

# ANU TRAVEL HANDBOOK

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# 1. INTRODUCTION

## 1.1 PURPOSE

The purpose of this handbook is to provide important and practical advice for travellers, travel bookers and approvers to determine appropriate course of action when booking, approving or undertaking travel for and/or on behalf of the ANU. This user-friendly handbook contains all travel related content including procedures, 'how to' guides, general advice and support.

## 1.2 SCOPE

The objective of the handbook, to be read in conjunction with the ANU Travel Policy, is to enable safe, sustainable, efficient and cost-effective travel whilst on research, teaching, learning and engagement activity including but not limited to meetings, teaching, conference attendance and/or presentations, and field trips.

## 1.3 APPLICATION

The [Travel Policy](#) as well as the procedures and guidelines contained in this Handbook apply to all University staff and students and/or anyone who incurs travel and travel-related expenses paid by the University regardless of funds (henceforth called "University travellers").

Both the [Policy](#) and the Handbook apply to individuals travelling away from their normal on-campus workplace. An on-campus workplace is defined as a building or structure which is owned, managed or leased by the ANU (that is, a workplace managed by the Division of Facilities & Services) or recognised as an ANU department where staff and students work or study.

This Handbook applies to all travel which involves:

- a trip of over 100 kilometres radius or more from the traveller's usual workplace; or
- use of commercial services (i.e. flights, external car rental, accommodation, etc.); or
- some form of expense reimbursement (i.e. fuel cost reimbursement when using a private vehicle).

## 2. TRAVEL PLANNING

### 2.1 FITNESS TO TRAVEL

All travellers must take reasonable steps to ensure that they are fit to travel, including notifying their supervisor if there are any factors that may affect their ability to safely undertake the travel or associated activities. Where this is the case, written clearance from a relevant medical practitioner confirming fitness to travel should be provided.

Travellers with pre-existing injuries, health concerns or any other factors which may affect their ability to travel should undertake a risk assessment and seek medical clearance prior to travel.

The University, in compliance with the [Disability Discrimination Act 1992](#), will make reasonable adjustments for travellers with disabilities, which will be determined on a situational basis.

Reasonable adjustments for travel include, but are not limited to:

- additional costs of accessible accommodation,
- accessible transport,
- equipment hire,
- attendant / translation costs, and
- costs for assistance animals.

Reasonable adjustments for travel need to be agreed prior to travel between the University traveller and supervisor, and negotiations may involve ANU Disability Support. All reasonable adjustment costs are the responsibility of the local area.

### 2.2 APPROVAL TO TRAVEL

All official business travel must be approved prior to travel by the appropriate delegate depending on the destination and type of travel.

As per Delegation 199, responsibility for domestic travel approvals are as follows:

- Domestic travel for general staff – D5
- Domestic travel for academic staff and students – D4

As per Delegation 198, responsibility for travel approvals will be as follows:

- All international travel to DFAT Level 1 – 3 destinations – D3
- All international travel to DFAT Level 4 destinations – D3 and Chief People Officer (for all staff) or Registrar (for all students)

The ANU travel approval [e-form](#) must be completed (in full) for all travel. The Travel Approval process uses a web-based system and can be accessed anywhere an internet connection can be established. It is mobile device ready. Further information regarding the Travel Approval e-form completion and support can be found [HERE](#).

### 2.3 ANU BELOW ZERO – GREENHOUSE GAS EMISSIONS

The ANU is committed to a reduction of travel emissions and will provide resources for individuals and areas to reduce their travel emissions.

More information on this initiative can be found here [ANU Below Zero – ANU](#).

### 2.4 RESPONSIBILITY OF DELEGATES / APPROVERS

It is the Delegate's responsibility to ensure that all travellers are fit for travel and aware of their requirements as per the [Travel Policy](#) and the Travel Handbook.

It is also the Delegate's responsibility to ensure all aspects of the travel, including fare class, travel related expenses, expenditure approvals, etc. are in accordance with the Travel Policy and the Travel Handbook and any other relevant policies and procedures.

## 2.5 PAYING FOR TRAVEL - BUSINESS EXPENSE GUIDELINES

All expenses must be for a legitimate University purpose, meaning they are reasonable and appropriate in the circumstances, and publicly defensible. Staff and students travelling on ANU business are expected to exercise prudent judgement to ensure all expenses are necessary, reasonable, appropriate and allowable.

Approvers have the responsibility to verify that expenditure that is in line with these principles and should follow the normal financial delegation limits.

Payment for flights, accommodation and car rental should be made with the ANU preferred Travel Management Company. The ANU is invoiced by the Travel Management Company and payment is managed via a central process based on local area cost centres. If it is not possible to make a booking using the Travel Management Company, then any payment for flights, accommodation or car rental should be made using an approved ANU purchase card.

Reasonable and appropriate travel related expenses for travel include:

- Daily meals;
- Tipping where appropriate;
- Laundry where travel exceeds five nights;
- Taxi fares and public transport fares;
- Car parking costs, including airport parking, on-street parking and commercial parking stations;
- Costs associated with obtaining visa, replacing travel documents; and
- Road and bridge tolls.

Payment for reasonable and appropriate travel related expenses can be made using one of the following processes:

- Use of ANU purchase card (preferred);
- Reimbursement – individual pays directly and seeks reimbursement from the ANU; or
- Use of travel allowance (per diems) – at the discretion of D3 (or above) delegate.

Note: Only in exceptional circumstances and with D3 (or above) delegate approval can multiple forms of payment (i.e. use of ANU purchase card and claiming a travel allowance) be used. The University does not pay a travel allowance (per diem) to cover accommodation.

The use of cash advances is not encouraged. A cash advance is defined as the process by which the ANU obtains cash in advance of travel for use (for incidentals as described above) by the traveller. A cash advance is not the same as a traveller obtaining an approved travel allowance (per diems), typically paid directly into the individual's bank account. Only in exceptional circumstances where travel is to a 'cash only' destination and with D3 (or above) delegate approval is the use of cash advances permitted. Travellers requesting a cash advance need to follow the relevant [Advances](#) procedure.

Any travel related expenses (daily meals and incidentals), irrespective of the payment process, must be in line with [Australian Tax Office \(ATO\) Reasonable Travel Allowances](#). For equity purposes, all travel allowances (per diems) will be paid in line with 50% of the minimum salary level category in the current financial year reasonable amounts for travel expenses.

Travel allowances are payable from the time of arrival on the first leg of a trip until the time of departure for the final return leg (excluding any periods of personal leave).

The table below summarises the payment preferences for each expense type:

Expense Type	Payment Preference (in order)
Airfares	1. CTM Invoice Account 2. University Purchase Card
Accommodation	1. CTM Invoice Account 2. University Purchase Card 3. Personal card
Car Hire	1. CTM Invoice Account 2. University Purchase Card 3. Personal card
Travel-related expenses	1. University Purchase Card 2. Personal card

## 2.6 FARE CLASS / TYPE

Travellers must exercise practical judgment and book the best available flight option, fare and fare type for their circumstances, consistent with the ANU Travel Policy and the terms of their employment contract. The best available option should consider and optimise greenhouse gas emissions, price, duration of travel and convenience.

The standard class for any domestic and international travel is economy class for all ANU travellers.

A Premium Economy and Business Class fare option equates to 2 – 3 times more greenhouse gas emissions than an Economy fare option.

For flights of more than six continuous hours, and subject to the availability of funds, the occupants of the following positions may travel Premium Economy or Business Class:

- Deputy Vice-Chancellor
- Pro Vice-Chancellor
- Chief Operating Officer
- College Deans
- Director of a Research School (or equivalent)
- Director of a Service Division (or equivalent)

In special cases, Premium Economy or Business Class travel may be approved by the appropriate delegate where:

- The individual has an identified medical / physical disability or there is some other reasonable adjustment to ensure the traveller's health or safety; or
- The individual pays the difference between discount economy and the approved higher class at their own expense; or
- The trip is paid for by external funds and the associated cost is approved by the external party.

Due consideration should be given to the purpose and circumstances to justify the increased cost of the travel and greenhouse gas emissions.

Travel funded through external grant arrangements must comply with the terms and conditions of the grant. Where there is an inconsistency between the terms of an external grant and University policies and procedures, the more restrictive requirement shall apply.

### Travel between Canberra and Sydney

It is strongly encouraged that ANU travellers consider land-based options (i.e. rail, bus or car) when travelling between Canberra and Sydney.

## 2.7 INSURANCE

Chubb Insurance is the University's insurer for business travel. All travel arrangements must comply with [University insurance policy conditions](#).

All University travel to destinations with Department of Foreign Affairs and Trade (DFAT) travel advice levels 1 - 3 ([smartraveller.gov.au](http://smartraveller.gov.au)) approved via the Travel Approval [e-Form](#) will be covered by the standard insurance arrangements contained in the ANU travel insurance policy.

There are currently no standard insurance cover arrangements in place for travel to destinations with DFAT travel advice level 4. Travellers will need to engage directly with the ANU Insurance Office to seek insurance cover if travelling to a DFAT travel advice level 4 destination. Any additional insurance costs are the responsibility of the relevant local area.

Due to ongoing pandemic conditions, several insurance restrictions remain in place:

- COVID medical coverage is for international travel only.
- Traveller must adhere to local laws and regulations.
- There is no coverage for domestic COVID related expenses.
- There is no coverage for any quarantine or testing expenses.
- There is no cancellation coverage for any new trips booked where COVID is the cause.

In addition, travellers should be aware that there is no cover for travel insurance claims resulting from war, civil war, invasion, act of foreign enemy, rebellion, revolution, insurrection or military or usurped power in Australia or the traveller's country of residence.

It is not recommended that travellers take out alternate insurance cover from other providers. Most insurance cover will not safeguard COVID related expenses as it is designated as a known event. Further information regarding insurance cover is available [here](#).

Additional enquiries regarding insurance should be emailed to: [insurance.office@anu.edu.au](mailto:insurance.office@anu.edu.au)

All travel must be approved in order to qualify for cover under the University's Business Travel Insurance Policy. University travellers on University business (regardless of the source of funding for the travel) must utilise the University's Travel Approval process to obtain approval from an appropriate delegate.

Individuals using their own personal vehicle whilst on approved University travel should be aware of the [University insurance policy conditions](#). Damage to a personal vehicle itself whilst on approved University travel is typically not covered by ANU insurance and will be the responsibility of the vehicle owner. For this reason, the use of car hire from an ANU preferred travel partner is strongly encouraged. Individuals with specific questions about insurance cover when using a personal vehicle should contact the [ANU Insurance Office](#).

For ANU staff travelling on official University travel:

- Insurance is the responsibility of the individual when the private travel component is greater than seven days of the entire travel period.
- For extended periods of official University travel e.g. Outside Studies Program, individuals should contact the [ANU Insurance](#) office to confirm what cover is in place.

For ANU students travelling on official University travel:

- ANU students are insured under the ANU travel policy whilst on authorised and approved study/research programs (e.g. timetabled domestic fieldwork). Please note that depending on the nature of the destination and / or activity to be undertaken, the ANU travel policy may not be sufficient for each traveller. Please read carefully all travel policy documents and information kit.
- Students travelling as part of an exchange programs with ANU Global Programs, PRIMO or eligible credit-bearing short courses, will be covered under the ANU travel policy.

- Up to an additional 30% of a student's personal travel will also be covered under the ANU travel policy. For instance, if a credit-bearing short course is 10 days, an individual will be covered for a maximum of 3 days of private travel.
- Students travelling as part of independent study abroad or other programs that are not facilitated by ANU Global Programs, will need to contact [ANU Insurance](#) office to make an enquiry.

For Visitors or non-ANU staff, including Visiting and Honorary Appointments (VaHA's), generally, it is anticipated that the traveller will be covered by their own insurer for their travel. If this is not the case, any travel approved through the manual [Travel Booking request form](#) will ensure insurance cover activation for the traveller.

For more information on eligibility, coverage and full policy, please read the following documents:

- [Chubb Business Travel Insurance](#)
- [Travel Insurance Advice - Pre Existing Medical Conditions \(PDF, 138.11 KB\)](#)

## 2.8 DUAL PURPOSE TRAVEL

Dual Purpose Travel, defined as a combination of part ANU business travel and part private travel may be permitted provided the travel is in accordance with the ANU [Travel Policy](#) and this handbook.

Dual purpose travel may be allowed if:

- the private travel is only in the business location where the traveller is currently undertaking business;  
AND
- the total private days does not exceed 40% of the total trip duration.

Dual purpose travel, where the total private days exceeds 40% of the total trip duration, may be allowed at the discretion of D3 (or above) delegate. Note: employees should be aware that such travel will have Fringe Benefits Tax (FBT) implications. The employee must personally pay any associated FBT liability.

The traveller must personally pay all direct or incremental travel costs attributable to private days. The ANU will not cover any costs (including, but not limited to, accommodation, meals, car hire, local transport and incidentals) incurred on private days.

### Definition of Business Day

Business days whilst travelling are defined as a day on which official ANU business is undertaken for a period exceeding three hours of the day, not including meals or rest breaks. Examples of official ANU business activities include but are not limited to:

- Preparing for and/or attending a business-related conference, workshop, forum or similar;
- Preparing for and/or presenting at a business-related conference, workshop, forum or similar;
- Undertaking approved research, fieldwork, teaching or study;
- Attending business meetings.

Business days also include:

- A day on which an ANU traveller travels to a business location.
- A public holiday recognised in the business location, where the preceding day and the following day are business days. Note: a public holiday recognised at the traveller's home campus (e.g. Canberra) but not recognised in the business location does not meet the definition of a business day.
- A recovery day - the day following the traveller's arrival in a business location, provided the traveller was required to complete an economy class flight of seven or more continuous hours to arrive at that business location.
- Days of approved personal leave whilst in the business location.
- A business weekend – the Saturday/Sunday in the business location where the traveller undertakes official ANU business on the preceding Friday and the following Monday.

### Definition of Private Day

Private days whilst on travelling are defined as any day that is not a business day, including:

- Days of booked annual leave, long service leave, days of time-off-in-lieu or flexi-days.
- Personal weekends – categorised when either the preceding Friday or following Monday are not used to conduct ANU business)
- Workdays gifted to ANU staff (e.g. ANU shut-down periods in Australia) if not worked in the business location.
- The non-workdays of part-time, casual, and sessional staff.

## 2.9 FRINGE BENEFITS TAX

The [Fringe Benefits Tax \(FBT\) Act 1986](#) provides that where the University (or a third party under an arrangement with the University) pays for or reimburses extended travel for an employee, FBT will be payable where the primary purpose of the trip was not to conduct business. The employee will be liable for the FBT costs caused by private travel. Students are typically not considered employees and therefore exempt from FBT. If a student is being paid by the ANU (that is, on the ANU payroll as a casual or fixed term employee) to undertake official business travel then the individual will be liable for the FBT costs caused by private travel.

As the University does not pay for any expenses relating to the private component of the trip, FBT is only payable on the airfare which will have both a private and a business component.

FBT will be applied to other travel-related expenditure unless the employee completes the [Travel Diary](#) confirming that the primary purpose of the trip was to conduct business activities.

Where there is private travel included with business travel, the Travel Approval e-form calculates the estimated private travel days. Once the trip is completed, actual Private Travel undertaken must be updated in the Travel Diary.

Potential FBT implications of any private travel are provided to the employee through the completion of the Travel Approval e-form.

Any FBT liability, where the total private days exceeds 40% of the total trip duration, will be calculated based on the private days (as defined) as a percentage of the total trip duration.

Where the University will have an FBT liability as a result of an employee's trip, the employee will be required to contribute towards the cost of the travel to reduce the University's FBT liability to nil. The employee will be informed of the required personal contribution and this must be paid (in full) within 30 days after returning from the trip.

Further information on FBT can be found [here](#).

## 2.10 FREQUENT FLYER POINTS

Travellers, where possible, should redeem frequent flyer points earned from University funded travel or any other business related expenditure for approved business travel.

## 2.11 PASSPORTS AND VISAS

All travellers must comply with any passport and Visa requirements of destination countries prior to the date of travel. Travellers should familiarise themselves with relevant information available at [www.smartraveller.gov.au](http://www.smartraveller.gov.au).

It is the responsibility of the traveller to ensure they have a valid passport with a minimum of six months' validity for travel and appropriate Visa's to enter the countries in their itinerary.

For Australian passport holders, the Australian Passport Office [Australian Passport Office \(passports.gov.au\)](https://passports.gov.au) is the go-to place for issuance and/or advice.

Each country has their own Visa requirement for different nationalities entering their country. The [DFAT website](#) provides up to date information for those travelling on an Australian passport.

The University has an arrangement with CIBT Visas, a specialist agency, for the issuance of Visas.

URL: [www.cibtvisas.com.au/anu](http://www.cibtvisas.com.au/anu)

Account # 301766

Phone: 1300 882 977

Email: [info@cibtvisas.com.au](mailto:info@cibtvisas.com.au)

Travellers will need to pay for the service with an ANU purchase card or personal credit card and submit an expense claim for reimbursement.

## 2.12 HAZARD AND RISK ASSESSMENTS

Identifying and controlling known hazards and risks is an essential component of the travel planning process. Prior to any travel, all travellers should carefully consider the hazards and risks associated with the destination/s, methods of transport to / from / whilst at the business location, as well as the activities to be undertaken at the location.

'Risk' is assessed by the following key criteria:

- Destination (according to DFAT levels)
- Method of Transport (e.g. commercial and non-commercial services, particularly whilst at the business location)
- Activities at the Destination

Not all travel requires a WHS Hazard and Risk Assessment template to be completed.

As part of the travel approval process, a WHS Hazard and Risk Assessment template (available at this [link](#)) is required to be completed when:

- Travelling domestically to a high risk setting as defined by the local jurisdiction. High-risk settings typically include hospitals, residential aged care facilities, correctional facilities and residential accommodation facilities that support people who require frequent, close personal care and who are vulnerable to severe disease.
- Travelling to undertake high risk fieldwork, involving confined spaces, diving and boating, live electrical work or other high risks works where the [WHS Regulations 2011 \(Cth\)](#) requires a risk assessment.
- The University has defined it as High-Risk Travel i.e., travel to vulnerable communities or remote areas, travel to high-risk destinations, etc.
- International travel is to a DFAT travel advice level 3 or 4 destination.

Supervisors and / or travel approvers can, and should, require a WHS Hazard and Risk Assessment template to be completed at any time if there is concern regarding the severity or likelihood of risk and / or the awareness or effectiveness of controls.

## 2.13 FIELDWORK

Fieldwork, as defined by the [Working safely away from campus](#) procedure, is any work authorised by the University to be undertaken at an off-campus location, and is external to a building or structure. Fieldwork includes practical teaching and research activities carried out in the natural environment or community, away from the normal support networks of the University.

The Travel Approval e-form should be used for all fieldwork to capture the use of commercial services (i.e. flights, external car rental, accommodation, etc.), expense reimbursement (i.e. fuel cost reimbursement when using a private vehicle) and / or the Hazard and Risk Assessment template. All fieldwork requires a completed Hazard and Risk Assessment template

## 2.14 DFAT TRAVEL ADVICE / SMARTRAVELLER

All travellers are strongly encouraged to familiarise themselves with the travel advice and services available at the Department of Foreign Affairs and Trade (DFAT) website [www.smartraveller.gov.au](http://www.smartraveller.gov.au).

Both the traveller and the delegate should check the DFAT travel advisory notices and, if the proposed travel is to a high-risk destination, must consider whether the travel should proceed.

DFAT provides four levels of travel advice which are used to determine whether a proposed travel destination is considered high risk:

Risk Level	DFAT Advice	University Requirements
1	Exercise normal safety precautions	Delegates must ensure that staff and students take due note of DFAT warning and appropriate risk management strategies are in place.
2	Exercise a high degree of caution	Delegates must ensure that staff and students take due note of DFAT warning and appropriate risk management strategies are in place.
3	Reconsider your need to travel	Delegates must assess risk before approving.
4	Do not travel	Only in exceptional circumstances will staff and students be permitted to travel to, or remain in, these countries for work or study, where appropriate risk management strategies are in place.

Colleges and Divisions should monitor DFAT travel advisory changes and the location of staff and students currently travelling or planning to travel so that the University can:

- Locate and assist staff in an emergency or disaster, and
- Notify staff affected when a DFAT travel advisory is upgraded to Level 4.

Staff and students who are foreign nationals must also consider safety / travel advice warnings issued by their own government before deciding to apply to travel overseas.

## 2.15 FOREIGN CURRENCY

Foreign currency charges are converted to Australian dollars on an ANU purchase card billing statement. Expense Reimbursement Claims must be submitted in Australian Dollars with an explanation and translation of the foreign receipts and their conversions. The traveller should not be out of pocket for any losses due to currency conversions.

## 2.16 TIPPING

It is recognised that tipping culture differs between countries. Tipping at the average % for individual countries is appropriate. Commonly, the average tip is between 10 – 20% of the total cost. Tipping for meals whilst travelling overseas forms part of the travel allowance (per diems). Travellers should acquaint themselves with customary tipping percentages for the countries they are visiting.

## 2.17 TRAVEL TO THE USA

All Australian citizens travelling to the USA are required to complete an Electronic System for Travel Authorization (ESTA) application. Details can be found at [www.esta.cbp.dhs.gov](http://www.esta.cbp.dhs.gov). ESTA approval authorises a traveller to board a carrier for travel to the United States under the Visa Waiver program.

Citizens of other countries holding foreign (i.e. non-Australian) passports may require a Visa to enter the USA. Individual travellers are responsible for all eligibility requirements of the application process.

## 2.18 VACCINATIONS

All travellers must comply with any vaccination requirements of relevant State/Territory or country and travel provider (i.e. airline, transport company, etc.) prior to the date of travel. Travellers should familiarise themselves with relevant information available at [www.smarttraveller.gov.au](http://www.smarttraveller.gov.au).

## 2.19 TRAVEL WITH DEPENDENTS

The ANU recognises that dependents sometimes accompany individuals whilst on official business travel. Any costs associated with dependents including, but not limited to, flights, insurance, cancellations, testing, quarantine or personal effects is the responsibility of the individual. Unless approval has been received by the D3 delegate (or above), these costs will not be met by the ANU.

Travellers should consider the [Carers' Career Development Assistance Fund](#) for further support. This fund is for staff with caring responsibilities who require support to participate in activities that contribute to their careers, including, but not limited to, significant national or international conferences, workshops or symposia.

## 2.20 CONFERENCE TRAVEL

It is recommended (where possible and subject to available funding) that delegates attending conferences domestically or internationally stay at the conference venue or as close to the venue as possible to minimise travel and reduce risk.

## 2.21 VISITORS / NON-ANU STAFF TRAVEL

It is recognised that the ANU will, at times, fund the travel for visitors / non-ANU staff to our campuses.

The manual [Approval to travel form](#) should be completed and submitted to the appropriate delegate for approval.

Once approved, all visitor/non-ANU staff domestic or international travel should be booked using the ANU preferred Travel Management Company, CTM. Travel bookers should follow the prescribed process, as detailed in this handbook, for domestic or international bookings.

For visitors to Canberra, there is a list of partner accommodation providers [here](#) offering exclusive discounted rates for ANU guests. These can be accessed via CTM or direct with the property.

## 3. BOOKING TRAVEL

### 3.1 USE OF PREFERRED TRAVEL MANAGEMENT COMPANY / TRAVEL PARTNERS

The ANU preferred Travel Management Company partner is Corporate Travel Management (CTM). The benefits of booking with the preferred Travel Management Company are significant:

- Discounts on all domestic and international airfares with partner airlines;
- Discounts on all domestic and international accommodation with partner hotels;
- Discounts on all domestic car hire with partner car rental companies;
- Visibility of travel locations to support duty of care and wellbeing;
- Automatic registration with International SOS to provide 24/7 risk management, travel advice and support;
- Capture and reporting of GHG emissions; and
- Future negotiating power for volume-based discounts.

CTM provides the following services for all ANU related business travel:

- Domestic quotes and bookings – flights, accommodation, transport
- International quotes and bookings - flights, accommodation, transport
- Online bookings
- Invoice account – Air/Hotel
- Itinerary amendments
- Cancellations/Refund processing/Ticket Credits
- Group travel movement

A list of service transaction fees can be accessed [here](#).

Feedback on the performance of the preferred Travel Management Company helps improve the travel experience and ensures the ANU receives the best possible pricing and support. Email [travelsupport.dss@anu.edu.au](mailto:travelsupport.dss@anu.edu.au) to provide any feedback.

### 3.2 DOMESTIC & INTERNATIONAL TRAVEL

The ANU [Travel Approval e-form](#) must be completed (in full) for all domestic and international travel. All ANU approved travel enacts the University Travel Insurance policy.

For domestic or international bookings with the preferred Travel Management Company, CTM, please contact:

- Phone: 1300 014 962
- Email: [academic@travelctm.com](mailto:academic@travelctm.com)
- Email Subject line (example): ANU – New Domestic Booking – Depart DDMMYY – First + Last Name or  
Email Subject line (example): ANU – New International Booking – Depart DDMMYY – First + Last Name

In the event of travel being booked outside of the preferred Travel Management Company, it is strongly recommended travellers email an itinerary to International SOS in order to receive medical and security advice, referrals, welfare support and routine and emergency assistance. Itineraries should be sent to:

- From your ANU email address: [ANUTravel@itinerary.internationalsos.com](mailto:ANUTravel@itinerary.internationalsos.com)
- From your personal email address: [ANUTravel-TO@itinerary.internationalsos.com](mailto:ANUTravel-TO@itinerary.internationalsos.com)

Further details on the support available from International SOS can be found [here](#).

### 3.3 GROUP TRAVEL

A group booking is defined as 9+ travellers travelling on the same itinerary. Group bookings may be eligible to access Group Fares by most airlines which provide greater flexibility. It is strongly recommended all group travel is booked with the preferred Travel Management Company, CTM.

Travel approval via ANU [Travel Approval e-form](#) is possible for group travel where the travellers share the same delegated authority. Separate travel approvals are required where this is not the case.

A single Hazard and Risk Assessment form (if required) can be completed for the group travel if the itinerary is the same for all travellers.

For group travel bookings with the preferred Travel Management Company, CTM:

- Phone: +61 2 8302 2500
- Email: [CTMgroups@travelctm.com](mailto:CTMgroups@travelctm.com)
- Email Subject line (example): ANU – New Group Booking/Quote – Depart DDMMYY – Destination

In the event of travel being booked outside of the preferred Travel Management Company, it is strongly recommended travellers email an itinerary to International SOS in order to receive medical and security advice, referrals, welfare support and routine and emergency assistance. Itineraries should be sent to:

- From your ANU email address: [ANUTravel@itinerary.internationalsos.com](mailto:ANUTravel@itinerary.internationalsos.com)
- From your personal email address: [ANUTravel-TO@itinerary.internationalsos.com](mailto:ANUTravel-TO@itinerary.internationalsos.com)

Further details on the support available from International SOS can be found [here](#).

### 3.4 ELECTIVE PLACEMENTS - STUDENTS

The ANU Elective Placements form must be completed (in full) and approved by the relevant Electives Coordinator before requesting approval for travel.

The ANU [Travel Approval e-form](#) must be completed (in full) for all domestic and international travel. All ANU approved travel enacts the University Travel Insurance policy.

Whilst not mandatory for students travelling on elective placements, it is strongly recommended that bookings are made through the preferred Travel Management Company, CTM.

For domestic or international bookings with the preferred Travel Management Company, CTM, please contact:

- Phone: 1300 014 962
- Email: [academic@travelctm.com](mailto:academic@travelctm.com)
- Email Subject line (example): ANU – New Domestic Booking – Depart DDMMYY – First + Last Name or  
Email Subject line (example): ANU – New International Booking – Depart DDMMYY – First + Last Name

In the event of travel being booked outside of the preferred Travel Management Company, it is strongly recommended travellers email an itinerary to International SOS in order to receive medical and security advice, referrals, welfare support and routine and emergency assistance. Itineraries should be sent to:

- From your ANU email address: [ANUTravel@itinerary.internationalsos.com](mailto:ANUTravel@itinerary.internationalsos.com)
- From your personal email address: [ANUTravel-TO@itinerary.internationalsos.com](mailto:ANUTravel-TO@itinerary.internationalsos.com)

Further details on the support available from International SOS can be found [here](#).

### 3.5 STUDENT EXCHANGE TRAVEL

The ANU [Travel Approval e-form](#) must be completed (in full) for all domestic and international travel. All ANU approved travel enacts the University Travel Insurance policy.

Whilst not mandatory for students travelling as part of an exchange, it is strongly recommended that bookings are made through the preferred Travel Management Company, CTM.

For domestic or international bookings with the preferred Travel Management Company, CTM, please contact:

- Phone: 1300 014 962
- Email: [academic@travelctm.com](mailto:academic@travelctm.com)
- Email Subject line (example): ANU – New Domestic Booking – Depart DDMMYY – First + Last Name or  
Email Subject line (example): ANU – New International Booking – Depart DDMMYY – First + Last Name

In the event of travel being booked outside of the preferred Travel Management Company, it is strongly recommended travellers email an itinerary to International SOS in order to receive medical and security advice, referrals, welfare support and routine and emergency assistance. Itineraries should be sent to:

- From your ANU email address: [ANUTravel@itinerary.internationalsos.com](mailto:ANUTravel@itinerary.internationalsos.com)
- From your personal email address: [ANUTravel-TO@itinerary.internationalsos.com](mailto:ANUTravel-TO@itinerary.internationalsos.com)

Further details on the support available from International SOS can be found [here](#).

### 3.6 UTILISING AIRLINE CREDITS

In the event of a cancelled itinerary, there may be an option to refund the ticket amount or place the amount into a credit with the airline. This will be dependent upon the type of airfare purchased. Below is some helpful information on the utilisation of airline credits:

- The credit is attached to the traveller and held under the original airline booking number (if booked via our Travel Management Company, these details will be on file).
- Most airlines allow 12 months to utilise the credit.
- To use the credit, the new fare must be higher than the amount of the credit.
- Some airlines will permit the use of the credit for another traveller by paying a name change fee.
- The Travel Management Company will be able to facilitate the use of credits on tickets that have been booked via their agency.
- In the event of a direct booking with the airline, travellers will need to facilitate any new booking directly with that airline.

## 4. ASSISTANCE WHILST TRAVELLING

### 4.1 INTERNATIONAL SOS RISK MANAGEMENT

The University has partnered with [International SOS](#) to offer medical and security advice, referrals, welfare support and routine and emergency assistance when travelling domestically (greater than 160km outside of Canberra) and internationally.

International SOS will assist travellers no matter how big or small the request might be, and it is strongly encouraged that travellers call for help any time, day or night. Whether it's for a lost wallet, medical advice or assistance, a referral to a doctor, or full-scale evacuation, International SOS can assist.

In the event of a crisis, emergency or disaster, International SOS will work with the ANU to coordinate an appropriate response.

**ANU Membership number:** 12AGDA915147

**24x7 Sydney Assistance Centre number:** +61 2 9372 2468

Other Assistance Centre locations can be found [here](#).

Before travelling, the following is recommended:

- **Ensure International SOS has an up-to-date itinerary** - International SOS and the ANU rely on an itinerary to provide pertinent travel information and updates, and to keep travellers safe. All bookings and itinerary segment changes should go through the preferred Travel Management Company, CTM. If for some reason, travel cannot be book via the Travel Management Company, an itinerary should be forwarded via email to [ANUTravel@itinerary.internationalsos.com](mailto:ANUTravel@itinerary.internationalsos.com)
- **Ensure contact details are current** - International SOS and ANU require current contact details in order to communicate effectively, especially in the event of an emergency. Profile data can be accessed within the Assistance App or Portal and update as necessary.
- **Read the pre-trip advisory material** - As part of the membership, International SOS will systematically capture information about the intended travel in order to send specific advice about the known destination/s. This information will contain country specific advice and recommendations on travel, security and medical risks.
- **Connect to the International SOS Information Portal [HERE](#)** - Contains detailed travel guides, cultural tips, health, travel and security risk information for more than 200 countries and 400 cities.
- **Download the [International SOS Assistance App](#)** - Allows for easy access to the local Assistance Centre, in an emergency and for everyday advice.

It is strongly recommended all travel by ANU Staff/Students are registered with International SOS before departure. Bookings made via our travel agent CTM will be auto-registered.

By providing an itinerary to International SOS, you can be assured of a proactive response to any emergency situation. All approved travel by the ANU are entitled to access this service and we encourage travellers to familiarise themselves with the services provided including downloading of their service app.

### 4.2 INSURANCE

For non-urgent insurance enquiries whilst away, travellers should contact [insurance.office@anu.edu.au](mailto:insurance.office@anu.edu.au)

Claims can also be made mid journey. Travellers can lodge a claim directly to Chubb Insurance through the [Claims Centre](#) or complete the [Travel Claim Form](#) and email it to [A&Hclaims.au@chubb.com](mailto:A&Hclaims.au@chubb.com) along with all relevant receipts and documents, such as:

- Original tickets/vouchers
- Doctor's/Hospital Certificate
- Letter from Travel Agent verifying total cost of journey
- Letter from the Airline

- Police Report
- Bank Statements, transaction receipts
- Photos of lost items
- The Rental Agreement

### 4.3 CHANGE / AMENDMENTS TO BOOKINGS - TRAVEL MANAGEMENT COMPANY

For bookings made via the partner Travel Management Company, CTM, 24hr x7 assistance is available.

The CTM Travel Team can be contacted for any amendments and travel assistance / advice via phone: 1300 014 962 or +61 2 8062 1846 (for outside Australia) or email: [academic@travelctm.com](mailto:academic@travelctm.com) Please note your booking reference number in the subject line.

## 5. POST TRAVEL

### 5.1 TRAVEL DIARY

A [travel diary](#) is a record maintained by an employee that provides details of their travel movements, including the dates, places, times and duration of activities when travelling for work.

For domestic travel, all staff must complete a travel diary for a continuous travel period of more than 5 nights **and the travel is not exclusively for performing employment-related duties**, within 14 days of returning from their travel.

For any international travel, all staff must complete a travel diary for a continuous travel period of more than 5 nights within 14 days of returning from their travel.

Further information regarding travel diaries, including examples, can be found on the ATO website [here](#).

### 5.2 ACQUITAL OF TRAVEL EXPENSES

The University pays for or reimburses travellers based on actual expenditure incurred on approved travel only. In accordance with the [ANU Purchase Card procedures](#), the Purchase Cardholder must complete the acquittal of the previous month's Purchase Card transactions within ten (10) business days of each month end.

Travel related expenses paid on your personal card can be reimbursed by downloading the [Reimbursement Request Form](#) and lodging this for processing. Requests for reimbursements must be made within 30 days after the conclusion of the trip. Once completed, please email the form, copies of receipts and your travel approval e-Form to: [invoice.workflow@anu.edu.au](mailto:invoice.workflow@anu.edu.au)

### 5.3 TRAVEL FEEDBACK

Traveller feedback helps improve the travel experience and ensures the ANU receives the best possible pricing and support from the broad range of travel partners and suppliers. Email [travelsupport.dss@anu.edu.au](mailto:travelsupport.dss@anu.edu.au) to provide any feedback.

## 6. OTHER USEFUL INFORMATION

### 6.1 TRAVEL PARTNERS - ACCOMMODATION

Accommodation should be modest, conveniently located, be value for money and provide a safe and secure environment, conveniently located.

The preference is for staff and students to stay in hotel/serviced accommodation as opposed to 'off-grid' accommodation such as AirBnb, Stayz, et al. Whilst off-grid providers can sometimes offer attractive/cost effective rates, for general safety and wellbeing considerations, it is not recommended.

Hotels and serviced accommodation provide on-site 24hr assistance to guests as well as emergency plans which off-grid providers generally don't provide.

#### Domestic / International Preferred Accommodation Partners

The University has negotiated several strategic accommodation deals to provide travellers with a wide variety of discounted accommodation offerings when travelling for university business. These discounted rates are available for access direct with the property or via our Travel Management Company, CTM.

Accommodation offerings include traditional hotel style, self-contained and serviced apartment style, new lifestyle concept/trend properties as well as a large number of suburban and regional motels.

A list of the Preferred Partner properties and locations can be accessed [here](#).

#### Local (Canberra) Preferred Accommodation Partners

The University also has several accommodation partners here in Canberra for staff or visitors requiring accommodation in and around Canberra including apartment and hotel style. Click [here](#) for the Preferred Partner listing and booking details.

#### Personal / Leisure travel

In addition to the business rates negotiated, several hotel chains have offered discounts for ANU staff and students for their personal/leisure travel. Deals can be accessed [here](#).

#### Tips on choosing sustainable accommodation

Research sustainable lodging options in the area - some hotels and lodgings are highly engaged in sustainable actions and are eager to tell their customers about these activities. Actively search for these on their webpages as well as certification for sustainability or positive climate-related actions.

Enquire about sustainability commitments - If information on their website on commitments, ask about these when considering booking. Do they have a sustainability strategy or policies that actively reduce their negative impacts on the environment? Stay informed about rhetoric or marketing gimmicks used to mislead consumers on sustainability actions.

Choose accommodation that reduces need for travel - If possible and safe to do so, choose lodgings that are near the venue where activities are being held.

Be a conscientious visitor - Take small though impactful actions on the trip that reduce impact. Turn off lights and air conditioning or heating in the room when leaving. Take own toiletries so as not have to use the single serve items provided in the room. Opt-out of daily replacement of your towels and sheets. Unplug unused appliances in the room where appropriate to reduce latent and unnecessary energy consumption. Be mindful of the culture and heritage of the destination and take time to learn about the local history and culture. Purchase local goods and services, and buy local produce.

## 6.2 TRAVEL PARTNERS - AIRLINES

### Domestic / International Preferred Airline Partners

The ANU has corporate discount agreements with the following airlines:

- AIR CANADA
- EMIRATES
- ETIHAD AIRWAYS
- QANTAS
- QATAR AIRWAYS
- REGIONAL EXPRESS [REX]
- SINGAPORE AIRLINES
- UNITED AIRLINES
- VIRGIN AUSTRALIA

To access discounted fares on the partner airlines, travellers will need to book via our Travel Management Company, CTM:

Discounts range from 5-35% depending on fare type and include all fare categories (Economy, Premium and Business). Discounted corporate fares generally have greater flexibility, permit the traveller to earn frequent flyer points and status. The more volume the ANU channels to partner airlines, the better discounts secured in the future.

Discounts don't generally apply to 'Sale Fares'. However, typically, the discounted fares are more competitive and offer greater flexibility than those found on third party websites.

If a more competitive price is found on a like-for-like fare, please email [travelsupport.dss@anu.edu.au](mailto:travelsupport.dss@anu.edu.au) as soon as possible so this can be flagged with CTM.

### AIRLINE LOUNGE MEMBERSHIPS

The University has corporate lounge membership schemes for the Qantas Club and Virgin Australia Lounge. The individual must personally pay for the cost of any lounge memberships.

Qantas Club	Virgin Australia Lounge
<ul style="list-style-type: none"><li>● Apply for a Qantas Frequent Flyer membership (joining fee \$99.50* applies). Skip this step if you are already a Qantas Frequent Flyer member.</li><li>● Call 13 11 31 and provide your personal details (including Frequent Flyer number) and quote ANU's corporate scheme number <b>137581</b>.</li><li>● An invoice will be emailed to you.</li><li>● Payment can be made using your Credit card or you can request an invoice to be issued. You may also be eligible to <a href="#">Salary Sacrifice</a> your membership fees.</li><li>● Your membership details will be emailed to you after the payment has been confirmed.</li></ul>	<ul style="list-style-type: none"><li>● Check that you are a Velocity member. Membership is free and you can join <a href="#">here</a>.</li><li>● Email <a href="mailto:Travelsupport.DSS@anu.edu.au">Travelsupport.DSS@anu.edu.au</a> with the following details:<ul style="list-style-type: none"><li>— Your Velocity membership number</li><li>— Your full name</li><li>— Whether the membership is for private or business use</li><li>— Your agreement to the Virgin Lounge <a href="#">terms and conditions</a></li></ul></li><li>● Once the membership has been processed by the University Procurement &amp; Contract Office, you will receive an email from Virgin with an invoice for payment.</li><li>● Payment can be made using your Credit card or you can request an invoice to be issued. You may also be eligible to <a href="#">Salary Sacrifice</a> your membership fees.</li><li>● Your membership will then be issued by Virgin.</li></ul>

## 6.3 TRAVEL PARTNERS - CAR HIRE

The ANU has corporate discount agreements with the following car hire companies:

- Enterprise Holdings - brands include Enterprise, National and Alamo
- Hertz
- Sixt

Our preferred agreements include reduced excess and Unlimited Km's (some remote locations may impose restrictions)

Bookings can be made through our Travel Management Company CTM, or direct on the car hire company websites:

<b>ENTERPRISE RENT A CAR NATIONAL CAR RENTAL ALAMO</b>	<b>Phone:</b> +61 2 8303 2293 <b>Email:</b> <a href="mailto:reservation@ehiglobal.com.au">reservation@ehiglobal.com.au</a> <b>Web:</b> <a href="http://ANU Staff Travel (enterprise.co.uk)">ANU Staff Travel (enterprise.co.uk)</a> <b>Corporate Discount (CD):</b> XAU0336
<b>HERTZ</b>	<b>Phone:</b> 13 30 39 <b>Web:</b> <a href="http://www.hertz.com.au">www.hertz.com.au</a> <b>CDP#</b> 2240666
<b>SIXT</b>	<b>Phone:</b> 13 74 94 <b>Web:</b> <a href="http://www.sixt.com">www.sixt.com</a> <b>KDNR#</b> 19209831 <b>Rate Key:</b> MC8453CD

## 6.4 GENERAL SUPPORT - ANU TRAVEL SERVICES

In addition to providing the ANU travelling community support with all travel related enquiries, we also manage relationships and contracts with our Travel Management Company and other key travel partners (Airlines, Hotels, Car Rental etc.).

- Can't find what you are looking for?
- Have feedback to share?
- Need something escalated?
- Other travel questions?

Please contact Dean Easton, Manager, Travel Services via email at [travelsupport.dss@anu.edu.au](mailto:travelsupport.dss@anu.edu.au) .

## 6.5 GENERAL SUPPORT - TRAVEL E-FORM ASSISTANCE

For any assistance completing the Travel Approval e-Form, please contact the support team:

Email: [travel.approval@anu.edu.au](mailto:travel.approval@anu.edu.au)

Phone: Ext 54321 – Option 2 (central), option 6 (travel approval)

Further information regarding the Travel Approval e-Form can be found [here](#).