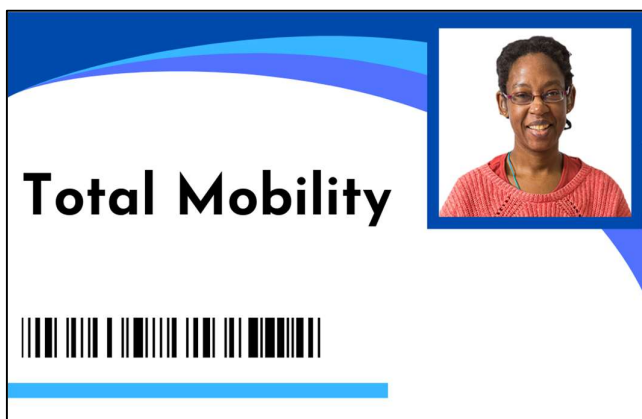


# Have your say: Changing the Total Mobility scheme

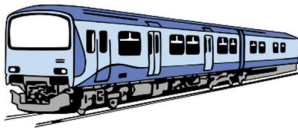


**Published: December 2025**

# About this Easy Read



This Easy Read is from the **Ministry of Transport Te Manatū Waka**.



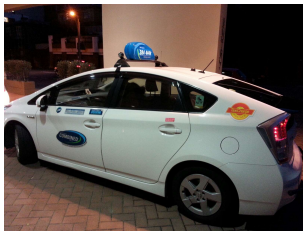
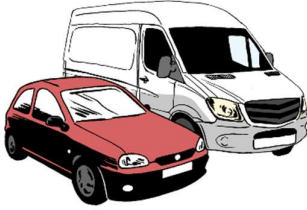
The **Ministry of Transport Te Manatū Waka** is the part of the Government in charge of the Aotearoa New Zealand **transport system**.



In this document the **Ministry of Transport Te Manatū Waka** will be called the **Ministry of Transport**.



Where it says **we / us** this means the Ministry of Transport.



The **transport system** means anything that moves:

- people around the country
- things around the country.

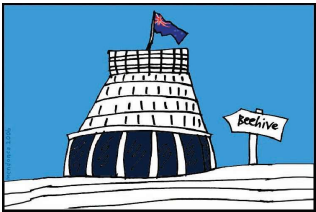
Some parts of the transport system are:

- roads
- trucks
- trains
- planes
- boats.



We want to make **Total Mobility** stronger for:

- users
- funders / people who give it money to run.



**Total Mobility** is a scheme that supports disabled people to move around by paying part of the cost of taxi trips.

Disabled people can use Total Mobility if they cannot use **public transport** on their own.

Some of the money for the Total Mobility scheme comes from:

- central government which means the government for all of Aotearoa New Zealand
- local government like **public transport authorities**.



**Public transport** means:

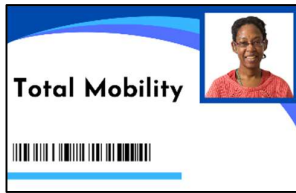
- buses
- trains
- ferries.



**Public transport authorities** are in charge of public transport in their part of the Aotearoa New Zealand.

For example:

- Auckland Transport is the public transport authority in Auckland
- Greater Wellington Regional Council is the public transport authority in Wellington.



This Easy Read is the **feedback** form for the 6 **proposals** that are being talked about for Total Mobility.

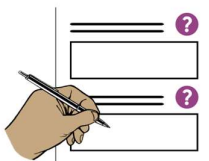


**Feedback** means saying what you think about something.



Here a **proposal** means a:

- kind of idea
- thing that might be good to do.



You can answer as many questions as you like in this feedback form.



When you have finished filling out this feedback form please send it back to us.

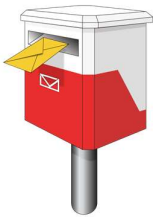


You can send it by:

- **email:**

**TotalMobilityReview@transport.govt.nz**

- **post:**

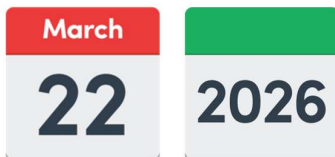


**Total Mobility Consultation**

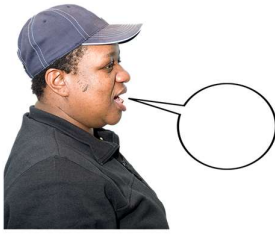
**Ministry of Transport**

**PO Box 3175**

**Wellington 6140**



Send us your feedback by  
**22 March 2026.**

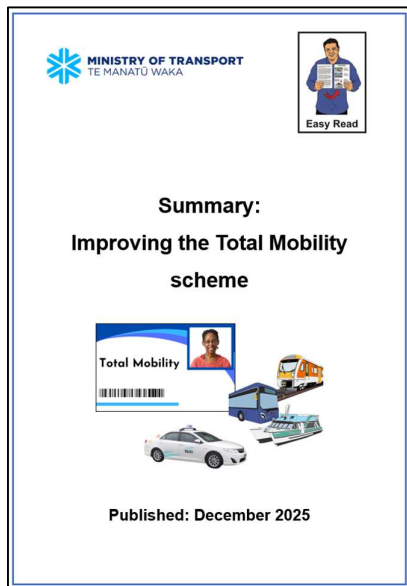


This document includes a quote  
which is words someone has said.



The quote is:

- **not** in Easy Read
- in a green box.



For information about the proposals  
you can read the Easy Read

**Summary: Improving the Total  
Mobility scheme:**

<https://tinyurl.com/36jzta2j>



## Information about you



Tick the box that is right for you.



Are you giving feedback for:

☐

yourself

☐

someone else

☐

a group of people

☐

an organisation?



If you are giving feedback for a group or organisation please put the name in the box below.



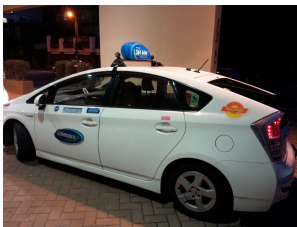
Tick the box that is right for you.

What is your connection to Total Mobility?



☐ I use Total Mobility

☐ I support someone who uses Total Mobility



☐ I am a Total Mobility service provider

☐ I am from a local council



☐ I am from a community group or organisation

☐ something else – put what this is in the box below:



Tick the boxes that are right for you.

Are you a disabled person?



☐ Yes

☐ No.



Are you tāngata whaikaha Māori / a Māori disabled person?

☐ Yes

☐ No.



Are you a carer or family member of a disabled person?

☐ Yes

☐ No.



What type of impairment do you live with?

☐ physical like something to do with your body



Deaf

☐ hearing like being deaf

☐ vision like being blind



☐ speech like finding it hard to talk

☐ something to do with your brain like:

- learning
- cognitive
- neurological.



How old are you?

☐ under 15 years

☐ 15 to 29 years

☐ 30 to 44 years

☐ 45 to 64 years

☐ 65 to 74 years

☐ 75 years or older.



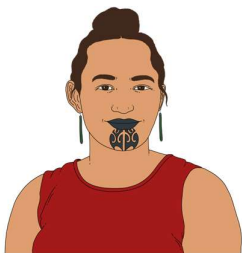
What is your gender?

☐ male

☐ female

☐ another gender

☐ I do not want to say.





What ethnic group do you belong to?

☐

New Zealand European

☐

Māori

☐

Samoaan

☐

Cook Islands Māori

☐

Tongan

☐

Niuean

☐

Chinese

☐

Indian

☐

something else – put what this is  
in the box below:



What part of the country do you live in most of the time?

- ☐ Northland
- ☐ Auckland
- ☐ Waikato
- ☐ Bay of Plenty
- ☐ Gisborne
- ☐ Hawke's Bay
- ☐ Taranaki
- ☐ Manawatu – Whanganui
- ☐ Wellington
- ☐ Nelson
- ☐ West Coast
- ☐ Canterbury
- ☐ Otago
- ☐ Southland.

## Questions for feedback



### **Proposal 1: Make a clear purpose statement for Total Mobility.**



A **purpose statement** talks about what an organisation:

- does
- wants.

The change to the purpose statement that has been suggested is:



“To provide subsidised mobility services to disabled people who are unable to access public transport because of an impairment, to support them to live their lives.”





Tick the box that is right for you.

Do you support the suggested new purpose statement?

☐ Yes

☐ No

☐ I do not know.



Is there anything you would change about the suggested new purpose statement?

Put your answer in the box below.

## Proposal 2: Make changes to assessments.



Here an **assessment** means talking about your disability to find out if you can use Total Mobility.



Tick the box that is right for you.



Do you think the Government should ask for documents that prove the disability a person has when they apply for Total Mobility?

☐ Yes

☐ No

☐ I do not know.



Tick the box that is right for you.



Do you think the Government should get people to do **reassessments** for Total Mobility?

☐ Yes

☐ No

☐ I do not know.



Here **reassessment** means doing an assessment again to:

- make sure things are still correct
- check if things might need to change.



Is there anything else you would like to say about this proposal?



You might want to talk about:

- the good things about the proposal
- the bad things about the proposal
- how often a reassessment could be done.

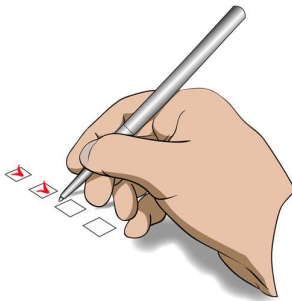


Put your answer in the box below.

### Proposal 3: Limit the number of trips.



Tick the box that is right for you.



As a way to focus support where it is needed do you think the Government should limit / make a total number of trips a user can take?

☐ Yes

☐ No

☐ I do not know.



Which do you think the Government should choose if they did limit / make a total number of trips?

☐

the same number of trips for everyone

☐

a set number of trips to start with for everyone then more trips for people who need them.



Is there anything else you would like to say about this proposal?

You might want to talk about:



- the good things about the proposal
- the bad things about the proposal.



Put your answer in the box below.

## Proposal 4: Make more wheelchair accessible trips.



Tick the box that is right for you.

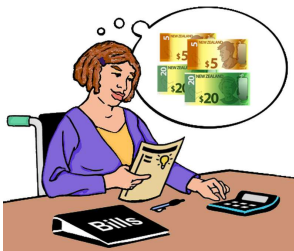


Do you think the Government should make more **incentives** for providers to have vehicles wheelchairs can go in?

☐ Yes

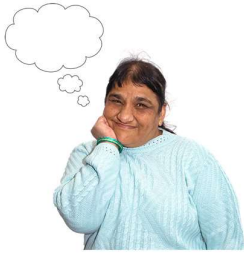
☐ No

☐ I do not know.



Here **incentive** means giving someone a reason to do something like money.





Is there anything else you would like to say about this proposal like how it could be done?



Put your answer in the box below.

## Proposal 5: Let new providers join Total Mobility.



Tick the box that is right for you.



Do you think the Government should let ride-hail services like Uber join Total Mobility?

☐ Yes

☐ No

☐ I do not know.



Do you think the Government should let on-demand services like shuttles join Total Mobility?

☐ Yes

☐ No

☐ I do not know.



Do you think the Government should let community transport services join Total Mobility?

☐ Yes

☐ No

☐ I do not know.



Is there anything else you would like to say about this proposal?



You might want to talk about:

- the good things about the proposal
- the bad things about the proposal
- how things could be made safe for people using new providers.



Put your answer in the box below.

**Proposal 6: Make public transport cheaper for disabled people across the country.**



Tick the box that is right for you.



Do you think the Government should make public transport fares cheaper for people with disabilities?

☐ Yes

☐ No

☐ I do not know.



Is there anything else you would like to say about this proposal?



You might want to talk about:

- the good things about the proposal
- the bad things about the proposal
- if this proposal might change how many people use Total Mobility.



Put your answer in the box below.



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



It has been translated into Easy Read by the Make it Easy Kia Māmā Mai service of People First New Zealand Ngā Tāngata Tuatahi.



The ideas in this document are not the ideas of People First New Zealand Ngā Tāngata Tuatahi.



All images used in this Easy Read document are subject to copyright rules and cannot be used without permission.



Make it Easy uses images from:



- Photosymbols
- Change Images
- Huriana Kopeke-Te Aho
- SGC Image Works
- T Wood
- Studio Rebeko
- Inga Kramer.

