

Total Mobility Otago

Terms and Conditions of Use

General

The Total Mobility Scheme is funded by Waka Kotahi New Zealand Transport Agency and the Otago Regional Council to provide transport options for people with disability or mobility issues.

By accepting and using the Total Mobility scheme and your Total Mobility card, you are agreeing to the Terms and Conditions of Use set by the Otago Regional Council as outlined below or as amended from time to time. Please read these Terms and Conditions carefully before using your Total Mobility Card.

If you fail to adhere to the Terms and Conditions, knowingly provide misleading or false information, or fail to notify the Council of any misuse, you risk cancellation of access to the Total Mobility Scheme and, at the discretion of the Council, legal action.

You understand that the Terms and Conditions of the Total Mobility scheme may change in the future due to funding policy, legislative changes or otherwise, including termination of the scheme in its entirety. The Otago Regional Council will use reasonable endeavours to inform you of any changes and how they affect your use of the scheme.

Privacy

Under the Privacy Act 2020, you have the right to access and correct information held by the Council. Council employees, agencies and assessors can access your information. Information will be held securely and protected against loss, unauthorised access, use, disclosure or misuse.

The information provided as part of the eligibility assessment for Total Mobility will be used to establish your eligibility for the Total Mobility Scheme. It may also be used for statistical and research purposes which will not identify you as an individual.

The information provided will be accessed by your Assessing Agency, agents and employees or representatives of the Otago Regional Council. When required for audit purposes, information may be accessed by the agents, employees, contractors or representatives of the Waka Kotahi New Zealand Transport Agency and Audit New Zealand, or any Crown entity performing similar roles.

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Eligibility Assessment / Assessing Agency

The information you provided during the assessment is used to establish eligibility for Total Mobility.

Provision of false information or fraudulent abuse or misuse of the Total Mobility scheme in any way, whether with the intent to defraud or otherwise, will result in withdrawal of access to the scheme and you may be liable for prosecution and debt recovery.

If you do not provide the information requested on the application (including an approved identification photograph), your assessing agency will not be able to register you as a member of the Total Mobility scheme and you will not be eligible for the subsidy.

You declare that all information provided to your assessing agency in support of your application for Total Mobility is true and accurate to the best of your knowledge.

You confirm that you have never been refused access to the Total Mobility Scheme in any region in New Zealand in the past due to fraud or other misuse of the scheme.

You confirm you are an Otago resident who lives in the Otago region permanently or on a long-term basis i.e, not less than 6 months.

Use of Total Mobility Card

You must take all necessary steps to protect your card from theft or fraudulent use.

If you lose or mislay your card, if it is stolen, if you know that your card is in the possession of another person or believe that another person has used your card you must immediately notify your assessing agency or the Otago Regional Council and we will issue a replacement card. You will not be eligible for a subsidy and you will be required to pay the full fare for your travel until you receive your new card.

Your card has an expiry date. Please contact your assessing agency before it expires to reconfirm your eligibility and arrange for a new card to be issued.

Your card and card number are the Otago Regional Council's property. They may not be copied or reproduced and may be retained by us at our sole discretion. You agree to immediately return or destroy your card if we ask you to.

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You cannot use your Total Mobility Card for transport services that are more appropriately the responsibility of other government agencies such as ACC, DHB or MoE.

Your Total Mobility card is your responsibility. You must not give or leave your card with a driver or another person. You acknowledge that the card could be used fraudulently if you leave it with another person.

You must not allow anyone else to use your TM card for any purpose whatsoever and take all practicable steps to protect your TM card from theft or fraudulent use.

You may only use a vehicle from an approved Total Mobility Transport Operator to claim the subsidy. If you use another transport service operator, you will not be eligible to claim the subsidy and will be required to pay the full fare.

You must advise the Transport Operator that you are a Total Mobility Client at the time of arranging your travel.

You must advise the Transport Operator if you require the use of a wheelchair accessible vehicle. If you do not, they may send a vehicle that does not have the necessary equipment.

You must show the driver your Total Mobility card before commencing your trip. If you do not have your Total Mobility Card available at the time of travel, you will not be eligible to claim the subsidy and will be required to pay the full fare. Remember to retrieve your card after you use it and ask the driver to print a receipt.

You must have the fare available to pay the driver at the end of the trip. The Otago Regional Council currently pays 50 percent of the total fare up to a maximum of \$25 per trip. The value is subject to change at the Otago Regional Council's sole discretion.

An eligible trip is from Point A to Point B; a round trip from Point A to Point A does not qualify for a Total Mobility subsidy. See Frequently Asked Questions for more detail.

As the eligible Total Mobility Client, you must travel to claim your subsidy. You cannot ask a driver or other passengers to collect goods and use your Total Mobility to pay for that service.

Useful links:

[Assessment Agencies](#)

[Transport Operators](#)

[Total Mobility Card](#)

[Frequently Asked Questions](#)

Find out more at
www.orc.govt.nz

or call
0800 474 082