

# Client Newsletter

Southern Highlands Community Transport  
July—September 2021



## TRANSPORT DURING LOCKDOWN

Despite the lockdown we are still transporting clients within the Wingecarribee Shire. We are currently limited to taking people to their medical appointments or grocery stores.

Unfortunately we are not transporting people to the Sydney area, or any other area that is in lockdown.

Our shopping buses are still operating as normal in case you need to get to the shops.

Please be aware that we are following all covid safe protocols by regularly disinfecting vehicles. Drivers and passengers need to wear masks during transport.

### **SOCIAL TRIP UPDATE**

Due to the current restrictions there are no planned social trips.

When restrictions ease a social calendar will be published and forwarded to our clients.

To allow flexibility with these trips (due to ongoing restrictions), we will most likely advertise mystery tours, rather than a set location.

We're looking forward to getting social trips underway again as soon as we can.

### **PAYMENT METHODS**

We accept the following forms of payment:

- ◆ Cash (exact money only) - you can pay the return driver if need to get change whilst you're out and about.
- ◆ Cheque (made out to: Southern Highlands Community Transport)
- ◆ Credit card - you can prepay before your date of transport, or on the day. We accept payment by card over the phone.
- ◆ Senior Regional Travel Card

## Frequently Asked Questions



***Q. How many trips can I make with you in a week?***

**A. There are currently no restrictions regarding how often you can use our service.**

***Q. I have a medical appointment in a few months. Is it too early to make a booking?***

**A. There is no problem making a booking for transport that may be some time away. Of course, let us know closer to the time if there are any changes to your original booking details.**

***Q. I have day surgery coming up and don't know the time I need to be at hospital yet. Can I still make a booking with you?***

**A. Yes. In this case we will simply put your booking in without times and wait to hear from you the day before your surgery, when the hospital provides with you a time.**

### 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.



### CONTACT US



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### Southern Highlands Community Transport

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