

**TRAVELLERSaid**



# COMMUNITY TRAVEL TRAINING

Travellers Aid Australia and RACV Partnership

***RACV***



# ***TRAVELLERS AID AUSTRALIA***

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We provide respectful, appropriate, tailored services to public transport users, including those with special needs, and people facing emergency situations. TAA is a registered Public Benevolent Institution/Non-profit organisation.

*Offering support services for almost 100 years*

# *Travellers Aid's clients include:*

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- ◉ Travellers with a disability or mobility challenges
- ◉ Frail and elderly travellers
- ◉ Regional and rural Victoria
- ◉ People facing crisis situations
- ◉ Students facing financial disadvantage
- ◉ Melbourne metropolitan commuters
- ◉ Interstate and overseas travellers

Travellers Aid Australia provides more than 250,000 services each year to travellers in need from all types of backgrounds.

# ***SERVICES AND PROGRAMS***

## **Buggy and Personal Guidance Service:**

Helping ensure safe passage at Southern Cross station for older and frail people and people with mobility needs

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## **Travellers Aid Access Service (TAAS):**

Personal care assistance to people with a disability, promoting autonomy and independence

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## **Medical Companion Project:**

Volunteers assisting patients from (mainly) regional Victoria getting to and from medical appointments

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## **Mobility Equipment Hire:**

Assisting people who are frail, aged or living with a disability through mobility aids

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## **Transport Information:**

Transport information and safe, comfortable rest facilities for people in transit

# WHY WE DECIDED IT WAS TIME

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- ◉ Very few travel training providers offer a flexible or customised approach to travel training
- ◉ Most programs being offered are disability based and focussed on a specific cohort of people.
- ◉ To encourage people to participate in other parts of life, such as social and leisure activities not just learn for work or school
- ◉ We have identified gaps in providing general travel training to people from a range of backgrounds and needs.
- ◉ More people transiting from dependence on the use of a vehicle to public transport usage.

# ***OBJECTIVES FOR THE LEARNER***

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- ◉ Learn more about how to use public transport safely
- ◉ Understand the options when transitioning from driver to public transport
- ◉ Understand the network and the different modes of transport
- ◉ Travel confidently and safely
- ◉ Understand and know your options to make an informed decision
- ◉ Discuss fears of using transport and develop skills to overcome this

# TRAINING MODULES

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- ◉ Safety on transport & travelling with belongings
- ◉ Busting fears and myths of public transport and out of Rural area travel
- ◉ Using mobility equipment and support available (if required)
- ◉ Accessibility of stations, crossings and Public transport
- ◉ Myki processes and Passes
- ◉ Transport websites and apps
- ◉ Travellers Aid and how we fit in
- ◉ What alternatives do your local communities have
- ◉ Your Line/ mode of transport and planning your journey (if required)

*Sessions are developed with the learners for the learners.  
Pick and choose what suits your groups needs!*

# TARGET GROUPS:

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- ◉ Older people and seniors
- ◉ Regional and remote travellers
- ◉ People with disabilities
- ◉ People transitioning from driver to transport
- ◉ People new to using scooters and wheelchairs
- ◉ People with Acquired Brain Injury
- ◉ People with mental illness
- ◉ Newly arrived migrants and refugees
- ◉ Mothers with children
- ◉ Rural and senior school students

# TARGET REGIONS :

We have work closely with our regional partners and RACV to identify where training is most needed.

As a start we have identified the following towns for promotional activities:

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- ◉ **Rural** - Wodonga, Bairnsdale, Swan Hill, Mildura, Warrnambool & Horsham

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- ◉ **Regional** - Kilmore, Seymour, Benella, Shepparton, Wangaratta, Mansfield, Yea, Bendigo

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- ◉ Castlemaine, Echuca, Ballarat, Ararat, Geelong, Colac, Warragul, Morwell, Sale, Lakes Entrance, Cowes

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- ◉ Warburton, Healesville and where ever an interest may arise.

# WHO WILL THE TRAINERS BE

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- ◉ Travellers Aid Project Manager and head trainer
- ◉ Local people from the community
- ◉ Paid trainers and Volunteers
- ◉ CWA representatives

Local people understand the challenges

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- ◉ Travellers Aid will be seeking applicants from the local regions to become CTT trainers.
  - ◉ All volunteers will be trained in the program and how to deliver the sessions

# WHAT NOW?

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- ◉ Travellers Aid Australia is going to be launching this program officially in June 2015
- ◉ Currently researching and contacting relevant groups and areas
- ◉ Working closely with transport providers to develop correct and informative material
- ◉ Making bookings for sessions and meeting with groups to make sure the program suits their needs
- ◉ Developing program material and information booklets
- ◉ Advertise for volunteer and paid trainers in local areas
- ◉ Marketing the program to the wider community

Thanks to  
V/line and  
Transdev for  
the support and  
information

# ***HOW CAN YOU BE INVOLVED?***

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- ◉ Book a session
- ◉ Promote the program
- ◉ Become a trainer for your community
- ◉ Work together with us to meet the needs of community

# Questions

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