Travellers Aid Australia | Level 3, 225 Bourke Street, Melbourne, VIC, 3000
Phone: (03) 9654 2600 | Email: info@travellersaid.org.au | www.travellersaid.org.au

Donate now at travellersaid.org.au/donate | Donations over $2 are tax deductible | ABN 79 004 080 862

Travellers Aid Enhances Accessibility at Australian Open 2025

Monday 6 January 2025.

Travellers Aid is proud to be working with Tennis Australia for the fourth consecutive year to provide access and inclusion services at the Australian Open 2025. Services include accessing the event and navigating around the venue.

Travellers Aid is pleased to announce that our 2025 service at the Australian Open has been extended and will be available for the entire duration of the event, providing both wheelchair and buggy services.

Travellers Aid will provide connection services or assistance during Main Draw (12-26 Jan) at:

- Yarra Trams platform stops (using Route 70 and 70a):
  - Stop 7B Rod Laver Arena (wheelchair or personal guidance)
  - Stop 7D Olympic Boulevard* (wheelchair or personal guidance)
- The accessible car park at the National Tennis Centre. From there patrons can get assistance to Garden Square Entrance via a buggy transfer service (includes a wheelchair accessible buggy).
- Grand Slam Oval Entrance (wheelchair or personal guidance)
- Transfer support within the event venue (wheelchair or personal guidance)

Patrons needing on-site accessibility assistance, or assistance when leaving the venue should call 0498 023 959 to speak to the Travellers Aid on-site coordinator.

Alternatively, they can go to the Information Booth at Garden Square Entrance between 10am and midnight.

In addition to services offered at the Australian Open venue, Travellers Aid can also provide support and other personal care services at Flinders Street Station and Southern Cross Station.

Travellers Aid will have a limited number of manual wheelchairs available for daily hire

during the event (terms and conditions apply) from their Flinders Street Station and Southern Cross Station sites.

*Travellers Aid recommends that patrons using their services arrive at Stop 7B, Rod Laver Arena.

For further information on specific transport links including tram and rail, please visit transport and information page.

What previous service users have said:

> "All of the people, volunteers mostly, were absolutely wonderful - kind, cheerful and willing assistants. I could see that there was respect and communication between team members as well. 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."

> "She was friendly, supportive, patient. and really made our AO experience a delightful one. The phone service line was also prompt and helpful. Many thanks for your excellent service and making our day possible."

Contact

Arnie Bax
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About Travellers Aid

Travellers Aid is a registered charity and social enterprise with service hubs at Flinders Street, Southern Cross, Ballarat and Seymour stations.

An integral part of Victoria's travel story, we began by assisting women travelling for work during two World Wars. Today we offer a wide range of services that enable people with diverse needs to travel across the Victorian public transport system, access events and participate in their community.

Travellers Aid is about access and inclusion. Across all of our services, we're committed to ensuring that all Victorians can participate in our community. We take pride in the diverse backgrounds of our team which reflect the communities in which we work.

Our vision is a society where people with disability or mobility challenges are treated with dignity and respect, being able to lead full and rich lives with confidence.