

UTS

UTS: STUDENT SERVICES UNIT

OFF CAMPUS EMERGENCY TRAVEL GUIDE



UNIVERSITY OF
TECHNOLOGY SYDNEY



BEFORE YOU LEAVE:

- > Ensure you have the recognised ticket for any transport.
- > For airline ticketing, ensure your name appears exactly as on your passport.
- > Ensure your emergency contact has a copy of your itinerary.
- > Register your travel online at: <https://www.orao.dfat.gov.au/orao/weborao.nsf/homepage?Openpage> or in person at any Australian Embassy, High Commission or Consulate.
- > Obtain medical advice from your doctor or UTS Health Service on vaccinations, immunisations, and what to take in a first aid kit.
- > Ensure your medicines are not considered illegal drugs overseas by contacting the nearest embassy of the countries you are visiting.
<http://protocol.dfat.gov.au/Consulate/list.rails>
- > Make a certified photocopy of your important documents and keep them separate from the originals. It is also a good idea to leave a complete set of the copied documents' with your emergency contact person(s).
- > Update your emergency contacts in My Student Admin for UTS staff to contact in case of an emergency.
- > Make a plan to ensure any health problems or disabilities are catered for in advance. Contact UTS Special Needs Service Ph 9514-1177 to discuss and clarify your needs.
- > Advise your credit card company of your travel arrangements, to avoid your card being cancelled for suspicious transactions.

CHECKLIST FOR EVERY BORDER CROSSING:

- > Valid Passport
- > Visa Documentation
- > Tickets
- > DFAT Travel Advisory

YOUR DETAILS

Your Full Name: _____

Blood Type: _____

Allergic to: _____

List of required medication (Carry in original packaging with letter from GP)

Essential contacts in the event of an emergency and you being unable to communicate:

CONTACT 1

Name: _____

Relationship: _____

Phone: _____

Email: _____

CONTACT 2

Name: _____

Relationship: _____

Phone: _____

Email: _____

CONTACT 3

Name: _____

Relationship: _____

Phone: _____

Email: _____

If in immediate danger phone your local Emergency Services

Please complete the following table of country specific emergency services

COUNTRY	EMERGENCY SERVICES	INTERNATIONAL OPERATOR

TRAVEL INSURER'S EMERGENCY ASSISTANCE SERVICE

T: +60 3 2772 5687

Chartis Insurance has a 24 hour emergency assistance service which covers staff and students on approved overseas travel.

In the event of an emergency overseas, a free reverse charge call to **Travel Guard** from anywhere in the world will put you in touch with the emergency assistance service, which operates 24 hours 7 days.

To contact Travel Guard proceed as follows:

1. Ring the operator in your current locality
2. Book a reverse charge call to:

+60	3	27725687
COUNTRY CODE	AREA CODE	NUMBER

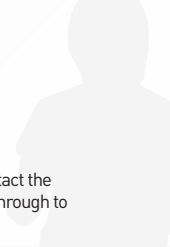
3. You may need to quote the UTS Corporate Travel Insurance Policy No. 2200032824.

24-HOUR CONSULAR EMERGENCY CENTRE (CEC)

T: +61 2 6261 3305

Department of Foreign Affairs and Trade

- > issue passports including emergency passports
- > provide advice and support in the case of an accident, serious illness or death, or if an Australian is a victim of a serious crime, and arrange for next-of-kin to be informed (if they wish, see above contact list)
- > visit or contact Australians who are arrested and arrange for their family to be informed (if they wish, see above contact list)
- > contact relatives and friends on an Australian's behalf and ask them to assist with money or tickets
- > provide some limited financial assistance to Australians in real emergencies
- > provide information on a government scheme under which eligible Australians can apply for financial assistance in limited circumstances to help with legal costs overseas
- > witness and authenticate signatures
- > provide a list of local doctors, lawyers and, if available, interpreters
- > provide the latest consular travel advisories, which include up-to-date information about the risks Australians might face overseas



Australians overseas in need of counselling services can contact the Consular Emergency Centre (CEC) who can transfer the call through to a Lifeline Telephone Counsellor.

The CEC is also an advisory line for concerned family members in Australia and can be called on 1300 555 135 (for the cost of a local call within Australia).

For consular assistance you can contact the relevant Australian Embassy, High Commission or Consulate wherever you are.

Contact details are available at
www.dfat.gov.au/missions/index.html

COUNTRY	EMBASSY, HIGH COMMISSION OR CONSULATE



UTS EMERGENCY PHONE

T: + 61 2 9514 1192

In the event of a serious misadventure UTS Student Services staff can discuss your options for dealing with the situation, liaise with your family if required, liaise with DFAT or Australian diplomatic posts who will assist in evacuation, and undertake other emergency communications as required. Below are some examples of when you may want to use the UTS emergency phone:

- > An emerging threat to safety – but phone local emergency services first if in immediate danger.
- > Arrest
- > Deportation
- > Local disaster
- > Physical and/or sexual assault
- > Mental health problems

Your call will be answered by a Security Officer who will ask your name, location and contact details, find out how urgent the issue is and arrange for you to be contacted. If you have no credit on your mobile or money, you can reverse charge to the above number and quote your student number and name before the call is accepted.

Please note that issues that are not regarded as urgent include travel problems where there is no immediate risk to safety, such as losing your keys or having a delayed flight.

CALL YOUR INSURER IF YOU HAVE PROBLEMS LIKE THIS



OTHER DETAILS TO NOTE HERE AND TO PLACE IN YOUR MOBILE PHONE:

- > Numbers for cancelling cash/credit cards
- > Number of your mobile phone
- > www.ssu.uts.edu.au/emergency

Please remember the difference between the 24 hour emergency assist service operated by the insurance company, and the emergency line operated by the University.

If you dial the UTS emergency phone, it sets into motion a complex 'student under threat' procedure. A number of people throughout the University are contacted at their homes or mobile numbers irrespective of time of day, and several reports are filed about the way the emergency was dealt with. It involves UTS Security, Student Services and several levels of supervision within UTS. The emergency line was set up to assist students in situations that could not wait until the business hours of the next working day, and where the welfare of the student is under immediate threat - such as war, terrorist activity, life-threatening situations, arrest, deportation, natural disaster, physical and sexual assault, mental health problems etc. In such cases we seek to arrange or undertake emergency actions as required.

If you do not require an emergency action to be arranged or undertaken on your behalf by UTS, please inform your coordinator by e-mail instead of calling the emergency line. Make sure to file the police report that is necessary for the insurance claim, and feel free to contact the 24-hour assistance service of the insurance company to clarify any questions you might have. If you need on-site assistance with filing a police report or organising medical care please also contact your host organisation for advice. Non-urgent insurance-related questions can also be directed to the insurance officer at UTS at insurance@uts.edu.au.

