

Policy Directive: compliance is mandatory

Domestic Travel Policy Directive

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Summary The Domestic Travel Policy Directive establishes the mandated procedures for applying for domestic travel, and applies to all SA Health employees proposing to travel domestically on duty, including permanent, temporary or contract employees and regardless of when travel is undertaken, whether the travel is fully or partially funded by SA Health.

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Staff impacted *All Staff, Management, Admin, Students; Volunteers*

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Contact Officer

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Domestic Travel Policy Directive



Government
of South Australia

SA Health

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Domestic Travel Policy Directive

1. Objective

The purpose of this document is to establish procedures for official domestic travel undertaken by all SA Health employees. In meeting the domestic travel requirements outlined in this policy, SA Health will be able to demonstrate that it is:

- Obtaining value in the expenditure of public money
- Providing clear guidance on travel processes and approvals to all employees intending to travel
- Ensuring employment conditions of employees travelling domestically are protected
- Ensuring efficiency, accountability and transparency with use of the across government travel contract and any other permitted travel purchases
- Mitigating risk associated with travel services
- Ensuring all travel policies, standards, guidelines and relevant legislation are adhered to by SA Health employees.

This policy directive is to be read in conjunction with the [Domestic Travel Policy Guideline](#), [SA Health Human Resources Manual](#), [Commissioners Determination 3.2](#), and the [Code of Ethics for the South Australian Public Sector](#).

2. Scope

The Domestic Travel Policy applies to all employees of SA Health intending to travel within Australia on duty regardless of:

- When travel is taken
- Whether such travel is; fully or partially funded by government
- Where an employee travels on annual leave or leave without pay (not on duty) to study or attend a professional development activity and is funded by SA Health
- Where travel is undertaken as part of approved conference leave or study leave arrangement under an award or enterprise agreement
- SA Salaried Medical Officers Award
- Medical Officers Enterprise Agreement.

This policy directive covers:

- The Department of Health and Ageing (DHA), Local Health Networks (LHN's) and SA Ambulance Service (SAAS)
- The limited circumstances of travel arrangements for contractors and consultants
- Emergency patient transport.

This policy does not include:

- Travel relating to any professional development activity undertaken voluntarily during periods of leave without the authority / delegation of SA Health, where such activity is fully funded by the individual and does not include the expenditure of any monies provided through or by the Government of South Australia.
- Information relating to overseas travel. Employees should refer to the [Overseas Travel Policy Directive](#) for any travel required outside of Australia.

3. Principles

SA Health is committed to providing accountable, efficient and cost effective domestic travel processes to facilitate employee participation in:

- Professional development opportunities
- Attending and presenting at conferences, seminars and workshops.
- Attending meetings
- Attending business networking events.

Domestic travel allows the sharing of knowledge from one jurisdiction to another and is an opportunity for employees to advance SA Health's priorities and benefit the South Australian public health system by improving services.

Use of the Travel Management Services across government contract through the South Australian government travel supplier, which is currently Carlson Wagonlit Travel (CWT).

The most cost effective method of travel purchasing should be selected when booking domestic travel.

Lowest cost airfares should be selected wherever possible with the booking of flights.

4. Detail

4.1 Alternate Solutions to Travelling

Alternative methods of communicating over long distances should always be explored prior to considering travel. Other alternatives include:

- Video conferencing / Skype
- Teleconferencing
- Written communication

4.2 Across Government Travel Management Services Contract

An across government contract has been established with the travel management company, Carlson Wagonlit Travel (CWT). The contract specifically covers the provision of travel services to the South Australian Public Sector for:

- Domestic and international air travel
- Accommodation (Australian and international)
- Vehicle hire
- Rail (Australian and international)
- Sea (ferry)
- Associated travel services such as visa's and traveller's cheques
- Group bookings
- Travel management and reporting

This across government contract is managed by Strategic Procurement, Department of Premier and Cabinet. SA Health employees within the metropolitan area must use this contract for travel arrangements.

In line with the Across Government Contract for Travel Management Services, regionally located agencies are not mandated to use the contract for their travel requirements.

Further information on the scope and use of the contract is detailed in the [Travel Management Services Contract](#).

4.2.1 Eligibility

Government travel arrangements are only to be used where a South Australian government employee, as defined in the [Commissioner's Determination 3.2](#) and [Public Sector Act 2009](#), Section 3 of Part 1, is required to travel on government business.

If a third party outside of SA Health is funding the travel and is making the travel arrangements on behalf of the employee, the Travel Management Services contract cannot be accessed.

4.2.2 Private Travel

Family members or non-government employees travelling with government employees cannot access the services of the government travel contract, unless they are travelling in an official capacity on behalf of the Government of South Australia or the South Australian Public Sector.

Private travel arrangements for employees should not be booked through the government travel contract. Any employee who is undertaking work in a private capacity is not entitled to use government travel arrangements for booking or funding related travel.

4.2.3 Contractors and Consultants

Travel expenses incurred by a contractor or consultant are only permitted where the domestic travel is for approved government related business and is included in their contract.

If the contract allows for SA Health to make domestic travel bookings, only Travel Arrangers authorised by SA Health are permitted to arrange the travel (i.e. contractors and consultants cannot).

If a contract for a contractor or consultant permits them to arrange their own domestic travel and invoice SA Health, then access to the Travel Management Services across government contract is not permitted.

4.3 Air Travel

Domestic air travel purchasing must be made in accordance with this Domestic Travel Policy, the Commissioner's Determination 3.2, SA Health Human Resources Manual and the Code of Ethics for the Public Sector.

Domestic air travel bookings must be made online using CWT's Online Booking Tool (OBT) as defined in [DPC Circular 040 – Air Travel](#). Exemptions include patient travel and prisoner transfers.

4.3.1 Standard of Travel

Except in the circumstances outlined below, all public sector employees are to travel economy class for general domestic air travel, including

employees travelling with any of the Ministers or the Chief Executive (CE). The CE may travel business class.

All requests to travel business or premium economy class must be approved by the CE or relevant delegate (irrespective of destination or funding source). Approval may be given where there are substantial reasons to do so that relate to the business objectives of the travel. Approval must be defensible and take into account probity, cost and the ethical obligations of employees, and the reason(s) for the approval recorded in the internal travel application documentation.

A request for business or premium economy class travel should be made by providing a detailed explanation for the request in a brief accompanying the domestic travel application.

Employees travelling for business purposes, but who are self-funding the travel costs, may apply to the CE or relevant delegate to travel business or premium economy class. Approval is at the CE's, or relevant delegate's discretion.

An employee whose travel expenses are being fully funded by a third party and have been offered business or premium economy travel should disclose these details to the CE or relevant delegate in the domestic travel application. Approval is at the CE or relevant delegate's discretion.

4.3.2 Best Fare Purchasing

i. Lowest Logical Fare

When booking airfares, Travellers and Travel Arrangers are required to select the lowest logical airfare for all domestic flights wherever possible. This is the lowest cost airfare available, up to one hour either side of a nominated departure time.

Travellers or Travel Arrangers cannot specify the desired carrier to travel with. The booking of airfares will not be influenced by a traveller's air carrier preference or membership to loyalty or benefit programs.

ii. Advanced Booking

Employees applying for domestic travel must ensure appropriate time is provided for the purchasing of airfares. Justification should be provided to the employees line manager for airfares being purchased with less than seven days' notice. Savings can be made when flights are purchased with seven or more days' notice from the required travel date.

iii. Fare Types

The most cost effective airfare should be sought where possible. The initial departure of a travel journey could be a restrictive airfare within economy class, as a change to this leg of the journey is less likely to occur.

Selection of higher cost alternatives should be limited to those occasions when; because of timing, booking, or other restrictions,

travellers are unable to comply with the conditions attached to the lower cost airfares.

When booking flights for contractors or consultants, an airfare class that allows for a credit and a name change should be selected. In the event that the ticket is not used, the airfare can be transferred or put into credit to be used towards a booking of a different traveller at a later date.

iv. Patient Travel

When booking routine non-emergency patient travel, an airfare class that allows for a credit and a name change should be selected.

Fully flexible airfares (fully refundable), should be sought for emergency patient travel.

4.3.3 Available Air Ticket Credits

Cancelled and unused flight tickets are known as available air ticket credits. If an airfare is non-refundable, and the rules allow for a credit, then the value of the ticket purchased can be put into credit to be used for a new booking at a later date. Credits are available for up to twelve months from initial purchase date, and can be used for a new booking of equal or greater than the available air ticket credit.

Air ticket credit reporting is provided monthly to Travel Arrangers. To obtain a copy of the report contact Fleet and Travel Services, Supply Chain Operations, Procurement and Supply Chain Management by telephone 8425 9201 option 6 or email: PSCMSCOFleetManagement@health.sa.gov.au

For information on how to utilise available air ticket credits refer to the [Domestic Travel Policy Guideline](#).

4.3.4 Frequent Flyer and Other Benefit Schemes

An employee who is a private member of a frequent flyer or other benefit scheme is not entitled to accrue personal benefits through this membership as a consequence of undertaking government related business.

Further information on frequent flyer benefits can found in [Commissioner's Determination 3.2, the Benefit Schemes Policy Directive, SA Health Human Resources Manual](#) and the [Purchase Card Policy Directive](#) '4.8 Personal Incentives and Reward Schemes'.

4.3.5 Airport Lounge Membership Schemes

SA Health has established corporate schemes for Qantas Club and Virgin Lounge, which each attract a special membership fee rate.

Employees who are required to undertake significant travel for SA Health business purposes may apply to join a corporate membership scheme.

Airport Lounge Memberships are approved upon the condition that bookings of airfares will not be influenced by memberships to loyalty or benefit programs that SA Health employees may hold.

For further information, including current membership rates for Qantas Club or Virgin Lounge refer to 'Airport Lounge Membership Schemes' on the [Travel Management](#) intranet page.

Airport lounge membership scheme approvals are at the discretion of the CE, DHA or CEO's of the LHN's and SAAS or authorised delegate. Written approval is required; a copy of the letter is to be emailed to HealthPSCMSCOFleetManagement@sa.gov.au in order to proceed.

Airport lounge memberships for business purposes do not attract [FBT](#).

4.4 Accommodation and Car Travel

4.4.1 Standard of Accommodation

The standard of accommodation should be selected in accordance with the requirement to make efficient use of public resources as per the [Commissioner's Determination 3.2](#), [SA Health Human Resources Manual](#) and the [Code of Ethics for the South Australia Public Sector](#).

Accommodation may be purchased when travel is for an event that spans more than one day and if there are no flights available to / after an event on the same day.

Accommodation purchasing is up to the discretion of the business unit, however, it must be appropriate for the business need and must ensure the best value for money outcome for SA Health. Accommodation must be booked in line with the rates prescribed in the Commissioner's Determination 3.2 wherever possible.

Meals and incidentals cannot be charged back to the accommodation booking and are required to be paid separately by the traveller. The traveller can claim meal and incidental allowances either up front, or claim a reimbursement upon return from the travel.

Refer to [Section 4.8 Travel Expenses](#) for further information on reimbursements.

4.4.2 Rural Travel

Where travel is planned to rural areas, risk mitigation strategies should be considered and adopted to manage and preserve employee safety and well-being. Employees must follow the requirements of the [SA Government Safe Driving Policy](#), particularly sections 2.4.4, 2.4.5 and 2.4.6.

4.4.3 Travel by Vehicle

i. Car Rental

Short term vehicle hire can be obtained from Fleet SA for the Adelaide metropolitan area, using a [Fleet SA Short Term Hire Authority Card](#).

For short term hire outside the metropolitan area, a car may be rented from a preferred supplier for the Government of South Australia. Refer to the [Domestic Travel Policy Guideline](#) for car rental preferred suppliers.

ii. Fleet Pool Vehicles

When travelling by vehicle, consideration should be given to the respective cost of using an SA Health Fleet Pool Vehicle opposed to a taxi. Existing SA Health Fleet Pool Vehicles for the DHA, LHN's and SAAS should be, at first instance, utilised wherever possible.

Further information on Vehicle Hire and SA Health Fleet Pool Vehicles is available by contacting Fleet and Travel Services, Procurement and Supply Chain Management on telephone 8425 9201.

iii. Fuel Purchasing

For information relating to fuel purchasing refer to the [Purchase Card Policy Directive](#).

iv. Taxi

Taxis should be used in circumstances where:

- An employee is required to attend a meeting or conference in the metropolitan area
- Short term hire would incur a higher cost than the total cost of Cabcharges to / from a destination
- If an SA Health Fleet Pool Vehicle is unavailable for use within the required period of travel.

Taxi travel is to be paid for via Cabcharge wherever possible and usage is at the discretion of the service agency or business unit. Cabcharge usage is only authorised for travel on government business. In some circumstances it is possible to use a purchase card for taxi fares. For information on purchase cards refer to the [Purchase Card Policy Directive](#).

4.5 Travel Category

4.5.1 SA Health Emergency Response

Where employees travel domestically to work as part of an emergency response team, the [Emergency Management Unit](#) should be referred to for guidance with the booking of travel. It will not always be possible to follow normal procedures when dealing with emergency management situations.

4.5.2 Patient Travel

Sites that book emergency or non-emergency patient travel are to have a State Government Number (SG Number) which specifically identifies patient travel to differentiate from employee travel. The Travel Arranger is required to provide the correct SG Number to CWT at time of purchase.

Fully refundable airfares should be purchased for emergency patient transport.

For information relating to the purchasing of patient travel and SG Numbers refer to the [Domestic Travel Policy Guideline](#).

4.5.3 Patient Assistant Transport Scheme (PATS)

The Patient Assistance Transport Scheme (PATS) is a subsidy program funded by the Government of South Australia to assist people travelling more than 100km each way to receive approved medical services.

For eligibility and further information relating to PATS, refer to the [Country Health SA](#) website.

4.5.4 Professional Development (SA Medical Officers Award)

The SA Health [Salaried Medical Officers Enterprise Agreement 2013](#) allows Salaried Medical Officers (MOs) to be reimbursed for certain Professional Development (PD) amounts, depending on their classification.

MOs undertaking travel for approved PD activities may book through CWT but are not eligible to receive any applicable discount pursuant to the government contract. MOs can however book with CWT and negotiate airfare rates on their own behalf.

4.6 Approval of Domestic Travel

Travel by the CE is to be approved by the Minister for Health, Minister for Mental Health and Substance Abuse or Minister for Ageing. All other official travel within Australia must be approved in writing by:

- CE / CEO
- Delegates exercising an appropriate delegation to cover the expenditure proposed.

For further information on travel authorities, refer to 'Travel and Motor Vehicle Delegations' in the Governance and Delegation System (GADS) for DHA, and in the local registers of authorisations for each LHN and SAAS.

All approvals must be sought and obtained from an appropriate delegate prior to the booking of any travel by any employee. All employees intending to travel must submit their applications for travel through their respective line managers.

Before approving any domestic travel, the relevant delegate must be satisfied that the potential benefits that accrue to South Australia as a result of the domestic travel are of a significant and specific nature to justify the expense involved, and:

- the benefits cannot be obtained in a more cost effective manner (i.e. videoconferencing / teleconferencing)
- the decision can be justified
- sufficient funds are available
- the travel duration limitations are satisfied
- the travel is for official business
- the cost to SA Health is minimised
- the travel is booked through CWT wherever possible to ensure maximum value is obtained by SA Health.

4.7 Travel Purchasing

Domestic air travel purchasing must be made online using CWT's OBT as defined in [DPC Circular 040 – Air Travel](#). Other types of travel are to be purchased using a purchase card through the CWT OBT wherever possible, as this provides the lowest transaction costs for SA Health.

4.8 Travel Expenses

4.8.1 Employee Reimbursement

Employees attending business on behalf of the Government of South Australia, who are unable to pay for travel incidentals on a government purchase card, can claim an allowance or reimbursement for travel and meals as detailed in the Commissioner's Determination 3.2.

For information on rates of reimbursement and the reimbursement procedure, refer to the [Commissioner's Determination 3.2](#) and the [SA Health Human Resources Manual](#).

Refer to the [Travel Allowance Policy Directive](#) for the reimbursement process.

5. Roles and Responsibilities

5.1 Travel Arranger

Travel Arrangers are the only SA Health employees authorised to purchase travel. Nomination of a Travel Arranger is at the discretion of the service agency or business unit.

5.2 Training

Travel Arrangers are required to undertake training on:

- CWT's Online Booking Tool
- Best fare purchasing;
- Appropriate use of SG Numbers;
- Available air ticket credits, and
- Domestic Travel User Guideline.

For information on arranging training refer to the [Domestic Travel Policy Guideline](#).

5.3 Roles and Responsibilities

Delegate with Authority to Approve Travel

Is responsible for:

- approval of domestic travel within their delegation
- ensuring all necessary information (i.e. date and time of travel, type of travel services, cost of travel and any other special requirements), is provided in relation to requests for interstate and intrastate travel before authorising such travel.

Line Managers

Are responsible for:

- before endorsing any domestic travel they are satisfied the potential benefits that accrue to SA Health as a result of the travel are of a significant and specific nature to justify the expense involved
- taking reasonable steps to ensure their staff are fully informed of government requirements regarding travel as per the Commissioner's Determination 3.2 and associated policies / guidelines, including department specific documentation
- ensuring travel applications are completed, endorsed, approved and lodged with Travel Arrangers for all domestic travel within the scope of this policy
- ensuring the Travel Arrangers they are responsible for are provided the appropriate training.

Travel Arrangers

Only identified Travel Arrangers are authorised to undertake travel purchasing for their service agency or business unit.

Travel Arrangers are responsible for:

- ensuring all travel purchased is in accordance with the SA Health Domestic Travel Policy Directive and Domestic Travel Guideline
- ensuring travel is purchased by using a purchase card through the CWT Online Booking Tool wherever possible, as this provides the lowest transaction costs for SA Health
- managing and utilising air ticket credits as soon as practicable and prior to their expiry
- attending appropriate training.

SA Health Employees

Are responsible for:

- complying with the Domestic Travel Policy Directive and understanding government requirements when undertaking, approving or reporting on domestic travel
- ensuring appropriate time is provided for the review/approval of their travel application when applying for domestic travel
- ensuring they submit their travel applications through their respective line managers for checking and progression to approval.

Procurement and Supply Chain Management (PSCM)

Is responsible for:

- ensuring SA Health employees are informed of their responsibilities and obligations relating to domestic travel
- providing a consultancy service for all travel related activities, including policy and procedure advice in alignment with compliance requirements
- monitoring travel behaviour and identifying cost saving opportunities for SA Health

6. Reporting

Fleet and Travel Services PSCM monitor travel behaviour through CWT monthly expenditure reporting. Reporting on flights, accommodation, car hire, missed savings, ticket credit usage and OBT activity can be provided to the LHN and SAAS CEO's and department Executive Director's upon request, to facilitate better travel purchasing practices across SA Health.

Fleet and Travel Services, PSCM distribute monthly air ticket credit reporting to Travel Arrangers to enable monitoring and management of flight ticket credits.

7. EPAS

N/A

8. Exemption

8.1 Exemption Scope

All parties in SA Health undertaking domestic travel and travel related activities are to comply with the SA Health Domestic Travel Policy Directive and its associated documents. An exemption to any aspect of the Domestic Travel Policy Directive can only be sought via written request to the CE SA Health, LHNs and SAAS CEO's or authorised delegate.

8.2 Exemption Process

Any employee who wishes to seek an exemption from the current across government contract arrangement must discuss their request with Fleet and Travel Services prior to any purchasing being made. PSCM will determine if appropriate justification exists for an exemption, and if so, will facilitate the exemption request process with the Contract Manager (Strategic Procurement, Department of the Premier and Cabinet).

Sufficient time should be allowed in the application process to seek an exemption. Further information relating to the travel contract can be obtained from [Intra SA](#), Department of Premier and Cabinet.

9. National Safety and Quality Health Service Standards

N/A

10. Risk Management

SA Health is committed to ensuring that the following risks are managed through the application of the Domestic Travel Policy Directive:

- Opportunities for inappropriate domestic travel are minimised through appropriate levels of scrutiny of travel applications by Executives, Managers and delegates approving travel
- Travel arrangements made by and for SA Health employees meet the ethical standards prescribed by Commissioner's Determination 3.2 and represent an appropriate expenditure of SA Health funds
- The terms and conditions of the South Australian government contract with the South Australian government travel supplier are met
- Audit requirements are met through appropriate record keeping and accurate reconciliation of expenses.

11. Evaluation

SA Health seeks transparency and accountability for all domestic travel undertaken by SA Health employees for business purposes.

CWT is obliged to provide SA Health and DPC, with various reports to assist in analysing travel costs and utilisation. Monthly Expenditure Reports are supplied to PSCM for monitoring of domestic travel.

12. Definitions

In the context of this document:

Air Ticket Credit is a credit, to the value of the non-refundable ticket purchased, that may be used for a new booking at a later date. Credits are only provided where the ticket rules allow for a credit.

Best Fare refers to the lowest cost airfare available one hour either side of the nominated flight time, which offers the traveller the convenience and flexibility to complete the business purpose effectively.

Carlson Wagonlit Travel (CWT) *pronounced Carlson Vagon-lee*, is the supplier for the current across government contract for Travel Management Services.

Chief Executive means the Chief Executive of SA Health.

Chief Executive Officer means the Chief Executive Officer of a LHN or SAAS.

Domestic Travel includes:

- Intrastate travel
- Interstate travel

Employee for the purpose of this Policy Directive means:

- Full time employee of the SA Public Sector
- Part time, casual or itinerant employee of the SA Public Sector
- Person employed on a contract or through an Agency
- Volunteer
- Students
- Consultants and Contractors travelling for government related purposes where the travel is being arranged and funded by SA Health

Fleet and Travel Services is the operational team within Procurement and Supply Chain Management, Supply Chain Operations business unit and manage fleet and travel services for SA Health.

Frequent Flyer or other Benefit Schemes are benefits in the form of free travel to individuals who accumulate bonus points principally by flying with particular airlines.

Governance and Delegation System identifies positions with approved authority for types of business activity for the Department for Health and Ageing positions.

Local Health Network means the regional area comprising one or a number of Health Services, including:

- Northern Adelaide Local Health Network
- Central Adelaide Local Health Network
- Southern Adelaide Local Health Network
- Women's and Children's Health Network

- Country Health SA Local Health Network

Official Domestic Travel means where a public sector organisation or service responsible to a Minister uses public monies to pay for the travel of a public official or any other person. This policy relates to domestic air travel, accommodation and car hire.

Online Booking Tool (OBT) is an internet based portal that is used to purchase travel services through CWT.

Purchase Card is a credit card currently made available to the SA Government through a Whole of Government contract with the ANZ Bank.

Regional Locations outside of the metropolitan boundary are considered regional; refer to [South Australian Boundaries](#) Map for details.

SAAS means SA Ambulance Service.

SG Number refers to a State Government number required to be provided to the travel management company to complete travel bookings.

Travel Arranger refers to nominated SA Health employees who are authorised to purchase travel.

13. Associated Policy Directives / Policy Guidelines

[Benefit Schemes Policy Directive](#)
[DPC Circular 040 – Air Travel](#)
[Domestic Travel Policy Guideline](#)
[Overseas Travel Policy Directive](#)
[Purchase Card Policy Directive](#)
[SA Government Safe Driving Policy](#)
[Travel Allowance Policy Directive](#)

14. References, Resources and Related Documents

The following links are either referenced or related to this document:

[Code of Ethics for South Australian Public Sector](#)
[Commissioner's Determination 3.2](#)
[Commissioner's Standard – A Planned Workforce](#)
[Country Health SA Local Health Network](#)
[DPC, Travel Management Services Contract Guide](#)
[Emergency Management Unit](#)
[Fleet SA Short Term Hire Authority Card](#)
[Governance and Delegation System \(GADS\), DHA](#)
[Procurement and Supply Chain Management, Travel Management](#)
[Salaried Medical Officers Enterprise Agreement 2013](#)
[SA Health Human Resources Manual](#)
[State Procurement Act 2004](#)
[Supplier Interaction and Engagement Fact Sheet](#)