



TRAVELLERSaid

WELCOME ABOARD

Autumn 2019

► 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

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 AND COMPANION 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

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of this newsletter has been
kindly supported by V/Line



Volunteering Special Edition

There is simply no way that Travellers Aid Australia (TAA) could do the work that we do without the assistance of volunteers.

We have a volunteer community of 125 people. In collaboration with our staff, this community delivers services to thousands of people facing mobility challenges across Melbourne's CBD and Seymour in regional Victoria. TAA is proud to announce that due to the success and incredible uptake of our Buggy Transfer Service at the MCG in partnership with the MCC, the program is now a permanent fixture for other events held at the MCG. This includes the cricket, AFL and concerts.

For last year's pilot project that started as an eight-week trial and was extended for the duration of the 2018 AFL season, and then again

for the cricket season, TAA started with 12 volunteers. We now need another 100 volunteers to build our community and meet the needs of Victorians with mobility challenges to remain engaged in their community and connect people to people and people to place.

"One of my mates was diagnosed with MND about 8 months ago, he wanted to keep going to the footy with his friends. He couldn't walk, so we were hiring a rickshaw to get there and back each time, but it was really expensive, then we saw the Buggy at the MCG. After using the service, I decided to volunteer."

I think it's a great thing to be able to give back and do something that has a personal connection."

- Alistair, TAA Volunteer.

To express your interest in volunteering with TAA visit

www.travellersaid.org.au/volunteer

or complete the enclosed Expression of Interest form and return to us.

Welcome from our CEO

Welcome to the Volunteering Special Edition newsletter

TAA has a long history of volunteerism. From our very first beginnings back in 1916 when a group of women came together from the YWCA to form the first volunteer committee, through to today where our volunteer community of over 125 dedicated individuals from all walks of life assist TAA staff to deliver over 225,000 episodes of assistance each year.

Over the past 5 years, TAA has had a focus on increasing our

capacity to meet the growing need in our community. With the assistance of our volunteers we have been able to increase our service delivery significantly. We know that the need is growing year on year. It is expected that Australia's population of people aged over 65 years will double by 2057. We need to prepare our team of staff and volunteers now to help prevent social isolation, and empower people with travel related challenges to connect, engage and participate well into the future.

I encourage you to read through our volunteering opportunities

highlighted in this newsletter. At TAA we welcome all people to join our volunteer community and we treat our volunteers with the same kindness, dignity and respect that we do our clients and our staff.

Elias Lebbos
Chief Executive Officer



Meet TAA volunteer Alistair



I've been living in Melbourne for five years. One of my mates was diagnosed with MND about 8

months ago, he wanted to keep going to the footy with his friends. He couldn't walk, so we were hiring a rickshaw to get there and back each time, but it was expensive, then we saw the Buggy at the MCG and started using that.

I work for a media agency as the Finance Manager and we are offered a "Human Experience Day" where we have a day to give back to the community, so I decided to volunteer with the TAA Buggy Transfer Service at the MCG.

I started at the Boxing Day test where I volunteered for 5 days at the cricket. I love the footy as well, so will do a day every couple of

weeks. I think it's a great thing to be able to give back and do something that has a personal connection to my mate Dave.

With my experience through Dave, you start to think about what venues you can get to and you start to realise what the scenario is for many people who need help.

Personally, it's really nice to go out and talk to people and meet other volunteers as well. I have recommended the program to others. One of our (business) suppliers has an employee volunteering program too, so I have recommended the buggy service to them.



Watch our new volunteer video
www.travellersaid.org.au/volunteer

Our volunteer profile



36 Languages Spoken

Waxaan jeclehay inaan caawiyo dadka kale
Saya suka membantu orang lain
मुझे दूसरों की मदद करना पसंद है
أنا أحب مساعدة الآخرين
Tôi thích giúp đỡ người khác
Ich helfe gerne anderen
Eu gosto de ajudar os outros
Μου αρέσει να βοηθάω άλλους

24
volunteers aged 18-25

29
volunteers aged 26-40

36
volunteers aged 41-65

36
volunteers aged 65+

From our volunteers

"Ensuring everyone has the same opportunities as me!"



"I love helping people less fortunate than myself!"



"I love meeting the patrons and talking about the game. It's pretty awesome that we get to volunteer at an iconic Melbourne venue and attend some pretty amazing events."

Join the Travellers Aid Community



Each year Travellers Aid enables thousands of travellers with mobility challenges to connect to people and place. Our services enable people to connect, engage and participate in their community. None of this would be possible without our amazing community of volunteers who provide their time, expertise and companionship.

Volunteer opportunities include:



Companion Service

Companions travel with clients to and from essential appointments and social events within Melbourne CBD and Seymour in regional Victoria.



Buggy Service

Drive our assistance buggy at Southern Cross and Seymour stations connecting people to various modes of transport including Metro trains, V/Line trains, SkyBus and the taxi rank at Southern Cross and buses at Seymour Station.



Special events Buggy Transfer Service

Assist patrons to access iconic Melbourne venues such as the MCG (Melbourne Cricket Ground) to enable access for all to social, arts and sporting events.

What's on and how we can help



Flower & Garden Show

One of TAA's busiest times of year is here again with the return of the beautiful Melbourne International Flower & Garden Show. The show will be held Wednesday 27 to Sunday 31 March 2019.

If you would like to hire mobility equipment for your visit please book

in advance online at our website or call our Southern Cross Station site on (03) 9670 7072. Equipment is available for pick up at both Southern Cross and Flinders Street stations.

Accessibility information for the show is available at melbflowershow.com.au/visitor-information/disabled-facilities

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) 9068 8187

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V/Line values volunteers

V/Line proudly supports the Travellers Aid volunteer program

