

# How and when boarding schools and hostels claim ABSTUDY Fares Allowance

For State and Territory Boarding Facilities

Boarding schools and hostels can arrange ABSTUDY student travel by emailing a booking request form.

## Before the travel

Request type	Forms or documents you need to send us	Timeframes	Email	Additional information
Request to pre-book travel for individuals	<p>ABSTUDY Travel Authorisation Booking form (QC 63012):</p> <ul style="list-style-type: none"> <li>on the Booking Information worksheet, select <b>Booking</b> in the <b>Action</b> field</li> <li>on the Travel Arrangement worksheet enter information for each traveller</li> <li>use the comments section to provide any further details of the requested travel arrangements e.g. transfers or accommodation requirements.</li> </ul>	<p>At least 10 days before the travel date.</p> <p><i>An exception to this is where urgent travel is needed e.g. compassionate, emergency or special purpose visit.</i></p>	<b>ABSTUDY.TRAVEL@servicesaustralia.gov.au</b>	We'll book travel through our Travel Management Company who'll send you itineraries at least 2 days before the travel date.
Request to pre-book bulk vacation travel	<p>ABSTUDY Travel Authorisation Booking form:</p> <ul style="list-style-type: none"> <li>on the Booking Information worksheet, select <b>Booking</b> in the <b>Action</b> field</li> <li>on the Travel Arrangement worksheet, enter information for each traveller</li> <li>use the comments section to provide any further details of the requested travel arrangements e.g. transfers or accommodation requirements.</li> </ul>	At least 7 weeks before the travel date.	<b>ABSTUDY.TRAVEL@servicesaustralia.gov.au</b>	We'll book travel through our Travel Management Company who'll send you itineraries at least 7 days before the travel date.

## Before the travel

Request type	Forms or documents you need to send us	Timeframes	Email	Additional information
Request to pre-book travel for groups	<p>ABSTUDY Travel Authorisation Booking form:</p> <ul style="list-style-type: none"> <li>on the Booking Information worksheet, select <b>Booking</b> in the <b>Action</b> field.</li> <li>use the comments section on the Travel Arrangement worksheet to provide any further details of the requested travel arrangements e.g. transfers or accommodation requirements.</li> </ul>	<p>If requesting urgent or other group travel bookings, you need to submit the request within a reasonable timeframe of the travel date.</p> <p>Group bookings of 10 or more passengers traveling within a 7 day period (including across multiple travel submissions) must be submitted 7 weeks prior to travel date.</p>	<b>ABSTUDY.TRAVEL@servicesaustralia.gov.au</b>	We'll book travel through our Travel Management Company who'll send you itineraries at least 2 days before the travel date.
Request to cancel or change pre-booked travel	<p>ABSTUDY Travel Authorisation Booking form:</p> <ul style="list-style-type: none"> <li>on the Booking Information worksheet, select <b>Amendment</b> or <b>Cancellation</b> in the <b>Action</b> field.</li> <li>on the Travel Arrangement worksheet, enter information for each traveller.</li> </ul> <p>Evidence may be required for changes.</p>	<p>More than 24 hours' notice from the travel departure date.</p> <p>If you make your request within 24 hours, a penalty may apply unless there are unforeseen or exceptional circumstances.</p>	<b>ABSTUDY.TRAVEL@servicesaustralia.gov.au</b>	Changes to pre-booked travel may delay itineraries. We'll only assess changes when unforeseen and exceptional circumstances apply. We won't re-book cancelled travel in any other situation.

## After the travel

Request type	Forms or documents you need to send us	Timeframes	Email	Additional information
Request for reimbursement after student has travelled	<p>ABSTUDY Reimbursement Authorisation Booking Form (<b>QC 63015</b>):</p> <ul style="list-style-type: none"> <li>on the <b>Booking Information</b> worksheet, select <b>Reimbursement</b> in the <b>Action</b> field.</li> <li>on the <b>Travel Arrangement</b> worksheet:                             <ul style="list-style-type: none"> <li>enter expense information for each traveller</li> <li>in <b>comments</b> column provide any information we need to know and spending on accommodation or meals.</li> </ul> </li> </ul> <p>You'll also need to send us:</p> <ul style="list-style-type: none"> <li>a completed <i>ABSTUDY Fares Allowance Claim form (SY032)</i> per group reimbursement.</li> <li>evidence of your expenses including proof of payment.</li> </ul>	<p>Must be lodged by:</p> <p>31 March in the year after the school year when the travel occurred</p> <p>or</p> <p>12 months after the start date of the travel.</p>	<p><b>ABSTUDY.TRAVEL@servicesaustralia.gov.au</b></p> <p>Add all forms and supporting documentation to one email for one trip.</p>	<p>We can only reimburse costs for students eligible for ABSTUDY. Please check all the students you're seeking reimbursement for have already claimed ABSTUDY.</p>

**You don't need to invoice Services Australia** unless your organisation is directly providing meals and accommodation. Evidence of your expenses for each student must be itemised. It must include the relevant dates and the meal and accommodation amounts claimed. You'll need to give us proof of payment so we can reimburse you.

Proof of payment from the service provider may include:

- receipts
- a zero balance tax invoice
- a statement of your account verifying payments.

We won't accept remittance advice, invoices which have 'paid' stamped on them and tax invoices with a balance owing.