

From: Russell Carstensen
Sent: Monday, 24 April 2017 12:54:29 AM
To: Hockey, Joe
Cc: Andrew Burnes AOT
Subject: QBT _ Washington DC visit

Hello Joe,

Good morning.

Andrew gave me your details. I assume there has been a discussion has been had about our business.

I will be in Washington DC on Wednesday and happy to see your team any time between 8am to 2pm.

I can be contacted via phone or email. I will just need the address I need to get to.

I look forward to meeting your group.

Regards

Russell

Russell Carstensen
Group General Manager - Corporate
Level 8. 360 Elizabeth Street Melbourne VIC 3000

Alexis Keedle
Executive Assistant
to the Ambassador,
Australian Embassy
Washington DC USA

meeting with Australian Embassy [SEC=UNCLASSIFIED]

From: "Keedle, Alexis"
To: russell.carstensen
Cc: "McPhillips, Justin"
Bcc: "Keedle, Alexis"
Date: Tue, 25 Apr 2017 05:48:54 +1000

UNCLASSIFIED

Dear Mr Carstensen

Ambassador Hockey has asked that I set up a meeting while you are in Washington on Wednesday. Would you be available at 1030am, hopefully the Ambassador can join the meeting but the Minister Counsellor Justin McPhillips who is in charge of the administration at the Embassy will definitely meet with you.

If you could advise the names of all those who will come to the meeting I will advise security.

Regards
Alexis

Re: meeting with Australian Embassy
[SEC=UNCLASSIFIED]

Page 3

From: Russell Carstensen
To: "Keeble, Alexis"
Cc: "McPhillips, Justin"
Date: Tue, 25 Apr 2017 05:53:56 +1000

Hello Alexis,
It will be just me. Russell Carstensen.
What address is the Embassy?
10.30am is perfect.
Regards
Russ

Sent from my iPhone

ATTACHMENT 6

Email exchange between Washington Embassy and QBT Representative, Russell Carstensen, Group General Manager Manager in April 2017

**RE: meeting with Australian Embassy
[SEC=UNCLASSIFIED]**

From: "Keedle, Alexis"
To: Russell Carstensen
Cc: "McPhillips, Justin"
Date: Tue, 25 Apr 2017 06:01:24 +1000

UNCLASSIFIED

Thanks so much.

The address is 1601 Massachusetts Ave NW
Washington DC

We look forward to meeting you then. Please note my Tele numbers below.

Alexis Keedle
Executive Assistant
to the Ambassador,
Australian Embassy
Washington DC USA

From: Hockey, Joe
Sent: Friday, 5 May 2017 11:16 AM
To: Keedle, Alexis
Subject: FW: Australian Embassy meeting: QBT 26 April [SEC=UNCLASSIFIED]

Page 5

UNCLASSIFIED

[covering page 6 as
attachment]

From: Russell Carstensen
Sent: Monday, 1 May 2017 3:56 PM
To: Hockey, Joe
Subject: Australian Embassy meeting: QBT 26 April

Hello Joe,

Good morning.

I wanted to follow up on our meeting of last week to confirm the major discussion points. I will put them in a dot point format so I can be clear my discussion points with WoAG Travel and DFAT in Australia, after your approval.

Current Issues:

- Inconsistent travel agent coverage for DFAT travellers and Guests/Contractors within the Americas.
- Only normal Monday to Friday office hours coverage.
- No 'outside hours' travel support.
- Lack of knowledge of spend, thus contract or offer opportunities.
- Lack of recognition of travellers, and official titles, when travelling.
- No traveller tracking, or 'duty of care' for officials, employees and contractors. (Note: there could be liability issues currently)
- Little to no reporting on travel, travel spend or compliance.
- Manual preapproval process.
- Major 'stress' issues and lack of instant situation resolution if travel arrangements go wrong or are interrupted.

Based on your thought about having an Australian Government Travel Hub for the Americas based in Washington (this could be duplicated in UK/Europe/Africa - Middle East/ Asia/Pacific in London and Tokyo)

Via QBT's sole contract with the WoAG for their travel requirements, QBT runs the travel services for all travel originating out of Australia. We also have a dedicated DFAT team in Canberra.

The after-hours services required for the America's could be covered by the normal hours of the QBT DFAT team in Canberra and our dedicated WoAG 24/7 team based in Melbourne. Communications via a dedicated telephone number with the Washington Travel Hub would automatically switch on at office closing for after-hours service.

Also note, your office uses Amadeus, the reservation system within the WoAG/QBT contract.

Requirements to ensure full and commercial coverage and opportunities.

- Mandatory use of the Washington Travel Hub for all Government employees, guests and contractors.
- Ensuring all Government employees, guests and contractors have traveller profiles. QBT uses the Australian Government Staff (AGS) staff number as the primary source of identification, and mobile numbers for contractors and guests.

If mandatory use of the travel service provider within the American's can be achieved as it has quite easily in Australia, all your current issues would be resolved.

I look forward to your thoughts.

Regards
Russell

Russell Carstensen
Group General Manager - Corporate

Level 8, 360 Elizabeth Street Melbourne VIC 3000

| w www.qbt.travel

McPhillips, Justin

From: Keedle, Alexis
Sent: Friday, 5 May 2017 11:22 AM
To: McPhillips, Justin
Subject: FW: Australian Embassy meeting: QBT 26 April (SEC=UNCLASSIFIED)
Attachments: Archived attachment list.txt

UNCLASSIFIED

Found it
