

Official Travel

Summary This Policy Directive addresses official travel undertaken by NSW Health staff. It describes the conditions applicable and administrative procedures including approvals required to be followed when undertaking official travel both overseas and within Australia.

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Distributed to Ministry of Health, Public Health System, Divisions of General Practice, NSW Ambulance Service, Environmental Health Officers of Local Councils, Health Associations Unions

Audience All Staff of NSW Health

Official Travel

Policy Statement

NSW Health is committed to the responsible and accountable use of official travel. This Policy Directive is consistent with the NSW Government [Travel and Transport Policy](#), except for the application of loyalty schemes and upgrades.

Summary of Policy Requirements

The key objectives of this Policy Directive are:

- to ensure NSW Health organisations have the appropriate travel and transport tools available to support their business needs
- to ensure spending on travel across NSW Health is transparent, sustainable, responsible and cost-effective
- to provide NSW Health organisations with an overarching framework to guide travel and transport decision making.

In undertaking official travel, NSW Health staff members should always reflect NSW Health's [CORE values](#) and Code of Conduct (see NSW Health Policy Directive *NSW Health Code of Conduct* [[PD2015_049](#)]) in any decisions around planning and undertaking official travel. This means:

- travelling safely
- not travelling unnecessarily
- travelling using the most economical means
- considering alternatives to travelling
- using travel to support business needs
- basing travel activity on sound and responsible decision making

Compliance with this approach supports NSW Health's commitment to minimising its carbon footprint.

Mandatory Requirements

NSW Health organisations are required to develop and implement procedures to ensure any official travel is managed, approved and reported as required by this Policy Directive.

This Policy Directive does not apply to staff specialists undertaking Training, Education and Study Leave (TESL) travel, except in respect to travel insurance.

Revision History

Version	Approved By	Amendment Notes
PD2024_033 October-2024	Secretary / Deputy Secretary, Governance Workforce and Corporate	Replaces policy PD2016_010 Updated to incorporate revised approval requirements for overseas official travel and to be consistent with the NSW Government <i>Travel and Transport Policy</i> , including: <ul style="list-style-type: none"> changing the overseas travel allowances to ATO rates, and encouraging payment of actual travel expenses Reference added to MOH policies on use of cabcharge and ridesharing and the use of laptops while overseas.
PD2016_010 April-2016	Director, Workplace Relations	Replaces policy PD2015_019. Updated the NSW Government's approved supplier to FCM Travel Solutions effective 1 March 2016.
PD2015_019 April-2015	Deputy Secretary Governance, Workforce and Corporate	Replaces policy PD2014_044 – updated
PD2014_044 November-2014	Deputy Secretary Governance, Workforce and Corporate	Replaces policy directive - PD2009_016 – updated
PD2009_016 April-2009	Deputy Director-General	Replaces policy directive - PD2005_619 – updated
PD2005_619 September-2005	Deputy Director-General	New policy

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1. Background

1.1. About this document

This Policy Directive sets the mandatory requirements for official travel.

This Policy Directive applies to all NSW Health staff members except for Staff Specialists undertaking Training, Education and Study Leave (TESL) except in relation to travel insurance.

This Policy Directive does apply to staff specialists travelling for reasons other than TESL. Staff specialists undertaking TESL are covered by NSW Health Policy Directive *Training, Education and Study Leave (TESL) for Staff Specialists* ([PD2019_043](#)), as amended from time to time.

Where an industrial instrument such as an award or determination has specific travel provisions that are more beneficial to the staff member, its provisions are to apply.

The provisions in this Policy Directive are not applicable to individuals or staff members of external organisations, including those who provide services under contract to a NSW Health organisation. However, where public monies is being used to fund travel for these individuals or contract personnel, the approval requirements of this Policy Directive apply. In addition, any travel provisions should be set out in the relevant contract and determined prior to any travel being undertaken. They should not be any more generous than the provisions of this Policy Directive.

Except for Loyalty schemes and upgrades, this Policy Directive is consistent with the NSW Government [Travel and Transport Policy](#).

1.2. Key definitions

Contract 1008	The whole-of-government contract for travel management services.
Domestic travel	Any travel within Australia including Lord Howe Island and Norfolk Island.
Employer	Any person authorised to exercise the functions of the Employer of staff to which this Policy Directive applies.
General Funds	Public monies as defined in the NSW Health Policy Directive <i>Group Services/Commercialisation Policy – Revenue Policy, Revenue Standard</i> (PD2005_522).

NSW Health organisation	Any public health organisation as defined under the <i>Health Services Act 1997</i> [NSW] (excluding Affiliated Health Organisations), Cancer Institute (NSW), Ambulance Service of NSW, Health Infrastructure, HealthShare NSW, NSW Health Pathology, eHealth NSW, any other administrative unit of the Health Administration Corporation, Albury-Wodonga Health in respect of staff who are employed in the NSW Health Service, and the NSW Ministry of Health.
Official Travel	Any travel by a NSW Health staff member or any other person where public monies are used to pay for the travel or associated costs. It also includes any travel where a staff member is on duty, including where the travel is self funded or partly or fully sponsored or financed by a person, firm or other organisation to attend or present on behalf of NSW Health at conferences or seminars.
Overseas or international travel	Travel to any destination outside of Australia including but not limited to New Zealand and Papua New Guinea. Travel to Lord Howe Island and Norfolk Island is not considered overseas travel.
Public monies	The monies received by Area Health Services and Public Hospitals, including monies held in Restricted Financial Assets and General Funds
Restricted Financial Assets (also known as Special Purposes and Trust Funds)	Public monies as defined in the NSW Health Policy Directive <i>Group Services/Commercialisation Policy – Revenue Policy, Revenue Standard</i> (PD2005 522).

1.3. Ethical Conduct

All official travel related activities must be conducted in an ethical and transparent manner and comply with the values and responsibilities in the NSW Health Code of Conduct (see NSW Health Policy Directive *NSW Health Code of Conduct* [[PD2015 049](#)]).

Staff members are to ensure that any personal information collected for the purpose of, or in connection with, official travel is to be handled in accordance with the *Privacy and Personal Information Protection Act 1998* (NSW). For further information, refer to NSW Health's [privacy resources](#).

Staff members are to ensure there is no actual or perceived conflict of interest relating to any travel. Those staff who have, or may be perceived to have, a vested interest, in the outcome

of a purchase or decision, must disclose any conflict to their manager and discuss whether they should exclude themselves from any role in the travel.

NSW Health organisations must ensure that where official travel is funded through a sponsoring arrangement it is carried out in a fair and honest manner, and in accordance with relevant NSW Health policies. The value of the travel is to be declared to ensure any actual or perceived potential conflicts of interest are managed transparently (see NSW Health Policy Directives *Conflicts of Interest and Gifts and Benefits* [[PD2015_045](#)] and *Sponsorships Policy - NSW Health* [[PD2005_415](#)]).

1.4. Governance framework

The NSW Health Chief Financial Officer sets the annual travel budget, and travel reporting requirements (regardless of source of funding) for each NSW Health organisation.

It is the responsibility of each NSW Health organisation's Chief Executive and Director of Finance (or equivalent) to manage their organisation's annual travel budget. NSW Health organisations are responsible for ensuring their travel budget allocation is not exceeded by adequately planning and prioritising any necessary travel activity during the budgeted period. An example of this planning activity would be highlighting necessary recruitment drives or specific conferences over the upcoming financial year and prioritising them accordingly.

NSW Health organisations are also to provide reports relating to travel as and when requested by the NSW Ministry of Health.

1.5. Travelling Safely

NSW Health staff members are responsible for taking reasonable steps to ensure their safety and security when embarking on official travel by:

- Familiarising themselves with the most up to date travel and trade advice, and protocols to be observed in connection with official visits and relations with foreign government. Refer to the [Department of Foreign Affairs and Trade](#) (DFAT) website.
- Visiting the DFAT Smart Traveller website for travel advice about countries they are visiting, including abiding by any travel warnings. Where there are travel warnings, there must be an appropriate risk mitigation plan in place for the traveller should the travel be required to go ahead. Staff members are responsible for ensuring their passport has at least six months validity from their planned date of return and that they have the right visas and vaccinations for any travel.

[International SOS](#) provides travellers with pre-travel advice and 24-hour emergency medical assistance or evacuation due to compromised civil security.

Staff members' travelling can access the support and assistance of International SOS via the [International SOS NSW Government icare portal](#). The NSW Government membership details are as per below:

- **Membership name: icare Insurance for NSW, comprehensive membership**
- **Membership number: Z76CAM823478**

International SOS has an app that can be downloaded for android or Apple iPhone via the App Store or Google Play (note staff members need to enter the NSW Government membership number Z76CAM823478 once the app is downloaded).

NSW Health organisations should encourage staff members undertaking overseas official travel to download the International SOS app on their phones and ensure it is correctly set up with the NSW Government membership number prior to travelling.

The NSW Treasury Managed Fund automatically covers staff members travelling by air under the provisions of WorkCover and no other official insurance coverage is allowed.

1.6. Use of NSW Health laptops while on official travel

Where a staff member is intending to use a NSW Health laptop or access the NSW Health network while on official travel, they must comply with the NSW Health Policy Directive *Remote Access* ([PD2020_036](#)) as amended from time to time. Where it is overseas official travel, advice must be sought from their local information and communications technology (ICT) team or from eHealth NSW.

In some circumstances, the traveller may need to be provided with a “clean” laptop with restricted access to NSW Health sites, and greater security including strengthened passwords.

1.7. Study scholarships and study leave

Generally, study overseas on scholarships or study leave is not considered overseas official travel even though the staff member concerned may be on part or full salary for the period of the scholarship or study leave.

The exception to this is where the staff member is receiving public monies to pay for travel expenses during that time or they are regarded as being on duty, conducting official business, or performing an official function during the absence overseas. In these scenarios, the provisions of this Policy Directive apply.

1.8. Special leave

A staff member who is on approved special leave, as defined in the NSW Health Policy Directive *Leave Matters for the NSW Health Service* ([PD2023_045](#)), is paid salary only for the duration of the special leave. Other costs are not to be met by the NSW Health organisation.

1.9. Sponsorship/ private funding

A staff member who is self-funded or who is sponsored or financed by a person, firm or other organisation to attend or present at conferences or seminars in their capacity as a NSW Health staff member or otherwise representing NSW Health, is considered to be on official travel and subject to this Policy Directive.

A staff member seeking approval for official travel must disclose any funding from a private source for that travel at the time of seeking approval for the travel.

For any official travel funded from sponsorship, consideration must be given to whether the arrangement will withstand full public scrutiny and not undermine public confidence in the neutrality and integrity of NSW Health.

This requirement also encompasses private funding that may affect any claim on the administration of leave, subsistence or travel costs, whether provided before or after a claim is made.

A gifts and benefits register along with a conflict of interest statement are required to be completed for any sponsored or externally financed travel. This statement must clearly state the full value of the travel and that the sponsorship complies with the requirements of the NSW Health Policy Directives *Sponsorship Policies – NSW Health* ([PD2005_415](#)) and *Conflicts of Interests and Gifts and Benefits* ([PD2015_045](#)), and that it will not influence the staff member or the NSW Health organisation in the purchase or use of any products or service provided by the sponsor or any of its subsidiaries.

2. Planning and Approval

2.1. Planning for travel

2.1.1. Travel and transport as strategic assets

The resources used for travel must be viewed as strategic assets by NSW Health organisations and support the delivery of services to the public.

NSW Health organisations have autonomy in deciding the appropriate mix of travel and transport options to meet their business needs. In making these decisions relevant NSW Health policies must be followed, including the NSW Health Policy Directive *NSW Health Vehicle Procurement and Use* ([PD2023_030](#)) as amended from time to time.

NSW Health organisations must ensure they are able to demonstrate that value for money is being achieved in the travel process.

2.1.2. Minimising travel

Use of technology and innovative approaches to working

The use of technology and innovative approaches to working must be optimised. Technologies such as teleconferencing and video conferencing are to be considered prior to committing to travel.

There are also many collaborative tools that allow groups to work together and share information online. These can be particularly useful in reducing the number of times working groups need to meet face to face.

Working collaboratively with others

NSW Health organisations should ensure they are working collaboratively with each other. Where multiple NSW Health staff members are travelling to the same event, consideration should be given to reducing the number of staff attending.

2.2. Approval for travel

2.2.1. Obtaining approval to travel

Prior to any travel, staff members must have the appropriate approval, including approval for travel and subsistence costs in accordance with this Policy Directive and with any local procedures. Refer to section 3.1 for approvals for domestic official travel and section 4.2 for approvals for overseas official travel.

Staff members are not to make travel bookings prior to appropriate approval being provided. Doing so may result in them being responsible for any costs incurred if changes are subsequently required or there are costs over and above the approved amount.

The need for overnight accommodation shall be determined by the NSW Health organisation having regard to the safety of the staff member travelling on official business and local conditions applicable in the area.

Where staff members are required to attend conferences or seminars that involve evening sessions, or staff members are required to make an early start at work in a location away from their normal workplace, overnight accommodation shall be appropriately granted.

A staff member seeking approval for official travel must disclose any funding from a private source for that travel at the time of making the application.

2.2.2. Class and Standard of Travel

Economy class travel must be used by staff members for all official travel whether within Australia or overseas, with the following exceptions:

- Chief Executives, Public Service Senior Executives and Health Service Senior Executives may fly business class or premium economy to Western Australia, Northern Territory and overseas.
- Staff members travelling with a NSW Minister may, if required, travel in the same class as the Minister for the sectors in which they travel together.
- Staff members travelling overseas on duty as a member of a Government sponsored delegation or similar representative group may, with the approval of the Secretary or Minister as relevant, travel in the same class as other members of the delegation who are not NSW Health staff members.
- The Minister may waive the requirement to fly economy class for medical reasons.

Staff members are to adopt the above class of travel irrespective of funding source, including sponsored travel.

Staff members are to request standard accommodation. The entitlement is 3-star accommodation unless otherwise approved by the delegate.

Where available, accommodation rates for official travel are not to exceed the Australian Taxation Office's (ATO) reasonable amounts for travel expenses or if specified within an industrial instrument, the Department of Premier and Cabinet Circular *Meal, Travelling and Other Allowances for 2023-2024* ([C2023-02](#)) as amended from time to time.

Staff members are to book standard vehicle types when hiring cars unless special circumstances apply, such as a small van if required to transport multiple people.

2.3. Booking Travel

The NSW Government's contracted service provider is FCM Travel Solutions (FCM).

All travel bookings including air travel, accommodation and car hire are to be made through FCM under the NSW Government *Travel Management Services Contract* ([1008](#)).

There must be documented approval (in writing or other digital format) by the relevant delegated decision maker before any travel bookings are accepted or irrevocable commitments are made in relation to official travel. Any costs incurred where approval is not given, or that are above the approved amount, will be the responsibility of the staff member that has made the booking.

Staff members **cannot** specify a desired airline. Staff members may only nominate their destination and desired date and time of departure when booking air travel.

FCM is contracted to offer the lowest logical airfare of the day for all flights. This is the cheapest fare available that meets the staff member's logistical needs. Rates have been negotiated with various airlines which can only be accessed by booking air travel through FCM.

FCM will book flights in accordance with the staff member's specified needs within two hours either side of the specified time of departure for the cheapest fare for overseas flights. For domestic flights, FCM will book a flight in accordance with specified needs within 30 minutes either side of the specified time of departure for the cheapest fare.

To reduce cost, where possible restrictive fares (such as non-flexible) will be sought.

2.3.1. Online Booking Tool

FCM's online booking tool must be used for all domestic bookings (except where it is impractical to do so, e.g. local travel using taxis, use of private motor vehicles etc). Overseas bookings must still be booked by contacting FCM.

2.3.2. Airline credits for unused tickets

FCM has in place systems to capture and manage credits arising from changes to restrictive airfares to reduce any possible wastage. Wherever possible, NSW Health organisations are to use any available credit managed through FCM. These credits can be viewed and used via the online booking tool. Travel credits applicable to an individual traveller may be pooled for wider use in NSW Health after a period of time and to ensure that any loss of public funds is minimised due to any lapsed credits.

2.3.3. Payment for booking travel

The NSW Government contract 1009 Virtual Travel Card Payment or Procurement Card should be used for bookings when available. Frequent travellers (those who travel more than 10 times per year) should be provided with a Procurement Card (PCard). Information on

Procurement Cards can be found in the NSW Health Policy Directive *Procurement Cards within NSW Health* ([PD2022_038](#)).

2.4. Private leave or travel linked to official travel

Private leave and/ or private travel linked to official travel is not encouraged and is generally not supported except in exceptional circumstances.

If there are exceptional circumstances where a staff member undertaking official travel wishes to extend the visit, either prior, during or after official travel, for private purposes, prior written approval of the relevant delegated approver is required.

Applications to interrupt or extend any period of private leave whilst undertaking official travel must be submitted in writing prior to the leave period and each application will be considered on its merits.

If a period of private leave is approved and it exceeds the number of days on duty while on official travel, the approval is subject to the traveller paying an amount towards the total costs of flights (or other travel costs for travelling to and from the destination) that is proportionate to the number of days on private leave. Note that weekend days where the traveller is not travelling in connection with the official travel or attending meetings or conferences are to be counted as private leave. This means that if the traveller has 10 days of private leave including weekends and 5 days on duty, they must pay two thirds of the air fare costs.

There must be no additional cost to NSW Health as a result of any approved private leave or travel undertaken prior, during or following a period of official travel. This includes higher costs of fares from flying home at an earlier or later date or from a different location. Any additional costs are to be paid for by the traveller.

Any approved period of private leave is not covered under the same insurance arrangements as periods of official travel. Staff members are responsible for their own insurance requirements during periods of private leave/ travel.

The NSW Government *Travel Management Services Contract* ([1008](#)), must not be used to book private travel, whether for staff members or any other person. There may be exceptional circumstances where private travel occurs as an adjunct to official travel by a staff member (such as where a period of private leave is approved as set out in this Policy Directive) or private travel by another person (such as a spouse) is in conjunction with travel by a staff member.

If it is appropriate and necessary to arrange private travel as an adjunct to official travel, a staff member may choose to use the contracted travel provider (FCM) in a private capacity subject to the following conditions, which the staff member is responsible for ensuring:

- “NSW government rates” under the NSW Government *Travel Management Services Contract* ([1008](#)), are not applied to the private travel
- the private travel is paid for separately at the time of the booking and from the staff member’s private accounts
- the private booking is made at the same time as the booking for official travel

- a government-issued credit card or other account is not used in any circumstances even if it is intended that reimbursement will be made by a staff member at a later date.

2.5. Loyalty schemes and upgrades

2.5.1. Offered upgrades

Staff members are not to seek or solicit an upgrade from a travel or accommodation provider in relation to official travel.

Where a travel or accommodation provider seeks to upgrade a staff member for operational reasons, at no charge to the staff member or to the NSW Health organisation, the staff member may accept the upgrade but only on the basis that they record the upgrade in the NSW Health organisation's Gifts and Benefits register in accordance with the NSW Health Policy Directive *Conflicts of Interest and Gifts and Benefits* ([PD2015_045](#)).

2.5.2. Airline lounge membership

Generally, the joining and maintaining of membership of airline lounge facilities should be at the staff member's expense and is irrespective of the nature and extent of their official travel. The Secretary can decide whether to meet the cost of travelling employees having membership of airline lounges or similar services.

2.5.3. Frequent flyer schemes

Staff members undertaking official travel are not to seek or accept frequent flyer points from any airline and are to take appropriate action to ensure this does not occur. Benefits from airline, car or hotel loyalty schemes or lounge memberships are not to influence travel decisions.

2.6. Travel Expenses and Allowances

2.6.1. Payment of travel expenses

Unless there is an entitlement under an industrial instrument to claim daily allowances, NSW Health organisations are strongly encouraged to implement the payment/ repayment of actual travel expenses rather than payment of daily allowances as a transparent and responsible method of utilising public monies for travel.

The reimbursement of actual expenses is consistent with the NSW Whole of Government [Travel and Transport Policy](#).

Note that Public Service Senior Executives and Health Service Senior Executives may only claim the payment of actual travel expenses.

2.6.2. Documentation required to be kept by the staff member

Staff members are encouraged to seek their own advice on the ATO's requirements in relation to official travel.

ATO requirements for staff members include keeping documentation associated with official travel, subject to section 3.5.2.7 of this Policy Directive, including:

- the travel approval
- supporting documentation for travel expenses
- written evidence for all accommodation expenses in respect of travel overseas, and
- a travel diary for official domestic and international travel beyond six consecutive nights for Fringe Benefits Tax substantiation requirements.

Information about travel diary and other official travel requirements is available on the [ATO website](#).

2.6.3. Claiming for travel expenses incurred by the traveller

Staff members should submit claims for travel expenses as soon as possible, and no later than one month, after the travel has concluded. Claims should be supported by relevant documents, such as air tickets, boarding passes, receipts and approvals. In limited circumstances where the required relevant documents are unavailable, lost or damaged, the staff member may provide alternative evidence for consideration of payment by the NSW Health organisation.

Only costs reasonably and properly incurred will be considered for payment.

3. Travel within Australia

This section outlines the specific **additional** provisions that apply when undertaking official travel within Australia.

3.1. Approvals required for domestic travel

For NSW Health Service staff members, approvals for official domestic travel must be by the relevant Chief Executive or under formal delegation as outlined in the NSW Health organisation's Delegations Manual and in local procedures.

For staff members of the NSW Ministry of Health, Section 17.3 (A54) of the [Combined Delegations Manual](#) outlines the delegations for approving domestic official travel. Only the Secretary may approve their own domestic official travel.

In addition to the usual delegations for approving travel, the Minister's approval should be obtained for any proposed official travel that might attract public concern. In all cases, the strictest economy should be exercised.

3.2. Choosing the most appropriate form of travel

3.2.1. Short trips

NSW Health organisations are to ensure the most appropriate form of travel is used depending on the purpose of the trip, the length of trip and the availability of timely public

transport. Taxis and/ or ride-sharing options are only to be used when there is no appropriate and timely public transport option available.

NSW Ministry of Health staff members should also refer to the NSW Health Policy *Cabcharge FastCard, FasteTicket and Ride Sharing* ([PD2019_016](#)) about requirements for the use of Cabcharge FASTCARDS, FASTeTICKETs and ride sharing.

3.2.2. Car share vehicles

The use of car sharing vehicles may be considered in areas where sufficient share-cars are available. Use of these vehicles may be appropriate for shorter trips where a fleet vehicle is not available and public transport options are limited.

3.2.3. Car rentals

In situations where a car rental is required, bookings for car rentals must be made through the NSW Government travel provider FCM.

3.2.4. Fleet vehicles

NSW Health organisations are responsible for managing their fleet requirements through the relevant NSW Procurement prequalification scheme. NSW Health organisations should have local procedures around the use of fleet vehicles. In general, it may be appropriate to use fleet vehicles if:

- a specialised vehicle is required for work related purposes (such as to carry specific equipment, a NSW Health branded vehicle), or
- public transport options are limited, or
- driving is more cost effective and time effective than flying.

3.3. Travelling time

Where a relevant industrial instrument has specific travelling and/ or excess fares provisions, those provisions are to apply.

Where there are no industrial instrument provisions, compensation for travel time should be paid as follows:

- On a non-working day, for all time spent on official travel
- On a working day, for all additional time spent travelling outside of the staff member's normal hours of duty provided the period for which the compensation is being sought is 30 minutes or more on any one day.

Staff members directed to travel on official business outside their usual hours of duty are to be compensated for such time either by payment at single time in accordance with the provisions contained in this section, or if operationally convenient, by taking equivalent time off in lieu. Time off in lieu must be taken within one month of accrual at ordinary rates.

Compensation for travelling time shall exclude the following:

- Time normally taken for the periodic journey from home to headquarters and return (the periodic journey, both ways, is always deducted unless the staff member is leaving from or returning to headquarters)
- Any periods of excess travel of less than 30 minutes on any one day
- Travel to new headquarters on permanent transfer, if special leave has been granted for the day or days on which travel is to be undertaken
- Time from 11.00pm on one day to 7.30am on the following day where the staff member has travelled overnight and sleeping facilities have been provided for the staff member
- Where the travel has not been by most practical route or the most economical
- Working on board ship where meals and accommodation are provided
- Any travel undertaken by a staff member whose salary includes an "all incidents of employment" component
- Where flex-time applies, time within the flex bandwidth.

When a staff member is required to wait for transport to commence a journey to another location or to return to headquarters and such time is outside the normal hours of duty, such waiting time shall be treated and compensated in the same manner as travelling time.

For NSW Ministry of Health staff members, the rate of payment for travel or waiting time on a non-working day shall be the same as that applying to a working day. Those staff members whose salary is in excess of Clerk Grade 5, as varied from time to time, are to be paid at the maximum rate per annum for a Clerk Grade 5 plus \$1.00, as adjusted from time to time.

Time off in lieu or payment for excess travelling time or waiting time will not be granted or made for more than eight hours in any period of 24 consecutive hours.

3.4. Reimbursement of travel expenses for domestic travel

Unless an industrial instrument provides an entitlement to claim allowances, NSW Health organisations are strongly encouraged to implement payment or reimbursement with receipts of actual costs rather than paying travel allowances for domestic travel.

Note – Public Service Senior Executive and Health Service Senior Executives can only claim actual expenses with receipts.

Any authorised official travel and associated expenses properly and reasonably incurred by a staff member required to perform duty at a location other than their normal headquarters shall be met by the NSW Health organisation.

Staff members must obtain appropriate authorisation for all official travel prior to incurring any travel expense. Payment of actual expenses is subject to the production of receipts unless the NSW Health organisation is prepared to accept other evidence from the staff member.

Claims should be submitted promptly, that is, within one month from the completion of work or within such reasonable time as the NSW Health organisation determines.

3.5. Travel expenses – working at temporary work locations

Where a staff member performs official duty at a temporary work location and is compelled to reside temporarily at a place other than their residence, the following provisions regarding domestic travel expenses apply.

3.5.1. Reimbursement of actual expenses

Staff members may claim actual expenses (with receipts) for food/ drink and incidentals to the maximum limits as per the reasonable amounts prescribed in the ATO annual taxation *Taxation Determination 2023/3 - Income Tax: what are the reasonable travel and overtime meal allowance expense amounts for the 2023-24 income year?* [[TD 2023/3](#)] as amended from time to time.

The travel rates included in the ATOs annual taxation determination for reasonable travel expenses represent a reasonable rate for establishing the grade of hotel that should be booked.

3.5.2. Use of daily allowances

Where the NSW Health organisation determines that the use of daily allowances is appropriate or necessary, for example where there are provisions under an industrial instrument for a staff member to claim a daily allowance as an alternative to claiming actual expenses, their use is subject to the provisions in this section (subsections 3.5.2.1-3.5.2.10).

3.5.2.1. Travel allowance rates

Unless the staff member's industrial instrument prescribes another allowance rate, the daily allowance rates applicable are those issued annually by the Department of Premier and Cabinet Circular *Meal, Travelling and Other Allowances for 2023-2024* ([C2023-02](#)) as amended from time to time.

The daily allowance rate provides for the cost of meals, incidental expenses and accommodation. Incidental expenses include, for example, laundry and dry cleaning, taxi fares (for personal reasons), newspapers and magazines, private telephone calls, gratuities.

3.5.2.2. Payment for accommodation

Where the NSW Health organisation elects to provide accommodation or pay the accommodation provider direct, the staff member shall receive:

- The appropriate meal allowance and incidental allowance for each 24 hour period, and
- Actual meal expenses properly and reasonably incurred (excluding morning and afternoon teas) for any residual part day travel.

Where the NSW Health organisation elects not to provide accommodation or pay the accommodation provider direct, the staff member shall, if eligible, elect to receive either:

- The appropriate daily allowance for each 24 hour period and actual meal expenses properly and reasonably incurred (excluding morning and afternoon teas) for any residual part day travel, or

- Payment of the actual expenses properly and reasonably incurred for the whole trip on official business (excluding morning and afternoon teas) and the incidental allowance.

3.5.2.3. Daily allowances for absences of 24 hours involving overnight stays

Only absences of 24 hours duration involving an overnight stay attract the daily allowance rate. However, payment of the allowance may be made where the staff member satisfies the delegated approver that, despite the period being less than 24 hours, expenditure for accommodation and three meals has been incurred.

Claims must be made on a uniform basis, such as daily allowance or actual expenses. An exception is where some part day travel at the end of the trip is involved. In this case, the allowance payable for the part day of travel shall be limited to the actual expenses incurred, up to the respective allowance rates.

Where a staff member proceeds directly to a temporary work location in a capital city and returns direct, the Capital City rate as prescribed in the Department of Premier and Cabinet Circular *Meal, Travelling and Other Allowances for 2023-2024* ([C2023-02](#)) applies to the whole absence. Where a staff member breaks the journey in centres other than a capital city, the Capital City rate shall apply only in respect of the time spent in the capital city. The High Cost Country Centres, Tier 2 Country Centres and Other Country Centre rate as appropriate, shall apply to the remainder of the absence.

3.5.2.4. Restrictions on payment of allowances

Allowances are not payable in respect of:

- any period during which the staff member returns to their residence at weekends or public holidays, commencing with the time of arrival at that residence and ending at the time of departure from that residence
- any period of leave, except with the approval of the NSW Health organisation, or
- any other period during which the staff member is absent from their temporary work location otherwise than on official duty.

A staff member in receipt of an allowance may return to the staff member's residence on any weekend and shall be entitled to the allowance for the journey from the temporary work location to the staff member's residence, and for the return journey from the staff member's residence to the temporary work location. Unless otherwise determined by the NSW Health organisation the amount so paid shall not exceed the amount to which the staff member would have been entitled by remaining at their temporary work location.

A staff member who is in receipt of an allowance, and upon ceasing to perform duty at or from a temporary work location leaves that location, is entitled to the allowance in respect of the necessary period of travel to return to their residence or to take up duty at another temporary work location.

Daily allowances are to be reduced by the appropriate meal allowance rate if staff are provided with meals in the course of their travel, such as lunch being provided at a conference. Daily allowances are not to be reduced if one or more meals are taken at a NSW Health organisation establishment as long as the staff member pays for the meals.

3.5.2.5. Increase or reduction in payment of allowances

Where the Employer, or delegate, is satisfied that a travelling allowance at section 3.5.2 is:

- Insufficient to adequately reimburse the staff member for expenses properly and reasonable incurred, a further amount may be paid to reimburse the staff member for the additional expenses incurred, or
- In excess of the amount which would adequately reimburse the staff member for expenses properly and reasonably incurred, the allowances may be reduced to an amount which would reimburse the staff member for expenses incurred properly and reasonably.

3.5.2.6. Meal allowances on one day journeys (if not specified by an applicable industrial instrument)

A staff member who is authorised to make a journey on official business and who is not, by reason of that journey, required to reside temporarily at a place other than the staff member's residence shall be paid the following allowances:

- **For breakfast** when required to commence travel at or before 6.00am and at least one hour before the prescribed starting time.
- **For dinner** when required to work or travel until or beyond 6.30pm.
- **For lunch** only when the staff member is required to travel a total distance on the day of at least 100 kilometres and, as a result, is located at a distance of at least 50 kilometres from the staff member's normal headquarters at the time of taking the normal lunch break.

These allowances are prescribed in the Department of Premier and Cabinet Circular of *Meal, Travelling and Other Allowances for 2023-2024* ([C2023-02](#)) as amended from time to time. These allowances are only payable if the staff member incurred such expense.

3.5.2.7. Providing an allowance in advance of travel

The NSW Health organisation may approve applications for advance payments of travel allowances. Such applications should include a detailed estimate of anticipated expenditure and specify whether the NSW Health organisation is providing or paying for accommodation and/ or meals.

3.5.2.8. Taxation arrangements for meal and travelling allowances

Taxation Ruling 2004/6– *Income tax: substantiation exception for reasonable travel and overtime meal allowance expenses* (TR 2004/6) provides an exception to the record keeping requirements in the following scenario:

- A travel allowance is provided to the staff member
- The staff member has incurred travel expenses and is travelling on work pursuant to section 3.5.2.9 and
- The daily allowance is within the reasonable amounts as prescribed in the annual ATO *Determination 2023/3 - Income Tax: what are the reasonable travel and overtime meal*

allowance expense amounts for the 2023-24 income year ([TD 2023/3](#)) as amended from time to time.

3.5.2.9. Part-day travel allowances

The ATO regards meal allowances for one day journeys without an overnight stay or part day journeys as assessable income and requires these amounts to be taxed and shown on staff members' income statements. Any claim for work-related expenses incurred for travel that does not involve sleeping away from home is subject to the normal substantiation requirements.

For further information refer to *Taxation Ruling 2004/6 – Income tax: substantiation exception for reasonable travel and overtime meal allowance expenses* ([TR 2004/6](#)).

3.5.2.10. Extended periods of travel

If a staff member is required, or going to be required, to stay in temporary accommodation in the same town/ city for an extended period, the NSW Health organisation should assess the arrangements to ensure Fringe Benefit Tax (FBT) implications are considered.

There are different FBT implications depending on whether the ATO deems the staff member to be 'travelling on work' or 'living away from home'. For staff members 'travelling on work', any travel allowances and expenses are deductible and not subject to FBT. The daily allowance rates applicable are those issued annually by the Department of Premier and Cabinet Circular *Meal, Travelling and Other Allowances for 2023-2024* ([C2023-02](#)) as amended from time to time unless the relevant industrial instrument prescribes another allowance rate.

For staff members deemed by the ATO to be 'living away from home', any allowances or expenses paid to them may be subject to FBT.

FBT exemption may be applicable provided certain conditions and declarations are maintained. The daily allowance rates applicable are prescribed in the annual ATO *Taxation Determination Fringe benefits tax: reasonable amounts under section 31G of the Fringe Benefits Tax Assessment Act 1986 for food and drink expenses incurred by employees receiving a living-away-from-home allowance fringe benefit for the fringe benefits tax year commencing 1 April 2023* ([TD 2023/2](#)), as amended from time to time.

NSW Health organisations should determine whether the staff member is 'travelling on work' or 'living away from home'.

The following should be considered:

- Whether there is a change in their regular place of work
- Length of stay away from usual place of residence. Is it more than 21 days?
- Nature of accommodation provided
- Can the staff member be accompanied by family and friends?

For further information, NSW Health organisations should refer to *Taxation Ruling 2021/4 – Income tax and fringe benefits tax: employees: accommodation and food and drink expenses travel allowances, and living-away-from-home allowance* ([TR 2021/4](#)).

NSW Health organisations should also contact the Taxation and Superannuation team in the Ministry of Health's Finance Branch to ensure any tax implications and declarations are appropriately managed and maintained.

4. Overseas Official Travel

This section outlines the specific **additional** provisions that apply to overseas official travel.

4.1. What constitutes overseas official travel

Overseas official travel is travel outside of Australia when:

- the staff member is on duty (this includes any time they are representing NSW Health)
- where public monies are used to pay for travel related expenses for a public official or staff member
- during the course of a private overseas trip, the staff member undertakes official duty
- the staff member is on special leave as defined in the NSW Health Policy Directive *Leave Matters for the NSW Health Service* ([PD2023_006](#))
- during an absence overseas on leave for study purposes, the staff member undertakes official duty, or
- the staff member proceeds overseas for a tour of duty (on exchange or otherwise) with another government or a body such as the United Nations or one of its agencies.

For the avoidance of any doubt, travel to Norfolk Island and Lord Howe Islands does not constitute overseas travel.

4.2. Approvals required for overseas official travel

	General Funds	Restricted Financial Assets	External funds (includes sponsorships and grants)	Self-funded Official Travel (i.e. on duty/ representing NSW Health)
NSW Health Organisation – staff member travelling	Minister for Health	Chief Executive	Chief Executive or delegate	Chief Executive or delegate
NSW Health Organisation – staff member-travel relates to an approved employment or contractual entitlement	Chief Executive	Chief Executive	Chief Executive or delegate	Chief Executive or delegate
NSW Health Organisation – Chief Executive travelling	Minister for Health	Secretary, NSW Health or a Deputy Secretary	Secretary, NSW Health or a Deputy Secretary	Secretary, NSW Health or a Deputy Secretary
Ministry of Health – staff member travelling	Minister for Health	Secretary, NSW Health or a Deputy Secretary	Secretary, NSW Health or a Deputy Secretary	Secretary, NSW Health or a Deputy Secretary

Travel funded using monies from the Special Deposits Account established under section 13A of the *Health Administration Act 1982* (NSW) requires the approval of the Health Secretary or a Deputy Secretary.

Whenever General Funds are used, staff must have endorsement from the NSW Health Chief Financial Officer or delegate to confirm that sufficient funds and/ or category of funds are available to support the intended travel request (based on an estimated cost of travel).

Expenditure from Restricted Financial Assets also require approval of the cost centre Manager in combination with the above.

Refer to the NSW Health’s SharePoint [Official Travel](#) site for information on the process to follow to obtain approval for overseas travel.

4.3. Requirements for seeking approval to travel overseas

Seeking approval for overseas official travel applications involves the following:

- The staff member must have the endorsement of their relevant line manager.

- If using General Funds, staff must have endorsement from the NSW Health Chief Financial Officer or delegate to confirm that sufficient funds or category of funds are available to support the intended travel request (based on an estimated cost of travel).
- If using fund types other than General Funds, staff must have the relevant endorsement that the funds are available and that using it for the travel is appropriate.
- If using funds from a sponsor or other external source, such arrangements are to be managed transparently and in accordance with this Policy Directive and the NSW Health Policy Directives *Conflicts of Interest and Gifts and Benefits* ([PD2015_045](#)) and *Sponsorships Policy - NSW Health* ([PD2005_415](#)).
- Staff members must not give an irrevocable commitment to a proposed overseas visit or confirm a booking without prior approval as per section 4.2 of this Policy Directive. Any costs incurred where approval is not given (such as changes to the confirmed booking), or that is above the approved amount, will be the responsibility of the staff member who has confirmed the booking.
- The approvals as set out in this Policy Directive are required for travel expenditure even where the application relates to overseas travel approved by the Public Service Commissioner under delegation from the Premier of NSW.
- Applications for approval should be submitted at least eight weeks in advance or as early as possible to ensure they are able to be considered in time and ensure the most economical bookings.
- Official representation at overseas conferences is to be kept to a minimum. The presence of one or two NSW Health staff members should be sufficient for NSW Health to be adequately represented. Higher numbers will be considered for approval only in exceptional circumstances.

4.3.1. Criteria for assessing overseas travel applications

The strictest economy is to be exercised in endorsing overseas travel.

For overseas travel applications, the following criteria must be considered:

- alternative means of achieving the aims of the official travel/ visit have been considered, and determined not appropriate
- sound reasons are given in support of the application
- length of absence, number of staff and costs are kept to the minimum practicable
- there are sufficient funds available for the travel
- the proposed visit is essential to the staff member carrying out their duties and has significant benefit to NSW Health, such as:
 - presenting a paper of significance on an important health issue at an international conference
 - representing NSW Health at an international conference

- staff member is undertaking core NSW Health business (such as recruitment of health staff).
- where travel is for personal professional development, there are tangible benefits to both the individual and to NSW Health.
- where travel is via sponsorship, no conflict of interest exists for the staff member or for NSW Health, a Gifts and Benefits form has been completed and the arrangement would withstand public scrutiny.
- the travel application complies with this Policy Directive (class of travel, accommodation and so forth).

4.4. NSW Health organisation documentation requirements for overseas official travel

NSW Health organisations must keep comprehensive records relating to travel including approvals, bookings, and expense claims to ensure transparency in reporting on the use of public monies, and general compliance for internal and external audit purposes.

4.5. Overseas official travel expenses

NSW Health organisations are strongly encouraged to implement the payment/reimbursement of actual travel expenses for overseas official travel rather than daily allowances. Public Service Senior Executive and Health Service Senior Executives may only be paid or reimbursed for actual expenses.

Staff members may claim actual expenses (with receipts) for food, drink and incidentals to the maximum limits as per the reasonable amounts outlined in the [ATO](#) annual *Taxation Determination 2023/3 - Income Tax: what are the reasonable travel and overtime meal allowance expense amounts for the 2023-24 income year (TD 2023/3) as amended from time to time.*

Only costs reasonably incurred and verified with a receipt will be considered for payment over and above the reasonable amounts set by the ATO.

The following may be paid to staff members:

- **subsistence costs** covering meals and incidentals such as laundry, dry cleaning, taxi fares, newspapers and magazines, telephone calls, and gratuities.
- **incidental costs** to cover official business expenses for taxis, trains, buses, fares or stationery items.
- **standard accommodation costs**. Generally, the accommodation entitlement is 3-star. The final cost of reasonable (standard) accommodation is paid on the basis of actual reasonable expenses incurred, subject to the production of receipts.

Reimbursement is on production of receipts for any reasonable costs.

Staff members are not paid subsistence during travel time. The daily allowance rates and incidentals are payable from the time of arrival at the destination (and any stopovers where meals are not provided) until the time of leaving the destination.

4.6. Paying an overseas daily allowance

Where the payment or reimbursement of actual expenses is not practical, or there are other exceptional circumstances, a staff member can seek consideration of being paid a daily allowance for their overseas travel.

Where the staff member receives free meals, such as meals provided at conferences, seminars, the daily allowance claim must be adjusted accordingly.

Due to ATO exceptions in the record keeping requirements prescribed by *Taxation Ruling 2004/6 – Income tax: substantiation exception for reasonable travel and overtime meal allowance expenses* (TR 2004/6) a staff member may elect in writing, to receive payment of the total of the allowances (meals and incidentals), if the total of the allowances does not exceed the reasonable amounts (meals and incidentals) prescribed in the ATO annual *Taxation Determination 2023/3 - Income Tax: what are the reasonable travel and overtime meal allowance expense amounts for the 2023-24 income year* ([TD 2023/3](#)) as amended from time to time.

Staff members are required to maintain written evidence for all accommodation expenses and a travel diary when travelling overseas.

Section 3.5.2.9 in relation to extended travel periods also applies to official overseas travel.

4.7. Overseas official travel expense claims

Claims for travel expenses should be submitted no later than one month after the travel has occurred. It is the staff member's responsibility to provide supporting documents such as tickets, boarding passes, receipts, invoices and approvals.

4.8. Travel insurance

The NSW Government's [Treasury Managed Fund](#) (TMF) covers the assets and liability risks for NSW Health.

TMF indemnity is provided to NSW Health staff members who are required to undertake official visits overseas in connection with or as part of their employment. TMF indemnity is not extended during periods of private leave taken in conjunction with official travel.

The TMF Statement of Cover is available from Risk Management Co-ordinators or equivalent.

Local regulations in the country being visited should be examined to determine whether local insurance coverage is required. Questions about this should be referred, in the first instance, to the NSW Health organisation's Risk Management Co-ordinator or equivalent.

5. Use of Private Motor Vehicles on Official Business

Where staff members are required to travel regularly during working hours in the performance of their duties, NSW Health organisations should, wherever possible, provide vehicles or other means of transport for the performance of those duties.

A staff member who, with the prior written approval of the Employer, or delegate, uses a private motor vehicle for work shall be paid an appropriate rate of allowance for the use of such private motor vehicle, in line with rates specified in the Department of Premier and Cabinet Circular *Meal, Travelling and Other Allowances for 2023-2024* ([C2023-02](#)), as amended from time to time. A deduction from the allowance payable is to be made for travel as described in Section 5.3.

Where relevant industrial instruments have specific motor vehicle allowance provisions, those industrial instruments are to take precedence.

5.1. Insurance requirements

NSW Health organisations must have procedures in place for assessing and approving the use of private motor vehicles for official business use.

No motor vehicle allowance is to be paid to a staff member who uses a private motor vehicle on official business unless the following requirements are met:

- the Employer has approved the use of the vehicle for official business
- the motor vehicle is covered by an insurance policy as required by the [Motor Vehicles \(Third Party Insurance\) Act 1942](#) (NSW), and
- the staff member has in force, at the time the vehicle is being used on official business, a comprehensive policy of insurance or policy of indemnity, to an amount and in a form approved by the NSW Health organisation, providing insurance or indemnity against:
 - i. liability of the NSW Health organisation and the staff member to pay for loss or damage to property arising out of the use of the vehicle by the staff member, and
 - ii. liability of the NSW Health organisation to pay for loss or damage to the vehicle.

A written statement by the staff member indicating that the NSW Health organisation would not be liable to pay for any loss or damage to the staff member's vehicle, or any other vehicle or property, while that staff member is using their private vehicle on official business does not suffice as an indemnity.

5.2. Rates related to private vehicle use

5.2.1. Official business rate

Where possible, official vehicles should be made available for staff members required to travel regularly during working hours in the performance of their duties.

The official business rate is only payable where there is no other reasonable transport available and the staff member is directed, and agrees, to use their private vehicle for official business. Specific prior written approval must be provided by the Employer, or delegate, for the staff member to use their private motor vehicle. It is also payable where a staff member is unable to use other transport due to a disability. The official business rate includes a component to compensate a staff member for owning and maintaining the vehicle.

Private vehicles approved for use primarily for official business need to have the appropriate insurance policy endorsed to indemnify the NSW Health organisation against legal responsibilities (refer to insurance requirements in section 5.1).

5.2.2. Transport rate

The transport rate only applies to staff members employed in the NSW Health Service and where specified as the applicable rate in their industrial instrument.

The transport rate is set by Determination 20 of 2009 made under the *Health Services Act 1997* (NSW) to be 50% of the official business rate, as set down in the Department of Premier and Cabinet Circular *Meal, Travelling and Other Allowances for 2023-2024* ([C2023-02](#)).

This rate is to be paid in accordance with the provisions in the relevant industrial instruments. The transport rate generally applies when staff members are recalled to duty. The transport rate is also used when approval has been given to staff members using their own vehicles while on temporary work locations (refer to section 5.5). However, if an industrial instrument provides for something different, its provisions should be followed.

5.2.3. Casual journey rate

This rate applies to staff members of the NSW Ambulance and the NSW Ministry of Health as defined in this Policy Directive.

The casual rate is the rate payable if a staff member elects, with the approval of the Employer, to use their vehicle for occasional travel for work. This is subject to the allowance paid for the travel not exceeding the cost of travel by public or other available transport as prescribed in the Department of Premier and Cabinet Circular *Meal, Travelling and Other Allowances for 2023-2024* ([C2023-02](#)).

5.2.4. Motor cycle allowance

The allowance for motor cycles/ scooters as prescribed in the Department of Premier and Cabinet Circular *Meal, Travelling and Other Allowances for 2023-2024* ([C2023-02](#)) applies in all circumstances.

5.3. Deductions from allowance

Where a staff member uses a private vehicle for official business, a deduction from the allowance payable for private vehicle usage is to be made to take into account the distance that would normally be travelled daily by the staff member from home to their headquarters and return, and any distance that is travelled in a private capacity.

For the purposes of this section 'headquarters' means the administrative headquarters to which the staff member is attached or from which the staff member is required to operate on a long-term basis or the determined headquarters as per sections 5.3.1 or 5.3.2.

5.3.1. Point determined as headquarters

Where the administrative headquarters of the staff member is not within the typical work area in which the staff member is required to use the private vehicle on official business, the distance to and from a point determined within the typical work area is to be adopted as the distance to and from the headquarters for the purpose of calculating the daily deduction.

5.3.2. Residence determined as headquarters

A staff member's residence may be determined as their headquarters for the purpose of this allowance provided that such recognition does not result in a further amount of allowance being incurred than would otherwise be the case.

Each day that a staff member uses a private motor vehicle on official business and travels to and from home, whether or not the staff member reports to the headquarters, a deduction is to be made from the total distance travelled on the day. The deduction is to equal the distance from the staff member's residence to their headquarters and return or 20 kilometres (whichever is the lesser) and any distance that is travelled in a private capacity.

Where a headquarters has been determined per sections 5.3.1 or 5.3.2, and the staff member is required to attend the administrative headquarters, the distance for calculating the daily deduction is to be the actual distance to and from the administrative headquarters or, to and from the point determined in sections 5.3.1 or 5.3.2, whichever is the lesser.

5.3.3. Exemption from deductions

Deductions are not to be applied in respect of days where:

- staying away from home overnight is involved, including the day of return from any itinerary
- the staff member uses the vehicle on official business and returns it home prior to travelling to their accustomed place of work by other means of transport at their own expense
- the staff member uses the vehicle for official business after their normal working hours
- the monthly claim voucher shows official use of the vehicle has occurred on one day only in any week. Exemption from deduction under this sub-paragraph being exclusive of and not in addition to days referred to in the points above

- The purchase by a staff member of a weekly or other periodical rail or bus ticket shall, in proper circumstances, provide grounds for exemption from deductions provided that:
 - at the time of purchasing the periodical ticket the staff member did not envisage the use of their private motor vehicle on approved official business, and
 - the periodical ticket was in fact purchased, and
 - in regard to train travellers, no allowance is to be paid in respect of distance between the staff member's home and the railway station or other intermediate transport stopping place.

5.4. Damage to private vehicle on official business or other approved travel

Where a private vehicle is damaged while being used on official business or other approved travel, the NSW Health organisation is to consider applications from staff members for reimbursement of normal excess insurance charges where prescribed by insurers, provided:

- the staff member submits a copy of the approval for use of a private vehicle for official business with any application for reimbursement of normal excess insurance charges
- the accident or damage is not due to gross negligence by the staff member, and
- the charges claimed by the staff member are not the charges prescribed by the insurer as punitive excess charges.

If a claim is not made on the insurer (such as to avoid loss of a no-claim bonus), the maximum reimbursement is the prescribed excess that would have been paid had a claim been made, or the actual cost of repair, whichever is the lesser.

5.4.1. Broken windscreens

A staff member shall be reimbursed the costs of repairs to a damaged windscreen or replacement of a broken windscreen where:

- the use of a private motor vehicle had been approved for official business
- the damage or breakage was sustained in the course of that official business
- the costs cannot be met under insurance policies due to excess clauses, and
- the damage is not the fault of the staff member.

The maximum amount to be reimbursed is the cost of replacing the broken windscreen with one of the same type as that broken, or the amount of the prescribed excess, whichever is the lesser.

5.4.2. Claims for reimbursement

Claims for reimbursement under this part should be accompanied by sufficient detail for the NSW Health organisation to assess the claim.

5.5. Use of private motor vehicles – temporary work locations

Where approval is given by the NSW Health organisation for a staff member to proceed to a temporary work location (TWL) for two days or more, approval may also be given for the staff member to take their private car to the temporary work location.

If approval has been given, motor vehicle allowances are to be paid in accordance with the schedules outlined below in Tables 1 and 2, as appropriate.

Table 1. Official Business Use Required

Situation	Rate Payable
1st journey to, and last journey from TWL	Official Business
Other journeys between home and TWL	Applicable Transport or Casual Rate (see 5.2.2 and 5.2.3)
Official business use at TWL	Official Business

Table 2. Official Business Use NOT Required

Situation	Rate Payable
All travel to and from TWL	Applicable Transport or Casual Rate (see 5.2.2 and 5.2.3)

5.6. Use of private motor vehicles in connection with official air travel

Private motor vehicles may be used when travelling to and from airports in NSW where the air travel has been approved in connection with official business. The approval applies to air travel from Kingsford Smith Airport, Mascot, from secondary metropolitan airports, (such as Bankstown) and from country airports including Wollongong and Newcastle.

The following conditions apply to the use of private vehicles for this purpose:

- Motor vehicle allowance is paid at the appropriate casual journey or transport rate for the distance travelled from/ to home or headquarters to the airport and return, no daily deduction is to be made.
- Parking fees incurred at the airport may be reimbursed. The use of valet parking must only be used in exceptional circumstances, such as where staff member has excessive luggage.
- The insurance policies on the staff member's vehicle are to meet the specified requirements as per section 5.1 insurance requirements.
- The normal policy in respect of repair costs arising from damage to the vehicle, which are in excess of insurance cover, will apply as per section 5.4 damage to private vehicle on office business or approved other travel.

- Where a staff member has been allocated an official vehicle which they normally drive to and from work, they should not, other than under exceptional circumstances, use it for the above purpose.
 - Official vehicles should not be left unattended for long periods in parking areas where they are subject to increased risk of damage or theft, and which would prevent the NSW Health organisation allocating the vehicle for use by other staff members.