

## WHAT IS THE UPPER NORTH MEDICAL BUS?

- 20 seater 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 Terowie Whyte-Yarcowie Caltowie Jamestown	\$25	\$50	\$0
Port Pirie Port Germein Gladstone Crystal Brook	\$17.50	\$35	\$0

## 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 advise Care in Motion NPTN if you require use of 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't 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 people.
- 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.
- Talk to the NPTN office if you need an advocate

*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 1300 132 932 (option 2) before 12 noon 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.

## 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 call the bus driver yourself or ask Reception to call for you
- 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 at the last minute please call our bus driver on 0427 582 996 and leave a message.



## BOOKING AGENT

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Care in Motion -  
Northern Passenger Transport Network

28-30 Stuart Street  
PO BOX 169  
Melrose SA 5483  
[nptn@communitycareandtransport.org.au](mailto:nptn@communitycareandtransport.org.au)  
1300 132 932 option 2  
Office Hours: MON - FRI  
9AM - 4PM

CONNECTING  
THE UPPER  
NORTH WITH  
METRO  
SPECIALISTS



# 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 June 2023