



WoAG Travel Advice 2017/14

Subject: Benefits of Mobile Phone Numbers in Travel Profiles

Issue date: 19 April 2017

Dear Entity Travel Manager,

This advice reminds entities of the importance of including mobile telephone numbers in QBT travel profiles established for officials as well as one-off 'guest' travellers.

The inclusion of a mobile phone number in all travel profiles simplifies and expedites the delivery of information to travellers on flight changes, disruptions or cancellations by WoAG travel suppliers. Information can be issued to travellers via text message (SMS) or voice call.

WoAG Travel acknowledges that many Australian Government officials are not provided with an official mobile phone in the course of their employment. Nevertheless, WoAG Travel recommends the inclusion of a mobile number, whether official or private, in profiles to allow contact with travellers, particularly in an emergency.

QBT and contracted airlines have obligations under the WoAG Deeds of Standing Offer to comply with the Privacy Act 1988 in respect of traveller's personal information, including mobile phone numbers, and to only use this information for the primary purpose of its collection.

International Traveller Tracking

For entities utilising International SOS's (IntISOS) under Comcover's [Overseas Medical and Travel Assistance](#) (OMTA) program, the inclusion of a mobile phone number and traveller email address is fundamental to the operation of IntISOS's *Travel Tracker*.

IntISOS advise that entities are continuing to create guest bookings for international travel without adding a mobile number and/or traveller email address to the QBT booking. The omission of these details from an international travel booking ensures that IntISOS cannot communicate with travellers to provide important information, warnings or advice regarding emerging or emergency situations. Please ensure that a mobile phone number (that will be operational overseas) and an email address is included in all official international travel bookings to facilitate this important function.

For more information on how IntISOS's OMTA might assist your entity's international travellers, expatriates and dependents, please contact your Comcover Relationship Manager on 1800 651 540 and select option 3 (for Comcover Fund Members only).

Please contact the WoAG Travel team if you have any questions or require further information.