TRAVELLERSaid

WELCOME ABOARD

Autumn 2017

HOW TO FIND US

FLINDERS STREET STATION
Flinders Street
Melbourne VIC 3000
(Between Platforms 9 & 10 on the concourse level)
Phone (03) 9610 2030
Fax (03) 9614 1249
Email fss@travellersaid.org.au
Mon–Sun 8.00am–8.00pm

SOUTHERN CROSS STATION
99 Spencer Street
Docklands VIC 3000
(Under the Bourke Street Bridge opposite the Luggage Hall)
Phone (03) 9670 2072
Fax (03) 9600 1174
Email scs@travellersaid.org.au
Mon–Sun 6:30am - 9:30pm
Travellers Aid Access Service (TAAS):
Mon–Fri 11am–5pm
Sat–Sun 11am–4pm

SEYMOUR STATION
BUGGY SERVICE
Seymour Station, Railway Street
Seymour VIC 3660
Phone (03) 5793 6210
Email scs@travellersaid.org.au
Mon–Fri 10.00am–6.30pm

COMPANION SERVICE
Phone 1300 700 399
(48 hours notice required)

CITY VILLAGE (ADMINISTRATION OFFICE)
Level 3, 225 Bourke Street
Melbourne VIC 3000
Phone (03) 9654 2600
Fax (03) 9654 1926
Email info@travellersaid.org.au
Mon–Fri 9.00am–5.00pm

The production and distribution of this newsletter has been kindly supported by V/Line

REGISTERED CHARITY
acnc.gov.au/charityregister

Welcome from the CEO

Welcome to our first newsletter for 2017!

After celebrating our 100-year anniversary last year and just how far we have come in supporting the changing needs of travellers, I'm looking forward to moving into the next century with strength and determination. We remain committed to helping our clients remain confident and comfortable as they travel to and from our city.

The Victorian Government is investing in some major infrastructure projects with construction works temporarily impacting on public transport users. Our programs and services can help alleviate some of the challenges people experience while travelling to Melbourne.

Many of you will know about the new Metro Tunnel Project that will expand the City Loop, enabling more trains to run in and out of the city and increase capacity across north, west and south east areas of Melbourne. While for some the Metro Tunnel brings excitement about the planned new stations and a reduction to overcrowding during peak periods, for others there is concern about the extent of disruption the construction will cause to the environment cityscape and accessibility, especially for people with mobility challenges or disabilities.

Preparatory construction has started, and we will continue to work with the City of Melbourne to ensure our clients can continue to travel safely throughout Melbourne.

I look forward to working with you over the coming year and sharing with you the ways in which we're making a difference. Thank you for your ongoing support.

Travellers Aid can help you continue to travel throughout Melbourne during the Metro Tunnel construction with the following services:

- Our Buggy Service helping ensure safe passage through Southern Cross Station, connecting you between modes of transport
- Personal Guidance Service at Southern Cross Station for people who have vision impairments
- Support attending an appointment in central Melbourne to essential services through our Companion Service

To find out more, please visit: www.travellersaid.org.au/services or phone us on 03 9670 2072

For more information on the Metro Tunnel development please visit: metrotunnel.vic.gov.au/home

Elias Lebbos
Chief Executive Officer

Meet Cecily Neil, one of our committed volunteers

A chat with a colleague at a Rotary meeting led Cecily to find out more about Travellers Aid.

"One of the things that really impresses me is that Travellers Aid is over 100 years old, and the reason it has survived is that Travellers Aid regularly adapts and responds to the city's needs of the time, ranging from the needs of people during World War I and now helping people have much more access to getting out and moving around" Cecily says.

As a sociologist with many years experience in international aid and development, upon retiring Cecily was looking for some volunteer work and was inspired by the way Travellers Aid was helping people with disabilities or feeling uncertain about negotiating the CBD get out in the community or attend medical appointments.

"To contribute to people remaining independent and being able to get around more easily, and being able to leave the house with confidence is tremendous" Cecily says.

Two years on and Cecily is a much-valued member of the Travellers Aid team. In addition to a weekly shift at Flinders Street Station answering a wide range of queries from platform changes to baggage storage and charging mobile phones, Cecily also works with the Companion Service and speaks at events and organisations, helping ensure more people find out about our range of services.

Cecily believes the more people that hear about us the better, and one of her favourite parts of volunteering is meeting new people and spreading the word.

For more information on volunteering visit:
www.travellersaid.org.au/become-volunteer

people's choice COMMUNITY LOTTERY

Travellers Aid is once again taking part in the People's Choice Community Lottery.

100% of our tickets sales go directly to supporting Travellers Aid services.

Order your tickets today to be in the running to win one of our 131 prizes valued at $360,000!

To purchase tickets complete the enclosed form or go to: www.peopleschoicecu.com.au/travellers-aid-australia

1st PRIZE: Toyota RAV4 GXL 2WD 2.0L Petrol CVT - Valued at **$39,747**
RRP (includes on road costs)

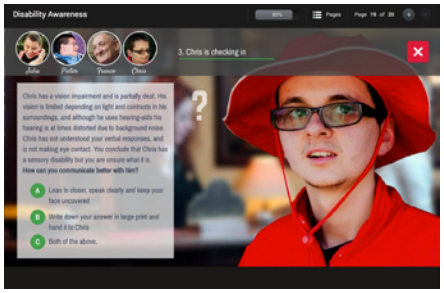
2nd PRIZE: HARVEY NORMAN SHOPPING SPREE - Valued at **$35,000**

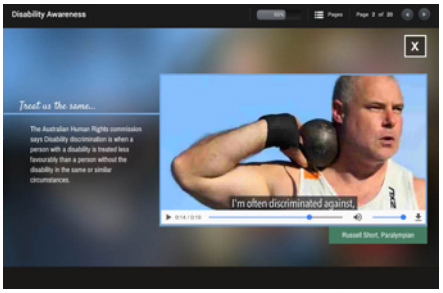
Ticket sales begin: 1 Feb. Online sales for early bird prize close: 31 Mar. Early bird online ticket prize draw: 5 Apr. Early bird prize winner advertised:7Apr. Paper tickets distributed and sales begin: 1 Apr. Ticket sales end: 31 Aug. Prize draw: 4 Oct. Prize winners advertised: 8 Oct.

One of a kind disability awareness training

You or someone you know may be keen to develop a greater understanding of what it is like to live with a disability.

Using inspiring real life stories of Australia's most successful Paralympians, Travellers Aid and William Angliss Institute is offering an online course designed to increase awareness about the types of disabilities and the challenges people living with a disability face. As well as breaking down stigma, the course also builds participants' confidence and improves communication skills. On completion you will receive printable fact sheets to benefit you in your personal and professional life and a certificate of completion.





Trivia Night!

2017 sees the 7th Annual, Travellers Aid Trivia Night return to CQ on Thursday 11th May at 6:00pm for a 6:30pm Trivia start.

Last year saw a crowd of more than 200 people come together in a battle of the brains to take out the coveted Travellers Aid Trivia Cup and raise over $8,000 for travellers in need.

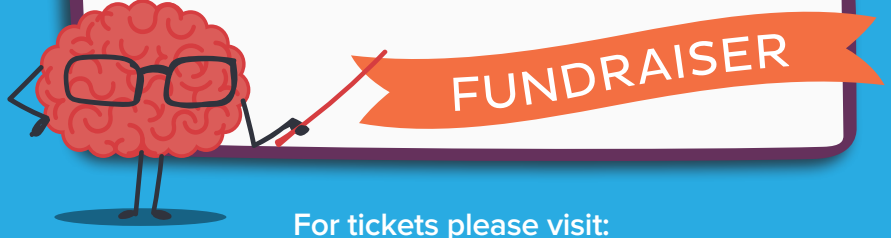
Once again, the team from Quizmeisters will host a fun night of clever and ridiculous trivia. There will be loads of prizes up for grabs and auction items galore.

When: Thursday 11th May – 6pm for a 6:30pm trivia start

Where: CQ – Level 1, 113 Queen Street, MELBOURNE

What: Trivia by Quiz Meisters and finger food provided

Tickets: Early bird tables of 10 people now available for $450 until 30th April 2017 www.travellersaid.org.au



For tickets please visit:
www.travellersaid.org.au/events/2017-travellers-aid-trivia-night

Uniform Upgrade!

We made some additions to our Travellers Aid uniform for our Seymour volunteers - now with hat and sleeveless vest, proudly modeled by our volunteer Leonie Willis.

Try Before You Ride
Maryborough

PUBLIC TRANSPORT VICTORIA

INVITATION

Join us to learn more about how to safely travel on trains, coaches and buses.

You will have the opportunity to boost your confidence by practicing how to board and alight a V/Line train, coach and low floor bus.

When: **Wednesday 22 March 2017**
Time: **11:00am to 2:00pm**
Where: **Maryborough Railway Station**
RSVP: **Monday 20 March 2017**
Phone: **Tessa on 03 9619 5900**
Email: **community.relations@vline.com.au**

VICTORIA State Government | V/Line | BusVic Bus Association Victoria

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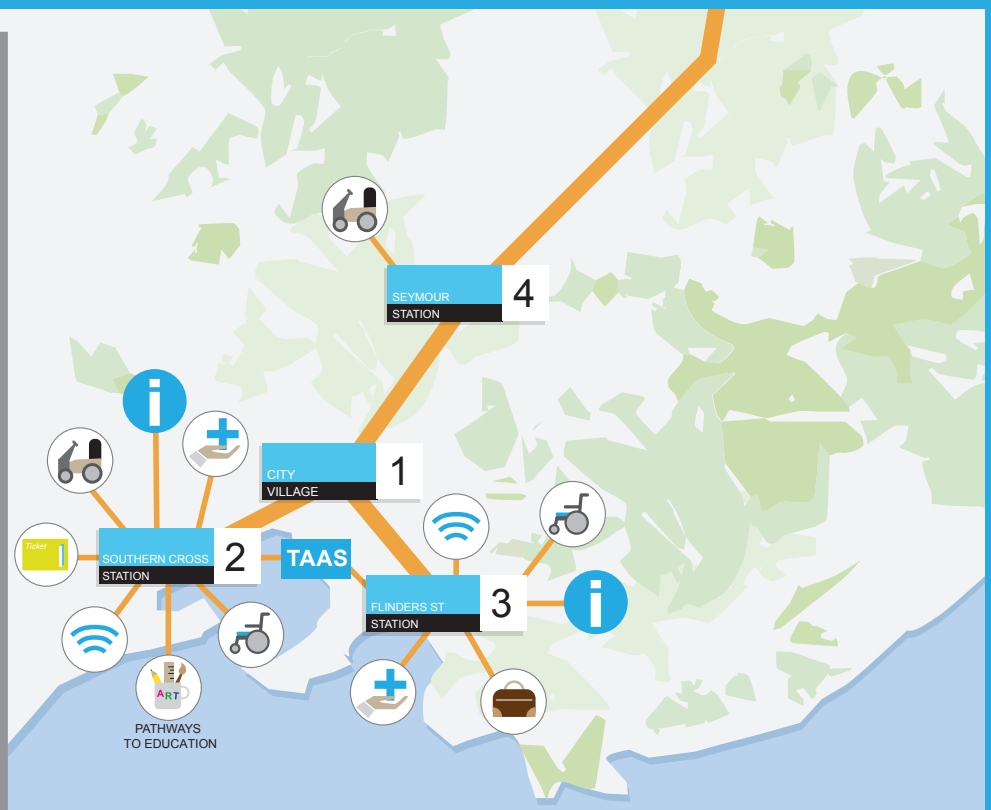
LEGEND

- Buggy Service
- Emergency Relief Services — Providing subsidised fares to those in distress
- Internet Access
- Luggage Storage Hire
- Medical Companion Service
- Equipment Hire
- Pathways to Education — Enabling school children to attend school
- Transit Info
- TAAS — Travellers Aid Access Service — Providing personal care to travellers in need



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