

Travel Procedures

1. COMPLIANCE OBLIGATION SUPPORTED

[Procurement and Purchasing Policy](#)

[Risk Management Policy](#)

[Fieldwork Policy](#)

[Fieldwork Procedures](#)

2. PROCEDURAL DETAILS

Travel for University business purposes - regardless of funding source or who pays - will be:

- (a) managed with due regard for travel risk, allowing the University to meet its duty of care; and
- (b) undertaken with appropriate financial controls.

2.1. Approval of travel for business (including academic) purposes

2.1.1. Travel involving:

- (a) air travel; and/or
- (b) overnight accommodation

is to be approved by a Travel Approver prior to booking the travel.

All such travel requests will be made and approved if appropriate through the University's Travel Operations Portal (TOP).

2.1.2. Heads of Organisational Units will ensure that any travel not covered by section 2.1.1 is approved prior to the travel being undertaken and that the whereabouts of the traveller are known.

2.1.3. Aspects of a travel request that require approval (refer also section 3.2) are:

- (a) the purpose of and need for the travel;
- (b) the estimated travel costs (note that only estimated costs are required in the request. i.e. no formal quotes);
- (c) any request to exceed the class of travel as outlined in section 2.7 Travel booking: class of travel; and
- (d) travel to a destination having an alert level of “do not travel” or “reconsider your need to travel” as assigned either by the Department of Foreign Affairs and Trade (DFAT) or by Curtin on the [Risk and Assurance website](#) as outlined in sections 2.1.4 to 2.1.5.

2.1.4. Travel to a destination having an alert level of “do not travel” is to be approved by an appropriately delegated approver (refer section 3.4) with consideration given to the risk appetite considerations outlined in Schedule 1. In particular, prior to commencing a travel request:

- (a) The traveller will prepare a written risk assessment and business case detailing the requirements and benefits of travel in consultation with Risk & Assurance. The risk assessment must address the University's travel risk appetite as set out at Schedule 1;
- (b) The traveller will obtain a security and medical briefing from the University's travel assistance provider, which is to be included in the risk assessment; and
- (c) To ensure that the risk exposure relating to the location is understood, including adjustments for additional costs for security and other measures as recommended by Risk & Assurance, the traveller's line manager and Executive Manager are required to review and support (or not) the business case and risk assessment prior to forwarding to appropriately delegated approver.

- 2.1.5. Travel to a destination having an alert level of “*reconsider your need to travel*” is to be approved by an appropriately delegated approver (refer section 3.4). As part of the travel request:
- (a) The traveller will prepare a written risk assessment and business case detailing the requirements and benefits of travel. The risk assessment will address relevant factors of the University’s travel risk appetite as set out at Schedule 1.
 - (b) the traveller will obtain a security and medical briefing from the University’s travel assistance provider, which is to be included in the risk assessment; and
 - (c) Risk & Assurance will review requests sent through TOP and assess whether all relevant factors have been adequately addressed.
- 2.1.6. If the geopolitical and security situation in the destination is escalating with a high risk of detention or serious harm to the traveller, in exceptional circumstances travel may be approved by the Vice-Chancellor only. In these circumstances, neither the University nor the Australian Government may be in a position to arrange for emergency medical treatment, evacuation or repatriation for the traveller. Where a traveller is already within that destination they are to make arrangements with the University and/or the University’s travel assistance provider to return safely.

2.2. Risk Management

- 2.2.1. The University will assist, arrange for medical assistance, repatriate or evacuate travellers (or any combination of these) where necessary for medical or other emergencies where the traveller is travelling for University business purposes as approved per section 2.1.
- 2.2.2. While travelling, the traveller will carry the telephone number of the University’s travel assistance provider, download the mobile application, utilise the check-in functions within the mobile application and will contact the provider when experiencing a medical or security emergency.
- 2.2.3. Where an incident such as a natural disaster, civil unrest, terrorist act or similar has occurred, and the traveller is contacted by the travel assistance provider, the traveller will make every endeavour to return contact and notify that they are safe and identify any assistance they require.
- 2.2.4. For approved travel to a destination with an alert level of “*do not travel*” or “*reconsider your need to travel*” assigned by either DFAT or Curtin (refer sections 2.1.4 - 2.1.5), the traveller will:
- (a) prior to commencing travel, ensure that their emergency contact (next of kin) details in Employee Kiosk are up to date;
 - (b) carry at all times a mobile telephone that is set up for international roaming and provide the number to the travel facilitator for updating the traveller profile. Where an international roaming number is not viable, the traveller will provide their WhatsApp contact number or alternative contact details (such as Skype or FaceTime);
 - (c) notify Curtin that they are safe, in the event of a natural disaster, civil unrest, terrorist act or similar;
 - (d) keep in regular contact with their University line manager or supervisor (weekly at a minimum) by email or telephone or as agreed; and
 - (e) if DFAT assigns an alert level of “*do not travel*” or “*reconsider your need to travel*” after arrival, the traveller will register with their embassy or consulate immediately and remain alert for communications from the University by telephone, email or mobile phone application.
- 2.2.5. The Vice-Chancellor, Provost or Deputy Vice-Chancellors, on recommendation from the Director Risk, Compliance and Audit, may impose a complete travel ban to certain destinations and may require travellers to alter their travel itinerary or to return home. Travellers will comply with all such plans and directives.

- 2.2.6. Australian sanctions law imposes restrictions on certain destinations. Travellers will check the [DFAT sanctions website](#) to ensure compliance when travelling to a sanctioned destination.
- 2.2.7. Limitations are recommended when Executive Managers and/or Council members are travelling together, due to the risk of a serious accident occurring during travel which may impact the University's leadership.
- Specifically, the following travelling combinations should be avoided, when travelling together by air:
1. The Chancellor and the Pro Chancellor;
 2. The Vice-Chancellor and the Provost;
 3. A Pro Vice-Chancellor and their Deputy Pro Vice-Chancellor; and
 4. A majority of members of Council and/or its committees
- There may be circumstances where lack of available carriers constrain application of this restriction. Such circumstances will be considered on a case by case basis, in consultation with the Director Risk, Compliance and Audit .
- 2.2.8. Travellers will also comply with Information Security Risk protocols and directives for identified countries per the Digital and Technology Solutions (DTS) [Information Security Advisory](#) for Travel to High Information Security Risk Countries.
- 2.2.9. Fieldwork Supervisors/Coordinators are responsible for managing travel risk protocols, including being available when called upon to manage travel incidents and emergencies that relate to travel that is not required to be documented in the Travel Operations Portal (refer section 2.1.2).
- 2.2.10. When travelling internationally, travellers will seek and follow advice from the University's travel assistance provider or their treating doctor and will ensure that recommended vaccinations are undertaken, at least six weeks prior to travel to ensure immunisation.

2.3. Insurance

- 2.3.1. Travellers undertaking approved University business travel will be covered under the University's corporate travel insurance policy subject to the following conditions:
- (a) travel is approved through the TOP system prior to travel;
 - (b) travellers with a pre-existing medical condition(s), including pregnancy, will declare it in TOP and obtain a [fitness-to-travel medical certificate](#) from their treating doctor prior to travel (cover restrictions may apply, details can be obtained from the Risk and Assurance team); and
 - (c) travellers with pre-existing medical conditions are to carry any prescribed medication(s) and a fitness-to-travel medical certificate on their person during travel.
- 2.3.2. Private travel undertaken in conjunction with University business travel is not covered under the University's corporate travel insurance policy. It is the responsibility of the traveller to source and fund any personal insurance they may require for any private travel component of their journey.
- 2.3.3. The University will extend its corporate travel insurance to an accompanying partner/spouse, dependant/s or both (age limits apply), provided they are declared in the approved TOP request, and are travelling with, or travelling separately from but with the intention to meet and continue travelling with, the Curtin traveller for the purpose of approved University business.
- 2.3.4. For domestic and international vehicle rental, travellers are required, at the time of renting the vehicle, to purchase comprehensive motor vehicle insurance, incorporating property damage and third party liability. The University corporate travel insurance policy only covers the vehicle rental insurance excess.

2.4. Travel diary

- 2.4.1. Travellers who are University staff will confirm post-travel their final travel diary in TOP for all completed travel (domestic and international) that has a total travel period of more than five days.

2.5. Use of the University's Travel Management Company (TMC)

- 2.5.1. Air travel that is paid in full or in part using University funds will be booked through the TMC, except local air travel originating outside Australia, which after consultation with the Travel Operations team, may be booked with a local supplier (i.e. a local airline or a local travel agent), if savings can be realised.
- 2.5.2. Details of air travel and accommodation not booked through the TMC in accordance with section 2.5.1 will be provided to the Travel Operations team for manual entry into the University's Travel Tracker System.

2.6. Travel booking: lowest practical fare

- 2.6.1. The lowest practical fare complying with the class of travel as outlined in section 2.7 will be booked for the traveller when the air fare is paid in full or in part using University funds.
- 2.6.2. In liaison with the TMC and the traveller, the travel facilitator will determine the lowest practical fare taking into consideration (among other factors):
- (a) airline scheduling including departure and arrival times, travel time and time in transit;
 - (b) the ability to provide connecting flights;
 - (c) price, taking into account relevant service costs that are included/excluded from the published fare (e.g. meal, baggage allowance);
 - (d) fare conditions to suit business travel requirements; and
 - (e) the need to accompany another University traveller whose itinerary has been booked and business needs require them to travel together.
- 2.6.3. Traveller's airline preferences, airline reward programs and preferences of accompanying family members will not be considerations in determining the lowest practical fare for the traveller.

2.7. Travel booking: class of travel

- 2.7.1. All travel will be in economy class except for:
- (a) the Chancellor, Vice-Chancellor and Executive Managers who may choose to travel business class; and
 - (b) any Council member who has been approved by the Vice-Chancellor, following consultation with the Chancellor as necessary, to travel at another class.
- 2.7.2. Air travel is only permitted on airline carriers with a minimum 5 out of 7 star safety rating by [Airline Ratings Australia](#). Carriers on the banned list published by the [European Union \(EU\) Air Safety List](#) will not be considered.
- 2.7.3. Business class and premium economy travel may be undertaken by other staff in exceptional circumstances and when pre-approved by the Vice-Chancellor or an Executive Manager. Such requests will be considered on a case-by-case basis. In using this discretion, a number of circumstances may be considered, including when:
- (a) the traveller has a temporary and unusually high number of trips to undertake over a short period (e.g. five trips in one month); or
 - (b) a medical certificate of a disability affecting travel requirements is provided.

2.8. Upgrades

- 2.8.1. Travellers may choose to use personal funds or loyalty reward points to upgrade to a higher class of travel. When making this choice there can be no increase in the cost to the University and any increase in cost as a result of this will be paid for by the employee.
- 2.8.2. Upgrades using personal funds will be arranged directly with the TMC at the time of booking.
- 2.8.3. The traveller is to pay the difference between the lowest practical fare and the upgraded fare. Upgrades using loyalty reward points will be arranged directly between the traveller and their airline.

2.9. Travel booking: amendments

- 2.9.1. Amendments to ticketed fares will be kept to a minimum. That is, bookings will only be made once itinerary requirements are reasonably firm.
- 2.9.2. Amendments to approved travel may only be made by a travel facilitator. The travel facilitator will determine, considering factors such as materiality, whether the amendment requires additional approval.
- 2.9.3. In exceptional circumstances where time restrictions or available technology do not allow for the travel facilitator to make the amendment as per 2.9.2, the traveller may amend a booking either directly with the TMC or with the appropriate supplier.
- 2.9.4. The traveller will keep the travel facilitator informed of any amendments to their itinerary during travel to enable the Travel Tracker System to be updated.

2.10. Travel booking: Accommodation

2.10.1. Hotel accommodation

The University has access to a significant number of attractive hotel rates globally, available through the TMC. These should be utilised wherever practicable. Use of other hotels outside the University's hotel program are permitted (for example, at a conference location) and details will be included in the travel request (including the approved budget) in TOP.

2.10.2. Airbnb

Travellers may use Airbnb accommodation, provided:

- (a) the Airbnb accommodation is not in a "*reconsider your need to travel*" or "*do not travel*" destination as determined by DFAT or Curtin;
- (b) the Airbnb accommodation is an entire home (i.e. it cannot be part of a home);
- (c) the traveller's Curtin email address has been added to their Airbnb profile for travel tracking and security purposes; and
- (d) the traveller agrees to and meets the terms and conditions of Airbnb.

2.11. Visitors and contractors who travel at the cost of the University

- 2.11.1. The approval of travel funded by the University for visitors and contractors will be determined on a case-by-case basis utilising TOP.
- 2.11.2. If it is agreed that the University arranges such travel, then airfares will be booked through the TMC.
- 2.11.3. If it is agreed that the University will provide travel insurance to the visitor or contractor, then the details of the travel will be provided to a travel facilitator for updating into the Travel Tracker System.
- 2.11.4. The standards outlined in section 2.7 (Travel booking: class of travel) apply to visitors and contractors who travel at the cost of the University.

2.12. Travel with accompanying family members

- 2.12.1. Travellers may be accompanied by a partner/spouse, dependant or both. At the traveller's request the travel facilitator may arrange bookings for accompanying family through the TMC. Alternatively, the traveller may arrange for their flight booking to be linked to their accompanying family members directly with their airline. University funds will not be used to pay for family members.
- 2.12.2. Accompanying family members may not be covered by the University's travel insurance (refer section 2.3).

2.13. Other provisions

- 2.13.1. The University will pay for necessary visas and immunisations for approved international travellers.
- 2.13.2. The University will pay for membership of airline priority clubs for frequent travellers on a case by case basis where approved by an Executive Manager.
- 2.13.3. The University will pay the nomination fee to airline priority clubs once. Where a traveller allows a membership to lapse and wishes to re-join, the University will not pay a second nomination fee.
- 2.13.4. The University will not pay for seat selection when this is not included in the base fare.
- 2.13.5. A levy will be applied per booking to offset the carbon emissions for all University funded air travel (both domestic and international). The cost will be the responsibility of the traveller's approved cost centre.

2.14. Exemptions to these procedures

- 2.14.1. Exceptional circumstances may exist where an exemption from a requirement of these procedures is warranted. The Chief Financial Officer or nominee may, in writing, grant such an exemption.
- 2.14.2. In considering any application for exemption, the Chief Financial Officer or nominee may seek advice from:
 - (a) the Director Risk, Compliance and Audit for risk and/or insurance matters; or
 - (b) the Director Finance and Disruption on all other matters.

3. RESPONSIBILITIES

In addition to any responsibilities set out in section 2:

- 3.1. Travellers are responsible for:
 - (a) requesting approval for travel in TOP to ensure compliance with these procedures;
 - (b) checking the accuracy of their travel documentation as soon as practicable;
 - (c) understanding the conditions of their bookings and whether they are able to be changed, cancelled or are non-refundable;
 - (d) ensuring that passports, relevant visas are secured prior to undertaking travel;
 - (e) when travelling internationally, seeking and following advice from the University's travel assistance provider or their treating doctor and ensuring that recommended vaccinations are undertaken, at least six weeks prior to travel in accordance with the requirements of section 2.2.10; and
 - (f) ensuring that they complete the acknowledgement of the pre-trip advisory email sent out by the University's travel assistance provider.
- 3.2. Travel approvers are responsible for actioning approval requests in accordance with their delegated authority within one business day of receiving the completed request, unless the request is to a destination having an alert level of "*do not travel*" or "*reconsider your need to travel*" as determined by DFAT or Curtin.

When assessing travel requests for approval, full consideration should be given to:

- (a) business needs and alignment to strategic goals, ensuring travel is appropriate and necessary;
- (b) traveller safety and risk management – risks (including, but not limited to, health and safety, medical and security) associated with the individual characteristics of the traveller, destination, work or study activities to be undertaken. Risks will be controlled as far as reasonably practicable;
- (c) environmental impact – where communications technology is not a viable alternative to travel, the University will reduce the impact of emissions from air travel through a carbon offset program (refer also section 2.13). Bookings in premium economy and business class cabins incur significantly higher carbon emissions and therefore associated offset costs;
- (d) responsible financial management – the most cost effective and efficient travel option will be chosen. Uninsured costs or losses resulting from University travel, where the University is responsible, will be funded by the traveller’s area/faculty; and
- (e) insurance cover limitations – the University’s policy does not provide cover for travel to DFAT category 4 “do not travel” destinations. The insurer may be prohibited from providing cover for activities related to destinations subject to Australian and/or international sanctions (clarification can be sought from Risk, Compliance & Audit). In approving the travel request, the area/faculty assumes responsibility for additional costs associated with university travel where the University’s insurance policy does not provide cover.

3.3. In the event that an area wishes to have a person check requests prior to approval then that person will be known as a travel reviewer. Travel reviewers are responsible for:

- (a) reviewing submitted travel requests for completion and correctness; and
- (b) allocating the travel request to the appropriate travel approver.

3.4. Travel approval authorities are summarised in the following table:

Approval authorities	Purpose of travel and budget estimate	Exceeding Travel Standard	Exemptions from Travel Procedures	Travel to ‘reconsider your need to travel’ destinations*	Travel to ‘do not travel’ destinations*
Vice-Chancellor, Provost and Deputy Vice-Chancellors	✓	✓	No authority	✓	✓
Chief Financial Officer	✓	✓	✓	✓	No authority
Executive Managers (other than as set out above)	✓	✓	No authority	✓	No authority
Executive Manager’s Delegate	✓	No authority	No authority	No authority	No authority

* as determined by either DFAT or Curtin

4. SCOPE OF PROCEDURES

These procedures apply to:

- (a) Travellers (including those on an academic study program); and
- (b) Visitors and contractors whose travel is paid for by the University.

5. DEFINITIONS

(Note: Commonly defined terms are located in the [Curtin Common Definitions](#). Any defined terms below are specific to this document)

Booking

The request to issue a ticket or confirmation of a reservation by committing funds.

Dependant

A person under 19 years of age (or under 25 years of age if in full-time education) and primarily dependent on the traveller, the traveller's partner/spouse or both.

Lowest practical fare

The lowest priced logical fare to allow the traveller the convenience and flexibility to complete the business purpose effectively and safely.

Private travel

Travel that is not for University business (including academic) purposes.

TMC

Travel Management Company contracted to the University to provide travel management services.

Travel Operations Portal (TOP)

The University's corporate system used to request and approve travel.

Travel approver

An Executive Manager or a University officer authorised by an Executive Manager to approve domestic travel, international travel or both.

Travel assistance provider

An organisation contracted to the University that provides 24-hour assistance services for medical, travel and security matters, including emergencies.

Travel facilitator

A person who has been approved to book travel for and on behalf of travellers.

Travel tracker system

A database linked to the TMC that reports the destination and contact details of travellers.

Traveller

A person (not a University visitor, contractor or student) on approved University business away from the primary place of work or study regardless of who pays or the source of funding for the travel.

6. SCHEDULES

[Schedule 1: Risk appetite considerations](#)

7. RELATED DOCUMENTS/LINKS/FORMS**Policies and procedures**

[Purchasing Procedures](#)

[Travel Procedures for Students](#)

[Academic Study Program Procedures](#)

Relevant webpages and documents

[DFAT Smartraveller webpage](#)

[DFAT Sanctions webpage](#)

[DTS Information Security Advisories](#)

[Curtin Risk, Compliance and Audit website](#)

[Curtin Travel Webpage Fieldwork Safety Guidelines](#)

[Fitness-to-travel medical certificate](#)

[Incidental Expenditure Guidelines](#)

[Travel Approval Form](#)

[Travel Insurance Policy](#)

[Travel Operations Portal \(TOP\)](#)

[Claim for Mileage/Motor Vehicle Allowance](#)

[Airline Ratings Australia](#)

[European Union \(EU\) Air Safety List](#)

Policy Compliance Officer	Susan Chung , Manager, Travel Operations Finance and Commercial Services
Policy Manager	Chief Financial Officer
Approval Authority	Chief Financial Officer
Review Date	1 st April 2026

REVISION HISTORY

Version	Approved/ Amended/ Rescinded	Date	Committee / Board / Executive Manager	Approval / Resolution Number	Key Changes and Notes
	Approved	12/02/2008	Planning and Management Committee	PMC 01/08	Attachment A to Document No 00087/08
	Administratively Updated	20/03/2008	Director, Legal and Compliance Services		Reformatted and Amended to Reflect Organisational Chart
	Amended	25/08/2009	Planning and Management Committee	PMC 85/09	Attachment A to Document No 01130/09
	Administratively Updated	04/04/2011	Director, Legal and Compliance Services		Minor Text Amendments
	Approved	27/08/2012	Chief Financial Officer	EM1218	Signed off 27 August 2012, formerly titled the Travel Policy and Procedures (reformatted as per new policy framework), effective 3 September 2012
	Amended	18/01/2013	Chief Financial Officer	EM1301	Unconditional
	Amended	05/06/2013	Chief Financial Officer	EM1312	Unconditional
	Amended	07/10/2013	Chief Financial Officer	EM1320	Unconditional
	Amended	18/11/2013	Chief Financial Officer	EM1325	Unconditional
	Administratively Updated	04/03/2014	Director, Legal and Compliance Services		Title change from Deputy Vice- Chancellor, Academic to Provost and Senior Deputy Vice-Chancellor
	Administratively Updated	06/10/2015	Director, Legal and Compliance Services	EC 76/15	Executive Manager Title Changes
	Amended	16/05/2016	Chief Financial Officer	EM1615	Unconditional
	Amended	17/05/2017	Chief Financial Officer	EM1708	section 3.12 amended to provide for approval of exceptions by nominee
	Amended	11/07/2017	Chief Financial Officer	EM1712	Unconditional
	Amended	06/10/2017	Chief Financial Officer	EM1722	Unconditional
	Approved	26/06/2018	Chief Financial Officer	EM1811	Unconditional (Commencement 9 th July 2018)
	Approved	27/06/2019	Chief Financial Officer	EM1910	Unconditional
	Approved	06/12/2022	Chief Financial Officer	EM2228	Unconditional

Schedule 1: Risk appetite considerations

Travel to “*Do Not Travel*” DFAT and Curtin rated destinations is generally not approved because of the extreme risk to the health, safety and security of the [traveller](#). However, travel may be approved for “*Do Not Travel*” countries where the individual proposing to travel to the region is able to reduce the risk level from “extreme” to a level no more than “high”, as determined by the Director Risk and Assurance, considering each of the following factors:

The traveller:

- i is domiciled in that country, has recently (up to one year) left the country for Australia, has in-country close family connections or has recent on-the-ground experience in the country or region (as appropriate); and
- ii has infrastructure support in-country; and
- iii has demonstrated capability of being situationally aware; and
- iv has the active support of the Head of School/Area; and
- v there is a workable evacuation plan with a 24/7 monitoring and communication plan.

Similarly, approval of travel to “*Reconsider Your Need to Travel*” countries will consider whether the factors outlined above have been adequately addressed where relevant.