

Our Governance

At Travellers Aid Australia our clients and stakeholders come first. We're committed to doing things professionally, ethically, transparently and with full accountability.

Statutory

Travellers Aid Australia is governed by the Travellers Aid Constitution and the regulations of the the Corporations Law Act 2001 (Cth). Travellers Aid Australia is;

- An Australian Public Company limited by guarantee
- A Registered Charity with the Australian Charities and Not-for-profit Commission (ACNC).
- A Public Benevolent Institution (PBI)
- Registered with the Australian Charities and Not-for-profits Commission
- Travellers Aid Australia has and is recognised for;
- Charity Tax Concessions (CTC)
- Deductible Gift Recipient (DGR) status.

Memberships

Travellers Aid Australia is a member of;

- Victorian Council of Social Services (VCOSS)
- Volunteering Victoria (VTIC)
- National Disability Services (NDS)
- Travellers Aid Australia participates on the following committees;
- Destination Melbourne's Visitability Committee

Insurances

Travellers Aid Australia is insured under the Victorian Managed Insurance Authority (VMIA) – Community Service Organisations (CSO) Insurance Program for;

- Public and Products Liability
- Professional indemnity
- Directors and Officers Liability incorporating Entity Liability
- Entity Fidelity
- Medical Endemnity
- Volunteer Care Givers Property Damage
- Personal Accident

Auditors

Travellers Aid Australia have appointed Accru Chartered Accountants in Melbourne as their auditors.

Our leadership and oversight

Our Organisation Structure seeks to reflect the best structure possible for achieving effective, caring outcomes for our clients and stakeholders. Our Board of Directors, who are at the apex of our organisation, is made up of a Chair, Honorary Treasurer and from three to seven additional Board members. They ensure the needs of our clients and stakeholders are met clearly, consistently and with an ongoing commitment to social justice. We are committed to meeting our required standards of

governance to ensure the organisation's smooth running. This also helps ensure that the Board is able to guide Travellers Aid Australia with maximum excellence and efficiency.

Our direction

Our staff and volunteers operate under a Board-approved Strategic Plan, and subsequent Business Plans. We are conscious of the challenging environment in which we operate and the uncertainties brought about by changing governments, government policy, funding cuts and the ever increasing competition in fundraising activities. The foresight and ability to adapt service delivery models, workforce structures that have an appropriate balance of paid staff and volunteers and continued development of sound internal processes will play a significant part in TAA's future success. In our 2015 – 2017 Strategic Plan, our five major priorities are to:

- Be less reliant on Government funding and increase revenue through innovative fundraising, social enterprise and strategic relationships.
- Identify opportunities to successfully leverage our stakeholder relationships for increased financial and or in-kind support.
- Create strong partnerships and alliances that will allow TAA to further develop its capacity to deliver its suite of services.
- Ensure our service offering is relevant to the needs of the communities in which we operate in and is aligned to the objectives of our funders.
- Identify a funding source of \$100k annually that would allow TAA to reinstate its Emergency Relief service to again be able to support people throughout Australia and not just Victoria.

Our client focus

At Travellers Aid Australia, we put the health, wellbeing and safety of our clients first. To achieve this, we implement a client-focused, multi-skilling approach to staff training.

All of our Client Support Officers are fully trained in the areas of personal care assistance, first aid, travel support, buggy support and responding to customer inquiries. This ensures our continual responsiveness and best practice when assisting travellers in need.

We also believe in reciprocity. Our Client Rights & Responsibilities Charter reflects the mutually beneficial and respectful relationship we have with people who use our service. We're committed to the best outcomes for our clients and other members of the travelling public.