



**TRAVELLERSaid**

# WELCOME ABOARD

Winter 2018

## ► HOW TO FIND US

### FLINDERS STREET STATION

Flinders Street

Melbourne VIC 3000

(Between Platforms 9 & 10 on the concourse level)

Phone (03) 9068 8187

Fax (03) 9614 1249

Email [fss@travellersaid.org.au](mailto: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](mailto: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 AND COMPANION SERVICE

Seymour Station, Railway Street

Seymour VIC 3660

Phone (03) 5793 6210

Email [seymour@travellersaid.org.au](mailto: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](mailto:info@travellersaid.org.au)

Mon–Fri 9.00am–5.00pm

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



## Access for all to the MCG

*In April this year, TAA and the Melbourne Cricket Club (MCC) kicked off the AFL footy season with an 8-week pilot of a Buggy Transfer Service running from Richmond Railway Station to the MCG.*

The MCG pilot is the result of months of work by TAA and the MCC. The service runs from mid-April to early June 2018 with three buggies and a dedicated team of enthusiastic TAA volunteers. It is available at every AFL game played at the MCG during the pilot period. No bookings are required, the buggies run continuously from Brunton Avenue near Richmond station to pick up anyone with either a temporary or a permanent mobility issue and take them up the hill to the MCG concourse where they can enter the ground to enjoy the footy.

The need for this assistance was first identified by the AFL Fans Association and the pilot is being supported

by the MCC, the City of Melbourne and Metro Trains. For people with mobility challenges, this hilly journey from Richmond Railway Station to the MCG can be a daunting one. It is often enough to deter people from going to AFL matches and missing the excitement of the game. TAA sees this as an expansion of our mission to enable people to remain active in life and to enjoy activities that keep them connected with their community.

TAA anticipated the uptake of the service would be approximately 100 AFL supporters at each match, but in the first 3 weeks alone we have assisted around 250 supporters per game. And as the word gets around, the take up of the service increases game by game.

If the pilot proves to be a success, TAA and the MCC will be looking for partners to deliver this service as a permanent fixture for the 2019 AFL season.

The Buggy Transfer Service will be available at the upcoming AFL Games at the MCG on:

- Saturday, 26 May Richmond vs St Kilda,
- Saturday, 2 June Essendon vs Richmond,
- Sunday, 3 June Collingwood vs Fremantle





# Welcome from our CEO

One of the many reasons that I enjoy leading Travellers Aid, an organisation with a long history and deeply imbedded in the life of Melbourne, is that we continue to change and evolve with great adaptability. I attribute this to one important reason - our incredibly passionate, energetic and adaptable team of staff and volunteers. This newsletter I am experiencing emotions of both sadness and pride when I find myself saying goodbye to three of our key, long-term staff members, Jodie Bateman, Andrea Diem and Rocco Fammartino.

Jodie Bateman has been with TAA for ten years and has worked in our client services area where she has been a passionate advocate for those needing disability care and support. Jodie took parental leave in June last year when she welcomed the birth of her son Harvey. Jodie has

decided to spend more time with her family and consider how best she can juggle being a Mum and her next career step. Andrea Diem has been an integral part of the administration team at TAA for over eight years. She joined the team as a volunteer and has since worked across our HR, Marketing and Fundraising departments. Andrea is leaving us to further her studies in marketing and to spend more time with her young daughter. Lastly, we will soon say farewell to Rocco Fammartino, our Senior Coordinator, and someone who has worked above and beyond to ensure every day runs smoothly at the sites. Rocco's passion is the buggy service and he has transferred thousands of people around Southern Cross Station over the past five years. Rocco will be retiring at the end of July 2018, taking a well deserved rest and looking forward to being 'Nonno' to his first grandchild.

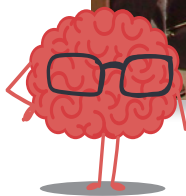


I would sincerely like to thank Jodie, Andrea and Rocco for all their tireless years of dedication to the work of Travellers Aid. I know I speak on behalf of the entire organisation and many, many of our supporters and service users when I say you will all be sadly missed and we wish you the best in your future endeavours. You will always remain part of the TAA family.

**Elias Lebbos**  
Chief Executive Officer



*The team to beat: SkyBus Melbourne, 2017 winners!*



## TAA Trivia Night 2018

**Tickets are now available for the 2018 TAA Trivia Night.**

This will be the 8th Annual trivia night hosted yet again by the hilarious Quizmeisters team.

Please join us at the new venue, William Angliss Restaurant, for a night of fun, facts and frivolities with some great prizes. Funds raised from the evening support the work of TAA.

**When:** Thursday 14th June 2018 – 6pm for a 6:30pm trivia start

**Where:** William Angliss Restaurant, 550 Little Lonsdale St, Melbourne

**What:** Trivia by Quiz Meisters and ample finger food provided

**Tickets:** Tables of 10 people now available for \$500, or \$55 per person at [www.travellersaid.org.au](http://www.travellersaid.org.au)



## Visit our website to win

*Have you checked out our new website yet? It's amazing!*

You can now book all your TAA services online. You can also sign up to receive this newsletter directly into your inbox.

At TAA we do our best to minimise our environmental footprint and to keep our overhead costs to a minimum. As an extra incentive to go 'paperless' we have two prizes to give away of a double pass each to High Tea at the Windsor Hotel Melbourne. Simply sign up to receive e-communications at [www.travellersaid.org.au](http://www.travellersaid.org.au) to go into the draw. Winners will be drawn on Friday 29th June and notified by email.

# Melbourne Knowledge Week



***This year TAA teamed up with Guide Dogs Victoria, CQ University and the City of Melbourne to participate in Melbourne Knowledge Week.***

Melbourne Knowledge Week took place on 7 – 13 May 2018 with an exciting program of events focussed on connecting people, place, research and technology to imagine the city of the future. The festival saw Melbournians tackle the urgent issues facing our city in the future, including an increasingly aging population and the mobility challenges that aging naturally causes.

TAA CEO Elias Lebbos mediated an ideation session with an audience

of over 25 participants made up of planners, designers, students and the general public, in an event titled 'An Orienteering Experience of Disability: the ups and downs of mobility independence'.

This event saw participants take part in an orienteering challenge to experience the CBD's sights and sounds, but with their sight and mobility purposefully limited at various stages of the course. The intention was for people without mobility challenges or disability to try navigating across the urban landscape so that they may better understand the barriers, frustrations and some opportunities from a mobility and disability perspective.

At the final marker point for the course an ideation workshop took place to stimulate greater awareness of disability and ageing, but also to motivate greater advocacy for improved environments and services for people with these challenges. The outcomes of this session will be fed back to the City of Melbourne for their consideration in future city planning.

## Thank you CDC Buses



***We here at TAA would like to acknowledge with sincere thanks CDC Buses for their generous donation of two new state-of-the-art wheelchairs that have been given to our Mobility Equipment Hire service.***

This is just another example of CDC Buses' continued support for their communities and the wheelchairs are a very welcome addition to our fleet.

## Community Lottery Tickets now available

***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 100 prizes valued at \$360,000!

**To purchase tickets, go to:**

[www.peopleschoicecu.com.au/travellers-aid-australia](http://www.peopleschoicecu.com.au/travellers-aid-australia)

... or visit TAA at Flinders Street Station, Southern Cross Station or Seymour Station.



**people's choice**  
COMMUNITY LOTTERY

## What's on and how we can help



**We are well into the 2018 AFL Season. If it's been a while since you've been to a game, now's the time to get back out there.**

The TAA Buggy Transfer Service will be available at the upcoming AFL Games at the MCG on Saturday, 26 May Richmond vs St Kilda, Saturday, 2 June Essendon vs Richmond, Sunday, 3 June Collingwood vs Fremantle.

This service does not take bookings. The service will have 3 buggies running from 45 mins prior to each game and in reverse from 45 minutes after the game.

**Pick up locations are on Brunton Ave at the west end of Richmond Station and near Gate 4 at the MCG.**

### TAA services to get you to your event include



**Mobility equipment hire** at both Flinders Street and Southern Cross Stations **PLEASE BOOK IN ADVANCE**



**Buggy service** to travel through Southern Cross Station



**Luggage Storage** at Flinders Street Station



**Companion Service** to accompany you to or from your event, 8am – 5pm Monday – Friday (some weekends by negotiation)



**Air conditioned lounges** with drinking water 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

# Be in the know, before you go

Get Southern Cross Station platform information ahead of time.

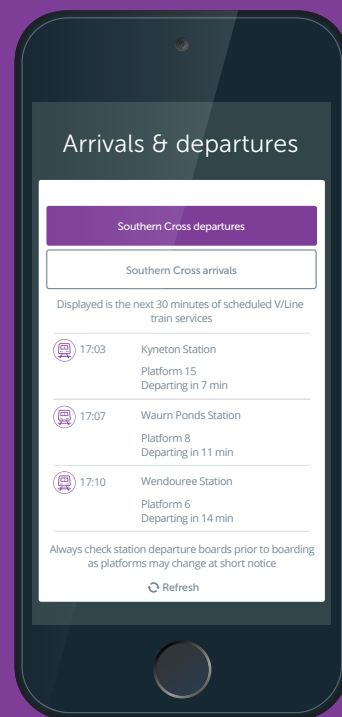


You can now get platform information for the next 30 minutes of V/Line trains departing and arriving at Southern Cross Station.



Always check the station departure board prior to boarding as platforms may change at short notice.

Visit [www.vline.com.au](http://www.vline.com.au) or download the updated V/Line app from the App Store or Google Play.



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## 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



Travellers Aid Access Service  
Providing personal care to seniors and people with a disability



TRAVELLERSaid