

Do not return these pages, please keep them for your information.

Applicant declaration

1. I declare that the information provided in this application is true and accurate to the best of my knowledge.
2. I have never been refused access to the Total Mobility scheme in any region of New Zealand in the past due to fraud or other misuse of the scheme.
3. I undertake to use the Total Mobility scheme and my Total Mobility card according to the Conditions of Use set by Auckland Transport as outlined below or as amended from time to time.
4. I understand that if I fraudulently abuse or misuse the scheme in any way, whether with the intent to defraud or otherwise, my access to the scheme will be withdrawn and I may be liable for prosecution.
5. I understand that the terms and conditions of the Total Mobility scheme may change in the future due to funding or legislative changes or otherwise, including termination of the scheme in its entirety, and Auckland Transport will use reasonable endeavours to inform me of any changes and how they affect my use of the scheme.
6. I understand that the information provided on the assessment form will be used to establish my eligibility for the Total Mobility scheme, and for statistical and research purposes which will not identify me as an individual. Only the agents, employees or representatives of Auckland Transport and my disability support agency will have access to personal information. It may also be shared with the agents, employees or representatives of the New Zealand Transport Agency or Audit New Zealand, or any Crown entity performing similar roles, when they conduct official audits of the Total Mobility scheme.
7. I understand that under the Privacy Act 1993, I am entitled to access the personal information about me which the agent or Auckland Transport may hold.
8. I declare that I will immediately notify Auckland Transport and my disability support agency if any information provided in this application changes or if there is any other change of circumstance which may affect my eligibility for the Total Mobility scheme.
9. I have read, or have had read to me, and understand the Privacy Act 1993 Statement and the Conditions of Use and agree to abide by them.

Conditions of use

The following conditions apply when using the Auckland Transport Total Mobility scheme:

1. You may only use a taxi from an approved Total Mobility transport service provider to claim the subsidy. If you use another transport service provider you will not be eligible to claim the subsidy and will be required to pay the full fare.
2. You must advise the transport service provider that you are a Total Mobility client when you order, and get in, a vehicle. Not all vehicles in the contracted transport service providers' fleets have the automated Total Mobility swipe card system. If you do not advise the transport company that you are a Total Mobility client, they may send a vehicle that does not have the necessary equipment. If you fail to identify yourself as a Total Mobility client prior to ordering a taxi, and the vehicle provided does not have the swipe card system, you will not be eligible to claim the subsidy and will be required to pay the full fare.
3. You must present your Total Mobility photo ID card at the end of the trip. If you do not have your Total Mobility photo ID card available at the time of travel you will not be eligible to claim the subsidy and will be required to pay the full fare.
4. You must have the fare available to pay the driver at the end of the trip. At the time of printing, Auckland Transport pays 50 per cent of the total fare up to a maximum of \$40 per trip but this subsidy value is subject to change at Auckland Transport's sole discretion.
5. As the eligible Total Mobility client you must travel in the vehicle to claim your subsidy. You cannot ask a driver to collect goods, or other passengers, and use Total Mobility to pay for the service. Any use of the Total Mobility card in this manner may result in your removal or suspension from the scheme.
6. You must not give or leave your Total Mobility photo ID card with a driver, or any other person. Your Total Mobility photo ID card is your responsibility and you acknowledge that the card could be used fraudulently if you leave it with another person. This would compromise the Total Mobility scheme and giving or leaving the card with another person could result in your removal or suspension from the scheme if misuse or fraud is suspected to have occurred.
7. You must use the scheme in a responsible manner and provide all information required, including advising Auckland Transport of any change in your contact details. Your access to the scheme and Total Mobility photo identity card is not transferable to other people for their use so you must not allow any other person to use your Total Mobility card. Any use of your Total Mobility card by another person may result in your removal or suspension from the scheme.

8. The Total Mobility scheme is a transport service that is provided as an alternative to public transport by bus, train and ferry. For this reason, Total Mobility must not be used as a chauffeur service. You must not use the Total Mobility scheme subsidy where you require the driver to wait for any longer than 5 minutes per trip with the meter running while you are shopping, at appointments, etc. Any use of the Total Mobility card in this manner may result in your removal or suspension from the scheme.

Privacy Act 1993

1. The information provided on this form will be used to establish your eligibility for the Total Mobility scheme and for statistical and research purposes which will not identify you as an individual.
2. The agency collecting and holding the information is provided on this form. Access to this information will be by the agents, employees or representatives of Auckland Transport and your disability support agency. When required for audit purposes, information may be accessed by the agents, employees or representatives of the New Zealand Transport Agency and Audit New Zealand, or any Crown entity performing similar roles. All personal information will be held securely and protected against loss, unauthorised access or misuse.
3. If you do not provide the information requested, your disability support agency will not be able to register you as a member of the Total Mobility scheme and you will not be eligible for any subsidy.
4. Under the Privacy Act 1993 you have the right of access to personal information about you held by Auckland Transport and your disability support agency. You are also entitled to request that information about you be corrected.

Photo identity card security

Protection of your Total Mobility identity card

You must not allow any other person to use your Total Mobility photo identity card for any purposes whatsoever. You must also take all necessary steps to protect your card from theft or fraudulent use. Remember to retrieve your card after you use it. If you lose or mislay your card, or it is stolen, or if you know that your card is in the possession of another person, or believe that another person has used your card, you must immediately notify **Auckland Transport via the MAXX Contact Centre, phone (09) 366 6400 or email maxxenquiry@maxx.co.nz**.

Lost, stolen, damaged or faulty cards

If your card is lost, stolen, damaged or faulty, we may issue a replacement card. Our usual card issuing fee may be charged. You will not be eligible for a subsidy and will be required to pay the full fare for your travel until you obtain a new card.

To order a replacement card, send the \$8 card issuing fee and a covering note with your name, TM ID number or date of birth, current address and contact phone number to **Total Mobility team, Auckland Transport, Private Bag 92250, Auckland 1142**. Cheques should be made out to 'Auckland Transport'.

Ownership of card

Your card and card number are Auckland Transport's property. They may not be copied or reproduced and may be retained by us at our sole discretion. You agree to immediately return or destroy your card when we ask you to. In certain circumstances a transport service provider may also be required to retain your card.

Customer feedback

If you have any concerns regarding the delivery of Total Mobility services by a transport service provider, please call the **MAXX Contact Centre on (09) 366 6400 or email maxxenquiry@maxx.co.nz**. Trip details such as transport service provider (company) name, driver or cab number, date, time and to/from locations are required where possible to allow the issue to be fully investigated.