TRAVELLERSaid

WELCOME ABOARD

Spring 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
Personal Care Services:
Mon–Fri 10am–5pm
Sat–Sun 11am–4pm

SEYMOUR STATION
BUGGY SERVICE
Seymour Station, Railway Street
Seymour VIC 3660
Phone (03) 5793 6210
Email seymour@travellersaid.org.au
Mon–Fri 8.30am–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

Disability Awareness Training for every business

Accessibility is not just the latest buzz word in the disability sector, it is a call to action for a fair and inclusive society.

One in five Australians currently lives with a disability and in Australia we have an increasingly ageing population who may very well develop age-related disabilities over time. Being active and staying engaged will greatly improve everyone's quality of life.

Imagine what it must be like to be overlooked for service in a clothing shop because the retailer couldn't see you over the chest high counter; or being unable to access a secure building because the door buzzer was out of reach; or for someone to assume you're drunk in a bar when you're stone cold sober but suffer from a speech impediment. These are real life situations that occur every day in our cities and suburbs.

Travellers Aid Australia, in conjunction with William Angliss Institute, has developed an interactive online disability awareness training program for business owners and their staff. The training is designed to encourage better communication with anyone who has a disability, whether it is in their workplace or in their everyday life.

Disability Awareness Training

To make an enquiry or book Disability Awareness Training visit:

www.dat.org.au

or email elaine@travellersaid.org.au

Welcome from our CEO

As we head into our second century of operation, founded as we were to assist travellers, we reflect upon the year that was and our work at Travellers Aid Australia. I am incredibly proud to report that once again we have provided more than 225,000 episodes of assistance to the travelling public. This feat is largely due to the dedication and kindness of our staff and volunteers. I consider myself to be incredibly fortunate to lead such a team, and to be able to make a difference in the lives of others each day.

Here at TAA we often receive feedback and letters of thanks from our clients, and I assure you that we read and take note of every one of them. Recently I received a letter that struck a chord with me and I would like to share the message with you. It reiterates why we do what we do and just shows what a significant difference a seemingly small service can make in someone's life.

This letter came from a first time TAA service user. The client used the buggy service at Southern Cross Station to connect from the V/Line platform to the Skybus service as she travelled home to Adelaide after visiting her ill sister in Aged Care in Shepparton. Along with huge praise for the staff and volunteers who assisted her on her journey, she also said this,

"I had been thinking that it might have been the last time I might have been able to visit my sister but I feel empowered to undertake the journey for some years now knowing that I can access this support".

I'm sure you too feel the tingle in your spine as I do when you read this knowing that this family will remain connected for years to come.

I would like to urge you all to spread the word of our services to your family and friends. Our services are open to ALL those who need them regardless of age or ability. It is our goal to empower more people to remain connected and engaged in life.

It all adds up!

At Travellers Aid we are incredibly grateful for the kind donations that we receive from you, the travelling public. But as all of our lives get busier it can be easy to overlook that spontaneous annual donation.

Many of our donors now prefer to stagger their donations throughout the year with regular monthly giving. This year we ask you to consider becoming a regular giver.

Making a regular gift is a great way to support our work. A tax deductible donation of your chosen amount can be directly debited from your bank or credit card account, giving TAA the security to plan ahead. We can cut down on administration costs and you can be assured that you are contributing to TAA services that will be there for you, your family and all who need them into the future.

To join our community of regular givers visit
www.travellersaid.org.au/donate,
or complete and return the enclosed donation form
or phone (03) 9654 2600.

Dad will love this!

Looking for a gift this Father's Day? Look no further.

The Travellers Aid Australia 100th Anniversary book We Are All Travellers is the perfect gift idea. Full of beautiful historical stories and images of Melbourne over the past century.

$44.95 including postage and handling.

To order your copy visit our website, complete and return the enclosed slip or phone (03) 9654 2600.

Congratulations Margaret on a well deserved award!

The Sir John Reid Community Service Award is made in recognition of an individual judged to have devoted themselves to community welfare for a lengthy period without remuneration.

The recipient is presented with a citation and plaque commissioned by the Rotary Club and produced by sculptor Michael Meszaros.

We at TAA certainly recognise the thousands of tireless hours Margaret has devoted to our organisation as she has to numerous others.

Thank you Margaret and congratulations again!

Vale Lorna English

In July of this year we said farewell to our much loved Travellers Aid Ambassador Lorna English.

Lorna joined the Travellers Aid Ambassador group as a representative of the Girls Friendly Society (GFS). For years Lorna attended meetings at Travellers Aid and reported back to GFS, passing on details of TAA services that would be of use for those in need. Lorna was also instrumental in fundraising for TAA services.

Thank you Lorna for your dedication and generosity, you will be sadly missed and our thoughts and hearts are with your family at this time.

What's on [and how we can help]

ROYAL MELBOURNE SHOW ★ ★ 2017 ★ ★

Held from 23 September to 3 October at Melbourne Showgrounds you can catch a train directly there from Flinders Street or Southern Cross Stations. The show is an accessible event with facilities for people/adults requiring a hoist and bed. All pavilions are wheelchair accessible.

While you're there be sure to visit the CWA of Victoria who are a great friend of Travellers Aid. The CWA are running a full café menu all day, every day, at their usual location under the Grandstand. Whether it's to have a rest and a meal or to enjoy their famous Devonshire tea, you will not come away disappointed!

Melbourne 2017 Writers Festival

Melbourne Writers Festival is on from 25 August to 3 September and will bring together the best writers, thinkers and activists from Australia and around the world to explore the theme of revolutions past, present and future.

With more than 400 guests and 300-plus events (more than a quarter of events are free), Melbourne Writers Festival has something for everyone who reads.
To plan your visit go to www.mwf.com.au to view the full program.

TAA services to get you to your event include:

- Buggy and Personal Guidance service to travel around Southern Cross Station
- Companion Service to accompany you from Southern Cross Station to your CBD Melbourne Writers' Festival venue or to the Showgrounds via train
- Luggage Storage at Flinders Street Station
- Mobility equipment hire at both Flinders Street and Southern Cross Stations.

To book your service and join in the fun visit our website or call (03) 9670 2072.

Pick up your new V/Line timetable

New timetables will be introduced across the V/Line network from Sunday 27 August 2017.

- Some services will have altered departure times and may have different stopping patterns.
- Pick up a copy of the timetable at your nearest staffed V/Line station or download one at **vline.com.au**

VICTORIA State Government

V/Line

PUBLIC TRANSPORT VICTORIA PT

LEGEND

- Buggy Service
- Emergency Relief Services — Providing subsidised fares to those in distress
- Internet Access
- Luggage Storage Hire
- Companion Service
- Equipment Hire
- Pathways to Education — Enabling children to attend school
- Transit Info
- TAAS — Travellers Aid Access Service — Providing personal care to seniors and people with a disability

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