

Total Mobility Scheme

Subsidised transport for eligible people with impairments

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. For those in the scheme, from 1 July 2023 it pays 75% of the cost of a taxi or passenger service vehicle fare up to the value of \$50.*

How can I join the scheme?

If you have a permanent impairment which would prevent you from using a bus, please contact one of our registered assessors. They work with you to ensure that you meet the criteria of the scheme and take a digital photo for an ID card for you to use when accessing subsidised travel.

To find out more
phone **835 9200** or **0800 108 838**
Or visit **hbrc.govt.nz**,
search: **#Totalmobility**

*T&Cs subject to change.



Upcoming change to the Total Mobility Scheme (from 1 July 2026)

From 1 July 2026, the Total Mobility Scheme subsidy will reduce from 75% to 65%, meaning cardholders will pay 35% of their taxi fare instead of 25%, and the maximum fare cap will reduce from \$50 to \$45. These changes follow a Ministry of Transport-led country wide review of the Total Mobility Scheme and are needed to keep the scheme affordable as costs and demand have grown. This will move the subsidy closer to pre-COVID levels following the temporary increase introduced during the pandemic.

What will it cost me?

The agency which assesses you may charge a small fee. The photo ID card is free however, and you will only need to pay the remaining portion of your passenger or taxi fare once the subsidy has been applied.

What happens after I've been assessed?

If your application meets the criteria, Hawke's Bay Regional Council will issue you with a photo ID card, which you will need to keep with you to give to the transport operator each time you travel.



If you lose your card, you can get a replacement by contacting us on **(06) 835 9200** or **email info@hbrc.govt.nz**

For an assessment contact one of the following organisations:

Age Concern Napier
(06) 842 1346

Blind Low Vision NZ
(Members only)
(06) 835 3777

Brain Injury Hawke's Bay
(06) 878 6875

CCS Disability Action Hawke's Bay
(Clients only)
(06) 834 0499

Dementia Hawke's Bay
(Hastings)
(06) 878 7502

Dementia Hawke's Bay
(Napier)
(06) 834 0417

Enliven Older People Services
(Enliven clients only)
(06) 281 2534

Epilepsy Association Hawke's Bay
0800 374537 or (027) 308 8971

Hastings Health Centre
(Registered patients only)
(06) 873 8999

Hawke's Bay Multiple Sclerosis Society Inc
(06) 835 8542 or (027) 733 0304

Te Mata Peak Practice
(Registered patients only)
(06) 873 0750

