100 Years
TRAVELLERSaid
1916-2016

100th ANNUAL REPORT

2015 - 2016

100 Years
TRAVELLERSaid
1916-2016

OUR VISION

For travellers at the point of need to have easy access to services which are relevant and assist in providing solutions with dignity.

OUR MISSION

To assist travellers at their point of need, and to ensure that they reach their destination safely and confidently.

OUR VALUES

Accountability, compassion, integrity, leadership and teamwork: these are the attributes we prize over all others. We believe in displaying these values at all times to users of our services, our clients, our members, stakeholders, staff and volunteers.

OUR PURPOSE

To provide support, advice and assistance at the point of need to the travelling public with special requirements and to those in emergency situations.

100TH ANNUAL REPORT 2015–2016

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PRESIDENT'S REPORT

Looking back over the last year I am delighted to report that Travellers Aid has made good progress in achieving its mission.

We exist to support travellers in need and we do this by providing simple and practical travel related assistance to help them reach their destination safely.

This year we have provided 223,000 instances of assistance to people from all walks of life: some first time visitors to our city, some long standing clients and some referred from one of the many referral services we work closely with. Some of their stories are captured in this year's annual report, which bring to life the work we do and reinforces what this support means.

In this report we highlight outcomes of a number of our core services and report on the key measures that track our progress. We have made some good improvements across the organisation and continue to work closely with our key partners: V/Line, Metro Trains Melbourne, Public Transport Victoria and Southern Cross Station to ensure we are there to meet the needs of the travelling public in as many ways as we can.

With population growth and an ageing population we know that our services will be as relevant in the future as they were when Travellers Aid started 100 years ago. It is our intention to remain a trusted and reliable service that can adapt to meet the needs of travellers.

Organisations like Travellers Aid aren't just good places because of the clients we look after but also because of the incredible staff and volunteers who care about the work they do. On behalf of the other Board members I would like to thank everyone who works at Travellers Aid and for the many other organisations, sponsors and donors who have helped us achieve what we have.

I would also like to acknowledge the outstanding contribution from our Board member Richard Stone (2010 to 2016) who sadly passed away this year. Richard was a true believer in what Travellers Aid provides to the community and was a strong advocate for people with mobility issues or in emergency situations having access to public transport. We all miss his contribution and we can truly say that Travellers Aid is a better place from his time on the Board.

Lisa Bowman
President

CEO'S REPORT

This year's report is not only a reflection of our efforts over the last 12 months, but also the collective achievements of the many volunteers and staff who have worked tirelessly over the past 100 years.

I would like to acknowledge their immense commitment and dedication which has ensured that we have remained a relevant and viable organisation. A century of service to the people of Victoria – and beyond – has meant much change and adaptation and we are grateful to have such support along the way. Long may it continue!

Our historians 'Way Back When' have worked tirelessly to produce a collection of stories that reflect the people, the events and the challenges that have shaped Travellers Aid over the century. This commemorative book was launched at Government House at a thank you event hosted by Travellers Aid Australia's Patron His Honour Judge Anthony Howard.

We have received many messages of congratulations and support for which we are extremely grateful. I would like to express my sincere thanks to the Government of Victoria for its continued support over the last 100 years and Public Transport Victoria for their generous support in creating the wonderful media campaign that promoted this milestone to the travelling public of Victoria.

Our Achievements

2015/16 has been another year of significant achievements. This year we focussed on ensuring our efforts and objectives are closely aligned to those of our funders and partners. We have strived to become an integral part of the public transport system and contribute to making Melbourne not only the world's most liveable city but also most accessible. We were successful in:

- Securing a 3 year strategic partnership with the City of Melbourne aimed at and providing support to people with mobility challenges. The agreement provides access to mobility equipment hire for people visiting the City of Melbourne, the provision of access information and the expansion of the Medical Companion Service to support access to essential services beyond health.

- Negotiating a new 3 year agreement with Assetco to continue to provide the Traveller Assistance service at Southern Cross Station. The agreement will see an increase in both human resources and an additional buggy to meet the ever growing demand on the service which is now achieving in excess of 20,000 assisted trips a year.

- Completing a two year pilot of the Seymour Buggy Service which has resulted in a further two year agreement with V/Line to provide the service. The service is now providing more than 3,000 instances of service a year. We thank Community Accessability Inc. for being part of this partnership in the first two years.

- Promoting TAA fee for services and products has continued to see an increase in untagged funding by 25% which is enabling TAA to explore and invest in new services beyond the rail environment.

Our Growth

To support this growth and development TAA continues to invest in its people. This year we introduced Robin Dick to the organisation in the newly created position of Business Development and Stakeholder Engagement Manager. Robin will explore and implement new relationships and activities that will further build capacity enabling TAA to increase its reach to travellers experiencing disadvantage.
With the generous financial support of $25,000 annually from V/Line, TAA continues to build its volunteer workforce at Southern Cross Station. V/Line's support contributes to the recruitment, development and resourcing of TAA's volunteer workforce. This expansion enables the organisation to meet the rapidly growing demands at Southern Cross Station but also provides meaningful opportunities for people wanting to contribute to our community through the concept of volunteering. TAA now boasts in excess of 60 volunteers working side by side with 18 frontline staff to provide services across all areas of the organisation.

During 2015/16 TAA commenced an upgrade of the organisations IT system and databases. The investment in this technology upgrade will enable greater efficiency and security in the way we manage service bookings, client data and supporter information. The move into a cloud based system also provides the organisation with a more stable platform moving forward.

Through the generous and timely donation of more than $10,000 worth of the latest mobile electronic devices from Metro Trains Melbourne, TAA will be well placed to equip front line staff and volunteers with the technology required to provide real-time information either in or out of the office. Staff and volunteers will be able to take bookings or collect data from service users at any point of the service experience. This will decrease duplication and create greater efficiencies in systems of work. These devices will also be used to capture feedback at all points of service delivery in real time and reduce the need for mailing out surveys to service users.

Our Future

As TAA enters its second century, we are keen to continue to adapt to the changing needs of Victoria's travelling public. We believe we are well placed to contribute to developing solutions for people with specific travel needs. As the National Disability Insurance Scheme rolls out and people with disabilities gain more control of their lives and how they live them, we believe TAA will play an increasingly significant role in assisting people to maintain an independent life. As our population continues to age and older people seek to remain engaged in society or access essential and social activities, TAA will be an integral part of their journey.

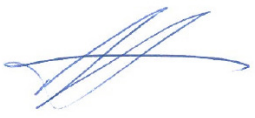
Currently, TAA is exploring service provision outside the traditional boundaries of Melbourne's railway stations. We are working with the City of Melbourne and Deaf Blind Victorians to expand TAA's Companion Service to support people who are both deaf and blind to navigate Melbourne and its public transport system. TAA is also exploring how this model can be utilised to ensure that older people can be supported in remaining engaged and access other activities and events within Melbourne.

We look forward to the redevelopment of Flinders Street Station and aim to further contribute to a positive experience for people with a disability or experiencing travel disadvantage.

Sadly, this year Travellers Aid lost one of its family through the passing of Richard Stone OAM, KHS, KSG, a dedicated Board Member, mentor and friend. Richard's enthusiasm and genuine commitment to humanity will be missed but not forgotten.

The achievements and successes of 2015/16 have resulted in TAA's sound financial position and its continued relevance to Victorians as it enters its next century of service provision. I would like to thank and acknowledge the contribution and effort of all our committed volunteers, staff, management team and Board members who have collectively contributed to a tremendous result this year.

Finally, I would like to thank all our funders, stakeholders and donors for their ongoing commitment and support for the work we do. I look forward to even stronger working relationships in the year ahead.



Elias Lebbos

Chief Executive Officer

TREASURER'S REPORT

This is the 100th Treasurer's report for Travellers Aid Australia (TAA) and as it is my first, I would like to acknowledge the contribution that all of my preceding Treasurers have made. It is because of their expertise, dedication and assistance over the past 100 years that we are still going strong today.

For the Financial Year ended 30 June 2016, TAA received revenue of $1,868,023 from ongoing operations and incurred costs of $1,708,796 which resulted in a surplus of $159,227. This surplus was 58% lower than the 2015 surplus of $382,260, however the board had approved additional spending this year on a number of projects designed to enhance TAA's operational capacity in the future.

It is pleasing to note that the income from Government service grants and trading activities has improved, whilst income from donations and philanthropic trusts & foundations has decreased. TAA has appointed a new person to the vital role of Business Development and Stakeholder Management and it is hoped that the media attention generated by our 100th anniversary celebrations will help them improve income next year.

TAA wishes to acknowledge the committed and generous support of Federal, State and Local Government who last year provided 59% of operational funding. I would also like to thank the many philanthropic individuals, trusts and organisations who provided financial support.

The staff and volunteers of TAA have continued to provide excellent service and support to the travelling public in their time of need and I thank them for their commitment and dedication on behalf of the Finance, Audit and Risk Committee.

Finally, I wish to thank all the members of the Finance, Audit and Risk Committee for their individual contributions and the support they gave me over the past year.

David Frost

Honorary Treasurer

Income	2015- 2016		2014- 2015	
	$	%	$	%
Government Service Grants	1,107,519	59	1,070,667	56
Corporate Service Grants & Sponsorship	476,401	26	463,391	24
Philanthropic Trusts & Foundations	45,887	2.5	121,000	6
Fundraising & Donations	78,433	4	93, 435	5
Trading Activities	143,554	8	114,676	6
ER Receipts	0	0	18,887	1
Other Income	16,229	0.5	39,221	2
Total Income	**1,868,023**	**100**	**1,921,277**	**100**

Expenses	2015- 2016		2014- 2015	
	$	%	$	%
Employee benefits expense	1,259,505	74	1,177,394	77
Depreciation and amortisation expense	16,405	1	17,953	1
Emergency relief expense	18,514	1	43,489	3
Occupancy expenses	26,000	1.5	25,596	2
Administrative expenses	23,400	1.5	16,477	1
Consulting fees	91,943	5	37,065	3
Other expenses from ordinary operation	273,029	16	221,043	13
Total Expenses	**1,708,796**	**100**	**1,539,017**	**100**

OUR SERVICES AND PERFORMANCE

Transport-related Emergency Relief

Overview

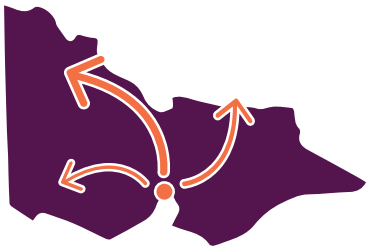
Our Emergency Relief Program helps people get on their way if they are in a crisis situation and do not have enough money to reach a place of safety and support. We provide subsidised travel tickets to get home, attend medical appointments, court hearings and funerals, but also to provide the ability to leave dangerous situations and abuse. Other free services include phone cards, access to public internet and subsidised use of shower facilities.

Our Performance

The loss of government funding for the ER program in early 2015 has had significant impact resulting in a reduced service. The number of services provided decreased by 64% to 4,312 services.

In addition, assistance is now restricted to metropolitan Melbourne and regional Victoria, currently supported by V/Line, Metro Trains Melbourne and PTV and contributions from trusts and foundations.
So far our efforts to identify ways to re-instate the Emergency Relief program in a sustainable way have not been successful. All opportunities to engage in appropriate partnerships to re-establish an Emergency Relief program will continue to be explored.

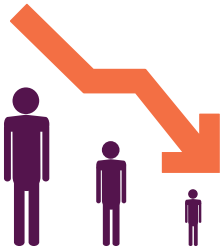
Statistics



60% of travel assistance provided is to **regional Victoria and bordering interstate locations.**

The dominant reasons for requiring this service remain both **financial difficulty and accommodation issues**

Young males between 26 and 35 years old remain the most frequent client group, making up more than **one quarter of all clients**



As a result of the significantly reduced program, the number of **services per client** has decreased to **1.9 services** in 2015-2016

Case Study

Selina came to Melbourne for a medical appointment with her partner and their two little children.

The relationship with Selina and her partner had been difficult for a while and her partner was becoming increasingly abusive towards her. After the appointment, Selina's partner took off in their car and left Selina with their two children stranded at the hospital without access to money or means to get home.

The hospital provided Selina with a referral to a family violence service and also referred her to Travellers Aid to arrange tickets to get her and the two children home.

When Selina presented at Travellers Aid Southern Cross, she was still very distressed and our staff offered her one of the bedrooms so she could settle and feed her children. We also provided nappies and books to keep the children entertained until the train departed.

Our staff organised the tickets, took Selina and her children to the platform and helped them get settled on the train.

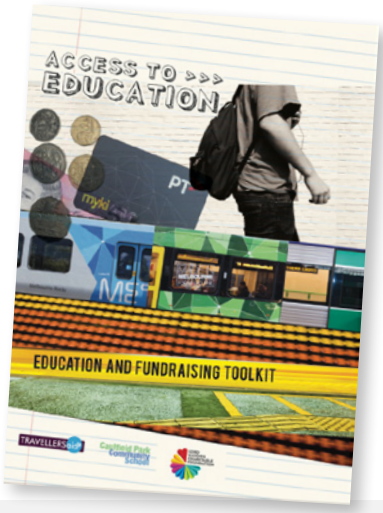
OUR SERVICES AND PERFORMANCE

Pathways to Education

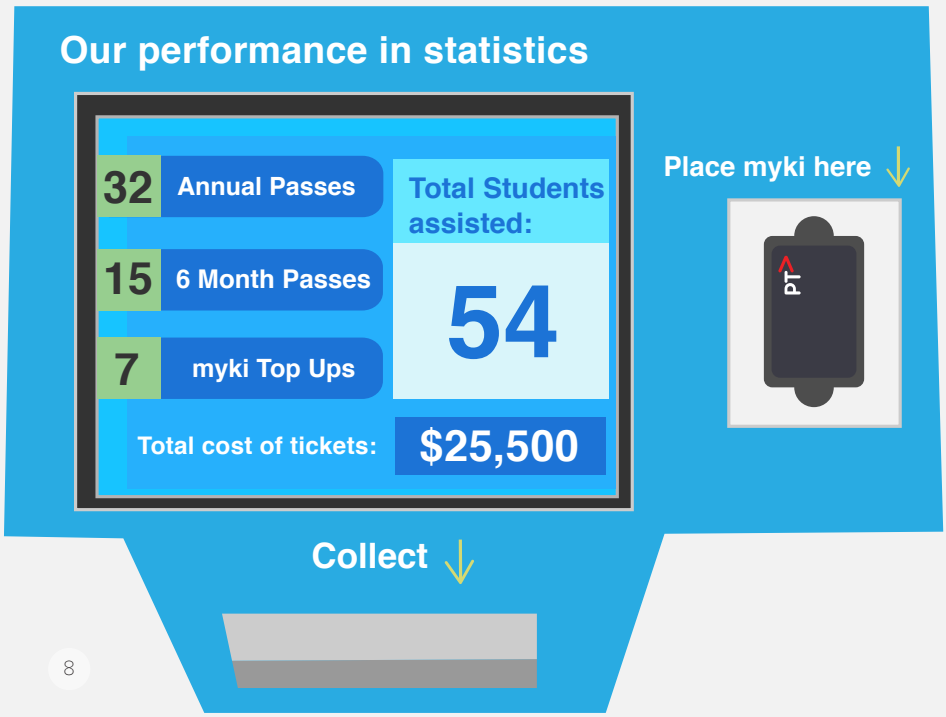
Overview

The Pathways to Education program has provided young students with fares to attend school since 2004. Its focus is on secondary school students who have disengaged from mainstream education and are at risk of disengaging from education altogether. To cater for their individual needs they usually receive education in an alternative setting such as community schools. We provide subsidised half-yearly and yearly student travel passes enabling them to attend school on a regular basis and providing these young people with an opportunity to complete their education and improve their employment prospects.

An innovative partnership with Caulfield Park Community School has resulted in the development of a fundraising toolkit that can be used by schools across the state to raise funds for our Pathways to Education program. As part of this pilot, the students contributed personal stories, artwork, poems, raps and other works of art while Radio Joy FM helped us put together a podcast which became part of the toolkit. We are currently promoting the 'toolkit' to other schools and help us raise the much needed funds to support more young people stay in education.



Our performance in statistics



Client Experience

Tegan is a 17 year old student who had studied at a community school on the outer metropolitan fringe for the last two years after numerous school settings broke down and subsequent bullying meant that she did not attend school for a 6 month period.

Tegan has worked tremendously hard to gain grades and maintain her studies. She was about to move into the TAFE system and her travel needs were to increase as a result.

Tegan had very restricted financial means and due to the financial restraints of her family, she struggled to meet her needs. Already, she limited her travel and had scarce opportunity to socialise outside of study periods due to the associated costs.

The opportunity provided by Travellers Aid meant that Tegan was not only able to get to and from classes, but she was also able to socialise and build essential support networks. This had been a personal goal of hers and she had worked hard toward achieving success.

The security of knowing that she can get to and from school and to and from the library to study had greatly reduced the stress surrounding her schooling and had been life changing for her.

Companion Service

Overview

It is exciting to be able to report on a new initiative available since July 2016 when the Medical Companion Service will transition to become The Companion Service. In conjunction with City of Melbourne, this reconfigured service will continue to accompany people to medical appointments, but will also assist other cohorts, in particular deaf blind people to navigate Flinders Street Station, Southern Cross Station, attend legal appointments, educational venues, work or meeting appointments.

Our Performance

The previously-known Medical Companion Service continues to grow with a 33% increase in service users compared with the same period last year. Referral networks in metropolitan as well as regional Victoria continue to grow and feedback reflects the essential nature of this service. Our partnership with the City of Melbourne and V/Line continues to strengthen and demonstrates our ability to successfully work with government funders on a long-term basis. These partnerships have assured the Companion Service will continue through 2016 – 2018.

Statistics

	2014	2015	2016
No. Services provided	293	333	424
Avg. No. Services monthly	24	27	35
Active volunteers	20	20	20
Volunteer hours	879	1333	1140

A Heartfelt Thank you

I live in Horsham and have low vision plus difficulty in walking. The treatment for my eyes requires regular visits to Melbourne by train.

During the past four years, I have felt privileged to have received attention from the Travellers Aid's outstanding services in arranging for a medical companion. The courteous and obliging staff meet the train with their buggy, to transport me to an area where my Volunteer Medical Companion is waiting to welcome me.

It is reassuring to have a companion to guide me on the tram, to my specialist ophthalmologist appointment and then to accompany me back to Southern Cross.

Without these trained and caring volunteers providing the medical companion service, I could not safely reach my appointments.

At day's end, the buggy driver takes me to the train for my three and a half hour journey home.

I now express appreciation for the kindness and help which I have received to date.

JP
HORSHAM VIC

1916 The beginning

TAA is formed to support and protect women arriving in Melbourne from overseas, interstate and rural Victoria.

1920 The migrant experience

Rest rooms are erected at Station Pier, Spencer Street Station and Victoria Dock by 1921. The Travellers Aid Hostel is also built this year.

1929 The Great Depression

Accommodation, advice and support is provided for the women flocking to the city as they searched for employment and housing. Introduction of a program to help people attend medical appointments in the city

100 Years TRAVELLERSaid 1916-2016

Founded in 1916 after the first World War, Travellers Aid supported women and girls arriving in Melbourne and travelling across the city and the state. A lot has changed since then, but the main aim of helping those in need of assistance has remained at the core of the organisation during its 100 years.

Throughout the Great Depression and World War II, Travellers Aid reunited lost children with their parents and greeted and housed migrant families on their way to rural reception centres. In the 1960s, with the increase in international students from Asia under the Colombo Plan, Travellers Aid supported young migrants and in the late 1980s it began providing support to people with disabilities.

Today, Travellers Aid provides a range of services for passengers on Victoria's public transport network, including free information, emergency support, mobility equipment and a buggy service for those with mobility challenges. Our service users include people of all ages, from across Australia (and beyond) with a diverse range of needs. We rely heavily on our volunteer base which has always been a crucial part of the our continued success.

As Victoria's public transport system expands and becomes more accessible, Travellers Aid will continue to play a vital role helping people move around and live life fully.

1960 International students and the Colombo Plan

TAA supports the needs of young Asian students arriving to study as part of the Colombo Plan.

1972 Doors open for men

TAA continues to diversify by now welcoming men, then later offering services for those experiencing homelessness and mental illness.

1989 Encouraging independent lifestyles

The Travellers Aid Disability Service opens to provide support to people with disabilities.

1939 World War Two

TAA met 7666 trains and 277 boats, and supported 5398 girls and women, 1437 children with adults, 711 children alone and 285 youths and men.

1941 Travellers Aid holds its first public appeal

1942 After the fall of Singapore, TAA welcomes 450 women and children on two boats from the Malay Peninsula.

1945 Post-war migration

After the war, even larger numbers of women and children started arriving, including many from Greece and the Balkans.

Celebrating 100 Years

Travellers Aid officially launched its 100 year celebration on Thursday 14th July at Southern Cross Station, with the unveiling of a V/Line train carriage emblazoned with the Travellers Aid 100 year celebration livery. Our special guest at the launch was the Minister for Public Transport, Jacinta Allan, who had the following to say about Travellers Aid:

"Travellers Aid has been helping passengers of all ages, abilities and backgrounds use public transport for 100 years. Their staff and volunteers are everyday heroes that help vulnerable travellers stay connected to education, employment, friends and family right across Victoria, every single day."

Joining the Minister for Public Transport were senior representatives of our key delivery partners and supporters: V/Line, Southern Cross Station, Public Transport Victoria. Our thanks go to their continued vital support as well as to the YWCA and the Country Women's Association of Victoria.

Alongside invited dignitaries, Board members, the CEO and staff, were a number of Travellers Aid volunteers resplendent in period clothing adding a heritage touch to the proceedings. Frontline staff, volunteers and some of our valued service users also played a significant part in engaging dignitaries and the media in explaining the value of Travellers Aid past and present.

Channel 10 covered the launch and also showcased the story in that evening's news which was a great piece of added publicity to help celebrate 100 years of our work.

The Travellers Aid emblazoned carriage will be a regular feature across the V/Line network.

The Next 100 years

With facilities and services at Southern Cross Station since 1916 and Flinders Street Station and Seymour Station following, this local not-for-profit has provided simple, practical, travel-related support, helping people move independently and confidently through the public transport system no matter what their background. With the help of our supporters and volunteers, we are confident of being able to rise to future challenges while adapting to changing needs - and look forward to continuing to add value to people's lives.

2005 New endeavours

TAA successfully operates the Melbourne Mobility Centre on behalf of the City of Melbourne.

2006 A new and improved facility

New purpose built facilities with extended operating hours opens at Southern Cross Station.

2008 A triumphant return

Construction commences at Travellers Aid Australia at Flinders Street Station and the service returns after a 40 year absence.

2009 Access to Education

TAA Pathways to Education program now provides significant support to migrant and refugee children in danger of missing out on education.

OUR SERVICES AND PERFORMANCE

Buggy Service

Overview

One of TAA's most renowned and much-loved services is the buggy service. This service provides personal buggy pick-up and drop-off within Southern Cross Station (SCS), train platforms, coach terminals and taxi ranks. The service is for older people and people with a disability, mobility challenges, or sensory impairment to ensure their safe passage through the vast railway precinct and coach terminals at Southern Cross Station.

Our Performance

Over the past three years, the buggy service has increased 84% and this year continues that trend resulting in a service delivery operating at full capacity. In order for the service to sustain further growth, increased funding to provide more staff and equipment is required. Peak periods, Easter, Christmas and Seniors Week (where funding is provided for an extra buggy and an additional staff member to meet the increase in demand for the buggy service) is a prime example of how extra resources are required to meet growing demand.

Always looking for creative solutions, Travellers Aid has invested in an additional electric mobility chair as a way of meeting the increased buggy service demand and assistance at SCS, in particular for people who cannot step up into a buggy due to mobility issues. The electric mobility chair has considerably less impact on busy platforms making it an ideal alternative to the buggy during peak periods and adding value to this service. We will continue to look for ways to meet demand in creative ways.

Statistics

	2014	2015	2016
BUGGY JOBS	17,516	19,995	20,384
AVERAGE PER MONTH	1,460	1,666	1,699
AVERAGE PER WEEK	337	416	424

64% of service users are female

61.5% are aged over 65 years of age

36.5% are aged over 75 years of age

12% have sensory impairment such as a visual impairment

Endorsements from our Buggy Users

My name is Danielle and I'm legally blind. I've been using Travellers Aid at Southern Cross Station in Melbourne since I first lost my eye sight over 10 years ago.

Travellers Aid is a wonderful organisation that allows me to travel safely with confidence with my two-year old daughter. Every time I travel into Melbourne, I call Travellers Aid and they meet me on my platform, then escort me to my next point of travel, whether it be to another platform to catch another train, to a taxi, to a tram or to a coach service. Travellers Aid provides me the ability to travel independently from family or other support people, and using their service gives my family peace of mind, knowing that I will be safe and will get to my destination easily.

Seymour Buggy Service

Overview

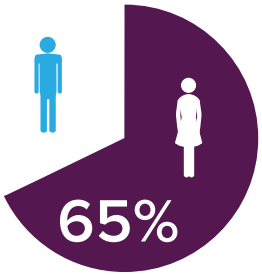
In November 2014, the Seymour Buggy Service was re-instated and has since been run by a partnership between Travellers Aid, V/line and Community Accessability Inc. The local community, in particular members of the Lions Club, are contributing to the service as invaluable volunteers. Volunteers contributed around 1,600 hours throughout the year to ensure service provision.

Our Performance

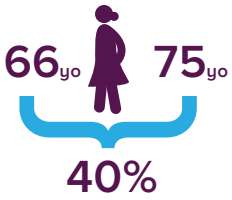
The Seymour Buggy Service has had a significant uptake with 3,262 buggy services delivered throughout 2015-2016. It is much appreciated by the community and well supported by the locals. In December 2015 we celebrated our first anniversary.

Statistics

3,262
buggy services provided



of service users are female



Females between the age of 66 and 75 are the main user group comprising 40%

A third of all users is 75 years old and older

Client Experience

Roger suffers a medical condition that requires frequent trips to Melbourne.

Due to the remoteness of their property and the lack of regular transport to Melbourne from the main centres close to them, they regularly travel to connect with the V/Line Services from Seymour Station. Since the reintroduction of the buggy, Roger and Amanda have been able to plan their journeys to Melbourne with a high degree of confidence, knowing that Roger will be able to transfer easily from any platform on the Seymour Station. This also removes the fear for Amanda of driving into the city when they visit family in Melbourne.

OUR SERVICES AND PERFORMANCE

Access Service

Overview

Travellers Aid Access Service operates from our Flinders Street Station and Southern Cross Station sites seven days a week. The service is free of charge and offers a range of personal care and meal assistance enabling people with varying support needs to maintain their independence, to remain active members of the community, and to access work and education.

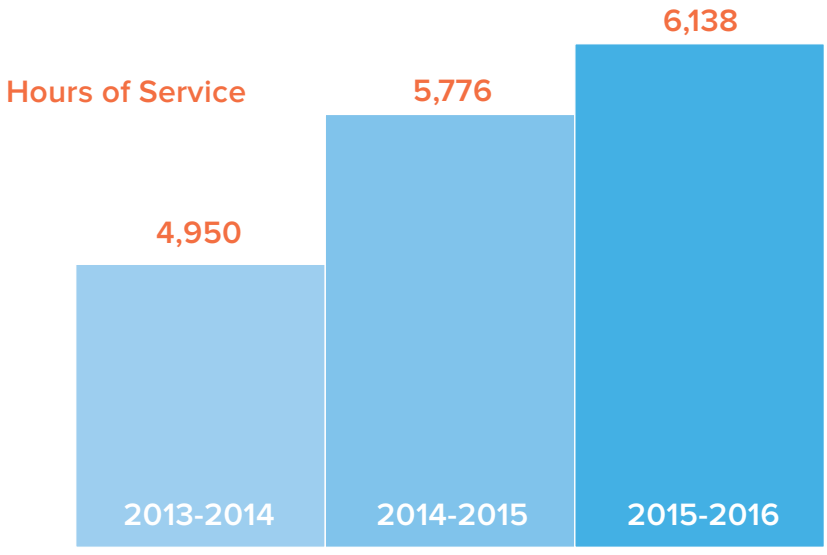
Our Performance

During the past year, a visual wrap has been installed around the TAA site at Flinders Street Station to publicise our services to the general public. This heightened awareness is, no doubt, a contributing factor in the increase in usage of our luggage service, mobility equipment hire and internet use, all of which has led to increased revenue for this year.

Providing meal and toilet assistance to the travelling public with disabilities has been as important as ever. The number of service hours provided by our qualified staff has increased by 362 hours.

We continue to engage with different levels of Government and with transport providers to explore what the national roll-out of the National Disability Insurance Scheme (NDIS) will mean for people who rely on our services while in transit.

Statistics



Client Experience

Cory has been accessing our service at Flinders Street Station for many years to get out and about in the city for work and to enjoy hobbies such as attending football.

Cory chooses to travel to the CBD independently as he does not want to have a support worker with him all the time. He wants to be independent and be able to get out on his own, but he does need full assistance to eat, drink and to use the bathroom which we provide. Without our services being available to him Cory would not be able to maintain his independence and live life fully.

Community Travel Training

Overview

In partnership with RACV, TAA is conducting group based transport information sessions across Victoria for people with diverse service requirements. This program is designed to ensure that all Victorians have the skills and the confidence they require to travel safely on public transport so that everyone can remain engaged in everyday life and their community.

Our Performance

Over 2,000 people, who have never or rarely used Victoria's public transport system before, have taken part in the information sessions across Victoria. Often attendees are those who are hesitant about using public transport due to a disability or their age. Sometimes, attendees are those who are new to Australia and unfamiliar with the system.

In addition, we have taken up partnership opportunities that further increase the reach of this valuable program. For example, we now have a partnership with Bellarine Community Health; combined with their "No Fuss Bus" for residents on the Bellarine Peninsula.

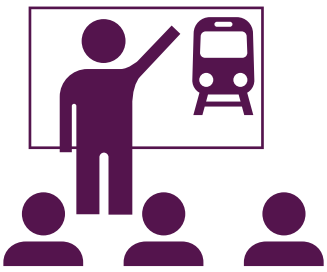
Client Experience

Many of the groups that we have facilitated this program for in country Victoria have taken the next step and used public transport to come to the city.

They have also taken the opportunity to visit staff and volunteers at our premises at Flinders Street Station and Southern Cross Station. This is a great achievement for many of these people as they have either never used public transport before or have not been to the CBD or used transport in decades.

Statistics

In the past 12 months we have conducted **86** sessions across Victoria including **22** in rural and country Victoria.



The number of participants per session varies between **10-30 people** with the total number of people that have participated in the program being **2,010**

OUR SERVICES AND PERFORMANCE

Mobility Equipment Hire Service

Overview

Travellers Aid Mobility Equipment Hire Service, located at Flinders Street Station and Southern Cross Station, provides people with mobility needs access to urban experiences. The point of difference in our hire service is that the equipment can be used across Melbourne on a daily, weekly or monthly basis. Mobility equipment for hire includes: electric and manual wheel chairs, three or four wheel electric scooters, walking sticks and frames, white canes and children strollers.

Our Performance

Our Mobility Equipment hire service continues to work in conjunction with the City of Melbourne to ensure a service that will continue to enable visitors and locals access to mobility equipment across metropolitan Melbourne.

In addition, TAA's partnership with Public Transport Victoria (PTV) enables mobility equipment to be allocated to PTV's program "Walking in the shoes of others". This program is for participants to gain experience and insight of what it may be like to access public transport when you have a disability.

Other relationships where TAA provides essential mobility equipment include National Gallery Victoria (NGV) and conference organisers such as International AIDS Conference, Melbourne International Flower & Garden Show, Seniors' Festival and the ANZAC Parade.

We look forward to extending our relationships and partnerships and promoting this valuable service further. Currently, we are discussing potential collaboration with Victoria Market (when redeveloped) and the Port Melbourne terminal to provide access to mobility equipment.

Testimonial

It was very rewarding talking with Travellers Aid!

Travel is an important issue for disabled people and I make a point of writing reports for the New Zealand Stroke Foundation so that fellow members can gain information regarding where to seek help regarding mobility matters, places to stay, public transport, etc.

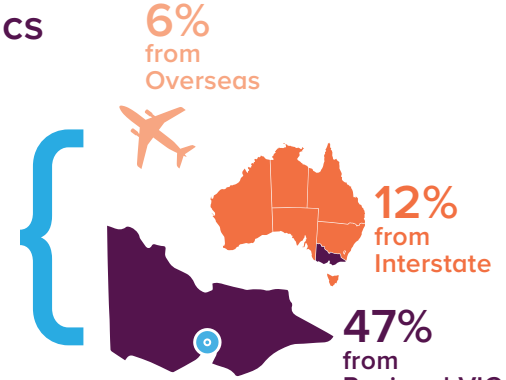
This will be my fifth visit to Melbourne in the last eight years so I am now familiar with the layout of the city. My main reason for this trip is visiting the Arts Centre and its surrounds.

I travel with a care worker thus making getting about that much easier and having the use of one of your electric wheelchair will be a real bonus.

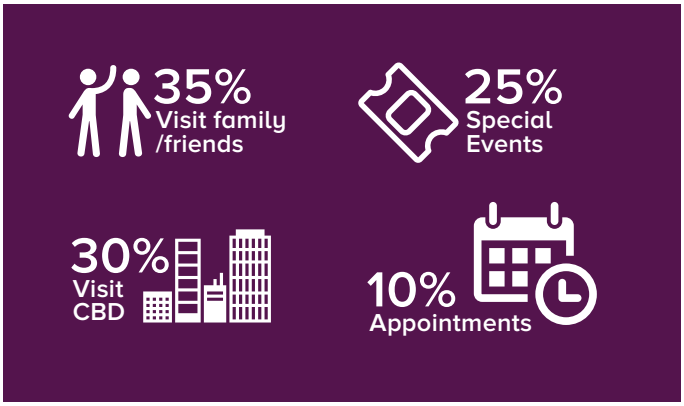
Thank you, Leslie
(from New Zealand)

Statistics

TOTAL RENTALS
764



HIRE PURPOSE



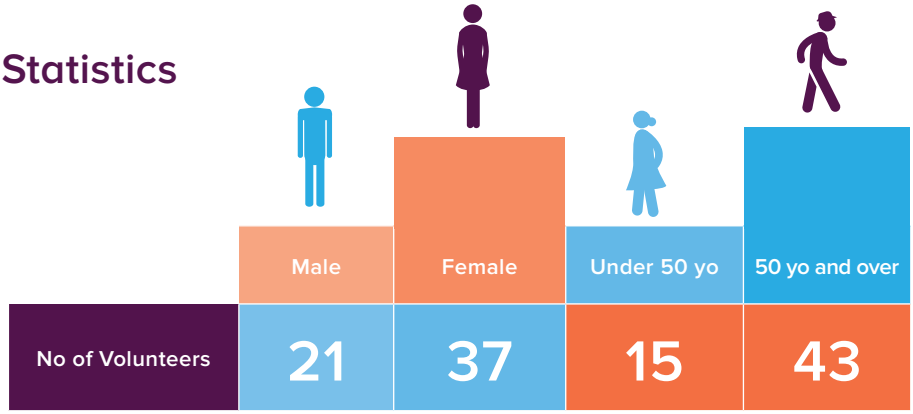
Volunteer Program

A BIG Thank You to our Volunteers

The TAA Volunteer role is a challenging, rewarding and significantly more complex role than most volunteer roles. We offer our volunteers the opportunity to attend training and meetings to further develop their skills. That means that our volunteers are able to contribute in reporting, submission writing, researching and committing their time week after week across all stations and services. Volunteers are vital for the continued operation of TAA. So, this is an opportunity for us to recognise the staggering contribution our volunteers make and to say thank you!

We also thank V/Line for their support of our Volunteer Program.

Statistics



6,715

Total number of volunteer hours in the last 12 months

Richard Stone OAM, KHS, KSG
Board Member until April 2016

Richard joined the Board of Travellers Aid Australia in 2010 and was a valuable and ardent supporter of our work. His special responsibilities on the Board included being a member of the People and Services Committee and Convenor of the Fundraising Committee. Richard had extensive experience in the not-for-profit sector and TAA benefited from his knowledge and wisdom.

He was also involved as a board member for CatholicCare Melbourne, as a steering committee member for the Victoria Police Mentoring Program and as a clinical ethics committee member at St Vincent's Health.

Richard was a man of great compassion and passion who contributed significantly to our work with guidance, ideas and active involvement.

We will remember him for his big heart and generosity for those around him, and for people and communities in need.

Our thoughts are with his wife, Veronica, and their children and grandchildren. He will be greatly missed.

ACKNOWLEDGEMENTS AND SUPPORTERS

TAA wouldn't be in the position it is today and be able to help the lives of so many travellers if it wasn't for our supporters. We'd like to take this opportunity to thank all the individuals and organisations that support us with their time, energy, expertise and financial support.

Patron in Chief

- His Honour Judge Howard

Bequest

- The Henry Berry Estate
- The Mackie Bequest

Supporters

- Anglicare Victoria
- AssetCo Management PTY Ltd
- Community Accessability Inc.
- Country Women's Association of Victoria Inc.
- Deaf Blind Victorians
- Destination Melbourne
- Grill'd
- HLB Mann Judd
- HR Legal
- Lions Clubs of Victoria
- Metro Trains Melbourne
- On the Line
- People's Choice Credit Union – Community Lottery
- Public Transport Ombusdman
- Rotary Clubs of Victoria
- RACV
- Skybus
- Smart Group
- Safe Steps Family Violence Response Centre
- Sandhurst Centre
- Techware
- The Salvation Army
- The Herald Sun
- Telstra
- The Westin Hotel
- Transdev
- Transurban
- Uniting Church Synod of Victoria and Tasmania
- Victorian Council of Social Service (VCOSS)
- Victorian Chamber of Commerce and Industry
- Victorian Tourism Industry Council (VTIC)
- V/Line
- Website Travel
- Wilson Security
- Way Back When Consulting Historians
- Wrightway Marketing
- Yarra Trams
- YWCA

Government Supporters

- Australian and Victorian Government under the Home and Community Care Program (HAAC)
- City of Melbourne
- Department of Health and Human Services Victoria
- Department of Justice
- Public Transport Victoria (PTV)

Trust and Foundations

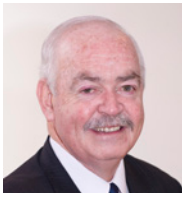
- ANZ Foundation
- Besen Family Foundation
- Dawn Wade Foundation
- Lord Mayor's Charitable Foundation
- Public Records Office
- Sidney Myer Foundation
- Street Smart
- The William Angliss Charitable Foundation (Victoria)

A giant thank you to all our Board members, Ambassadors, volunteers and donors. We couldn't do it without you!

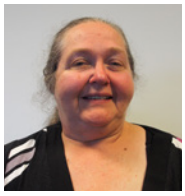
TRAVELLERS AID BOARD MEMBERS

Lisa Bowman B.Arts, GAICD
President; *Member of the Finance, Risk and Audit Committee*
Lisa joined the Board of Travellers Aid Australia in October 2010. She is currently the Director of Raven Communication, a communication company specialising in providing communication, consultation and stakeholder engagement services throughout Australia. Lisa is a Williamson Community Graduate (2007) and undertakes a range of pro bono work in the Victorian prisons.

David Frost FCA, GAICD
Honorary Treasurer
David is an experienced Vice President, Treasurer, Council member, CFO and GM with over 25 years board level experience across the primary health, educational, consultancy and legal fields. David has excellent finance and commercial skills gained from chartered accountancy, professional and general management experience in both executive and non-executive roles - the latter at ALPMA. In addition to his strong financial skills David has proven company secretarial skills developed from the chartered accountancy profession.



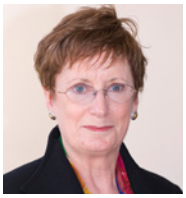
Trevor Huggard AM Dip. C.E. M.I.E. (Aust), J.P
Vice President; *Convenor of the People and Services Committee*
Trevor joined the Board of Travellers Aid Australia in October 1991. He is Managing Director of Finmay Pty Ltd and Principal of Trevor Huggard and Associates, Consulting Engineers. In addition, he is currently Chairman of the Seaworks Foundation, a Panel Member of the Lord Mayor's Charitable Foundation and a Board Member of the Princes Hill Community Centre. Trevor is a former Lord Mayor of Melbourne and Councillor for over ten years.



Bev Excell B.SC(Hons), FAICD
Member of the People and Services Committee
Bev joined the Board of Travellers Aid Australia in October 2014 and has been a member of the People and Services Committee since January 2014. Bev was formerly a senior executive at BP Australia, working in Australia, NZ and Europe. She is the Principal of her own business Excell By Name P/L. Bev is an experienced non-executive director: 2000-2009 on the BP Employees Credit Union then Big Sky Credit Union; 2006-2009 on the Australasian Lubricants Manufacturing Company and now on two other not-for-profit boards in the education sector. Additionally, she is an independent member of the Audit committees for three local councils and an independent statutory body.

Paddy Oliver LL.B., M.Litt., M.B.A., GAICD
Member of the Finance, Risk and Audit Committee
Paddy joined the Board of Travellers Aid in October 2014. He is Managing Director of Lexcel Consulting, a management consultancy focussing on strategy, governance, and risk in the financial services and professional services sectors. Paddy is a solicitor by qualification.

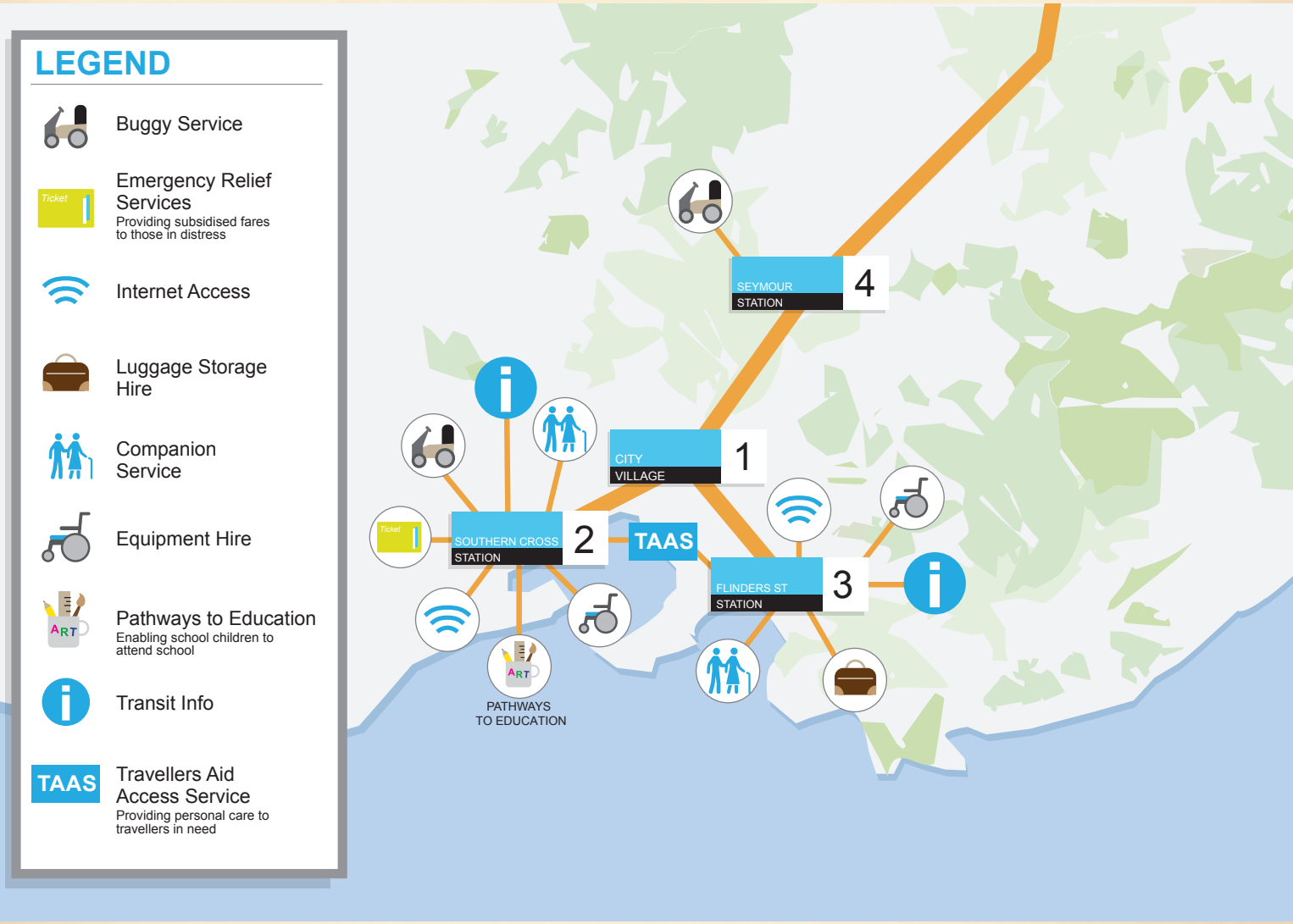
Peter Gluskie BEng MBA CPPD MAICD
Member of the Finance, Risk and Audit Committee & Fundraising Committee.
Peter joined the Board in October 2014. He is the Director and Principal of Eagle Advantage Pty Ltd, a boutique strategy delivery consultancy. Peter has wide ranging experience in implementing major business transformation programs.



Denise Orchard Grad Dip B.S.RMIT, CPA
Honorary Treasurer; Convenor of the Finance, Risk and Audit Committee
Denise joined the Board of Travellers Aid Australia in June 2005 and has held the position of Honorary Treasurer since April 2008. Denise has extensive experience across sales, marketing, financial management, business development, and multi site management in both the private and public sectors. After retiring from Tabcorp Holdings Ltd., Denise established a gallery that promotes Australian contemporary glass art and is a Director of The Australian Association of Glass Artists Ltd (Ausglass).

Richard Stone OAM, KHS, KSG
Board Member until April 2016
Richard joined the Board of Travellers Aid Australia in 2010 and was a valuable and ardent supporter of our work. His special responsibilities on the Board included being a member of the People and Services Committee and Convenor of the Fundraising Committee. Richard had extensive experience in the not-for-profit sector and TAA benefited from his knowledge and wisdom. He was also involved as a board member for CatholicCare Melbourne, as a steering committee member for the Victoria Police Mentoring Program and as a clinical ethics committee member at St Vincent's Health.

SERVICES AND LOCATIONS



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Donate now

Visit: www.travellersaid.org.au

Donations are tax deductible.

ABN 79 004 080 862

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Email info@travellersaid.org.au

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If you would like to request an accessible version of this Annual Report, call (03) 9654 2600 or email info@travellersaid.org.au

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