

What is Total Mobility?



Total Mobility is a nation-wide programme aimed at helping people with disabilities to become more mobile. Whether you need to go to the bank, your church, or the shops, this programme makes it easier for you to remain a part of your community. It does this by subsidising taxi fares through a voucher system, saving you up to half the cost of a normal fare.

Check with your agency, but if your disability prevents you from using other public transport such as buses you are probably eligible to use the programme. This includes short-term disabilities.

In Whangarei, the Northland Regional Council administers the Total Mobility programme. The Whangarei District Council and Land Transport New Zealand both fund the programme.

How do I use the vouchers?

1. When ordering a taxi, let the phone operator know if you need a wheelchair hoist vehicle.
2. When you board the taxi, you must show your Total Mobility ID Card to the driver in order to receive your discounted fare.
3. Before the end of your trip, complete the date, trip details and sign the voucher. Remember to fill in the stub of the book for your own records.
4. At the end of the trip, give the voucher to your taxi driver. The driver will complete the fare details, and keep the voucher.
5. Pay the driver your share of the total fare.

Further instructions are found inside the front cover of the voucher book. Please read them carefully.

Are there voucher use restrictions?

- In Northland, vouchers may only be used by those persons within the Whangarei urban area eligible to join the scheme.

You can also use your vouchers in other parts of New Zealand, where a Total Mobility programme is operating. Please see your agency for further details.

- Only the Total Mobility client and, if they so wish, an accompanying caregiver/support person can use the vouchers.
- Vouchers may be used for one trip only. For example, if you travel from your home to town, you must use one voucher for your trip to town and another for your return trip home.
- Only travel time is subsidised. Any waiting time incurred on a trip is not subsidised.
- The Total Mobility Scheme is only available to those persons aged 14 and over who reside within the Whangarei District Council boundary.
- Total Mobility clients making taxi trips that cost less than \$4.00 must pay the full fare rather than use their voucher book.
- Depending on available funding, there might be the following temporary restrictions from time to time -
 1. The subsidy portion of the ticket reduced from 50% to 25%
 2. A maximum fare of \$12.00
- Vouchers can be used seven days a week, 24 hours a day.

What else do I need to know?

- A Total Mobility ID card will be required. A recent photograph and a fee of \$8.75 must be presented to your agency, which is then passed to the Northland Regional Council. The Regional Council will then record relevant details on the database and organise the ID card printing. The ID card must be presented to the taxi driver at the start of each trip. Failure to present the ID card will result in a full fare being charged to the client.
- Keep your vouchers and ID cards in a safe place. If you lose them, report their loss **immediately** to the agency that issued them to you.

Total Mobility User Guide

- If you are down to your last couple of vouchers, please contact your issuing agency for a new book.
- You can only receive voucher books from one agency.
- Your local Taxi Companies are:

Kiwi Cabs	Ph. 438 2299
A1 Cabs	Ph. 438 3377
Phoenix Cabs	Ph. 438 9933

- **Please Remember:** Total Mobility clients who have a partner on the Residential Care Subsidy receive a visiting allowance of \$27.22 a week from Work and Income New Zealand. This allowance is often automatic on application of the subsidy. You may not be aware that you are receiving it. Using vouchers when an allowance covers the cost is “double dipping” and not fair to other Total Mobility clients.
- Clients must also be aware they are unable to use Total Mobility vouchers in conjunction with any other scheme vouchers.

Where can I get further information?

If you have any questions about Total Mobility, please contact your agency. Their details can be found on the front cover of your voucher book.

Your careful use of the programme is appreciated.



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Please read these instructions carefully before
using your new book of Total Mobility Vouchers

Caring for Northland
and its environment

