Emergency Response Protocols Offshore

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DOCUMENT CONTROL SHEET

Contact for Enquiries and Proposed Changes

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Travel Guidelines located at: T:\Administration\Policies and Handbooks\Travel\Emergency
Response Protocols Offshore Approved/1.0 Emergency Response
Protocols 31 Aug 2015.docx

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Web address of document

: http://www.unisa.edu.au/fin/travel/Travel_Forms_Procedures/E
mergency_Response_Protocols.pdf

Revision History

Revision	Date	Name	Description of Revisions
1.0	19/08/2015	Chief Financial Officer	Original Protocols approved

REFERENCE AUTHORITY   FINANCE UNIT
HUMAN RESOURCE UNIT
INTERNATIONAL UNIT

CROSS REFERENCING   University Travel Guidelines
University Insurance Policy - Travel
University Code of Ethical Conduct
Travel Offshore - Work Health & Safety (WHS)
Strategic Crisis Management Framework
Ace Assistance

Introduction

As the University of South Australia (UniSA) is becoming a highly recognised and visible University with global reach and leverage, staff and students are increasingly undertaking University activities outside Australia.

The safety and welfare of UniSA's staff and students travelling offshore is very important, especially in situations of:

- serious illness or accident;
- pandemic or civil disturbance;
- natural or unforseen disaster;
- terrorist attack, and;
- travellers visiting locations deemed risky (levels 3 and 4) as determined by the Department of Foreign Affairs and Trade (DFAT).

As a result, these Emergency Response Protocols have been prepared to detail arrangements in relation to UniSA staff/student safety outside Australia, whilst travelling on official University business or approved University related activities.

The protocols reflect recent practice and are consistent with the University of South Australia's Travel Guidelines.

See University Code of Ethical Conduct, Travel and Work Offshore Safely and Strategic Crisis Management Framework.

Principles

Principles underpinning these protocols include:

1. If the University is funding the proposed trip (in full or partially), the traveller is required to arrange their travel via the Travel Team by completing the On-Line Business Travel Request Form (BTR) this will enable the University to track and locate the traveller in the event of disturbance or disaster that could impact on the traveller's safety or well-being.

2. The University will not arrange or finance personal travel (as part of a business trip) to destinations classified as DFAT advisory levels **3** (Reconsider your need to travel) and **4** (Do not travel).

3. The traveller is required to contact the Travel Team as soon as practicly possible in the event of a disturbance or disaster to advise that they are safe and do not require assistance.

4. If a traveller contacts the local area to advise they are safe after experiencing a disturbance or disaster, the local area is required to:
   - advise the traveller to contact the Travel Team directly; and
   - contact the Travel Team to also advise that contact has been made with the traveller.

5. On behalf of the local area the UniSA Travel Team within the Finance Unit will retain:
   - emergency (Australian) contact details;

- emergency (offshore) contact details (mobile phone, e-mail and accommodation contact details (if arranged by the Travel Team));
- copies of travel documents (i.e. passport, visa details); and
- travel itineraries.

6. Communication with travellers will be coordinated using the following principles:
    - Initial contact with travellers will be made by the Travel Team via phone, email and/or accommodation contact details.
    - If the Travel Team are unsuccessful establishing initial contact, further contact may involve:
        o School/Institute Managers or Head of School/Directors to contact staff members;
        o Academic Supervisor to contact students; and
        o Manager: Student Mobility to contact Exchange students.

7. Travellers should consider carrying a mobile phone with international roaming.

8. Travellers are required to provide their accommodation contact details to their Line Manager/Supervisors to facilitate contact if necessary.

9. Information about individuals and their circumstances will be shared on a need-to-know basis to minimise undue concern amongst colleagues and protect travellers' privacy while responding appropriately to a crisis.

The Protocols

Serious illness/accident

The University's insurers provide a worldwide 24 hour emergency contact service which includes facilitating hospital treatment and medical repatriation if necessary.

When travel is arranged via the Travel Team, the Team will ensure that all travellers are eligible to benefit from the University's Insurance Policy and if not, they will arrange the appropriate contact with the University's Insurance Office to explore further options.

See UniSA Insurance

Travellers are required to:

- carry the emergency contact information whilst offshore. This is provided by UniSA's Travel Team in the 'Trip Folder' email sent once all required elements of the trip are booked and finalised;

- declare pre-existing medical conditions on the On-Line Business Travel Request Form that may require treatment or medication whilst travelling to ensure the appropriate insurance is in place;

- contact ACE ASSISTANCE whilst travelling overseas for any advice or help with major medical issues (e.g. hospitalisation), ACE will guarantee payment to the medical institution and organise the medical repatriation of staff if necessary;

- pay any minor expenses (seeing a Doctor or purchasing medication required) on their UniSA corporate credit card or when applicable, use personal funds and seek reimbursement via

Promaster upon the travellers return (receipts must be retained). Minor medical treatment can be sought from local doctors through the travellers' hotel;

- submit travel insurance claims following their return to Australia, however, general health check-ups or non-urgent treatment may not be claimable on UniSA's insurance policy.

Pandemic, civil disturbance, natural or unforseen disaster

UniSA will utilise intelligence from DFAT to decide whether to advise travellers to return to Australia should a disturbance or disaster occur or appear imminent.

The following steps will occur:

- The UniSA Travel Team will monitor advisory level changes via e-mail alerts from DFAT.

- The UniSA Travel Team will advise the Chief Financial Officer and the applicable Senior Management Group member from the local area, that UniSA travellers are affected by a disturbance or disaster.

- The UniSA Travel Team will coordinate contact with travellers located in the affected areas by phone, email or by using accommodation contact details (if booked through the Travel Team).

- If there is no response from the traveller, the Chief Financial Officer and the Director: International will be advised. The Director: International will coordinate contact with the staff member through the:
  - o emergency (Australian) contact provided; and
  - o key international contact (host individual or organisation) provided by the traveller.

- If no contact is made, the Director: International will inform the Deputy Vice Chancellor and Vice President: International and Advancement. The Director: International will ensure that:
  - o colleagues and staff who may have been in contact with the traveller are contacted;
  - o the Travel Service Provider that ticketed the travel is contacted;
  - o checks of the traveller's UniSA credit card activity are conducted;
  - o DFAT are advised that the UniSA traveller may be missing; and
  - o The UniSA Insurance Team are advised and authorised to engage Crisis Management Assistance Services (via UniSA's Travel Insurance Provider) to locate and assist the missing UniSA traveller.

- Once contacted, UniSA travellers may be required to return to Australia immediately if DFAT makes such a recommendation. The UniSA Travel Team will assist with making the necessary travel arrangements.

- Once all individuals within the immediate area have been accounted for, the UniSA Travel Team will coordinate contact with those in the country and more broadly the region to ensure their safety and inform them of any University travel bans that would require them to alter their travel plans.

- All future travel to the affected location will be monitored by the UniSA Travel Team until the situation settles and if required, amendments will be made to existing booking in consultation with the traveller.

Travel to identified 'High Risk' areas assessed by DFAT at the travel booking stage

- All travel to destinations classified as DFAT advisory levels **3** (Reconsider your need to travel) and **4** (Do not travel), must be approved by the Director: International.

- If approval is granted, UniSA travellers will be required to:
    - organise their accommodation arrangements through the Travel Team to assist with locating the traveller in an emergency;
    - arrange travel amendments that are essential whilst travelling through the Travel Team;
    - register with Smartraveller through the DFAT home page; and
    - make daily contact with their Line Manager/Supervisor (by phone, email or SMS) whilst at the high risk location.

- If daily contact is not made by the traveller within 24 hours of the expected call or message, the traveller's manager or supervisor will initiate contact with the traveller via their phone, e-mail or accommodation contact details.

- If there is no response from the traveller, the Chief Financial Officer and the Director: International will be advised. The Director: International will coordinate contact with the staff member through the:
    - emergency (Australian) contact provided; and
    - key international contact (host individual or organisation) provided by the traveller.

- If no contact is made, the Director: International will inform the Deputy Vice Chancellor and Vice President: International and Advancement. The Director: International will ensure that:
    - colleagues and staff who may have been in contact with the traveller are contacted;
    - the Travel Service Provider that ticketed the travel is contacted;
    - checks of the traveller's UniSA credit card activity are conducted;
    - DFAT are advised that the UniSA traveller may be missing; and
    - The UniSA Insurance Team are advised and authorised to engage Crisis Management Assistance Services (via UniSA's Travel Insurance Provider) to locate and assist the missing UniSA traveller.

- All future travel to the affected location will be monitored by the UniSA Travel Team until the situation settles and if required, amendments will be made to existing bookings in consultation with the traveller.

Travel to identified 'High Risk' areas assessed by DFAT whilst UniSA staff are located within the high risk Country

- The UniSA Travel Team will monitor advisory level changes via e-mail alerts from DFAT.

- The UniSA Travel Team will advise the Chief Financial Officer and the applicable SMG member from the local area that UniSA travellers are affected by a disturbance or disaster.

- The UniSA Travel Team will coordinate contact with travellers located in the affected areas by phone, email or by using accommodation contact details (if booked through the Travel Team).

- If there is no response from the traveller, the Chief Financial Officer and the Director: International will be advised. The Director: International will coordinate contact with the staff member through the:
  - emergency (Australian) contact provided; and
  - key international contact (host individual or organisation) provided by the traveller.

- If no contact is made, the Director: International will inform the Deputy Vice Chancellor and Vice President: International and Advancement.   The Director: International will ensure that:
  - colleagues and staff who may have been in contact with the traveller are contacted;
  - the Travel Service Provider that ticketed the travel is contacted;
  - checks of the traveller's UniSA credit card activity are conducted;
  - DFAT are advised that the UniSA traveller may be missing; and
  - The UniSA Insurance Team are advised and authorised to engage Crisis Management Assistance Services (via UniSA's Travel Insurance Provider) to locate and assist the missing UniSA traveller.

- UniSA travellers will be required to return to Australia immediately if DFAT makes such a recommendation. If requested, the UniSA Travel Team will assist with making the necessary travel arrangements