



University of South Australia

Emergency Response Protocol- Offshore

Introduction

University of South Australia staff and students increasingly undertake university activities outside Australia. The safety and welfare of UniSA staff and students travelling offshore is very important. This is particularly the case in situations of:

- Serious illness or accident
- Pandemic or civil disturbance
- Natural or unforeseen disaster and
- When travelling to areas subject to travel advisories by the Department of Foreign Affairs and Trade (DFAT).

These protocols detail arrangements in relation to UniSA staff and student safety outside Australia while on University business or exchange. The protocols reflect recent practice and are consistent with the University of South Australia Travel Guidelines (<http://www-p.unisa.edu.au/fin/policies/Travel.pdf>), Critical Incident Procedure (<http://www.unisa.edu.au/ohsw/procedures/criticalincident.asp>) and Crisis Management Plan <http://www-p.unisa.edu.au/cha/knowngmt/chanc/SCM%20Manual%20Version%204%20-%2019%20May%2009.pdf>

Principles

Principles underpinning the protocols include:

1. Unit directors / heads of schools or their nominees will retain:
 - emergency (Australian) contact details
 - emergency offshore contact details provided by the traveller (mobile phone or hotel number)
 - copies of travel documents
 - itineraries
for staff travellers and students travelling for their university studies but not on a formal exchange program.
2. Through the Overseas Business form (<http://www-p.unisa.edu.au/intstaff/travel/overseasform.asp>), UI will retain:
 - emergency (Australian) contact details
 - emergency offshore contact details provided by the traveller (mobile phone or hotel number)

3. Communication with staff members and students will be coordinated using the following principles
 - contact with staff members will normally be made by their supervisor
 - contact with students travelling for their university studies will normally be made by their academic supervisor
 - contact with exchange students will normally be made by their UniSA exchange contact
 - In the event of the incident occurs outside normal business hours UI will attempt to contact the staff member directly.
4. 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 crises.
5. Travellers will carry a mobile phone with international roaming or ensure phone numbers of accommodation are provided to facilitate contact if necessary.
6. The travelling staff member or student will be responsible for:
 - Ensuring they complete the Overseas Business Form before they travel and provide updates if travel plans change
 - Distributing copies of their itineraries to their line manager/head of school and provide updates if travel plans change.

The Protocols

1. Serious illness / accident

The University's insurers provide a worldwide 24 hour emergency contact service which includes facilitating hospital treatment and medical transfer if necessary. It is therefore important that travellers carry the emergency card whilst offshore. UniSA's Insurance Office can provide Emergency Number Cards for distribution to Travellers.

More minor medical attention can be sought from local doctors through travellers' hotels. The traveller should pay any minor expenses on their UniSA corporate credit card. If necessary, travel insurance claims can be made following the traveller's return to Australia. However, general checkups or non urgent treatment will not be claimable on insurance.

Please note: Pre-existing medical conditions that may need treatment or medication whilst travelling must be declared to the insurance office prior to departure

2. Pandemic / Civil disturbance

UniSA with consultation from DFAT will advise travellers to return to Australia should a pandemic or civil disturbance occur or appear imminent.

UniSA International will maintain a review of DFAT advice and inform Director UniSA International of any advice to travellers to return to Australia. Subsequently the Director will coordinate contact by supervisors/student exchange contacts with staff members/students affected.

Contact will be made with staff using the emergency offshore contact details provided by the traveller. If there is no response from the traveller contact will be made with the staff member through the:

- Australian contact person
and then the
- key international contact (host individual or organisation) provided by the traveller.

UniSA staff and students will be required to return to Australia immediately if DFAT makes such a recommendation. If necessary, UniSA International will assist with making travel arrangements.

3. Natural or unforeseen disaster

The Director UniSA International will coordinate contact by supervisors/student exchange contacts with staff members/students in the affected area using international contact details provided by staff/students.

In the case of staff members, initial contact will be made by mobile phone or through their accommodation. If there is no response from the traveller the Director UniSA International will be informed and contact will be made with the staff member through the

- Australian contact person
and then the
- key international contact (host individual or organisation) provided by the traveller.

If no contact is made, the situation becomes a matter for the International Response Team (Chaired by Director UniSA International) and DFAT will be informed that the University believes that the staff member/student is in the affected area and cannot be contacted.

Once all individuals within the immediate area have been accounted for, The Manager International Relations and Market Development will coordinate contact by travellers' supervisors or student's exchange 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.

If an event occurs outside normal business hours UI may directly contact the traveller.

4. Travel to DFAT identified areas

The Director UniSA International will continue to assess individual staff and student applications to travel to destinations which are the subject of a DFAT advisory not to travel

or to reconsider the need to travel. If approval is granted UniSA staff members may be required to

- register with the Australian mission through the DFAT home page
- make daily contact with their manager (by phone, email or SMS) while in-country.

If daily contact is not made within 24 hours of the expected call or message, the staff member's manager will initiate contact with

- staff member via their mobile phone and accommodation.

If there is no response from the traveller the Director UniSA International will be informed and contact will be made with the staff member through the

- Australian contact person
and then the
- key international contact (host individual or organisation) provided by the traveller.

If no contact is made, the situation becomes a matter for the International Response Team (Chaired by Director UniSA International) who will inform the Pro Vice Chancellor International and Development. The Director UniSA International will coordinate

- liaison with the Australian and International contacts
- contact with individuals the staff member might have contacted
- follow up with travel agents
- checks of the traveller's bank account and credit card activity.

UI will then inform DFAT that the staff member is missing. The actions of the Chair of the International Response Team are consistent with advice from DFAT (http://www.smarttraveller.gov.au/hospitalised_or_missing.html).

A search of proposed travel (both Travel Service Provider system and overseas business form) will be conducted by UniSA International to check any upcoming travel planned to restricted locations. UniSA International will notify staff proposing travel to those locations and alternate options will be discussed.