



Travel Knowledge Document

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SECTION 1. PURPOSE AND CONTEXT

This document is to be read in conjunction with the Western Sydney University [Travel Policy](#) document and describes the mandatory requirements and other guidelines that support that Policy. It applies to all University staff, students and any other approved persons undertaking official University business travel. University travellers, bookers and relevant supervisors or line managers must ensure that the University appointed Travel Agent (FCM Travel Solutions) is used to make travel bookings unless there is sufficient reason to make bookings directly with an airline, accommodation or ground transport carrier or provider. The University's Travel and Expense Management System (TEMS) is the online mechanism for approving and booking travel and accessing the University travel agent services.

SECTION 2. TEMS PROFILE

2.1 TEMS Profile Set-up

A completed TEMS profile is required before a TEMS travel request can be submitted.

University staff will automatically have a basic profile set up in TEMS, however, profiles need to be completed before being able to book travel.

Students, casual staff and guests who are approved to undertake University travel will need to have a basic TEMS profile manually created. The respective School, Institute or Division will need to

submit a [WesternNow Finance General Enquiry](#) along with a completed [Profile and Delegate](#)

[Arranger Request Form](#). Once the basic profile is created, the traveller will need to complete other relevant information in their TEMS profile.

It is a mandatory airline and immigration requirement that all names (first name, middle name and last name) in TEMS profile be an exact match to the traveller's passport.

2.1.1 How to complete the WesternNow General Finance Enquiry Form

1. Go to the [WesternNow Finance General Enquiry form](#). You may be asked to log in using your Western account.

2. Fill in the form based as per below:

Request details

* Are you requesting on behalf of someone else?

* What Finance Team is your query for

* What is your area of Interest

* Enter a short description of your query

Additional information

3. Attach the completed [Profile and Delegate Arranger Request form](#).

2.1.2 How to complete the Profile and Delegate Arranger Request form

1. Download the template - [Profile and Delegate Arranger Request form](#)
2. For guests, Column A (Type) can be left blank.
3. It is necessary that the business unit or School admin have delegate access if they will book travel on behalf of the traveller.
4. All names (first name, middle name and last name) in a TEMS profile must be an exact match to the traveller's passport.

2.2 Updating a TEMS Profile

Before creating a TEMS travel request and making travel bookings, travellers must go into their TEMS profiles to complete other necessary information.

If the traveller is a casual staff, student or guest, the business unit or School admin must request for the traveller's TEMS profile to be set-up before this can be updated. Refer to [2.1 TEMS Profile Set-up](#).

Administration staff booking travel arrangements on behalf of another traveller needs to ensure that the traveller has updated their TEMS profile prior to commencing the travel request. Due to privacy issues, the update should only be done directly into the TEMS system by the traveller.

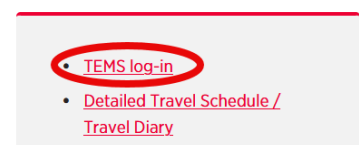
1. Sign in to TEMS using this [link](#) or from the University website, click **Staff > Sign Into > TEMS**.
2. Select TEMS log-in and enter your University ID and password.

[Division of Finance and Digital Services](#) > Travel and Expense Management System (TEMS)

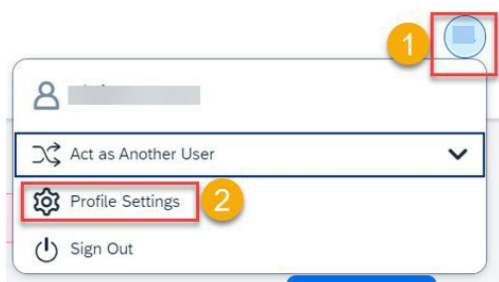
Finance

[Forms](#) [Procedures and Processes](#) [Services and Governance](#) [Insurance](#) [Procurement](#) [TEMS](#)

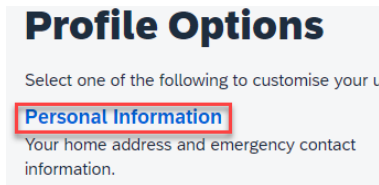
Travel and Expense Management System (TEMS)



3. Select **Profile Settings**.



4. Select **Personal Information**.



5. Update the following information:

- Profile Name - Ensure that the first, middle, and last names shown are identical to the details on the passport presented at the airport. If the traveller has no middle name on the passport, tick the “No Middle Name” box. Due to increased airport security, the traveller may be turned away at the gate if the name on the identification does not match the name on the ticket.

Title[Required]	First Name[Required]	Middle Name[Required]	Nickname	Last Name[Required]	Suffix
Mrs	J	N		F	
<input type="checkbox"/> No Middle Name					

- Home address
- Contact Information – Enter valid work and mobile phone numbers
- Email addresses – Select the “Verify” link to verify your email address. An email with a verification code will be sent from Concur, copy the code from the email and enter into the “Enter Code” box in the profile. Click OK.



- Emergency Contact – Enter details of the emergency contact.
- Travel Preferences – Add frequent traveller preferences (e.g. meal and seating preferences, airline frequent flyer and hotel loyalty programs) – must be maintained for the travel agent to include the details in your bookings.
- International Travel, Passport and Visas - Check that the passport details are complete.

First, middle and last names on the profile must appear as per passport and all other details (nationality, number, date of issue, expiration date, place of issue, state and country) are mandatory in order to successfully complete an itinerary.

- Assistants and Travel Arrangers – Select ‘add assistants’ if there are staff members who will book travel on your behalf.
- Under Expense Settings, click **Expense Information**. Enter your bank details for any expense reimbursement.

2.3 TEMS Travel Request

2.3.1 Before Submitting a TEMS Travel Request

Prior to creating and submitting a TEMS travel request, travellers must do the following:

- Update their TEMS profile to ensure accurate personal and travel information.
- Discuss travel plans with their manager and/or the designated approving delegate and obtain approval for the proposed travel.
- Refer to the travel risk matrix below to determine the applicable risk rating and the required documentation.
- Visit the DFAT [Smartraveller destinations](#) page to determine the current travel advisory level of the destination.
- Refer to the [high risk travel process](#) for travel deemed as high risk.

Travel Risk Matrix

Activity Risk Level	Examples of Activities	Subject to High Risk Travel Process?	Documents Required to be Attached/Included in the TEMS Travel Request
Low	Hotel conference, meetings, library research, lab research at a University, office-based research, general site visits, nonhazardous field work.	No	1. Detailed Travel Schedule (DTS) for travel more than 5 nights or where there is a private component. 2. Estimation of travel expenses 3. School approval documentation 4. Private travel insurance where travel includes private days.
Medium			
High	Hazardous fieldwork, prison research, high-risk lab work, research involving dangerous substances or cultural/political sensitivities, high-risk machinery use.	Yes	1. Detailed Travel Schedule (DTS) for travel more than 5 nights or where there is a private component. 2. Estimation of travel expenses 3. Private travel insurance where travel includes private days. 4. WHS Risk Assessment 5. International SOS travel brief 6. Business case to highlight why travel is required and activities cannot be done online
Critical			

2.3.2 Documents Required

The following are the documents and/or information required to initiate a TEMS travel request:

1. Detailed Travel Schedule (DTS) / travel diary – contains the location, purpose and dates of travel including the activities relevant to the travel and percentage of private trip for dual purpose travel. Refer to [2.4 Detailed Travel Schedule](#).
2. Cost estimation of travel expenses such as airfare, accommodation, ground transportation, meals and other foreseen expenses relevant to the business travel. Travellers should refer to airlines and hotel websites directly and not to other third-party sites when researching potential costs involved.
3. School, Institute or business unit approval documentation
4. Private travel insurance if the travel is a dual purpose trip. Refer to [4.4.5 Private Travel Insurance](#)

For **high risk travel**, the following documents **must** also be attached in addition to items 1-4 above.:

5. WHS Risk Assessment – contact the Office of Safety to obtain a copy of the form for completion.
6. International Travel Brief – refer to [4.2.2 International SOS Travel Brief](#).
7. Business Case – this can be in the form of an email providing justification why travel needs to happen and that business activities cannot be conducted online.
8. SET member approval to travel

In addition to the above, business units or Schools may also require additional documents or information from their traveller as part of their internal process before a travel request can be approved.

2.3.3 High Risk Travel Process

Travel is deemed high risk if it meets any of the following criteria:

- The destination has a “Reconsider your need to travel” advisory issued by DFAT Smartraveller.
- Regardless of DFAT advisory levels, the destination poses a heightened risk to the personal safety or well-being of the traveller, or presents a potential for reputational damage or economic loss to the University
- The nature of the activities undertaken during travel increases the risk to the traveller’s safety or well-being, or may result in reputational or financial harm to the University.

For high risk travel, all required documentation must be provided to the Travel team for a review and assessment by the Office of Internal Audit and Risk and the Office of Safety. Following the completion of the risk review, a recommendation will be provided to the appropriate Senior Executive Team (SET) member for final approval. Additional requirements may be imposed to enable the travel to proceed.

- Staff travel will be referred to the Chief Operations Officer (COO) for approval
- Student travel will be referred to the Provost for approval.

Once approval is obtained from the relevant SET member (COO or Provost), the traveller may proceed with submitting their TEMS travel request. The submission must include all required documentation, including

the approval from the COO or Provost. The traveller must also ensure compliance with the University's Travel Policy when completing the travel booking

All travellers undertaking international travel deemed as high-risk **must** download the International SOS app prior to departure and ensure all relevant settings within the app are enabled, including pop-up notifications and location-based alerts, to support timely and effective risk management during travel. Refer to [4.2.3 International SOS Assistance App](#).

2.3.4 Travel Purpose Definitions

In creating the TEMS travel request, the following travel purpose definitions are provided to assist travellers in determining the appropriate travel purpose.

Academic Development Program - is a program that allows academic employees to have an extended period away from day-to-day work duties to concentrate on research, scholarship, teaching and learning, collaboration and knowledge building.

Conference, Symposium or Workshop - means any discussion or sharing of ideas through a formal event and is open to participation by external parties by registration and involves single or multiple concurrent, or separate sessions and may involve payment of fees.

Field Trip - An event organised for students to visit specific sites or locations to enhance their understanding of the subject matter through practical, real-world experiences.

Graduation - Is an event where the successful completion of a course of study is recognised with the conferral of a degree.

Meeting - is a gathering of people to share ideas, make decisions and build relationships.

Recruitment - is the process of finding, screening, hiring and onboarding staff.

Research - to gather data, conduct experiments, or collaborate with other researchers to advance academic or scientific knowledge.

Student Exchange - is the exchange of students between universities for the purpose of study abroad programs or international academic experiences.

Student Placement - is the placement of students in internships, work experience, or clinical practice settings as part of their educational program.

Student Tour Group - organised for groups of students to visit various locations for educational, cultural, or recreational purposes, often as part of a curriculum or extracurricular activity.

Teaching - instructional sessions, lectures, or workshops at different locations.

Training - professional development programs, workshops, or courses to enhance skills and knowledge relevant to one's role at the University.

University Managed Event - Is attending or organising events that are directly managed and coordinated by the University, such as conferences, seminars, or cultural activities.

2.4 Detailed Travel Schedule

To comply with the recordkeeping requirements of the Australian Taxation Office (ATO), a [Detailed Travel Schedule](#) (DTS) or travel diary is required to be completed and attached to the TEMS travel request prior to approval. The DTS is required when travel is for a period of more than five consecutive nights. It is also required for travel within five consecutive nights where there is a private component.

The purpose of the DTS is to provide a record of activities so that the University can break down the travel expenses into business and private components. It helps determine potential FBT implications and provides a calculation of employee contribution to eliminate FBT liability. FBT applies when the private component of a trip is 50% or more. Where such is the case, the employee must contribute to the air fare expense proportionate to the percentage of the private trip.

The DTS must detail all business and any private activities during the relevant travel period including:

- Dates of travel
- Location of activity
- Duration of activity (i.e., start and finish times of the activity)
- Nature of activity (sufficient detail to show business nature).

Any changes to the DTS post trip must be reflected and the amended DTS attached in the TEMS travel request.

SECTION 3. TRAVEL BOOKINGS

All air travel, accommodation and ground transport for official University business travel, except when on [Academic Development Program](#) (ADP) travel, should be booked and ticketed through the University's travel agent FCM Travel Solutions, via TEMS.

In certain circumstances, a [flexible booking arrangement](#) may be allowed.

3.1 Self-Selected Domestic Travel Booking

Self-selected online booking is available for staff and travel arrangers to book **domestic** airfares, hotels and car hire. Travellers should use the self-selected online booking option in TEMS for point- to-point domestic travel to minimise agent and other administrative fees.

Under self-selected booking, domestic online booking is approved automatically in TEMS. The University travel agent will generate the itinerary based on the booking submitted and sends this to the traveller via email. If the traveller does not receive an itinerary then the request may not have been submitted correctly. In this case, the traveller must contact the Travel Team and ensure they receive an itinerary before their travel date.

Before booking, travellers should have already discussed their travel plans with the approving delegate and sought approval. The traveller's TEMS profile must have also been created and updated.

For **Jetstar** bookings, follow the procedure for [agent-assisted booking](#).

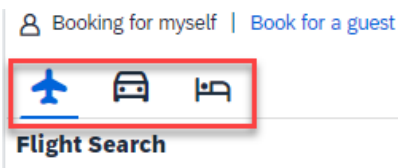
Procedure:

1. Sign in to TEMS using this [link](#) or from the University website, click Staff > Sign Into > TEMS.

Travel and Expense Management System (TEMS)

- [TEMS log-in](#)
- [Detailed Travel Schedule / Travel Diary](#)

2. From the TEMS home page, there is a self-select booking option on the left-hand side where the traveller can book flights, car hire or hotels.



a. Enter the trip details:

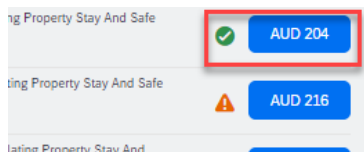
- Flights – Departure city, arrival city and dates.
- Car Hire – Pick-up date, drop-off date and location.
- Hotel – Check-in date, check-out date and location/hotel name.

b. Select the requirements through the matrix, ensuring to choose the best value fare.

Flights:

	Most Restricted	Restricted	Flexible
08:35a 35m Fare Rules	Red eDeal AUD 188.23 <input checked="" type="checkbox"/>	Flex AUD 612.46 <input checked="" type="checkbox"/>	Flex CORP AUD 938.85 <input checked="" type="checkbox"/>

Hotel:



c. The quote will be displayed. Review and select **Reserve**.

Fare Quote

Flt#	From	To	Depart	Arrive
	SYD	MEL	2025-09-10 07:00:00	2025-09-10 08:35:00
	MEL	SYD	2025-09-16 13:30:00	2025-09-16 14:55:00

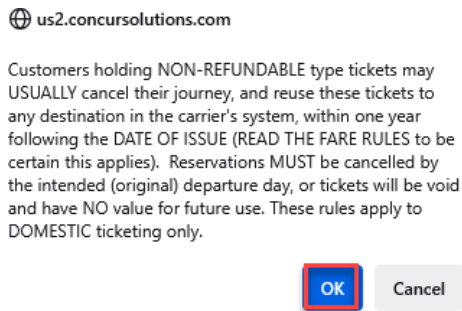
Number of Passengers: 1

Fare Summary

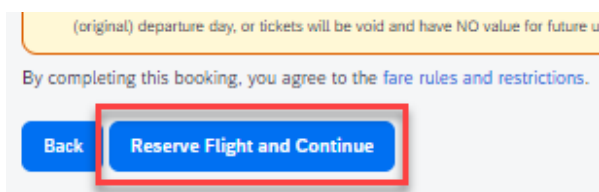
Base Fare	275.04
Taxes, Fees and Charges	
WG - SAFETY AND SECURITY CHARGE DEP	20.44
OR - PASSENGER SERVICE CHARGE DOMES	48.76
UO - GOODS AND SERVICES TAX GST	34.22
Total Est. Cost	AUD 376.46

[Cancel](#) [Reserve](#)

- d. A pop-up warning will appear, select **OK** to proceed.



- e. The Booker/traveller will be taken to a travel summary with all the details selected. Ensure all the dates, traveller information, price and flight details are correct. Select **Reserve Flight and Continue**.



- f. The Booker/traveller will then be asked to complete a Request Header. Follow prompts and complete all fields to continue ensuring all dates are correct. **Change the default 'Request Policy' to 'Self Selected Domestic only'**. Otherwise, this will not get ticketed.

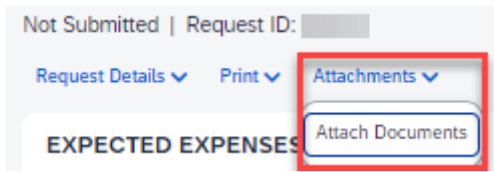


- g. Once the Request Header is created, the traveller must add in other relevant expenses such as meals, parking, taxi, etc. Ensure the expense items and total cost are within the approved funding. The expense lines for **flights, accommodation and car hire** will auto-populate in the Expected Expenses and show as "Self-Booked".

The final expense list will look like the below example.

Expense type ↑↓	Details ↑↓	Date	Amount ↑↓	Requested ↑↓	Approved ↑↓
Air Ticket (Self-Booked)	Sydney (SYD) - Brisbane (BNE)	11/07/2022	AUD 109.00	AUD 109.00	AUD 109.00
Hotel Reservation (Self-Booked)	Brisbane, Queensland	11/07/2022	AUD 1,535.00	AUD 1,535.00	AUD 1,535.00
05. Meals		11/07/2022	AUD 125.00	AUD 125.00	AUD 125.00
Transfers		11/07/2022	AUD 366.00	AUD 366.00	AUD 366.00
Conference Fees		11/07/2022	AUD 375.00	AUD 375.00	AUD 375.00
External Printing		11/07/2022	AUD 100.00	AUD 100.00	AUD 100.00
					AUD 2,610.00

- h. Add supporting documentation to the Travel Request using the attachments tab:



- i. Submit the Travel Request. The request will be approved automatically in TEMS and the itinerary will be sent from the travel agent to the traveller via email. The Travel Request will now be in "Approved" status.

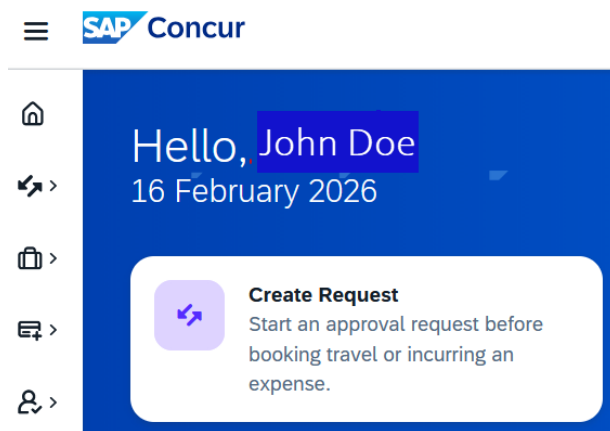
3.2 Agent-Assisted Travel Booking

Agent-assisted booking should be used for international and other complex travel arrangements. When a TEMS travel request is submitted, the agent can send through quotes for flights, accommodation and car hire directly to the traveller / arranger. Administration staff in the respective School / Institute / Division will be required to act as travel arrangers to complete the travel request for Guests or Visitors and, in some cases, Students.

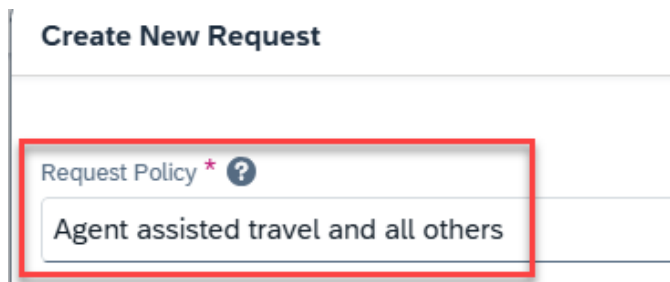
Before creating the request, ensure that the profile has been updated. The profile name must match the traveller's name as per passport. Refer to the procedure for [Updating a TEMS Profile](#).

Procedure:

1. From the TEMS home page, select **Create Request**.



2. Ensure that the "Request Policy" is "**Agent assisted and all others**".



3. Complete all details in the request page ensuring cost centres and project codes are correct. Click **Create Request**.

4. The Booker will be taken to the **Expected Expense** section. All expected expenses should be added to the request. The following expense types **must** be added to book airline, accommodation and/or car rental. These are expense types that require the travel agent to provide quotation.
- a. Air Ticket
 - b. Hotel Reservation
 - c. Car Rental

Ensure to use these expense types to trigger the travel agent to provide quotations. Otherwise, no quotations will be provided and booking will not be made.

5. Add the additional expenses (up to the approved budget) expected for the travel (e.g. meals, conference fees, transfers, visas, etc). These expenses do not require the travel agent to provide quotation.

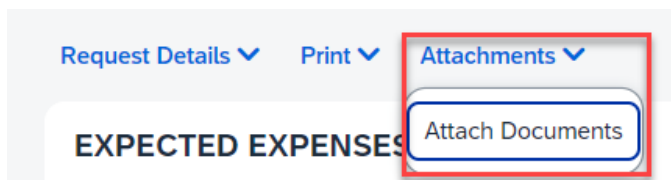
- After adding expected expenses, the total expected cost or budget will show at the bottom. See example below.

EXPECTED EXPENSES + Add ...

<input type="checkbox"/>	Expense type↓↑	Details↑↓	Date↓↑	Amount↓↑	Requested↓↑
<input type="checkbox"/>	Car Rental	Auckland, NEW ZEALAND - Auckland, NEW ZEALAND	25/02/2025	AUD 400.00	AUD 400.00
<input type="checkbox"/>	Air Ticket	Sydney (SYD) - Auckland (AKL) : Round Trip	25/02/2025	AUD 800.00	AUD 800.00
<input type="checkbox"/>	Hotel Reservation	Auckland, NEW ZEALAND	25/02/2025	AUD 700.00	AUD 700.00
<input type="checkbox"/>	Conference Fees		24/02/2025	AUD 1,500.00	AUD 1,500.00
<input type="checkbox"/>	05. Meals	Meals	24/02/2025	AUD 200.00	AUD 200.00

Estimate travel cost/budget → **AUD 3,600.00**

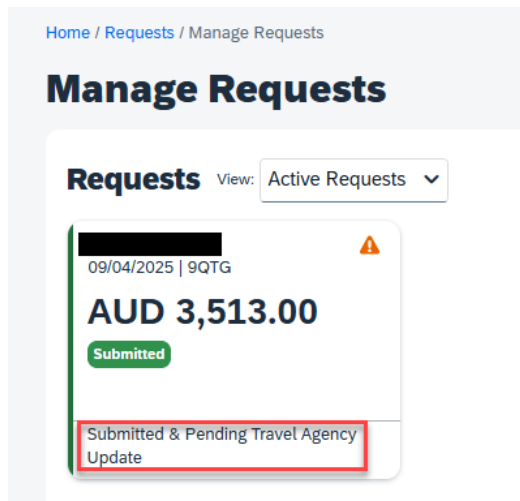
- Add the supporting documentation to the Travel Request using the **Attachments** dropdown.



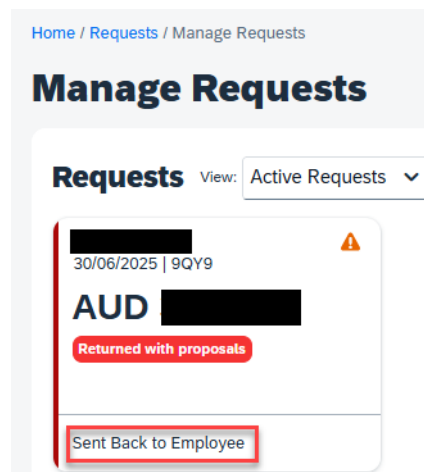
- Daily Travel Schedule / Travel diary – If travel is over 5 days or has personal travel involved.
 - International SOS Travel Brief – Required for travel to DFAT level 3 and 4 locations
 - Private travel insurance certificate – For travel that has private days.
 - Travel approval – There will be approval in TEMS, however, each School/Department requirements are different and may need an internal pre-approval to be attached.
 - Approved annual leave – Some Schools or business units may require this to be attached as part of the request.
 - Other documents that may be required by the School or business unit to be attached as part of the travel request.
- Select **Submit Request** when all expenses and supporting documents have been added. Select **Accept & Continue**.
 - If the default approver needs to be changed or if another approver needs to be added, edit the approval workflow.



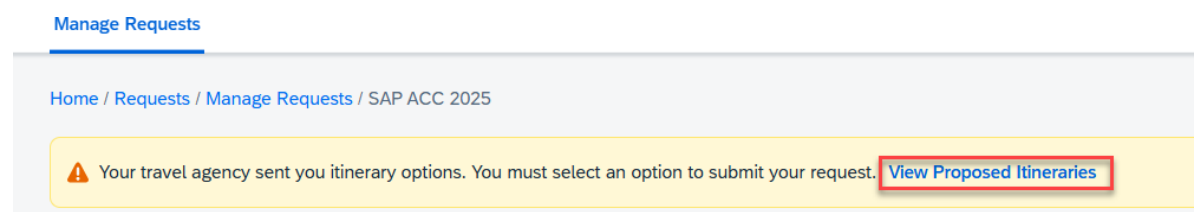
10. Once the request is submitted, the request will now progress to the travel agent to provide quotations for air ticket, accommodation and/or car hire. The request status will show as **“Submitted & Pending Travel Agency Update”**. The status of the request is shown on the **“Manage Requests”** page. See example below.

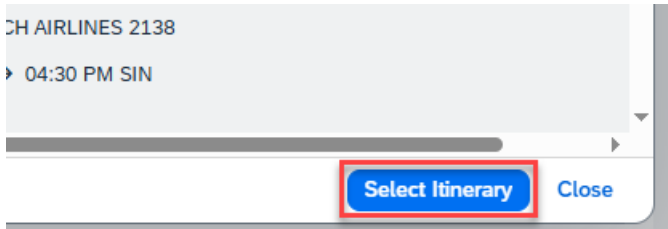


11. The Travel agent will provide quote options offline for airfares, accommodation and car hire. This will be sent via email directly to the traveller or travel arranger, for the traveller to select their preferred options. The selected itinerary will be uploaded by the Travel Agent into the TEMS Request and an automated email will notify the traveller that their request has been **“Returned with proposals /Sent Back to Employee”**.

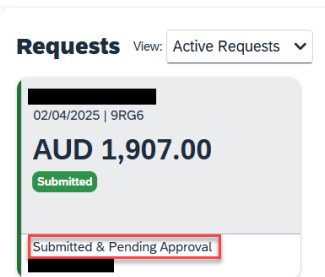


12. Go into the travel request and click **“View Proposed Itineraries”**. Ensure all details and travel arrangements are correct and **“Select proposed itinerary”**. Click **“Select Itinerary”** at the bottom right of the screen.





13. Click **Submit Request**. The status of the request will be updated to “**Submitted & Pending Approval**”. Once it is approved, it will flow to the travel agent for ticketing.

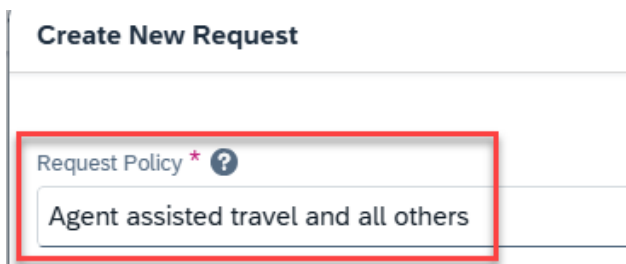


3.3 Externally booked travel

In certain circumstances, travel arrangements for a WSU traveller may be booked by an external party other than the University’s travel agent. This may occur when an external entity or organisation funds the travel and mandates booking on behalf of the traveller. A conference organiser may arrange travel for WSU conference participants.

A TEMS travel request must still be submitted and approved, even when travel is arranged externally and not through the University’s designated travel agent.

1. When creating a TEMS travel request, ensure that the Request Policy is “**Agent assisted and all others**”.



2. The Expense Types to use when adding airfare and accommodation booked by an external party which is the not the University’s travel agent is “**Accommodation**” and “**Airfare**”.

Add expected expenses and/or travel plans

Search by expense type, category, description

01. Travel Expenses

- Accommodation
- Car Rental
- Groups(Dom/Int/tours/10+people)
- Hotel Reservation
- Vehicle Hire (car/bus)

02. Transportation

- Air Ticket
- Airfare

- Complete details for each expense type including the comment section for other relevant information.

Home / Requests / Manage Requests / Melbourne trip / New Expense: Airfare

New Expense: Airfare

Save ...

* Required field

Transaction Date * 19/03/2025

Description 48/64 Return flight to Adelaide, 19/3/2025 - 21/3/2025

Estimated Amount * 700.00

Currency * Australia, Dollar (AUD)

Comment 52/2000 Airfare booked and invoiced by conference organiser.

Home / Requests / Manage Requests / 97TR / New Expense: Accommodation

New Expense: Accommodation

Save ...

* Required field

Transaction Date * 19/03/2025

Description 51/64 Conference accommodation at Pullman Hotel, Adelaide

Estimated Amount * 600.00

Currency * Australia, Dollar (AUD)

Comment 58/2000 Accommodation booked and invoiced by conference organiser.

- Attach the necessary supporting documents including the airline and accommodation booking confirmation. Click **Submit Request**.

Home / Requests / Manage Requests / Adelaide Conference

Adelaide Conference AUD 1,600.00

Not Submitted | Request ID: 9N4G

Request Details ▾ Print ▾ Attachments ▾

Submit Request ...

EXPECTED EXPENSES

+ Add ...

<input type="checkbox"/>	Comment	Expense type	Details	Date	Amount	Requested
<input type="checkbox"/>		Conference Fees	Conference registration fee excl airfare and accommodation	19/06/2025	AUD 200.00	AUD 200.00
<input type="checkbox"/>		05. Meals	Meals during 3-day conference	19/06/2025	AUD 100.00	AUD 100.00
<input type="checkbox"/>		Airfare	Return flight to Adelaide, 19/3/2025 - 21/3/2025	19/03/2025	AUD 700.00	AUD 700.00
<input type="checkbox"/>		Accommodation	Conference accommodation at Pullman Hotel, Adelaide	19/03/2025	AUD 600.00	AUD 600.00
					AUD 1,600.00	

3.4 Flexible Booking Arrangement

All air travel, accommodation and ground transport for official University business travel, except when on [Academic Development Program](#) (ADP) travel, should be booked using the University travel agent, FCM Travel Solutions, via TEMS. University travellers have the option to book **directly** with airline, accommodation or hire car providers under the following circumstances:

- A conference organiser provides a hotel link with a discount code and discounted rates cannot be matched by the travel agent.
- The travel relates to Learning Abroad activities is fully self-funded by the student and is not part of group travel.
- The University travel agent has advised they are unable to match the price obtained directly from the airline, accommodation or hire car provider or has advised the traveller they are unable to make the booking.
- If travel requires a level of self-management and flexibility such as, but not limited to, the following circumstances. *Refer to [Bespoke Travel Requirements](#).*
 - Special considerations such as medical reasons which require a level of self- management.
 - Travel relates to research or fieldwork in remote locations and travel booking requires a level of flexibility and/or self-management due to several factors (e.g. limited accommodation options, weather and environmental conditions, connectivity and communication, etc.).
 - Domestic travel within international destinations
- Travel is self-funded by the University traveller
- The University is funding twenty-five percent (25%) or less of the total travel expense.

3.4.1 Traveller Responsibilities

- When travel is booked under flexible booking arrangement, it is the traveller's responsibility to ensure that the travel is recorded in TEMS for approval. The traveller should attach their

itinerary from the airline, booking confirmation from the accommodation and/or ground transport provider in the TEMS request along with the DTS/travel diary.

- b. Travellers should book best value fare flights and/or refundable accommodation to allow for recovery of charges in case of cancellations.
- c. Travellers must register their trip with International SOS for risk management purposes by forwarding their itinerary to WSUTravel@itinerary.internationalsos.com.
- d. Travellers must be able to provide carbon footprint information when requested as part of the University's sustainability reporting requirements.
- e. Travellers must complete the necessary WHS risk assessments for their travel. Refer to [Location and WHS Risk Assessment](#).

3.4.2 Important Considerations

- a. Travellers may miss out on corporate discounts available when using a flexible booking arrangement.
- b. The University travel agent will not be able to assist in case of issues or changes to booking. It is the traveller's responsibility to contact the carrier or supplier directly for any assistance regarding their travel bookings.

3.5 Domestic travel booking

Travellers should use the [self-select online booking](#) option in TEMS to minimise agent and other administrative fees.

3.5.1 Jetstar Bookings

For **Jetstar** bookings, follow the procedure for [agent-assisted booking](#). When submitting your "Air Ticket" information, ensure to add notes to the travel agent advising if any luggage is required, as this is not a standard inclusion with Jetstar. Example below:

The screenshot displays the 'Air Ticket' form in TEMS. At the top, it shows 'Air Ticket AUD 500.00' and navigation buttons for 'Save', 'Delete', and 'Cancel'. Below this, there are tabs for 'Round Trip', 'One Way', and 'Multi City'. The form is divided into 'Outbound' and 'Return' sections. For the Outbound flight, the 'From' field is 'Sydney Kingsford Smith (Airport - SYD), Sydney, New South Wales' and the 'To' field is 'Tullamarine (Airport - MEL), Melbourne, Victoria'. The 'Date' is '09/10/2024' and the 'Depart at' time is '08:00 AM'. The 'Fare Type' is 'Cheapest Available' and 'Flight Flexibility' is 'No Flexibility Allowed'. A 'Comment/Notes to Agent' box contains the text 'Please book Jetstar with check-in baggage included.' The Return flight section shows a 'Date' of '11/10/2024' and a 'Depart at' time of '03:00 PM', with the same comment box containing the same text. A legend indicates that fields with an asterisk are required.

3.6 Air Travel

3.6.1 Best Value Fare

When booking air travel, the best value fare must override all personal airline preferences and/or accrual of frequent flyer points. Flexible fares should be used, where possible and any unused airfare credits (credits on hold) must be used for subsequent bookings, where possible.

3.6.2 Upgrading Class of Travel

All travellers must travel economy class unless they are allowed by the University to travel in a higher class. If a traveller wishes to upgrade air travel to a higher class than what was approved, they can do so with their own personal funds or loyalty/frequent flyer points. This can be arranged with the University travel agent at the time of booking.

3.6.3 Using Frequent Flyer Points

Where frequent flyer points are earned by University travellers as a result of official University business travel, the points earned should be used for subsequent University business travel.

Travellers should not prioritise flights in order to gain frequent flyer points over a more cost-effective option or the best value fare.

3.7 Accommodation

All accommodation should be booked through the University travel agent at the same time as booking airfares, unless a [flexible booking arrangement](#) is allowed, to reduce booking fees paid by the University.

If the University travel agent cannot match conference accommodation group package pricing, University travellers may book accommodation directly through the conference organiser and attach the confirmation details to the TEMS travel request.

There may be cases where travellers are staying in remote locations or where no bookable accommodation options exist via the University travel agent (e.g., field site visits). In these instances, travellers may make their own accommodation arrangements direct with the provider in line with the flexible booking guidelines. The details of any bookings must be attached to the travel request.

3.7.1 Accommodation booked as part of conference registration

Where accommodation is booked as part of conference registration, the traveller should indicate this in their TEMS travel request to avoid unnecessary enquiries by the Travel team or the travel agent regarding accommodation. This can be completed by following the steps outlined below.

- Adding expense Line “**Hotel Reservation**”
- Inputting the dates of the stay
- Adding information into the “**Details**” field – e.g. ABC Hotel, Booked by conference organisers, as per example below.
- Attach the booking confirmation to the TEMS request.

Home / Requests / Manage Requests / 97TR / New Expense: Hotel Reservation

New Expense: Hotel Reservation

Save ...

* Required field

Check-In

Date: 09/10/2024

City: Melbourne, Victoria

At: 11:30 AM

Detail: ABC Hotel - booked through conference organiser

Check-Out

Date: 11/10/2024

At: 11:30 AM

Comment/Note to Hotel: 0/2000

Estimated Amount: 600.00

Currency: Australia, Dollar

3.7.2 Staying with a host or relatives during travel

The University has a duty of care to ensure the safety and well-being of its travellers. Thus, it needs to be aware of the location of its travellers for risk management purposes in case of an emergency.

Where University travellers intend to stay with a host, friends or relatives, this should be declared in the TEMS request by following the steps below. Travellers should also provide contact numbers to their supervisor.

- Adding expense Line “Hotel Reservation”
- Inputting the dates of the stay
- Adding information into the “Details” field – e.g. Staying with Family, Address XX, and contact information XX, as per example below
- Adding information into the “Details” field – e.g. Staying with Family, Address XX, and contact information XX, as per example below.

Home / Requests / Manage Requests / 6HDK / New Expense: Hotel Reservation

New Expense: Hotel Reservation

Save ...

* Required field

Check-In

Date: 06/05/2025

City: Auckland, NEW ZEALAND

At: 11:23 AM

Detail: Staying with relatives. Address XX and contact #: XX

Check-Out

Date: 03/06/2025

At: 11:23 AM

Comment/Note to Hotel: 0/2000

Estimated Amount: 0.00

Currency: Australia, Dollar

Save ...

3.7.3 Airbnb Accommodation

The University does not support Airbnb accommodation and other short-term private rental properties due to issues around the lack of regulation, modern slavery risk considerations, possible travel insurance coverage limitations, and duty of care around traveller safety and security while staying at a host's private residence.

3.8 Ground Transport

3.8.1 Public Transport

The University encourages the use of public transport when it is economical, safe and practical. When public transport is not feasible, taxi services may be used for short duration trips.

Alternative forms of transport may also be used subject to the traveller being aware and responsible for the associated risks.

3.8.2 Car hire

When travelling with other travellers or transporting large materials, the traveller should consider car hire when driving is more cost-effective than other forms of transport, and there is a reason why public transport cannot be utilised.

The traveller must adhere to all traffic laws and will be personally liable for any breaches of those laws (including parking and speeding offences).

Preferred car hire rates are offered via individual agreements with Australian Universities at low, fixed rates with a range of inclusions. Discounted rates with Avis, Budget and Thrifty Car Rental are available to book in TEMS for University business travel. Travellers will have to present a credit card and pay on arrival when collecting a hire car.

The following discount codes are also available when booking directly with the service providers where a [flexible booking arrangement](#) is allowed:

- Avis business rental: AWS # P675600
- Budget business rental: BCD # D538514

3.8.3 Personal car

If a University staff traveller's personal vehicle is approved for use while travelling, mileage can only be claimed via Staff Online, and no fuel for private vehicles can be claimed by staff in TEMS. Students can only claim either fuel or mileage through a TEMS reimbursement claim if the use of a personal vehicle has been approved prior to the travel occurring.

3.9 Bespoke Travel Requirements

In circumstances where the travel agent is unable to provide suitable travel arrangements options due to travel requiring a level of self-management and/or flexibility, a request can be put forward to the Travel team for review and escalated for approval where necessary. Travellers are not to make flexible booking arrangements prior to submitting a travel request and checking available options with the travel agent in the first instance.

When accommodation is to be booked flexibly (such as during fieldwork where accommodation may change due to operational or environmental factors), travellers are expected to secure at least the first night of accommodation before departure. This ensures that the traveller has a confirmed and safe place to stay upon arrival, supports duty of care obligations and provides a stable base from which onward fieldwork arrangements can be made. Additional nights may be booked directly with local providers as field conditions or research needs evolve provided bookings comply with the requirements of the flexible booking arrangement. Travellers are also responsible for updating their attached TEMS documentation for any accommodation booked under a flexible booking arrangement.

3.10 Group Travel

Group travel refers to ten or more University travellers travelling together.

School, Institute and Division staff must complete and submit group travel requests in TEMS in the name of the lead traveller or organiser before seeking a quotation from the University's travel agent. Group travel requires approval via a TEMS travel request by the relevant delegate. A single TEMS request should be completed and submitted for each group travel and should include all the expected and estimated travel expenses for approval. TEMS requests are not to be submitted separately for each type of travel expense.

When estimating flight and accommodation expenses, check airlines and hotel websites directly and not other third-party sites.

Once the TEMS request is approved, the lead traveller or organiser must email grouptravel@fcm.com.au with a full list of travellers showing their names, titles (e.g. Mr/Ms/Miss/Prof) and Student/Staff ID numbers to obtain a quotation for flights and accommodation.

Ensure that supporting documents such as the following are attached to the TEMS request:

- a. Approved Learning Abroad Project proposal
- b. FCM booking confirmation including itinerary and invoice for flights
- c. In-country invoice
- d. List of travellers
- e. Risk assessment, if required
- f. Any further relevant documents

All students travelling internationally as part of a group should also refer to the [International Go Global](#) page.

SECTION 4: RISK MANAGEMENT

4.1 DFAT Smartraveller Advice Levels

All University travellers are required to refer to the Department of Foreign Affairs and Trade (DFAT) [Smartraveller](#) website before booking travel and/or whilst travelling overseas to understand the latest information regarding countries where there is a perceived risk if travel is undertaken.

When approving travel to any region that DFAT has advised "reconsider your need to travel", the University needs to consider whether it has exercised due diligence (i.e., is the travel essential or necessary to proceed and have DFAT recommendations been complied with).

Travel to a location with a "do not travel" advisory is not covered under the University's overseas travel insurance.

DFAT Smartraveller Advice Level	Explanation	Requirements
<p>Level 1: Exercise normal safety precautions</p>	<p>Use common sense and look out for suspicious behaviour. The security environment is similar to that of a large Australian city.</p>	<p>Travel approval from appropriate delegated officer.</p> <p>Refer to the ISOS destination guide in the ISOS app or portal for further information on the location including medical and security overview.</p>
<p>Level 2: Exercise a high degree of caution</p>	<p>Pay close attention to your personal security and monitor the media for new risks. There are more or higher risks than what you would typically find in a large Australian city.</p>	<p>Travel approval from appropriate delegated officer.</p> <p>Refer to the ISOS destination guide in the ISOS app or portal for further information on the location including medical and security overview.</p>
<p>Level 3: Reconsider your need to travel</p>	<p>Avoid non-essential travel.</p> <p>There are serious and potentially life-threatening risks in the country/region.</p> <p>This may be due to a high threat of ongoing terrorism, frequent incidents of violent crime, ongoing civil unrest, widespread disease, or an unpredictable security situation.</p> <p>If you do travel, take extra precautions to protect yourself from security and health risks.</p>	<p>Travel requires review by the Office of Audit and Risk and Office of Safety, and approval from the relevant Senior Executive Team member.</p> <p>Where travel is approved/allowed, travellers should also complete the International SOS travel brief.</p> <p>Dual purpose travel is not permitted for travel to a DFAT level 3 location.</p> <p>Student travel through WSU's International Go Global will not be supported if the country of destination becomes listed as a DFAT level 3 location.</p>
<p>Level 4: Do not travel</p>	<p>The security situation is extremely dangerous, and your health and safety is at extreme risk. This may be because of a high threat of terrorist attack, conflict, violent social unrest, widespread infectious disease or critical levels of violent crime.</p>	<p>Travel will not be approved by the University.</p>

DFAT Smartraveller Advice Level	Explanation	Requirements
No advice issued	For some countries and regions with very few Australian travellers and/or where the risks are low, DFAT does not publish travel advisories.	<p>Travellers must research the destination and where the destination risks are determined to be high, the travel must be reviewed by the Office of Audit and</p> <p>Risk and approved by the relevant Senior Executive Team member. The traveller must also complete the ISOS travel brief.</p> <p>Where the destination risks are determined to be low, the travel requires approval from the appropriate delegated officer.</p>

4.2 International SOS

The University has engaged International SOS (ISOS) to provide travel risk management services to University travellers. Various services include but are not limited to:

- Travel advice before travel and/or whilst overseas
- Emergency medical and security assistance
- Emergency extraction services
- 24/7 assistance hotline

Refer to the ISOS [information guide](#) to prepare for your travel.

4.2.1 International SOS country/destination guides

Before commencing travel, travellers should refer to the International SOS country or destination guide. The guide provides information such as the following regarding the country of travel:

- Travel, medical and security risk overview and advice
- Visa, entry and exit requirements
- Cultural considerations

The guide can be accessed through the [International SOS Assistance app](#) or [International SOS portal](#).

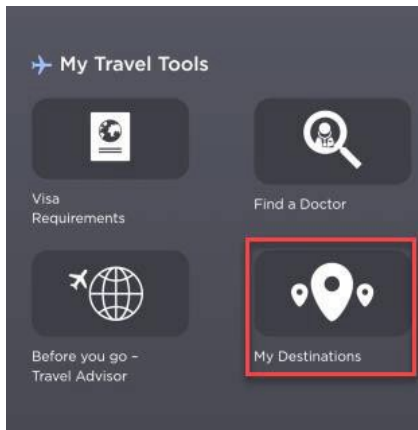
a. Through the International SOS Assistance App:

1. Download the Assistance App through this [link](#) or the QR code below.

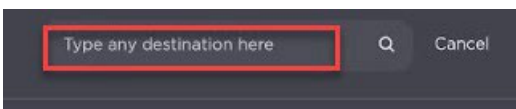


2. Log in using your Western account.

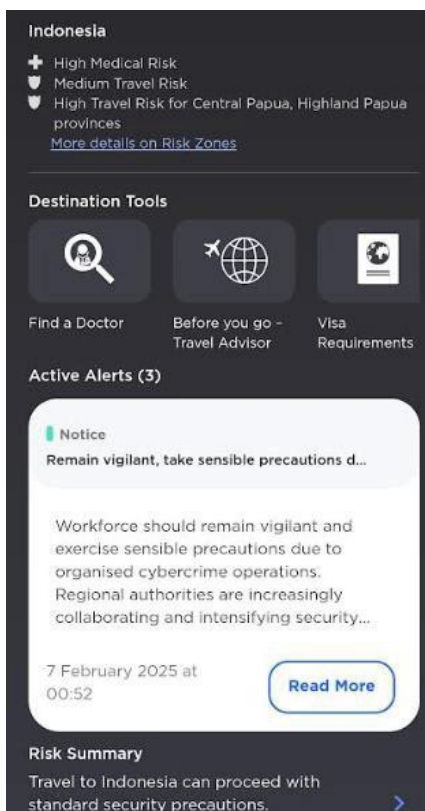
3. Under “My Travel Tools”, tap “My Destinations”.



4. Type the country of destination in the search field.

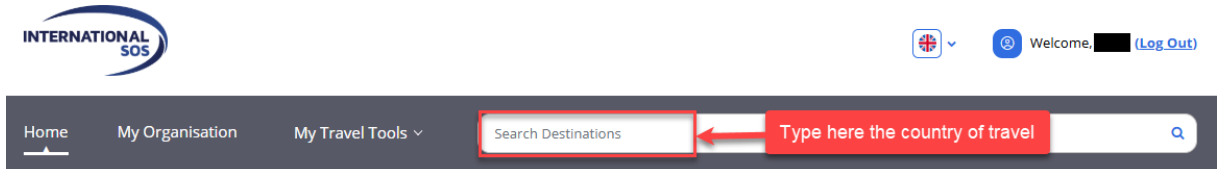


5. The country information will be displayed. See example below.

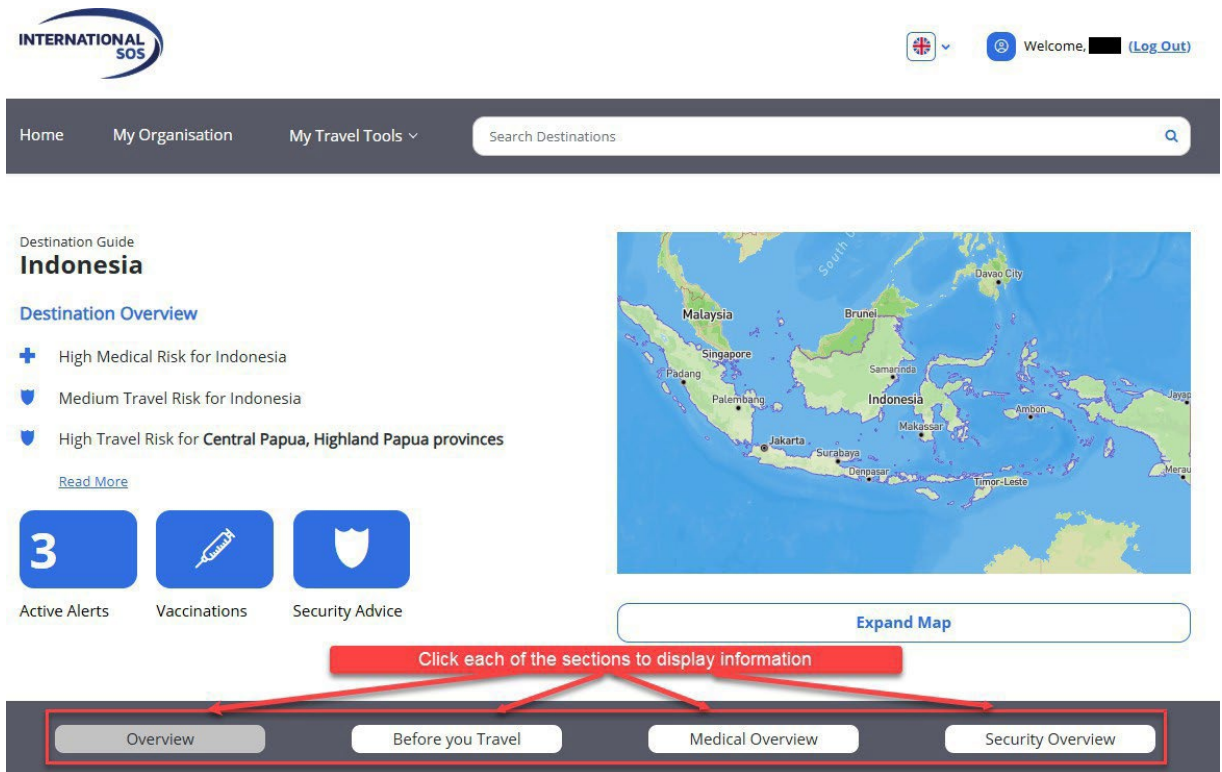


b. Through the International SOS Portal:

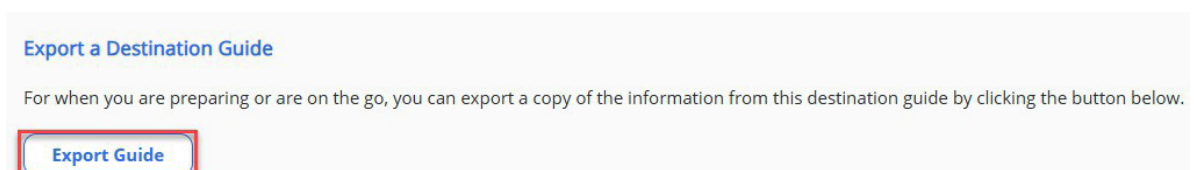
1. Go to <https://myportal.internationalsos.com/MemberExperienceLogin/Login>. Log in with your Western account.
2. Log in using your Western account.
3. Under the “Search Destinations” field, type the country of travel.



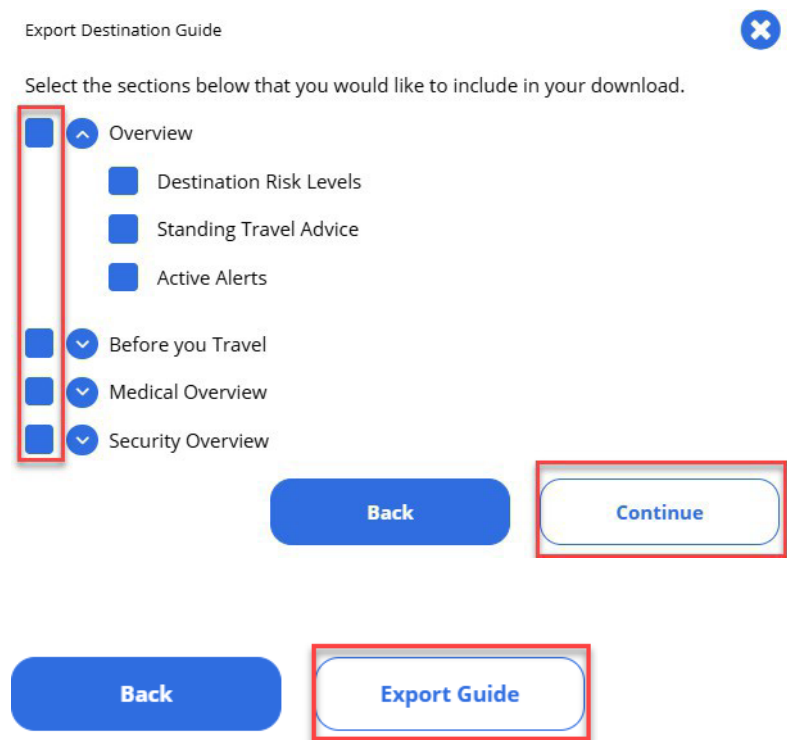
4. The particular information regarding the country searched will be displayed. See example below.



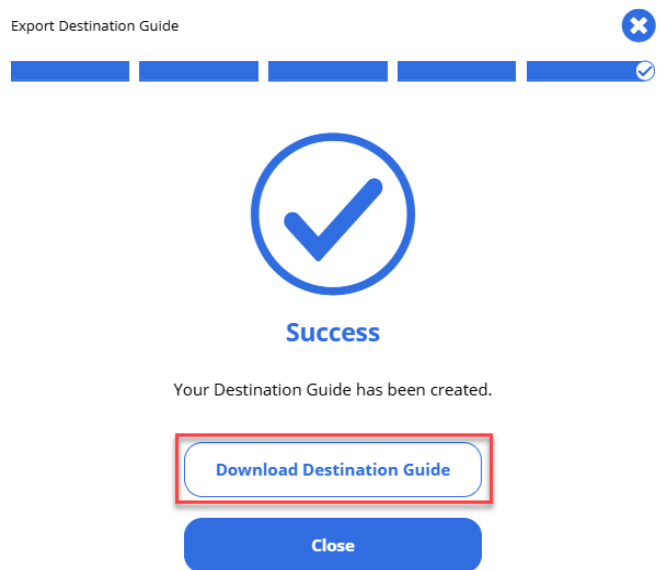
5. There is also an option to export the destination guide at the bottom of the page.



a. Select the sections you want to download. Click continue until you see “Export Guide”.



b. Click “Download Destination Guide” to generate a PDF version of the guide.



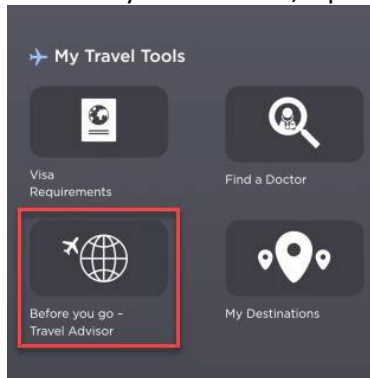
4.2.2 International SOS Travel Brief

When travelling to DFAT 3 and 4 locations, University travellers must complete the International SOS travel brief through the [International SOS app](#) or [International SOS portal](#). Once completed, this needs to be downloaded and attached to the TEMS travel request.

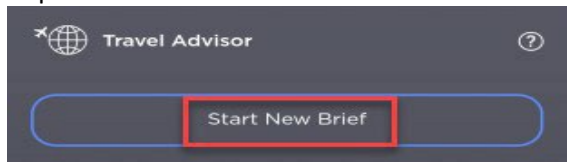
The Travel Brief can be completed through the [International SOS Assistance app](#) or [International SOS portal](#).

a. Through the International SOS Assistance app:

1. Download the Assistance app.
2. Log in using your Western account.
3. Under “My Travel Tools”, tap “Before you go – Travel Advisor”.

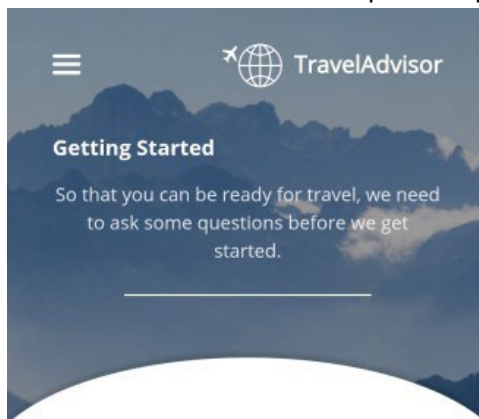


4. Tap “Start New Brief”.

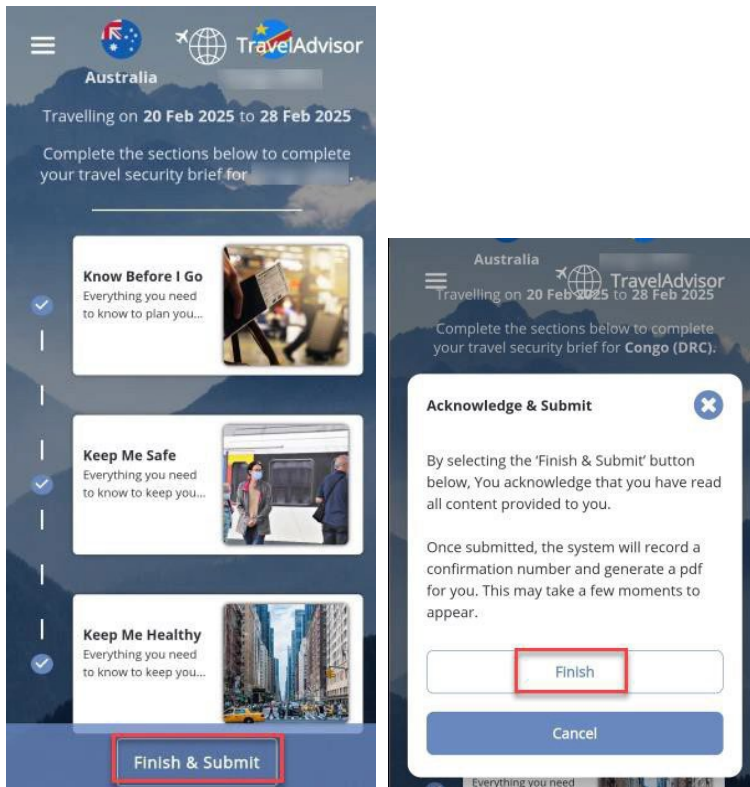


5. You will be directed to the Travel Advisor page. In some cases, you may need to log in again with your Western account.

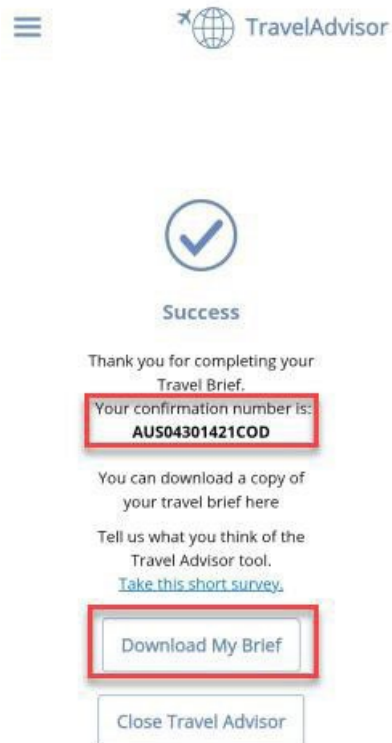
6. Enter the travel information required. Tap “Continue”.

A screenshot of the travel information input form. It contains three input fields: 'From: Enter an Origin', 'To: Enter a Destination', and 'Depart & Return: Select Your Travel Dates'. Each field is highlighted with a red box. Below the fields is a 'Continue' button, also highlighted with a red box.

7. Follow the prompts until all sections of the travel brief are completed. Tap “Finish & Submit”. Tap “Finish”.



8. A confirmation number will be generated as proof that the required travel brief has been completed. Download the PDF copy to support your travel request. Send to WHS&W for their review and approval.

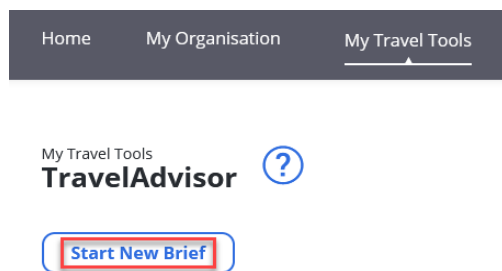


b. Through the International SOS portal:

1. Go to <https://myportal.internationalsos.com/MemberExperienceLogin/Login>. Log in with your Western account.
2. Under “My Travel Tools”, click “Travel Advisor”.



3. Click “Start New Brief”.



4. Follow steps 5 to 8 above as indicated when completing the travel brief through the ISOS app.

4.2.3 International SOS Assistance App

Before commencing travel, all University travellers must download the [ISOS Assistance App](#), log in using their Western account and register their trip. Ensure that the location and notification settings are turned on to receive the latest updates and alerts of the country of travel. The ISOS App can be used to access:

- latest information about the country of travel
- the nearest local assistance centre, in an emergency and for everyday advice
- expert medical, security and travel assistance
- alert notifications of incidents unfolding nearby

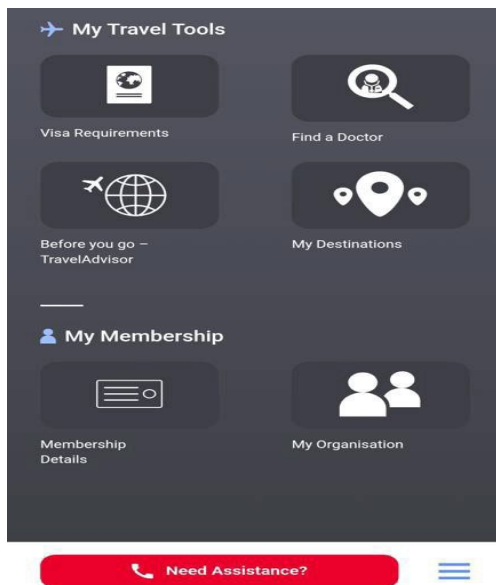
4.2.4 In case of emergency during overseas business travel

University travellers should contact International SOS in the first instance if medical, security or emergency assistance is required during any overseas University travel.

International SOS does not provide emergency assistance for travel relating to private days of a dual purpose travel. Travellers should reach out to their private travel insurer for assistance in case of an emergency during the private days of a dual-purpose travel.

International SOS App:

To call for assistance, ensure that location settings are turned on and tap “Need Assistance” from ISOS App. Ensure the location settings are turned on.



International SOS Assistance Centre:

Call the nearest [International SOS Assistance Centre](#).

The University's ISOS membership number is **12AGDA915576**. This information may be required to be quoted when calling an ISOS Assistance Centre.

International SOS has a direct billing agreement with the University's overseas travel insurer. Costs incurred by ISOS in providing assistance to a traveller, in line with the University's overseas travel policy coverage, are billed directly to the University's travel insurer.

4.3 WHS Risk Assessment

Travellers should consult the Office of Safety to document a Work Health and Safety (WHS) risk assessment and seek advice on the appropriate mitigation measures where activities undertaken during travel are considered high risk.

4.4 Travel Insurance

The University's travel insurance policy covers overseas travel only. The University's travel insurance provider is Chubb Insurance Australia Limited (Chubb).

4.4.1 Frequently Asked Questions (FAQ's)

1. Does the University have domestic travel insurance?

The University does not have a domestic travel insurance policy. It is reliant workers compensation, Medicare or Overseas Students Health Cover (OSHC) for medical costs and local emergency services (e.g. Triple Zero) for other critical emergencies. For non-medical costs during domestic travel, the University relies on recoveries from third party suppliers (e.g. airlines, hotel accommodation providers, etc) where possible. Where no recovery is possible, the relevant business unit bears the cost.

A School, Institute or business unit requiring domestic travel insurance for a domestic business trip should contact the Senior Operations Accountant in Finance.

2. Who is covered under the overseas travel insurance policy?

The policy provides cover for the following categories regardless of the source of funding provided appropriate University approval has been given:

- a. Employees travelling overseas on approved University related travel.
- b. Employees travelling overseas on Academic Development Leave (ADP) leave.
- c. Guest travellers (including inbound travellers) on approved University-related travel.
- d. Members of the governing body travelling for the purpose of University business.
- e. Students undertaking approved University travel. This may include travel for the purposes of placement, work experience, practicum, research, conferences, study exchanges and tours.

In order for travel insurance cover to apply, there must be an approved TEMS travel request in place. For students participating in WSU's International Office [Go Global](#) programs, the travel must be registered with WSU International via the [Go Global](#) page.

3. Does the University provide travel insurance for cover dual purpose travel?

The University provides travel insurance cover for the business component of the trip only including travel days and unavoidable days. The University does not provide travel insurance cover for the private component of dual purpose trip. Travellers should obtain [private travel insurance](#) for their private days.

4. Does the travel insurance policy cover pre-existing condition?

Pre-existing condition is not covered as it is an exclusion under the University's travel insurance policy. The overseas medical expense coverage under the policy is designed to cover unforeseen emergency circumstances only and does not extend to routine medical treatment relating to pre-existing condition.

Travellers requiring coverage of a pre-existing condition whilst overseas should seek this cover from other insurers depending on their specific needs.

Travellers must obtain a "fit to travel" certificate from their treating doctor before commencing travel and follow advice accordingly. Travellers must not travel against the advice of their doctor.

4.4.2 Travel Insurance for International Exchange and Work Placement Students

University students travelling overseas for the purpose of undertaking their work placement or international exchange are covered under the University's corporate travel insurance for the duration of their official placement/exchange semester, as follows:

- Students are covered for one week before and after their official academic period. This includes orientation period and end of exam period.
- Students are only covered for one week between two semesters. Students must purchase their own insurance outside this period.
- Students are covered on weekends during academic periods.
- Students are **not** covered for private trips that require travel outside their host country or trips to areas where the DFAT Smartraveller advice is "do not travel", even if these trips fall within the approved exchange period. Students must purchase their own insurance for these periods.
- For student work placement, cover is from the time of leaving home until return to home, but cover is not provided whilst the student is on a holiday before or after the work placement.

Some partner institutions may require students to purchase their own insurance. The University insurance coverage does not override any mandatory "on campus" health insurance for which students may be liable. It is the student's responsibility to either pay this mandatory insurance or arrange for the requirement to be waived directly with the host University.

Students are responsible for making their own travel insurance arrangements for any travel periods falling outside the periods stated above. Refer to [private travel insurance](#) for dual purpose travel.

4.4.3 COVID-19-related losses

Based on Chubb's COVID-19 endorsement on the travel policy wordings, the following COVID-related expenses are covered whilst an employee or student is travelling overseas on University business.

Covered person means a traveller undertaking approved University business travel.

1. Medical, evacuation & additional Expenses if a covered person contracts COVID-19 whilst travelling overseas.
2. Loss of deposits if the journey is necessarily altered or cancelled prior to commencement; cancellation and disruption if unbudgeted additional or forfeited travel or accommodation expenses or out-of-pocket expenses are necessarily incurred due to any of the following:
 - the covered person's unexpected death from COVID-19
 - the covered person contracting COVID-19
 - the covered person, a close relative, close colleague or travelling companion of the covered person being directed by a health authority to quarantine because of a close contact with a positive or suspected positive case of COVID-19
 - a close relative, close colleague or travelling companion of the covered person contracting COVID-19, or their unexpected death from COVID-19.

The above does not include forfeited travel, hotel and out-of-pocket expenses where borders are shut down. It also does not apply to a University traveller's direct quarantine or testing-related expenses. Staying in a hotel due to closure of borders, including hotel quarantine as a result of entering and exiting a border; declinature to travel; "do not travel" warnings are not covered.

The above are subject to the full terms, conditions and exclusions of the travel insurance policy.

4.4.4 Submitting a Travel Insurance Claim

Below are the steps of a travel insurance claim:

1. Complete the [Travel Insurance Claim Form](#).
2. Ensure that claims are supported by documents such as but not limited to invoices, medical report, police report, itineraries, photo of damaged property, proof of refund received, etc.
3. Raise a Western Now ticket using the links below and attach the claim form and supporting documents.
 - Staff: [Western Now - staff travel insurance claim](#)
 - Student: [Western Now - student travel insurance claim](#)
4. A claim number from the University's travel will be issued whilst the claim is being assessed.
5. A claim settlement will be made after the insurer accepts liability for the claim.

4.4.5 Private Travel Insurance

Travellers are required to have their own travel insurance to cover the private component of travel. It is recommended that private travel insurance for dual purpose travel is obtained through the University's overseas travel insurer, Chubb, as some insurance companies may not provide cover for partial trips that commence overseas. As part of the agreement with the University, Chubb provides travel insurance cover for trips that commence overseas or are in between business days during a dual purpose trip.

It is the traveller's responsibility to understand the terms and conditions of their private insurance to ensure that the policy allows coverage for the private days component of their trip that may commence overseas or in between business days overseas.

Travellers can access Chubb and arrange private travel insurance for dual purpose travel through this link, [Chubb Australia private travel insurance for WSU dual purpose travel](#).

SECTION 5: TRAVEL EXPENSES AND CASH ADVANCES

5.1 Travel Expenses

The University will pay or reimburse necessary expenses incurred on approved University travel. Typical expenses may include but not limited to:

- Visa, passport applications, vaccination costs (where required by the country of destination)
- Conference fees
- Transport costs to/from airport
- Airfares (i.e., purchased through the University's travel agent or reimbursed if exceptional circumstances apply) including any domestic airfares whilst overseas, if unable to book through the University's travel agent
- Ground transportation costs such as public transport or hire car fees
- Hotel accommodation, including any hotel service fees (where not booked through the University's travel agent)
- Reasonable laundry expenses where the trip is greater than four (4) working days
- Meals and incidental charges (e.g. parking fees, phone or internet charges at the overnight accommodation)
- Tips or gratuities that are added to a bill in an overseas country where tipping is culturally accepted and appropriate)

Tips or gratuities that are given at the traveller's discretion shall be at the traveller's own expense.

Meals and other incidental expenses must be within the reasonable amounts specified under the [Australian Taxation Office \(ATO\) Taxation Determination](#) for reasonable domestic and travel expenses.

The University will only pay for or reimburse expenses that are supported by a receipt or invoice.

Where an expense is incurred in Australia, a **tax invoice** is required to be able to claim any applicable GST. Where no receipts are available, up to a maximum amount equivalent to AUD\$25 per business day to a maximum of AUD \$200 per claim/trip can be claimed subject to a submission of a missing receipt declaration.

It is recommended to download the [SAP Concur mobile app](#) to upload receipts to TEMS in real-time while travelling.

University travellers cannot claim reimbursement for items of a personal or private nature. Where the University travellers intend to stay with friends or relatives this should be declared when submitting the travel request for approval. In such circumstances, reimbursement of accommodation expenses cannot be claimed.

5.2 Travel Cash Advance

University employees and students can request a travel cash advance based on estimated costs where prepayments or the use of a corporate credit card is not possible, however, frequent travellers should have a corporate credit card (refer to the [Corporate Credit Card Policy](#)).

A travel cash advance request can only be made after a TEMS travel request is submitted.

All expenses incurred for travel must be within the traveller's approved funding as noted in the expense summary of the approved travel request. Advances are limited per below:

- **International travel** - \$1,000 for the first week of travel plus \$200 for each additional day of travel but limited to \$1,000 per week
- **Domestic travel** - \$500 for the first week plus \$100 for each additional day of travel but limited to \$500 per week

The limits apply unless a higher amount is specifically approved by the Executive Director, Finance.

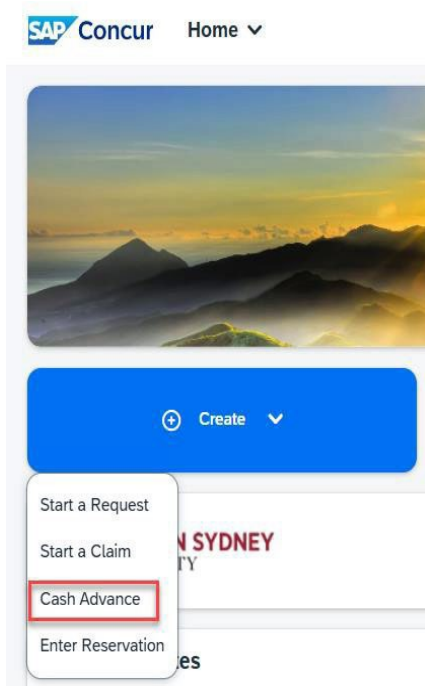
Allow a 14-calendar day notice period for all cash advances so the payment can be made before departure. Cash advances are paid into the traveller's bank account and must be acquitted no later than 10 working days upon return.

When reconciling a travel cash advance, the traveller must identify and certify all and any costs that have been paid from the cash advance and not charged to a University corporate credit card.

Upon returning from travel, any unused monies from the allotted cash advance are to be paid back to the University immediately through the [One-Stop payment system](#).

5.2.1 Request a Cash Advance

1. To request a cash advance after a TEMS travel request has been submitted, from the TEMS home page, select **Create > Cash Advance**.



2. Complete the information required. The “Departure Date” should reflect the actual start date of travel as this will determine when the cash advance will be paid. Select “Submit”.

The image shows the SAP Concur 'Jun-25 conference' Cash Advance form. The title 'Jun-25 conference' is in large bold black text at the top left. To the right of the title are three buttons: 'Submit' (blue), 'Save' (white), and 'Cancel' (white). Below the title are two links: 'Cash Advance Timeline' and 'Manage Attachments'. The form is divided into two tabs: 'Details' (selected) and 'Expenses'. The 'Details' tab contains several fields: 'Cash Advance Name *' with the value 'Jun-25 conference'; 'Cash Advance Amount *' with the value '1,000.00'; 'Currency *' with a dropdown menu showing 'Australia, Dollar'; 'Departure Date' with the value '3 June 2025' and a character count '11/500'; and 'Cash Advance Comment' with a character count '0/2000'. A red asterisk indicates required fields. A question mark icon is next to the 'Cash Advance Amount' field.

5.2.2 Assign a Cash Advance to an Expense Report

1. Open the desired Expense Report (must be in unsubmitted status).
2. Select Claim Details > Manage Cash Advances.

Manage Expenses Cash Advances Process Claims

Home / Expense / Manage Expenses / Cash advance acquittal

Cash advance acquittal AUD 0.00

Not Submitted | Report Number: 2F8XUB

Submit Claim Delete Claim

Claim Details ▾ Print/Share ▾ Manage Receipts ▾ View Available Receipts 📄

Claim

Standard ▾ + Add Expense ▾ Edit Delete Copy ...

- Claim Header
- Claim Totals
- Claim Timeline
- Audit Trail
- Linked Add-ons
- Manage Requests
- Manage Cash Advances
- Travel Diary

3. Click **Add**. Tick the relevant cash advance to assign to the expense report. Click **Add To Claim**.

Cash Advances

Available: 1

Cash Advances (0) Add Remove

No Cash Advances Linked

Add cash advances to this claim to submit for reimbursement.

Available Cash Advances

<input checked="" type="checkbox"/>	Cash Advance Name↑↕	Date Issued↓↑	Foreign Amount↓↑	Exchange R
<input checked="" type="checkbox"/>	Jun-25 Study Tour in Indonesia	12/05/2025	AUD 1,000.00	1.00000000

Add To Claim Cancel

5.2.3 Managing Risk of Loss of a Cash Advance

To minimise the risk of theft or loss of cash carried during travel, travellers must take all precautionary measures to ensure that cash held is secure and be cautious when handling cash in public spaces. Where possible, travellers should only carry cash necessary for daily expenses.

Money loss or theft has coverage under the University’s overseas travel insurance policy up to \$3,000 per event. Travellers must report any loss or theft to an appropriate authority, such as local police or the transport carrier, as soon as possible and obtain a written report from that authority which is required when claiming from the University’s travel insurer.

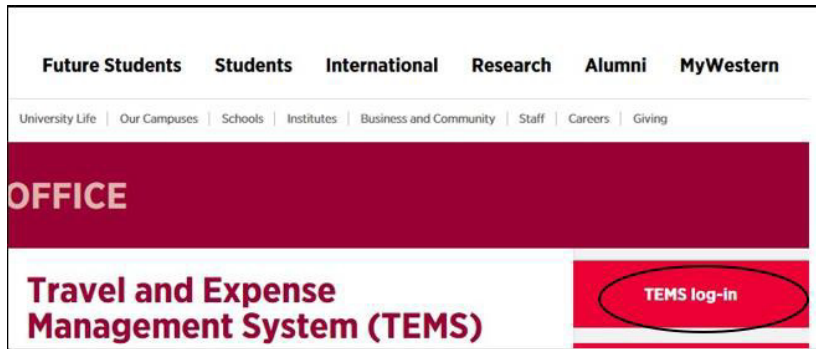
5.3 Submitting an Expense Claim in TEMS

University travellers claiming expenses must acquit their travel expenses within the Travel Expense Management System ([TEMS](#)) no later than 10 working days following return from travel.

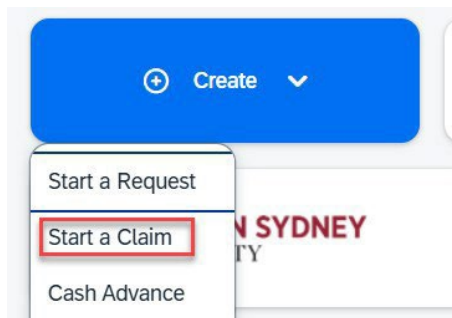
All expenses incurred for travel should be to be within the traveller’s approved funding as per approved travel request.

Supporting invoices and/or receipts should either be exported to TEMS via the SAP Concur Mobile app or scanned to a computer for easy access when attaching to the TEMS expense claim.

1. Sign in to TEMS using this [link](#) or from the University website, click Staff > Sign Into > TEMS.
2. Select **TEMS log-in** and enter your University ID and password.



3. From the TEMS home page, select **Create > Start a Claim**.



4. Select **Create New Claim**.

Manage Expenses

Claim Library View: Active Claims

Create New Claim

5. Add a report name. Select **Create Claim**.

Create New Claim

Create from an Approved Request

* Required field

Report Name *
TEST ONLY - Expense Claim

Report Date
04/06/2025

Entity * 1
(31) WESTERN SYDNEY UNIVERSITY X

Cost Centre * 2
(23311) FIN: FINANCIAL SERVICES X

Project Code * 3
(09107) SHARED: INSURANCE X

Campus * 4
(14) HAWKESBURY CAMPUS X

Comment 0/500

Create Claim Cancel

6. To add expenses to the claim, select **Add Expenses > Create New Expense**.

Manage Expenses Cash Advances Process Claims

Home / Expense / Manage Expenses / TEST ONLY - Expense Claim

TEST ONLY - Expense Claim AUD 0.00

Submit Claim Delete Claim

Not Submitted | Report Number: 1J6O19

Claim Details Print/Share Manage Receipts View Available Receipts

Expenses View: Standard

Add Expense Edit Delete Copy Allocate Combine Expenses

- Upload Receipts
AI will create expenses from receipt data
- Create New Expense
- Select Available Expenses (4)

Select the appropriate expense type and complete the details.

Add Expense to Claim

Upload Receipts [Create New Expense](#) Select Available Expenses (4)

Search by expense type, category, description

- Cleaning
- Conference Fees
- Consultant Fees**
- Consumables

To check or update the cost centre and/or project code where an expense is to be charged, select **Allocate**. The claim will default to the traveller's cost centre or the cost centre from the travel request if the expense claim is linked.

Details | Itemisations

[Allocate](#)

* Required field

Expense Type *
Conference Fees

Transaction Date *
13/03/2025

Business Purpose *
ABC conference registration

Allocate

Expenses: 1 | AUD 250.00

Percent | Amount

Amount AUD 250.00	Allocated AUD 250.00 100%	Remaining AUD 0.00 0%
----------------------	------------------------------	--------------------------

Default Allocation

Code
31-23311-09107-14

Percent %
100

Allocations (0)

[Add](#) [Edit](#) [Remove](#) [Save as Favourite](#)

Review and update the cost centre and/or project code by clicking on the dropdown fields. Select **Save**.

Allocate
Expenses: 1 | AUD 250.00

Percent | Amount

Amount: AUD 250.00 | Allocated AUD 250.00 100% | Remaining 0%

Default Allocation

Code: 31-23311-09107-14

Allocations (0)

Add Allocation

[+ New Allocation](#) | [★ Favourite Allocations](#)

* Required field

Entity * 1
(31) WESTERN SYDNEY UNIVERSITY X v

Cost Centre * 2
(23311) FIN: FINANCIAL SERVICES X v

Project Code * 3
(09107) SHARED: INSURANCE X v

Campus * 4
(14) HAWKESBURY CAMPUS X v

Save Cancel

Select **Save**.

Allocate
Expenses: 1 | AUD 100.00 | [View Allocation Group](#)

Percent | Amount

Amount: AUD 100.00 | Allocated AUD 100.00 100% | Remaining AUD 0.00 0%

Default Allocation

Code: 31-23311-09107-14

Allocations (1)

[Add](#) [Edit](#) [Remove](#) [Save as Favourite](#)

<input type="checkbox"/>	Entity↓↑	Cost Centre↓↑	Project Code↓↑	Campus↓↑	Code↑↓	Percent %	
<input type="checkbox"/>	WESTERN SYDNEY UNIVERSITY	FIN: FINANCIAL SERVICES	SHARED: INSURANCE	HAWKESBURY CAMPUS	31-23311-09107-14	100	...

Save Cancel

Select **Attach Receipt** to attach the supporting document. Select **Save Expense**.

Manage Expenses Cash Advances Process Claims

Home / Expense / Manage Expenses / TEST ONLY - Expense Claim / New Expense

New Expense

Save Expense Cancel

Hide Receipt

Details Itemisations

Allocate

Expense Type * * Required field
Conference Fees

Transaction Date * 13/03/2025 Business Purpose * ABC conference registration

Enter Vendor Name * XYZ Inc City of Purchase * Sydney, New South Wales

Payment Type * Out of pocket

Amount * 250.00 Currency * Australia, Dollar (AUD)

Calculate Tax Receipt Status * Tax Receipt

Comment 0/500

Save Expense Save and Add Another Cancel

Receipt

Click to upload or drag and drop files to upload a new receipt. Valid file types for upload are .png, .jpg, .jpeg, .pdf, .tif or .tiff. 5MB limit per file.

Add Receipt

7. If you are a credit card holder or if you have uploaded invoices or receipts for reimbursement, expenses will show under Available Expenses. To add these expenses to the expense report, select **Add Expense > Select Available Expenses**.

Manage Expenses Cash Advances Process Claims

Home / Expense / Manage Expenses / TEST ONLY - Expense Claim

TEST ONLY - Expense Claim AUD 0.00

Submit Claim Delete Claim

Not Submitted | Report Number: 1J6019

Claim Details Print/Share Manage Receipts View Available Receipts

Expenses View: Standard

Add Expense Edit Delete Copy Allocate Combine Expenses

Upload Receipts
AI will create expenses from receipt data

Create New Expense

Select Available Expenses (4)

8. Tick the relevant expense items that you want to add to the expense claim. Select **Add to Claim**.

Add Expense to Claim

Upload Receipts Create New Expense **Select Available Expenses (3)**

<input checked="" type="checkbox"/>	Payment Type↑	Expense Source	Expense Type↓	Supplier Details↑	Date↑	Amount↑	
<input checked="" type="checkbox"/>	Out of pocket	Expenselt	Tolls/Road Charges	Linkt St Peters, AUSTRALIA	19/03/2025	AUD 29.19	...
<input checked="" type="checkbox"/>	Out of pocket	Expenselt	Parking	Blu Emu Sydney, AUSTRALIA	17/03/2025	AUD 69.61	...
<input type="checkbox"/>	Out of pocket	Expenselt	Courier/Shipping/ Freight	Australia Post Richmond, AUSTRALIA	15/05/2025	AUD 10.85	...
<input type="checkbox"/>	Corporate MasterCard	Corporate Card	Postage	POST CHERRYBROOK LPO	29/05/2025	AUD 21.95	...

Add To Claim Cancel

9. Select **Submit Claim** once all expenses have been added to the claim.

Manage Expenses Cash Advances Process Claims

Home / Expense / Manage Expenses / TEST ONLY - Expense Claim

TEST ONLY - Expense Claim AUD 348.80

Not Submitted | Report Number: 1J6O19

Claim Details Print/Share Manage Receipts View Available Receipts

Expenses View: Standard Add Expense Edit Delete Copy Allocate Combine Expenses Move

<input type="checkbox"/>	Receipt↑	Payment Type↑	Expense Type↑	Supplier Details↑	Date↑	Requested↑	
<input type="checkbox"/>		Out of pocket	Tolls/Road Charges	Linkt St Peters, New South Wales	19/03/2025	AUD 29.19 Allocated	...
<input type="checkbox"/>		Out of pocket	Parking	Blu Emu Sydney, New South Wales	17/03/2025	AUD 69.61	...
<input type="checkbox"/>		Out of pocket	Conference Fees	XYZ Inc Sydney, New South Wales	13/03/2025	AUD 250.00 Allocated	...
						AUD 348.80	

Submit Claim Delete Claim

10. A declaration will be displayed. Select **Accept and Continue**.

Manage Expenses Cash Advances Process Claims

Home / Expense / Manage Expenses / TEST ONLY - Expense Claim

TEST ONLY - Expense Claim AUD 348.80

Not Submitted | Report Number: 1J6O19

Claim Details Print/Share Manage Receipts View Available Receipts

Expenses View: Standard Add Expense Edit Delete Copy Allocate Combine Expenses Move

User Electronic Agreement

By clicking on the 'Accept & Submit' button, I certify that:

- This is a true and accurate account of expenses incurred to accomplish official business for the University, all expenses have been incurred within University policy, including but not limited to:
 - Travel Policy
 - Personal and Discretionary Expenditures Policy
 - Corporate Credit Card Policy
- Any expenses which relate to personal expenses, or expenses outside of policy have been repaid to the University through iPay and I have attached a copy of the iPay receipt as proof of payment;
- I have attached all required receipts to this report;
- I have not received, nor will I receive, reimbursement from any other source(s) for the expenses claimed;
- In the event of overpayment or if payment is received from another source for any portion of the expenses claimed I assume responsibility for repaying the University in full for those expenses.

Accept & Continue Cancel

<input type="checkbox"/>	Receipt↑	Payment Type↑	Expense Type↑	Supplier Details↑	Date↑	Requested↑	
<input type="checkbox"/>		Out of pocket	Tolls/Road Charges	Linkt St Peters, New South Wales	19/03/2025	AUD 29.19 Allocated	...
<input type="checkbox"/>		Out of pocket	Parking	Blu Emu Sydney, New South Wales	17/03/2025	AUD 69.61	...
<input type="checkbox"/>		Out of pocket	Conference Fees	XYZ Inc Sydney, New South Wales	13/03/2025	AUD 250.00 Allocated	...
						AUD 348.80	

Submit Claim Delete Claim

11. Select **Submit Claim**.

TEST ONLY - Expense Claim AUD 348.80 Submit Claim Delete Claim

Not Submitted | Report Number: 1J6019

Claim Details Print/Share View Available Receipts

Claim Totals

Alerts: 1

Company Payments
AUD 348.80
Employee

Employee Payments
AUD 0.00
Company

Amount Total: AUD 348.80	Due to Employee: AUD 348.80	Owed to Company: AUD 0.00
Requested Amount: AUD 348.80	Total Paid By Company: AUD 348.80	Total Owed By Employee: AUD 0.00

Submit Claim Cancel

12. The approval workflow will be displayed. This is also where an approver can be added by clicking on the three dots and editing the approver. Select **Submit Claim**.

TEST ONLY - Expense Claim AUD 348.80

Not Submitted | Report Number: 1J6019

Claim Details Print/Share Manage Receipts

Expenses View: Standard Add Expense Edit Delete Copy Allocate

	Alerts	Receipts	Payment Type	Expense Type	Supplier Details	Date
<input type="checkbox"/>			Out of			03/2025
<input type="checkbox"/>			Out of			03/2025
<input type="checkbox"/>			Out of			03/2025

Edit Approval Flow

Review approvers in the workflow.

- Authorized Approver ...
- Approval for Processing ...

Submit Claim Cancel

SECTION 6: DUAL PURPOSE TRAVEL AND FRINGE BENEFITS TAX

6.1 Dual Purpose Travel

Dual purpose travel means any business travel which includes private days. A component of private travel such as periods of annual leave or long service leave would render a trip as having a dual purpose. When private days are in conjunction with official University business travel, travellers must ensure that private days do not interfere with the University's official business requirements of the trip, including reporting outcomes, and should be incidental to the business requirement.

All private days that are part of University travel must be included in the [Detailed Travel Schedule](#) (DTS). University travellers must personally pay for all additional private travel costs associated with private days, including airfares, accommodation, meals and other associated costs. University funds or credit cards must not be used to meet costs associated with private days.

Travellers are responsible for arranging any personal components of their trip. The University travel agent will only book travel directly related to business purposes and will not arrange private travel. All personal travel must be planned separately and must not interfere with or alter the business travel itinerary.

Dual-purpose business travel is not allowed for high risk travel.

Example 1:

A University traveller has been approved to undertake travel to London to attend a conference. The traveller also wants to undertake private travel after the conference before flying back to Sydney. Below is the intended itinerary including private days:

Date	Activity	Business or Private
3 rd – 4 th Nov (Tue – Wed)	Depart Sydney	Business – travel days
5 th – 11 th November (Thurs – Tue)	Conference days	Business
12 th – 16 th November (Wed – Sun)	Private days with annual leave	Private
17 th – 18 th November (Mon - Tue)	Travel back to Sydney	Business – travel days

The University would only pay and book for return flights to and from London where the business purpose (e.g. conference) is for the dates 3rd November to 17th November. All other private travel arrangements within this period (12th – 16th Nov) will need to be made by the University traveller. If leaving the city/country of their business purpose (i.e., London in this case) for their private days, they will need to arrange their own flights outside and back to London, where they will catch their University-funded flights back to Sydney.

Example 2:

A University traveller intends to travel to a location where the DFAT Smartraveller advisory is “reconsider your need to travel” to conduct research. Private days will not be allowed to be combined with business days as the travel is considered high risk given the DFAT Smartraveller advisory level.

6.2 Fringe Benefits Tax

Fringe Benefits Tax (FBT) may be triggered when the private days are 50% or more of the entire trip. To ensure that the University does not incur any FBT liability, the employee must reimburse the University for the airfare component proportionate to the private portion of the trip. Reimbursement is done through the University's [Onestop System](#).

It is the business unit's responsibility to ensure that the airfare component pertaining to private days which is 50% or more of the trip is reimbursed by the employee traveller to the University.

FBT applies to employees and their associates (e.g. family members) only. FBT does not apply to students and other business guest travellers.

Example 1:

A University staff traveller undertakes a 10-day international trip to attend a 2-day conference and includes 6 days of private travel. The total cost of the airfare is \$2,000. The travel itinerary is below:

Date	Activity	Business or Private
1st June (Mon)	Depart Sydney	Business (1 day)
2 nd – 3 rd June (Tue – Wed)	Attend conference	Business (2 days)
4 th – 9 th June (Thurs – Tue)	Private days with annual leave	Private (6 days)
10 th June (Wed)	Travel back to Sydney	Business (1 day)

The total trip duration is 10 days with 4 business days and 6 private days. This means that private days is 60% of the trip. As the private component of the trip is 50% and above, the traveller will be required to contribute 60% of the airfare (e.g. \$1,200) to minimize any FBT liability.

Example 2:

A University staff traveller undertakes travel from 7th May (Wed) to 21st May (Wed) to conduct research. The trip includes some private days. The itinerary is below:

Date	Activity	Business or Private
7 th May (Wed)	Depart Sydney	Business – travel day (1 day)
8 th - 9 th May (Thurs-Fri)	Conduct research activities	Business (2 days)
10 th – 11 th May (Sat – Sun)	Weekend – no business activity	Business – unavoidable days (2 days)
12 th May – 14 th May (Mon – Wed)	Conduct research activities	Business (3 days)
15 th May – 20 th May (Thurs – Tue)	Private days with annual leave	Private (6 days)
8 th May (Wed)	Travel back to Sydney	Business – travel day (1 day)

The total trip duration is 15 days with 9 business days and 6 private days. The weekend falling on the 8th and 9th May is considered to be unavoidable as it is in between days when business activities are undertaken. Given that the private days is 40% of the entire trip and less than the 50% private travel threshold for FBT, these are deemed incidental. No airfare cost contribution is required from the traveller.

Example 3:

A University staff traveller travels to attend a 3-day conference. The travel includes a week of annual leave. The total cost of the airfare is \$1,000. The traveller departs Sydney on Friday (4th September) and arrives at their destination on the same day. The conference starts on Monday afternoon (7th September) and flights are available in the morning to meet the business itinerary. The travel itinerary is below:

Date	Activity	Business or Private
4 th September (Friday)	Depart Sydney	Business (1 day)
5 th – 6 th September (Sat - Sun)	Weekend – no business activity	Private (2 days)
7 th – 9 th September (Mon - Wed)	Conference days	Business (3 days)
10 th – 16 th September (Thurs – Tues)	Private days with annual leave	Private (7 days)
17 th September (Thurs)	Travel back to Sydney	Business (1 day)

The total trip duration is 14 days with 7 business days and 7 private days. The weekend (5th and 6th September) is considered private. The traveller had no business reason to travel 3 days in advance of

when the conference starts. As the private days comprise 50% of the travel, the traveller is required to contribute 50% of the airfare.

SECTION 7: INTERNATIONAL ROAMING AND USE OF UNIVERSITY DEVICES

7.1 International Phone and Data Charges During Travel

University travellers should use alternative communication tools like Zoom, Microsoft Teams, etc. and avoid hotel telephones due to high surcharges, except in emergencies where quick communication is required. Travellers must only connect to secured wi-fi hotspots available in hotels, cafes, universities, and institutions participating in [eduroam](#) when travelling. If a secured wi-fi is not available, an international data roaming may be feasible.

To allow travellers to have email and internet access on their smartphone and/or laptop during an international business travel, travellers can apply for international data roaming subject to a CAT 6 delegate pre-approval before the expense is incurred. This should also be added as an expense line when submitting TEMS request.

Phone charges deemed to be excessive or exorbitant will be reviewed and assessed. If the charges cannot be justified as relating to official business use, the traveller will be required to reimburse all applicable charges.

7.2 University-Provided Mobile Devices

International roaming on a University-provided device is not automatically activated and requires approval. To apply and activate international roaming on a University-issued device, submit a WesternNow request - [Activate International/Global Roaming](#). Requests are to be submitted at least 10 working days before departure.

Upon return, travellers should check their monthly phone summary to ensure unnecessary roaming plans are removed.

SECTION 8: OTHER RISK CONSIDERATIONS

1. If multiple key executives or critical role-holders are traveling for the same event or meeting, it is recommended that they travel on separate flights to reduce operational risk in case of an incident.
2. High-profile executives and key personnel must avoid discussing sensitive or confidential University matters in public spaces (e.g., airports, hotels, public transport) to prevent inadvertent disclosure of information.
3. University travellers must not connect to unsecured or public charging stations ("juice jacking" risks) and must use personal power banks or University-issued charging equipment.
4. University travellers must ensure that confidential printed materials, if carried, are secured at all times and are not left exposed in public places or shared accommodations.
5. University travellers should limit social media postings during travel that could disclose travel plans, locations, or participation in sensitive meetings. Post-travel sharing is preferred.

SECTION 9: OTHER PROVISIONS

9.1 Airline Club Membership

The University has Corporate Membership of preferred airline clubs. Staff that travel frequently (e.g. an employee undertakes official business travel at least ten times per year) can apply to their Dean/Director, Research Institute/ University Executive Member for approval to have their name added to the University Corporate Membership. Corporate Membership involves both a joining fee (unless transferring from another scheme) and an annual subscription and these are charged to the cost centre/project account nominated by the Dean/Director, Research Institute/ University Executive Member as part of the approval process.

9.1.1 Qantas Airlines

Qantas Club Corporate Scheme Number: 1978982

A traveller must be a Qantas Frequent Flyer member first before being able to apply for the Qantas Club Membership. To apply:

1. Call the Qantas Club Service Centre on 1300402515.
2. Follow the prompts and quote the University's corporate scheme number, your frequent flyer number and credit card details.

To apply for a frequent flyer membership for free, visit the [Qantas Frequent Flyer](#) site. Members will be responsible for arranging their own renewal payments via corporate credit card for approved University funded memberships or personal credit cards for private memberships.

9.1.2 Virgin Australia Airlines

Virgin Corporate Scheme Number: VIC00014

A traveller must be a Virgin Velocity frequent flyer member before being able to be added in the Virgin Lounge Management System.

For memberships to the Virgin Lounge, travellers will need to forward their Virgin Velocity frequent member details to travel@westernsydney.edu.au to be set up in the Virgin Lounge Management System. If the University is paying for the membership, include the approval from the relevant delegate. For private memberships, provide proof of payment.

To apply for a frequent flyer membership for free, visit the [Virgin Velocity Frequent Flyer](#) site. Members will be responsible for arranging their own payments via corporate credit card for approved University funded memberships or personal credit cards for private memberships.

9.2 Accompanying Person

An accompanying person is anyone who is on the trip with the University traveller but is not employed by the University. A traveller may bring someone with them (such as a spouse), however, no costs associated with the accompanying person will be met by the University.

The costs for the accompanying person may require an upfront payment by the University traveller direct to the University travel agent at the time of finalising the booking. If the travel is partly funded,

the University will only pay up to the amount of approved funding. This may have FBT liability implications for the University even if travel is funded by a grant.

Accompanying persons of University travellers are not covered under the University's travel insurance and are advised to obtain their own travel insurance.

9.3 Key Contacts

Key contacts details are provided on the travel itinerary to assist travellers whilst undertaking travel.

a. FCM Travel Solutions

FCM Travel Solutions is the University's appointed travel agent and offers a booking service from 8:30am to 5:30pm Monday to Friday, and after hour's assistance to make any necessary changes to itineraries. Service fees apply.

Email: wsu@fcmtravel.coau

Phone: 1300 555 062 or +61 2 9423 8010

After hours assistance: +61 2 3170 7823

b. International SOS

International SOS is the University's travel risk management provider and assists travellers to assess, manage and monitor risk during international travel. It provides destination information and a 24-hr assistance service.

WSU Membership Number: 12AGDA915576

International SOS Assistance Centre number: +61 2 9372 2468

c. Travel and Expense Team

The team is available to assist with completing travel and expense activities in TEMS from 9:00 am to 5:00 pm Monday to Friday.

Email: travel@westernsydney.edu.au

SECTION 10: GUIDELINES AND RESOURCES

Along with the [Travel Policy](#), this Travel Knowledge document is to be read in conjunction with the below list of University Policies:

- a. [Academic Development Program \(ADP\) Policy](#)
- b. [Code of Conduct](#)
- c. [Conference Policy](#)
- d. [Conflict of Interest Policy](#)
- e. [Corporate Credit Card Policy](#)
- f. [Cyber Security Policy](#)
- g. [Delegations of Authority Policy](#)
- h. [Disability Policy](#)
- i. [Higher Degree by Research Policy](#)
- j. [Mobile Telecommunications Policy](#)
- k. [Motor Vehicle - Private Vehicle Use Reimbursement Policy](#)

- l. [Placement Policy](#)
- m. [Procurement Policy](#)
- n. [Professional Development Policy](#)
- o. [Student Code of Conduct](#)
- p. [Student Learning Abroad Policy](#)