

# Travel Guideline

## Section 1 - Purpose

(1) The purpose of this Guideline is to provide additional information for Travellers on official University Business.

(2) Guidance is provided on the following topics:

- a. Best Fare of the Day;
- b. car rental;
- c. carrier;
- d. duty of care;
- e. Emergency Assistance Card;
- f. pre-existing medical condition;
- g. severe medical cases;
- h. spouse, partner and dependant travel;
- i. travel insurance; and
- j. travel to Restricted Areas.

## Section 2 - Policy

(3) Refer to the [Travel Policy](#).

## Section 3 - Procedures

(4) Refer to the [Travel Procedure](#).

## Section 4 - Guidelines

### Best Fare of the Day

(5) The endorsed travel agents Corporate Travel Management (CTM) (refer [Booking Travel](#)) are contracted to assist the University in obtaining the “best fare” or “cheapest fare of the day” available at the time of booking.

(6) The University (together with most other Australian universities) has entered into an agreement with Qantas whereby Qantas provides the University with discounts on its published fares. This agreement requires the University to nominate two travel agents and book exclusively through those agents in order to obtain these discounted fares.

(7) The travel agents are required to quote the Qantas discounted fares as well as other cheaper fares, if available, including internet fares and fares from other carriers.

(8) Note when booking domestic travel through Corporate Travel Management (CTM) (refer [Booking Travel](#)), these fares will be highlighted for your reference.

## Car rental

(9) Rental cars may be used if they are cost effective. The following companies provide discounted government rates:

- a. Avis;
- b. Budget; and
- c. Thrifty.

(10) Rates for the above three (3) providers are available from Corporate Travel Management (CTM) (refer [Booking Travel](#)). Notwithstanding the fact that these companies provide government rates, the Best Fare of the Day still applies.

## Carrier

(11) Qantas is the University's preferred airline carrier. As a member of the National University Travel Consortium the University has access to substantial fare discounts from Qantas on its Domestic and International routes. The discounts are provided to the University at point of sale via agreements between the University, its appointed travel agents and Qantas. Qantas makes it a condition of this agreement that these discounts can only be accessed through the Universities approved travel agents, Corporate Travel Management (CTM) (refer [Booking Travel](#)), and are only available for travel on approved University Business.

(12) Notwithstanding this agreement, the University's policy of the Best Fare of the Day is the overriding criteria. Corporate Travel Management (CTM) (refer [Booking Travel](#)), for Domestic Travel, will assist in identifying the Best Fare of the Day.

## Duty of Care

(13) Macquarie University's primary responsibility is to protect the safety and well-being of all employees travelling on University Business. While it is unlikely that personal attack, kidnap or danger is an issue for employees, procedures and resources have been established to ensure that every precaution is taken to protect Travellers from such incidents prior to departure.

(14) If you wish to travel to any destination nominated as a Level 3 or 4 risk (reconsider your need to travel and do not travel) or above (as defined by the [Department of Foreign Affairs and Trade](#) (DFAT)), you are only permitted to do so after having obtained the Vice-Chancellor's permission. See [Smartraveller](#).

(15) The use of only two (2) nominated travel agents allows the University to know at all times where staff are located. In the event of major crisis, the University is advised of the staff presence in that area and action is taken to evacuate staff from locations where personal safety is a concern.

(16) As part of its duty of care, the University advises Travellers not to drive a motor vehicle within twenty-four (24) hours of completing an international flight of more than five (5) hours duration.

## Emergency Assistance Card

(17) An Emergency Assistance Card is available to assist with medical and other emergencies while travelling overseas. This card lists a contact number which can be accessed if assistance is required. It is not intended for minor medical or other non-urgent situations.

(18) However, if you have concerns of any description about your situation, you are able to ring a reverse charge call to the number on the card to discuss your problem. The card can be collected a day or two prior to departure from the Insurance Manager on Level 4 of 17 Wally's Walk, Faculty General Managers or from Business Services.

## Pre-existing Medical Condition

(19) Insurers usually consider an existing medical condition to mean:

- a. a medical or dental condition that is currently being, or has been investigated, or treated by a health professional;
- b. any condition for which a person takes prescribed medicine;
- c. any condition for which a person has had surgery; or
- d. pregnancy.

## Severe Medical Cases

(20) If you experience a severe medical problem requiring hospitalisation, contact (or have it done on your behalf) the number on the Emergency Assistance Card to report the situation. The insurer will then liaise on your behalf with the hospital on costs, payment of account and eventual discharge.

## Spouse, Partner and Dependant Travel

(21) Approval of costs incurred for an accompanying spouse, partner or dependant will normally happen in the following circumstances:

- a. as part of the recruitment process;
- b. as part of the process of relocating staff from their current city to Sydney;
- c. in accordance with the [Outside Studies Program Policy](#) (OSP) travel provisions; or
- d. where the spouse is travelling in a representative, ceremonial, ambassadorial or fundraising role. Approval for spousal travel under these circumstances will be by the Vice-Chancellor for members of the Executive Group; Vice-President, Finance and Resources, for other staff; and by the Chancellor or Deputy Chancellor, for the Vice-Chancellor.

## Travel Insurance

(22) Information concerning travel insurance is available in the [Insurable Risk Policy](#).

## Travel to Restricted Areas

(23) Macquarie University has a duty of care for the health, safety and well-being of all staff travelling on University Business and students undertaking projects as part of their studies, and as such the University has an obligation to:

- a. identify potential dangers or risks present in particular geographical areas where University staff may travel;
- b. identify potential dangers or risks present in activities planned to be performed when travelling;
- c. advise such Travellers on the potential risks they may face; and
- d. take reasonable measures to control risks, where possible.

(24) The University's travel assistance provider, [International SOS](#), provides advice designed to ensure that you are well-informed and well-prepared for travel overseas by helping you avoid danger and difficulties. They provide up-to-date information about the security and medical environment in a particular country, including in relation to possible terrorist threats or problems with law and order. The Commonwealth Government's [Smartraveller](#) website also provides information on destinations to which travel should be restricted or avoided.

## Section 5 - Definitions

(25) Commonly defined terms are available in the University [Glossary](#) . Definitions specific to this Guideline are contained in the [Travel Policy](#).

## Status and Details

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