

## Our services

- **Accredited Visiting Service** – provides companionship and support for older people living independently in the community by matching them with a regular, volunteer visitor.
- **Elder Abuse Response Service** – aims to improve the quality of life of older people in abusive situations and to prevent abuse by providing information, education programmes, advocacy and support.
- **Field Social Worker** – social workers are available to support and assist older people address social, health or wellbeing issues.
- **Total Mobility Scheme** – assesses and provides subsidised taxi cards to eligible people.
- **Health Promotion** – delivers a range of workshops and activities to promote positive ageing strategies so older people can age in place and maintain their independence.
- **Asian Services** – our services and activities delivered in Mandarin and Cantonese.



## Contact details

### Avondale Office

57 Rosebank Road, Avondale,  
Auckland 1026

Phone: 09 820 0184

### North Shore Office

177B Shakespeare Road, Milford,  
Auckland 0620

Phone: 09 489 4975

### Papatoetoe Office

Cambria Park Homestead,  
250 Puhinui Road, Papatoetoe,  
Auckland 2025

Phone: 09 279 4331

### Postal Address

PO Box 19542, Avondale,  
Auckland 1746

[www.ageconcernauckland.org.nz](http://www.ageconcernauckland.org.nz)



# Discounted taxis for older adults

Age Concern is a provider of Total Mobility cards on behalf of Auckland Transport.

We assess the eligibility of older people to ensure they qualify for the discount.



**Total Mobility is a nationwide scheme designed to help people with impairments to access appropriate transport. Eligible people receive a 50% discount (up to a maximum subsidy of \$40 in Auckland) on fares charged by contracted transport providers.**

### **Eligibility:**

Your impairment must prevent you from travelling unaccompanied on a bus, train or ferry in a safe and dignified manner. You will not be able to do one or more of the following:

- get to the place from where the transport departs (approx. 500m)
- get on and off the transport
- travel securely and safely
- get to the destination.

Your impairment may be physical, sensory, neurological, intellectual, psychiatric or psychological and be expected to last at least six months.

It must be your impairment which prevents you from using conventional public transport.

### **The following are situations that may qualify for a TM Card:**

- Inability to walk or wheel 500m or get on/ off a bus, train or ferry due to physical impairments (e.g. chronic pain, respiratory condition, reliance on crutches/walking sticks/walking frame/ wheelchair)
- Inability to independently find one's way due to sensory, neurological or intellectual impairments (e.g. loss of sight, loss of hearing, dementia)
- Inability to independently interact with a bus driver, ticket seller or other passengers due to intellectual, psychiatric or psychological impairments (e.g. inability to handle money, lack of social skills, schizophrenia, phobia).

### **About Age Concern**

Getting older is something we should all celebrate, but it can be tough. With an increasing number of major life changes – retirement, health challenges and loss of loved ones – it is crucial we have the support we need within our reach.

Age Concern Auckland is a charitable organisation dedicated solely to over 65s and is one of the most significant providers of services across Auckland that connects, supports, empowers, celebrates and respects the older people in our community.

At Age Concern, we are committed to promoting wellbeing, rights, respect and dignity for older people. Each year we receive tens of thousands of requests for help ranging from those simply seeking advice and guidance, to providing dedicated support to some of the most vulnerable older members living in our community.

We work to bring older people from a position of vulnerability to one of resilience, and to ensure that older people's voices are heard and represented when decisions are made about them.

Age Concern Auckland is a charity and relies on donations to deliver our essential services and support. To support our work please donate at [www.ageconcernauckland.org.nz](http://www.ageconcernauckland.org.nz), all donations large or small make an impact.



### **Where to from here?**

To apply, please phone your local office. Our friendly team will explain the process, how much it will cost and will arrange for your assessment. They can also answer any questions you have.



Central & West: 09 820 0184 North Shore: 09 489 4975 Counties Manukau: 09 279 4331

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