

### When you run out of vouchers

- Take your used voucher book in to Council's customer service desk to swap for a new book.
- Someone else can get the vouchers for you. They need to take your used voucher book and show your ID card.
- Replacement vouchers are free.

### Your photo ID card

The Total Mobility ID card is proof you are eligible to use the discount vouchers. You must show the card to the taxi driver every time you use a voucher, regardless of how often you use vouchers or if you're known to the taxi driver.

### New applications

Once your application is approved to join the Total Mobility Scheme, you will require a photo ID card. Council's Total Mobility coordinator will contact you to arrange a time for you to have your photo taken, if it has not already been taken.

Your photo identification card and vouchers will be posted to you within 10 working days.

Your card will have a unique user identification number. For safe keeping, you can record this for your information.

User Identification Number:

If you have a permanent disability, your Total Mobility membership will not expire. However, we may ask you to update your details. If a temporary Total Mobility card has been issued for a specified time of 6 months or more, you will need to reapply to continue your membership. Council will contact you prior to your temporary card expiring.

### If your application is declined

If for any reason, you are declined eligibility to the Total Mobility Scheme, you have the right to appeal the decision. Any appeal should be in writing and include supporting details. Send your appeal to the Total Mobility Coordinator of the Gisborne District Council.

Council will investigate any appeal. Where appropriate a review may be undertaken. You will be notified in writing of the review findings and the decision reached will be final.

### Taxi companies that accept Total Mobility vouchers

#### List updated March 2018

Gisborne Taxi Society:

Phone 867 2222 – hoist available

Eastland Taxis (Gisborne) Ltd:

Phone 867 6767

Sydney Karaka Private Hire:

Phone 867 0977

Driving Miss Daisy Tairawhiti-Gisborne:

Phone 868 8081 or 021 503 816

#### For more information:

[www.gdc.govt.nz/total-mobility-scheme](http://www.gdc.govt.nz/total-mobility-scheme)

Note : If your card or vouchers are lost, misplaced or stolen, please contact the Gisborne District Council Customer Service team below.



15 Fitzherbert Street, Gisborne  
PHONE 06 867 2049 • FAX 06 867 8076  
EMAIL [service@gdc.govt.nz](mailto:service@gdc.govt.nz)  
WEB [www.gdc.govt.nz](http://www.gdc.govt.nz)

# A Guide to Total Mobility in Gisborne



March 2018  
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# Total Mobility

The Total Mobility Scheme provides subsidised taxi services to eligible people with a permanent or short-term impairment that prevents them from safely using public transport.

In Gisborne, a 50% taxi voucher subsidy applies per trip up to a maximum fare of \$12.

## How to join the scheme

Anyone living in the Gisborne region with an impairment that affects their ability to use transport can apply for membership of the Total Mobility Scheme. Eligibility is based on how the disability affects your ability to use transport.

An impairment may be psychological, psychiatric, physical, neurological, intellectual, sensory or other.

You will need to be assessed by a registered assessor, to make sure you meet the Scheme's national eligibility criteria and are in genuine need of subsidised taxi travel. See the application form for more details.

Your impairment would prevent you from undertaking any one or more of the 5 components of a public transport journey unaccompanied in a safe and dignified manner:

### 1. Getting to the place from where the transport departs

- Does the impairment prevent you from getting to the place from where the bus departs?
- Can you physically get to that place? For example, can you walk (or equivalent) a short distance without your condition deteriorating, say 500 metres?

### 2. Getting on to the transport

- Does the impairment prevent you from getting on the bus? For example, can you walk up 3 or more steps unassisted?

### 3. Riding securely

- Does the impairment prevent you from riding securely on the bus?
- Can you travel without your condition deteriorating and without distress?
- Can you balance while sitting or standing?
- Can you communicate your intentions to the driver?
- Can you handle money?

### 4. Getting off the transport

- Does the impairment prevent you from getting off the bus? For example, can you walk down steps?
- Does the impairment prevent you being able to recognise when you have arrived at the correct bus stop to disembark?

### 5. Getting to the destination

- Does the impairment prevent you from getting from the place where you get off the bus to your actual destination? Can you physically get to that place?

The impairment may be temporary, as long as it lasts a minimum of 6 months (eg. recovery after a stroke), or variable in impact so that you are sometimes able to use conventional transport (eg. Arthritis).

## How do I get assessed

Your doctor is the best person to assess your eligibility for the scheme, as they know your medical history.

## How much does it cost to join

The scheme is free. You may need to pay your usual doctor's fee for the assessment.

## Guidelines for Total Mobility users

When you apply to become a registered Total Mobility user, you must confirm that:

- a. You are a resident of the Gisborne District Council rating area.
- b. You do not drive a motor vehicle.

### And agree:

- c. To inform Gisborne District Council of any change to your circumstances that may affect your eligibility for access to the Total Mobility Scheme.
- d. Not to use Total Mobility vouchers for trips where the journey or part journey is subsidised in any way by another scheme or organisation (excluding the Disability Allowance).
- e. To tell the taxi driver you are using Total Mobility vouchers when you enter the taxi.
- f. To ensure the Total Mobility voucher used is completed fully and accurately when given to the driver.

### And acknowledge that:

- g. Your Total Mobility photo ID card must be presented each time a Total Mobility voucher is used as payment for a journey.
- h. The Total Mobility Scheme subsidises 50% of your taxi fare up to a maximum fare of \$12, of which you pay \$6. You must pay any additional fare over \$12.
- i. There is no restriction on caregivers accompanying you.
- j. There is no expiry date on voucher books.
- k. The level of subsidy may be subject to change. You will be notified if it changes.

Total Mobility vouchers can be used in other districts throughout New Zealand where Total Mobility operates. Check with the district's council before you go.

## Using the voucher

- Only one one-way Total Mobility trip can be charged to one Total Mobility voucher, ie a return trip requires 2 vouchers.
- Where there are multiple passengers travelling as a group, only one Total Mobility voucher may be used.
- Caregivers may accompany you, but the Total Mobility voucher user must be in the vehicle for the entire journey.
- Vouchers may be used 24 hours per day, 7 days per week for any trip purpose. The exceptions are work-related travel, where the cost of travel should be met by your employer, or a school trip where the cost of travel is being met by the school.