

Waitematā Community to hospital shuttle service

Transport assistance for west Auckland and Rodney residents

Transport is available from west Auckland and Rodney to **outpatient appointments** at Auckland City Hospital, Starship Hospital, Greenlane Clinical Centre, Waitakere Hospital, and North Shore Hospital.

Shuttle office hours: Monday to Friday 9.30am to 4pm.

Contact: [0800 809 342](tel:0800809342) or [09 426 0918](tel:094260918) then press 5.

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.

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.

If you require a wheelchair accessible service, please inform the shuttle service at time of booking.

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
- Parakai, Helensville, Kumeu and Waimauku
- West Auckland
- North Shore Hospital.

How do I book?

Phone [0800 809 342](tel:0800809342) or [09 426 0918](tel:094260918) then press 5. We are available Monday to Friday 9.30am to 4pm. The shuttle services are on demand with no set timetable. Bookings are essential and must be made at least three working days in advance.

How much does it cost?

Phone [0800 809 342](tel:0800809342) or [09 426 0918](tel:094260918) then press 5. We are available Monday to Friday 9.30am to 4pm. Or visit waitematadhb.govt.nz for more information.

Other transport assistance

National Travel Assistance (NTA) Scheme

NTA helps with travel costs for people who need to travel often or for long distances to get to specialist health or disability services. When your publicly funded specialist (not a GP) has referred you onto another publicly funded specialist, you may be eligible to receive travel assistance. For example, this could be a renal dialysis centre, a specialist cancer service or a child development service. The eligibility criteria for NTA is different for children and adults and for those holding a Community Services Card. Sometimes, a support person can receive assistance too.

How do I check my eligibility for NTA?

Talk to a hospital social worker or the Waitemata NTA Coordinator on 09 486 8904 or email NTA.ADHB-WDHB@waitematadhb.govt.nz

Call [0800 281 222](tel:0800281222) or visit the [NTA website](#)

Total Mobility Scheme

The Total Mobility Scheme is a subsidised taxi service 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 Auckland Council. [Visit Auckland Transport](#) or call [09 366 6400](tel:093666400) for more information.

Other shuttle services

St John Health Shuttle – Waitakere

The St John Health Shuttle is a free community service for Waitakere residents that transports people to essential medical and health-related appointments in west Auckland, and then brings them home again. There's no charge for shuttle transport, however a donation is appreciated to cover costs. The vehicle is wheelchair accessible. The service operates Monday to Friday for appointments between 9.30am and 2pm.

Bookings are essential. To find out more about St John Health Shuttle or to book a journey, email Wakaora@stjohn.org.nz or call [0800 925 2672](tel:08009252672).

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

Free visitor shuttle between Waitakere and North Shore Hospitals

A free hospital visitor shuttle service is available to take visitors between Waitakere Hospital and North Shore Hospital to support families to visit patients in hospital. For the schedule and to book a seat phone [0800 10 11 90](tel:0800101190).