Annual Report
2019-2020

travellersaid.org.au

Please note: All images used in this doucement were taken prior to the COVID-19 pandemic.

Travellers Aid

Who we are

Travellers Aid is committed to enabling individuals of all abilities to connect, engage and participate in their community.

We take pride in the diverse backgrounds of our team which reflect the communities in which we work.

We operate ethically and are guided by a volunteer Board of Directors who ensure strong and transparent governance.

Travellers Aid's workforce consists of 75% dedicated volunteers and 25% committed staff who are motivated by creating real outcomes for the people we serve.

What we stand for

Respect for the individual is at the heart of what we do;

We empower people by providing choice, independence and freedom to travel;

We are compassionate to the challenges faced by others;

We are nimble and responsive to changing needs;

We enhance people's capacity to be their best and live life to the fullest.

What we do

Buggy Service

Our buggy and personal guidance services assist people with mobility challenges to achieve safe passage through high sensory or crowded areas. Providing this connecting link enables people to travel independently and participate fully in life.

Emergency Relief

By providing subsidised public transport tickets, we assist people in crisis situations to reach a place of safety and support. This service also assists people to leave dangerous and abusive situations.

Companion Service

We provide trained volunteer companions who are able to accompany service users to and from essential appointments and services, as well as social activities. Our companions are there for support and guidance, helping to build confidence when it comes to travelling independently.

Disability Service & Lounge

Our disability service provides a range of services for those who have a disability, enabling them to have the independence to access work, education or social activities. Our lounge areas at Southern Cross and Flinders Street stations also provide a safe, welcoming and relaxing space, as well as providing other services for people travelling through these stations.

Mobility Equipment

We hire a range of mobility equipment to enable people to engage and participate. This service particularly enhances the experience of visitors to Melbourne as bringing their own mobility equipment can be challenging when travelling.

Community Education

Our community education presentations educate community groups in how to assist people to stay mobile, by providing travel knowledge which can help them feel confident and safe whilst travelling. It also allows people to maintain independence and to become self-advocating users of public transport. Participants are also made aware of the further supports and services Travellers Aid provides.

Chair and CEO Report

Travellers Aid is pleased to report that we have remained focused on enabling our service users to connect to people and to place. Despite the impact of the COVID-19 pandemic, we have continued to deliver our strategic plan and have maintained our financial security.

Bev Excell
Chair of Board

Elias Lebbos
Chief Executive Officer

No one could have foreseen the challenges 2019-2020 has presented and the global pandemic has meant our organisation has had to adapt very quickly to the ever-changing circumstances. We are pleased to be able to advise that we were in a position to move very quickly to ensure the safety of our workforce and clients and the sustainability of our operations. This was in large part due to the pandemic planning work we had previously undertaken and because of the dedication and the flexibility of our leadership team and workforce.

We would like to extend our thanks to the Victorian Government who through the Department of Health and Human Services and the Department of Transport have provided continued support and have recognised that many of the services' we provide fall into the essential services category. Their financial support combined with the Federal Government Stimulus and JobKeeper payments have enabled us to retain most of our workforce during this time.

While much of the second half of the year has been dominated by the unfolding COVID-19 crisis, we are very pleased to be able to report that we have made meaningful progress on our Strategic Plan. For instance, we launched our new visual identity as part of our brand strategy, and prior to the pandemic a number of expansion projects were well underway at the Peter MacCallum Cancer Centre, providing help with travel related challenges at major events such as the Melbourne International Flower and Garden Show, the Anzac Day Dawn Service and the Transport Alternatives Project. While these projects have now been paused, we have been able to complete some enabling projects, such as developing a Workforce Plan and a Volunteer Framework.

The pandemic has, as would be expected, negatively affected our revenue for the year due to the suspension of some of our services, such as the MCG buggy transfer service, and a significant reduction in fundraising and donations. Nevertheless, we are very pleased to be able to report that due to finance and investment strategies we had implemented, the organisation is in a good position to weather the current decrease in revenue. We will continue to keep a close eye on this over the coming months.

We are proud of Travellers Aid's ability to respond quickly when needed which was demonstrated during the year. The bushfire season was tremendously difficult for so many people with large numbers of residents and visitors evacuated from regional areas. Travellers Aid was humbled to be part of the City of Melbourne's response team, especially given the short notice, to assist evacuees as they arrived in Melbourne.

We were very grateful to receive a substantial bequest from a previous service user. Such generosity is not only of significant financial benefit but is a powerful reminder of the impact we can have on the lives of our users. We will take some time to work out the best way to achieve the biggest impact from this bequest, and we expect it will enable us to fast track some strategic initiatives.

We would also like to take this opportunity to thank our patron, Anthony Howard AM QC, for his continued support and for hosting a group of staff and volunteers for lunch at Government House prior to the COVID-19 outbreak. This support is truly valued.

Always with an eye to the future, the board and the management team have started workshopping what the "new normal" might mean for Travellers Aid - what new risks we might face and what new opportunities it might present. Although we understand some timings and priorities may be affected, we are confident that our 10-year strategy is still relevant and appropriate, and we are looking forward to continuing to enable our service users to connect to who and what matters to them.

Treasurer's Report

For the Financial Year ended 30 June 2020, Travellers Aid received revenue of $2,862,186 from ongoing operations, an increase of 23% over the previous year. The increase was mainly due to a bequest from the Estate of Ulae Isabel Mason of $307,385. Costs of $2,561,577 were incurred which resulted in a surplus of $300,609. This surplus was more than expected, due to implementation of the first phase of the strategic plan with investment in several infrastructure projects and new positions which will build capacity for future growth.

A key strategy to strengthen our financial sustainability is the diversification of funding sources and it was pleasing that income from other projects doubled. However due to the COVID-19 pandemic, many fee for service activities became inactive for the last 4 months of the year and income declined accordingly. The groundwork for future expansion in this area has been completed through improvement in writing business cases, exploring the opportunities of a social enterprise and examining our cost to serve.

Travellers Aid acknowledges and appreciates the essential and continued support of Federal, State and Local Governments, who provided 63% of our operational funding, including COVID-19 assistance.

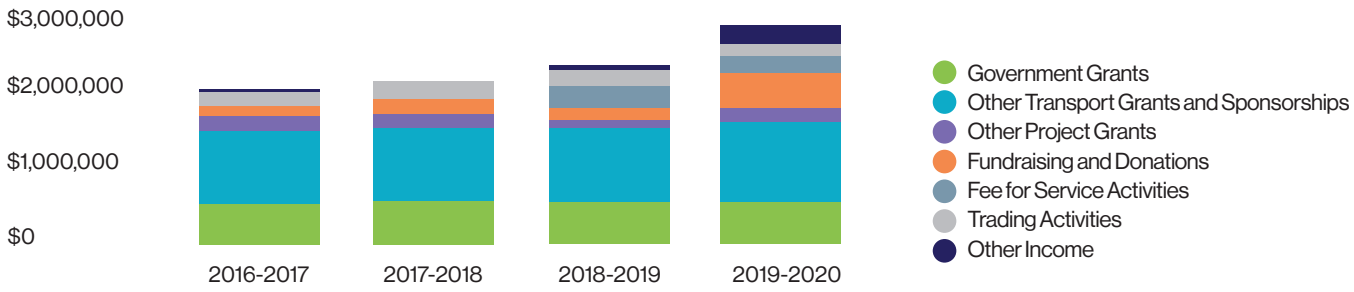
We continue to receive support from a number of philanthropic trusts and foundations which is greatly appreciated. I would also like to thank the many other individual donors and organisations for their generous assistance.

Despite the uncertainty due to the pandemic, Travellers Aid is in a sound position to respond to potential needs that will emerge in the coming year and beyond.

The staff and volunteers of Travellers Aid have continued to provide excellent service and valued support and I thank them on behalf of the Finance, Audit and Risk Management Committee. I would particularly like to acknowledge our Finance & Corporate Services Manager, Elaine Shallue and her team for their ongoing and exceptional work in supporting the work of Travellers Aid and the committee through this challenging time.

Finally, thank you to all the members of the Finance, Audit and Risk Management Committee for their valuable contributions.

Revenue Growth 2016-2020



Financial Results for the Annual Report 2019/2020

	2019-2020		2018-2019	
Income	**$**	**%**	**$**	**%**
Government Grants	568,668	19.9	557,550	23.9
Other Transport Grants and Sponsorships	1,029,673	36.0	970,797	41.7
Other Project Grants	192,967	6.7	98,804	4.2
Fundraising and Donations	145,925	5.1	151,739	6.5
Fee for Service Activities	224,250	7.8	298,894	12.8
Trading Activities	156,727	5.5	205,523	8.8
Major Bequest	307,385	10.7	0	0.0
Government Covid-19 stimulus	188,000	6.6	0	0.0
Other Income	48,591	1.7	50,080	2.1
Total Income	**2,862,186**	**100**	**2,333,387**	**100**

	2019-2020		2018-2019	
Expenses	**$**	**%**	**$**	**%**
Employee benefits	2,026,036	79.1	1,757,538	75.8
Depreciation and amortisation	45,966	1.8	44,754	1.9
Emergency relief	13,170	0.5	11,709	0.5
Occupancy	32,064	1.3	30,620	1.3
Administration	193,307	7.5	177,846	7.7
Consultancy	76,424	3.0	109,055	4.7
Information Technology	80,777	3.2	95,741	4.1
Marketing	39,982	1.6	32,002	1.4
Repairs and Maintenance	24,279	0.9	30,461	1.3
Other Expenses	29,572	1.1	29,518	1.3
Total Expenses	**2,561,577**	**100**	**2,319,244**	**100**
Surplus for the financial year	**$300,609**		**$14,143**	

Sector Leadership

Become a sector-leader, based on being an evidence-based organisation with a stronger market visibility: Innovate and improve the service user experience.

Service Reviews

As outlined in our Strategic Plan, a number of reviews of Travellers Aid's core services have been conducted over the financial year to ensure they meet the needs of current and potential service users and are delivered in an effective and efficient way.

The personal care service review, completed in August 2019, strongly indicated that the service is much needed but would benefit from some targeted promotion to potential service users and carers. Subsequently, Travellers Aid has begun actively looking for promotional opportunities that will raise awareness of the service and ensure that those who could benefit from the service are aware of its existence.

Reviews of the Companion Service and the Buggy Service have also commenced, and data received has indicated that both services would benefit from updates to the way they operate and are delivered.

343

People assisted through the Companion Service

2,826

Hours of Travellers Aid Personal Care Service

Department of Health and Human Services Review

In October 2019, a review of the personal care service and buggy services/mobility assistance services was conducted on behalf of one of the major funders of the programs - the Department of Health and Human Services. The Home Care Standards Review is conducted every four years and includes a thorough review of processes and procedures. As part of this process the reviewer interviewed members of the board, staff, volunteers and service users.

The outcome of the review was extremely positive with the department providing the below feedback about the services and how they are managed and operated:

> "It is clear that that continuous improvement plays an important role in the organisation and all service users, volunteers and staff clearly voiced how continuous improvement is firmly embedded in the culture.
>
> The detailed and clear client assistance plans demonstrate how much care Travellers Aid puts into looking after service users in the best way possible while ensuring their maximum independence.
>
> Systems and processes are not only compliant but enable Travellers Aid to have great people doing great work."

New Visual Identity

In October 2019, the new Travellers Aid visual identity was launched. This project was part of the overall 3-year brand strategy that aims to increase awareness, consideration and preference of the Travellers Aid brand.

It has already resulted in a number of new opportunities with new and existing stakeholders that may have otherwise not transpired.

The new brand brings the organisation's strategic intent and visual identity into alignment and will act as a foundation for the creation of a strong, cohesive brand moving forward.

Develop more influential strategic partnerships with transport providers

Over the past 12 months Travellers Aid has been able to strengthen our relationships with key transport providers through a number of strategic partnerships.

Travellers Aid has had the pleasure of building on the existing relationship with Yarra Trams through the successful submission to the SNCF Foundation for a two-year funding arrangement. The funding will see Travellers Aid working closely with Yarra Trams on a number of projects in Melbourne, to deliver services that support accessibility outcomes for older people and people living with a disability. These projects include:

- A mobility assistance project in conjunction with the Melbourne International Flower and Garden Show - a buggy service at Southern Cross Station that would assist show goers to the closest tram stop. For those who may have required more support while in transit to the event, Travellers Aid would provide a travel companion to assist them make their tram journey to their destination.
- The second project was the provision of a buggy service at the Anzac Day Dawn Service in conjunction with the Shrine of Remembrance. The buggy service was planned to provide transport from Yarra Trams platform stops along St Kilda Road to the Shrine of Remembrance.

Unfortunately, neither project was able to go ahead following the cancellation of both events, due to COVID-19 but steps are in place to re-activate these plans when the events recommence.

Department of Transport and V/Line

Following the launch of the new Travellers Aid visual identity, the organisation worked with the Department of Transport on a promotional campaign that includes a V/Line train wrap and on-board advertising. The launch of this campaign was originally scheduled for launch in June 2020 however has now been postponed due to COVID-19.

Disruption Services

Public transport disruptions, due to major construction works, have occurred regularly throughout the year and will continue to occur. These disruptions often result in additional barriers for people with mobility challenges. Over the year we have worked closely with our partners in the public transport sector, namely Metro Trains, V/Line and Yarra Trams, to ensure their customers can connect easily between replacement bus stops and final destinations, in particular around major events such as AFL games, cricket and the Australian Open.

- In January 2020, Travellers Aid provided a buggy transfer service during the Australian Open that assisted 181 people over two days.
- A buggy service was provided for Metro Trains multiple times in 2019-2020 during major construction works with replacement buses on multiple lines. The service ran from Federation Square to events at the MCG during this time and assisted 1,255 people.
- Travellers Aid provided a connection assistance service for V/Line while works were taking place on multiple lines in September 2019.

8,050

People assisted through the Buggy Service at the MCG

Transport Alternatives Program

In July 2019, Travellers Aid commenced the running of a pilot program to address the issues of safety for older road users and the increased incidence of social isolation associated with the loss of a driver's licence. Vic Roads and TAC have supported Travellers Aid to develop and deliver a free pilot project for older drivers. The program is designed to support and empower those wishing to drive less as they make the transition from driving to alternative transport modes within the City of Moonee Valley's community.

The pilot project aims to encourage and educate older drivers to actively plan for a gentle transition to alternative transport options whilst retaining self-determination, control and the choice of transport options.

It also aims to address the negative consequences of older drivers giving up or cutting back on their driving by addressing the challenges, barriers and fears associated with loss of driving and ultimately leading to participants maintaining a high level of independence and community involvement.

The program is well advanced in terms of design, preparation and delivery of comprehensive course material. Marketing of the program is well underway and a number of successful information sessions around the City of Moonee Valley have been delivered.

The feedback from all stakeholders has been positive. In March 2020 the program was put on hold as a result of COVID-19 restrictions. This was particularly relevant given the age of the cohort we are targeting. This delay has provided Travellers Aid with an opportunity to undertake an extensive evaluation of progress to date in conjunction with the program sponsors, VicRoads , DoT and TAC.

490
Completed Mobility Equipment hires

3,223
Crisis Travel assistance instances

19,658
People assisted at Southern Cross Station

6,281
People assisted in Seymour Train Station

Download the Transport Alternatives Brochure

Click here or visit:
travellersaid.org.au/tap-brochure

Scalability and Growth

Ensuring Travellers Aid is able to meet the expected growth in demand for services without compromising service quality.

Introduction of a Human Resource Management System

Travellers Aid launched its new Human Resource Management System. Implementing this system has created a more streamlined recruitment and onboarding process, making the experience a more efficient and pleasant one for applicants, new starters and internal administration. Moreover, it supports the organisation's strategic priority of organisational scalability and growth. For instance, it has resulted in a move away from time-consuming and cumbersome paper forms and duplication of information, to a smooth and easy process with one central and secure storage location. This has become more important as Travellers Aid 's workforce grows in line with service growth.

Our nimble response to COVID-19 and its effects on our workforce

In March 2020, as part of Travellers Aid's pandemic response, all volunteers were furloughed. Whilst this was a difficult decision, as volunteers have always made a significant contribution to the organisation, the safety and health of our workforce is paramount.

The frontline staff were assigned to work at a single site only in order to prevent any potential cross contamination between sites. Head office staff were instructed to work remotely if able to do so. All head office staff were assigned to a team that was allocated to a site, and could be called upon to step into a frontline position if required.

In order to maintain communication across the organisation while being physically apart, the workforce has regular virtual meetings and catch-ups. Whilst they certainly don't replace face-to-face contact, these tools have become invaluable in this new environment.

Travellers Aid has also introduced a social media site designed as a way to communicate and engage during this time. This platform has proven to be a good internal communication tool.

Volunteer Framework

Volunteers come to Travellers Aid from all cultures and backgrounds and for many different motivations. Earlier this year, Travellers Aid published its Volunteer Framework. This document outlines some of the details on how we intend to enable all individuals to meet their volunteering purpose .

27
Community Education sessions conducted

159
Community Education attendees

Our Volunteers

In the 2019/2020 financial year, a total of 184 volunteers played a vital role in helping Travellers Aid deliver our services. We currently have 138 active volunteers. Thank you to all our volunteers who contribute their time not just to one, but to multiple service programs.

We would like to extend special thanks to the following volunteers who have been with the organisation for more than five years:

Volunteer	Years of Service
Denis Campbell	9
Poppy Carvouni	9
Helen Gourlay	9
Uyenvy Le	9
Luke Stone	9
Karlene Young	9
Robyn McHugh	8
Emily Sansom	8
Robert Crocos	6
Lee Davy	6
Heather Dunn	6
Bev Excell	6
Peter Gluskie	6
Linda Johns	6
Rosemary McClumpha	6
Paddy Oliver	6
Joanna Tapper	6
Leonie Willis	6
Jim Gourlay	5
Cheryl Kenny	5
Lee Matthew	5

138

Current active volunteers

> “Being able to interact with and assist those wanting to make their way around Melbourne has been really rewarding for me, and it’s wonderful to know that I have played just a small part in making the day of those people just that little bit easier.”

Cam Sutherland, MCG Volunteer

See what our Volunteers have to say

Click here to view the video or visit: travellersaid.org.au/volunteer

Our Board

Bev Excell
Appointed October 2014
B.Sc, FAICD, Chair, Member of the Finance, Audit & Risk Management Committee and Business Development Committee

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

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

James Carroll
Appointed October 2016
BCL, GAICD, Member of the People and Services Committee, Member of the Business Development Committee

Peter Gluskie
Appointed October 2014
BEng, MBA, CPPD, GAICD, FAIPM, Chair of the Business Development Committee, Member of the Finance, Audit & Risk Management Committee

David Hanrahan
Appointed October 2017
B Bus, MBA, Member of the Business Development Committee

Philip Cornish
Appointed October 2014
FCHSM, GAICD, Chair of the People and Services Committee

Nicola Edwards
Appointed February 2018
BA, Grad Dip PR, Grad Cert Public Administration Member of the Business Development Committee

Jantine Eddelbuttel
Appointed August 2018
FAICD, B.AS, Grad Dip Human Resource Management & Industrial Relations, Member of People and Services Committee

Thank you

Travellers Aid would like to give special thanks to our supporters without whom we could not make a positive impact 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 AM QC

Supporters

- BusVic
- CDC Victoria
- Combined Pensioners Association of Victoria
- Country Women's Association of Victoria
- Dr Hannah McDougall
- Infranexus
- Lions Clubs
- Lourdes Australia
- Melbourne Cricket Club
- Melbourne Cricket Ground
- Metro Trains Melbourne
- MS Peer Support Group
- Mystic Park
- People's Choice Community Lottery
- Probus Clubs
- Rotary Clubs of Victoria
- Uniting Church Fellowships
- V/Line
- Yarra Trams

Government Supporters

- City of Melbourne
- Department of Health and Human Services
- Department of Justice – Magistrates Court
- Department of Transport

Trusts and Foundations

- Rod & Pamela Wells Endowment Reserve
- State Trustees
- StreetSmart

Bequests

- JB Were – The Simpson Hope Endowment
- The Estate of Rob Williams
- The Estate of Ulae Isabel Mason
- The Mackie Bequest

Friends of Travellers Aid:

The Friends of Travellers Aid program was launched in October 2018 for people who wish to support Travellers Aid on a regular and ongoing basis. A huge thank you to everyone below who has supported the program (as at 30th June 2019):

Gregory Adkins
Jeremy Ashton
Shirley Baggs
Susan Beard
Shirley Bridges
Tommy Brittain
Jan Britton Don Britton
Enid Bryant
Mary Canny
Margaret Carter
John Cilia
Annette Coutts
Geoffery Coutts
Meredith Creightmore
John Dalla
Margaret Devlin
James Eedle
Margaret Eedle
Barbara Elliott
Lois Elliott
Rory Elliott
Beverley Excell
Gail Fletcher
Leslie Friend
Barbara Gould
Hannah Green
Prue Griffiths
Julie Hall Nancye
Harley Glenis Hawthorne
Laura Janes
Kathleen Jeppesen
Barbara Jones
David Jones
John Keefe
Edna Kilgour
Norah Killip
Barbara Lewis
Barbara Loh
Elva Lovett
Josphat Martin
Maina Mary Mcgivern Shaw
Barbara Mitchell
Barbara Moore
Judy Moore
Bill Morison
Maurice Munro
Barbara O'brien
Anne Panter
Nancy Paynter
Barbara Porter
Barbara Ritty
Barbara Russell
Jennifer Simpson
Penny Skinder
Elsie Smith
Barbara Spinks
Shane Spowart
Fiona Sweetman
Lesley Thorp
Geoffrey Treanor
Bonnie Walker
Barbara Wells
Barbara Williams
Barbara Wilson

To support Travellers Aid by becoming a Friend of Travellers Aid visit **www.travellersaid.org.au/donate** or call us on **(03) 9654 2600**

Travellers Aid

Contact us

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Melbourne VIC 3000
Phone (03) 9654 2600
Email: info@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

Support us

Donate now at travellersaid.org.au/donate
Donations over $2 are tax deductible
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