Your handy guide to our services

Travellers Aid

Here for travellers

For more than 100 years Travellers Aid has been assisting people to get to where they need to be. Started by a group of pioneering women who believed that everyone had the right to feel safe while travelling into the city.

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.

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FSS – Flinders Street Station
SCS – Southern Cross Station,
SEY – Seymour Station
BAL – Ballarat Station
GEE – Geelong Station
PVL – Parkville Station
AIR – Melbourne Airport

Connection Assistance

Travellers Aid operates year round Connection Assistance services, including buggy transfers, wheelchair assistance and personal guidance, at Southern Cross Station Melbourne, Seymour Station in regional Victoria and Melbourne Airport. Wheelchair assistance and personal guidance is available at Ballarat, Geelong and Parkville Stations.

Connection Assistance bookings:

- 24 hours notice preferred
- can be met from your car, train, bus, airport transfer or taxi

These services are available at no cost.

To book Connection Assistance services you can call;
Southern Cross (03) 9670 2072
Parkville (03) 9661 8000
Seymour (03) 5793 6210
Ballarat 0491 767 177
Geelong 0475 295 304
Melbourne Airport 0492 868 960
Or book online at travellersaid.org.au

Scan the QR code for more information.

Travel Companion Service

Whether you have a disability, mobility impairment or are unsure about using public transport, our trained companion service volunteers will be with you along the way.

We are here to support you to connect, engage, and participate in your community. Volunteer companions can meet you at a public transport hub in Melbourne or Seymour and accompany you to and from:

- Appointments
- Social activities
- Events/attractions
- Work
- School/education

If needed, volunteers can wait to accompany you back to your meeting point, again using public transport.

To book Travel Companion Services, call us on 1300 700 399 or book online at travellersaid.org.au

Scan the QR code for more information.

Personal Care

Travellers Aid Personal Care service assists people with disability, who may require assistance when they are travelling around or visiting Melbourne.

Our qualified Client Support Officers (CSOs) can assist with:

- Mealtime support, communication and/or toilet assistance for people with disability when travelling with or without a carer.
- Charging points for users of mobility equipment.
- Fully accessible bathroom with an adult change table and ceiling hoist.

This service is available at our site lounges at Flinders Street Station and Southern Cross Station. Travellers Aid Personal Care service:

- Is free
- Does not require a referral or booking
- Welcomes families, carers, and groups.

Scan the QR code for more information.

Mobility Equipment Hire

Travellers Aid offers a range of mobility equipment for hire from our service hubs at Southern Cross and Flinders Street Stations in Melbourne. Daily and weekly equipment hire is available.

Our mobility equipment hire range includes
Manual wheelchairs
Mobility scooters
Underarm crutches
Forearm crutches
Walking sticks
Walking frames
Strollers

Scan the QR code for more information.

Locations

City Village (administration)
Level 3, 225 Bourke Street, Melbourne
Naarm
T: (03) 9654 2600
E: info@travellersaid.org.au

Melbourne Airport
T: 0492 868 960
E: melair@travellersaid.org.au
H: 6:00am - 10:00pm | 7 days a week

Southern Cross Station
Under the Bourke Street bridge across from the luggage hall
T: (03) 9670 2072
E: scs@travellersaid.org.au
H: 6:30am - 9:30pm | 7 days a week

Flinders Street Station
On the main station concourse between platforms 9 & 10
T: (03) 9068 8187
E: fss@travellersaid.org.au
H: 8:00am - 7:00pm | 7 days a week

Parkville Station
On the western end of the concourse
near exits 3 and 4
T: (03) 9661 8000
E: parkville@travellersaid.org.au

Seymour Railway Station
On platform 2
T: (03) 5793 6210
E: seymour@travellersaid.org.au
H: 8:30am - 6:30pm | Monday – Friday

Ballarat Railway Station
T: 0491 767 177
E: ballarat@travellersaid.org.au
H: 7:30am - 3:30pm | Monday - Friday

Geelong Station
T: 0475 295 304
E: geelong@travellersaid.org.au
H: 8:00am - 4:00pm | Monday - Friday

Travellers Aid Lounges

Our Travellers Aid lounges at Flinders Street and Southern Cross stations in Melbourne are places for travellers to take a seat, rest and wait for the next leg of their journey. We can help with basic tourist and travel information as well as directions around the stations.

We welcome breastfeeding mothers at all locations and our friendly staff and volunteers are always happy to assist tired families or those experiencing unexpected travel emergencies.

Travellers Aid Lounge Flinders Street Station
The following services are available at our Flinders Street location:

- Accessible toilet and baby/adult change table
- Personal care (see page 6)
- Mobility equipment and stroller hire (see page 7)
- Free drinking water
- Luggage storage

Travellers Aid Lounge Southern Cross Station
The following services are available at our Southern Cross location:

- Accessible toilet and baby/adult change table
- Connection assistance (see page 4)
- Personal care (see page 6)
- Mobility equipment and stroller hire (see page 7)
- Free drinking water
- Crisis travel
- Showers

Same Day Luggage Storage
Are you looking for somewhere to safely store your bags while you explore the city?

Our Travellers Aid lounge inside Flinders Street station offers same day bag storage at competitive rates.

Showers
Showers are available for a small cost at our Southern Cross lounge. Towel and soap are included.

*Concession rates are available to concession card holders and students 25 years and under.

Crisis Travel
The Travellers Aid Crisis Travel Program is available from our Southern Cross Station site and assists people with public transport fares within Victoria who need travel assistance due to an emergency.

To find out if you qualify,
please call 03 9670 2072 or
email scs@travellersaid.org.au

Event Services

We are pleased to be working with a growing number of events to make them more accessible and inclusive to everyone.

Services can include:

- Buggy transfers
- Wheelchair and personal guidance
- Wheelchair and stroller hire
- General information

Please note services are varied for each event.
For further information;
Call 03 9654 2600
Email events@travellersaid.org.au
View upcoming events you can find us at online at
travellersaid.org.au

Scan the QR code for more information.

Disability awareness training programs

Your go-to social procurement supplier for access and inclusion training.

Our specialist disability awareness training programs are designed to give you the knowledge and confidence to better meet the needs of people with disability.

Informed and co-facilitated by people with disability, Travellers Aid's access and inclusion training programs will help your businesses or organisation:

- interact with and assist people with disability in supportive and respectful ways
- deliver more equitable, consistent, and customer-focused services
- show leadership that encourages positive service within your workplace or industry sector
- understand your legal responsibilities to make reasonable adjustments that meet the needs of staff or customers with disability.

People + Planet First Verified Social Enterprise

Social Traders Certified Social Enterprise Business for good

Scan the QR code for more information.

Get involved

Travellers Aid proudly provides not-for-profit services to anyone who needs them. The provision of these services is made possible by the kindness and generosity of our supporters, volunteers and donors.

If you are friendly, respectful, patient and enjoy interacting with people from all walks of life then volunteering with Travellers Aid could be the role for you. You'll be assisting seniors, regional Victorians and people living with disabilities as well as the general travelling public.

If you would like to become a Travellers Aid **Volunteer** you can;
Call 03 9654 2600
Email volunteers@travellersaid.org.au
View volunteer roles online at **travellersaid.org.au**

Donation Form

Your gift today will help another traveller in need

We rely on donations to provide many of our services. Your donation will help us develop new programs that enable people who might otherwise struggle to connect, engage, and participate in their community. Donations of $2 or more are tax deductible.

My donation: $ _____

☐ One off donation ☐ Regular donation

☐ Bank transfer
Account Name: Travellers Aid Australia
BSB: 633 000 | Account Number: 167644848
Please include your full name as reference.
Email accounts@travellersaid.org.au if you would like a receipt.

☐ MasterCard ☐ Visa

Credit Card Number:

☐☐☐☐ ☐☐☐☐ ☐☐☐☐ ☐☐☐☐

Expiry: ☐☐/☐☐ CVV: ☐☐☐
The last 3 digits of the number on the back of your card

Name on card: _____

Signature: _____

Your Details:

First name: _____

Last name: _____

Email: _____

Address: _____

Suburb/town: _____

State: _____ Post Code: _____

Please return this form postage free to:
Reply paid 87141, Travellers Aid Australia,
Level 3, 225 Bourke Street,
Naarm
Melbourne VIC 3000

Donate online at
travellersaid.org.au/donate

Travellers Aid

Contact us

City Village Level 3, 225 Bourke Street
Naarm
Melbourne VIC 3000
T: (03) 9654 2600
E: info@travellersaid.org.au

Accessibility

To request a hard copy or alternative format of this document, please call our Travellers Aid Head Office (03) 9654 2600.

Support us

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

Subscribe for news and updates

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 pro-active and meaningful steps and actions.

travellersaid.org.au

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