

nehta

TRAVEL

Policy & Procedures

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1 Objective and Purpose

The objective and purpose of this travel policy is to ensure that:

- (i) Travel is only conducted and expense only incurred, when it is the most suitable option for business purposes, and, at minimum cost achievable for success.
- (ii) There is fair and consistent treatment of all staff who travel on NEHTA business.
- (iii) Travel standards and guidelines are established and communicated.
- (iv) Effective and efficient procedures for minimising travel costs and streamlining the logistics of business travel are defined.

2 Scope

This policy applies uniformly to all NEHTA employees, (including casuals), contractors and consultants and equally to both domestic and international travel. NEHTA employees also include contractors, consultants and/or staff from other organisations who are travelling at NEHTA's request. International guests include persons who have been invited or seconded to NEHTA to assist on a specific work program.

3 Clarification

Any queries regarding clarification or explanation of this policy and procedure should be directed to the Chief Financial Officer.

4 Travel Requests, Approval and Bookings

Any employee proposing to travel must complete a Travel Request Form in full, clearly stating the purpose of the trip and objectives and forward it (via email) to their Delegated Manager for approval (*refer: NEHTA Delegated Authority Register and Policy available on the Innerweb*).

All travel requests must be made as early as possible to facilitate early bookings in order to maximise any best fare opportunities and cost reductions.

Once approval has been gained, booking arrangements must be forwarded to NEHTA's Travel Co-ordinator who will organise and make all travel arrangements.

International travel will, in all circumstances, require the approval of the Chief Executive Officer prior to any commitments or arrangements for travel being made.

The Travel Co-ordinator will facilitate, co-ordinate and arrange all domestic and international travel and will ensure that all travel requests are duly authorised by the Delegated Manager (any requests not meeting this requirement will be declined).

A copy of the **'NEHTA Travel Request - Approval and Bookings process'** is attached hereto marked **'Annexure A'**.

Further procedural information is described at Item 14.

5 Air Travel

It is NEHTA's policy that all air travel on Company business is to be done at the best possible fare available, having regard to the traveller's business schedule and travel guidelines. The only exceptions to this is where the Travel Co-ordinator advises of a special airline/accommodation deal, whereby booking other types of airfares with certain accommodation will result in an overall lower cost to NEHTA.

Staff may be permitted to travel either premier economy or business class where the air travel component is over 6 hours for any one sector at the discretion of their Delegated Manager.

Members of the Management Review Group may book flexible fares and travel business class where the air travel component is over 3 hours for any one sector.

6 Accommodation

The NEHTA Travel Co-ordinator is instructed to only book accommodation from a list of approved Hotels, unless there are general accommodation shortages at the required time of travelling, in which case alternative acceptable accommodation will be approved and arranged by the travel co-ordinator.

The only exception to this policy is where the Travel Co-ordinator advises of a special deal whereby booking a superior class hotel will result in a cheaper cost to NEHTA.

7 General

7.1 Use Of Own Vehicle

Staff should only use private vehicles where satisfactory evidence is provided of the following:

- cost effectiveness of the arrangement;
- comprehensive insurance;
- current registration; and
- current driver's license.

Where it is deemed cost effective, an allowance will be paid to an employee for the use of their own vehicle for travel purposes on NEHTA business. Such use must be authorised by the employee's relevant Delegated Manager on a Travel request form.

The amount payable will be the current tax allowance for use of private motor vehicles as published from time to time by the Australian Tax Office.

This allowance will be paid through NEHTA's normal expense re-imburement process. When evaluating whether the travel should be either via air or private car it is usual to only pay mileage rates to a maximum of a reasonable equivalent airfare.

7.2 Travel Expenditure

All NEHTA staff are expected to use their own good judgement when incurring expenses chargeable to the Company with the overriding principle that neither the employee nor NEHTA gains and the expenses are wholly and necessarily incurred in carrying out a business task.

Employees should understand that unapproved, unjustified and or unsupported expenditure will remain the responsibility of the employee and will not be reimbursed by NEHTA. Receipts must be submitted for substantiation of all expenditure in excess of \$10.00

7.2.1 Meals And Entertainment

All reasonable expenses incurred on meals and entertainment will be reimbursed by NEHTA. Employees should understand that any unreasonable or unsupported expenditure, including any charges for excessive alcohol consumption, will remain the responsibility of the employee and will not be reimbursed by NEHTA.

7.2.2 Laundry And Valet Charges

Are only considered appropriate for trips longer than 3 nights duration.

7.2.3 Hotel Minibars

Should be avoided where possible, however minor expenditure of a reasonable nature will be considered, as a rule of thumb minibar expenditure should not exceed \$15.00 per day.

7.2.4 Telephones

All reasonable telephone expenses will be met by NEHTA. However, hotel charges are normally at a premium and use of office phones and faxes, and phone carrier "phone cards" are more economical and should be used wherever possible.

7.2.5 Ancillary Hotel Charges

NEHTA will not be responsible for any hotel ancillary charges such as in-house movies etc.

7.2.6 Gifts & Gratuities

Staff should not accept gifts for themselves or their family from current or potential clients, business partners or service providers where that gift implies that the staff member should favour the gift-giver or any other party.

Gifts may generally be accepted provided they are of a token nature. As a guide, whilst there is no absolute monetary limit placed on the value of the gift (this being at the discretion of the individual), if the value is considered to be less than fifty dollars, the gift may be considered as token in nature.

Where the gift has a value of \$50 (fifty dollars) or greater it shall be lodged in the register held by Human Resources.

Hospitality may be accepted provided it is moderate and reasonable in the circumstances. The general principle is that staff should not do anything that is against the law or which might create an obligation or a real or perceived conflict of interest.

7.2.7 Tipping

Tipping is considered a custom in some overseas countries, however in most instances it lies at the sole discretion of the employee. If you are unsure, you should seek advice on the local custom from either your host or someone who has recently travelled there.

Tipping should always be commensurate with the quality and level of the service given and appropriate to the region in which the travel is undertaken. All tipping deemed unreasonable or inappropriate will not be met by NEHTA.

7.3 Parking and Tolls

All reasonable parking and toll charges incurred on Company business will be reimbursed by NEHTA, receipts must be produced.

7.4 Rental Cars

In most instances, the use of rental cars is not cost effective and therefore should be avoided. When it can be demonstrated that car rental will represent a cost saving over taxis or where it is unavoidable, rental cars should be booked as a standard 2-litre 4-door sedan through the Travel Co-ordinator.

There is an onus on staff to be able to demonstrate the need for requesting a rental car in preference to an alternate form of ground travel, eg. airline or rail travel.

Examples of justifiable use of rental cars include when it is necessary to transport large or bulky material or where travelling involves multiple same day, remote destinations.

A rental car should only be used when:

- driving is more convenient than airline or rail travel.
- driving is necessary to transport large or bulky material.
- driving is less expensive than other transportation modes such as taxis and airport shuttles.

Staff are responsible for cancelling rental car reservations and must contact the rental car company directly.

Booking a Rental Car

NEHTA's Travel Co-ordinators will arrange rental car bookings as requested by staff after approval of the Travel Request form.

When requesting a rental car, staff should advise of a nominated collection and drop off point if not linked with flights/airports.

7.5 Taxis

In some circumstances it may be more economical to use hire cars instead of Taxis. NEHTA will meet all reasonable costs associated with the use of Taxis and Hire cars for business purposes, however it is up to the employee to ensure that costs incurred are to the lowest minimum possible.

Expenditure for taxi travel will only be approved if it is for NEHTA business purposes and not for any trip of a personal or private nature.

NEHTA supports the use of taxis in the following circumstances:

- Travel to and from business meetings, conferences and seminars where appropriate;
 - Travel home after working late (by prior approval of authorising Manager) where personal safety is a consideration;
 - Travel to and from airports, hotel/motels or when travelling between NEHTA offices or to external meetings; and
 - By exception on a special purpose occasion, where prior written approval of a manager is obtained
-

It is **not** NEHTA's policy to add tips or gratuities to Taxi fare transactions.

Staff should note that where taxi expenditure is incurred outside of the intent of this Policy, it will be considered unauthorised and as such, NEHTA may deny expense reimbursement or seek repayment from the staff member involved.

A breach of this policy may result in disciplinary action.

Staff should use reasonable judgement in their appropriate use of taxis.

Travellers are encouraged to consider the use of public transport, wherever feasible.

Furthermore, where time permits, staff should consider walking to and from external meetings that are a short distance from the departure point.

Staff can pay for their business related taxi fares with:

- cash or personal credit cards (and seek expense reimbursement through submitting an expense claim form in the usual way);
- corporate credit cards; or
- Cabcharge Australia Limited's ('Cabcharge') docket

Staff with a corporate credit card should use this as a preferred means of payment, particularly for frequent business travellers.

Requests for corporate credit cards should be submitted to the Purchasing Manager by email, evidencing the support of the appropriate Delegated Manager.

Staff are reminded that in all instances of taxi usage, that a payment receipt is expected to be obtained, signed for on the back, and on-forwarded to Finance by the end of that month as substantiation of an expense claim or credit card acquittal.

7.5.1 Cabcharge Dockets & Cards

Paper Dockets

Paper dockets are pre-encoded with NEHTA's name and account number.

They are held in a secure means and are distributed to travelling staff by authorised staff.

When staff request Cabcharge paper dockets, they will be required to provide an indication of the purpose of their travel.

When completing the docket at the conclusion of a taxi journey, the following fields are to be regarded as mandatory:

Name of traveller
Time of Travel
Date
Location trip commenced from and destination
The total costs of the journey as per the meter (including tolls and waiting time where appropriate)

It is **not** NEHTA's policy to add tips or gratuities to Cabcharge transactions

Cabcharge Cards

Cabcharge cards are multiple use plastic charge cards issued in the name of an individual, on NEHTA's account.

They are used similarly to a credit card in so far as it they are electronically debited with taxi fare amounts.

Cabcharge cards will only be are issued to senior staff who travel frequently. Requests for cards must be made in writing and supported by the Chief Financial Officer.

Upon receipt of a Cabcharge Card, the Card owner must sign the card immediately, and be kept in a secure place.

Each card has a magnetic strip incorporating account details and security features.

Lost or stolen cards must be reported to the Purchasing Manager without delay for cancellation.

Current contacts in each office are as follows:

Sydney	Finance
Brisbane	Office Manager/PA
Canberra	Purchasing Manager

Issuing Paper Dockets

Staff should be conscious of appropriately limiting the number of paper dockets they request to the number required for use on an individual trip, so as to minimise risk of loss or misuse.

Paper dockets are for single trip use only.

The staff member issuing the paper dockets will be responsible for ensuring that the correct activity code and details are clearly recorded on the book stub before it is issued.

Cancellation of Paper Dockets

If dockets are lost or inadvertently defaced and rendered invalid, the Purchasing Manager should be advised as such to enable the maintenance of accurate reconciliations.

7.6 Hire Cars

Hire cars are defined as pay by the journey ground transports which are typically chauffeured, such as limousines.

Generally, staff are expected to limit the use of hire cars to those transportations where they reasonably know the rate of a comparative taxi fare and so can benchmark the cost effectiveness against an average taxi fare or else where they are a matter of convenience.

Staff using hire cars will typically be required to pay their way via cash or credit cards.

Receipts must always be obtained and used to substantiate business travel expenses and claims for reimbursement (as appropriate).

It is **not** NEHTA's policy to add tips or gratuities to Hire Car transactions.

7.7 Accompanying Family Members

NEHTA will not bear the expense of spouses or dependants accompanying employees on business travel unless specifically authorised.

Any cost associated with spouses or dependants travel is not an allowable deduction and must be accounted for separately.

7.8 Payment

NEHTA's Travel Co-ordinator will arrange for the cost of the travel and the accommodation to be charged back directly to the Company. All other costs and expenses incurred by an employee while travelling or entertaining must be paid for by the employee with credit card or cash, which can be claimed back using normal expense claim reimbursement procedures.

Where unusual circumstances prevail, the Company may arrange for the reasonable costs of food and beverages associated with the travel to be directly charged back. Under no circumstances will ancillary hotel charges such as mini-bar, laundry or in-house movies be allowed to be charged back.

7.9 Frequent Flyer Programs

Membership of airline frequent flyer schemes will not be arranged by NEHTA. Participation in such schemes is the personal choice of staff who will be responsible for the payment of any membership fees.

7.10 Club Lounge Membership

In appropriate circumstances NEHTA will sponsor airline club membership for staff. The staff member will need to demonstrate frequent, ongoing travel is required as part of their role to qualify.

Lounge membership for staff can be determined by the relevant Delegated Manager on the basis of the traveller's expected number of trips (frequency), particular special needs and where the budget permits.

Membership will be paid on an annual basis only.

Staff may personally purchase Qantas Club lounge membership using the NEHTA Corporate rate. Staff should contact the Purchasing Manager who is responsible for all Corporate Qantas Club membership processes and procedures. Salary sacrificing of Qantas Club Membership is also available for staff who may choose this option, please direct all queries to the Purchasing Manager.

8 Credit Cards

Where an employee is expected to travel or incur expenses regularly, NEHTA may sponsor the membership fee for one credit card per annum. The responsibility for any liabilities incurred on a credit card will remain with the employee and will only be reimbursed in accordance with normal expense claim policy. It is also the responsibility of the employee to ensure that credit facility terms are met and that payment terms are honoured. NEHTA will not reimburse any interest charges or other late payment penalties.

9 Cash Advances

Cash advances for incidental expenditure whilst travelling can be obtained, but must be kept to a minimum.

Generally cash advances will be restricted to instances of remote locations where a credit card cannot be used, or for those travellers who do not hold a Corporate Card and are not in the position to use their own. Travellers must include the request for a cash advance through completion and signing of a 'Travel Cash Advance Request' when completing the online 'Travel Request Form'.

For NEHTA staff members, payment of a travel cash advance is provided to them via a direct debit into a nominated bank account.

Advances must only be obtained and must be accounted for and cleared on a monthly basis on the relevant expense form. Any advances outstanding for more than 2 months will be deducted from the employee's next salary payment. All cash advances must be authorised in the same way as the related travel.

10 Exchange Rates

All overseas expenses charged to credit cards must be claimed for reimbursement in Australian dollars using the converted rate shown on the credit card statement. A copy of the statement must be attached to the expenses claim. Any expenses settled in cash must be claimed using the exchange rate used to buy the foreign currency. Any charges incurred in converting foreign currency are an allowable expense. Similarly any currency gains or losses caused by different exchange rates when settling advances will be borne by NEHTA.

11 Expense Reimbursement

All expenses must be claimed in accordance with the NEHTA Policy and Procedure for expense reimbursement.

12 Travel Diaries

Employees travelling entirely within Australia exclusively for business purposes do not have to keep a travel diary, regardless of the duration of the trip. If, however, the trip has an element of non business purpose, (i.e. leave is taken before, during or after the trip), then a travel diary must be kept and submitted with the expense claim.

Employees travelling overseas for any period of time are required to maintain a travel diary showing full details of all meetings and appointments including the names of people and Companies visited.

Where a travel diary is required, no reimbursement of expenses will take place until the travel diary is received by Finance.

13 Insurance

NEHTA has a business travel insurance policy to cover employees when they travel on business. This policy covers the following areas:

- Medical expenses
- Baggage
- Money
- Personal liability
- Cancellations

Further policy details can be made available from Finance on request.

14 Procedure

14.1 Travel Request Forms

All employees wishing to travel on NEHTA business must complete a Travel Request Form and have it approved by their Delegated Manager.

A copy of the 'Travel Request Form' is attached hereto and marked 'Annexure B'.

If a cash advance is required, please complete the Cash Advance Request Form and attach to your Travel Request Form.

A copy of the 'Cash Advance Request Form' is attached hereto and marked 'Annexure C'.

Once duly authorised in accordance with NEHTA's Delegated Authority listing, the Travel Co-ordinator will confirm all the bookings and forward confirmation of flight and accommodation details and any other travel documents to the travel requestor.

It is the Travel Co-ordinator's responsibility to ensure that confirmed bookings are in accordance with the original request and it is the employee's responsibility to ensure that the original request is accurate and complete.

14.2 Changes To Travel Itineraries

Once an employee has had their itinerary confirmed and travel documents have been prepared and issued, it is the individual employee's responsibility to make any minor changes to flight times, or check in times at hotels, directly with a Voyager Travel Consultant.

Any major changes, including but not limited to, expansions of duration, late check outs, day use of hotel room, change of class of travel or changes in hotels, that will incur additional cost to NEHTA, must be co-ordinated through the Travel Co-ordinator and duly authorised in accordance with this Policy and Procedure.

14.3 Cancellations

Where bookings have been confirmed and documentation issued and due to unforeseen circumstances the trip has to be cancelled, it is the responsibility of the individual employee to ensure that the Travel Co-ordinator is notified in a timely manner to ensure cancellation fees are avoided.

It is the responsibility of the employee to ensure all travel documentation is returned to the Travel Co-ordinator in a timely manner to maximise refunds. It is the responsibility of the Travel Co-ordinator to arrange and secure all refunds.

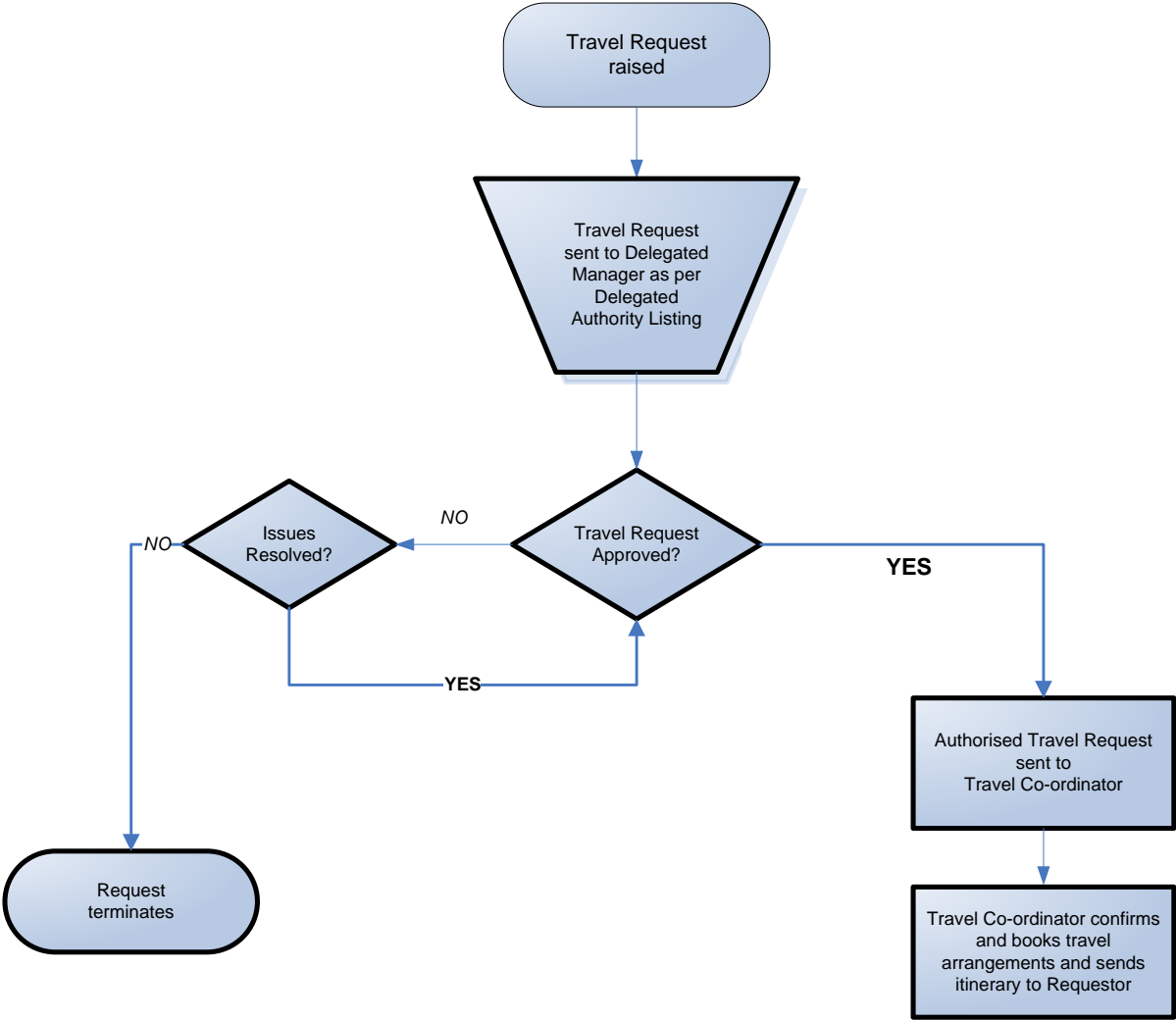
14.4 Incidental Travel Arrangements

It is the responsibility of the employee travelling to arrange and book incidental travel arrangements, such as taxis, hire cars and parking, which, when indicated on the travel request form at the time of booking, can be arranged with the other travel requirements.

Reasonable incidental travel expenses are reimbursable under NEHTA's general expense reimbursement policy.

A copy of the ***'Expense Reimbursement Request Form'*** is attached hereto and marked ***'Annexure D'***.

Annexure A: NEHTA Travel Request, Approval and Bookings Process



Annexure B: NEHTA Travel Request

This form is designed to be used as an email template. It is available on the Innerweb or by emailing a Travel Co-ordinator.

Use it to request approval of travel from your Delegated Manager.

Your Delegated Manager will ensure that the travel is necessary, that budget cover exists for the travel proposed, and is line with NEHTA's work plan. When approved, it will be sent to the Travel Co-ordinator who will make bookings and confirmations on your behalf.

NEHTA Travel Request Form

Traveller Name:

Project Name/Code:

Flights

Departure Date: Return Date:

From: To:

Time: Time:

Departure Date: Return Date:

From: To:

Time: Time:

Departure Date: Return Date:

From: To:

Time: Time:

Departure Date: Return Date:

From: To:

Time: Time:

Checked Baggage: Yes No

SMS Itinerary: Yes No

Accommodation

Required: Yes No

Preferences: Non Smoking Room

Smoking Room

Rental Car

Required: Yes No

Preferences: Automatic

Manual

Purpose of Travel/Outcome or Benefit of the trip to NEHTA:

Has this travel been included in the current project budget?

Yes

No

Please provide further additional information below

Special Requests/Notes for booking:
(eg. Cash Advance required)

Delegated Manager Approval:

Date:

Annexure C: NEHTA Travel Cash Advance Request

This form is designed to be used as an email template. It is available on the Inner web or by calling Finance. Use it to request a Cash Advance for Travel at the time of completing your Travel Request (see 'Annexure B' above).

Travel Cash Advance Request:
National E-Health Transition Authority

Employee Name: _____

Cash Advance Amount: \$AUD_____

I confirm and acknowledge receipt of the above mentioned cash advance and my responsibility to:

- Obtain receipts for expenses incurred;
- Lodge an expense form for any business expenses incurred and to supply the expense claim form for such expenses within 60 days of receipt of the cash advance;
- Return any cash which has not been spent.

I agree to have any balance of the cash advance not accounted for within 60 days of receipt to be deducted from my salary and wages.

Please arrange to have the cash advance deposited into bank account:

Name of Account: _____
Branch: _____
BSB: _____
Account Number: _____

Employee Signature:

Date:.....

Authorised:

Direct Manager.....(Signed) Name:.....

Delegated Manager(Signed) Name:.....

Return of Excess Advance

Amount: \$AUD.....

Employee Signature:

Accepted by: Signature:

Date:.....
