

Q254F

## LAAS MILEAGE CLAIMS POLICY

### Policy Statement

Lifestyle Assistance & Accommodation Service (LAAS) aims to provide fair reimbursement for legitimate mileage claims lodged by staff in the course of their work duties. Mileage claims are required to follow a specific format and to be lodged in a timely fashion to avoid funding and administrative complications.

### Procedure

Mileage can only be claimed (and paid by LAAS) for kilometres that staff travel whilst on shift and performing duties. **Mileage cannot be claimed with the organisation for travel to and from, or in between shifts, as the organisation does not cover the cost of travel to and from work.** If there ever is a rare exception to this, staff will be made aware of this.

Mileage must be submitted and claimed using a vehicle log provided by LAAS. **Claims that are submitted with no vehicle log attachment will not be processed.** This must be sent to payroll@laas.com.au by 12pm on the Monday of payroll week. The information on the vehicle log must be legible. Photos of logs must be clear enough to read the information.

Vehicle logs must contain all the information outlined in the document. **Vehicle logs missing the name of the customer will not be paid, as mileage must be linked to a current Customer during their current plan period.**

Logs should be simplified by labelling claims for each Customer clearly and grouping multiple claims for the same Customer together where possible.

Odometer readings must be included in submitted vehicle logs, and they must correspond with the kilometres recorded. To ensure accuracy with billing, vehicle logs submitted with mismatching records may not be accepted. The Payroll team may ask for more details if conflicting records are submitted.

**Vehicle logs should be submitted fortnightly.** However in the instance that this is not possible, **all kilometres must be submitted within one month of the day they occurred.** For example, if you provided transport on April 15th, a vehicle log must be submitted to payroll@laas.com.au by May 15th at the very latest. **Vehicle logs submitted outside of the one month deadline will not be accepted.**

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This deadline exists for several reasons:

- Customers sometimes experience changes in their funding (e.g. a new NDIS plan), which effects the ability to bill for services. Billing for services must be closed off after a period of time, particularly with a new NDIS plan. Late vehicle logs may result in the inability to bill for the claim as the billing for the old plan has been closed off.
- LAAS is required to keep clear and accurate records of finances. If mileage is submitted late, this may reduce the accuracy of record-keeping as mileage will have to be processed in a different period of time to the one in which it occurred.
- Many Customers wish to, or need to, budget their services, and are unable to do so if they are not being billed regularly or accurately for the services received. If a customer is not charged for mileage for several months and is then billed for several months' worth of mileage at once, this may be detrimental to their ability to budget their NDIS plan.

It is not always possible for LAAS to bill and pay for mileage completed on shifts. If this is the case, staff can keep a record of these kilometres travelled and claim them back submitting tax returns at the end of the financial year.

**Documentation**

**Documents related to this policy**

Related policies

Q254 – Employment Conditions