

Travellers Voice

October 2019-March 2020

travellersaid.org.au

This magazine is produced
with the generous support of



**Tackling Social
Exclusion
Getting Around
Melbourne
Giving Visitors
A Leg-Up**

 **Travellers Aid**

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If you have any feedback or would like to contribute editorial content, please contact us on marketing@travellersaid.org.au

Editor's Welcome

Welcome to the first edition of Travellers Voice Magazine



More than just a magazine, Travellers Voice allows us to celebrate some of the amazing people that we work alongside every day—from service users to staff, volunteers and our partners.

Within this magazine we'll share the stories of those who use our services, as well as those who work to help them travel. In telling these stories we hope to shed light on the everyday challenges our service users face, and what we can do to help everyone feel included and a part of their community.

In this inaugural edition we are thrilled to introduce you to the new Travellers Aid brand. We may have a new look but we're

still the same organisation, committed to helping people make everyday journeys, every day.

Spring marks the start of a busy time for Travellers Aid as the warmer weather brings an increased number of visitors to the city, and Seniors Week gets underway. In this issue we take a look at an exciting new initiative supporting elderly travellers, explore the benefits of volunteering, plus challenge your brain with a puzzle or two!

I would like to take this opportunity to thank our sponsors and advertisers whose generous support make the publication of this special magazine possible.

I hope you enjoy reading it as much as we have enjoyed producing it!

Elias Lebbos | Chief Executive Officer

Answers for puzzles on page 13

Sudoku

9	3	8	7	4	1	6	2	5
6	2	7	3	9	5	1	8	4
1	4	5	6	8	2	7	3	9
5	9	3	4	6	8	2	1	7
4	1	2	5	3	7	9	6	8
8	7	6	2	1	9	5	4	3
2	8	9	1	7	3	4	5	6
3	5	4	9	2	6	8	7	1
7	6	1	8	5	4	3	9	2

Word Scrambler

Australia

Brain Teaser

Edam

Crossword

Across: 1) Plank 4) Swats 7) Acute 8) Label 9) Ban 10) Sit 11) Ear 12) Bacon 16) Dangled 17) Named 18) Eases

Down: 1) Plan 2) Acumen 3) Keep 4) Sculpt 5) Abib 6) Sailor 9) Baboon 10) Sanded 11) Eagles 13) Calm 14) Once 15) Odds





Travellers Aid and VicRoads Tackle Social Exclusion

Travellers Aid, Department of Transport and TAC have come together to undertake a 12-month pilot of an exciting new program that aims to tackle social exclusion and assist older drivers to explore the alternative transport options to driving available in their area.

The Transport Alternatives program, taking place in the Moonee Valley municipality, educates drivers on how to consciously plan for their transition to alternative transport options, whilst retaining the same level of independence.

The program includes information and opportunities to try different ways to get around. Some of the things covered in the program include:

- Using Myki
- Getting a half price taxi (if eligible)
- Planning your journey (with or without a smart phone)
- Safe and accessible ways to use Public Transport
- Walking and cycling paths

And, much, much more!

Travellers Aid CEO Elias Lebbos said: "At Travellers Aid, our mission is to enable people to connect, engage and participate in their community, so working with VicRoads and TAC to deliver this program was a perfect fit for our organisation."

"What I love about this program is the opportunity for older volunteers who are familiar with the public transport system, to provide

peer support to those transitioning to alternative transport options."

At Travellers Aid our mission is to end social exclusion by enabling people to undertake everyday journeys safely and confidently. We know that over 65's are much more likely to experience social exclusion than any other age group and that the ability to access transport, is one of the key factors to maintaining social inclusion. This is why, for over 100 years, we have been working to ensure everyone, no matter what their level of mobility, can access our public transport system.

The program will run until 30th June 2020. If you would like to take part in this program register your interest at www.travellersaid.org.au/tap, email to transportalternatives@travellersaid.org.au or call **03 9069 6717**

“

What I love about this program is the opportunity for older volunteers who are familiar with the public transport system, to provide peer support to those transitioning to alternative transport options.

”

Featured Story



Becoming a Transport Alternatives Volunteer

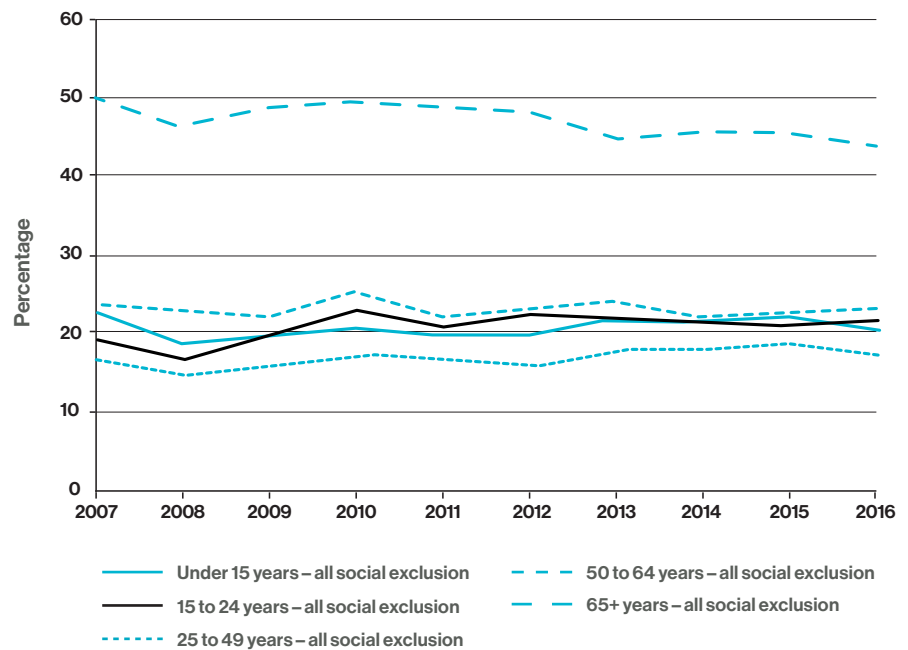
Are you knowledgeable about transport options in Moonee Valley and would like to volunteer your time to help educate others?

We are looking for

- Travel Mentors
- Travel Facilitators
- Travel Presenters

To enquire about becoming a volunteer visit www.travellersaid.org.au/volunteer or call us on 03 9654 2600.

All social exclusions in Australia by age group, 2007-16



More about the program

The program that can be tailored to meet your individual needs or the needs of your group, using one or a combination of the following:

Information Sessions: Come along to one of our information sessions being held at Moonee Valley's neighbourhood houses, where you will learn about what transport options are available in your area, ticketing and timetable information and much more.

Meet Ups: Join one of our coffee meet ups where you can gain new information in a casual setting and chat to others going through a similar transition.

1:1 Travel Mentors: Navigating a new transport system can be intimidating, our 1 on 1 travel mentors are available to assist you on your alternative transport journeys until you feel confident to go it alone.



How can you get involved?

If you would like to take part in this program to register your interest simply visit travellersaid.org.au, email to transportalternatives@travellersaid.org.au or call **03 9069 6717**



Travellers Aid Hits The Tracks

Earlier this year, Travellers Aid launched its Legends Campaign that celebrated the thousands of amazing people who are supported to engage with their community to get to work, make it to appointments, spend time with family and friends and study at university.



The campaign also highlighted the 100 plus Travellers Aid volunteers who provide support, advice and assistance to the Travellers Aid service users.

The flagship of the campaign was the Tram face advertising that Travellers Aid was fortunate to receive as one of the recipients of the Yarra Trams Community Partnership Program. Yarra Trams provides to eight not-for-profit organisations every year. The tram face ads featured some of our amazing staff, service users and volunteers who are part of the Travellers Aid family.



Nethmi Jayakody

Nethmi is Travellers Aid Volunteer Coordinator and since joining the organisation just over 12 months ago, has welcomed over 100 volunteers into the organisation.

As a self-confessed foodie, when not working, Nethmi can often be found sampling all the gastronomical experiences Melbourne has to offer or listening to ted talks.

When asked what she enjoys most about her role at Travellers Aid, Nethmi said: "I love having the opportunity to learn and grow within my role, knowing that I am helping people to engage with their community."



Luke Stone

Luke has been volunteering with Travellers Aid for over 8 years and travels between our Flinders Street site and our head office on Bourke Street. An avid AFL fan, Luke is always up for a chat about the latest on-field action and when he is not working with Travellers Aid, you can find him at the game cheering on his team St Kilda.

When asked what the best thing is about volunteering with Travellers Aid, Luke said: "The people I get to see every day and the fact that I get to quality control the biscuits we are selling at Southern Cross Station!"



Rory Elliot

Rory Elliot, a Physics student at Swinburne and regular Travellers Aid service user, travels from country Victoria several times a week to attend university.

Rory's mother says: "Travellers Aid have become like family, if Rory is delayed or something happens that I am worried about, I only have to phone the amazing staff to help. Everyone knows Rory and they all look out for him. The second year was easier with Rory becoming more confident and knowing the routine and train timetables. Without Travellers Aid, this confidence and ease of travel might not have been achieved".



At Travellers Aid we have a wide range of volunteering opportunities. If you are interested in becoming a Travellers Aid volunteer, please apply through our website at:
www.travellersaid.org.au/volunteer

Stay Active Through Volunteering

Over the last few years there has been a growing awareness of the direct link between social isolation and depression amongst older people. This has highlighted the importance of not only nourishing and caring for ourselves physically and mentally through exercise and brain games, but also maintaining social inclusion within our community.

Many of us spend the majority of our adult lives in paid employment outside our homes, and as we reach retirement, the thought of losing that everyday social interaction can often feel overwhelming.

One way which has been proven to assist people through the transition and keep them feeling part of the community, is through volunteering.

Benefits of Volunteering

- 1) An opportunity to meet and work with like-minded people who share common interest
- 2) Opportunity to learn new skills: Many volunteer organisations provide both on the job training and the opportunity to participate in training courses that are relevant to the area you are working in
- 3) Opportunity to use and pass on your skills and knowledge: After a full working life you have invaluable skills and knowledge that you can pass on to younger staff and volunteers
- 4) Volunteering has been proven to beat depression and build self-confidence as well as providing a sense of purpose
- 5) It is a fun way to get involved in something that interests you



Tips and Tricks for Getting Around Melbourne

1) Take a walk off the beaten track - Melbourne city centre is built in a grid, making it easy to navigate on foot. There are lots of hidden gems that can only be discovered by exploring Melbourne's many laneways and pedestrian pathways. Join one of Melbourne's free walking tours (imfree.com.au) or download a self-guided walk map at What's On Melbourne.

2) Free Trams - Melbourne has the world's largest tram network, with 24 routes operating throughout the city and surrounds. Visitors to Melbourne can enjoy free travel on the trams within the CBD, allowing you easy access to a number of the sights.

Hop on the The City Circle tram for a free and convenient way to see

Melbourne's major attractions while travelling in the city's iconic W-Class trams. An audio commentary provides details of city landmarks and major attractions such as the City Museum, Parliament House, Docklands, Federation Square, Melbourne Aquarium and the Princess Theatre.

3) Public Transport Network - If you are looking to venture further afield, simply purchase a Myki card from a train station or participating retail outlet. Simply top the card up with your chosen amount and you can travel on any public train, tram or bus throughout Melbourne. Visit ptv.vic.gov.au for fare information, a journey planner and handy maps.

4) Cycling - Melbourne has an extensive network of cycling paths that allow you to venture out of the city centre and explore Melbourne's parks and waterways. To find details of the Melbourne's cycling routes, visit bicyclenetwork.com.au.

5) Take to the Sky - Get a bird's eye view of Melbourne in a hot air balloon. This unique experience will give you a stunning view of the city as it is waking up. Float above the city and watch the sun rise as you take in famous sights like the Albert Park Formula One track, the Shrine of Remembrance and the Flinders Street Station. To book your ballooning experience, visit picturethisballooning.com.au.



The Volunteer Service Giving Visitors a Leg-up

The Travellers Aid Companion Service is the latest offering from a caring group of staff and volunteers who have been helping Victorians with mobility issues for more than 100 years.

Shirley Perkins is a frequent rail traveller for all the wrong reasons. For the past year, she's been travelling to Melbourne almost weekly from her home in Kilmore to attend medical appointments for Crohn's disease, kidney problems, and most recently, treatment for a brain tumour. Due to long-term complications from a broken ankle, she's also forced to walk with a stick or a walking frame.

So it's a source of some surprise to find 69-year old Shirley eagerly looking forward to her next train ride.

"At the moment, Kilmore Hospital is making me take an ambulance to Melbourne for my radiation treatment," says Shirley. "But I don't want them to keep using the ambulance for me. Besides, I can get around the city very easily with my volunteers."

Shirley's volunteers are a dedicated group of 20 community-spirited helpers who run the Travellers Aid Companion Service—a hands-on support service that enables people with mobility issues to travel independently into and around Melbourne.

Since its launch in 2014, the Companion Service has provided more than 2,500 free journeys, principally for people attending medical appointments, but also for those visiting sports events, family reunions and other social occasions.

A century of support

The Companion Service has grown out of a rich heritage of volunteer work.

Travellers Aid Australia was started by a group of YWCA volunteers during the First World War, and has grown into a vibrant support network that enables Victorians of all abilities to travel freely and safely within the state. Our network provides buggies, mobility equipment and lounges at Southern Cross and Flinders

Street railway stations, a regional service at Seymour, and a buggy service during major events at the MCG.

Shirley Perkins has made so many trips with the Companion Service, she now considers herself part of the family.

“

The volunteers are all so lovely and caring,” she says. “If they see my name on the roster, they’ll make a point of putting their name down to come and look after me again.”

”

Help in both directions

The volunteers will meet Shirley off her train at Southern Cross, take her to the lounge if she needs to freshen up, and then accompany her by train or tram to whichever hospital or clinic she has to visit that day. They’ll then wait for her to finish and take her back to her homebound train.

“I can’t tell you how fantastic they are,” exclaims Shirley. “If I need to get medication or have another test, they’re always there, never complaining—always so patient and kind.

and off trains and trams. Sometimes when it’s bad I have to use my walking frame. But they’re always there to help me. I always recommend them to people because they’re such nice people.

“I broke my ankle about a year and a half ago, and I find it very difficult getting on

“I was just telling the senior sister at Kilmore Hospital that they also run a

service out of Seymour and will pick you up from your station on that line—which is my line! So I’m hoping that I can finish with the ambulance now, and get back onto the train as soon as possible.”

Reproduced with permission from Seniors, Ageing and Aged Care Branch, Health and Wellbeing, Department of Health & Human Services.

Help Us Help Others

Please donate your unused Myki’s



Each year Travellers Aid assist thousands of people to access public transport in times of need through our emergency relief program with the provision of a Myki card.

The emergency relief program assists people experiencing a short or long-term disadvantage who want to reunite with family, friends or other support services so they can stay connected and feel safe.

It would not be possible for us to run this program without the kind support of our partners and the generosity of the travelling public who donate their un-needed Myki’s to the program. Due to the high demand for this service over the last 12 months, our Myki stock are at an all-time low so if you have Myki’s that you no longer need, we are asking you to donate them to the program to allow us to continue to support and assist as many people as possible.

To donate your un-needed Myki’s simply take them to any of our sites or send them to:

**Travellers Aid
City Village
Level 3, 225 Bourke Street
Melbourne, 3000**

Thank you for your kind support.



In Memoriam Giving

Losing a loved one or someone close to you is a difficult and emotional time. As families move away from receiving flowers at memorial services, we often struggle to find a material way to make a meaningful tribute to a loved one or someone special.

This has led to an increase in 'in memoriam giving' where families request that guests make a gift to a charity. This allows the family to give back to an organisation that was significant to their loved one or friend, and support the charity to continue their work and assist others in need.

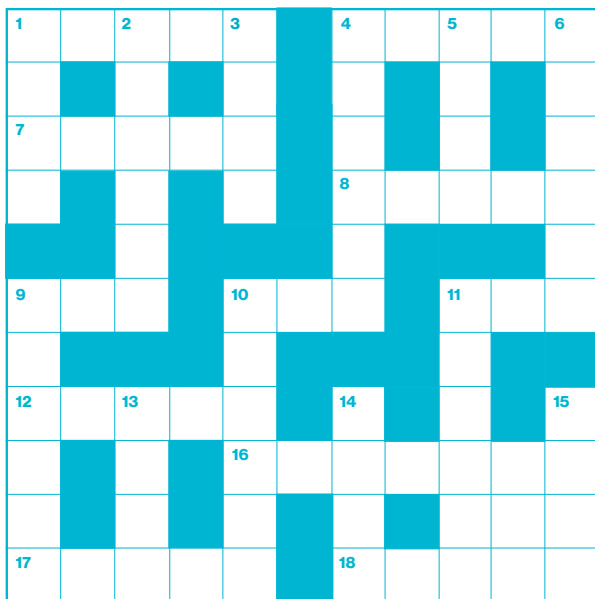
At Travellers Aid, we have many supporters who donate on the anniversary of their loved ones passing as a way of honouring their memory.

We recently received a generous donation from one of our supporters, Joanne, who made the donation in honour of her good friend Robert Williams, who passed away last year. Robert was a user of Travellers Aid services for many years and Joanne felt that a donation to Travellers Aid would be a fitting tribute to her friend.

If you would like to make an in memoriam donation, you can do so by completing the donation form at the back of the magazine, calling us on **03 9654 2600** or visiting **travellersaid.org.au**.

Puzzle Page

Crossword



Clues

Across

- 1) A piece of wood or Yoga pose maybe (5)
- 4) Whack with a newspaper, perhaps (5)
- 7) Type of pain (5)
- 8) Something you find on clothing (5)
- 9) To not allow (3)
- 10) Pose for an artist (3)
- 11) Cauliflower ____ (3)
- 12) Bringing home the ____ (5)
- 16) Swung freely (6)
- 17) Specified or cited (5)
- 18) Reduces tension (5)

Down

- 1) The backup one is B (4)
- 2) Business ability (6)
- 3) Retain (4)
- 4) Shape with hands or tools (6)
- 5) First Hebrew calendar month (4)
- 6) Sinbad, maybe (6)
- 9) A primate (6)
- 10) Done with emery paper (6)
- 11) Birds of Prey (6)
- 13) Peace, tranquility (4)
- 14) Before (5)
- 15) Opposite of evens (4)

Word Scrambler

Which country am I?

ULTRA ASIA

Brain Teaser

What type of cheese is made backwards?

Sudoku

		8	7				2	5
		7		9	5	1		4
	4		6					9
	9	3		6				7
	1		5		7		6	
8				1		5	4	
2					3		5	
3		4	9	2		8		
7	6				4	3		

Make a plan to top up your myki



Stop by a shop,
top up at around
800 retailers



Go online to
ptv.vic.gov.au
(allow 90 minutes
to process)



Set Auto Top Up
and always be
ready to travel

myki Your ticket for trains,
trams and buses

For more information visit **ptv.vic.gov.au** or call **1800 800 007**.

Yes I would like to support Travellers Aid

Single Donation

and/or

Monthly Donation

<input type="checkbox"/> \$30	<input type="checkbox"/> \$50	<input type="checkbox"/> \$100	<input type="checkbox"/> \$10	<input type="checkbox"/> \$20	<input type="checkbox"/> \$30
<input type="checkbox"/> \$250	<input type="checkbox"/> Other	\$ _____	<input type="checkbox"/> \$50	<input type="checkbox"/> Other	\$ _____

I would like to become a Friend of Travellers Aid

☐ \$120 single donation ☐ \$10 per month

Friends of Travellers Aid receive the following benefits:

- A digital Friends of Travellers Aid badge for your social media, website or brochure
- Travellers Voice Magazine
- Your name on the Friends of Travellers Aid section of the website
- A tax deductible receipt
- Access to complimentary Disability Awareness Training with William Angliss Institute

- ☐ I would like to receive the Travellers Voice Magazine by mail.
- ☐ I would like to receive emails about Travellers Aid services and events.

Your details

Title: _____ First Name: _____ Surname: _____

Address: _____

Suburb: _____ State: _____ Postcode: _____

Ph: _____ Email: _____

Please charge my: ☐ VISA ☐ MASTERCARD

☐ I enclose my cheque/money order made payable to Travellers Aid Australia

Card Number:

Expiry date: / CVV Number: (The last 3 digits on the back of your card)

Card Holder Name: _____

Signature: _____

Please return to: Travellers Aid Australia,
Level 3, 225 Bourke Street, Melbourne, VIC, 3000

You can also donate online at
www.travellersaid.org.au/donate





Lower your
volume.
Increase your life
expectancy.
Stop before you cross.