

Travel Procedure

Section 1 - Summary

(1) This Procedure supports the [Travel Policy](#) by ensuring all travel requirements are consistent, centrally administrated and cost effective. The Procedure also ensures that all Victoria University staff are aware of their responsibility and accountability in relation to adherence and administration of travel and accommodation.

Section 2 - Scope

(2) This Procedure applies to all travellers, which for this Procedure are defined as:

- a. All University staff and students;
- b. Anyone who incurs travel and travel-related expenses paid wholly or in the majority by the University; and/or,
- c. Anyone undertaking third-party funded travel on behalf of, or at the request of, the University.

(3) Individuals providing services under contract to the University should refer to their contract travel provisions before enacting this Procedure and associated Policy and supporting documents.

Section 3 - Policy/Regulation

(4) [Travel Policy](#)

Section 4 - Procedures

Part A - Summary of Roles and Responsibilities

Roles	Responsibilities
Traveller	- Develop draft itinerary and obtain quotations - Complete ISOS Pre-Advisory Form and register itinerary - Check DFAT travel advice - Complete Risk Assessment (if required) - Carry insurance details and ISOS contact info - Maintain contact with supervisor during travel - Submit expenses and travel diary in Concur
Authorising Officer	- Review travel justification and cost estimates - Approve travel in ISOS platform - Re-approve if fare variation exceeds 25% - Ensure risk assessments are completed for DFAT Level 3/4 travel
Vice-Chancellor's Group (VCG) Member	- Grant final approval for international travel via ISOS platform - Approve DFAT Level 4 travel requests - Endorse essential travel justification

Roles	Responsibilities
Essential Travel Review Committee	- Assess essentiality, risk, and alignment with University priorities - Communicate decisions via Travel Unit
Tax Compliance Team	- Provide guidance on FBT implications - Review travel diaries and cost apportionment - Support use of FBT Calculator and LAFHA assessments
Finance Division	- Monitor travel requests for cost-sharing requirements - Process per diem payments and reimbursements - Approve expenses via Concur (Chief Investigators or Line Managers)
Travel Management Company (1000Miles / Lightning)	- Provide quotations and booking services - Issue booking confirmation upon TRN approval - Contact travellers for itinerary changes or disruptions
International SOS (ISOS)	- Provide 24/7 medical and security assistance - Host Pre-Approval Platform and issue TRNs - Deliver safety alerts and emergency support - Maintain traveller tracking and advisory services
Supervisor / Line Manager	- Approve personal leave associated with travel - Maintain contact with traveller during trip - Ensure compliance with travel diary and reporting obligations

Part B - Travel Planning and Booking

Travel Alternatives

(5) Before submitting a travel request, staff should consider alternatives such as teleconferencing or videoconferencing, particularly where travel is discretionary or non-essential. These options may offer time and cost-effective and lower-risk alternatives to physical travel.

Booking Travel and Accommodation

(6) All domestic and international flights must be booked through the University's contracted travel service provider via the Travel Management System (TMC) (Lightning Travel Booking System). Accommodation should also be booked through TMC where possible.

(7) Before booking, staff MUST complete their Profile in the Lightning Travel Booking System, including passport details, emergency contacts, and other required fields.

(8) All domestic and international bookings will include a carbon offset charge, to support the University progress its Carbon Neutral Strategy.

Accommodation Standards and Options

(9) Accommodation should be booked through Lightning Travel Booking System and pre-approved. Alternative accommodation arrangements may be used where system options are unavailable, unsuitable or do not represent value for money, provided justification is documented. Hotels listed in the system offer corporate rates. Preference should be given to single room accommodation, with private facilities in a 3-4 star hotel.

(10) Accommodation must be safe, secure, and cost-effective. Airbnb is not permitted due to safety risks.

(11) Conference accommodation may be booked with event organisers if part of a package. Full itineraries must be submitted to the TMC. Where practicable, quotes from similar hotels should be obtained.

(12) Staying with family or friends is permitted if no cost is incurred by the University. The address of the accommodation will be provided to the TMC for Duty of Care purposes. VU will not provide reimbursement for any costs associated with family or friend accommodation.

(13) Accommodation payments must comply with the University's [Purchasing Policy](#) and [Purchasing Procedure](#). Staff are responsible for any unsubstantiated incidental claims.

Booking travel for external travellers and non-Lightning users

(14) For one-off trips involving external guests, staff should email the TMC directly at dbtravel@1000miletravel.com.au to arrange travel. Departments must complete the paper-based authority forms for these bookings.

(15) Some staff classifications do not have access to Lightning booking tool. These include:

- a. Honorary Professor
- b. Emeritus Professor
- c. Adjunct Professor
- d. Casual Staff
- e. Non-staff (guests)
- f. Students

(16) For these individuals a travel arranger will be allocated, who will fill in the appropriate Authority to Travel (ATT) form.

Submitting a travel request

Domestic Travel

(17) Travel within Victoria with an overnight stay or air travel within Australia must be booked via Lightning booking tool.

(18) Travel between University campuses other than an employee's primary work location does not require a formal request but must be approved by the traveller's manager.

(19) Travellers must confirm manager approval via a checkbox in the Lightning Tool.

(20) Managers will receive a notification and may cancel the booking without penalty by COB on the day of booking. Managers should inform the traveller should they decide to cancel the booking.

International Travel

(21) All international travel must be submitted via International SOS pre-approval system and be pre-approved.

(22) All multi-point (i.e. more than 1 destination point and return trip) international travel requirements must be booked through the Lightning system.

(23) Travellers should:

- a. Create a travel request in Pre-Trip Approve via International SOS;
- b. Attach a risk assessment form for DFAT Level 3 or 4 destination;
- c. Obtain a cost estimate from TMC;
- d. Submit a business justification and supporting documentation. Once a system notification reference number is

received that the travel has been approved, send the travel request to TMC who will contact you to make the travel booking; and,

- e. Re-seek approval if the final quote exceeds the original estimate by 25%.

Part C - Travel Approvals

Domestic Travel

(24) Domestic travel operates under a passive approval model and does not require workflow approval. Under this model:

- a. Travel is permitted where it is within budget and consistent with business requirements;
- b. The traveller's manager is aware of and supports the travel; and
- c. No elevated risk, exception, or policy deviation is involved.

International Travel

(25) All international travel requires pre-approval via International SOS (refer to clauses 34-38).

(26) Travel approvers (Executive Dean or Director and the relevant DVC) must:

- a. Review and understand the trip information provided by the traveller and either approve or decline the trip having due consideration of the risk. This includes:
 - i. Understanding the Department of Foreign Affairs and Trade (DFAT) Risk Rating and associated risks of the country and city being visited;
 - ii. Understanding the business justification;
 - iii. Assessing alignment with University priorities and budget constraints.

Class of Air Travel

Domestic Travel

(27) Domestic air travel must be booked via the Lightning Travel Management system and will be economy class.

International Travel

(28) International air travel must be booked via the University's approved Travel Management Consultant. The class of travel is determined by role:

- a. Chancellor, Vice-Chancellor: Business Class
- b. Executive Dean/Director and above positions: Economy Class for continuous trips of eight (8) hours or less, and Premium Economy Class (>8 hours).
- c. All other University Travellers: Economy Class
- d. The only exceptions to the class of air travel are:
 - i. contractual entitlement;
 - ii. medical endorsement;
 - iii. Traveller personally funds the upgrade;
 - iv. Approval by the Chief Financial Officer.

Booking Standards

(29) The University has a number of corporate discount agreements in place with airlines. University preferred airlines should be used where available.

(30) Flights must be booked using the Best Logical Fare of The Day (BLFOD) for international flights, and Best Fare of The Day (BFOD) for domestic flights.

(31) All air travel funded and undertaken for purposes will be economy class and approved per [Appendix 1 - Travel Approval](#).

Part D - Safety and Security Travel Pre-Planning

(32) Travellers are required to check the [Department of Foreign Affairs and Trade](#) website (DFAT) travel advice for all destinations at the time of booking and again prior to departure.

(33) Travel to destinations rated DFAT Level 3 or 4 requires additional risk assessment and approval as outlined below.

ISOS Pre-Advisory and Travel Reference Number (TRN)

(34) The University has an integrated travel approval and booking model in partnership with International SOS (ISOS) and 1000Miles (Lightning). All international travel approvals are processed and recorded through the ISOS Pre-Approval Platform, which issues a unique ISOS Travel Reference Number (TRN).

(35) Travellers must complete the ISOS Pre-Advisory Form for every international trip. The form captures:

- a. Destination, dates, and purpose;
- b. ISOS global risk rating (low, medium, high);
- c. Health, security, and operational considerations;
- d. Essential travel justification (i.e. why travel cannot be conducted virtually);
- e. Personal leave assessment;
- f. Traveller's acknowledgement of ISOS risk mitigation advice.

(36) The Authorising Officer reviews the essential travel justification and cost quotation. Final approval is granted by the relevant Vice-Chancellor's Group (VCG) member within the ISOS platform.

(37) Once approved, the TRN is integrated into the 1000Miles Lightning booking tool, removing the need for separate approval workflows and providing a single source of truth for travel authorisation and risk management.

(38) Travel bookings cannot proceed without a valid ISOS TRN.

International SOS (ISOS) Requirements

(39) International SOS (ISOS) provides medical and security assistance. Once travel is approved, travellers must:

- a. download the ISOS assistance application;
- b. register their itineraries through ISOS prior to departure, (if not automatically uploaded) and update if plans change;
- c. confirm emergency contact details are accurate;
- d. Ensure passport, visa, vaccination, and insurance documentation are valid;
- e. Retain ISOS clearance and booking confirmation;
- f. carry the ISOS Travel Assistance 24/7 contact number whilst travelling and contact ISOS in the event of any

medical or security issue; and,

g. maintain agreed contact with their supervisor and notify them of any changes to travel plans.

(40) Travellers must carry the University Insurance policy number at all times. Details are available on [Travel SharePoint page](#).

Risk Assessment and Escalation Requirements

(41) For DFAT Level 3 destinations or travel involving significant risk, the assigned Authoriser must consider the risk before approving the trip.

(42) For DFAT Level 4 destinations, travel is not permitted unless:

- a. The Executive Dean or Director supports the travel;
- b. A full Risk Assessment is completed and attached in ISOS;
- c. The ISOS system identifies the DFAT Level 4 rating and escalates the request to the relevant VCG member for approval;
- d. Final approval is granted by the assigned authorizer after Executive endorsement.

(43) If a DFAT rating changes to Level 3 or 4 after travel is approved but before departure, the traveller must complete a new risk assessment and seek written approval from their approver to proceed. Where travel has already commenced and the DFAT risk rating changes to a higher level (Level 3 or Level 4), the traveller must immediately seek approval as outlined in the DFAT Advisory Table below to continue the trip.

(44) Travellers to DFAT Level 3 or 4 destinations must register their itinerary with Smart Traveller and obtain escalated approval as outlined in the DFAT Advisory Table below.

Requirements for DFAT Advisory Levels

DFAT Level	Description	Advice	Travel Permission	Insurance Coverage	Additional Approval Required
1	Exercise normal precautions	Indicates an overall security environment similar to that in a large Australian city. Overall, threats are not significant.	Permitted	Yes – but refer to insurance summary and exclusions	No
2	Exercise a high degree of caution	More numerous or significant risks in this location than what you would typically find in a large Australian city.	Permitted	Yes – but refer to insurance summary and exclusions	No
3	Reconsider your need to travel	Serious and potentially life-threatening threats that make the destination unsafe and unsuitable for most Travellers.	Permitted with approval	Yes – but refer to insurance summary and exclusions	Yes – Departmental Budget Owner AND Vice Chancellor or a VC nominated delegate approval required with business justification for travel which must include a risk mitigation and management plan.

4	Do not travel	Health and safety is at extreme risk. This may be because of a high threat of terrorist attack, conflict, violent social unrest, widespread infectious disease or critical levels of violent crime. It could be a combination of risks.	Not Permitted	No	Not Applicable
---	---------------	---	---------------	----	----------------

Essential Travel Review Committee Activation

(45) The Essential Travel Review Committee will be activated where a global alert necessitates review, ensuring a targeted and risk based approach, where there is a broader escalation in international risk.

- a. All travel approvals are suspended until reviewed by the Committee.
- b. Travellers must submit a business justification and risk mitigation plan.
- c. The Committee will re-assess essentiality, destination risk, and alignment with University priorities.
- d. Decisions will be communicated via the Travel Unit.

Export Controls

(46) Travellers presenting at conferences or collaborating with other researchers in fields such as engineering, life sciences (e.g. biotechnology, biomedicine, pharmacology) physical sciences (e.g. physics, chemistry) and information and communication technology must be aware that Australian Government legislation bans the transfer of certain types of information to persons or locations outside Australia unless you have first obtained a permit. Refer to the Department of Defence – [Defence Export Controls website](#) for guidance.

Emergency Support and Contact Protocols

(47) Travellers have 24/7/365 access to International SOS services. If you need help, or in an emergency, use the ISOS Assistance App to contact the International Assistance Centre.

(48) The App should be travellers' first port of call for up-to-date alerts on safety and security before travel and while in-country.

(49) Travellers must maintain access to ISOS contact channels and respond to safety alerts during travel. Any incidents or changes in risk must be reported immediately to ISOS.

(50) The Travel Management Company (TMC) may contact the traveller to arrange alternative travel if required. Travellers must ensure their travel profile contains up-to-date contact details.

Part E - Travel Expenses and Reimbursements

(51) University staff undertaking approved travel may claim reimbursement for reasonable and substantiated travel-related expenses, in accordance with the [Travel Policy](#), relevant funding conditions, and the [Financial Code of Conduct Policy](#).

(52) All expenses must be submitted through Concur Expense and include:

- a. itemised receipts or equivalent documentation;
- b. appropriate coding to funding sources;
- c. approval by the relevant financial delegate (e.g. Chief Investigator for HERDC-funded projects, Line Manager for

operational budgets).

Per Diem

(53) Staff undertaking approved overseas travel may be paid a daily Per Diem based on nights away from home, up to the maximum indicated in the Per Diem Rates Table and Calculator (available on the [Travel SharePoint page](#)).

(54) A per diem is a daily travel allowance intended to cover meals and minimal incidentals amounts such:

- a. breakfast, lunch and dinners;
- b. snacks, drinks (water, coffee, tea, etc.);
- c. gratuities;
- d. laundry and dry cleaning;
- e. work-related communication costs (e.g. local phone calls, fax, etc).

(55) Per Diem is not applicable for domestic travel within Australia.

(56) Per Diems will not be paid for any night away where the traveller spends all or a significant part of the 24 hour period on an aircraft. A proportion of the daily rate may be paid where a full per diem is not warranted.

(57) Per Diems are generally paid for short term travel periods of up to 21 calendar days continuously, and no more than 90 calendar days in the same work location in total in an FBT year (1 April to 31 March). The number of days away includes the day of departure from the employee's normal residence and the day of departure from the work location that the employee has travelled to. Travel exceeding 90 days may be deemed to be a Living Away From Home Allowance (LAFHA) and subject to Fringe Benefits Tax (FBT). Refer to the [Financial Code of Conduct - Fringe Benefits Tax \(FBT\) Procedures](#) and contact the Tax Compliance Team within Treasury and Tax for further advice.

(58) Per Diem must be calculated using the Per Diem Calculator and included in the online ATT submission. A copy of the calculator must be attached.

(59) Requests for Per Diem payments is similar to an expense reimbursement on Concur Expense.

- a. The request must be lodged within 2 weeks of travel, once it has completed the approval workflow, the per diem will be paid to the traveller to the bank account entered on Concur.
- b. Requests submitted on Concur must include all of the following supporting documentation:
 - i. the completed Per diem Calculator
 - ii. the completed Travel Diary
 - iii. Confirmation from ISOS of DVC approval (Can be a printout from ISOS or email confirmation of approval showing TRN number)
 - iv. Booking confirmation either Tax invoice or itinerary from travel agent (or Itinerary if booked externally)

(60) Travellers receiving Per Diem are not required to reconcile actual expenditure incurred against the allowance received.

Reimbursement of Other Travel Expenses

(61) Staff who make personal payments for other travel expenses may seek reimbursement through Concur Expense, subject to Clause (51).

Part F - Personal and Combined Travel

(62) University travel must be for approved university business purposes. Where personal travel is combined with business travel, the personal component must be clearly identified and appropriately managed.

(63) All personal travel expenses are the responsibility of the traveller and must not be funded by the University. This includes costs associated with non-staff travel companions.

(64) Travellers must seek approval for any personal leave associated with a business trip. Leave must be requested and approved prior to booking, and recorded in the Travel Activities section of the travel request as 'Private Days'. Annual or Long Service Leave days are considered to be private days.

(65) The primary purpose of the trip must remain University business. If the personal component exceeds 50% of the total travel duration, the travel will be deemed personal and will not be supported or funded by the University. Where personal travel is combined with business travel, any Fringe Benefits Tax (FBT) liability arising from the personal component will not be met by the University unless explicitly approved. Employees are responsible for any associated FBT.

(66) Where the personal travel component comprises more than 30% of the total travel period, the traveller may be required to contribute to the applicable portion of travel costs. Evidence such as travel diaries will be considered if there in the event of a dispute.

(67) The University is liable for Fringe Benefits Tax (FBT) on the private portion of travel unless the employee contribution is received. Travellers must:

- a. complete a Travel Diary to support the business/private classification;
- b. use the FBT Calculator available on the [Travel SharePoint page](#);
- c. contact the Tax Compliance Team at taxcompliance@vu.edu.au for guidance.

Business versus personal travel

(68) Business travel relates specifically to University business, and comprises business days, which may include:

- a. Travel days - days required to travel to or from the business activity, including weekends or public holidays where necessary;
- b. Acclimatisation days - up to one day prior to the business activity and potentially one day after the business activity, as long as those two days account for less than 50% of the business days), and
- c. Event days - the actual days of conferences, meetings, or other scheduled business activities, including unavoidable gaps between scheduled business activities.

(69) Further guidance on what constitutes Business Travel versus Private Travel, refer to [Attachment 1 Business vs Private Travel](#).

(70) For funding and insurance implications where personal leave is included, refer to [Attachment 2 Decision Table – Personal Leave Limits](#).

Part G - Travel diary requirements

(71) [Travel diaries](#) must be completed for all travel that includes a personal component, exceeds five consecutive nights or may give rise to Fringe Benefits Tax (FBT) implications.

(72) The Travel Diary must:

- a. record the purpose of each day of travel (business or private);
- b. include travel dates, locations, and activities;
- c. be completed contemporaneously and submitted with the travel claim or per diem request.

(73) The Travel Diary is used to determine the proportion of business versus private travel. Where private travel exceeds 30% of the total trip duration, the traveller may be required to contribute to travel costs and/or trigger FBT obligations.

(74) The Travel Diary must be attached to:

- a. the ISOS travel claim (where reimbursement is sought);
- b. the Per Diem request (where applicable);
- c. any documentation submitted to Finance for cost apportionment or FBT assessment.

(75) The Travel Diary template is available on the [Travel SharePoint page](#). Travellers should refer to the FBT Procedures and contact the Tax Compliance Team for guidance where required.

Part H - Vehicle Hire and Ground Transport

(76) Domestic hire vehicles for VU business requirements must be booked through TMC who will utilise VU's preferred car rental agreements and eligible "Government Rates" wherever possible. There is also a provision for discounted vehicle hire when travelling overseas.

(77) Alternative ground transport options (for example taxis, ride-share services such as Uber, and public transport) may be used where appropriate. Expenses must be:

- a. reasonable and related to business travel;
- b. paid using a University Corporate Card where possible;
- c. submitted and coded through the Concur Expense.

(78) Where ride-share services are used, travellers must:

- a. agree to the provider's terms and conditions; and,
- b. use the University's approved Uber for Business account where available.

(79) Where possible, the hiring of environmentally friendly vehicles should be considered.

(80) TMC can also assist with train tickets and bus transport if required. These services should be requested at the same time as airfares and accommodation. The TMC has access to train tickets in most countries worldwide.

(81) All personal travel must be paid for by the individual. University staff and students may also be able to access certain agreed arrangements through TMC.

Part I - Loyalty Programs and Airline Membership

(82) Participation in frequent flyer schemes or loyalty programs is a personal choice and will not be funded by the University.

(83) Staff may use personal frequent flyer points to upgrade from a University-funded fare, provided:

- a. the upgrade does not alter the approved itinerary;

b. no additional cost is incurred by the University.

(84) The University will not fund airline club memberships, travel loyalty schemes, or similar benefits unless specifically stated in the staff member's employment contract.

Part J - Passports and Visas

(85) Travellers are responsible for ensuring their passport is valid for the duration of travel and for any required period beyond return, as stipulated by destination country requirements. Passport costs will be borne by the staff member.

(86) The University will pay Visa expenses for business purposes.

(87) Staff must add their passport details to their Lightning Travel Profile before booking an international trip. A trip cannot be ticketed without passport details.

Part K - Health Requirements

Required Vaccinations

(88) Where a destination country mandates specific vaccinations for entry, or where International SOS assigns a high-risk rating requiring vaccination, the University requires the traveller to obtain these vaccinations prior to departure. Costs associated with required vaccinations will be reimbursed by the University. Failure to comply will prevent travel from being approved.

Recommended Vaccinations

(89) Where International SOS or relevant health authorities recommend vaccinations based on country-level health risks, the traveller is strongly encouraged to obtain these vaccinations prior to travel. Recommended vaccinations are at the traveller's discretion and expense unless the University determines the associated risks to be material to the traveller's duties, in which case reimbursement may be approved.

Traveller Acknowledgment

(90) Travellers proceeding without recommended vaccinations do so at their own risk and may impact insurance coverage. While travel insurance coverage is not excluded solely because a traveller has declined a recommended vaccination, claims may be affected where travel is undertaken against medical advice or where the traveller fails to comply with destination entry requirements.

Section 5 - HESF/ASQA/ESOS Alignment

(91) HESF: Standard 6.2 Corporate Monitoring and Accountability.

(92) Outcome Standards for NVR Registered Training Organisations 2025: Standard 4.3 Risk Management.

Section 6 - Definitions

(93) Accommodation: Lodging other than that of permanent residence required due to travelling on University business for one or more nights. Preference should be given to single room accommodation, with private facilities in a 3-4 star hotel, however the decision should be made with budget in mind and value for money.

(94) Authorising Officer: The manager or delegate with authority to approve travel requests.

(95) Business Travel: Travel, which includes leave from the workplace and relates specifically to University business. Categories include teaching; research; conferences; meetings; graduations; marketing; field trips and Outside Studies Programs.

(96) Essential travel: refers to overseas travel that is critical to the University's strategic objectives and cannot reasonably be deferred, conducted virtually, or delegated to a local representative. This may include:

- a. Representing the University at significant international forums or events where a presence is required to maintain strategic institutional-level partnerships.
- b. Delivering invited keynote addresses, presenting research outputs or participating in research collaborations where absence or virtual participation would jeopardise academic or funding outcomes.
- c. Undertaking fieldwork or data collection that is time-sensitive and cannot be conducted elsewhere or by other parties.
- d. Attending meetings or negotiations is critical to securing international agreements, funding, or joint ventures that directly support University priorities, where virtual attendance would jeopardise the outcomes.

(97) Non-Essential Travel: travel is considered non-essential when it is:

- a. Primarily for professional networking, discretionary attendance at conferences, or events where virtual participation is available. Alternative accommodation arrangements may be used where system options are unavailable, unsuitable or do not represent value for money, provided justification is documented.
- b. Sending a team to present a paper or represent VU where only one speaker could perform the task(s).
- c. Of limited strategic or operational value to the University.
- d. Personal or leisure in nature (even if attached to University business).

(98) ISOS (International SOS): The University's travel-risk and emergency-assistance partner.

(99) ISOS Travel Reference Number (TRN): A unique identifier issued by ISOS upon completion of the pre-approval process.

(100) 1000Miles (Lightning): The University's approved travel agent and booking platform.

(101) Pre-Advisory: The ISOS risk assessment and travel-readiness review required before approval.

(102) Pre-Approval: The formal authorisation of travel in the ISOS platform confirming alignment with University objectives, risk and budget parameters.

(103) University Business: Defined under the premise that the University will derive value from the travel to be undertaken and may include the following:

- a. Attendance at conferences;
- b. External courses or development programs;
- c. University representation in an official capacity;
- d. University business in a commercial, business development or procurement capacity;
- e. Obligations arising from membership of government bodies or international associations; and
- f. Up to one additional day before and after a business-related event may be considered University business.

University-related business does not include Outside Studies Programs.

Section 7 - Supporting Documents and Information

1000 Mile Travel Group Consultants

8am – 6pm Monday - Friday.

During business hours Contact:

Dani 0438 262 549

Blake 0452 583 738

dbtravel@1000miletravel.com.au

Emergency after-hours (6pm-8am)

AU Only: 03 9988 6938

Outside AU: +61 3 9988 6938

Additional fees apply for after-hours service. Consultants are available to assist travellers 24 hours a day, 365 days a year.

Status and Details

Status	Current
Effective Date	29th July 2026
Review Date	29th July 2029
Approval Authority	Vice-Chancellor
Approval Date	28th July 2026
Expiry Date	Not Applicable
Accountable Officer	Trish Roberts Deputy Chief Financial Officer trish.roberts@vu.edu.au
Responsible Officer	Michael Lapolla Director, Financial Systems and Services +61 3 9919 2935
Enquiries Contact	Michael Lapolla Director, Financial Systems and Services +61 3 9919 2935