



Government of **Western Australia**
Department of **Training**
and **Workforce Development**

TRAVEL AND ACCOMMODATION ALLOWANCE TERMS AND CONDITIONS

EFFECTIVE: 1 July 2025
VERSION: 1.0

CONTENTS

1. TRAVEL AND ACCOMMODATION ALLOWANCE	3
2. ELIGIBILITY	3
2.1. Apprentices	3
2.1.1 Travel requirements.....	3
2.1.2 General Eligibility Conditions.....	4
2.2. Employers	4
2.2.1 General Eligibility Conditions.....	5
2.3. Training Providers - Apprentices.....	5
2.3.1 General eligibility conditions.....	5
2.4. Training Providers - Lecturers travelling to deliver off the job training.....	6
2.4.1 General eligibility conditions.....	6
3. Travel and Accommodation Entitlements	6
3.1. Apprentice Entitlements	6
3.1.1 Day Release Attendance.....	7
3.1.2 Block Release Attendance.....	7
3.2. Employer entitlements	8
3.3. Training provider entitlements.....	8
4.THE CLAIM PROCESS	9
4.1. Lodging a claim	9
4.2. Payment of approved TAA claims	10
4.3. Goods and Services Tax (GST).....	10
4.4. Payment of claims for cancellations and rescheduled travel arrangements..	10
4.5. Exceptional circumstances.....	10
5. COLLECTION OF PERSONAL INFORMATION	11
5.1 Use of Personal Information	11
5.2 Disclosure of Personal Information.....	11
5.3 Management of Personal Information	11
6. REVIEW OF DECISIONS	11
6.1 Overview.....	11
6.2 Process for Review of Decisions.....	11
6.3 Notification of Outcome	12
7. DISCLAIMER INDEMNITY AND WARRANTY	12
8. CHANGES TO THE TAA.....	12
9. AUDITS.....	13
10. STAKEHOLDER FEEDBACK.....	13

1. TRAVEL AND ACCOMMODATION ALLOWANCE

The Travel and Accommodation Allowance (TAA) provides financial assistance to support apprentices¹ who are required to travel 70 kilometres or more to attend off the job training.

Apprentices, employers and Registered Training Organisations (RTOs) are eligible to claim the TAA providing that they meet eligibility criteria as set out in the Terms and Conditions.

By participating in the TAA program, the employer agrees to comply with the Terms and Conditions. The Terms and Conditions, together with any other documents having contractual force, shall constitute and be known as “this Agreement”. Please note that terms used in one document and defined in another shall have the meanings ascribed to them in that other document.

2. ELIGIBILITY

2.1. Apprentices

An apprentice **is eligible** to claim the TAA when:

- they have an active or suspended training contract at the time they are undertaking off the job training (including the scheduled capstone assessment for electrical trades); or
- their training contract was cancelled or terminated – claims will be accepted for up to six months from the date their record was administratively closed; and
- they are enrolled with a Registered Training Organisation (RTO) for the period they are claiming TAA; and
- their training is funded by the Department of Training and Workforce Development (DTWD); and
- they live and work in Western Australia; and
- they must travel 71 kilometres or more (round trip) from their residential address to attend the closest training venue that delivers the required off the job training they are the only apprentice claiming travel allowance if travelling in the same private vehicle to and/or from the training venue with one or more other apprentices².

If an apprentice is driven by their parent in a private vehicle to attend off the job training, they are eligible to claim the TAA provided all other eligibility criteria are met.

An apprentice **is not eligible** to claim the TAA when:

- their off the job training is conducted at the apprentice’s workplace; or
- they are paid a travel and/or accommodation allowance by their employer while attending off the job training; or
- their employer incurs the total cost of the travel and/or accommodation; or
- they drive a company car to attend off the job training and/or the employer provides them with the company fuel card to pay for petrol; or
- arrangements have been made for a lecturer from their nominated RTO to travel to their region to deliver off the job training, and the apprentice or trainee travels instead to the metropolitan area to attend the same off the job training (i.e. same unit(s) of competency); or
- they travel interstate to attend off the job training and there is an RTO scoped, able and funded to deliver the qualification in Western Australia.

2.1.1 Travel requirements

To be eligible for the TAA, the minimum round-trip distance³ an apprentice must travel from their residential address to the closest training venue is as follows:

¹ The term apprentice encompasses apprentices, trainees, cadets and interns.

² When more than one apprentice is travelling in the same private vehicle only one apprentice (who is usually the driver of the vehicle) is eligible to claim travel allowance. However the remaining apprentices who travel in the vehicle are eligible to claim accommodation allowance if they are required to temporarily live away from home to attend the approved training.

³ Note: Minimum round trip distances are calculated using Google Maps.

- 71 kilometres or more to claim a travel allowance; and
- 150 kilometres or more to claim an accommodation allowance; and
- 1,100 kilometres or more to claim air travel.

The closest training venue is defined as the one that is:

- located the shortest possible road distance (by car) from the apprentice's residential address, or;
- accessed by the most direct bus or train route from the apprentice's residential address; or
- accessed by the most direct air route from the apprentice's residential address.

Note: Apprentices are not required to choose the closest training provider. However, if they choose a provider that is farther away, their TAA will still be calculated based on the distance to the closest available training provider, not the actual distance travelled.

An apprentice will only be provided with financial assistance to attend off the job training interstate where there is no training provider scoped and able to deliver the qualification in Western Australia.

2.1.2 General Eligibility Conditions

In addition to the eligibility criteria outlined above, the following general eligibility conditions also apply:

- The apprentice must ensure that they are familiar with TAA eligibility criteria prior to attending off the job training.
- The apprentice should arrange temporary accommodation for the duration of the training period (unless this is arranged and paid for by their employer). Accommodation should be close to the training venue since travel between the accommodation address and the training venue is at an apprentice's own expense.
- If an apprentice pays for their own bus or train ticket to travel outside the metropolitan area or their local area (if they live outside of the metropolitan area), they must ensure that they submit their receipt when they claim travel allowance.
- The apprentice must ensure that they board flights or public transport on the scheduled day and time as booked by the training provider or their employer.
- If an apprentice fails to board their flight, bus or train without a valid reason, DTWD will not pay for another ticket.
- If an apprentice chooses to return home earlier than planned, extra costs incurred to rebook flight, train or bus travel will not be covered.
- Update any changes to their residential address prior to the commencement of training by logging into WAAMS.
- If an apprentice intends to travel by private transport when they are eligible to travel by plane, they must inform the training provider before travel arrangements are made. The apprentice will be paid a reduced travel allowance not exceeding the value of a return economy airfare.
- If an apprentice travelled by private transport or paid for their own bus or train ticket or accommodation, they must ensure that their TAA claim is lodged via the TAA online client portal, and that all required supporting documentation has been provided (see Section 4.1 Lodging a claim).

2.2. Employers

An employer is eligible to claim the TAA when:

- they have paid their apprentice's travel and/or accommodation costs to attend off the job training at the closest training provider (see Section 2.1.1); and
- their apprentice meets eligibility criteria as outlined in Section 2 of these Terms and Conditions; and
- their apprentice has not made a claim for or received TAA for the same training.

If airfares or public transport and/or accommodation are purchased for an apprentice to attend a training provider that is not the closest training provider, the purchase cost will be compared to the estimated cost of travel to and accommodation near, the closest training provider. The lesser amount will be the travel allowance payable.

2.2.1 General Eligibility Conditions

Employers must meet the following general eligibility conditions in addition to those outlined above:

- Be aware of the eligibility criteria requirements for the ~~be~~ reimbursement of travel and/or accommodation costs they have paid for their apprentice to attend off the job training specified in their training plan.
- If an employer has paid any of the apprentice's travel and/or accommodation costs to enable them to attend off the job training, they must lodge their claim and supporting documentation through the TAA online client portal within 60 days after the last day of training of a block release period or within 60 days of the date of day release.
- Upload copies of paid tax invoices or other supporting documentation to support the amount(s) claimed for travel and/or accommodation.

2.3. Training Providers - Apprentices

Training providers may claim the TAA when:

- they arrange and pay for return flights from the eligible apprentice's (**Table 1**) residential address to the closest training venue (see Section 2.1.1). Please note that training providers will only be reimbursed for a standard economy airfare, where the training provider has purchased a flexi fare (economy or otherwise), they will not be reimbursed for the price differential; and
- they book and pay for an eligible apprentice's bus or train travel to the closest training venue.

If a training provider books the apprentice into their student accommodation, then they can claim for this accommodation at the standard accommodation rate that is charged to all other students accessing this accommodation.

2.3.1 General eligibility conditions

Training providers must meet the following general eligibility conditions in addition to those outlined above:

- Explain the Travel and Accommodation Allowance – Terms and Conditions to both the apprentice and the employer at the time of enrolment, and the implications of not using the closest training provider to deliver the approved training specified in the apprentice's training plan.
- Verify an apprentice's attendance at off the job training through the TAA online client portal.
- In situations where an apprentice travels by plane to attend off the job training (subject to the eligibility criteria and entitlements based on distance travelled), the training provider must arrange and pay for an economy flight⁴ from the apprentice's residential address to the location of the training venue. Reasonable fares must be purchased.
- When an apprentice travels outside the metropolitan area or their local area (if they live outside of the metropolitan area) by bus or train to attend the off the job training, a training provider can arrange and pay for the travel.
- Lodge claims for reimbursement for travel purchased for apprentices to attend off the job training via the TAA online client portal.
- Ensure that each lodgement of a group of claims submitted for payment is supported by copies of paid tax invoices from travel agents/vendors or other supporting documentation that includes the full names of apprentices, travel dates and the amount(s) claimed.
- Ensure claims, receipts and supporting documentation are submitted via the TAA Portal within 60 days of the completion of the apprentice's training or attendance period. That is, 60 days from the last day of block or day release each semester.

⁴ Claims for economy flights will be assessed against the average airfare for each region. Where the cost of the claimed fare is above average, the price differential may not be covered.

- Keep all original documentation including the travel receipts and other documentation with the apprentice's normal records for a period of seven years.
- Allow departmental staff to enter and access documents during business hours, upon reasonable notice being given, for auditing purposes.

2.4. Training Providers - Lecturers travelling to deliver off the job training

A training provider is eligible to apply for financial assistance for lecturers to travel to deliver block release off the job training to a group of apprentices when:

- the arrangement enables the delivery of training and assessment of a unit(s) of competency to apprentices for example, using workplace equipment not accessible at the training provider's campuses; and
- apprentices attending the training would have been eligible for TAA if the lecturer had not travelled to deliver the off the job training; and
- the amount payable to the training provider will not exceed the total TAA entitlement that would have been payable to the apprentices receiving the training; and
- all parties to the training contract agree to the arrangement; and
- the training provider submits a claim through the TAA online client portal and has that claim approved by DTWD prior to the training being delivered.

To be eligible for this allowance a training provider must meet **all** of these eligibility criteria.

A training provider is ineligible to receive payment for lecturers travel to deliver off the job training when they receive funding from DTWD at a regional rate to deliver the same training in the region.

2.4.1 General eligibility conditions

Training providers must meet the following general eligibility conditions in addition to those outlined above:

- Ensure they are familiar with TAA eligibility criteria that must be met for reimbursement of travel and/or accommodation costs that have been incurred to pay for a lecturer to deliver off the job training to a group of apprentices.
- Ensure that a claim and the required supporting documentation is lodged via the TAA online client portal, prior to the training being held.
- Allow departmental staff to enter and access documents during business hours, upon reasonable notice being given, for auditing purposes.

3. Travel and Accommodation Entitlements

3.1. Apprentice Entitlements

Table 1 provides an overview of travel and accommodation entitlements available to eligible apprentices, based on travel from the apprentice's residential address to the closest training provider from 1 July 2025.

TAA Travel and Accommodation Rates for Apprentices		
Round Trip Distance Travelled	Travel Allowance Entitlement	Accommodation Allowance Entitlement
1 – 70km	NIL	NIL
71 km – 149km	<ul style="list-style-type: none"> • Private transport: 20 cents/km • Public transport: Return Fare (Bus/Train) 	NIL
150km to 1099km	<ul style="list-style-type: none"> • Private transport: 20 cents/km • Public transport: Return Fare (Bus/Train): 20 cents/km 	<ul style="list-style-type: none"> • Training venues in WA below the 26th parallel: up to \$70.00 per night • Training venues in WA above 26th parallel: up to \$110.00 per night • Interstate training venues: up to \$110.00 per night

1100 km and over	<ul style="list-style-type: none"> Return <u>Economy</u> Airfare Airport Transfer Subsidy: <ul style="list-style-type: none"> up to and including 70km distance (to and from airport): \$20.00 each way; or 71km or more (to and from airport): private transport –20 cents per kilometre; and/or public transport – return bus or train fare. Accommodation Transfer Subsidy (if travelling by bus or train): <ul style="list-style-type: none"> \$20.00 for travel from place of arrival to temporary accommodation; and \$20.00 for travel from temporary accommodation to place of departure payable to apprentice. 	<ul style="list-style-type: none"> Training venues in WA below the 26th parallel: up to \$70.00 per night Training venues in WA above 26th parallel: up to \$110.00 per night Interstate training venues: up to \$110.00 per night
------------------	---	--

Table 1: TAA Travel and Accommodation Rates for Apprentices

Notes

1. If an apprentice intends to travel by private vehicle when they are eligible to travel by plane, they must inform the training provider before travel arrangements are made. They can be paid a reduced travel allowance not exceeding the average cost of a return economy airfare as determined by the Department.
2. If an apprentice lives in a regional or remote area and is enrolled with a training provider in the metropolitan area and arrangements are made for the lecturer to travel to the area to deliver off the job training, the apprentice is not eligible to claim TAA to travel to the metropolitan area to attend the off the job training.

3.1.1 Day Release Attendance

An apprentice is eligible for one return trip for each off the job training day attended for day release training when the distance travelled is between 71 kilometres and 500 kilometres (round trip). Claim forms and supporting documentation must be lodged online **within 60 days** from the date day release training occurred/was attended.

The exception to this is an apprentice undertaking the scheduled capstone assessment for electrical trades. They are eligible to claim the TAA if they travel 71 kilometres or more (round trip) to undertake the assessment. Claim forms and supporting documentation must be lodged online **within 60 days** of attendance at the scheduled capstone assessment session.

3.1.2 Block Release Attendance

Block release is a scheduled period of continual attendance at the training provider's premises to attend off the job training of one or more weeks duration.

An apprentice is entitled to accommodation allowance when attending off the job training in block release mode. Accommodation receipts, indicating the full name of the apprentice/s who stayed in the accommodation, must be provided/uploaded to the TAA online client portal, to support claims for the accommodation allowance.

Claim forms and supporting documentation must be lodged online **within 60 days** of the end date of each block release period.

An apprentice is:

- Eligible for one return trip per scheduled block release.
- Responsible for the travel and accommodation costs they incur if they choose to return to their usual residence during a block release training.
- Eligible to claim one day before and one day after the scheduled training block to assist them to travel to their scheduled block release program.
- Ineligible to claim the accommodation allowance for the period that they if they choose to stay at the location of their training venue, following the completion of the last day of mandated block release.

3.2. Employer entitlements

If an employer pays for their apprentice's travel and/or accommodation, they are entitled to claim the TAA at the same rate payable to apprentices as outlined in **Table 2** below:

TAA Reimbursement Rates for Employers		
Round Trip Distance Travelled	Travel Allowance Entitlement	Accommodation Allowance Entitlement
1 – 70km	NIL	NIL
71 km – 149km	<ul style="list-style-type: none"> Private transport: 20 cents/km Public transport: Return Fare (Bus/Train) 	NIL
150km to 1099km	<ul style="list-style-type: none"> Private transport: 20 cents/km Public transport: Return Fare (Bus/Train): 20 cents/km 	<ul style="list-style-type: none"> Training venues in WA below the 26th parallel: up to \$70.00 per night Training venues in WA above 26th parallel: up to \$110.00 per night Interstate training venues: up to \$110.00 per night
1100 km and over	<ul style="list-style-type: none"> Return <u>Economy</u> Airfare Airport Transfer Subsidy: <ul style="list-style-type: none"> up to and including 70km distance (to and from airport): \$20.00 each way; or 71km or more (to and from airport): private transport – 20 cents per kilometre; and/or public transport – return bus or train fare. Accommodation Transfer Subsidy (if travelling by bus or train): <ul style="list-style-type: none"> \$20.00 for travel from place of arrival to temporary accommodation; and \$20.00 for travel from temporary accommodation to place of departure payable to apprentice. 	<ul style="list-style-type: none"> Training venues in WA below the 26th parallel: up to \$70.00 per night Training venues in WA above 26th parallel: up to \$110.00 per night Interstate training venues: up to \$110.00 per night

Table 2: TAA reimbursement rates for employers

Notes

- If an apprentice intends to travel by private vehicle when they are eligible to travel by plane, they must inform the training provider before travel arrangements are made. They can be paid a reduced travel allowance not exceeding the average cost of a return economy airfare as determined by the Department.
- If an apprentice lives in a regional or remote area and is enrolled with a training provider in the metropolitan area and arrangements are made for the lecturer to travel to the area to deliver off the job training, the apprentice is not eligible to claim TAA to travel to the metropolitan area to attend the off the job training.

3.3. Training provider entitlements

If a training provider pays for their apprentice's travel to and from the closest training venue, then they are entitled to claim the TAA at the same rate payable to apprentices as outlined in **Table 3** below:

TAA – Reimbursement rates for training providers	
Round Trip Distance Travelled	Travel Allowance Entitlement
1 – 70km	NIL
71 km – 149km	<ul style="list-style-type: none"> Private transport: 20 cents/km Public transport: Return Fare (Bus/Train)
150km to 1099km	<ul style="list-style-type: none"> Private transport: 20 cents/km Public transport: Return Fare (Bus/Train): 20 cents/km

1100 km and over	<ul style="list-style-type: none"> • Return <u>Economy</u> Airfare • Airport Transfer Subsidy: <ul style="list-style-type: none"> ○ up to and including 70km distance (to and from airport): \$20.00 each way; or ○ 71km or more (to and from airport): private transport – 20 cents per kilometre; and/or public transport – return bus or train fare. • Accommodation Transfer Subsidy (if travelling by bus or train): <ul style="list-style-type: none"> ○ \$20.00 for travel from place of arrival to temporary accommodation; and ○ \$20.00 for travel from temporary accommodation to place of departure payable to apprentice.
-------------------------	--

Table 3: TAA reimbursement rates for training providers**Notes**

1. If an apprentice intends to travel by private vehicle when they are eligible to travel by plane, they must inform the training provider before travel arrangements are made. They can be paid a reduced travel allowance not exceeding the average cost of a return economy airfare as determined by the Department.
2. If an apprentice lives in a regional or remote area and is enrolled with a training provider in the metropolitan area and arrangements are made for the lecturer to travel to the area to deliver off the job training, the apprentice is not eligible to claim TAA to travel to the metropolitan area to attend the off the job training.

If flight, bus or train tickets are purchased for an apprentice to attend a training provider that is not the closest training provider, the purchase cost will be compared to the estimated cost of travel to and from accommodation near the closest training provider. The lesser amount will be the travel allowance payable.

If a training provider books the apprentice into their student accommodation, then they can claim for this accommodation at the standard accommodation rate that is charged to all other students accessing this accommodation.

4.THE CLAIM PROCESS

4.1. Lodging a claim

Apprentices, employers and training providers must lodge claims via DTWD's TAA online client portal, within 60 days of the last day of attendance of an apprentice's block release period or 60 days from the date an apprentice attended scheduled day release.

Information and user guides that step through the process of lodging a claim, can be found at www.dtwd.wa.gov.au/taa.

Apprentices, employers and training providers must provide the following documentation to support their claim application:

- For travel claims – a copy of the invoice/receipt for payment of bus, train or airline tickets that clearly states who has paid for the tickets and a breakdown of charges. Please note that copies of tickets or boarding passes are not sufficient.
- For accommodation claims
 - a copy of the invoice/receipt for payment of commercial accommodation on the business's letter head, showing a breakdown of charges and who has paid for the accommodation; or
 - a completed and signed [Travel and Accommodation Allowance \(TAA\) – Private Accommodation Receipt Template](#) accompanied by a receipt from a private accommodation provider.

Please note that for the purposes of the TAA, private accommodation is defined as one of the following:

- Air BNB accommodation; or
- Caravan park/holiday park accommodation; or
- Houses, apartments and units that are rented out to individuals by commercial owners or agencies.

4.2. Payment of approved TAA claims

DTWD will pay approved TAA claims directly through Electronic Funds Transfer (EFT) into the claimant's nominated bank account.

Overpayments will be recouped by an offset against future claims or the issuance of a tax invoice.

4.3. Goods and Services Tax (GST)

Payments made to employers, apprentices and training providers are not subject to GST that is, GST does not apply to these payments.

4.4. Payment of claims for cancellations and rescheduled travel arrangements

Where an apprentice, training provider or employer needs to reschedule travel arrangements, thereby incurring additional cost(s), DTWD may approve these on a case-by-case basis in exceptional circumstances. If travel arrangements are changed because for example an apprentice wishes to return home a day earlier than the booked travel date, then any extra fees and charges incurred will be at the apprentice, training provider or employer's expense.

Where a travel arrangement is rescheduled, and a credit is issued to the apprentice, employer or training provider by the travel operator, this credit must be used for the next travel booking made for this apprentice.

If an apprentice travels by plane, bus or train and misses a booked journey or wants to cancel a booked journey without a valid reason, DTWD will not reimburse the apprentice, employer or training provider for that trip, and will not cover the cost of another trip.

4.5. Exceptional circumstances

DTWD may consider on a case by case basis, exceptional circumstances that may affect an apprentice, employer or training provider's ability to meet TAA eligibility criteria as outlined in these Terms and Conditions.

The applicant must complete the Travel and Accommodation Allowance (TAA) – Application for Consideration of Exceptional Circumstances form, and email it to the TAA mailbox at taa@dtwd.wa.gov.au or taarto@dtwd.wa.gov.au (for RTOs) prior to the travel taking place.

Where reasonable, approval must be provided by the Department prior to the relevant travel occurring.

Exceptional circumstances that will be considered on a case by case basis include:

- medical/health related issues;
- family bereavement;
- natural disasters/road closures;
- not attending training at the closest training provider due to one of the following:
 - RTO not offering specialist units or chosen electives;
 - RTO not able to provide training due to lecturer or other resourcing issues;
 - apprentice/trainee has recently changed residential address;
 - preferred RTO has a minimal difference in distance than closest RTO;
 - issues with availability of transport and/or accessibility to transport;
 - preferred RTO delivers training using specialist machinery/equipment;
 - closest RTO does not offer a release pattern that meets work schedule;
 - costs associated with travel to closest RTO are significantly higher than those incurred to attend preferred RTO;
 - preferred RTO is located where family members reside or access to support services are available;
 - change/cancellation of scheduled training; and
 - preferred RTO offers block release patterns of less than 5 days.

Approval for an exceptional circumstance is only valid for an agreed duration. If the exceptional circumstance is ongoing, approval will only be given until the end of the current academic year. Approval will need to be sought for any continuation of a particular exceptional circumstance beyond these dates.

5. COLLECTION OF PERSONAL INFORMATION

5.1 Use of Personal Information

DTWD may collect, make a record, or otherwise use personal information for the purposes of administering the TAA. Personal information may be disclosed to third parties for the purposes of administering and carrying out functions relating to the TAA.

5.2 Disclosure of Personal Information

Personal information may be disclosed to and sought from, third parties for the purposes of administering and carrying out functions relating to the TAA. Third parties include, but are not limited to:

- Australian Government departments and agencies; and
- State Government departments and agencies.

5.3 Management of Personal Information

Personal information collected under the management and administration of the TAA, will be managed in accordance with the *State Records Act 2000* and the *Freedom of Information Act 1992* (the FOI Act).

This legislation provides individuals with protections to prevent the misuse of personal information. In addition, if an individual has a complaint about the storing or use of their personal information, they are able to contact the WA Information Commissioner.

Under the FOI Act, an Information Commissioner has been appointed to:

- deal with complaints about decisions made by government agencies; and
- investigate possible interference with personal information, either following a complaint by the individual or of the Commissioner's own initiative.

Further information about the role of the Information Commissioner can be found at www.oic.wa.gov.au

6. REVIEW OF DECISIONS

6.1 Overview

DTWD is committed to procedural fairness in the administration of the TAA. It is intended that all decisions are consistent, equitable and transparent within the limits and constraints of the approved policies for the TAA.

In the interests of procedural fairness, the claimant has a right to request a review of a decision made by DTWD. This will usually be in relation to eligibility for a payment or the calculated amount of a payment, and exceptional circumstances application.

6.2 Process for Review of Decisions

The process for the review of decisions is as follows:

- A written request for a review should be made directly to DTWD by emailing employerIncentive@dtwd.wa.gov.au. The request should outline the reasons the claimant considers the decision to be incorrect or unfair and, where appropriate, provide additional evidence to support a review of the case.
- The review will be conducted by a senior DTWD staff member, at Director level or above.
- Upon review, DTWD will re-examine the decision taking into account the policies and intent of the TAA, the reasons that the claimant has put forward for review of the decision and any additional information provided.

- DTWD will only review on a fully open and transparent basis. Accordingly, all relevant information must promptly be forthcoming from the claimant.

6.3 Notification of Outcome

DTWD will notify the claimant of the review decision, in writing, within 28 days of the review being requested.

The review decision will be provided in writing and include a clear explanation of the reason(s) for the review decision.

Exceptional circumstances are circumstances that are unusual, uncommon, unexpected or unplanned.

DTWD will consider declarations and supporting documentation in an endeavour to review a decision to ensure that the best possible outcome is achieved, balancing the rights of the claimant with the prudent use of public monies.

When considering a request for a review of the decision the following may be considered:

- Would the claimant be eligible for the payment if it were not for the exceptional circumstance(s)? This determines the basic eligibility for the payment(s) in dispute.
- Is the exceptional circumstance(s) out of the control of the claimant? If yes, then exceptional circumstances may apply.
- Could the claimant have reasonably been expected to do more at the time of claiming, to ensure that the claim was considered favourably? If not, then exceptional circumstances may apply.
- Did DTWD provide appropriate advice, information and service to enable the claimant to lodge the claim within the appropriate timeframe? If not, then exceptional circumstances may apply.
- Has the claim been disrupted by unexpected or unplanned events that have impacted on the ability to provide supporting evidence or take necessary actions within the required time limits? If yes, then exceptional circumstances may apply.

7. DISCLAIMER INDEMNITY AND WARRANTY

A continuing obligation throughout any period of participation in the TAA is that each applicant hereby declares and warrants to DTWD and the State, and all their respective officers, employees and agents, that they have read, understood and accept these Terms and Conditions and that they have been truthful, and forthcoming with all relevant information, in respect to their application to participate in the TAA program.

Eligible applicants are solely responsible for obtaining their own independent legal and financial advice about tax and any other legal impact that receipt of Incentives may have in their individual circumstances.

8. CHANGES TO THE TAA

DTWD reserves the right to:

- vary these Terms and Conditions, the eligibility criteria or any other documented rule or procedure at any time; and
- accept or reject any application for participation in the TAA program in its absolute discretion; and
- cease the TAA at any time should State Government policy change or the budget allocation for the TAA be re-prioritised.

DTWD will however, honour arrangements for training contracts that have commenced prior to these changes coming into effect.

9. AUDITS

The TAA program as administered by DTWD, is subject to audit by the Western Australian Auditor General. Claimants may be asked to provide information during the audit process.

10. STAKEHOLDER FEEDBACK

In administering the TAA, measures have been taken to minimise red tape and simplify the application process for claimants. This is balanced with the need to ensure that payments are made correctly to eligible claimants.

DTWD is always looking to improve processes and systems. Stakeholder feedback is welcomed and can be provided to DTWD by:

Telephone: 13 19 54 (option 2)

Email: employerincentive@dtwd.wa.gov.au