

Critical Incident Response Plan

STMP Toolkit



The University of Melbourne Overseas Emergency Response Plan is intended as a guide for all staff responsible for the implementation and supervision of University of Melbourne Overseas Subjects (“UMOS”) or other travel with students on travel organised by or endorsed by the University of Melbourne (“the University”).

This plan has been developed by Melbourne Global Mobility, in consultation with various departments across the University and should be read in conjunction with the University’s Student Travel Procedure, Student Mobility Procedure and the OHS Incident, Injury, Hazard Reporting and Investigation Procedure (<https://policy.unimelb.edu.au/MPF1271>; <https://policy.unimelb.edu.au/MPF1265>; <https://policy.unimelb.edu.au/MPF1206>)

The safety and security of all participants in overseas university travel is of utmost concern to the University. However, it must be noted that no program can guarantee the absolute safety of participants at every moment. Participants must understand the risks inherent in any university program, both on campus and overseas, and must act responsibly to mitigate risks to themselves and others. These guidelines exist to assist staff that are travelling overseas with planning and responding to crises or emergencies that may occur.

The following list of possible crisis or emergency situations, while not exhaustive, includes examples of situations that would require a response:

- Accident/injury
- Death
- Illness (physical or mental)
- Assault (physical or sexual)
- Being the victim of a crime
- Arrest/legal problems
- Natural disasters
- Change in status of DFAT travel warnings
- Contagious disease or other public health issue
- Outbreak of war or civil unrest
- Terrorist activity in the destination country
- Student misconduct or breach of student agreement



PREPARATION

The following precautions are to be implemented by all University staff coordinating UMOS or other overseas trips.

Pre-departure

- Ensure all students have been registered online through the [Online Travel Registration System](#) (where credit is being awarded) and travel insurance system at least seven days before departure. If in any doubt, please provide a list of participants to Melbourne Global Mobility (MGM) or relevant Faculty staff (see list at <http://www.mobility.unimelb.edu.au/outbound/exchange/advisors/index.html>) for them to cross check.
- All students must register with DFAT Smartraveller (<http://smartraveller.gov.au/>) or their own country's equivalent in the case of non-Australian nationals (subject to availability).
- Travel should be booked through the University's Preferred Provider (see the Student Group Travel: Bookings and Payments document in this toolkit).
- Provide all students with emergency information for all sites to be visited on the trip (template 1, attached, is an example of the information required but coordinators can add additional information as they feel appropriate).
- Ensure staff have up to date contact details for all students and have established a procedure for contacting them in the event of an emergency. Make sure students have a number on which to contact staff who are travelling with them and know they can contact them 24 hours in the event of an emergency.
- Ensure all staff travelling have access to emergency cash and sufficient limits on University Purchasing cards to allow for funds in an emergency and that they know how to cancel cards or have limits raised in an emergency. Ensure banks have been contacted to register overseas travel and ensure cards will not be blocked on suspicion of unusual use.
- Ensure that all staff travelling know how to contact local emergency services (see checklist at the end of this document).
- Ensure staff emergency contact details, as registered in Themis, are up to date.
- Where only one staff member is travelling (not recommended), nominate an on-site person as a back-up person in the case of a critical incident and ensure that the person is briefed about this responsibility and that the students are aware of how to contact him/her.
- Familiarise yourself with Incident Reporting (<https://policy.unimelb.edu.au/MPF1206#section-3.7>) and ensure you know how and when incidents need to be reported to the University. Ensure your supervisor is aware of how to respond to an Incident Report (also outlined in the document).

Upon arrival

- Establish an evacuation plan and meeting point in conjunction with host organisations in case of an emergency and communicate this to students.
- Inform students who purchase local phones or SIM cards for use on the program that they must provide you with the new number.



- Inform students that, if remaining overnight away from the organised accommodation (for example, if students wish to travel at weekends) that they must provide contact information for the time they will be away.

ON-SITE RESPONSE TO AN EMERGENCY

1. Anyone involved in an incident must immediately respond with the actions outlined in section 1 of the OHS Incident, Injury, Hazard Reporting and Investigation Procedure (<https://policy.unimelb.edu.au/MPF1206#section-3.1>). The following guidelines outline specific *additional* responses to a number of scenarios. These guidelines are intended to compliment the response outlined in the OHS Incident, Injury, Hazard Reporting and Investigation Procedure.
2. After any incident involving the following, regardless of whether the event occurred on campus or overseas, a formal incident report must be completed through Themis in addition to contacting Melbourne Global Mobility:
 - Injury or illness
 - Incident or near miss
 - Property loss or damage
 - Environmental damage
 - Theft

See the University's Safety Office website for further details on reporting incidents:

<http://safety.unimelb.edu.au/tools/incident/report/>

▪ Ill or injured student

- Respond with the actions outlined in the OHS Incident, Injury, Hazard Reporting and Investigation Procedure.
- On-site staff member should arrange emergency medical care and contact the insurance company (see list at back of this document).
- If necessary, make upfront medical payments on a staff credit card. Ask for and keep all receipts.
- On-site staff members should contact either the University of Melbourne emergency number (for severe injuries outside of University working hours) or MGM within University working hours if the injuries are minor.
- MGM will, where appropriate, contact the student's emergency contact to inform them of the situation.
- Arrangements will then be made, where necessary, for ongoing medical care in-country or evacuation.
- Report the incident.

▪ Ill or injured staff member

- Respond with the actions outlined in the OHS Incident, Injury, Hazard Reporting and Investigation Procedure.



- A second on-site staff member should arrange emergency medical care and contact the insurance company (see list at back of this document). In the event that there is only one staff member, the on-site back-up person should be contacted.
- Students should be aware of emergency numbers and hospitals, but two staff members should be present in order to avoid a situation where a student is left responsible in an emergency.
- If necessary, make upfront medical payments on a staff credit card. Ask for and keep all receipts.
- On-site staff member should contact either the University of Melbourne emergency number (for severe injuries outside of University working hours) or MGM within University working hours if the injuries are minor.
- MGM will contact the University's Human Resources department to access emergency contact details.
- If necessary the Associate Director MGM will liaise with the relevant faculty to arrange an alternative staff member to provide supervision of the program.
- Report the incident.

▪ **Death**

- Respond with the actions outlined in the OHS Incident, Injury, Hazard Reporting and Investigation Procedure.
- On site staff member should liaise with local emergency services.
- On site staff member should immediately contact University of Melbourne emergency number (outside of University working hours) or MGM within University working hours.
- Do not speak to the media and ensure that students are aware they should not speak to the media or post anything on social media sites such as Facebook, Twitter or Instagram.
- Melbourne Global Mobility will provide advice on handling the situation, following procedures outlined in the Deceased Students Procedure (<https://policy.unimelb.edu.au/MPF1248>).
- Report the incident.
- Ensure that all members of the group have access to counselling services upon their return to Australia.

▪ **Mental health issue**

- Respond with the actions outlined in the OHS Incident, Injury, Hazard Reporting and Investigation Procedure.
- In the event of a mental health crisis, where a student is not coherent or may be a danger to him/herself or others, the on-site staff member should immediately liaise with the relevant local emergency health care services.
- Staff should access the mental health guidelines on the University's Counselling and Psychological Services website (<http://services.unimelb.edu.au/counsel/community/staff/sar>) to assist in the identification of and response to crisis mental health issues.
- Where a student is coherent and is not a danger to him/herself or others the staff member should consider the host culture's attitude to mental health (in a non-crisis situation it may be more appropriate to liaise with services in Melbourne by phone than with local health services



where cultural attitudes to mental health may differ, potentially causing further distress to the student).

- The on-site staff member should contact either the University of Melbourne emergency number (for crisis incidents outside of University working hours) or MGM within University working hours (for non-crisis incidents), to report the incident and, where appropriate, seek recommendation on sending a student back to Melbourne. If in doubt, contact MGM, no matter how minor the issue seems.
- Staff can contact the University's Counselling and Psychological Services department who can provide the staff member with guidance on managing the situation and, if necessary, speak to the student. However, the assistance that can be provided to the student by phone may be limited.
- When contacting Counselling and Psychological Services, phone is better than email. If using email, please only include the student's student number, not their name (as email is not a secure form of communication).
- A number of resources are available for both staff and students through the Counselling and Psychological Services' website. Students in non-crisis situations should be encouraged to access these.
- Melbourne Global Mobility can liaise with the student's emergency contact where appropriate.
- Counselling and Psychological Services: <http://services.unimelb.edu.au/counsel/emergencies>
- Report the incident.

▪ **Victim of a crime (including cases where the student does not wish to report the crime)**

- Respond with the actions outlined in the OHS Incident, Injury, Hazard Reporting and Investigation Procedure.
- Where the student wishes to report the crime, the on-site staff member should contact the local police to report the crime and obtain some proof of this (copy of report, crime number, or local equivalent).
- If the student does not wish to report the crime, that is his/her decision. The incident must still be reported to the University and the steps below must still be followed. Students must be made aware that insurance claims for stolen property cannot be made without police reports.
- On site staff member should contact either the University of Melbourne emergency number (for severe crimes outside of University working hours) or MGM within University working hours (for minor crimes such as mobile phone theft).
- Where a student has been injured, on-site staff should ensure emergency medical care is provided.
- Where a student is distressed as a result of being a crime victim the on-site staff member should ask MGM to liaise with the University's Counselling and Psychological Services to offer support if required or desired by the student.
- The on-site staff member should contact the insurance company (see list at end of this document).
- If bank cards and/or identification documents have been stolen, contact the bank and relevant authorities immediately to cancel these. In the event that a passport is stolen, contact the relevant embassy/consulate/high commission immediately to inform them of the theft and



arrange a replacement document. Be aware that not all countries will issue replacement passports overseas; some will only issue emergency travel documents which allow a citizen to return to their country of nationality.

- If mobile phones have been stolen, call the provider to block the number. Do not attempt to call the number and negotiate to get the phone back.
- If legal representation is required, the on-site staff member should contact the Australian Embassy, High Commission or Consulate who will be able to provide a list of lawyers and/or translators.
- Students who are victim of a severe crime should be offered the option of returning to Australia. On site staff should liaise with MGM to arrange this if desired.
- The Associate Director, Global Mobility Programs will contact the student's emergency contact as required.
- Report the incident.

▪ **Arrest or Legal Problems**

- Respond with the actions outlined in the OHS Incident, Injury, Hazard Reporting and Investigation Procedure.
- Immediately contact the Australian Embassy/High Commission/Consulate and, if the student is an international student, their country's diplomatic mission.
- The Australian Embassy/High Commission/Consulate can advise on local lawyers and translators when required.
- Do not use students who may speak the local language to translate unless there is absolutely no other option. Find a certified translator as soon as possible.
- Contact the University emergency number (outside of Melbourne working hours) or MGM (within Melbourne working hours).
- The Associate Director, Global Mobility Programs will contact the students' emergency contact as required.
- Report the incident.

▪ **Student Misconduct**

- If appropriate, respond with the actions outlined in the OHS Incident, Injury, Hazard Reporting and Investigation Procedure.
- University of Melbourne policy and procedures governing both general and academic misconduct apply when students are travelling overseas as part of a UMOS or other staff-led program.
- Additionally, subject coordinators or staff organising overseas travel can impose additional rules of conduct for the program. These should be published and made known to students before departure.
- For a first offence a student should be given an official warning as a "last chance".
- For a second, or serious offence (threatening, violent or illegal behaviour for example), on-site staff should liaise with MGM to arrange for the student to be excluded from the program.



- The on-site staff member should also report the student through the relevant faculty for academic or general misconduct as appropriate, particularly in the event of a second or serious offence.
- Where a staff member is unsure of whether or not a student's behaviour is unacceptable, s/he can liaise with MGM for advice.
- If appropriate, report the incident.

▪ **An in-country situation of serious concern**

(ie. Public health issue; civil war or unrest; terrorist activity; natural disaster; change of DFAT travel warning status; closure of a host organisation or university)

Ideally, these situations can be anticipated and avoided, by familiarisation with DFAT warnings prior to departure, advice from the approved travel agent and/or partner or host universities in the destination region.

- If a situation of serious concern arises while overseas, and you are in a safe place (such as a host university or hotel), follow the instructions of the staff and contact the nearest Australian embassy or consulate for further information. Inform Melbourne Global Mobility and lodge an incident report through Themis as soon as possible.
- If your group is not in a safe place, try to leave the area immediately and keep the group together.
- Avoid crowds where possible.
- Stay away from damaged buildings (at least 300 metres, or as far as is possible) to avoid risk of falling glass and debris.
- Where terrorism is suspected, avoid unattended cars and trucks (may contain explosives).
- Follow all instructions from local emergency services and/or military personnel.
- If emergency services have not arrived and you, or a member of the group can speak the language, call the local emergency services.
- Help others if you are able and seek help where possible, rather than trying to manage the situation alone. Ensure that, in helping others, you do not put yourself or any member of your group in a situation of increased risk.
- Once imminent threat subsides, contact the Australian embassy or consulate and MGM and remain in a place of safety, where possible, until you receive advice from either.



UNIVERSITY RESPONSE TO AN EMERGENCY

Melbourne Global Mobility, along with other relevant departments within the University, can assist staff who encounter difficulty while overseas with a group of students. While minor incidents can often be dealt with by staff on the ground, they still must be logged and reported to MGM.

In the case of a major emergency involving staff and students overseas, it is expected that a campus-based emergency response team will be convened to coordinate the University's response.

The response team will include:

- Associate Director, Global Mobility Programs
- Subject coordinator (if a UMOS subject is involved and the subject coordinator is not travelling with the group)
- Designated representative from the relevant Faculty

Depending on the nature of the emergency, the response team may also include staff from other areas such as:

- Risk Office
- Insurance Office
- Legal Services
- Melbourne Students and Learning
- University Counselling Service
- A staff member responsible for student conduct issues
- The Dean or Associate Dean from the relevant Faculty

Items for consideration by the Response Team:

Immediate measures needed to ensure the health and safety of students and staff abroad. Appropriate actions to be taken overseas, including dealing with initial student concerns and contacting a student's emergency contact



LIST OF EMERGENCY CONTACTS

University 24 hour emergency line +61 3 8344 6666

Melbourne Global Mobility +61 3 8344 7452

Insurance company (for claims or urgent insurance issues): ACE Assistance Line: +61 2 8907 5595 or +61 2 8907 5666

Details of claiming on student insurance: <https://fpg.unimelb.edu.au/io/internal/docs/student-travel-insurance-fact-sheet.pdf>

Details of claiming on staff insurance: <https://fpg.unimelb.edu.au/io/internal/docs/staff-travel-insurance-fact-sheet.pdf>

UoM Insurance Office: +61 3 8344 3444

NAB card centre (for lost or stolen staff purchasing cards): +61 3 9601 7979 (notify your Head of Department or Administrative Section in Melbourne as well as NAB).

Visa Global customer assistance service: +1 443 641 2004



CHECKLIST

Fill in the following information for your trip:

The address and phone number of your accommodation and local contact(s)	
The contact details for anyone involved in organising travel or activities on-site	
The contact details for the nearest Australian diplomatic mission	
The local emergency number and details of the nearest hospital	
Contact details of any other staff travelling with you	
Contact details for your Head of Department or Administrative Section in Melbourne	
Contact details for all students travelling with you	

