

## WHAT WILL HAPPEN NEXT?

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Our bus driver will confirm your time and pick up on the Monday before your appointment

## WHAT WILL HAPPEN ON THE DAY OF TRAVEL?

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- You will be picked up in the morning by the bus at your residential address, or agreed pick up at the arranged time.
- You will be dropped off as near as possible to your appointment.
- When your appointment is finished, either ring the bus driver yourself or get reception to notify that you are finished.
- Our bus driver will pick you up for your return journey.

## WHAT IF I NEED TO CANCEL MY BOOKINGS?

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- If your appointment has been rescheduled or cancelled, notify NPTN as soon as possible.
- If you have a carer/companion cancel or is suddenly going with you, notify NPTN as soon as possible.
- If cancelling transport a the last minute please ring our bus driver on 0427 582 996 and leave a message.



## BOOKING AGENT

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Northern Passenger Transport Network

3 Stuart Street  
PO BOX 169  
Melrose SA 5483

[npt@mtr.sa.gov.au](mailto:npt@mtr.sa.gov.au)

(08) 8666 2255

Office Hours: MON - FRI  
9AM - 5PM



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# UPPER NORTH MEDICAL BUS

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**Port Pirie Bus Service**  
A KENT GROUP COMPANY

  
**hacc**  
home and community care  
A JOINT COMMONWEALTH AND STATE/TERRITORY PROGRAM  
PROVIDING FUNDING AND ASSISTANCE FOR AUSTRALIANS IN NEED

  
Government  
of South Australia

Update September 2018

## WHAT IS THE UPPER NORTH MEDICAL BUS?

- 20 seater mini bus with disabled access available to those attending medical appointments in Adelaide.
- Operates once a week, on Tuesdays
- Is a door to door service (where practical and safe)
- Door to Door Service Includes:
  - Peterborough
  - Jamestown
  - Gladstone
  - Port Augusta
  - Port Pirie
  - Stirling North
  - Port Germein
  - Crystal Brook
  - Redhill
- Roadside pickups available on request & negotiated with driver
  - Turnoffs
  - Service Stations
  - Easy parking Landmarks

*Port Pirie Bus Service operates the service.  
Any feedback please call 8632 2666.*

## WHAT DOES IT COST?

Town	One Way	Return	Carer
Port Augusta Stirling North Peterborough Jamestown	\$25	\$50	\$0
Port Pirie Port Germein Crystal Brook Gladstone	\$17.50	\$35	\$0

*All fares are concession fares*

## WHAT IF I AM MOBILITY IMPAIRED?

- People with mobility impairments are still able to access the service with a wheelchair lift installed on the vehicle.
- Please let Northern Passenger Transport Network (NPTN) know if you require to use the lift or travel with a mobility aid i.e. walkers.

## WHAT IF I NEED A CARER?

- Passengers may travel with one carer/support person if required.
- A Carer's Free Fare is available to someone providing a high level of care and support to a passenger.
- A carer can not be someone who is also attending their own appointment.
- Travel companions providing company but not required to provide high level care and/or support will be required to pay a fare.
- NPTN and Port Pirie Bus Service do not supply carers or support persons.
- At the time of booking, it is imperative to mention a carer is required to travel with you.
- If the carer cancels, you must contact NPTN as soon as possible as seats are valuable



## WHAT DO I NEED TO KNOW BEFORE MAKING AN APPOINTMENT?

- Must be on a Tuesday (doesn't run on public holidays)
- To return the same day you must have your appointment between:

Zone	Description	Drop off	Pick up
Zone 1	Northern & Western suburbs	Start from 10am	Finish by 2:30PM
Zone 2	CBD & inner suburbs	Start from 10:30AM	Finish by 2PM
Zone 3	Eastern, Southern & S/W suburbs	Start from 11am	Finish by 1PM

- If your appointment is booked outside the zoned time bracket please change to a suitable time, as there are restrictions for return pickups.
- Use an advocate, the NPTN office is happy to assist.

*See attached map*

## HOW DO I BOOK MY SEAT?

- Northern Passenger Transport Network are the booking agent and can assist with any questions you may have. Call them on 8666 2255 before 12noon the Friday before departure.
- When booking your seat please have the following in front of you:
  - Date you need transport
  - Appointment time and duration if you are aware (check your time is in the suitable time bracket).
  - Address of appointment and department if applicable
  - Mobility needs - wheelchair, walker, stick etc.

*Bookings 8666 2255*