

June 9, 2020

*Hello,*

The people of the Hawkesbury have certainly seen our share of challenges over the last six months or more. From drought and bushfires, flood and now COVID19 the spirit of the Hawkesbury has shone through, and I'm proud to say that Peppercorn Community Transport has continued to serve throughout.

### **Regular Services**

Now that Government restrictions are easing, we'd like to remind you of our regular services. If you live in the Hawkesbury, you can access our regular shopping and community access buses by calling our transport hotline on 02 4504 7022. **Prior booking is essential.**

Monday – destination Richmond Marketplace and Richmond Coles.

- Our Windsor route picks up from Bligh Park, McGraths Hill, Windsor, Vineyard & surrounding suburbs
- Our Richmond route picks up from Hobartville & Richmond.
- The Mountains route includes pickups from Bilpin, Bowen Mountain, Kurrajong Heights, Kurrajong, Kurmond, Grose Vale & Grose Wold.

Thursday - Destination is Richmond Marketplace and Richmond Coles then Windsor Riverview Shopping Centre

- Our St Albans Route includes pickups from Pitt Town, Lower MacDonald, Central MacDonald, St Albans and parts of Cattai covered by Hawkesbury City Council
- The Sackville Route picks up from Wilberforce, East Kurrajong, Glossodia, Sackville, Cumberland Reach, Lower Portland, Blaxland Ridge, Ebenezer, Tennyson, East Kurrajong

Monday, Wednesday & Friday – we have a regular shuttle bus service providing flexible transport to the local destination of your choice.

### **Out of area and individual appointments**

Community Transport is available to take you further than just shopping. We can support you to get to activities and programs run by other service agencies such as Council programs at libraries or take part in activities run by neighbourhood and community centres. If you have a medical appointment, we can get you there and home again.

## **Community Transport Social Outings**

Our popular social outings were suspended during the health emergency due to the requirement for limited groups numbers and social distancing. It is expected they will resume in August and when they do, we will issue an updated outing schedule to clients who are registered for our newsletter.

If you aren't currently receiving our newsletters and would like to, please contact us on 02 4504 7022 and we will update your records.

## **Reinstatement of Fees**

During the early days of the Health Emergency we suspended the client contribution in order to minimise cash handling. We are implementing contactless payment via EFTPOS, with fees reintroduced on July 1, 2020 encouraging this form of payment. Our coordination team will let you know the cost of your trip when you book.

## **Help us to support you**

As the restrictions ease and our services are once again filling up, we'd like to take this opportunity to recap some of the things that will help us to support you with your transport needs.

- When you call, please make sure that you have the street address of your destination at hand, along with your appointment time and expected duration.
- Bookings for the local area require three (3) business days notice. If your appointment is out of the Hawkesbury, a minimum of five (5) days is required.
- While we will do our best, same day changes are not easily accommodated. Our runs are set the day before, and changes may impact more than just your booking.
- Due to operational requirements, except Nepean Hospital, we do not take bookings on a Thursday to locations out of the Hawkesbury.

Please also let us know if your personal details change. This includes your address and phone details and importantly, your emergency contact.

## **Support Service Reviews**

Finally for those you who receive supports under the Commonwealth Home Support Program, over the next few months you may receive a call from one of our team to conduct an up to date assessment of your support needs. Please let us know if you require a change in support, frequency or intensity to enable us to update your support plan. If you have moved to a new level of support, such as a Home Care Package, please inform us as soon as possible.

Warm regards,

*Sharon*

Sharon Fisher  
Operations Manager

***PS: You can receive communication from us via email, simply contact us on 02 4504 7022 with your email address and we will update your records.***