



TRAVELLERSaid

WELCOME ABOARD

Summer 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

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

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



Empowering persons with disabilities and ensuring inclusiveness and equality

On December 3, we celebrate International Day of People with Disability (IDPwD). This year's theme is empowering persons with disabilities and ensuring inclusiveness and equality, which speaks directly to the work of TAA.

Recently we were the recipients of an RACV Community Foundation grant that allowed us to purchase specialty mobility equipment to enhance our mobility equipment hire program. One of these newly purchased items is a 2-seater scooter. This scooter has already been used twice by Emma and her daughter Erin – once to visit the Royal Melbourne Show and once to visit the Melbourne Zoo.

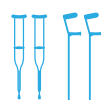
Emma has MS and her ability to walk is decreasing, making outings with her daughter Erin more and more difficult. Recently her best friend

decided to book her the new double scooter from TAA so she could join them on a visit to the Zoo.

“It meant the absolute world to me to get out and participate. If TAA weren't there I would have missed out on an amazing day with family and friends. And I'm sick of missing out. The scooter became part of the day. The kids were jumping on and off. We made it a fun part of the day.”

“I was on the train for the first time and I was terrified. We couldn't stop laughing. If it wasn't for the scooter I would have missed out on two of the most memorable days of my life.”

“It was quite daunting for Erin to see her mummy get a wheelchair. This event took away the fear for Erin as we were able to make it fun, and she could see me participate and be there rather than not.”



Mobility Equipment Hire is available for hire from our service locations at Flinders Street and Southern Cross stations.

We would like to thank RACV Community Foundation and the City of Melbourne for their support of this program.

Welcome from our CEO

TAA first began our 'Travellers Aid Access Service', affectionately known as TAAS back in 1996. Prior to this, only major hospitals provided assisted, accessible toilets in Melbourne's CBD. TAAS was designed to enable people with disabilities to access a CBD based support service with ease so they could take up opportunities such as employment, volunteering or study. Since 1996 we have built our services to include Mobility Equipment Hire, computer accessibility, a buggy service at

Southern Cross and Seymour stations and a Personal Guidance service. All of these services are provided by our wonderful staff and volunteers with dignity and respect to ensure all people, no matter what their abilities, can live life to the fullest.

On Thursday, 25th October TAA held our 102nd Annual General Meeting in the beautiful Yarra Room at the Melbourne Town Hall. Here we voted in new TAA Board members Jantine Eddebuttel and Nicola Edwards. Both Nicola and Jantine have been on our Board sub-committees for a number of months and have a wealth of knowledge and experience to bring to the Board. Welcome Jantine and Nicola.

Our guest speaker for the day was the inspiring Emma Gee who shared her life story with us. She made us laugh and she made us cry but most

of all she left us with a wonderful resolve – to continue to do what we do and to be there for Emma and others who need our services every day. Emma suffered a stroke at the age of 24 and this life altering event forced her onto a different life path and to take on many new challenges. Her story is inspirational and I would like to thank Emma for sharing her personal story with us. I encourage you to read her book, 'Reinventing Emma - The inspirational story of a young stroke survivor'.

Elias Lebbos
Chief Executive Officer



Friends with purpose

TAA would like to invite you to become a 'Friend of Travellers Aid'.

Our Friends of TAA program has been developed in recognition of the contributions made by all of our supporters. By becoming a Friend you too will be supporting programs such as the Buggy Service, Companion Service, Emergency Relief and our Disability Services.

Becoming a Friend starts with a donation of \$120 a year.



In recognition of your support, you will receive:

- A 'Welcome Pack'
- A digital 'Friend of TAA' badge for your social media, website or brochure
- Your name on our Friends of TAA website page

- Travellers Aid Australia newsletter plus regular e-News bulletins
- Access to complimentary Disability Awareness Training with William Angliss Institute
- A tax-deductible receipt
- A personal invitation to all supporters' functions

To join visit our website or complete the enclosed form.

travellersaid.org.au/friends



Joey Scouts visit TAA

Recently we had 13 Joey Scouts with 2 leaders and 4 parents visit our Southern Cross Station site. TAA volunteer Lawrence gave a tour of Southern Cross Station and then showed the Scouts how TAA helps people in our community.

"He showed us so much in just over one hour and the Joeys and adults learnt a lot from him. Everyone commented that the tour was a real eye-opener."

The TAA Community Education program seeks to educate people on the many options available to people who face challenges when using public transport. This includes TAA services which can ease the pain points in many people's journeys.

To find out more or to book a Community Education session contact info@travellersaid.org.au

There's still time to change to digital

You will recall in our Spring appeal letter that we informed you that in order to become more sustainable, we are moving this newsletter online.

If you would prefer to receive our newsletter via email please visit our website and subscribe or email us at info@travellersaid.org.au.



Vale

As the year comes to an end, we remember those in the TAA family who we have lost this year. It is with sadness that we say goodbye and with gratitude that we were fortunate enough to have these wonderful people in our lives.

We farewell our long-term friends Robert Williams and Jenny Black as well as others we have come to know and care for over many years.



What's on and how we can help



Our Flinders Street Station site is getting ready for another year of The Australian Open. This year's event will run from 14 – 27 January 2019 at Rod Laver Arena.

Our team at TAA Flinders Street Station are here to assist and make your journey to and from the tennis

easier. We have luggage storage available, an air-conditioned lounge and plenty of water.

For more information or to book your tickets visit www.ausopen.com and for accessibility information visit www.ausopen.com/visit/event-info/accessibility-and-special-needs



Able Art: All The Colours at Federation Square.

This free event is in celebration of International Day of People with Disability and runs over 3-7 December 2018. It is a collaboration by a number of service providers and showcases the creativity, art and performance of people of all abilities. Through this exhibition

you will learn about artists from many backgrounds, learn alternative methods of communication, shop for unique pieces, discover new approaches to artistry and experience life through a different scope.

For more information visit www.fedsquare.com/events/able-art-all-the-colours

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



International Day of
People with Disability

V/Line is proud
to celebrate
**International
Day of People
with Disability**
on 3 December.

MSR 1354



Authorised by the Victorian Government, 1 Treasury Place, Melbourne.



TRAVELLERSaid

2018 Holiday Opening Hours

Date	Special Day	Southern Cross Station	Flinders Street Station	City Village on Bourke Street	Seymour Buggy Service
Monday 24th December 2018	Christmas Eve	6:30am – 9:30pm	8am – 8pm	9am – 5pm	8:30am – 6:30pm
Tuesday 25th December 2018	Christmas Day	6:30am – 9:30pm	CLOSED	CLOSED	CLOSED
Wednesday 26th December 2018	Boxing Day	6:30am – 9:30pm	9am – 6pm	CLOSED	CLOSED
Thursday 27th December 2018	-	6:30am – 9:30pm	8am – 8pm	CLOSED	8:30am – 6:30pm
Friday 28th December 2018	-	6:30am – 9:30pm	9am – 6pm	CLOSED	8:30am – 6:30pm
Saturday 29th December 2018	-	6:30am – 9:30pm	8am – 8pm	CLOSED	CLOSED
Sunday 30th December 2018	-	6:30am – 9:30pm	8am – 8pm	CLOSED	CLOSED
Monday 31st December 2018	New Years Eve	6:30am – 9:30pm	8am – 8pm	CLOSED	8:30am – 6:30pm
Tuesday 1st January 2019	New Years Day	6:30am – 9:30pm	9am – 6pm	CLOSED	CLOSED
Wednesday 2nd January 2019	-	Resume Normal Trading Hours			

Please note: COMPANION SERVICE is CLOSED from Thursday 20 December 2018 to Sunday 6 January 2019