

25 July 2023



Dear stakeholders,

St John Ambulance Australia South Australia Ltd (St John Ambulance) is pleased to announce the acquisition of IMS Non-Emergency Patient Transport (NEPT) services, effective from 8 August 2023.

As of this date, we can be contacted for NEPT bookings as follows:

- **Online:** stjohnsa.com.au
- **Telephone:** (08) 8306 6945
- **Fax:** (08) 8306 6995

We look forward to establishing strong partnerships with hospitals across Adelaide area to continue the reliable service your organisation has come to know and trust through IMS.

"St John Ambulance has established infrastructure including fleet and personnel across Adelaide to support this important work, as well as a demonstrated commitment to best practice services. The strategic acquisition of IMS NEPT and associated fleet assets now position St John Ambulance as one of the largest private providers of NEPT services in South Australia," says Mark Groote, Chief Executive Officer of St John Ambulance.

"The sale of the IMS Metropolitan NEPT allows us to concentrate exclusively on our specialist services in Remote Mining, Emergency Ambulance, Rescue services and Defence Medical Support that has grown over the past decade as the major business of IMS. After 14 years of NEPT services in Metropolitan Adelaide, the strategic acquisition of the NEPT service by St John Ambulance places our hospital clients and key stakeholders in great hands and will undoubtedly see the NEPT services capability grow even further through the dedicated teams at St John Ambulance," says Craig Harris, Director of IMS.

Our dedicated St John NEPT Ambulance Officers hold a Certificate IV Health Care (Ambulance) and will be supported by AHPRA Registered Paramedics and Registered Nurses (with critical care experience) depending on patient acuity. On-road crews are supported by our Operations Team who manage the coordination and dispatch of St John Ambulance NEPT services across South Australia.

We look forward to working with you to provide exceptional quality Non-Emergency Patient Transport for the South Australian community.

Yours sincerely

A handwritten signature in black ink, appearing to read "M Groote", written over a horizontal line.

Mark Groote
Chief Executive Officer

A handwritten signature in black ink, appearing to read "K Whitehead", written over a horizontal line.

Kerry Whitehead
Executive Director, Operations and Community Services/
Chief Clinical Officer