



Welcome from the CEO

Greetings from the team at Travellers Aid Australia. In our second newsletter for the year we take the time to celebrate a key milestone at Flinders Street Station, reflect on the different and valuable types of partnerships we make and take a trip down memory lane with Barry Phillips. We welcome Mrs Elizabeth Chernov to the role of Patron in Chief and farewell two staff members who have made extremely valuable contributions to the work of Travellers Aid Australia. I would also like to congratulate the Country Women's Association of Victoria for winning the Victoria Day Award for Community and Public Service by an Organisation. Elsewhere I am proud to announce we recently

CEO Welcome	1
What A Milestone	2
Standing Up	3
A Warm Welcome	4
The Flack Trust	4
Two Steps Forward	5
Staff Profile	6
New Patron in Chief	6
Down Memory Lane	7
Contact Us	8



introduced a Customer Relationship Management (CRM) tool to improve our efficiencies and aid our work. We worked closely with Infxchange and Microsoft to develop this application for the not-for-profit sector. In our day-to-day work we find ourselves increasingly advocating for travellers in need. Advocating on behalf of our clients and stakeholders in the transport and tourism industry is vital. It is necessary that we do all we can to achieve further improvements for people facing transport disadvantage - such as unexpected crises where travel assistance is required to get to a safe place of support. Raising awareness and encouraging change is just as much our role as providing 'on-the-ground' services. In essence, as we are on the cusp of Spring, we find ourselves welcoming in new changes to the organisation and to our work. It is an exciting time.

Jodie Willmer, CEO

95th AGM

Don't forget our Annual General Meeting (AGM) is taking place in October 2011. We look forward to seeing you there!

Time: 1.30pm - 3.30pm

When: Thursday 27 October 2011

Where: Yarra Room, Level 2, Melbourne Town Hall, corner Collins and Swanston Sts, Melbourne.

Board Member EOIs

Expressions of Interest (EOIs) for new members to complement our existing Board of Directors closed on 1 August 2011. Advertised on ProBono Australia, the Australian Institute of Company Directors and the Victorian Government's Diversity Register we received over 20 inquiries and 15 applications from an excellent field of candidates Australia-wide. Over the next stage, short-listed candidates will be interviewed, with nominations voted on by members at our AGM. Thanks to everyone for their interest.

Fancy a break?

The Country Women's Association of Victoria has comfortable and affordable bed & breakfast accommodation available in Toorak. It's open to the public!

Where: 3 Lansell Road, Toorak

Phone: (03) 9827 8971 (BH)

(03) 9824 0239 (AH)

Rates & info: www.cwaofvic.asn.au.

Strategic Plan & report updates

Our new Strategic Plan 2011-2016 will be released at the AGM. Our 2010-2011 Annual Report, Emergency Relief and Pathways to Education reports will also be out very, very soon!

Be sure to keep an eye out on your letterbox, email inbox or our website for the opportunity to read these items when they are released. Visit www.travellersaid.org.au.



What a milestone!

We celebrated our 175,000th service to travellers in need since opening our doors at Flinders Street Station in 2008.

In June, Travellers Aid Australia officially celebrated providing its 175,000th service to travellers in need at Flinders Street Station.

We held a morning tea on-site and mingled with clients who were there on the day.

At Flinders Street Station we provide a comfortable lounge area, friendly client support officers, fully accessible toilets, public transport information and internet access. Mobility equipment hire and free personal care assistance is also available to help everyone be able to participate in their day-to-day lives.

We are proud and excited to have achieved 175,000 services. Our assistance is important to many people including people with a disability, seniors, people with mobility issues and general public transport users.

29-year-old Amy who studies social work at university and has Cerebral Palsy, is a long-term user of Travellers Aid Australia's services. She first heard about us from a friend ten years ago.

Intrigued about the free access to accessible toilets and support, Amy now visits Travellers Aid Australia regularly while attending university in the CBD.

"Travellers Aid Australia's services allow me to access the community as freely as others might," she said. "Without Travellers Aid Australia I wouldn't be able to attend university, football or many of the other things that I enjoy in my life".

As CEO Jodie Willmer notes, "Our services are about equity, access and support no matter what your background. All people have the right to travel safely, confidently and independently in their everyday lives."

We thank the ongoing support of organisations including Metro, the Victorian Department of Transport and the Australian and Victorian Governments under the HACC (Home and Community Care) Program.

To donate to our services visit www.travellersaid.org.au/donate.

Help us help others



Sometimes it is easy to forget that Travellers Aid Australia is a not-for-profit organisation that relies on donations to provide our services and help travellers in need.

Did you know that your donation of \$30 per month could help us provide a woman and child fleeing family violence tickets back to Perth where they have relatives who can support them? Or people who are facing homelessness a bus ticket back to a place where they have accommodation available?

Simple gestures can break the cycle of disadvantage that vulnerable people can experience. Many people facing unexpected crisis can be empowered if they are just given the means to get to a place of support.

If you would like to donate to Travellers Aid Australia, please visit www.travellersaid.org.au/donate. Alternatively, fill out the Donation Envelope you'll find in this newsletter and send it back - postage paid.

Standing up **Our role in promoting the rights of people to travel safely, confidently & equitably is growing.** & being counted

The world is changing. There are many low income, vulnerable and disadvantaged Victorians who struggle with the daily cost of living. An ageing population and growing numbers of people with a disability also means that now, more than ever, it is important that we promote equity, accessibility and social justice in travel and public transport.

We have long promoted the rights of vulnerable public transport users including our clients. We believe that maintaining dignity and encouraging self reliance is vital for a civic society. Our role in advocacy is also growing. Over the past few months, we have been active in many avenues. We have made submissions to the City of Melbourne's Transport Strategy Update 2011, the four-year review of the Victorian Charter of Human Rights and Responsibilities and the Victorian Taxi Industry Inquiry. We highlight the systemic issues

affecting travellers from all types of backgrounds. For example, driver refusal of short fare passengers or passengers with low vision and seeing eye dogs was addressed in our Taxi Inquiry submission. In the Victorian Charter of Human Rights, we emphasised the importance of public authorities reporting on measures they have taken to comply with the Charter and encouraged the inclusion of other rights, including the right to work, to education and to health in the Charter. After all our services, such as our Travellers Aid Access Service (TAAS), pilot Medical Companion Project and Emergency Relief service are vital in helping people get to work, attend their health appointments or travel to places of support.

We are also pleased to report that we recently established a referral protocol with the Public Transport Ombudsman (PTO). The PTO deals with public transport

complaints that community members have not been able to resolve directly with Victorian operators themselves. This protocol is one way that our clients, including those with intellectual disabilities or those needing communications assistance, will be able to have their complaints on public transport heard and addressed appropriately. The PTO can be contacted tollfree on 1800 466 865 or via enquiries@ptovic.com.au.

Got questions? Email marketing@travellersaid.org.au.



A warm welcome

Now when you enter our centres at Flinders Street Station and Southern Cross Station you will find that both entrances and windows display the word “Welcome” in many different languages. The languages used include Arabic, Vietnamese, Italian, French, Burmese, Chinese, Greek and Hindi. It forms part of our Cultural Action Plan and continues our ongoing commitment to making our venues inviting for all people including those from culturally and linguistically diverse backgrounds. The artwork complements our multi-lingual staff and volunteers who can speak 12 languages between them and our service brochures which are available in six languages. Eligible clients also have access to the Department of Health phone interpreting service if they wish to use their native language when speaking to us. We welcome people from all cultural backgrounds so next time you pop in, feel free to say “Chào buổi sáng” or “Buongiorno!” We would like to acknowledge the support provided by the Victorian Department of Health for this initiative.



Did you know that the Marian & E.H. Flack Trust (the Trust) is one organisation which has generously supported us for many years? Since 2001 in fact! The Trust is an independent philanthropic trust established in 1935 under the will of the late Edwin Harold Flack. Edwin Flack achieved considerable success as a middle distance runner and represented Australia in the first Modern Olympics held in Athens in April 1896. Indeed, he won Australia’s first ever Olympic “gold” medals in both the 800 and 1,500 metre events. Over the years, the Trust has supported our Homeward Bound (Emergency Relief) and Pathways to Education programs. In doing so, they have helped us assist travellers facing unexpected crisis or emergency situations. The Trust has also helped us assist financially disadvantaged students get to school by providing them with yearly or half-yearly travel passes. We are grateful for their support to travellers in need. To explore how you can assist our programs [visit \[www.travellersaid.org.au/donate\]\(http://www.travellersaid.org.au/donate\)](http://www.travellersaid.org.au/donate).

The Marian & E.H. Flack Trust





Two steps forward, no steps back

We work hand in hand with like-minded partners in tourism, transport & community sectors
It's not just opposites who attract

It is said that money makes the world go round, but for us it is organisations and the people behind them who make our world spin.

To support communities of travellers and ensure value for our own clients, we enter into good-will partnerships with organisations in the transport, tourism and community sector. This includes V/Line, Destination Melbourne and the Country Women's Association of Victoria. Each organisation generously contributes to Travellers Aid Australia in their own way.

V/Line donates in-kind travel tickets for Emergency Relief and Pathways to Education programs. Destination Melbourne hosts an annual Trivia Night Fundraiser and provides advertising opportunities. The Country Women's Association donates kiddie packs and clothing for our Emergency Relief services. In return we give communication opportunities and help address transport disadvantage in regional and rural Victoria, metropolitan and interstate areas. We inform them about services relevant to their clients, members and



“Partnerships are the lifeblood of Travellers Aid Australia services.”
Jodie Willmer CEO

stakeholders. We assist with service gaps and give each organisation the opportunity to meet their social obligations. We are fortunate to work with people committed to social justice, so thanks goes to the Country Women's Association, V/Line and Destination Melbourne. We are glad to work with you!

“We highly value our four year partnership with Travellers Aid Australia. We are proud to be able to contribute their cause of providing transport to travellers in need. We also appreciate the services they provide at Southern Cross and Flinders Street Stations which help enhance the journeys of our customers.” **Rob Barnett, CEO V/Line**

“We place a high value on the partnership with Travellers Aid Australia. While we operate at different points of the tourism industry...we share a commitment to supporting and advocating on behalf of the visitor experience.... Together we are able to effect positive changes that makes Melbourne a safer, more accessible destination.” **Chris Buckingham, CEO Destination Melbourne**

“We are happy to be associated with Travellers Aid Australia and look forward to a prosperous future working together.” **Yvonne Virtue, State Vice President Country Women's Association**
To partner with us, email fundraising@travellersaid.org.au or call (03) 9654 2600.

Staff Profile: Hilary Fisher



Meet Hilary who joined Travellers Aid Australia in February 2011...



Our new Patron in Chief

On behalf of President Bernie Delaney, our Board, staff and volunteers, we welcome our new Patron in Chief, Mrs Elizabeth Chernov, wife of the Governor of Victoria, The Honourable Alex Chernov, AO, QC to Travellers Aid Australia. We look forward to working with Mrs Chernov during the Governor of Victoria's term of office and sincerely value Mrs Chernov's commitment to addressing social justice, disadvantage in transport and supporting travellers with their every-day travel needs.

What is your role at Travellers Aid Australia?

I am the Marketing & Media Manager at Travellers Aid Australia. I'm responsible for our communications, including this newsletter, our website, publications, brochures, reports

and branding. I liaise with the media to provide stories and comments about our services and key advocacy issues. I work closely with our Fundraising Manager.

What is the most enjoyable aspect of your role?

I've really enjoyed the creative freedom that I have here. The people I get to work with on a daily basis are fantastic – innovative and committed. It makes coming to work a joy!

What did you do before joining us?

Last year I spent a year travelling to over 30 countries in South East Asia, Siberia, Eastern and Western Europe, the Balkans, Central and North America. Prior to that I worked in communications in a central Victorian State Government Department. I also did consulting work for small not-for-profits and businesses in the areas of marketing and policy. In my spare time I sit on Vicdeaf's Fundraising & Relationships Sub-Committee. I've also written articles for the ABC's Ramp Up website.

Why were you attracted to this role?

I was attracted to the chance to contribute to an organisation that gives back through simple yet practical acts of travel-related assistance. Our services are vital to empowering individuals and fostering independence. I love hearing how we helped a traveller get to a place of support or a medical appointment!





A small trip down memory lane

With our 95th anniversary this year, we take a trip down memory lane with Mr Barry Phillips

Spurred on by recollections jogged by a newspaper article, Barry contacted us in June 2011 to share his story.

“In 1942 I was an anxious seven year old when I came across the Travellers Aid Society of Victoria in Melbourne with my two sisters, Jill who was probably four years old and Barbara who was ten. At the behest of our parents, we had been sent on our way to Adelaide from Sydney during the Second World War so that we would be safer from the ongoing conflicts at the time. We were travelling alone as our mother was ill and our father at sea with the Royal Australian Navy. Your staff stepped in when we arrived in Melbourne. Our anxiety was much allayed and thanks to your staff we were moved safely onto Adelaide where our father met us. We spent the rest of our childhood years in South Australia. Many years later this is where two of us have lived ever since. While my memories are now faint, I still have vague recollections of the loving, diligent care and kindness that your staff provided to us three frightened children.”

Over the years, Travellers Aid Australia has provided relevant travel-related assistance to people when they require it, helping them get to their destinations safely and confidently. While our role has changed over the years in response to changes in demand, our ethos remains the same. We know that positive experiences can have a life-long impact on travellers in need.

Thank you for sharing your story with us Barry.

For more on Travellers Aid Australia's history visit www.travellersaid.org.au/about-us.

Photo: Mr Barry Phillips on Anzac Day 2011

Bye Nicole & Tammy!

We say farewell to Nicole Neal, Project Coordinator and Tammy Schlitz, Fundraising Manager, who have moved onto new roles. Dynamic Nicole kept our office in tip-top shape and was vital in getting our new Customer Relationship Management (CRM) system off the ground. Tammy's passion for all things fundraising saw a new bequest program commenced and wonderful partnerships in the tourism and transport industry formalised. They will be missed. Thank you for your contributions!

Studies completed

Mei Shao, Finance and Administration Manager recently completed her Masters of Professional Accounting at RMIT. Hurrah Mei!

Well done Richard!

Our Board Member, Richard Stone was awarded an Order of Australia Medal as part of the Queen's Birthday Honours on 13 June 2011 for his contribution to the community. Congratulations!

Staff movements

We welcome three new staff members to the fold - Nurten Berk in accounts, Mi Nguyen in administration and Maria Groner who returns as Emergency Relief (ER) Coordinator. Garth Wilson has also been appointed Coordinator of Southern Cross Station.



CONTACT DETAILS & OPENING HOURS

If you would like to contact Travellers Aid Australia or use any of our services, here's how:

City Village (Head Office)	Southern Cross Station	Flinders Street Station
<p>Level 3 225 Bourke Street Melbourne VIC 3000</p> <p>T: (03) 9654 2600 F: (03) 9654 1926 E: info@travellersaid.org.au</p> <p>Mon – Fri: 9.00am – 5.00pm</p>	<p>Main Concourse 99 Spencer Street Docklands VIC 3000</p> <p>Under the Bourke Street Bridge opposite the Luggage Hall</p> <p>T: (03) 9670 2072 F: (03) 9600 1174 E: scs@travellersaid.org.au</p> <p>Mon – Sun: 7.00am - 10.00pm</p>	<p>Main Concourse Cnr Flinders Street & Swanston Street Melbourne VIC 3000</p> <p>Between Platforms 9 & 10</p> <p>T: (03) 9610 2030 F: (03) 9614 1249 E: fss@travellersaid.org.au</p> <p>Sun - Thurs: 8.00am - 8.00pm Fri - Sat: 8.00am - 10.00pm</p>

<p>Travellers Aid Access Service (TAAS) Friendly and professional service offering support workers to assist people with disabilities and older people with personal care needs</p> <p>Southern Cross Station Mon - Fri: 10.00am – 5.00pm Sat - Sun: 11.00am – 4.00pm</p> <p>Flinders Street Station Sun-Thurs: 8.00am – 8.00pm Fri - Sat: 8.00am – 10.00pm</p>	<p>Emergency Relief Assistance This service is available at Southern Cross Station and operates via appointment. Please telephone prior to coming in</p> <p>T: (03) 9670 2873 E: er@travellersaid.org.au</p> <p>Southern Cross Station Mon - Fri: 9.30am – 4.00pm</p>	<p>Visit us at www.travellersaid.org.au</p> <p>or follow us on Twitter and Facebook</p> 
--	---	---

If you would like to request an accessible version of this newsletter, call **(03) 9654 2600** or email info@travellersaid.org.au

This newsletter is also available on our website in alternative formats