



IN PARTNERSHIP
WITH FCM SINCE

2019



200

TRAVELLERS



\$25K

AIRFARE SAVINGS
IN 6 MONTHS



Case Study St Vincent de Paul Society

St Vincent de Paul Society (Vinnies) NSW employs 2000 people across a diverse range of roles from social workers and health experts to IT and store managers. The not-for-profit organisation advocates for and supports people impacted by issues such as homelessness, poverty and displacement.

The NSW division of Vinnies partnered with FCM in January 2019. Prior to the relationship, the not-for-profit organisation had been booking its business travel through several different travel agencies throughout the state. Across NSW Vinnies has over 200 employees that travel for work to attend meetings, training or conduct client visits. Most of the organisation's travel is domestic with a large portion of the travel into regional NSW.

The organisation has a team of seven travel bookers who book on behalf of all NSW travellers as well as a Head of Procurement who oversees the travel category.

The travel partnership

In June 2018, Vinnies joined the Church Resources' network and subsequently was introduced to FCM as one of the network's preferred travel suppliers. Since then they have worked hard to improve their program for greater efficiencies.

Air travel

Working with FCM and Church Resources, Vinnies has ensured the negotiated airfares available through the Church Resources network are easy to access by its travel bookers, who have been provided training on how to access and book specific fare types.

Vinnies employees also have access to discounted airline lounge memberships from Virgin Australia and Qantas, through the Church Resources' network.

Car hire

As a not-for profit Vinnies utilises industry specific rates for its vehicle hire, enabling the organisation to tap into lower rates. The organisation's travel policy also recommends travellers book a smaller car category where possible and refuel vehicles before returning cars to the depot.

Accommodation

Vinnies access industry specific rates for its hotel accommodation and have access to FCM's and Church Resources negotiated rates. FCM has loaded the regional properties that are frequently booked by Vinnies' travellers into their online booking tool.

Travel management

Since partnering with FCM, Vinnies has implemented a new online booking tool, trained their travel bookers on new processes and effectively handled the change management process internally. Key to their partnership with FCM has been:

- FCM's account manager who provides strategic program advice
- Implementation of a customised online booking tool (OBT) and HUB
- Travel reporting and quarterly program reviews with key stakeholders at Vinnies.



Results

Leveraging the FCM and Church Resources' partnership, Vinnies has streamlined its booking processes, benefited from the consolidated buying power of the Church Resources group and adopted the strategic travel management advice and solutions offered through FCM. Their key travel program achievements to date include:



The customised OBT has streamlined Vinnies' booking process and consolidated their bookings through a centralised platform. FCM has customised the OBT to ensure their frequently used regional properties and rates are easy to access and book.



FCM's and Church Resources' negotiated rates for car hire, accommodation and discounted fares have been loaded into their OBT, which has delivered significant savings. In the six months since coming on board with FCM Vinnies has recorded **\$25,000 in airfare savings**.



Digitalised management information reporting provides visibility into where Vinnies is achieving savings and where there are opportunities for further efficiencies. FCM reporting has provided clarity on the key areas to focus on for program improvement.



FCM technology including the HUB has centralised Vinnies' travel and made it easy for Travel Bookers to access FCM or Church Resources' services.



The consolidation of and visibility into travel bookings has strengthened Vinnies' duty of care program.

“Previously we had multiple travel agencies throughout NSW, but now we have consolidated our bookings with FCM and use Church Resources... we are achieving greater financial benefits for travel than we would have on our own.”

Linda Eames

Head of Procurement

St Vincent de Paul Society NSW