



**ConnectingDots**

Travel Management Services

Conferencing & Event Management

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## Capability and Capacity Statement

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## Introduction

Connecting Dots provides outstanding Travel Management Services to both public and private sector organisations across Australia.

In addition, Connecting Dots offers a premium event management service, and a unique conference experience, incorporating the finest Indigenous elements for an exclusive Australian experience.

As a growing company and member of the Professional Conference Organisers Association, Connecting Dots delivers first-class service, expert local knowledge and a commitment to excellence in all our relationships.

Above all, Connecting Dots is set apart from other travel management and event service providers by being 100% Indigenous Australian owned and ensuring that profits flow back into Indigenous communities. This contributes to the greater aim of bringing economic empowerment to Indigenous communities.

The company practices a Triple Bottom Line approach in everything we do:

**People:** We assist all employees - directors, management and staff - in completing a Personal Development Plan, that helps each individual define and achieve their personal and professional goals contributing to social equality through action and support.

**Planet:** We aim to minimise our ecological footprint and maximise our contribution to a sustainable environment. All employees are encouraged to work from home where possible and ecologically sound principles are applied in the workplace.

**Profit:** We include social capital in our calculations of profit. By providing employment in regional and remote Australia, we seek to bring the economy to the people.

Connecting Dots aims to provide Indigenous people with the tools to create and maintain their own independence; harnessing their passion, power and potential.

# Capability

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## Core Services

### Source and negotiate best rates:

Connecting Dots will source all travel and accommodation requirements for our clients and negotiate a better rate and more inclusions.

### Booking of Travel

Connecting Dots will provide full travel management services through our system integrated On-line Booking Tool and dedicated in house team approach.

### Government compliance

For the public sector, our services are fully government compliant.

### Best Fare of The Day

Our tracking and recording of travel services identifies Best Fare of the Day (BFOD) and Lowest Practical Fare (LPF), helping our clients to maximise savings and minimise costs.

### Conference and Event Management

As a 100% Indigenous-owned company we provide our clients with a unique Indigenous conference experience and event management with intimate access to Australia's best Indigenous talent offering an exclusive premium product.

### New Technology and Training

Connecting Dots provides extensive training and new technology updates to our clients, making sure the relevant users can get the best from our system. This can include any combination of:

- \* Face-to-face
- \* On-line
- \* Road shows (also face-to-face)
- \* Soft copy manuals
- \* Dedicated consultants.

### Reporting

Connecting Dots supplies a full-service reporting system to enable our clients to conduct their own audit of travel patterns/habits. Our reporting system can be configured to our clients' needs, including provisions for:

- \* Passenger tracking and reporting
- \* Profile Data Base
- \* Traveller Profile Management
- \* Off-line, On-line, 24 hour global assistance services
- \* Transactional activity
- \* Benchmarking
- \* Customisation to suit each clients' needs.

### Account Management Services

We can provide dedicated Travel Consultants to ensure services are delivered consistent with business needs, and address any issues as and when they arise.

### We get the job done

We deliver on our individual and collective commitments every time. We will do whatever it takes to get the job done.

## Core Values

### Focus on quality outcomes

Everything we do is focused on delivering the best possible outcome for our clients, every time.

### Value for money

We strive to find the most cost-effective solution for each of our clients and maintain the flexibility to adapt our business model to new and better ways of service delivery.

### Develop our people, develop our relationships

Just as we assist our employees in their personal and professional development, so we work in harmony with our clients to deliver a mutually beneficial relationship.

### Think, create, innovate

We combine our individual and collective experience, challenging each other to create innovative ways of improving our service to our clients.

### Empowering communities

We always remember that economic empowerment is the key to improvement in Indigenous communities and remain focused on helping Indigenous women in particular to set and reach their goals.

# Capacity

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## Experience

Though we're a young company, we're growing energetically. This is due to the fact that Connecting Dots, through its employees, has extensive experience and detailed knowledge of the travel industry. Each key individual has been selected for their ability to plan, implement and deliver in their field of expertise.

In addition to experience, all our people possess the ability to innovate, to work together, to develop and grow, and to produce the outcomes our clients expect and deserve.

Our intimate knowledge of regional and remote Australia, and the people who live there, gives us a highly competitive advantage over other travel service suppliers. Having local people offering personal service means we have the ability to lower the costs to our clients while providing a much higher quality of service.

Our understanding and experience of the travel industry has already seen us build strong relationships with many groups around Australia. Now, as we grow, we are positioned to supply first class service to groups from just a few individuals, up to large corporate and State and Federal Government agencies.

The same holds true for our Conference and Events management. To experience a Connecting Dots event is not just about having an Indigenous 'theme': it is about providing our clients with access to an exclusive experience that is genuine, stimulating, engaging and uplifting. It's our unique way of giving our clients excellence in service that goes beyond expectations.

Our innovative approach means we have quickly gained a reputation for service delivery that is cost-effective, client focused and culturally aware.

## Company Details

Company Name : Connecting Dots Pty Limited  
ABN : 55135 952 475  
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