Annual Report 2021-2022

Travellers Aid

Who we are

Travellers Aid is an organisation committed to enabling every individual 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.

Our workforce is made up of committed staff and dedicated volunteers who are intrinsically motivated to create positive 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.

Our Five Key Organisational Values

We **empower** people by providing choice, independence & freedom to travel.

We are **nimble** and **responsive** to changing needs.

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

We are **compassionate** to the challenges faced by others.

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

Chair & CEO Report

As another year of service to the Victorian public draws to a close, Travellers Aid has continued to support travellers to cautiously re-engage with those around them. We have continued to deliver all our core services through these challenging times and there are very positive signs on the horizon.

> **We are seeing significant interest from major events to partner with the organisation, largely due to the successful assistance that we provided at the 2022 Australian Open tennis tournament. To see Travellers Aid showcased at one of Melbourne's premier international sporting events was both a significant milestone in our strategic growth and a source of great pride for those involved.**

It was also encouraging to see so many volunteers wanting to re-engage and support our work. During the pandemic lockdowns we had to unfortunately curtail many of the volunteer opportunities, so it was great to see that enthusiasm to be involved is still strong and we look forward to welcoming back all our volunteers as well as the new faces who wish to lend a hand.

During the year, one of our Board Directors, James Carroll, decided to step down from the Board. I would like to take this opportunity to thank him for his contribution over the past few years and wish him well as he focuses on his young family. As part of the ongoing cycle of renewal, we welcomed three new Board Committee members to the organisation. Melita Ryan, Toni Clarke and Sandy Ross each bring strong and diverse backgrounds to their committee positions, and we already value the input they are providing.

As a Board and Leadership Team we took some time out to reconnect with the strategic plan, check in on our progress against our high-level goals and provide clarity on what priority areas we will focus on as we emerge from the pandemic. Four years after preparing this strategy document, it still is highly relevant and provides a fantastic forward roadmap.

Perhaps the most obvious example of the renewed excitement around the organisation was evident as we once again held our annual Trivia Night. Having such a broad range of industry representatives coming together, socialising, connecting, and engaging in some friendly competition was just the tonic many needed. A huge thankyou to everyone who made the event happen. Based on the feedback received, I suspect tickets for next year's event will quickly sell-out.

Looking ahead, we are excited and encouraged by our potential for expansion into regional Victoria. We look forward to engaging with the 2026 Commonwealth Games Organising Committee and the Department of Transport, as we work together to make this international event the most inclusive games ever.

Elias Lebbos
CEO

Peter Gluskie
Current Chair of the Board

Treasurer's Report

For the Financial Year ended 30 June 2022, Travellers Aid received revenue of $2,279,080 which was a decrease of 17% from the previous year. Costs of $2,253,231 were incurred which resulted in a surplus of $25,849. While modest, this surplus was more than expected as we recognise that it will take some time for activity to return to pre-pandemic levels. COVID-19 restrictions continued to impact events and confidence to travel in the first half of the year, but an enormous effort by all staff to provide support at some major events, and create new programs with limited resources, made a significant difference.

Funding for our ongoing services stayed steady but there was considerable growth in funding through Corporate Partnerships which doubled, and new program income which tripled that of the previous year. This is a good step toward our strategy to diversify our income streams.

Travellers Aid acknowledges and appreciates the essential and continued support of Federal, State and Local Governments, which provided 74% of our operational funding.

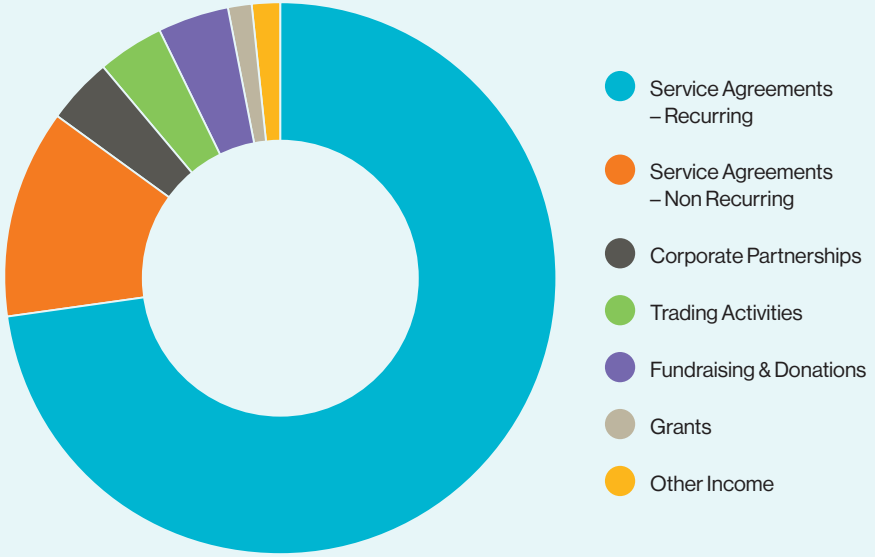
We also greatly appreciated support from philanthropic trusts and foundations and thank the many other individuals and organisations for their generous contributions.

Our financial position remains healthy while we rebuild capacity to assist those with travelling needs in the future.

The Finance, Audit and Risk Management Committee thanks all the staff and volunteers of Travellers Aid who have sustained their enthusiasm and commitment through a difficult year. I would particularly like to acknowledge our Corporate Services Manager, Elaine Shallue, and her team for their continuing excellent work in supporting the work of Travellers Aid and the committee.

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

Revenue Sources 2021-22



Financial Results 2021/2022

	2021-2022		2020-2021	
Income	**$**	**%**	**$**	**%**
Contracted Services	2,013,329	88.3	1,792,841	65.4
Trading Activities	85,674	3.8	49,729	1.8
Fundraising and Donations	87,647	3.8	59,962	2.2
Grants	62,794	2.8	43,056	1.6
Other Income	29,636	1.3	41,375	1.5
Government COVID-19 stimulus	0	0.0	752,502	27.5
Total Income	**2,279,080**	**100**	**2,739,465**	**100**

...continued

	2021-2022		2020-2021	
Expenses	**$**	**%**	**$**	**%**
Employee benefits	1,809,291	80.3	1,833,301	81.7
Depreciation and amortisation	40,003	1.8	42,301	1.9
Occupancy	32,677	1.5	35,602	1.6
Administration	135,901	6.0	124,846	5.5
Consultancy	39,397	1.7	22,150	1.0
Information Technology	104,347	4.7	95,662	4.3
Marketing	18,710	0.8	40,303	1.8
Repairs and Maintenance	14,454	0.6	22,814	1.0
Other Expenses	58,451	2.6	26,350	1.2
Total Expenses	**2,253,231**	**100**	**2,243,329**	**100**
Surplus for the financial year	**$25,849**		**$496,136**	

Our Board

Peter Gluskie
B Eng, MBA, CPPD, GAICD, FAIPM
Chair of Board
Chair of the Business Development Committee, Member of the Finance, Audit and Risk Management Committee

Sandy Bell
B Sc, Grad Dip Ed, B Bus, M Mgt, CPA, GAICD
Treasurer, Chair of the Finance, Audit and Risk Management Committee

Paddy Oliver
LL.B., M.Litt., MBA, GAICD
Deputy Chair, Member of the Finance, Audit and Risk Management Committee and the Business Development Committee

Philip Cornish
FCHSM, GAICD, B.Psych, B.Soc Wk, MBA, Grad Dip Health Law, Cert in Governance and Risk
Chair of the People and Services Committee

James Carroll
BCL, GAICD
Member of the People and Services Committee and the Business Development Committee. Resigned May 2022

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

Jantine Eddelbuttel
FAICD, B.AS (Speech Pathology), Grad Dip Human Resource Management & Industrial Relations
Member of People and Services Committee

Nicola Edwards
Grad Dip PR, Grad Cert Public Administration, B Arts
Member of the Business Development Committee and the People and Services Committee

Thank you to our supporters

Patron in Chief
Mr Anthony Howard AM, QC

Travellers Aid Ambassador
Dr Hannah McDougall PhD (Athlete Well-Being), B Sp & ExSc / B Com

Supporters
Bus Association of Victoria
CDC Victoria
Country Women's Association of Victoria
Cycling Without Age Australia
IMG Event Management
Infranexus
Lions Clubs
Metro Trains Melbourne
Probus Clubs
Rotary Clubs of Victoria
Uniting Church Fellowships
Tennis Australia (AO)
Shrine of Remembrance
Kinetic
V/Line
Victorian Tourism Industry Council
William Angliss Institute
Yarra Trams
RSL Victoria

Government Supporters
City of Melbourne
Commissioner for Senior Victorians
Department of Families, Fairness and Housing
Department of Health
Department of Justice – Magistrates Court
Department of Transport

Probono Consultants
Dan Feldman - HR Legal
Warwick Cavell - Profitable Conversations
Houda Lebbos - Confluence Consulting

Trusts and Foundations
Rod & Pamela Wells Endowment Reserve
The SNCF Foundation

Bequests
JB Were – The Simpson Hope Endowment
The Mackie Bequest

Friends of Travellers Aid
Gregory Adkins
Norman Appleby
Jeremy Ashton
Bruce Gould
Susan Beard
Karen Beaton
Judy Becher
Sandy Bell
Peter Blanchonette
Enid Bryant
Gary Carton
Geoffery Coutts
Rosemary Douglas
Nicola Edwards
Gabrielle Eisen
Laurie Elliot
Rory Elliott
Jeanette Epstein
Beverley Excell
Gail Fletcher
Dan Feldman – HR Legal
Neale Frogley
Bruce Gould
Graeme Gulline
Kathleen Gray
Glenis Hawthorne
Julie Hall
Bruce Heron
Laura Janes
Kathleen Jeppesen
Robert Johnstone
Wendy Johnson
Norah Killip
Elva Lovett
Chris Madsen
Jennie MitchellAlisha Nee
Maxine Organ
Kaye Osterfield
Anne Paynter
Nancy Paynter
Helen Perry
Penny Skinder
Shane Spowart
Fiona Sweetman – Hidden Secret Tours
Lesley Thorp
Anand Tom
Ian Vaughan
Bonnie Walker
Bryan Woodward
R Yang
Helen Perry
Roger Thornton
Daphne Harrison

Our Volunteers

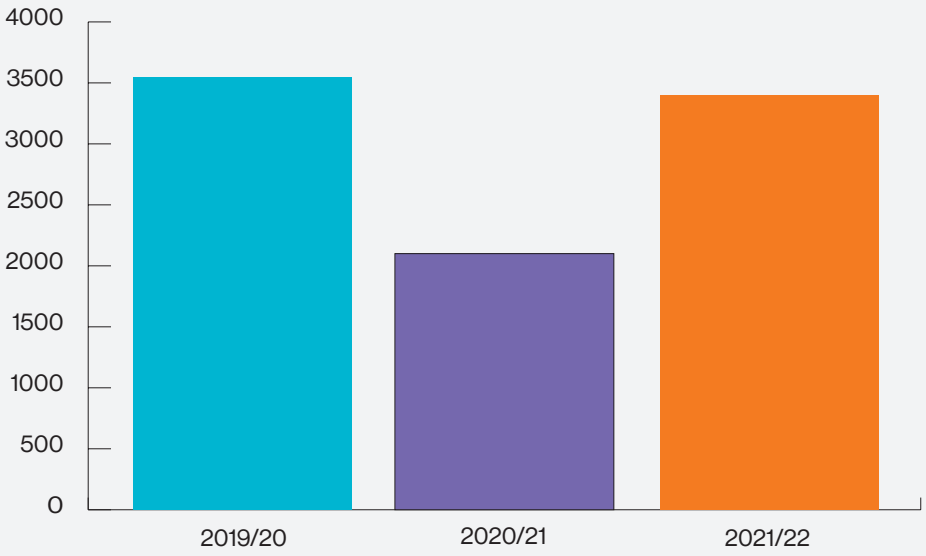
Since our inception in 1916, the Travellers Aid family has always included numerous dedicated volunteers who work tirelessly to benefit our service users. The initial years of the COVID-19 pandemic forced us to stand down our volunteers as we complied with Victorian public health orders. In late 2021, as our city and state re-opened, we began to rebuild our vastly diminished volunteer workforce.

We are proud to report that that we have been largely successful in reigniting our volunteer program with a targeted recruitment campaign over the past year. We have broadened our volunteering reach to attract younger volunteers, many of whom combine volunteering activities with their paid work. Some of our long-term volunteers retired during the lockdowns, whilst others were happy to return.

We have welcomed many new volunteers into our family and are focused on expanding on this pool of volunteers as Victoria bounces back to normal. Overall, our volunteer contribution in hours has returned to pre-pandemic levels.

We would like to express our sincere thanks to our volunteer workforce for their commitment, skills and contribution to our organisation and our service users over the past 12 months.

Volunteer contribution hours



> Travellers Aid is important because it provides a service that no-one else can...people do need help getting off trains, and people do need to come in for a shower, and they do need just some care, which is what people at Travellers Aid provide: care at all different levels.

> Volunteering at Travellers Aid gives me a sense of achievement and enjoyment in giving back to the community.

> No-one else offers the same type of service.

> I think Travellers Aid is a wonderful mechanism to provide people with independence where they might not venture out of the house...and gives them a sense of not being isolated because they know there'll be someone there to assist them.

> The thing I have found to be really exceptional at Travellers Aid is the culture of the organisation. They are very friendly and welcoming, and they really care about the job they are doing.

> Travellers Aid is a rewarding place to volunteer.

Major & Pop-Up Event Support

A new year brought new opportunities for Travellers Aid as Melbourne began to emerge from two years of public health orders and pandemic lockdowns.

Australian Open 2022

In January 2022, Travellers Aid worked with Tennis Australia and Yarra Trams to make the Australian Open 2022 more accessible and inclusive for tennis lovers from around the world. We initiated a large-scale, volunteer driven support service that ran for the duration of this two-week international marquee event. Our staff and volunteers assisted people who face barriers to accessibility, mainly due to physical challenges but often due to age, injury or ill-health.

Over 14 days, over 200 tennis fans were supported with buggy and wheelchair assistance, personal guidance, event directions and other general information.

Moomba Festival

March in Melbourne brings Moomba, a favourite event in our annual summer activities. This year Travellers Aid focused our efforts on supporting people who experience challenges around sensory overload when attending highly stimulating environments. We partnered with City of Melbourne and Hidden Disabilities to promote the Sunflower symbol, a globally recognised symbol that discreetly identifies someone as having a hidden disability. Travellers Aid actively participated by setting up a marquee as a designated quiet space for anyone needing rest or respite from the noise and stimulation of the Moomba carnival.

We also provided personal support to overcome accessibility obstacles and provided a range of mobility equipment for hire at the festival site.

Melbourne International Flower and Garden Show (MIFGS)

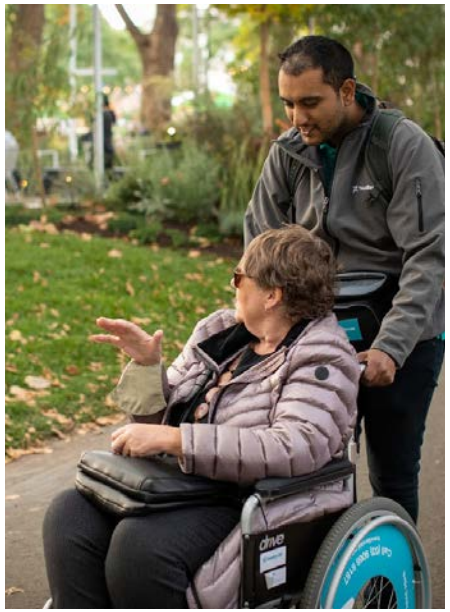
In April we saw the return of this iconic and much-loved international garden show to Melbourne. It was yet another opportunity for Travellers Aid to promote access and inclusion by supporting patrons attending the historic Carlton Gardens. We partnered with the event organisers, IMG, as well as Yarra Trams and Rotary Central Melbourne, to develop this service and provided both buggy and wheelchair assistance to people getting to and from the gardens from the nearest public transport tram stop or train station.

During the course of the 5-day event we provided wheelchair hire, personal guidance, event information and mobility assistance to over 550 people. Over 110 people took advantage of the wheelchair hire service so that they could bring an older parent, friend or neighbour to the show.

ANZAC Day

During the 20th century, Travellers Aid supported many returning ANZACs as they returned home from international wars and conflicts.

In 2022, Travellers Aid in partnership with Yarra Trams , RSL Victoria and the Shrine of Remembrance, once again assisted these war veterans by providing an access and inclusion service for them and their families at the ANZAC Day Dawn Service and parade in Melbourne. It was both an honour and a privilege to contribute on such an important national day as we commemorated the lives of those who didn't return as well as acknowledging the valour and sacrifice of those who did.



Travellers Aid's beginnings with the ANZACs

'From its very foundation, the Travellers Aid committee knew that World War I would shape its work, at least in the early years. In 1917, the committee put up Travellers Aid posters at military training camps and the nearby Young Men's Christian Association's (YMCA) rest homes that offered a place for recreation for the troops. The posters let the soldiers know that the organisation was available to help their wives and fiancées as they arrived in Melbourne. During World War II Travellers Aid again experienced a huge increase in demand for its services. Once more the committee members' knowledge of military training camps was important, as women often left home with small children in tow to visit their husbands. Travellers Aid took on the role of assisting these women, as it was usually difficult to find loved ones in the midst of thousands of troops, with limited ways of making contact. The organisation also advised men who had come from the country to enlist and who needed help to make their way around a busy, unfamiliar city.'

– We Are All Travellers

Time Out

One in eight Victorians provide unpaid care for a loved one. Our Time Out program, provides respite and support to the many dedicated unpaid carers across Victoria, so that they can have time out to attend to their own personal needs. We also established community partnerships with organisations such as Port Phillip Ferries and Melbourne Zoo enabling us to offer carers and care recipients packages to enjoy these activities.

Margaret's story and the Time Out program:

Margaret is an older person who relies on her daughter to maintain her independence. Recently Margaret wanted to visit her son in Cobram, but her daughter was unable to accompany her. Margaret reached out to Travellers Aid for assistance and was allocated a volunteer companion through our Time Out program. The volunteer travelled with Margaret from Melbourne to Cobram, by train and bus, so she could spend time with her son before he moved interstate. "Every step of the way I felt safe and cared for" Margaret states. Staff at Southern Cross station in Melbourne helped Margaret to buy her ticket, hosted her in the Travellers Aid waiting area from where she was taken by buggy to her train, together with her walker and luggage. Margaret had a Travellers Aid Companion travel on the train to Seymour, where she was met by one of our regional staff members who travelled with her by bus for the last leg of her journey. "I would not have had the courage to go it all alone," Margaret says about the journey.

> **"I would not have had the courage to go it alone.**

> **"Every step of the way I felt safe and cared for.**

Tram & Train Disruptions

Since 2019, Travellers Aid has been providing periodic disruption assistance service to public transport users, enabling them to continue their daily journeys and commutes, even when tramline upgrades and other essential works disrupt the network. This assistance service is provided as part of the Travellers Aid Certified Social Enterprise enabling us to assist government, transport authorities and other organisations, to meet their social procurement targets. Most importantly, it ensures that those in our community who are disadvantaged by the disruptions, have the capacity to continue connecting, engaging and participating in life within their community.

Over the past year, Travellers Aid has assisted service users to major events and attractions around the CBD such as exhibitions at the NGV, performances at the Arts Centre, AFL games, and the Rising Festival. Additionally, the disruption assistance service enabled people to get to work, attend appointments, catch up with friends, and get around the CBD for activities such as shopping.

By providing the disruption assistance service, Travellers Aid, in conjunction with Yarra Trams, are assisting with the recovery and revitalisation of the City of Melbourne and its community post-lockdown.

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

Partners for Change

The Victorian Department of Health – Partners for Change program engaged Travellers Aid to support people from low socio-economic backgrounds (including people experiencing homelessness) with health engagement activities including - but not limited to COVID-19.

The goal was to encourage COVID-safe behaviours including vaccination, testing and isolating, and address broader health needs by working closely with community health organisations and making appropriate referrals. The Department of Health provided assistance through the supply of vouchers for us to distribute. This program was an enormous success, with over 320 people accessing one or more of the listed services below through our service centre at Southern Cross Station. A number of these program participants have continued to use our services even after the program end date, for example our subsidised showers.

There was a focus on information provision around COVID-19, ensuring all people that used one or more of the listed services were given information regarding where to receive COVID-19 vaccinations (including referrals to the pop-up vaccination hubs at Southern Cross Station and Flinders Street Station); what to do if they test positive for COVID-19 on a RAT test, and where to get more information. Staff made a concerted effect to get this information out to the program participants. This was a truly valuable initiative, and we thank the Department of Health for their support running this program.

We provided the following vouchers during the project period:

880 showers

800 food vouchers

170 Rapid Antigen Test (RAT) kits

290 Myki top-ups

320 people accessing one or more of the listed services

Program Highlights

Travellers Aid continues to run a significant number of core services that are an essential part of the Victorian public transport system. As 2022 saw us return to a new "COVID-normal" life, our programs have rebounded and demonstrate the need in the community for us to continue this work.

Buggy - We supported more than 12,015 service users at both Southern Cross Station and Seymour train station, enabling them to participate in daily life activities including work, leisure, and attending medical and other appointments in Melbourne. As people are re-familiarising themselves with public transport and starting to travel again, there is a sense of excitement as they move out of social isolation to make real connections again. However, there are also many connection assistance users that are apprehensive, not having used public transport for a long period of time. They are glad to see us at the stations with our services and familiar faces. One grandmother, who had not had a visit from her grandkids for many months, was very relieved when Travellers Aid were there to meet her coming in on her regional train. This grandmother picked up her two grandchildren and had confidence in taking them back to the country to stay with her during the school holidays.

Emergency Relief - At times during the pandemic, people discharged from prison or from hospital made up the majority of people we assisted with travel fares to return home. We are helping an increasing number of people experiencing homelessness or needing to relocate to a safe place after fleeing family violence. In the past year we assisted over 1,540 people through our emergency relief program.

Mobility Equipment Hire - We continued to provide mobility equipment hire which had a good uptake during the iconic Melbourne events such as Australian Open, Moomba and the Melbourne International Flower and Garden Show. Over 250 people were given the opportunity to access and enjoy these events in a way that wouldn't be possible without our assistance.

Personal Care - Travellers Aid Personal Care service was utilised over 4,100 times over the past year. This included periods of lockdowns due to public health orders. We provided a range of services including meals and toilet assistance when away from home. During the early years of the pandemic, many of our regular service users were confined to their homes for a long time. They now have the opportunity to regain their freedom and to participate in the community as well as to go back to work or education. Visiting our service centres also provides an opportunity for socialising as they connect with other service users and have a chat with our staff.

Participation Assistance Services - The Companion Service continues in Melbourne and has also increased in regional Victoria (Seymour). The Companion Service as well as the connection assistance we provide have become important options for many people who have not recently visited the city. Many things have

changed during the pandemic, including the number of construction works that have been occurring around the Metro Tunnel rail project, level crossing removals and other infrastructure projects. Our service is helping people navigate those changes and re-familiarise themselves with the public transport system and the city.

Scooter Safety - Scooters and powered wheelchairs are a means to stay connected and engaged and are an important part of community mobility for people with physical impairments or limited mobility. The Travellers Aid Scooter Safety sessions - supported by the Department of Transport - help mobility scooter users to practice the skills needed to safely navigate around public spaces, utilise transport and navigate around their local community. It increases confidence, and even provides assistance on what to look for when choosing and using a mobility scooter.

Strategic Relationships

We are so fortunate, through hard work and exemplary service, to have many strong relationships with organisations across Victoria. Our expertise, history of service, and reputation has made us an accessibility provider of choice for events and organisations that are committed to providing positive travel experiences for ALL service users. Travellers Aid has established relationships with the City of Melbourne, Yarra Trams, V/Line, PTV, Hidden Disabilities, International Management Group, and Tennis Australia. We hope to extend these relationships in 2023 to other similar minded organisations who are committed to being more inclusive and welcoming of people who experience barriers around accessibility.

Sector Leadership

Our senior management team firmly believes in the importance of showing leadership within the sector, participating in and on a number of Advisory and Reference Groups that are relevant to our industry. Not only being a physical presence to show Travellers Aid's support of these groups, but also ensuring we have a firm voice in the future decisions and direction of the Tourism and Transport sector. Two of our senior management team can be seen here to have a variety of roles outside their positions within Travellers Aid, ensuring the voices of our Service Users are heard.

Elias Lebbos - Travellers Aid CEO

- VTIC - Victorian Tourism Industry Council Roundtable
- Older Road User Stakeholder Group (Department of Transport)

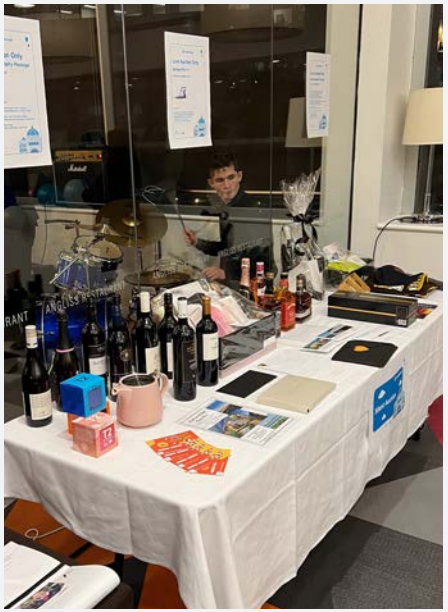
Maria Groner - Travellers Aid Operations Manager

- APTOC - Accessible Public Transport Operations Committee (Department of Transport)
- Metro Tunnel Project Community Reference Group
- Changing Places Advisory Group (Department of Families, Fairness & Housing)
- Older Road User Stakeholder Reference Group (Department of Transport)

Trivia Night

Thanks to a long-standing relationship Travellers Aid has with the William Angliss Institute, Travellers Aid held an enormously successful Trivia Night event during 2022. Diploma of Event Management students planned and ran the evening, held at the end of the 2021-22 fiscal year. Not only did the William Angliss students create a fantastic event – with only a month to plan! – they also assisted in raising almost $11,000. This amazing result will contribute enormously to our volunteer recruitment and new programs being launched. We would like to thank the individuals, businesses and other organisations that supported the event and Travellers Aid by donating silent auction items, prizes and even decorations for the evening. Thank you also to the organisations that supported us by attending the evening, as we had 10 tables of very enthusiastic participants! The band Keyless performed for the crowd, and even donated their talent and time to help support us.

A big congratulations to the winning team – Metro Trains – whose table won a Hidden Secrets tour. We can't wait to hear all about it!

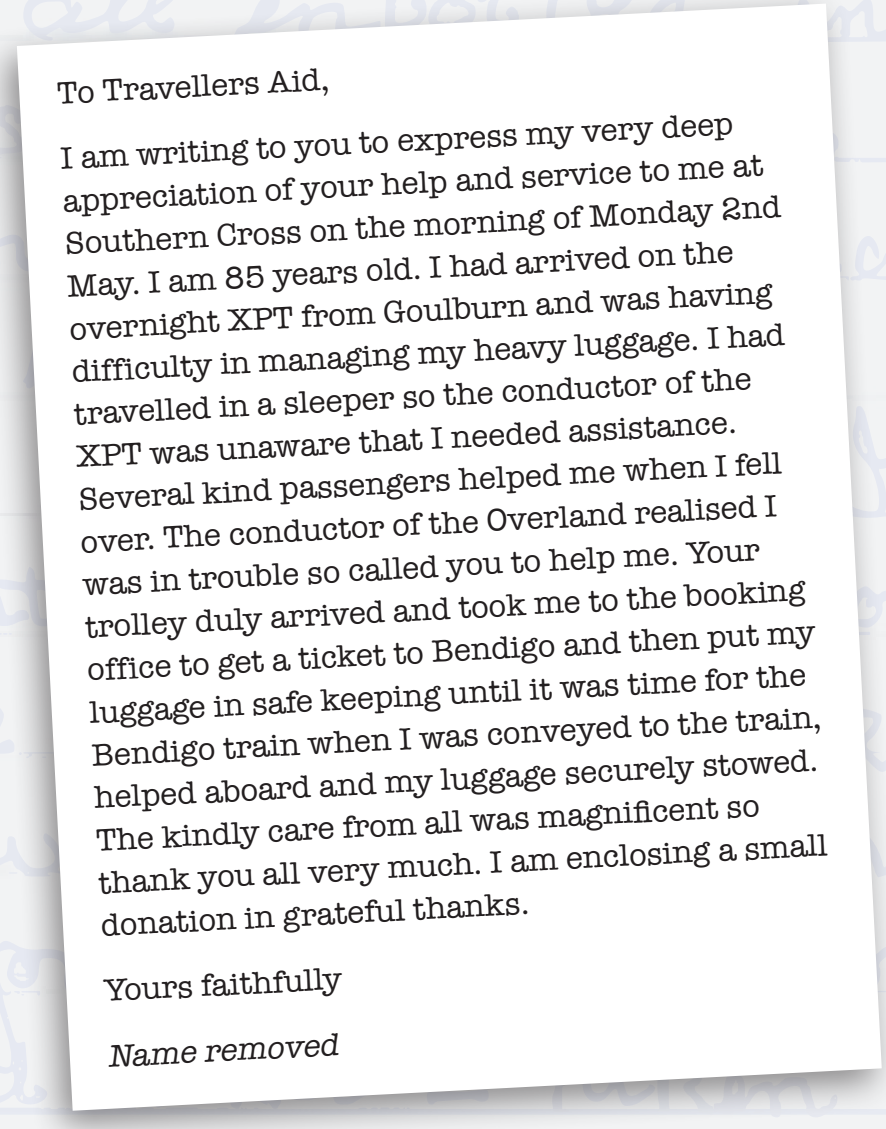


From our service users

Every year Travellers Aid works diligently to assist our Service Users, doing it to work towards our Mission of empowering people with travel-related challenges to connect, engage and participate within their communities through the use of public transport.

We are so happy to share with you a snapshot of some of the encouraging stories and messages of thanks we receive on a daily basis from our supportive and enthusiastic service users.

> **To our wonderful Service Users, we are so proud of what we deliver, and your messages of thanks help highlight to us the importance of what we do on a daily basis. Our staff and volunteers are passionate about ensuring that everyone has the opportunity to participate in activities in and around our wider community. I am absolutely delighted to say thank YOU to our Service Users, for your kindness, support and appreciation of our activities.**
>
> **Kind regards,**
> **Elias Lebbos**



To Travellers Aid,

I am writing to you to express my very deep appreciation of your help and service to me at Southern Cross on the morning of Monday 2nd May. I am 85 years old. I had arrived on the overnight XPT from Goulburn and was having difficulty in managing my heavy luggage. I had travelled in a sleeper so the conductor of the XPT was unaware that I needed assistance. Several kind passengers helped me when I fell over. The conductor of the Overland realised I was in trouble so called you to help me. Your trolley duly arrived and took me to the booking office to get a ticket to Bendigo and then put my luggage in safe keeping until it was time for the Bendigo train when I was conveyed to the train, helped aboard and my luggage securely stowed. The kindly care from all was magnificent so thank you all very much. I am enclosing a small donation in grateful thanks.

Yours faithfully

Name removed

Travellers Aid,

I wish to say thank you to all involved in making it possible for me to stay with my son before he moved.

In March, I caught a taxi to Southern Cross Station. I was met by one of your staff, taken to your office to wait for the train to Sheparton and beyond. I was shown where to buy my rail ticket, taken by "trolley" to my platform, had my walker and luggage put on board and shown to my seat on the train. Faro was my companion on the train, and delightful company she was. At Seymour Faro left and Marg joined me on the journey to Shepparton. I then went by bus for my final journey where Marg oversaw the handover of my possessions to my friend who was there for take over. Every step of the way I felt safe and cared for. So, a huge thank you to all involved. I would not have had the courage to do it all alone. I now spread the word far and wide so others will be able to share my good fortune.

Sincerely

Name removed

P.S. Good luck with your new project – I believe I was the first to benefit. Well done!

Dear Sir,

I have enclosed a cheque for Travellers Aid. Thank you so much for your support when I have needed it when travelling.

Yours faithfully

Name removed

Dear Elias Lebbos, CEO.

Thank you for both for your company's services and correspondence.

Travel seems so difficult now, both from Covid restrictions and ageing. I'm doubting whether I'll see much away from home from now on. However many thanks for your help in my teenage years and now much later in my slower time. I will certainly call on you, if need be, but presuming my travel is a past story .....

Your service has provided much help and safety to me.

I remain yours in helpful friendship.

Name removed

Travellers Aid

Contact us

City Village
Level 3, 225 Bourke Street
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

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Donate now at travellersaid.org.au/donate
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ABN 79 004 080 862

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Business for good

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