

Travel Policy

Purpose

This outlines the [department's](#) requirements for all work-related travel which is in accordance with the Victorian Public Service Travel Policy.

Policy rules

Eligibility and conditions for travel

1. All travel at departmental expense is to:

- be for official business purposes
- provide specific and tangible benefits to the department / State
- comply with the Victorian Public Service Travel Policy.

Note: For the purpose of this policy:

- Domestic travel – is defined as travel within Australia and New Zealand.
- Overseas travel – is defined as travel outside of Australia and New Zealand.

2. Alternatives to travel are to be considered where viable, including:

- video / tele-conferencing, telephone / conference calls or email
- using another departmental representative who is already in the required location.

Note: It is acknowledged that face to face contact with team members and other stakeholders can be beneficial. Some travel is therefore appropriate.

3. To the extent practical, day trips should be made instead of overnight stays.

Note:

- Overnight stays will be appropriate where it is unsafe to drive long distances due to fatigue.
- It may also be appropriate to travel the day before or after a commitment if the traveller would otherwise need to get up exceptionally early or would return home particularly late. This should be considered from a safety and wellbeing perspective (main priority; especially if driving is required) whilst balanced with minimising expenditure.

4. Except for travel associated with emergency events and planned burns, the same rules apply to all types of travellers (except Ministers).

Note: This includes employees, Non-Departmental Representatives (e.g. Committee Members), other workplace participants and external travellers who are undertaking departmental business (such as flying an expert from interstate).

5. Emergency event and planned burn travel is subject to some variation from standard rules.

Note: This includes a different approval regime and some additional restrictions over what can be claimed. Where nothing is documented to the contrary, the standard rules of this policy apply.

See: Travel associated with emergency events and planned burns

6. Ministerial travel is subject to different rules and is therefore not covered by this policy.

Note: Contact Ministerial Services for further advice by phoning 9637 9219.

Travel approval

7. All travel (including a change to travel plans or costs) is to be approved by an appropriate Travel Approver.

See: [Travel approval](#)

8. The Travel Coordinator (within Finance and Planning) is to be kept informed of all overseas travel approval requests, through being both:

- copied in on the Secretarial brief where travel approval is being sought
- notified by the Office of the Secretary when overseas travel requests are approved or rejected.

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Note: The current Travel Coordinator (within Finance and Planning) is Aloma Johnson.

9. Travel arranged and paid for by an external party is subject to the rules of the organising/funding entity.
Note: This includes interstate/international deployments to assist with emergency events.

Class of travel

10. The class of travel selected is not to exceed the permitted levels.
See: [Travel class](#)

Airline selection and carbon offsets

11. Flights are to be booked using the 'best price of the day' principle with each leg of the journey to be considered separately.

Note:

- Existing airline credits are to be applied where available.
- Bookings are to be made as soon as possible after travel approval has been received, as this will generally result in cheaper fares.
- To the extent possible, travel bookings (for flights and accommodation) should be made at least:
 - two weeks in advance – for domestic travel
 - three weeks in advance – for overseas travel.
- Where there is a high degree of certainty as to travel times, restricted fare types are to be considered as these can be considerably cheaper.
- Where there is a possibility that a scheduled meeting will not proceed, or there is uncertainty around the time that a scheduled meeting may conclude, consideration is to be given as to whether the additional cost of flexible fares outweighs the cost of potential change / cancellation fees.

See: Airline selection

12. Where cancellations are required, these are to be made as soon as possible, preferably at least 24 hours in advance of travel to reduce the cancellation fees imposed by hotels and airlines.
13. All work-related flights will be 100% carbon offset with the cost of carbon offsetting to be borne by the business area for which the travel was arranged.

See: [Carbon offsets](#)

Accommodation

14. Accommodation is to be booked using the 'best price of the day' principle.
See: [Standard of accommodation](#)

15. The department will not make payment for accommodation provided by family or friends at a private residence.

Travel with spouse, companion and/or dependents

16. A spouse, companion and / or dependents may accompany travellers provided such travel does not result in additional cost to the department or interfere with the business requirements of the travel.
17. Travel by a spouse, companion and / or dependent needs to be approved as part of the travel approval process (or later by the Traveller's Manager).

Security, health and safety

18. Travellers are required to research the Australian and overseas destinations they are travelling to and be aware of any safety and security risks that might exist during their trip.

See: [Security checks](#)

19. Travellers are entitled to be reimbursed for work related travel vaccinations and doctor's fees where approved by their manager with a financial delegation.

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See: [Health considerations](#)

Data protection

20. When travelling on government business, travellers are required to meet the requirements of the Victorian government's information security policies and standards available at: <https://www.cpdp.vic.gov.au/menu-data-security/victorian-protective-data-security-framework/data-security-vpds>.

Travel bookings

21. Corporate Travel Management (CTM) is to be used for the booking of all commercial flights and hire cars, unless CTM has confirmed they cannot assist with the booking.
Note: This applies for overseas, interstate and Victorian travel.
22. CTM is to be used for the booking of all interstate and overseas accommodation, unless CTM has confirmed they cannot assist with the booking.
23. CTM should be used for the booking of Victoria accommodation when possible.
Note: Whilst not mandatory, it is recommended that CTM is used for Victorian accommodation bookings where practical, as CTM does not charge transaction fees on this type of accommodation and can generally access equal or better rates than the traveller. The use of CTM for accommodation bookings also greatly assists in Government reporting of travel expenses.
24. Bookings can be made directly with public transport operators (including V/Line).
25. Travel and conference / seminar bookings are not to be made until travel approval has been obtained.

Use of CTM for travel bookings

- Only registered Travel Arrangers can make travel bookings through CTM, unless the travel has been appropriately approved and there is an urgent need for the booking to be made immediately or changed, in which case the traveller can liaise directly with CTM via email or phone. Regular travellers are strongly encouraged to become Travel Arrangers so that they can both make and modify their own travel bookings.
- Requests to become a Travel Arranger are to be emailed to the Travel Coordinator (within Finance and Planning) via finance.csg@delwp.vic.gov.au
- Bookings are to be made online where possible, as this method attracts the lowest fees.
- The online booking system is accessible by Travel Arrangers (only) from the CTM portal via www.ctmsmart.com – each Travel Arranger has their own unique login.
- The email addresses for CTM are:
 - DELWP@travelctm.com – for regular travel bookings
 - VicGovGroups@eventsctm.com – for group travel (of more than ten travellers)
- The contact numbers for CTM are:
 - (03) 9567 3653 – 8am to 7pm Monday to Friday excluding national public holidays
 - 1800 836 000 (toll free within Australia) – at other times
 - +61 7 3211 2400 (from outside Australia) – at any time

Refer to: Travel Procedure for further information

Passports and visas

26. Passport issuance and replacement fees are to be the responsibility of the traveller, unless there are unique circumstances and the Secretary has specifically approved reimbursement.
Note: As some countries require visitors to have at least six months' validity remaining on their passports, this should be checked by the traveller.

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27. Where visas are required for entry, such costs will be reimbursed by the department.

Note: Visas should be arranged well in advance of travel.

28. Travellers visiting the United States of America need to apply for an Electronic System for Travel Authorisation (ESTA) immediately after they have completed their travel bookings, with the ESTA fee being reimbursable.

Note: The ESTA authorisation is available at <https://esta.cbp.dhs.gov/esta>

Travel expenses

29. All travel booked through CTM is to be directly invoiced to the department.

Note: Travel expenses can include anything permitted by departmental policy that is charged through the accommodation supplier (except incidental expenses which are to be paid by the traveller and reimbursed).

30. Expenses not invoiced through CTM (i.e. arranged directly with suppliers) are to be processed in the following order of preference:

- corporate card (within transaction limits)
- direct invoicing to the department
- reimbursed (after being paid by the traveller).

31. Travellers are required to retain tax invoices, receipts and/or other documentary evidence to substantiate expenditure incurred.

Note:

- Where a tax invoice / receipt could not be obtained, or was subsequently lost, a Statutory Declaration is to be completed to substantiate the expense claim.
- Documents to substantiate travel expenditure (along with supporting travel approval) are to be either electronically attached to the traveller's iExpense claim or placed on the traveller's iExpense registry file and retained for a period of at least seven years.
- Where the traveller does not have access to the iExpense system, these documents are instead to be attached to the Accounts Payable: Request for Payment Form, which is used for manual reimbursement.
- The retention of tax invoices / receipts satisfies the tax requirement for a diary to be maintained in respect of work related travel.

Refer to: Travel Procedure / Travel Expense Claims

32. Transactions incurred in a foreign currency are to be claimed at the actual exchange rate received (inclusive of any fees).

Note: Evidence of the exchange rate received is to form part of the expense claim / travel advance acquittal. Such evidence may include a personal credit card / bank statement (with personal details, transactions and account numbers / balances blacked out) or a foreign currency conversion docket (received when \$AUD are exchanged).

33. Expenditure on meals is not to exceed permitted levels.

See: [Meal expenditure](#)

34. Tipping can only be claimed where it is expected in the country being visited.

See: [Tipping](#)

35. Incidental expenses are not to exceed permitted levels and are to be paid by the traveller and claimed back.

See: [Incidental expenses](#)

36. Claims are not to be made for prohibited items of expenditure.

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See: [Other expenses](#)

37. Telecommunication costs in respect of work related overseas travel are to be minimised.

See: [Telecommunications whilst overseas](#)

Travel advances

38. Travel advance requests are only to be lodged in accordance with conditions.

See: [Conditions for travel advances](#)

Leave

39. Private leave taken in conjunction with travel is:

- to be authorised by the traveller's manager or above
- not to:
 - result in additional cost to the department
 - create the impression that official travel is being used to subsidise private travel arrangements
 - have a detrimental effect on work objectives.

Resumption of duties

40. Resumption of duties during private travel is to be approved by the Secretary and is not to subsidise private travel.

See: [Resumption of duty](#) for further information.

Airport travel

41. Travel to and from airports is to be undertaken by public transport where practical and safe.

See: [Transit to / from airports](#)

Overseas post trip report

42. A Travel: Overseas Travel Post Trip Report is to be completed within four weeks of the travel return date and emailed to the Travel Coordinator (within Finance and Planning) via finance.csg@delwp.vic.gov.au to facilitate statutory reporting.

Note:

- The post trip report information can be provided by email (rather than a formal report) provided the same information is supplied / headings used.
- A briefing is also to be provided to the Secretary (via MIBS using the standard Secretarial Briefing template) upon request or where the Secretary should be made aware of travel outcomes.

Refer to: Travel Procedure / Overseas post trip report

Frequent flyer points and lounge clubs

43. Frequent flyer and other reward points are not to be accrued while travelling on official business at public expense, as the use of such programs poses reputational issues for the State.

Note: This includes reward points earned in respect of flights, hotel rooms and hire cars.

44. Membership of an airline/lounge/hotel club is:

- only to be approved in exceptional circumstances (e.g. where significant travel is undertaken and the benefits of access to food/other facilities outweighs the cost)
- to be approved in writing by the Secretary
- to be arranged through CTM.

Note: CTM is not permitted to arrange personal memberships at government rates.

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Travel insurance

45. The department provides business travel insurance through AHI Assist.

See: [Travel insurance](#)

Other rules

46. All requirements of the Travel Procedure and the Travel Advance Procedure are mandatory and need to be complied with.

47. Use of MYKI for public transport journeys within Victoria is to be consistent with the MYKI Work Instruction.

48. Use of taxis is to be in accordance with the Travel: Taxi Use and Cabcharge Policy.

49. Compliance with travel policy and procedure is subject to regular audit.

Note: The source of authority for this policy can be found in the Policy Register.

Additional guidance

Travel associated with emergency events and planned burns

There are some different rules for travel associated with emergency events and planned burns.

Most notably, there are differences with respect to:

- travel approval
Note: A different approval regime applies, whereby travel expenses associated with emergency and planned burn events are to be approved by either a temporary or standard emergency management or planned burns financial delegate (typically a Logistics Officer).
- Procurement process
Note: Manual purchase orders are to be used for emergency event / planned burn travel services provided by CTM
- incidental expenses
Note: Further restrictions apply as most items which could normally be claimed as an incidental expense will be available on deployment (e.g. tea/coffee/non-alcoholic drinks, snack food, morning/afternoon tea and newspapers)

The cost of meals cannot be claimed where appropriate food has been made available.

Meals may be claimed whilst in transit and where the traveller is unable to access the provided food.

Please email sccvic@travelctm.com to obtain the latest copy of the rules for emergency event and planned burn travel.

Aside from the differences outlined in this document, the standard rules of this policy apply to travel associated with emergency events and planned travel.

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Travel class

Travellers are not to exceed the class of travel prescribed below.

Mode of travel	Highest class / type of travel permitted
Commercial airline	<p>Economy (default).</p> <p>Note: Premium economy or business class may only be used when all of the following apply:</p> <ul style="list-style-type: none"> • The flight is over six-hours duration (from origin airport departure time to destination airport arrival time). • There is good reason to permit business class travel, such as: <ul style="list-style-type: none"> ○ The traveller has a documented health issue (e.g. a history of deep vein thrombosis). ○ The traveller is accompanying a minister. ○ The traveller needs to arrive refreshed to conduct important business shortly after arrival. • Approval for premium economy or business class travel has been obtained from the Secretary, for both domestic and international flights, with such approval to be sought via a secretarial brief, as a specific approval request on the coversheet.
Rail	First class (if available).
Vehicle	<p>The most economical vehicle which is suitable for the task.</p> <p>Note:</p> <ul style="list-style-type: none"> • The default vehicle to be requested is compact or medium size, unless there is a sound reason for a larger vehicle. • Hire cars are to be refuelled before return (to the extent practical). • The rental of GPS devices is permitted. • Toll roads may be used for travel (at departmental expense). • Except for Executive held vehicles, government cars are registered for toll road use within Victoria (meaning day passes are not required). • Toll road usage by Executive Officers is to be supported by either: <ul style="list-style-type: none"> ○ personal toll company accounts – with work journeys highlighted ○ receipts for work related day passes • Toll road claims can only be submitted in respect of travel that has already occurred. • The requirements of the Travel: Vehicle Use Policy are to be adhered to. • Rental cars are to be booked through CTM. • An international driver licences is required, in some countries. <p>Refer to: RACV/Travel/Driving Overseas.</p>

There is no prescribed limit for transport expenses. The most cost-effective travel arrangements are to be made, taking into account:

- the 'best price of the day' principle
- time considerations (e.g. for a long journey, an aircraft would be more efficient than driving)
- the permitted class of travel.

Excessive costs are to be met by the traveller.

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Airline selection

Adopting the 'best price of the day' principle, the cheapest direct flight is to be selected from a panel airline which:

- enables the traveller to arrive and /or depart at a suitable time
- otherwise satisfies business requirements.

The department's panel airlines are currently:

Domestic travel	Overseas travel
Jetstar	Cathay Pacific
Qantas	Emirates
REX	Etihad
Virgin Australia	Qantas
	Singapore Airlines
	Virgin Australia

Note:

- Where a panel airline doesn't fly to a required destination, an alternative airline can be used.
- Travellers are not to select a full-service airline if a cheaper option is available at suitable times.

Carbon offsets

In line with the department's commitment to the environment, 100% carbon offsetting has been mandated for all business-related flights undertaken by employees and other workplace participants.

Whilst the exact value of carbon offsets will fluctuate from flight to flight, the cost of carbon offsetting will be around 1% of the value of the airfare. The actual carbon offset amount will be shown on flight itineraries.

Carbon offset amounts will be calculated by an external body and invoiced monthly at division level by CTM. The funds collected will be used to support native vegetation projects within Victoria.

Standard of accommodation

Rooms are to be booked to at least a three-star rating standard.

Travel booked through CTM is to be booked using the 'best price of the day' principle subject to maximum permitted rates (see below). Travellers are welcome to nominate a preferred accommodation supplier, but this can be overruled if it is not a 'best price of the day' supplier.

Travel booked directly with suppliers (where permitted) is also subject to maximum permitted rates.

The maximum permitted room rates for accommodation are as follows:

Location	Limit (inclusive of GST)
Australian Capital Cities (and 50 km radius thereof)	\$210 per night.
Other Australian locations	\$170 per night.
Overseas (including New Zealand)	No specific limits. To be the best price obtainable for suitable accommodation which satisfies business needs and is of at least a three-star rating. A similar standard of accommodation is to be selected as if travelling within Australia.

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Note:

- Interstate / overseas accommodation bookings are only permitted directly with suppliers in exceptional circumstances as per the “Travel approval” section of “Policy rules”.
- The above limits are daily and cannot be aggregated and applied on a trip basis.
- Where accommodation cannot be obtained within these limits (e.g. it is a high cost location or the price is inflated due to a major event) the limits may be exceeded with the advance approval of the person authorised to approve the travel (being more senior to the traveller in the same reporting line). The rates can be inflated by the value of meals and/ or car parking where an all-inclusive rate is selected.

Long-term accommodation options are to be considered for stays of four weeks or more in the same location, as this may result in savings to the department.

In selecting suitable accommodation, total costs should be considered (e.g. if staying at a cheaper venue would necessitate taxi fares, there may be an overall cost saving staying at a venue which is more expensive).

Travel approval

Advance travel approval for non-emergency event or planned burn travel is to be obtained as follows:

Travel type	Minimum approval level	Minimum type of approval
Domestic: <ul style="list-style-type: none"> • Without flights • Without travel expenses. 	Manager/supervisor	Verbal
Domestic: <ul style="list-style-type: none"> • Without flights • With claimable travel expenses. 	Financial delegate	Email Note: A Domestic Travel Application Form can also be used (not mandatory)
Domestic: <ul style="list-style-type: none"> • With flights 	Financial delegate at VPS6 level (or equivalent)	Email Note: A Domestic Travel Application Form can also be used (not mandatory)
Overseas	Secretary	A MiBS Secretarial Brief with a Travel: Overseas Travel Application Form attached Note: To the extent practical, overseas travel requests are to be submitted to the Secretary at least six weeks prior to the anticipated departure date.

Note:

- For this section, travel expenses exclude costs associated with the use of:
 - departmental MYKIs (for rail travel within Victoria)
 - allocated / borrowed departmental vehicles.
- Approvers of travel are to:
 - work within the same reporting hierarchy as the traveller and be more senior to the traveller
 - hold a [financial delegation](#) limit which covers the cost of the travel.

Note: This is not applicable for domestic travel without flights or travel expenses.
- The [Committee Secretary](#) can approve intrastate day travel by Non-Departmental Representatives (e.g. Committee members) provided:

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- the travel does not involve flights
- the Committee Secretary holds the necessary financial delegation.
- Interstate courses should only be considered where both:
 - directly relevant to the employee's role and/or development needs
 - the same course is unavailable within Victoria.
- The approval regime for emergency event and planned burn travel is different. Please email sccvic@travelctm.com to obtain the latest copy of the rules for emergency event and planned burn travel.

Standing travel arrangements can be established for regular travel by:

- individuals or categories of positions
- work sites
- teams, divisions or groups.

Such arrangements mean that travel approval is not required on a trip by trip basis.

Standing travel arrangements:

- can be for any type of domestic travel (on an ongoing or fixed term basis):
- are to be approved in writing (or by email) by the same level of manager as outlined in the table above
- are to be revoked in writing if / when no longer required.

Approval for **increases to overseas travel expenses** (from that initially approved by the Secretary) is to occur as follows:

- up to 5% increase – Traveller's manager with a financial delegation
- up to 10% increase – Executive Director level (or equivalent)
- up to 20% increase – Deputy Secretary
- over 20% increase – Secretary.

Note: Secretarial approval is to occur via a MiBS Secretarial brief. Other approval can occur by email. A brief justification for the increase in costs is to be provided in the request.

Approval for **increases to domestic travel expenses** is to occur from the regular Travel Approver by email.

Approval for changes to domestic travel plans needs to be obtained from the Travel Approver.

Approval for the following changes to overseas travel plans requires the approval of the Secretary:

- change to traveller(s)
- change to countries being visited
- increase to the duration of travel (of greater than two days).

Any other changes to overseas travel plans can be approved by a Deputy Secretary.

Where there are expense claims associated with travel, the following is to be attached to the traveller's iExpense claim (either as an electronic attachment to the claim or placed on the Traveller's iExpense registry file along with supporting tax invoices / receipts):

- travel approval (which could include the approval of a standing travel arrangement)
- approval for increased travel expenses (where applicable).

Note: Where the traveller does not have access to the iExpense system, this approval is to be attached to the Accounts Payable: Request for Payment Form (i.e. the traveller's manual expense claim).

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Meal expenditure

Travel related meal expenses within Australia and New Zealand (including those associated with emergency and planned burn events) are not to exceed the limits below.

Meal type	Limit \$AUD (inclusive of GST)
Breakfast	\$29.45
Lunch	\$41.70
Dinner	\$58.35

Note:

- Rates are on a per meal basis and cannot be aggregated.
- Meal expenses above these limits are to be met by the traveller.
- Alcohol cannot be purchased in conjunction with a travel related meal at departmental expense.
- Meal expenses can be in the form of supermarket / retail items provided the quantities are reasonable for the period of travel and number of travellers involved.
- Meal inclusive rates can be booked where available.
- Rates exclude tips where permitted in respect of travel to certain overseas countries.
- See: [Tipping](#)
- Meals cannot be claimed for employees and other workplace participants **being visited** unless either:
 - the person / people being visited have also travelled
 - the meal can be claimed as sustenance or hospitality expenditure (strict criteria applies)
- **Refer to:** Gifts, Hospitality and Sustenance (Providing) Policy
- Meals associated with travel that involves an overnight stay are to be charged to account 6746.
- Meals associated with part day travel are to be charged to account 6883.
- Meal rates are based on the ATO Maximum Rates Schedule (as adjusted from time to time).

When travelling overseas, there are no specific meal limits, with travellers expected to dine at a similar standard of restaurant and purchase a similar class of meal to that if they were dining within Australia.

Note: Travellers will be required to reimburse the department for any meal expenses which are considered excessive and for any alcohol expenses which were invoiced to the department / claimed.

The following time constraints apply for claiming meal expenses on the days of departure and return of travel and also for part day travel:

- **breakfast:** if the traveller leaves at or before 7.00am and returns at or after 9.30am
- **lunch:** if the traveller leaves at or before noon and returns at or after 3.00pm
- **dinner:** if the traveller leaves at or before 5.00pm and returns at or after 7.00pm

Note: Meetings / official duties should be scheduled to enable travel to be completed between 7am and 7pm. This supports wellbeing and safety values plus work-life balance principles.

Meal expenditure claims can only relate to travellers (unless hospitality approval was obtained). This means travel related meals cannot be claimed for non-travellers (e.g. team members being visited).

Meal expenses cannot be claimed if suitable meals are provided as part of travel (e.g. a sandwich lunch as part of a training session/workshop or where meals are provided in conjunction with emergency events or planned burns).

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Tipping

Tipping can only be claimed where it is expected in the country being visited and is not permitted in respect of domestic travel.

Note:

- Tipping is not expected in Australia, New Zealand, the United Kingdom, most of Europe and most of Asia.
- Tipping of up to 20% of the invoice value (before sales tax) is expected in the United States of America (US) and Canada for meals and taxi fares.
- A \$1 tip may be paid for each bag carried in the USA and Canada.

Tipping expenses are not included as part of the incidental expenses daily cap.

A Statutory Declaration is to be completed to substantiate tips where receipts were not obtainable.

The department reserves the right to not reimburse employees for tips if they are considered excessive.

Incidental Expenses

Consistent with the Victorian Public Sector Agreement 2016, incidental expenditure is defined as reasonable out of pocket expenses actually and necessarily incurred in the course of authorised duties. Such expenses are subject to the daily cap prescribed on the ATO Maximum Rates Schedule (as adjusted from time to time). The incidentals rate for the maximum salary band can be used by all travellers. The current incidentals rate is \$27.65 per day. Incidental expenditure above this daily limit is to be met by the traveller.

Note:

- Items listed as 'other expenses' in the section below are not included within this daily cap.
- The cap is a daily limit and cannot be aggregated.
- The daily limit is not pro-rated for part day travel or for the first or last day of extended travel.
- The incidentals limit is in \$AUD and applies to both domestic and overseas travel, with overseas incidental expenses to be converted to Australian dollars at the exchange rate received (as evidenced by personal credit card / bank statements or foreign currency conversion docketts with personal details and private transactions blacked out).

Whilst not limited to this, the most common incidental expense considered as 'necessarily incurred' is travel related food and non-alcoholic drinks (other than that which forms part of a travel related breakfast, lunch or dinner claim).

Note: Quantities of food / drink claimed are to be reasonable for the period of the travel.

The following expenses cannot be claimed as they are considered personal in nature and not "necessary" travel expenses:

- fines associated with travel (e.g. traffic and parking fines)
- airline upgrades
- alcohol (under any circumstances)
- personal reading material other than newspapers
Note: Newspapers are permitted given a traveller may have had these home-delivered
- hair-cuts / personal grooming
- personal services (such as massages, spas, pedicures and manicures)
- entertainment expenditure (including inflight / hotel room movies, DVD purchase / hire or the downloading of movies, TV series, music or online reading material)
- downloads of music, TV programs, movies or online reading material

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- excessive personal phone calls / personal internet usage
Note: A reasonable level of personal calls / usage can be claimed where the usage aligns with departmental policy.
Refer to:
 - Mobile Device Policy
 - Computer Facilities Acceptable Usage Policy
- new luggage
- personal credit card membership fees
- clothing / toiletries (unless genuinely forgotten and / or the travel extended beyond the period expected)
Note: Clothing / toiletries should be taken from home where adequate notice of the travel need was provided. Such items are considered personal in nature and can generally continue to be used after the period of work travel. In most hotels and motels soap, shampoo and conditioner is provided. Where clothing and/or toiletries are genuinely required, the claim should not be excessive for the period of travel. Financial delegates approving expense claims should query clothing / toiletry claims that appear excessive.
- gifts / souvenirs or other personal expenses.

Except for emergency event and planned burns related travel, the cost of laundry can be claimed where advance approval was obtained from the Travel Approver. The use of a laundromat should be considered where possible, as this can be significantly cheaper than the laundry service available through hotels.

There are some further restrictions with what can be claimed with respect to emergency event and planned burn travel. The general principle is that incidentals cannot be claimed where the items are available (e.g. drinks, snacks, morning/afternoon tea and newspapers where these are provided).

Please email sccvic@travelctm.com to obtain the latest copy of the rules for emergency event and planned burn travel.

Incidental expenses cannot be paid by corporate card. They should instead be paid by the traveller and claimed back (through the same method / at the same time in respect of any day's travel). This enables checks to occur that limits were not exceeded.

Other Expenses

Excess baggage can be claimed at departmental expense in respect of work related equipment.

Car parking fees will be paid / reimbursed where advance approval for car parking costs was obtained or it was not considered practical to seek approval in advance.

Surface travel expenses (e.g. local public transport and / or taxi fares) can be claimed in respect of work related travel (e.g. for transit between accommodation, airport and conference / meeting venues). Cabcharge should be used for Australian taxi travel where possible.

Luggage storage costs can be claimed within reason.

Work related internet and telephony charges are permitted.

Baby-sitting / child care costs can be claimed (within reason) where there was less than 24 hours notice provided of the need to travel. Such costs are only reimbursable upon evidence that this expenditure was actually incurred (i.e. a tax invoice / receipt is required).

The cost of travel related Visas (or equivalent) and entry / exit fees will be borne by the department and should be pre-purchased through the travel service provider where possible.

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The above expenses do not form part of a daily incidentals expenditure limit. Such expenses can be paid through any method.

Telecommunications whilst overseas

Using a departmental issued mobile phone whilst overseas may attract significant international roaming fees.

As part of the travel approval process, authorisation needs to be obtained for the use of telephony services / the internet. If this does not occur, the related costs will be the responsibility of the traveller.

International calling cards and local SIM cards represent a cost-effective method to make calls / access the internet whilst travelling overseas. Their use is to be considered as an alternative to using hotel phones and mobile phone international roaming, provided there are no security issues with their use. Where approved in advance, the cost of such cards can be reimbursed or paid for by the department.

Some private telecommunications are permitted to enable travellers to stay in contact with family and friends. Such use is to be minimised to 'reasonable' levels. Travellers will not be reimbursed for excessive costs.

Telecommunication costs do not form part of the daily cap for incidental expenses.

Conditions for travel advances

Only employees are eligible to receive travel advances.

Where practical, travellers holding a corporate card should use this rather than seeking a travel advance.

Travel advances are payable subject to the following conditions:

- There is to be a minimum travel period of at least five working days.
- Travel advances cannot be for more than a period of eight weeks at a time.
- The maximum travel advance is 75% of out of pocket travel expenses.

Note: Airfares, ground transport and accommodation are to be paid in advance of travel to the extent practical, and therefore excluded from the travel advance calculation (where this occurs).

- Travel advances are not to be sought until final travel approval has been received.
- For travel advances to be received ahead of travel, the application is to be submitted and approved through the iExpense system at least one week in advance of departure.
- Travel advances are to be reconciled and acquitted within four weeks of return at the exchange rate received, as evidenced by personal credit card / bank statements or foreign currency conversion docketts (with personal details and private transactions blacked out).
- Any unspent travel advance is to be repaid the department.
- A claim can be submitted for qualifying travel expenses which are more than the travel advance received.

Refer to: Travel Advance Procedure for further information on how to apply for and acquit a travel advance.

Travel Policy

Transit to / from airports

Taxis should only be used to / from airports where cheaper options are considered:

- unsafe
- unreliable
- impractical (e.g. due to the additional time involved or the need for multiple connections).

The SkyBus which operates from Southern Cross Station to Melbourne Airport is considerably cheaper than taxi travel, and should be used where possible. This service:

- operates 24 hours a day, 7 days a week
- has a journey time of around 25 minutes
- runs at a ten-minute frequency between 6am and midnight.

Many other Australian / overseas airports also have a convenient public transport link to the city centre which should also be considered by travellers.

Travel insurance

The department has travel insurance coverage for business travel of greater than 50kms, for:

- employees
- other authorised travellers
- accompanying family members (who are under the age of 85, unless otherwise agreed).

In broad terms the travel insurance covers:

- personal accident
- medical expenses incurred following an injury, sickness or disease
- loss of bag, credit cards and money
- loss of deposits and cancellation charges
- hire car excess expenses
- additional expenses for unforeseen circumstances
- alternative employee expenses (in case of the need to send a replacement)
- evacuation cover and personal safety, if it is deemed unsafe to remain at a location.
- life insurance
- personal liability
- private travel (maximum 14 days) forming part of a business trip
- business travel up to 180 days.

If a traveller requires emergency travel insurance advice or assistance, they are to phone AHI Assist on +61 2 9978 6666 (24-hour service, reverse charges). The traveller is to advise the operator they are travelling on behalf of the department under policy number 19096.

Further information is available from www.vmia.vic.gov.au/insure/policies/business-travel.

Security checks

Travellers have a duty of care for their own personal safety when travelling. They are to seek advice with regards to any factors that might affect their security.

Travellers are strongly encouraged to avoid areas where crime or civil unrest might occur. Before travelling domestically or overseas, travellers are encouraged to be aware of any national public security threats, severe weather warnings, planned public demonstrations, areas of potential crime hotspots and any other events that might affect their trip. They need to be prepared to change their travel plans accordingly.

Travel Policy

Before travelling overseas, travellers are obliged to seek advice in relation to any risks that might arise at the final destination. Such advice is to be sought from the Department of Foreign Affairs and Trade (DFAT) and the WoVG websites, as follows:

- www.smartraveller.gov.au/zw-cgi/view/Advice
- [www.procurement.vic.gov.au/State-Purchase-Contracts/Travel -Services](http://www.procurement.vic.gov.au/State-Purchase-Contracts/Travel-Services)

Note:

- Travel is to be avoided where possible if the DFAT warning for the destination(s) to be visited is “Do not travel” or “reconsider your need to travel”. Travel should only proceed where the same outcome could not be achieved through another mechanism (e.g. tele conferencing) and the benefits stemming from the trip are considered to outweigh the risks.
- Advice may also be sought from an independent security/risk consultant where appropriate at departmental expense.

Travellers need to ensure they meet the requirements of the Victorian government’s information security policies and standards.

Refer to: www.digital.vic.gov.au/wp-content/uploads/2014/07/SEC-GUIDE-04-Safeguarding-information-while.travelling.pdf

Health considerations

The health and safety of travellers on government business is of paramount importance to the State.

Before travelling overseas, travellers have an obligation to gather advice on the vaccinations required.

It is recommended that travellers consult with their doctor prior to undertaking either:

- overseas travel – of any kind
- domestic travel – if they are currently receiving treatment for a medical condition and the travel involves flights and / or driving long distances.

Travellers are entitled to be reimbursed for the cost of any vaccination and/or doctor’s fees associated with work related travel, subject to the approval of their manager with a financial delegation.

Travellers are required to take any precautions necessary to maintain good health whilst travelling and avoid exposure to any situations that might impact upon their health.

In a medical emergency, travellers are to seek appropriate care and contact the travel insurance emergency helpline (where appropriate).

Travellers should not drive a vehicle under conditions in which fatigue is likely to arise. Hiring a vehicle after a long flight is not recommended.

Travellers are advised to familiarise themselves with the travel health section of the DFAT website.

Refer to: www.smartraveller.gov.au/tips/travelwell.html

Resumption of duties

Resumption of duties whilst travelling privately can occur when employees are travelling in a private capacity either internationally or domestically.

Resumption of duties may be appropriate to:

- address a previously unknown work issue
- attend a conference
- undertake a speaking engagement.

Resumption of duties is not to be used to subsidise private travel.

To the extent practical, approval for the resumption of duties is to occur at least six weeks in advance.

Travel Policy

Approval for the resumption of duties is to occur in accordance with standard travel approval requirements.

See: [Travel approval](#)

At the discretion of the Secretary, employees recalled to duty may be reimbursed for:

- salary (i.e. their leave can be reverted for the period of the resumption of duties)
- conference fees
- meals
- accommodation
- additional transport costs
- incidental expenses.

Reimbursement is only available for the period that duties are resumed and will not include airfares associated with private travel.

Refer to: Travel Procedure for information on how to seek approval to resume duties whilst on privately funded travel.

Supporting information

Procedures

Travel Procedure
Travel Advance Procedure

Work instructions

Travel: MYKI Work Instruction

Forms and templates

Travel: Domestic Travel Application Form
Travel: Overseas Travel Application Form
Travel: Overseas Travel Post Trip Report

Contact

Business Resource and Management Team
Phone: 8377 4516; email: finance.csg@delwp.vic.gov.au

Terms used in this policy

The key terms that are underlined and used throughout this policy are defined in the Online Glossary.