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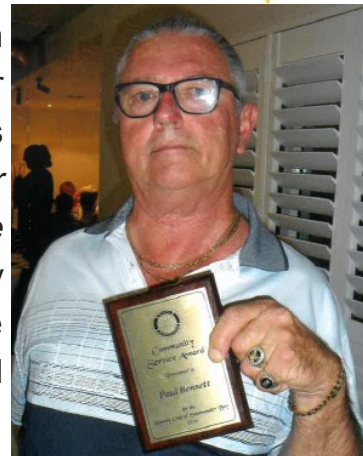
### DO YOU HAVE A MOBILE PHONE?



If you do please take it with you when you travel with us. This means we have a way to contact you to advise you if there are any problems that affect your transport. If you haven't already done so, please contact our office and provide your mobile number so we can update your record.

### CONGRATULATIONS PAUL!

Community Transport Port Stephens' volunteer, Paul, has worked tirelessly with our organisation for nearly ten years. In April this year his hard work was recognised when he received a Pride in Workmanship award from Rotary Salamander Bay. Rotary states that the Price in Workmanships awards *highlight the working spirit in our community and the drive and dedication of those that work to help others less fortunate*. Community Transport Port Stephens is very fortunate to have such a dedicated volunteer and we are very proud of his achievement. Well Done Paul!!!!



### NEW TIMETABLES



CTPS is excited to announce that we have a new Timetable that is being trialled from 1st July to 23rd December 2016. This new timetable was created after we received requests for additional transport services throughout the Port Stephens LGA from clients, other service providers and the general public. Taking into consideration what resources CTPS has available, we added additional transport to most areas and also now have transport to areas that have not had a regular service in the past. We have named this area the *West Wards Area* and it includes areas to the West of Raymond Terrace. **You can pick up a copy of the new timetable** on our vehicles, via the website ([www.ctps.org.au](http://www.ctps.org.au)), send an email ([info@ctps.org.au](mailto:info@ctps.org.au)) or by phoning our office on 4984 7999.

### ATTENTION RESIDENTS OF RETIREMENT VILLAGES & MOBILE HOME PARKS



Community Transport Port Stephens has a duty of care towards all people who travel in our vehicles and treats the safety and wellbeing of our passengers and staff very seriously. Therefore, we ask anyone who is being picked up from retirement villages and mobile home parks to **wait at their own home** for the driver to pick them up, rather than meeting at the front gate or letterboxes.

If you are aware that the gate code of your complex has changed, please contact our office to advise.

**COMMUNITY TRANSPORT PORT STEPHENS LTD**  
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TEL: 02-4984 7999 | EMAIL: [info@ctps.org.au](mailto:info@ctps.org.au) | WEB: [www.ctps.org.au](http://www.ctps.org.au)

Office Hours: MON-FRI 8.30am-4pm  
Booking Hours: MON-FRI 8.30am-3.30pm  
ABN 78 567 597 842 | ACN 146 432 402

Disclaimer: Although funding for Community Transport Port Stephens Ltd has been provided by the Australian Government, the material contained herein does not necessarily represent the view or politics of the Australian Government.  
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Please remember that there are  
**NO regular CTPS  
services available on  
PUBLIC HOLIDAYS  
or WEEKENDS**

## OPERATIONS MANAGER REPORT

CTPS offers door-to-door transport to and from many destinations in the form of regular scheduled transport in a variety of vehicles. This scheduled transport is the most cost-effective way to provide services to our many clients, within the constraints of the funding we receive. It is the only way we can guarantee transport on specified days and it is also the most affordable for our clients. Sometimes we are contracted by Hunter New England Health to provide transport outside of the scheduled times. This transport is for special medical appointments and does not necessarily mean you will be travelling by yourself in a car. If you do wish to have individual transport you may contact our Operations Manager and request a quote. Individual transport is subject to availability and can't always be accommodated.

*Daniel Hudson Operations Manager*

## UPDATE YOUR DETAILS

If you have any changes to your details or circumstances, please contact our office to advise us of the changes. This includes any changes to your circumstances such as using a walker or needing to use the hoist on the bus.

**SPECIALS**  
25 OCTOBER

## GET ON BOARD FUTURE OUTINGS

### SEPTEMBER

TUESDAY	6TH SEP	WANGI WANGI
THURSDAY	15TH SEP	HUNTER VALLEY GARDENS
TUESDAY	20TH SEP	SHOPPING
THURSDAY	29TH SEP	RUTHERFORD

### OCTOBER

TUESDAY	4TH OCT	OPP SHOPS
THURSDAY	13TH OCT	DUNGOG
TUESDAY	18TH OCT	SHOPPING
THURSDAY	27TH OCT	MORTELS

### NOVEMBER

TUESDAY	1ST NOV	MELBOURNE CUP
THURSDAY	10TH NOV	NEWCASTLE
TUESDAY	15TH NOV	SHOPPING
THURSDAY	24TH NOV	MARTHAVILLE

CTPS Ltd reserves the right to cancel all or any part of advertised trips. CTPS Ltd is not responsible for any third party arrangements beyond our control.

## COMFORT STOPS

Whilst on our transport, we do encourage all our clients to take advantage of comfort stops. Times for comfort stops are organized to ensure all passengers enjoy a comfortable journey.

You may wish to take advantage of this stop to visit the WC, purchase a refreshment or change your seat when re-entering the vehicle.



## SERVICE USER INFORMATION HANDBOOK

Do you have any questions about Community Transport Port Stephens? Do you know your rights & responsibilities when using the service? Would you like to know how to lodge a complaint or make a suggestion? You can find the answers to all these questions in the Community Transport Port Stephens Service User Information Handbook.

## MAKING THE MOST OF YOUR TRANSPORT EXPERIENCE

### FREQUENTLY ASKED QUESTIONS

**Q: SHOULD I STAY INDOORS AND WAIT FOR THE TRANSPORT ?**

**A:** At CTPS we take your welfare seriously. For various reasons **we strongly recommend that you do stay indoors until the transport arrives.**

On the day of travel, many factors can impact upon pick up times —including:

*weather*

*vehicle maintenance*

*traffic conditions*

*delays with other clients*

*By remaining in your home you are sheltered and by staying close by the phone, we are able to contact you as soon as possible if there are to be any significant changes to your original booking times.*

Please contact our office on 02-4984 7999  
if you have any concerns