

Travel and Accommodation Allowance: Policy Statement and Guidelines (Not for school-based apprentices and trainees)

Version 25, March 2025

Please note: This information is not for school-based apprentices and trainees. School-based apprentices and trainees may obtain their *Travel and Accommodation Subsidy* claim form or *Application for Air Travel* form their school or from the [Education Queensland](#) website.

Privacy statement

The Department of Trade, Employment and Training (DTET) is collecting your personal information to assess your eligibility for the Apprenticeship and Traineeship Travel and Accommodation Subsidy. Information collected by DTET on the *Travel and accommodation subsidy claim form – apprentice and trainee* or *Air travel application for apprentices and trainees* may be used for generating statistics for the Apprenticeship and Traineeship Travel and Accommodation Subsidy. In cases, in which the apprentice or trainee's personal details provided, such as address, differ from the details already held by DTET, this information will update the personal details listed in DTET's records. The information will only be accessed by authorised employees or contractors within DTET. Some of the information provided in your application will be given to the registered training organisation (RTO) nominated in your application to verify your attendance at the nominated training organisation. Information may also be provided to your employer for the purpose of verifying aspects of the claim. In cases, in which DTET is booking a flight or ferry travel on your behalf, your personal details will be provided to the company or the booking agent for the company providing the transport. Your information will not be given to any other person or agency unless you have given us permission, or we are required by law.



Policy statement

The Department of Trade, Employment and Training provides financial assistance to subsidise additional costs incurred by apprentices and trainees who travel specified distances to attend off-the-job training with their supervising registered training organisation (referred to as training organisation), which is undertaken by them as part of their apprenticeship or traineeship training contract.

Guidelines

Eligibility

Apprentices and trainees registered in Queensland who have to travel at least 100km return to attend off-the-job training away from their usual place of employment may be eligible to claim subsidies.

Apprentices and trainees must attend their closest training organisation able to deliver training in the relevant qualification, in order to be eligible for a subsidy.

Setting of subsidies

- The level of financial assistance will be as determined periodically by the Department of Trade, Employment and Training.
- Eligible apprentices and trainees may receive financial assistance for their return land travel to the required off-the-job training. An accommodation subsidy may be paid to apprentices and trainees if it was necessary to live away from their usual place of residence to attend training.
- Eligible apprentices and trainees will be provided a return economy air ticket to the location of the training organisation. Refer to the [Subsidy rates – air travel section of this document](#) for further information.

Subsidy rates – effective from 1 July 2024

Accommodation

- \$55.00 per day for daily accommodation claims within Queensland for stays prior to 1 July 2024
- \$57.00 per day when required to stay overnight within Queensland after 1 July 2024
- \$105.00 per day for daily accommodation claims for interstate stays prior to 1 July 2024
- \$109.00 per day when required to stay overnight interstate after 1 July 2024

Accommodation subsidy is paid to apprentices and trainees for assistance when attending an RTO away from their usual place of residence.

Land travel – road and rail

Zone 1	0 – 99km (return) – not eligible
Zone 2	100 – 649km (return) – 26 cents per kilometre for travel prior to 1 July 2024 100 – 649km (return) – 27 cents per kilometre for travel after to 1 July 2024
Zone 3	650km or more (return) – 32 cents per kilometre for travel prior to 1 July 2024 650km or more (return) – 33 cents per kilometre for travel after to 1 July 2024

Air travel

Flights can only be booked by the Department of Trade, Employment and Training.

Eligibility for air travel:

- Apprentices and trainees who are required to travel 1,100km or more return to the location of the training organisation.
- Apprentices and trainees who reside on Cape York Peninsula and Islands of the Torres Strait.

Ferry

Full cost of recovery for apprentices and trainees.

Assessment of entitlements

In assessing entitlements, the following guidelines are to apply:

- Claim forms must be submitted to the department within 6 months of the completion of the off-the-job training or attendance period being claimed for. Claims submitted more than 6 months after the last training day may not be paid unless exceptional circumstances can be demonstrated.
- Subsidy payments to apprentices and trainees will only be paid into bank accounts in the name of the apprentice or trainee.
- The application form will be returned if it is incomplete. If the apprentice or trainee's bank details are not clear, or the electronic payment will not go through, a cheque will automatically be sent to the postal address nominated on the form. Incomplete or incorrect information will result in delays in processing the payment.
- Allow up to 4 weeks for processing of claims at which time a payment slip will also be sent.
- The apprentice or trainee will only be entitled to allowances for attendance at the closest training organisation that provides the course of instruction for the particular training program.
- The journey distance will be calculated from the usual place of residence (their residential address from where they travel to work each day) of the apprentice or trainee to the off-the- job training location and return.
- The most direct road route will be used to determine eligibility for travel subsidies and will be electronically calculated by software designed for these purposes.
- Persons approved to receive Living Away From Home Allowance (LAFHA) from the Commonwealth Government may only claim from the 'Away from Home' address.
- Apprentices and trainees whose contracts are cancelled must seek permission from the department prior to attending any off-the-job training relevant to their apprenticeship or traineeship. Otherwise, claims for travel and accommodation to attend their nominated training organisation while 'cancelled,' may not be approved. They should also enquire about the *Training assistance for cancelled apprentices and trainees* program offered by the department to cancelled apprentices and trainees. For more information contact Apprenticeships Info on 1800 210 210.

- Once booked by the department, airfares are NON-TRANSFERABLE and NON-REFUNDABLE – unless the designated training dates are cancelled or changed by the training organisation.
- If an apprentice or trainee fails to show for any flight, no alternative flights for the off-the-job training will be approved or booked for that apprentice or trainee, and requests for kilometre subsidy to travel by road due to missing the flight will not be approved.
- The information provided by apprentices and trainees in their applications may be subject to audit.
- If the apprentice or trainee travels by road for more than 300 kilometres return from their residence to their training organisation, and the training is for more than one day, they will receive a subsidy for one return trip only and accommodation for the number of days they attend the training organisation.
- When the apprentice or trainee is attending off-the-job training for one day only, regardless of the distance they travel, they are eligible for one return trip and not entitled to accommodation subsidy.
- Apprentices and trainees who are eligible to claim the accommodation subsidy may be entitled to additional accommodation payments if they travel the following distances to attend their closest off-the-job training organisation:
 - more than 300km return 1 extra day
 - more than 700km return 2 extra days
 - more than 1600km return 4 extra days
- Apprentices and trainees are encouraged to apply online via [Travel and Accommodation Online](#). If lodging hardcopy forms, correct claim forms must be completed and forwarded to the department prior to decisions on subsidy approvals being made: *Travel and accommodation subsidy claim form – apprentice and trainee* or *Air travel application for apprentices and trainees*.
- Apprentices and trainees who are required to attend their training organisation to re-sit exams (subsequent to failing assessment of unit of competencies), are eligible to claim travel and accommodation subsidies for that event.
- Many modern awards require employers to reimburse apprentices for excess reasonable travel costs to and from off-the-job training. Excess reasonable travel costs includes travel, accommodation (where necessary) and meals. The amount payable by an employer can be reduced by the amount an apprentice or trainee is eligible to receive through state government travel and accommodation allowances,

provided the employer has notified the apprentice in writing that the allowance is available, or the apprentice has received the allowance. Further information on apprentice entitlements is available at www.fairwork.gov.au or call the Fair Work Ombudsman on 13 13 94.

- Apprentices or trainees who are registered in Queensland and reside interstate will only be eligible for a travel subsidy for the distance travelled that is in excess of the distance they are required to travel to their usual place of work.
- Any claims for subsidy payment that is deemed to be fraudulent, or if the information provided is false, or the apprentice or trainee did not attend off-the-job training as claimed, the department will reclaim any monies paid to the apprentice, trainee, or employer.
- A parent or guardian may wish to accompany an apprentice or trainee who is under the age of 18 on a flight when having to attend off-the-job training. Upon request, the department may also book a return flight for a parent or guardian where required.

Advance claims

Approval may be granted in special circumstances for travel and accommodation subsidies to be paid in advance. Attending off-the-job training may cause financial hardship to apprentices or trainees as a result of living away from their usual place of residence.

Claims under this provision are considered on a case-by-case basis. Apprentices and trainees wishing to apply to receive the subsidy prior to attending off-the-job training must apply via [Travel and Accommodation Online](#). To be eligible for an advance payment, claims must:

1. be submitted online between 4 to 8 weeks prior to the first day of training.
2. have a training notice attached from the training organisation (advising of the dates the apprentice or trainee is required to be in attendance e.g. training start and finish dates).

Special provision

A) Additional financial assistance

In cases where there are extenuating financial circumstances, a claim for extra financial assistance may be lodged.

It is at the discretion of the department to approve written applications for **special provision**.

Written applications are to be submitted to the department outlining the specific extenuating financial circumstances. The apprentice or trainee must also attach:

1. Travel and accommodation subsidy claim form – apprentice and trainee or
2. Air travel application for apprentices and trainees and
3. the training notice from the training organisation (advising of the dates the apprentice or trainee is required to be in attendance e.g. training start and finish dates).

Note: The apprentice or trainee may be asked to provide documented evidence of their expenses (e.g. rent), and also to attend their nearest departmental office to speak with a Field Officer regarding their claim.

B) 'Special consideration' – attendance at a training organisation which is not the closest training organisation for an apprentice or trainee.

In cases where there are exceptional circumstances precluding an apprentice or trainee from attending the closest training organisation, a claim for 'special consideration' may be lodged. It is at the discretion of the department to approve written applications for 'special consideration.'

Written applications are to be submitted to the department outline specific exceptional circumstances.

The apprentice or trainee must also attach:

1. Travel and accommodation subsidy claim form – apprentice and trainee or
2. Air travel application for apprentices and trainees and
3. the training notice from the training organisation (advising of the dates the apprentice or trainee is required to be in attendance e.g. training start and finish dates).

Note: The apprentice or trainee may be asked to provide documented evidence of their exceptional circumstances before the 'special consideration' application can be considered.

Role of the supervising registered training organisation

The supervising registered training organisation (SRTTO) is required to:

- Explain to the apprentice or trainee and employer the conditions of eligibility for travel and accommodation subsidies, in particular, the implications of not utilising the closest training organisation.
- Complete Section 6 of the *Travel and accommodation subsidy claim form – apprentice and trainee* (if a hardcopy form is used). Specifically, the SRTTO must sign, and stamp apprentice and trainee claim forms to verify the actual attendance at the completion of the off-the-job training period. Alternatively, the SRTTO may be required to verify attendance via Partner Portal or other approved means.