

What is the Total Mobility scheme?

The Total Mobility (TM) scheme is a national scheme that assists people with impairments to enhance their community participation by accessing appropriate transport. This assistance is provided to eligible, registered individuals in the form of subsidised door-to-door transport services wherever TM transport providers operate.

The TM scheme offers registered individuals a 50 per cent discount (up to a maximum subsidy of \$40 in the Auckland Region) on fares charged by contracted transport providers. To receive the discount, the individual must present their TM Photo Identification (ID) Card to the driver at the start of the trip so the correct tariff is selected for fare calculation. The individual is then required to have their TM Photo ID Card swiped at the end of the trip, and pay their portion of the fare to the transport provider.

In the Auckland region, Auckland Transport administers the scheme, with partial funding provided by the New Zealand Transport Agency (NZTA).

For more information about the TM scheme in the Auckland Region, please phone the MAXX Contact Centre on (09) 366 6400.

Who is eligible to register for the Total Mobility scheme?

To be eligible, an individual must have an impairment 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:

- > Getting to the place from where the transport departs (assumed to be approx 500m)
- > Getting onto the transport
- > Riding securely
- > Getting off the transport
- > Getting to the final destination point (assumed to be approx 500m)

The impairment may be physical, sensory, neurological, intellectual, psychiatric/psychological, or another impairment type. The impairment may be permanent, fluctuating, or temporary, but must have lasted, or be expected to last, for a minimum of six months.

It must be the individual's impairment, not the absence of a bus, train or ferry service in the area, which prevents the individual from using conventional public transport.

The following are situations when impairments may qualify an individual for the TM scheme:

- > Inability to independently walk or wheel 500m or to get on/off a bus, train or ferry due to physical impairments (eg, chronic pain, respiratory condition, reliance on crutches/walking sticks/walking frame/wheelchair)
- > Inability to independently find one's way due to sensory, neurological or intellectual impairments (eg, loss of sight, loss of hearing, dementia)

> Inability to independently interact with a bus driver, ticket sellers or other passengers due to intellectual or psychiatric/psychological impairments (eg, inability to communicate intentions or handle money, lack of social skills, schizophrenia, phobia)

How to apply for registration under the Total Mobility scheme

To register and receive a TM Photo ID Card, please follow the steps below:

Step 1 – Contacting a TM disability agency to discuss eligibility and to arrange an eligibility assessment

The MAXX Contact Centre – (09) 366 6400 can provide the contact details of a number of suitable disability agencies. The disability agency will ask the applicant a series of questions about their impairment to determine their eligibility, and if they consider that the applicant is likely to be eligible, an appointment with a trained Assessment Facilitator will be made for the assessment to take place.

Step 2 – Completing the eligibility assessment and the registration forms

The assessment must take place face to face with the applicant and Assessment Facilitator filling out the registration forms together. If the Assessment Facilitator determines that the applicant is eligible, the assessment form must be signed by both the Assessment Facilitator and the applicant, and the Photo ID Card form must be signed by the applicant.

Step 3 – Submitting the registration forms, photo and card issue fee

The assessment form and Photo ID Card form should be returned to the disability agency with the appropriate payment. This may include a disability agency membership fee and an assessment fee, although some agencies do not charge these. The payment will always include a card issue fee of \$8.00 to cover the administration and production costs of the Photo ID Card (payable to Auckland Transport).

The disability agency will review the registration forms and forward them to Auckland Transport with the card issue fee. Once the registration has been approved and processed by Auckland Transport, the applicant will receive a letter from Auckland Transport confirming their registration. The Photo ID Card will normally be received by the applicant within 10 working days, with a letter about the rules of the TM scheme and how to use the TM Photo ID Card.

Unsuccessful applicants

If an applicant is considered to be ineligible for Total Mobility by the Assessment Facilitator, there is an appeal process that may be used to determine whether the assessment was fair. The applicant may contact Auckland Transport to have their assessment reconsidered by an arbitration panel of three independent parties.

Privacy Statement

The information provided through the registration process will be used only to establish an applicant's eligibility for the Total Mobility scheme and for statistical and research purposes which will not identify applicants as individuals. Access to this information will be by MAXX Contact Centre staff, Auckland Transport administration staff and the disability agency's administration staff. All personal information will be held securely and protected by Auckland Transport and the disability agency against unauthorised access or misuse. Under the Privacy Act 1993 applicants have the right of access to personal information about them held by Auckland Transport. They are also entitled to request the correction of their personal information.