



WoAG Travel Advice 2019/19

31 July 2019

2018-19 Airline Customer Satisfaction Surveys

Dear Entity Travel Managers

As part of the annual performance evaluation of the WoAG Air Travel Services panel, the WoAG Travel team will be distributing Customer Satisfaction Surveys (the Surveys) to government employees who travelled in 2018-19 to assess their satisfaction with the panel airlines.

The Surveys will also be used to provide the panel airlines with feedback on their products and services.

Entity participation in these Surveys is extremely important and we encourage all travellers within each entity to lodge a response. Details of the Surveys are highlighted below.

Survey Access

Next week, travellers will receive an email invitation directly from Web Survey Creator inviting them to participate in a Survey. This email will include a link to their Survey. A screenshot example of the email is included in this Advice as **Attachment A**.

Note: The survey link is individual and can only be used once. Email invitations containing a link must therefore not be shared if a survey has been completed using the link.

Survey Recipients

All travellers who have included their email address in a booking made with a panel airline in 2018-19 will receive an email invitation to complete a Survey.

Note: Invitations will be sent to the travellers email address which is sourced from their QBT profile.

Consequently, where a travel Booker has included their own email address on behalf of the traveller, the invitation will be sent to the Booker, not the traveller.

Distribution has been managed to ensure travellers receive a maximum of two survey invitations, regardless of how many airlines were flown during 2018-19.

Survey Content

The Surveys are divided into multiple sections to capture feedback from travellers regarding the airline's service delivery, professionalism and communication.

Key Dates

The Surveys will be distributed in batches between Monday 5 August 2019 and Friday 9 August 2019.

The Surveys will remain open until 6:00 PM (AEST) Friday 23 August 2019.

Action for Travel Managers

Please inform all travellers in your entity that they will receive an email from Web Survey Creator requesting their participation in a Survey. Please also encourage travellers to complete the Survey.

This Travel Advice may be shared with travellers and travel bookers within your agency.





Whole of Australian Government **Travel Team**

Responses to the Surveys will be kept anonymous and confidential, however respondents may voluntarily provide their name and contact information at the end of a Survey to allow our team and/or the relevant airline to follow-up on matters raised within responses where applicable.

Please contact WoAG Travel if you have any questions about the Surveys or the information in this Advice.

Attachment A:



Thu 1/08/2019 9:33 AM

WebSurveyCreator Surveys on behalf of WoAG Travel - Department of Finance <survey@websurveycreator.com>
WoAG Travel - Airline Satisfaction Survey FY18-19 - Air New Zealand

To: WoAG Travel

If there are problems with how this message is displayed, click here to view it in a web browser.

Air New Zealand Survey FY18-19

Dear WoAG traveller,

As outlined in WoAG Travel Advice 2019/19 sent to entity travel managers on Wednesday 31 July 2019, the WoAG Travel team is undertaking a customer satisfaction survey on the WoAG panel airlines.

You have been selected to provide feedback on your experience with Air New Zealand through this survey. This survey will close at 5.00pm (AEST) on Friday 23 August 2019. If you wish to complete this survey, please ensure your response is submitted before this time.

Please click on the following link to commence the survey:

[Click here to begin the survey](#)

If you wish to decline this survey and do not wish to receive any further emails regarding this survey please click on the following link:

[Click here to decline this survey](#)

We appreciate your time, and thank you for your assistance.

If you would like to discuss the survey further, please contact the WoAG Travel team.

Kind regards,

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