



GENERAL INFORMATION ON TOTAL MOBILITY

TOTAL MOBILITY PURPOSE STATEMENT

“The Total Mobility scheme is to assist eligible people with impairments to access appropriate transport to enhance their community participation. This assistance is provided in the form of subsidised door to door transport services wherever scheme transport providers operate.”

This national scheme for eligible people with impairments is currently funded jointly by regional councils through local urban rates (a targeted transport rate) and central government (through New Zealand Transport Agency).

Eligible individuals are able to access Total Mobility vouchers that enable them to receive subsidised taxi fares with approved service providers (taxi companies) who participate in the scheme.

In Christchurch, the subsidy is set at 50% of the taxi fare up to a maximum of \$35.00 per voucher at present.

All individuals with impairments wishing to access Total Mobility vouchers must undergo an assessment to ascertain if they meet the eligibility criteria set by New Zealand Transport Agency, and adopted by Environment Canterbury.

An assessment is completed in consultation with an Environment Canterbury approved assessor to verify the applicant meets the eligibility criteria (listed below).

Eligibility Criteria:

An eligible person 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 where the transport departs
- Getting on to the transport
- Riding securely
- Getting off the transport
- Getting to the destination

A medical certificate may be requested as part of the assessment to confirm the applicant’s impairment and how this affects their mobility.

Please note that eligible individuals must have an impairment that is either:

- Permanent, or
- Temporary (people who meet the eligibility criteria for the Total Mobility scheme and have an impairment that has lasted or is expected to last for six months or more); or
- Fluctuating (people with impairments who meet the eligibility criteria for the Total Mobility scheme and are able to use bus, train or ferry services some of the time, but not all the time)

People with temporary impairments who meet the eligibility criteria will be reassessed within 7 months from the time of the initial assessment.

Applicants are referred to an appropriate approved Total Mobility agency (dependent on their impairment) for the eligibility assessment. An annual fee to cover the costs of administering the Total Mobility service may apply for eligible Total Mobility clients.

If the applicant is successful he/she will be required to supply a recent photo of themselves that will be used to produce a photo ID card. The original photo will be returned to them once the ID card is issued, together with their first book of vouchers. Their photo ID card must be shown to the taxi driver each time a Total Mobility voucher is used.

All Total Mobility clients undergo a review every 5 years to ensure they still meet the eligibility criteria and identify any changes in their circumstances.

Eligible applicants with permanent or fluctuating impairments over 65 years will be issued a photo ID card without an expiry date printed on it, but must still undergo reviews every 5 years. Eligible applicants under 65 years old with permanent or fluctuating impairments are issued a photo ID card that will be valid for 5 years. Eligible applicants with temporary impairments are issued a photo ID card for a short time (up to 6 months) and are reassessed after this time.

Please note that acceptance to the Total Mobility scheme does not automatically guarantee access to vouchers. At times it may be necessary for Environment Canterbury to review eligibility criteria and/or voucher allocation to meet budgetary or other constraints identified.

For your information I have attached a list of the approved Total Mobility agencies in Christchurch and their contact details - they have available the assessment forms and also medical declaration forms to be completed by G.P's if requested.

If an individual's impairment is not covered specifically by one of the approved agencies listed, generally it is covered by the Disabled Persons Centre (e.g. people with heart conditions, respiratory disorders etc.)

Individuals with intellectual impairments that are not receiving assistance directly from IDEA Services should be referred to Environment Canterbury. Individuals with psychiatric impairments should be referred to Environment Canterbury also.

If you have any questions, please contact:

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Total Mobility Administrator,
Environment Canterbury,
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Christchurch.
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Approved Total Mobility Agencies in Christchurch

AGENCY NAME	CONTACT DETAILS	
	Postal Address	Total Mobility Contacts
Alzheimer's Canterbury	P O Box 32 074 Christchurch	Phone: 379 2590
Amputee Society	P O Box 7424 Christchurch	Phone: 381 1873
Arthritis New Zealand	P O Box 13 363 Christchurch	Phone: 366 8383
Cancer Society	P O Box 13 450 Christchurch	Phone: 379 5835
CCS Disability Action Canterbury	P O Box 8066 Christchurch	Phone: 365 5661
Disabled Persons Centre	P O Box 32 074 Christchurch	Phone: 366 9093
Environment Canterbury (for Community Support clients)	P O Box 345 Christchurch	Phone 365 3828
Epilepsy Association	141 Hereford St Christchurch	Phone: 379 8175
IDEA Services Christchurch	P O Box 27 202 Christchurch	Phone: 341 9200 Fax: 341 9201
N.Z. Spinal Trust	Private Bag 4708 Christchurch	Phone: 383 6881
Multiple Sclerosis and Parkinson's Society Canterbury	P O Box 32 135 Christchurch	Phone: 366 2857
Neuromuscular Alliance (formerly Muscular Dystrophy Assn)	P O Box 80 025 Christchurch	Phone: 343 4083 Fax: 343 5983
P.A.I.N.Z. (Pain Action In New Zealand)	P O Box 32 074 Christchurch	Phone: 366 0716
Parafed Canterbury	P O Box 35 080 Christchurch	Phone: 385 4449
Royal New Zealand Foundation of the Blind	P O Box 1696 Christchurch	Phone: 375 4300
Stroke Foundation	P O Box 26 024 Christchurch	Phone: 381 8500

Participating Taxi Companies

This list is correct as at September 2009 - please verify with your agency representative

Blue Star Taxis Ph. 3799 799
City Maxi Taxis Ph. 343 0399
First Direct Ph. 377 5555
Gold Band Taxis Ph. 3795 795