

<b>Travel Policy and Procedure</b>	
<b>Policy Statement</b>	The Travel Policy and Procedure has been developed for RSL LifeCare to maximise safe, cost effective travel for the organisation that is in the best interest of RSL LifeCare. Directors and employees will be provided with appropriate travel and accommodation arrangements to support their business travel arrangements.
<b>Purpose</b>	<p>This policy and procedure outlines requirements for approved travel and associated expenses undertaken by RSL LifeCare Directors and employees. The policy has been developed to ensure:</p> <ul style="list-style-type: none"> <li>Travel practices support the safety and wellbeing of the individual traveller;</li> <li>RSL LifeCare meets its duty of care to staff while they are travelling;</li> <li>Travel is adequately planned;</li> <li>Travel budgets are available for the required travel for all staff;</li> <li>There is cost-effective management of travel budgets;</li> <li>Travel practices and procedures are appropriately documented;</li> <li>There is appropriate reporting on financial acquittal of travel activities; and</li> <li>The possible incurrence of Fringe Benefits Tax (FBT) payable by a staff member has been considered.</li> </ul>
<b>Scope</b>	<p>This policy applies to all Directors and employees of RSL LifeCare, contractors and others travelling for or on behalf of RSL LifeCare.</p> <p>The policy includes air travel, accommodation, meals whilst travelling and car hire.</p>
<b>Principles</b>	<ul style="list-style-type: none"> <li>RSL LifeCare will meet reasonable, relevant expenses incurred by those travelling on behalf of the organisation.</li> <li>Approval to travel is required prior to travel being undertaken.</li> <li>Where possible, communications technology should be used to minimise the need to travel.</li> <li>All travel must be booked through RSL LifeCare’s preferred travel management company – Egencia.</li> <li>Travellers must obtain best value for money when booking travel, use a safe and reliable carrier, use the lowest fare available at the time of booking for economy class travel and take the most direct available route.</li> <li>Plan travel to minimise time away from the base location.</li> <li>Travel at times and on dates within a reasonable timeframe of the required departure and arrival times.</li> <li>Travellers must conduct themselves consistently with all applicable RSL LifeCare policies and procedures, including, but not limited to:               <ul style="list-style-type: none"> <li>- Code of conduct</li> <li>- Work Health &amp; Safety</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>Employees who breach this policy may be subject to disciplinary action.</li> </ul>
<b>Roles and Responsibilities</b>	<p><b>Chief Financial Officer</b> – overall responsibility for the implementation and review of the policy and procedure and communication of the policy and procedure to all employees.</p> <p><b>Finance</b> – monitor the compliance of the policy and procedure. Finance will conduct a monthly review of expenses and escalate non-compliant expenses.</p> <p><b>All Directors, Employees, Contractors &amp; Volunteers</b> – ensure compliant with the policy and procedure.</p>
<b>Related Documents and References (internal and external)</b>	<p>GMF797 Code of Conduct          HR03 Staff Responsibilities          OHS01 Work Health and Safety          Delegation of Authority          FIN001 Finance Policy          FIN005 Expenses Policy and Procedure          FINF005 Expense Guidelines          FINF006 Expense Coding Guidelines          FIN006 Corporate Credit Card Policy and Procedure          ATO guidelines motor vehicles travel – cents per km          ATO benchmark market values – meals</p>
<b>Definitions and Terminology</b>	<p><b>Australian Taxation Office (ATO)</b> – Is the Government’s principal revenue collection agency.</p> <p><b>Entertainment</b> – Includes food, drink, gifts, gift cards, tickets and prizes etc.</p> <p><b>Egencia</b> – RSL LifeCare’s preferred travel management company</p> <p><b>Goods and Services Tax (GST)</b> – Is a broad-based tax of 10% on most goods, services and other items sold or consumed in Australia.</p> <p><b>Fringe Benefit Tax (FBT)</b> – Is a tax paid by employers on certain benefits they provide to their employee, or their families and associates. It also applies if paid via a third party under an arrangement with the employer.</p> <p><b>Non-employee</b> – Includes residents, potential new hires, clients, volunteers, contractors and suppliers.</p> <p><b>Travel</b> – refers to domestic travel only within Australia.</p> <p><b>Traveller</b> – the person undertaking the travel.</p> <p><b>Visa Intellilink</b> – RSL LifeCare’s expense management system.</p>

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## 1. Policy

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RSL LifeCare has become geographically dispersed over time and many roles have responsibilities across multiple locations. To support this, RSL LifeCare has put in place several travel arrangements.

All domestic travel must be approved by a General Manager or above based on:

- The purpose of travel along with proposed work-related activities being performed and outcomes.
- Justification that the travel is necessary instead of use of internet or video conferencing facilities.
- Estimated costs including airfares, accommodation, ground transportation and other travel costs based on the minimum time away and dates being reasonable (e.g. not booking travel in peak holiday periods to certain locations).
- Consideration of budget.
- For airfares, the travel booking must be for economy class only, with a reputable airline, using a direct route with a degree of flexibility should the travel plans change.
- Accommodation must be convenient, value for money and fit for purpose to where business is being conducted.
- Hire vehicles may only be booked where an alternative form of ground transportation is not available or unsuitable.
- Where catering is not provided, the cost of meals whilst travelling will be reimbursed on the provision of tax invoice/receipt. The cost of meals must be reasonable and not in excess of the maximum spends outlined in this policy (section 5). Should the cost of meals exceed a reasonable amount, staff may be asked to justify the additional cost and may be asked to repay the difference.
- Private vehicles should not be used where an RSL LifeCare pooled vehicle is available. There may be circumstances in which use of a private vehicle works out cheaper and more convenient than a Taxi, Uber or Hire Car.
- The cost of meals when travelling for a day are not allowable expenses, except where additional hours are required to be worked.

All overseas travel must be approved by the Chief Executive Officer.

RSL LifeCare has arrangements in place for certain types of travel to reduce costs and take advantage of preferential arrangements with suppliers. These include:

- **Egencia** – preferred travel management company for flights, accommodation and car hire.
- **Cabcharge** – taxi service
- **Uber** – business account for private car travel
- **Pooled vehicles** – internal service management by Procurement team.

These suppliers are to be used for all travel bookings.

After receiving approval from the General Manager or above for travel, travellers are responsible for organising all travel arrangements in accordance with the following procedures. Non-adherence to these policies may lead to disciplinary action and recoupment of travel costs.

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<b>Form</b>	<b>FIN003 Travel Policy and Procedure</b>		
Approval Date	January 2020	Next Review:	January 2021
Approved by	Chief Executive Officer	Version:	1
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Meals while travelling overnight are not regarded as entertainment and have a maximum cost of \$134.60 per day.

## 2. Booking Travel and Payment Methods

Travel expenses may be paid by a variety of methods, based on the type of travel expense, as follows:

Travel expense type	Method of permissible payment
Airfares	Payment to preferred suppliers through MediusFlow No airfares are to be booked or paid for on Corporate credit cards
Accommodation	Payment to preferred suppliers through MediusFlow No accommodation is to be booked or paid for on Corporate credit cards
Uber	Corporate Uber account only
Taxi	Cabcharges Corporate credit cards Cash claims (out of pocket personal expense claim)
Public Transport	Cash claims (out of pocket personal expense claim)
Trains (non-Opal card)	Corporate credit card or Cash claims (out of pocket personal expense claim)
Hire Cares	Payment to preferred suppliers through MediusFlow No hire cares are to be booked on Corporate credit cards Hire car running costs to paid by Corporate credit card or Cash claims (out of pocket personal expense claim)
Private vehicle	Reimbursement by payroll
Meals whilst travelling - RSL LifeCare café's	Register for a café account
Meals whilst travelling – non-RSL LifeCare café's	Corporate credit card or Cash claims (out of pocket personal expense claim)

## 3. Flights and Accommodation

RSL LifeCare has a wide range of travel options through the travel system developed with our travel management company, Egencia. All flights and accommodation are to be booked through Egencia.

All employees who require travel arrangements to be made will need to establish a travel profile with Egencia. Please contact the relevant Executive Assistant or Administration Assistant who will assist in establishing a travel profile. Once a travel profile is established, instructions will be made available to enable travel; bookings to be made.

The following principles must be adhered to when booking flights, accommodation and hire cars:

- Travellers must book the lowest competitive rate with a reputable airline using direct routes and taking account of the degree of flexibility necessary for the trip.
- All air travel must be economy class.
- Air travel must not include private charter flights.

- Value for money and fit for purpose accommodation is regarded as having a three or four star hotel rating and access to wi-fi.
- Accommodation can only be booked with non-preferred suppliers if there are appropriate reasons for doing so (e.g. travellers attending conferences may use accommodation suggested by conference organisers).
- Travellers who stay with friends or family at no cost are not entitled to any financial assistance towards accommodation expenses.

## 4. Ground Transportation

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### Uber – Business Account

The Office of the CFO maintains the RSL LifeCare Uber for Business account. All requests to open an account with RSL LifeCare’s Uber for Business account must be made to the Office of the CFO ([CFOoffice@rsllifecare.org.au](mailto:CFOoffice@rsllifecare.org.au)) and the following information is required:

- Name of traveller for account allocation.
- Business reason for requiring an Uber for business account.
- Cost Centre for traveller.
- Any restrictions on usage.
- Evidence of approval by General Manager or above.

Use of RSL LifeCare’s Uber for Business account must only be used by the traveller allocated with the account. You cannot use the Uber for Business account for another traveller who does not have an account unless you are travelling together. Upon setting up an account, the traveller will be advised of set up and usage responsibilities.

### Taxi - Cabcharge

The Office of the CFO maintains the Cabcharge account. Travellers who hold a corporate credit card may use same for the payment of using taxis for business purposes. Cabcharge is available upon request to the Office of CFO prior to travel and the following information is required:

- Name of traveller(s).
- Reason for travel.
- Cost centre for travel.
- Evidence of approval for travel.

There are two types of Cabcharges available, and the Office of the CFO will determine the most suitable one:

- **Cabcharge Digital Pass** – A digital pass is the preferred method of allocation of Cabcharge. The digital pass can be sent to any mobile device for use and allows for better security and reconciliation than a traditional Cabcharge eTicket.

- **Cabcharge eTicket** – Should a digital pass be unsuitable, a Cabcharge eTicket will be issued. A receipt from the driver must be obtained and returned to the Office of the CFO for reconciliation purposes as soon as practicable after travelling. Unused Cabcharge eTickets should not be retained for another use and should be returned to the Office of the CFO.

Cabcharge eTickets should be treated like cash and should be immediately reported to the Office of the CFO if the eTicket is lost or stolen.

## Public Transport

Travellers should consider using public transport if it is a safe and economical means of travelling locally:

- Due to FBT implications, RSL LifeCare do not permit top-ups to Opal card accounts.
- Due to FBT implications, an Opal card cannot be opened in the name of RSL LifeCare or any other name associated with RSL LifeCare.
- Corporate credit cards cannot be used or linked for payment to any Opal card.
- Should a personal Opal card be used for public transport, you must claim the trip as an expenditure reimbursement evidenced by the actual journey and pricing on your Opal card statement.
- If you pay for public transport with cash, expenditure reimbursement will be made on presentation of official ticket/receipt through the Out of pocket expenses claim process.
- If you hold a corporate credit card, this may be used to purchase an individual fare.

## Hire Cars

Usage of a hire vehicle must have approval by General Manager or higher and should only be considered if other ground transportation (e.g. Taxi, Uber) cannot be used.

- Travellers hiring vehicles must book hire cars through Egencia for which RSL LifeCare has negotiated special rates.
- The type of vehicle hired should be appropriate for the travel involved and normally be a moderate or standard class.
- Extra insurance to cover excess damage fees should not be included as an additional expense as this is covered under RSL LifeCare’s group travel insurance policy.

## RSL LifeCare Pool Vehicles

The Procurement team manages the co-ordination of RSL LifeCare pool vehicles. From time to time RSL LifeCare pool vehicles may be available for use by staff travelling for business purposes instead of the use of a hire vehicle or private vehicle usage.

Requests to Procurement should be made by email ([procurement@rslifecare.org.au](mailto:procurement@rslifecare.org.au)) and should outline:

- Name of the traveller(s);
- Reason for travel; and
- Evidence of Manager’s approval.

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**Use of Private Vehicle**

Use of private vehicle must be approved by General Manager and above prior to travel and should only be considered if there is no pool vehicle available for use. Circumstances may mean use of a private vehicle works out cheaper and more convenient than a Taxi, Uber or Hire Car.

- Travellers using private vehicles for work purposes (not for travel to and from usual place or work) are able to claim either through the Workforce Management/Rostering System where a Manager includes approved mileage or FIN003 Vehicle Travel Claim form using the motor vehicle usage rate listed. Information to be included on this claim form includes:
  - Type of vehicle driven;
  - Reason for using own vehicle;
  - Travel details (from/to);
  - KM's at commencement and end of journey.
- Business travel in private vehicle must be by direct route with no diversions for personal reasons.
- RSL LifeCare does not provide insurance for damage or theft of private vehicles used for work purposes.
- Fuel charges for usage of private vehicles for work purposes will not be reimbursed as these costs are included in the per km vehicle usage rate reimbursement.
- Toll charges for usage of private vehicles are to be reimbursed using the out of pocket expenses claim process.

Reimbursement of usage of private vehicles is processed by Payroll and will be made through your fortnightly pay cycle.

**5. Meals whilst Travelling**

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- All expenses relating to meals whilst travelling overnight should be reasonable and may only be incurred for RSL LifeCare related business travel reasons. Should meal expenses not be deemed "reasonable", the traveller will be asked to justify the additional cost and may be asked to repay the difference.
- Travellers should be responsible for the payment of their own meals. Payment for meals on behalf of other travellers should not be made.
- Meals whilst travelling should be paid by corporate credit card and acquitted through the corporate credit card process.
- Use of RSL LifeCare cafés or kitchens (including Facility Kitchens) should always be used where possible for meals whilst travelling.
- Corporate credit cards should not be used at RSL LifeCare cafes.
- If travelling to Narrabeen, please contact the Office of the CFO prior to travelling to set up an account at the Dugout Café at Narrabeen.
- Meals whilst travelling should not be mistaken for entertainment or hospitality which may incur FBT.
- Allowable and non-allowable meal costs can be found in the Expense Guidelines.
- RSL LifeCare applies the ATO guidelines regarding maximum spend a traveller may incur for each meal, being:
  - Breakfast      \$30.60
  - Lunch            \$43.35
  - Dinner           \$60.65

Any individual meal costs above the guidelines, the excess cost is regarded as personal expenditure and reimbursement will be required from the employee to RSL LifeCare. This is regardless of a shortfall in costs for other means or meals not taken.

## 6. Incidentals whilst travelling

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Any incidentals incurred when travelling (overnight) must be reasonable. Allowable and non-allowable incidental costs can be found in the Expense Guidelines.

## 7. Changes to Travel Plans

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If it is necessary to make changes to travel arrangements, the traveller must liaise with the travel management company to minimise the consequence costs to RSL LifeCare.

All changes to approved travel must be approved by the initial approver if the costs increase.

## 8. During Travel

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In the event of emergencies, the traveller must keep senior management advised of the situation.

In cases of emergency our travel insurer can provide support in the case of approved business travel greater than 50km away from traveller's normal place of residence or work.

### Contact details

Insurer: Liberty  
Contact Number: 24/7 Emergency Hotline +61 2 9299 5390 (call by reverse charge)  
Email: assist@fullertonhealthcs.com.au  
Policy Number: #2000008129-01

Travellers must retain original travel documentation necessary to support their travel claims, to meet taxation requirements and to meet requirements for reporting and audit reviews.

## 9. Personal Expenses Whilst Travelling

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Travellers must not charge or claim personal or private expenses to RSL LifeCare. This includes memberships for airport lounges or frequent flyer programs.

RSL LifeCare will not reimburse travel expenses for a spouse, partner or dependent who accompanies an employee on a work-related trip.

## 10. Managing Work-Related Travel Risks

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- The risk associated with the planned work activities must be assessed in accordance with OHS01 Work Health and Safety Policy. Attending business meetings or conference is classified as low risk.
- Matters to be taken into account when considering overall risk associated with travel include but are not limited to destinations, modes of transport, work activities to be undertaken and the individual characteristics of the traveller.
- Common activities that may require further assessment include but are not limited to clinical work, working with heavy plant and equipment, working with people in the community and driving long distances.
- When unsure, travellers should seek advice from the WHS Manager.
- Travellers are responsible for assessing their own fitness for travel.

## 11. Insurance

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RSL LifeCare holds a group travel insurance policy.

Travel insurance covers such items as:

- Overseas medical and evacuation.
- Cancellation including loss or deposits and missed transport connection.
- Lost Baggage.
- Death and loss of income due to injury.
- Rental vehicle excess up to \$10,000. Should an accident occur, the insurer will pay up to \$20,000.
- Personal Liability.
- Natural disaster evacuation.
- Kidnap, ransom and extortion.
- Hijack, detention and legal costs.
- Search and rescue.

For further information on what is covered by the Travel Insurance policy or any queries please contact the Office of the CFO.

## 12. Compliance with this Policy

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Failure to follow this policy or attempting to claim disallowable expenses may result in disciplinary action and a requirement of repayment by the employee.

In circumstances of intentional non-compliance, P&C will be informed.