TRAVELLERSaid

MAKING EVERYDAY TRAVEL POSSIBLE FOR ALL PEOPLE

98TH ANNUAL REPORT

2013–2014

TRAVELLERSaid

Our Vision

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

Our Mission

To assist travellers at the point of need and to ensure that travellers 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.

98TH ANNUAL REPORT 2013–2014

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President's Report

It was another big year at Travellers Aid Australia (TAA) as we embraced a number of challenges and opportunities, many of which common amongst organisations similar to ours working in the not for profit sector in Australia.

The main challenge for us in this past financial year has been managing an increasing demand for many of our services against a backdrop of reduced funding and a highly competitive fundraising market.

We stepped up to this challenge and during the year restructured our operations to reduce operating costs and made some operational changes to develop what we believe is going to be a more sustainable model moving forward.

I am pleased to report that this did not have a major impact on our service delivery with instances of care totalling more than 225,000.

Opportunities for our organisation included a renewed focus on business development and fundraising and the development of new, and the strengthening of existing partnerships.

Our organisation would not be what it is without the extraordinary input of staff, volunteers and both financial and non-financial supporters.

I would like to acknowledge the work of our former CEO Jodie Wilmer who left the organisation this year after a long and dedicated eight-year tenure. I welcome Elias Lebbos whom the Board has great faith in being able to manage the future of this highly respected and much needed organisation.

The board has been heavily involved in working with TAA's management team to ensure the future of TAA is secure and able to meet each year's challenges and opportunities.

We will be welcoming some new board members later this year following the resignation of some long-term board members. This will bring some new ways of thinking and some more strong skills into the board environment.

I'd like to particularly acknowledge Bernie Delaney, former President and Board member, who is retiring from the board after more than 12 years. Bernie made an outstanding contribution during his time at TAA.

TAA continues to be committed to ensuring that travellers in need are assisted in as many ways as possible. We believe that access to public transport for those with accessibility issues and financial barriers is critical to Melbourne being a truly liveable city, and we are proud to play a strong role in this.

Lisa Bowman
President

Chief Executive Officer's Report

I feel honoured and excited to have been asked to lead TAA, particularly as the organisation approaches its 100th year of supporting people who have been displaced, have a disability, experience mobility challenges, travel disadvantage or financial hardship.

2013/14 continued to bring opportunities for growth and change, which saw TAA continue its strategy to ensure it remains a relevant, effective and efficiently run organisation that is able to continue to provide positive outcomes for those who seek its assistance whilst travelling across our city, state and country where possible.

This year we were proud to have provided over 225,000 instances of service to travellers in need. We have experienced growth in all areas of service delivery, especially our Buggy Service at Southern Cross Station that experienced a massive 56% increase in usage.

In order to be better placed to meet the ever-growing demands on all our services we reviewed our service delivery model and staffing structure, resulting in two key outcomes:

1. A better alignment of management and back office structure that has reduced corporate overheads and created a more efficient and streamlined structure. This will manage our services moving forward and maintain the flexibility needed to continue to explore opportunities as they arise.

2. As the attraction of growth funding continues to shrink and becomes more and more competitive to attain, TAA has commenced the implementation of an innovative 'Volunteer Engagement Strategy'. This has and will continue to contribute to our ability to increase capacity to meet the growing demand on services.

We acknowledge that fundraising has become extremely competitive and many not for profits continue to struggle to attract fundraising revenue. TAA has not been immune to this challenging environment. We have recruited an in-house Fundraising and Marketing Manager who will work closely with our newly formed Fundraising Committee to identify and implement appropriate fundraising activities to secure sufficient untagged funding that contributes to a sound growth strategy. To complement the fundraising efforts TAA has also implemented a business development strategy that will identify income generating and growth opportunities that align with our service delivery model and expertise. One such growth opportunity is the extended partnership with V/Line and Community Accessability Inc, which will see a Travellers Aid service commence at Seymour railway station in late October 2014.

Finally I would like to thank and acknowledge the contribution and efforts of all our dedicated volunteers, staff and board members who have ensured that Travellers Aid Australia continues to provide the valued service it does. Furthermore, I would like to thank all our funders, stakeholders and donors for their ongoing support of our work. I look forward to working with all in the future.

Elias Lebbos
CEO

Our Services and Performance

Transport-related Emergency Relief

Overview

Jumping on a train may seem like an ordinary event for most people, however it isn't until you are in a crisis, whether it be physical or emotional, that you truly value the freedom you have to get from one place to another. Transport-related Emergency Relief is an integral and growing service offered by TAA, which allows us to provide subsidised tickets to help people get where they need to if they are in a crisis situation and do not have sufficient money to pay for travel. Commonly, this is for people to return home, attend medical appointments, court hearings, funerals, or to get away from dangerous situations such as abuse. TAA also provides complementary services such as phone and Internet access, and the free use of showering facilities.

Our Performance

Transport-related Emergency Relief continues to be a fast growing offering at TAA as we continue to connect with more and more people in need. Last year we flagged a reduction in funding for this program and regrettably we had to reduce opening hours for this service. In the past financial year we provided 15,106 services of care to 5,070 clients through this program.

While this shows a 19% increase in cases compared with the previous year, this mostly corresponds to an increased use of hygiene facilities. Unfortunately, due to the reduction of operating hours, we have also recorded a slight decrease in the provision of travel fares. Despite the reduced funding, we continue to work very closely with community service organisations across Australia to provide timely and high quality services.

Statistics

- 13% of clients come from culturally and linguistically diverse (CALD) backgrounds
- The proportion of people from Aboriginal and/or Torres Strait Islander backgrounds remained high at 11.3%
- Young males between the age of 26 to 35 years old make up more than a quarter of all clients and are the most frequent client group
- Family violence is among the top five reasons for women to seek the Transport-related Emergency Relief program.

Case Study – Escaping domestic violence

Casey had been living in Adelaide with her abusive and controlling partner for two years. When she started to speak up and object to his constant abuse he moved her to Melbourne, away from her family and social support networks. Casey felt that she had no choice but to give in. In Melbourne he became increasingly abusive and a health professional referred Casey to a family violence service after she presented there with symptoms of a mental breakdown.

The family violence service helped Casey explore options and she decided that she wanted to move back to Adelaide to get away from her partner and have the support of family and friends.

As Casey's salary had been paid into her partner's account (which she did not have access to), she did not have any funds to get away from her abusive partner. The family violence service made contact with TAA, and together both services were able to fund Casey's fare back to Adelaide.

Our Services and Performance

Pathways to Education and No Interest Loan Scheme (NILS)

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, often meaning that they travel long distances to reach the school. As many of them come from families with a high level of dysfunction and financial challenges, the provision of subsidised half-yearly and yearly student travel passes enables them to attend school on a regular basis without risking transport fines for fare evasion. This provides the young people with an opportunity to complete their education and improve their employment prospects, and enabling them to break the cycle of intergenerational poverty.

Our performance

In 2013-2014 we provided 101 students with public transport tickets including 48 half-yearly passes and 45 yearly passes. The total cost of the tickets was $32,629.

While V/Line remains a loyal supporter, the lack of other sufficient and ongoing funding to meet the demand remains a challenge. TAA is exploring new ways of raising funds to ensure the continuation of this vital program.

Statistics

- Majority of students who receive subsidised fares are 17 or 18 years-old. This age group represents 37% of the program.
- 46% of students are Anglo-Australian
- 40% come from CALD backgrounds
- 13% are of Aboriginal descent.

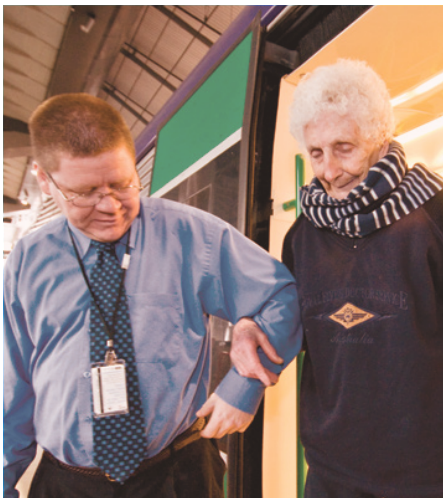
Case Study – Finding education for Meghan

When she was very young, Meghan (now a 16 year old student from regional Victoria) witnessed severe domestic violence that has left her mother with a permanent disability and unable to find paid employment.

As a consequence, through many crucial years Meghan and her mother moved house a lot leaving Meghan very unsettled, lonely and sometimes uncared for. As a victim of bullying, Meghan started being more and more absent from school. Meghan's mother tried to get her to change schools in order to separate her from an unhelpful friendship circle.

Eventually, a nurse suggested an alternative school, a metropolitan based community school. The challenge was to get Meghan interested in a school that was more than 100km and more than 1.5 hours travel time away from her home. To her own and her mother's surprise, Meghan started to enjoy the adventure and the alternative setting of the school as it was able to cater for her specific needs.

The cost of travel was a challenge for the family, but through Travellers Aid's Pathways to Education program, Meghan received a subsidised yearly student travel pass. The school has reported that Meghan is now attending school on a regular basis, rarely missing a day.



Medical Companion Service

Overview

Our Medical Companion Service ensures the independence and autonomy of those who need to travel to Melbourne for medical appointments. As part of this service trained volunteers meet the recipient at the train, bus, tram or taxi and guide them to and from medical appointments anywhere in central Melbourne. By overcoming these obstacles, the Medical Companion Service empowers regional and interstate travellers to come to Melbourne. While the service is free, recipients are required to pay for their own fare to get to Melbourne.

Our Performance

The Travellers Aid Medical Companion Service profile continues to grow and develop referral networks in regional Victoria. Now 35% of referrals are from non-government agencies and community health centres. Feedback from agencies such as Vision Australia, Uniting Care, regional health services, refugee support organisations, Melbourne hospitals and service users illustrate that the Medical Companion Service has established itself as a service that can be relied upon, is supportive and is an invaluable asset to the community.

Our partnership with V/Line continues to strengthen and demonstrates TAA's ability to successfully work with non-government funders on a long-term basis.

Our challenge is to ensure funding for the program continues and that all regional communities have access to this unique service.

Statistics

- 293 medical companion services completed
- An average of 25 per month
- 20 active volunteers contributed 879 hours
- 90% of clients travel from regional Victoria
- 30% of clients come from north-west Victoria.

Case Study – Helping Dale to his medical appointment

It is no surprise that many of the best medical treatment facilities are in Melbourne's CBD. However, for many, navigating their way to Melbourne to these important appointments on public transport can be challenging and intimidating. Dale is one such client, and has used the TAA Medical Companion Service.

Dale has a significant mobility issue and had to travel to Royal Melbourne Private Medical Centre at Parkville from Geelong. After being told that his local service did not do trips to Melbourne Dale was referred to TAA. Dale was picked up by the TAA buggy service at Southern Cross Station and accompanied by another of our volunteers to his appointment, where the volunteer stayed with Dale and later accompanied him back to Southern Cross to get home.

He recently sent TAA a letter to say thank you and stated: *"all in all I had a very successful and stress-free day on what I could see was probably going to be one big problem."*

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 guidance and buggy pick-up and drop-off within Southern Cross Station, train platforms, coach terminals and taxi ranks. The service is for people with a disability, mobility challenges, who are frail, elderly, or sensory impaired. This ensures the safe passage of these public transport users through the vast railway precinct and coach terminals at Southern Cross Station.

Our Performance

Buggy statistics reflect a record achievement with a total of 17,516 buggy services completed in the last financial year. This is a 56% increase compared with the same period last year. TAA made a conscious decision to assess the potential demand on the service and introduce an additional pool of front line volunteers to assist with the increased demand on the service. AssetCo's approved funding for an extra buggy and one staff member during major events held in Melbourne has provided further capacity to meet the growing demand for the buggy service during these periods. The extra services were provided during senior's week, two weeks during the Christmas period and two weeks during the Easter period.

The continued commitment of staff and their proactive approach to assist and support travellers in need during busy periods has contributed to TAA's ability to successfully adapt in the short term to this significant increase in buggy service users.

To ensure the buggy service is able to sustain the current rate of growth, TAA will need to consider a different service delivery model and funding to complement this growing demand.

Statistics

OVERALL

- **2012–2013:** 11,178 buggy jobs completed, 931 per month, 215 per week
- **2013–2014:** 17,516 buggy jobs completed, 1,460 per month, 337 per week.

OUR BUGGY USERS

- 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.

Case Study – Endorsements from our buggy users

"This service is crucial for my life and my job. As I am blind, I would not be able to travel to work or to social events without the service. Finding my way through the busy station – where trains don't always arrive on predicted platforms – would be impossible without TAA's buggy service."
– Debbie Cooke

"Since July 2013, I have been using this service every day to move from V/Line platforms to Metro at Southern Cross Station to get to work in Heidelberg. Without this service, to overcome structural barriers at the station as a disabled person is absolutely impossible. This service saves my life and enables me to work and provide for my family."
– Ronald Ma

Mobility Equipment Hire

Overview

Travellers Aid Mobility Equipment Hire Service located at Flinders Street and Southern Cross Station provides those 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. Travellers Aid Mobility Equipment Hire Service contributes to making Melbourne a more accessible city to all.

Our Performance

TAA Mobility Equipment hire service continues to work in conjunction with Melbourne City Council and has secured funding for the 2014–2015 period. This partnership ensures the service will expand, enabling mobility equipment to be accessible for visitors and locals across metropolitan Melbourne.

TAA is currently progressing a memorandum of understanding with the National Gallery Victoria (NGV) to provide specific mobility equipment for patrons of the NGV.

TAA is also considering working with Victoria Market (when redeveloped) and the Port Melbourne terminal to provide access to mobility equipment.

TAA Mobility Equipment Hire Service has provided equipment for local, national and international visitors, national and international conference organisers and for many special events, including International Aids Conference, Melbourne International Flower & Garden Show, Senior's week and the ANZAC parade.

Statistics

OVERALL

- Total Rentals: 658
- 55% of hirers were from regional Victoria
- 35% of hirers reside in Melbourne
- 10% hirers were from interstate
- 5% hirers were from overseas.

PURPOSE OF TAA'S MOBILITY HIRE

- 10% of hirers were to visit family and friends
- 45% of hirers were for special events (conferences, football, seniors week and concerts)
- 35% of hirers were for use in the CBD
- 10% of hirers were for attending appointments and other activities.

Our Services and Performance

Access Service

Overview

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

This service also caters to many individual needs. We provide facilities including an adult change table, a ceiling hoist and if required the assistance of our qualified support workers.

Our Performance

This year we have seen an increase in regular service users from approximately 45 to 60. This is a significant achievement as in the past we have struggled to maintain new service users on a regular basis. The feedback from the Access Service surveys has been very positive, with the service users acknowledging that without the support of our staff they would not be able to come in to Melbourne for education, work or social events.

Statistics

- The number of hours of service delivery to assist people with disabilities has increased significantly to 5,776 hours of service delivery in 2013–2014 from 4,950 hours in 2012–2013. This is an increase of 826.2 hours.
- The average amount of regular service users has increased from approximately 45 to 60 across both sites per month.

Case Study – Enabling Joel to study stress free

For many students attending university in Victoria, the majority of concerns are about exams and getting assignments in on time. However for Joel, a young person with a physical disability, the lack of personal care facilities at university and the absence of support workers to serve his particular needs is a constant challenge.

Joel began using Travellers Aid Access Service around three years ago after a friend mentioned it to him. He now uses the facilities at Travellers Aid before university and during the day for all his personal care needs. Our services also enable Joel to get assistance without an appointment or referral, which makes life much more hassle free.

When Travellers Aid conducted surveys this year Joel reported that his service enables him to live a much easier and anxiety free life, particularly while at university in the city. He continues to use the service regularly during the week, as well as on weekends when he comes in to Melbourne with friends.

Travellers Aid Wangaratta

Overview

Travellers Aid Wangaratta is a pilot facility that opened in September 2013. The site provides a comfortable lounge area, information on local and out of town transport and transit services, and information about local services and groups. The facilities in Wangaratta cater to a range of users and services include meals assistance, communication assistance and personal care for people with a disability or seniors with personal care needs. Baby change tables and bottle and meal heating facilities are also provided for parents with young children and infants. Travellers Aid Wangaratta also provides storage and equipment hire for visitors on a daily basis. This includes lockers, scooters, wheelchairs, and strollers.

Our Performance

Our site, in Wangaratta, has enabled disadvantaged groups such as nursing mothers, parents with young children, people with disabilities and the older people to get around by overcoming barriers and anxieties that prevent people from travelling. We have achieved this by providing relevant services and a safe and comfortable place to rest and recuperate away from the city.

Statistics

- At Wangaratta TAA provided 2,901 instances of care since September 2013. This is on average 285 services per month.
- 7.5% of the services provided were personal care services
- 15% of all users of toilet facilities required assistance
- 15% of the total instances of care were for information requests, most of them transport and travel related.

Case Study – Gaining our client's trust

One of our regular clients is a 41-year-old female who suffered a stroke five years ago. Although she was unsure at first, after being introduced to Travellers Aid staff in Wangaratta by a caseworker, she came back to find out if Travellers Aid could appropriately support her. She now uses our services twice a week for assistance with personal care, meals and communications. We also regularly assist her with travel information.

Our Successes

TAA has pursued a positive agenda of growth during the year. Included in our successes are:

Organisational restructure

Against the backdrop of limited funding, TAA has taken the opportunity to reflect and review its structure and service delivery model. As a consequence the organisation successfully undertook a staffing restructure, which has resulted in a better alignment of frontline staff and back office support to ensure the most efficient use of human resources to achieve its strategic objectives.

Securing and raising funds

TAA has secured the ongoing delivery of the Medical Companion Service. V/Line continues to provide financial and in kind support as the service's principal partner, with the Gandel Foundation and members of the public also generously donating to this service.

TAA was able to secure a generous one-off grant from Metro Trains Melbourne to provide some much needed capital works at Flinders Street Station.

Destination Melbourne, again hosted its annual trivia night and this was the most successful event to date raising almost $12,000 to support the TAA's transport-related Emergency Relief Program.

Pilot sites

The year saw TAA trial two pilot sites in the North East of Victoria. The first was launched in Wodonga at the Cube Entertainment Complex. This arrangement provided TAA with an important insight into the needs of the local community and a better understanding of a co-located model. TAA will continue to work with its local partner Community Accessability Inc. to explore what role TAA can play in Wodonga.

The second pilot, launched in Wangaratta as a standalone facility in the King George V Memorial Gardens, is due to be completed in November 2014. To date TAA has worked very closely with the City of Wangaratta and Community Accessability Inc. to promote and develop the pilot into an ongoing program. This will require ongoing funding and we look forward to working closely with the local community to achieve a positive outcome.

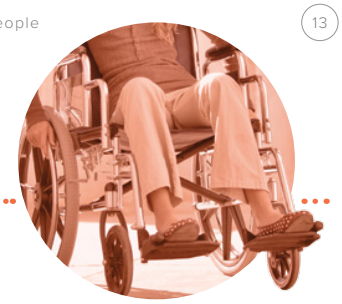
Expanding key services

TAA continued to explore expansion opportunities in line with its growth strategy. TAA was able to successfully negotiate with V/Line the establishment of a Buggy and Guidance service at Seymour Station to commence in October this year. TAA will work in partnership with Community Accessability Inc. who will be delivering the service on behalf of TAA in line with TAA policy and procedures.

TAA frontline services continue to grow and exceed targets.

- 56% increase in buggy and guidance usage
- 19 % increase in Emergency Relief services
- Over 20% increase in personal care assistance.

Future Directions



While TAA has made considerable changes to protect itself against funding limitations, it will continue to seek out and identify opportunities that will contribute to sustainable growth, capacity building and resilience to external pressures.

Fundraising strategy

A key consideration for the current financial year is the development and implementation of a new fundraising strategy. This will be aligned to TAA's current support and donor bases and will allow for well-calculated innovation and exploration of new funding and revenue sources.

Partnerships

A crucial aspect of the success of TAA is the strong and meaningful relationships that we have with our partner organisations. TAA will continue to seek and explore opportunities to build its capacity to grow and deliver its suite of services through strategic and mutually beneficial partnerships and alliances, especially the transport and tourism sectors. We will continue to build on the partnerships with organisations such as:

- V/Line – that enables TAA to further reach and meet the needs of regional travellers across the state.
- Destination Melbourne – that provides TAA with an integral link into the tourism industry and encourages the concept of accessible tourism.
- The Country Women's Association – that promotes the work of TAA across its networks and communities and generously supports TAA's work through its fundraising efforts.
- Community Accessability Inc. – TAA's partner throughout the North East corridor that provides local links into communities and supports the day-to-day promotions and operations of TAA's work throughout its networks.

Service delivery model

TAA will further review its current service delivery model to ensure it includes a suitably trained and skilled volunteer workforce, which will enable a greater capacity to meet the ever-growing demand on frontline services. TAA will ensure the mix of staff and volunteers results in efficiency gains and a reduction in overhead costs. Most importantly this innovative change to TAA's workforce will ensure that it can continue to effectively deliver its services and exist in an ever-competitive fundraising environment.

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 either with their time, energy, expertise and financial support.

Patron in Chief

- Mrs Elizabeth Chernov

Community Partners

- Country Women's Association of Victoria Incorporated
- Destination Melbourne
- V/Line
- Community Accessability Inc.

Travellers Aid Australia

- Board Members
- Staff
- Volunteers
- Ambassadors for Travellers Aid

Bequests

- Aitken Partner Bequest
- Joe White Bequest
- The Mackie Bequest

Corporates and Supporters

- AssetCo Management Pty Ltd
- DonorTec
- ER Victoria Inc
- Foodbank Victoria
- HLB Mann Judd
- HR Legal
- Infoxchange
- Metro Trains Melbourne
- Metropolitan Transport Forum
- North East Multicultural Aged Care Connections (NEMACC)
- Public Transport Ombudsman
- Skybus
- Techware
- Telstra
- Travelers Aid International Washington DC, USA
- Victorian Council of Social Service (VCOSS)
- Victorian Employers' Chamber of Commerce (VECCI)
- Victorian Tourism Industry Council (VTIC)
- Website Travel
- Wilson Security
- Wrightway Marketing
- Yarra Trams

Government Supporters

- Australian and Victorian Government under the Home and Community Care Program (HAAC)
- City of Greater Geelong
- City of Melbourne
- Department of Social Services
- Department of Health – Victoria
- Department of Justice – Melbourne Magistrates Court
- Public Transport Victoria (PTV)
- Rural City of Wangaratta
- Rural City of Wodonga

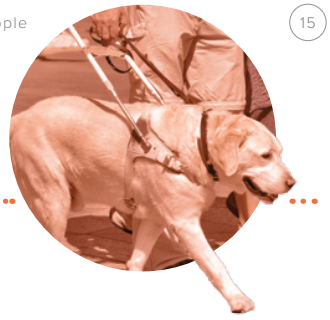
Trusts and Foundations

- Gandel Foundation
- Australian Community Foundation Ltd
- The Dawn Wade Foundation
- The Invergowrie Foundation
- Ian Rollo Currie Estate Foundation
- Henry Berry Estate and Trust
- The William Angliss (Vic) Charitable Fund
- StreetSmart

Thank you

Please accept our thanks to individual donors for their generous donations.

Treasurer's Report



For the financial year ended 30 June 2014, TAA received revenue of $1,686,799 from ongoing operations and incurred costs of $1,785,170 with a subsequent loss of $98,371. The net loss resulted from a combination of declining revenue (down 11% compared with 2012/13) and costs that were 7% below the previous year. The shortfall in revenue in the main relates to below budget performance in the area of non-government funding.

Concerned at the below budget performance predicted mid-year the Board initiated a major review of performance. The Board is now confident that the revised service delivery model will continue to deliver savings in overheads and the Volunteer Engagement Strategy, now being implemented, will enable the organisation to meet the growing demand for services.

As with many other organisations in the not for profit sector, fundraising continues to provide the greatest challenge for TAA at a time when there is increasing demand for our services. In recognition of this challenge the Board has established a Fundraising Committee to develop, implement and provide oversight of the fundraising strategy, including an emphasis on untagged funding from the non-government sector to give funding flexibility for new programs where there is a demonstrated need.

TAA wishes to place on record our appreciation of the continued support of government agencies who provided 74% of our operational funding last year.

The staff and volunteers of TAA have continued to provide excellent service and support to the many thousands of travellers in their time of need and we thank them for their commitment, dedication and generosity of spirit.

Finally I wish to thank the members of the Finance and Fundraising Committee for their contributions and support over the past year.

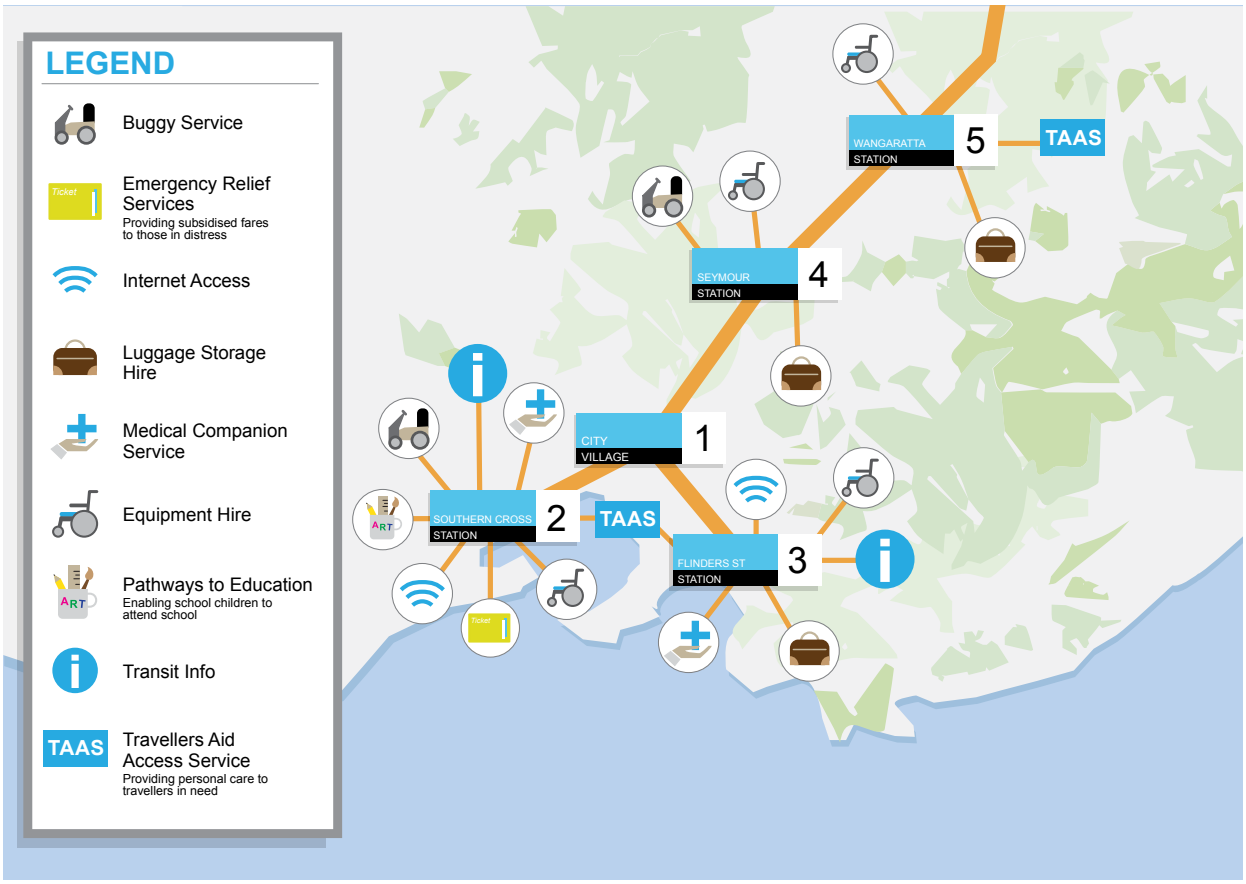
Denise Orchard, C.P.A
Honorary Treasurer

Detailed financial results are presented in our final audited statements, and can be obtained by calling 03 9654 2600 or by emailing info@travellersaid.org.au

Income	2013–2014 $	2012–2013 $
Government Grants	1,244,031	1,345,157
Donations (inc.Philanthropic Trust)	259,341	211,807
Service	130,414	187,619
Other Income	53,014	145,216
Total Income	**1,686,800**	**1,889,799**

Expenses	2013–2014 $	2012–2013 $
Employee benefits & expense	1,379,921	1,373,252
Depreciation & amortisation expense	24,054	86,269
Emergency relief expense	94,598	115,990
Occupancy expenses	43,962	45,695
Administrative expenses	33,420	45,365
Counsulting fees	–	33,000
Other expenses from ordinary operation	209,215	267,032
Total Expenses	**1,785,170**	**1,966,603**

Services and Locations



Support TRAVELLERSaid

Donate now to assist travellers in need

Visit *www.travellersaid.org.au*

Donations are tax deductable.
ABN 79 004 080 862

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