Annual Report 2023–2024

Travellers Aid

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Acknowledgement of Country

Travellers Aid acknowledges the Traditional Owners of ancestral lands of the Wurundjeri, Taungurung, Wadawurrung, Dja Dja Wurrung and Boonwurrung People of the Kulin nation. We pay respect to Elders past and present and acknowledge Country and its spirit which binds us all. Travellers Aid is committed to reconciliation, and we are conscious that this is a journey of pro-active and meaningful steps and actions.

Who we are

Travellers Aid is about access and inclusion. Through our many years of experience in this space, we know accessibility and inclusion is not a single destination. It is a continued journey that we value sharing with like-minded supporters and partners.

Our services are designed so people can connect, engage and participate in their community. As the commercial and social value of accessibility and inclusion continues to build momentum, we strive to remain trusted and sought-after experts in services for people facing travel-related difficulty.

Through direct support services, training and industry partnerships we are working to build a society where all people – regardless of their visible or hidden support needs – are treated with dignity and respect. One in which they can lead full and rich lives with confidence.

We operate ethically and are guided by a volunteer board of directors who ensure strong and transparent governance. Travellers Aid's workforce comprises dedicated volunteers and staff motivated to create real outcomes for the people we serve.

Travellers Aid is committed to strengthening relationships between Aboriginal and Torres Strait Islander peoples and non-Indigenous peoples. We continue to work on our Reconciliation Action Plan (RAP), which was endorsed by Reconciliation Australia in late 2022.

Travellers Aid is an Australian registered charity and an accredited social enterprise. This year we also became a **People and Planet First Verified Social Enterprise** and joined the Good Market network.

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

Momentum around access and inclusion services has driven our many achievements this year. We are pleased to share these with you in Travellers Aid's 2023–2024 annual report.

With numbers at our station sites almost back to pre-pandemic levels, steady resurgence in our volunteer team and continued strength in partnerships, we are proud of what we've accomplished and excited by what's to come.

While measurable growth is important, we focus on the real people behind our service figures. In all we do, our mission is to enable people of all abilities to connect, engage and participate in their communities. Our team gains satisfaction from stories such as this from an Australian Open patron who injured her knee after travelling to Melbourne to watch the tennis.

"My husband and I were blown away by how well we were treated and what a difference it made to our experience of having poor mobility. There was no way, without such assistance, I would have been able to participate in this event. Well done to all of this amazing team, and the biggest heart felt thank you for all that you did for us.

Our volunteers are at the heart of our ability to deliver this level of service. In the past financial year our volunteer team grew to more than 125 dedicated and passionate individuals.

Over more than 100 years, the work of our staff and volunteers has established Travellers Aid as the go-to source of access and inclusion services, advice and training. We are now well-placed to leverage our leadership position into an exciting period of growth and expansion.

We have invested in our people's capacity to manage this growth, enabling us to explore new opportunities such as increasing our support at the Australian Open tennis, the Formula 1 Rolex Australian Grand Prix and the Melbourne International Flower & Garden Show.

As we work to extend our reach and deliver our services to more people, we are excited to be working on a pilot program with Melbourne Airport to enhance their access and inclusion offering.

Such strategic and steady growth is a team effort and Travellers Aid is fortunate to have a board with dedication and focus.

Our Chair, Peter Gluskie, stepped down from the role in April. While he continues to contribute his expertise and commitment as a valued board member, we take this opportunity to extend our heartfelt thanks for his steadfast leadership.

Melita Ryan has taken up the role of chair, bringing a wealth of experience and a deep commitment to our mission. Melita's leadership has already proven invaluable as we navigate our strategic priorities and continue to deliver essential services to our community.

We also acknowledge the departure of Paddy Oliver from both the board and the Finance Audit and Risk Management (FARM) Committee. Since joining the board in October 2014, Paddy's contributions have been greatly appreciated. We wish him all the best in his future endeavors.

Access and inclusion are best achieved through collaboration. In building on our valued partnership with the Melbourne Convention and Exhibition Centre, we were pleased to be included in MCEC's Positive Impact Guide for event organisers. We were also grateful to receive a $30,000 community grant to deliver our support services at smaller events and festivals. We thank the Nigel and Patricia Peck Foundation for this grant, which was facilitated by our partners NHP.

We extend our deepest gratitude to our volunteers, staff, partners, and supporters whose unwavering support fuels our mission. Together, we will continue to make a positive difference by supporting community connections and facilitating safe travel experiences for all.

Elias Lebbos
CEO

Peter Gluskie
BEng MBA CPPD GAICD
Former Chair of Board (2022-2023)
Member of the Finance, Audit and Risk Management Committee

Melita Ryan
MBA BSc OT FACHSM CHE GAICD
Chair of Board
Member of the Finance, Audit and Risk Management Committee

Treasurer's Report

For the Financial Year ended 30 June 2024, Travellers Aid earned revenue of $3,256,734 which is an increase of 9% from the previous record year for our organisation.

The increase reflects the ongoing realisation of Travellers Aid's strategy to improve opportunities for all Victorians to participate in our community, with most of the increase derived from supporting patrons during transport network disruptions. Recognition of our unique expertise in supporting mobility needs of patrons is providing opportunities to expand our geographic presence, support major events, the upgrade of Victoria's transport network, and providing training services to an increased range of business partners.

This financial year Travellers Aid invested in our future growth, with several initiatives commenced ahead of future revenue. Costs of $3,530,508 (2023 $2,883,119) were incurred in delivering this increased breadth of services beyond our traditional core sites, supporting our patrons and transport service providers, resulting in a deficit of $273,774 (2023 surplus of $106,074).

Travellers Aid acknowledges and appreciates the essential and continued support of Federal, State and Local Governments, which provided over 60% 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.

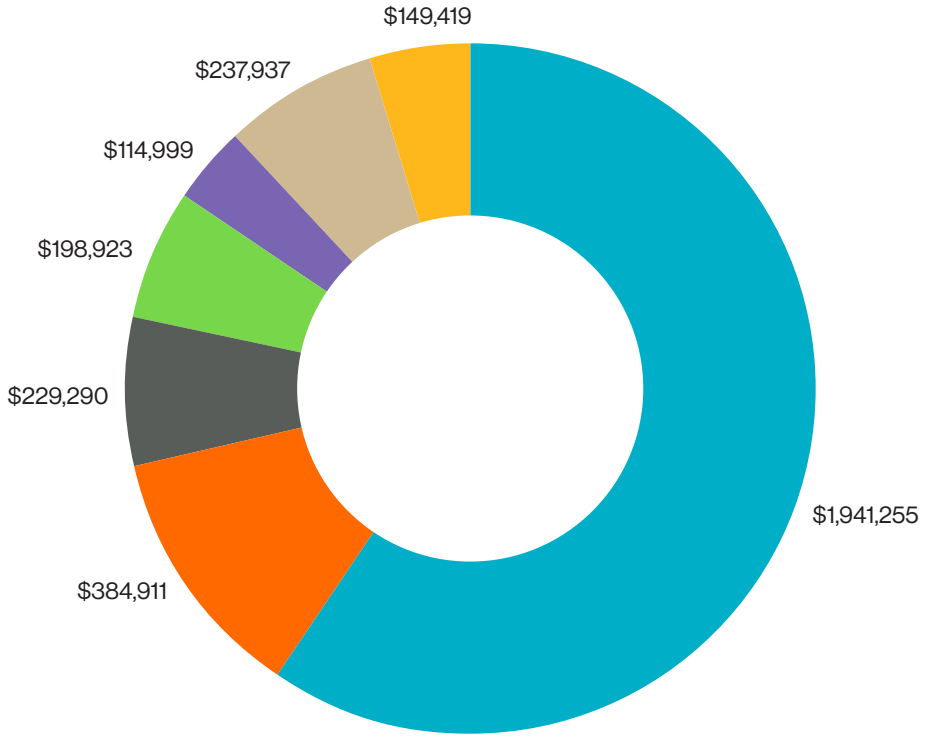
Our financial position continues to be healthy. Our continued investment in enhanced service capacity is positioning us well to support the accessibility needs of service providers in the years ahead and assist those with travelling needs.

The Finance, Audit and Risk Management Committee ("FARM") thanks all the staff and volunteers of Travellers Aid who have supported our efforts to empower people with travel-related challenges to connect, engage and participate within their communities through the use of public transport and mobility assistance. I would especially like to acknowledge the sound guidance and contribution of our former 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.

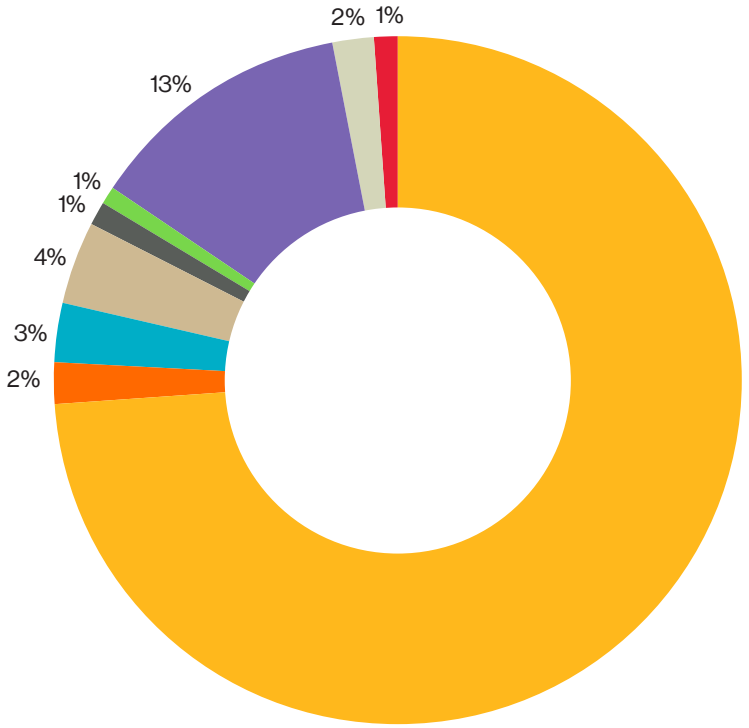
Bruce Heron
Treasurer and Chair of the Finance
Audit and Risk Management Committee

Where our money comes from (income)



- Contracted Services
- Transport Disruptions
- Community Services
- Trading Activities
- Donations & Fundraising
- Grants & Partnerships
- Other Income

Where our money goes (expenses)



- Employee benefits
- Depreciation and amortisation
- Consultancy fees
- Information Technology
- Marketing
- Repairs & Maintenance
- Administrationand expenses
- Other Expenses
- Finance costs (0%)
- Occupancy

Financial Results 2023/24

	2023/24		2022/23	
Income	**$**	**%**	**$**	**%**
Contracted Services	$1,941,255	60%	$1,860,230	62%
Transport Disruptions	$384,911	12%	$191,489	6%
Community Services	$229,290	7%	$296,590	10%
Trading Activities	$198,923	6%	$141,221	5%
Donations & Fundraising	$114,999	4%	$112,834	4%
Grants & Partnerships	$237,937	7%	$295,706	10%
Other Income	$149,419	5%	$91,124	3%
Total	**$3,256,734**		**$2,989,194**	

	2023/24		2022/23	
Expenses	**$**	**%**	**$**	**%**
Employee benefits	$2,868,860	81%	$2,234,036	77%
Depreciation and amortisation	$52,634	1%	$51,914	2%
Consultancy fees	$37,818	1%	$77,389	3%
Information Technology	$142,942	4%	$114,361	4%
Marketing	$140,564	4%	$19,349	1%
Repairs and Maintenance	$21,219	1%	$24,168	1%
Administration expenses	$156,362	4%	$265,505	9%
Other Expenses	$75,775	2%	$64,508	2%
Finance costs	$4,152	0%	$4,446	0%
Occupancy	$30,181	1%	$27,443	1%
Total Expenses	**$3,530,508**		**$2,883,119**	
Surplus / (Deficit) for the financial year	**($273,774)**		**$106,075**	

Our Board

Melita Ryan
Chair of Board
MBA BSc OT FACHSM CHE GAICD
Member of the Finance, Audit and Risk Management Committee

Peter Gluskie
Former Chair of Board (2022-2023)
BEng MBA CPPD GAICD
Member of the Finance, Audit and Risk Management Committee

Philip Cornish
FCHSM, GAICD
Member of People and Services Committee

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

Jantine Eddelbuttel
FAICD, B.AS, Grad Dip Human Resource Management & Industrial Relations
Chair of the People and Service Committee

Nicola Edwards
Grad Dip PR, BA Arts
Member of the Business Development Committee
Member of the People and Service Committee

Arunesh Choubey
BEng, MEng MBA
Member of the Finance, Audit and Risk Management Committee

Bruce Heron
B.Comm, CA ANZ, F Fin, GAICD
Treasurer and Chair of the Finance, Audit and Risk Management Committee

Paddy Oliver
Resigned May 2024
LL.B., M.Litt., MBA, GAICD
Member of the Finance, Audit and Risk Management Committee

Accreditations

People and Planet First

Travellers Aid has joined a global movement of enterprises that put people and planet before profit.

People and Planet First verified organisations are united by five core criteria:

- Purpose: we exist to solve a social and/or environmental problem.
- Operations: we prioritise purpose, people and planet over profit in operational decisions.
- Revenue: we have, or are working towards, a self-sustaining revenue model.
- Use of surplus: we reinvest most of it towards our purpose.
- Structure: our legal structures and financing protects and locks-in purpose for the long term.

The People and Planet First network is stewarded by the **Social Enterprise World Forum (SEWF)** in relationship with **Social Traders Australia**.

This latest accreditation builds on our Social Traders Certification and furthers our commitment to creating positive social impact through the work we do.

This accreditation has also granted TA access to the **Good Market community**. This global network supports us to connect with other social enterprises, cooperatives, responsible businesses, civic organisations and changemakers who are also working to create a better world.

“With a focus on 5 shared core standards, we join organisations from around the world in creating positive social impact.

Our people

Thank you staff and volunteers

In the 2023–2024 financial year, more than 100 volunteers provided the foundation for our access and inclusion services. Deep thanks to each of our 102 volunteers.

Many of our volunteers have opted to develop their skills and knowledge within Travellers Aid, enabling them to contribute their time across multiple service programs.

We also acknowledge the commitment and outstanding service delivered by our team of 84 staff. Our staff and volunteers bring an energy and commitment to their work that consistently shines in feedback from our service users.

As part of our work to improve systems and efficiencies, we have been pleased to roll out the new Enable HR software platform.

The platform will speed up and simplify routine HR admin, make record keeping easier and provide immediate access to important documents. It also enables our staff and volunteers to easily update their own records and personal details, and sign documents electronically.

Travellers Aid extends special thanks to the following team members who have been with us for five years or more.

- Sara McDonald
- Lesley Wilson
- Sally Coop
- Brent Mallett
- Bebe Bax
- Nyasha Mutize
- Ralph Willingham
- Roger Fuhrmeister
- Rod Moore
- Rosemarree Brown
- Ken Clearihan
- Ben Lebbos

- Lee Davy

Welcome to new patron

We are proud to announce that the Governor of Victoria, Her Excellency Professor the Honourable Margaret Gardner AC, has taken on the role of Travellers Aid patron.

We thank Her Excellency for recognising the importance of our work in this state.

Our services

Companion Service

From Melbourne's CBD to the suburbs and regions, our Companion Service gives people more confidence to participate in their community using public transport. In the past year Travellers Aid delivered 234 instances of our Companion Service, with our highly trained volunteers assisting service users to get to recreational outings, medical appointments and personal meetings.

To better understand community needs, Travellers Aid commissioned research into the attitudes, behaviours and barriers regional, rural and outer-metropolitan Victorians face using public transport to manage their health and wellbeing. The Health Issues Centre collected responses from 271 people and found that greater access to public transport would improve people's lives.

Common issues preventing people using public transport included uncertainty and overwhelm, difficulty getting to and from public transport and general accessibility concerns. These issues led them to put off medical appointments, limit community engagement, and lack a sense of independence.

The findings drive us to continue growing our services and reach so we can meet people's connection and participation needs. With that in mind, we were excited to begin a trial of our Companion Service in the Latrobe Valley.

The pilot program is for people with disability, mobility impairment and people with general unease about travelling alone on public transport. The service supports Latrobe Valley locals to access health services in the region and Melbourne with a one-on-one volunteer providing physical and psychological support. Assistance can include:

- journey planning
- navigating different modes of transport
- navigating unfamiliar locations
- building confidence to travel independently
- wellbeing support.

Once complete, we will evaluate the program to see if it is a viable ongoing service for the Latrobe Valley. We will also look at the possibility of expanding it to other Victorian regions.

Buggy

Our distinctive blue buggies are among the things for which Travellers Aid has become well known. The buggy connection service offers welcome relief for people with mobility impairment or disability travelling through Melbourne's Southern Cross Station or Seymour Station in regional Victoria. It is also an indispensable service for older travellers or people navigating long journeys with luggage or young children.

In the past year, we supported 25,245 service users across these stations.

Our buggies are also often on hand to assist people navigate **events** or **transport disruptions**. You can read more about these supports in the sections below.

Wheelchair mobility assistance

As well as buggies, we also offer wheelchair assistance to support travellers at our Melbourne and regional service sites.

We offer wheelchair mobility assistance at Southern Cross, Ballarat and Seymour stations.

Our wheelchairs are also used at the events we support and during public transport disruptions.

Wrap-around services

Residents from Rushall Retirement Village in Melbourne used Travellers Aid's services for a day trip to Ballarat.

Five Travellers Aid volunteers met the group of 23 residents who arrived at Southern Cross by train, then took them via buggy to meet their V/Line connection. The volunteers travelled with the group to offer companionship and extra practical support, including wheelchair assistance.

In Ballarat, the group visited the Old Colonists' Association building and enjoyed lunch at The George Hotel. The Rushall Park group has previously used Travellers Aid's services for other outings, including a day trip to Portarlington on Port Phillip Ferries.

Events

Event and festival organisers large and small continue to turn to Travellers Aid for guidance on embedding accessibility and inclusion within their events to increase patron attendance and satisfaction. In the past year we have assisted more than 5,100 people at 17 events. These have included:

- The Australian Open
- St Kilda Festival
- Moomba
- A Walk in the Park
- Melbourne International Flower & Garden Show
- Formula 1 Rolex Australian Grand Prix
- Melbourne International Comedy Festival
- Anzac Day at the Shrine of Remembrance.

We were even swept up in the Taylor Swift excitement, with our buggy service available for Swifties who required support from Flinders Street Station to the MCG.

Huge attendance numbers at Melbourne's major events saw equally high demand for our services. During the two weeks of the Australian Open we assisted 60% more tennis fans than in the previous year. Numbers were also booming at the Formula1 Rolex Australian Grand Prix and Melbourne International Flower & Garden Show.

Despite extreme heat cancelling some Moomba celebrations, Travellers Aid still had services available for patrons attending other Labour Day events.

Our range of accessibility and inclusion services are customised for each event. With services including buggy and wheelchair accessible mini-van transport, mobility equipment hire, wheelchair connections and a quiet place to rest, our event team works hard to ensure patrons with disability or mobility impairment can feel comfortable and confident participating on their terms.

At Travellers Aid, we strive to further our reach and support more people with our services. So we are grateful to receive the $30,000 community partnership grant from the Nigel and Patricia Peck Foundation, facilitated by our partners NHP Electrical Engineering Products. This generous funding enables us to provide access and inclusion services for smaller community events that would otherwise not have the resources to provide this service to patrons.

We were also thrilled to deliver our access and inclusion support services at the Melbourne Convention and Exhibition Centre (MCEC) for delegates at the Australian Disability Network IMPACT 2024 conference in May. Travellers Aid is now included in MCEC's Positive Impact Guide, a resource to assist event organisers plan and host sustainable, accessible, inclusive and impactful events.

"With the buggy service from the tram to the Flower Show, it makes it possible to have the energy to walk around and marvel at the exhibition. thank you for all TA does to make life easy and enjoyable for others.
– Maggie, events service user

Transport disruptions

In the past year we have partnered with Yarra Trams, the Southern Program Alliance, V/Line and Metro Trains to assist 4,800 travellers across nine transport disruptions.

This included a three-week disruption for Yarra Trams in February during works on the corridor between Swanston Street and University of Melbourne. Travellers Aid provided an accessible minibus service to support people travelling to essential medical appointments at the Royal Dental Hospital and College of Optometry.

Our transport disruption service is valued not only for its practical benefits, but for its flexibility to adapt to each unique disruption. Depending on the location and the specific needs of the transport disruption, we have kept travellers moving with:

- personal guidance
- buggy transportation
- wheelchair-accessible minibus
- motorised and manual wheelchair escorts.

Transport providers also appreciate our ability to spring into action when unplanned disruptions occur. Being nimble, Travellers Aid has assisted on several unexpected disruptions at short notice across the year.

While even a planned disruption can cause worry and uncertainty for some, travellers gain confidence and reassurance knowing our support is there when they need it.

“There were no trams running because of a disruption, but a customer service officer helped organise a Travellers Aid buggy to take me to Collins Street. A godsend. I would have struggled to walk up the hill. Thank you, Travellers Aid.
– service user

Mobility equipment hire

In the past year, we have have hired out our equipment on 1,091 occasions from our Southern Cross and Flinders Street station sites. We have also hired equipment to patrons attending Melbourne events. From scooters and wheelchairs, to walking frames and strollers, Travellers Aid's mobility equipment hire gives people freedom to participate and get where they need to go.

It's a service that's made a significant difference to Shepparton woman Janet Congues. After a life-changing cycling injury the keen traveller felt daunted at the prospect of getting out on her own. Janet says her world reopened once she discovered Travellers Aid's range of regional and metropolitan services.

She found confidence to travel from Shepparton independently on public transport, knowing we'd be there to meet her in Melbourne. And she says our mobility equipment hire rekindled her zest for adventure and exploring the city.

"They provide me with a safe haven, a really solid base that I can navigate out from. So, everything is centred around Travellers Aid for me.
– Janet Congues

Read Janet's full story

Showers and personal care

Our personal care facilities and services are often important bookends for a day out in the city.

Our Flinders Street Station service site is a popular drop-in spot where people with disability can enjoy a quiet, safe and welcoming space to relax, have a meal, or socialise with other service users and staff. The spacious hub is also the ideal place for day groups to stop, use the bathrooms and take a breather, with qualified support staff on hand to help out.

Both our Flinders Street and Southern Cross service sites offer a well-maintained accessible bathroom with toilet, handrails, ceiling hoist and adult change table. Showers are also available at our Southern Cross site. People also value our luggage storage service, which makes day visits to the city or waiting for connections that little bit easier.

“Without your assistance my journey through these hard times in my life would have been so much worse. Thank you all so much. Continue the great work you all do. You are amazing.
– Lee, Southern Cross Station service user

Personal care snapshot

3,373
instances of personal care assistance

6,021
people used our adult change facility

4,301
uses of shower at our Southern Cross Station

5,514
uses of luggage storage service

Education and training

Our many years of experience in accessibility and inclusion mean we're well-placed to offer education and training programs for community groups and corporates.

We continue to partner with transport operators to run the Try Before You Ride Day. This free community event gives travellers with accessibility requirements – including parents with children, people with disability and older people – a chance to practice getting on and off public transport in a safe and relaxed setting.

Scooter safety training

We run scooter safety training programs across metropolitan Melbourne for people who have a mobility device or are thinking of buying one. This year, we ran five sessions for 43 people. We thank Freedom Mobility who generously supported the program by providing scooters for people to practice on.

Community Education

We were invited to speak to 20 community groups over the past year. This was the largest number of sessions since the Covid19 pandemic, giving us the opportunity to inform 489 people about our services.

We also exhibited at six social support expos across Victoria. These included large, council-run events through to smaller community expos.

Disability awareness training

Travellers Aid has become a go-to provider of access and inclusion training for organisations who want to better support the one in five Australians who live with disability.

In the past year, our experiential disability awareness training has moved out of the pilot phase, with programs customised for the public transport and non-transport sectors.

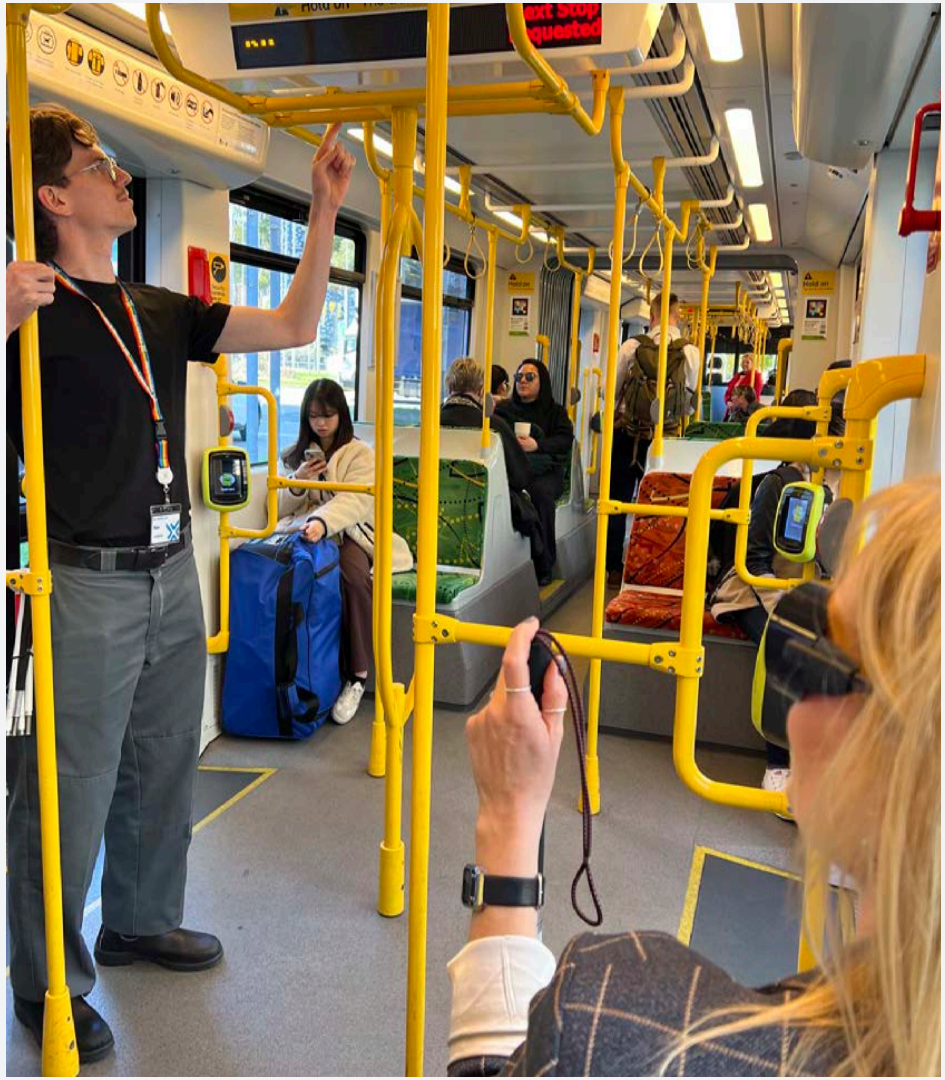
Travelling in the Shoes of Others

Designed for the public transport sector, Travelling in the Shoes of Others (TiSO) is an interactive half-day workshop. Co-designed and facilitated by people with lived experience of disability TiSO gives participants a chance to hear about personal journeys and experience public transport infrastructure themselves through supported disability simulation.

This year 90 people have participated in this program across eight sessions, with feedback describing the training as helpful and humbling.

“It was an incredibly helpful and meaningful session. I would recommend it to anyone working in accessibility/transport policy.”

“ It was a really worthwhile and humbling experience. It made me think about how much planning and the mental load people with disability experience navigating public transport.



Customised Accessibility Awareness Workshops

More than 30 people completed our half-day Customised Accessibility Awareness Workshops this year. Like TiSO, the workshops are practical, interactive sessions co-designed and facilitated by people with lived experience. The difference is that we tailor this training for specific sectors and settings, making it ideal for event organisers, tourism and hospitality workers, businesses, councils and policy makers.

Participants said the training helped them tune in to accessibility and inclusion issues they had previously overlooked.

“So many small things we didn’t notice before are making more sense now from an accessibility perspective.”

“I noticed where the built environment was not well thought out with regard to disability.

Disability Awareness Training Online

Developed and delivered in partnership with William Angliss Institute, our online Disability Awareness Training has undergone a refresh and relaunch this year.

The self-paced course is popular with people who can’t attend in-person training, or for organisations keen to include disability awareness in their general staff training procedures.

Growth and leadership

Sector leadership

The more people understand and appreciate what it takes to create accessible and inclusive communities, the closer we come to achieving this vision. That's why Travellers Aid is committed to sharing our expertise as well as learning from the experiences of others in our sector.

In the past year, members of our team have shared their knowledge with community groups, the business community and future leaders. We have even showcased our successes on an international stage.

Some of the events, groups and committees our team has presented at or participated in this year include:

- Accessible Technology in Public Transport Seminar (Monash University)
- Accessible Public Transport Operations Committee (Department of Transport and Planning)
- American Express Leadership Academy
- Breaking Barriers: a seminar on accessibility (City of Melbourne and Victorian Tourism Industry Council)
- Emerging Mobility Leaders Seminar (Public Transport Association Australia and New Zealand)
- International Day of People with Disability cross operator event
- Older Road User Stakeholder Reference Group (Department of Transport and Planning)
- Monash Innovation Guarantee (Monash University)
- Travelers Aid International Annual Conference, Philadelphia, USA
- Victorian Mapping Project (Community Transport).

In the past year, Elias also joined the **Australian Institute of For-Purpose Leaders**.

These events and working groups have given us opportunities to highlight issues and work towards solutions such as:

- tapping into digital technology for a more accessible and inclusive transport system while supporting people unable to transition to tech
- mobility as a service how we are supporting people of all abilities to connect and engage with their communities
- how businesses and tourism operators can better engage with and serve people of all abilities
- the importance of considering diversity and inclusion through the innovation of new concepts.

We were also thrilled and honoured to see our CEO, Elias Lebbos, invited to join the American-based board of **Travelers Aid International** as part of its Professional Council. Travelers Aid International is keen to learn more about our mobility as a service approach and how we developed and implemented these programs within the transport, events and attraction sectors.

With Travelers Aid International providing services at seven major US airports, we are interested in gaining insights into how we could extend our services at Melbourne Airport.

The appointment offers Elias personal development and growth, including an understanding of global operations.

“ This opportunity allows for stronger ties with our US and international counterparts enabling sharing of ideas and further development possibilities both ways.

Ballarat service hub first birthday

In April we marked one year since we began offering our support services at Ballarat Station. In that time Travellers Aid staff and volunteers have assisted more than 2,000 passengers.

Our team has been on hand to help passengers travel between station platforms, coach or bus bays, the taxi rank and car park drop off zones.

We have supported passengers to access public transport by providing 1,237 people with wheelchair-assisted transport. We have also provided sighted guidance for passengers who are blind or have low vision, and other commuter support.

Our Ballarat service is led by site supervisor Rachel Measham-Pywell and her dedicated team of volunteers. It is available at the station on weekdays from 7:30 am to 3:30 pm.

“It’s been rewarding seeing the difference our service can make for travellers to Ballarat,” Rachel said.

“ We’re extremely proud of our work and look forward to continuing to support the Ballarat community.

Thank you to our supporters

Patron

Her Excellency Professor the Honorable Margaret Gardner AC

Life Members

Bernie Delaney
Denise Orchard
Dan Feldman
Trevor Huggard
Margaret Carter
Eveline Lark
Geoffrey Connard

Past Life Members

Eveline Lark
Geoffrey Connard
John Jones LLB, BCL

Supporters

Alison Brumby
Anglicare Victoria
Antoinette Cunning
Australian Grand Prix Corporation
Barbara Axten
Bev Excell
Bruce Gould
Carol & Brian Perry
Carole Weinberg
Cassandra Harding
City of Melbourne
City of Port Phillip
City of Wyndham
Combined Pensioners
Combined Probus
Confluence - Houda Lebbos
Connecting Up
Cross Yarra Partnership (CYP)
Country Women's Association of Victoria
Department of Families, Fairness & Housing
Department of Health
Department of Justice – Magistrates Court
Department of Transport and Planning (DTP)
Elaine Shallue
Elise Margaritis
Elizabeth Felton
Elva Lovett
Fight Parkinson's
Global Sustainable Tourism Council (GSTC)
Helen Perry
HR Legal - Dan Feldman
Ian and Pam Durie
IMG Event Management – (Melbourne International Flower & Garden Show)
Infranexus
Infrastructure Vic
JBWere Charitable Endowment Fund
Joan Isobel Park
John Ward
John Wortley
Judith Dunster
Kathleen Hanrahan
Kate Paynter
Kinetic Melbourne
LaunchVic
Leo Dansey
Level Crossing Removal Project
Linnergy – Warwick Cavell
Lions Clubs Australia
Madhamati Saraswati
Magistrates' Court of Victoria
Margaret Armitage
Mary Mattheyse
McCafferty
Medistays Australia
Melbourne International Comedy Festival
Melbourne International Film Festival
Metro Trains Melbourne
NHP Electrical Engineering
Nigel and Patricia Peck Foundation
Northcote Rise Festival
Paddy Oliver
Pamela Wells
Philip Cornish
Rotary Clubs of Victoria
Raymond Keyte
Rushall Park c/ Helen Whelan
Southern Program Alliance
State Trustees
Susan Beard
Techware Corporation (Australia) Pty Ltd
Tennis Australia
Tricia Fleming
Uniting Church Fellowship
Victorian Tourism Industry Council (VTIC)
V/Line
William Angliss Institute
Yarra Trams

Our partners

Partnering with like-minded organisations is a huge part of the accessibility and inclusion journey. So, it gives us great pleasure to recognise and thank the many supporters who help us realise our mission of empowering every individual to connect, engage and participate within their communities with dignity and on their terms.

Kinetic continues to support us in amplifying our message of accessibility and inclusion with the donation of high visibility advertising space.

The billboard campaign across Melbourne's major arterials and intersections in the lead-up to Christmas promoted our firm belief that "Inclusion is within everyone's ability".

We were grateful to receive further financial support from our community partner NHP Electrical Engineering Products. This support allows us to continue building our fleet of diverse mobility devices. NHP has also facilitated a community grant through the Nigel and Patricia Peck Foundation. As mentioned previously, this $30,000 donation is earmarked to help us deliver services to smaller events, allowing even more people to engage and participate in their local communities.

We also thank Yarra Trams for their contribution of $50,000 towards our accessible and inclusive event services, and V/Line for their ongoing support of our regional services, including our Companion Service.

These contributions enable us to building our capacity to deliver and open doors to new opportunities. Thank you to all our supporters. Together we will continue to make a meaningful difference in the lives of people with disability and mobility impairment.

Travellers Aid

Contact us

City Village Level 3, 225 Bourke Street
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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

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