

Other transport options

Upper North Passenger Service:

All members of the community are able to access this bus with low fares and concessions apply. It travels from Peterborough to Port Pirie on Monday and Thursdays and travels to Port Augusta on Fridays. Bookings essential.

For bookings or information please call 8666 2255.

Adelaide Health Bus:

This bus service travels from Port Augusta to Adelaide via Port Pirie and Crystal Brook every Tuesday. This bus is for medical appointments only. Carers can travel for free on the condition they are with the client all the time. Bookings essential and no concessions apply.

For bookings or information, please call 8666 2255.

Mid North Passenger Service:

This service takes passengers from Peterborough to Adelaide via the Clare Valley. Concessions apply. Bookings are essential.

For bookings please call 8821 2755.

Genesis Transport Service - Flinders:

Departs Adelaide on Wednesday and Saturday arriving on the same day at Copley and leaves Copley on Thursday and Sunday arriving in Adelaide on the same day of departure. No concessions apply.

For bookings or information please call 8552 4000.

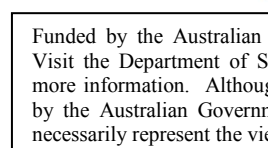
Fee for Service

- Fees apply to all users of volunteer transport.
- Fees are based on distance between towns.
- No fee is expected from carers/ companions who don't have an appointment.
- New consumers transport fees will be advised at assessment.
- Consumers financial issues will be taken into account if client is unable to pay.
- We are a non profit organisation and all fees are used to enhance the service
- For a copy of the full fee policy please ring 8666 2255.

Kilometres	\$ / one way	Kilometres	\$ / return
0 - 1	Donation	0 - 2	Donation
2 - 7	\$5.00	3 - 15	\$10.00
8 - 25	\$7.50	16 - 50	\$15.00
26 - 75	\$12.50	51 - 150	\$25.00
76 - 125	\$20.00	151 - 250	\$40.00
126 - 225	\$30.00	251 - 450	\$60.00
226 - 300	\$40.00	451 - 600	\$80.00
301 +	\$55.00	601 +	\$110.00

If you are able to use public transport including a bus or taxi service, have family, friends or neighbours who can assist, you should seek their assistance first.

NORTHERN PASSENGER TRANSPORT NETWORK



Funded by the Australian Government Department of Social Services. Visit the Department of Social Services website (www.dss.gov.au) for more information. Although funding for this service has been provided by the Australian Government, the material contained herein does not necessarily represent the views or policies of the Australian Government.

Client Information Brochure

Northern Passenger Transport Network
PO Box 169
Melrose SA 5483
Office hours: 9am - 5pm, Mon - Fri



Phone: 8666 2255

Fax: 8666 2169

nptn@mtr.sa.gov.au

Updated: January 2015

"Volunteers aren't paid because they are worthless but because they're priceless"

“Provide services to the vulnerable people in our communities”

Our aim to you

Our aim is to complement and work with existing transport operators. We assist those who don't drive, and can't assess public transport and who have no-one who can assist them with transport.

There are strict criteria for those who wish to utilise our transport service. We assist those who are frail, aged, transport isolated or have a 'functional disability'.

A 'functional disability' means the passenger is able to move independently with no lifting needed from a volunteer.

Northern Passenger Transport recognises that a family member or friend is entitled to travel with clients as a carer if needed, but the companion must remain with the client at all times ensuring a constant level of care and support.

Assessment

Each potential client must be assessed to determine their level of need prior to transport. Our staff are then able to direct clients to the relevant transport option to suit their needs of the client. Consideration for transport provision is given to persons with little or no existing social support, including no family or friends in the area and if there are no existing commercial transport services operating within the clients region.

Community Passenger Network Transport as a last resort only

Charter Rights & Responsibilities

Rights:

- It is your right to have an Advocate. More information is available from—Aged Rights Advocacy service 1800 802 030
- To be treated with respect and have your individual needs assessed in a non-discriminatory manner.
- To be treated with dignity and your privacy respected.
- To have full and effective use of all your human, legal and consumer rights explained.
- Make a complaint about the service you have received and have the issue investigated. You can contact the office on 8666 2255. All complaints are taken seriously and if you are not happy with the outcome or responses given you can contact:

- Aged Rights Advocacy service	1800 802 030
- Disability Complaints service	1800 088 325
- Department for Transport, Energy and Infrastructure	1800 182 160
- Commonwealth Aged Care Complaints Scheme	1800 550 552
- Health & Community Services Complaints Commissioner	8226 8666 1800 232 007

Complaints Policy, available from District Council of Mount Remarkable's Website

www.mtr.sa.gov.au

Responsibilities

- Provide accurate information regarding your needs and any other available transport options you have.
- To treat volunteers without abuse, discrimination or harassment.
- Acknowledge that your needs may change and to notify any changes to the NPTN office staff.
- To give enough information to assist the provider to develop a transport plan for your needs.

Privacy and Confidentiality

We need to collect personal information from clients so we can:

- Provide flexible services to meet client needs.
- Maintain accurate information on our database.
- Report service requirements to our funding bodies
- Work with existing service providers to ensure the best outcomes for our clients.
- We may need to release your details to other service providers to enable them to contact you but this will only be done with your consent or the consent of your advocate or legal guardian.

Your information is kept confidential and available for you upon request from the NPTN Office

What to do when booking appointments

- When making appointments in Adelaide, request times between 10:30am and 2pm, explain you live in the country and will be transported by Volunteer drivers or on a health bus.
- The NPTN staff may advocate on your behalf to change appointment times or days to when transport is available. Every effort will be made to provide assistance however there may be times when we are unable to assist due to prior engagements of vehicles and or Volunteers.
- Please contact NPTN staff as soon as you have an appointment and/or your appointment time changes or is cancelled. Clients travelling must advise staff of multiple appointments as this will change transport arrangements.
- For some procedures requiring admission before 9:30am, please negotiate with your doctor or hospital and go to Adelaide the day before.