



Australian Government
Services Australia

ABSTUDY Travel

Authorisation Booking Form User Guide

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Introduction

This guide can help you use the ABSTUDY Travel Authorisation Booking Form to request, amend or cancel ABSTUDY travel arrangements.

It's important you complete ALL relevant sections of the form to make sure:

- travel requests are actioned in a timely manner
- correct traveller details are submitted to the Travel Management Company
- travel disruptions can be managed effectively.

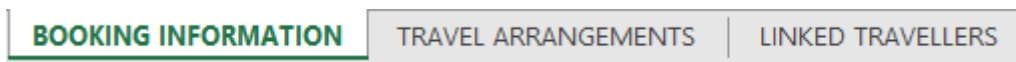
Please note, the screenshots in this guide are for example purposes only.

About the ABSTUDY Travel Authorisation Booking Form

The Booking Form is an Excel spreadsheet divided into the following 3 sheets:


1. Booking Information
2. Travel Arrangements
3. Linked Travellers.

You can get to the different sheets, by selecting the relevant tabs at the bottom of the spreadsheet as follows:




A detailed breakdown of what is contained in these sheets and how to complete them is listed below. When you select the answer field for each row, you'll need to either:

- select an option from a drop down menu
- type your response.

 Do **NOT** copy or paste information into the spreadsheet.

 Do **NOT** delete or insert rows.

 This will affect the spreadsheet's functionality and corrupt booking data.

1. How to complete the Booking Information sheet

This sheet has 3 different sections:

- QBT Booking Information
- Institution Contact Information
- ABSTUDY Travel Team Contact Information

QBT Booking Information

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ABSTUDY TRAVEL AUTHORIZATION - BOOKING FORM

QBT BOOKING INFORMATION	
Action:	<input type="text"/>
Travel Reason:	<input type="text"/>
Restricted Booking:	Yes
Student authorised to call:	No
Unrestricted Booking:	No

To complete this section, follow these steps for each field:

In the box next to **Action**, choose one of the following from the drop down list:

- **Booking** to make new travel requests
- **Amendment** to amend existing booked travel
- **Cancellation** to cancel existing booked travel
- **Reimbursement** to make a bulk reimbursement request.

Next to **Travel Reason**, select travel reason from the drop down list:

- **Away from Base** to book travel for a student attending an Away from Base activity
- **Compassionate** to book travel for medical reasons or funerals that require a student to return home
- **End of Study** to book end of study travel
- **End/Start of Year** to book return travel over the Christmas holiday period
- **Orientation/Interview** to book travel for school orientation purposes or for interviews
- **School Vacation** to book travel for school vacation periods, except the Christmas break
- **Special Purpose** to book travel for school activities, such as graduation, or, for students that are homesick or at risk of suspension or expulsion
- **Start of Study** to book start of study travel.

Restricted Booking is a set field and no selection is required. It is set to **Yes** for secondary students and **No** for tertiary students.

Student Authorised to Call is a set field and no selection is required. It is set to **No** for secondary students and **Yes** for tertiary students.

Unrestricted Booking is a set field and no selection is required. It is set to **No** for secondary students and **Yes** for tertiary students.

Institution Contact Information

This section asks for your contact details.

Unrestricted Booking:	No
INSTITUTION CONTACT INFORMATION	
Education Institution Name:	
Educational Institution CRN:	
B/H Contact Name:	
B/H Contact Ph:	
A/H Contact Name #1:	
A/H Contact Ph #1:	
A/H Contact Name #2:	
A/H Contact Ph #2:	
Email address/addresses:	
ABSTUDY TRAVEL TEAM CONTACT INFORMATION	

To complete this section, fill in the following details for each field:

Educational Institution Name add the name of the school, boarding institution or hostel

Educational Institution CRN add the Customer Reference Number (CRN) of the school, boarding institution or hostel

B/H Contact Name add the name of the relevant contact person during business hours

B/H Contact Ph add the phone number of the relevant contact person during business hours


A/H Contact Name #1 add the name of the relevant contact person after business hours

A/H Contact Ph #1 add the phone number of the relevant contact person after business hours

A/H Contact Name #2 add the name of the second relevant contact person after business hours

A/H Contact Ph #2 add phone number of the second relevant contact person after business hours

Email address/addresses add email address or addresses. If there is more than one email address, please separate with a comma. For example: abc@school.com.au, person@school.com.au

 **Note:** When inputting phone numbers, they must be 10 digits long with no spaces or brackets. For example, 029111444 or 0400123456.

ABSTUDY Travel Team Contact Information

The information under this section is pre-filled. No action required.

ABSTUDY TRAVEL TEAM CONTACT INFORMATION	
Contact Number:	131 158 (option 6 for ABSTUDY)
Fax Number:	132 115
Email:	ABSTUDY.TRAVEL@servicesaustralia.gov.au

2. How to complete the Travel Arrangements sheet

This sheet contains the details for each traveller's booking.

	A	B	C	D	E	F	G	H	I	J
1	Title	Surname	First Name	DOB	Traveller CRN	Traveller Type	Emergency Name #1	Emergency Ph #1	Emergency Name #2	Emergency Ph #2
2										
3										

To complete this section, follow these steps for each field:

Below Title choose one of the following from the drop down list:


- Miss
- Mr
- Mrs
- Ms
- Master
- Dr.

Insert **Surname** of the traveller and the one used on their identification documents.

Insert **First Name** of the traveller and the one used on their identification documents.

Insert **DOB**, the traveller's date of birth, in either of the following formats:

- DD/MM/YYYY
- D/M/YY

 **Note:** If '/' is not used between day/month/year, the date format will be incorrect. i.e. don't enter 010294 as this will produce an incorrect date format.

A **Traveller CRN**, Customer Reference Number, is required for ALL travellers, including associated travellers linked to students. If the traveller does not have or remember their CRN, contact the National Business Gateway on 13 11 58 and select option 6 for ABSTUDY assistance.


The **Traveller Type** is used to determine who requires travel arrangements. Information about each traveller must be completed in the template for travel arrangements to be booked. Do not include this information in the **Comments** field. Select one of the following from the drop down list of traveller types:

- **Student** if the traveller is a student and physically travelling
- **Dependents** if the traveller is a student's partner or dependent child in certain circumstances

- **Family or Community Members** if the traveller is a parent, guardian, partner or family member travelling for Compassionate, Orientation or Special Purpose reasons
- **Supervisor** if the traveller is a parent, guardian, family member or education representative from the school or boarding institution supervising the students
- **Companions** if the traveller is a companion for a student who is sick, hurt or has a disability
- **Education Representative** if the traveller is an education representative travelling to communities for Orientation or Special Purpose activities, such as student interviews
- **Notional Student Traveller** if the traveller is an education representative, family or community member travelling independently under the student's ABSTUDY entitlement.

Add a contact's name and phone number into **Emergency Name #1** and **Emergency Ph #1**. This will be the first person contacted in the event of an emergency or travel disruption. For students who have a Safe Travel Plan (STP), this person will enact the STP.

Add a second contact name and phone number into **Emergency Name #2** and **Emergency Ph #2**. This will be the second emergency contact. This person will be contacted in the event of an emergency or travel disruption if the primary contact is unavailable. For students who have a STP, this contact person will also enact the STP.

 **Note:** Services Australia requires two emergency names and phone numbers for **every** traveller's booking.

Travel Date	Return Date	From State/Territory	Travel From	To State/Territory	Travel To	Safe Travel Plan

Insert **Travel Date**, which is the first day of travel, and **Return Date** in either of the following formats:

- DD/MM/YYYY e.g. 01/02/2019
- D/M/YY e.g. 1/2/19,

If '/' is not used between day/month/year, the date format will be incorrect, i.e. do not enter 010219 as this will produce an incorrect date format.

In the drop down list select relevant **From State/Territory** and **To State/Territory** from the list below:

- **NSW**
- **QLD**
- **ACT**
- **NT**
- **WA**
- **SA**
- **TAS**
- **VIC.**

Once a State or Territory is selected from the **From State/Territory** and **To State/Territory** columns, it will allow you to select from a list of towns and communities available within that State or Territory. If the town or community is not available in the list, select **Other**. Note the location where they are travelling from or to in the **Comments** column. Services Australia will periodically update the options.

From the drop down list for **Safe Travel Plan**, select either:

- **Yes** if a Safe Travel Plan is in place for the student
- **No** if a Safe Travel Plan is not in place for the student. This option is also used for Notional Student Travellers, and associated travellers such as supervisors (who don't need a Safe Travel Plan).

Safe Travel Plans apply to all primary and secondary students under 18 years of age and are mandatory from 1 July 2019 for pre-booked travel arrangements.

From the drop down list for **Linked Travellers Req'd**, select either:


- **No** if the traveller is travelling alone
- **Yes** if the traveller is traveling with another person, such as a parent.

The bookings can then be linked on the **Linked Travellers** sheet (see the **Linked Travellers sheet** section below).

From the drop down list for **Travel Mode**, select one of the following types of travel:

- **Air**
- **Bus**
- **Charter**
- **Rail**
- **Sea.**

Add any information about the traveller's request in the **Comments** section, such as:

- transfers required
- meals
- accommodation
- to/from travel locations (if listed as **Other** in the **Travel From** or **Travel To** columns).
-  **Note:** The **Comments** section should **not** be used to advise of associated travellers linked to one or more students. Please use the **Linked Travellers** sheet to link students to associated travellers.

Example:

A family member is travelling to the school for a graduation ceremony under Special Purpose Travel.

- In the Booking Form, add a travel request for a **Family or Community Members** trip.
- As the family member is accessing the student's Fares Allowance entitlement, a travel booking is still required on the student's record. This is known as a 'notional student traveller' booking.
- In the Booking Form, add a second travel request. This one is for the student, using **Notional Student Traveller** as the Traveller Type. No travel dates need to be provided in the Booking Form, as the student is not physically travelling with the family member.
- Identify that the bookings require linking by entering **Yes** in the **Linked Travellers Req'd** column, (refer to screenshot under the **Linked Travellers Req'd** heading below).

Title	Surname	First Name	DOB	Traveller CRN	Traveller Type	To State/Territory	Travel To	Safe Travel Plan	Linked Travellers Req'd	Travel
Mr	Blogg	Joe	1/02/2004	400123456X	Notional Student Traveller			No	Yes	Air
Mrs	Blogg	Joelene	1/05/1980	400111222Z	Family or Community Members	QLD	BRISBANE	No	Yes	Air

3. How to complete the Linked Travellers sheet

This sheet is used to tell us about travellers who will be travelling together. It always needs to be completed if one or more of the students on a booking is being supervised during travel.

Traveller 1	Traveller 2

Below **Traveller 1/Traveller 2** are drop down menus containing a summary of the booking information entered on the **Travel Arrangements** sheet. Booking information will only display for bookings that have **Yes** entered in the **Linked Travellers Req'd** column.

Travellers that will be travelling together need to be linked. This ensures their journeys are booked together.

To link two traveller's bookings, select the first booking in the **Traveller 1** column, and the second booking in the **Traveller 2** column.

Multiple links may need to be entered. For example, where a supervisor is travelling with several students, each student booking will require a link to the supervisor's booking.

Privacy notice

The information you provide us about students and associated travellers will be used by Services Australia to arrange travel. Please let students and associated travellers know that we'll share some of the information you provide with our authorised travel management company. This may include sharing information about family members, education representatives, community members and supervisors. More information can be found at servicesaustralia.gov.au/privacy.