



# TRAVELLERS AID

ASSISTING TRAVELLERS AT THE POINT OF NEED

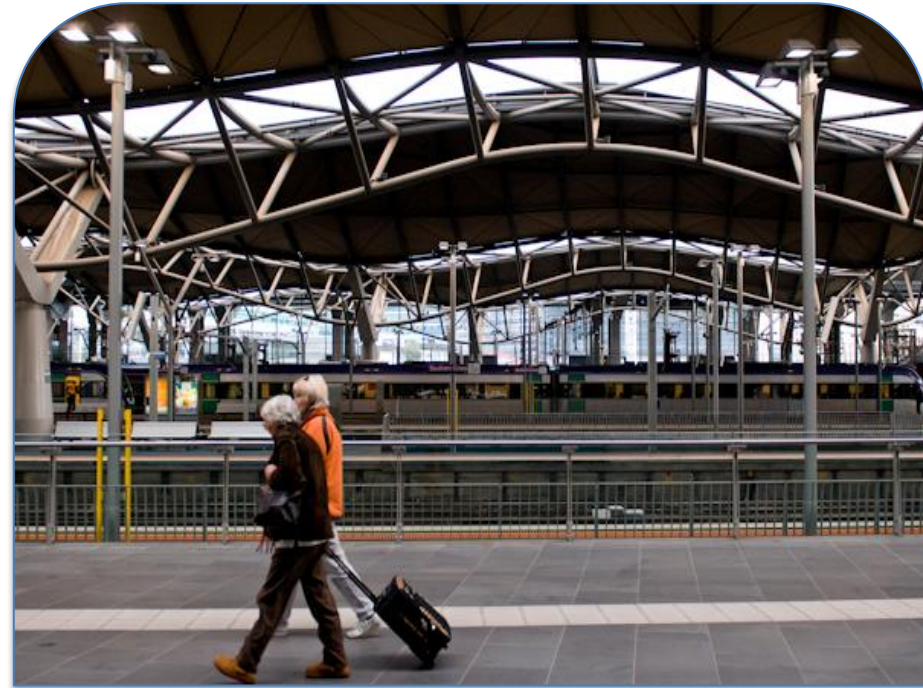
# Who do we assist?



# How does it work?



# Services at Flinders Street Station & Southern Cross Station



# Access Service (TAAS)



# Buggy & Personal Guidance Service



# Mobility equipment hire



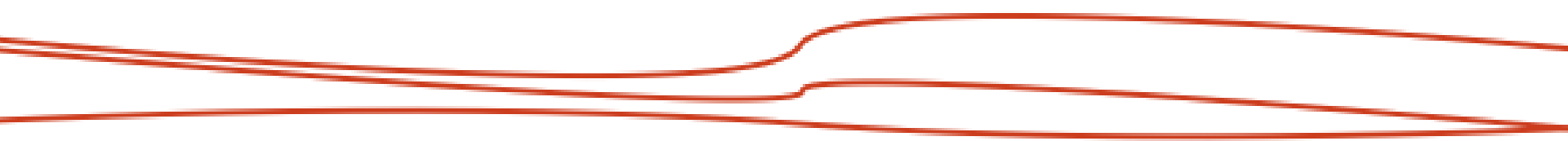
# Emergency Relief



# Medical Companion Project



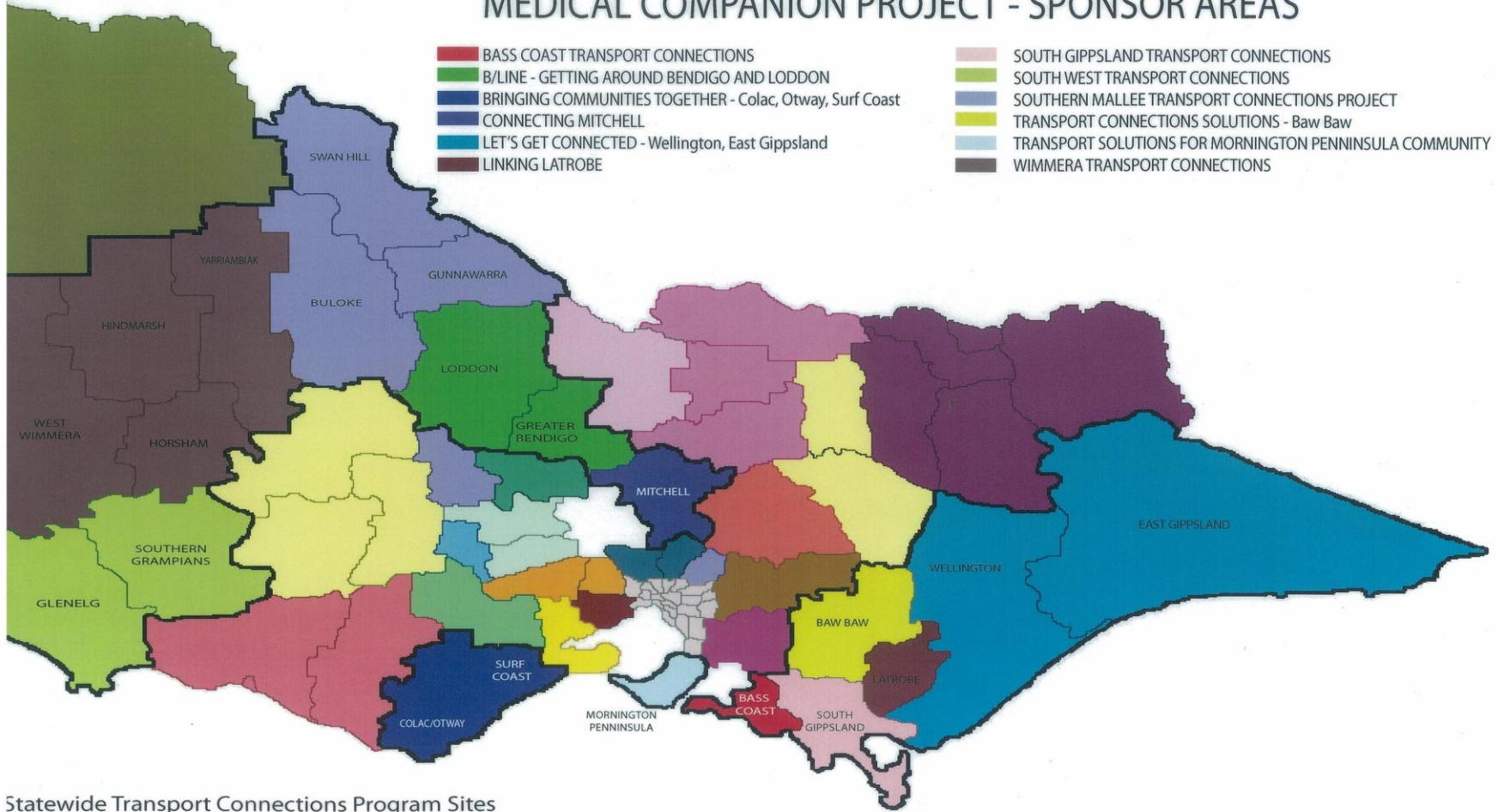
# Medical Companion Project



# Medical Companion Project

## MEDICAL COMPANION PROJECT - SPONSOR AREAS

- |   |  |   |  |
|---|--|---|--|
|  | BASS COAST TRANSPORT CONNECTIONS                         |  | SOUTH GIPPSLAND TRANSPORT CONNECTIONS                  |
|  | B/LINE - GETTING AROUND BENDIGO AND LODDON               |  | SOUTH WEST TRANSPORT CONNECTIONS                       |
|  | BRINGING COMMUNITIES TOGETHER - Colac, Otway, Surf Coast |  | SOUTHERN MALLEE TRANSPORT CONNECTIONS PROJECT          |
|  | CONNECTING MITCHELL                                      |  | TRANSPORT CONNECTIONS SOLUTIONS - Baw Baw              |
|  | LET'S GET CONNECTED - Wellington, East Gippsland         |  | TRANSPORT SOLUTIONS FOR MORNINGTON PENINSULA COMMUNITY |
|  | LINKING LATROBE  |  | WIMMERA TRANSPORT CONNECTIONS                          |



Statewide Transport Connections Program Sites

# Tourist facilities



# What don't we do?

- First Aid unless the incident is on our premises.
  - At Southern Cross Station: First Aid is provided by Wilsons Security.
  - At Flinders Street Station: St Johns (6.30am-10.30am) & Metro staff the rest of the time.
- At Flinders Street Station, Metro staff are required to:
  - Assist people with disabilities facing difficulties on platforms, etc.
  - Escort people around the Station & on/off trains.

# Public Transport Ombudsman - Janine Young



Free call: 1800 466 865

**Email:** [enquiries@ptovic.com.au](mailto:enquiries@ptovic.com.au)

**Mail:**

Public Transport Ombudsman  
PO Box 538  
Collins Street West  
MELBOURNE VIC 8007

[www.ptovic.com.au](http://www.ptovic.com.au)

# How can you help?



# Contact us

**Website:** [www.travellersaid.org.au](http://www.travellersaid.org.au)

**Head Office:** (03) 9654 2600

**Southern Cross:** (03) 9670 2072

[scs@travellersaid.org.au](mailto:scs@travellersaid.org.au)

**Flinders Street:** (03) 9610 2030

[fss@travellersaid.org.au](mailto:fss@travellersaid.org.au)

Jodie Willmer, CEO

**Email:** [jodie@travellersaid.org.au](mailto:jodie@travellersaid.org.au)

**Phone:** (03) 9654 2600



# Questions?

