

OFFICIAL

# Travel guide and procedures

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## 1 Objective

Employees may be required to undertake official travel from time to time. The NSW Government provides a whole of government framework for official travel and transport taken by public officials using public money. This guide references the [Travel and Transport Policy](#) and provides additional information relevant to Commission employees. The objective is to ensure all official travel occurs with the appropriate approvals, uses public monies efficiently and that personal conduct is appropriate.

## 2 Scope/Application

The NSW Government [Travel and Transport Policy](#), together with this guide, applies to all Commission officers, including a person engaged by the Commission as a consultant, contractor or a police officer under the *Crime Commission Act 2012*.

## 3 Definitions

Refer to the 'Definitions' in the [Travel and Transport policy](#). Additional terms are defined below:

- **Pre-payment:** Where official travel-related allowances are paid to the officer before the official travel commences. Pre-payment of allowances is only applicable for travel spanning two or more days.
- **Reimbursement:** Where expenses incurred during official travel are paid at the conclusion of travel, upon presentation of receipts. For single-day travel, no allowances are paid and appropriately authorised expenses are subject to reimbursement.
- **Travel management company (TMC):** The NSW Government contracted travel management company under [Contract 1008, Travel Management Services](#).

## 4 Responsibilities

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### 4.1 Commissioner

The Commissioner has delegation to approve their own domestic official travel. The Minister must approve all overseas travel.

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### 4.2 Delegates

The Commission's [Administrative Authorisations and Delegations](#) detail the positions with delegated authority to approve travel. Delegates must ensure that they only approve official travel for legitimate and necessary business reasons and that expenses will be properly and reasonably incurred.

Level 1 and 2 delegates (the Commissioner, Assistant Commissioner (Legal), Chief Operating Officer, and Executive Directors) can approve domestic travel and travel related expenses.

Overseas travel must be approved by the Minister.

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### 4.3 Chief Operating Officer

The Chief Operating Officer is responsible for ensuring staff comply with these provisions.

## 4.4 People and Culture Manager

The People & Culture Manager is responsible for day-to-day management of worker's compensation within the Commission. They can provide advice on insurance coverage to staff preparing to embark on official travel.

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## 4.5 Finance and Procurement Team

The Finance and Procurement team are responsible for assisting with flight, accommodation, and car hire bookings through the TMC. Finance staff are also responsible for reimbursing reasonable travel related expenses, as detailed on the [Travel request form](#), and prepayment of allowances.

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## 4.6 Commission officers

Commission officers are responsible for adhering to the provisions of the [Travel and Transport policy](#) and for ensuring appropriate conduct and reasonable expenditure of public monies when undertaking official travel.

# 5 Framework

The NSW Government Travel and Transport framework includes 7 key principles outlined in the [Travel and Transport Policy](#), summarised below:

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## 5.1 Safety, risk and security

### **International SOS (ISOS) – global emergency assistance**

For international travel, the NSW Government has partnered with [ISOS](#) to provide emergency assistance in the areas of medical services, security services and travel services. ISOS can also provide travellers with pre-travel advice, 24-hour emergency medical assistance or evacuation due to compromised civil security. Further details such as membership details, mobile application and portal link can be found in the NSW Government [Travel and Transport Policy](#).

### **Travel insurance – Treasury managed fund**

The [Treasury Managed Fund](#) (TMF) is the NSW Government insurance scheme which provides cover for loss, damage or compensation. Refer to the [Statement of Cover](#) from the iCare website for details including types of loss or damage.

### **Car hire insurance**

NSW Government approved car hire suppliers under [Contract QGP0038-17](#) include insurance cover for accident damage to the rental vehicle and third-party property. If agencies hire from unapproved suppliers they must ensure insurance is included or purchase third party personal injury and comprehensive motor vehicle insurance.

### **Travellers' responsibility**

#### **Conduct when travelling**

Official travel decisions, actions and conduct should demonstrate accountability, transparency, integrity and leadership. The following policies apply to Commission officers whether they are at their usual worksite or undertaking official travel:

- [Code of Ethics and Conduct for NSW Government Sector Employees](#)
- [NSW Crime Commission Code of Conduct](#)
- NSW Government [Travel and Transport Policy](#) (Section 1 - Responsibilities)

## Medical – immunisations and preventative options

All travellers are expected to understand the potential health risks with overseas travel and the preventative steps that can be taken. Prior to travelling outside of Australia, travellers must contact their doctor for advice on immunisations and other preventative measures.

## Visas, passports and information on destinations

It is the responsibility of the traveller to ensure they have a current passport with at least 6 months validity remaining, as well as requisite visas for the country they are travelling to. For up-to-date information on visa requirements, health and security alerts, and to register travel plans prior to travel, please see [smartraveller.gov.au](http://smartraveller.gov.au).

## Protocol

Refer to the [Department of Foreign Affairs and Trade \(DFAT\)](#) for protocol details in connection with official overseas visits and relations with foreign governments.

## Travelling overseas with a company laptop

Travellers must lodge a written request with their manager if they wish to take a company laptop to perform work overseas.

Approval for use of a laptop overseas must be sought in advance from the Chief Operating Officer. Commission devices are blocked from overseas locations.

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## 5.2 Total travel cost reduction

Approved travel must be booked through the [contracted travel management company \(TMC\)](#), currently [FCM Travel Solutions](#). NSW Government has negotiated rates available to book via the TMC. The policy of selecting the lowest logical/practical rate/fare should be applied when making bookings (see section 5.5). The lowest logical/practical rate may not always be the cheapest, depending on requirements of the travel being undertaken.

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## 5.3 Total travel cost reduction – International

### Approval

Written approval is required prior to booking official international travel. Overseas travel is approved through a submission to the relevant Minister, highlighting any benefit to the minister's administration and/or State, and including the following information: occasion, date, duration, travellers and companions, purpose, cost, funding source and details of any associated private leave.

### Booking international airfares

Bookings must be made and managed through the appointed TMC. Fares must be the [lowest logical/practical](#) Economy fare class within a 4-hour time window of desired departure and arrival times. The Commissioner, Assistant Commissioner (Legal), Chief Operating Officer, Executive Directors and Directors may travel in premium economy or business class for overseas travel. The traveller must use available credit on hold where possible, this is managed by the TMC.

## Booking international accommodation

Accommodation must be booked via the contracted TMC unless it is part of a conference package. Details of accommodation booked by conference organisers must be provided to TMC so that the traveller's whereabouts can be recorded for safety reasons (see 5.1). The TMC should be able to source the cheapest and most appropriate accommodation. If a traveller finds cheaper accommodation, the TMC should be able to match the accommodation rate. Peer-to-peer accommodation providers such as Airbnb are currently considered out of policy.

## 5.4 Total travel cost reduction – Domestic

### Approval

All official travel must be pre-approved by the authorised delegate (refer to section 4).

### Booking domestic airfares

Domestic travel bookings must be managed through the appointed TMC. See section 5.5 for fare guides.

### Booking domestic accommodation

Domestic accommodation must be booked via the TMC. Peer-to-peer accommodation providers such as Airbnb are currently considered out of policy. Contact Finance for a listing of the economically appropriate hotel options within close proximity to your destination (i.e. location of conference etc.) Standard accommodation room types will be booked.

## 5.5 Travel planning and fare guide

### Lowest logical/practical fare

All travel must be undertaken utilising the lowest logical/practical fare. This is the cheapest available fare type that meets the requirements of the travel being undertaken.

How to book the lowest logical/practical fare within policy

Booking	Guidance
Lowest fare	This is the cheapest available fare 30 minutes prior to and 30 minutes after nominated flight times, and within 4 hours either side for international.
Time, routing, connection or baggage charges	Where the fare selected is not the lowest fare as it: <ul style="list-style-type: none"> <li>is the most direct route</li> <li>ensures connections for further flights are met in the case of international trips</li> <li>considers baggage fees.</li> </ul>
Fare class	Economy class travel is to be used for all domestic and international travel. Only travellers with appropriate approvals can consider and book premium economy or business class. Exceptions: <ul style="list-style-type: none"> <li>Agency heads, senior executives, statutory officers and chairpersons of NSW Government boards and committees may fly premium economy or business class to Western Australia, Northern Territory and overseas.</li> <li>An official travelling with a minister may, if required, travel in the same class.</li> <li>An official travelling with a government delegation may, with approval of the agency head, travel in the same class as other delegates.</li> </ul>

Booking	Guidance
	<ul style="list-style-type: none"> <li>Ministers may waive the requirement to fly economy class due to medical reasons.</li> </ul>
Health issues	Health issues for travelling public officials may impact the time of travel and fare classes. In this instance, the traveller will be required to provide medical evidence to support deviation from standard policy.
Booking of a flexible fare class over a restricted fare class	Unless specified and Approved all flights are booked at standard fares. Where flexibility is required for air travel, travellers/travel bookers are to select either a semi-flexible or fully flexible fare (see definitions in table 6) for domestic trips.
Preferences	Preferences for airlines, particular aircraft, access to airline lounges, or selecting airlines for the accumulation of airline benefits such as loyalty points, are outside of and considered a breach of policy.

## Fare guide – domestic

When selecting a fare, consideration must be given to the type of fare and the associated conditions. Travellers must use the most appropriate fare type to minimise ticket change fees.

### Guide to domestic fare types

Fare type	Typical conditions*	Most practical fare	Not practical
<b>Restricted</b>	Non-refundable, change fees to amend the flight time, non-transferable, no cancellation	If the traveller is confident the travel is required at the nominated time and unlikely to change	If the traveller is likely to need to change the flight due to schedule change
<b>Semi-flexible</b>	Refundable to airline credit (not original form of payment), some flexibility in changing schedule and passenger name for a fee	If the traveller requires some flexibility due to a likely change in schedule	If the traveller's schedule is unlikely to change
<b>Fully flexible</b>	Changes, cancellation and name change permitted with some associated fees or fare difference costs	If the traveller requires full flexibility to cancel or amend the flight details, and is likely to change plans before commencing the trip	If the traveller is unlikely to need changes to their schedule

\*Refer to the ticket rules of the airline being considered.

## Fare guide – international

The OBT should be used by Finance for simple point-to-point international bookings. Economy class travel is to be used for all international travel, unless approved to fly premium economy or business class (see 5.3 Booking international airfares).

### Private travel and leave

Contract 1008 Travel Management Services must not be used to book private travel. Private travel occurring as an addition to official travel requires approval from the Minister or approved delegate. A NSW Government payment facility must not be used to make a private travel booking in any circumstance.

Requests to take private leave during domestic or international trips or extending private trips for official purposes is not encouraged. Appropriate approval by the portfolio minister or approved delegate should be obtained.

If approval is obtained to extend a business trip for private purposes no accommodation will be booked through the TCM, and any increases in flight costs will be reimbursed to the Commission by the traveller.

## Upgrades

If a travel or accommodation provider seeks to upgrade the traveller with no cost, the traveller may accept the upgrade. The upgrade must be reported to the employee's manager and the People and Culture Manager so that it can be registered on the agency's gifts and benefits register.

Travellers should never seek or solicit an upgrade from a travel or accommodation provider in relation to official travel.

See the Commission's *Gifts, Benefits and Hospitality Policy and Procedures* for more information.

## Airline lounges

Public officials may join and maintain membership of airport lounges at their own expense. NSW Procurement has negotiated discounts on Qantas and Virgin Australia lounge membership fees for NSW Government travellers. For further information, contact NSW Procurement at [travel\\_procurement@treasury.nsw.gov.au](mailto:travel_procurement@treasury.nsw.gov.au)

## Airline, hotel and car loyalty schemes

Commission staff should not seek or accept frequent flyer points in respect of official travel.

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## 5.6 technological efficiencies

### Use of technology and flexible approaches to work in place of travelling

When undertaking official travel, Commission officers must be mindful that the travel and travel-related expenses are paid using public monies and must be properly and reasonably incurred. Agencies should seek to minimise travel. Commission officers must determine if travel is essential or if the matter can be resolved using alternate methods such as Microsoft Teams, Skype and boardroom conferencing.

### TMC technology

The Finance and Procurement Team liaise with the TMC on behalf of Commission staff. The TMC provides an online platform for Finance to plan, book and manage domestic and international travel through the online booking tool, [FCM Travel](#). More complex travel bookings can be booked by phone or email, booking fees for offline bookings are higher.

The contracted TMC has [various apps](#) available to download, view and manage travel itineraries. These can be accessed via the App Store and Google Play. The TMC can provide guidance on how to access these applications.

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## 5.7 Best practice mobility

### Public transport

For short trips, particularly in metropolitan areas, employees are to walk or catch public transport (unless for health reasons or safety reasons). The traveller should pay the fare and submit receipts or proof of payment for reimbursement.

### Private vehicle use

Commission officers must seek approval from their Executive to use their own vehicles for work-related travel purposes. The employee must have a current driver's licence, the vehicle must be registered and there must be appropriate current comprehensive insurance on the vehicle covering the travel. The Commission takes no responsibility for any fines that may be incurred by an employee using a private vehicle for official travel.

For information on how to claim private vehicle use via the tax system, please see [car expenses](#) on the ATO website.

## Commission vehicles

For information about using a Commission vehicle to undertake official travel, see the Commission's *General Purpose Vehicle Policy and Procedures*.

Use of Commission vehicles is appropriate if:

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

Contact the Security team to book a vehicle for official travel.

## Car share vehicles

Car share vehicles, such as Uber or GoGet, may be considered for short trips where a Commission or private vehicle is not available and public transport options are limited. The traveller must set up an individual business account with the car sharing provider to ensure it is not used for personal purposes. The traveller must submit receipts to Finance and Procurement for reimbursement.

## Taxis

Taxis may be used when it is cost effective or no feasible alternative travel arrangements exist. For example, as a personal safety consideration out of business hours, the carriage of heavy luggage or public transport does not provide a reasonable option. Cab charge eTickets are held by the Finance and Procurement team.

## Car hire vehicles

Bookings for car rentals must be made via the TMC. Standard vehicle types should be booked, with exception such as using a larger car to transport multiple people. It is the traveller's responsibility to ensure that the car hire vehicle is returned to the supplier with a full tank of petrol.

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## 5.8 Seamless payment of travel and expenses

### Payment of actual travel expenses

Employees are reimbursed for actual expenses for travel up to one day. The Commission can pre-pay meal and incidental expense allowances for travel of 2 or more days.

Various expense and work-related allowances can be found in the [NSW Treasury Circular on meal, travelling and other allowances](#). These are updated annually in line with the [ATO's determinations for reasonable travel allowances](#).

Executive employees who are regularly required to travel may be provided with a Pcard to streamline the reimbursement of incidentals and meals whilst travelling.

### Accommodation standard and payment of meals and incidentals

All accommodation, both domestic and international, must be booked via the TMC. Standard accommodation room types should be booked where possible within the ATO's guidelines of reasonable amounts for accommodation (see [TD 2023/003](#)).

## Procedures

### 1 Expenses

In order to undertake official travel, Commission officers are required to seek and obtain approval in advance of the proposed travel dates from an authorised delegate. The officer must estimate the likely cost of official travel and allowances to demonstrate accountability in the use of public money.

- Official Travel Request Form
  - Administrative Authorisations and Delegations
- 

#### 1.1 Estimating expenses

The Commission officer travelling is required to complete the information fields in the Official Travel Request form that they can reasonably be expected to know or to estimate, including the purpose of the travel, daily allowance costs (meals and incidentals) and best estimates for such things as kilometres to be travelled in the officer's private motor vehicle, taxi fares, public transport fares, parking/tolls, etc., as applicable. The estimates are required for budgeting purposes and to ensure that the method of travel chosen is the most cost effective. The Finance and Procurement Team may be contacted in order to secure quotes for travel from the TMC. The traveller will then need to populate the related expense into the Official Travel Request Form.

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#### 1.2 Flights and accommodation

If a Commission officer needs to fly to and from the intended destination, they should indicate on the Travel Request form his or her preferred arrival and departure times (rather than nominate actual airlines or flights). If overnight accommodation is required, the Commission officer is to advise the location in which they need to stay and, if appropriate, nominate a specific property (for example, if the officer is attending a conference at the hotel, or meetings are being held within walking distance of a particular property). The Finance officer will make every effort to accommodate the officer's requests while booking the lowest cost options.

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#### 1.3 Meal allowance and incidental expense allowance

Each year, NSW Treasury releases a review of meal, travelling and other allowances (based on ATO guidance). This contains allowances for breakfast, lunch, dinner and incidentals. Each day a Commission officer is travelling spanning two or more days, they may claim the incidental expense allowance and meal allowance for any meals that would reasonably be required, e.g., an officer commencing travel at 10am Monday and returning at 3pm Tuesday would expect to have lunch and dinner on Monday and breakfast and lunch on Tuesday, and would also claim the incidental expense allowance for two days. If the officer spends less than the meal allowance on a meal, they may retain the balance of the meal allowance. If the officer spends more than the meal allowance on a meal, they are not entitled to claim anything additional to the allowance. Receipts need not be retained.

If the Commission officer is attending a conference or meeting at which meals are provided, they are not entitled to claim the meal allowance for those meals.

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#### 1.4 One day travel – meal costs reimbursed

If the official travel will be for one day only, i.e., the travel commences and concludes on the same day, no allowances are payable. The actual cost of any meal reasonably consumed within the travelling time will be reimbursed, up to an amount equivalent to the value of the meal allowance.

For example, a Commission officer commencing travel at 9am and returning at 5pm the same day would reasonably be expected to require lunch while travelling. The officer may be reimbursed the actual expense for lunch up to, but not exceeding, the same value as the current meal allowance for lunch. For one day travel no incidental allowances are to be paid.

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## 1.5 Bookings

Finance staff will arrange bookings for flights, accommodation and car hire through the Government approved supplier (currently FCM Travel Solutions) and provide confirmations to the Commission officer who is travelling.

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## 1.6 Pre-payment of allowances

The Commission will pay for any flights, accommodation and car hire prior to commencement of the travel and will cover any travel expenses properly and reasonably incurred.

To ensure the Commission officer is not out of pocket when undertaking official travel, the Commission can pre-pay meal and incidental expense allowances for travel of 2 or more day.

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## 1.7 Retaining receipts

In order to obtain reimbursement for expenses upon completion of official travel, Commission officers are required to retain receipts wherever available (eg. Taxi, bus, train fares or parking fees), except where the expense is attributable to a meal allowance or incidental expense allowance.

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## 1.8 Reimbursement of expenses

For reasonable expenses incurred during official travel and not attributable to meal and incidental expense allowances, a Commission officer must retain receipts so that actual costs can be reimbursed. Receipts must be submitted to Finance with a copy of the travel request form for reimbursement within 7 days of completing the official travel.

For one day travel, i.e., when the travel commences and concludes on the same day, only actual meal expenses will be reimbursed up to the value of the current meal allowance for that meal.

### 1.8.1 Taxis

A Commission officer has the option of requesting Cabcharge eTickets for known journeys requiring the use of a taxi, e.g., home to airport, airport to meeting location, meeting location to airport, airport to home: i.e., 4 x journeys = 4 Cabcharge eTickets. Finance can provide eTickets and a list of issuing officers who hold Cabcharge eTickets. The Commission maintains a register of all Cabcharge eTickets issued.

Once the cab ride is complete, the traveller must obtain the 'fold and tear' passenger record and a receipt, for submission to the issuing officer. The traveller must not add any tips or gratuities onto the cost of the fare. If the travelling officer does not obtain a receipt, they will be required to provide a statutory declaration to the issuing officer setting out the circumstances of the trip.

If the Cabcharge terminal is not available the driver will provide the passenger record, a receipt and an emergency green docket. This must be returned to the issuing officer. Unused Cabcharge eTickets should be returned to the issuing officer. Lost, stolen or damaged eTickets should be reported to the issuing officer as soon as possible so the eTicket can be cancelled.

Alternatively, the officer can choose to pay by cash or card and obtain a receipt for reimbursement.

## 1.8.2 Use of a private motor vehicle

If a Commission officer is claiming the per kilometre rate for use of a private motor vehicle for the purpose of official travel, the officer is not entitled to be reimbursed for the cost of fuel or other expenses related to maintaining the vehicle or enabling it to undertake the required travel. The per kilometre rates for official use of a private motor vehicle are updated each year by Treasury ([ATO guidance](#)). Tolls and parking are additional expenses that may be claimed.

## 1.8.3 Incidental expenses allowance

The daily incidental expenses allowance is payable for travel of two or more days and covers the cost of things such as laundry, dry cleaning and personal phone calls. If the officer spends less than the incidental expenses allowance, the officer may retain the balance of the allowance. The officer cannot claim anything further if they spend more than the incidental expenses allowance. Receipts need not be retained.

A Commission officer travelling for one day only, i.e., departing and returning on the same day, is not entitled to claim the incidental expense allowance.

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## 1.9 Accommodation

The Commission will have pre-paid the officer's accommodation. FCM Travel or the Finance Team will provide the accommodation with a Credit Card Chargeback Form to ensure a credit card is not required for presentation upon check-in or check-out. If the Commission officer incurs expenses at the hotel, the meal and daily incidental expense allowances should be used to offset any such expenditure.

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## 1.10 Amending travel bookings

Where travel bookings require adjustment, approval will be required to cover the amended costs such as changing flights or extending accommodation and allowances.

Where urgent amendments to bookings are required while travelling the Finance team should be contacted if possible. Outside business hours, or if the Finance team is unreachable, travellers may utilise the TMC contact information provided on their itineraries.

Flight delays are generally communicated to the travellers directly via SMS to advise them of adjusted flight times. In some cases, travellers may also be able to attend the airport early to change their own flight if substantial delays and cancellations occur, free of charge.

Travelers should not contact the TMC directly to make non-urgent changes to bookings prior to travel.

## 2 Official Domestic travel

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### 2.1 Obtaining approval

Official travel must be pre-approved by an appropriate delegate (refer to section 4 of the Travel Guide). Official travel cannot be approved by a delegate who is also part of the travel and/or accommodation arrangements. In this scenario, another independent delegate must approve the travel.

The completed *Official Travel Request form* is to be provided to the delegate for approval.

## 2.2 Injury or illness

If a Commission officer undertaking official travel sustains an injury or suffers an illness that is directly or substantially related to the official travel and/or the work of the Commission, the Commission's workers compensation insurance and/or overseas travel insurance will apply.

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## 2.3 Car accident

In the event of an at-fault car accident where a Commission officer's private motor vehicle is being used for the purpose of official travel, the officer must use their own comprehensive motor vehicle insurance to pay for any repairs to their vehicle and to any other property (including other vehicles) damaged in the accident.

Refer to the *NSW Crime Commission General Purpose Vehicle policy and procedures* for information on the management of a car accident in which a Commission vehicle is being used for the purpose of official travel.

If the accident results in injury to the Commission officer who owns the vehicle and/or any other employee/s travelling with the officer, the Commission's workers compensation insurance will apply. If anyone else is injured, including anyone travelling in the vehicle with the officer but not for the purpose of official Commission travel, the officer's compulsory third party insurance will apply.

## 3 Official International Travel

An *Official International Travel Request form* must be completed to estimate the likely cost of official travel, to demonstrate accountability in the use of public money and to pre-pay a Commission officer's allowances prior to commencing official travel.

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### 3.1 Requesting overseas travel approval from the Minister

All official overseas travel is subject to approval by the Minister, including any requests to annex a limited amount of personal leave/travel to the official travel. The request for approval must be provided on the *Briefing to Minister* template, and must include all relevant information and attachments.

The officer applying to undertake travel is required to:

1. Obtain internal approval to undertake official overseas travel through completion of an *Official International Travel Request form* and internal memo detailing the purpose of the travel.
2. Prepare a draft *Briefing to Minister* including the:
  - details of the purpose for the travel, e.g., to attend a meeting, conference, course, etc.;
  - anticipated outcomes;
  - if a conference or course, the keynotes or course outline;
  - the internal request to attend the meeting, conference or course as approved by the officer's Director, an Assistant Commissioner or the Commissioner;
  - estimated cost of flights;
  - estimated cost of accommodation;
  - estimated cost of allowances for the duration of the trip;
  - details of any limited personal travel/leave to be annexed to the official travel.

3. Provide the draft Briefing to Minister to the Chief Operating Officer. The Chief Operating Officer will review the submission, confirm funding availability and seek Commissioner endorsement.
  4. Submit the brief to the Minister's office via the Office of the Commissioner.
  5. When approval is received, the officer provides the completed form to Finance to organise the travel bookings. The Officer must save all signed documents in relation to the travel request to their Objective Shared Staff Management file.
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### 3.2 Related matters requiring prior approval

See 2.1 of the procedure.

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### 3.3 Travel advice

See 5.1 of the Travel Guide, above. Commission officers travelling overseas for official purposes should consult:

- [International SOS](#)
  - <https://www.smartraveller.gov.au/>
  - the Department of Foreign Affairs and Trade (DFAT) website: [www.dfat.gov.au](http://www.dfat.gov.au)
- 

### 3.4 Travel insurance

See 5.1 of the Travel Guide, above. The Commission's insurer, Treasury Managed Fund (TMF), provides cover for Commission employees travelling overseas on official travel. The People & Culture Manager can provide more information.

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### 3.5 Injury or illness

See 5.1 of the Travel Guide, above.

If a Commission officer undertaking official travel sustains an injury or suffers an illness that is directly or substantially related to the official travel and/or the work of the Commission, the Commission's workers compensation insurance and/or overseas travel insurance will apply.

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### 3.6 Information security

In accordance with [Department of Premier and Cabinet \(DPC\) Circular C2016-04](#), if travelling to countries identified as being 'high risk', officers carrying a mobile device for work purposes should observe appropriate information security practices, which may include the use of a 'clean device'.

Once official travel with a company device is approved, an IT ticket should be lodged to ensure the device is set up correctly for the trip. The IT ticket should note whether the destination(s) of travel is in a high-risk zone (check [smartraveller.gov.au](http://smartraveller.gov.au) to check if the destination is considered high risk).

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## 4 Personal overseas travel

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### 4.1 Travel advice

Staff should consult [International SOS](#), [smartraveller.gov.au](http://smartraveller.gov.au) and the [Department of Foreign Affairs and Trade \(DFAT\)](#) websites to assess travel advice for countries the officer is visiting.

Staff should maintain their own records for future Commonwealth Security Clearance re-evaluations:

- Destination country
- Purpose of visit
- Length of stay
- Accommodation

## Version Control

Version	Effective Date	Update Comments	Author
1.0	4 May 2015	Initial version	Governance Unit
1.1	1 Oct 2015	Treasury rates for meal, travelling and other allowances updated (16Oct15 hyperlinks updated)	Governance Unit
1.2	13 Nov 2015	Updated <i>Change of circumstances notification form</i>	Governance Unit
1.3	7 Jan 2016	Updated <i>Change of circumstances notification form</i> and <i>Notification of proposed overseas travel form</i> .	Governance Unit
1.4	24 May 2016	Addition of requirements re: seeking approval from the Minister for overseas travel, removal of annexures and rearrangement of some information.	Governance Unit
1.5	23 Feb 2017	Amendments to the requirement to complete the Change of Circumstances form in the Security Clearance Responsibility section. Removal of the requirement for the Agency Security Advisor to provide travel briefings. Amendments to the requirement to submit travel plans to DFAT. Addition of notification of overseas travel section 3.4.	Governance Unit
	3 Aug 2017	Update of Treasury Circular NSW TC 17-10 – <u><i>Review of meal, travelling and other allowances</i></u>	Governance Unit
1.6	29 August 2022	Update to role titles, links to circulars and websites, and removal of notification for overseas travel	Audit, Risk & People
1.7	21 August 2023	Amend from Policy to Guide. Rewrite to align with NSW Government Travel and Transport Policy and NSW style guides.	Finance Team

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## Publication Information

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