

Other conditions of use

- Only the Total Mobility client and, if they so wish, an accompanying caregiver/support person can use the vouchers.
- Vouchers can 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.
- The Total Mobility Scheme is only available to those persons aged 14 and over who reside within the Whāngārei urban area.
- Vouchers can be used seven days a week, 24 hours a day.
- Failure to present a current ID card will result in a full fare being charged to the client.
- Total Mobility vouchers cannot be used in conjunction with any other scheme vouchers.
- Total Mobility vouchers cannot be used for trips covered by other allowances.

For example, Total Mobility clients with a partner on the Residential Care Subsidy often automatically receive a visiting allowance of \$27.22 a week from Work and Income – you can't use Total Mobility vouchers if you also get this allowance as it's essentially "double-dipping".



Total Mobility User Guide

Agency: _____

Phone: _____

Need more information?

If you have any questions about Total Mobility, please contact your agency.

Your local taxi companies

You can use your Total Mobility vouchers with the following taxi companies:

Kiwi Cabs 438 4444

A1 Cabs 438 3377

If you have qualified for **Total Mobility vouchers** – which give you up to 50% off taxi fares to help you get around urban Whāngārei – then this guide is for you.

Please read this guide carefully before using your new vouchers so you can make the most of the Total Mobility scheme.

What is Total Mobility?

Total Mobility is a nationwide scheme that provides taxi subsidies to help people with disabilities stay connected within their community.



It uses a voucher system to save you up to half the cost of a normal taxi fare.

If you have a disability which prevents you from using public transport and you live in urban Whāngārei, you are likely eligible for Total Mobility assistance.

Total Mobility Whāngārei is administered by Northland Regional Council, with funding from the Whāngārei District Council and the NZ Transport Agency.

Level of subsidy

The scheme aims to provide a subsidy of 50% per trip. Only actual travel time is subsidised (not waiting time), and the fare must be at least \$4 to qualify for a subsidy.

Depending on available funding, there might be the following temporary restrictions from time to time:

- The subsidy portion of the ticket reduced from 50% to 25%
- A maximum fare of \$15.00.

Where can I go?

In Northland, the vouchers can only be used for travel within the Whāngārei urban area – its boundaries are:

- North – Springs Flat, Kamo
- South – the Paper Mill, Otaika
- East – Sunrise Court, Onerahi
- West – Pompallier Estate Drive, Maunu.

Any travel outside this area will need to be paid by you.

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

Getting a Total Mobility ID card

You need a current Total Mobility ID card to use your vouchers. To get an ID card, you need to provide a recent photograph and a fee of \$8.80 to your agency. The agency will pass these on to Northland Regional Council, along with your details, so an ID card can be produced for you.

If you lose your ID card, report it to your agency as soon as possible.



Getting new vouchers

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.

If you lose your voucher book, report it to your agency as soon as possible.

How do I use the vouchers?

When ordering a taxi, let the phone operator know if you need a wheelchair hoist.

- When you board the taxi, you must show your Total Mobility ID card to the driver to receive the subsidy (otherwise you'll have to pay the full fare).
- Before the end of your trip, complete the date, trip details, ID number and expiry date, and sign the voucher.
- Remember to fill in the stub of the book for your own records.
- At the end of the trip, give the voucher to your taxi driver. The driver will complete the fare details, and keep the voucher.
- Pay the driver your share of the total fare.

There are more instructions in your voucher book – please read them carefully.