

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 District Health Board NTA Co-ordinator on 09 486 8900 or NTA@waitematadhb.govt.nz
- > Call 0800 281 222 or visit the NTA website www.moh.govt.nz/travelassistance

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 St John Health Shuttle service are invited to make a donation for their journey.



Waitemata
District Health Board

Best Care for Everyone



Community to Hospital Shuttle Service

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



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Community to Hospital Shuttle Service

Who can use this service?

Any Rodney or Hibiscus Coast resident attending outpatient appointments at North Shore, Waitakere or Auckland City Hospital, Greenlane Clinical Centre or Hibiscus Coast Community Health Centre.

Any West Auckland resident attending outpatient appointments at North Shore or Auckland City Hospital or Greenlane Clinical Centre.

North Shore residents with appointments at Auckland City or Waitakere Hospital or Greenlane Clinical Centre. Pick up and drop off is from North Shore Hospital only.

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.

Where is the service available from?

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

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 three working days in advance**.

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

If you require a wheelchair accessible service please inform the Shuttle Service at time of booking.

How much does it cost?

For fares please call
0800 809 342 or 09 426 0918 or go to

www.waitemataadhb.govt.nz/PatientsVisitors.aspx

Children under five are free.

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