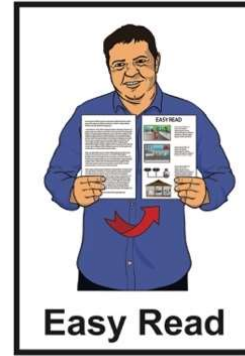
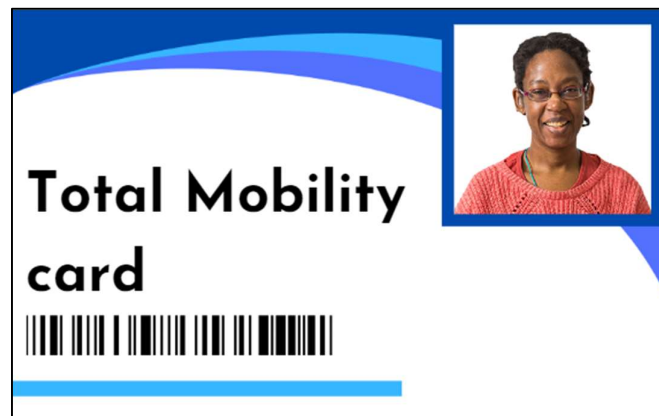




TE MANATŪ WAKA
MINISTRY OF TRANSPORT



Review of the Total Mobility scheme



Published: November 2023

About the review



This Easy Read document is from Te Manatū Waka - Ministry of Transport which is the part of the Government that looks after **transport**.



Transport means different ways of going places like:

- taxis / rideshares like Uber
- public transport like trains / buses
- cars
- bikes and scooters.



When we say **we** in this document we mean Te Manatū Waka - Ministry of Transport.



We are doing a **review** of the Total Mobility scheme.

A **review** is when we look at:

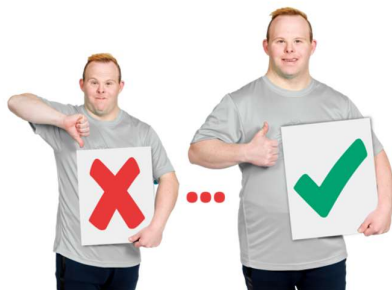
- what things are like now
- how things could be done better.



We will talk about what the Total Mobility scheme is in the next part of this document.

The review is to find out:

- how the Total Mobility scheme is working
- how it can be made better for disabled people.





The **United Nations Convention on the Rights of Persons with Disabilities** says that governments need to make sure disabled people have access to transport.



The **United Nations Convention on the Rights of Persons with Disabilities** is a law lots of countries have agreed to.

It says what governments must do to make sure disabled people get the same rights as everybody else.

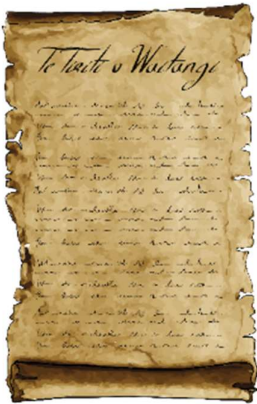


The review will be to make sure disabled people get the human rights set out in the United Nations Convention on the Rights of Persons with Disabilities.



The review will be done in a way that:

- fits the ideas in **Te Tiriti o Waitangi**
- thinks about Māori ways of understanding disability.



Te Tiriti o Waitangi / The Treaty of Waitangi is a legal document that was signed in 1840.

It is about Māori and the New Zealand Government:

- making decisions together
- protecting things that are important to Māori.



What is the Total Mobility scheme?



The Total Mobility scheme is for disabled people who:

- cannot safely travel on public transport like trains or buses
- cannot get to where the public transport starts or ends because of their disability.



In this document we will also call the Total Mobility scheme **Total Mobility**.



People who can use Total Mobility get **discounts** on **Total Mobility services**.



A **discount** means you do not have to pay as much money.



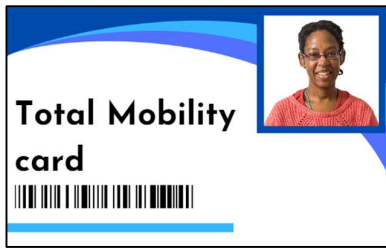
Total Mobility services are things like:

- taxis
- community vans
- companion driving services.



The rest of the cost of Total Mobility services is paid by:

- the government
- local councils.



People who use Total Mobility get the discounts by using:

- Total Mobility cards
- Total Mobility vouchers.



Total Mobility also pays part of the cost for wheelchair **hoists** in taxi vans.

A **hoist** lifts a person and their wheelchair into the taxi van.



In 2022 – 2023 about 95 thousand people had Total Mobility cards / vouchers.



In 2022 more than 2 million trips were made using Total Mobility discounts.

What will the review look at?

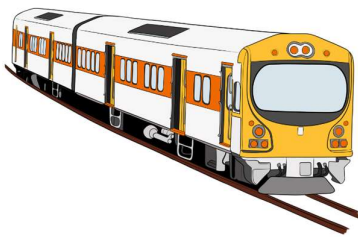


The review will look at 4 main areas.

1. What is Total Mobility for?

Looking at what Total Mobility is for also includes:

- who Total Mobility is meant to support
- how Total Mobility works with other kinds of transport
- caregivers who support other people to travel.





This part of the review will also look at:

- how Total Mobility is used by disabled people
- how the transport needs of disabled people have changed
- if Total Mobility is set up in a way that means people can travel:
 - **independently**
 - with **dignity**.



Travelling **independently** means you get to make your own decisions about travel.



Travelling with **dignity** means you are treated with respect.

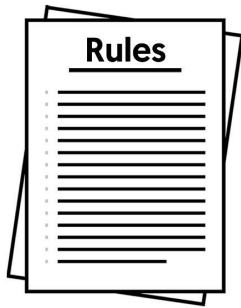
This part of the review will also look at if Total Mobility should:



- be used instead of other kinds of transport
- work with other kinds of transport.



2. How can Total Mobility be more accessible for disabled people?



This part of the review will look at:

- the rules for who can get Total Mobility discounts
- if there are better ways of checking if a person fits the rules to get Total Mobility discounts
- if Total Mobility should support all users in the same way
- the rules for any money that there might be from the Government for similar support.





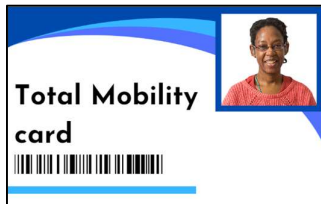
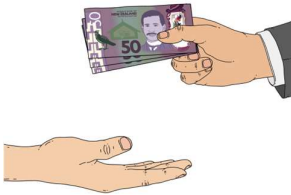
This part of the review will also look at:

- if users have enough money for Total Mobility services
- if there are enough Total Mobility services including wheelchair accessible taxis
- what services are like in small towns / rural areas where there are not as many people
- **barriers** that stop people using Total Mobility
- what can be done about those barriers.

Barriers are things that make it harder for disabled people to have a good life.



This part of the review will also look at ways to deal with **fraud**.



Fraud is when someone lies to get money.

For example:

- a taxi driver could pretend they drove someone with a Total Mobility card to get money
- someone could pretend to be disabled to get a Total Mobility card.



3. How parts of Total Mobility can work better

This part of the review will look at:



- taxis that people can use in their wheelchairs
- making sure these taxis are well looked after



- if the computer systems used to run Total Mobility work well.



This part of the review will also look at how **Total Mobility operators** are trained.



Total Mobility operators are the companies that provide the Total Mobility services.



This part of the review will also look at how information can be better shared between:

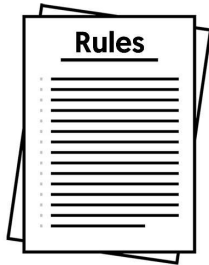
- operators
- councils
- Waka Kotahi NZ Transport Agency which looks after transport that is used on land in New Zealand.





This part of the review will also look at:

- how services are different across New Zealand
- rules for who can be a Total Mobility operator
- if the rules make it too hard for people to become Total Mobility operators
- how Total Mobility **complaints** are handled.



A **complaint** is when you tell someone:

- that you are not happy about something
- what needs to be done to make it right.

4. Money to pay for Total Mobility



This part of the review will look at:

- how Total Mobility is paid for
- if the ways Total Mobility is paid for are right
- other possible ways of paying for Total Mobility.



How will the review work?



We will work on the review together with:

- Waka Kotahi NZ Transport Agency
- other people / organisations that Total Mobility is important to.



We will learn from a report called:

Transport experiences of disabled people in Aotearoa New Zealand

There is an Easy Read translation of this report at:

www.nzta.govt.nz/resources/research/reports/690



As part of the review we will talk to people:

- from the disability community
- who work in areas to do with Total Mobility.



When will the review happen?



The review started in August 2023.

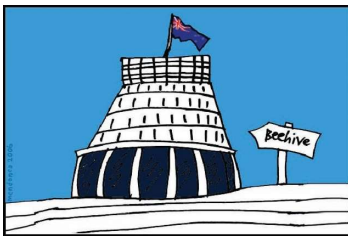


We expect the review to finish late in 2024.



After the review is finished we will share **recommendations** with the **Minister of Transport** so they can make decisions about Total Mobility.

Recommendations are ideas for what should happen next.



The **Minister of Transport** is the Member of Parliament who looks after transport.

More information



You can find more about the review at:

tinyurl.com/totalmobilityreview



There will be a chance for you to tell us what you think as we work on the review.



You can also email us at:

info@transport.govt.nz



This information has been written by
Te Manatū Waka - Ministry of Transport.



It has been translated into Easy Read
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Ngā Tāngata Tuatahi.



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