Total Mobility Otago

Terms and Conditions of Use – Effective from July 2026

Otago Regional Council

General

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

By accepting and using the Total Mobility scheme and your Total Mobility card, you agree to comply with these Terms and Conditions, as amended from time to time. Pease read them carefully before using your card.

Failure to adhere to these Terms and Conditions, knowingly providing false or misleading information, or failure to report misuse may result in suspension or cancellation from the scheme and, at ORC's discretion, legal action and/or debt recovery.

ORC may update these Terms and Conditions at any time due to funding policy, legislative changes, or otherwise, including possible termination of the scheme. ORC will use reasonable endeavours to inform you of any changes.

Privacy

- Under the Privacy Act 2020, you have the right to access and correct personal information held by ORC.
- All personal information will be held securely and protected against loss, unauthorised access, and misuse.
- Information collected during your assessment is used to determine your eligibility and may also be used for statistical and research purposes that do not identify you.
- Information may be accessed by your Assessing Agency and ORC employees, agents, or representatives.
- For audit purposes, information may be accessed by Waka Kotahi New Zealand Transport Agency, Audit New Zealand, or similar Crown entities.
- You must notify ORC or your Assessing Agency if your circumstances change in a way that may affect your eligibility.
- Cards are suspended after 2 years of non-use and cancelled after 3 years of non-use.

Eligibility Assessment / Assessing Agency

- The information you provided during the assessment is used to determine your eligibility for the scheme.
- 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 due to fraud or misuse.
- You confirm you are a permanent or long-term resident of the Otago region i.e. having lived here for no less than 6 months.

Conditions of Use

- You must take all necessary steps to protect your card form theft or fraudulent use.
- If your card is lost, stolen or damaged, or in the possession of another person you believe to be using it, you must immediately notify your Assessing Agency or ORC, and a replacement card will be issued. You will not be eligible for a subsidy until you receive your new card and will be required to pay the full fare for your travel.
- Your card does not have an expiry date, but your eligibility will be reviewed by your assessing agency every three years.
- You must notify ORC if your address or contact details change.
- Your card and card number are the property of ORC and may not be copied or reproduced. ORC may request that you return or destroy your card at any time.
- You cannot use your Total Mobility Card for transport services that are more appropriately the responsibility of other government agencies such as ACC, DHB, WINZ, or MoE. You cannot use your card in conjunction with alternative subsidised travel options.

- You must not give your card to anyone else or leave it with a driver or any other person.
- You must not allow anyone else to use your card under any circumstances.
- You must take all practicable steps to protect your 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 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. ORC currently pays 65% of the total fare up to a maximum of $45 per trip. The value is subject to change at ORC's 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 our FAQs for further information.
- You must remain in the vehicle for the duration of the trip. The trip ends when you reach your destination or exit the vehicle.
- You can travel with whānau, friends or carers as passengers provided you remain in the vehicle with them for the entire trip.
- Total Mobility may only be used for personal travel.
- You must travel in the vehicle to claim the subsidy. You cannot ask a driver or another person to collect goods or passengers on your behalf.
- Drivers may charge for waiting time. If you ask a driver to wait for you, you are responsible for paying all wait time charges.

If you have any questions or feedback, please contact ORC on **0800 474 082** or email **totalmobility@orc.govt.nz**.