

Total Mobility Review Terms of Reference | Updated August 2024

This document replaces the initial Terms of Reference for the Total Mobility Review that were set in July 2023. The review will build on the work that commenced under the previous Terms of Reference. These Terms have been revised to give the review a clearer focus so that it can deliver on its original purpose.

Purpose

- 1 The purpose of reviewing the Total Mobility Scheme (Total Mobility) is to investigate how this scheme operates and how it can be improved to create better outcomes for disabled people.
- 2 The review will support the human rights of disabled people, as outlined in New Zealand's commitments under the United Nations Convention on the Rights of Persons with Disabilities.
- 3 The review aims to recommend improvements and changes that could be made to the scheme in the short-term (i.e. within the next few years). It will also identify longer-term changes and initiatives that may be needed in the future.

Scope

- 4 The review is covering four key areas:
 1. The purpose of Total Mobility
 2. How Total Mobility could reach more disabled people
 3. How aspects of Total Mobility's operations could be improved
 4. Sustainable funding mechanisms for Total Mobility

Area 1: The purpose of Total Mobility

The review is focusing on:

- 5 What the purpose of Total Mobility is and how it fits with other government initiatives to support transport accessibility for disabled people.

- 6 How Total Mobility aligns with the human rights of disabled people under the United Nations Convention on the Rights of Persons with Disabilities.
- 7 How Total Mobility and the transport needs of disabled people have changed over time, and how these could keep evolving in the future.

Area 2: How aspects of Total Mobility could be made more accessible for disabled people

The review is focusing on:

- 8 Eligibility criteria for Total Mobility users and whether these criteria are fit-for-purpose.
- 9 Assessment processes for people applying for Total Mobility and whether these processes are fit-for-purpose.
- 10 Whether the eligibility criteria and assessment processes are benefiting those who need Total Mobility the most.
- 11 Costs faced by Total Mobility users, including costs such as assessment fees.
- 12 The ability of people to use Total Mobility services in different regions, and how this may impact on disabled people travelling to different regions that deliver the scheme.

Area 3: How aspects of Total Mobility's operations could be improved

The review is focusing on:

- 13 Whether any changes are needed to make the scheme's delivery more consistent and equitable across regions that deliver the scheme, and opportunities to innovate.
- 14 The supply of Total Mobility services, including the availability of specialist wheelchair accessible vehicles and drivers, and options to increase service supply if needed.
- 15 Who should be eligible to operate as a Total Mobility provider.
- 16 Opportunities to deliver more innovative services to Total Mobility users.
- 17 How Total Mobility providers are financially compensated in the scheme and whether the scheme needs to be more attractive for providers to encourage them to provide services.
- 18 Whether operators are fairly compensated for installing and maintaining equipment such as wheelchair hoists.

Area 4: Funding mechanisms for Total Mobility:

The review is focusing on:

- 19 Current and projected funding needs for Total Mobility, and how these funding needs could be met to enable the longevity of this scheme.
- 20 How other government initiatives to support transport accessibility for disabled people are funded, and the interactions between these funding sources.
- 21 The potential for new or innovative funding mechanisms.

Approach for the review

- 22 The Ministry of Transport is leading the review. It is being informed by research and engagement with stakeholders.
- 23 The Ministry will engage with other government agencies, organisations that represent the interests of disabled people, individuals in the disabled community, public transport authorities, and existing or potential Total Mobility operators during the review.
- 24 The review is intended to be completed by March 2025.