TRAVELLERSaid

WELCOME ABOARD

Winter 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

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REGISTERED CHARITY · acnc.gov.au/charityregister

Travellers Aid services for young and old

Did you know that TAA services are available to people of all ages?

Today we'd like to introduce you to one of our younger clients, Bianca Nolan. Bianca is 30 years old and is blind.

Bianca has been using our Buggy and Guidance service since 2009 and now also utilises our Companion Service to travel to appointments around Melbourne CBD.

We spoke with Bianca, who is unfortunately in hospital at the moment as she was struck by a vehicle and has had surgery on her foot.

Here's what she had to say about TAA.

TAA is a great service. It's for every person young and old and with or without a disability. The staff and volunteers are always very helpful. I've noticed some clients have physical difficulties and some can have difficulties with their speech. The TAA staff are very good at communicating with them and meeting their needs. All the staff are wonderful, especially Rocco, Garth, David and Karen at Southern Cross Station. Now my leg is in plaster I'll be needing TAA services even more!

All of TAA's services are available to young people.

We also have a program targeted specifically to students aged 12-25 years who are experiencing travel disadvantage.

Our Pathways to Education program provides subsided yearly and half-yearly travel passes to students in Victoria.

For more information phone (03) 9654 2600.

Welcome from our CEO

We look forward to being part of the new Flinders St Station restorations!

As you may have heard, the iconic Melbourne Flinders Street Station is in for a much needed revamp. Works have begun and will include fixing the leaky roof, restoring the façade and extending the concourse along Swanston Street. We at TAA are very pleased to have been included in this new extension so we can continue to provide high quality services to travellers in need. We will be working with Metro and PTV to ensure that our new facilities are state of the art and will accommodate needs of today's travellers and that assisted travel requirements are being met.

The Minister for Public Transport Jacinta Allan said, "The new entrances, ticketing and passenger information will make it easier to get in and out of the busy station, and get to the right platform at the right time, to get the train".

In other news, we are celebrating the expansion of the Companion Service into Seymour! We now have trained volunteers available to assist people travelling from Seymour Station for a variety of needs such as medical appointments, legal appointments and other essential needs.

To book this service call (03) 5793 6210 or email scs@travellersaid.org.au. Please allow a minimum of two business days for all bookings.

TAA receives Guide Dogs Victoria award

This year Guide Dogs Victoria celebrate 60 years of operation. In celebration of this momentous milestone, Guide Dogs Victoria held an event at Government House where seven awards were presented to various individuals and community organisations for their commitment to supporting and assisting Guide Dogs Victoria.

We are pleased to announce that Travellers Aid Australia at Southern Cross were the proud recipients of the Inspiration Award 2017 in recognition of their significant contribution to Guide Dogs Victoria!

TAA Southern Cross were chosen for the support given to clients of Guide Dogs Victoria via the Buggy and Guidance service at Southern Cross Station. Our very own Rocco Fammartino, Southern Cross Station Coordinator was there to accept the award on behalf of all our wonderful staff.

Congratulations Guide Dogs Victoria on 60 years and keep up the good work!

people's choice
COMMUNITY LOTTERY

There's still time to win!

There's still time to get your People's Choice Community Lottery tickets.

Buy your $2 tickets today and you'll go into a prize draw worth over $360,000! TAA is currently in third place for most tickets sold by a community group. Get your tickets today by visiting peopleschoicecu.com.au/travellers-aid-australia or completing and returning the enclosed form and help TAA come first!

ALL proceeds go directly to the work of TAA.

Please welcome our new Volunteer Coordinator Lee Davy

Lee Davy has gone from being one of our valued volunteers to our newest staff member, coming on board in the new position of Volunteer Coordinator.

With the expansion of the Medical Companion Service to the Companion Service which is available in both Melbourne CBD and Seymour, TAA has created a new position of Volunteer Coordinator, and who better to lead the team than our very own volunteer Lee Davy! Lee has been volunteering with TAA at Southern Cross Station since July 2014. Prior to that she had trained as a registered nurse and has a Degree in Management and a Post Graduate Degree in Education.

Lee worked on the North West Gas Shelf as an Industrial Nurse coordinating rescue crews and workers in emergencies as well as the daily injury and health issues on site for the 4,500 workers and had the experience of driving an ambulance as her "work vehicle". Lee's other accomplishments are too many to mention here, but we are certainly honored to have her on our team. Welcome Lee!

Trivia Night Winners!

A huge congratulations to SkyBus Melbourne for winning the 2017 TAA Trivia Night!

And a big thank you to our sponsors YarraTrams, Arts Centre Melbourne, SkyBus Melbourne, RACV, Global Ballooning Australia, Gray Line Australia, Hotel Windsor, V/Line, Grill'd, Melbourne Central, Luna Park, Sovereign Hill, Puffing Billy Railway, Sea Life Melbourne Aquarium, Hidden Secrets Tours, Sea All Dolphin Swims, Zoos Victoria, Moonlit Sanctuary Wildlife Conservation Park, The Pancake Parlour, Moksha, Techware and ATTKings Tours for your wonderful prize donations.

The Trivia Night is a staple in the TAA event calendar. On May 11th we saw over 200 friends of TAA come together for a night of laughter, support and competitive trivia to raise funds for TAA programs. We would like to thank all who attended and made the night such a success and hope to see you all there in 2018!

We always knew our staff were Tenacious!

Tenacious is one of only two tall ships in the world designed to be sailed by a crew with widely varied physical abilities.

Thanks to Seaworks and The Jubilee Sailing Trust, TAA staff members Maria Groner, Elaine Shallue and TAA Board member Trevor Huggard, experienced the thrill and adventure of sailing on the Tenacious and getting involved in almost every activity on board.

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 travellers in need