



Effective from: 1 November 2025

WAIKATO TOTAL MOBILITY SCHEME INFORMATION HANDBOOK

CONTENTS

WHAT IS TOTAL MOBILITY?	3
WHO IS ELIGIBLE?	3
EXAMPLES OF MOBILITY LIMITATIONS WHICH QUALIFY FOR TOTAL MOBILITY:	3
HOW CAN I JOIN?	4
DO I NEED TO PROVIDE EVIDENCE OF MY DISABILITY?	4
AGENCIES AVAILABLE FOR TOTAL MOBILITY ASSESSMENTS AND INFORMATION	5
WHAT HAPPENS ONCE I'VE APPLIED?	6
CAN I USE TOTAL MOBILITY IF I GET OTHER FINANCIAL ASSISTANCE?	6
HOW DOES THE TOTAL MOBILITY SYSTEM WORK?	6
FARES	7
WHEN CAN THE TOTAL MOBILITY SCHEME BE USED?	8
WHAT HAPPENS IF THE RULES ARE BROKEN?	8
WHICH TAXIS CAN BE USED?	9
PARTICIPATING TAXI COMPANIES	9
WHICH OTHER AREAS HAVE TOTAL MOBILITY?	10
WHAT DOES WAIKATO REGIONAL COUNCIL DO WITH INFORMATION COLLECTED?	11
WHERE CAN I GET MORE INFORMATION?	11



WHAT IS TOTAL MOBILITY?

Total Mobility is a nationwide scheme aimed at giving disabled people mobility options. The scheme provides financial assistance, giving registered users a 50 per cent discount on taxi fares up to a maximum subsidy. The user pays the other portion of the fare to the taxi driver. People who use the scheme must carry a valid Total Mobility photo ID card to get the discounted fare.

WHO IS ELIGIBLE?

The scheme is open to people of all ages living within the city or town boundaries where the Total Mobility scheme exists. People living in residential care facilities such as rest homes are eligible for the scheme.

People who use the scheme must have a physical, intellectual, psychological, sensory or neurological disability that prevents them from undertaking any one or more of the following components of a journey unaccompanied on a bus, train or ferry in a safe and dignified manner.

- Get to the place where the transport departs
- Get on to the transport
- Ride securely
- Get off the transport
- Get to the destination

The disability can be permanent, temporary (has lasted, or is expected to last for six months or more) or fluctuating (able to use public transport some, but not all, of the time).

EXAMPLES OF MOBILITY LIMITATIONS WHICH QUALIFY FOR TOTAL MOBILITY:

- You're unable to walk to the nearest bus stop or get on and off a bus because of pain, respiratory problems, or inability to see or hear
- You rely on complex walking aids or you need someone else's help to get around
- Total loss of or severe impairment of vision which prevents you from using public transport alone
- Intellectual or psychiatric disabilities which may mean you need help from someone else

HOW CAN I JOIN?

Anyone who has a disability living within areas of the Waikato that provide Total Mobility can apply for an eligibility assessment. You'll need to be assessed by a registered assessor.

You can only apply through one of the accredited support agencies participating in the scheme (listed below). The assessor will take a photo of you and collect information from you about your disability.



The Waikato Regional Council maintains a central register of people eligible to use the scheme and you must be registered before you can receive your Total Mobility ID card.

The Waikato Regional Council does not charge applicants a membership fee, but some agencies may charge you a one-off fee for assessing and registering your application.

DO I NEED TO PROVIDE EVIDENCE OF MY DISABILITY?

You may need to provide evidence of your disability if the assessor doesn't know your history. The assessor will get your permission if they need to gather more information about your disability so you can be properly assessed. If requested, please give them the name of your caregiver, ACC assessor, GP, specialist, physiotherapist, psychiatrist, social worker, or occupational therapist. Without this information, you may not be able to participate in the scheme.

AGENCIES AVAILABLE FOR TOTAL MOBILITY ASSESSMENTS AND INFORMATION

There are agencies based across the regions that can help with assessments and provide more information about the scheme. For the most current list of assessment agencies, please visit busit.co.nz/totalmobility.

Age Concern	0800 652 105	Hamilton Matamata-Piako Taupō Thames Waipā
Blind Low Vision	0800 243 333	Hamilton Matamata-Piako Taupō Thames Tokoroa Waipā Waikato District
CCS Disability Action	07 853 9761 0800 227 2255	Hamilton
Epilepsy Association	07 834 3556	Hamilton Taupō Tokoroa Waipā
Epilepsy Waikato Trust	021 888 293	Hamilton Taupō Tokoroa Waipā
IDEA Services	07 834 7200	Hamilton
Matamata Library	07 888 7157	Matamata-Piako
South Waikato Pacific Islands Community Trust	07 886 0010	Tokoroa
Stroke Foundation	07 849 2065	Hamilton
Waihi Community Resource Centre	07 863 7555	Hauraki
Whitianga Community Services Trust	07 866 4476	Whitianga
Your Way Kia Roha	07 839 5506	Hamilton Matamata-Piako Waikato District Waipā

PLEASE NOTE: This list of providers is subject to change.

WHAT HAPPENS ONCE I'VE APPLIED?

Your application will be evaluated and processed by the Waikato Regional Council to ensure you meet the criteria to become a Total Mobility user.

If your application is successful, you will receive a photo ID card free of charge. However, if you lose your ID card, a replacement card will cost \$10.00, payable to Waikato Regional Council.

A Total Mobility Management Committee can make the final decision about whether a person is eligible for membership if there's a dispute.

It takes about two to three weeks to register a successful applicant and issue a photo ID card.

CAN I USE TOTAL MOBILITY IF I GET OTHER FINANCIAL ASSISTANCE?

The Total Mobility taxi scheme may only be used for journeys that are not covered by travel income or assistance from another official source. Using financial assistance as well as the Total Mobility scheme – 'double-dipping' – is not permitted.

Tell your assessor if you get travel income or assistance from another source. You may not be eligible for Total Mobility if you receive other financial assistance e.g. ACC, Workbridge, or Work and Income.

HOW DOES THE TOTAL MOBILITY SYSTEM WORK?

For each trip, details of the taxi journey are electronically collected, including the cost of the fare and the discount.

The Total Mobility subsidy is applied to each trip you make. A return trip in the same taxi – for instance, to the shops and back home again – is counted as two trips. The taxi cannot be kept waiting while you carry out any tasks or 'quick stops'.

FARES

Total Mobility covers 75% of the trip cost, up to a maximum amount. Please ensure you pay your portion of the fare at the time of the trip. The maximum subsidised amounts vary throughout the region:

REGION	MAXIMUM SUBSIDY
Hamilton	\$22.50
Hauraki	\$22.50
Matamata-Piako	\$60
Taupō	\$18.75
Thames-Coromandel	\$22.50
Tokoroa	\$22.50
Waikato District	\$75
Waipā	\$18.75

EXAMPLES

REGION	TOTAL FARE	SUBSIDY	FARE YOU PAY
Hamilton	\$34	\$22.50	\$11.50
Taupō	\$20	\$15	\$5
Waikato District	\$65	\$48.75	\$16.25
Waipā	\$50	\$18.75	\$31.25

PLEASE NOTE: We cannot reimburse you for any past trips where your valid Total Mobility ID card was not presented at the start of the journey.

TRIP ALLOCATION

We monitor and reserve the right to limit the number of trips you are allocated each month if our budget requires such constraints.

TOTAL MOBILITY ENTITLEMENT IS NON-TRANSFERABLE

The Total Mobility ID card can only be used by the registered Total Mobility member. Any unauthorised use could mean the cancellation of your membership. Your family, friends and caregivers can share your taxi, but you must be in the vehicle for the entire journey.

OUT OF REGION TRAVEL

All other regions in New Zealand accept the Total Mobility Card, except Tairāwhiti Gisborne area, which only accepts vouchers. Please contact the **Gisborne District Council** to arrange travel vouchers in advance: info@gisbornenz.com

WHEN CAN THE TOTAL MOBILITY SCHEME BE USED?

The scheme is accessible 24 hours a day but there are some restrictions:

- The scheme cannot be used where transport-related financial assistance is available from another official source (such as Workbridge, ACC or Work and Income)
- The scheme is not valid for use in association with work related travel, but it can be used to get to and from work
- Residents of rest homes (not apartments) cannot use the scheme to pay for taxis for any transport that is already covered by your residential provider
- School children cannot use the scheme for transport to and from school where the travel service is the responsibility of the Ministry of Education.

WHAT HAPPENS IF THE RULES ARE BROKEN?

It's important that you follow the policies and rules governing the scheme or you could be excluded from the scheme.

WHICH TAXIS CAN BE USED?

When able, please ring and prebook taxis to let them know you are a Total Mobility user. Vehicles with a wheelchair hoist must be booked in advance when possible.

PARTICIPATING TAXI COMPANIES

For the most current list of participating taxi companies, please visit busit.co.nz/totalmobility.

NOTE: Not all providers have a hoist vehicle available. Please check prior to travel.

HAMILTON	
Driving Miss Daisy <i>booking required</i>	0800 948 432
Freedom Drivers <i>booking required</i>	07 855 5253 0800 956 956
Hamilton Taxis	0800 477 477
Red Cabs	07 839 3939
Trikiso Buses Ltd <i>booking required</i>	07 847 2203 0800 874 547
HAURAKI	
Driving Miss Daisy	0800 948 432
MATAMATA-PIAKO	
Driving Miss Daisy <i>booking required</i>	0800 948 432
Matamata Kaimai Taxi Service	07 880 9180
TAUPŌ	
Great Lake Taxi	07 377 8990
Sharon's Companion Driving Service <i>booking required</i>	07 378 1568
Taupō Taxis <i>booking preferred</i>	07 378 5100 0800 228 294

THAMES-COROMANDEL	
Thames Taxis	07 868 3100
Whiti City Cabs	07 866 4777
TOKOROA	
Tokoroa Taxi Society	07 886 6099
WAIPĀ	
Driving Miss Daisy <i>booking required</i>	0800 948 432 07 823 1998
Freedom Drivers <i>booking required</i>	07 870 1177 0800 956 956
MFT Taxi - Cambridge	07 282 1405
MFT Taxi - Te Awamutu	07 870 1332
Resthaven To & Fro <i>booking required</i>	07 839 4222
WAIKATO DISTRICT	
Driving Miss Daisy <i>booking preferred</i>	0800 948 432
Freedom Drivers <i>booking required</i>	07 855 5253 0800 956 956

PLEASE NOTE: This provider list is subject to change.

WHICH OTHER AREAS HAVE TOTAL MOBILITY?

Total Mobility operates in other areas. You can use your Total Mobility card in:

- Auckland
- Bay of Plenty
- Canterbury
- Gisborne – Vouchers required
- Hawke’s Bay
- Hauraki District Council
- Manawatū-Whanganui
- Marlborough
- Nelson and Tasman
- Northland (within Whāngārei urban area)
- Otago
- Southland
- Taranaki
- Waikato
- Wellington
- West Coast

Before you board a taxi in another region, confirm with the driver that they are an approved Total Mobility provider and will accept your electronic ID (or ID card and voucher). If not, you will need to check with another taxi provider. You can also check with the respected council’s website for their local Total Mobility information.

TRAVEL VOUCHERS

On the voucher, you need to fill in the date, full details of the trip, your Total Mobility ID number, and the number of passengers while you wait for the taxi.

Tairāwhiti

Gisborne area only accepts vouchers for Total Mobility services. Please contact the **Gisborne District Council** to arrange travel voucher in advance: info@gisbornenz.com

At the end of the trip, you fill out the fare and discount amounts, sign the voucher and hand it to the taxi driver along with your current Total Mobility ID card. The driver can fill in the cab number, taxi company and their name.

Please note that the subsidy varies depending on the region from which you start your Total Mobility trip.

WHAT DOES WAIKATO REGIONAL COUNCIL DO WITH INFORMATION COLLECTED?

All information from your application will be held in the Waikato Regional Council's database. We will ensure that all names and personal information remain private and confidential – internal access to the database is restricted to appropriate staff.

For more information you can find the Waikato Regional Council's Privacy Statement online here: [waikatoregion.govt.nz/council/privacy](https://www.waikatoregion.govt.nz/council/privacy)

WHERE CAN I GET MORE INFORMATION?

Contact your disability agency or the Total Mobility team on the Waikato Regional Council's freephone **0800 205 305** or email totalmobility@waikatoregion.govt.nz.

For the latest updates on the Total Mobility Scheme, head to [busit.co.nz/total-mobility](https://www.busit.co.nz/total-mobility).





Private Bag 3038
Waikato Mail Centre
Hamilton 3240
New Zealand
#7600

Freephone 0800 205 305
totalmobility@waikatoregion.govt.nz
waikatoregion.govt.nz