



## **Nelson City and Tasman District Council Total Mobility Scheme**

### **Terms and Conditions of Use at 1 July 2022**

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 Nelson City Council, who administer the scheme, as outlined below or as amended from time to time. Please read them carefully.

#### ***General***

You declare that all information provided to your Disability Support Agency<sup>1</sup> 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 of New Zealand in the past due to fraud or other misuse of the scheme.

You confirm that you are a Nelson or Tasman resident who lives in the Nelson/Tasman Region permanently or on a long-term basis i.e. not less than 6 months.

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.

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

#### ***Privacy***

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. This information will be accessed by the agents, employees or representatives of the Nelson City Council and your disability support agency. When required for audit purposes, information may be accessed by the agents, employees, contractors or representatives of the New Zealand Transport Agency and Audit New Zealand, or any Crown entity performing similar roles. All personal information will be held securely and protected against loss, unauthorised access or misuse.

If you do not provide the information requested on the application (including an approved identification photograph), your disability support agency will not be able to register you as

a member of the Total Mobility scheme and you will not be eligible for any subsidy. Under the Privacy Act 1993 you have the right of access to personal information about you held by the Nelson City Council and your disability support agency. You are also entitled to request that information about you be corrected.

You must immediately notify the Nelson City Council and your disability support agency if any information provided by you to support your application for Total Mobility changes or if there is any other change of circumstance which may affect your eligibility for the Total Mobility scheme.

### ***Protection of your Total Mobility card***

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

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<sup>1</sup> Your Disability Support Agency is the organisation that undertook your eligibility assessment for Total Mobility

### ***Using your Total Mobility Card***

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 Waka Kohati and Nelson City Council currently pays 75 percent of the total fare up to a maximum of \$15 per trip but this subsidy value is subject to change at the Nelson City Council's sole discretion.

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

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

### ***Lost, stolen, damaged or expired cards***

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 disability support agency or the Nelson City Council Customer Service Centre, phone (03) 546 0200 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 disability support agency before it expires to reconfirm your eligibility and arrange for a new card to be issued.

### ***Ownership of card***

Your card and card number are the Nelson City 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.

For a list of approved Total Mobility Transport Operators and how to order vouchers to use Total Mobility in other regions please see our website  
<http://nelson.govt.nz/services/transport/roads/total-mobility-passenger-transport/>

### ***Customer feedback***

If you have any concerns regarding the delivery of Total Mobility services by a transport service operator, please call the Nelson City Council's Public Transport team, (03) 546 0200. Trip details such as transport service provider (company) name, driver or cab number, date, time and to/from locations are required where possible to allow an issue to be fully investigated.