Commercial Partnerships

Accessible solutions matched to your business and customer needs.

Travellers Aid

Did you know?

Did you know that one in five Australians currently lives with a disability? And our increasingly ageing population will develop age-related disabilities over time.

This doesn't mean life has to stop. Imagine a society where people with limited mobility are treated with dignity and respect, able to lead full and rich lives with confidence.

That's why Travellers Aid is here - to empower people living with travel related challenges to connect, engage and participate in their community and to have the opportunity to truly experience life, at public events and private venues - large and small.

Here at Travellers Aid we are agile, consultative, and quick to market. We provide teams of trained, experienced, and professional staff to support your business, your project, or your event to be accessible, inclusive, and even more successful.

At Travellers Aid Australia, we have a long and wonderful history of assisting the community that spans more than a century. In 2019 alone, Travellers Aid completed over 200,000 support services in Melbourne and regional Victoria.

Click here to explore our history.

We can assist your customer with:

- **Support at major events and community activities**
- **Connection assistance at journey pain points**
- **Assistance at major project disruption zones.**

We can assist your workforce with:

- **Pre-event planning to ensure that your event is truly accessible**
- **Disability awareness training for your staff and contractors**
- **Onsite personal care during an event**
- **Customer transfers to or within an event with wheelchairs, buggies, eBikes and scooters**
- **Hire of mobility equipment at an event.**

How can Travellers Aid help you?

Travellers Aid works with businesses to resolve their customers' accessibility challenges. We currently work with:

- City of Melbourne in various locations across the city including at flagship and popup events and at major tourist attractions
- Public transport authorities operating in Victoria. We also provide assistance at disruption sites during transport infrastructure works.
- Major event organisers meeting their customers at public transport stops and bringing them to the gates of the event. We also assist throughout the event where required.

A person living with mobility challenges, is a family member, a friend, a valued member of the community. They enjoy attending activities and events with their social group, just as we all do.

Connect with Travellers Aid and let's talk accessibility. Let your customers and your community know that you care about all their needs.

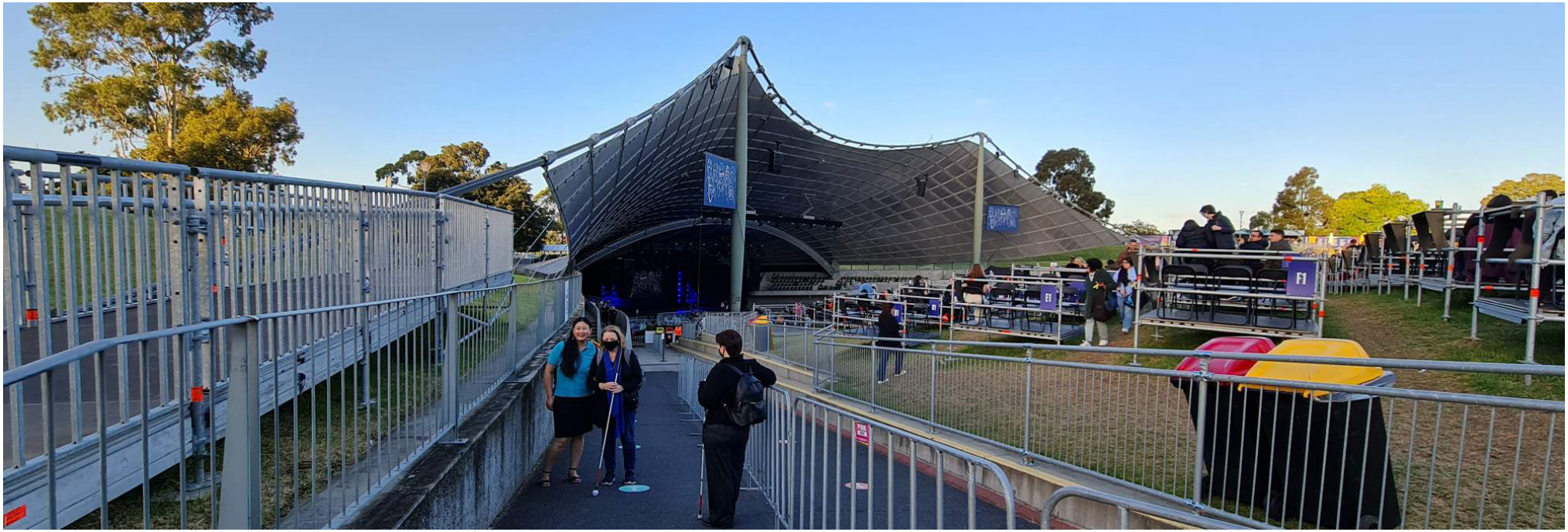
A win-win solution for you and the community.

Short term, long-term, simple, or complex solutions are all possible when you work with Travellers Aid.

Travellers Aid has built its reputation as a solutions-focused organisation.

We work with you to find the best solution based on the limitations of your business site or event location, allowing you to support people with mobility challenges when and where needed.

Our people are trained, experienced and passionate about what they do. They are the friendly face, the guiding hand, the calming presence that help make everyday activities possible for your customer or client.



Travellers Aid provides mobile and on-demand services to support your service or your customer.

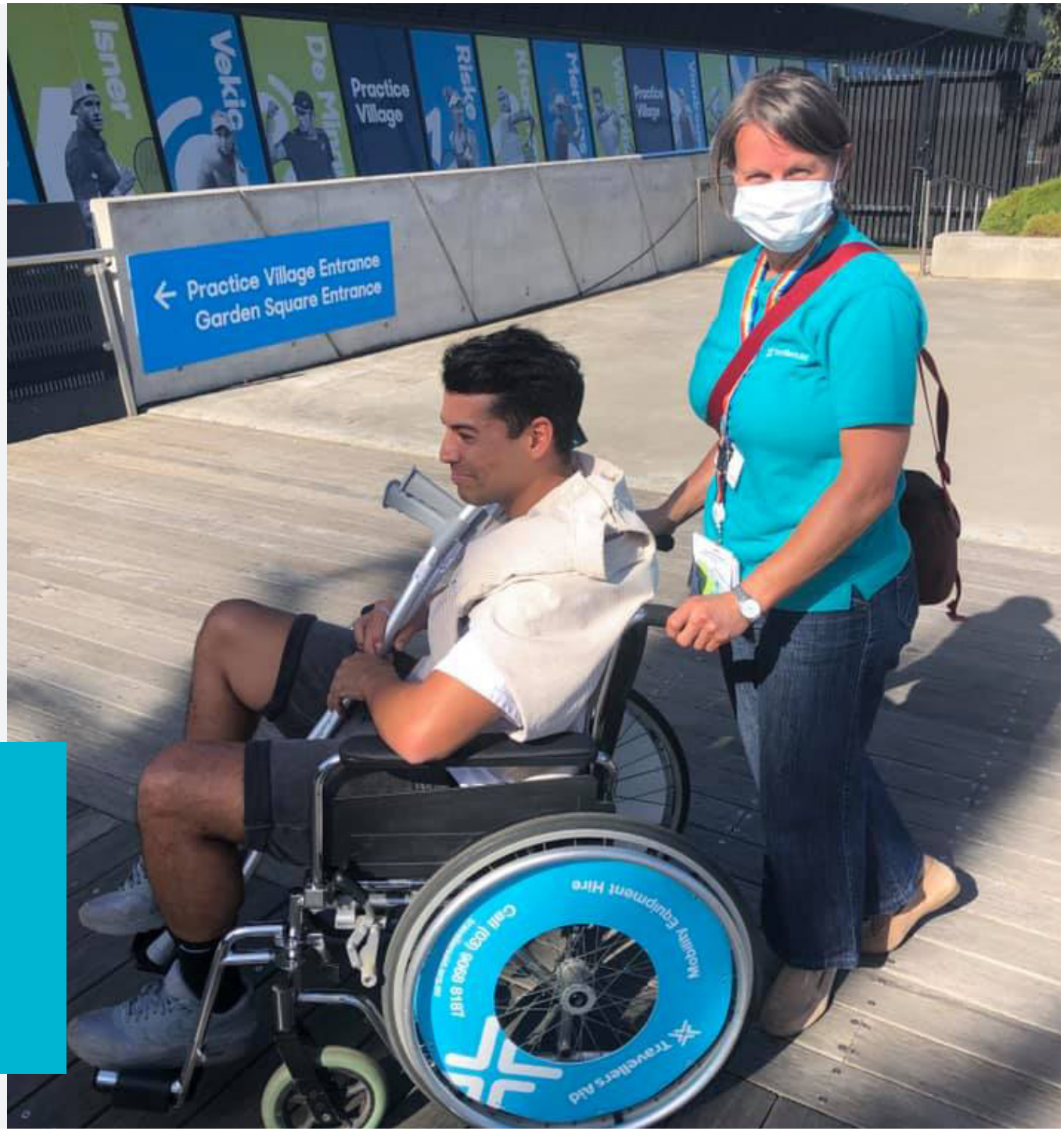
We offer connection and mobility assistance solutions tailored to your event or business requirements including:

- Triobike (e-bike) taxis, suitable for events, that carry up to 2 passengers
- Motorised buggies for efficient transportation of up to 5 passengers across longer distances
- Personal guidance, a bespoke service for one-on-one assistance.

In addition to assisting people with mobility challenges, we also support individuals with sensory, cognitive, or mental health challenges.

All assistance services are performed by highly trained staff and supported by supervised volunteers.

We work closely with you to ensure our services are tailored to your needs and your customers' needs.



Disability awareness training

Demonstrating a commitment to an inclusive culture is vital for the success of your business, event or project.

Travellers Aid's interactive online training program will enable your staff and contractors to communicate effectively as they deliver their services to people living with disabilities.

The Travellers Aid Disability Awareness Training will help your business or event to:

- Break down barriers for people attending your business or event who live with a disability
- Ensure your staff, management and contractors have a consistent understanding of best practice service delivery
- Develop and maintain an inclusive culture in your workplace and community
- Maintain a team that takes pride in providing service to people living with disabilities
- Experience an increase in client and customer satisfaction with your business.

Who is this for?

- Management and administration staff
- Part-time and casual staff at events, in retail and in hospitality
- Contractors to your business or event
- Frontline workers in any industry
- Businesses who aim to recruit people living with disabilities into their workforce.

The Disability Awareness Training (DAT) was developed in partnership with William Angliss Institute.

William Angliss Institute

A few words from Yarra Trams

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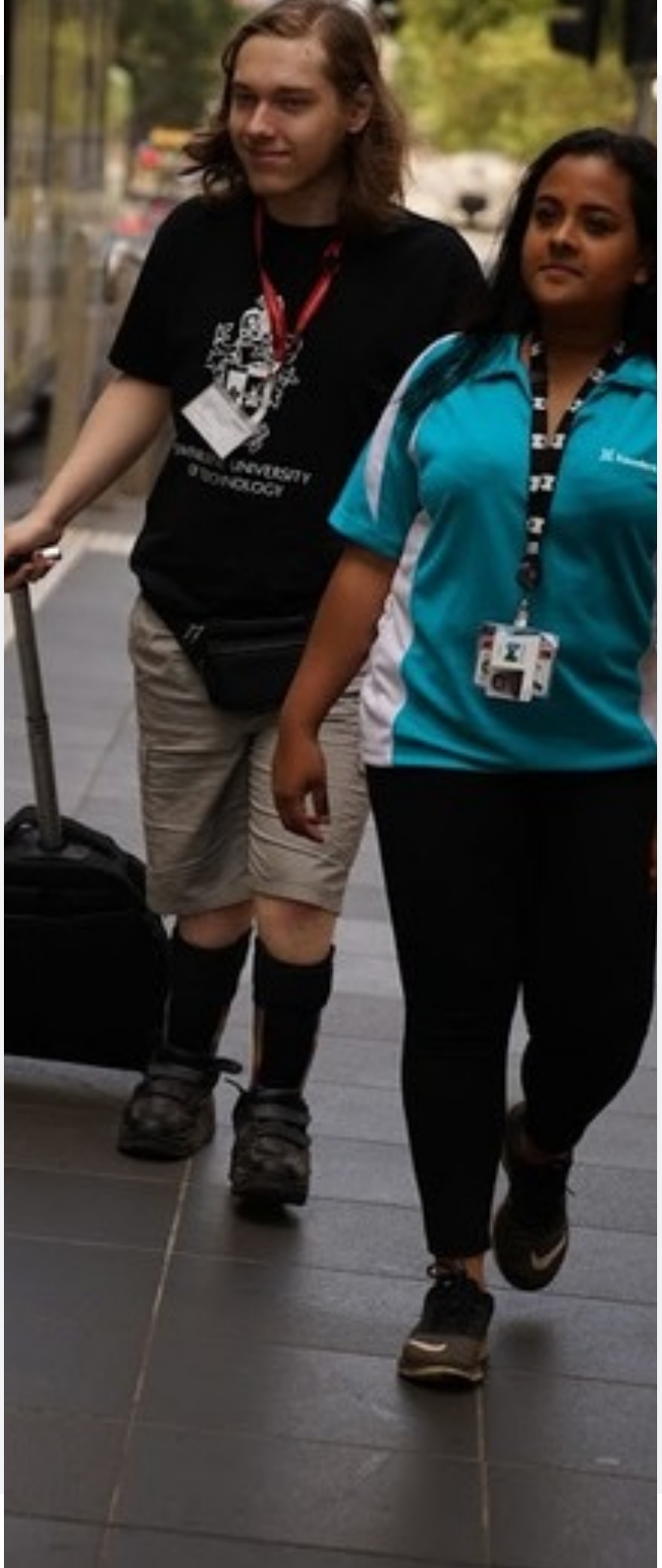
Yarra Trams is very proud to partner with Travellers Aid and support all our passengers get where they need to go. This year Travellers Aid have supported many of our passengers to complete their journeys at both the Australian Open and during major tram infrastructure works along St Kilda Road. We’ve also been proud to provide a space for Travellers Aid to conduct training for those who rely on mobility scooters at our new Preston Depot, helping them learn how to board and alight trams safely. Travelling on Melbourne’s tram network isn’t the same for everyone, which is why the Travellers Aid partnership has played an important role in connecting all our passengers with place and community.

yarra trams



Travellers Aid

Contact us

To discuss accessibility opportunities for your business, upcoming event or project, book in a time to chat:
elias.lebbos@travellersaid.org.au

/travellers-aid-australia/

Social Traders CERTIFIED SOCIAL ENTERPRISE

Business for good