



# The RACP Travel Policy and Guidelines

## Australia and New Zealand

<b>Author(s):</b>	Financial Controller
<b>Team:</b>	Shared Services
<b>Owner:</b>	Executive General Manager, Shared Services
<b>Approved By:</b>	Finance and Risk Management Committee
<b>Effective Date:</b>	13/03/2026
<b>Next Review Date:</b>	18/08/2027
<b>Related Policies and Procedures:</b>	<ul style="list-style-type: none"><li>• Expense and Credit Card Policy</li><li>• College Office Holder Travel and Expense Allowances Policy</li><li>• Travel System User Manual</li><li>• Claim for Reimbursement of Travel Expenses Form</li><li>• Vehicle Log Form</li><li>• Employee Expense Claim Form</li></ul>

## Contents

1. Quality of Service .....	3
2. Travel Authorisations .....	3
2.1. Travel Amendment Requests .....	3
3. Meeting Conditions .....	3
4. Accommodation .....	4
5. Preferred Accommodation and Billing .....	4
6. Preferred Carrier and Fare Class .....	5
7. Loyalty Programs .....	5
8. Reimbursement and Expenses .....	5
9. Travel Insurance .....	7
10. Emergencies .....	7
11. Accompanying Persons .....	7
12. Non-College Members .....	7
13. Divisional Clinical Exams .....	8
14. For Fellows, Trainees and College staff in Australia and New Zealand.....	8
15. Group Bookings 10 PAX and Over.....	8
16. Completing online Webjet Travel Request (For College staff only) .....	8
17. Make a booking in Australia and New Zealand .....	9
APPENDIX 1 – College Preferred Hotels.....	11
APPENDIX 2 – Claim for Reimbursement of Travelling Expenses Form .....	12
APPENDIX 3 – Employee Expense Claim Form.....	13
APPENDIX 4 – Vehicle Log Claim Form.....	14
APPENDIX 5 – Webjet Crisis Management Process .....	15

# Travel Policy

## 1. Quality of Service

The College Procurement Department monitors the quality of travel including accommodation and customer service. We invite feedback from travellers and College staff by email to [TravelAP@racp.edu.au](mailto:TravelAP@racp.edu.au). This information will be used for supplier management, user satisfaction and system and process improvements.

Travellers may also provide feedback to staff responsible for their meeting arrangements.

For finance related queries contact [accounts.payable@racp.edu.au](mailto:accounts.payable@racp.edu.au) (Australia and Aotearoa NZ).

## 2. Travel Authorisations

Fellows, Trainees and College Staff must obtain approval prior to making any travel bookings. College Staff must complete a travel request through Webjet online travel request before contacting the relevant Travellers or the Travel Management Company ("TMC"). [All travel bookings should be made through the TMC](#) however in the event bookings are made outside the TMC, reimbursement may be sought (see [Item 8](#) of this policy).

All domestic travel and travel to and from New Zealand must be approved by a manager with the appropriate financial delegation. This applies to all College staff, Fellows, and Trainees.

Approval for international travel for staff must be obtained from the RACP CEO.

Office Holders must ensure their international travel is approved by the Honorary Treasurer and is in accordance with the College Office Holder Travel and Expense Allowances Policy

Any travel booked without prior approval may not be reimbursed by the College.

### 2.1. Travel Amendment Requests

Changes to a previously approved Travel Request must obtain re- approval:

- If the request is approved but NOT finalised on Webjet, the change can be requested on the Webjet Portal via the support chat function.
- If the request was approved and booked on Webjet, the traveller will need to email [TravelAP@racp.edu.au](mailto:TravelAP@racp.edu.au).
- If the change required is urgent (same day), please contact [Webjet via phone](#) and request the change. The Webjet team will escalate the approval.

## 3. Meeting Conditions

All College Body Meetings must be held in Sydney for Australian based bodies and in Wellington for New Zealand based bodies, except for the State/Regional Committees which hold their meetings in their respective state or regions. In addition, the Board travels throughout Australia and New Zealand and College Council also meets in various locations and is usually aligned with Board meetings. This Policy should be read in conjunction with the College Meetings Policy.

If a tangible benefit can be demonstrated to the College, such as most College Body members reside in a particular location, then the College Body may hold its meetings in a location other than Sydney or Wellington. The guiding principle in determining other locations for holding meetings is that the cost to hold a meeting in another location must be no greater than the cost of holding the meeting in Sydney or Wellington.

### 4. Accommodation

College meeting times are arranged where possible to allow travellers to leave their place of residence to travel to a College meeting in the morning and return in the evening of the same day, at reasonable times. College business (Committee meetings, etc.) will normally be scheduled to start at 10am and finish at 4pm. Where flight schedules allow travellers the opportunity to do this, no overnight accommodation will be required.

For College business that falls outside of the scheduled meetings start and finish times or where flight schedules do not permit a traveller the opportunity to return to their preferred location at a reasonable time, accommodation may be provided upon request. Fellows, Trainees and College staff will not be required to depart their place of residence or preferred location before 6am or return to their destination after 10pm, however they may choose to do so. A traveller's place of residence return evening destination and time zones should be considered when reviewing accommodation requirements.

Where the duration of travel from a place of residence or similar location and the departure airport is greater than 4 hours, the traveller may request accommodation.

The College TMC can book hotel accommodation at corporate rates worldwide. Fellow and Trainee travellers are permitted a maximum allowance of \$330AUD and \$330NZD per room per night (excluding applicable taxes). College Staff travellers are permitted a maximum allowance of \$275AUD and \$275NZD per room per night (excluding applicable taxes).

In the event a requested hotel exceeds the College accommodation allowance, and there are no reasonable alternatives, Managers may approve the additional spend under the following conditions:

- The additional spend must be within the Manager's delegation as per the Delegation Schedule; and
- The Manager must inform their SLT member when approving the amount. This can be done by CCing their SLT member in when responding to the TMC granting approval.

Alternatively, the TMC will provide an appropriate preferred hotel that should be located within a reasonable distance to the College office or meeting location. However, if the traveller requests to stay at a particular hotel, the difference will need to be approved or be at the traveller's expense.

Where a non-preferred hotel is booked a non-refundable pre-payment may be required. Booking a non-refundable hotel should only occur where absolutely necessary as additional costs may be incurred.

### 5. Preferred Accommodation and Billing

The College has several preferred Hotels, for details (see [Appendix 1](#)).

Fellows, Trainees and Staff should book their accommodation through the Webjet online travel request. Travellers should be aware that breakfast is not included in the room rate. The College has made credit arrangements with preferred hotels booked through the TMC where breakfast can be charged back. In addition, all meals consumed in a hotel restaurant can also be charged back. The room rate includes in-room Wi-Fi Travellers who are unable to have breakfast within the hotel will be reimbursed as per the meal reimbursement rate (see [Meal Reimbursement Rates in Reimbursement and Expenses](#)). Any incidentals incurred by the traveller during their stay (e.g. phone, mini bar, late check-out fees, etc) should be paid upon check out by the Traveller. Incidentals will not be reimbursed by the College without prior approval.

Hotels not booked by the TMC must be paid for by the traveller and reimbursement should be sought from the College. This excludes accommodation booked by the College Events department as part of a large meeting or event.

### 6. Preferred Carrier and Fare Class

Qantas is the preferred carrier in Australia and Air New Zealand in New Zealand. This does not preclude booking other airlines if Qantas and Air New Zealand flight schedules are unsuitable. Please bear in mind that alternative airline carrier flight conditions may apply to changes, re-booking and cancellations.

All travel within Australia and New Zealand must be economy class.

Board members, Fellows, Trainees and Staff flying for over 6 hours in total on a single leg\* of any domestic and trans-Tasman journey may travel premium economy.

For International flights (excluding trans-Tasman) travellers flying for College business may travel premium economy class.

Ticketing is electronic for all domestic and international bookings.

*\*Note: A single leg refers to the flight duration of either the outbound or return journey but not both.*

### 7. Loyalty Programs

#### Qantas

Fellows, Trainees and Staff may apply for Qantas Club membership at a corporate discounted rate. The corporate discount refers only to the membership rate and not to the joining fees. Applications and payments must be made direct with Qantas. This is not reimbursable by the College.

New memberships can be arranged by contacting the Qantas Club Service Centre on 13 11 31 or worldwide +61 3 9658 5302 and follow the prompts. It is essential to quote the corporate number **110976** to obtain the reduction.

#### Koru Club

Employees are able to receive discount rates for the Koru Club.

#### Points Programs

Loyalty program points (e.g. Qantas, Virgin & Air New Zealand) will accrue to the traveller for air travel bookings and for some hotel bookings. Loyalty program points may be used for flight upgrades on most domestic and international flights. For further details, please visit your eligible loyalty program provider.

### 8. Reimbursement and Expenses

Travellers who make bookings outside of Webjet will need to submit a Claim for Reimbursement of Travelling Expenses Form for Fellows and Trainees ([see Appendix 2](#)) and an Employee Expense Claim Form ([see Appendix 3](#)) for College Staff.

The College will pay air travel costs up to the equivalent air fare amount and reimbursements will be paid by electronic bank transfer.

Meals that are not charged to a hotel account as part of the Webjet booking can be claimed with the submission of receipts up to the amount specified in the tables below:

Meal Reimbursement Rates for Fellows and Trainees	
Breakfast up to	\$40AUD and \$40NZD plus GST
Lunch up to	\$50AUD and \$50NZD plus GST
Dinner up to	\$130AUD and \$130NZD plus GST

Meal Reimbursement Rates for College Staff	
Breakfast up to	\$35AUD and \$35NZD plus GST
Lunch up to	\$50AUD and \$50NZD plus GST
Dinner up to	\$70AUD and \$70NZD plus GST

Taxis between the traveller's home, airport and/or meeting venues will be reimbursed by the College upon receipt of a Claim Form.

Travellers within Australia may request from the College staff a Cab Charge card prior to travel. Travellers within New Zealand may request from New Zealand College staff a taxi voucher or booking of a Cab.

Metropolitan car parking to attend College business may be reimbursed by submitting a Claim Form on completion of the trip.

Requests for airport parking should be noted on the Travel request. Payment should be made by the traveller and receipts for such parking should be submitted to the College attached to the [Claim for Reimbursement of Travelling Expenses Form](#) on completion of the trip.

In the event a hire car is used, either in place of air travel or taxis, a Travel Request will need to be completed. If a private car is used, a Travel Request will need to be completed prior to making a booking and the approved request should be attached along with receipts to the Vehicle Log Form ([see Appendix 4](#)) for reimbursement. For private car claims, the College will reimbursement costs up to the equivalent air fare amount and reimbursements will not be in the form of cash payment. Rates for business kilometre reimbursement are as the Australian Taxation Office (ATO) / Inland Revenue Department (IRD) Rates.

RACP insurance cover for private car use requires a journey to be over 50km from home or residence, work location or meeting/event location and does not cover damage to personal vehicles, only Third party cover is provided.

Reasonable hotel internet charges incurred during travel for the College will be charged to the hotel account as part of the Webjet booking. Where internet charges cannot be charged to a hotel account, these charges will be reimbursed directly upon sending a reimbursement form with receipts to the College.

All other incidentals incurred by the Traveller during their hotel stay (e.g. phone, mini bar, late checkout fees, etc.) should be paid upon check out by the Traveller and will not be reimbursed by the College without prior approval.

For College employees, please refer to the [Expense and Credit Card Policy](#) for information regarding claiming travel expenses.

## 9. Travel Insurance

Travel insurance cover is provided for all Fellows, Trainees and Staff travelling on College business. If you require assistance regarding any travel insurance matter while overseas, please contact Chubb Assistance on **+61 2 8907 5995** or [www.chubbassistance.com/au](http://www.chubbassistance.com/au) and quote policy number **01PP531235**. For details of cover and claims contact [TravelAP@racp.edu.au](mailto:TravelAP@racp.edu.au).

## 10. Emergencies

In the event of a travel emergency, Fellows, Trainees and Staff should contact the College's TMC. The College will work with the TMC to ensure all travellers impacted are provided with the appropriate assistance to return to their home destination.

The TMC will notify travel arrangers, travellers and key contacts to advise of any situation and provide regular updates and assistance. The TMC will be authorised to accept requests for changes or additional flights and accommodation if needed to assist travellers to return to their home destination.

Please refer to current TMC's Crisis Management Process ([see Appendix 5](#)).

## 11. Accompanying Persons

Accompanying persons not on College business is permitted, but they must meet their own costs if prior approval is not given. The Traveller must arrange the booking independently, outside of the portal.

Reimbursement of travel expenses for accompanying persons (e.g. a nursing child or a carer required to support the needs of a meeting attendee) will be considered on a case-by-case basis under the following procedures and guidelines:

- If the meeting is an approved scheduled meeting and the amount requested is \$500 or under, an application for approval of cost must be made to the relevant Senior Leadership Team (SLT) member; or
- If the meeting is an unscheduled meeting and/or the amount requested exceeds \$500 then an application for approval of costs must be submitted to the CEO at least (28) days in advance of travel.

Reimbursement of reasonable child-minding expenses for accompanying persons e.g.: a babysitter or nanny of a young child or children up to their 2<sup>nd</sup> birthday (2 years old) for College approved meetings and events will be granted if approval is sought prior to the member travelling to attend the meeting or event. The application for approval of cost must be made to the relevant SLT member.

All requests should give an estimate of costs for consideration.

## 12. Non-College Members

Non-College Members such as Professional Consultants or Independent Subject Matter Experts may be invited from time to time to participate in College business. This policy applies to **any** person(s) travelling as part of a College Body for College business.

### 13. Divisional Clinical Exams

National Fellow Examiners travelling during the Divisional Clinical exams are subject to the additional provisions:

#### Flights

National Examining Panel members flying on flights greater than 3 hours, between back-to-back examining days, on a single leg of any domestic and trans-Tasman journey may travel business class.

#### Incidental Expenses

Incidental expenses incurred during travel for the Clinical exams will be charged to the College hotel account. In relation to alcohol consumption from the mini-bar, travellers are limited to 1 mini-bar bottle per day.

#### Approval Delegations

Changes to the original departure and/or return destination location of approved flights for the Clinical exam can be approved by the Assessments & Selection Unit Manager, and by the Executive General Manager of Education, Learning and Assessment up to their delegated financial authority.

## Travel Guidelines

### 14. For Fellows, Trainees and College staff in Australia and New Zealand

Webjet is the College's new TMC. All air travel and hotel accommodation should be booked through Webjet. Webjet will invoice the College for all travel costs incurred on College business.

If the President or Chair requests to meet prior to the scheduled meeting to discuss management of the meeting and structure with College staff, accommodation may be provided if requested by the President and/or Chair.

Where possible, no more than four members of management and the College Board may fly on the same aircraft at any one time. A serious accident involving several key personnel could impact the College's ability to conduct business.

### 15. Group Bookings 10 PAX and Over

Contact Webjet for Australia or Aotearoa New Zealand on [Groups@Webjetbusiness.com](mailto:Groups@Webjetbusiness.com) for group bookings of 10 PAX and over.

If staff require the Events team to organise and book group accommodation as part of a large external function, please contact [don@bxagency.com.au](mailto:don@bxagency.com.au).

### 16. Completing online Webjet Travel Request (For College staff only)

The Webjet User Guide can be accessed via [Travel User Guide](#).

The approved online Webjet Travel Request gives Webjet the authority to proceed with the booking. The online Webjet Travel Request must contain a clear description for the purpose of the meeting and the General Ledger numerical code for reconciliation by the Finance Department. The General Ledger code is **mandatory**, Webjet will be unable to proceed with the booking if the code is not supplied.

The Finance Department will pay the subsequent invoice and allocate the cost to the nominated General Ledger code. Finance Department staff will check that Webjet has allocated the correct General Ledger code by checking the name of the person travelling to the nominated committee or meeting.

If you are uncertain about the General Ledger code, please contact the College Finance department ([Finance@racp.edu.au](mailto:Finance@racp.edu.au)) and a code will be advised to you. Once a code has been allocated the code should not change unless the committee is reconstituted. The General Ledger codes can be accessed via: [Chart of Accounts 2026](#)

## 17. Make a booking in Australia and New Zealand

### Creating a New Profile

A New Profile will need to be completed online. The Webjet Travel Portal User Guide can be accessed via [User Guide - Webjet](#) (refer to Page 19 in the User Guide - Webjet).

### Travel Booking Procedures (For College staff only)

The online Webjet Travel Request is to be completed for **each and every meeting or travel** for which travel costs will be charged to the College. The online Webjet Travel Requests can only be approved by a Manager, Senior Leadership Team (SLT) member, Honorary Treasurer or the President up to their delegated financial authority.

### Contacting Webjet

The Webjet Travel Management platform is available 24/7.

The standard office operating hours are from 8.30am to 6pm Monday to Friday (excluding public holidays).

Webjet Travel Portal	
Online Chat (during business hours)	Webjet support can be contacted during business hours via our online chat function within the platform.  Please use the chat bubble on the platform to chat with one of the team for assistance.
Webjet Support queries	All enquiries to <a href="mailto:Corporate@webjetbusiness.com">Corporate@webjetbusiness.com</a>

Webjet Australia	
Toll Free Phone Number (24 hrs in Australia)	Ph: 1300 719 565 Calling From Overseas: +61 2 8212 4500
Email Address	<a href="mailto:Corporate@webjetbusiness.com">Corporate@webjetbusiness.com</a>
24 Hour Emergency Assistance Australia and Worldwide	+61 2 8212 4500 Outside of 8.30am – 6pm AEST Mon-Fri calls divert automatically to Emergency after hours consultants who can assist with urgent travel requirements.

Webjet New Zealand	
Phone Number	+61 2 8212 4500
Phone Number for enquiries outside of NZ	
Email Address	Corporate@webjetbusiness.com
24 Hour Emergency Assistance New Zealand and Worldwide	+61 2 8212 4500 Outside of 8.30am – 6pm NZT Mon-Fri calls divert automatically to Emergency after hours consultants who can assist with urgent travel requirements.

Response:

Online bookings are confirmed via the portal once a request is submitted and approved.

Offline bookings:

Domestic will be actioned by Webjet within one (1) hour of receipt.

International Bookings will be actioned by Webjet within three (3) hours of receipt.

These response times do not relate to complex bookings e.g. complex multi sector and international bookings may take up to 24 hours. Approximate response times for complex bookings will be provided by your consultant at the time the booking is requested.

Additional information for College staff in Australia and New Zealand:

- Notify all Fellows that they must register their Traveller Profile with Webjet as outlined OR register for the Fellows. This is a one-off procedure requiring as a minimum - name, phone, email and emergency contact details. Webjet cannot accept bookings if the traveller is not "registered" with this information. Webjet Reservations Staff cannot enter profile information over the phone, a Traveller Profile Form must be sent to Webjet before a booking can be made.
- Staff must complete the mandatory Online Travel Authorisation Request fields within the booking workflow for each meeting. Webjet will not accept bookings without an approved online Travel Authorisation Request.
- Staff must email members advising them that their travel and accommodation has been approved.
- All flight changes must be done through the Webjet travel management platform.
- All upgrades to hotels or flights, and any additional flights to attend Non-College business must be paid by the traveller.

APPENDIX 1 – College Preferred Hotels

COLLEGE PREFERRED HOTELS	
Sydney	<b>Paradox Hotel</b> 27 O'Connell Street, Sydney NSW 2000
Melbourne	Best available offer on the travel booking portal that meets the travel requirements.
Adelaide	Best available offer on the travel booking portal that meets the travel requirements.
Canberra	Best available offer on the travel booking portal that meets the travel requirements.
Wellington, New Zealand	Best available offer on the travel booking portal that meets the travel requirements.

**APPENDIX 2 – Claim for Reimbursement of Travelling Expenses Form**



**Claim for Reimbursement of Travelling Expenses  
(FELLOWS/TRAINEES ONLY)**

**NAME:**

**ADDRESS:**

**MEETING OF:**

**HELD IN:**  **Date:**

		OFFICE USE ONLY
		Natural Account
1.	<b>RETURN ECONOMY CLASS AIR FARE:</b> Please indicate reimbursement required. Please attach tax invoice. Route From:	
	Route To:	\$
2.	<b>ACCOMMODATION: Hotel:</b> \$330 (ex.GST) per night max. Please attach tax invoice.	\$
3.	<b>MEALS</b> (expenses up to the amount specified) <b>(For meals not charged to Hotel account):</b> Breakfast – \$40.00; Lunch – \$50.00; Dinner –\$130.00. (ex.GST) Please attach tax invoice. <b>(if claiming for additional diners, please include name)</b>	\$
4.	<b>OTHER EXPENSES:</b> E.g. airport parking, petrol etc. Please attach tax invoice.	\$
<b>TOTAL</b>		<b>\$</b>

- NOTE:**
- Please provide bank details below for reimbursement
  - If claims are for more than one person, please specify the number of people in attendance.

Bank Account Details	Office Use Only
<b>Claimant signature:</b>	<b>GL Account Code:</b>
<b>Account Name:</b>	<b>Approved By:</b>
<b>BSB:</b>	<b>Signature:</b>
<b>Account Number:</b>	<b>Date:</b>

Please provide soft copies of your tax invoices / receipts (in PDF or Image file) within one month of meeting to:

Australia and New Zealand

The Finance Department

accounts.payable@racp.edu.au

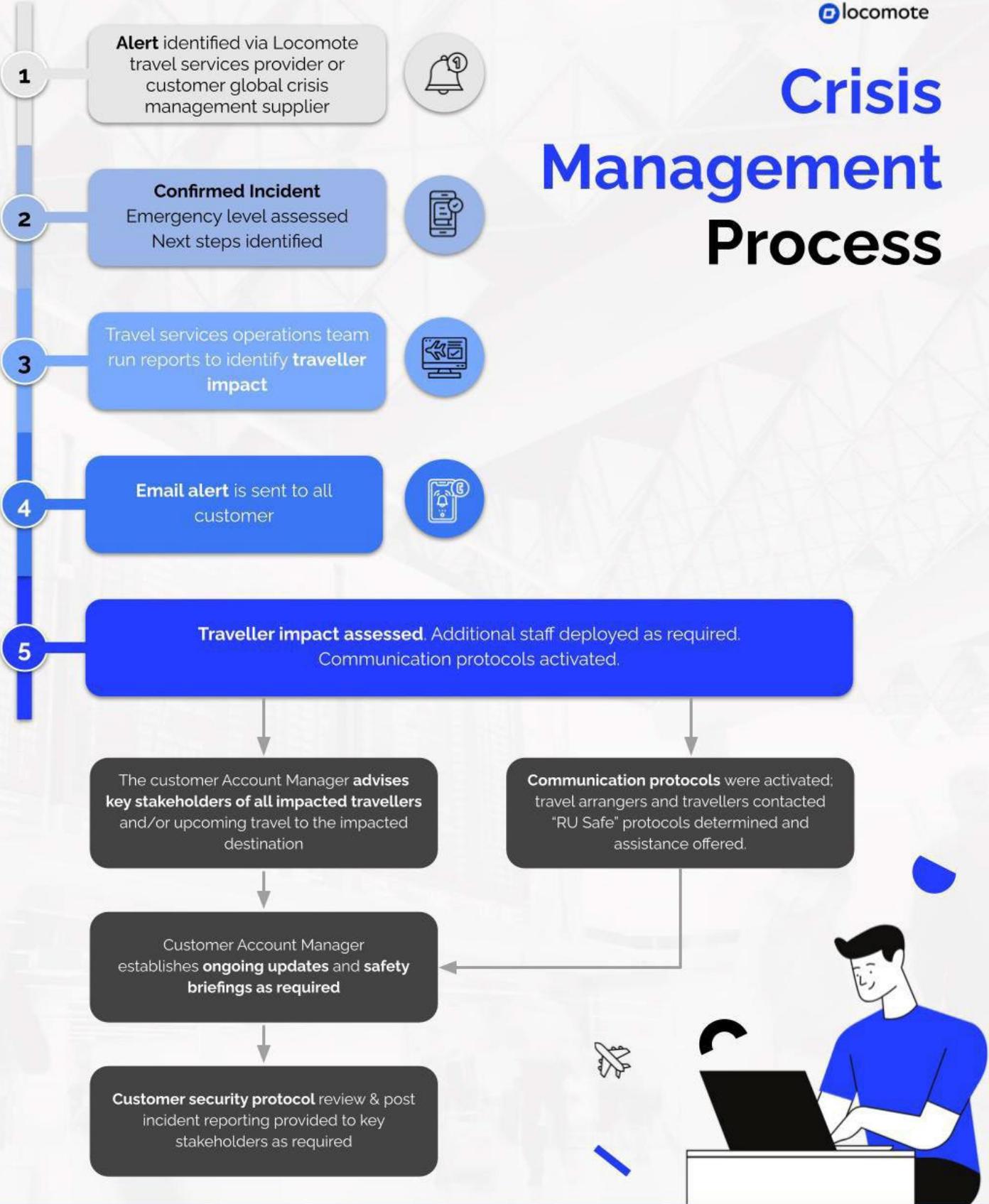




APPENDIX 5 – Webjet Crisis Management Process



# Crisis Management Process



Confidential 2024