TRAVELLERSaid

101st ANNUAL REPORT

2016 - 2017

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.

President's Report

It has been an incredibly positive year for Travellers Aid Australia (TAA) on numerous fronts. We continued to experience the excitement and attention from our 100-year celebrations, which reconnected us with many people and stories from our past and at the same time reconfirmed the importance of the service we provide to so many people in need.

As an organisation 2016-2017 will be remembered as the year we pursued some exciting business development opportunities, particularly noting PTV's funding of a feasibility study to expand TAA to regional Victoria. This was a great opportunity for us to work with PTV and our regional stakeholders to explore opportunities. We hope that this project will lead to some positive announcements in the coming year.

2016-2017 was also the year we started embarking on developing a new business and stakeholder strategy for the next ten years. My special thanks to all our stakeholders who provided valuable input into helping us work our way through some early preparation into developing this document.

It is also worth noting that we have taken the opportunity through the year to review and update our suite of policies, creating a new Business Continuity Plan and we are proposing a new Constitution to be aligned to the Australian Charities and Not-for-Profits Commission's template. This will be presented at our AGM in October.

I would like to acknowledge the support of everyone of my fellow directors on the TAA Board: Trevor Huggard, Paddy Oliver, Peter Gluskie, Sandy Bell, Philip Cornish, James Carroll and Bev Excel. The hard work put in by these directors to support the organisation develop and grow is truly inspiring.

I'd also like to thank David Frost, our treasurer who retired from our board this year after leading a successful transformation of our accounts and financial reporting. David's financial acumen was instrumental to our continuous improvement in our financial forecasting and reporting. I'd like to welcome Sandy Bell as our new Treasurer. Sandy was a member of our Financial and Risk Management Committee before taking on the Treasurer role.

Thanks to everyone who has supported our organisation and I look forward to another positive year in 2018.

Lisa Bowman
President

CEO's Report

Our second century has commenced with another remarkable year providing over 225,000 instances of service across the organisation. We continued to celebrate TAA's 100th year of service and commenced our journey of positioning TAA as a relevant and viable organisation in its second century of operation, encouraging and empowering people to engage, connect and participate in their communities.

We committed to building capacity within the organisation throughout this year. This was achieved in several areas:

- TAA worked closely with Techware, our IT provider to transition our system into a cloud based environment. This has provided a more secure platform to run TAA's operating systems. The organisation has also updated its Customer Relationship Management system to enable better management of our services users, donors and partnership information.
- We commenced the redevelopment of the organisation website, which when completed will provide a contemporary gateway to everything TAA offers, including an easily accessible online booking system for service users.
- The organisation made a significant investment in plant and equipment to support the frontline service delivery including the purchase of a third buggy at Southern Cross Station which has resulted in a 13% increase in assistance since its commissioning in October. Mobility equipment has been increased by 6 manual wheelchairs, and thanks to the support of BusVic we have also been able to add a 4-wheel scooter to our fleet.
- It was with pleasure that we appointed one of our long term committed volunteers, Lee Davy to a paid position of Coordinator – Volunteers. This has further enabled TAA to provide a team of 60 frontline volunteers with the support they require to continue to develop and work closely with our staff to deliver our suite of frontline services.
- Later in the year TAA appointed an independent external consultant to assist management and the Board in developing the organisations strategic direction for the next 10 years. As this project continues we will undertake a significant review of TAA's external relationships and opportunities with a view to exploring the possibilities for the organisation beyond our traditional boundaries.
- We increased our ability to create disability awareness amongst frontline service providers through the development of our Disability Awareness Training (DAT) module in partnership with William Angliss Institute. We aim to build confidence in those providing services to people with a disability and further reduce barriers to participation. (www.dat.org.au)

Our people and services continued to be acknowledged and recognised by others throughout the year.

- Our service at Southern Cross Station received an Inspiration Award from Guide Dogs Victoria for the assistance we provide people with vision impairment and the support our people provide trainee pups at the station.
- Travellers Aid Australia was recognised as a Finalist at the Melbourne Awards for our Contribution to Community.
- Our long- term volunteer of 23 years Margaret Carter was awarded the Sir John Reid Community Service Award 2017, by the Rotary Club of Melbourne for her service to the community through her work at TAA and several other community services.

The achievements and successes of the past year have once again been a result of the collective efforts of all our committed volunteers, staff, management team and Board who have ensured TAA's continued relevance to Victorians using the public transport system to engage, connect and participate. I would like to thank and acknowledge all for another tremendous result this year.

Finally, I would like to thank our funders, stakeholders and donors for their ongoing commitment, support and respect for the work we do. I look forward to exciting times ahead.

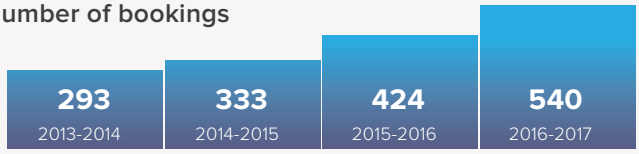
Elias Lebbos
Chief Executive Officer

Our Services and Performance

Companion Service

In order to encourage use of public transport and increase a person's independence in travelling on their own, TAA provides trained volunteer companions to accompany people to and from essential appointments and services. The companions are there for support and guidance and help build capacity in the service users as many learn new skills and increase their confidence in using the public transport system. We are excited to extend our Companion Service to Seymour and surrounding shires. This service will be launched in August 2017 and works closely with the Melbourne based service. We appreciate the support of V/Line in making this happen.

Number of bookings



	2015	2016	2017
Active volunteers	20	20	28
Volunteer hours	1333	1140	1672

2% interstate
85% regional VIC
12% metropolitan Melbourne

Buggy Service

Railway stations and changing between modes of transport can be a major challenge for people, in particular people with disabilities and frail people. Our buggy and personal guidance services at Southern Cross and Seymour Stations alleviate this challenge, ensuring a safe passage throughout the stations including platforms, bus stops, taxi ranks and facilities within the stations. Providing this connecting link enables people to travel independently and participate fully in life.

The buggy services at both Southern Cross Station and Seymour Station experienced significant levels of growth in the past years. The support of AssetCo and V/Line is invaluable in achieving the outcomes. To sustain growth and meet the ever growing demand, TAA added one extra buggy to the fleet. The continued commitment of staff and their proactive approach to assist and support travellers in need during busy periods has contributed to the now consistent high number of buggy service users.

	2013 – 2014	2014 – 2015	2015 – 2016	2016 – 2017
Buggy Jobs	17,516	19,995	20,384	23,124
Average per month	1,460	1,666	1,699	1,927
Average per week	337	416	424	447

Access Service & Lounge

The Travellers Aid Access Service (TAAS) continues to provide personal care including meals assistance, communication assistance and toilet assistance to those public transport users who have a disability, thus enabling independence to access work, education and social activities. TAA also offers a lounge area for people travelling through Southern Cross and Flinders Street stations. This area provides a welcoming sitting space and offers a number of fee for service initiatives through which funds are raised to go back in to our services.

TAA has 57 regular TAAS Clients

Some of the activities this service enables clients to access in the CBD are:

- meet up with friends
- watch footy game
- watch a movie
- watch theatre plays
- have lunch/dinner with friends
- medical appointment

Emergency Relief

The TAA Emergency Relief Program assists people in a crisis situation to reach a place of safety and support. By providing subsidised travel tickets, phone cards and access to public internet, we enable people to get home, attend medical appointments, court hearings and funerals. This service also assists people to leave dangerous situations and abuse.

2016-2017 saw an 8% increase in the provision of Emergency Relief services thanks to additional funding received from the City of Melbourne - Community Services Grant, taking the total number of instances of service to 4,669.

V/Line continues to be a strong supporter of the program, as we continue to see a trend of close to 60% of people needing to get to regional Victoria and bordering interstate locations.

58% of travel assistance provided is to regional Victoria and bordering interstate locations.

Our Services and Performance *continued...*

Pathways to Education

Pathways to Education provides subsidised travel to at-risk students who otherwise could not afford to travel to school

Throughout the year the Pathways program supported 40 young people to travel to school every day and continue their education. We have continued to promote the 'Access to Education' fundraising toolkit to equip schools across Victoria to fundraise to support their peers in accessing education. This program relies solely on philanthropic donations and the generosity of our donors.

40 students assisted with

- 28x yearly passes
- 5x half-yearly passes
- 8x myki top-ups

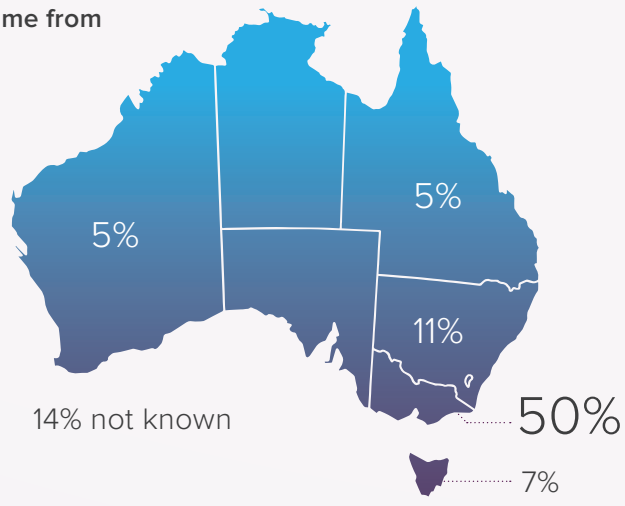
Client Experience

A young woman TAA supported through the Pathways program while she and her sisters were in secondary school recently made contact with us. She came in to visit and thank us for the assistance provided during this time and let us know that she is now studying nursing at university.

Mobility Equipment

The TAA Mobility Equipment Hire Service continues to open the environs of Melbourne to the travelling public through providing mobility aids including scooters, wheelchairs, walking sticks and prams. With most users being part of a group of family or friends, this service continues to ensure that visitors and residents stay engaged and participate in life activities.

Where hirers come from



Community Travel Training

Our Community Travel Training volunteers provide educational presentations to metropolitan and regional community groups about TAA services, the public transport system, safe travel and myki ticket information.

We would like to thank RACV for funding the initial two years of this program. During that time we reached over 17,000 people, enabling them to feel confident travelling independently throughout Victoria.

Thanks to our seven dedicated volunteers who contributed 426 hours delivering 105 presentations across Victoria in 2016 – 2017, we continue to give people the information and tools required to travel confidently and independently to remain engaged in life activities.

A word from a participant

"I know our clients at PCC thoroughly enjoyed the session and gained some really valuable information, to store away for future use. Greg and Lee were fantastic presenters, so many thanks on behalf of Primary Care Connect." - Matilda Schubert | Health Promotion Primary Care Connect

Services and Locations

Treasurers' Report

For the Financial Year ended 30 June 2017, TAA received revenue of $2,032,500 from ongoing operations and incurred costs of $1,923,564 which resulted in a surplus of $108,936. This surplus was 32% less than the 2016 surplus of $159,227 as we built capacity and celebrated our 100 year anniversary. It is pleasing to note the growth in project and trading and fee for service activities, and there will be a continued effort for further growth in these areas in the coming year. As with many other organisations in the not for profit sector, fundraising continues to provide a challenge with income declining over the last 3 years.

TAA acknowledges and appreciates the essential and continued support of State and Local Governments, who provided a substantial amount of our operational funding last year. I would also like to thank the many philanthropic individuals, trusts and organisations for their generous support.

Income	2016 - 2017		2015 - 16	
	$	%	$	%
Government Grants	534,964	26.3	558,329	29.9
Transport Services' Grants & Sponsorship	967,365	47.6	839,946	45.0
Other Project Grants	193,275	9.5	149,190	8.0
Fundraising & Donations	138,400	6.8	159,849	8.5
Trading Activities	166,865	8.2	143,885	7.7
Other Income	31,631	1.6	16,228	0.9
Total Income	**2,032,500**	**100**	**1,867,427**	**100**

Finally, I wish to thank the members of the Finance, Audit and Risk Management Committee for their valuable contributions, especially David Frost who served as Treasurer and Chair for most of the year and our Finance & Business Development Manager Elaine Shallue and her team for their exceptional work in supporting the work of TAA and the committee.

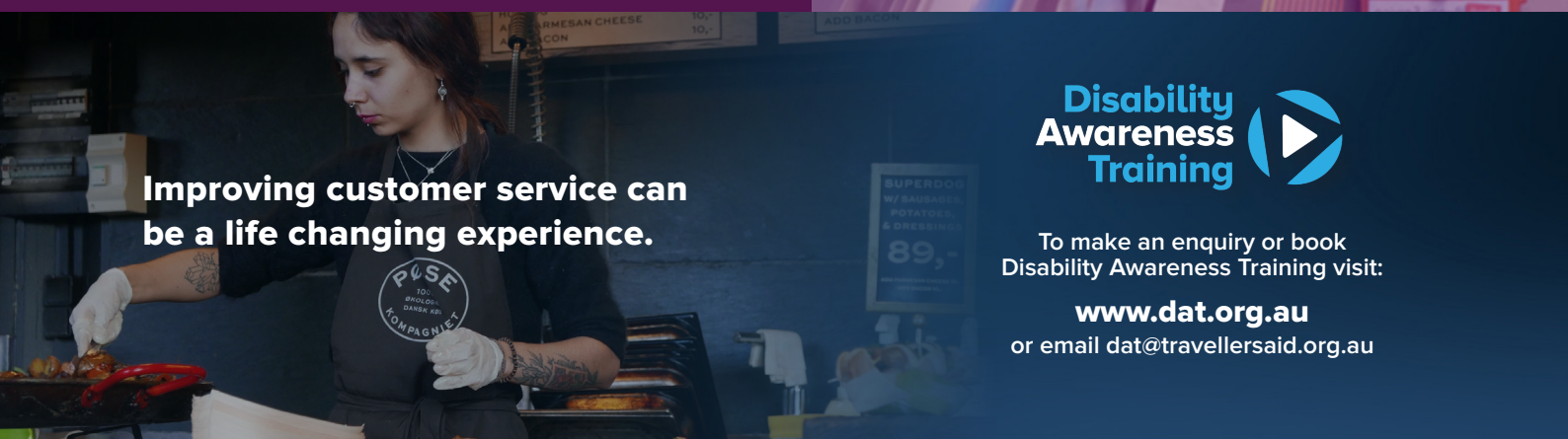
Sandra Bell
Honorary Treasurer

Expenses	2016 - 17		2015 - 2016	
	$	%	$	%
Employee benefits expense	1,448,206	75.3	1,325,399	77.6
Depreciation and amortisation expense	13,894	0.7	16,405	1
Emergency relief expense	12,096	0.6	17,918	1
Occupancy expenses	28,484	1.5	26,000	1.5
Administrative expenses	143,801	7.5	121,591	7.1
Consulting fees	137,810	7.2	48,002	2.8
IT costs	55,000	2.8	80,836	4.7
Marketing expenses	46,009	2.4	48,133	2.8
Repairs & maintenance	24,916	1.3	18,043	1.2
Other expenses	13,348	0.7	5,873	0.3
Total Expenses	**1,923,564**	**100**	**1,708,200**	**100**

From a Valued Client

I enjoy visiting my sister, however I was rather concerned when I realised that my journey from Shepparton to Southern Cross Station had to be made with a changeover at Seymour. I am an older person with serious lower leg problems and a suitcase. I recalled the rather lengthy hike up the ramps from Seymour Station and was concerned about how I would handle it. The V/Line Bus Driver at Shepparton advised me of the Travellers Aid service so I felt a bit relieved. I was able to hop on the buggy – along with my suitcase -and travel down to the railway station in fine style.

The TAA buggy then collected me at Southern Cross Station. Words cannot tell you what an incredible experience it was to have this support and assistance.



Our Volunteers

We thank each and every one of our 80 strong volunteer workforce for their service over the year. We couldn't do it with out you!

Snapshot of our volunteers in frontline service delivery:

Buggy Service, Southern Cross Station
23,124 buggy jobs completed.
15 Active volunteers contributed 2,747hrs.

Community Travel Training
105 presentations completed.
7 Active volunteers contributed 426hrs

Companion service, Southern Cross Station
541 Companion services completed.
45 per month, 28 Active volunteers contributed 1672hrs

City Village
3 active volunteers, contributed 762hrs

Acknowledgements and Supporters

TAA would like to give special thanks to our supporters without who we could not impact positively on the lives of so many. To all the individuals and organisations who kindly provide their time, energy, expertise and financial support, we thank you.

Patron in Chief
- Mr Anthony Howard

Bequest
- Aitken Partners (Mackie Trust)
- Henry Berry Estate and Trust
- The William Angliss (Victoria) Charitable Foundation

Trust and Foundations
- Australian Community Foundation – Maude Hargrave Fund
- Besen Family Foundation
- JBW Charitable Endowment Fund-Simpson Hope Endowment A/C
- Lord Mayor's Charitable Foundation
- Matana Foundation
- StreetSmart Australia
- The RE Ross Trust
- The John T Reid Charitable Trusts

Supporters
- AssetCo Management PTY Ltd
- BusVic
- Country Women's Association of Victoria
- Grill'd – Healthy Burgers
- Lions Clubs of Victoria
- Metro Trains Melbourne
- People's Choice Community Lottery
- Public Transport Ombudsman
- RACV
- Rotary Clubs of Victoria
- Skybus
- Techware
- Transdev
- Transurban
- Uniting Church Australia
- V/Line
- Way Back When
- Wilson Security
- William Angliss Institute
- Yarra Trams

Government Supporters
- Department of Health and Human Services Victoria
- Department of Justice – Magistrates' Court of Victoria
- Public Transport Victoria
- City of Melbourne

To the hundreds of individuals who donate to our mail appeals and at our service sites, we thank you.

Our Board

Lisa Bowman Appointed October 2010, Qualifications B. Arts, GAICD, Special responsibilities President; Member of the Finance, Audit & Risk Management Committee

Trevor Huggard AM Appointed October 1991, Qualifications Dip. C.E. M.I.E. (Aust), J.P, Special responsibilities Vice President; Convenor of the People and Services Committee

David Frost Resigned 20th April 2017, Qualifications BA (Hons), FCA, GAICD, Special responsibilities Treasurer until 20th April 2017

Bev Excell Appointed October 2014, Qualifications B.SC(Hons), FAICD, Special responsibilities Member of the People and Services Committee and Business Development Committee

Peter Gluskie Appointed October 2014, Qualifications BEng, MBA, CPPD, GAICD, Special responsibilities Convenor of the Business Development Committee and member of the Finance, Audit & Risk Management Committee

Paddy Oliver Appointed October 2014, Qualifications LL.B., M.Litt., MBA, GAICD, Special responsibilities Member of the Finance, Audit & Risk Management Committee

James Carroll Appointed October 2016, Qualifications BCL, GAICD, Special responsibilities Member of the Business Development Committee

Phillip Cornish Appointed October 2014, Qualifications FCHSM, GAICD, Special responsibilities Member of the People and Services Committee

Sandra Bell Appointed May 2017, Qualifications B Sc, Grad Dip Ed, B Bus, M Mgt, CPA, GAICD, Special responsibilities Honorary Treasurer; Convenor of the Finance, Audit & Risk Management Committee

The directors of Travellers Aid Australia have been in office since the start of the 2016/17 financial year to the date of this report unless otherwise stated.

CONTACT DETAILS
City Village, Level 3 225 Bourke Street Melbourne VIC 3000
Phone (03) 9654 2600 Fax (03) 9654 1926
Email: info@travellersaid.org.au

www.travellersaid.org.au

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

travellersaidaustralia @TravellersAid