



TRAVELLERS AID AUSTRALIA 2009/10

# 94TH ANNUAL REPORT

EVERY JOURNEY COUNTS



ASSISTING TRAVELLERS AT THE POINT OF NEED



*over 94 years providing  
vital support services and  
dignified outcomes to  
travellers in need*



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# President's & CEO's Report

BERNIE DELANEY-PRESIDENT AND JODIE WILLMER-CEO

**We are very pleased to present the Travellers Aid Annual Report for 2009/2010. We would also like to take this opportunity to welcome you and thank you for your interest in the changes, challenges and achievements experienced by our organisation over the past twelve months.**

During the year we assisted 185,000 people at our two Melbourne centres located in Flinders Street station and Southern Cross station through the provision of our core services and programs – Travellers Aid Access Service, Emergency Relief, Mobility Network and Pathways to Education.

This year we celebrated the 20th anniversary of the Travellers Aid Access Service (TAAS). TAAS is a vital service that offers tailored personal care assistance to commuters with disabilities who are travelling through or working in the city. TAAS services are provided free of charge and without the need for an appointment, referral or assessment, thanks to the support provided by funding from the Australian Government under the Home and Community Care (HACC) Program.

Last year we mentioned our exciting new initiative, Emergency Relief Travel Online (ER Travel Online). The appeal of the ER Travel Online project is such that it has attracted substantial funding from several organisations including the Victorian Department of Transport, the Lord Mayor's Charitable Foundation - Eldon and Anne Foote Trust, the Helen Macpherson Smith Trust and the Federal Government Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA). Travellers Aid has raised over \$650,000 and has also gained substantial in-kind donations which have increased the total fundraising effort for the ER Travel Online project to over

\$1.2 million. Travellers Aid kindly acknowledges all of our project partners for their ongoing support in developing a solution that will benefit people in need of emergency relief and the agencies that supply such assistance.

This funding now makes it possible for Travellers Aid to follow through with the development of a national online solution offering emergency relief organisations one central point of contact for accessing funds and services to support clients in need of emergency travel and relocation assistance – a first for Australia.

Final sector-wide deployment of the ER Travel Online project is planned for November 2011.

The Productivity Commission Research Report into the Contribution of the not for profit sector (January 2010) recommends "Building sector capacities to improve governance and enhance productivity..." with the main benefit of change being "improved capabilities of not-for-profits (NFPs) in relation to governance, client management, evaluation and risk management."

We gratefully acknowledge the Sidney Myer Fund and the Myer Foundation's 'Commemorative Grants Program' which marks the 50th Anniversary of the founding of The Myer Foundation and the 75th Anniversary of the Sidney Myer Fund. The \$100,000 grant, awarded over two financial years, enabled



Travellers Aid to build capacity within our staff in: training and development, fundraising, and IT systems software. The leadership and vision of the Commemorative Grants program supporting not for profit organisations to be more effective and efficient is welcomed and we are hopeful that more philanthropic trusts and foundations, as well as government and corporate programs will follow.

In the continuing uncertain economic times, effective risk management is vital to ensuring Travellers Aid's sustainability. During the year, we completed a comprehensive risk management plan aimed at identifying our risks and formulating mitigation strategies. Our 2010/2011 business plan contains measures to implement these mitigation strategies. The Board and CEO provide leadership to ensure the organisation has clear strategies to deliver the services our clients need and we have the people and other resources required to deliver those services. These priorities are included in the CEO's KPIs for 2010/2011.

**Our priorities for 2010/2011 are:**

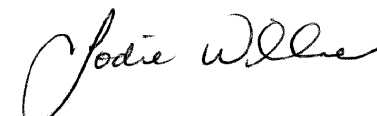
1. To continue providing our current service offerings but also to keep improving the quality of our services for the benefits of our clients.
2. The ER Travel Online project will provide the perfect platform for us to achieve this. Not only will it revolutionise the way that we deliver our services, but it will assist other agencies and their clients who require emergency travel assistance.
3. We acknowledge the need to diversify our fundraising activities. It is critical that we continue to do this in circumstances where many community organisations are competing for limited funds. We intend to introduce a bequests program and focus on attracting more corporate support.
4. Continue to refresh the Board so that we have the skills and experience needed to provide the necessary leadership to Travellers Aid.
5. Continue our leadership in, addressing transport disadvantage, working with communities, government, tourism and transport stakeholders.

We would also like to extend a warm welcome to our new co-tenants at City Village (an initiative of the City of Melbourne), the Federation of Community Legal Centres Inc. The Federation is the peak body for over 50 Victorian community legal centres that provide free legal services to the public. They focus on helping clients who face economic and social disadvantage and who have nowhere else to go for help.

Finally, we would like to take this opportunity to thank our volunteers, employees, members of the Board and all of our stakeholders (government, private sector and individuals) for their support during the year. We would also like to acknowledge and thank recently retired Gill Pisani for her contribution over the past four years of service on the Board and wish her and family all the best for the future. We look forward to working with you in the year ahead.



**Bernie Delaney**  
President



**Jodie Willmer**  
CEO



# Our Board



**Bernie Delaney** **President**  
**BA, Grad Dip. Management, AFAIM, MAICD**

Bernie joined the Board of Travellers Aid in October 2002. Bernie is Vice President, Government Relations at BHP Billiton. He has held many senior positions within the Federal Public Service, joining BHP in 1990 to work on external and government relations. In 2008 Bernie was appointed to the Board of the Australia Korea Foundation by the Minister for Foreign Affairs. Bernie also sits on the People and Services Committee, and Finance and Fundraising Committee for Travellers Aid.



**Denise Orchard** **Honorary Treasurer**  
**CPA**

Denise joined the Board of Travellers Aid in June 2005 and has held the position of Honorary Treasurer since April 2008. After retiring from Tabcorp Holdings Ltd, Denise now operates a gallery which promotes Australian contemporary glass art. She is also Chairman of the Dolphin Research Institute, a not-for-profit organisation, which undertakes research and education services relative to the marine environment. Denise is also the Convenor of the Finance and Fundraising Committee for Travellers Aid.



**Gill Pisani** **Vice President**  
**BA, Grad Dip. Aged Services Management**

Gill joined the Board of Travellers Aid in April 2006. Prior to her recent retirement, Gill spent thirteen years in local government Community Services Management and Planning, and ten years with community organisations in the areas of management, action research and planning. Gill is also the Convenor of the People and Services Committee for Travellers Aid.



**Dan Feldman** **Honorary Lawyer**  
**B. Ec, LLB (Hons), BA (Hons)**

Dan joined the Board of Travellers Aid in July 2004. He is a Partner of HR Legal, having extensive experience in workplace relations and workplace safety. Dan was senior advisor to a former Victorian Government Minister and regularly presents seminars on current workplace relations issues. Dan provides pro bono legal advice to Travellers Aid. Dan also sits on the People and Services Committee.



## **Trevor Huggard** Board Member

**Dip. C.E. M.I.E. (Aust), J.P**

Trevor joined the Board of Travellers Aid in October 1991. He is Managing Director of Finmay Pty Ltd and Principal of Trevor Huggard and Associates, Consulting Engineers. Trevor is a former Lord Mayor of Melbourne and Councillor for ten years.



## **Merryl Dooley** Board Member

**B. Ed (Arts), Grad. Executive MBA**

Merryl joined the Board of Travellers Aid in July 2004. Merryl is General Manager, Human Resources of the Gaming Division of Tabcorp Holdings Ltd. Merryl has extensive human resources, sales, communications, training and development experience. Merryl also sits on the Finance and Fundraising Committee for Travellers Aid.



## **Peter Moran** M.F.I.A

Peter joined the Board of Travellers Aid in February 2009. He is currently the Advancement Manager with the University of Melbourne, Veterinary Sciences. Peter is a member of the Fundraising Institute of Australia and is studying a Graduate Diploma of Social Science (Philanthropy & Social Investment) at Swinburne University of Technology. Peter also sits on the Finance and Fundraising Committee for Travellers Aid.



# Our Organisation, Vision, Mission, Purpose and Strategic Directions

## Our Organisation

For the past 94 years, Travellers Aid has delivered services and support with compassion, integrity and fairness to hundreds of thousands of people.

Travellers Aid was formed in 1916 in order to meet, greet and support women and children who arrived at Station Pier, Port Melbourne from war torn Europe. Whilst the basic premise is the same – assisting travellers in need – our services today are much more varied and complex but just as vital.

**Our Vision** is for travellers at the point of need to have access to services which are relevant and to assist in providing solutions with dignity.

**Our Mission** is to assist travellers at the point of need and to ensure that travellers reach their destination safely and confidently.

**Our Purpose** is to provide support, advice and assistance at the point of need to the travelling public with special requirements and to those in emergency situations.

We deliver our services from three locations: Southern Cross station; Flinders Street station and City Village based in Bourke Street.

## Our Strategic Directions

In 2007, Travellers Aid undertook an extensive organisational review process of its services, locations, operations and governance. The project was generously funded by the William Buckland Foundation and the Helen Macpherson Smith Trust. Over 40 external stakeholders were consulted, over 350 clients surveyed and a number of workshops were conducted with clients, staff and volunteers. The consultations informed the development of our 2008 – 2013 Strategic Plan.

We made a commitment to report regularly on the service delivery targets and priority areas for innovation and action. We have honoured our commitment by reporting on a quarterly basis to our funders and stakeholders and using a range of other communications tools, including our newsletters and annual reports. We are pleased to report that we have completed the vast majority of the plan for the five Strategic Directions:

### **1. Deliver high quality services to meet current and future customer needs and expectations.**

**90% completed**

**10% in progress**

The following business and service improvements have been made:

We closed our Café and service at 169 Swanston Street and opened a new location at Flinders Street station. We relocated all services to the hub of the transport network at Flinders Street station and Southern Cross station. We also moved our administration office to City Village.

The client advisory committee will be replaced with two client forums per year. We have completed annual client surveys and service evaluations and established an Indigenous services program to make our services more accessible and culturally appropriate.

### **2. Provide well known and easy to find services.**

**90% completed**

**10% in progress**

Improved Branding – we worked with Metlink to brand our locations and signage so that branding is consistent and our centres easily identifiable. We developed an image library and provided copyright free access to our stakeholders. We also expanded our public internet services with accessibility modifications. A new WC3 (accessible) website is currently under construction with support from Infoxchange.

### **3. Grow solutions for travellers through partnership and collaboration.**

**100 % completed**

Travellers Aid increased its engagement with disability, transport, tourism, homelessness, emergency relief and community services sectors, including the Victorian Council of Social Services (VCOSS). We also increased our advocacy efforts which included international students' welfare needs, transport disadvantage and the roll out of myki. We developed the ER Travel Online project, raising over \$1 million in financial and in-kind support.

### **4. Position Travellers Aid as an integral part of the transport system and tourism industry.**

**90% completed**

**10% in progress**

We have formed goodwill partnerships with Destination Melbourne and Tourism Alliance Victoria and obtained sponsorship from V/Line. We are also exploring longer term partnership opportunities with Melbourne Airport, The Westin Hotel Melbourne and Metro Trains Melbourne with whom we have also expanded our Community Education program. Travellers Aid provided presentation skills training for key employees, volunteers and board members covering topics on social inclusion, transport disadvantage and disability/mobility awareness.

### **5. Build a strong, effective, sustainable governance and business culture.**

**100% completed**

Travellers Aid undertook a Governance review and implemented 33 of the 36 recommendations. We also reviewed our Constitution and changed our name to Travellers Aid Australia. We have developed a risk management plan with pro bono support from KPMG, developed a business continuity plan and a pandemic plan. Within our workforce, we created hybrid roles for front line staff, simplified the internal organisational structure and simplified the industrial conditions by moving from seven separate awards to one enterprise agreement. We also developed long term fundraising and marketing plans which will ensure our growth and sustainability into the future.



# Key Achievements

**This financial year saw Travellers Aid increase our marketing and promotional efforts, thereby improving our brand recognition and attracting increased funding and donations. This allowed us to assist more clients while creating and delivering exciting, new and innovative programs. Here is a snapshot of our key achievements in 2009/2010.**

## Indigenous Project

The overall aim of the Indigenous Project is to increase the awareness of and reduce the barriers to accessing Travellers Aid centres and services, thereby addressing travel disadvantage within Indigenous communities. This is over-arched by a need to promote Indigenous people's participation and inclusion in everyday community life in the city of Melbourne.

Travellers Aid's need to raise awareness of its centres and services within the Indigenous community has been highlighted by the small percentage (less than 9% in the previous financial year) of our clients who identify as being Aboriginal or Torres Strait Islander.

The City of Melbourne and the Department of Health provided funding that has allowed us to:

1. Engage in a consultation process with Indigenous agencies and community members in order to identify ways in which Travellers Aid can make its services more culturally appropriate for Indigenous people and promote its services in a culturally appropriate manner.
2. Develop an Indigenous brochure that describes and promotes our services.

3. Provide training to Travellers Aid staff to assist Indigenous Australians in a culturally appropriate way.
4. Commission two art works by local Indigenous artists. These artworks will hang in our centres at Flinders Street and Southern Cross stations, making the centres more welcoming to Indigenous clients.

This project is already having an impact on our statistics, showing a noticeable increase of Aboriginal and Torres Strait Islanders using our services in the past few months. The distribution of the Indigenous brochure began in August of 2010 and should see the percentage of Indigenous users of our services and Indigenous clients increasing throughout the next financial year. This will also be supported with active involvement of Travellers Aid representatives in Indigenous community activities.

In the next financial year, we will be seeking to attract employees and volunteers who identify as Aboriginal or Torres Strait Islander in order to ensure sustainability of the project through ongoing input and development of Travellers Aid staff. If you would like to know more about the Indigenous Project, employment or volunteering, please visit our website [www.travellersaid.org.au](http://www.travellersaid.org.au).





### Emergency Relief (ER) Travel Online project

The ER Travel Online project is an innovative solution for emergency relief travel that will assist in reducing duplication of efforts and resources within the community sector.

In order to continue sector innovation, Travellers Aid is developing and piloting an online emergency relief web portal. The completed application will offer a national online travel service offering emergency relief (ER) organisations one central point of contact for accessing funds and services to support clients in need of emergency travel and relocation assistance.

Travellers Aid is in consistent consultation with community sector organisations to educate them on the benefits of this project. The web portal, once completed, presents an opportunity to provide an online service solution that will assist community sector agencies to meet their core mission of delivering services to people in crisis while also ensuring that this solution offers real and measurable cost benefits to all ER agency's financial and human resource objectives.

The project is a first for Australia and was born out of sector research which identified that dependent on the nature of ER assistance requested, 20 to 44 per cent of all distressed ER requests received by ER agencies went unmet. This is usually due to a lack of coordination in agency response efforts regarding transport arrangements.

Organisations have acknowledged the need for our ER Travel Online project and rewarded our ingenuity. Funding supporters to date are represented in the below table:

ORGANISATION
Department of Families and Housing, Community Services and Indigenous Affairs (FaHCSIA)
Lord Mayor's Charitable Foundation - Eldon & Anne Foote Trust
Department of Transport
The Helen Macpherson Smith Trust

For more information on this innovative new project, please see pages 29 and 31 of this report.



## Key Achievements continued...

### Funding, Donations and Sponsorship

The nature of our services and programs is such that they assist a broad cross-section of society and therefore attract a wide range of funders and supporters. Our marketing and fundraising efforts are outlined more comprehensively on pages 18 - 20 of this report but below are a few highlights.

### Funding Injection for Pathways to Education

Our Pathways to Education Program provides student travel passes to young people who are experiencing financial difficulties. Travel passes enable students to travel to school and participate in other social activities.

Since its inception, philanthropic trusts and foundations have continuously provided funds to support the Pathways to Education Program. This year, we received additional funding from the Department of Families and Housing, Community Services and Indigenous Affairs (FaHCSIA) through the Vulnerable Groups Funding Program. The one-off funding increase is a result of the Australian Government's response to the Global Financial Crisis.

This funding injection has enabled us to assist 397 students – over three times more students than we assisted in the previous financial year. We thank all the funders who made this possible.

For more information on Pathways to Education, please see pages 32 - 35 of this report. Pathways to Education also has a full annual report covering program performance that can be accessed via [www.travellersaid.org.au](http://www.travellersaid.org.au).

### Homeward Bound

The Homeward Bound Program is an Emergency Relief program providing assistance to travellers in need. The main objective of the program is to re-unite travellers in crisis with family, friends and other support networks. The service is located at the point of need at Travellers Aid at Southern Cross station.

Our aim is to help people who are 'in transition crisis and disconnected from their support systems'. Genuine freedom of choice and quality of life requires reasonable levels of education, health, material resources, mobility and social networks. The lack of these capabilities impoverishes individuals and limits their range of choices. The importance of this service has been acknowledged and supported by the following organisations.

ORGANISATION
Department of Families and Housing, Community Services and Indigenous Affairs (FaHCSIA)
V/Line
R E Ross Trust
Tobin Brothers
The Dawn Wade Foundation
Melbourne Community Foundation
The Magistrates Court of Victoria
William Angliss (Victoria) Charitable Foundation
Henry Berry Estate and Trust

# Our People & Culture

## **OUR VALUES: Compassion, Integrity, Fairness.**

**Our values guide and inform the way in which we deal with all of our stakeholders and deliver our services and programs.**

### **OUR PEOPLE**

Travellers Aid is committed to delivering the best possible service to our diverse range of clients. As such, we recruit employees, volunteers and work experience students from all walks of life and cultural backgrounds. Most importantly, we recruit people who share our vision and values.

We provide a supportive, friendly and flexible work environment with a focus on work / life balance that promotes and encourages respect, understanding and collaboration. Employees may work flexible hours that accommodate their personal commitments such as the ability to work from home, or in 'unforeseen circumstances', bring their children to work. Study leave and extended leave without pay are also available to our employees.

Our commitment to delivering the best possible service to our clients is supported by the wide range of training provided to our employees. This year we provided training in the following areas: first aid; cultural and linguistic diversity; customer service, business administration, presentation skills; Certificate IV in Disability Studies and Microsoft Office.

### **EMPLOYEE ASSISTANCE PROGRAM (EAP)**

We recognise that one of the keys to our success is our employees, so their health and wellbeing is a priority. As such, we have introduced a formal Employee Assistance Program (EAP) for all employees and immediate family members.

The EAP is a professional, confidential counselling service which can assist in dealing with difficult personal or work-related issues. The EAP provides short term counselling either in person or by phone and is aimed at providing our employees with assistance in: clarifying a problem, identifying options and developing an action plan to constructively resolve issues in their personal or professional lives.

This service is provided at the cost of Travellers Aid and there is no charge to the staff, volunteers or their immediate family who use it.

### **EMBRACING OUR CULTURAL DIVERSITY**

Our people, like our clients, come from a wide range of cultural backgrounds. More than half of our employees come from culturally and linguistically diverse (CALD) backgrounds. As well as English, we have employees who can converse fluently in 13 different languages including German, Polish, Punjabi, Arabic, Spanish, Dutch, Lunganda, Italian, Chinese, French, Hindi, Maltese and Japanese.



## Our People & Culture continued...

### CULTURAL ACTION PLAN (CAP) PROGRESS

The Travellers Aid Cultural Action Plan (CAP) was incorporated into our business plan, organisational policy and procedure development in 2008. In the past 12 months we have undertaken several initiatives that enable us to extend our reach and better meet the needs of members of culturally and linguistically diverse (CALD) communities.

- Travellers Aid employees attended Cross Cultural Communications workshops run by Josie Prioletti Consultants.
- We conducted an audit of our CAP for the Department of Human Services, who were pleased with our progress to date.
- We have compiled a detailed list of our services that has been translated into languages other than English (LOTE). Travellers Aid CALD staff assisted in the translation of this document which is now available in Burmese, Sudanese, Italian and Polish.
- We have translated the Client's Rights and Responsibilities document into Burmese, Sudanese, Italian and Polish.
- In January, we incorporated the CAP into the general Community Education Plan. We set about visiting Cultural Resource Centres within and around Melbourne. These site visits gave us the opportunity to introduce Travellers Aid and its services, answer questions relating to our service and distribute the translated brochures.
- Travellers Aid has also joined the North / West CALD Partnership.

These initiatives provide Travellers Aid's employees with the necessary skills and training to assist our diverse range of clients whilst being responsive to the values, language and traditions of their different cultures.



# Sustainability

**For over 94 years Travellers Aid Australia has been addressing the devastating effects of transport related poverty including homelessness, social isolation and limited access to health and education services. Travellers Aid has been a national community service innovator, driving higher performance in everything from emergency transport bookings and coordination, to emergency relief service delivery at the point of need.**

In six more years Travellers Aid will celebrate our 100th year of providing services with dignity to millions of Australians. This is a milestone that few Australian not for profit and corporate organisations can claim.

This celebration of a century of community service and ongoing longevity of Travellers Aid's crucial community function is a powerful example of our strong governance and planning around organisational sustainability. This is why today Travellers Aid stands as Australia's no. 1 transport assistance provider and as one of the most experienced community service organisations in the country.

Travellers Aid has and always will operate in a sustainable manner. This includes balancing impacts on the economy, the environment, our people and the broader community.

The sustainability of our organisation is reliant on a variety of factors reflected in the following paragraphs. All are linked to the Travellers Aid 2008-2013 Strategic Plan.

## **Providing well known and easy to find services**

Community Education plays a large part in raising awareness of Travellers Aid and the services the organisation provides. Educating our corporate,

government, community, individual funders/supporters and service users has always been important to Travellers Aid's organisational culture and always will be.

As a result, Travellers Aid has implemented a strong Community Education plan that sees us engaging with a variety of organisations, such as the Department of Transport, Metro Trains Melbourne, Westin Hotel, Destination Melbourne, Melbourne City Mission and Asylum Seekers Resource Centre. This plan offers opportunity to not only educate our funders, key government departments/ministers and corporate supporters on the relevance of Travellers Aid's work, but also offers the opportunity to influence policy development and service improvements that have relevance to our customer base.

Over 2009/2010, Travellers Aid's Community Education program has also increasingly ensured that we remain actively engaged with the end users of our services. As a result, Travellers Aid is now positioned as an integral part of the transport, community service and tourism sectors in Victoria.

Across the community service sector, Travellers Aid now has over 200 organisations that refer to us as the first port of call when it comes to providing transport related assistance to their 'in need' clients.



## Sustainability continued...

### Growing solutions for travellers through partnership and collaboration

As an organisation Travellers Aid has been and remains actively involved in a range of community initiatives. These initiatives support Travellers Aid's customer satisfaction and program performance requirements. They also contribute in improvements to the broader community service sector, to which Travellers Aid belongs.

Travellers Aid's purpose is to provide vital services and dignified outcomes to travellers in need, especially travellers with special requirements and those in emergency situations. Our community partnerships and collaborations reflect this.

This is why in July 2010, Elias Lebbos, Travellers Aid General Manager, became a member of the Public Transport Access Committee. This Committee is focused on developing strategies and recommendations for addressing transport access issues that are likely to affect people with a disability or experiencing mobility issues.

Maria Groner, Travellers Aid Emergency Relief Coordinator, is a member of the steering group for the update of the CBD Homelessness Health Access Protocol. Maria has also assisted with reviewing the Australian Council of Social Service Emergency Relief Handbook.

Jodie Willmer, Travellers Aid CEO, is a representative on the State Consultative Committee for the Department of Families, Housing, Community Services and Indigenous Affairs. Jodie is also the Chairperson for Emergency Relief Victoria's Committee of Management.

Over 2009/2010, Travellers Aid has also participated in the VCOSS

Transport Disadvantage Strategic working group and provided strategic advice to the Department of Transport Social Transit Unit.

Currently, Travellers Aid is also working with Victoria's Transport Ticketing Authority on the rollout of the myki ticketing system as a means of ensuring that community service client interests are taken into account. This process began with a comprehensive survey that Travellers Aid instigated to capture the community sector's understanding of the myki process as it applied to Victoria. Travellers Aid's involvement revolves around representing disability travel benefits, as well as not for profit discounts for emergency relief transport assistance providers.

### Delivering high quality services to meet current and future customer needs and expectations

Each year more and more people need Travellers Aid's help. As a result, more than ever before, we are investing in understanding what our customers want and delivering more than they could imagine. Our ultimate objective is to provide an easy to access and understand service experience.

This focus on customer service can be seen through Travellers Aid's investment in our Customer Service Officers (CSO). Our CSOs assist with everything from simple requests for information or directions to helping people fleeing domestic violence, and providing personal care assistance to people with disabilities. CSO capacity to carry out these complex and varied job functions has been achieved through Travellers Aid's focus on training. All CSOs are highly trained in what have been termed 'hybrid' roles, allowing them to work between sites in all positions.

By listening to our customers we have engaged with our people and equipped them with the skills to deliver consistently excellent service.

At the heart of our organisation is an unwavering commitment to safety not only for our customers, but also for our staff. As a result, Travellers Aid has taken its staff through first aid training. In addition our service equipment i.e. adult change tables, electronic mobility scooters and wheel chairs etc are serviced regularly to ensure a consistent approach to safety management and legislative compliance.

In recognition of the increasing public demand for our Emergency Relief assistance, Travellers Aid has increased this service's operational hours. Previously only open Monday through to Friday, the Emergency Relief department is now operating on Saturdays and Sundays between 12pm and 4pm.

### **Building a strong, effective and sustainable business culture**

Increased demand will always lead to increased costs and expenditure in the delivery of our services. Travellers Aid has approached the issue of raising the necessary revenue from two angles:

#### **Marketing and Promotion**

Over the past year, Travellers Aid has engaged in a range of Marketing and Promotional initiatives which are outlined in pages 18 - 20 of this report.

#### **Fee for Service initiatives**

As a not for profit organisation Travellers Aid recognises the importance of self funded initiatives that will create untapped revenue that can be put back into our program delivery. The following initiatives have been introduced within one or more of our centres:

1. **The Trading Table** is a retail operation run by our volunteers. Products sold over the counter include branded and travel related items such as soap, shampoo and conditioner and souvenir items such as decorative tins of biscuits and tea towels.

2. **Mobility Equipment** is available for hire from our Flinders Street and Southern Cross station locations. Our mobility equipment includes electric and manual wheelchairs, 3 and 4 wheel electric scooters, white canes and frames, walking sticks and children's strollers.
3. **Luggage Storage** is available at our Flinders Street station and City Village locations. We charge a small fee for this service which is very popular with clients and visitors alike.
4. **Bathroom facilities** are available at our centre in Southern Cross station. Users of this service may buy soap, rent a towel and pay a fee to use the showers.
5. **Public Internet** is available at our centres within Flinders Street and Southern Cross stations. For a fee, members of the public may rent time on our computers.

These initiatives contribute approximately \$5,000 per month to Travellers Aid's operating budget.

### **Developing a strong, effective and sustainable governance culture**

Travellers Aid is committed to the development of a sustainable business model, ensuring that our services will be available to travellers in need well into the future.

To this end 2009/2010 has seen our Board composition change. This has provided Travellers Aid with an opportunity to review and continue targeting new members that can offer strategic advantage to Travellers Aid along with strong business knowledge.



# Marketing & Promotion

RAISING AWARENESS AND REINFORCING OUR BRAND

**2009/2010 has seen an increase in people seeking our services and improved recognition of the Travellers Aid Australia brand. This increase in service demand and improved brand recognition is due, in large part, to our marketing and promotional activities. A targeted community engagement strategy has raised awareness of our centres and services whilst reinforcing our brand with a wide range of stakeholders; clients, funders, local and state government, commercial and not for profit organisations and the general public.**

This has been achieved through a range of events, presentations and the creation of marketing and promotional tools aimed at widening our reach.

## Signage

Travellers Aid worked with Metlink to ensure that our centres in Flinders Street and Southern Cross stations were easily identifiable. The new signage is clear and easy to read. There are a total of 18 signage sites across Southern Cross station and 3 across Flinders Street station. Both centres also carry the internationally recognised symbols that denote the services available at each site.

## Branding

Over the past year, we have made a concerted effort to consolidate our brand and achieve consistency across our sites and in our marketing communications.

To celebrate 20 years of TAAS operation, a photographic timeline was designed and mounted in the Travellers Aid centre at Flinders Street station.

This display is aligned with our overall branding strategy and is educational in providing information about our organisation to the general public.

We have also designed new banners for use at events and external functions such as expos, presentations, conferences and speaking engagements. Once again, these banners display a consistency in branding and use of images that illustrate our services in a positive manner.

On the 3rd of December, branded uniforms were introduced at the two station sites to coincide with the International Day of People with a Disability. This was a perfect opportunity for our employees to present a united and branded front to the general public and all external stakeholders. The uniform is a simple and comfortable blue polo shirt sporting the Travellers Aid logo. The uniforms are bright and our employees are now easily identifiable. Winter uniforms consisting of branded shirts, for Coordinators and Managers, in addition to branded weather protection jackets for all staff have also been provided to the Travellers Aid team.



### Events & Familiarisations

Familiarisations of Travellers Aid's front line services are a great way for us to introduce ourselves and educate others about our range of services. We conduct familiarisations with a wide range of interested parties: community groups (e.g. Country Women's Association, Frankston Community Centre); not for profit organisations who are often referral agencies for our services (Yooralla, Scope); potential funders (Gandel Foundation, Lord Mayor's Charitable Foundation); corporate supporters (Westin Hotel); representatives from government departments; as well as students and representatives from educational institutions.

### Events

As part of the community engagement program for the development of the ER Travel Online project, Travellers Aid also held a 'Think Tank' event in November 2009 geared towards educating potential community partners and funders about the issue of transport related poverty and a possible solution through the development of an online booking system. Over 40 industry members attended including; Metlink, V/Line, Department of Transport, Asylum Seekers Resource Centre and Monash University. The event was a huge success and resulted in the commitment of substantial in-kind and financial donations to the project. We thank our event sponsor, RACV, and those who attended.

### AGM

The 93rd AGM was well attended and our Patron in Chief, Mrs Jan de Kretser, was also in attendance. This event was used as an opportunity to highlight Travellers Aid's continued growth during the challenging economic times introduced by the Global Financial Crisis. Both the Chief Executive Officer and President of Travellers Aid reinforced to those in attendance that the organisation remained in a position to continue to support those in transport related poverty. The AGM was also used as an opportunity to provide a strategic report card on fundraising activity, community partnership initiatives, human resource developments and site developments, as they related to the 2008 – 2013 strategic plan.

### International Day of People with a Disability

The end of 2009 also saw Travellers Aid join with Wheelchair Sports Victoria to participate in the International Day of People with a Disability. Special guest speakers included Shane Kelly from the TAAS service and medal winning Paralympian, Bryce Alman. There was a presentation at Travellers Aid at Flinders Street station, wheelchair basketball demonstrations at Federation Square and a donation drive conducted around key CBD locations.

This event provided a wonderful opportunity for Travellers Aid to raise awareness and promote its services whilst working in partnership with another not for profit organisation that serves a similar target market.



## Marketing & Promotion continued...

### Internet Access Launch

In July 2010 Travellers Aid launched the Public Internet Access Program (PIAP). The objective of PIAP is to ensure that community-based free or affordable public internet access continues to be provided to disadvantaged Victorians. The event, held at Travellers Aid's Flinders Street station site, was well attended by our community partners. The facilities were officially launched by the Minister for Community Development, Lily D'Ambrosio. The launch itself received publicity through MX on the same day.

### DVD

In January 2010, Travellers Aid with the assistance of Grit Media, undertook the development of a corporate DVD. This DVD is an important tool for communicating key messages to our existing and potential community, philanthropic and business partners in a consistent manner. It also allows Travellers Aid to gain immediate credibility through the delivery of a highly relevant visual message to customers and staff. This guarantees consistency at every touch point and allows us to be remembered with a high-impact DVD and offers our team an opportunity to appear on the DVD explaining Travellers Aid's services.

The shoot for the organisational DVD proved very successful thanks to the acting abilities of Travellers Aid CEO, employees and volunteers.

Thank you to everyone who assisted in the production of this DVD.

Raising awareness of our organisation and the vital services that it provides assists us in becoming sustainable but more importantly, it allows people who are experiencing travel disadvantage the opportunity to seek assistance.

### Capacity Building and Community Engagement through the Sidney Myer Fund support

The Myer Foundation Capacity Building Grant has provided Travellers Aid an excellent opportunity to focus on developing and implementing an effective IT project and a long term fundraising strategy.

Through the funding, Travellers Aid has firstly had an opportunity to focus on the importance of developing fundraising activities and projects that support our mission whilst meeting ethical considerations and business accountability. An example of this is Travellers Aid's most recent (and a significant) win in the form of successfully meeting the funding objectives attached to the development of an online Emergency Relief application that a number of government, private and philanthropic organisations are now supporting. In addition, the funding has also offered Travellers Aid capacity to improve its IT infrastructure and to improve the organisation's overall work and service output to the community. To learn more please see page 29 - 31 for an overview of the ER Travel Online project.

The funding has also allowed Travellers Aid an opportunity to develop a new website and online marketing/fundraising strategy. The new website will include a number of new features. It will be a WC3 compliant website and accessible to people with visual disabilities. Once completed the new website will increase our capacity to communicate and distribute information to our clients, members and general public wanting to learn more about Travellers Aid.

# Our Centres & Services Overview

**Travellers Aid is located at three sites within the Melbourne CBD: Flinders Street station, Southern Cross station and City Village (an initiative of the City of Melbourne) in Bourke Street.**

The re-development of Southern Cross station, the establishment of our service at Flinders Street station and the improved signage at these locations have provided us with greater exposure to a wider number of travellers, thereby increasing the use of our services and allowing us to assist more and more people each year.

Travellers Aid's city based services provide assistance to a number of people who have a variety of reasons to travel. Our centres are safe and welcoming spaces where travellers can meet or re-connect with family and friends and when necessary, receive assistance from our dedicated team of employees and volunteers.

## Travellers Aid at City Village

City Village houses the Travellers Aid administration team. It also offers a quiet space for the community to meet and rest, in addition to luggage storage, meeting room hire and transport information.

City Village is an initiative of the City of Melbourne that provides not for profit, community and cultural organisations the opportunity to rent office space in the city centre at a reduced rate. The City of Melbourne has plans to retrofit City Village in order to improve its energy performance, which

should see Travellers Aid and other tenants greatly reducing their carbon footprint.

## Emergency Relief (ER) Assistance

This service assists travellers at the point of need, who are; experiencing transport disadvantage, are vulnerable and distressed and/or require travel related emergency relief services. The ER assistance that Travellers Aid has provided over the past year from our centres in Southern Cross and Flinders Street stations is outlined in the following pages.

## Travellers Aid Access Service (TAAS)

TAAS is a unique service. No other service like it exists within Melbourne's CBD. TAAS offers commuters with disabilities who are travelling through or working in the city, tailored personal care assistance. The service is a national best-case example of customer service and inclusive network systems that offer dignified solutions to the travelling public.

Through TAAS, our Client Support Officers assist people with disabilities and older people with personal care needs. TAAS is located at both our Southern Cross and Flinders Street stations' centres. Our dedicated Client Support Officers are able to assist with meals, communication (for people



## Our Centres and Services Overview continued...

with speech impairments) and access of internet and wireless internet services. Amenities include fully accessible toilet facilities and wheelchair/scooter recharging facilities. Friends and clients' personal support workers are also welcome. TAAS also offers social contact – a place where people can meet new people or old friends.

TAAS makes it possible for people with disabilities to access the services and sites that Melbourne has to offer, thereby encouraging a greater level of social inclusion, knowing that assistance is available when needed.

The TAAS services are provided free of charge and without the need for an appointment, referral or assessment, thanks to the support provided by funding from the Australian Government under the Home and Community Care (HACC) Program.

### Mobility Equipment Network

Since the beginning of 2009, we have been providing a mobility equipment network at all Travellers Aid locations. The network provides mobility equipment for hire to allow elderly people and those with mobility needs greater access around Melbourne CBD.

Our mobility equipment includes electric and manual wheelchairs, 3 and 4 wheel electric scooters, walking sticks and frames, white canes and children's strollers.

### Luggage Storage Facility

The luggage storage service at our Flinders Street station and City Village locations is very popular and affordable. We receive many requests for short term luggage storage each day. Clients and visitors take advantage of the opportunity to safely store their luggage for the day while they enjoy a range of activities and sights around Melbourne.

### Internet Cafe

The internet access service has proved very popular with centre visitors and clients.

Public internet facilities are offered at both our Southern Cross (3 computers) and Flinders Street (4 computers) stations' centres.

Both sites offer one accessible computer that has been set up with JAWS and Zoom Text to assist people who may have vision impairment or complete loss of sight. Mounted on an adjustable table, these computers are also set up with an accessible mouse and keyboard guard, to assist people who may have a physical disability.

Travellers Aid has received support under the Public Internet Access Program (PIAP) that is a Victorian Government initiative that offers Travellers Aid an opportunity to provide affordable public internet access to the general public. Travellers Aid staff are fully equipped with the necessary skills to assist new computer/internet users to utilise our public internet systems.

*beautiful & quiet,  
i cant survive  
without this place*

# Travellers Aid at Flinders Street Station

Travellers Aid at Flinders Street station is located inside the ticketed area and offers a comfortable lounge area, amenities, rest area and practical assistance to the travelling public via a number of services.

Our dedicated Client Support Officers are able to assist with meals and toileting, advocacy and internet access, as well as with mobility equipment hire and short term affordable luggage storage.

In the 2009/2010 financial year, this centre received more than 63,000 visitors. This included many people with a disability and their carers accessing our facilities. We provided 3,160 hours of personal care – double what we provided in the 2008/2009 financial period. This is predicted to increase again in the coming financial year. We also received 3,740 luggage storage requests which generated much needed untagged funding and support for the provision of our Emergency Relief services.

This centre opened at the end of July 2008 and has grown to support over 5,000 people per month. In April 2010 we welcomed our 100,000th visitor. The large and growing number of visitors illustrates the real need and level of demand for our services, especially within main transport hubs. The growth is such that the biggest challenge this centre is now facing is the lack of physical space in which to assist the ever-increasing number of visitors and people requiring personal care assistance.

Over the past year, Travellers Aid at Flinders Street station has provided the following services:



● Toilet (4,312) ● Meals (2,209) ● Other (3,767)

NUMBER OF SERVICES PROVIDED	
Lounge Area	13,766
<b>Water</b>	<b>6,897</b>
Directions for trains / platforms	6,622
<b>General Information</b>	<b>6,323</b>
Toilet use by general public	4,202
<b>Toilet use by people with a disability not assisted by TA staff</b>	<b>3,086</b>
Luggage storage	3,341
<b>Baby change table</b>	<b>2,153</b>
Emergency Relief (i.e. tickets provided to people, travel food packs)	367
<b>Phone</b>	<b>295</b>
Internet	159
<b>Mobility Equipment Hire</b>	<b>67</b>



# Travellers Aid at Southern Cross Station

Travellers Aid at Southern Cross station offers a comfortable lounge, amenities and rest area. It also provides assistance to the elderly, frail and people with disabilities to ensure safe passage through Southern Cross station via a subsidised buggy transport service, manual wheelchair access and personal guidance. The generous support of our donors enables us to deliver this service to the community free of charge. Bookings are required to access the Travellers Aid buggy transport service.

Travellers Aid at Southern Cross station also offers clean and accessible rest rooms, baby change facilities, showers and towel hire, stroller hire, internet access and information on transport, tourism and accommodation in Melbourne. Our experienced Customer Service Officers are available onsite to assist people with more complex needs and people with disabilities.

## Internal Services

SERVICE	2007/2008	2008/2009	2009/2010
Lounge	13,983	19,265	22,348
<b>Baby Change</b>	<b>640</b>	<b>551</b>	<b>571</b>
Showers	2,596	2,344	1,943
<b>Towels</b>	<b>930</b>	<b>832</b>	<b>768</b>
Soap	557	407	432
<b>Rest Room</b>	<b>1,615</b>	<b>1,826</b>	<b>1,293</b>
Change Room	180	211	147

## Practical Assistance

SERVICE	2007/2008	2008/2009	2009/2010
General Iron/Microwave etc	5,955	10,406	10,840
<b>Station Directions</b>	<b>7,405</b>	<b>11,216</b>	<b>13,970</b>
Locker Assistance	3,550	4,644	4,456
<b>Central Passes Office</b>	<b>1,026</b>	<b>854</b>	<b>673</b>
Phone Assistance	7,784	12,841	14,447
<b>Porter Service</b>	<b>998</b>	<b>5,164</b>	<b>6,299</b>
Errands	657	1,003	1,093
<b>Wheelchair/Buggy</b>	-	<b>9,569</b>	<b>9,107</b>

\*Note that the wheelchair/buggy service recording began in 2008.

## Accommodation & Tourist Services

SERVICE	2007/2008	2008/2009	2009/2010
Train Times	6,131	9,052	9,182
<b>Map &amp; Tourism</b>	<b>6,133</b>	<b>9,205</b>	<b>11,353</b>
Accommodation Info /Booking	1,978	3,836	5,806
<b>Accommodation &amp; Tourist Services</b>	<b>14,242</b>	<b>22,093</b>	<b>26,341</b>

# Ben's Story

Ben presented at Travellers Aid for the first time two years ago. Back then he was at a very low point of his life, trying to get away from drug problems and other issues in Western Australia. He came to Melbourne to sort himself out and try for a new start, but found himself homeless here. Having spent all of his funds on the flight to Melbourne he did not have any money. He came into Travellers Aid without knowing where to go or what to do, very distressed and showing signs of withdrawal. Travellers Aid referred him to crisis accommodation and helped him with some Metcards and phone cards so that he could access further services for assistance.

In the following year Ben came into Travellers Aid frequently, requesting assistance with travel fares. We supplied him with further Metcards and an interstate airfare once when he needed to return to Western Australia because his mother was seriously ill.

In the course of the last year Ben accessed our service only occasionally for showers and some Metcards. When he presented in July he looked much better than he had previously. He had put on weight and looked fairly healthy. He told us that he had a job in Tasmania where he could start the following week. He had some of the money for his fare and asked Travellers Aid to hold it for him until he came back with the remainder of his fare, so he would not spend it on other things. He came back two days later with the remainder and asked us to book his flight for him which we did.

On the day that Ben was due to fly out he was just about to board the shuttle bus to the airport when the airline informed him that his flight had been cancelled. He was seeing red, but managed to make a phone call to the airline to find out more. While on the phone, Ben became increasingly frustrated and distressed. After being put on hold again and again, he had enough and hung up. His tolerance had always been low and his interpersonal skills had not been very well developed.



## Impact of our Emergency Relief services for Ben

Ben came to Travellers Aid in a distressed and agitated state. We were able to calm him down and make sense of what he was telling us. We rang the airline on his behalf and managed to get him on the next available flight. Our client group is usually not able to book flights online, because they usually do not have a credit card, and even if they have the money they do not want to go to a travel agency. They prefer to go to Travellers Aid because they trust that we will find the cheapest available fare for them – and, unlike most travel agents, Travellers Aid does not charge fees for domestic flight bookings. In their often fragile state, when they are not able to cope with any additional obstacles, our clients receive the necessary emotional support and understanding.

Travellers Aid plays a vital role for these people in advocating on their behalf and negotiating the best outcomes for them. This case study demonstrates that people don't just access Travellers Aid for financial assistance, but emotional and practical support with their travel needs.



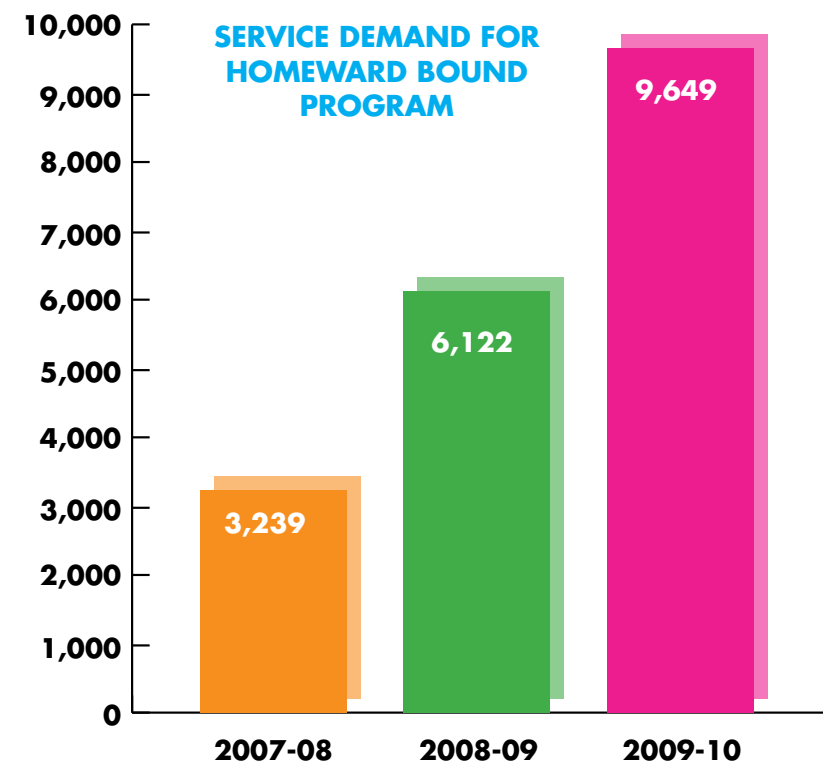
# Emergency Relief Services

**The Homeward Bound Program is an Emergency Relief (ER) program providing assistance to travellers in need. The main objective of the program is to re-unite travellers in crisis with family, friends and other supports. The service is located at the point of need at Travellers Aid at Southern Cross station.**

Homeward Bound provides stranded travellers with information, referrals and subsidised fares. The clients seeking ER can include people who are homeless or at the risk of homelessness and need to secure accommodation and support, people who need to travel for medical reasons, family crises, court matters, employment and many other reasons. The ER program is funded through a combination of government funding via the Financial Management Program by the Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA), philanthropy, contributions from other agencies and general donations.

Being excluded from society and treated as less than equal can lead to health complications and greater risks of premature death. Social exclusion can result from travel disadvantage, poverty, racism, discrimination, stigmatisation, hostility and unemployment. These experiences prevent people from participating in education or training, and gaining access to services and citizenship activities. They are socially and psychologically damaging, materially costly and harmful to health and wellbeing.

Over the past year, Travellers Aid has experienced an increased demand for ER services – an increase of over 50% on the 2008/2009 levels of 6,122 services provided to 9,645 services provided in 2009/2010.



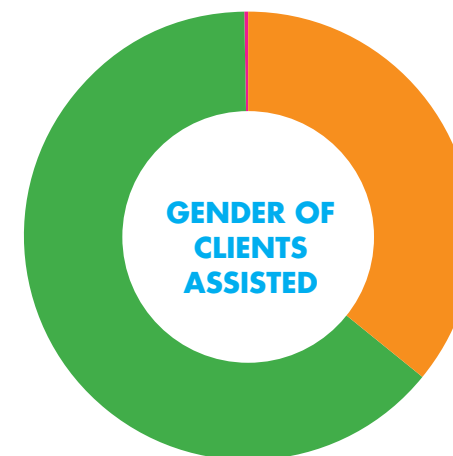
The following table provides a breakdown of the services that were provided during the 2009/2010 financial year in comparison with previous years.

Meal vouchers that had previously been given to clients experiencing travel disadvantage have been replaced with ER Travel Packs which provide food and other items.

Service Provided	2009-2010	2008-2009	2007-2008	2006-2007
Airport shuttle	157	177	135	142
<b>Breakfast</b>	<b>n/a</b>	<b>84</b>	<b>201</b>	<b>624</b>
Hygiene	1,132	333	319	571
<b>Information</b>	<b>3,221</b>	<b>2068</b>	<b>150</b>	<b>389</b>
Laundry	n/a	n/a	2	16
<b>Meals</b>	<b>n/a</b>	<b>n/a</b>	<b>45</b>	<b>1022</b>
MetCard	887	691	597	728
<b>Other</b>	<b>127</b>	<b>23</b>	<b>n/a</b>	<b>n/a</b>
Other food	270	92	99	468
<b>Pathways student pass</b>	<b>397</b>	<b>112</b>	<b>64</b>	<b>75</b>
Petrol	65	45	61	51
<b>Phone (including phone cards)</b>	<b>280</b>	<b>257</b>	<b>102</b>	<b>237</b>
Protected Travel Service	78	74	35	105
<b>Referral to other agencies</b>	<b>563</b>	<b>509</b>	<b>149</b>	<b>247</b>
Rest Room	41	15	7	14
<b>Storage Locker</b>	<b>68</b>	<b>52</b>	<b>132</b>	<b>208</b>
Travel	1,759	1,427	1,620	1,045
<b>Travel Pack</b>	<b>192</b>	<b>105</b>	<b>116</b>	<b>n/a</b>
Use of Office Equipment	16	19	n/a	n/a

### Gender of Clients Assisted

In the 2009/2010 financial year the ER service assisted 1,176 more males than females. The ratio of males to females has been similar over the years, and is still fairly even for young persons under 18 years of age and also for older people over the age of 65. However, the variance increases for the age group 18-25 and reflects a fairly consistent 2:1 ratio in the 26-35 and 36 – 45 age groups.



● Female (1,500) ● Male (2,676) ● Not Recorded (4)



## Emergency Relief Services continued...

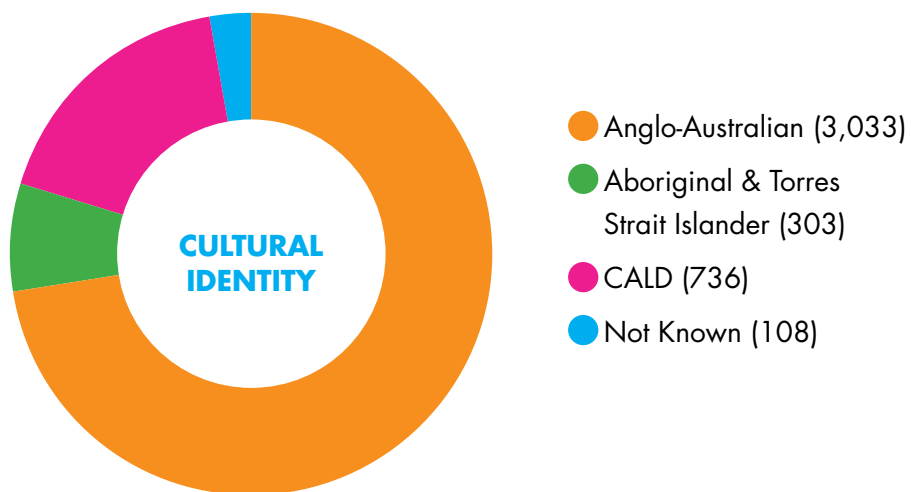
### Age Group

Whilst there has been an increase in demand for our services within all but the 66 and over age group, there are substantial increases (around 50%) within the 18 and under, the 18 – 25 and the 26 – 35 age groups. The 26 – 35 year old age group contains the largest number of people (1,065) requiring our services in 2009/2010.

The trend of more young people accessing our services has continued to increase from the previous financial year to the present. The increase has been substantial at just over 50%, rising from 519 to 770 requests from people aged 18 years and under. Once again, it appears that this increase is primarily due to the demand for tickets under the Pathways to Education program.

### Cultural Identity

As illustrated in the chart below, the people Travellers Aid assisted in 2009/2010 came from the following cultural backgrounds.



### Purpose of Travel

The following table lists the most common reasons influencing our clients' need to travel. It should be noted that some people may have experienced more than one of these reasons to travel.

REASONS FOR TRAVEL	NUMBER
Financial Issues	2,287
<b>Accommodation</b>	<b>1,638</b>
Medical Issues	510
<b>Relationship Issues</b>	<b>367</b>
Education	307
<b>Domestic Violence</b>	<b>170</b>
Returning Home	143
<b>Employment</b>	<b>77</b>
Court/Jail Related	76
<b>Other</b>	<b>45</b>

If you would like to read the Homeward Bound report in its entirety, please visit our website: [www.travellersaid.org.au](http://www.travellersaid.org.au)

# Emergency Relief (ER) Travel Online Project

**Since 2009, the Board and Management of Travellers Aid have researched the best possible solution to the issue of servicing an increasing client base. Consequently, the Emergency Relief Travel Online project is being developed to provide a fully integrated transport booking system, delivering the Community Services Sector's client transport needs.**

It will give organisations the capability to easily book (linked or individually) all key travel services that connect towns, regions and states across Australia, all in one easy to use online environment.

The project is a first for Australia and was born out of sector research which identified that, dependent on the nature of ER assistance requested, 20 to 44 per cent of all distress ER requests received by ER agencies went unmet. This is usually due to a lack of coordination in agency response efforts regarding transport arrangements.

The ER Travel Online website will be especially useful in circumstances where a lot of people require emergency relief as quickly as possible - natural disasters such bush fires and floods that leave many people homeless and requiring relocation.

## **Background**

As the leading supplier of Emergency Travel Support in Australia, Travellers Aid was concerned that:

- No single government body oversees funds or monitors travel for emergency reasons.
- Anecdotally, agencies report that more clients are seeking assistance than can be supported.
- The number of 'working poor' is growing.
- An increasing number of people are seeking assistance with transport to enable access to key services such as hospitals, the justice system, counselling services, employment opportunities and family support.
- Clients are visiting multiple agencies to obtain assistance.
- Fares for Emergency Travel are offered at the standard prices with no cost reduction or discount for ER providers.

In early 2008, Travellers Aid submitted a Major Grant application to the Life Care Grants Panel at the Lord Mayor's Charitable Foundation. The Foundation initially provided a grant to research a business case. The findings resulting



## Emergency Relief (ER) Travel Online continued...

from this research case were presented to the Foundation in 2009 with a clear recommendation towards a need to establish a central online ER travel system for the ER sector that can provide:

- Information about ER travel related issues.
- Discussion forums for ER users to ask questions, share issues and search for answers.
- The ability to identify the best travel options for a client, without undue additional cost.
- Easy booking facilities allowing the purchase of air, rail, or bus tickets online, immediately with the ability to print ticketing.
- An automated payments system through a centralised billing system, which would charge the agency at least one third of the cost of travel, while automatically accessing a central pool for the remaining balance of the ticket costs after client contribution.
- Accommodation options including budget accommodation, caravan parks and emergency shelters so that agencies can identify availability.
- A follow up process to measure the outcomes for clients by SMS, email or telephone to record their experience and how the travel related ER enhanced or improved social inclusion or access to vital services.

### Progress to date

In 2009, Travellers Aid was delighted to receive a grant of \$300,000 (over two years) from the Lord Mayor's Charitable Foundation.

This funding was further enhanced through the ER Travel Online project's 'Think Tank' – held in November 2009. The 'Think Tank' pulled together organisations that are currently involved in overseeing, funding and coordinating aspects of the Victorian transport system and Community

Service Sector to work on developing a solution to transport related social exclusion. Over 40 leading organisations from the transport and community sector attended this event including; Metlink, the Lord Mayor's Charitable Foundation, the Myer Foundation, V/Line and the Department of Transport. The strength of the 'Think Tank' resulted in the Department of Transport providing an additional \$150,000 in funding over two years.

During November 2009, Travellers Aid also presented the project to the Federal Government - Department of Families and Housing, Community Services and Indigenous Affairs (FaHCSIA). In June 2010, FaHCSIA went on to fund this project to the value of \$200,000. This is to be linked to training and education requirements for the project.

As a sub-project to the ER Travel Online project, Travellers Aid also made contact with the Helen Macpherson Smith Trust to request support funding. The focus will be on an action research project into the area of Community Transport Coordination and how it relates to people transitioning from driver to non-driver, who depend on public transport/community transport. This project has a focus on people with a disability. The Helen Macpherson Smith Trust has awarded Travellers Aid \$50,000 to conduct this action research project.

The total funding now makes it possible for Travellers Aid to follow through with the development of an online solution – a first for Australia. Travellers Aid has raised over \$650,000 and has also gained substantial in-kind support which has pushed the total fundraising effort for the ER Travel Online project to over \$1.2 million. Travellers Aid kindly acknowledges all our project partners for their ongoing support in developing a solution that will benefit people in need of ER and the agencies that supply such assistance. A full list of project partners can be found via the FAQ document covering the ER Travel Online project available at request from Travellers Aid.

### Making this happen:

Travellers Aid has developed a request for tender which will be sent to the market for consideration early in the next financial year. We aim to have a short list of possible developers for the web technology and selected the final developer(s) by September 2010. The first test phase of the project is scheduled for release by the end of February 2011.

Travellers Aid has also conducted research and identified key current technology providers in the banking, client referral, travel and public transport sectors that have online technology capable of complementing the ER Travel Online project process. An engagement strategy has been designed to approach these technology providers and discuss a corporate partnership process that would allow Travellers Aid to utilise their already established technology as part of the ER Travel Online project.

The importance of testing and its impact on this project cannot be underestimated. Testing is a fundamental component of website quality assurance and represents a review of specification, design and coding. As a result, Travellers Aid has selected and approached a key group of community organisations to assist with the testing phase covering the initial limited/controlled release of the ER Travel Online project. These partners are Victorian and interstate community organisations. Once completed a wider sector launch will be undertaken.

Final Sector-wide deployment of the ER Travel Online project is planned for November 2011.

To support the success of the project Travellers Aid established two key teams to work across all aspects of the project and ensure that key milestones are achieved.

The two key teams include;

- ER Advisory Committee – Focused on IT requirements of project.

- ER Project Committee – Focused on Project Management going forward (i.e. Tender development & release, service provider selection, roadshow and community sector engagement, development and deployment of key messages).

Travellers Aid presented to the Victorian ER Statewide Forum, 'Beyond the Bandaid' on Social Inclusion on how addressing transport disadvantage can increase social inclusion. Travellers Aid also conducted presentations to V/Line, Melbourne Airport and at Tourism Alliance Victoria's statewide conference.

If you or your organisation would like to support this project or learn more about it, please visit our website: [www.travellersaid.org.au](http://www.travellersaid.org.au).



# Pathways to Education

**Since 2004, the Travellers Aid Pathways to Education program has been providing student travel passes to young people who are experiencing financial difficulties. Whilst public education is technically free, many families experience difficulties in meeting the associated costs such as text books, camps, uniforms and transport. Travel passes enable students to travel to school and participate in social activities.**

At the beginning of a school year, many families and young people who are living on their own struggle with the temporary rise in expenses for books, uniforms, fees and travel. These people are not in a position to opt for the more cost-effective method of purchasing yearly, or even monthly, travel tickets.

Non-attendance at school due to a lack of finances often leads to stress, depression and an inability to focus or concentrate, which in turn may result in students either dropping out of school altogether or fare evasion. Students who do not complete their education are often disadvantaged in the future. They may experience reduced opportunities, increased rates of unemployment and an inability to gain appropriate skills and training at a later date.

Fare evasion results in fines that the students or families cannot pay due to their limited budgets. Should this be followed through in a court the problem is exacerbated and ultimately the community ends up paying the costs, consuming vast resources from community legal services. A yearly ticket is much more cost effective and eases the distress experienced by young students who have been caught travelling without a valid ticket because they lack the finances to purchase a ticket.

The Pathways to Education program is not only concerned with relieving the financial burden of travel expenses, it also enables young people to be more socially connected and included. Tickets provided through this program allow students to attend social activities, catch up with friends and visit their family, which is particularly important for social inclusion.

Over the years, the demand for this service has increased. The table below shows the total number of students assisted in comparison to previous years. There are a number of students who return to the Pathways to Education program each semester or year. It is anticipated that this number will continue to increase exponentially as the program is promoted through schools and referrals agencies, thereby attracting more participants.

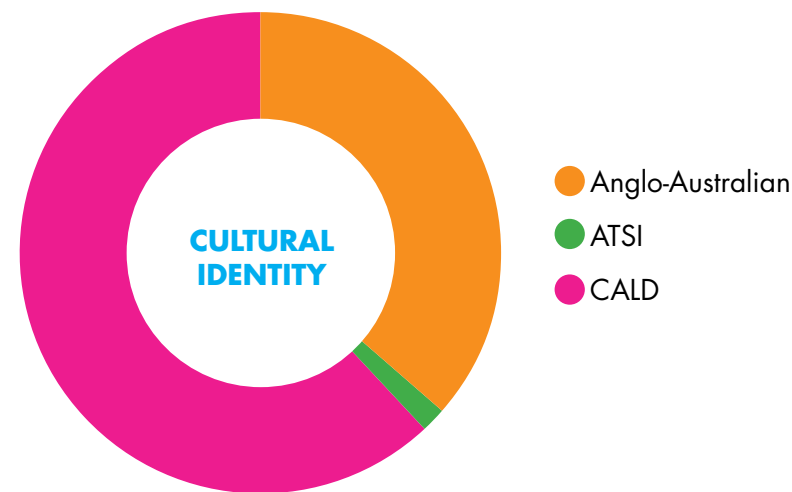
<b>PATHWAYS PROGRAM</b>	<b>2009-2010</b>	<b>2008-2009</b>	<b>2007-2008</b>	<b>2006-2007</b>
Students assisted	397	112	64	75

In the 2009/2010 financial year, we issued 560 tickets and assisted 397 students. The total cost of student tickets issued this year was \$113,513.80, inclusive of GST. Since its inception, philanthropic trusts and foundations have continuously provided funds to support the Pathways to Education program.

Our ability to assist almost three and half times more students in this financial year was due to the additional funding the program received from the Department of Families and Housing, Community Services and Indigenous Affairs (FaHCSIA) through the Vulnerable Groups Funding program. This one-off funding increase is a result of the Australian Government's response to the Global Financial Crisis.

All students are referred to Travellers Aid by other agencies or School Welfare Officers from across the Melbourne metropolitan area. We work with a core group of social workers, youth workers and pastoral care staff who are employed by the schools, or other youth services who provide updates and reports on attendance and enrolment to Travellers Aid's ER Coordinator. Whilst we work with a wide variety of referring agencies, a significant number of the referrals in 2009/2010 came from agencies that work in migrant and asylum services. This is reflected in the number of students from culturally and linguistically diverse (CALD) backgrounds who accessed the program.

In the 2009/2010 financial year, we assisted 144 Anglo Australian, 246 CALD and 7 Aboriginal and Torres Strait Islander (ATSI) students. The low percentage of ATSI students (1.8%) utilising the Pathways to Education program is explained in part by the low ATSI student population in Victoria. According to the Australian Bureau of Statistics (ABS), the Koorie student population in Victoria is 0.9%. The ABS also indicates that Indigenous students tend to leave school earlier than other groups within the student population.



### Survey of Program Participants

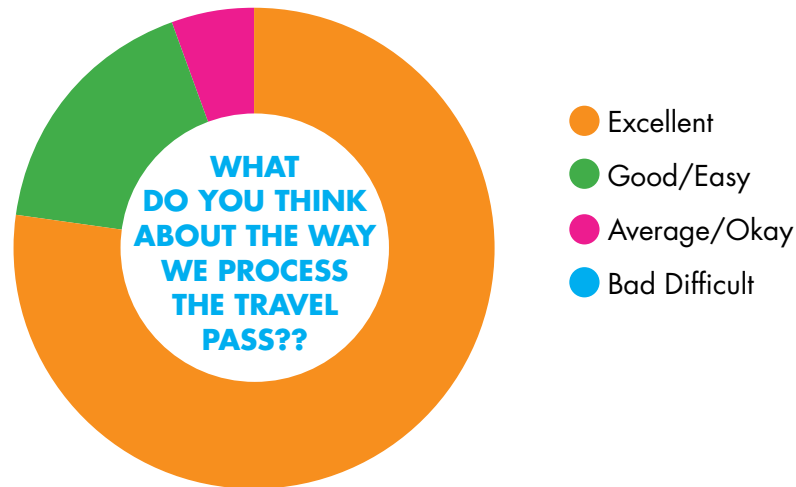
This year, Travellers Aid created a survey that Pathways to Education participants and/or their case workers could complete. The aim of this survey was to gauge the effectiveness of the program as well as our service delivery. As it was not compulsory to complete the survey, we were pleased with the high response rate of 89 of the 144.

The largest group of respondents to this survey were secondary school students aged 14, 15 and 16 years (who represent the greatest demographic of our client base). Over one third of the respondents had heard about the Pathways to Education program through their school.

When asked about the way we process the travel pass, 77.3% of respondents selected 'excellent', 17% 'good/easy', 5.7% 'average/okay' and no one found the process 'bad/difficult'.

## Pathways to Education continued...

### Satisfaction with Processing of Passes

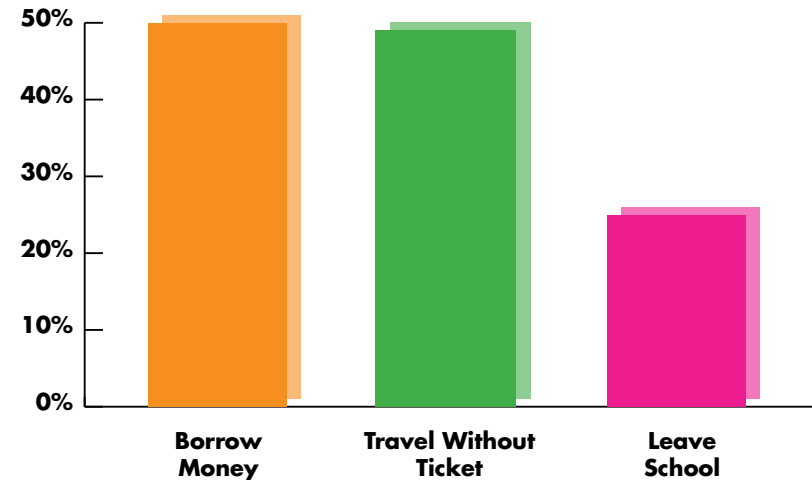


The students' responses to this survey indicate that nearly half of them would either not go to school as regularly or not attend at all if this program was not available to them. As for purchasing tickets, almost half of the respondents admitted that they would probably travel without a ticket and risk getting an infringement notice.

### Would you still be studying if this travel pass was not available?

Answer Options	Response Percent	Response Count
Yes but not every day	19.1%	17
<b>Yes</b>	<b>58.4%</b>	<b>52</b>
No	22.5%	20
<b>Answered Question</b>		<b>89</b>

### What were your other options?



### Testimonials from Program Participants

*"We appreciate the hard work that goes into funding the passes. Thanks a lot to the people who fund the service as well as to the workers who understand our circumstances."*

***"I just want to say thank you for giving me the travel pass. I don't have to walk [an hour each way] to school anymore thanks to you guys."***

*"This ticket helps me go to school and keep out of trouble so thanks."*

***"This makes my life easier as I live out of home so this helps me save for food and rent as well as get me to school every day. Thanks."***

*"I would like to thank you all for helping my mum who couldn't afford it being on a disability pension. We both really appreciate your help in supplying us with a yearly ticket to travel to and from school. It has been a great help."*



# AHAD'S STORY

Ahad was born in Afghanistan and was 13 years old when the Taliban killed his parents. Ahad was also shot and as a result of his injuries, has a permanent disability. Ahad fled Afghanistan with his older brother and two younger siblings. They spent many years in a refugee camp in Pakistan, before they were finally resettled as minors in Australia.

Ahad's older brother worked to support his siblings. The four of them had very little funds and struggled a great deal. They received some support from the Refugee Minor Program, who also referred Ahad to Travellers Aid. Ahad had dreams of a bright future and wanted to go to school. The little funds the siblings had were not enough to pay for transport for Ahad to go to school.

Travellers Aid assisted him with a yearly ticket so that he could get to school and come closer to reaching his goals.

## Feedback from referring agencies

*"Most Caulfield Park Community School students would be classified as seriously 'at risk' on a range of measures including socio-disadvantage, domestic violence, substance abuse, homelessness and mental health issues. Connecting students to our school community is vital to their wellbeing. Not only can they get to school, but the travel passes are used to attend other community services such as health appointments, Head Space, TAFE courses, work experience and attending job interviews. Thank you for improving the lives of our school community by supporting our students with travel passes."*

*"On behalf of my clients, myself and the Refugee Minor Program team a very big thank you for all the hard work and support over the year."*

**If you would like to make a donation to this program or read the Pathways to Education report in its entirety, please visit our website [www.travellersaid.org.au](http://www.travellersaid.org.au)**



# Acknowledgements & Supporters

## Corporate Supporters

Backpackers World Travel  
BHP Billiton – Matched Giving  
Bravo Consulting  
Central Passes Office  
Clancy Constructions  
HLB Mann Judd  
HR Legal  
KPMG  
L Cubed  
Management Pty Ltd  
MBE Elsternwick  
Metlink  
Metro Trains Melbourne  
Microsoft  
Millar Marketing  
Misheye Photography  
On Q Design  
RACV  
Ross Campbell & Associates  
SIS Graphics  
Skybus

Southern Cross Station - Asset Co  
Techware  
TT-Line  
V/Line  
Wilsons Security  
Yarra Trams

## Not for Profit Organisations

Anglicare  
Asylum Seekers Resource Centre  
Australian Red Cross  
Berry Street Children and Family Services  
Box Hill Citizen's Advice Bureau  
Camcare  
Casey North Community Information & Support  
City Village tenants  
Cottage By The Sea  
Community Information Glen Eira  
Country Women's Association  
Dandenong Aboriginal Cooperative  
Doing IT Better project

Doutta Galla Community Health Service  
Emergency Relief Victoria Network  
ER Victoria  
Federation of Community Legal Centres  
Frankston Community Support & Information Centre  
Gippsland Lakes Community Health  
Good Shepherd Youth and Family Services  
Hanover  
Homeground Services  
Infoxchange  
Koorie Heritage Trust  
Melbourne City Mission  
MetroWest Housing Services  
Ngwala Willumbong  
North Richmond Community Health  
North Yarra Community Health  
Quantum Support Services  
Royal District Nursing Service  
St Augustine's Church

St Mark's Community Centre  
St Paul's Cathedral  
St Vincent's Health  
Sacred Heart Mission  
SCOPE  
STREAT  
Society of St Vincent de Paul Victoria  
State Trustees  
Swags for Homeless  
The Salvation Army  
Transport Connections project co-ordinators  
Travelers Aid International  
Washington DC, USA  
United Synergies  
Uniting Care  
Urban Seed  
VicRelief Foodbank  
Victorian Association for the Care and Resettlement of Offenders  
Victorian Council of Social Services  
WAYSS  
Wesley Mission Melbourne

Western Port Community Support  
Wheelchair Sports Victoria  
Wintringham  
Women's Domestic Violence  
Crisis Services  
Women's Health in the North  
Yooralla

### **Educational institutions/ student placements**

Acacia Training  
Chisholm Institute  
Monash University  
Swinburne University  
Victoria University  
Vision Australia  
Volunteering Victoria

### **Tourism industry partners**

Destination Melbourne  
The Westin Hotel  
Tourism Alliance Victoria  
VECCI

### **Government funders**

Australian and Victorian  
governments under the HACC (Home  
and Community Care) Program  
City of Melbourne  
Department of Families and Housing,  
Community Services and Indigenous

Affairs (FaHCSIA)  
Department of Justice - Melbourne  
Magistrates Court  
Department of Transport – Victoria  
Public Internet Access Program

### **Individuals**

Mrs Jan de Kretser, Patron in Chief  
Dave Ellis  
Father James Grant  
Greg Adkins  
Gerry Mellas  
Jantine Eddelbuttel  
Lorrae Nicholson  
Peter Waters  
Peter Wright  
Shane Kelly  
Sian Whalley

### **Trusts and Foundations**

Dawn Wade Foundation  
Henry Berry Estate and Trust  
Helen Macpherson Smith Trust  
Joe White Bequest  
Lord Mayor's Charitable Foundation  
including the Eldon and Anne Foote  
Trust  
Melbourne Community Foundation  
Ray and Joyce Uebergang  
Foundation  
Tobin Brothers Trust

The Flora & Frank Leith Charitable  
Foundation  
The Grosvenor Foundation (Equity  
Trustees)  
The Invergowrie Foundation  
The Jack Brockhoff Foundation  
The Myer Foundation and Sidney  
Myer Fund  
The R.E. Ross Trust  
The William Angliss (Victoria)  
Charitable Fund

### **Others**

Monika Beniwal Photography  
Office for the Community Sector  
Public Transport Ombudsman -  
Victoria  
Travellers Aid Board  
Travellers Aid General Committee  
Travellers Aid staff  
Travellers Aid volunteers

### **Volunteers**

Alex Pate  
Alica Kong  
Amy O'Brien  
Andrea Rojas  
Barry Thornbury  
Beverly Gojkovic  
Brian Porter  
Catherine Wittett

Doreen Bellenger  
Dorothy Coombe  
Dorothy Hobson, Life Member  
Dorothy Schulz  
Febe Hernandez  
Kim Waingold  
Lance Ferng  
Lasantha Dharmawardena  
Lindsay Gale  
Luke Stone  
Lorna English  
Margaret Carter  
Margaret Foy  
Margaret Sutherland  
Mario Realì  
May Mulholland  
Monica Hosie  
Mucklesur Rahman  
Nada Rabahi  
Pam Fenton  
Renaë Gazzola  
Sarah Dovey  
Shirley Mill  
Stella Lamberti  
Stephen Clark  
Thelma Nevin  
Wally Zielaskowski  
Jiten Vashish



# Treasurer's Report

**For the 2009/2010 financial year Travellers Aid received revenue from continuing operations of \$1,962,956 compared with \$1,880,719 in the previous year.**

The cost of operations was \$2,002,518 against a budget of \$2,080,000 and they continued to be well managed and tightly controlled. This resulted in a small operating deficit of \$39,562 compared with a projected surplus of \$72,000.

This below budget result was a consequence of a shortfall in revenue of \$189,645 reflecting in the main below budget results in the area of non-government funding.

Travellers Aid continues to maintain a strong cash position with cash on hand at 30th June 2010 of \$428,748. It is worth noting that the organisation's investment policy ensures a structured approach which meets Travellers Aid's short, medium and long term funding requirements. Funds are invested to maximise returns within the context of ensuring the highest level of capital security. Funds are also invested to be socially responsible, reflecting our values and those of the organisations that fund Travellers Aid.

Travellers Aid greatly appreciates the continuing support of Federal, State and Local Government who, in 2009/10, provided 59% of our operational funding.

We also thank the many philanthropic trusts, organisations and individuals who provided financial support for Travellers Aid's essential services.

Of course the development of our major project ER Travel Online would not be possible without the generous support of government and non-

government organisations who have now pledged \$1.2 million (both in-kind and financial contributions).

Given the increasing demand for services provided by Travellers Aid the need to diversify our fundraising activities is a priority for the Board and the organisation. To this end, the execution of Travellers Aid's long-term financial and fundraising plans will be a key focus in the year ahead.

The commitment and dedication of staff and volunteers who continue to provide excellent service and support to travellers in need is greatly appreciated.

Finally, my thanks to the members of the Finance and Fundraising Committee for their contributions and support over the past year.



**Denise Orchard**  
Honorary Treasurer

A full copy of the audited financial statements is on our website: [www.travellersaid.org.au](http://www.travellersaid.org.au)

# Director's Report

**Your Directors present their report on Travellers Aid Australia ('Travellers Aid') for the financial year ended 30 June 2010.**

## Directors

The names of the directors in office at any time during or since the end of the financial year are:

**Mr. B. Delaney,**

B.Arts, Grad. Dip, Management, AFAIM, MAICD (President)

**Mrs. G. Pisani,**

B.A., Grad. Dip. Aged Services Management (Vice President)

**Mrs. D. Orchard,**

CPA (Hon. Treasurer)

**Mr. D. Feldman,**

B. Economics, B. Law, B. Arts (Hon. Lawyer)

**Mr. T. Huggard,**

Dip. C.E, M.I.E. (Aust.), J.P

**Ms. M. Dooley,**

B. Arts, Executive MBA

**Mr. P. Moran,**

M.F.I.A

Directors have been in office since the start of the financial year to the date of this report unless otherwise stated.

## Operating Results

The results of Travellers Aid for the financial year amounted to a deficit of \$39,562.

## Review of Operations

A review of the operations of Travellers Aid during the financial year and the results of those operations found that during the year, Travellers Aid continued to engage in its principal activity, the results of which are disclosed in the attached financial statements.

## Significant Changes in State of Affairs

No significant changes in the state of affairs of Travellers Aid occurred during the financial year.

## Principal Activity

Travellers Aid is a not-for-profit organisation, and receives invaluable support from government agencies, philanthropic trusts, corporate sponsors, bequests and general tax deductible donations.

Travellers Aid has been offering travel and support services to travellers since 1916. Our mission is to assist travellers at the point of need, and to ensure that travellers reach their destination safely and confidently.

Our vision is for travellers at the point of need to have easy access to services which are relevant and assist in providing solutions with dignity. Travellers



## Director's Report continued...

Aid is governed by and believes in displaying values of compassion, integrity, and fairness at all times to clients and service users, as well as amongst staff and volunteers. Travellers Aid exists to provide support, advice and assistance to the travelling public with special requirements, and to those in emergency situations. We are unique in our offer and have extensive experience in the delivery of travel related emergency relief and assistance to the travelling public.

### After Balance Date Events

No matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of Travellers Aid, the results of those operations or the state of affairs of Travellers Aid in future financial years.

### Likely Developments

Likely developments in the operations of Travellers Aid and the expected results of the operations in future financial years have not been included in this report as the inclusion of such information is likely to result in unreasonable prejudice to Travellers Aid.

### Environmental Issues

Travellers Aid operations are not regulated by any significant environmental regulation under a law of the Commonwealth or of a State or Territory.

### Dividends Paid or Recommended

No dividends were paid or declared since the start of the financial year. No recommendation for payment of dividends has been made.



## Records of Meetings of the Board of Directors

DIRECTORS	DIRECTORS' COMMITTEE		FINANCE COMMITTEE	
	Number eligible to attend	Number attended	Number eligible to attend	Number attended
Mr. B. Delaney (President)	7	7	9	6
Mr. T. Huggard	7	4	-	-
Ms. M. Dooley	7	5	9	5
Mr. D. Feldman	7	7	-	-
Ms. D. Orchard (Treasurer)	7	7	9	7
Ms. G. Pisani	7	6	-	-
Mr. P. Moran	7	6	9	8
Ms. M. Shao (Finance and Administration Manager) *	-	-	8	8
Ms. J. Willmer, CEO *	-	-	9	8

\* By standing invitation

## People & services subcommittee meetings – held as required

NAME	NO. OF MEETINGS	MEETINGS ATTENDED
Mr. B. Delaney	2	2
Mrs. G. Pisani – convener	2	2
Mr. D. Feldman	2	2
Mr. T. Huggard	2	2
Ms. J. Willmer, CEO *	2	1
Mr. E. Lebbos, General Manager *	2	2

\* by standing invitation



## Director's Report continued...

### Options

No options over issued shares or interests in Travellers Aid were granted during or since the end of the financial year and there were no options outstanding at the end of the financial year.

### Indemnification of Officer or Auditor

During the financial year, a Directors' and Officers' Liability contract insuring all directors and officers of Travellers Aid against liabilities that may arise from their position as directors or officers of Travellers Aid was paid for by VMIA on behalf of Travellers Aid.

### Proceedings on Behalf of the Society

No person has applied for leave of Court to bring proceedings on behalf of Travellers Aid or intervene in any proceedings to which Travellers Aid is a party for the purpose of taking responsibility on behalf of Travellers Aid for all or any part of those proceedings.

Travellers Aid was not a party to any such proceedings during the year.

### Auditor's Independence Declaration

A copy of the auditor's independence declaration as required under section 307C of the Corporations Act 2001 is set out on page 5.

Director 

Mr Bernie Delaney B.Arts, Grad. Dip,  
Management, MAICD (President)

Dated this 19th day of August 2010

Director 

Ms D Orchard – C.P.A.  
(Director)





Accountants | Business and Financial Advisers

**AUDITOR'S INDEPENDENCE DECLARATION UNDER SECTION 307C  
OF THE CORPORATIONS ACT 2001 TO THE DIRECTORS OF TRAVELLERS AID AUSTRALIA  
(FORMERLY THE TRAVELLERS AID SOCIETY OF VICTORIA)**

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2010 there have been:

- i) no contraventions of the auditor independence requirements as set out in the *Corporations Act 2001* in relation to the audit; and
- ii) no contraventions of any applicable code of professional conduct in relation to the audit.

**HLB MANN JUDD**  
Chartered Accountants

**Jude Lau**  
Partner

Melbourne  
19 August 2010



# Directors' Declaration

The Directors of the company declare that:

1. The financial statements and notes, as set out on pages 45 to 46 are in accordance with the Corporations Act 2001:
  - comply with Accounting Standards and the Corporations Regulations 2001; and
  - give a true and fair view of the financial position as at 30 June 2010 and of its performance for the financial year ended on that date.
2. In the Directors' opinion there are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.

This declaration is made in accordance with a resolution of the directors.

Director



Mr Bernie Delaney B.Arts, Grad. Dip,  
Management, MAICD (President)

Dated this 19th day of August 2010

Director



Ms D Orchard – C.P.A.  
(Director)





# Operating Statement

Statement of Comprehensive Income For the Year Ended 30 June 2010

	Note	2010 \$	2009 \$
Revenue from continuing operations	2	1,962,956	1,880,719
Raw materials and consumables used	3	-	482
Employee benefits expense		(1,393,802)	(1,105,072)
Depreciation and amortisation expense	3	(82,728)	(70,933)
Emergency relief Expense		(207,538)	(113,784)
Occupancy expenses		(65,666)	(63,280)
Administrative expenses		(25,872)	(49,551)
Consulting fees		(36,236)	(78,033)
Marketing fees		(969)	(3,777)
Finance costs		(277)	(764)
Changes in market value of investments		(969)	(13,467)
Other Expenses From Ordinary Operations		(188,461)	(142,162)
<b>(Deficit)/Surplus for the year</b>	<b>13</b>	<b>(39,562)</b>	<b>240,378</b>
<b>Other comprehensive income/(expense)</b>		<b>-</b>	<b>-</b>
<b>Total comprehensive income/(expense) for the year</b>		<b>(39,562)</b>	<b>240,378</b>



# Balance Sheet

Statement of Financial Position As at 30 June 2010

	Note	2010 \$	2009 \$
<b>ASSETS</b>			
<b>Current Assets</b>			
Cash and Cash Equivalents	4	428,748	281,990
Receivables	5	35,597	72,525
Other Financial Assets	8	102,792	162,969
Inventories	6	15,054	13,294
Other assets	7	3,236	12,060
		<b>585,427</b>	<b>542,838</b>
<b>Non-Current Assets</b>			
Property, Plant & Equipment	9	253,571	304,907
<b>Total Non-Current Assets</b>		<b>253,571</b>	<b>304,907</b>
<b>TOTAL ASSETS</b>		<b>838,998</b>	<b>847,745</b>
<b>LIABILITIES</b>			
<b>Current Liabilities</b>			
Payables	10	132,553	51,781
Provisions	11	72,434	63,994
Other Liabilities	12	63,638	63,637
Interest bearing liabilities	14	870	1,451
<b>Total Current Liabilities</b>		<b>269,495</b>	<b>180,863</b>
<b>Non-Current Liabilities</b>			
Provisions	11	15,732	9,041
Other Liabilities	12	136,514	200,152
Interest bearing liabilities	14	-	870
<b>Total Non-Current Liabilities</b>		<b>152,246</b>	<b>210,063</b>
<b>TOTAL LIABILITIES</b>		<b>421,741</b>	<b>390,926</b>
<b>NET ASSETS</b>		<b>417,257</b>	<b>456,819</b>
<b>EQUITY</b>			
Accumulated Surplus	13	417,257	456,819
<b>TOTAL EQUITY</b>		<b>417,257</b>	<b>456,819</b>





