Travel risk Frequently Asked Questions (FAQs)

All MQ approved travellers should read these FAQs to help them prepare for international travel and to ensure that any identified risks are adequately controlled.

(1) Who is required to complete the International Travel Risk Checklist?
All MQ approved travellers undertaking international travel.

(2) Who is required to complete the high-risk travel assessment?
All staff and students proposing to travel to International SOS (ISOS) rated high or extreme risk travel (security) or medical countries.

(3) What is covered under the University’s Corporate Travel Insurance Policy?
Please refer to the University’s Insurable Risk Guideline and Travel Insurance information page. Insurance questions can be sent to insurance@mq.edu.au

(4) Which countries are sanctioned (for insurance purposes)?
The following countries are sanctioned, and you must notify insurance@mq.edu.au to confirm cover prior to departure.

<table>
<thead>
<tr>
<th>Afghanistan</th>
<th>Lebanon</th>
<th>Sudan</th>
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<tbody>
<tr>
<td>Belarus</td>
<td>Libya</td>
<td>Syria</td>
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<tr>
<td>Burma/Myanmar</td>
<td>Mali</td>
<td>Tunisia</td>
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<tr>
<td>Burundi</td>
<td>Nicaragua</td>
<td>Ukraine (inc. Crimea)</td>
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<tr>
<td>Central African Republic</td>
<td>North Korea</td>
<td>Venezuela</td>
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<tr>
<td>Cuba</td>
<td>Republic of Guinea</td>
<td>Yemen</td>
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<tr>
<td>Democratic Republic of Congo</td>
<td>Republic of Guinea-Bissau</td>
<td>Zimbabwe</td>
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<tr>
<td>Ethiopia</td>
<td>Russian Federation</td>
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<tr>
<td>Hong Kong</td>
<td>Serbia</td>
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<tr>
<td>Iran</td>
<td>Somalia</td>
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<tr>
<td>Iraq</td>
<td>South Sudan</td>
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(5) What are examples of higher risk activities?
Examples of activity risks that may require formal risk assessment are listed, but not limited to, the examples below. Talk to your Manager / Supervisor or seek advice from the WHS Team (click here) if you are unsure.

<table>
<thead>
<tr>
<th>Working in dangerous or remote locations</th>
<th>Politically sensitive or contentious research</th>
</tr>
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<tbody>
<tr>
<td>Hazardous substances or laboratory work</td>
<td>Working at height</td>
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<tr>
<td>Confronting environments or behaviours</td>
<td>Social research or interviews</td>
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<td>Exposure to violent or aggressive behaviour</td>
<td>Physically demanding tasks</td>
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<tr>
<td>Extreme heat/cold environments</td>
<td>Archaeological digs</td>
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<td>Use of equipment/machinery</td>
<td>Driving (over 2 hours or involving freeway speeds or country roads) and off-road driving</td>
</tr>
<tr>
<td>Working in/with vulnerable communities/people</td>
<td>Environmental surveys and/or sample collection</td>
</tr>
<tr>
<td>Confronted with corruption or requests for bribes</td>
<td>Any activities requiring specialised training (such as diving or boating)</td>
</tr>
</tbody>
</table>
(6) My flights / accommodation were not booked via Corporate Travel Management, I booked them myself or they were booked by an external party. How do I register my details with ISOS?
Register your travel itinerary with ISOS using ISOS MyTrips. You must use your MQ email address to register. If you are a new user, click the ‘register here’ link at the bottom of the page.

You can also watch this video (click here) that provides guidance on the registration process. If you encounter any issues, please email ISOS support at onlinehelp@internationalsos.com and travelriskadvice@mq.edu.au. You can also update your itinerary via the ISOS mobile app on your mobile device.

(7) What do I do in an emergency while travelling and how can I seek support?

**Emergencies**
Emergency, medical and security assistance is provided 24/7/365 worldwide through ISOS to all approved University travellers. ISOS can be contacted by multiple methods:
- Calling an assistance centre – see ISOS membership card for international assistance numbers – [Click here](#)
- Calling via the ISOS assistance app. The call button is located at the bottom of the app.
- Emailing the assistance centre (non-emergency) [Sydney@internationalsos.com](mailto:Sydney@internationalsos.com)

In the event of an emergency while overseas (i.e., outside Australia), the first step is to contact ISOS immediately. They will support you through the emergency and work with their in-country specialists and coordinate with emergency services to support you.

**General advice**
ISOS can also be contacted for general medical and travel security advice prior, during and after travel. There is no cost to you, and no limit on how often you can contact them.

**Mental wellbeing support**
As part of the University’s ISOS membership, approved travellers are supported by ISOS through their assistance centres by their partner ‘Workplace Options’. Consistent and globally delivered emotional support / counselling is provided by ISOS via phone, video-call or face-to-face. Approved travellers have access to five free sessions per incident, per year (conditions apply).

(8) I’m having trouble downloading and registering via the ISOS assistance app.
You can download the app from the Apple App Store or the Google Play Store. ISOS has user guides [click here](#) available to support you. If you encounter any issues, please email ISOS support at onlinehelp@internationalsos.com and [travelriskadvice@mq.edu.au](mailto:travelriskadvice@mq.edu.au)

(9) How can I access the ISOS online learning modules?
All University approved travellers have access to ISOS’s online learning portfolio. All travellers are encouraged to complete the online training to help prepare and educate themselves on a range of travel, medical and security related topics. [Click here](#) to register an account using your MQ email address.

(10) What other travel risk considerations will help me prepare?
Depending on the ISOS rating of the country you are visiting, you can use the high-risk travel assessment as a guide to what you need to consider.

(11) What Cyber Security risks do I need to consider?
During overseas travel (i.e., outside Australia) it is possible that University’s information is a target for foreign organisations. University staff and students must not travel with sensitive information on their portable devices, such as laptops, mobile phones, USB drives and tablets. Clean replacement devices are available for loan from OneHelp.

The following is a guide to keep University and personal information safe while travelling.
Before travel

- Ensure mobile devices have the latest updates, are password protected and configured for remote wipe (check with IT Service Desk or your Faculty IT support team).
- Ensure all laptops have the latest updates, working antivirus and are protected by a strong password.
- Remove sensitive data from laptops and mobile devices (request loan device through IT Service Desk if required).
- All USB drives and portable disks are removed from laptop bags and not taken to the destination.
- Enable multi-factor authentication for Office 365 access for the duration of the journey (request through IT Service Desk).
- Test the operation of the OneNet VPN.

During travel

- Ensure your laptop, mobile phone, tablet always remain with you.
- Keep devices in cabin luggage, not checked luggage during flights.
- Do not use devices that are free to use or provided to you, such as USB drives, power banks and chargers.
- Do not use untrusted computers (e.g., kiosk, café or hotel computers) to login to the University systems.
- Utilise the OneNet VPN when accessing University systems.
- If you believe your MQ account or password have been exposed, or a device is lost or stolen, immediately report it to the MQ IT Service Desk.

Upon return from travel

- Return any loan computers used to MQ IT.
- If you believe your device was tampered with during travel, do not connect it to the University network and report the incident to the IT Service Desk.
- If suspicious activity is detected on your computer (unusual pop-ups, new errors, access issues or even slowness) report it to the IT Service Desk.

Contact onehelp@mq.edu.au / +61 2 9850 4357 for more information and assistance.

(12) What Countering Foreign Interference risks do I need to consider?
Staff that hold an Australian Government Security Clearance must complete the steps outlined on the university’s Australian Government Security Vetting Agency (AGSVA) security clearance webpage. This page also has other useful information and key tips for general travellers. If you have any specific questions, seek advice from foreign.relations@mq.edu.au while travelling or on your return.

(13) What do I have to do if travelling domestically (within Australia)?

- Gain approval from your manager – see the TravelRight website for more information.
- Follow departmental procedures and travel booking / approval processes.
- Complete a formal risk assessment for all fieldwork, higher risk activities / activities in an uncontrolled environment. Refer to the Activity Risk Checklist above for more information.
- Download the ‘International SOS’ assistance app for local alerts; for emergency assistance call triple zero (000) for the relevant emergency service – Police, Fire, Ambulance (not ISOS).
- Contact the WHS team for further advice on activity risk assessments – click here to find your team contact or email WHS@mq.edu.au for more information and support.