Travel and Accommodation Allowance – Submitting a Claim - User Guide for Apprentices and Employers

This guide provides instructions for eligible apprentices and employers to submit Travel and Accommodation Allowance (TAA) claims through the WAAMS online client portal.

The Department assists eligible apprentices and trainees with a Travel and Accommodation Allowance (TAA) to contribute towards travel and accommodation costs incurred while attending their required off the job training.

Apprentices, employers and Registered Training Organisations (RTOs) can claim TAA if they meet all eligibility criteria as set out in the TAA Terms and Conditions.

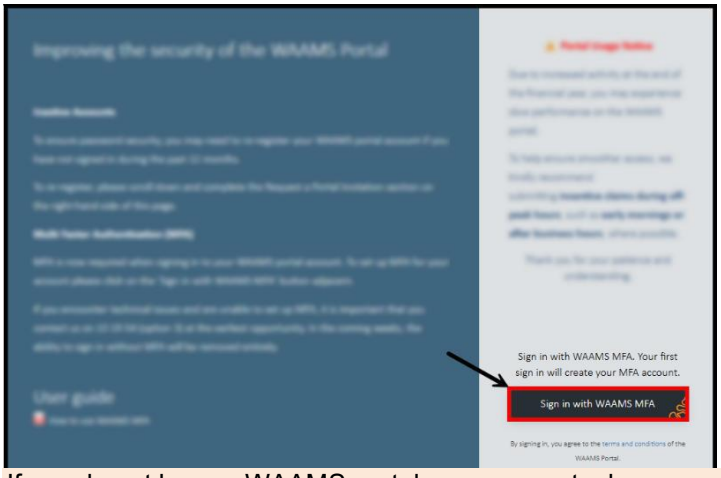
Apprentices and trainees are eligible to receive TAA if they are Western Australian residents and required to travel 71 kilometers or more (round trip) from their residential address to attend their **closest** training provider offering their off-the-job training.

All TAA claims must be submitted within **60 days** of:
- the last day of each block release period attended by the apprentice or trainee; or
- the date of day release training.

Claims submitted after the **60 day submission period** are not eligible to receive TAA.

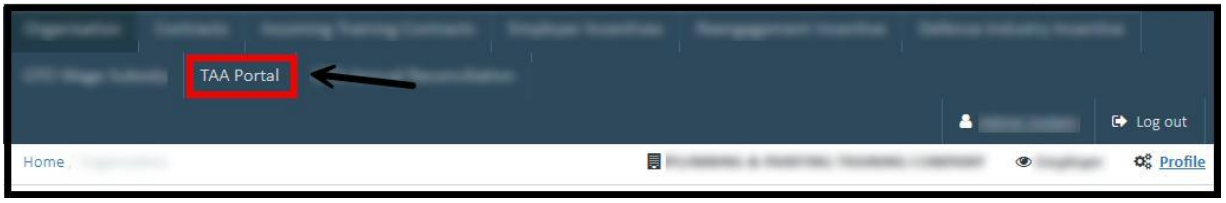
To submit a TAA Claim

1. **Log in** to the WAAMS online client portal.



If you do not have a WAAMS portal user account, please contact the State Government Incentives team for assistance:
- by phone: 13 19 54 (option 2) or;
- by email: TAA@dtwd.wa.gov.au

2. Click on the **TAA Portal** tab.



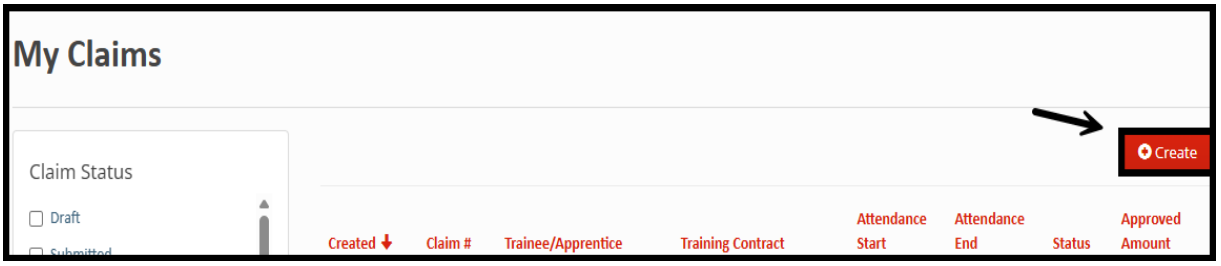
3. Click on the **My Claims** tab to **start a new claim**.

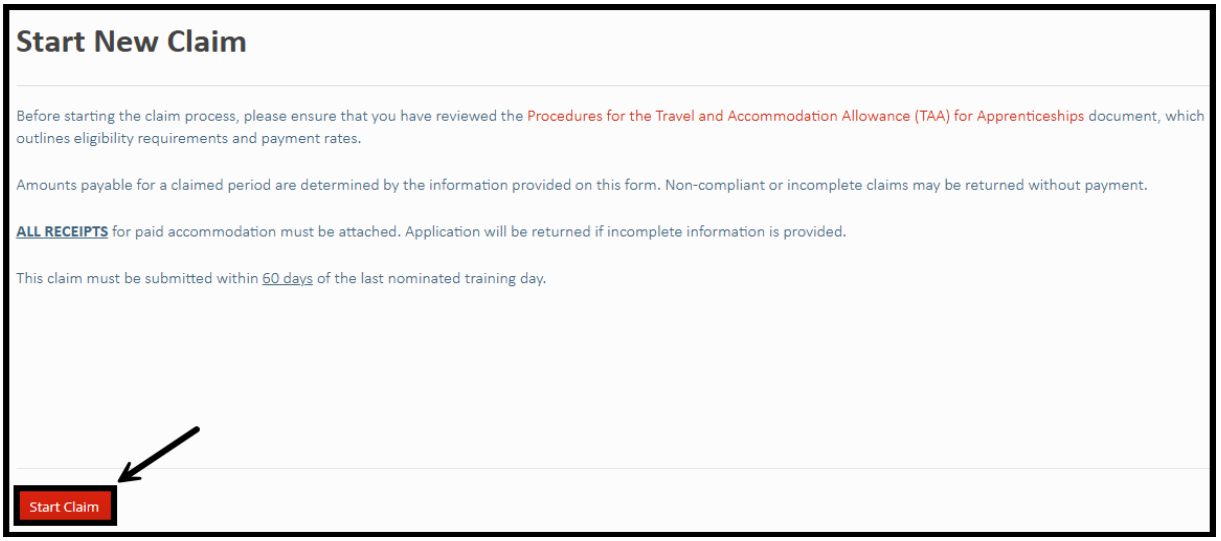


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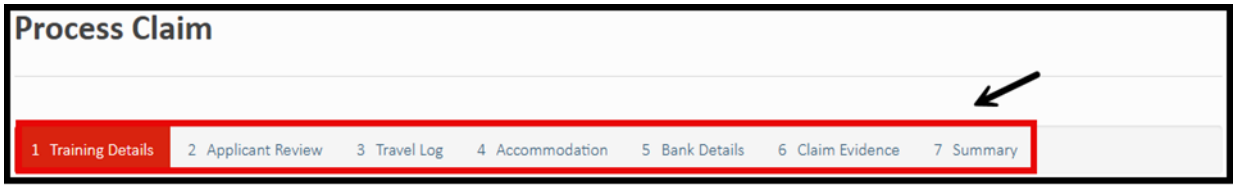
- This page will show all claims you have submitted, including any that have been returned to you for further information.

4. Select **Create** to start a new claim, then click **Start Claim**.





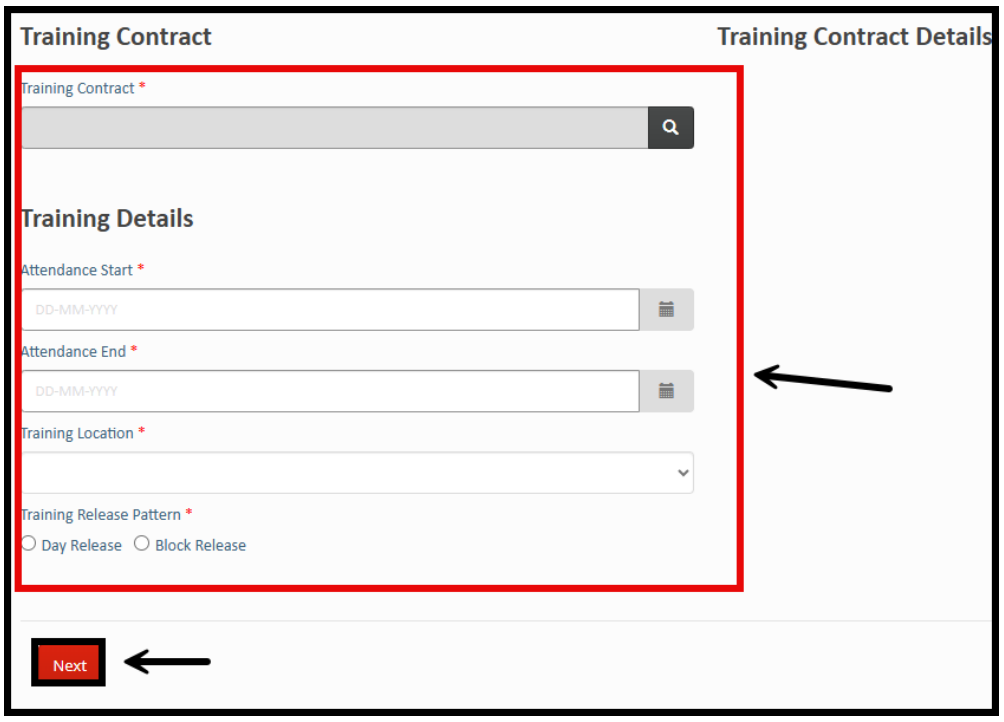
You must complete **all seven tabs** across the top of the screen before submitting your claim.



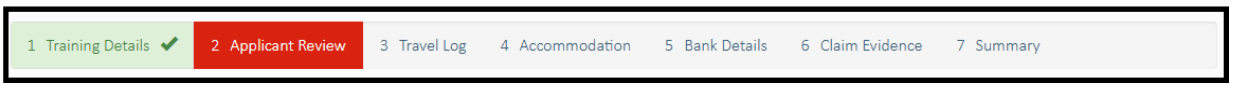
Tab 1 - Training Contract

5. (a) Click the magnifying glass to search and select the training contract for your TAA claim for.
   Tip: Select the training contract that was current when the training attendance occurred.

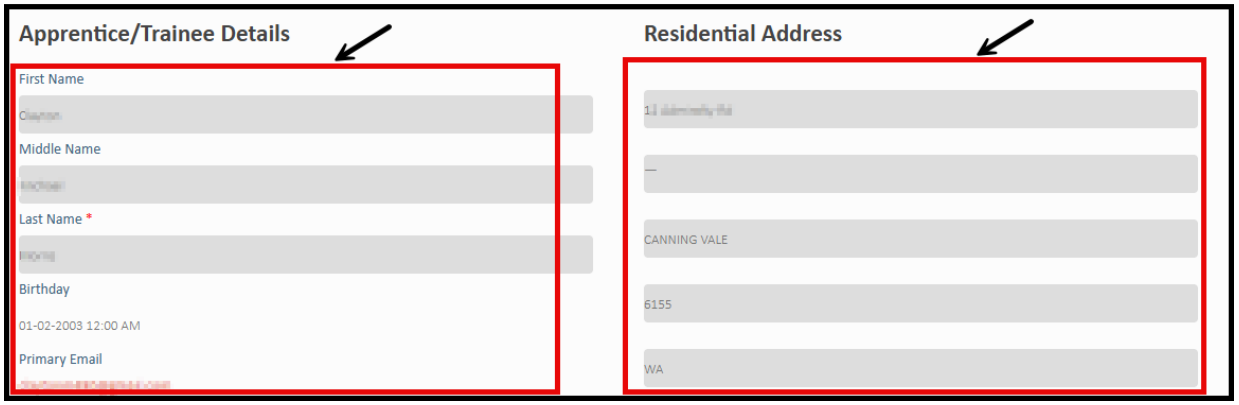
   (b) Enter the **training attendance start** and **end date**.
   (c) Select the **training location** from the drop-down menu. Ensure the correct campus is selected so your claim is calculated accurately. Training locations less than 71km (round trip) from your residential address are not eligible for TAA.
   (d) Select **Day release** or **Block release** for the training period. Block release is defined as two or more consecutive days of training per week.
   (e) Select **Next** to proceed to the following tab.



Tab 2 - Applicant Review

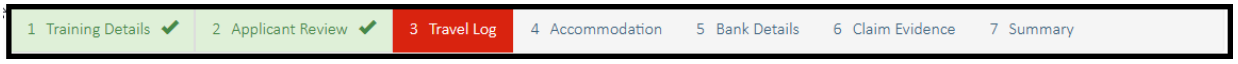


6. Please review the pre-populated **Apprentice/Trainee Details** carefully.
7. If the information displayed is incorrect, the apprentice/trainee must log in to the WAAMS portal to update their details **before** submitting the claim.

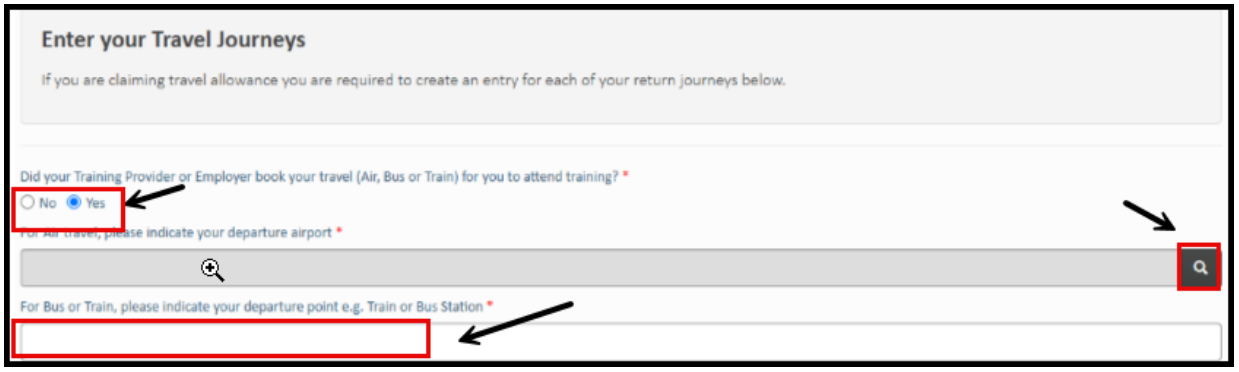


8. If all details are correct, click **Next.**

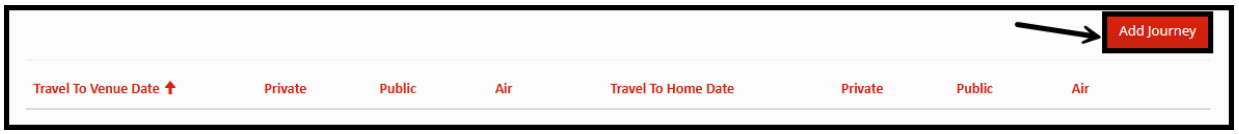
Tab 3 – Travel Log



9. Apprentices are required to indicate whether their Training Provider or employer has arranged flights or public transport for the training period. Employers may proceed to Step 14.
10. Indicate **Yes** or **No** to confirm whether your employer booked your air, bus or train travel to attend training. If you indicated **No**, proceed to Step 14.
11. Click the magnifying glass icon to search for and select your departure airport.
12. If you travelled by bus or train, please enter your departure point in the free text field (for example, the name of the bus or train station).



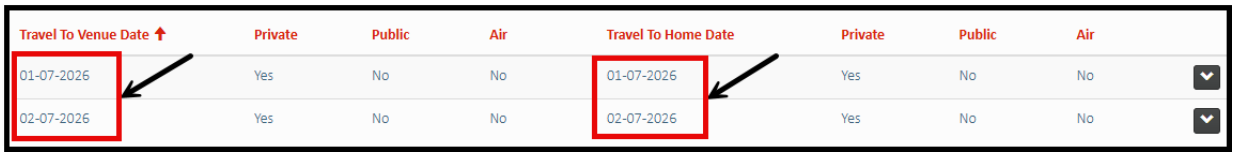
13. Click **'Add Journey'** to enter the details of each trip, including the mode of travel and travel dates.



Please note:

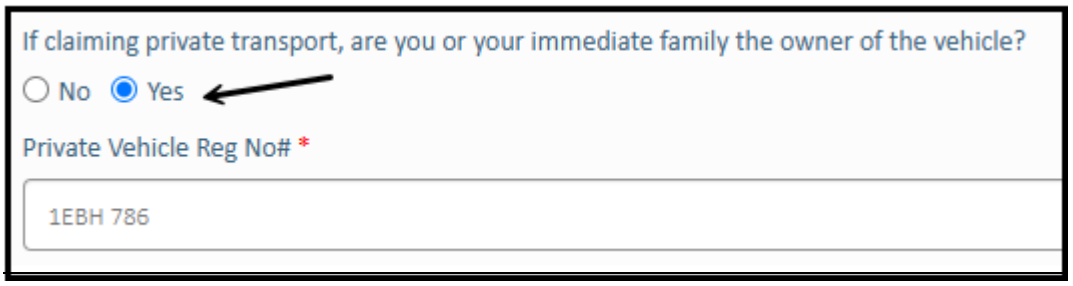
- When claiming a private travel allowance, create a new journey entry for each trip completed during your block training. For day-release training, you may include multiple trips in a single claim for the semester.

Your RTO will be required to verify each day of your attendance before payment is made.



Tip: You can edit or delete your journey entries in the travel log if you make a mistake by selecting the icon.

14. If you are claiming private transport, verify that you or your immediate family own the vehicle and provide the vehicle registration number.

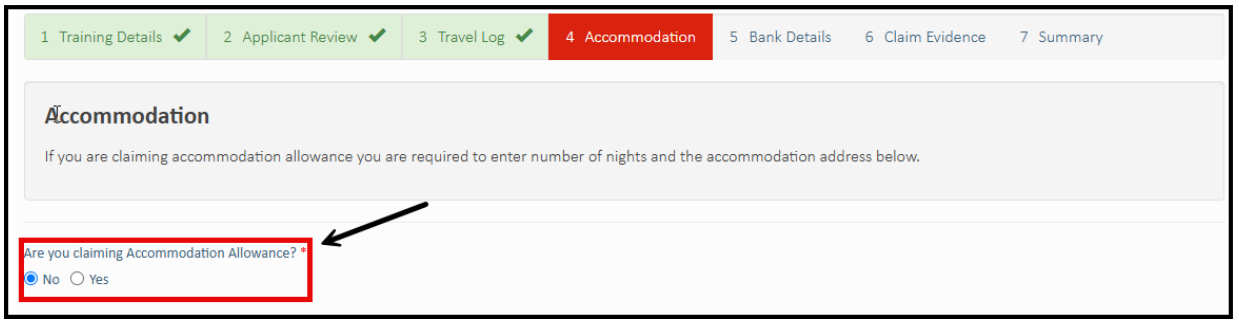


Please note:

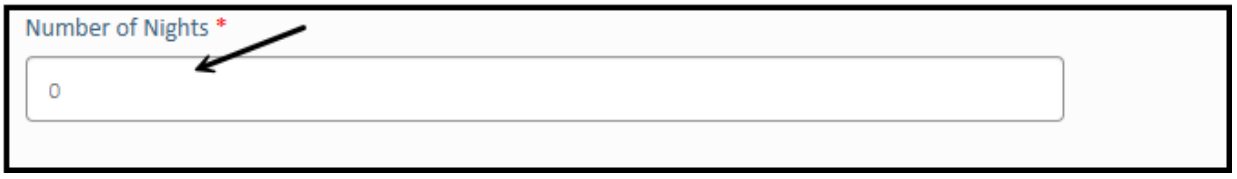
- You are unable to claim the allowance where you have travelled in a company vehicle or as a passenger with non-family members.

Tab 4 – Accommodation

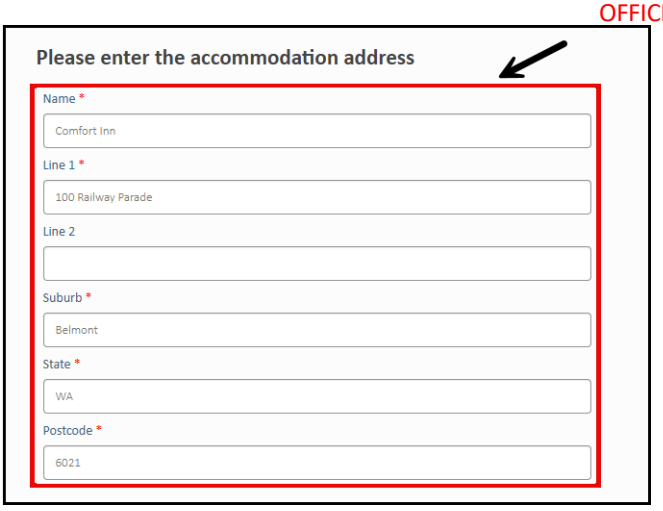
15. Select **Yes** if you are claiming Accommodation Allowance.



16. Enter the total number of nights you stayed in accommodation that you are claiming reimbursement for.



17. Enter the full name and address of the accommodation provider where you stayed during your block training.

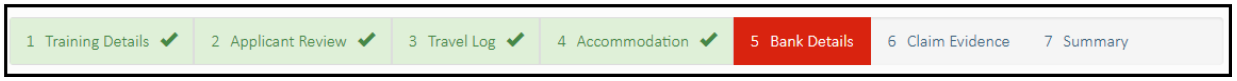


18. Select **Next**.

Please note:

- When claiming Accommodation Allowance, you must provide **evidence of payment** (e.g. receipts and tax invoices) in the Claim Evidence tab to support your claim.

Tab 5 – Bank Details

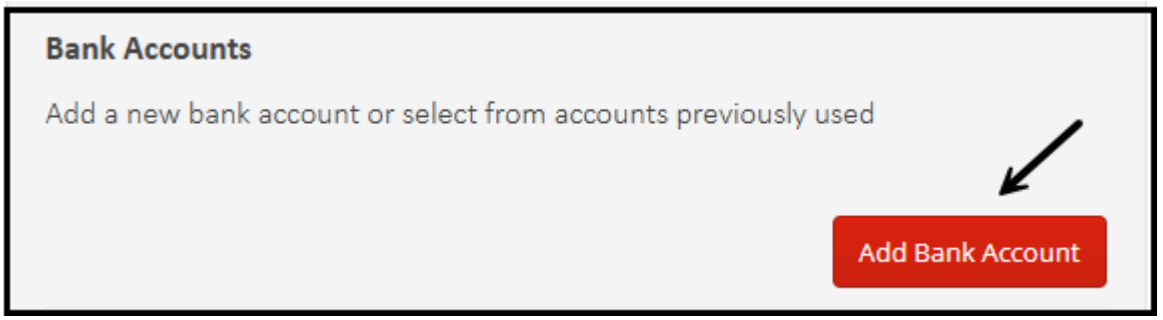


19. Bank account details must be provided for your approved claim to be paid by Electronic Funds Transfer (EFT).

Add or Update your Bank Account Details

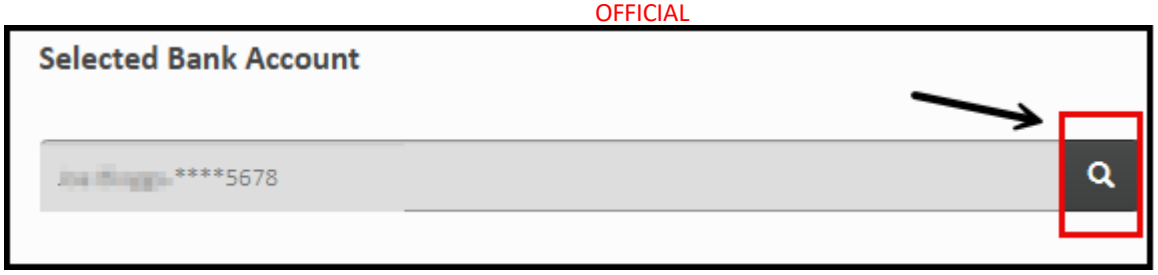
20. If this is your **first claim** or you have recently **changed your bank account**, select **Add Bank Account.** If your bank details have not changed, proceed to Step 22.

21. Enter all the mandatory fields and click **Submit**.



Select Bank Account

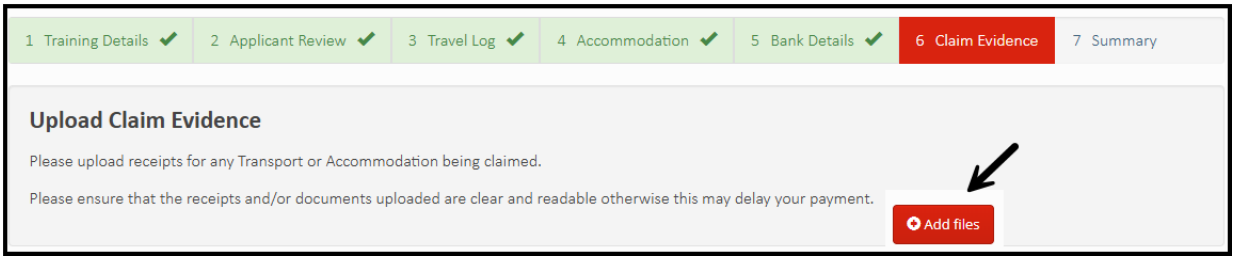
22. Click the magnifying glass and select the correct bank account details for your payment.



Tip: If your bank details are unavailable or incorrect, return to Step 21 and update them before selecting.

23. Select **Next** to proceed to the following tab.

Tab 6 – Claim Evidence



Evidence required to support your claim may include:

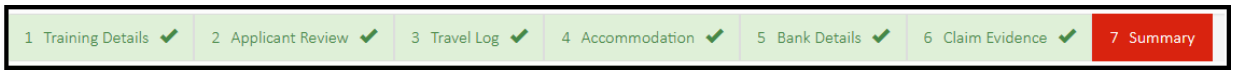
- Flight invoices and itineraries
- Paid accommodation invoices and receipts
- Bus or train fare receipts/tickets
- Airport transfer receipts
- Private Accommodation Receipt Template
- RTO Attendance Verification Form (where applicable, check with your RTO to determine if this form is required)
- Any other relevant supporting documentation

24. Click **Add Files** to upload the evidence supporting your claim.
25. Locate and select the relevant files from your device, then upload them to the claim.
26. Once you have uploaded <u>all</u> required evidence, click **Next** to proceed to the **Summary** tab.

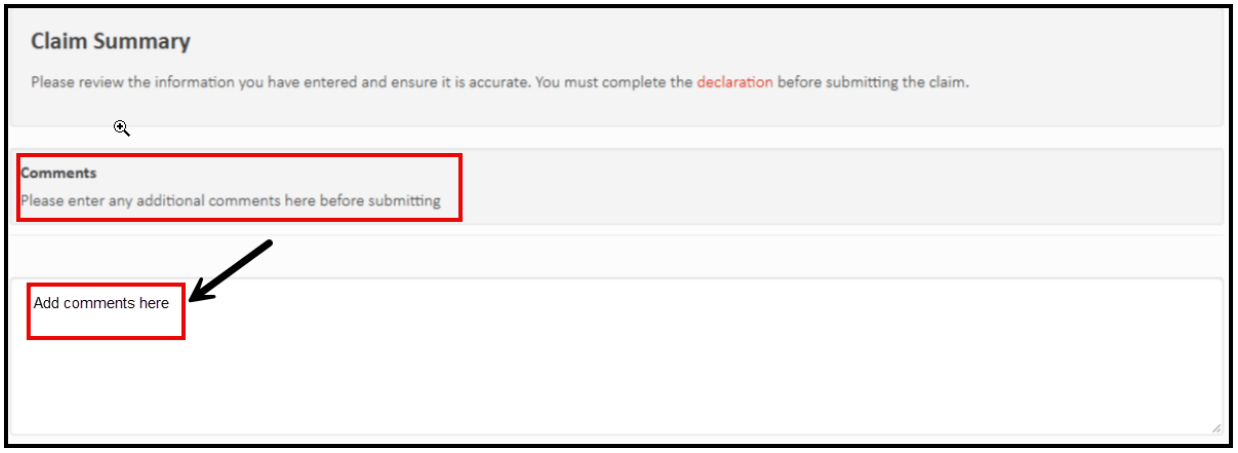
Please note:

- Any claim submitted without the required supporting evidence may be returned or declined.

Tab 7 – Summary



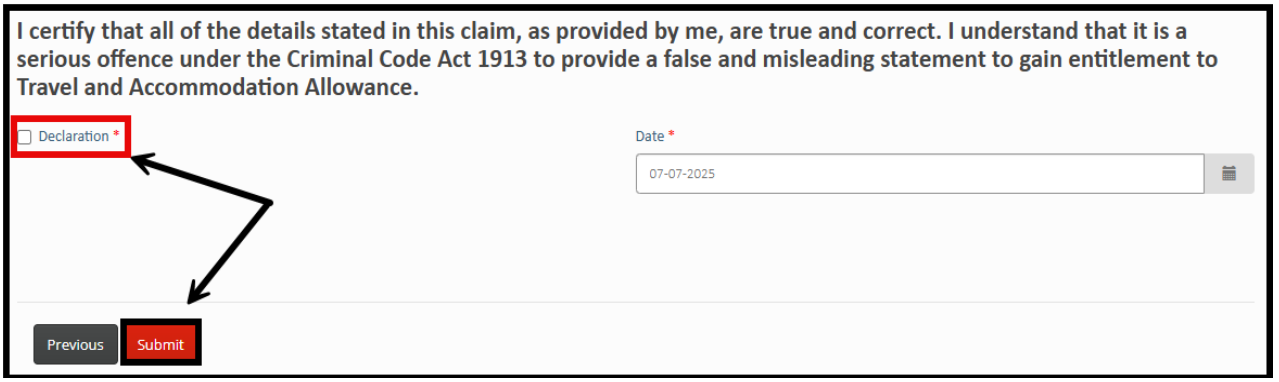
28 The Claim Summary allows you to review your claim details prior to submitting the claim.
29 Enter any additional comments in the Comments field that may assist us in assessing your claim.



30 Carefully review your travel log, accommodation, bank details and receipts to ensure your claim is complete, true and accurate before submitting.

Complete Your Claim Declaration

31 Scroll to the bottom of the page and read the **Declaration.**
32 Select the declaration checkbox to confirm your agreement with the statement and the **TAA Terms and Conditions**, then click **Submit** to lodge your claim.

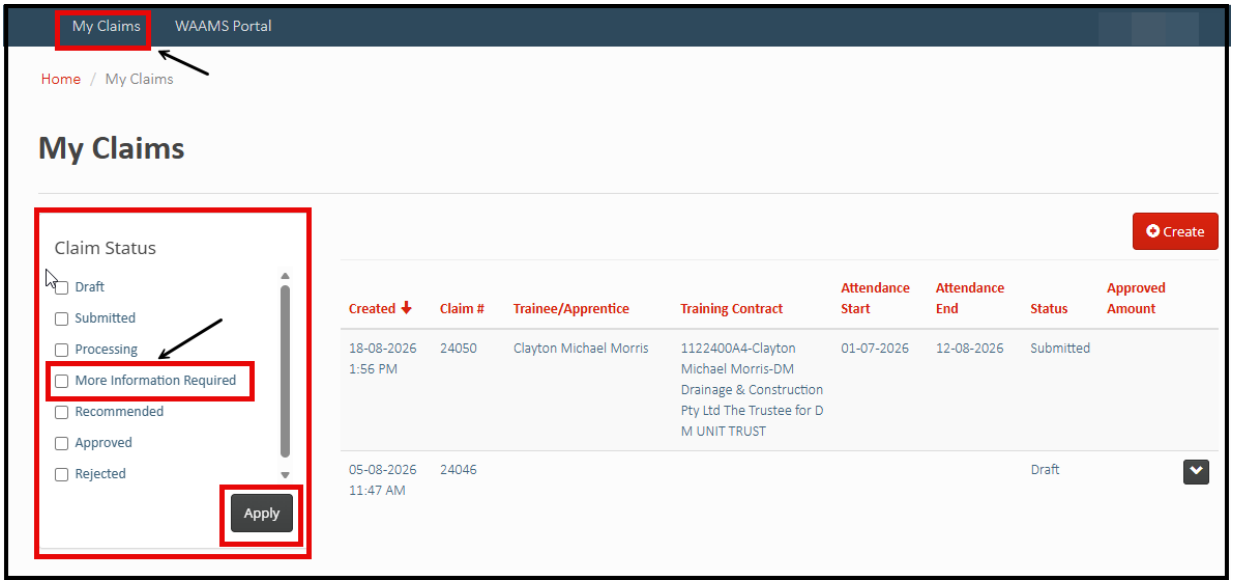


If you have any questions about the claim process, please contact the **State Government Incentives Team** on (08) 6551 5494.

Alternatively, you can email us at TAA@dtwd.wa.gov.au

RETURNED CLAIMS

You will receive an email notification if your claim is returned and requires additional information. Review the comments provided in the email, then log in to the TAA Portal and update your claim.



1. Click **My Claims** to view any claims that have been returned for further information.
2. Select **More Information Required** from the **Claim Status** to review your claim comments.
3. Locate and open your claim from the list on the right-hand side.
4. Update your claim and/or upload any additional supporting evidence as requested.
5. Carefully review the updated claim details, then resubmit the claim for assessment.

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