

## + FOR MORE INFORMATION

- + Please phone the Total Mobility line on **(06) 835 3015**  
Please leave a message.
- + For toll calls you can phone free on **0800 108 838**  
Please leave a message.
- + Or visit our website:  
**www.hbrc.govt.nz**  
Keyword search: Total Mobility

## TOTAL MOBILITY SCHEME

SUBSIDISED TRANSPORT FOR  
ELIGIBLE PEOPLE WITH  
IMPAIRMENTS



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SAFEGUARDING YOUR ENVIRONMENT + KAITIAKI TUKU IHO



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## + WHAT IS THE TOTAL MOBILITY SCHEME?

The Total Mobility Scheme provides subsidised travel for Hawke's Bay residents who are unable to use public transport due to a significant, permanent impairment. It pays 50% of the cost of a taxi or passenger service vehicle fare (with a limited maximum) for those on the scheme. The scheme is administered by the Hawke's Bay Regional Council, and funded by both the Council and New Zealand Transport Agency.

## + HOW CAN I JOIN THE SCHEME?

If you have a permanent impairment which would prevent you from using a bus, you will need to be assessed to make sure you are genuinely in need of subsidised travel and that you meet the criteria of the scheme.

## + HOW DO I GET ASSESSED?

You should contact one of the organisations listed in this brochure and make an appointment to be assessed. The assessor will need to take a digital photo so an Identity card can be produced for use when travelling.

## + WHAT WILL IT COST ME?

The agency which assesses you may charge a small fee. However this will be recovered by the savings on your taxi and passenger service fares.

## + WHAT HAPPENS AFTER I'VE BEEN ASSESSED?

If your application meets the criteria for the Total Mobility Scheme, Hawke's Bay Regional Council will issue you with:

- + A book of vouchers or a smart card which entitles you to 50% discount on taxi and passenger service travel (some conditions apply).
- + The conditions of use for the vouchers including answers to many of the common questions people ask about the scheme.
- + A photo ID card or a smart card which you will need to keep safe and show to the driver each time you travel.



FOR AN ASSESSMENT PLEASE CONTACT ONE OF THE FOLLOWING ORGANISATIONS:

### NAPIER

- + Age Concern Napier (06) 842 1346
- + Dementia HB Napier (06) 834 0417
- + Amputee Society of Hawke's Bay & East Coast 06 976 3716
- + CCS Disability Action Hawke's Bay (06) 834 0499 Napier Office
- + Epilepsy Association Hawke's Bay (06) 835 5537 Napier Office
- + HB Multiple Sclerosis Society Inc. (06) 843 3000
- + Parkinson's Hawke's Bay (06) 844 9135 - Members only
- + Blind Foundation (06) 835 3777 - Members only
- + Stroke Central Regions Napier 0800 298 858

### HASTINGS

- + Age Concern Hastings (06) 870 9060
- + Age Concern Flaxmere (06) 879 7003
- + Age Concern Havelock North (06) 877 6488
- + Dementia HB Hastings (06) 878 7502
- + Enliven Home Support Services (06) 877 8193
- + Heretaunga Seniors (06) 870 7025
- + Idea Services (06) 872 7881
- + Occupational Therapy Dept. HBDHB (06) 878 1304 - Driver license tests
- + Stroke Central Regions Hastings 0800 298 858

### CENTRAL HAWKE'S BAY

- + Age Concern Central Hawke's Bay (06) 858 9158