

Social Inclusion Principles for Transport Engineers Seminar

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Travellers Aid



“People travel for all sorts of reasons, and Travellers Aid is there to help, as a meeting point after a sporting match or concert, or to welcome someone who is arriving in Melbourne for the first time, or meeting long lost friends, or travelling for deeply personal reasons such as medical treatment or a funeral”.

“We are an integral part of the transport system. We add warmth and heart to the journey offering safe and quiet spaces for travellers, and relevant services with dignified outcomes”.



Travellers Aid

- *Our Service*
- *A Personal Experience*
- *An Example of Challenging Infrastructure*
- *A Positive Outcome*
- *Community Transport*



What is Travellers Aid



- A not for profit organisation, started in 1916
- Governed by Honorary Board of Directors (all volunteers)
- Our offer is to provide support, advice and assistance at the point of need to the travelling public with special requirements and those in emergency situations
- 70% funding from local, state and federal government
- 30% from donations, philanthropic trusts / foundations and income from services



Purpose, Vision and Values

Our Purpose:

We exist to provide vital services and dignified outcomes to travellers in need.

Our Vision:

For travellers at the point of need to have:

- Easy access to services
- Relevant services
- Solutions with dignity

Our Values:

Compassion, integrity, fairness



Southern Cross Services



Experienced client support officers

Personal care and meal assistance

Fully accessible bathroom

Grab rails, ceiling hoist, adult change table and commode

Comfortable lounge and waiting area

TV and microwave

Mobility equipment hire

Fully accessible shower and rest rooms

Buggy transport service to assist those who may be elderly, or with a disability to transit safely through Southern Cross train station



Flinders Street Services



Experienced Client Support Officers

Personal care and meal assistance

Fully accessible bathroom

Grab rails, ceiling hoist, adult change table and commode

Comfortable lounge and waiting area with great views

TV and microwave

Mobility equipment hire

Luggage storage

Fully accessible to all



Customer Service Experiences

Case Study: Difficulties whilst travelling: AQA Forum

It was my very first independent holiday since the 2 years I have been a paraplegic. I did all my research to get everything just right so I wouldn't have any major problems.

I found a place, spoke to the manager and wrote a letter with all of my needs of what needed to be in the unit.

I was told: "We do have all that, Accessible Bathroom, low bed, easy reach benches & stove even have a chair lift to access the swimming pool".

When I arrived at my destination

I was unable to enter, ramp was too steep

Doorways too small

Grab rails positioned incorrectly

Bench too high to reach



Setting Expectations



Challenging Infrastructure

Travelling to medical facilities in Melbourne CBD using public transport.

- St Vincent Hospital is the only CBD hospital that can be accessed by someone in a wheelchair, scooter or walker.
- Royal Melbourne, The Women's & The Royal Children's Hospitals (and soon Peter Mac) are not accessible for people using mobility aids.
- The Royal Melbourne & The Women's have a Super Stop at the main entrance but no low level trams operate on any of the routes that pass these hospitals.



Positive Outcomes

The introduction of lower gradient access ramps

This has impacted in a positive manner for a range of transport users not only those using mobility aids but the frail and elderly through to parents with prams.

The introduction of new bus stop shelters

A simple improvement that has provided a level of comfort for public transport users especially those in regional areas where frequency is limited.



Community Transport

- Community transport is sometimes seen as the alternative accessible, affordable and available transport
- Provides alternative transport services to public private transport
- Can be targeted to specific people or groups
- Lacks flexibility
- Provides a personalised and responsive transport service
- Very few current models are sustainable
- Is dependent on volunteers and government funding



Any Questions?

Thank You!

