



Chief Executive Financial Instruction No. 4

Travel

Document Information

Audience

All Staff

Version

2019-1

Effective Date

13 May 2019

Document revised by

Joey Lee
Chief Financial Officer
2 April 2019

Document endorsed by

John Dietz
Chief Executive Officer
13 May 2019

EXECUTIVE SUMMARY

All travel in the Suburban Land Agency (the Agency) is to be conducted in accordance with Part 7.1 (Travel – domestic and international) of the *Public Sector Management Standards 2016* (PSM Standards).

All travel is to be arranged by nominated travel arrangers within the Agency.

Air travel expenses are to be paid through the approved ACT Government travel account.

Accommodation costs are to be charged to the ACT Government travel account and other travel expenses incurred are to be paid by a corporate credit card or by reimbursement to the traveller after the trip.



1. Introduction

The basis for the ACT Public Service (ACTPS) travel policy is defined in the PSM Standards.

The Agency has implemented this instruction to ensure that arrangements for the Agency's officers undertaking official travel are efficient, effective, ethical and economical. Agency related travel must be consistent with this policy and the PSM Standards.

This instruction provides a practical overview of official travel arrangements for people travelling on behalf of the Agency. The Agency will pay for, or, consistent with the *Chief Executive Financial Instruction (CEFI) No. 14 - Staff Reimbursement*, reimburse all reasonable expenditure necessarily incurred in relation to official travel.

1.1. Responsibilities and Accountabilities

The primary responsibilities and accountabilities in relation to domestic travel rest with the following:

	Responsibility
Traveller	<ul style="list-style-type: none"> ensuring all journey details are entered correctly onto the travel form; and provide the form to the travel arranger to arrange relevant approvals.
Approver	<ul style="list-style-type: none"> ensuring: <ul style="list-style-type: none"> the proposed journey is for a legitimate business purpose; that the proposed arrangements comply with relevant legislation and regulations; that the proposed travel arrangements are efficient, effective, ethical and economical; and accountable for the exercise of their delegated authority and any decisions made in accordance with this policy.
Travel Arranger	<ul style="list-style-type: none"> obtaining necessary approval for a journey prior to travel; ensuring they are correctly registered as a traveller on the approved travel provider's online bookings system; booking all air and ground transport in accordance with the proposed itinerary and travel rules that are applicable; and accountable for accurate itinerary planning, ensuring the most cost-effective fare outcome and accurate billing to the relevant cost centre.
Finance team	<ul style="list-style-type: none"> Reconciliation and processing of payments for travel.

1.2. Compliance

Failure to comply with this instruction may result in fraud against the Agency, the inefficient or inappropriate use of public monies and non-compliance with other relevant legislation.

All Agency staff are therefore accountable to the Chief Executive Officer (CEO) for the fulfilment of their responsibilities under these instructions. Non-compliance will be taken as a serious matter and may result in disciplinary action or be reflected in management performance reviews.

1.3. Target Users

This instruction is for all travellers, travel arrangers and approvers of travel within the Agency.

The following procedures are addressed by this instruction:

- overview;



- travel approval;
- pre-trip planning;
- domestic and international travel;
- air travel changes/cancellations/refunds/downgrades;
- advances;
- post-trip payment of travel expenses;
- Cabcharge e:tickets and cards;
- cancelled travel;
- corporate credit cards;
- accommodation;
- meals;
- other booking services;
- use of ACTPS or private vehicles;
- related services;
- incidental expenses;
- reimbursement of reasonable travel expenses;
- Frequent Flyer and Airline club lounge membership;
- travel insurance; and
- traveller health and safety.

2. Overview

The Agency will use the whole of the ACT Government service provider for booking flights, the details of which can be found on the Shared Services website. The ACT Government is a signatory to the Whole of Australian Government (WoAG) travel contract and it is a requirement of this contract that fares are kept confidential.

The ACT Government also uses a service provider for booking accommodation within Australia.

This instruction is based on a post-travel reimbursement arrangement for all reasonable official travel expenses, other than flights and accommodation, which are booked through the whole of ACT Government service providers. Other reimbursable work related expenses incurred during official travel include meals and incidental expenses, where these are not included in a program the traveller is attending such as a conference where some meals may be provided with the program registration.

Under this framework all travellers are required to provide expenditure receipts/ tax invoices and to substantiate that expenses are reasonable and legitimate. The receipt or proof of payment that is provided is to be consistent with the requirements stipulated under clause 2.4 of CEFI No. 14. Where receipts/tax invoices are reasonably not available, details of the type and amount of expenditure are to be included on the Staff Reimbursement Form together with, where requested, a Statutory Declaration to corroborate the expenditure. The reimbursement form is found on the Agency's Intranet.

3. Travel Approval

Potential travellers should ensure that economical and practical alternatives to travel are considered where they can deliver the same business outcomes.

The Agency's travel form, which is found on the Agency's Intranet, should be used when seeking travel authorisation approval for:

- Domestic travel – requires authorisation by the traveller's supervisor and an Executive. Domestic travel undertaken by an Executive should be approved by the CEO. Domestic travel by the CEO should be authorised by the Chief Financial Officer (CFO).
- International travel – requires authorisation by the traveller's supervisor, the CEO and the Minister responsible for the Agency. In addition to the travel form, a brief and cover sheet should be prepared by the traveller, justifying the need for international



travel. It is essential to allow time for the approval to be obtained from the Minister’s office, as this process can take several weeks.

4. Pre-Trip Planning

All travel services, including accommodation, air, road and rail transport, en-route changes, car hire and related travel services should be booked through the contracted providers. In exceptional circumstances, bookings may be made by other payment methods, provided approval from an Executive or delegate is obtained. It is imperative to note that booking reservations without approval may not be reimbursed.

5. Domestic and International Air Travel

The Agency’s [travel form](#) should be completed by the traveller after initial discussions with their supervisor. Travel approval is required before any bookings are made by the Agency’s travel arrangers.

Any queries concerning the completion of the travel form and related matters should be directed to the travel arranger(s), which in most instances will be the Agency’s Executive Assistants.

Step	Action
1	The traveller must complete and sign the Agency’s travel form and submit it to the travel arranger for them to arrange supervisor and delegate approval.
2	Any Agency staff member requiring flights must liaise with the designated travel arranger to create a ‘travel profile’ on the ACT Government whole of government service provider’s website so that flights can be booked against their travel profile. Travel arrangers should book for all Agency staff requiring travel. They should also book for any ACT Government contractors, Agency guests and clients who may require travel. If travel is required for non-staff, the traveller will need to advise their name as per their photographic identification (driver’s licence or passport) and their mobile telephone number in case the supplier needs to contact them in an emergency situation.
3	Once approved, the travel arranger will make the online booking using the ACT Government whole of government travel and accommodation providers - checking that the flights, dates, times and other details are consistent with the travel approval. Flexible fares should only be used where times are not clear and restricted fares should be used when times for business activities are known. To obtain the most economical fares, it is recommended that arrangements be made no later than ten (10) business days before the business activity.
4	The travel arranger will receive an email with the itinerary for the flights and any E tickets required for check in, and forwards the information to the traveller. The traveller must maintain a printed copy of the itinerary and any E-tickets.

Travel arrangers are instructed to book all travel at the lowest logical fare. “Lowest logical fare” is defined in section 520 of the PSM Standards as the most economically available airfare that suits the requirements of a traveller in enabling business objectives to be met, and ensures effective use of the traveller’s time. All travel should be undertaken at the lowest logical fare achievable within the class specified in the table below, and which is



defined in the PSM Standards. Where appropriate, consideration must be given to group travel (10 or more people) as additional discounts may be negotiable. The table below outlines approved travel classes to be adhered to at all times.

	Domestic	International
Board, CEO and Executives	Lowest logical fare, economy class for all trips or parts of trips under 4 hours in the air; Lowest logical fare, business class for all trips or parts of trips exceeding 4 hours in the air.	Lowest logical fare, business class.
Non Executives	Lowest logical fare, economy class for all travel.	Lowest logical fare, economy class.

6. Air Travel Changes/Cancellations/Refunds/Downgrades

Travel arrangers will co-ordinate any changes during business hours or the traveller can contact the travel provider directly, on the number indicated on the travel itinerary out of business hours.

Refunds cannot be actioned without supporting documents. Unused tickets or flight coupons should not be discarded or destroyed, as they are negotiable items. Should a downgrade occur, the airline will provide the traveller with supporting documentation that can be used to action a refund.

Airlines may impose charges for late cancellation of bookings. To avoid no-show charges, travellers should cancel guaranteed reservations prior to the scheduled flight departure. Terms and conditions vary between airlines and on different fare categories.

No-show charges incurred may not be reimbursed, unless there is a legitimate reason why notification to cancel or re-schedule the reservation was not provided in sufficient time.

7. Accommodation

Consistent with section 525 of the PSM Standards, the following table outlines approved accommodation standards. Any deviation must be justified on the travel form as being a reasonable cost when seeking travel approval. Travel arrangers can request traveller's accommodation requirements to the ACT Government accommodation broker, such as preferred hotel locations or specific establishments which comply with the location and star ratings requirements.

	Domestic	International
Board and CEO	4.5 Star	4.5 Star
Executives	4 Star	4 Star
Non-Executives	3 Star	3.5 Star

8. Accommodation Changes/Cancellations

To change or cancel accommodation during business hours, the traveller is to contact the travel arranger(s) or the ACT government's travel broker directly.

Cancellation fees will apply for failure to cancel a hotel reservation, for late cancellations and for non-arrival. As hotel policies vary, the cancellation deadline is generally between 4:00pm and 6:00pm on the expected day of arrival. However, some hotels require up to 48 hours' notice of a cancellation to avoid cancellation fees.



Step	Action
1	The following details are required to: <ul style="list-style-type: none"> • Make a new booking: <ul style="list-style-type: none"> ○ traveller details; ○ preferred check-in/check-out dates; ○ any accommodation preferences (destinations, proximity to venues, etc.); ○ room-type preferences; ○ guest traveller contact information; and ○ any other important requests. • Change an existing booking: <ul style="list-style-type: none"> ○ quote an existing booking reference number; or ○ quote existing details with the traveller(s) name(s).
2	The traveller must then liaise with the Agency’s travel arranger(s) to email The ACT Government’s whole of government accommodation broker with all the necessary details as prescribed in step 1.
3	The ACT Government’s accommodation broker will then provide at least three quotes so that the most practicable and appropriate accommodation is booked.
4	The traveller must then complete the Agency’s travel form seeking approval as per Section 3 above, for the preferred selection.
5	Once approved, the traveller must liaise with the Agency’s travel arranger(s) to reply to the email from the ACT Government’s accommodation broker confirming the preferred booking by: <ul style="list-style-type: none"> • completing the approved accommodation brokers booking form confirming the details of the booking; and • attaching the completed form to the email response.
6	The accommodation broker will provide a confirmation email of the booking, including a reference number. This email confirmation must be retained by the traveller.

9. Other booking services (car hire, coach and rail travel)

Information on access to a range of services for car hire, coach and rail travel on a national and international basis can be obtained by liaising with the Agency’s travel arranger(s) and contacting the approved ACT Government’s accommodation broker.

10. Use of ACTPS or private vehicles

It may be appropriate to use an ACTPS vehicle or a private vehicle for official travel. When considering the use of an ACTPS vehicle, current booking procedures should apply.

When considering use of a private vehicle, the travel should not:

- result in less efficiency;
- be more expensive than public transport or the use of an ACTPS vehicle;
- lead to the officer taking more time on the journey than they would otherwise take; or
- be contrary to the interests of the ACT Government.

Consistent with Part 4.7 of the PSM Standards, an officer may use their private vehicle for official travel with prior approval from their Manager. The officer is entitled to be reimbursed an amount equal to the relevant airfare or mileage allowance – whichever is less. Please refer to the ACT Public Sector Enterprise Agreements for further information.

The use of a private vehicle and subsequent payment of an allowance should be in accordance with the *Public Sector Management Standards 2006, Part 4.7*. The form “Claim for motor vehicle allowance” is available on the Environment, Planning and Sustainable Development Directorate (EPSDD) Intranet Portal, under the *Forms and templates* link.



Additional costs may be paid where the allowance is insufficient to meet the amount of the expenses reasonably incurred and paid by the officer in using a motor vehicle for official purposes, provided this is not more than the cost of the airfare.

11. Post-trip payment of travel expenses

The Finance team reconcile all travel and accommodation expenses. Other eligible claims should be made in accordance with CEFI No. 14.

12. Reimbursement of reasonable travel expenses

Reimbursement will only be provided for legitimate work related expenses incurred while conducting official business. All expenses must be supported by tax invoices or receipts, unless the type of payment makes it impractical to obtain a receipt, in which case, details of the amount and type of payment, and a Statutory Declaration if requested, are required.

Away from home meal costs are not reimbursed for a same day trip where the travel begins and ends within a 10 hour period, as these costs are deemed private expenses. Costs are not reimbursed where business hospitality has been provided as part of the business event, for example where a working lunch has been supplied or where a traveller chooses to purchase food in transit rather than eat before departing.

Common sense, sound judgment and ethical behaviour should be used to keep all travel related expenses to a practical minimum and to ensure that all expenses can be justified as being reasonable.

13. Incidental expenses

Incidental expenses are reimbursable when they are directly related to official travel. These include reasonable work related expenses incurred during travel, not normally incurred in the normal course of the working day. The traveller can make eligible claims via CEFI No. 14, provided legible receipts/tax invoices are provided.

14. Advances

Acquitable advances can be made available to travellers in certain circumstances.

Advances may only be used in instances where travellers expect to incur significant out-of-pocket expenses. Managers must approve the level of advance to be paid via Electronic Funds Transfer (EFT).

Where practical, some costs may be arranged in advance using a corporate credit card. For example, interstate regional transfer costs where taxi services may not be available.

For more information on cash advances contact the Agency's Finance team. Receipts and tax invoices must be provided for all expenses paid for with EFT advances and travellers must settle advances within twenty eight (28) working days of returning from travel.

15. Cabcharge E:tickets

The use of Cabcharge E:tickets is an efficient payment method for taxis, hire cars and water taxi. Cabcharge E:tickets are an Accountable Form. For further information on the responsibilities of using these forms, refer to the EPSDD *CEFI 1.8 Accountable Forms*, which can be found on the EPSDD Intranet. Cabcharge Australia Limited (CCA) is the contracted provider of the Agency's Cabcharge cards and E:tickets.

16. Issue of Cabcharge E:tickets

The relevant Executive or Delegate has the authority, to delegate in writing, the issue and surrender of Cabcharge E:tickets. Further guidance on delegations is found in CEFI No. 12 – Financial Delegations, the Agency's Financial Delegations Register and Delegations Matrix on the Intranet.



When seeking written approval from the relevant Executive or Delegate, the following information should be provided:

- name of officer receiving the Cabcharge E:ticket;
- date of travel;
- location of departure of travel;
- location of destination of travel; and
- purpose of the travel.

Cabcharge E:tickets are arranged through Finance. A copy of the written delegate approval must be provided to Finance before a Cabcharge E:ticket will be issued. Upon issue of a Cabcharge E:ticket, the following information is required to be entered into the Cabcharge register:

- Cabcharge E:ticket number;
- Cabcharge sequence number;
- issuing Finance officers name;
- date of issue;
- name of officer receiving the Cabcharge E:ticket;
- date of travel;
- location of departure of travel;
- location of destination of travel; and
- purpose of the travel.

The officer receiving the Cabcharge E:ticket will need to sign that they have received the Cabcharge E:ticket.

17. Use of Cabcharge E:tickets

Cabcharge E:tickets are issued for attendance at official meetings/functions, travel, or returning late home from work due to work commitments. Users must ensure that only official business related journeys are expended on the Cabcharge E:ticket and that Cabcharge E:tickets are not transferred or used by any other person.

The Agency's "Conditions of Use" stipulates that each account-coded E:ticket is valid for a maximum amount of \$100, where the taxi is flagged from the street. This amount can be extended upon a request made to CCA by both the driver and the user.

If the taxi was booked by telephone, from a business or a residential address, a maximum dollar amount does not apply, but the taxi company is entitled to add a booking fee to the final fare.

Cabcharge receipts are to be provided to the Agency's Finance team within two business days from use of the Cabcharge E:ticket or return from overseas or interstate travel. Finance will update the Cabcharge Register with details of the amount and date of the returned receipt.

The Agency's Finance team will undertake a monthly reconciliation of Cabcharge E:tickets on receipt of the monthly Cabcharge invoice and statement.

If a Cabcharge E:ticket is faulty or unused, it must be returned to the Agency's Finance team for reconciliation purposes. Finance will reissue unused E-tickets and attach the faulty card to the Cabcharge Register for audit purposes.

18. Cabcharge Cards

Cabcharge cards may be issued to Board members with approval by the CEO. Cabcharge cards are provided for Board members as they are not located in the workplace, thus making it difficult to obtain Cabcharge E:tickets as and when necessary. A Cabcharge card may be issued to the CEO with approval by the CFO.

Each Cabcharge card is assigned to one person making it easier to track who the traveller is. Approval is not required for each transaction as the CEO or CFO has provided approval on issue of the card.



The Agency's Finance team will undertake a monthly review of the transactions for each Cabcharge card when the monthly invoice and statement is received. The Agency's Finance team may request justification from the CEO or Board members for transactions to satisfy themselves that all transactions are for official business purposes.

19. Loss or theft of Cabcharge E:tickets

Cabcharge users are to advise the issuing officer of the loss or theft of Cabcharge E:tickets or cards as soon as the loss or theft is discovered. The issuing officer is to immediately notify Cabcharge of the loss or theft and promptly confirm the advice in writing. The details to be provided include the lost or stolen Cabcharge E:ticket number. This action ensures that activity on the Cabcharge E:ticket or card can be stopped and the Agency will not be held liable for the cost of any fraudulent entry.

The "Conditions of Use" stipulates that the Agency remains liable for all Cabcharge E:tickets dated on or prior to the date of notification of the loss or theft of the Cabcharge E:ticket. For all Cabcharge E:tickets dated thereafter, there is a specified maximum liability (the current limit of which varies from time to time).

20. Corporate credit cards

Corporate credit cards are a payment mechanism for official travel related expenses. This section is to be read in conjunction with *CEFI No 3 – Corporate credit cards* (CEFI No. 3).

Where a traveller has a delegated authority and has been issued with a corporate credit card, the traveller should use the corporate credit card to settle costs incurred when travelling for official purposes, where these costs cannot be paid by the ACT Government's approved travel and accommodation providers.

Corporate credit cards must not be used for the purchase of airline tickets except in extenuating circumstances such as when pre-booked flights are cancelled or delayed which would result in the Agency failing to meet its business obligations. The onus is on the traveller to demonstrate that the credit card use in these circumstances was unavoidable and is consistent with the requirements as stipulated in CEFI No. 3.

When used for travel, corporate credit cards must comply with these instructions, the relevant sections in Part 7.1 of the PSM Standards, and the ACTPS contractual obligations with the whole of Government banking provider.

Corporate credit cards are intended for official use only and must not be used for personal expenses, even when travelling.

21. Cancelled travel

It is the traveller's responsibility to immediately advise their travel arranger and supervisor of changes or cancelled travel arrangements so the travel arranger can arrange a refund or credit note where this is available.

22. Meals

Travellers will be reimbursed for actual, reasonable and appropriate meal expenses, provided that tax invoices/receipts are produced for travel of more than ten (10) hours in duration.

Meal expenses are not reimbursable when included in other travel expenses (e.g. when the cost of attending a conference or meeting includes meals).

23. Alcohol

In general any consumption of alcohol is deemed a private expense.

For work events where alcohol is expected to be served, a comment should be made of this in the request for travel approval (such as attendance at a conference dinner).



All staff are expected to conduct themselves appropriately at all times while on work travel and should realise that their employment terms and conditions apply. Serious disciplinary actions may transpire if ACTPS Code of Conduct breaches occur during this time.

If a function or meeting is to occur which may require business hospitality to be provided to clients, referral should be made to *CEFI No. 5 – Official Hospitality / Meeting Expenses and Gifts* as to appropriate actions that are required.

24. Frequent travel reward, Executive Lounge and Loyalty Programs

Under the ACT Government travel contract, travellers no longer accrue frequent flyer points for travel. However, status credits from airlines can still be received. Travellers who belong to loyalty programs may register this in their traveller profile as airline booking systems recognise program membership for services such as priority luggage handling.

Executives can negotiate to have membership programs included in their employment agreement.

Preference for particular aircraft or related services should not be taken into account when flights are requested unless there is a technical reason: such as requiring luggage for a multi-day business trip when a smaller aircraft may not have capacity to carry the luggage.

Loyalty points are not to be used to upgrade the class of travel beyond the level stated in these guidelines, nor for airline lounge membership.

25. Travel insurance

Travel insurance decisions should be based on risk management principles and include factors such as the nature and destination of the trip. International travel will normally require travel insurance and appropriate research on the relevant traveller safety websites including www.smarttraveller.gov.au. The cost of travel insurance will be met as a reasonable work related expense by the ACTPS.

To arrange insurance or for insurance and risk management advice, contact the ACT Insurance Authority (ACTIA). For queries about workers' compensation arrangements relating to domestic and international travel, contact the Government Workplace Safety Support.

26. Traveller's health and safety

The Agency will take every reasonable and practicable step to ensure traveller safety. Issues travellers should consider when travelling include:

- advising managers and family of contact numbers and destinations while travelling;
- gaining medical approval in instances where existing medical conditions are likely to be aggravated or exacerbated by travel;
- having all necessary vaccinations and medication as recommended by medical advisers;
- organising travel insurance when necessary and providing next of kin details in the traveller's online profile and to their supervisor;
- appropriate research about any local risks at the travel destination;
- the size, shape and weight of luggage and ease of transportation; and
- leave or non-official travel associated with official travel

An officer on official travel may take leave directly before or after the travel provided there is no additional cost to, or no negative impact on, the Agency. All leave associated with official travel must be approved in accordance with the usual procedures.

A traveller may choose to extend their travel for reasons other than official business if the official travel is adjacent to a weekend or public holiday.

Information relating to leave or extended non-official travel must be provided on the travel form. Care must be taken to ensure that private and business expenses are separated during the reconciliation process. Where it is not possible to separate expenses, the



difference in cost between official travel expenses and any additional expenses incurred as a result of private travel must be clarified at the time of reconciliation. Insurance or that part of insurance paid for by the Agency will not cover the traveller for the duration of the leave or non-official travel.