



WAIKATO TOTAL MOBILITY SCHEME INFORMATION HANDBOOK

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What is Total Mobility?

Total Mobility is a nationwide scheme aimed at giving people with disabilities mobility options. Waikato Regional Council administers Total Mobility in Hamilton, Taupo and Tokoroa. 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 Total Mobility photo ID card and vouchers to get the discounted fare.

Who is eligible?

The scheme is open to people of all ages living within the city or town boundaries of Hamilton, Tokoroa or within the defined Total Mobility zone as specified by Taupo District Council. 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 five 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).

These are the sorts of disabilities 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 means you can't use 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 the Hamilton, Tokoroa and Taupo town boundaries can apply using the Waikato Regional Council's standard membership application form. You'll be assessed by a registered assessor.

You can only apply through one of the accredited support agencies participating in the scheme. They are responsible for ensuring that membership and photo ID card applications are completed correctly and returned to the Waikato Regional Council. You'll need to give the assessor a recent head and shoulders passport-size photograph and provide information 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 fee for joining their organisation or 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 to gather more information about your disability so you can be properly assessed. 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 be 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 and a book of vouchers 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.

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 keeps a record of the ID card application form.

Can I use Total Mobility if I get other financial assistance?

Total Mobility taxi vouchers 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 vouchers – '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.

How does the voucher system work?

On each voucher, record details of the taxi journey taken, including the cost of the fare and the discount. It must be filled out correctly.

One voucher per trip

You must use one voucher 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’.

Maximum subsidised fare

Each voucher entitles you to a 50 per cent discount on your taxi fare, up to a maximum fare amount. The maximum subsidised fare varies throughout the region:

- In Hamilton it is \$30 per trip (\$15 discount)
- In Taupo it is \$25 (\$12.50 discount)
- In Tokoroa it is \$15 (\$7.50 discount)

For example in Hamilton, this means that if the fare is \$35, the voucher can be used for \$15, and the user will need to pay the taxi driver \$20. If the total fare is less than the maximum subsidised fare the 50 per cent discount applies.

Voucher allocation

One book of 25 vouchers will be issued on request at the level of use requested on your application form. 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.

Vouchers are non-transferable

Vouchers can only be used by the registered Total Mobility member. Any unauthorised use could mean the cancellation of your membership.

Who fills in the vouchers?

You fill in the date, full details of the trip, your ID number and the number of passengers while you wait for the taxi.

535 826		 Waikato <small>REGIONAL COUNCIL</small> <small>Te Kaunihera ā Rohe o Waikato</small>		Total Mobility voucher		535 826	
Date 1/10/13		TM I.D.# 1932691		<small>Discount 50% Maximum subsidy Hamilton: \$15 Taupo: \$12.50 Tokoroa: \$7.50</small>		Area/agency 1930000	
From Bridge St		From Countdown Bridge St				Fare (inc. GST) \$	
To Grey St		To 401 Grey St				Subsidy \$	
Cab #		Kms				Cash paid \$	
Fare		Date 1 October, 2013				No. of passengers	
Cash Paid		Passenger Signature <i>A. S. Smith</i>				No. of wheelchair users	
		Taxi Co.				Hoist used Y <input type="checkbox"/> N <input type="checkbox"/>	
		Driver					
		Cab#					

At the end of the trip, you fill out the fare and discount amounts, sign the voucher and hand it to the taxi driver. The driver will fill in the cab number, taxi company and their name.

Please ensure you pay your 50 per cent of the fare, or more if you have exceeded the maximum subsidy, at this time to your taxi driver.

Your family, friends and caregivers (able-bodied or not) can share your taxi, but you must be in the vehicle for the entire journey.

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

When can vouchers be used?

Vouchers can be used 24 hours a day but there are some restrictions:

- Vouchers can't be used where transport-related financial assistance is available from another official source (such as Workbridge or IDEA Services)
- Vouchers are not valid for use in association with work related travel, but they can be used to get to and from work.
- Residents of rest homes (not apartments) cannot use vouchers to pay for taxis for any transport such as medical appointments that is already covered by your residential provider
- School children can not use vouchers for transport to and from school where the travel service is provided by the Ministry of Education.

Which taxis can be used?

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

These taxi companies participate in the Total Mobility Scheme:

HAMILTON

Hamilton Taxi Society
Phone 0800 477 477
07 847 7477

Red Cabs
Phone 07 839 3939

Trikiso Buses Ltd
Phone 07 847 2203
or 0800 874 547
(bookings preferred)

Driving Miss Daisy West Hamilton
Phone 07 856 0112 or 0800 948 432
(Bookings required)

Yellow Cabs
Phone 07 847 9469
or 0800 479 469

Driving Miss Daisy East Hamilton
Phone 07 856 8865 or 0800 948 432
(Bookings required)

TOKOROA

Tokoroa Taxi Society
Phone 07 886 6099

TAUPO

Taupo Taxis
Phone 07 378 5100

Great Lake Taxis
Phone 07 377 8990

Where do I get more books of vouchers?

Please contact your disability support agency for more vouchers.

HAMILTON AGENCIES

Arthritis Foundation	0800 663 463
CCS Disability Action	07 853 9761
LIFE Unlimited	07 839 5506
Epilepsy Association	07 838 1433
IDEA Services	07 839 4802
Parkinsons Waikato	07 839 9038
The Blind Foundation	07 839 2266
Stroke Foundation	07 855 6440
MS Waikato Trust	07 834 4740
Community Living Trust	07 834 3700

TAUPO AGENCIES

Age Concern	07 378 9712
Arthritis Foundation	07 348 5121
CCS Disability Action	07 578 0063
IDEA Services	07 378 1328
The Blind Foundation	07 578 2376

TOKORO A AGENCIES

Tokoroa Council of Social Services (TCOSS)	07 886 8277
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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 vouchers in:

- Whangarei
- Auckland
- Hamilton
- Tokoroa
- Taupo
- Bay of Plenty, including Tauranga, Mount Maunganui, Te Puke, Whakatane and Rotorua
- Gisborne
- Napier and Hastings
- Palmerston North
- New Plymouth
- Wellington
- Nelson
- Blenheim
- Greymouth
- Christchurch
- Dunedin
- Invercargill

Before you board a taxi in another region, confirm with the driver that they are an area approved Total Mobility provider and will accept your voucher. If not you will need to check with another taxi provider.

Where can I get more information?

Contact your disability agency or the Total Mobility Coordinator on the Waikato Regional Council's freephone 0800 800 401.



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Hamilton 3240
New Zealand

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