May - October 2021

travellersaid.org.au

Travellers Voice

This magazine is produced with the generous support of V/Line

We're ready when you are.

Travellers Aid

CEO Update

It has been a year since the pandemic was declared and our way of life was put on hold.

Many of us have spent more time at home and separated from family and friends than ever before, having a serious impact on our mental health and confidence to travel. At Travellers Aid we understand that returning to a normal, or 'Covid-normal', way of life may be a difficult and daunting transition.

We would like you to know that we're ready when you are.

Over the past year the staff and volunteers of Travellers Aid have consistently delivered services from our service sites. Although the number of people travelling in Victoria was seriously impacted by the lockdowns, we remained open and assisted travellers with urgent or essential appointments and our most vulnerable people; those who are homeless and/or sleeping rough. We provided people with internet to stay connected and with showers. These people came to Travellers Aid as many of the other community services they had previously relied on were closed.

As Melbourne reopens, we are keen to contribute to the revitalisation of our city and want to ensure that we can support people to connect, engage and participate when they are ready to do so. Travellers Aid is now developing new ways of working so we can be where you need us, when you need.

Through our partnership with Yarra Trams, in 2021 we have provided support to people attending the Australian Open and for the first time ever, Travellers Aid had a presence at the Moomba festivities. These events provided Travellers Aid an opportunity to create more inclusive and accessible events throughout Melbourne.

We are ready and waiting to support you on your travels when you are ready, and we hope to see you all soon.

Elias Lebbos | Chief Executive Officer

A new Travellers Aid Program!

Scooter Safety Training - Commencing May 2021

Travellers Aid, with support from the Department of Transport, are excited to be conducting a pilot program tailored to new and existing users of scooters and other motorised mobility devices.

For many people scooters and other devices are an alternative to driving a car, particularly in local areas and where public transport is not readily accessible. Scooters are an important part of community mobility for people with mobility issues. They are a means to stay connected and engaged and there are important safety considerations for both choosing and using them.

The Scooter Safety Training provides current and potential users with guidance on choosing and using a scooter or other device with a focus on hands-on practice within their local community, as well as on public transport options available in their local community. COVID-safe plans will be in place for all activities and in line with government advice.

Our aim is for attendees to build knowledge, skills and confidence to safely and independently use a mobility device in the community.

If you are interested and want to find out more, please contact us on info@travellersaid.org.au or (03) 9654 2600.

PUBLIC TRANSPORT VICTORIA

While you've been away from public transport, we've been making improvements.

We're disinfecting and sanitising all services, stops and stations every day to give you peace of mind.

We require that passengers wear a fitted face mask when travelling on public transport – with exemptions for those with breathing difficulties or who have physical conditions that make it difficult to wear a mask.

We encourage passengers to wash or sanitise their hands before and after travel and have installed more than 300 hand sanitiser units across the network to help.

We've added 450 extra services each week, which means more space on trains and platforms and more options to plan your travel.

We've updated the PTV app to make planning your journey easier and our new RideSpace tool helps you see how busy trains, stations and platforms are in real time.

We've added 100 myki Quick Top Up machines and made it simpler to manage myki online in a safe, cashless way. Registering your myki can also help us contact you should a public transport service ever be identified as a COVID-19 exposure site.

Your public transport network is ready when you are.

For more information visit **ptv.vic.gov.au/more/return-to-network**

PTVH5539/21

VICTORIA State Government | Department of Transport

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

Authorised by the Department of Transport, 1 Spring Street, Melbourne

We're ready when you are

The Travellers Aid team are ready and waiting when you're ready to travel again.

Our services continue to operate as usual with COVID-safe regulations in place. Here's how we can help you at our Travellers Aid sites:

Southern Cross Station

- Connection Assistance (buggy, wheelchair and guidance)
- Mobility Equipment Hire
- Companion Service
- Crisis Travel
- Personal Care
- Backpacker Services
- Station Lounges - Internet access, mobility equipment recharging, shower facilities and more.

Opening hours: 6.30am - 8pm, 7 days a week

Personal Care
Opening hours: 11am – 5pm, Monday to Friday and 11am – 4pm Saturdays and Sundays

Phone: (03) 9670 2072
Email: scs@travellersaid.org.au

Flinders Street Station

- Mobility Equipment Hire
- Companion Service
- Personal Care
- Luggage Storage
- Backpacker Services
- Station Lounges - Internet access, mobility equipment recharging and more.

Opening hours: 8am - 7pm, 7 days a week

Personal Care
Opening hours: 8am – 7pm, 7 days a week

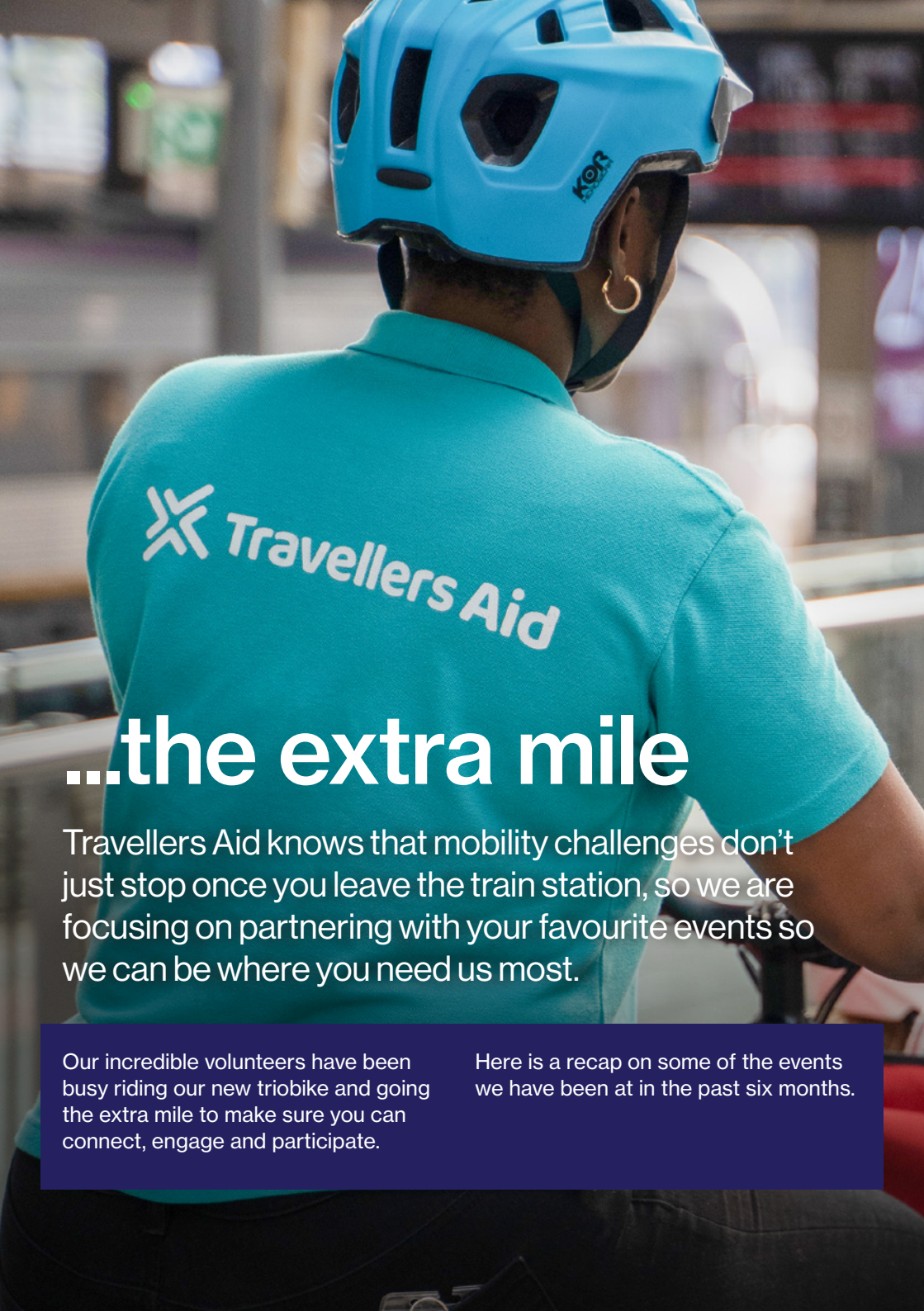
Phone: (03) 9068 8187
Email: fss@travellersaid.org.au

Seymour Station

- Connection Assistance
- Companion Service

Opening hours: 8.30am – 6.30pm, Monday to Friday

Phone: (03) 5793 6210
Email: seymour@travellersaid.org.au



...the extra mile

Travellers Aid knows that mobility challenges don't just stop once you leave the train station, so we are focusing on partnering with your favourite events so we can be where you need us most.

Our incredible volunteers have been busy riding our new triobike and going the extra mile to make sure you can connect, engage and participate.

Here is a recap on some of the events we have been at in the past six months.

Australian Open 2021

As part of our partnership with Yarra Trams, Travellers Aid provided connection assistance for tennis fans to access the Australian Open in February. Travellers Aid volunteers were on hand to assist people with mobility challenges by providing accessibility information, mobility equipment and as companions to connect attendees to the Australian Open from Flinders Street and Southern Cross stations. Despite a snap 5-day lockdown right in the middle of the event, our hardworking volunteers remained upbeat. Our rechargeable electric taxi bike (triobike) was a hit during this time, providing an alternative method of accessible transport from Federation Square to the Rod Laver Arena, City Entrance Gate.

Moomba Festival 2021

Following the success of the Australian Open, Travellers Aid were thrilled to have a marquee at Melbourne's vibrant Moomba Festival. The Moomba Festival was held on the Labour Day long weekend at the beginning of March. Travellers Aid had plenty of volunteers at the ready to assist all festival goers with their mobility needs so everyone could participate in the plethora of activities on offer.

Autumn Adventures

Expanding on our Companion Service, we recently ran our Autumn Adventures Program during the Easter School holidays. This program aimed to give confidence back to people as they began to revisit the city and to travel on public transport, many for the first time since the beginning of the COVID-19 pandemic. Our trained volunteers were on hand to act as a companion and guide to many Melbourne attractions.

Contact us if you think there is an event you would like us to attend!
info@travellersaid.org.au

STOP!

before you cross

Trains can come from either direction.

Always cross at a designated crossing and take care around trains.

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VICTORIA State Government

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Authorised by the Victorian Government, 1 Treasury Place, Melbourne