

Media Release

Gabrielle Williams MP

Minister for Government Services

Minister for Consumer Affairs

Minister for Public and Active Transport



Friday, 3 May 2024

MAKING BALLARAT STATION MORE ACCESSIBLE

One year on since its establishment at Ballarat Station, the Travellers Aid service continues to provide vital assistance to more than 2,000 passengers.

Travellers Aid staff and volunteers have been on hand to help passengers travel between platforms, coach or bus bays, the taxi rank and car park drop off zones.

The staff and volunteers assist passengers of all ages and abilities to use public transport by providing wheelchair-assisted transport to passengers, sighted guide for passengers who are blind or have low vision, and other various supports to commuters.

V/Line has a long-standing partnership with Travellers Aid spanning several decades, which has seen staff and volunteers assist passengers with their travel needs at Southern Cross, Flinders Street and Seymour stations.

The expansion of Travellers Aid to additional V/Line stations is one of several initiatives underway across the regional network to help make stations, services and amenities more accessible.

This includes a \$50 million Allan Labor Government investment to upgrade Ballarat's train station in a historically sensitive way, with passenger lifts on both platforms and a connecting pedestrian overpass.

The Travellers Aid service is available at Ballarat Station on weekdays from 7.30am until 3.30pm.

Quote attributable to the Minister for Public and Active Transport Gabrielle Williams

"We expanded Travellers Aid to Ballarat Station last year and it's already delivered vital support to thousands of passengers."

Quote attributable to Member for Wendouree Juliana Addison

"We continue to look for both short and long-term improvements to create an easier travel experience for all passengers including delivering on our \$50 million commitment to address issues of accessibility between the two platforms"

Quote attributable to Travellers Aid Australia CEO Elias Lebbos

"We're extremely proud of the work our team at Travellers Aid do across Victoria and look forward to providing continuous support to the Ballarat community after a successful year."

Quote attributable to V/Line CEO Matt Carrick

"Travellers Aid has been helping passengers get to their destination on the public transport network for many years, and we're really pleased there has been such a positive response to the service at Ballarat Station."