



WAIKATO TOTAL MOBILITY SCHEME INFORMATION HANDBOOK

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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 half 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 from where the transport departs
- Get on to the transport
- Ride securely
- Get off the transport
- Get to the final 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 WOULD QUALIFY FOR TOTAL MOBILITY:

- If you're unable to walk to the nearest bus stop or get on and off a bus because of pain, respiratory problems, inability to see or hear, you rely on complex walking aids or if 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. (Please see Pg.8 for the list of assessment agencies). 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 doesn't 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 more information you may not be able to participate in the scheme.

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 to get you started at no charge. However should you lose your ID card, your replacement card will cost \$10.00, payable to the 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.

Please keep us up to date with your contact details. If your address or phone number changes please email totalmobility@waikatoregion.govt.nz or call 0800 205 305.

WHAT DOES THE WAIKATO REGIONAL COUNCIL DO WITH THE INFORMATION?

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.

We collect statistical information so we can report on the Total Mobility Scheme and plan for its future, but this information is held separately from the information used to assess your eligibility for membership. A private company processes the photo ID card and Waikato Regional Council keeps an electronic record of the ID card application form.

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 or what journeys you get financial assistance for. You may not be eligible for Total Mobility if you get other general 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 used for 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’. We cannot reimburse you for any trip you undertake without having handed over your valid Total Mobility ID card at the start.

MAXIMUM SUBSIDISED FARE

Each trip entitles you to a 50 per cent discount on your taxi fare, up to a maximum fare amount. Please ensure you pay your portion of the fare at the time of the trip. The maximum subsidised fare varies throughout the region:

- In Hamilton it is \$30 per trip (\$15 discount)
- In Matamata-Piako it is \$80 (\$40 discount)
- In Taupō it is \$25 (\$12.50 discount)
- In Thames-Coromandel it is \$30 per trip (\$15 discount)
- In Tokoroa it is \$15 (\$7.50 discount)
- In Waikato District it is \$100 (\$50 discount)
- In Waipā it is \$25 (\$12.50 discount).

For example in Hamilton, this means that if the fare is \$35, the subsidy covers \$15, and the user will need to pay the taxi driver \$20. Please note that the subsidy varies depending on the region from which you start your Total Mobility trip.

TRIP ALLOCATION

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

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 VOUCHER ALLOCATION

Vouchers will be issued on request if you notify Waikato Regional Council's Total Mobility Coordinator of your intention to use the scheme in Hawkes Bay. The number of vouchers supplied to you will be assessed based on your need. Whilst we will always endeavour to supply the number of vouchers you have requested, we do reserve the right to limit voucher allocations if our budget requires such constraint.

WHEN NEEDED, WHO FILLS IN THE VOUCHERS?

Hawkes Bay is not currently using the Ridewise electronic system and you will need a voucher for each Total Mobility trip. You would 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.

At the end of the trip, you would 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.

535 826		Waikato REGIONAL COUNCIL Te Kaunihera ā Rohe o Waikato		Total Mobility voucher		535 826	
Date 1/10/19		TM I.D.# 1932691				Area/agency 1930000	
From Brookfield Ln		To 100 Spring St				Fare (inc. GST) \$	
To Spring St		Kms		Date 1 October, 2019		Subsidy \$	
Cab #		Passenger Signature M Smith				Cash paid \$	
Fare		Taxi Co.				No. of passengers	
Cash Paid		Driver		Cab#		No. of wheelchair users	
						Hoist used Y <input type="checkbox"/> N <input type="checkbox"/>	

Discount 50% Maximum subsidy
Hamilton: \$15 Taupo: \$12.50 Tokoroa: \$7.50

If you have great difficulty filling out the voucher, or your disability makes it difficult to write your name, the taxi driver can help you.

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

The subsidy is always 50% up to a capped maximum.

WHERE DO I GET A BOOK OF VOUCHERS?

If you plan to use the scheme in Hawkes Bay please contact the Total Mobility Coordinator at Waikato Regional Council.

WHEN CAN THE TOTAL MOBILITY SCHEME BE USED?

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

- The scheme can't 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

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

To find out which Taxi Companies are participating in your region please call 0800 205 305 or visit www.busit.co.nz/totalmobility.

AGENCIES AVAILABLE FOR TOTAL MOBILITY ASSESSMENTS AND INFORMATION

There are agencies based across the regions that can help with assessments and providing more information about the scheme. To find an assessment agency in your area please call 0800 205 305 or visit busit.co.nz/totalmobility.



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 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 – **Vouchers required**
- Manawatū-Whanganui
- Marlborough
- Nelson and Tasman
- Northland (within Whāngārei urban area)
- Otago
- Southland
- Taranaki
- Waikato
- Wellington
- West Coast – **Vouchers required**

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.

WHERE CAN I GET MORE INFORMATION?

Contact your disability agency or the Total Mobility Coordinator on the Waikato Regional Council's freephone 0800 205 305. For the latest updates on the Total Mobility Scheme, head to busit.co.nz/total-mobility.



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This information is valid as of April 2024.

