

# Case study: Reconciliation Australia

Corporate Traveller partnered with Reconciliation Australia in May 2009. During that time Corporate Traveller has streamlined Reconciliation Australia's domestic travel management providing a flexible, personal and cost competitive service that drives savings and allows the not-for-profit organisation to focus on its core business.

## Who is Reconciliation Australia?

Reconciliation Australia is an independent, not-for-profit organisation established in 2000 by the former council for Aboriginal Reconciliation. Reconciliation Australia is the peak national organisation for building and promoting reconciliation between Indigenous and non-Indigenous Australians for the wellbeing of the nation. In recognising the achievement of reconciliation the organisation involves all sectors of the Australian community, working collaboratively with corporations, Indigenous and non-Indigenous organisations, government and community groups as well as individuals to form successful partnerships.

## What were Reconciliation Australia's challenges?

Reconciliation Australia was looking for improved customer service. It wanted high-quality, flexible and local customer service that was accurate, quick and cost efficient. The organisation's objectives were to improve its overall savings on travel spend by reducing its fee structure and to implement a flexible payment option.

Reconciliation Australia sought assistance in developing a travel program to maximise savings on its airfare spend. The organisation wanted expert advice from Corporate Traveller on how to tailor a policy that would help the group meet its financial obligations and promote compliance for greater travel cost savings.

## What solutions did we create?

Corporate Traveller provided a dedicated and experienced travel manager who could provide a solution with one email and one phone call.

Corporate Traveller tailored a travel policy for Reconciliation Australia that achieves cost savings by utilising Best Fare

of the Day. In this instance, Corporate Traveller's industry experience, quick response times and high quality service standards meant that once the policy had been agreed upon by all stakeholders, the policy was delivered to the organisation within one hour of being confirmed.

Corporate Traveller also offered a tailored payment option to Reconciliation Australia.

By offering the right type of fare Corporate Traveller has saved Reconciliation Australia 25 per cent on booking fees and 66 per cent in change fees.

## What were the results?

By offering the right type of fare, Corporate Traveller has saved Reconciliation Australia 25 per cent of its overall domestic travel spend on booking fees and 66 per cent in change fees.

Corporate Traveller's service has reduced the time Reconciliation Australia spends managing its travel bookings. Previously the organisation's staff were spending between 20 - 60 minutes per day on making bookings. Over a 12 month period Corporate Traveller will save Reconciliation Australia almost 8% of its overall travel spend by streamlining its booking process, therefore creating greater resource efficiencies for the organisation.

Looking forward Corporate Traveller will continue to assess the success of Reconciliation Australia's travel policy through benchmarking and client averages to ensure the policy maintains its effectiveness and that the organisation is receiving a good return on its investment.

## What is Reconciliation Australia's response?

"Corporate Traveller was able to reduce our costs through a flexible fee structure and provide a quick and accurate service saving us considerable time. It was also extremely beneficial that Corporate Traveller was able to provide expert advice and use our airline credits to ensure we wouldn't incur any financial loss on our air travel spend." Pauline Druett, Office and Facilities Manager.

\*Fcm Travel Solutions' SME teams have rebranded to Corporate Traveller.

