



# 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, Waipā, Taupō 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 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 of Hamilton, Tokoroa and Waipā or within the defined Total Mobility zone as specified by Taupō 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 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 the Hamilton, Waipā , Taupō, Tokoroa town boundaries 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)*. 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 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 [info@waikatoregion.govt.nz](mailto:info@waikatoregion.govt.nz) or call 0800 800 401.

## 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.

## 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, by using the Total Mobility Ridewise System.

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’.

### 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 Taupō it is \$25 (\$12.50 discount)
- In Tokoroa it is \$15 (\$7.50 discount).
- In Waipā it is \$25 (\$12.50 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. 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 (able-bodied or not) 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 or Bay of Plenty. 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?

Some regions such as Bay of Plenty and Hawkes Bay are not currently using the Ridewise electronic system and you will need a voucher for each Total Mobility trip. You 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.

535 826		<b>Waikato</b> REGIONAL COUNCIL <small>Tā Kaunihanga ā Pōhē o Waikato</small>		Total Mobility voucher		535 826	
Date	1/10/19	From	New World Brookfield	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				Cash paid	\$
Fare		Taxi Co.				No. of passengers	
Cash Paid		Driver				No. of wheelchair users	
		Cab#				Hoist used	Y <input type="checkbox"/> N <input type="checkbox"/>

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

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 will fill in the cab number, taxi company and their name.

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.

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 or Bay of Plenty 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 or IDEA Services)
- 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 can not use the scheme 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 be booked in advance when possible.

### THESE TAXI COMPANIES PARTICIPATE IN THE TOTAL MOBILITY SCHEME:

HAMILTON	
<b>HAMILTON TAXI SOCIETY</b>	<b>RED CABS</b>
Phone 0800 477 477 or 07 847 7477	Phone 07 839 3939
<b>TRIKISO BUSES LTD</b>	<b>DRIVING MISS DAISY HAMILTON WEST</b>
Phone 07 847 2203 or 0800 874 547 (Bookings required)	Phone 07 856 0112 or 0800 948 432 (Bookings required)
<b>FREEDOM DRIVERS</b>	<b>DRIVING MISS DAISY HAMILTON EAST</b>
Phone 07 855 5253	Phone 07 856 8865 or 0800 948 432 (Bookings required)
TOKOROA	
<b>TOKOROA TAXI SOCIETY</b>	
Phone 07 886 6099	
TAUPŌ	
<b>TAUPŌ TAXIS</b>	<b>GREAT LAKE TAXIS</b>
Phone 07 378 5100 (Bookings preferred)	Phone 07 377 8990
<b>SHARON'S COMPANION DRIVING SERVICE</b>	<b>DRIVING MISS DAISY</b>
Phone 07 378 1568 (Bookings required)	Phone 07 377 0090 (Bookings required)
WAIPĀ	
<b>DRIVING MISS DAISY</b>	<b>FREEDOM DRIVERS</b>
Phone 07 823 1998 (Bookings required)	Phone 07 823 2600 (Bookings required)
<b>MFT TAXIS – TE AWAMUTU</b>	<b>MFT TAXIS – CAMBRIDGE</b>
Phone 07 870 1332	Phone 07 282 1405

# WHICH AGENCIES ARE AVAILABLE FOR TOTAL MOBILITY ASSESSMENTS AND INFORMATION?

## HAMILTON AGENCIES

Age Concern Hamilton	07 838 2266	Epilepsy Waikato	021 888 293
Aspire	07 839 0183	IDEA Services	07 834 7200
Blind Foundation	0800 24 33 33	LIFE Unlimited	07 839 5506
CCS Disability Action	07 853 9761	MS Waikato Regional Council	07 834 4740
Community Living Trust	07 834 3700	Parkinsons Waikato	07 839 9038
Enrich +	0800 367 424	Stroke Foundation	07 849 2065
Epilepsy Association	07 834 3556		

## TAUPŌ AGENCIES

Age Concern	07 378 9712	Epilepsy Waikato	021 888 293
Blind Foundation	0800 24 33 33	Epilepsy Association	07 346 3912
CCS Disability Action	07 578 0063	IDEA Services	07 378 1328

## TOKOROA AGENCIES

Epilepsy Association	07 834 3556	South Waikato Pacific Islands	07 886 0010
Epilepsy Waikato	021 888 293	Community Services (SWPICS)	

## WAIPĀ AGENCIES

Age Concern	07 838 2266	Epilepsy Waikato	021 888 293
Blind Foundation	0800 24 33 33	IDEA Services	07 834 7200
Cambridge Community House	07 827 5402	LIFE Unlimited	07 839 5506
CCS Disability	07 853 9761	MS Waikato	07 834 4740
Community Living Trust	07 834 3700	Parkinsons Waikato	07 839 9038
Enrich +	0800 367 424	Stroke Foundation Waipa	021 962 380
Epilepsy Association	07 834 3556		

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

## 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:

- Northland (within Whāngārei urban area)
- Auckland
- Bay of Plenty, including Rotorua, Tauranga, Te Puke, Mt Maunganui, Papamoa and Whakatāne (limited service)
- Waikato, including Hamilton, Taupo, Tokoroa and Waipa
- Hawke's Bay, including Napier, Hastings and Wairoa (on-demand service) – Vouchers required
- Gisborne
- Taranaki, including Stratford, New Plymouth, Waitara and Hāwera
- Manawatū-Whanganui, including Feilding, Palmerston North, Levin, Marton and Whanganui
- Wellington
- Nelson and Tasman, including Nelson city, Richmond, Brightwater, Wakefield, Māpua and Motueka (Golden Bay excluded)
- Marlborough including Blenheim
- West Coast, including Greymouth, Hokitika and Westport
- Canterbury, including Christchurch, Ashburton, Timaru and Waimate
- Otago, including Alexandra, Ōamaru, Balclutha, Queenstown, Wānaka and Dunedin
- Southland, including Invercargill and Gore

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.



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Waikato Mail Centre  
Hamilton 3240  
New Zealand  
Job: 6276

**Freephone 0800 800 401**  
[info@waikatoregion.govt.nz](mailto:info@waikatoregion.govt.nz)  
[www.waikatoregion.govt.nz](http://www.waikatoregion.govt.nz)



This information is valid as of September 2019.