

HUMAN RESOURCES**NPRSR Appropriate Behaviour Policy**

Effective date: 14/02/2013

Version: 1.01

CHC/2013/528

1. Purpose

The Department of National Parks, Recreation, Sport and Racing (the department) is committed to ensuring that employees and volunteers work in a productive, safe and healthy workplace free from inappropriate behaviour such as workplace harassment, violence, aggression, sexual harassment and discrimination, and unsafe work practices.

This policy clearly states the department's expectations in relation to behaviour at work, when travelling away from the workplace on work-related trips and when attending work-related events.

In addition, this policy defines workplace harassment, sexual harassment and discrimination and details the department's expectations of conduct.

2. Policy

Inappropriate behaviour in any form is disruptive to the safety, well-being and productivity of all employees and volunteers, and has a number of adverse human resource management impacts, including increased stress, physical injury and illness, absenteeism, workers' compensation costs, staff turnover and replacement costs, complaints and low morale.

Departmental employees and volunteers have the right to work in a safe environment free from intimidation, threat, humiliation, violence or aggression and such inappropriate behaviour will not be tolerated. Any such conduct in a private capacity which negatively reflects upon the department will also not be tolerated. Employees also need to be aware that content published on social media sites is publicly available information. Therefore employees need to be mindful of their behaviour, even in their private capacity when using social media platforms

Employees and volunteers are expected to treat each other, visitors and clients with courtesy, respect, tolerance and consideration. Managers and supervisors have an obligation to ensure the workplace environment is safe, healthy and managed in a way that upholds the department's goal of zero harm for all employees, volunteers and visitors. Managers and supervisors also have a leadership responsibility to model and promote acceptable workplace behaviour.

All departmental employees and volunteers are also expected to uphold the standards of appropriate behaviour while on work-related trips or at work-related functions or events. In addition:

- All persons (members of the public and work colleagues) must be treated with respect and dignity;
- Inappropriate behaviour will not be tolerated;
- Use of illegal substances or excessive alcohol consumption will not be tolerated, and appropriate action will be taken in response to allegations of their use or misuse.

CONFIDENTIALITY OF INFORMATION

Strict confidentiality is to be maintained in relation to allegations of inappropriate behaviour. Complainants, respondents and managers/ supervisors should keep diary notes relating to incidents, and this documentation, along with any other documentation relating to the matter, should be stored securely.

Matters may only be discussed with officers who have a need to know or provide support or advice about the process (e.g. Workforce Relations and Safety, Human Resources (WRS), line management, Divisional Human Resources (HR) contact, union, legal representative or support person).

3. Principles

Prevention

1. The department will provide systems and processes that seek to facilitate and promote appropriate behavioural standards and provide protection from inappropriate behaviour, including reprisal for making a complaint.
2. Proactively facilitate training and awareness sessions on harassment, discrimination and maintaining appropriate behaviour in accordance with the Code of Conduct will be provided by the department for all employees and volunteers.
3. The department will provide an effective procedure for managing employee complaints. All complaints of inappropriate behaviour will be treated seriously and dealt with in a sensitive, fair, timely and confidential manner in accordance with the relevant departmental procedure.
4. Unfair treatment of, or reprisals against, the parties to a complaint will not be tolerated.

Management

1. Employees and volunteers are encouraged to report to an appropriate person such as their supervisor/manager, Divisional HR contact or WRS Unit, behaviour which breaches the departmental policy or the Code of Conduct for the Queensland Public Service.
2. Proven breaches of this policy may result in disciplinary action being commenced against an employee who behaves inappropriately or against a manager/supervisor or fellow employee where they sanction, or do not attempt to eliminate, such behaviour.
3. The department's preferred course of action when dealing with inappropriate behaviour is for local resolution to occur as issues are more likely to be resolved at this level. Possible actions that can be taken at a local level can be found in Attachment 3 of the department's Managing Employee Complaints Procedure.
4. Single instances of inappropriate behaviour do not constitute workplace harassment. However, they must not be ignored and should be discussed and resolved as a priority. They may also be dealt with using the procedures outlined in the department's Investigation and Discipline Procedure and the Managing Employee Complaints Procedure. Where single instances of inappropriate behaviour fall under other categories such as workplace violence they will be dealt with accordingly.
5. A manager who receives an employee complaint in writing is required to follow the process detailed in the department's Managing Employee Complaints Procedure. All other complaints, including those received verbally or management-identified complaints must be processed in accordance with the department's Investigation and Discipline Procedure.
6. If the action which is the subject of the complaint could constitute Official Misconduct, the matter is to be managed in accordance with the department's Official Misconduct Complaints Procedure as well as the department's Investigation and Discipline Procedure. Importantly, the Manager, Ethics Unit must be notified.
7. In cases where it is thought that a criminal offence has been committed, or where there is some likelihood of violence in the workplace or the possibility of self-harm occurring, the person's manager will be notified without delay and advice is to be sought immediately from WRS Unit.
8. The Employee Assistance Program (EAP) is available for all staff and managers who may wish to discuss their situation with an impartial counsellor. The service can also be accessed at any time throughout the process.
9. Anonymous allegations will be considered by the delegate, who will then determine the most appropriate method of dealing with and resolving the matter as quickly as possible whilst having regard to procedural fairness.

Response

1. Employees and volunteers are obligated to answer questions during an investigation and complaints or statements made during an investigation into inappropriate behaviour may be released under Right to Information provisions. Provided their statement is true to the best of their knowledge and not malicious or vexatious, employees and volunteers will be indemnified from defamation action.
2. In cases of discrimination, an employee may lodge a written complaint to the Anti-Discrimination Commission Queensland (ADCQ) within one (1) year of the alleged discrimination's last occurrence. In such cases, the department cannot be an advocate for the complainant, as the department will be required to prepare its own case for the ADCQ.
3. Designated roles are available to offer information and support regarding health and safety in the workplace.

4. Authority

Anti-Discrimination Act 1991

Public Sector Ethics Act 1994

Public Service Act 2008

Public Service Regulation 2008

Work Health and Safety Act 2011

Information Privacy Act 2009

Right to Information Act 2009

Prevention of Workplace Harassment Advisory Standard 2004

Code of Conduct for the Queensland Public Service

Departmental Policy and Procedure –Employee complaints management

5. Scope

This departmental policy applies to all:

- Permanent employees (including Senior Officers);
- Temporary employees;
- General employees;
- Casual employees;
- Consultants/contractors;
- Work experience or industry placements;
- Trainees; and
- Volunteers.

6. Responsibilities

Employees and Volunteers

- Attend training and awareness sessions organised by the department in harassment and discrimination, and WHS obligations and be responsible for understanding what constitutes appropriate behaviour;
- Ensure that their workplace behaviour does not contravene this policy or the Code of Conduct for the Queensland Public Service;
- Co-operate with local resolution processes that contribute to positively maintaining a harmonious and professional work environment;
- Ensure that the workplace is free from materials with offensive connotations, including cartoons, pictures, posters and computer screensavers;
- Take appropriate action to prevent inappropriate behaviour from occurring; and when they become aware of it, discontinue inappropriate behaviour.

Managers and supervisors

- Model and promote appropriate behaviour;
- Ensure that all employees and volunteers under their control are familiar with their obligations under this policy, and maintain appropriate standards of workplace behaviour;
- Reinforce corporate information about appropriate behaviour in local induction procedures and
- Ensure that all employees and volunteers under their control attend the required awareness sessions in harassment and discrimination, WHS obligations and appropriate behaviour
- Monitor the workplace for inappropriate behaviour or misconduct, taking early corrective action to deal with potentially offensive or unsafe behaviour and to prevent future incidents; and
- Ensure that complaints of inappropriate behaviour or misconduct are treated seriously and dealt with promptly.
- Ensure all employees are aware the Employee Assistance Program (EAP).

Divisional HR Contact

- Provide information to employees and volunteers about this policy;
- Support and assist employees, volunteers and managers/ supervisors to address concerns about inappropriate behaviour;
- Assist managers/ supervisors to resolve such matters through local resolution; and
- Where matters cannot be resolved at a local level, advise Workforce Relations and Safety, Human Resources (WRS) and commence further action under their direction.

Workforce Relations and Safety, Human Resources

- Oversee the application of investigation and discipline processes in conjunction with the Divisional HR contact;
- Must be advised of all instances of workplace harassment, sexual harassment and discrimination regardless of whether the matter is resolved locally; and
- Must be directly involved in all discipline matters.

Manager, Privacy and Ethics, Governance and Strategy

- Provide advice to employees, volunteers and management about official misconduct matters; and
- Report all suspected instances of official misconduct to the Crime and Misconduct Commission.

Delegated officer (Delegate)

- Determine the most appropriate course of action for managing anonymous complaints received;
- Ensure that WRS is involved and consulted about all aspects of the investigation and discipline process including engagement of an investigating officer and the development of the terms of reference for the investigation; and
- Authorise the conduct of an investigation and discipline process in accordance with this policy and the department's Investigation and Discipline Procedure.

7. Definitions and glossary of terms

At work – Employees and volunteers are “at work” when they are undertaking any departmental work, regardless of the location that this work is being performed.

Designated roles – Roles undertaken by approved employees in addition to their usual duties. Designated roles include WHS representatives, First Aid personnel, Fire Safety Officers, Emergency Evacuation personnel and Harassment and Discrimination Referral Officers.

Direct discrimination – Happens when a person treats, or proposes to treat, a person with an attribute less favourably than another person without that attribute, in the same or immaterially different circumstances. An example of direct discrimination would be where **Person A** refuses to employ **Person C** because:

- **Person C** is English and **Person A** doesn't like English people;
- **Person C's** friend **Person B** is English and **Person A** doesn't like English people; or
- **Person A** believes that English people are unreliable workers.

In each case **Person A** discriminates against **Person C**, whether or not **Person A's** belief about **Person C** or **Person B's** nationality, or the characteristics of people of that nationality, is correct.

Discrimination – Occurs when one person is treated less favourably than another person would be in the same or similar circumstances because of a personal characteristic or belief. The following attributes for discrimination apply under Queensland and Commonwealth legislation:

- age;
- breastfeeding;
- family responsibilities;
- gender identity;
- impairment or disability;
- lawful sexual activity;
- parental status;
- political belief or activity;
- pregnancy or potential pregnancy;
- race, colour, descent, national or ethnic origin;
- relationship status;
- religious belief or religious activity;
- sex;
- sexuality;
- trade union activity; and
- association with, or relation to, a person identified on the basis of any of the above attributes.

Employee – Any employee of the department regardless of their employment status (including consultants/contractors, work experience or industry placements and trainees).

Inappropriate behaviour (also called misconduct) – Behaviour that a reasonable person, having regard to all the circumstances, would consider unwarranted and which contravenes expected behaviours outlined in this policy and the Code of Conduct for the Queensland Public Service. Inappropriate behaviour, or misconduct, includes performing a work task or acting in an unsafe manner that places self and/or others at risk of injury or illness, and may be in an official capacity or in a private capacity that reflects seriously and adversely on the public service.

Indirect discrimination – Happens when a policy or procedure which appears to treat everyone equally has the effect of disadvantaging certain groups and the requirement is not reasonable, or when a person imposes, or proposes to impose a condition, requirement or practice, whether or not it is written:

- with which a person with an attribute or a belief does not or is not able to comply; and
- with which a higher proportion of people without that attribute or belief comply or are able to comply; and
- that is not reasonable.

Examples of indirect discrimination include:

- where an employer decides to employ people who are over 190cm tall, although height is not pertinent to effective performance of the work. This disadvantages women and people of Asian origin, as there are more men of non-Asian origin who can comply. The discrimination is unlawful because the height requirement is unreasonable, there being no genuine occupational reason to justify it; or
- where an employer requires the wearing of a cap as part of their uniform, for appearance, not hygiene or safety reasons. This requirement could have a discriminatory effect against people who are required by religious or cultural beliefs to wear a particular headdress.

Official misconduct – Conduct concerned with the performance of an officer's duties that is not honest or impartial, a breach of the trust placed in the person, or a misuse of information or material acquired through the officer's position and that could, if proved, be –

- (a) a criminal offence; or
- (b) a disciplinary breach providing reasonable grounds for terminating the person's services, if the person is or was the holder of an appointment.

Procedural fairness – Also referred to as natural justice. The rules of procedural fairness require that a delegate or investigator is not biased in any way, gives all parties a fair hearing, ensures all parties are informed and allowed to comment, and takes into account a person's point of view on any matter that adversely affects them. The principles of procedural fairness must be applied to investigations and discipline matters.

Sexual harassment – Any unwelcome behaviour of a sexual nature which makes a person feel offended, humiliated or intimidated, and where that reaction is reasonable in the circumstances. Sexual harassment also refers to a working environment or culture that is sexually permeated or hostile, including the display of obscene or pornographic material, general sexual banter, crude conversation, innuendo or jokes of an offensive nature.

Sexual harassment is present if a person:

- subjects another person to an unsolicited act of physical intimacy, such as deliberately touching, brushing against, patting, embracing, massaging, kissing, pinching, touching or fiddling with a person's clothing (eg. brushing specks of dust, flicking bra straps, lifting up shorts or shirts); or
- makes an unsolicited demand or request, whether directly or by implication, for sexual favours from the other person (including physical violence with sexual content, eg. stalking and rape); or
- makes a remark with sexual connotations relating to the other person; or
- engages in any other unwelcome conduct of a sexual nature in relation to the other person, including harassment via telephone, leering, staring, using offensive body and hand movements, indecent exposure, suggestive letters or drawings, offensive electronic mail or screensavers.

and they do so:

- a. with the intention of offending, humiliating or intimidating the other person; or
- b. in circumstances where a reasonable person would have anticipated the possibility that the other person would be offended, humiliated or intimidated by the conduct.

Vilification – Inciting hatred, serious contempt for, or severe ridicule of another person or group of people because of race, religion, sexuality or gender identity.

Volunteer – Any person, who, without compensation or expectation of compensation beyond out of pocket expenses, undertakes activities of their free will at the direction and supervision of the department. Volunteers are not considered to be departmental employees.

Social Media - online and mobile technologies that are used to share information promote discussion and build relationships, including:

- social networking sites such as Facebook, MySpace, Windows Live and Linked In
- mass communication platforms such as Twitter, Skype and Tumblr
- video and image sharing platforms such as Youtube and Flickr
- messaging technologies such as SMS, email and smart-phone applications.

Work related trips and events – Include, but are not limited to:

- Conference/training programme attendance;
- New product/service launches;
- Workplace social gatherings;
- Government functions;
- Journeys away from the workplace for work-related purposes such as meetings, investigations or inspections;
- Use of departmental accommodation, vessels and facilities; and
- In-house functions on Government property.

Workplace behaviour – Includes behaviour at work, when travelling away from the workplace on work-related trips and when attending work-related events. Workplace behaviour also includes proper use of department owned or leased equipment (for example, vehicles, computers, electronic devices etc.) and employees and volunteers are expected to adhere to policies and procedures pertaining to their operation.

Workplace harassment – Sometimes called bullying, workplace harassment covers a wide range of behaviours ranging from subtle intimidation to more obvious aggressive tactics and can also reflect the values, beliefs and norms adopted by a work group such as ‘initiation rituals’, nicknames, accepted use of bad language and cliques or ‘clubs’ in the work group.

For behaviour to be considered workplace harassment, it **must** be repeated and:

- unwelcome or unsolicited; and
- the person considers it to be offensive, intimidating, humiliating or threatening; or
- a “**reasonable person**” would consider it to be offensive, intimidating, humiliating or threatening.

The source of the workplace harassment could be:

- a manager/ supervisor, or someone appointed to a more senior position;
- a co-worker or a group of co-workers;
- client or customer; or
- a member of the public.

Examples of workplace harassment include, but are not limited to:

- constant criticism without coaching/counselling for change;
- spreading gossip, false or malicious rumours, or making vexatious complaints about a person with an intent to cause the person harm;
- assigning meaningless tasks;
- confusing and contradictory instructions or constantly changing instructions;
- deliberately isolating and excluding persons from various work activities;
- overloading of work on one person whilst others are not overloaded;
- deliberately withholding information;
- hiding documents or equipment; and
- setting impossible deadlines without reason or justification.

Workplace harassment does **not** include:

- reasonable management action by the Director-General, or a manager/ supervisor in connection with a person’s employment such as providing constructive feedback in the course of a performance review;
- a lawful direction given in the course of the employee’s or volunteer’s work;
- constructive feedback about poorly completed work or about work performance; or
- a request for counselling in relation to managing an employee’s unsatisfactory work performance.

8. Related documents

[Investigation and Discipline Procedure](#)

[Managing Employee Complaints Procedure](#)

[Official Misconduct Complaints Procedure](#)

[Public Interest Disclosure Policy and Procedure](#)

[Use of Internet, Email & Other ICT Facilities & Devices Policy and Procedure](#)

[Workplace Health and Safety Policy](#)

9. Review

This policy shall be reviewed within two years of the effective date of the policy.

10. Approval

New departmental policy
<p>Signed:</p> <p>John Glaister Director-General Department of National Parks, Recreation, Sport and Racing</p> <p>Date: 14/02/2013</p>

11. Version History

Date	Version	Action	Description / comments
14 February 2013	1.0	Approved by Director-General	New NPRSR policy for Director-General approval.
7 January 2014	1.01	Approved by A/Executive Director, Human Resources.	Inclusion of behaviour on social media and definition of social media.

12. Keywords

Behaviour; inappropriate behaviour; workplace harassment; violence; aggression; sexual harassment; discrimination; unsafe work practices.

FINANCE AND ASSET MANAGEMENT

NPRSR Domestic and Overseas Travel Policy and Procedure

Effective date: 17/01/2013

Version: 1.2

CHC/2012/5318

1. Purpose

To provide an effective application, approval, reporting and reconciliation process for domestic and overseas travel and to ensure departmental priorities are met and employee health and safety is maintained.

The department aims to ensure that effective and efficient transportation services are available to support the delivery of departmental business activities and services. Therefore, travel must:

- advance the achievement of Queensland Government priorities
- benefit the business of the department
- be undertaken only after exploring alternatives to travel
- not duplicate activities of other agencies
- be undertaken at the most advantageous price and service level.

Travel approvals must ensure alternatives to travel such as videoconferencing and teleconferencing are considered prior to travelling.

2. Authority

Whole of Government Air Travel

Policy: <http://www.hpw.qld.gov.au/supplydisposal/GovernmentProcurement/Travel/Pages/AirTravelPolicy.aspx>

3. Application

This departmental policy and procedure applies to all:

- permanent, temporary and casual employees
- trainees and cadets
- contractors and consultants
- volunteers.

4. Definitions / Glossary of Terms

Best Value Fare	Is the lowest cost fare available at the time of booking to suit the agency's business needs and traveller's entitlements. Best value is determined having regard not only to fares but also other relevant costs such as accommodation and waiting time. Travellers are not expected to undertake circuitous itineraries or to travel in circumstances where there are unacceptable safety or security concerns in order to access lower fares.
Sector	From point of origin to destination without a break or stopover in the trip.
Non-employee travel	Official travel on, or in relation to, government business where travel costs are fully or partially met by an agency for: <ul style="list-style-type: none"> • agencies' clients • consultants and contractors • international job candidates • members of official delegations
Fare class	Identifies the terms and conditions related to an air fare.
Queensland Government Chief Procurement Office	A division of the Department of Housing and Public Works which is the lead agency responsible for the implementation of the TMS and form the whole of government Travel Management Unit.

TMS	Travel Management System
HRG	Hogg Robinson Group

5. Responsibilities

The Premier

Approve overseas travel proposals submitted by the Director-General.

The Minister

Approve all overseas travel (excluding travel to New Zealand or other locations within five hours flying time from Brisbane such as Fiji, Papua New Guinea).

Endorse overseas travel applications by the Director-General.

Director-General

Approve

- non-emergent overseas travel to New Zealand or other locations within five hours flying time from Brisbane (such as Fiji, Papua New Guinea).
- overseas travel report, addendum and diary
- exemption from vaccinations
- the recall to duty of an officer on private overseas travel
- the provision of entertainment, hospitality and gifts to recipients in relation to overseas travel
- personal leave in conjunction with overseas travel
- business class travel
- lounge club memberships
- valet parking
- spouse/partner travel
- business cases for cash advances up to 50% of the remaining budgeted living expenses where the initial entitlement has already been provided to the officer.

Endorse overseas travel applications for approval by the Minister.

Deputy Director-General

Approve

- overseas travel itineraries
- variations to overseas travel after approval by the Minister
- any papers planned to be presented at a conference
- overseas travel acquittances and trip reports not fully aligned to the travel application approved by the Minister.

Executive Directors

Approve

- an alternative travelling officer to that originally approved
- private travel in conjunction with official domestic travel.

Executive Director, Finance and Asset Management

Approve special contractual obligations that do not comply with departmental financial policies and procedures.

Executive Director, Human Resources

Approve special contractual obligations that do not comply with departmental human resource policies and procedures.

Directors/Regional Managers

Approve applications for Cabcharge cards.

All other positions with the relevant Human Resource and financial delegation

Approve

- the validity of travel requirements
- expenditure associated with non-employee travel funded by the department
- exceptional circumstances for not utilising the Brisbane Airtrain service

- the permanent assignment of a *Go Card* to an officer
- domestic travel including air travel, car hire and accommodation in the TMS.

Ensure

- that expired ticket credits (airline, Airtrain) are recorded in the Register of Losses and reported in the quarterly financial reporting package
- that an effective contact schedule is maintained for officers travelling overseas
- when approving travel claims in the TMS that the claim is valid, appropriate and justified
- that externally funded travel has been paid as agreed or reimbursed to the department.

Travelling Officers

Ensure

- best value fare - economy class is selected when arranging domestic air travel
- that prior approval is obtained when combining official travel with private travel
- they submit a separate detailed itinerary with an application for overseas travel
- the overseas travel acquittance and trip report are fully aligned to the travel application approved by the Minister
- they arrange their visas, vaccinations, corporate card and a valid passport prior to undertaking overseas travel
- claim and reconcile travel advances and actuals on the TMS through their business unit/group within 14 days after completing the travel
- clearly identify and mark receipts related to their **own** expenditure if travelling with a partner
- do not pay for a partner's travel-related expenses including accommodation and meals using departmental funds
- the establishment of an appropriate *Go Card* arrangement at the local office is maintained with accurate details, i.e.
 - the permanent issue of a *Go Card* to an officer
 - registered *Go Card*/s shared by officers
- *Go Card* is not used for personal trips
- comply with the Code of Conduct when spending departmental funds.

Reimburse the department in the event that a departmental *Go Card* or *Cabcharge card* is accidentally used for private purposes or any travel claim overpayments. These details are to be recorded including reimbursement receipt number on the relevant register.

Submit an overseas travel report to the Director-General within 14 days of return from overseas travel.

Go Card Administrator

Ensure

- adequate funds are available on the *Go Card*
- the *Go Card* register is updated following top ups and trips
- the *Go Card* register is reconciled quarterly
- the *Go Card* is stored in a secure location when not in use
- *Go Cards* are labelled with an adhesive sticker identifying the department
- *Go Cards* are topped up using corporate card
- *Go Cards* are registered in the name of the department.

Queensland Shared Services

Maintain

- a register of airport lounge memberships
- a register of Cabcharge cards.

6. Delegations

TMS Travel Approvers

All positions with the appropriate Human Resource and financial delegation.

All other travel approvals (taxi, *Go Cards*, Airtrain etc) are as cited in the Responsibilities section.

7. Policy statement

The Queensland Government promotes the use of Best Value Fare (BVF) in determining the airline used for business related air travel. BVF is the lowest cost fare available at the time of booking to suit an officer's business requirements. All officers must travel BVF economy class. Only the Director-General may travel business class if offered by an

airline in accordance with the whole of government Air Travel Policy unless the Director-General considers that special circumstances apply. Examples of 'special circumstances' might include health and safety issues or travelling with the Minister or Director-General.

Prior to any air travel being undertaken, departmental officers must consider alternatives such as teleconferencing or videoconferencing.

An employee whose principal place of employment is in Queensland and who is travelling, either on domestic or overseas travel, for official purposes is entitled to workers' compensation cover. Any such claim should consider the injury as if it had occurred in Queensland.

The Travel Management System (TMS) must be used to book air travel, car hire and accommodation. Only in exceptional circumstances where it is not possible to use the TMS for accommodation, should corporate card be used.

All Brisbane CBD-based employees must use the Brisbane Airtrain service to and from the Brisbane CBD and domestic and international airports. Exceptions to this must be approved by the traveller's manager who originally approved the air travel and based on evidence that it is impractical to use the Airtrain service.

8. Principles

- Employees must select the Best Value Fare economy class for all air travel.
- TMS must be used for:
 - all air, accommodation and car hire bookings where practical
 - all travel allowance and advance claims – no exceptions.
- The use of video-conferencing and teleconferencing must be considered prior to any air travel being approved.
- Officers travelling overseas must:
 - maintain a complete and accurate travel diary
 - submit an overseas travel report and addendum to the Director-General within 14 days of their return
 - reconcile travel advances and actuals using the TMS within 14 days of their return
 - ensure they have a departmental corporate card for official expenses prior to departure.
- Travel to and from the Brisbane CBD to the domestic and international airports must be undertaken using the Airtrain service unless otherwise approved.
- Approval must be obtained from an EMG member prior to accepting an offer to present papers at a conference.
- All expired air travel tickets or credits must be recorded in the department's "Register of Losses" and reported in the quarterly financial reporting package.

9. Procedure

DOMESTIC TRAVEL

The Queensland Government promotes the use of Best Value Fare (BVF) for all air travel regardless of the carrier. Where BVF is not selected, the reason must be documented in the TMS as a Policy Breach.

The Director-General and Deputy Director-General may travel business class if offered by the carrier. All other employees must travel BVF economy class for both domestic and international travel, unless the Director-General considers that special circumstances apply. Examples of 'special circumstances' might include health and safety issues or travelling with the Minister, Director-General or Deputy Director-General.

Travel bookings using the Travel Management System (TMS)

The TMS is a mandated online, whole of government, integrated travel booking and claims management tool. For both domestic and overseas travel, the TMS must be used wherever possible to:

- book airline travel
- book car hire
- book accommodation
- claim and reconcile a travel advance
- claim and reconcile travel allowances and actuals.

Where it is not possible to use the TMS to book travel, employees must liaise directly with an HRG consultant to make bookings on their behalf. An HRG consultant can be contacted as follows:

Business Hours: 1300 729 912

After Hours Emergency: 1300 370 270

Delegation of approval roles in the TMS

TMS approvers at **SES and SO levels only** are permitted to delegate their TMS approval role to another employee on a full-time basis.

When operating a delegated approval role, the delegated officer must:

- print a copy of the trip itinerary, WBSE/cost centre code, approval screen and approval email showing the original approver and any policy breach details
- have the approver sign the documents as approved, or email approval of the documents
- retain the information on file at the business unit for audit purposes.

If a TMS approver is going on leave/secondment, they may delegate their TMS approval role to the employee backfilling their position during the period they are absent **provided** the employee backfilling the position is at an equivalent classification to the approver e.g. on higher duties.

At no time is a TMS username or password permitted to be given to another employee to approve or book travel.

Travel bookings outside the TMS

Any travel that cannot be provided by using the TMS may be booked and paid for using corporate card or petty cash.

These include:

- air charter services
- bus, ferry or rail services.

Charter services

Charter services must only be used where there are no regular passenger transport services and where there are no alternatives to such travel. Charter Services must be procured through the whole of government Standing Offer Arrangement with Independent Aviation <http://QGOV.independentaviation.com.au>

Travel for non-departmental persons

All domestic and overseas travel must be arranged by the department through the TMS or HRG. Managers must approve the validity of travel and expenditure incurred by non-departmental persons. A record of approval must be maintained by the business unit.

Valet car parking

Employees must not use valet parking services unless approved by the Director-General.

Lounge memberships and loyalty programs

The Director-General may approve airport lounge memberships to employees that travel a minimum of 72 sectors per year. Memberships are limited to 12 months. Employees must submit a business case to the Director-General detailing:

- the necessity for the lounge membership
- their impending travel requirements for the next 12 months
- the benefits the travel provides for the department
- the consequence or risk of not having a lounge membership.

Where the Director-General has approved an employee to have a lounge membership, the officer must contact the Queensland Shared Services to coordinate the processing and payment of the membership <http://ssa.govnet.qld.gov.au/forms/cluster3/pdfs/fdu1273.pdf>

Travellers may retain frequent flyer points accrued at public expense and are responsible for determining the way in which the accrued points are redeemed.

OVERSEAS TRAVEL

The proposed travel must meet government and departmental priorities and that the direct and tangible benefits to the department gained from the travel is supported at both the work unit and regional or divisional level.

Where proposed travel is to a destination classified by Department of Foreign Affairs and Trade (DFAT) (link - <http://www.smartraveller.gov.au>) as a "Significant Security and/or Health Risk", travel to such destinations will not be supported unless exceptional circumstances exist and are approved by the Minister by way of a business case.

The Application Process

Applications **must** be submitted for approval at least six weeks prior to the planned date of departure to avoid unnecessary delays or rejection of the application and processed in the following manner:

- complete an overseas travel application form AND overseas travel addendum <http://insite2.dnr.qld.gov.au/derm/policies>
- submit a separate detailed itinerary with an application for overseas travel
- submit through line management for DDG approval
- send completed forms and any accompanying documents to:
 - TMS Agency Administrator
 - Level 13, 400 George Street
 - Brisbane Qld 4000
- the TMS Agency Administrator prepares a ministerial brief and submits it through the Director-General for the Minister's approval;
- after Ministerial approval, the TMS Agency Administrator will:
 - advise the traveller of the approval
 - make the international booking through HRG
- the TMS will notify the traveller of a confirmed itinerary.

It is the traveller's responsibility to ensure they have:

- an appropriate visa if required
- a valid passport
- a corporate card for expenses
- relevant vaccinations if required.

All overseas travel is to be undertaken using a personal passport. The costs associated with obtaining a standard passport will be reimbursed to the employee. An employee who possesses an **existing** personal passport will not be reimbursed the cost of the passport.

Employees travelling overseas must obtain vaccinations as advised by consular travel advisories. Where an employee cannot be vaccinated, the Director-General may provide exemption in consideration of any associated risks. The department will fund costs associated with advice, medical requirements and vaccinations (excluding existing medical conditions). All costs must be incorporated into the travel budget.

Employees must initially incur any medical expenses (claiming those relevant to Medicare) and claim any out of pocket expenses when reconciling final travel claims.

Employees are automatically covered by whole of government arrangement for international travel insurance when travelling overseas and do not need to purchase additional insurance for official travel.

Variations to overseas itineraries after Ministerial approval

Where overseas travel approved by the Minister is being varied, additional written approval must be obtained from the relevant Deputy Director-General. Requests for approval to vary must include information on:

- the relevant period of travel
- what is being varied
- why the variation is required.

Private leave combined with overseas travel

Where private travel is combined with overseas travel, prior written approval must be obtained from the Director-General. Private leave may be requested **for a period of up to 50 per cent of the official overseas travel period, up to a maximum of 10 working days** unless otherwise approved by the Director-General. No additional expenses are to be incurred by the department or funding organisation in connection with the leave granted.

Personal travel insurance must be obtained at the traveller's expense for any period of personal leave approved and taken as part of official overseas travel.

Payment of expenses whilst overseas

An employee on overseas travel is entitled to an allowance as prescribed in the relevant Public Service Commission Directive.

<http://www.psc.qld.gov.au/page/corporate-publications/directive/alphabetical.shtml>. This may be paid as a cash advance prior to commencing travel. **No further cash advances are permitted.** All other official travel related expenditure will be reimbursed as actuals on the production of receipts.

If a situation arises where an employee is travelling to a location where corporate credit card is not accepted for accommodation or vehicle expenses, then the employee must submit a business case to the Director-General prior to departure justifying:

- that no alternative accommodation and/or car hire is available that accepts credit card payments

- why HRG are unable to organise accommodation and/or car hire for the location.

If the business case is approved by the Director-General, a second advance up to a maximum of 50 per cent of the **remaining budgeted living expenses only** will be paid to the traveller unless special contractual arrangements apply.

Travellers **must** ensure they:

- have a corporate card to pay for expenses whilst overseas
- arrange travel advances on the TMS through the TMS Agency Administrator
- claim and reconcile travel advances and actuals on the TMS through the TMS Agency Administrator
- comply with the Code of Conduct when spending departmental funds
- clearly identify and mark receipts related to their **own** expenditure if travelling with a partner
- do not pay for a partner's travel-related expenses including accommodation and meals using departmental funds.

Where an employee uses personal funds to cover costs whilst travelling overseas, the employee must ensure that receipts are reconciled on TMS.

Fellowships and Sponsorships

Unless there are special contractual obligations relating to a Fellowship or Sponsorship, all policies, financial and human resource procedures must be adhered to including, but not limited to:

- Queensland Government Corporate Purchasing Card
- Gifts and Benefits.

Any special contractual obligations that do not comply with departmental policies and procedures **must** have prior approval from the following delegates prior to acceptance of the contract:

- Executive Director, Finance and Asset Management for finance-related matters
- Executive Director, Human Resources for human resource-related matters

Reconciliation and reporting requirements

Within **14 days** of return from overseas travel, the traveller **must** complete, sign and submit to the Director-General for approval:

- a travel diary
- an Individual Overseas Travel Report and Addendum
- reconcile travel in the TMS.

Travellers must ensure the travel acquittance and trip report are fully aligned to the travel application approved by the Minister. Where it does not align to the original approval, travellers must provide a written explanation to the relevant Deputy Director-General for approval.

Gifts and benefits

The provision and receipt of gifts and benefits is not encouraged. However, the provision of nominal gifts or hospitality may be relevant in certain circumstances involving overseas travel. In such circumstances, the department's financial procedure for Gifts and Benefits is to be applied. The description and anticipated costs of any gifts must be outlined in the overseas travel application and approved by the Director-General.

GO CARDS

Go Card credits and deposits must be charged to general ledger code 52121 Travel Expenses – Domestic.

The following rules apply to the management and use of a *Go Card*:

- *Go Cards* must be held centrally within a business unit in a safe and secure location
- *Go Cards* must not be used for personal travel
- An employee within each business unit must be nominated as being the authorised officer responsible for the management of the *Go Card/s*
- *Go Card* deposits must be recorded in a local register maintained in the business unit
- *Go Card credit* is capped at \$50 per card
- *Go Cards* must be registered online in the name of the department and business unit
- *Go Cards* must be assigned to an employee for an individual trip and not on permanent assignment unless approved their Manager
- *Go Cards* must be labelled with an adhesive sticker with the department's name
- Reports must be generated and checked for each *Go Card* quarterly and kept with the local register maintained in the business unit by the authorised officer

- Details of movements in *Go Cards* are required in the departmental Quarterly Financial Reporting Package.

Lost or stolen *Go Cards*

The employee with custody of the card at the time it is lost or stolen must contact TransLink immediately on 13 12 30, report it to their supervisor and record it in the register. A replacement *Go Card* may be arranged over the phone with TransLink and the balance transferred from the old card to the new card.

Go Card Register

The *Go Card* register must be updated after each deposit and trip. Receipts for deposits and card top ups must be retained and attached to the register. Where a *Go Card* is on permanent assignment to an employee, that employee is solely responsible for recording all trip details relevant to the use of the card. http://insite2.dnr.qld.gov.au/derm/policies/documents/go_card_register_template.xls

TAXI SERVICES

Taxi services may be ordered where:

- departmental fleet or pool vehicles are not convenient or available for use
- alternative forms of transport are not convenient or cost effective to use
- public transport is not available
- a manager determines it unsafe for an employee to travel on public transport outside core business hours.

Corporate card is the department's preferred method of payment for all taxi services where practical. Where corporate card is not available, Cabcharge cards and e-tickets may be used www.cabcharge.com.au

Cabcharge cards may be obtained by employees who regularly use taxi services and do not have a corporate card. Employees must complete an application form <http://ssa.govnet.qld.gov.au/forms/cluster3/pdfs/fdu1316.pdf> have it approved by the relevant Director or Regional Manager and then scan and email to ssa.bulk.accounts@ssa.qld.gov.au for processing.

Cabcharge cards and e-tickets

Employees must order e-ticket packs using the nominated form; http://insite2.dnr.qld.gov.au/forms_templates/administration/eticket-order-destruction-form.pdf and then scan and email to ssa.bulk.accounts@ssa.qld.gov.au for processing. Forms not completed fully and not correctly approved will not be processed by QSS.

If you have any questions relating to Cabcharge or e-tickets contact:

Administration Officer
Administration Services
Level 3, 400 George Street, Brisbane Qld 4001
Phone: (07) 3330 5389
Email: adminstrationunit@ehp.qld.gov.au

Lost or stolen Cabcharge cards and e-tickets

Employees must **immediately** notify both Cabcharge and the Queensland Shared Services and must provide the following details:

- the officer's name and departmental address
- the e-ticket pack number range or Cabcharge card number and expiry date
- date the e-ticket or Cabcharge card was lost or stolen.

Cabcharge Australia Ltd
Phone: (02) 9332-9222
Fax: (02) 9332-9270
A/H: (02) 9020-2345

A 10% service fee is charged on each fare generated where corporate card or e-ticket services are used. The tax code to be used for this component of the fare is P3 and for the actual cost of the taxi service, P1 is to be used.

Cabcharge e-tickets are classified as accountable forms and must be recorded in a business unit's accountable forms register.

Business areas aligned to e-ticket packs remain liable for any lost or stolen e-tickets illegally used up to a maximum of \$1000 for the first pack and \$500 for each additional pack.

Where a Cabcharge card is no longer required, the card must be destroyed. A Cabcharge Card Application/Cancellation form must be completed and submitted to the Queensland Shared Services.

Any service-related queries and complaints concerning the provision of taxi services must be directed to the taxi company.

10. Forms

Overseas Travel Approval Form

http://insite2.dnr.qld.gov.au/derm/policies/documents/overseas_approval_form.doc

Overseas Travel Approval Addendum

http://insite2.dnr.qld.gov.au/derm/policies/documents/approval_addendum.doc

Overseas Travel Report and Addendum

<http://ssa.govnet.qld.gov.au/forms/cluster3/docs/travelreport.doc>

Overseas Travel Diary

<http://ssa.govnet.qld.gov.au/forms/cluster3/pdfs/fdu602.pdf>

Go Card Register Template

http://insite2.dnr.qld.gov.au/derm/policies/documents/go_card_register_template.xls

11. Other Resources and Links

Gifts and Benefits Directive

<http://www.psc.qld.gov.au/library/document/directive/2009/2009-22-gifts-benefits.pdf>

Gifts and Benefits Guideline

<http://www.psc.qld.gov.au/library/document/guideline/gifts-benefits-faq.pdf>

Code of Conduct

http://insite2.dnr.qld.gov.au/hr_services/code.html

12. Effective Date

This policy and procedure is effective from the date of approval.

13. Further Information

For further information or clarification please contact:

TMS Agency Administrator
Finance & Asset Management
Level 13, 400 George Street, Brisbane Qld 4001
Phone: (07) 3330 5038
Email: tmsagencyadministr@ehp.qld.gov.au

14. Storage of Information

Expired e-tickets are not classed as records and are not required to be retained for a specific period once expired. The local accountable forms register is classed as the record as it explains the lifecycle of the e-ticket. Because e-tickets are classed as an accountable form they must be destroyed in accordance with departmental destruction procedures in accordance with Section 2.1.4 of the General Retention and Disposal Schedule.

15. Approval

Signed:

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Dr John Glaister
Director-General
Department of National Parks, Recreation, Sport and Racing

Date: July 2013

16. Version History

Date	Version	Action	Description / comments
17 January 2013	V 1.0	Departmental policy for Director-General approval.	Former Policy No: ADM/2010/4267
22 April 2013	V 1.1	Minor amendments for approval by Deputy Director-General, Corporate Services	Loyalty membership correction
10 July 2013	V 1.2	Minor amendments for approval by Director-General	Change to loyalty membership

17. Keywords

Domestic; overseas; travel; transportation; TMS