

Home and Community Support Services

Informing and supporting community participation: Transport information

October 2008

This information will be reviewed and updated regularly. To provide feedback or updates to this information, please contact:

Marsha Marshall, Development Manager, Home and Community Services, Planning and Development, Health and Disability National Services Directorate, Ministry of Health. Email: Marsha.Marshall@moh.govt.nz, or 09-580-9074, mobile: 021-810-933.

Heather Harlow, Programme Manager, Rehabilitation Service Development, ACC. Email: Heather.Harlow@acc.co.nz, or 04-918-7477

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PREAMBLE

In July 2007, the Ministry of Health and ACC introduced new joint Service specifications for Home and Community Providers. The new specifications are a combination of existing Service specifications of providers and NASC's, with provision for additional flexibility and an outcomes focus for people. The development of the new specification was based on feedback and requests from the sector.

This information sheet was written by the Implementation Reference Group in response to requests from providers for clarification on the issue of support workers transporting people receiving Service under the new specification, which supports community participation. It should be read in conjunction with the HCSS Service Specification Implementation Guide.

It is acknowledged that the introduction of the Fair Travel Policy was not intended to address the issue of caregivers transporting people, and does not cover any costs related to that. Further the Ministry of Health acknowledges that the Fair Travel Policy was intended as a "first step" towards covering the cost of travel.

ACC, the Ministry of Health, and the Home Health Association will continue to work together to develop appropriate funding and purchasing frameworks that will support quality Service provision under the new joint Service specifications.

This information is intended to assist participants in the provision of Home and Community Support Services to manage the situation as it currently stands.

CURRENT SITUATION

ASSUMPTIONS

- That there is no additional funding, or current funding proposals for costs relating to transport of people, for community participation. Therefore these activities need to be covered by current allocations and resources, either person or funder sourced.
- That if travel to and from community activities is required, all naturally existing social supports for a person receiving Services will be investigated first, before a support worker or provider is requested to provide it.
- That the person receiving Services remains responsible for all transport related costs (such as petrol or taxis) which are not covered by any other funding source, such as the Disability Allowance or Total Mobility Card.
- That the current (or preexisting) provider, NASC, assessor and funder processes, protocols, systems and frameworks will remain unchanged (for example, employment agreements, assessment and support allocations) – this work is to provide policy direction and guidance within current contexts.
- That current prices for both ACC and MOH do not adequately cover travel or the transport of people by caregivers.
- The provider reserves the right to define which transport Services they may or may not provide.
- That the Fair Travel Policy covers travel between work sites, but does not apply to the cost of support workers transporting people

1. ACC AND MOH CONTRACTUAL INFORMATION

ACC

Currently ACC does not specifically fund the transport costs of support workers who transport people for community events/involvement. ACC does have a separate programme, Transport for Independence that might be accessed through the ACC Service Coordinator depending upon a person's needs. A separate assessment process may be required to obtain Transport for Independence funding. Funding is provided based on what is most practical and if the transport option enables people to take journeys they took pre-accident, which their injury now prevents. Shopping trips, outings and other social events may be covered under Transport for Independence provisions in order to assist in restoring a person's independence to the maximum extent practicable.

New Service Specifications

A contract variation was sent out to providers in July 2007, which gave the providers an increased price and introduced the new Service specification.

Some travel costs are supported in an effort to assure that support workers can be provided to people regardless of location. Currently travel distance is supported at \$0.62/km over 20km return from support worker's base (pro-rated if multiple people). Travel time is supported once the threshold of 20km is reached at half the rate for the Service provided.

MOH

Currently there is no specific policy which addresses the issue of transport of people receiving Services. Similarly, there is no specific provision in the contract price for transport of people receiving Services, outside the Fair Travel Policy (which does not cover this as noted above).

Fair Travel Policy

In 2006, a price increase of \$1.50/hour was provided to cover the costs of a requirement for providers to implement a "Fair Travel Policy". This was designed to cover the costs of the support workers getting to the home of the persons they were caring for, and traveling between homes. The Ministry acknowledges feedback from providers indicating that this is not adequate. Additionally, the Fair Travel policy does not cover the cost of a support worker transporting a person to a community activity or treatment.

New Service Specifications

A contract variation was sent out to providers in July 2007, which gave the providers an increased price and introduced the new Service specification. There is no specific provision for travel costs for people receiving Services in the latest variation.

2. LEGISLATION

Current legislation pertaining to this issue is provided for in the "Land Transport Rule: Operator Licensing 2007". This Rule exempts a number of passenger services from licensing requirements that meet specified conditions. One of these exempt Services is relevant to activities under this Service specification. This is related to a passenger service provided by a person providing a home or community support Service.

This is summarised in the Land Transport Factsheet 18, which is attached as Appendix 1. The law states:

- The vehicle used must seat less than 12 people, including the driver, regardless of who owns the vehicle
- The transportation provided to clients is an incidental part of the Service
- A fee or fare is not required from the passenger/person for the provision of transportation.

The rule can be viewed at:

<http://www.landtransport.govt.nz/rules/operator-licensing-2007.html>

An overview of relevant legislation is attached in Appendix 1.

ACC/Ministry of Health Home and Community Support Services Implementation Reference Group:
Transport Subgroup, 22 September, 2008

3. INSURANCE

It is important to ensure that all parties are adequately covered by their insurance plans, and that any additional cost for this does not fall to support workers if they are using their own cars.

Insurance companies vary in terms of both cost and coverage. It is acknowledged that neither the support worker nor the provider can sustain increased insurance premiums for the purposes of transport of people receiving Services. The Insurance Council of New Zealand advises that if an employee is being paid for the running costs of a vehicle, a commercial or business premium may be required by some insurers, but not by others. It is important to investigate which insurers will accommodate adequate cover without a financial cost to the support worker, or to the provider if company/fleet vehicles are used, and what the conditions on that insurance are. Some of the situations providers may need to consider insurance implications for are:

- People receiving Services using their own car, with the support worker accompanying them,
- The support worker using their own car to transport people receiving Services
- The provider supplying a car for the purposes for accessing community engagement activities requiring transport of people receiving Services.

The Insurance Council of New Zealand also advises against support workers driving the car of the person' receiving Service, since it is unlikely that the person will have adequate insurance to cover the support worker in the event of an accident.

The New Zealand Home Health Association (NZHHA) has had discussions with the Insurance Council of New Zealand on this issue. The NZHHA encourages providers to contact them for information on what companies to approach for various requirements.

4. HEALTH AND SAFETY

It is important to ensure that all aspects of health and safety are considered if providers are delivering transport Services. The following be considered by Providers:

- Ensuring that vehicles used to access community activities are safe to drive and registered
- Ensuring that anyone driving is appropriately licensed
- Ensuring that the above is verified and/or documented
- Ensuring that risks to safety (e.g. driver competence, traffic or local driving conditions, etc.) are identified and mitigation strategies are in place
- That transport Services offered adhere to all relevant legislation.

RESPONSIBILITIES

1. **PEOPLE RECEIVING SERVICES**

Disabled persons and their family/whanau or support system are central to Service provision under this specification and are expected to be involved in decision making. This necessarily entails responsibility and engagement. People receiving Services should undertake the following responsibilities:

- a) Identify and where possible, source all available natural supports to accommodate their individual need for transport
- b) Engage in goal setting in an interactive, collaborative and realistic manner with their assessor and/or Service coordinator.
- c) Negotiate flexible activities which are manageable and realistic for their personal circumstance and local resources
- d) Understand that transport may not be an option, and this may impact their flexibility options
- e) Participate in the development of an Individual Service Plan with their provider which supports their goals and can be accommodated by the provider
- f) Ensure personal budgets accommodate the cost of transport.

2. **NASCS AND ACC ASSESSORS/SERVICE COORDINATORS**

There are several considerations that NASCs and ACC Assessors/Service Coordinators should be attending to when considering the need for transport for the person receiving Services. These considerations need to be addressed during Service co-ordination with the NASC and ACC Service Coordinator and with the provider when the Individual Service Plan is being developed.

- a) **Investigate all available natural supports in the first instance**
 - Friends, family, informal and formal networks
 - Volunteer groups
 - Local community groups
 - Local council options person.
- b) **Investigate formal supports**
 - MSD options
 - Total Mobility Scheme.
- c) **Manage person's expectation based on the local/regional context**

This should be based on the following:

 - The person's situation (rural/urban, social supports, community supports)
 - The person's resources (financial, practical)

- Local provider capability – time and support for transport may be different in different settings. Urban pressures may be related to traffic, rural pressures may be related to distance, for example
 - Impact on allocated time/hours - People will need to understand that time taken for flexible activities will need to accommodate transport to and from the home
 - Available community supports
 - Eligibility for other supports – MSD funding for example.
- d) **Meet with and/or have ongoing dialogue with local providers to gain an understanding of their capability to deliver specific Services.**
This may be based on the following:
- Size of the provider and associated resources
 - Partnering of local providers for transport options
 - Ability to develop creative options for people using both informal and formal supports, or partnered arrangements between providers or other support organisations (such as local taxi companies or volunteer groups)
 - Ensuring that support plans document the transport arrangements in place.

3. **PROVIDERS**

In accordance with the assumptions underpinning this information, providers retain the right to determine if they are able to offer transport to people receiving Services. They can elect not to offer the Service. The Home Health Association recommends that transport of people receiving Services by caregivers is only offered as a last resort, and can offer advice to providers in this respect.

The Provider needs to consider the following responsibilities if offering transport to people receiving Services:

- a) **Ensure that the Individual Service Plan provides details on how transport will be managed**
- b) **Ensure support workers do not incur personal costs for transporting people in the course of their day to day duties**
- Paying a mileage allowance to cover the running cost of the vehicle to their support workers when transport is required
 - Covering insurance costs incurred by the support worker for this activity, if any (see below)
 - Ensuring that flexible hours used for community activities accommodate the time taken for transport to and from the activity.
- c) **Manage issues around legislation. Providers could consider the following:**
- Ensure that the support worker is reimbursed for running costs of the vehicle only, and that the requirement to transport persons is infrequent and incidental

- Ensure that the person receiving Service is not charged or billed for the transport.
- d) Manage the issues around insurance. Providers could consider the following options:**
- Seek information from the Home Health Association on insurance companies who offer acceptable coverage for the Service anticipated
 - Negotiate with insurance companies to offer acceptable coverage, at no additional cost, to their staff for additional insurance on individual support workers private cars
 - If providers choose to provide transport, they can elect to top up support workers private insurance on all, or select support workers vehicles
 - Offer company/fleet vehicles for the purposes of transporting people when the need arises, perhaps in partnership with other local providers
 - Offer transport assistance/companionship only, based on the person's use of their own car, and/or natural or community supports.
- e) Manage health and safety issues. Providers could consider the following options:**
- Ensure that they sight the support worker's Drivers License, car registration and Warrant of Fitness
 - Audit processes regularly to ensure the above are attended to, and any other risks arising are identified
 - Provide fleet or company vehicles for the purposes of community access, perhaps in partnership with other local providers.

A comprehensive list of formal and informal transport options by region is listed in Appendix 2.

WHERE TO FROM HERE

The Ministry of Health, ACC and the New Zealand Home Health Association will continue to work collaboratively to advocate for appropriate funding to support transport in the provision of Home and Community Support Services. This matter will be reviewed by the Implementation Reference Group for the new Joint Service specification, as well as through collaboration by the Home Based Support Services Joint Funders. The purchasing framework for Home and Community Support Services is currently being reviewed, and ongoing consultation and collaboration with the sector will continue.

APPENDIX 1: FACTSHEET 18 – OPERATOR LICENSING RULE



Related links:

- [Factsheet 2: Driving hours and logbooks](#)
- [Factsheet 4: Taxi drivers and Area Knowledge Certificates](#)
- [Factsheet 15: Passenger service vehicles](#)
- [Factsheet 18: Volunteers carrying passengers](#)
- [Factsheet 21: Taxi and shuttle drivers](#)
- [Factsheet 42: Passenger endorsement](#)
- [Transport Service Licences](#)
- [Your safe driving policy](#)

Factsheet 18 – April 2008

Volunteer drivers and exempt passenger services

This factsheet summarises a complex area of law. If you have any questions or concerns, please contact your [nearest NZ Transport Agency office](#).

- [Legislation for transporting passengers](#)
- [The owner or operator](#)
- [Definition of 'hire or reward'](#)
- [Exempt passenger services](#)
- [The driver](#)
- [The vehicle](#)
- [Volunteers](#)
- [Where can I find out more?](#)

Legislation for transporting passengers

The [Land Transport Rule: Operator Licensing 2007](#) (the Operator Licensing Rule) covers situations where people are transported as part of a service offered by others (a passenger service).

The Operator Licensing Rule sets out the requirements for an operator of a transport service, including requirements relating to a vehicle used in that service and a person who drives the vehicle.

The [Vehicle Standards Compliance Rule 2002](#) requires that vehicles used in a passenger service must pass a more comprehensive safety check. They undergo a certificate of fitness inspection rather than a warrant of fitness inspection.

The [Passenger Service Vehicles Rule 1999](#) describes in detail what the requirements are for passenger service vehicles.

The [Driver Licensing Rule 1999](#) requires drivers of motor vehicles operated in a passenger service to hold a passenger (P) endorsement on their driver licence.

The owner or operator

The [Operator Licensing Rule](#) applies to the **person (individual, partnership or company) who 'carries on' a transport service.**

If an employed driver is using a work vehicle in their employer's transport service, the employer needs a transport service licence.

If a driver is a self-employed owner-driver, the driver needs to hold a transport service licence.

A key factor in determining if a passenger service licence is required is the number of passengers the vehicle can carry. If the vehicle seats more than 12 people (including the driver), the owner or operator must have a passenger service licence.

If the vehicle has seats for 12 or fewer people, then the owner or operator only needs a passenger service licence if the passengers are carried '[for hire or reward](#)'.

Definition of 'hire or reward'

'Hire or reward' has been interpreted through case law (what courts have decided when they've been asked to determine if someone has broken the law or not). The case law interpretation is very broad.

Amendments made in 2005 to the Land Transport Act 1998 incorporated case-law interpretations to the revised definition of **passenger service**, which now includes:

- when passengers pay a specific charge that is expected as a condition of carriage, including part payments to cover fuel and donations
- when the person or organisation providing the Service receives specific funding to do so (e.g. a Ministry of Health grant to take older people on outings)
- when passengers are carried as an integral part of, or reasonably necessary to provide, another Service or activity (other than a transport service) for which payment is made.

Read on for information about [exemptions](#).

Exempt passenger services

The [Operator Licensing Rule](#) specifies the passenger services that are exempt from holding a passenger service licence.

Passenger services operated by or under the control of a district health board, local authority, an incorporated charitable organisation, or an incorporated organisation registered under the Charities Act 2005 where-

- a) the vehicles used are designed or adapted to carry 12 or fewer persons (including the driver); and
- b) the vehicle used is provided by the organisation or the driver; and
- c) the driver is either a volunteer or a staff member of the organisation whose primary responsibility is not driving; and
- d) the only payments made by the organisation to a driver who provides the vehicle is for reimbursing the organisation or the driver for the running cost of the vehicle and does not include payment for the driver's service; and
- e) the only payment made by the passenger is for reimbursing the organisation or the driver for the running cost of the vehicle, and does not include payment for the driver's service.

Drivers of vehicles used in an exempt passenger service do not require a P endorsement and vehicles used only require a warrant of fitness (not a certificate of fitness).

Other exempt passenger services include:

- car pooling under a cost-sharing arrangement between occupants of a vehicle designed or adapted to carry 12 or fewer persons (including the driver) - cost-sharing arrangement includes fuel costs and wear and tear of a vehicle
- passenger service provided by a person providing a home or community support Service, where:
 - the vehicle used is designed or adapted to carry 12 or fewer persons (including the driver), and
 - transport is provided to clients as an incidental part of the Service, and
 - a fee or fare is not required of the client for the provision of transport
- the transporting of school children by parents or caregivers in a vehicle designed or adapted to carry 12 or fewer persons (including the driver) in return for a Ministry of Education private transport allowance
- the transporting of pupils and their escorts to or from any activity of a school, kindergarten, play-centre or other institution providing pre-school education, where:
 - the vehicles used are designed or adapted to carry 12 or fewer persons (including the driver), and
 - the vehicle used is provided by the institution or the driver, and
 - the driver is a staff member of the institution, or a person approved by the institution, or a parent or caregiver of one of the children being carried, and
 - the only payment made by the institution to a driver who provides the vehicle is for reimbursing that person for the cost of the running the vehicle, and does not include payment for the driver's service

- passenger service provided by an organisation offering liquor, meals or refreshments for consumption on licensed premises, where a fee or fare is not required of its passengers.

[Section 12 of the Operator Licensing Rule](#) contains the full list of exempt passenger services.

The driver

Usually, anyone (not exempted above) who drives passengers who pay a specific charge is required to have a [P endorsement](#) on their driver licence.

The [Driver Licensing Rule](#) exempts certain drivers from holding a P endorsement in some situations, including: **volunteer drivers** who drive the motor vehicle to assist **an incorporated charitable organisation or a hospital**, regardless of the size of the vehicle used. However, if the organisation uses vehicles with **more** than 12 seats, the organisation **does** need a passenger service licence. Drivers may need to hold a [Class 2 driver licence](#) and to comply with driving hours and logbooks requirements, depending on the size of the vehicle being driven.

The vehicle

Vehicles used under a passenger service licence have to meet higher safety requirements than other vehicles. They must:

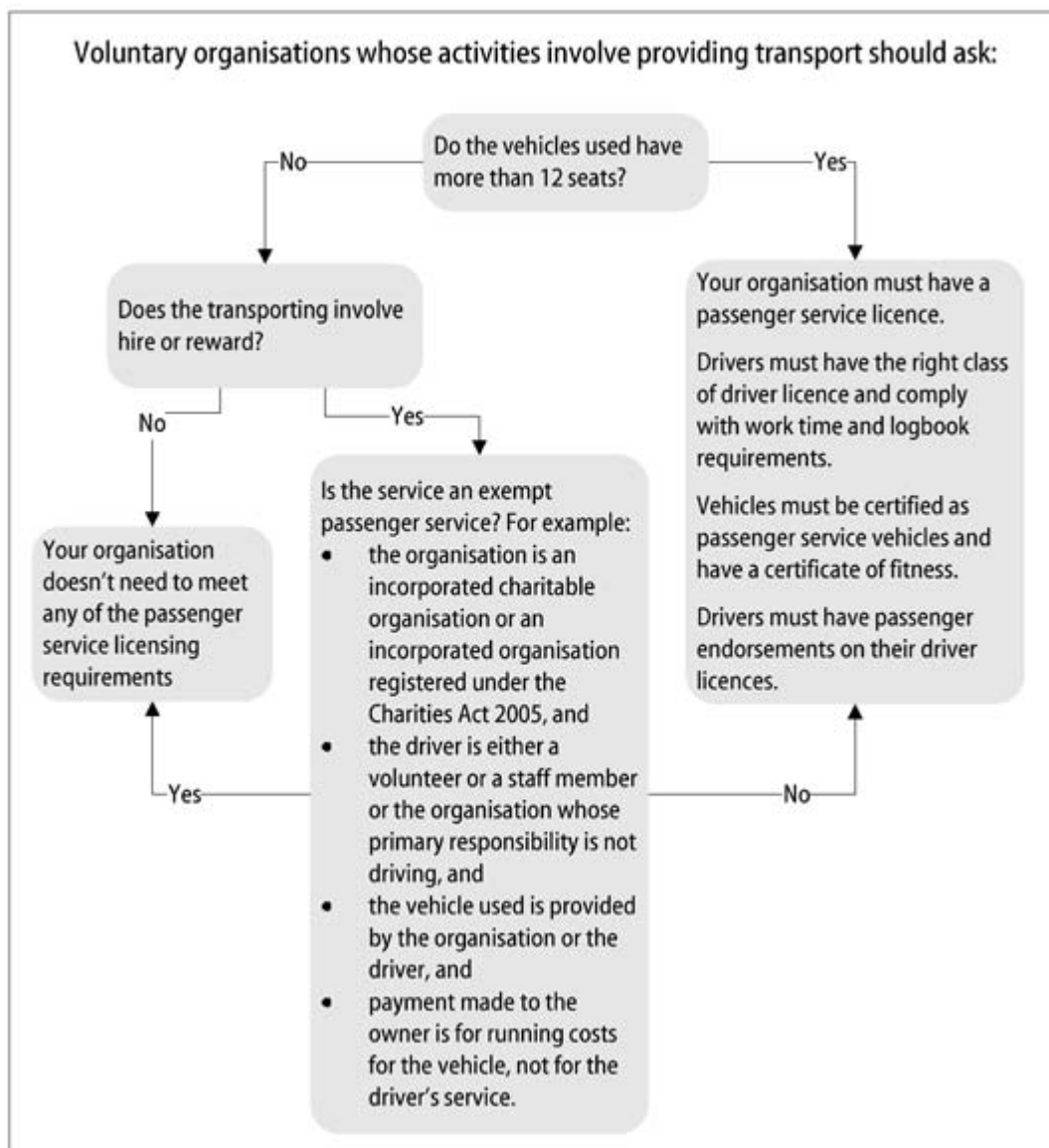
- undergo six-monthly certificate of fitness, rather than warrant of fitness, inspections, and be inspected by an approved certifier to ensure they meet all the applicable requirements in the [Passenger Service Vehicles Rule](#), and
- be recorded (certified) as a passenger service vehicle.

Volunteers

If you are a volunteer driver of a passenger service that is not an exempt service, you are required to have a P endorsement. If you don't, it could matter if you have a crash – the insurance company might decline your claim. You could also be held criminally liable if you didn't have the required passenger service licence or endorsement.

If you use your own vehicle for volunteer work (whether you carry passengers or not), it would be wise to check your insurance policy carefully.

Voluntary organisations whose activities involve providing transport should ask:



Where can I find out more?

[Factsheet 2](#) describes the requirements relating to driving hours and logbooks. [Factsheet 42](#) describes the process and requirements for obtaining a passenger endorsement on your driver licence. [Factsheet 47](#) describes the process and requirements for transport service licences, including passenger service licences.

If you want some free help in developing a safe transport or safe driving policy, contact the regional education adviser in your [nearest NZ Transport Agency office](#).

Or you can:

- phone us on 0800 699 000
- write to us at Private Bag 6995, Wellington 6141. [© Copyright 1998-2008](#) | [Disclaimer](#) | newzealand.govt.nz

APPENDIX 2: TRANSPORT RESOURCES BY AREA

This information will be reviewed and updated regularly. To provide feedback or updates to this information, please contact:

Marsha Marshall, Development Manager, Home and Community Services, Planning and Development, Health and Disability National Services Directorate, Ministry of Health. Email: Marsha.Marshall@moh.govt.nz, or 09-580-9074, mobile: 021-810-933.

Heather Harlow, Programme Manager, Rehabilitation Service Development, ACC. Email: Heather.Harlow@acc.co.nz, or 04-918-7477.

NORTHLAND

Transportation Services

- Whangarei City Boundary area have a Total Mobility Taxi Service which pays 50% of the fee for registered people with disabilities/aged who cannot access the bus transport.
- Whangarei RSA has in past offered transportation to members who cannot drive.
- Kaitaia have limited taxis and no public transport. They do have a hospital run to Whangarei Hospital.
- Kaikohe and mid north have no taxis and no public transport.
- Kaipara have no taxis and no Public transport. They do have a hospital bus run to the Whangarei hospital and back.
- The next place between Whangarei and Wellsford to get a taxi is Wellsford.
- In Whangarei there is a 'Town and around' van which will pick up people to take them to the shop but they chare \$5 each way. This is only available in the city boundary.
- There are often free vans for people who belong to a club or go to a pub
- 'Rod the shopper' will also pick up people and take them shopping. He also charges for this Service at \$12 a round trip, in the city limits.

Delivery Services

- If people have a computer they can buy on line and have it delivered - this costs \$20. City only.
- Meals on Wheels are available twice a week in the Whangarei central area only Monday to Friday.
- 'Savers'....deliver meals for the weekend only...Frozen meals and charges vary.
- 3 chemists in Whangarei will deliver Blister packs but charge \$5 and \$5 for the pack as well. Orr's Pharmacy, Kensington Pharmacy, and Buchanan's Pharmacy.

Additional Information - Local Disability Advisory Services

- Whangarei Group of Riding for the Disabled Incorporated.

- Northland Disabilities Resource Centre Trust Matapuna Hauora.
- Carers New Zealand.
- Tiaho Trust.

AUCKLAND/WAITEMATA/COUNTIES MANAKAU

Transportation Services

- St. Johns run a shuttle to and from Waitakere Hospital.
- Total Mobility Scheme taxi vouchers.
- Volunteer clubs and foundations such as Cancer Society, the Foundation for the Blind and Age Concern. These all run one-driver-to-one-passenger services.
- Disability Allowance for those with a Community Services Card.

Delivery Services

- Meals on Wheels services are available through DHBs.
- Supermarkets offer online services and delivery for a charge.

Additional Information - Local Disability Advisory Services

- The Motor Neurone Disease Association of New Zealand Inc.
- Ambury Park Centre For Riding Therapy Incorporated.
- The Brain Injury Association of New Zealand Inc.
- Autism New Zealand Inc.
- Disability Resource Centre Auckland Inc.
- Deaf Association of New Zealand Inc.
- Vaka Tautua Limited.

WAIKATO

Transportation Services

- Mobility taxi vouchers are available via Environment Waikato.
- Various rest homes particularly in rural areas like Matamata, Tairua, Whangamata have a pick up mobility van (free on a roster).
- St Johns shuttles in Hamilton, Taranga and Rotorua (coin donation).
- Volunteers through some community groups will take people shopping.

Delivery Services

- Woolworths/Foodtown: Internet Shopping/delivery - \$5 negotiated (cost less than usual).
- New World (4 stores): Phone order, supermarket staff collects and packs ready for payment/pickup. Cost negotiated by DSL.
- 5 Pharmacies: Free delivery of prescriptions.
- Countdown: same as New World but will also deliver for \$10.

Additional Information - Local Disability Advisory Services

- Waikato DHB.
- Te Kohao Health Ltd.

- Parent To Parent New Zealand Incorporated.
- Life Unlimited Charitable Trust.
- Te Korowai Hauora o Hauraki Incorporated.
- Support Providers Allied Network Trust.
- Raukura Hauora O Tainui Trust.

BAY OF PLENTY

Transportation Services

- Taxi vouchers are available from Environment BOP if criteria is met.

Delivery Services

- Some supermarkets and chemists deliver, but there is a charge, which is variable.

Additional Information - Local Disability Advisory Services

- Gisborne Riding Club for the Disabled Incorporated.
- Ngati Kapo O Aotearoa Incorporated.
- Western Bay of Plenty Disability Support Trust.
- Disability Community Trust Incorporated.
- Ngati Porou Hauora Incorporated.

TARANAKI

Transportation Services

- Total Mobility taxi voucher system.
- There is the Ironside - vehicles that can be used for some medical appointments.

Delivery Services

- Most supermarkets can be accessed through online shopping which they will deliver for a fee (fee depends on amount of purchase).
- Some chemists may deliver but this is variable.

Additional Information - Local Disability Advisory Services

- Enable New Zealand (an operating division of MidCentral DHB).
- New Zealand CCS Manawatu Horowhenua Inc.
- The Ngati Maniapoto Marae Pact Trust Incorporated.
- Tui Ora Limited.
- Tuwharetoa Health Services Limited.
- Taranaki Apepsi Trust.
- Raukawa Trust Board.

WANGANUI

Transportation Services

- Sommerville Centre allocate mobility vouchers and mobility cards.
- Alheimers.
- Parkinson's.
- Blind Foundation.
- Stroke Foundation.
- All allocate mobility vouchers but the person must belong to that foundation.
- The cardiac nurse at the hospital can allocate vouchers. The funding comes from the Regional District Council (Horizons). The voucher is half the price of the taxi and can only be used one way. It is recommended the book of vouchers lasts for 6 weeks. There are 10 vouchers per book.

Delivery Services

- Super Value which will deliver groceries at a cost of \$5-00 per delivery for people.
- Wanganui East 4 Square will deliver to their community (Wanganui East suburb).
- Christian Social Services will deliver frozen meals for \$3 if the order is over \$20.
- Woolworths will deliver if the order is made online.

Additional Information - Local Disability Advisory Services

- Sommerville Centre for Special Needs Wanganui Inc.
- Te Oranganui Trust Incorporated.

WAIRARAPA

Transportation Services

- Total Mobility taxi voucher system.
- Limited public transport – variable in different centers. Disability carriage on the train, but limited availability and schedules.

Delivery Services

- Limited shopping Services.

Additional Information - Local Disability Advisory Services

- Prader-Willi Syndrome Association (NZ) Inc.
- Horowhenua Stairway Inc.

WELLINGTON

Transportation Services

- Plimmerton Bus: The Camborne-Plimmerton shopper bus (Metlink) is fully accessible by people in wheelchairs. Operated by Paraparaumu Taxis. Cost is 1.50 to 2.50. The bus runs along Grays Road, Camborne, every hour from 9.37am until 12.37pm on a Tuesday and Friday, and leaves North City Plaza every hour from 10.05am until 1.05pm on the same days. Bus will stop anywhere along the route to pick up passengers, and drop them directly where they want to be. Being reviewed later in the year and will be stopped if less than 4 passengers per trip. Phone Metlink 0800 801 700, or visit Metlink. For more information, please contact: Philippa Lagan, Communications, Greater Wellington, ph 04 8030380.
- Free Hospital Shuttle: Between Wellington and Kenepuru Hospitals, Monday to Friday bookings are essential 04 3845999 ext 7088.
- Kapiti Carers: Volunteer drivers especially for older people, can cost up to \$40.00 pending on need:
 - Paraparaumu 04 9022839
 - Waikanae 04 2936349
- Kapiti Cancer Society: Free transport for patients accessing appointments and treatment: 04 2988514.
- Horo Te Pai: Provides transport services for their patients.
- Kapiti people who accessed emergency services in either Wellington or Kapiti who cannot afford to get home may be eligible for taxi transport.
- Age concern: Can assist with some travel arrangements.
- Taxi assistance vouchers/Total Mobility: City Councils.

Delivery Services

- Woolworth's supermarkets: 0800404040 no shopping or delivery service, Internet shopping (online).
- New World shopping:
 - Karori 4760710 Tuesdays and Wednesdays, delivery only.
 - Khandallah 4796986 Monday to Friday, 8am to 4pm, delivery only.
 - Miramar 3882934 Thursday order and delivery, before 11.30.
 - Newtown 3897015 Delivery only daily Service.
 - Paremata 2331666 no community support options.
 - Porirua 2370012 no community support.
 - Thorndon 4999041 no community support.
 - Wellington City 3848050 none for domestic use.
 - Waikanae 293 3400 delivery Service only.

Additional Information - Local Disability Advisory Services

- New Zealand Riding for the Disabled Association Inc.
- Multiple Sclerosis Society of New Zealand Incorporated.
- NZCare Group Limited.
- Hearing Association (Wellington) Inc.
- CCS Disability Action Incorporated.
- Huntingtons Disease Association (Wellington) Inc.
- Barrier Free New Zealand Trust.
- CCS Disability Action Waikato Incorporated.
- People First New Zealand Incorporated.

NELSON

Transportation Services

- People can get taxi vouchers from CCS, the council, Age Concern, Arthritis Foundation and the Stroke Foundation.
- There is a shuttle Service run by St John's Ambulance that can be booked to take to the hospital.

Delivery Services

- Various supermarkets and chemists deliver.

CHRISTCHURCH

Additional Information - Local Disability Advisory Services

- Muscular Dystrophy Association of NZ Incorporated.
- Deaf Society of Canterbury Incorporated.
- Lifestart Society Incorporated.
- Multiple Sclerosis & Parkinsons Society of Canterbury Inc.
- Maori Disabilities and Resource Centre – Christchurch.
- Huntingtons Disease Association Christchurch Inc.

INVERCARGILL/DUNEDIN

Additional Information - Local Disability Advisory Services

- Nga Kete Matauranga Pounamu Charitable Trust.
- Disabled Citizens Society Inc Otago.
- The Hearing Association Southland Branch Incorporated.
- Otago Deaf Society Incorporated.
- NZ Federation of Disability Information Centres Incorporated.