

TRANSPORT CLAIMS POLICY

Effective Date: 07/07/2026 | Policy Owner: Kelly Van Der Westhuizen (Administration)

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1. Purpose

This policy explains how work-related transport costs — kilometres travelled and road tolls incurred during a shift — are claimed and paid. It applies to all casual support workers engaged by CitiReach across all SCHADS Award classifications who use their own vehicle for work-related travel.

2. Definitions

- **Transport Claim** — a claim submitted by a support worker for reimbursement of work-related travel costs incurred during a shift. This includes kilometre claims and toll claims.
- **Kilometre Claim** — reimbursement for the distance actually driven in a support worker's own vehicle for work-related travel, paid at the current SCHADS Award vehicle allowance rate.
- **Toll Claim** — reimbursement of road toll or e-toll charges incurred while driving a toll route that was reasonably required to complete a work-related trip during a shift.
- **Work-related travel** — distance driven for work purposes during a shift, such as transporting a client, travelling between clients, or carrying out work-related errands (e.g. picking up supplies). It does not include a support worker's ordinary travel from home to their first shift or from their last shift home.

3. Policy Statement

Kilometres will only be paid according to the distance submitted by the support worker and verified by CitiReach against the actual route travelled. Estimated, rounded-up, or unverified distances will not be paid. Where a submitted distance cannot be verified, payment for that portion of the claim will be held pending verification, not paid on trust and adjusted later.

Kilometre reimbursement is paid at the current SCHADS Award vehicle allowance rate (\$1.01 per km from 1 July 2026, indexed annually — confirm the current rate on the Fair Work pay guide before each financial year).

4. What Can Be Claimed and How It's Costed

Kilometres. Paid at the SCHADS Award vehicle allowance rate per verified kilometre, for distance actually driven for work purposes during a shift (see Definitions above).

Tolls. Road tolls incurred while completing work-related travel are reimbursed in full, at actual cost, in addition to the per-kilometre rate — not instead of it. A toll claim will only be paid where:

- the toll route was reasonably required to complete the trip safely and on time (e.g. no reasonably practicable toll-free alternative, or the tolled route was necessary to meet an appointment time), and
- the claim is supported by evidence of the actual charge (see below).

Tolls are not paid on an estimated basis. Parking fees, fines, and infringements are not covered by this policy.

5. What Must Be Submitted

- **Date of travel and shift reference.**
- **Start point and end point** (or a description of the route, e.g. “client home to medical centre and return”).
- **Total kilometres claimed** for that trip.
- **Purpose of the trip** (e.g. client appointment, client transport, community access, supply pick-up).
- **Odometer readings**, where the shift or claim requires them, **or** a screenshot of the route from a mapping app (e.g. Google Maps or Apple Maps) showing the distance travelled — either form of evidence is acceptable.
- **For a toll claim:** evidence of the actual toll charge, such as an e-toll account statement, transaction screenshot, or receipt showing the date, toll location, and amount.

6. Kilometre Cap Per Shift

Claims are capped at **150km per shift** unless otherwise approved. Where work-related travel for a shift is genuinely expected to exceed 150km (e.g. a long-distance client transport or community access outing), the support worker must seek approval from CitiReach Administration before undertaking the travel, or as soon as practicable where prior approval isn't possible (e.g. an urgent, unplanned need). Travel above the 150km cap that has not been approved may not be reimbursed for the portion above the cap.

7. Verification

Submitted distances are checked against the actual route using a mapping tool (e.g. Google Maps) and cross-referenced with the shift and any relevant shift notes. Route screenshots submitted as evidence will be checked the same way. Where a claimed distance is materially higher than the verified route distance, CitiReach will query the claim with the support worker before payment. Reasonable variance for detours (e.g. traffic, one-way systems, an agreed additional stop) will be accepted with a brief explanation on the claim.

Toll claims are checked against the submitted evidence and the route travelled for that trip.

8. Driver and Vehicle Compliance

Support workers who use their own vehicle for work-related travel are responsible for ensuring, at all times, that they hold and maintain:

- a current, valid driver's licence appropriate to the vehicle being driven;
- current vehicle registration; and
- current insurance — at minimum, compulsory third party (CTP) insurance as required by law, with comprehensive insurance strongly recommended for a vehicle used for work purposes.

The support worker is responsible for the roadworthiness and general upkeep of their own vehicle (e.g. tyres, lights, brakes, servicing). CitiReach does not fund vehicle registration, insurance, servicing, or repairs.

CitiReach may request evidence of a current licence, registration, or insurance at any time. Transport claims may be declined, and driving duties suspended, where a support worker cannot demonstrate current compliance with this section.

9. Why This Policy Exists

- The SCHADS Award requires kilometre reimbursement for work-related travel, but only for verified distance actually driven — not a flat or estimated allowance.
- Accurate, verified claims (including tolls) keep CitiReach's records audit-ready, which matters for an NDIS provider working with plan-managed and self-managed budgets.
- Verification protects support workers too — it ensures every legitimate kilometre or toll claimed is paid in full, with a clear record to support the payment.
- Confirming drivers are properly licensed, registered, and insured protects support workers, participants, and CitiReach alike.

10. Compliance Note

This policy does not reduce any amount a support worker is legitimately owed. It sets the standard of evidence required before a transport claim is paid, consistent with the SCHADS Award vehicle allowance provisions and CitiReach's record-keeping obligations. Kilometres and tolls that are properly submitted and verified will be paid in full in the ordinary pay cycle.

11. Exclusions

This policy applies to CitiReach's casual support worker workforce paid under SCHADS Award classifications. It does not apply to individuals whose arrangements are managed separately and are not reflected in standard payroll or billing reports.

12. Questions

Questions about this policy, or about a specific transport claim, can be directed to:

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Approved by: __Ps Steve Mifsud Head of Operations / CitiReach____ Date: __17/08/2026____