

## Is other transport assistance available?

Yes, there are several options available to those who qualify.

### National Travel Assistance (NTA) Policy

NTA helps with travel costs for people who need to travel often or for long distances to get to specialist health or disability services.

To receive this service, you need to be referred by your specialist (not your family doctor) to see another specialist or to receive specialist services. Both the specialists must be part of a service funded by the government.

For example, this could be a renal dialysis centre, a specialist cancer service or a child development service. The rules are different for children and adults and for those holding a Community Services Card. Sometimes, a support person can receive assistance too.

### How do I contact NTA?

- ▶ Talk to a hospital social worker or the Waitemata DHB NTA Co-ordinator on 09 486 8900 or [NTA@waitematadhb.govt.nz](mailto:NTA@waitematadhb.govt.nz)
- ▶ Visit the NTA website: [www.moh.govt.nz/travelassistance](http://www.moh.govt.nz/travelassistance) or call 0800 281 222.

### Total Mobility Scheme

The Total Mobility Scheme is a subsidised taxi service. The scheme is available to people who are unable to use public transport due to the nature of their disability. It works using vouchers that give a 50% discount on normal taxi fares. The scheme is part-funded by the New Zealand Transport Agency and managed by the local authorities.

The MAXX Contact Centre can provide the contact details for disability agencies that process applications. Call (09) 366 6400

### St John Health Shuttle - Waitakere

The St John Health Shuttle provides safe, reliable transport for Waitakere City residents to and from appointments with family doctors, treatment at Waitakere Hospital outpatient clinics, visits to specialists, and transport to and from minor day surgery. The vehicle is wheelchair accessible.

The service operates Monday to Friday for appointments between 9.30am and 2pm.

Bookings are essential. To ensure that a vehicle is available, 24 hours notice of the appointment time is required. Bookings can be made by calling: 0800 000 606.

Those using the Health Shuttle service are invited to make a donation for their journey.



Classification number: 0182-01-003 (Review date: September 2012)

## Community to Hospital Shuttle Service

A transport service for Waitemata District Health Board residents attending appointments at: North Shore, Waitakere and Auckland Hospitals, Greenlane Clinical Centre and Hibiscus Coast Community Health Centre.

To reserve a seat phone: (0800) 809 342 or (09) 426 0918. 9.30am – 4pm, Monday to Friday

Our core values Customer Focus 'eye' | Integrity 'sunrise' | Compassion 'bird' | Respect 'koru' | Openness 'flower'





# Community to Hospital Shuttle Service

## Who can use this service?

Any Rodney, Hibiscus Coast, West Auckland or North Shore\* resident attending outpatient appointments at North Shore, Waitakere or Auckland Hospitals, Greenlane Clinical Centre or Hibiscus Coast Community Health Centre.

Any carer/support person required to travel with a patient is welcome to use this service (standard fare applies).

People visiting patients are welcome to use this service subject to seating availability, however priority is given to patients with appointments.

This service is not available for transport to general practitioners (GPs) or private specialists.

The Rodney Shuttle service has a wheelchair accessible van.

*\*North Shore residents - pick up and drop off is from North Shore Hospital only.*

## Where is the service available from?

- ▶ Wellsford, Warkworth, Snells Beach, Hibiscus Coast
- ▶ Helensville
- ▶ West Auckland
- ▶ North Shore Hospital

You can board the shuttle at any point along the main routes. Home pick-ups and drop-offs may be possible on request and must be confirmed at the time of booking.

## How far in advance do I need to book?

The shuttle services are on demand with no set timetable. Bookings are essential and must be made at least two working days in advance.

**You can reach us (0800) 809 342 or (09) 426 0918 between 9.30am and 4pm Monday to Friday.**

## How much does it cost?

West Auckland to Auckland or North Shore Hospital, or Greenlane Clinical Centre:  
**\$5 one way. \$10 return.**

Rodney/ Hibiscus Coast to North Shore Hospital:  
**\$10 return (\*return fares only available)**

Rodney/ Hibiscus Coast to Auckland or Waitakere Hospital or Greenlane Clinical Centre:  
**\$20 return (\*return fares only available)**

North Shore Hospital to Auckland Hospital or Greenlane Clinical Centre:  
**\$10 return (\*return fares only available)**

Children under five are free. Standard fare applies for all other passengers.

*Information is correct at time of printing and may be changed without prior notice.*