

SESLHD PROCEDURE COVER SHEET



Health
South Eastern Sydney
Local Health District

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FUNCTIONAL GROUP(S)	Finance
KEY TERMS	E-Ticket usage, Cabcharge
SUMMARY	The purpose of this document is to provide an organisation-wide procedure for E-Ticket usage.

COMPLIANCE WITH THIS DOCUMENT IS MANDATORY

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SESLHD PROCEDURE

Cabcharge E-Ticket

SESLHDPR/250

1. POLICY STATEMENT

This Procedure outlines the correct process for using Cabcharge E-Tickets within SESLHD in line with the [NSW Health Policy Directive PD2019_016 - Cabcharge FastCard, FasteTicket and Ride Sharing](#) and [NSW Health Policy Directive PD2016_010 - Official Travel](#).

2. BACKGROUND

The procedure provides an organisation-wide process for the use of Cabcharge E-Tickets and outlines the conditions applicable for approving, issuing and using Cabcharge E-Tickets within South Eastern Sydney Local Health District (SESLHD).

This procedure outlines the use of the Cabcharge Plus system, currently in use within SESLHD, and the various controls related to issuing, replacing and reconciling E-Tickets. Maintenance and oversight of the Cabcharge Plus system is coordinated centrally by District Finance.

This document outlines the procedures and responsibilities of custodians wishing to obtain a Cabcharge E-Tickets acquired for the use of hospital patients where Uber is not appropriate, e.g. patients requiring wheelchair access, child seats and baby carriers or Delivery of medical equipment, surgical instruments, fluids, organs and pharmaceutical products.

Definitions:

TERM	MEANING
Cabcharge Plus	The System is a database where E-Ticket information is maintained to manage the issuing, replacement and reconciliation of E-Tickets. The system requires Custodians of E-Tickets to enter usage details when tickets are issued. This data is reconciled with the monthly tax invoice received from Cabcharge Australia P/L. Cabcharges are billed monthly to SESLHD and then costs are allocated according to E-Ticket usage. It should be noted that Cabcharge Australia's invoices are issued on a four-week cycle.
Cabcharge	'Cabcharge' refers to the external Supplier of E-Tickets, namely Cabcharge Australia Limited A.B.N. 99 001 958 390; Phone: 02-9332 9222 Email: eticket@cabcharge.com.au
E-Ticket	E-Ticket is a single use electronic paper swipe-card that contains SESLHDs account and billing information. The E-Ticket holder is authorised to undertake travel with charges being accepted by SESLHD. E-Ticket swipe cards are issued in <i>Packets of 50 cards</i> .

Employee	A person employed in any capacity by SESLHD.
Patient	A person receiving treatment at a medical facility or home care, under the jurisdiction of SESLHD.
Travel	Approved taxi transportation, by the Custodian/s of E-Tickets in SESLHD, for the use of employees and patients being the 'Passenger'.
Approval	The Director of Operations at each site must formally approve the establishment of E-Ticket Custodians, for departments/cost centres under their control.
Approver	Those persons (Custodians of E-Tickets) who have been approved by the Director of Operations at each site, to issue E-Tickets to employees / patients in accordance with this Cabcharge procedure.
District Finance	SESLHD Finance is responsible for the implementation of the Cabcharge procedure, co-ordinating the establishment of E-Ticket Custodians and the issuing of E-Ticket packets as required. On a monthly basis, District Finance is responsible for arranging the settlement of the Cabcharge tax invoice and allocation of charges applicable to the various cost centres within SESLHD. Maintain approval documentation and E-Ticket request forms. Administrator of the Cabcharge Plus System.
Requesting Department	Location of the approved E-Ticket Custodian that has been formally approved to issue E-Tickets on behalf of the designated department / cost centre.
E-Ticket Custodian	Employee(s) who have been nominated by their Department Head, and formally approved by the Director of Operations, to implement and issue E-Tickets to employees / patients in accordance with this Cabcharge policy.
Uber	Uber vehicles are to be the primary choice for transport, for both Class E Patients and Employees.

3. RESPONSIBILITIES

- SESLHD employees:
 - are to adhere to this procedure.
- Custodians of Cabcharge E-Tickets include the following, and are to adhere to this procedure:
 - General Managers
 - Department Managers
 - Network Finance and Corporate Services Managers
 - Cost Centre Managers
 - District Finance Staff.

Note: This procedure does not apply to third schedule hospitals within SESLHD.

4. PROCEDURE

4.1 Establishment of E-ticket Custodian

Based on their business needs, the Department Manager will decide when E-Tickets are necessary. This includes situations where Uber is not suitable, such as:

- Patients needing wheelchair access, child seats, or baby carriers
- Delivery of medical equipment, surgical instruments, fluids, organs, and pharmaceuticals

The Department Manager will nominate suitable employee/s as E-Ticket Custodians, by obtaining formal approval from the General Manager of the site, and completing form [Request for Establishing New E-Ticket Custodian](#). Completed forms will be returned to District Finance via email, for the establishment of the Custodian's details (Name, Cost Centre etc.) within the Cabcharge Plus system.

Based on the approval provided by the Director of Operations, E-Ticket Cabcharge packets will be issued to the E-Ticket Custodian together with a copy of the Cabcharge procedure and Cabcharge Plus user guide.

Department Managers are responsible for notifying District Finance if custodians have ceased employment or they are no longer custodians.

4.2 Control and Issue of E-Tickets by Custodian/s

Prior to dispatching E-Ticket packets to the approved Custodian, District Finance will record ticket numbers including cost centre number and the Custodian's information within the Cabcharge Plus System. This process will 'activate' the E-Tickets and make

them available for immediate use. This data is used in the monthly reconciliation processes between the Cabcharge Plus System and the Cabcharge tax invoice.

Audit guidelines require District Finance to issue a maximum of two months' supply of E-Tickets, at any one time, to a Custodian to reduce potential risk from loss, theft etc.

For security purposes, E-Ticket packets are generally dispatched by Australia Post Express envelopes to the Custodians, however subject to prior arrangement packets can be picked up from District Finance in person.

Custodians can order E-Ticket packets by completing form [Ordering of E-Ticket Packets](#).

E-Tickets are virtually like cash. It is the custodians' responsibility to ensure unused E-Tickets are kept under lock and key at all times.

Custodians should enforce, with the passenger, that the issued E-Ticket should only be used for the designated trip and under no circumstances should the E-Ticket be used outside the specified trip. If the E-Ticket is used outside the specified trip, the User may be required to reimburse SESLHD at their personal expense.

Custodians will specify that E-Tickets should be considered as being 'non-transferable' and need to be returned to the issuing custodian, if unused on the specific date that it was intended for.

Custodians should consider the reasonableness of every E-Ticket request and ensure that it complies with this procedure.

The following examples are generally considered appropriate to issue an e-Ticket, where Uber is not appropriate:

- Patients requiring wheelchair access, child seats and/or baby carriers
- Delivery of medical equipment, surgical instruments, fluids, organs and pharmaceutical products

All custodians should keep a manual register (refer to Appendix 1) to record relevant information regarding E-Tickets issued. The register should include:

- Issue date of E-Ticket
- Travel date
- E-ticket number
- Cost centre number to be charged
- Name of e-ticket user / patient

- Employee number (where applicable) or user's address
- Origin of travel (e.g. POW Hospital)
- Travel destination (e.g. Double Bay)
- Trip details (e.g. transfer of patient with wheelchair to home)
- Signature of E-Ticket user.

It is an audit requirement that the manual register be fully maintained, in accordance with the above details, to facilitate the monthly reconciliation of Cabcharge Plus information with the register maintained by the Custodians.

4.3 Maintenance / Reconciliation of Cabcharge Plus

To assist with the maintenance of the Cabcharge Plus Database, District Finance will provide Custodians with a copy of the User Guidelines. These guidelines are generally forwarded with the initial issue of E-Ticket packet/s following establishment of the Custodian.

Prior to the issue of an E-Ticket to the user, the custodian must update the Cabcharge Plus system with the data entered into the Manual Register, as per 4.2 above. Where difficulties are encountered, please contact District Finance for assistance in maintaining the database.

The reconciliation is a two-step process that involves:

- Matching the monthly Cabcharge Invoice with the Cabcharge Plus database by District Finance; and
- Matching the Cabcharge Plus database, that has been reviewed by District Finance (and associated adjustments), with the Manual Register maintained by the Custodians.

On receipt of this invoice the following procedures are followed:

- District Finance downloads an excel spreadsheet from the Cabcharge Plus Database for the relevant invoice period
- District Finance verify that the invoice total and spreadsheet are equal, and that the number of dockets is correct
- District Finance will update the Excel spreadsheet to reflect the passenger's cost centre.
- District Finance will email the adjusted spreadsheet to the various E-Ticket Custodians within the District for checking
- Excessive usage of E-Tickets will be monitored and reported to management
- District Finance will monitor the compliance of the procedures and will keep a record of any allegation of fraudulent claims based on the report by the custodian of the E-Tickets. Any increase in alleged fraudulent claims will be subject to an

Internal Audit enquiry. District Finance will oversee compliance with procedures and maintain records of any fraudulent claim allegations. This could lead to an Internal Audit enquiry

- District Finance can request a detailed explanation of E-Ticket usage from custodians.

Custodian's Reconciliation Responsibilities:

- On receipt of the adjusted spreadsheet from District Finance, the Custodian will verify the information against their Manual Register, including the reasonableness of the fare for trips undertaken
- Any anomalies identified should be reported to District Finance and rectified accordingly. If necessary, District Finance will dispute the tickets on behalf of the custodian. If this is resolved in favour of SESLHD, the original cost centre will be refunded. Disputes must be lodged within **60 days** of the invoice date to avoid automatic rejection and liability for payment
- On completion of the data verification, Custodian's will return the validated spreadsheet to District Finance
- The verification process must be completed within the timeframe specified by District Finance. If responses are not received on time, charges will be allocated based on District Finance documentation, and the custodian will be responsible for any necessary journal adjustments
- if E-Tickets are issued without a nominated cost centre, the Custodian's default cost centre will be charged
- If a cost centre manager disputes the allocated charges, it is their responsibility to liaise with District Finance, the related Custodian or their Facility Executive to resolve the disputed charges.

On completion of the above procedures, District Finance will arrange the following;

- Processing and payment of the verified Cabcharge Australia invoice. The invoice is signed off by the Manager Financial Accounting & Statutory Reporting, sent to HSS - Accounts Payable and processed for payment. To avoid account suspension from Cabcharge, payment of the Account should be made on or before the due date indicated on the invoice; and
- Application Desktop Integrator (ADI) template will include allocated charges to the various cost centres indicated on the agreed Excel spreadsheet. Cabcharge Service Fee (10%) charges appearing on the Cabcharge invoice will also be apportioned to the nominated cost centres.

4.4 Using E-Tickets

Using an E-Ticket is similar to using a credit card or charge card.

- The E-Ticket is to be handed to the taxi driver at the commencement of the journey, who will then swipe the E-Ticket through the electronic processing machine that uses a global positioning system (GPS), to record the location and time that the trip commences.
- The taxi number and trip details are automatically captured by the GPS** system. Details are printed from the machine and the e-ticket is then recorded as “used” in the system.
- At the completion of the trip the E-Ticket is again swiped to record the cost*. The E-Ticket is retained by the taxi driver.
- An E-Ticket stub (marked as “Passenger Record”) and a printed receipt is issued by the taxi driver to the passenger.
- Lost or stolen E-Tickets should immediately be reported to District Finance
- Custodians are required to check the Cabcharge Plus system the day after issuing E-Tickets to patients to ensure they have been used as intended. If E-Tickets have not been used for a specific purpose, they should be reported to District Finance for immediate cancellation.

*The fare is downloaded automatically when the meter is interfaced with the electronic processing machine.

**The GPS coordinates for pick-up and destination are captured electronically, when the meter is interfaced with the electronic processing machine.

5. DOCUMENTATION

- [Request for Establishing New E-Ticket Custodian](#) - (Refer section 4.1)
- [Ordering of E-Ticket Packets](#) - (Refer section 4.2)
- Appendix 1 – E-Ticket - Manual Register

6. AUDIT

- It is an audit requirement that the manual register be fully maintained to facilitate the monthly reconciliation of Cabcharge Plus information with the register maintained by the Custodians
- On a monthly basis Cabcharge Australia issues a consolidated invoice to District Finance for E-Ticket usage.

7. REFERENCES**7.1 External References**

- [NSW Health Policy Directive PD2019_016 - Cabcharge FastCard, FasteTicket and Ride Sharing](#)
- [NSW Health Policy Directive PD2016_010 - Official Travel](#)
- [NSW Health Policy Directive PD2015_049 - NSW Health Code of Conduct](#)

7.2 Internal References

- Accounting Manual for Public Health Organisations

8. VERSION AND APPROVAL HISTORY

Date	Version	Version and approval notes
31 Aug 12	1	Nellon Matthews (Approved by Peter Hudnall – District CFO)
17 Mar 16	1	Nadia Shephard (Approved by Karen Foldi – Director of Finance)
25 September 2024	1.1	Minor review by Nadia Shephard to note that Uber is primary choice of transport. Issue of Cabcharge E-Tickets is now restricted where Uber is not appropriate. Approved by Director of Finance.

Appendix 1

E-Ticket - Manual Register

Issue Date of E-Ticket	Travel Date	E-Ticket Number	Cost Centre No. to be charged	Name of E-Ticket User / Patient	Employee Number / User Address	Origin of Travel	Travel Destination	Trip Details	Signature