

# Client Newsletter

Southern Highlands Community Transport  
January—March 2021



*The Management and staff would like to wish all of our clients a very Merry Christmas and a Happy New Year!*

## CHRISTMAS CLOSURE DATES

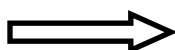
Our office will be closed from 12 noon on Thursday, 24 December, reopening on Monday, 4 January. There will be no transport available with us over this closure period.

If you have any bookings for early January we strongly recommend you let us know before we close on 24 December.

### **IMPORTANT CHANGES TO LONG DISTANCE TRANSPORT**

From January 4 we will be changing the way we provide long distance transport for those clients heading to Campbelltown, Liverpool, Sydney and its suburbs.

Full details, including the timetable, can be found on Page 2 of this Newsletter.



## CONTACT US



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### NEW SYDNEY TRANSPORT TIMETABLE

Starting on January 4, 2021 we will be changing our long distance transport service to Sydney via Campbelltown and Liverpool. We have had to make this change due to the increase in demand for this service.

This new system involves three shuttles that you can choose from if you are heading towards Sydney. The timetable is listed below. **Please ensure your city appointments work in with our timetable.**

Should your appointment fall outside of our shuttle times, or you would like a vehicle to yourself, you can request a vehicle that will be charged at the non-subsidised rate. As of 1/1/2021 this rate is \$2.40 per km and is subject to availability.

*Keep in mind long distance transport times can be affected by matters outside of our control, including traffic congestion and accidents, and delayed medical appointments.*

	SHUTTLE 1	SHUTTLE 2	SHUTTLE 3
TRIPS TO SYDNEY via Campbelltown & Liverpool			
	Depart	Depart	Depart
	PICK UP IN THE SOUTHERN HIGHLANDS BETWEEN <b>7AM AND 8.15AM</b> BASED UPON WHERE YOU LIVE AND THE NUMBER OF PASSENGERS ON-BOARD.	PICK UP IN THE SOUTHERN HIGHLANDS BETWEEN <b>8AM AND 9.15AM</b> BASED UPON WHERE YOU LIVE AND THE NUMBER OF PASSENGERS ON-BOARD.	PICK UP IN THE SOUTHERN HIGHLANDS BETWEEN <b>9AM AND 10.15AM</b> BASED UPON WHERE YOU LIVE AND THE NUMBER OF PASSENGERS ON-BOARD.
	Arrive	Arrive	Arrive
<b>Campbelltown</b>	9.00AM	10.00AM	11.00AM
<b>Liverpool</b>	9.30AM	10.30AM	11.30AM
<b>Sydney</b>	10.30AM-11.15AM		12.30PM-1.15PM
TRIPS FROM SYDNEY via Campbelltown & Liverpool			
	Depart	Depart	Depart
<b>Sydney</b>	12.30PM-1.15PM		2.00PM-2.45PM
<b>Liverpool</b>	2.00PM	11.30AM	3.30PM
<b>Campbelltown</b>	2.30PM	12.00PM	4.00PM
	Arrive	Arrive	Arrive
DROP OFF IN THE SOUTHERN HIGHLANDS -TIMES WILL VARY BASED UPON WHERE YOU LIVE AND THE NUMBER OF PASSENGERS ON-BOARD.			

### NEW FARES FOR 2021

Below are our new fares from 1/1/2021:

#### New Fares for CHSP, CTP

Applies to Cash, Account, Prepaid	Fare from 1/1/21	Fare Increase
1 - 5.9999 (Minimum Fare)	\$11.00	No change
6 - 10.9999	\$14.00	No change
11 - 15.9999	\$17.00	No change
16 - 20.9999	\$20.00	No change
21 - 25.9999	\$23.00	No change
26 - 30.9999	\$26.00	No change
31 - 35.9999	\$30.00	No change
36 - 40.9999	\$34.00	No change
41 - 50.9999	\$39.00	No change
51 - 60.9999	\$42.00	No change
61 - 70.9999	\$46.00	No change
71 - 80.9999	\$50.00	\$1.00
81 - 90.9999	\$55.00	\$3.00
91 - 100.9999	\$60.00	\$3.00
101 - 110.9999	\$65.00	\$3.00
111 - 120.9999	\$70.00	\$8.00
121 - 130.9999	\$75.00	\$8.00
131 - 140.9999	\$80.00	\$13.00
141 - 150.9999	\$85.00	\$13.00
151 - 160.9999	\$90.00	\$18.00
161 - 170.9999	\$95.00	\$17.00
171 - 180.9999	\$100.00	\$22.00
181 - 190.9999	\$105.00	\$22.00
191 - 200.9999	\$110.00	\$27.00

- The toll charge for trips further than Liverpool increase by \$1 to \$8. This toll charge is added to relevant fares.
- Local journeys with an additional leg increase by \$1 to \$5.
- The full cost recovery rate (non-subsidised fare) increases by 5c per km to \$2.40 per km.

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### Please Be Patient

We receive a high volume of phone calls each working day from clients who have finished their appointments early and expect a vehicle quickly.

Please keep in mind we are a pre-booked service rather than an on-demand one, meaning your pick up times for both your inbound and return trips are set the day before by our schedulers. Often just by making one change for one client means that multiple changes have to be made for other drivers and clients on the day.

Unless you finish your appointment much earlier than expected, we ask you to please be patient and wait for your return driver. For most medical and dental appointments we allow one hour, podiatrist appointments 30 minutes, and we can discuss the return pickup time with you for hospital and specialist appointments at the time of booking.

### SOCIAL TRIP UPDATE

Our next social trip calendar will be released very shortly. Our staff are busy putting together some exciting new trips. We will distribute the calendar via email as soon as it is complete. You can also download the calendar from our website.

### SHOPPING BUS VACANCIES

We still have places on our shopping buses. Our buses service many areas in the Wingecarribee Shire?

Even better, our buses come with a helper who can assist you if needed.

To find out when our shopping bus picks up in your area, please call Kathy or Deborah on 4872-3722.



### QUOTE OF THE DAY

YOU CAN TELL A LOT  
ABOUT A PERSON BY  
THE WAY THEY HANDLE  
THESE THREE THINGS:  
A RAINY DAY, LOST  
LUGGAGE, AND  
TANGLED CHRISTMAS  
TREE LIGHTS.

MAYA ANGELOU



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