Client terms and conditions of use

Total Mobility scheme terms and conditions of use - 2026

1. General

1.1. The Total Mobility scheme provides transport options for those people who have a permanent disability or long-term impairment and meet the eligibility criteria.

1.2. By using the Total Mobility scheme and accepting your Total Mobility card, you are agreeing to the terms and conditions set out in this document. Please read these terms and conditions carefully before using your Total Mobility card.

1.3. If you fail to adhere to the terms and conditions, knowingly provide misleading or false information, or fail to notify your public transport authority of any misuse, you risk cancellation of access to the Total Mobility scheme and, at the discretion of your public transport authority, legal action.

1.4. You understand that your public transport authority will investigate any suspected client fraud or misuse and take appropriate action.

1.5. You understand that these terms and conditions may change in the future due to funding policy, legislative changes or otherwise, including termination of the scheme in its entirety. Your public transport authority will use reasonable endeavours to inform you of any changes and how they affect your use of the scheme.

2. Privacy

2.1. We understand that it is important for you to know how we treat your personal information. We will comply with our obligations under the Privacy Act 2020.

2.2. You understand that your public transport authority has a privacy policy that explains how we collect, store, use and share your personal information.

2.3. You understand that your public transport authority may hold other information about you if you use other services. This may include information linked to a travel card, customer service request, or complaint. This personal information is covered by the privacy statement on your public transport authority website.

3. Use of your Total Mobility card

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

3.2. 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 assessment agency or public transport authority and you will be issued a replacement card, otherwise 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.

3.3. If your card has an expiry date, you are responsible for contacting your assessing agency of public transport authority before the card expires to reconfirm your eligibility and arrange for a new card to be issued. If you fail to renew your card on time it may be cancelled.

3.4. Your card may be cancelled or suspended if unused for an extended period of time. To prevent this, you should keep your public transport authority informed of any changes to your travel needs or contact details.

3.5. Your card and card number are the property of your public transport authority. 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.

3.6. Should you attempt to use a card that has been cancelled or suspended it will not be accepted by the Total Mobility transport operator and you will be required to pay the full fare.

4. Use of Total Mobility services

4.1. You must not use your Total Mobility card for transport services that are the responsibility of other government agencies such as (but not limited to) ACC, Health New Zealand - Te Whatu Ora, the Ministry of Health, or Ministry of Education.

4.2. You must not use your Total Mobility card for travel undertaken in the course of your job. You may use your card to travel to and from your place of work.

4.3. 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.

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

4.5. You must advise the transport operator that you are a Total Mobility client when arranging your travel. If you do not, they may send a driver who is not approved for the Total Mobility scheme, meaning you will not be eligible for a subsidy and will be required to pay the full fare.

4.6. You must advise the transport operator if you require the use of a wheelchair accessible vehicle when arranging your travel. If you do not, they may send a vehicle that does not have the necessary equipment.

4.7. You must provide your Total Mobility card to the driver at the beginning of your trip. If you do not have your card when you travel, you will not be able to claim the subsidy and will be required to pay the full fare. Your card is your responsibility at all times and you must make sure it is returned to you immediately after processing, otherwise you will not be able to use it to travel again.

4.8. You understand that your public transport authority will pay a percentage of the total fare up to a maximum subsidised fare as published on the public transport authority's website. The value is subject to change at your public transport authority's sole discretion.

4.9. You must pay your portion of the fare to the driver using your own funds at the end of the trip. You understand that the Total Mobility scheme does not provide free travel and that you cannot use an account or card from another organisation to pay your portion of the fare.

4.10. You understand that an eligible trip is a one-way journey from point A to point B. A round trip that starts and ends at the same location does not qualify for a Total Mobility subsidy and you will be required to pay the full fare.

4.11. You must be travelling in the vehicle to receive a Total Mobility subsidy. You cannot ask a driver or other passengers to collect goods and use your card to pay for that service.

4.12. You may have other people in the vehicle, but the trip must primarily serve your needs, not those of family or friends, including during outings together. The Total Mobility subsidy only applies while you are in the vehicle.

4.13. You must only use Total Mobility services when your disability or long-term impairment prevents you from using public transport. If your ability to use public transport fluctuates, you must only use Total Mobility services during periods when you are unable to use public transport.

4.14. You must not use your Total Mobility card if the driver is a family member or other associate who may have a financial interest in the fare.

Further information is available on the Otago Regional Council website at: https://www.orc.govt.nz/orbus/travel-with-us/accessibility/total-mobility