



Northern
Territory
Government

Department of Business

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John Coleman
Chief Executive Officer
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Dear Mr Coleman

John

TRAVEL AUDITS CONDUCTED BY THE DEPARTMENT OF BUSINESS

Thank you for your letter of 18 December 2015, in which you requested the Department of Business to conduct two internal audits relating to travel undertaken by the agency. The two audits have been completed in accordance with your request and no transaction anomalies have been identified. A copy of the audit outcomes is attached for your information. All of the recommendations have been accepted and are expected to be implemented by 30 June 2016.

Yours sincerely

ANDREW COWAN
A/Chief Executive Officer

29 January 2016

LEGISLATIVE ASSEMBLY OF THE NT TABLED DOCUMENTS

Committee: *Estimates*
Paper No: *7.4* Date: *21/6/16*
Tabled By: *Morgan*
Signed: *[Signature]*

Department of Business
Agency Travel Compliance Audit for Period Ending 31 December 2015

Audit Scope and Objectives

The Chief Executive Officer (CEO) of the Department of the Chief Minister (DCM) requested that the Department of Business (DoB) conduct six monthly audits of the agency's compliance with the travel procedures introduced by the NT Government on 1 July 2015. This is in line with a recommendation of the KPMG Travel Review, which was accepted by the NT Government in 2015.

The audit covered selected aspects of the agency's compliance with the NTPS Air Travel Policy and Official International Travel Guidelines (Attachments A and B) from 1 July 2015 to 31 December 2015. The audit focused on:

- approval processes;
- justification for travel;
- use of the corporate travel booking provider;
- travellers as defined in the procedures;
- class of travel and accommodation/value for money;
- compliance with whole of government contracts for air charter services;
- notification process for international travel; and
- timeliness of travel acquittals in TRIPS.

Due to time constraints, the Acting Chief Financial Officer advised that the audit should not include a review of hospitality costs or excess baggage. However, flights, accommodation and on-ground transport costs were included in the audit. Also due to time constraints, the audit did not test the use of frequent flyer schemes or payment of travel allowance. A separate internal audit including those aspects of the travel procedures is to be completed by BDO Australia in February 2016.

The audit tested 25 samples of travel undertaken by the agency, including 10 samples of international travel and five each of interstate, intrastate and non-FCM booked travel. Travel samples were selected from a diverse range of business units across the agency.

Internal Controls

The agency has several internal controls in place to ensure compliance with travel policies and procedures, including:

- an online Policy Toolkit on the agency's intranet site, including a travel page with access to all NT Government policies and procedures and the agency's travel procedure and delegations, as well as a mechanism to provide feedback regarding the procedures;
- governance inductions for all new staff members, which includes familiarisation with the travel page in the online Policy Toolkit;
- individual business unit inductions and training; and
- a commercial travel insurance policy that covers all agency staff on official travel.

When the new travel procedures were announced in July 2015, the agency advised all staff via email and a news story on the front page of the agency intranet site, with a link to the travel page (including the new procedures) in the Policy Toolkit. The Governance Team also conducted an information session with all travel bookers to increase awareness of and encourage compliance with the new procedures.

Audit Opinion

The practices examined across the agency provide reasonable assurance that most of the requirements of the new travel procedures are being met by the Department of Business and that existing internal controls are sound. However, some issues relating to the agency's use of TRIPS and compliance with the Air Travel Policy and Official International Travel Guidelines require attention. These issues are set out below.

Key Findings

1. 68 per cent of travel audited had been subject to an appropriate approval process prior to the travel being undertaken. However, there were two exceptions where a business unit advised that four flights for visiting delegations in the NT had not been entered into TRIPS or subjected to the official travel approval process because they had not known that four flights in the Territory were subject to the travel procedures. The same business unit advised that one further exception occurred when, due to time constraints, **an international travel booking was made without the appropriate approvals and the booking was cancelled at a cost of approximately \$6,500 to the agency.** There were also two instances where business class flights had been booked for a portion of a trip but had not received appropriate approval in TRIPS.
2. All of the travel audited had an appropriate justification.
3. 80 per cent of travel audited had been booked through an appropriate travel provider in accordance with procedures. There was one instance where flights had been booked through the corporate travel provider but accommodation had been booked directly with the hotel. The travel booker advised that this was because they thought that only flights needed to be booked through the corporate travel provider and had not known that accommodation must be booked through the corporate travel provider as well. There was also one instance where flights and accommodation had been booked through a local travel agent **s56(1)(a)**. The business unit advised that they had not known that they needed to use the corporate travel provider for international travel when the Minister was accompanying DoB staff on the trip. There was another instance where a business unit advised that travel had been booked directly with the airline and hotel because they were not familiar with the requirement for the corporate travel provider to be used.
4. 96 per cent of the travel audited had been booked and paid for DoB staff and other people defined as "travellers" in the Air Travel Policy. However, there was one exception where, due to time constraints, **a business unit booked and paid for travel for a Minister without the required approval.** The booking officer advised that it was standard practice for that business unit to book and approve travel for the Minister and Ministerial staff and then seek reimbursement afterwards.

However, advice from Strategic Services suggests that this is not the case and it appears as though there is some confusion among staff as to what the correct procedure is. While the Air Travel Policy clearly states that agencies are not permitted to pay for travel for Ministers or Ministerial staff, it does not specifically prohibit agencies from booking travel for Ministers or their staff and then seeking payment.

One further exception was identified where a charter flight was booked by DoB for a delegation including DoB staff, the Minister and non-NT Government travellers. The business unit paid for the charter flight and did not seek to recoup any monies; however, it is not clear in the procedures whether charter flight costs should be split in such circumstances.

5. In 88 per cent of the audit samples it appears as though an appropriate class of travel was booked. There were two instances of travel booked by a business unit where international accommodation and on-ground transport costs seemed high. Both trips were booked by the same business unit, which advised that the costs were high because they booked Australian Embassy-recommended accommodation and on-ground transport services and that they had booked the cheapest available services recommended by the Embassy. They also advised that one hotel room had been upgraded to enable the delegation to use business facilities at the hotel. DCM advised the auditor that it is not a whole of government requirement for agencies to book Embassy-recommended services. The auditor has requested further information from the Department of Foreign Affairs and Trade regarding Embassy-recommended services.
6. Where applicable, all air charters that were audited had been booked in compliance with the travel procedures. There were some instances where air charters had been booked before the whole of government air charter contracts came into effect. In all instances, it appears as though air charters were booked appropriately.
7. In 70 per cent of international travel that was audited, DCM Protocol and Security had been advised of the travel prior to departure. However, there were three instances where the business units advised that they had not been aware of this requirement and therefore did not advise DCM.
8. In 76 per cent of the audit samples (and 90 per cent of international and interstate samples), travel had not been acquitted in TRIPS within seven days. Information in TRIPS and advice from staff suggests that this was largely due to staff leave and / or changes to travel requiring re-approval in TRIPS upon return.
9. There were some instances where supporting information such as travel itineraries had not been uploaded to TRIPS. However, in all instances the information was provided upon request.

Key Issues

1. Travel is frequently not being acquitted in TRIPS within seven days of the travel completion date.
2. Some staff appear to be unfamiliar with the requirement to book both flights and accommodation through the corporate travel provider.

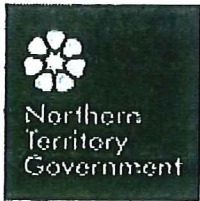
3. Some staff seem to be unfamiliar with the requirement for all travel undertaken by DoB staff (specifically tour/charter flights where staff are escorting a delegation in the Territory) to be entered into and approved via TRIPS.
4. Some staff seem to be unaware of the requirement to notify DCM Protocol and Security prior to international travel.
5. It appears as though one business unit's practice of booking Embassy-recommended international accommodation and on-ground transport is leading to high costs for these services.
6. There is some confusion among staff as to whether agencies are prohibited from booking and paying for travel for Ministers or Ministerial staff and then seeking reimbursement afterwards.
7. There were some instances where supporting information such as travel itineraries had not been uploaded to TRIPS.

Recommendations

It is recommended that:

1. Pending advice from the Department of Foreign Affairs and Trade, the Governance Team should consult with DCM Protocol and Security and conduct a risk assessment of cheaper overseas accommodation and /or car hire options to determine whether these options might provide adequate levels of security and meet the agency's needs in future, rather than using Embassy-approved services.
2. The Governance Team hold an information session with travel booking officers and other key internal stakeholders to remind them of the need for:
 - TRIPS requisitions to be submitted and appropriate approvals obtained prior to familiarisation and other tours that include DoB staff;
 - Appropriate approval processes for business class flights.
 - DCM Protocol and Security to be advised well in advance of any international travel;
 - travel to be fully acquitted in TRIPS within seven days; and
 - FCM to be used for all travel bookings, including accommodation.
 - All supporting information (travel itineraries, etc.) to be saved into TRIPS.
3. The Governance Team provide regular (at least quarterly) information sessions with travel booking officers and other key internal stakeholders to increase awareness of and encourage compliance with travel policies and procedures. These should be in addition to the existing governance inductions for all new staff.
4. DoB seek clarification from DCM regarding:
 - whether agencies should seek reimbursement of a portion of charter flight costs if a Minister accompanies agency staff and delegates on a charter flight; and
 - whether agencies are permitted to book and pay for travel for Ministers and their staff and then seek reimbursement and if so, what the process is for doing so.

5. Human Resources include induction information for staff members with delegation to approve travel as part of the new DoB orientation program that is already being developed by that business unit.
6. The Finance Team prepare a report listing all outstanding acquittals in TRIPS.
7. The new travel policy being developed considers the KPMG Travel Review recommendation regarding business class travel.



NT Government Air Travel Policy

NT Government air travel must be necessary for government business, value for money and responsibly managed

Version 1

June 2015

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1 Purpose

This policy specifies the accountability requirements for planning, undertaking and managing air travel paid by the Northern Territory Government (NTG).

2 Policy Principles

Official travel must be:

- i. Necessary – most effective way to meet government business needs.
- ii. Beneficial – business benefits aligned to agency and NTG priorities.
- iii. Value for money – economical and cost efficient travel.
- iv. Accountable – sound financial and internal controls for travel decisions.

3 Definitions

Best Value Fare is the lowest cost fare available at the time of booking that suits the agency's business needs and the Traveller's entitlements and logistical needs. In addition to cost, Best Value Fare considers personal safety, travel time and practical suitability.

Charters refers to passenger air charter services for long-haul or short-haul air travel to destinations where Regular Public Transport (RPT) services are unavailable or do not efficiently meet particular travel requirements.

Chief Executive Officer / Accountable Officer refers to the most senior position in an NTG agency or entity as defined under the *Public Sector Employment and Management Act* (PSEMA) and the *Financial Management Act* (FMA).

Corporate Travel Provider is the contractor that processes NTG official air travel bookings to access discount airfares. Bookings for services related to other travel requirements may be available.

Delegated officer means the person(s) in an agency with authority for administrative and/or travel decisions delegated by the agency Chief Executive Officer.

Intrastate travel means travel to destinations within the Northern Territory.

Interstate travel means travel within the states and territories of Australia, excluding the Northern Territory.

Movement requisition means the record that requests and describes details of the official travel, evidences approval of travel, payment of allowances and travel acquittal. Movement requisitions are uniquely identified electronic forms managed and processed in TRIPS.

NTG employee refers to staff of NTG agencies, Government Business Divisions and entities employed under relevant legislation.

Official travel means approved travel undertaken by a Traveller for an NTG business purpose. Official travel is paid by the NTG and must be strictly for NTG business purposes.

Overseas travel means official travel between Australia and an overseas country, including external Australian territories such as Christmas Island and Norfolk Island.

Police Airwing means air operations provided by NT Police, Fire and Emergency Services (NTPFES), using police aircraft.

Regular Public Transport (RPT) refers to public passenger services provided to transport people, generally for a fare, over specified routes with fixed schedules and to/from fixed terminals.

Same day travel is where the Traveller is required to travel beyond the confines of their region but will return within the day (travel will not require an overnight stay).

Travelling Allowance (TA) refers to an allowance available to NTG employees to cover meals and incidental travel related costs, as specified in By Law 30 of PSEMA.

Travel Booker is the NTG officer responsible for booking official air travel with the corporate travel provider. Generally, this would be an administrative assistant and for small agencies or units it can be the Traveller.

Traveller means the person undertaking the official air travel and includes:

- i. NTG employees
- ii. non-NTG employees travelling on, or in relation to, NTG business, where there is an agreement for their travel costs to be covered by the NTG (examples include contractors and consultants).

TRIPS is the whole-of-government system used for recording movement requisitions, approving official travel requests and automating the payment of Travelling Allowance.

4 Scope

4.1 In scope

- i. Official air travel of Travellers to intrastate, interstate and overseas destinations.
- ii. Travel on commercial airlines and air charter services.
- iii. Air travel funded by the NTG and external sources, including the Commonwealth Government.
- iv. Air travel provided by the Police Airwing (excepting pilots), with bookings to be made with NTPFES.

4.2 Out of scope

- i. Travel arranged for citizens and NTG clients, which is paid by the NTG but is not classed as travelling on NTG business (examples include patients, witnesses and prisoners).
- ii. Ministers and ministerial staff.
- iii. Members of the Legislative Assembly and Electorate Officers.

5 Responsibilities

- i. Chief Executive Officers have overall responsibility for ensuring the NTG Air Travel Policy is adhered to within their agency and maximising benefits to the Northern Territory from agency air travel.
- ii. Chief Executive Officers must maintain internal controls over the acquisition of services and expenditure of public monies, including official travel services, to a standard that will satisfy accountability requirements and audit scrutiny.
- iii. All officers and persons involved in undertaking, managing or processing official air travel must comply with the NTG Air Travel Policy and adhere to related accountability frameworks.

- iv. NTG employees must never obtain personal gains or benefits from their role or linked to their responsibilities for NTG air travel, either directly or indirectly.

6 Policy Statements

6.1 Pre-travel assessment

6.1.1 Need for travel

- i. Travellers and delegated officers are to consider alternatives to air travel (such as video-conferences or teleconferences) where the alternatives can achieve similar business outcomes and incur fewer costs.
- ii. Official travel must be required for operational and/or strategic reasons, including client service obligations, NTG representation at the national level, government priorities, skills or knowledge advancement, and agency business specific factors; having regard to costs, benefits and travel alternatives.
- iii. Travellers are to justify the requirement to travel, with the justification described in the TRIPS movement requisition or via a memorandum or document attached to the requisition (section 6.2.1 refers). For significant or high cost travel requests, particularly for overseas travel, more detailed documentation of the business benefits is required.

6.1.2 Overseas travel

- i. Overseas travel requires approval from the relevant portfolio Minister with the request to be justified in terms of need, business benefits and costs.
- ii. Requirements for overseas travel, additional to this policy, are provided in the *Official International Travel Guidelines* issued by the Department of the Chief Minister. The guidelines address additional considerations, including personal security, passports and health advisories that Travellers need to consider when planning overseas travel.
- iii. Following the portfolio Minister's approval, Travel Bookers are to book overseas travel through the same processes as domestic air travel, including raising a movement requisition in TRIPS (with approved ministerial briefing attached) and booking with the corporate travel provider (section 6.4.1 refers).

6.1.3 Charters

- i. Charter services are able to be used where RPT services are not available or where a charter represents a practical and justifiable travel approach, such as for emergency situations or group bookings where charters are cost effective, meet time demands and avoid excessive delays for scheduled air services.
- ii. Travel Bookers are to use the across-government contracts for short-haul and long-haul air charter services and to book charters in accordance with the contracts (refer to the NTG Central website for information on contracts and processes to source an air charter service).
- iii. Interstate charter services require approval from the relevant portfolio Minister with the request to be justified in terms of need, business benefits and costs.
- iv. Overseas charter services requires endorsement from the relevant portfolio Minister with the request to be justified in terms of need, business benefits and costs prior to seeking approval from the Chief Minister.

- v. The NTG Aviation Operations Specifications define the minimum requirements that apply to operators of air charter services for the NTG to ensure the health and safety of Travellers.
- vi. Travellers and Travel Bookers are to coordinate charter flights with other NTG employees and agencies wherever possible in order to reduce cost.

6.2 Travel request

6.2.1 Movement requisition

- i. The Traveller, or Travel Booker on behalf of the Traveller, must complete a movement requisition in TRIPS for air travel, including same day travel. The TRIPS requisition is a key record for each travel instance that evidences accountability for the planned expenditure of public monies.
- ii. Full and accurate details are to be recorded in the TRIPS movement requisition to document and explain the travel such that the Endorser/Approver will be able to make an informed decision. This includes identifying the purpose, duration, mode and class of travel; that the flights represent Best Value Fares; accommodation, cost estimates and agency ledger codes.

6.2.2 Flights

- i. Travel dates and times for flights should be aligned close to the timing of the meetings, programs or events that will be attended in order to reduce cost and minimise time away from the workplace.
- ii. Travellers and Travel Bookers must not consider personal airline preferences or loyalty scheme memberships when selecting a flight and Best Value Fare.

6.2.3 Travel costs

- i. Travellers and Travel Bookers must choose the Best Value Fare available for intrastate, interstate and overseas official air travel and compare online prices of the corporate travel provider and the airline.
- ii. The Traveller or Travel Booker must record in the TRIPS movement requisition that the Best Value Fare has been chosen.
- iii. Travellers and Travel Bookers are to ensure that travel costs are economic, reasonable and justifiable for the expenditure of public monies, with sound internal controls applied to ensure that value for money is obtained. This covers air fares, accommodation and other travel related costs.
- iv. TRIPS will automatically calculate the NTG employee's entitlement to Travelling Allowance based on employment, travel times and details recorded in the movement requisition.
- v. NTG agencies and entities are not to pay the travel costs of Ministers or ministerial staff (with the exception of the Department of the Chief Minister).
- vi. NTG systems or funds are not to be used to pay for any accompanying persons that are not Travellers, even where payment would subsequently be reimbursed to the NTG.

6.2.4 Class of air travel

- i. Travellers are to travel economy class, unless the Traveller has an entitlement or approved exemption allowing another class of air travel.

- ii. Travellers are not to upgrade their travel to a higher travel class, including through the redemption of frequent flyer points, unless they are entitled to travel in that class.
- iii. Agency Chief Executive Officers are entitled to travel business class.
- iv. Specialist senior roles, where approved by Ministers, the agency Chief Executive Officer or where specified in their employment or engagement contract (examples include some Board Chairs and Directors-General), are eligible to travel business class.
- v. Chief Executive Officers may approve a Traveller to travel business or premium economy class where special circumstances apply, such as a requirement to accompany a Minister or Chief Executive Officer and work on the aircraft, or where the Traveller has a relevant medical condition.
- vi. Travellers must not exchange a higher class of fare for a ~~lesser~~ ^{lower} class fare in order to assist with travel costs for a non-NTG employee or to derive any personal gain.

6.2.5 Combining official and private travel

- i. Official travel is for work purposes and should be kept separate to private travel. Linking private travel arrangements and taking planned leave in conjunction with an official travel trip is to be discouraged and minimised.
- ii. The Traveller must provide reasons and obtain prior approval from the Chief Executive Officer (or delegated Approver) if seeking to combine private travel with official travel. In making a decision, the Approver must consider the implications, including equity, precedent and appropriateness and ensure no additional cost to the NTG.
- iii. Combining official and private travel may give rise to a Fringe Benefits Tax liability in some circumstances. The Approver must obtain advice and consider any potential taxation liability in assessing such requests.
- iv. Travelling Allowance and other travel costs are not payable for any period of leave that is for the Traveller's private purposes.

6.2.6 Accommodation

- i. Travellers and Travel Bookers are to ensure that accommodation is appropriate to the purpose of travel, destination and the Traveller's requirements and role. Accommodation is to be at a reasonable cost, standard and location that provides value for money, justifiable and not excessive.
- ii. Travel Bookers are to record accommodation in the TRIPS movement requisition and book through the corporate travel provider wherever feasible (section 6.4.1 refers).

6.2.7 Other official travel costs

- i. Some official travel may incur other costs necessary for the business purpose, such as car hire, taxi fares or freight. Where the requirement is known in advance and the service is available, bookings should be made through the corporate travel provider (section 6.4.1 refers).
- ii. Travellers and Travel Bookers must follow standard expenditure processes for travel-related costs, including pre-approval and documentation requirements. Taxi fares should be paid via Cabcharge as the preferred method and recorded within NTG systems.

6.3 Travel approval

6.3.1 Endorse movement requisition

- i. Many agencies have an Endorser role in the consideration of official travel requests, usually the Traveller's supervisor or manager. Some agencies have multiple Endorser roles which are catered within the TRIPS workflows.
- ii. The Endorser provides the first level review of the TRIPS movement requisition to confirm that the requisition is accurate and complete and adheres to this policy, including travel times, selection of Best Value Fare, class of travel and appropriate accommodation.
- iii. The Endorser is to check the TRIPS movement requisition and, where the official travel is supported, endorse the requisition, record reasons and forward the requisition to the Approver. The Endorser can reject the movement requisition where travel is not supported or arrange to have the requisition updated or modified.

6.3.2 Approve movement requisition

- i. The Approver must review and consider the official travel request as presented in the TRIPS movement requisition and decide whether the:
 - a. official travel is needed, adequately justified and beneficial
 - b. request is reasonable, value for money and in compliance with the NTG Air Travel Policy, including class of travel, Best Value Fare and booked with the corporate travel provider.
- ii. Approvers must exercise their delegated authority appropriately, competently and without bias.
- iii. Approvers must not approve their own travel.
- iv. The Approver should confirm that the Traveller has acquitted previous movement requisitions prior to approving future travel (section 6.6 refers).

6.3.3 Delegations

- i. Agency Accountable Officers must have appropriate delegations in place for approval of official travel movement requisitions and approval of travel expenses. Agency delegations must be in accord with this NTG Air Travel Policy.

6.4 Travel booking

6.4.1 Corporate travel provider booking services

- i. Travel Bookers or Travellers must confirm that the TRIPS movement requisition has been approved before proceeding to finalise any travel bookings. Generally, Travel Bookers will have already researched flight and travel information to identify flight times, costs and availability in order to prepare the requisition.
- ii. Travel Bookers or Travellers must book official air travel through the corporate travel provider. Access to a range of discounted airfares is facilitated through booking with the corporate travel provider and ability to select Best Value Fare. Travel on Police Airwing flights is booked direct with NTPFES and is subject to NTPFES approval.

- iii. Booking via the corporate travel provider's online booking tool is the preferred method and should be used for standard air travel, which represents the bulk of NTG travel. For complex official air travel, involving multiple destinations and Travellers, or where changes to travel itineraries are likely, booking via the corporate travel provider's consultant service may be more cost effective and can be utilised.
- iv. Travel Bookers must record the unique TRIPS movement requisition number as the reference for each booking.
- v. Ticket credits resulting from previous cancelled flights are to be used where these are available and cost effective.
- vi. Travel Bookers and Travellers should also book accommodation and other travel services with the corporate travel provider where the provider can access suitable accommodation and/or services at discounted rates and the requirements are known in advance.

6.5 Payment

6.5.1 Payment of official air travel

- i. Airlines require payment in advance for air fares. For accommodation, either advance payment or credit card notification to hold reservations is usually required. This necessitates payment via an NTG corporate credit card, corporate travel provider account or a dedicated business travel account.
- ii. Where payment is via NTG corporate credit card, Travel Bookers or Travellers are to contact their designated corporate credit cardholder to arrange payment. Travel Bookers can also be a corporate credit cardholder but must not be the Approver or the verifier.
- iii. The corporate credit cardholder must confirm that the official travel has been approved and booked prior to making a payment. The cardholder must comply with the *NTG Credit Card Policy and Procedures Guidelines*, including independent verification of credit card transactions.
- iv. Where a corporate travel provider account or a third-party business travel account is the preferred payment arrangement for an agency, individual travel transactions will be processed by the supplier then itemised in a monthly statement and paid in bulk by the agency through the Government Accounting System. Agencies are to apply standard verification, reconciliation and payment processes.
- v. Under no circumstances are private travel costs to be paid by the NTG.

6.5.2 Payment of Travelling Allowance

- i. The value of Travelling Allowance available to an NTG employee is calculated by TRIPS, based on the employee's entitlements and information in the approved movement requisition. The Travelling Allowance is automatically processed close to the date of travel and deposited directly into the NTG employee's bank account.

6.6 Post-travel review

6.6.1 Acquittal of travel

- i. Travellers must acquit official travel in TRIPS within seven working days of returning to the workplace to evidence that the travel was actually taken as planned and booked. Evidence of acquittal is recorded in the TRIPS movement requisition. Any Cabcharges used for the travel must also be acquitted.
- ii. Where information or documentation relating to official travel or related costs is missing or was not received, the Traveller may make a statutory declaration advising of the information and costs. Statutory declarations must be completed in accordance with the legal requirements for such declarations and be submitted to the Chief Executive Officer to decide on the suitability and acceptance of the declaration as documentation for accountability purposes.
- iii. Travellers will be automatically reminded via email of the requirement to acquit travel, with escalation reminders of outstanding acquittals sent to agency contacts. Reports of outstanding acquittals are made available to agencies.
- iv. Approvers are to withhold approval of further official travel for Travellers that have not acquitted previous travel.
- v. Where actual travel taken was different and not in accordance with the original movement requisition, details of the changes and reasons for changes must be entered into TRIPS and the requisition resubmitted to Endorsers and Approvers for review and further approval. The details are to include and quantify any changes to travel costs.
- vi. Where changes to the travel taken affect the amount of Travelling Allowance due, TRIPS will calculate and notify the difference. Additional Travelling Allowance, if required, will be automatically paid to the NTG employee. If less Travelling Allowance is required, arrangements to adjust payment or reimburse the difference will be made.

6.7 Travel related issues

6.7.1 Excess baggage

- i. Where bulky or heavy materials are needed for the official travel purpose, the Traveller should arrange transport via a courier or freight company as a preference to paying airline excess baggage fees.
- ii. Travellers must pay any costs for private excess baggage from their personal funds.

6.7.2 Transport to/from airports

- i. Travellers should use either RPT services or NTG vehicles, where available, when travelling to and from airports.
- ii. Travellers should consider reasonable costs for transport options and select an appropriate and cost effective option.

6.7.3 Work health and safety

- i. An NTG employee is entitled to workers' compensation cover while travelling on official travel.

6.7.4 Travel insurance

- i. NTG agencies are self-insured for domestic travel. Overseas travel and Government Business Divisions are not covered under these self-insurance arrangements. (Treasurer's Direction M2.1.4 refers).
- ii. Travellers will be contacted directly by the corporate travel provider in the event of any emergency warnings being issued for booked travel destinations.

6.7.5 Agency travel procedures

- i. Chief Executive Officers can establish travel procedures, specific to the needs of their agency, where required.
- ii. Such agency travel procedures will supplement this policy and, where there is a conflict, this policy takes precedence.

7 Glossary of Acronyms

FMA	<i>Financial Management Act</i>
NTPFES	Northern Territory Police, Fire and Emergency Services
NTG	Northern Territory Government
PSEMA	<i>Public Sector Employment and Management Act</i>
RPT	Regular Public Transport
TA	Travelling Allowance
TRIPS	Travel Request Information Processing System

8 Supporting documentation

Official International Travel Guidelines (Department of the Chief Minister)

TRIPS User Guide

FMA

Treasurer's Directions

Credit Card Policy and Procedures Guidelines

PSEMA

By Law 30 – Travelling Allowance

Determinations by the Public Service Commissioner

Northern Territory Public Sector Code of Conduct

Procurement Act

Across Government Contracts

NTG Aviation Operations Specifications



ATTACHMENT B

Official International Travel Guidelines

Official International Travel Guidelines

July 2015
Version 2

Document details	
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Date approved	April 2015
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Change history			
Version	Date	Author	Change details
1.0	April 2015	DCM	First released
2.0	July 2015	DCM	Updates to section 5.

Acronyms	
The following acronyms are used in this document	
Acronyms	Full form
DCM	Department of the Chief Minister
NTPS	Northern Territory Public Sector
SERT	Security and Emergency Recovery Team
OAETI	Office of Asian Engagement, Trade and Investment
DoB	Department of Business
DFAT	Department of Foreign Affairs and Trade
NTG	NT Government
TD	Treasurer's Direction

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1 Overview

Department of the Chief Minister's (DCM) Protocol NT workgroup has responsibility for the coordination of whole of government support for official international travel and the following provides guidance to portfolio agencies for their respective minister and/or agency personnel and details the mechanisms to ensure this is achieved.

Your early advice to Protocol NT of intended international travel will allow the opportunity for this necessary support to be put in place in a timely manner.

2 Notification process

The Chief Minister approves all international travel for ministers and ministerial staff.

Travel for Northern Territory Public Sector (NTPS) agency staff and external stakeholders is approved by the relevant portfolio minister.

When a minister indicates an intention to undertake international travel the portfolio agency will normally support the minister's arrangements and also make arrangements for NTPS employees, and sometimes external stakeholders, who may be accompanying the minister.

When a ministerial seeking approval for international travel is being prepared, the action officer in the portfolio agency should notify Protocol NT (Protocol.dcm@nt.gov.au) of the proposed travel.

Protocol NT will immediately alert DCM's Security and Emergency Recovery Team (SERT) of the travel and also advise the Department of Business's (DoB) Office of Asian Engagement, Trade and Investment (OAETI) and the Australian Government Department of Foreign Affairs and Trade (DFAT) as required.

3 Approved travel

If the travel is approved, Protocol NT and SERT will then make arrangements to provide the minister and accompanying persons with:

- a risk assessment and security briefing
- diplomatic or official passports, as appropriate
- official gifts, if required
- in-country protocol and etiquette guidelines.

4 Diplomatic and official passports and visas

NT Government (NTG) Ministers will be issued a diplomatic passport once a valid application has been approved by the Australian Passport Office. These can be used for all travel, including personal travel. NTG officials will be issued with an official passport as required and for official travel only.

The use of a diplomatic or official passport may require the issue of a visa for travel to countries where a visa would not have been required if using an ordinary passport. Travellers should check with the embassy or consulate of the destination country early to ascertain if a visa is required.

Passport applicants should allow up to three weeks for receipt of their new passport. Obtaining visas remains the responsibility of the agency arranging the intended travel. Some visa applications can take several weeks to process and an early application to the relevant Embassy is important. Where a third person note/note verbale is required please contact the DFAT NT Office for assistance.

Protocol NT retains all NTG diplomatic and official passports and issues them to travellers, as required.

5 Protocol NT

- stores all NTG diplomatic and official passports until required
- provides in-country protocol and etiquette advice
- manages an official gift range available for the Chief Minister and ministers to access. Official gifts should not be purchased outside this range without first consulting the Director, Protocol NT
- maintains a register of all official gifts offered and received
- maintains the whole-of-government international travel calendar.

6 Security and Emergency Recovery (SERT)

Upon receiving advice of the proposed international travel, SERT will liaise with NT Police, DFAT and other stakeholders as required to develop a comprehensive security profile for the destinations to be visited.

SERT will provide a security briefing just prior to travel which covers a range of security issues including the risk of crime and violence, civil unrest, espionage or terrorism threats. The briefing will also include advice in relation to securing data on mobile devices and laptops, if relevant.

In the event the risk assessment determines that government data held on mobile phones or laptops is at risk of being illegally accessed SERT will ensure that the travelling party receive relevant advice on how to protect that data. The requirement to travel with 'clean' phones and laptops may be a necessity depending on the level of risk association with the destination country.

7 Office of Asian Engagement, Trade and Investment (OAETI)

The OAETI leads the NTG's engagement with priority countries, and can provide advice and guidance to advance NTG international objectives outside the major purpose of the travel.

OAETI also facilitates a whole-of-government International Engagement Group which meets quarterly to share information about individual departments' activities.

8 Department of Foreign Affairs and Trade (DFAT)

DFAT is an important partner in ensuring successful international travel outcomes for the Northern Territory Government. It works closely with SERT, OAETI and Protocol NT.

The DFAT NT Office can facilitate contact with Australia's overseas posts to:

- arrange appointments with preferred interlocutors, particularly with high-level host country government representatives
- provide in-country briefings on local conditions and Australia's bilateral relationships
- provide advice on logistical issues such as appropriate accommodation, interpreters and ground transport where required
- obtain advice on suitable trip dates, to avoid holidays or clashes with competing visits from other Australian representatives and take advantage of local events.

Official International Travel GuidelinesOfficial International Travel Guidelines

Posts do not have the resources to 'endorse' or manage NTG visits so the NTG needs to ensure that it has arrangements in place to organise the logistics of visits.

The extent to which posts are able to help will vary from country to country with the size of the post and available resources.

To be able to assist, the DFAT NT Office requires:

- details of the travelling delegation, including names and position titles
- the proposed travel itinerary including flight and accommodation details
- an outline of the general objectives of the visit
- the nature of the assistance requested
- if appointments are sought, the range of topics to be discussed and CVs of any attendees.

DFAT encourages all Australians, including officials, to register their travel details at smartraveller.gov.au.

9 International travel insurance

Treasurer's Direction (TD) M2.1 relates to insurance arrangements.

M 2.1.5.6 Part (v) states:

'International travel by NT Government employees is excluded from the self-insurance arrangements. An Agency must purchase an appropriate commercial insurance policy for its employees who are travelling international in the performance of their duty.'

It is up to each agency to determine whether to purchase an insurance policy each time an employee travels, or obtain a global policy for the organisation.

The TD can be found in M 2-1 Insurance Arrangements in the 'Management of Risk Series' section on the Department of Treasury and Finance Website¹

10 Health

All NTG officials who undertake international travel are encouraged to read the health advice on Smartraveller² and ensure they are up to date with the recommended vaccinations. Any prescribed medication to be taken should be checked to ensure it is legal in the country being visited.

11 Key contacts

Protocol NT Protocol.dcm@nt.gov.au

08 899 96328

SERT security.dcm@nt.gov.au

08 899 96697

OAETI investment@nt.gov.au

08 8999 6955

¹ <http://www.treasury.nt.gov.au/BudgetAndFinance/Pages/Treasurer%27s-Directions.aspx#ManagementofRiskSeries>

² <http://www.smartraveller.gov.au/>

Department of Business
Agency Audit into Travel Booked with Latitude Travel, Winnellie Travel and Latitude 69

Audit Scope and Objectives

The Chief Executive Officer (CEO) of the Department of the Chief Minister (DCM) requested that the Department of Business conduct an audit into travel booked by the Department of Business through Latitude Travel, Winnellie Travel and Latitude 69 ("the companies"), with a view to determining whether value for money was achieved from the transactions.

The audit covered all travel-related transactions with the companies from August 2012 to 31 December 2015. The audit did not include financial transaction records from 2009 to August 2012 because at that time the Business portfolio was included in the Department of Business and Employment. All Department of Business and Employment financial transaction records from 2009 to August 2012 were transferred to the Department of Corporate and Information Services (DCIS) after machinery of government changes and DCIS has confirmed that they are responsible for auditing those records.

Audit Opinion

Due to the length of time that has passed, it was not possible to determine whether or not value for money was achieved from the one trip that was booked with the companies.

Key Findings

1. The audit only identified one trip that was booked through Latitude Travel in 2014. Due to the length of time that has passed since the travel was completed, it is difficult to determine whether value for money was achieved because the auditor could not check what the airline and accommodation prices were at the time. However, the transaction details were provided to NT Police when requested in 2015 and a copy of the information is attached.
2. In searching for travel transactions with the companies, the auditor discovered other records relating to the companies that fall outside of the scope of the audit but are worth mentioning here and reporting back to the CEO of DCM and NT Police. These include a TRIM file relating to non-compliance by Garton trading as Winnellie Travel and unlicensed dealings with Latitude 69 Pty Ltd. It does not appear as though this file, or other files relating to license breaches of travel agents, were provided to NT Police when they requested information relating to a fraud investigation, including one request for "any information surrounding any questionable conduct that your Agency has experienced with any travel agent in the Northern Territory." It appears as though the DoB staff who processed this request interpreted the request as being only for financial transactions relating to the companies.

Recommendations

It is recommended that:

1. The Information Management Unit provide NT Police with access to further records held by DoB, including the TRIM file relating to non-compliance by Garton trading as Winnellie Travel and unlicensed dealings with Latitude 69 Pty Ltd.

ATTACHMENT A

DEPARTMENT OF BUSINESS

MEMORANDUM

To: Minister for Business

From: Chief Executive

Re: Approval for International Travel to Greece - 31 October to 8 November 2014

Min Ref: 2014/3937-AGG

Dept Ref:

B2014/0558



amelia

PURPOSE

To:

- brief you on a project to develop training/employment opportunities in the NT for trade workers from Greece;
- seek your approval for relevant Department of Business (DoB) staff to undertake the international travel associated with the project; and
- seek your approval for DoB to meet the travel costs of representatives from the NT's Greek community and training industry to participate in the delegation.

BACKGROUND

Members of the NT's Greek business community have expressed interest in exploring opportunities for Greek construction workers to gain visas to allow them to work in the NT. While there are several temporary and permanent sponsored Australian visas to facilitate the entry of overseas skilled workers, sponsoring employers and overseas employees must meet relevant program/visa criteria. All visas have varying levels of skill and English requirements which can be challenging for workers from countries where English is not commonly used, and where the training systems are significantly different to the Australian training system.

However, it is considered that Australia's Training and Research, Occupational Trainee visa has the potential to offer a pathway for some Greek workers. This visa can be granted for up to two years and is an employer-sponsored visa that requires the overseas worker to:

- be sponsored by an approved business to undertake work-based training in a skilled occupation; and
- to have some level of skills which can be assessed through formal recognition processes, and sufficient English to undertake any gap training required to achieve an Australian level of qualification in their occupation.

DoB officers are working with Charles Darwin University's (CDU) Head of School, School of Trades to develop a detailed plan designed to embed such a project with potential NT employers and candidates in Greece. The plan would require:

- the sponsoring NT employer to sponsor the overseas worker into a position in their business, sign them up as an adult apprentice and provide an appropriate supervisor on the job;
- the overseas worker to undertake formal gap training at CDU until they achieve the required level of competency; and
- CDU, in conjunction with the employer, to sign off the apprentice as having reached the AQFIII qualification.

There is also potential for the overseas workers, once they have qualified, to apply for another skilled work visa.

CURRENT SITUATION

It is proposed that a small delegation of senior government, community and industry representatives travel to Greece between 31 October and 8 November 2014 to undertake preliminary investigations, make community linkages and identify appropriate contacts through which the project can be progressed. Mr Nathan Barratt MLA, Parliamentary Secretary to the Minister for Business, will lead the delegation, supported by Mr Gary Shipway, Senior Ministerial Advisor. The community will be represented by s56(1)(a), NT Consul General of Greece; and s56(1)(a) Chair NT Employment and Training Advisory Board, will provide industry representation. The incoming Chief Executive will be the DoB representative on the delegation.

The outcomes sought will be to make the high level government, political and community contacts in-country to promote the project, gauge the level of interest, and undertake high level on-site investigations of training systems, facilities and infrastructure.

It is proposed that a second, smaller follow-up group undertake detailed research, ascertain the suitability of available infrastructure, and conduct seminars and briefings to community members. While the primary focus will be on Kalymnos, additional opportunities will also be explored. The follow-up delegation, likely to take place in late November/early December 2014, will build on the work of the senior delegation and comprise:

- DoB's Director, Business and Skilled Migration, Ms Mary Martin, who has the in-depth knowledge of Australia's skilled visa criteria, processes and requirements; and
- s56(1)(a) Head of CDU's School of Trades, who has detailed knowledge of Recognition of Prior Learning (RPL) processes and trade training systems and processes.

The timing of the second delegation is to allow development of a detailed project plan, maximise contact with potential NT employers, identify positions/occupations and arrange for briefings within the NT to ensure what is proposed can be disseminated widely. In Greece, the party would work through the contacts made to arrange visits to established training facilities and centres, provide detailed briefings to the Kalymnos community, make contact with potential partners who could provide the linkages for the delivery of the RPL in Greece, and identify and evaluate the logistics and costs.

Budget Considerations: The travel and accommodation costs of DoB officers, and industry, community and CDU representatives will be met from within DoB's 2014-15 budget.

Timetable: Urgent approval is sought to enable finalisation of travel and accommodation arrangements for the initial delegation, and meetings with community leaders to be confirmed.

RECOMMENDATIONS

It is recommended that you approve:

1. international, return flights to Greece s45(1)(a)(ii) & s52(1)(a) between 31 October and 8 November 2014 for the incoming Chief Executive; s45(1)(a)(ii) & s52(1)(a)
2. the Department of Business meeting the costs of (a) flights, accommodation and associated costs for s45(1)(a)(ii) & s52(1)(a) and s45(1)(a)(ii) & s52(1)(a) as members of the delegation to Greece;
3. international flights (premium economy class), accommodation and associated costs for Ms Mary Martin to travel to Greece, in late November/early December 2014 to complete detailed follow-up work on the Greek worker project; and
4. the Department of Business meeting the costs of premium economy class flights to Greece and accommodation for s56(1)(a) Head of School, School of Trades to work with Ms Martin on the training-related arrangements.

A/Executive Director, Business Engagement:

Mary Martin

95104


ALASTAIR SHIELDS

16/10/2014

1. ~~APPROVED~~ / NOT APPROVED
2. ~~APPROVED~~ / NOT APPROVED
3. ~~APPROVED~~ / NOT APPROVED
4. ~~APPROVED~~ / NOT APPROVED


ADAM GILES

21/10/2014



Trading as Winnellie Travel
Shop 15, Winnellie Shopping Centre
Stuart Highway, Winnellie NT 0821
PO Box 12 Nightcliff NT 0814

Telephone +61 8 8941 1144 Facsimile +61 8 8941 1133
Email: s56(1)(a)
ABN: 25 109 118 649 Licence: 138

TAX INVOICE(from Quotation)

DEPARTMENT OF BUSINESS
GPO BOX 3200,
DARWIN NT 800
Attn: ATTENTION: FINANCE DIVISION

URGENT PAYMENT ORIGINAL
BUSINESS SUPPORT SILO
75 DEM SOT D.

INVOICE NO 1000002693
DATE OF ISSUE 27 Oct 2014
DATE DUE 27 Oct 2014
DATE DEPART 31 Oct 2014

CONSULTANT

s56(1)(a)

PASSENGER s56(1)(a)

TOTAL DUE \$15,032.00

SERVICE	AMOUNT EXC GST	AMOUNT TAX/LEVY	AMOUNT GST	AMOUNT INC GST
FLIGHT 31OCT14 Darwin/Perth/Doha/Athens/Kos/-JKL/Athens/London/Kuala Lumpur/Darwin 1 x \$13,450.00	\$13,450.00	\$0.00	\$0.00	\$13,450.00
HOTEL HOTEL GRANDE BRETAGNE ATHENS Check In:01NOV14 Check Out:02NOV14 HOTEL GRANDE BRETAGNE ATHENS Check In:05NOV14 Check Out:06NOV14 1 x \$550.00 x 2 nights	\$1,100.00	\$0.00	\$0.00	\$1,100.00
SERVICE FEE 1 x \$125.00	\$125.00	\$0.00	\$0.00	\$125.00
SERVICE FEE 1 x \$60.00 x 2 days AIRPORT TRANSFER	\$120.00	\$0.00	\$0.00	\$120.00
MISCELLANEOUS Flight 02NOV14 Athens/Kos/-JKL/Athens Flight 05NOV14 1 x \$100.00 Extra Luggage	\$100.00	\$0.00	\$0.00	\$100.00

SERVICE	AMOUNT EXC GST	AMOUNT TAX/LEVY	AMOUNT GST	AMOUNT INC GST
INSURANCE	\$124.55	\$0.00	\$12.45	\$137.00
1 x \$137.00				
GRAND TOTAL	\$15,019.55	\$0.00	\$12.45	\$15,032.00

PAYMENT DETAILS

PLEASE PAY
 LATITUDE TRAVEL
 BANK OF QUEENSLAND
 DARWIN BRANCH
 SWIFT CODE QBANAU4B
 BSB 125460
 ACCOUNT NUMBER 20518381

Payment by credit card will attract a fee:
 2% on Visa, Mastercard or Bankcard
 3% on American Express & Diners Club



Trading as Winnellie Travel
Shop 15, Winnellie Shopping Centre
Stuart Highway, Winnellie NT 0821
PO Box 12 Nightcliff NT 0814

Telephone +61 8 8941 1144 Facsimile +61 8 8941 1133
Email: [redacted]
ABN: 25 109 118 648 Licence: 138

TAX INVOICE(from Quotation)

Business Support
75 Dem Sol D.

ORIGINAL

DEPARTMENT OF BUSINESS
GPO BOX 3200,
DARWIN NT 800
Attn: ATTENTION: FINANCE DIVISION

To be appraised by
Lisa Strohfeldt.

INVOICE NO 1000002702
DATE OF ISSUE 05 Nov 2014
DATE DUE 05 Nov 2014
DATE DEPART 31 Oct 2014
PASSENGER BARRETT/NATHANMR

CONSULTANT [redacted]

TOTAL DUE \$890.00

SERVICE	AMOUNT EXC GST	AMOUNT TAX/LEVY	AMOUNT GST	AMOUNT INC GST
FLIGHT 31OCT14 Darwin/Perth 1 x \$890.00 Upgrade from Econmy to Business Class	\$809.09	\$0.00	\$80.91	\$890.00
GRAND TOTAL	\$809.09	\$0.00	\$80.91	\$890.00

PAYMENT DETAILS
PLEASE PAY
LATITUDE TRAVEL
BANK OF QUEENSLAND
DARWIN BRANCH
SWIFT CODE QBANAU4B
BSB 125460
ACCOUNT NUMBER 20518381

Payment by credit card will attract a fee:
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Trading as Winnellie Travel
 Shop 15, Winnellie Shopping Centre
 Stuart Highway, Winnellie NT 0821
 PO Box 12 Nightcliff NT 0814

Telephone: +61 8 8941 1144 Facsimile: +61 8 8941 1133
 Email: [REDACTED] s56(1)(a)
 ABN: 25 109 118 649 Licence: 138

TAX INVOICE(from Quotation)

URGENT PAYMENT

ORIGINAL

DEPARTMENT OF BUSINESS
 GPO BOX 3200,
 DARWIN NT 800
 Attn: ATTENTION: FINANCE DIVISION

BUSINESS SUPPORT SILO
 75 DEM SOT D.

INVOICE NO 1000002694
 DATE OF ISSUE 27 Oct 2014
 DATE DUE 27 Oct 2014
 DATE DEPART 31 Oct 2014
 PASSENGER SHIPWAY/GARYMR
 BARRETT/NATHANMR

CONSULTANT

s56(1)(a)

TOTAL DUE \$29,790.00

SERVICE	AMOUNT EXC GST	AMOUNT TAX/LEVY	AMOUNT GST	AMOUNT INC GST
FLIGHT 31OCT14 Darwin/Perth/Doha/Athens/Kos/-JKL/Athens/London/Kuala Lumpur/Darwin 2 x \$13,450.00	\$26,900.00	\$0.00	\$0.00	\$26,900.00
HOTEL HOTEL GRANDE BRETAGNE ATHENS Check In:01NOV14 Check Out:02NOV14 HOTEL GRANDE BRETAGNE ATHENS Check In:05NOV14 Check Out:06NOV14 2 x \$550.00 x 2 nights	\$2,200.00	\$0.00	\$0.00	\$2,200.00
PASSENGER BARRETT/NATHANMR,BRUYN/ANDREWMR,SHIPWAY/GARYMR				
SERVICE FEE 2 x \$125.00	\$250.00	\$0.00	\$0.00	\$250.00
MISCELLANEOUS 2 x \$60.00 x 2 days Airport Transfers	\$240.00	\$0.00	\$0.00	\$240.00

SERVICE	AMOUNT EXC GST	AMOUNT TAX/LEVY	AMOUNT GST	AMOUNT INC GST
MISCELLANEOUS	\$200.00	\$0.00	\$0.00	\$200.00
Flight 02NOV14				
Athens/Kos/-JKL/Athens				
Flight 05NOV14				
2 x \$100.00				
extra Luggage				
We appreciate your business				
GRAND TOTAL	\$29,790.00	\$0.00	\$0.00	\$29,790.00

PAYMENT DETAILS

PLEASE PAY

LATITUDE TRAVEL

BANK OF QUEENSLAND

DARWIN BRANCH

SWIFT CODE QBANAU4B

BSB 125460

ACCOUNT NUMBER 20518381


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Shop 15, Winnellie Shopping Centre
Stuart Highway, Winnellie NT 0821
PO Box 12 Nightcliff NT 0814

Telephone: +61 8 8941 1144 Facsimile: +61 8 8941 1133
Email: 
ABN: 25 109 118 649 Licence: 138

TAX INVOICE(from Quotation)

URGENT PAYMENT

ORIGINAL

DEPARTMENT OF BUSINESS
GPO BOX 3200,
DARWIN NT 800
Attn: ATTENTION: FINANCE DIVISION

BUSINESS SUPPORT SILO
75 DEM SOT D

INVOICE NO 1000002696
DATE OF ISSUE 27 Oct 2014
DATE DUE 27 Oct 2014
DATE DEPART 31 Oct 2014
PASSENGER TENNANT/MICHAELMR

CONSULTANT

 s56(1)(a)

TOTAL DUE \$14,895.00

SERVICE	AMOUNT EXC GST	AMOUNT TAX/LEVY	AMOUNT GST	AMOUNT INC GST
FLIGHT 31OCT14 Darwin/Perth/Doha/Athens/Kos/-JKL/Athens/London/Kuala Lumpur/Darwin 1 x \$13,450.00	\$13,450.00	\$0.00	\$0.00	\$13,450.00
HOTEL HOTEL GRANDE BRETAGNE ATHENS Check In:01NOV14 Check Out:02NOV14 HOTEL GRANDE BRETAGNE ATHENS Check In:05NOV14 Check Out:06NOV14 1 x \$550.00 x 2 nights	\$1,100.00	\$0.00	\$0.00	\$1,100.00
SERVICE FEE 1 x \$125.00	\$125.00	\$0.00	\$0.00	\$125.00
MISCELLANEOUS 1 x \$100.00 EXTRA LUGGAGE	\$100.00	\$0.00	\$0.00	\$100.00
MISCELLANEOUS 1 x \$60.00 x 2 days AIRPORT TRANSFER	\$120.00	\$0.00	\$0.00	\$120.00
We appreciate your business				
GRAND TOTAL	\$14,895.00	\$0.00	\$0.00	\$14,895.00

PAYMENT DETAILS

PLEASE PAY

LATITUDE TRAVEL

BANK OF QUEENSLAND

DARWIN BRANCH

SWIFT CODE QBANAU4B

BSB 125460

ACCOUNT NUMBER 20518381

Payment by credit card will attract a fee:

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Telephone +61 8 8941 1144 Facsimile +61 8 8941 1133
 Email: s56(1)(a)
 ABN: 25 109 118 649 Licence: 138

TAX INVOICE(from Quotation)

URGENT PAYMENT ORIGINAL
 BUSINESS SUPPORT SILO
 75 DEM SOTD

DEPARTMENT OF BUSINESS
 GPO BOX 3200,
 DARWIN NT 800
 Attn: ATTENTION: FINANCE DIVISION

INVOICE NO 1000002695
 DATE OF ISSUE 27 Oct 2014
 DATE DUE 27 Oct 2014
 DATE DEPART 31 Oct 2014

CONSULTANT

s56(1)(a)

PASSENGER

s56(1)(a)

TOTAL DUE

\$13,101.00

SERVICE	AMOUNT EXC GST	AMOUNT TAX/LEVY	AMOUNT GST	AMOUNT INC GST
FLIGHT 31OCT14 Darwin/Perth/Doha/Athens/Kos/-JKL/Athens/Doha/Perth/Darwin 1 x \$11,500.00	\$11,500.00	\$0.00	\$0.00	\$11,500.00
HOTEL HOTEL GRANDE BRETAGNE ATHENS Check In:01NOV14 Check Out:02NOV14 HOTEL GRANDE BRETAGNE ATHENS Check In:05NOV14 Check Out:06NOV14 1 x \$550.00 x 2 nights	\$1,100.00	\$0.00	\$0.00	\$1,100.00
SERVICE FEE 1 x \$125.00	\$125.00	\$0.00	\$0.00	\$125.00
MISCELLANEOUS 1 x \$100.00 EXTRA LUGGAGE	\$100.00	\$0.00	\$0.00	\$100.00
MISCELLANEOUS 1 x \$60.00 x 2 days AIRPORT TRANSFERS	\$120.00	\$0.00	\$0.00	\$120.00

SERVICE	AMOUNT EXC GST	AMOUNT TAX/LEVY	AMOUNT GST	AMOUNT INC GST
INSURANCE	\$141.82	\$0.00	\$14.18	\$156.00
1 x \$156.00				
We appreciate your business				
GRAND TOTAL	\$13,086.82	\$0.00	\$14.18	\$13,101.00

PAYMENT DETAILS

PLEASE PAY
 LATITUDE TRAVEL
 BANK OF QUEENSLAND
 DARWIN BRANCH
 SWIFT CODE QBANAU4B
 BSB 125460
 ACCOUNT NUMBER 20518381

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Shop 15, Winnellie Shopping Centre
Stuart Highway, Winnellie NT 0821
PO Box 12 Nightcliff NT 0814

Telephone: +61 8 8941 1144 Facsimile: +61 8 8941 1133
Email: [REDACTED]
ABN: 25 109 118 649 Licence: 138

TAX INVOICE(from Quotation)

ORIGINAL

DEPARTMENT OF BUSINESS
GPO BOX 3200,
DARWIN NT 800
Attn: ATTENTION: FINANCE DIVISION

75 DEM 507 D

Business support

To be approved by

Lisa Strohfeldt.

INVOICE NO 1000002700
DATE OF ISSUE 31 Oct 2014
DATE DUE 31 Oct 2014
DATE DEPART 31 Oct 2014

CONSULTANT

[REDACTED]

PASSENGER [REDACTED]

TOTAL DUE \$890.00

SERVICE	AMOUNT EXC GST	AMOUNT TAX/LEVY	AMOUNT GST	AMOUNT INC GST
FLIGHT 31OCT14 Darwin/Perth 1 x \$890.00 Upgrade from Economy to Business Class	\$809.09	\$0.00	\$80.91	\$890.00
we appreciate your Business Thank you xx - upgrade approved by GS				
GRAND TOTAL	\$809.09	\$0.00	\$80.91	\$890.00

PAYMENT DETAILS

PLEASE PAY
LATITUDE TRAVEL
BANK OF QUEENSLAND
DARWIN BRANCH
SWIFT CODE QBANAU4B
BSB 125460
ACCOUNT NUMBER 20518381

Payment by credit card will attract a fee:
2% on Visa, Mastercard or Bankcard
3% on American Express & Diners Club