

## TRAVEL AND CABCHARGE

### POLICY

EPD has implemented this policy to ensure arrangements for directorate officers undertaking official travel are efficient, effective and ethical, and in accordance with the relevant legislation and regulations including the *Public Sector Management Standards 2006*.

These guidelines provide a practical overview of official travel arrangements for people travelling on behalf of the Directorate. The Directorate will pay for all reasonable and legitimate travel related expenses incurred in the course of travelling for official purposes.

### RATIONALE FOR POLICY

The basis for the ACT Public Service (ACTPS) travel policy is defined in the *Public Sector Management Standards 2006, Part 7.1, Travel – Domestic and International*.

This policy should be read in conjunction with the Shared Services Whole-of-Government guidelines for Travel and Accommodation available on the Shared Services Website.

### RESPONSIBILITIES AND ACCOUNTABILITIES

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

Position	Responsibility
Traveller	<ul style="list-style-type: none"><li>ensuring they are correctly registered as a Traveller on the system;</li><li>ensuring all journey details are entered correctly onto the Travel Form;</li><li>obtaining necessary approval for a journey prior to the travel; and</li><li>undertaking any necessary reporting and reconciliation of travel.</li></ul>
Approver	<ul style="list-style-type: none"><li>ensuring the proposed journey is for a legitimate business purpose and that the proposed travel arrangements are efficient, economical and ethical and that they comply with relevant legislation and regulations.</li><li>accountable for the exercise of their delegated authority and any decisions made in accordance with this policy.</li></ul>
Travel Agent	<ul style="list-style-type: none"><li>booking all air and ground transport in accordance with the proposed itinerary; and</li><li>accountable for accurate itinerary planning, ensuring the most cost-effective fare outcome and accurate billing.</li></ul>

### NON-COMPLIANCE

Failure to comply with these procedures may result in fraud against the Directorate.

Staff are therefore accountable to the Director-General for the fulfilment of their responsibilities under these procedures. Non-compliance will be taken as a serious matter and may result in disciplinary action or be reflected in performance reviews.

## TARGET USERS

These procedural rules are for travellers and approvers of travel.

## PROCEDURES

The following procedures are addressed by these guidelines:

- travel approval;
- domestic and international travel;
- air travel changes / cancellations / refunds / downgrades;
- accommodation;
- use of ACTPS or private vehicles;
- post-trip payment of travel expenses;
- reimbursement of reasonable travel expenses;
- incidental expenses
- advances;
- cabcharge vouchers;
- corporate credit cards;
- cancelled travel;
- meals;
- alcohol;
- travel insurance; and
- traveller's health and safety.

## Overview

All travel and accommodation must be booked in accordance with the Whole-of-Government travel contract.

This policy is based on a post-travel reimbursement arrangement for all reasonable official travel expenses. Reimbursable work related expenses incurred during official travel include accommodation, meals and incidental expenses. Under this framework all travellers are required to provide expenditure receipts and to substantiate that expenses are reasonable and legitimate. Where receipts are reasonably not available, details of the type and amount of expenditure are to be included with the Staff Reimbursement Request details on the Accounts Payable Invoice Cover Sheet available online from Shared Services.

## Travel approval

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

**Domestic travel** - requires authorisation by Executive or delegate. The Director-General should gain authorisation from the Deputy Director-General, or in the absence of the Deputy Director-General, the Chief Finance Officer.

**International travel** - in addition to any domestic travel authorisation requirements, authorisation must also be obtained from the Minister. The EPD Travel form should be used when seeking travel authorisation.

### Domestic and international air travel

All travel bookings are to be made in accordance with the Whole-of-Government Travel Contract available through the [Shared Services Procurement Portal](#).

The EPD Travel Form is to be completed by the traveller, after initial discussions with their supervisor. Approval of the travel, as indicated on the form, needs to be given before any bookings are made.

Administration staff are instructed to book all travel at the Lowest Logical Fare achievable within the class specified in the table below, and which is defined in the *Public Sector Management Standards*. Where appropriate, consideration must be given to group travel (10 or more people) as additional discounts may be negotiable.

Position	Domestic	International
Directors-General 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.

### Air travel changes/cancellations/refunds/downgrades

Administration staff can co-ordinate any changes during business hours or the traveller can contact the travel provider directly, on the number indicated on the Travel Form. The Traveller should have a copy of this form with them during the journey. 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.

No-show charges incurred may not be reimbursed, unless there is a legitimate reason why notification was not provided in sufficient time.

### Accommodation

All accommodation bookings are to be made in accordance with the Whole-of-Government Travel Contract available through the [Shared Services Procurement Portal](#).

The EPD Travel Form is to be completed by the traveller after initial discussions with their supervisor. Approval of the travel, as indicated on the form, needs to be given before any bookings are made.

The following table provides approved accommodation standards that should be adhered to at all times, as defined in the *Public Sector Management Standards*. Any deviation from the table must be justified on the form as being a reasonable cost when seeking travel approval. The cost of the proposed accommodation is to be indicated on the travel approval form.

Position	Domestic	International
Directors-General	4.5 Star	4.5 Star
Executives	4 Star	4 Star
Non-Executives	3 Star	3.5 Star

Administration staff can indicate accommodation requirements to the accommodation provider, such as preferred hotel locations or specific establishments which comply with the location and ratings requirements.

### Accommodation changes/cancellations

If travellers need to change or cancel accommodation during business hours contact administration support staff or the accommodation provider 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 4.00-6.00 pm on the expected day of arrival. However, some hotels require up to 48 hours notice of a cancellation to avoid cancellation fees.

### 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. Bookings can be made through the Resource Booking System available on the intranet.

When considering the 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;
- result in the officer taking more time on the journey than they would otherwise take; or
- be contrary to the interests of the ACT Government.

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. The use of a private vehicle and subsequent payment of an allowance should be in accordance with the ACTPS Enterprise Agreement. For further information refer to the [EPD Motor Vehicles Policy](#).

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 air fare.

### Post-trip payment of travel expenses

The preferred arrangement for payment of travel expenses (including airfares, accommodation and car hire) is through a monthly invoice from the travel/accommodation provider.

### Reimbursement of reasonable travel expenses

Reimbursement will only be provided for legitimate work related expenses incurred while conducting official business. *Appendix 1* provides a guideline to these expenses. 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 are required.

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.

### 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 claim an EFT reimbursement, provided legible receipts/tax invoices are provided. For more information on EFT reimbursements refer to DGFI - Payment of Accounts.

### Advances

Acquittable 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 EFT. For more information on Cash Advances contact EPD Finance.

Receipts / 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.

### Cabcharge vouchers

The use of Cabcharge vouchers is an efficient payment method for taxis, hire cars and water taxi. Cabcharge vouchers become negotiable instruments once trip and fare details are completed and the voucher is signed.

Cabcharge vouchers are an Accountable Form. For further information on the responsibilities of using these forms, refer to DGFI - Accountable Forms.

Cabcharge Australia Pty (CCA) is the contracted provider of the Directorates' Cabcharge cards and vouchers. The contact details of the supplier is 1800 652 229 (national) and (02) 9332 9222 (Sydney).

### Issue of Vouchers

The relevant Executive or Delegate has the authority, to delegate in writing, the issue and surrender of Cabcharge vouchers.

### Use of Vouchers

Vouchers are issued for attendance at official meetings / functions, travel, or returning late home from work due to work commitments.

Voucher users must ensure that only official business related journeys are expended on the voucher and that vouchers are not transferred or used by any other person.

CCA '*Conditions of Use*' stipulates that each account-coded voucher 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 Cabcharge 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.

### Loss or Theft of Vouchers

Cabcharge users are to advise the Issuing Officer of the loss or theft of vouchers as soon as the loss or theft is discovered. The Issuing Officer is to immediately notify the local Cabcharge office of the loss or theft and promptly confirm the advice in writing. The details to be provided include the voucher number. This action ensures that activity on the voucher can be stopped and the Directorate will not be held liable for the cost of any fraudulent entry.

The CCA '*Conditions of Use*' stipulates that the Directorate remains liable for all vouchers dated on or prior to the date of notification of the loss or theft of the voucher. For all vouchers dated thereafter, there is a specified maximum liability (the current limit of which varies from time to time).

### Corporate credit cards

Corporate credit cards are a payment mechanism for official travel related expenses.

Travellers issued with a corporate credit card should use the card to settle costs incurred when travelling for official purposes, where these costs cannot be paid under any arrangement with the travel/accommodation provider.

Corporate credit cards **must not** be used for the purchase of airline tickets except in extenuating circumstances. Examples of when it may be appropriate to use a credit card include when pre-booked flights are cancelled or delayed which would result in Directorate failing to meet its obligations. The onus is on the traveller to demonstrate that the credit card use in these circumstances was unavoidable. The reasons for using the credit card is to be documented on the relevant travel file.

When used in association with travel, corporate credit cards must comply in all respects with these instructions, the relevant section of the *Public Sector Management Standards 2006*, Part 7.1 on Travel – Domestic and International, and the ACTPS contractual obligations with Westpac.

Corporate credit cards are intended for official use only and must not be used for personal expenses, even when travelling. For more information on applying for and the use of Corporate credit cards refer to DGFI - Credit Cards.

### Cancelled travel

It is the traveller's responsibility to immediately advise the travel provider of changes or cancelled travel arrangements and to arrange a refund on unused tickets where this is available.

### Meals

Travellers will be reimbursed for actual, reasonable and appropriate meal expenses, provided that tax invoices/receipts are produced.

Meal expenses must not be reimbursed for travel that is less than ten hours or during single day travel, when meals would normally be provided by the traveller in the course of the working day.

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

### Alcohol

Approval for the reimbursement of reasonable expenses for the consumption of alcohol at a function related to the Directorate's business should be sought from the Director-General prior to the event.

## Travel insurance

If you are going overseas on official ACT Government business you will need insurance cover for the time you are away. Contact ACTIA for further information.

## Traveller's health and safety

The Directorate will take every reasonable and practicable step to ensure the safety of travellers.

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 to travel/accommodation providers and to managers;
- 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 Directorate. All leave associated with official travel must be approved in accordance with the usual arrangements. 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 Directorate will not cover the traveller for the duration of the leave or non-official travel.

## REFERENCES

Source	Description
FMA	<a href="#">s31</a>
FMA Regs/FMOs	n/a
Other legislation/regs	<a href="#">Public Sector Management Standards 2006, Part 7.1, Travel – Domestic and International</a>
Related DGFIs	Credit Cards
Related Guidelines	<a href="#">Shared Services Whole-of-Government Guidelines for Travel and Accommodation.</a> <a href="#">EPD Motor Vehicle Policy and associated policies</a>

### Appendix 1- Schedule of Reasonable Costs

The following provides a guide to reasonable travel related expenses when travelling for official purposes. Acceptable travel related expenses must be incurred as a result of work related activity and will vary according to the destination, duration and nature of the travel. It is the responsibility of the traveller to ensure that expenses incurred are necessary to conduct business efficiently and effectively and to minimise all expenses to a reasonable and practical level.

Work related travel expenses should be considered on a case-by-case basis. These expenses may include:

- tickets for air, bus, ferry, rail;
- accommodation;
- car rental and hire costs - when other means of transportation are unavailable, more costly, or impractical;
- taxis;
- main meals (where the cost of meals has not already been paid for by the ACTPS or other parties);
- parking costs (does not include parking or traffic fines);
- tolls;
- laundry and dry cleaning (if away from home for 3 nights or more);
- postage, fax and modem costs, photocopying and telephone costs for work related purposes;
- bed tax;
- photocopying and business services where these could not be arranged prior to departure or at the offices visited;
- local taxes, stamp duties and transaction costs for work related activities;
- travellers cheque fees;
- travel insurance;
- pre-travel medical costs;
- excess baggage for work related documentation or equipment;
- visas and special documentation requirements for foreign countries visited; and

non-reimbursable expenses are those that are not work related, excessive, unnecessary, and inappropriate or have been inclusive in other expenses. These include traffic fines, in-house movies, toiletries, gym fees, in-flight refreshments, recreational expenses, clothing, or meal expenses for travel that is less than ten hours or during single day travel, when meals would normally be provided by the traveller in the course of the working day.

**Appendix 2 -Custody of Cabcharge vouchers**

<b>Step</b>	<b>Action</b>
1	<p>Upon receipt of the Cabcharge vouchers, the custodial officer must ensure that the Directorates' name is clearly printed on the booklets as well as vouchers, and are serially coded.</p> <p>Cabcharge vouchers are pre-coded with the account code of the Directorate.</p>
2	<p>Supplies of Cabcharge vouchers are to be held in secure storage in the custody of the holder or an appropriate official to guard against unauthorised use.</p>
4	<p>CCA submits its statements on a monthly basis, with the listings of all transactions on the account (i.e. voucher). Used vouchers will be attached to the statement.</p> <p>The Issuing Officer is to promptly perform a reconciliation of used vouchers with retained voucher booklet stubs. Voucher users must ensure that the total amount of fares represented by used vouchers matches the amounts shown on monthly statements. The statements, together with all used vouchers, once certified as correct, are to be forwarded for the payment process to be initiated.</p>

**Appendix 3 Issuing Cabcharge Vouchers**

<b>Step</b>	<b>Action</b>
1	Cabcharge vouchers are to be issued to staff on an “as required” basis, and according to an approved permission of the relevant Executive or Delegate to use Cabcharge vouchers.
2	A register must be kept to log details of use.
3	Officials / users are to advise the taxi driver (or taxi company when booking a taxi by phone) that they intend paying by cabcharge and ensure that Cabcharge vouchers will be honoured by the driver or taxi company.
4	Cabcharge users must ensure that the fare charged is accurate. Tips paid are to be considered as personal expenditure and should not form part of the fare.
5	Staff are to promptly return unused vouchers to the Custodial Officer. The Custodial Officer is to return the unused vouchers to the booklet and amend the relevant stub details of each unused voucher.