TRAVELLERSaid

WELCOME ABOARD

Summer 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

International Day of People with Disability 3 December

On 3 December 2017 we celebrate International Day of People with Disability.

Earlier this year we at Travellers Aid welcomed the release of the Victorian Government's State Disability Plan 2017 –2020. The plan tackles 'the negative attitudes and barriers that more than one million Victorians with a disability deal with on a daily basis'. This aligns strongly with the work of Travellers Aid where daily we assist travellers with a disability who are living both independent and meaningful lives and just need a little assistance and understanding along the way.

One person who is certainly fulfilling his potential is Travellers Aid Buggy client Rory Elliot (pictured). Rory is a first year university student studying a double degree, majoring in Japanese and physics. Rory uses the Travellers Aid service every weekday as he travels to and from uni in Melbourne's CBD.

Just recently we received a letter from Rory's mum Kate that we would like to share with you.

"I just wanted to say a heartfelt thank you for all your assistance in helping Rory this year. It has been great for him and a relief for me to know he can get to his train on time in the morning without having to negotiate elevators and crowds with his heavy bag.

First year at uni and first year of independent commuting was made possible by your fantastic assistance. It would have been so much more difficult to do the travelling without your help.

So many thanks from both myself and Rory.

Kind regards, Kate Elliot"

Lee Matthew, TAA volunteer coordinator, recently remarked, 'Rory is such a humble and gracious young man and an absolute pleasure to assist.' A win-win for all.

To find out more about International Day of People with Disability, see what events are happening in your area or organise your own event visit:

www.idpwd.com.au

Welcome from our CEO

At our AGM on 19 October we reflected on the 2016/2017 financial year.

It was another year of steady growth and positive achievements for TAA. One of the highlights for me was the expansion of the Companion Service program that saw an increase in our volunteer numbers to over 80, giving us an incredible 7,800 hours of volunteering. The TAA staff and Board are overwhelmed at the generosity and commitment of our volunteers and would like to thank each and every one of them. With our staff and volunteers together we were able to delivered a huge 225,000 instances of service in the past year. Well done to all!

If you would like to know more about our performance over the past financial year our Annual Report is now available on our website or you can request a hard copy by emailing info@travellersaid.org.au.

We are also delighted and honoured to welcome Ms Bev Excell as the newly appointed Chair of Travellers Aid Australia. I am excited that Bev has agreed to take on this new and challenging role and look forward to working with her to further strengthen and progress the organisation.

I would like to express my heartfelt thanks to our outgoing President Ms Lisa Bowman for her 7 years of service. Lisa served her role with aplomb and leaves the organisation in a very strong position.

Lisa has always had a personable approach and is a true leader who will be sorely missed.

Elias Lebbos
Chief Executive Officer

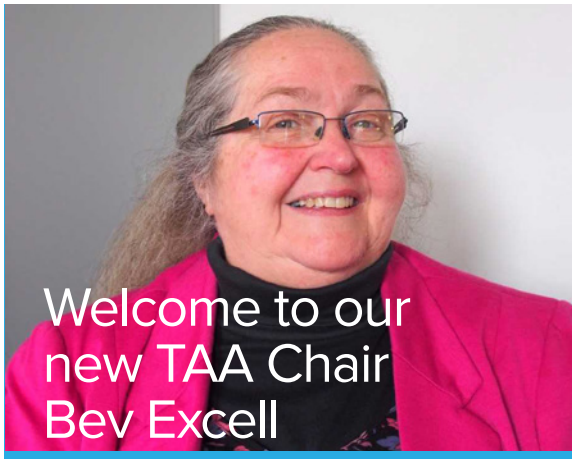
Kyra Bartlett 1964 - 2017

We share with great sadness the news that our client and dear friend Kyra Bartlett passed away suddenly on Sunday 24 September.

Kyra was loved by staff and volunteers and we all shared regular jokes and laughs with her. Many of you may have seen Kyra in our lounges or perhaps shaking a tin at Southern Cross Station to raise funds for TAA. We admired Kyra's positive attitude to life and her desire to live it to its fullest. At the request of Kyra's family, family and friends were asked to honour Kyra by considering a donation to Travellers Aid.

So far we have received over $1,500 that will go towards providing services to others, just as we did for Kyra.

We thank Kyra's family and friends for their thoughtfulness at this very sad time.



Welcome to our new TAA Chair Bev Excell

Bev joined the Board of Travellers Aid Australia in October 2014 and has been a member of the People and Services committee since January 2014.

Bev was formerly a senior executive at BP Australia, working in Australia, NZ and Europe. She is the principal of her own business Excell By Name P/L.

Bev is an experienced non-executive director, previously on the Boards of BP Employees Credit Union, Big Sky Credit Union, the Australasian Lubricants Manufacturing Company and Virtual Enterprise Australia. Bev now sits on the Australasian Association of Philosophy Board and is a member of the audit committee for a number of local councils.

Welcome Bev, we are excited to be working with you to continually provide services to those in need.

The 2017 Victorian Senior of the Year Awards

Travellers Aid was honoured to win the 2017 Age-Friendly Victoria Award at an awards ceremony held at Government House in early October.

The award was presented by the Honourable Linda Dessau AC, Governor of Victoria. This award recognises the work of our older volunteers who every day help us to create an age-friendly environment and promote active ageing and inclusion for all. The contribution to TAA by our volunteers demonstrates the skills, energy and capacity that many older Victorians have to give, even when they are no longer in the paid workforce.

The Victorian Senior of the Year Awards acknowledge older Victorians who volunteer to assist, support and encourage others in their communities. It also recognises community organisations like Travellers Aid or businesses that create age-friendly communities.

Peers Raised Funds to Access Education

A big THANK YOU to the students from Access Skills Training (Certificate I in Transition Education) for raising funds to support their peers through our Pathways to Education Program, a project that helps disadvantaged students to access school.

Access Skills Training students came into the TAA lounge at Southern Cross in mid-September with a giant cheque for $587.90 which will go directly to assisting disadvantaged students across Melbourne.

The students used the TAA Pathways to Education Fundraising Toolkit which guided them through their fundraising whilst they learnt about teamwork, planning, advertising, budgeting, making a difference and bringing the community together.

To find out more about our Pathways to Education Program and how you can make a difference download our Fundraising Toolkit here:

www.travellersaid.org.au/student-fundraiser

What's on and how we can help

NATIONAL GALLERY OF VICTORIA NGV

the Arts Centre MELBOURNE

TAA works closely with both the Arts Centre Melbourne and the NGV to ensure that cultural activities are accessible to all who wish to attend.

This summer both the Arts Centre and the NGV have a number of exciting events and exhibitions happening. At the Arts Centre you can see Dream Lover - The Bobby Darin Musical from 27 December 2017 to 4 February 2018. And opening 15 December, NGV Triennial is a free exhibition spanning all four levels of NGV International and featuring the work of over 100 artists and designers from 32 countries. For more information visit: **www.artscentremelbourne.com.au** or **ngv.melbourne**

For accessibility information visit: **www.ngv.vic.gov.au/visit/access** or **www.artscentremelbourne.com.au/accessibility**

The Australian Open is back for another year from 15 to 28 January 2018. The biggest names in world tennis are set to return to Melbourne this summer.

Each year our TAA Flinders Street Station lounge is inundated with tennis fans. We are here to assist and make your journey to and from the tennis easier and ensure you have a nice cool place to drop by and rehydrate during your travels.

For more information or to book your tickets visit: **www.ausopen.com**

For accessibility information visit: **www.ausopen.com/tickets/accessibility-special-needs**

TAA services to get you to your event include

Mobility equipment hire at both Flinders Street and Southern Cross Stations

Buggy service to travel through Southern Cross Station

Air conditioned lounges with drinking water at both Flinders Street and Southern Cross stations

Companion Service to accompany you to or from Flinders Street Station to the Arts Centre Melbourne and NGV, and to or from the Australian Open 8am - 5pm Monday - Friday (some weekends by negotiation)

Luggage Storage at Flinders Street Station

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

For information about modified opening hours over Christmas and New Year visit www.travellersaid.org.au

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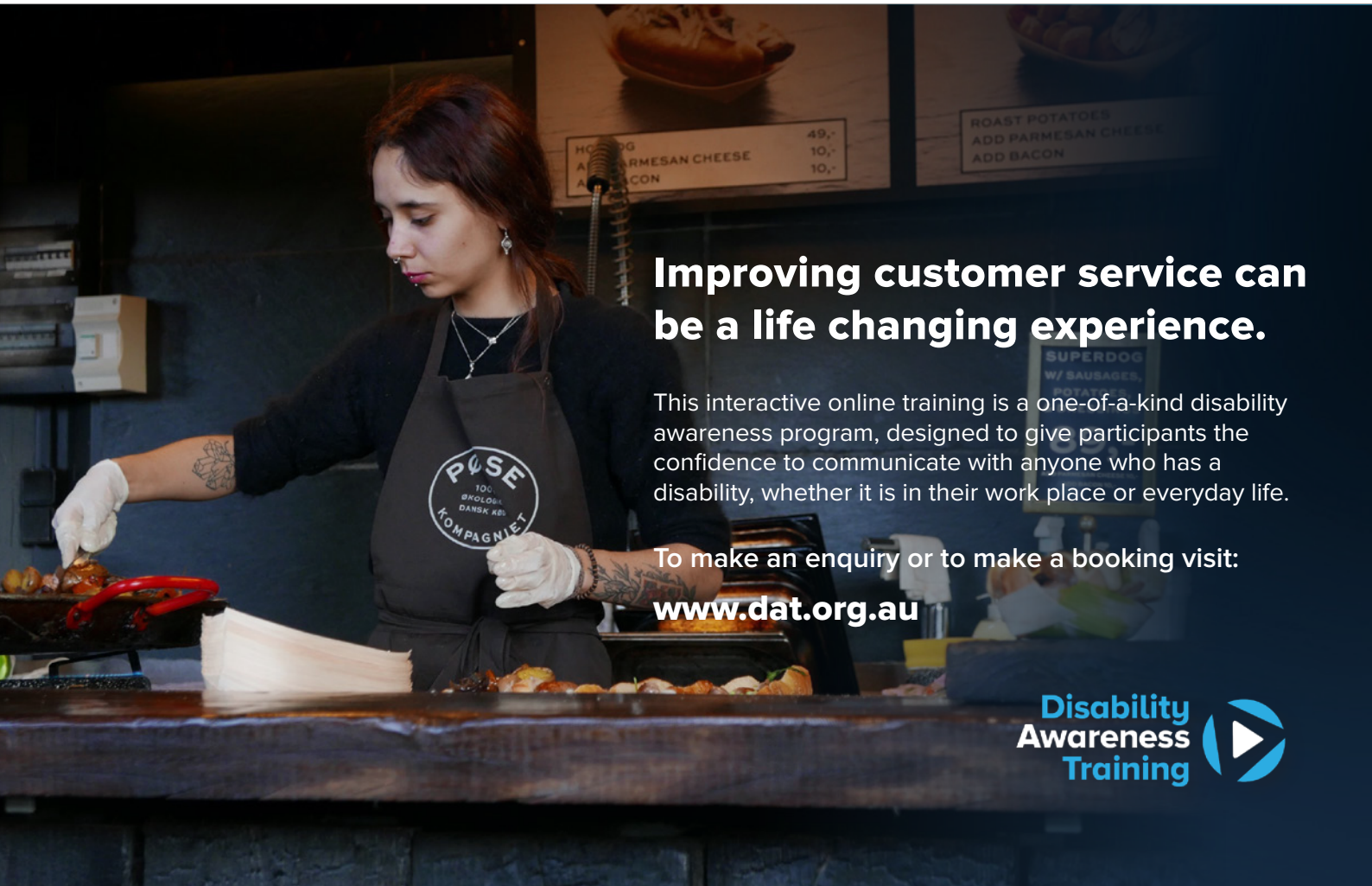
Improving customer service can be a life changing experience.
This interactive online training is a one-of-a-kind disability awareness program, designed to give participants the confidence to communicate with anyone who has a disability, whether it is in their work place or everyday life.
To make an enquiry or to make a booking visit:
www.dat.org.au
Disability
Awareness
Training