Annual Report 2024–2025

Travellers Aid

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Acknowledgement of Country

Travellers Aid acknowledges the Traditional Custodians 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 proactive 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's 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. We are certified by both Social Traders and People and Planet First, and a proud member of 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

We are proud to share another year of real impact and steady progress. Travellers Aid continues to be a trusted leader as we work hard to make travel accessible and inclusive for everyone in Victoria. As recognition of the undeniable importance of access and inclusion continues to grow, so too does demand for our services. And this year our services have reached more people than ever before.

Our commitment to creating safe, dignified and inclusive travel experiences remains the foundation of everything we do. We've expanded our reach across Victoria, growing our presence in Geelong and look forward to announcing new growth opportunities soon.

In 2024–25 Travellers Aid supported more than 90,000 people across our service hubs and a growing schedule of events. We've extended our presence at major events including the Australian Open, the Formula 1 Rolex Australian Grand Prix and the Melbourne International Flower and Garden Show. Our work with Melbourne Airport has been particularly rewarding. What began as a pilot program has grown into a permanent initiative with our expertise and insights contributing to its success.

Collaboration with like-minded partners is central to the success of our work and in the past year these valued partnerships have continued to flourish. We again featured in the Melbourne Convention and Exhibition Centre's Positive Impact Guide; a resource helping exhibitors create more accessible and inclusive events. Our ongoing work with transport providers and event organisers continues to set high standards for inclusive services, while our newer partnerships in the tourism and education sectors increases our capacity to create meaningful change across different industries.

Travellers Aid is an innovator, as shown by our new training programs in disability awareness and inclusive customer service reaching professionals across Victoria. These programs help build a more understanding and accessible public-facing workforce, creating ripple effects that benefit countless travellers and eventgoers.

Feedback from our service users always inspires our work. Whether it's someone from regional Victoria accessing medical care in Melbourne or a festivalgoer with mobility impairment who can spend longer enjoying an event, these experiences remind us why our mission matters so much. Our volunteers remain the heart of our organisation, and we are thrilled to report that volunteer numbers have grown from 118 to 189 this year – a remarkable 60% increase.

Despite the challenging financial climate, we have maintained stability with continued support from government partners, corporate sponsors, individual donors, and philanthropic trusts and foundations. This solid foundation has allowed us to focus on our strategic priorities while adapting to emerging needs, including the development of our new strategic plan.

The goals we set in our current strategic plan are being achieved, and we are now focused on planning the next 5 years of growth and impact.

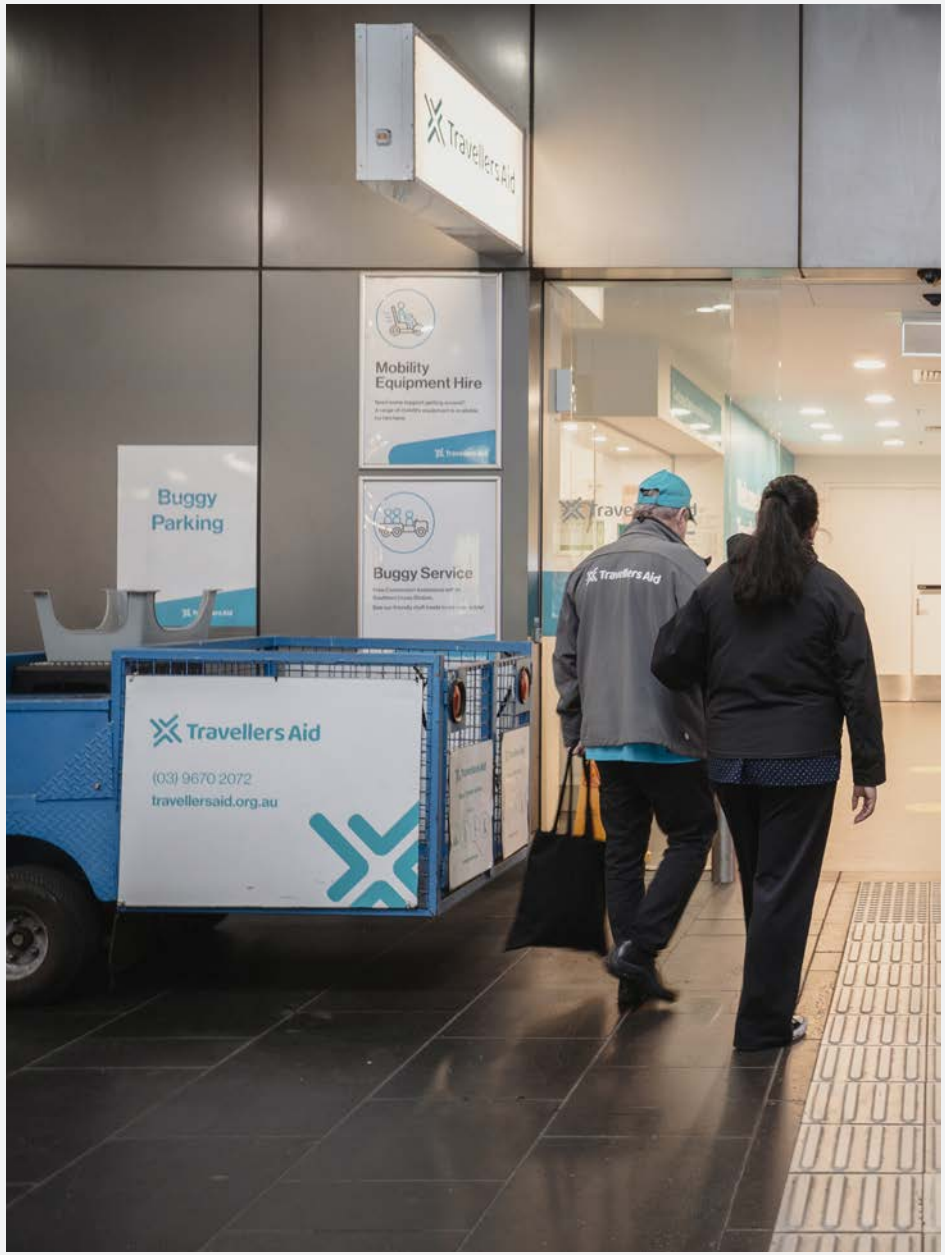
As we prepare for our 110th year of service, we are excited about the opportunities ahead. Our new strategic plan will guide us as we explore innovative service models, expand our regional presence and advocate for accessible and inclusive community participation nationally.

Through expansion, innovation and partnership we are creating a fairer and more inclusive Victoria where everyone can connect, engage and participate with confidence and dignity.

To our volunteers, staff, partners and supporters – thank you. Your belief in our mission gives us the strength to keep moving forward, one journey at a time.

Melita Ryan
Chair of Board

Elias Lebbos
CEO



Treasurer's Report

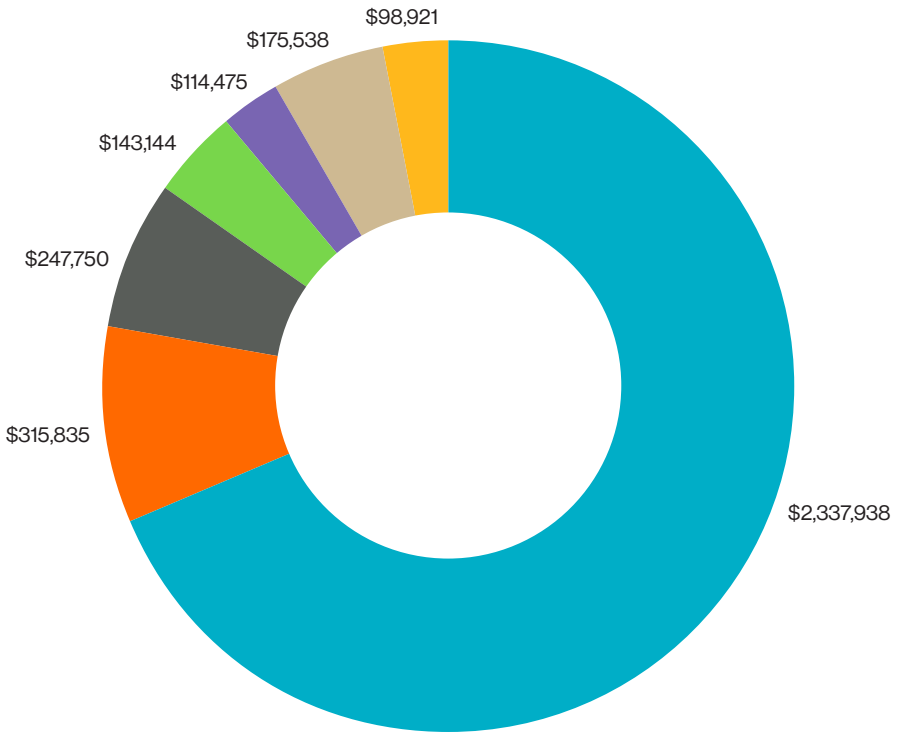
For the Financial Year ended 30 June 2025, Travellers Aid earned revenue of $3,433,602 which is an increase of 5% from the previous record year for our organisation. The increase reflects the ongoing realisation of Travellers Aid's strategy to improve opportunities for all Victorians to participate in our community, with most of the increase derived from the trial at Melbourne Airport. 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 further invested in our future growth, with a planned overall deficit reflecting several initiatives commenced ahead of future revenue. Costs of $3,626,120 (2024 $3,530,508) 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 $192,519 (2024 deficit of $273,773). Our investment is expected to lead to significantly increased new revenue streams in the 2026 financial year, expanding the breadth of our services beyond our traditional sites.

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.

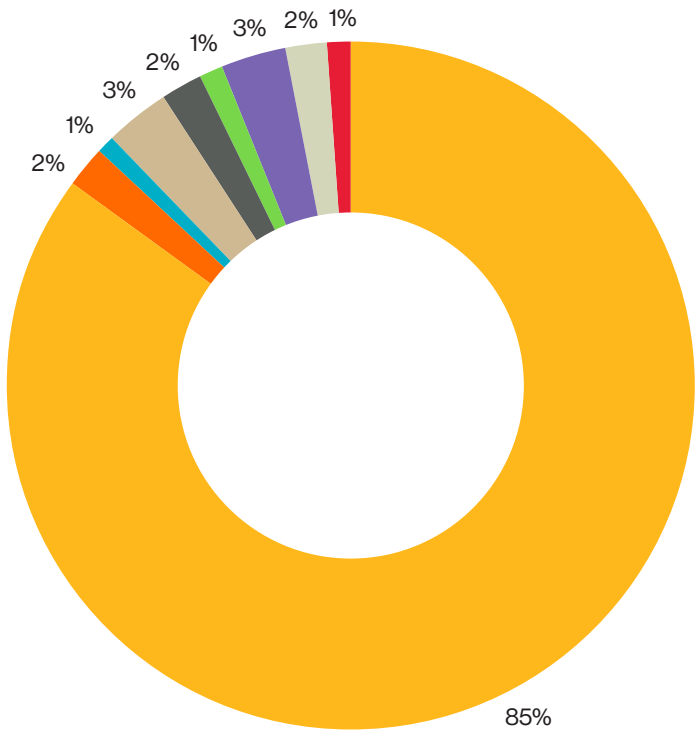
Bruce Heron
Treasurer and Chair of the Finance
Audit and Risk Management Committee

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
- Occupancy

Financial Results 2024/25

	2024/25		2023/24	
Income	**$**	**%**	**$**	**%**
Contracted Services	$2,337,938	68%	$2,016,255	62%
Transport Disruptions	$315,835	9%	$398,231	12%
Community Services	$247,750	7%	$200,206	6%
Trading Activities	$143,144	4%	$139,687	4%
Donations & Fundraising	$114,475	3%	$109,999	3%
Grants & Partnerships	$175,538	5%	$242,937	7%
Other Income	$98,921	3%	$153,057	5%
Total	**$3,433,602**		**$3,260,372**	

	2024/25		2023/24	
Expenses	**$**	**%**	**$**	**%**
Employee benefits	$3,066,744	85%	$2,866,466	81%
Depreciation and amortisation	$69,300	2%	$52,634	1%
Consultancy fees	$44,210	1%	$37,819	1%
Information Technology	$123,894	3%	$142,942	4%
Marketing	$71,090	2%	$140,564	4%
Repairs and Maintenance	$25,122	1%	$21,219	1%
Administration expenses	$126,182	3%	$161,022	5%
Other Expenses	$65,547	2%	$77,146	2%
Occupancy	$34,032	1%	$30,181	1%
Total Expenses	**$3,626,120**		**$3,534,145**	
Surplus / (Deficit) for the financial year	**($192,519)**		**($273,773)**	

Our Board

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

Peter Gluskie
BEng MBA CPPD GAICD
Member of the Finance, Audit and
Risk Management Committee

David Hanrahan
B Bus, MBA
Member of the Business Development Committee
Resigned 13 December 2024

Jantine Eddelbuttel
FAICD, B.AS, Grad Dip Human Resource
Management & Industrial Relations
Chair of the People and Service Committee
Resigned 13 December 2024

Nicola Edwards
Grad Dip PR, BA Arts
Member of the Business Development Committee
Member of the People & Services 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

Accreditations

People and Planet First

Our commitment as a social benefit supplier is demonstrated through our participation in Australian and global accreditation programs.

Travellers Aid is proud to be a social enterprise that is both Social Traders certified and People and Planet First verified.

People and Planet First is a global movement of enterprises that put people and planet before profit.

Verified organisations are united by 5 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.

Our accreditations grant us access to Good Market, which supports us to connect with other social enterprises, cooperatives, responsible businesses, civic organisations and changemakers who are also working to create a better world.

PEOPLE + PLANET FIRST
Verified
Social Enterprise

GOOD MARKET APPROVED

Social Traders
CERTIFIED
SOCIAL ENTERPRISE
Business for good

Social procurement is a way organisations use their purchasing power to tackle bigger challenges like inequality and social exclusion. It doesn't cost more. Businesses still buy what they need, but they consider where their money goes and what impact it creates beyond their immediate requirements.

Our people

Thank you staff and volunteers

For every 4 people delivering Travellers Aid's services, 3 are dedicated volunteers. We simply couldn't do our vital work without the commitment of our incredible volunteers. In the past year, our volunteer numbers have increased more than 60%, growing from 118 to 189 people motivated to deliver real outcomes for our community.

We are equally proud of our versatile and engaged paid workforce made up of 53 casual and 27 permanent staff. This includes 58 staff who work across 2 or more services. One of our team, the phenomenal Ken, works across 6 services as a mobility assistant at Southern Cross Station, transport disruptions, events and Melbourne Airport, as well as working as a travel companion. He even volunteers extra time at Southern Cross Station. Thank you, Ken!

Travellers Aid takes its investment in its people seriously, delivering training to ensure excellence in service delivery.

In the past year this has included family violence training for frontline client support officers, with other staff encouraged to complete the self-paced program.

Our client support team was also invited to complete training in trauma-informed care. In recognition of their location within major Melbourne train stations, the training aimed to equip staff with the knowledge and skills to understand, recognise and respond to the impact of trauma on individuals and communities.

Travellers Aid's People and Culture team works hard to ensure staff and volunteers get the support they need across their journey with us. In the past year this has included a revised volunteer framework, the introduction of a volunteer agreement and improvements to the onboarding, induction and orientation process. They have also recruited 32 new staff - an increase of 36%, to the Travellers Aid workforce.

- Garth Wilson

- Jyju Jossey
- Mei Lin

- Katherine Sabin

- Karolina Ambruszkiewicz
- Jarrod Diggins
- Sarah Mokbel
- Faro Musodza
- Jan Semp
- Ling Qiu

Our services

Travel companion services

Our travel companion services are designed to give people more confidence to participate in their community using public transport.

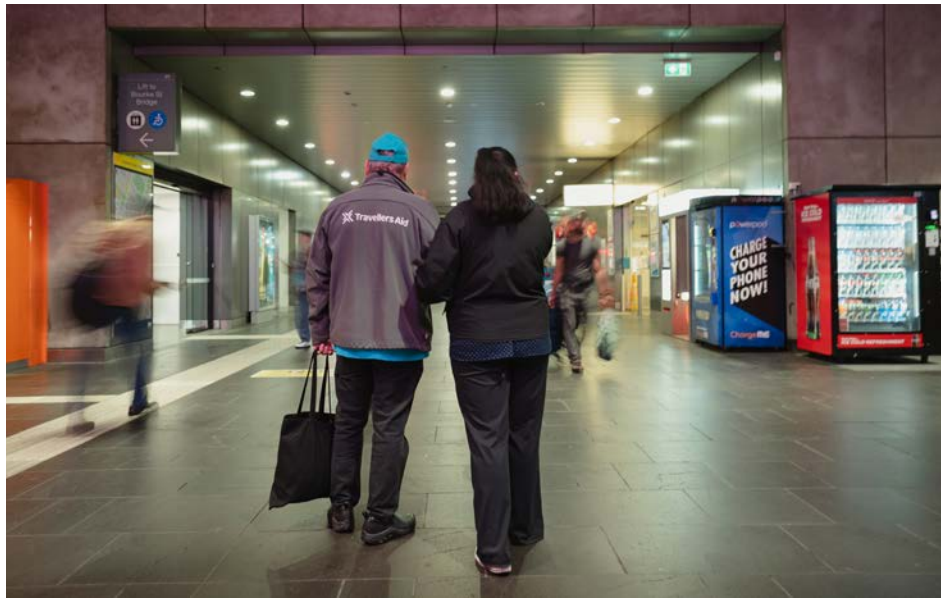
In the past year Travellers Aid delivered 119 instances of companion service support, with our highly trained volunteers assisting service users get to recreational outings, medical appointments and personal meetings.

Wheelchair mobility assistance

Our wheelchair mobility assistance service is another way we support travellers at our Melbourne and regional service sites.

This service is available at Southern Cross, Ballarat and Seymour stations.

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



Buggy

Some people consider them 'magic', but there is no doubt our buggies offer welcome support and relief to many people. The buggies are ready to assist people with mobility impairment travelling through Melbourne's Southern Cross Station and Seymour Station in regional Victoria.

In the past year, we supported 31,271 people across these stations: that's 6,026 more than in the previous year.

Our buggies are also kept busy helping people navigate events and transport disruptions. You can read more about these supports below.

"I was picked up from the platform, my bags placed onto their magic little buggy and driven to Travellers Aid office where I was able to sit with a cup of tea and refresh myself for the next part of my journey. They then arranged to buggy me to the V/Line train platform, managing my luggage and arranging for it to go on the train. They also assisted me on my return trip. Without their assistance, I would probably still be sitting at the station trying to figure out how I was going to manage such a feat.

Events

Our event services are evolving and growing as organisers see the clear benefits of improving access and inclusion. Event patrons repeatedly say that without our services, attending events would be more difficult, less enjoyable and, in some cases, not possible at all.

Over the past year we have assisted 6,100 people at 19 events. That's an increase of almost 20% compared with the previous year.

In addition to adding new events to our calendar, we are pleased to have become a regular part of some of Melbourne's biggest events. In some cases – such as at the Australian Open and Australian Formula 1 Grand Prix – our service offering has been extended to further meet the patrons' needs.

We'd like to thank our partners and supporters for making these services possible including City of Melbourne, Nigel and Patricia Peck Foundation, Yarra Trams, State Trustees and our community partner NHP.

"We have travelled widely, attended many events and requested wheelchair assistance services over the years. I take great pride in affirming that the service received at the AO with a smile and very promptly is non-parallel, even as compared to other Aussie events. The service provided by Travellers Aid was way better than similar services at the other Tennis tournaments at Wimbledon, Roland Garros, and New York.

– Abraham Joshua, Rosalinda and Michael, Australian Open patrons

We provided access and inclusion services at events including:

August 2024

- A Walk in the Park, Melbourne
- AITCAP (Accessible and Inclusive Tourism Conference, Asia Pacific), Melbourne

September 2024

- Melbourne Fringe Festival

October 2024

- Wetlands Stride, Tarneit
- Alter State, Melbourne

November 2024

- State Rose and Garden Show, Werribee
- Walk Against Family Violence, Melbourne
- Treaty in the Park, Werribee

December 2024

- Matildas vs Chinese Taipei at GMHBA Stadium, Geelong

January 2025

- Australian Open (AO), Melbourne

February 2025

- St Kilda Festival, Melbourne

March 2025

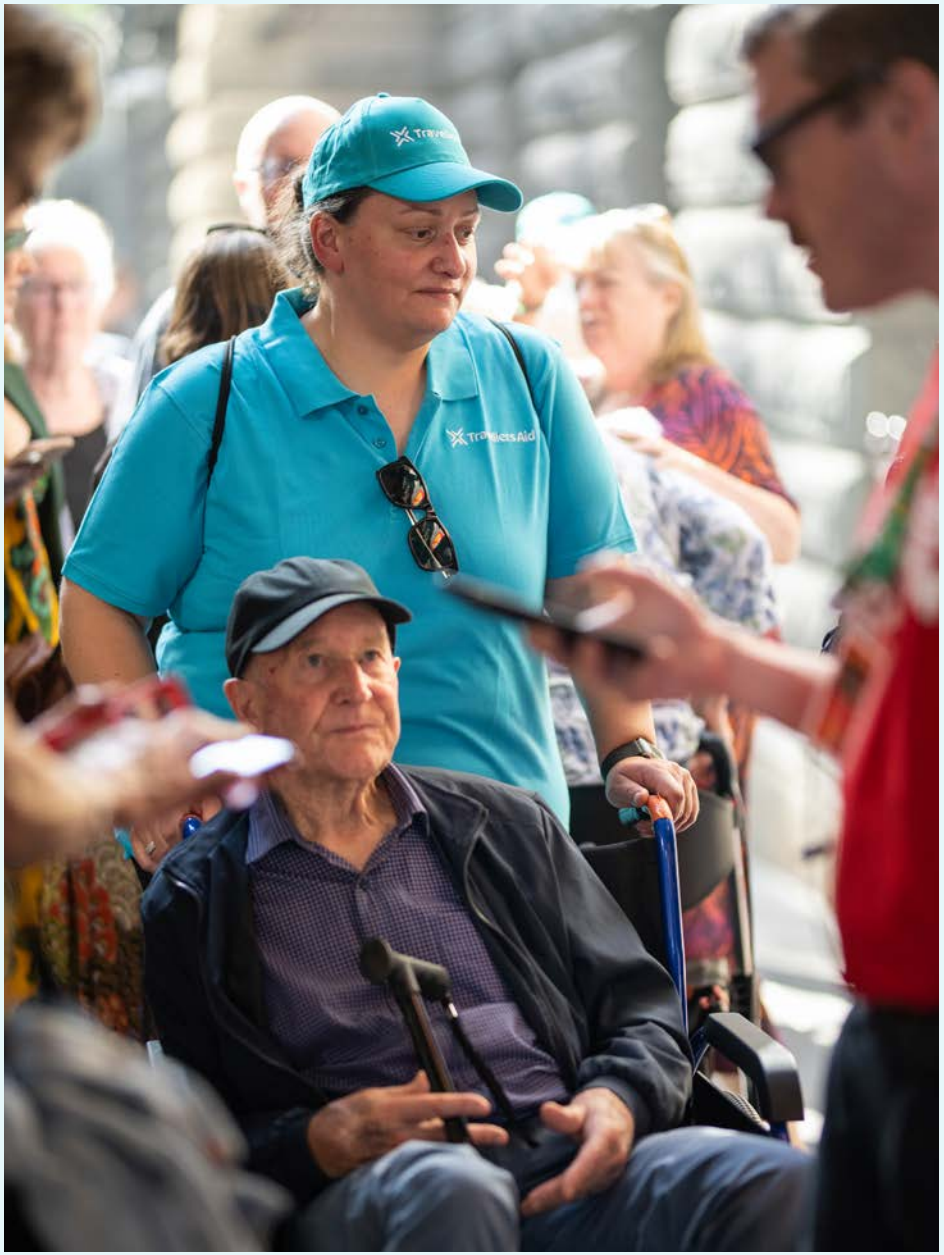
- Moomba Festival, Melbourne
- Australian Formula 1 Grand Prix, Melbourne
- Begonia Festival, Ballarat
- Melbourne International Flower and Garden Show (MIFGS)
- Melbourne International Comedy Festival (Comedy Fest)

April 2025

- ANZAC Day, Melbourne

May 2025

- The Long Walk, Melbourne
- Aboriginal Remembrance Day, Melbourne



Ballarat services

Travellers Aid has significantly expanded its impact in Ballarat. In our second year of delivering access and inclusion services to the regional city we have assisted 3,240 people within the station precinct.

We have forged stronger partnerships with transport and local government stakeholders, including V/Line, CDC Victoria, Public Transport Victoria and Ballarat City Council. Through these collaborative relationships we have delivered programs including BusAble and Try Before You Ride events at Ballarat Station, reducing transport accessibility barriers for more than 100 participants.

Community engagement has been central to our approach, with education and awareness initiatives delivered throughout Ballarat to promote connection and access for people of all abilities. This has included targeted support for vision-impaired people to gain confidence navigating the changing Ballarat Station landscape during ongoing infrastructure upgrades.

We are proud to provide our vital accessibility and inclusion resources in Ballarat where we are making a measurable difference to community participation for people with diverse needs.

Station site hubs

Travellers Aid's Flinders Street and Southern Cross service sites offer travellers a safe and supported place to rest during their journey.

Facilities include a well-maintained accessible bathroom with toilet, handrails, ceiling hoist and adult change table. Mobility equipment and showers are also available at our Southern Cross site.

Another popular feature is our luggage storage service, which makes day visits to the city or waiting for connections that little bit easier.

Disruptions

This year we've partnered with V/Line, Yarra Trams and Suburban Rail Loop to provide additional support to travellers navigating transport disruptions. In the past 12 months we've assisted 5,182 travellers in East Pakenham, Clayton, Moonee Ponds, South Geelong, Caroline Springs and multiple locations in Melbourne's CBD.

In one of the largest disruptions, we supported 3,491 people over 2 months in Clayton during Suburban Rail Loop works.

We also assisted 701 people during 14 transport disruptions in East Pakenham across the year.

Our partners and service users value our transport disruption service not just for its practical benefits, but also its flexibility to adapt to each unique disruption. Depending on the location and the specific needs of the transport disruption, we keep travellers moving with:

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

"I felt more comfortable and my long journey felt more manageable to the city with the additional support.

I felt far less anxious knowing someone was there to guide them safely and attentively.

Our team is nimble and ready to spring into action for both planned and unexpected disruptions. We're there to give travellers and other pedestrians support, reassurance and peace of mind as they move about in their community.

"I felt relieved that I did not to have to strain myself through long station corridors.

This service is very much appreciated by the community, visitors and patients of the hospital.

– Monash Hospital staff (Clayton disruption)

Welcoming Community Access Groups at Flinders Street hub

One of Melbourne's best kept secrets is the free support available at Travellers Aid's Flinders Street Station service hub. We are proud to be a welcoming space for a variety of community groups including:

- support services
- day placement centres
- disability service organisations.

Accompanied by their support workers or carers, these groups visit us as part of their regular community access or travel training programs.

Our Flinders Street Station site provides a safe and accessible space for lunch breaks, bathroom stops or just a quiet spot to rest.

Facilities include a well-maintained accessible bathroom, quiet lounge and helpful, friendly staff.

Read more about our Flinders Street Station hub, as well as lots of tips for planning your community access outing in our **support for disability day programs blog article**.

We're pleased to know our services are highly valued by those who visit, offering a comfortable, inclusive space in the heart of Melbourne.

"I just wanted to express to you how much we appreciate your team's assistance and time in helping us with the Travel Pass. You treated us with dignity and respect and followed through on every point along the way.

It is a great help to us in a time when we have to ask for assistance, which is not easy when, in the past, we have been able to pay for our children's needs without asking for extra funding.

Site services snapshot

3,496
instances of personal care assistance

6,235 people used our adult change facility

4,344
uses of shower at our Southern Cross Station site

6,286
uses of luggage storage service

717
mobility equipment items hired

1,004
instances of crisis travel support

Community education

We work to empower people to connect, engage and participate in their communities through public transport. Our education and training programs are a valuable way to equip people with the knowledge and confidence to do just that.

Among these programs is Try Before You Ride. This free community event delivered in partnership with transport operators gives travellers a chance to practice getting on and off public transport in a safe and relaxed setting. The program, which is run several times each year in various locations, is especially helpful to new travellers, people with disability, older people and parents with young children.

Over the past year we have:

- delivered 18 community talks to 262 people
- presented at 6 expos
- hosted 16 site visits
- participated in 4 Try Before You Ride events.

There are many benefits to our various community education programs, including:

- increased service use
- confidence knowing there is support available for public transport trips
- greater awareness of Travellers Aid services, such as connection, companion and luggage services.

“What an amazing service you provide to so many, you do an absolutely wonderful job. Congrats on your growth over the years.

– Karen, Melbourne

“Wonderful to see innovative expansion into new areas. I very much appreciate the service, a haven amongst the craziness of busy city life, a culture shock for country folk when visiting.

– Marilyn, Wodonga

“This a very valuable service and very much appreciated by us older members of the community... Very grateful for this service as we would not have been able to access the train without it

– Kim

“Your organization has a wonderful reputation for providing these important and valuable services.

– Maurice Gleeson, Blind Sports President

Disability awareness training

Travellers Aid is a trusted provider of practical and relevant access and inclusion training. Our programs are valued for their real-world insights, giving participants new perspectives and confidence to better support and interact with people with disability.

In the past year 225 people have joined more than 22 in-person disability awareness sessions – a 150% increase on the previous year.

Travelling in the Shoes of Others

Our half-day **Travelling in the Shoes of Others (TiSO)** sessions are designed for people working in the public transport sector. Co-designed and delivered by facilitators with disability, the program gives participants first-hand experience of the challenges people with disability face when navigating public transport and spaces. People come away with new ideas for more accessible and inclusive planning, infrastructure and customer service.

Participation in TiSO has not only cemented the commitment of our existing public transport partners – including Metro Trains, V/Line, Kinetic and Yarra Trams – it has also extended our reach. The Victorian Infrastructure Delivery Authority and the Level Crossings Removal Project have expressed interest in having their engineers do the training during the concept development stage of planning.

Our dedicated TiSO facilitators also held a training and panel discussion on accessibility as part of MPavilion's 2024 program. MPavilion is a 5-month Melbourne design festival exploring how architecture, art and design can change lives.

"I definitely feel that staff, especially in transport, should have this experience.

I would recommend it to all designers and engineers in order to perceive how people with a disability use space.

Customised Accessibility Awareness Workshops

Like TiSO, our **Accessibility Awareness Workshops** are hands-on half-day sessions led by lived-experience facilitators. This program is customised for a range of sectors and delivered at a place and time that suits participants. It's proven popular with event organisers, tourism and hospitality workers, businesses, councils and policy makers seeking to improve access and inclusion in their workplace and community.

Organisations outside of the transport sector, including Veolia Water and Agonis Group, have identified our training as both a crucial step for greater organisational disability awareness and an exercise in team building.

Other customised training and outreach has included:

- Monash University approaching our facilitators to collaborate on a new studio focusing on accessible design for people who are blind and low vision
- Metro Trains organising a group of students from Hong Kong to learn about Travellers Aid and participate in training
- Victoria's Department of Transport and Planning organising a delegation from Korea to tour Travellers Aid services and participate in the training.

Online Disability Awareness Training

Developed and delivered in partnership with William Angliss Institute, our self-paced, **Online Disability Awareness Training** is ideal for people who can't attend in-person training, or for organisations keen to include disability awareness in their general staff training procedures.

This year more than 60 people have opted for this convenient and flexible training.

In-house disability training

Travellers Aid volunteers and staff also benefit from our training programs, enabling them to deliver even better support across all our access and inclusion services.

The training is important for every member of staff, no matter their role, providing a better understanding of why we do what we do. It also ensures we can better implement our diversity and inclusion policy when we bring on new team members.

> **"The wonderful facilitators made me feel empowered and provided a safe space to learn.**

> **The facilitation was excellent and the experience of getting out into the real world was so valuable.**

Growth and leadership

Sector leadership

Building accessible and inclusive communities requires collective action and shared learning. This year, Travellers Aid has strengthened its role as both educator and student, actively contributing to industry knowledge while gaining valuable insights from national and international partners.

Our team has expanded its reach across diverse audiences: from policy makers and transport professionals to international delegations seeking to understand Australia's approach to disability inclusion. This knowledge exchange has enriched our understanding and enhanced our capacity to drive meaningful change.

Some of this year's growth and leadership activities include:

- presenting a case study on accessible and inclusive festivals and events at the Accessible and Inclusive Tourism Conference, Asia Pacific (AITCAP), in Melbourne
- hosting a group of 10 representatives from Oxfam Timor-Leste and Timorese Disabled People's Organisations in Australia to learn about integrating disability inclusion
- participation in an Aviation Customer Rights Charter roundtable session at the invitation of the federal Department of Infrastructure, Transport, Regional Development, Communications and the Arts
- joining Victoria's Department of Transport and Planning for a delegation of 20 Korean public servants in Australia to learn about transport policies and services for people with mobility requirements
- hosting 16 Young Transport Professionals members on a site and services tour as part of an event focusing on Disability Discrimination Act compliance and transport design
- Operations Manager Maria Groner selected for the American Express Leadership Academy
- Travelers Aid International board meetings, with our CEO Elias Lebbos welcomed as a new board member.

Through these initiatives we've shown our leadership in making communities more accessible and inclusive. By sharing what we know and learning from others around the world, we're better able to create positive change and build communities where everyone can participate.

Service growth

As shown in the figures throughout this report, our access and inclusion services continue to grow in line with awareness and demand.

Over the past year we have supported 20% more people at festivals and events, adding new events to our schedule and expanding services to existing events.

Our commitment to First Nations events continued with support for The Long Walk, Victorian Aboriginal Remembrance Day and Treaty in the Park, while we also extended our reach regionally with events like the Begonia Festival in Ballarat and the Matildas soccer game at GMHBA Stadium in Geelong.

Melbourne Airport Assist

Travellers Aid was proud to be part of the Melbourne Airport Assist pilot program, which ran over 4 months from September 2024 to January 2025. The service ran out of 4 mobility hubs assisting travellers navigate between the airport's car parks, check-in areas, baggage halls, and passenger pick-up and drop-off zones. As the first service of its kind in Australia, Melbourne Airport Assist aimed to address access barriers faced by some travellers and complement existing airline services.

Travellers Aid staff provided wheelchair and buggy transfers, personal assistance and information on the Hidden Disability Sunflower Program.

Across the pilot program our team assisted 8,412 people, with an average of 90 instances of support each day.

Of those supported, 92% of people had physical access needs, with 1% of people blind or vision impaired, 1% d/Deaf or hearing impaired and a further 1% people with hidden disabilities. The remaining 4% needed additional support due to travelling with children, solo travel or large amounts of luggage.

The program received exclusively 5-star ratings from 5,514 respondents, including 623 written compliments praising the respectful service delivery.

> **"I was coming by Skybus with my guide dog and suitcase and it was wonderful to have someone to greet me and help me get to the customer service counter for my plane. I like to see this service is run all year round as it would be comforting to know someone was there to help out especially for people with disabilities who travel by themselves.**

Thank you to our supporters

Patron

Her Excellency Professor the Honourable Margaret Gardner AC

Life Members

Bernie Delaney

Denise Orchard

Dan Feldman

Trevor Huggard

Margaret Carter

Past Life Members

Eveline Lark

Geoffrey Connard

John Jones LLB, BCL

Supporters

Aitken Partners

Anglicare Victoria

Annie Ernst

Barbara Trainor

Bev Excell

Bernadette Coram

Bernadette Thomas

Bruce Gould

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Our partners

Our partnerships are critical to our ability to reach more people in more places. Travellers Aid deeply values our collaborations – both new and long-term – that enable us to deliver access and inclusion services when and where they're needed.

We'd like to specially acknowledge the Nigel and Patricia Peck Foundation for their $30,000 contribution, which enables us to provide access and inclusion services at small, medium or emerging community events.

It gives us great pleasure to recognise and thank the partners and supporters who help us realise our mission of empowering every individual to connect, engage and participate independently within their communities.

> **"Travellers Aid's services transporting people with limited mobility to the event were deeply appreciated by us and the veteran community we serve, as well as their descendants and the wider community. RSL Victoria is proud to be involved with Travellers.**
>
> **– Leonie King, on behalf of RSL Victoria and the ANZAC Commemoration Council**

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Families,
Fairness
and Housing

VICTORIA
State
Government
Department
of Transport
and Planning

Travellers Aid

Contact us

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Naarm
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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