

Staff Travel Change Management Summary

Need for Change

The introduction of the new NTG Air-Travel policy which applies to all agencies has reinforced the agencies need for change.

Change Outcomes

- Improved Controls
- Enhanced reporting
- Improved compliance
- Reduced expenditure
- Improved efficiencies

Improvements

- All Travel booked through one online system
- Controls in place to achieve 100% NTG/Departmental Travel Policy compliance
- All TRIPS and online submissions approved via CSS Travel for payment to ensure best fare of day applications
- All accommodation paid for by one account (CPS- Connected to AMEX account)
- Improved booking process to include assistance for travellers who do not have an arranger
- Improved reporting
- Improved overall efficiencies in relation to departmental resourcing
- Changes to travel will be captured prior to travel and within approved amount
- Improved reconciliation and Travel reporting due to one source of truth (one payment account).
- Substantial Cost reductions and savings
- Improved vendor negotiations due to ability to track spend
- Improved vendor relationships to negotiate availability terms so that preferred locations are locked in and available
- Improved after-hours emergency process

Staff Impacts

- Staff impacts are expected to be limited
- New policies and systems should effect immediate efficiencies
- Staff already utilising the online system should experience little to no change with booking process
- Staff who are not using the online system will need to be trained
- All staff who book travel will need to attend policy awareness sessions
- Information sessions held in July identified training preferences. Training will include WebEx/Face to Face /user guides/follow up support

Financial Impact

- Cost associations for training are Nil
- Travel Management Road show

Organisational Benefits

- Reduced Risk
- Reduced expenditure
- Controlled spend
- Accurate reporting

Financial Delegate Benefits

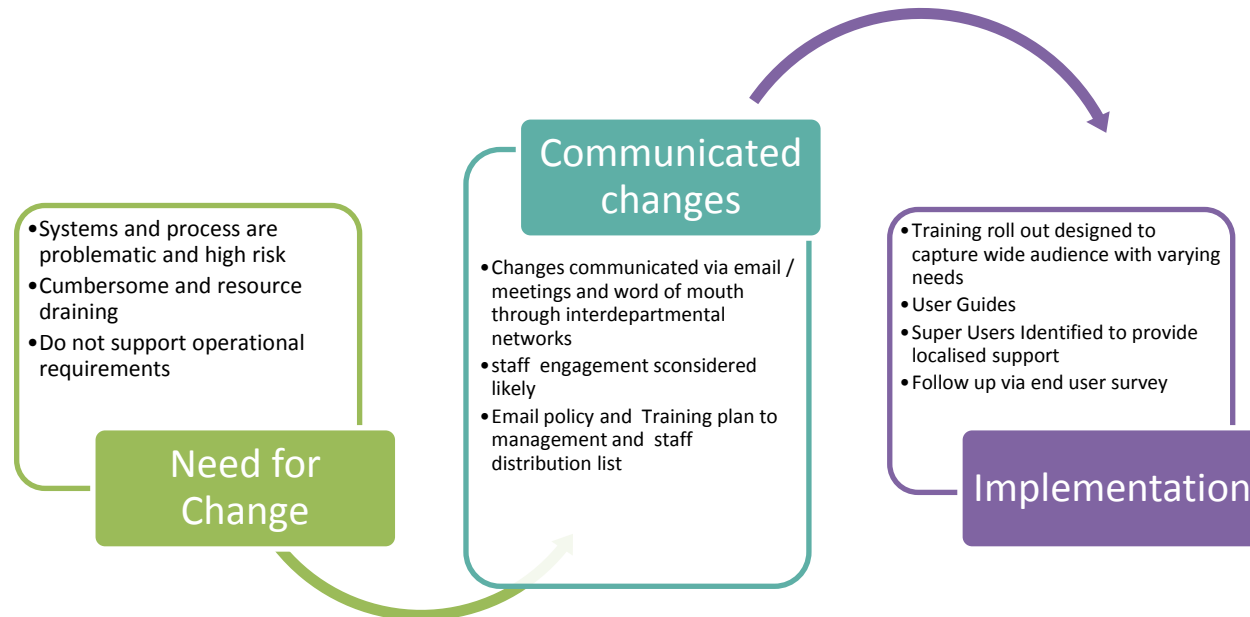
- One approval required for maximum amount per trip allowance for budget consideration
- Proxy TRIPS delegate option to limit approval burden
- Reduced burden on finances and budgets due to process improvements

Staff Benefits

- Improved Travel workload burden in relation to booking travel and credit card management
- One entry in TRIPS system due to same day approval and proxy delegate policy inclusion
- No need to conduct individual reconciliations of accounts
- No need to forward authorisations for Accommodation and or Car Hire
- Changes to travel (i.e. dates) can occur online without the requirement of new approval if financial delegate has approved to the amount including change
- Staff will not have to call separate providers to investigate costs for TRIPS MR approval.
- Visibility through the online system will streamline cost associations

Planned Implementation

- Upcoming training requirements have been emailed to distribution lists for comment and to select preference
- Management have been engaged in out of session meetings on a request by request basis - Ongoing
- Training register and attendance sheets will ensure majority captured in training



Stakeholder Engagement / Awareness

- Initial online information sessions rolled out December 2014 to all regions
- Information and awareness roll out in July offered an opportunity to collect information and share a proposed travel process which aligns with policy has largely been accepted with enthusiasm and anticipation toward implementation
- Proposed changes have involved a majority of end users for comments by way of the travel Information Roll out which included all regions
- Key messages and Pain points identified in these sessions have been applied to changes to benefit all and create user acceptance and stakeholder engagement
- Considerations from employee through to Agency perspectives have been considered and applied where appropriate

Requirement for Change	Risk	Change	Residual Risk	Benefits
<p>Policies non-compliant with few controls in place</p> <p>Lack of accountability</p>	<p>High</p>	<p>Controls in place to support audit scrutiny.</p> <ul style="list-style-type: none"> • Only one booking system recognised • Departmental Policies on QBT booking tool with check box in place • One Corporate Travel Provider • Compliance Checks 	<p>Low</p>	<p>Accurate Reporting</p> <p>Substantially Reduced costs (online vs other)</p> <p>Streamlined booking creating efficiencies</p> <p>100% Travel booked through one process to achieve NTG Air Travel policy compliance</p> <p>Compliance responsibilities controlled through systems and manual checks through Corporate Support Services</p>
<p>Little to no evidence of Travel management within business units – Delay in approval process due to high level delegation commitments</p>	<p>High</p>	<p>Introduction of</p> <ul style="list-style-type: none"> • Travel Pre-Assessment approval form – signed by Financial delegate in advance approving maximum spend and reason for travel • Same day approval requirement in the TRIPS MR and online booking submission 	<p>Low</p>	<p>Financial Delegate has the ability to proxy delegation to achieve best outcome</p> <p>Same day approvals will substantially reduce costs and resourcing</p> <p>TRIPS MR entered once not many times requiring many approvals</p> <p>Auditing compliance</p> <p>Policy Compliance</p> <p>Business units considering spend and need for travel with a view to reducing Travel and financial implications</p>
<p>TRIPS processed separate to travel requests</p>	<p>High</p>	<p>TRIPS MR will be compared with online booking submission to quality check compliance</p>	<p>Low</p>	<p>Higher degree of compliance</p> <p>Confidence in submissions, payment and reporting</p>
<p>Travel booked through one online system – after hour emergency exceptions</p>	<p>High</p>	<p>Controls in place to support audit scrutiny</p> <ul style="list-style-type: none"> • Only one method of booking recognised • Authority to apply payment after quality checks for compliance have been applied • Best Fare of Day policy inclusions enforced by way of rejected request if no justification 	<p>Low</p>	<p>No residual costs (e.g. Corporate Credit card surcharge)</p> <p>Reconciliation of one account with additional reporting and data</p> <p>Corporate Support Services will process payments for Flights / Accommodation / Car Hire – resourcing in relation to this is centralised</p> <p>Departmental resourcing benefits in relation to individual reconciliations</p>


Travel payments processed through many channels which leads to uncontrolled spend, non-compliant activities and inability to produce accurate reports	High	<p>Controls in place to support audit scrutiny</p> <ul style="list-style-type: none"> • Only one method of payment recognised • Authority to apply payment after quality checks for compliance have been applied 	Low	<p>No residual costs (e.g. Corporate Credit card surcharge)</p> <p>Reconciliation of one account with additional reporting and data</p> <p>Corporate Support Services will process payments for Flights / Accommodation / Car Hire – resourcing in relation to this is centralised</p>
Staff who book travel and or Travellers not trained in online booking systems	Medium	<p>Comprehensive training planned for all regions via</p> <ul style="list-style-type: none"> • Face to Face • WebEx • Individual face to face • Group face to face 	low	<p>Improved awareness of policies and Travel booking requirements</p> <p>Super Users identified to support business units and regions with new employees</p> <p>Improved ownership of process</p> <p>Signed Attendance sheet and register</p>
Non-compliant Delay in acquitting travel which results in unknown liabilities and inaccurate reporting	High	Forward Travel cannot be approved by delegate if previous MR still outstanding	Low	<p>Higher degree of compliance</p> <p>Reduced resourcing following up non compliance</p>
Frequent Flyer points and official staff travel - collected points not applied to business travel resulting in Code of Conduct breach and pursuant to breaches in Australian Taxation laws	High	Point accumulation will not be available through the online booking tool or through the mandated corporate travel provider	Low	Departmental systems put in place to eliminate any liability

Planned Implementation

- Upcoming training requirements have been emailed to distribution lists for comment and to select preference
- Management have been engaged in out of session meetings on a request by request basis - Ongoing
- Training register and attendance sheets will ensure majority captured in training
- Corporate Support Services will offer ongoing support and guidance and training as required Follow up user Questionnaire 1 week after training
- Ongoing support from QBT and CSS Staff Travel
- Reports and monthly statement

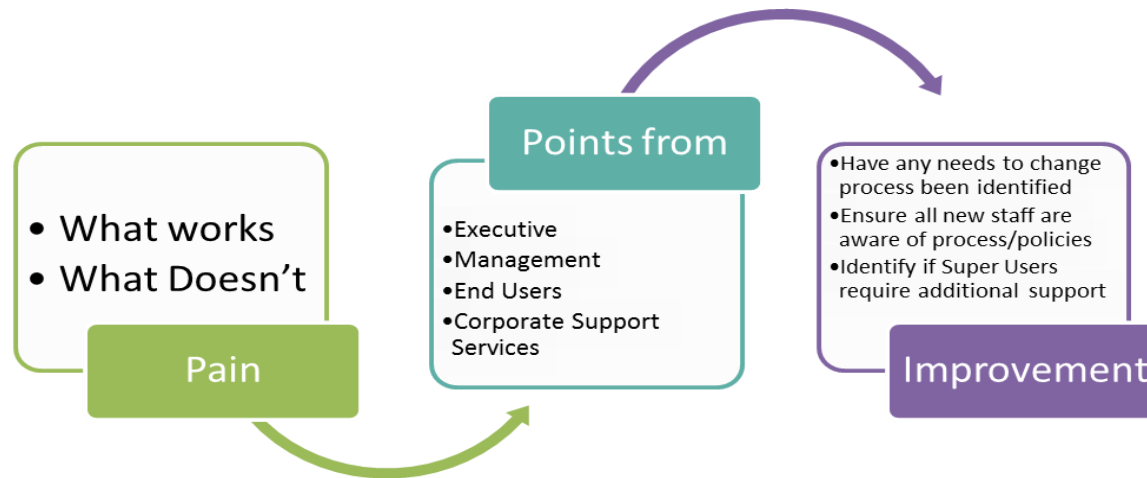
Proposed Roll Out

- Go Live Date needs to occur before or as training commences – Once trained online login will be provided to participants
- Staff who already use online can commence under new portal on the 1st of September
- Super Users have been / will be identified in business units and regions to support transition

Proposed Training Schedule				
Monday	Tuesday	Wednesday	Thursday	Friday
August 24	25	26	27	28
	<p>Group Emails sent to distribution list to begin registrations</p> <p style="text-align: center;"></p>			<p>Email Approved Policies to Distribution list with Roll out Information</p>
31	September 1	2	3	4
<p>WebEx Training for Administrators and Profile arrangers</p>	<p>Day 1 – WebEx Training</p> <p>3 Sessions offered 1 Hour Each Max 25 per session</p>	<p>Day 2 – WebEx Training</p> <p>3 Sessions offered 1 Hour Each</p>	<p>Day 3 – WebEx Training</p> <p>3 Sessions offered 1 Hour Each</p>	<p>Day 4 – WebEx Training</p> <p>3 Sessions offered 1 Hour Each</p> <p>Possible Audience captured 300</p>
7	8	9	10	11
<p>Face to Face and Group Training Darwin Times TBC</p>	<p>Face to Face and Group Training Darwin Times TBC</p> <p>Face to Face and Group Training Alice Springs Times TBC</p>	<p>Face to Face and Group Training Alice Springs Times TBC</p>	<p>Face to Face and Group Training Alice Springs Times TBC</p>	<p>Face to Face and Group Training Tennant Creek Times TBC</p>
14	15	16	17	18
<p>Face to Face and Group Training Darwin Times TBC</p>	<p>Face to Face and Group Training Darwin Times TBC</p>	<p>Face to Face and Group Training Darwin Times TBC AM only</p>	<p>Face to Face and Group Training Date Reserved TBC</p>	<p>Face to Face and Group Training Date reserved TBC</p>

Implementation Review

- Corporate Support Services will offer ongoing support and guidance and training as required.
- Follow up user Questionnaire 1 week after training
- Questionnaire being developed for End Users and Management
- Monthly Super User follow up meeting
- Further Training as required



Implementation Outcomes

- **100% Travel Compliance**
- **Significant Savings**
- **100% Travel Arrangers Trained**
- Processes in place to capture non-compliant acquittals
- Processes and systems in place to capture non-compliant bookings
- Ongoing support from QBT and CSS Staff Travel
- Reports and monthly statement