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**Blind
Low Vision NZ**

Total Mobility Scheme Day of Action

Adapted in 2026 by Accessible Formats Service,
Blind Low Vision NZ, Auckland

Transcriber's Note: The logo at the top of the page is
Blind Low Vision NZ.

Total Mobility Scheme Day of Action

Background

The Government is reducing the subsidy provided under the Total Mobility scheme from 75% to 65% and requiring local councils to reduce their contributions by up to 10%. This change is coming into effect on Wednesday 1 July.

In addition, the Government is considering a number of proposed changes to the scheme. A consultation document was released, and submissions closed on 22 March.

Two of the proposed changes are of major concern: 1) the introduction of trip caps, and 2) requiring periodic reassessments of users' eligibility for the scheme.

By definition, capping trips means that people can't get around as much as they would like. It's the Government telling people how often they're allowed to leave the house, and it's completely unacceptable.

Periodic reassessments would put additional unnecessary strain on the users of the scheme, requiring people to pay money and do extra admin to prove they are still eligible for the scheme. It would also put additional strain on the system itself. It's costly and pointless—people who are blind, deafblind or low vision who are eligible for the

scheme will stay eligible, and there's no need to keep proving it.

The Government is planning on using the money saved from these changes for public transport infrastructure. While public transport is something that should be invested in, it's wildly inappropriate to siphon those funds from a scheme designed to assist people who cannot use public transport some or all of the time.

You can [download the full discussion document](https://tinyurl.com/y85xrhyb) (<https://tinyurl.com/y85xrhyb>) from the Ministry of Transport website.

The Day of Action

Between 9am–11am on Wednesday 10 June, 3 weeks before the subsidy reduction comes into effect, we are asking people to call the Minister for Disability Issues Hon Louise Upston's office in Taupō, or email the Minister's main email address. In this call or email, we encourage you to let the Minister know how you feel about the subsidy reduction and proposed changes, and how these changes will affect your life.

We are asking the Minister for Disability Issues to intervene and withdraw the changes to the decrease in subsidies. We are also asking her to speak up for the disability community in a time of financial crisis to reverse the Government's decision. We are asking the Minister for Disability Issues to seek true consultation around the Total

Mobility scheme and listen to the experts who use the scheme!

The goal is to get as many people as possible calling and emailing the same place on the same morning. The large numbers and purposeful action will communicate to the Government that this is an issue that is important to our community.

Who: Anyone who is affected by, or has people they care about who will be affected by the changes to the Total Mobility scheme.

What: Calling the Minister for Disability Issues Hon Louise Upston's Taupō office, or emailing her Parliament email address.

When: Wednesday 10 June, between 9am–11am

Contact details:

Phone: 07 376 5563

Email: louise.upston@parliament.govt.nz

FAQ

What's happening with the Total Mobility scheme? What's this all about?

The Government is reducing the subsidy provided under the Total Mobility scheme from 75% to 65% and requiring local councils to reduce their contributions by up to 10%. This change is coming into effect on Wednesday 1 July.

In addition, the Government is considering a number of proposed changes to the scheme. A consultation document was released, and submissions closed on 22 March.

Two of the proposed changes are of major concern: 1) the introduction of trip caps, and 2) requiring periodic reassessments of users' eligibility for the scheme.

By definition, capping trips means that people can't get around as much as they would like. It's the Government telling people how often they're allowed to leave the house, and it's completely unacceptable.

Periodic reassessments would put additional unnecessary strain on the users of the scheme, requiring people to pay money and do extra admin to prove they are still eligible for the scheme. It would also put additional strain on the system itself. It's costly and pointless—people who are blind, deafblind or low vision who are eligible for the scheme will stay eligible, and there's no need to keep proving it.

The Government is planning on using the money saved from these changes for public transport infrastructure.

While public transport is something that should be invested in, it's wildly inappropriate to siphon those funds from a scheme designed to assist people who cannot use public transport some or all of the time.

You can [download the full discussion document \(https://tinyurl.com/y85xrhyb\)](https://tinyurl.com/y85xrhyb) from the Ministry of Transport website.

What are we hoping to achieve with this?

We want to let the Government know how important the Total Mobility scheme is. We want to let them know how detrimental these changes would be, and influence the Government to not introduce trip caps or periodic reassessments.

We want the government to stop these changes and consult with users of the Total Mobility scheme.

Why on the 10th of June? Why can't I just do it now?

You can call or email and speak to your MP, or any Minister, at any point. However, we are coordinating collective action on the morning of Wednesday 10 June to show the scale of the outrage at these proposed changes. We are using this date as Parliament is not sitting, and the Minister is likely to be in her electorate office. It will give the Minister and the Government time to reconsider their decision and stop the changes happening.

By doing it all together on one day, during a set period of time, it shows the depth of the outrage about the changes to the Total Mobility scheme. One voice is strong, but

1,000 voices speaking at the same time are so much more powerful!

Why are we contacting Louise Upston's office?

Louise Upston is the Minister for Disability Issues. Her Ministry, as well as the Ministry for Transport, will be jointly making the decision regarding changes to the Total Mobility scheme. As the Minister for Disability Issues, it is her responsibility to uphold and advocate for the interests of people with disabilities in New Zealand.

What should I say when I call or email?

Keep your message polite, but be firm in your opinion. Say what the Total Mobility scheme means for you, your friends, family and/or whānau, or your clients. Let the Minister know that you oppose introducing trip caps and periodic reassessments, and that you are disappointed in the reduction of the Total Mobility Scheme subsidy. You can include any other thoughts you have on the proposed changes to the Total Mobility scheme.

We encourage you to request a meeting with Louise Upston, either in person or via Zoom or Teams, to discuss your thoughts further, but this is optional.

We have written a call and email script to help you craft your message.

What happens if I can't get through on the phone or I get cut off?

It is okay if you can't get through on the phone or get cut off. They will be getting a large influx of calls at the same time so this may happen. It will still show up that they got a call and it will count.

If you are unable to leave a message, email the Minister for Disability Issues instead, if you can, so you can still state your opinion.

What do I do if Louise Upston agrees to meet with me?

Congratulations! This is exciting to be able to meet with a Minister. Make a time that works for you and then email PA@BlindLowVision.org.nz and let us know. We are available to chat to you about this meeting and provide support and ideas to you about what to say. The most important thing to remember is the Minister is a person selected to represent disabled New Zealanders, sharing your personal story is the most powerful thing you can do.

Is there anything else I can do?

Tell your friends and family about this initiative! The more people calling and emailing on the morning of Wednesday 10 June, the bigger the impact.

Here are some additional actions you could take outside of this:

- Write to your MP and ask them to oppose the introduction of trip caps and periodic reassessments to the Total Mobility scheme. Find out who your MP is through the [Vote NZ electorate map](https://vote.nz/maps/find-your-electorate) (<https://vote.nz/maps/find-your-electorate>). If you would like help planning your message or visit to your MP, please reach out to us for tips and support.
- Write to your local council and ask them to oppose the mandatory reduction in their contribution to the scheme.

Who can I contact if I have any other questions?

You can contact Isabelle Cohen, Campaigns Organiser at Blind Low Vision NZ.

Phone: 022 010 7628

Email: PA@BlindLowVision.org.nz

Call script

Hi, my name is **XXX**, and I would like to give some feedback regarding the changes to the Total Mobility scheme.

(Use whichever applies:)

- I'm a user of the Total Mobility scheme.
- My friend/family member is a user of the Total Mobility scheme.

- I work with people who use the Total Mobility scheme.

It makes a huge difference in [my life/their lives].

[I/he/she/they] use it to go to ... **(use an example from your own life or your friends'/family members'/clients' lives)**. [I/they] rely on the scheme to get around and be in [my/their] community.

The subsidy is being reduced on 1 July from 75% to 65%, which will make getting around much more expensive. I think it was incredibly unfair to reduce the subsidy without consulting with the people who will be affected the most.

I know the Government is looking at further cutting funds from the scheme to move money over into public transport.

That is not okay. The scheme is for people like [me/my friend/my family member/my clients] who can't use public transport some or all of the time. How does it make sense to take [my/their] support and give it to someone else?

[I/they] deserve to be able to leave [my/their] house as often as [I/they] like, just like everyone else. You must not cut the Total Mobility scheme or place any caps on the number of trips [I/they] can take.

(If you're happy to schedule a meeting ...)

I would be happy to meet with Minister Upston **(in person/via Zoom)** to discuss this issue further. Can you please **call me back/email me** to arrange a time? **(My phone number/email address is ...)**

Thank you for your time.

Email template

To Hon Louise Upston,

My name is **XXX**, and I am writing today to give feedback on the changes to the Total Mobility scheme.

(Use whichever applies:)

- I'm a user of the Total Mobility scheme.
- My friend/family member is a user of the Total Mobility scheme.
- I work with people who use the Total Mobility scheme.

It makes a huge difference in [my life/their lives].

[I/he/she/they] use it to go to ... **(use an example from your own life or your friends'/family members'/clients' lives)**. [I/they] rely on the scheme to get around and be in [my/their] community.

The subsidy is being reduced on 1 July from 75% to 65%, so getting around will become more expensive very soon. I think it is incredibly unfair to reduce the subsidy without consulting with the people who will be affected the most.

I know the Government is looking at further cutting funds from the scheme to move money over into public transport. That is not okay. The scheme is for people like [me/my friend/my family member/my clients] who can't use public transport some or all of the time. How does it make sense to take [my/their] support and give it to someone else?

[I/they] deserve to be able to leave [my/their] house as often as [I/they] like, just like everyone else. You must not cut the Total Mobility scheme or place any caps on the number of trips [I/they] can take.

(If you're happy to schedule a meeting ...)

I would be happy to meet with you **(in person/via Zoom)** to discuss this issue further. Let me know a few times that will work for you, and we can arrange this.

Kind regards,

XXX

End of Total Mobility Scheme Day of Action