

## Newsletter, December 2018

Welcome to this month's Disabilities Resource Centre's newsletter. In this issue we discuss and inform readers about Total Mobility/Ridewise, DRC Southland's Christmas hours, an increase to van-user costs and DRC's new online shop - which is coming in the New Year.

### Total Mobility/Ridewise updates

The Disabilities Resource Centre (DRC) Southland – is a Total Mobility/Ridewise agency for Invercargill. The Invercargill City Council (ICC) administers and monitors the scheme in Southland on behalf of the New Zealand Transport Authority (NZTA).

### Mobility Scooter users and taxi wheelchair hoists

Of the more than 1200 registered Total Mobility users in Southland – a small percentage are making claims for taxi wheelchair hoist lifts – for transporting their mobility scooters – this is not financially supported by NZTA's Total Mobility/Ridewise policy.

This issue is not distinct to Southland only as currently this is being recorded in a number of other Total Mobility/Ridewise regions throughout New Zealand.

### What does this mean for our region?

The NZTA has advised no Total Mobility/Ridewise scheme will reimburse any hoist lifts for any movement involving a mobility scooter. Under no circumstances will these be covered by the Total Mobility/Ridewise scheme.

“Total Mobility supports movements for people who are unable to use conventional public transport in a safe and dignified manner. Public transport vehicles and small passenger service vehicles can be adapted to carry wheelchairs and some other mobility devices. Mobility scooters are not considered to be mobility devices, cannot be moved on public transport and lifts in small passenger service vehicles are not designed to lift them,” says ICC.



### Moving Forward

Sometimes Total Mobility/Ridewise clients – who upon their application, indicated they were not wheelchair users, but sometimes, because of sickness require a wheelchair short-term; or their disability has worsened – ICC are fine with this scenario on a case-by-case basis. If you need to update your information to reflect this, please contact the Total Mobility/Ridewise agency you are affiliated with.

**Who is eligible?** The Total Mobility – half price taxi scheme is available to people who have an impairment because of physical, sensory, intellectual, neurological or psychological impairment and are unable to drive a vehicle or use a bus without assistance.

## Online shop coming in 2019

Early next year DRC customers will be able to check out and buy from our new online shop. We are working on having high demand products available first, including our sock range, sock aids, continence products and other easy-to-post items. It is intended to make it easier for our customers to buy and order items. It will be a very user-friendly online shop – which customers will find easy to use.

Sign up by visiting our website:

[www.drctsouth.co.nz/online-store/](http://www.drctsouth.co.nz/online-store/) the web-store is set to launch on Friday, January 11, 2019 before then we are encouraging customers to sign up for the database, to receive that latest deals and information about the online shop.



## DRC's medical appointment van



Last month the DRC medical appointment van charges increased to \$7.50 one way per person. The transition has been smooth and for that we thank van users. This is a key service that DRC provides to the community and this increase helps cover the running costs of this valuable community service. The van runs Monday to Friday, between the hours of 9.15am and 3.30pm. To book or make inquiries, please phone **214 5000**.

## Christmas hours and closing period



During December the Disabilities Resource Centre will close on Friday, December 21 at 5pm and remain closed until Monday, January 7, 2019 – where we will re-open at 9am and resume normal (Monday to Friday, 9am to 5pm) trading hours. We wish to thank every one of our loyal customers the very best Christmas this year and a great start to 2019 in the New Year.



*The Disabilities Resource Centre is a registered charitable trust, which focuses on providing information and resources, as well as equipment to buy and hire, to help people continue living an independent life. DRC is proudly supported by the following*

