

International Travel Risk Checklist

All Macquarie University approved travellers must complete this checklist.

International SOS

The University's appointed travel medical and security assistance provider is International SOS. They have 13,000 security, medical, logistics and digital experts standing by to provide support and assistance from over 1,000 locations in 90 countries, 24 hours per day, 7 days per week, 365 days a year. Approved travellers have access to International SOS's services. Sydney Assistance Centre contact number: **+61 2 9372 2468**

Be assured that whenever you travel internationally on approved travel, the University has a 24/7 resource on call, online and on the ground to help with any medical, security and logistical concerns. The University's International SOS membership number is 12AYCA630700.

During your trip, you will be supported by International SOS in the event of an emergency, so it is important that you know how to contact them and that you have completed some important tasks before you leave. You can contact International SOS for general travel, medical and security advice prior to, during or after travel. There is no cost for or limit on how often you can contact them.

International SOS uses a standardised worldwide country risk rating system that gives each country a medical and travel (security) risk rating. The country that you are travelling to, and its risk ratings will determine what tasks you need to undertake prior to your departure.

Instructions to complete this checklist:

1. Obtain the International SOS country risk ratings for the destination via the mobile application or the [International SOS portal](#). Login will be required using your MQ OneID. Record the ratings in the table below.
2. Go to the Australian [Smartraveller website](#). Obtain the destination 'overall advice level'. Review any specific destination advice (some regions may be rated differently within the same country) and record these in the table below.
 - a. Travellers to destinations that are Smartraveller rated 'Reconsider your need to travel' must complete the [high-risk travel assessment](#) and email insurance@mq.edu.au for the Chief Risk Officer to be consulted and to enable advice to be provided to the relevant University Executive Group member prior to approval and commencement of the trip.
 - b. Travellers may not travel to any destination identified as 'Do not travel' as defined by Smartraveller at the time of booking or at any time up to departure unless it is reduced by the time of departure.
3. Perform the tasks indicated throughout this checklist based on your destinations International SOS / Smartraveller risk ratings.
4. Travellers to destinations rated by International SOS as 'high' or 'extreme' risk must complete the [high-risk travel assessment](#) and send this to the travel risk team for review and recommendations (prior to final trip approval). Please do this as early as possible and allow reasonable time for this review (do not wait until the week before departure).
5. Complete the Traveller and Authorising Officer declaration.

Destination Risk Ratings		
Destination country(s)		
International SOS risk rating <i>(Include ratings for each country if multiple destinations)</i>	Travel (security) risk rating	Medical risk rating
Smartraveller advice level <i>(Include ratings for each country if multiple destinations)</i>	Overall advice level	Date checked

Travel & Medical Risk Tasks



LOW RISK / ALL DESTINATIONS	Check box to confirm
1. Read the International SOS country report for your destination(s), consider any risks and how you will mitigate them.	<input type="checkbox"/>
2. Download the International SOS Assistance App to the mobile device you will be using while travelling. You must register using your MQ email. Enable location services and push notifications within the application to receive real-time, location specific travel alerts.	<input type="checkbox"/>
3. Download a copy of the International SOS membership card and save the nearest assistance centre contact in your phone. Consider printing a copy and keeping this with your travel documents. In case of emergency, or if you need advice, contact International SOS immediately. You can do this in various ways: <ul style="list-style-type: none"> • Use the call button within the mobile application which will connect you with the nearest assistance centre to your location. • Call an assistance centre, numbers can be found on the membership card. • Email the assistance centre (non-emergency only) at sydney@internationalsos.com 	<input type="checkbox"/>
4. Develop a communications and emergency response plan with your emergency contact / next of kin that includes scheduled check-ins. Additionally, if you are a staff member, check-in with your manager/supervisor at regular intervals. If your emergency contact / next of kin is concerned about your welfare they can contact International SOS for advice and support. International SOS will work with the University to confirm your welfare. Note: You should have a mobile device that is able to make and receive calls available at all times (do not just rely on social media or other communication methods like WhatsApp).	<input type="checkbox"/>
5. If you have a pre-existing medical condition discuss this with your General Practitioner and obtain a medical / fitness to travel certificate. You can also speak with a member of the Student Wellbeing team if you have a pre-existing medical condition (for students) or the Health Management Advisor +61 2 9850 9746 (for staff). If you are travelling as part of a group, tour, or fieldwork trip, you should inform your trip leader of any pre-existing medical conditions. You must also consider that pre-existing medical conditions are not covered by MQ's travel insurance. Consider how this may impact travel and your proposed activities. <u>Access to mental wellbeing support.</u> When travelling internationally, International SOS can provide you with emotional support and counselling via phone, video call or a face-to-face appointment.	<input type="checkbox"/>
6. Consider all 'recommended' and obtain any 'required' vaccinations or medications in consultation with your General Practitioner (if applicable). See the MQ Immunisation policy for more information and to ensure you can meet your obligations for this travel. You can also call International SOS for vaccination advice. Note: vaccinations are at your own expense and are not paid for by the University, International SOS, or insurance.	<input type="checkbox"/>
7. Consider your personal risk profile and how this may impact your trip (e.g., travel experience, nationality, ethnicity, LGBTQIA+, gender, disability, etc.). If any of these apply to you and you would like specific advice prior to departure contact International SOS. Familiarise yourself with the destination(s) requirements as these may be different to what you are accustomed to in Australia (or your home country) e.g., language, cultural considerations, laws, security issues, climate, accommodation, medical care standards / availability, and transportation options.	<input type="checkbox"/>
8. If you book your flights and accommodation with the University's travel provider (Corporate Travel Management – CTM) your details and itinerary will automatically be registered with International SOS. Ensure all your details are correct after booking by checking the International SOS mobile app. If booking outside CTM, you must register your itinerary with International SOS. You have two options to register your itinerary: <ul style="list-style-type: none"> • Mobile device application: input flight and accommodation details using the 'MyTrips' function. • Laptop or desktop: Create an account with International SOS MyTrips and input flight and accommodation details. 	<input type="checkbox"/>
MEDIUM RISK DESTINATIONS (in addition to all tasks above for LOW risk)	Check box to confirm



Complete all instructions provided for LOW risk destinations.

9. If you are travelling to a destination rated by International SOS as MEDIUM, HIGH or EXTREME risk, you must call International SOS for a pre-departure briefing **+61 2 9372 2468** (Sydney Assistance Centre open 24 hours / 7 days / 365 days per year).

Why you need to call International SOS: As you are travelling to a medium risk rated (or above) destination it is vital that you have considered and understand the risks involved with your trip. By calling International SOS to speak about these risks, it will help you to anticipate, prevent and react to any adverse events that you may face on your trip. This step is to help support you and to minimise and where possible eliminate harm, leading to a better travel experience and time abroad.

When you call, please request the following due to your destination country's medium or above risk rating:

- **Travel (security):** Can you please give me a tailored security briefing to run through any current security alerts and to assess my travel itinerary, proposed activities, and personal risk profile.
- **Medical:** Can you please give me a tailored medical briefing to run through any current medical alerts and to help me develop a medical emergency plan including the details of the nearest medical facilities and any other considerations for my destination.

If you have any pre-existing medical conditions, you should request to speak to a member of the medical team to clarify any specific considerations.

Note: You must call International SOS for a pre-departure briefing on each occasion that you visit a high-risk destination. For medium risk, this is required for your first visit and then once per year thereafter. You must record the call reference number for future reference and travel approval processing.



International SOS pre-departure call reference number:

ENTER REFERENCE NUMBER

HIGH OR EXTREME RISK DESTINATIONS 'RECONSIDER YOUR NEED TO TRAVEL' DESTINATIONS (in addition to all tasks above for LOW and MEDIUM risk)

Check
box to
confirm

Complete all instructions provided for Low and Medium risk destinations.

Ensure you have called International SOS to obtain itinerary and destinations risk specific advice prior to completing this task. You will be required to outline what risks International SOS identified in your pre-departure briefing call and how you are mitigating these risks.

10. High-risk travel assessment

Complete the [high-risk travel assessment](#).

When travelling to a destination rated by International SOS with a 'High' or 'Extreme' travel or medical risk rating or is rated by Smartraveller as 'Reconsider your need to travel', you must complete the [high-risk travel assessment](#). This is to ensure you have appropriately considered the risks associated with your travel and have put in any required mitigations to reduce your risk.

Once you have completed this form, email it to travelriskadvice@mq.edu.au. The Travel Risk team will review your information and provide further advice. After further advice has been obtained from the travel risk team, provide it to your Authorising Officer.

Note: The Authorising Officer should not sign this form until after advice on the high-risk travel assessment has been received from the Travel Risk team.



Travel Insurance Tasks

Travel insurance is a vital element to any trip as it may provide cover for disruptions that you face while abroad. In order to ensure your eligibility under the University's Corporate Travel Insurance Policy you must declare if you meet any of the following insurance conditions.



If you answer yes to any of the insurance conditions listed below you must provide additional details and email insurance@mq.edu.au prior to seeking approval to travel to confirm your travel insurance coverage.

TRAVEL INSURANCE CONDITIONS	Answer: YES / NO
1. Are you travelling with assets with a total value over AUD\$20,000?	YES / NO
2. Are you travelling with electronic equipment with a total value over AUD\$10,000?	YES / NO
3. Are any one of your destination countries a sanctioned country or geographically unique areas (e.g., Antarctica)? *	YES / NO
4. Are you travelling for longer than 180 days? **	YES / NO
5. Are you over the age of 75 years?	YES / NO
6. Are any one of your destinations rated as 'Reconsider your need to travel' or 'Do not travel' by Smartraveller ?	YES / NO

*Below is a list of sanctioned countries:

Afghanistan	Iran (Islamic Republic of)	Somalia
Belarus	Iraq	South Sudan
Burundi	Lebanon	Sudan (the)
Central African Republic (the)	Libya	Syrian Arab Republic (the)
Congo (the Democratic Republic of the)	Mali	Ukraine
Cuba	Myanmar (formerly Burma)	Venezuela (Bolivarian Republic of)
Ethiopia	Nicaragua	Yemen
Guinea-Bissau	North Korea	Zimbabwe
Haiti	Republic of Guinea	
Hong Kong	Russian Federation (the)	

**Additional daily premium cost will apply – to be paid by traveller.

IMPORTANT

If you do not declare an applicable insurance condition (listed above) prior to departure to obtain insurance approval you will not be covered for any period under the university's travel insurance policy. You will be liable for any costs that may be incurred as a result of a travel incident.

Leisure travel

If you are undertaking incidental leisure travel in conjunction with approved University travel or undertaking a period of leisure travel of your own accord – you must ensure you have appropriate personal travel insurance. The services of International SOS and University insurance does not apply for a traveller undertaking personal leisure travel, and the University will not be liable for any costs incurred by or on behalf of a traveller undertaking personal leisure travel.

Travelling to your country of residence

If you are a foreign national living in Australia and undertake MQ business travel to your own country of residence (ie: your home country), certain benefits may not be covered by MQ's Corporate Travel Insurance. e.g. medical costs, repatriation, evacuation, etc. You will be expected to rely on your home country's public or private medical/health system. The claim process is not under our control and the Chubb Insurance claim team has full discretion to assess the claim and make a decision.

If you live in Australia and are a dual passport holder or have dual citizenship, or you have permanent resident status in Australia and undertake MQ business travel to your country of citizenship, MQ's Corporate Travel Insurance will respond as usual. However, please note that where you are eligible for access to any public or private medical/health system in your home country, you will be expected to claim through that system before claiming under the MQ Corporate Travel Insurance. The claim process is not under our control and the Chubb Insurance claim team has full discretion to assess the claim and make a decision.

Reciprocal Health Care Agreements

Australia has agreements with some countries where visitors can get publicly funded medically necessary care. For the list of countries and for more detailed information on coverage and requirements, please refer to the [Service Australia](#) website.

If you are an Australian Citizen or Australian Permanent Resident, you should first submit your claim to the local health authority. (Please refer to the [Service Australia](#) website for each country for details).

If the incurred medical expenses are not fully covered by the local health authority, then you should provide the following additional documents when claiming from Chubb:

- Claim outcome from local health authority if the claim is not fully covered under The Reciprocal Health Care Agreement (RHCA)

For more information on the University's travel insurance, refer to the [Insurable Risk Guideline](#).

Activity Risk Tasks

In addition to considering the country travel (security) and medical risk ratings, travellers must assess if the activities they will be undertaking are adequately risk controlled. Activities conducted off-campus, without the usual supports available to staff and students, can introduce additional risks that require planning, consideration, and management. All travellers must consider the risks posed by all the activities they will be undertaking and must ensure they take reasonable steps to ensure their health and safety as well as adhere to any regulatory or compliance duties.

Instructions:

1. Complete an activity risk assessment if:
 - travelling to undertake fieldwork, regardless of the destination.
 - undertaking higher risk activities (refer to [Travel Risk FAQs](#) for more information).
2. Seek input and advice on activity risk assessments from the Workplace Health & Safety Team – [click here](#) to find your team contact or email whs@mq.edu.au for more information and support.
3. Seek clarification from the Workplace Health & Safety Team if you are unsure if your planned activities are higher risk.

Faculty of Arts & Faculty of Science and Engineering

- Log on to the [Risk Assessment Tool \(Field Friendly\)](#) and complete the requirements according to your Faculty instructions.

All other Faculties, Portfolios and Departments

- Activity risk assessments can be completed using the [Health and Safety General Risk Assessment](#).

Frequently Asked Questions

It is important that all approved travellers consider other travel risks. Additional information can be found in the [Travel Risk FAQs](#). Travellers should read this information carefully, consider what elements apply to their circumstances and take the required steps to control any identified risks. For further advice and support you can email travelriskadvice@mq.edu.au.

Trip Details

Reason for travel	
Activities being undertaken	
Departure country	

Destination country(s)	
Travel dates <i>(Include dates for each country if multiple destinations)</i>	

Travel Risk Declaration			
Traveller		Authorising Officer	
I confirm that I am travelling in accordance with the University's Travel Policy and Procedure requirements and have identified the risks associated with my travel and mitigated them as far as reasonably practical. I confirm I have completed the required tasks as outlined in this checklist.		As the Authorising Officer of this travel, I confirm that I have considered the identified risks of this travel and have assured myself the risks are mitigated as far as reasonably practical. I confirm that the requirements and approvals outlined in the University's Travel Policy and Procedure have been adhered to.	
Traveller		Authorising Officer	
Position		Position	
Faculty / department		Faculty / department	
Signature		Signature	
Date		Date	