



HEART TO HEART

ISSUE 16 | DECEMBER 2025

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CEO's Message



Damian De Zilva

Chief Executive Officer,
National Patient Transport

2025 Year in Review

Each of you have played a vital role in ensuring our community continues to receive the care it needs, especially during a time when our health systems are under tremendous strain.

Safety

Thanks to your strong commitment to safety, we have achieved a year-on-year reduction in our total reportable injury frequency rate. I appreciate everyone's continued dedication to keeping safety at the forefront of our work.

Given the physical demands placed on our staff, muscular injuries remain the most common, and as such, safety will continue to be a top priority for our business.

Motor vehicle incidents have fluctuated throughout the year, with at-fault accidents remaining consistent with 2024 levels. Reversing incidents account for more than 30% of all reported accidents. I want to thank all staff for their increased focus on reporting motor vehicle incidents promptly and transparently.

Welcome/Milestones

I wanted to welcome all our new employees who have joined the business in 2025, I sincerely hope you enjoy your journey, and I thank you for choosing NPT.

This year our staff have achieved some incredible milestones:

- **35 staff members celebrating 5 years of service**
- **48 staff members marking 10 years of service**
- **11 staff members reaching 15 years**
(Ashleigh Hayward, Brett Chaplin, Damian Lee, Haydn Ferguson, Katrina Fletcher-Smith, Ken Turner, Kevin Burns, Narelle Greig, Paul Barry, Robert Hartman, Wendy Darrington)
- **3 staff members achieving an impressive 25 years of service** (Brendan Thomas, Colin Mangin, Rodney Reed)

Congratulations on achieving your milestones in 2025.

We also received over **40 nominations for the HEART Award**. A big congratulations to the 2025 HEART Award winners: **Rosa Harlond** (Vic), **Rob Owens** (Vic – Runner up), **Anthony Quinn** (WA), and **Jessica Routledge** (NSW).

Key Achievements of 2025 National

- **UKG:** In 2025, we introduced the UKG time and attendance system across the business. May 2026 will mark its one-year anniversary and an important milestone for us. In early 2026, we will review the system's effectiveness and will invite staff to provide feedback through a survey scheduled for Q1 of 2026.
- **ISO Recertification 9001 & 45001:** Our team has once again worked diligently to maintain our ISO 9001 (Quality Management System) and ISO 45001 (Health and Safety Management System) recertifications. I want to acknowledge and thank everyone involved in this important process.
- **Elevate Training Platform:** As part of our push to be more aligned with our parent company, we moved to a common training platform Elevate, transitioning from our Litmos package. This program is used across all of ComfortDelGro Australia's business units.

Victoria

- **AV Contract:** Congratulations to all staff in Victoria. Thanks to your efforts, we have secured the AV contract through to April 2028. While this is an excellent achievement for the business, we must continue to ensure no AV shifts are dropped and that all shifts operate as medium acuity.

NSW

- **Structure:** This year we strengthened our business with the introduction of an admin resource to assist the team. Jess has been an incredible addition, offering more support to our frontline staff.

WA

- **Western Diagnostic Pathology (WDP):** Thanks to our team in WA, we have secured a service contract with WDP and opened a site at the Peel Health campus in Mandurah. For context, residents in WA are offered fully subsidised pensioner transport for clinical appointments; NPT has partnered with a major pathology clinic to ferry patients to and from health service appointments. We will look forward to developing this opportunity further in 2026.

Industry Update

Victoria

The Department of Health (DoH) has created local health service networks. The decision to create 12 local health service networks allows hospitals to operate more efficiently, allowing them to share resources amongst the cluster. We remain well connected with tertiary hospitals and are hoping that this change will result in more opportunities for NPT.

NSW

HealthShare has confirmed their intention to retender for services next year, current contract expires in November 2026. This allows us the opportunity to re-price the existing work to better reflect the current cost of doing business.

WA

Our Interhospital Patient Transports which are controlled by the PaTCH (Patient and Transport Co-ordination Hub) have stabilised after experiencing a period of inconsistent volume. The team at PaTCH are making some changes which may deliver a small uptick in stretcher services.

Looking Ahead

As we head into 2026, I want to express my sincere thanks to each of you for your dedication and service. The foundation of our NPT business has always been built on people who are ready to serve and to provide vital support to the most vulnerable in our community.

Our success relies on every part of the organisation working together toward a shared goal, delivering a high-quality service to our patients and customers. Your efforts ensure that the health system remains responsive to patient needs, especially during these challenging times.

Whether you work on the frontline, in the operations centre, training, administration, or leadership, service excellence is the common thread that connects us all.

Thank you for your kindness and your ongoing commitment to caring for others. I hope you enjoy the holiday season with your loved ones.

And to those working through the period in an industry that never sleeps, thank you for your sacrifice and your service.

Wishing you all the very best in 2026.

Damian De Silva

Welcome to our New and Returning Staff

We are excited to extend a warm welcome to all new and returning team members who have joined us throughout the second half of 2025! Whether you are starting a new chapter with us or returning to continue your journey, we're thrilled to have you on board.



Left to Right: Rosa, Angela, Jenni, April, Rebecca, Ryan, Tash, Lucja, and Misk.

VIC

Aaron James
Wallace
Adam George
Aeisha Hussein Khalil
Ahna Mariya Tom
Alicia Grace McCarthy
Alyssa Akritidis
Andi Anne Reddin
Angela Cinzia Rigoli
Annabelle Reid Satherley
Anthony Davis
Anthony Keehan
Anthony Wang
April Paige Chloe Ereira
Ashleigh Patricia Jones
Bayleigh-Jordan Elijah Santiago
Bethany Louise Osborne
Bianca Castledine
Bonnie Burgess
Bradley James Roberts
Brigitte Crouch
Bryn Hansen Rowland
Caelyn Montalto

Caitlyn Gashi
Carmen Crewe
Cassie Mortelliti
Chelsea Jaz Lloyd
Chloe Evelyn Doorbar
Chloe Shaw
Cienna Jade O'Connor
David Phillips
Dominika Bucko
Evangelos Papaioannou
Fran Manning
Foad Ovitizadeh
Gagan Mann
Gavin Sidhu
Gerene Shajan
Giuseppe Terlato
Hannah McCloy
Hinushkar Nagendran
Jacob Buckell
Jacqueline Louise Polderman
Janeesa Jia Jie Ng
Jasmine Banchal
Jemma Lipari
Jenni Modica
Jessica Del Mastro
John-Paul Abou-Afech
Joshua Alexander

John Redman
Jyoti Badhan
Karl Robert van Bruggen
Katerina Papaioannou
Katrina Hetherington
Keliagh Packer
Kent Illesca
Kiri Nichol
Kirsten Alice Thomas
Kristen Hill
Kristina Pauline Cosma
Kylie Stevens
Liam Comber
Louisa Marie Zouboulidis
Lucja Boyd Singer
Manav Ahluwalia
Max Lancaster Dibble
Michael Leigh Paver
Michela Gallozzi
Michelle Brown
Misk Hassanaddie
Mohamed Sherefedin
Morgan Breikers
Nabeel Khan
Nash John Wareham
Natasha Cranwell
Nicole Bidelia Quick

Olivia Foggiato
Olivia Grace Mangiameli
Paige Louise Anderson
Rahila Ali
Rajith Kapugeekiyana
Raynee Nyree O'Neill
Rebecca Jane Kastenberger
Rebekah Niamh O'Brien
Rosaria Virgona
Royce Matthews
Ryan Jaffrey
Ryan Matlioski
Selena Okheui Park
Sharon Louise Caldwell
Shaun Clark
Sophia Papamitrou
Stanley Lok Tin Chin
Tarni Jasmine Wheatley
Taylah Ashleigh Savige
Tom Sukhov
Tom Wing Yin Lee
Trepina Caird
Vincent Getutua
Wayne Allen Lovett

Yvonne Greig
Zoe Miller

NSW

Anh Thu Dao
Caelleb Morcom
Connor Gregory Holgate
Ella de Haan
Eve Xirocostas
Jack Williams
Jane Wells
Karen-Ann Bernardinis
Liam James Callaghan
Miduna Kamaladas
Raymond Clarence Oteyza Pamplona
Teresa Evans
Vandan Tevani

WA

Clare Humphries
Clare Louise Ward
Matthew Paul Atkinson
Paul Anthony Talbot
Renee Simms
Tilly Eva Humphries
Walter Kipkorir Langat

The Heart of Our Company: Service Milestones for the Second Half of 2025

As we reflect on the second half of 2025, we are proud to recognise and celebrate the remarkable dedication and commitment of our team members who have reached significant service milestones during the second half of this year.

In the second half of 2025, 23 employees have reached the important milestone of five years with our company, along with 37 who marked their impressive 10 year milestones.

Most notably, we honour three exceptional team members who celebrated incredible 25 years of service milestones in September. These milestones reflect the commitment of our staff to this company and the communities that we serve.

We also celebrated and thanked all of our attending 10-years-plus milestone recipients for 2025 in person at our second annual Years of Service and HEART Awards event in November.

Our end of year event was a meaningful opportunity to honour the contribution to our organisation of our 10 plus Years of Service recipients, our HEART award winners, and our retirees for the year.

5 Years of Service

Anna Naismith
Christopher Harper
Claire Bray
Donna Wearne
James Brereton
Jonathan Fisher
Joshua Black
Lachlan Tate
Laura Pantelejenko
Lawrence Hunt
Leanne Hambling
Maria Lipinski
Maria White
Ngaire Bennett
Noella
Kikidopoulos

Paul Stevens
Penelope Byron
Ricardo Oanes
Robyn Louder
Scott Ford
Shaun Stockham
Stuart McBeath
Terry Eaton

10 Years of Service

Alan Davis
Alun Roberts
Anthony Van Tiel
Bret Dempster
Bruce Vinson
Cindy Neff
Colin Cochrane

Craig Burton
Gregory Kowalik
Hayley Bristow
Jane Connally
Jangeer Chail
John Phillips
Jonathan Laing
Kane McNamara
Kathryn Darmanin
Ken Casey
Kenneth Breslin
Kevin Webb
Kristy Hosier
Lesley Nguyen
Lisha Taylor
Lyndsay Bray
Marian Nelson

Mark Vella
Neil Fejes
Paul Walker
Doug Smith
Robert Ellis
Robin Janse
Robin Owens
Rodney Phillips
Ronald Cobbledick
Rosa Harlond
Shelly Goodwin
Simon O'Shea
Yonas Keweti

15 Years of Service

Brett Chaplin
Haydn Ferguson

Kevin Burns
Paul Barry
Robert Hartman

25 Years of Service

Brendan Thomas
Colin Mangin
Rodney Reed

Retirees

Dianne Ferry
Glenys Miller
Katherine McCormick
Malcolm Cooper
Neil Urquhart
Peter Lambert
Ray Brown
Warwick Anderson

Recognising New ATA's

Congratulations to our staff who have completed the requirements to become Ambulance Transport Attendants during the second half of 2025

Angie Robinson Jacinta Morritt Sarah Clapperton Thomas Brooks
George Iskander Kristen Butterworth Shane Beesley

Celebrating Years of Service and HEART Awards for 2025



On Wednesday, 12th of November, we celebrated our incredible staff milestones at the Park Royal Hotel in Monash. We started the day with morning tea as our honoured attendees arrived to be greeted by their area managers and our executive team.

The event's formal proceedings recognised those who have been with NPT for 10, 15, and 25 years. Gavin Harrison shared stories about some of our longest serving staff members.

We listened to moving farewell speeches from this year's retirees, Warwick Anderson and Ray Brown, and also heard a few words from our 25 Years of Service recipient, Colin Mangin. There were inspiring introductory speeches by NPT CEO Damian De Zilva and special guest Nick Yap, CEO of ComfortDelGro Australia. We finalised the formalities by celebrating together as our 2025 HEART Award winner and runner-up were announced and awarded their trophies.



Celebrating some incredible moments.



This year's event showcased the dedication, passion, and commitment of our team at NPT. Here's to the remarkable journey we've had together, and the many more milestones ahead!

2025 HEART Awards

We are thrilled to announce this year's HEART Award winners and runner-up. We are dedicated to recognising the outstanding contributions of our team members who set an example of our HEART values of High Standards, Efficiency, Accountability, Respect, and Teamwork.

All staff members were invited to nominate their colleagues. This year, we were pleased to have received over 40 nominations.

This year's Victorian HEART Awards winner and runner-up were formally presented with their awards at our end-of-year recognition event. The two finalists were already in attendance to receive significant Years of Service recognition, so we were able to surprise them with the news of their nomination and their awards.

This year's HEART Award included state-based winners for each of our three states, with each award winner receiving a trophy and a \$250 gift voucher.



These awards are a wonderful opportunity to acknowledge and celebrate the hard work, dedication, and exceptional contributions of our team. Your nominations help us to highlight the individuals who make our company a great place to work.

Congratulations to Robin Owens – 2025 HEART Award Runner-Up for Victoria!

We are delighted to recognise Rob Owens as the Vic HEART Award runner-up for 2025. Rob is a shining example of each of our HEART values.

Rob is known for his proactive approach and his can-do attitude. He brings initiative to every shift, ensuring tasks are completed to a high standard and that patient and operational needs are met with efficiency and care.

A standout element of Rob's contribution this year has been his support at the Campbellfield branch, where he stepped into the fleet role to fill a temporary requirement. In doing so, he demonstrated excellent adaptability. His willingness to help wherever needed reflects his deep commitment to teamwork and NPT.

Rob's positive attitude, dedication, and consistent display of HEART values make him a deserving runner-up and a valued member of our team. Congratulations, Rob, and thank you for all you contribute.

Congratulations to Rosa Harlond – 2025 Victoria HEART Award Winner!

We are proud to recognise Rosa Harlond as our 2025 VIC HEART Award recipient. Rosa embodies our HEART values in everything she does. She delivers High Standards of patient care through thorough preparation, detailed assessments, and accurate documentation. Her ability to prioritise patient needs and adapt quickly reflects her Efficiency, while her willingness to take responsibility demonstrates true Accountability.

Rosa listens attentively and treats every patient and colleague with empathy and Respect. A committed team player, she contributes to a positive, supportive environment and exemplifies Teamwork through her collaboration, initiative, and problem-solving.

Dedicated to ongoing learning, Rosa shares her knowledge generously and leads by example as a supervisor and mentor. Her level of professionalism, consistency, and care make her a well-deserving recipient of this award.

Congratulations, Rosa, and thank you for being a shining example of our HEART values and making an exceptional contribution to NPT.

Congratulations to our NSW HEART Award Winner – Jessica Routledge

We are proud to congratulate Jess on receiving this year's NSW HEART Award, a well-deserved honour that reflects the extraordinary impact she has on our team. Jess was nominated because she consistently demonstrates outstanding professionalism, high standards, and remarkable tenacity. Her efficiency is second to none, and her deep knowledge of her role allows her to confidently guide others and resolve challenging situations with ease.

Jess is accountable, always stepping up to help, putting staff first, and owning every action with humility. Her respect for teammates shines through in her kindness, caring nature, and warm smile. She is the definition of teamwork, supportive, approachable, and always willing to listen.

Jess lifts morale and prioritises everyone's safety, she goes above and beyond in all she does.

Congratulations to our WA HEART Award Winner – Anthony Quinn

We are delighted to recognise Anthony Quinn (Tony) as this year's WA HEART Award winner. Tony is such a big personality in WA, greeting the team warmly each morning and farewelling us just as cheerfully at the end of the day. His friendly nature shines through in every interaction.

Tony loves chatting with patients during transport to and from appointments, and he is frequently requested as a driver. We continue to receive excellent feedback about the care, kindness, and professionalism he provides.

In addition to his outstanding service on the road, Tony generously volunteers his time as a Community Representative, supporting management meetings. He is also actively engaged in BLINK and is always willing to adjust his shift start times when needed. His flexibility, reliability, and commitment to NPT are deeply appreciated.

Tony is an excellent team member; he shows accountability and genuine respect for others. His positive presence and dedication make him an exceptional member of our team and a truly deserving WA HEART Award recipient.



Capturing our Years of Service event at the Park Royal Hotel in Monash.

FEATURE

Recognising our Nominees

We recognise that submitting a nomination, along with the thoughtful reasoning behind it, is a significant effort. We want to express our gratitude to everyone who took the time to complete a nomination, allowing us to celebrate the outstanding contributions of the following individuals.

This year, almost 40 staff members demonstrated exceptional conduct and stood out as exemplars of our HEART values, leaving a notable impact on their colleagues. We are pleased to share the list of nominees and congratulate each one for demonstrating our HEART values.

2025 HEART Award Nominees

Abbie O'Brien	Emily Kellet	Lisa Cunynhame	Rebecca Unwin
Amanda Mann	Holly Perkins	Marc Pham	Robin Owens
Anthony Cockett	James Brereton	Maria Morales	Robyn Bennett
Anthony Quinn	James Williams	Mark Alley	Rosa Harlond
Brendan Abrey	Jessica Routledge	Milani Vanniyasingam	Simon Williams
Carolyn Cermak	John Tunchon	Oscar Desa	Terry Eaton
Caitlyn O'Neil	John Williams	Paul Stevens	Terry Fedda
Chris Jarvis	Joy Waingold	Penelope Peterson	
Christopher Harper	Kenneth Dutton	Peter Thomas	
Diane Jenkins	Kerry Vincent	Phillip Meredith	
Douglas Hancock	Leanne Hickman		



Left: NSW HEART Award Winner, Jessica Routledge.

Right: WA HEART Award Winner, Anthony Quinn.



Our staff celebrating 10 Years of Service



Left: Our VIC HEART Award Runner up, Robin Owens, and Winner, Rosa Harlond. Right: Colin Mangin is awarded for 25 years of service.



This year's retirees in attendance, Warwick Angerson, Glenys Miller, and Ray Brown.



Our staff celebrating 15 Years of Service.

2025
Heart
Awards
and YEARS of SERVICE recognition event

EVENTS

R U OK? Day – Starting Conversations that Matter

On Thursday the 11th of September 2025, we created space to check in, with ourselves and with each other. We shared a cuppa and a biscuit, hoping to spark meaningful conversations and connection.

We truly believe that checking in and asking “R U OK?” can make a difference. Sometimes it’s the smallest gestures, a friendly chat on your break, or a shared laugh over a bright yellow doughnut, that spark the biggest conversations.

The R U OK? campaign reminds us of the importance of reaching out. With a warm smile, a thoughtful question, or a cup of tea, we can build a culture of compassion and connection.

If you or someone you know needs extra support, remember that help is always available. Our **Employee Assistance Program (EAP)** offers



Our staff sharing a bite on their break at our Noble Park, and Mitcham branches for R U OK? Day.

confidential counselling for all employees and can be contacted on **1300 687 327**. You can also reach out to **Lifeline (13 11 14)** or **Beyond Blue (1300 22 4636)** for immediate support.

Let’s keep checking in and creating space for conversations that matter.



Grand Final Week BBQs

Grand Final week was a winner across our branches! With tongs at the ready, our grilled snags could give Bunnings a run for its money.

While Bunnings might have the Sunday crowd, we like to think our branch BBQs took the premiership when it came to flavour, grill skills, and table presentation.

Check out some of our highlights to re-live the action! From perfectly charred sausages to piles of sauce, it was a true celebration in the spirit of Grand Final week.



Our Mitcham BBQ master, Anthony Cockett, running the Grand Final BBQ.



Outstanding Season Supporting AFL and AFLW

This year has been another exceptional season for NPT's partnership with the AFL and AFLW. We're proud to share the work our crews do for both competitions. Our dedicated staff attended 112 AFL games and 71 AFLW games, providing high-quality event service at every match.

These numbers reflect far more than just coverage, they represent the professionalism, commitment, and teamwork our staff demonstrate week after week. They are the reason NPT are the trusted provider for our nation's most attended sport.

We extend our sincere thanks to every team member involved.

NPT is proud to celebrate another successful season at the AFL and AFLW.

Celebrating our Exceptional Event Staff

This year's MotoGP event at Phillip Island was another outstanding success, thanks to the dedication and professionalism of our incredible staff who continue to set the benchmark for what exceptional event service looks like.

We also want to recognise the staff who have supported both the Superbikes and the MotoGP over the many years that NPT has been servicing these iconic events.

Thank you for continuing to make sure that NPT are the provider of choice for these events.



This year's MotoGP team.

Supporting Donations in Kind and Celebrating our Uniform Recycling Program



NPT's Marc Pham (right) delivering goods to Donations in Kind.

At NPT, we're proud to champion initiatives that create meaningful social and environmental impact. We're excited to share updates on two programs we believe make a real difference. One prevents unused consumables from going to waste through Rotary Donations in Kind (DIK) West Footscray. The other supports sustainability through our uniform recycling efforts with Upparel.

Rotary DIK West Footscray is a completely volunteer-run facility dedicated to collecting and redistributing donated goods to communities that need them most. They source items from companies, hospitals, and schools across Melbourne and regional Victoria, ensuring that surplus resources get a second life.

These goods are used to support:

- International development projects in some of the world's most vulnerable regions
- Local community needs through Rotary clubs
- Community organisations, which can access surplus items for their programs

Distribution is always needs-driven, with Rotary clubs coordinating transport and delivery, especially for international aid shipments.

We're proud to be part of this circular support system, helping valuable materials reach organisations and communities that can put them to good use.

Uniform Recycling with Upparel

As part of our commitment to reduce waste, NPT uses Upparel, a local leader in textile recovery

and recycling. Returned uniforms that cannot be reused are sent to Upparel, where they are responsibly deconstructed and processed into new products, ensuring our uniforms don't end up as landfill.

So far, our efforts have achieved:

- 440kg of textiles diverted from landfill
- 1,540kg of CO₂ prevented from entering the atmosphere
- 2,728 individual items saved from landfill

We're proud of the impact we've made so far and remain committed to finding new and innovative ways to do even more for our community and the environment.

Meet the Rosters Team



Jasmine Foley

Jas recently purchased her first home and relocated to Melbourne's west. This made the commute to Noble Park, where she worked as one of NPT's Dispatchers, a bit of a challenge. Fortunately, a position within the Rosters Team became available at our Campbellfield branch, and Jas was successful in securing the role. It was an opportunity she was excited to take, allowing her to continue her career with NPT while working much closer to home.

For Jas, the most rewarding part of this new role is the connection with road staff. She loves the personable nature of the work, enjoying the chance to chat with people and put faces to the names she interacts with daily.

She also appreciates the environment at Campbellfield, the small team, the space, and the regular visits from road staff who pop in for assistance or simply to say hi.

When asked if she has learned anything recently that surprised her, Jas shared a creative hobby she picked up during Covid. She took up crocheting and began making handmade gifts for friends and family. For the first time, she's now creating something to keep for herself: a crocheted skirt for her Christmas tree.



Jemma Daicos

Jemma worked on the road as a Patient Transport Officer for a year and a half before responding to an expression of interest for a temporary role in Rosters. What began as a short-term opportunity soon evolved into a full-time position, and Jemma has been a member of the Rosters Team ever since.

Jemma appreciates the consistency her role provides, as well as the chance to get to know a wider group of colleagues across the entire workforce, as opposed to the small team she had become familiar with on shift. She also values the insight she has gained into how the company operates behind the scenes. For her, the challenge and satisfaction of successfully filling shifts is one of the most rewarding aspects of the role.

Outside of work, Jemma has spent the past few years cultivating an impressive collection of around 80 houseplants. She jokes that her home now resembles a jungle, and that the air is certainly very fresh. Among her favourites is a rare, large, and wildly growing white Monstera, a plant she's especially proud to have. Her love of plants extends into the office, where she keeps a particularly interesting rock plant.



Shaun Clark

Before joining the team at NPT, Shaun spent 28 years with Woolworths, including 15 years as a Workforce Planning Manager. In the 18 months prior to his current role, he worked within a project management team rolling out UKG across the organisation.

Shaun has now been part of the NPT Rosters Team for a little over four months. For him, the most rewarding part of the role is the people—he genuinely enjoys the daily interactions and describes talking to everyone here as “pleasant every day.”

When we asked Shaun if he had a hobby or interest that might surprise people, he shared a remarkable piece of his background. Shaun grew up in the hills surrounding Belgrave, where his father was president of the local gun club. From a young age, Shaun was immersed in the sport and began competitive skeet shooting at just 11 years old. (A “skeet” is a clay target shot with a shotgun.)

At age 12, Shaun became the youngest person in the world to shoot 25 consecutive targets, and he went on to train for the Moscow Olympics. Although those Olympics did not go ahead that year, the experience of training at such an elite level remains an incredible achievement. Shaun also held multiple junior titles and was ranked 4th in the Southern Hemisphere.

FEATURE



Stacey McInnes

An experience with our road crew inspired Stacey to pursue a career as a Patient Transport Officer. After her partner required AV assistance, attended by an NPT crew, a chance conversation with the PTO present encouraged her to apply to train with NPT HEART, leading to her joining us as a PTO in 2021.

After some time on the road, she stepped into a short-term leave position in Rosters at Mitcham, which soon evolved into a full-time role. She later progressed to the Workforce Planning Manager position, which she continues to hold today.

The most rewarding part of her work is the opportunity to collaborate with a team that works hard, supports one another, and takes pride in what they do, even on the more challenging days. She also finds great satisfaction in being able to assist and support the rostering needs of the crews.

Outside of work, Stacey has a history in competitive sport and spent much of her childhood and teens in the pool. From age nine to twenty she was a dedicated competitive swimmer, competing at state level in high school. She also spent some time teaching children's swimming lessons.



Nabeel Khan

Looking for a change of industry and a shift in working hours, Nabeel applied for the Rostering Officer position. Moving from the pharmaceutical industry, where he worked in workforce planning, he now works part-time from Friday to Monday. Nabeel has enjoyed the transition and getting to know the colleagues he interacts with each day. He finds the success of filling shifts particularly rewarding, especially when the roster presents a real challenge.

Outside of work, Nabeel loves exploring the world and trying different cuisines. Most recently, he spent eight days on an all-inclusive holiday in Bali, his first time experiencing this style of travel, which gave him the chance to truly unwind and recharge. His favourite country to explore is the United States; he has visited multiple times and seen many different sights, but New York remains his favourite destination, especially the energy and atmosphere of Times Square.



Aryna Pavlovych

Looking to return to her previous role as a pharmacy assistant, Aryna reached out to her former manager for a reference. That conversation opened a new door, it encouraged Aryna to apply for a current vacancy at NPT which led to a role within our Operations Centre. Aryna joined the team and, with an eagerness to help and learn, soon found herself taking on temporary supporting roles in administration and then the rosters department.

It wasn't long before Aryna discovered her permanent place within the Rosters team. She liked the hours, and the work was both challenging and engaging. Aryna enjoys working in the Rosters Team, she loves meeting new people and building positive connections. She enjoys chatting with staff and supporting them with their rostering needs.

Aryna has been pleasantly surprised by how much she enjoys office-based work. Every day brings a new challenge, and she values the constant learning, the chance to develop new skills, and the opportunity to grow. This experience has inspired her, she now sees a long term future for herself in office administration, a shift from the customer-facing roles she held in the past.

Our WA staff enjoying their hands on training experience.



Training in WA: Building Skills, Strengthening our Team

We're pleased to highlight the fantastic training session that happened in Western Australia. NPT Trainer Di Jenkins delivered essential skills training to our WA team. This initiative reflects our ongoing commitment to professional development, ensuring every staff member has the confidence, capability, and up-to-date knowledge needed to excel in their role.

Our in-house training program remains one of our greatest strengths. By investing in the growth of our own people, we reinforce a culture of learning, collaboration, and continuous improvement. Di's expertise, combined with the enthusiasm and engagement of our WA staff allows us to consolidate local capability and strengthen service delivery across the region.

A heartfelt thank you to Di and our dedicated WA team for your commitment to safety, quality, and service excellence.



Feedback & Comments

Well Done Yasmeen San Pedro and Lauren Thomas

"I just wanted to send my thanks to two brilliant young ambulance officers who kindly took care of me tonight...They were so kind, gentle, friendly and thorough... they both went out of their way to take such special care of me... All I can say, is wow, Ambulance Victoria, what an honour it must be to have these very qualified, compassionate, patient-focussed young ladies on your team! Please thank them for taking such good care of me."

Well Done Nisanth Mathew and Peter Allen

"I had a fall...The ambulance officers and my carer got me up using the Mangar Camel. The officers were great..."

Well Done Annabelle Penley and Mitchell Windsor

"I just wanted to extend my sincere thanks to Mitch and Annabel...They were both truly wonderful! Their assessment skills, the way they ensured everyone's safety...and their thoughtfulness in preserving Mum's dignity were remarkable. Beyond the immediate care they gave Mum, the kindness and support they offered to my Dad didn't go unnoticed. He shared that they were informative, reassuring, and apparently "very funny," which helped ease what was a very stressful situation for him...Please pass on my gratitude to Mitch and Annabel for the exceptional care and compassion they showed our family."



Well done Charlize Lamb and Mima Midgley

We received very positive feedback from PaTCH, praising you both. You recently organised a transfer at short notice from RPH to FSH. PaTCH advised that you are both an asset to our business, they love working with you, you are easy to work with and always aim to 'make it work'.



Well Done Grace Herschell and Isabelle O'Connor

"...Mum and I (her Carer) were attended to and helped by 2 of your lovely staff, Grace Herschell and Isabelle O'Conner. They were patient and kind towards us and were very friendly and helpful. Thank you, ladies. Appreciate your help today."



Well Done George Iskander and Nasia Epitropakis

"I was picked up...and taken to my home residence...by 2 of the most amazing people I have ever met...the two drivers, George and Nasia, were just simply amazing. I have used your services many times over the last 4 years...and these 2 drivers went above and beyond to make me feel comfortable and valued. They both took turns in the back with me and made me laugh...They removed the mental anguish that I was under. I would just like to let your company know how much value they are to you and to thank them both for their professionalism and their kindness to an old girl like me."

Well Done Vanessa Cross and Brett Burke

"...Just wanted to drop an email thanking Brett and Vanessa who I had the pleasure of spending the morning with today being transferred between hospitals. Complete professionals and lovely people. Thanks for the...work you do...!"



Well Done Anthony Quinn

"Tony is a fantastic driver, he provides an amazing quality of care and is professional and polite from point A to Point B. Whenever Tony drives me it brightens my day." The patient wanted to pass on a big thanks and a pat on the back.

