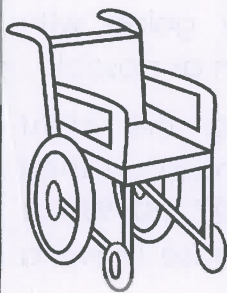


## CARERS/SUPPORT PERSONS

- Passengers are entitled to one carer/support person if required.
- Northern Passenger Transport nor the bus company supply carers or support persons. If you require one, it is your responsibility.
- Your carer/support person may travel for free, on the condition they are with the passenger, providing a high level of care and support at all times.
- At the time of booking, it is imperative that you mention you require a carer.
- If the carer cancels, you must contact NPTN as soon as possible.
- Seats are valuable, if you do not require a support person, consider going alone.

## MOBILITY IMPAIRMENTS

People with mobility impairments are still able to access the service with a wheelchair lift installed on the vehicle. Please let the office know if you require to use the lift.



## FARES

Town	One Way	Return
Port Augusta, Stirling North, Peterborough, Jamestown	\$25	\$50
Port Pirie, Port Germein, Crystal Brook, Gladstone	\$15	\$30

No concessions apply due to already subsidised fares from the Government.

Couples who both have appointments are expected to pay the fare each.

## BOOKING AGENT:

Northern Passenger Transport Network  
3 Stuart Street  
PO Box 169  
Melrose SA 5483  
nptn@mtr.sa.gov.au  
(08) 8666 2255

Office hours: Mon - Fri, 9am - 5pm



## UPPER NORTH MEDICAL BUS

Servicing Port Augusta, Port Pirie, Crystal Brook and surrounding towns.

Now linking in Peterborough, Jamestown and Gladstone.



For bookings, cancellations or further information: 08 8666 2255

For last minute cancellations only — bus mobile: 0427 582 996



Government  
of South Australia



home and community care  
Funded by the Australian Government  
Department of Social Services

Updated: January 2015

## GENERAL INFORMATION

- The Upper North Medical Bus is a 19 seater medical bus to attend specialist appointments in Adelaide.
- This service only runs once a week, on a Tuesday.
- It is a door-to-door service.
- The route services people from Peterborough, Jamestown, Gladstone, Port Augusta, Port Pirie.
- On request, it will also stop for Stirling North, Port Germein and Crystal Brook people.
- Also on request, the bus will pick up along the highway at places like turn offs, service stations and easy parking landmarks. Enquire about your options at the time of booking.
- Bookings are essential, at least two working days prior to the trip date.
- Port Pirie Bus Service run this service. Any grievances or feedback should be directed to their office on 8632 2666.
- Northern Passenger Transport are the booking agent and can provide information or answer questions you may have regarding the service.

## YOUR APPOINTMENT

- Must be on a Tuesday (doesn't run on public holiday).
- To return on the same day you must have your appointment between:  
*Adelaide CBD: 10:30am → 2:00pm*  
*Outside CBD: 11:30am → 12:30pm*
- If the appointment is booked out of the time bracket:
  - *Ring to change the appointment, explain that you are being brought down by a medical bus and have restrictions.*
  - *Use an advocate, the NPTN office is happy to assist.*

## BOOKING YOUR SEAT

When booking your seat on the bus, have in front of you:

- Date you need transport.
- Appointment time and duration of appointment if you are aware. (Check your time is in the suitable time bracket).
- Address of appointment and department if applicable.

*If you have more than one appointment, run through this checklist for all appointments.*

## DAY OF TRAVEL

- Bus driver will confirm your time and destination of pick up on the working day prior to your trip.
- You will be picked up in the morning by the bus at your residential address, specified at the time of booking.
- You will be dropped off as near to the door of your appointment as possible.
- Once the appointment is finished, either ring the bus driver yourself or get reception to notify that you are finished.
- Bus driver will pick you up and return you to your home address when everyone has finished.

## CANCELLATIONS

- 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 you are cancelling the night before or morning of transport then ring the bus phone 0427 582 996. If he doesn't answer, please leave a message.