

# Media Release

**Gabrielle Williams MP**

Minister for Transport Infrastructure  
Minister for Public and Active Transport



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## TRAVELLERS AID IMPROVING ACCESSIBILITY AT GEELONG STATION

The Allan Labor Government is launching Travellers Aid at Geelong Station – supporting passengers who may need extra assistance including those with accessibility needs and seniors.

Travellers Aid volunteers will help passengers change between platforms, getting to the coach and bus bays, taxi ranks or car park drop-off zones at the busy station.

The volunteers will also provide assistance to passengers with their luggage and provide wheelchair support to help people move around the station – they will also assist people who are blind or have low vision.

The Travellers Aid service will complement existing accessibility features at Geelong Station including an accessible overpass, boarding assistance zones, the use of communication access tools to converse with passengers in a visual way, and the Hidden Disability Sunflower program to support passengers.

The service will be available to passengers of all ages and abilities, operating between 8:00am and 4:00pm, Monday to Friday.

A new marked Travellers Aid accessible pick-up and drop-off point for cars is also being introduced, improving accessibility for passengers using V/Line train and coach services.

The service currently operates out of Ballarat and Seymour stations in regional Victoria and at Southern Cross and Flinders Street Stations in Melbourne.

The Labor Government is investing more than \$500,000 every year in Travellers Aid services across the regional network.

### **Quote attributable to Minister for Public and Active Transport Gabrielle Williams**

*“We’re delivering a more accessible public transport network for Victorians – upgrading stations, delivering new trains and providing vital services for passengers.”*

### **Quote attributable to Member for Geelong Chris Couzens**

*“Travellers Aid will improve the experience for passengers at Geelong Station, one of the busiest on the V/Line network by assisting them to travel between train, coach and bus services.”*

### **Quotes attributable to the Travellers Aid Australia CEO Elias Lebbos**

*“We’re proud to be expanding our services to Geelong and look forward to continuing our partnership with V/Line to support the local community.”*

*“We’re calling for staff and volunteers to join our team – if you’d like to help make a positive difference in your community, we’d love to hear from you.”*

### **Quotes attributable to V/Line Chief Executive Officer Will Tieppo**

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*“We are always looking for ways to improve passenger experience on the network and Travellers Aid will enhance accessibility at Geelong Station.”*

*“Travellers Aid have been helping our passengers get to their destination for many years and we welcome their continued partnership.”*