



Worried about travelling to a medical appointment?



Have a medical appointment and don't know the city too well? Or feel a little nervous about negotiating public transport alone?

Travellers Aid offers trained volunteer Medical Companions to meet at your train, bus, tram or taxi and guide you to and from your medical appointments.

Your companion is FREE - you just have to pay your own fares.

So don't put off that medical appointment for want of confidence or someone to take you.

Book your Medical Companion 48 hours in advance by calling 1300 700 399 or email: scs@travellersaid.org.au

V/Line - Principal Partner of the Medical Companion Service



Can't afford the high cost of a student travel pass?



Annual student travel passes save families up to \$700 a year but they're expensive to buy upfront.

A limited number of subsidised student travel passes may be available for eligible applicants. Priority is given to the most disadvantaged families in our community.

For Pathways to Education travel assistance, contact Travellers Aid at Southern Cross Station on (03) 9670 2873 or email: er@travellersaid.org.au to obtain further information or book an appointment and discuss your eligibility.



Travelling with children?

Need a comfortable place to feed or even have a shower or quick nap?

Travellers Aid provides baby change and bottle warming facilities, sleeping rooms and showers for a small cost, private space for breastfeeding and low cost hire of prams and strollers.

You'll find baby change facilities, a family friendly resting space, bottle warming facilities and equipment hire at both Southern Cross and Flinders Street Stations. Showers and sleeping rooms are available only at Southern Cross.

Other Travellers Aid services

- ▶ Hire of mobility equipment - wheelchairs, buggies, strollers, crutches
- ▶ Luggage storage service (Flinders Street Station)
- ▶ Low cost internet
- ▶ Sleeping rooms
- ▶ Showers.

Acknowledging the traditional owners

Travellers Aid acknowledges the ancestral lands of the Wurundjeri and Boonwurrung people of the Kulin nation. We pay respect to Elders past and present and acknowledge the land and its spirit which binds us all.

Travellers Aid at Southern Cross Station

Under the Bourke Street bridge across from the luggage hall

T: (03) 9670 2072

E: scs@travellersaid.org.au

H: 7 days per week, 7am - 10pm

Travel-related Emergency Relief

T: (03) 9670 2873

E: er@travellersaid.org.au

Travellers Aid at Flinders Street Station

On the main station hall between platforms 9 & 10

T: (03) 9610 2030

E: fss@travellersaid.org.au

H: Sunday - Thursday 8am - 8pm,

Friday - Saturday 8am - 10pm

Travellers Aid at City Village

Level 3, 225 Bourke Street, Melbourne

T: (03) 9654 2600

F: (03) 9654 1926

E: info@travellersaid.org.au

Travellers Aid receives some funding from the Commonwealth and Victorian Governments under the HACC program, and from Public Transport Victoria. It also relies on grants from trusts and foundations and donations from individuals. Donations of \$2 or more are tax deductible.



home and community care
A 100% COMMONWEALTH AND STATE/TERRITORY PROGRAM
PROVIDING FUNDING AND ASSISTANCE FOR AUSTRALIANS IN NEED



Your handy guide to travel assistance

English Version



www.travellersaid.org.au

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welcome

Travellers Aid values diversity. Please let us know if English is not your first language as our staff speak many different languages.

This brochure is available in the following languages:

- ▶ Italian
- ▶ Greek
- ▶ Polish
- ▶ Vietnamese
- ▶ Chinese (Mandarin)
- ▶ Sudanese Arabic

How Travellers Aid can support you

Travellers Aid Australia (TAA) provides travel related support, advice and help to people who experience difficulties with transport.

Travellers Aid aims to make everyday travel possible for all people, providing services like

- ▶ travel-related emergency relief
- ▶ medical companions to accompany people to and from medical appointments
- ▶ free personal care for people with a disability
- ▶ low cost mobility equipment hire
- ▶ fully accessible toilets
- ▶ showers and sleeping rooms that can be used by people who are older, frail or sick, nursing mothers or just tired travellers
- ▶ a luggage storage service at Flinders Street Station

Travellers Aid is a not-for-profit organisation and has been providing services to travellers since 1916.

Need help with fares in crisis?



Stranded? No ticket? Not enough money?

Need help to get home, or somewhere safe?

Emergencies happen. You might be fleeing from violence, or need to travel to access other services or attend medical appointments.

Travellers Aid can provide travel-related Emergency Relief to people who are especially disadvantaged or vulnerable. Assistance is limited to specific criteria.

For travel-related Emergency Relief, contact Travellers Aid at Southern Cross Station on (03) 9670 2873 or email: er@travellersaid.org.au to book an appointment and discuss your eligibility.

Finding it hard to get about without help?



Want to live and travel independently but have trouble getting around the station?

Travellers Aid offers a **FREE buggy service** at Southern Cross Station that will take you to and from your point of arrival and departure, safely and reliably.

If you can walk but need guidance, a staff member or trained volunteer can guide you through the station.

This service is for older people, anyone with particular mobility needs and people with a disability and who need help to get around Southern Cross Station.

This service is also provided at Seymour station in partnership with V/Line and Community Accessibility Inc.

Call (03) 9670 2072 or book online at www.travellersaid.org.au. You generally need to book 24 hours in advance.

Need a bit of extra personal care to stay independent?

Have a disability and want to be active and independent?

Travellers Aid offers a **FREE Assistance Service** that provides personal care, trained staff to help with meals and communication, and fully accessible toilets, including a hoist and adult change table.

So get out and have fun. The service is free and you don't need an appointment.

You'll find the Travellers Aid Access Service at both Southern Cross and Flinders Street Stations.



Donation Form

Your gift today will help another traveller in need

Travellers Aid relies on donations to provide many of its services. Your gift now will help provide support to travellers in need. Donations of \$2 or more are tax deductible.

Yes, I want to help travellers in need

I'll give \$ _____

MasterCard Visa

Cheque or money order enclosed

Credit Card Numbers:

□□□□ □□□□ □□□□ □□□□

Expiry: ____ / ____ CVV: _____

The last 3 digits of the number on the back of your card

Name on card: _____

Signature: _____

Your Details: Mr/Mrs/Ms/Miss/Dr/Rev: _____

First name: _____

Last name: _____

Address: _____

Suburb/town: _____

State: _____ Postcode: _____

Email: _____

Please return this form postage free to:
Reply paid 87141, Travellers Aid Australia,
L3, 225 Bourke Street, Melbourne VIC 3000
Donate online at www.travellersaid.org.au
Phone: (03) 9654 2600 | Fax: (03) 9654 1926