Daisy

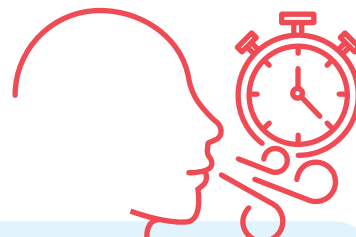
Tips and Tricks of the Trade



When taking a blood sugar level prick the patient's finger on the side and not on the pad of the finger. This will help to minimise the loss of sensation on the pads of patient's fingers.



When you are taking a pulse use your index and middle fingers, don't use your thumb as it has a strong pulse of its own.



When taking your patient's respiratory rate try to do it while you are taking their pulse. People often change their respiratory rate when they know someone is taking it.

'Patient Friendly' Jokes

There are always those moments when a light joke is 'just what the doctor ordered', and for those times, we've got your back like a well-positioned spine board. **Feel free to screen shot or memorise the following jokes for future use:**

Q - Who did King Arthur knight at the round table?

A - Cir-cumference

Ate a dictionary the other day... **Gave me Thesaurus throat.**

Q - Why do the French love snails?

A - Because they don't like fast food

I went to the library to get a medical book on abdominal pain... **Somebody had ripped the appendix out.**

Q - How did Geelong Road get its name?

A - Gee-long road

Q - Why don't yogurt and medicine get along?

A - One is probiotic, and the other is antibiotic!

Q - Why do seagulls fly over the ocean?

A - Because if they flew over the bay, we'd call them bagels.

Q - Where do pirates get their hooks from?

A - The second hand store



If you've got a cracker joke, a witty wordplay, or a hilarious pun that you'd like to share, send it in and we may feature it in future editions.



Overcoming the '3 Cs' to Tick the Big One off of His bucket list – NPT PTO Wayne Cherry in Antarctica

In 2019 I booked this trip for January 2021. Well, a couple of things got in the way, namely the 3 "Cs". The first one being COVID, and we know how that went. The second on being that the trip was then cancelled, and the final one being cancer. After undergoing treatment of Chemo, Radiotherapy, and then the subsequent removal of my right kidney, I was slowly getting back to normal. My wife advised me that I now had a second chance at life and to do 'the trip'. I then booked another cruise for February 2023 and made the arrangements to fly to the end of the earth.

I left Melbourne on the 25th of February and then 28 hours later I arrived at the starting point of the trip in Punta Arenas Chile. We assembled at the hotel for our flight the next day, but, before the flight we were all subjected to a Rapid Antigen Test. There were two couples who did not get any further as they had tested positive. The following day we waited for our flight to King George Island in

Antarctica. Due to snow and ice on the gravel runway it was cancelled. The next day we were advised early that the snow had melted, and they were waiting for the ice to melt. At 4pm we were ushered onto a bus for a trip to the airport for our flight. At around 6pm our 2 planes were full and ready for take-off. The last plane was allowed to land at 8pm, we landed at 8:15pm and were shuttled onto Zodiacs to the waiting ship. After some lifeboat drills, we got to bed at around 10:30pm

The next day we had to have another RAT after some briefings. I lined up with everyone else, after a few minutes I was asked to accompany the ship's doctor to the medical clinic as I had tested positive and needed a PCR test. I tested positive to the PCR. After working at NPT throughout the COVID pandemic and up until I left in December, I had managed to not contact COVID, apparently I had to go to the bottom of the world to contact it! I was also asymptomatic. Now I needed to quarantine for

the next 5 days. Unlike another passenger who tested positive the next day, and was in bed for the full 5 days, I did see a lot of Antarctica from my balcony on level 6 but could not go ashore.

At the end of the 5 days, I only had one day left in Antarctica so I fitted all that I could into that day. I went on a Zodiac for a shore landing, did a polar plunge, and went out hunting for whales to shoot (with a camera of course). We then crossed to Drake Passage to Ushuaia Argentina. We crossed the Drake Lake, thankfully it was not 'the Drake Shake' at this time, as this passage can experience up to 15m swells and winds reaching a Beaufort scale 10 (hurricanes are scale 12) at its peak, we were very lucky.

**Wayne Cherry,
Patient Transport Officer**

Wayne received a full refund for this trip and is booked and ready to go back for the full experience in March of 2024.

Feedback & Comments

Well Done Debra Armstrong and Adrian Backx

The patient called to pass on her thanks for the kind treatment she received from this crew. They made her feel very safe on her trip home.

Well Done Joseanne Bonnici and Emily Larder

We had Jo & Emily bring a patient in today for a wait and return. They were friendly and smiling and they were also very comforting to the wife of the patient as I believe she had received bad news. Please pass on my feedback to the NPT managers for the outstanding work that these two provided.

– Feedback from NUM at Western Health

Well Done Kathy Chung and Madeline Flouch

"...the resident was quite distressed... Maddie offered reassurance as to what would happen step by step. Our resident calmed down and was able to attend his appointment. His wife was very distressed and again Maddie and Kathy handled this so well. They were kind, compassionate and patient. We are extremely grateful and appreciative of the care they provided and wanted to acknowledge this."

Well Done Rodney Salisbury, Kathryn Darmanin, Aaron Davis and Madeline Flouch

The patient called to pass on to the crew her thanks for the professionalism, compassion, and care they showed her during both of her transports.

Well Done Anthony Messan and Jason Benson

"Many thanks to the wonderful team who [transported] me... Tony made me feel at ease, a great asset for you. Again, many thanks to them and all the teams for their great service to the public."

Well done Lawrence Goffin and Joshua Haynes

AV received a commendation from the patient's husband regarding the excellent service and care they received.

Well Done Edison Zoomalan and Lucas Peppas

"I cannot speak more highly of these two men, and they are an asset to your team and the work that you do... Edison was kind, caring, and very funny. His humour was so appreciated. It was a great distraction from my pain. Lucas was calm, caring and very gentle, qualities that were also very much needed at that time... Their care and professionalism was just amazing, and I am so very grateful for their help..."

Well Done Chris Jarvis and Adam Shapiro

"The two accompanying NPT staff were outstanding, showing a great deal of care, consideration, effort and respect toward the patient, and family members, throughout the trip."

Well Done Dean Forbes and Stephanie Walkey

"...They kept me up to date and were courteous, polite, and patient with my client, who has suffered greatly since his injury. Both of us wanted to say thanks!"

Well Done Faye Angus

Faye 'made the trip a pleasant one' and 'thank you'.

Well Done Jessica Cox-Gray and Van Tuan Nguyen

'The two wonderful staff were so kind, gentle and caring, just what I needed...'

Feedback & Comments

Well Done Lynette Young and Nicole Trimble

"...from the moment they met my Dad they were kind and gentle with him, and very understanding...and were simply just wonderful to him and I...I am just so grateful to both Lynnette and Nicky for their wonderful demeanours, their patience, and their caring to my Dad and I. I can't thank them enough."



Well Done Nisanth Matthew and Cameron Erskine

"I'd like to take this opportunity to thank Mathew and his colleague for attending me and helping me through that day. It was my first time being in an ambulance, though I was nervous the whole time, Mathew helped me in calming myself down and attending the hospital. I would like to thank the crew in leaving an impact on me in being so kind and gentle. I will always recommend your company to all the people I know in my community. Thank you guys. Great service!"



Well Done Ricky Desa

"I wish to officially acknowledge and thank Ricky for his professionalism, his gentle treatment of my sick mother, his friendly warm and sunny nature which helped uplift my mother's spirit and make her transfer enjoyable during a stressful time. He is a great representative of NPT."

Well done Brett Chaplin and Calum Davidson

Ambulance Victoria received the following as part of a commendation from the Manager of AV's Emergency Management Unit:

"I also wanted to acknowledge the CPAV and clinical teams on the ground who delivered outstanding, coordinated clinical care in the most challenging of cases. Please pass on our sincere thanks to your team. A fabulous example of what can be achieved when organizations work collaboratively and keep the patient at the centre of everything they do."



Well Done Team

The patient "...contacted Ambulance Victoria to formally acknowledge all of the crews who have transported him and his now late wife to their appointments or to and from medical care over the past 6 months. He is very grateful for the compassion and kindness shown to them over such a difficult period. He also wanted to pass on his best wishes to the crews involved."



Well Done Brett Hutchinson

Ambulance Victoria received the following commendation:

"I would like to thank the driver I had...He was very professional, friendly, and just a really kind person. It was such a nice way to finish off a rather unpleasant hospital visit."

Well Done Joy Waingold, Corey Raabe, Faye Price and Jason Herbert

"...On both occasions I was really impressed by the service they provided. The ambulance was clean. The teamwork was exceptional, and the staff were really friendly and showed careful attention to OH&S issues. I felt really safe in their care. You have four wonderful people in your employment and particularly Joy and Corey. What a pleasure to travel with them."



A COMFORTDELGRO Company

Feedback & Comments

Well Done Anthony Messan and Jason Benson

Ambulance Victoria received a peer commendation from the AV Hume Senior Team Manager in relation to the quick actions of a National Patient Transport crew at a housefire:

"... The crew knocked on the resident's house and alerted a woman who was asleep inside the residence, and then also alerted neighbouring residents of the fire. The crew also assisted on scene with the resident after she became unwell and participated in health monitoring of FRV staff while the AV crew were seeing to the patient. It was great to see everyone working as a team and their assistance on the morning was greatly appreciated."

Well done Daniel Monacella

"Transport provided by Daniel for my mother was Excellent!"

Well Done Nisanth Mathew and Nyanieal Hannah Bier

Ambulance Victoria received the following commendation:

"They arrived to transport us to Box Hill Hospital after a serious multi-vehicle collision. They were kind, compassionate, understanding, and very competent in ensuring our safety and wellbeing. They are a true asset to the Victorian Ambulance service. Thank you from both my wife and I, for your invaluable care and attention to detail."



Well done Amanda Edmonston-Fearn and Vicky Robinson

"They were so comforting and so understanding of the struggles he's been having lately with his mental health. It was the first time in a long time that I felt like other people cared for him apart from me and I can't say how much I appreciated it. I knew he was in safe hands for the journey...please pass on my gratitude for their services and just their support in general..."



Well Done Kathy Chung and Rhys Davey

AV received the following commendation:

"I had a fall and received the best care possible."



Well done Kathy Chung and Michael Sell

"I would like to thank your two colleagues who attended my mum, they were exceptional in comforting mum and treating her..."



Well Done Scott Edeling and Louise Leung

The patient's husband called "One of our residents was transported back to our aged care facility from The Sutherland Hospital by NPT. When she arrived back, she was in a great state of mind because the NPT team had stopped at McDonalds at her request. She is an 87 yr old woman who is much loved by the local community because of her generosity of spirit and her long-term commitment as a community volunteer. Thank you to Scott and Louise, they really brightened Mrs Vallance's day."

Well Done Terry Eaton and Danielle Barry

"The kindness, patience and genuine decency made the whole process smooth and stress free...I would highly recommend NPT for future transfers."

Well Done Alan Leo and Scott Anderson

"Please accept my congratulations and gratitude for their kindness and gentleness in the way they looked after [my wife] and the sympathy with which they treated me. You obviously select the members of your teams very successfully."