



Australian Business Volunteers

Managing travel risk: Health update (Feb 2020)

Purpose

This advice is for ABV employees and skilled business professionals (SBPs) and is provided to outline the organisational measures in place to appropriately manage potential health risks for those traveling for ABV and to give practical tips on managing an individual's own health and safety whilst travelling.

This advice is not designed to be comprehensive in terms of advice for specific travel health risks – it is general advice on ABV's organisational travel risk management measures. It is important you are aware you are not required to travel if you do not feel comfortable with the arrangements in country or the measures in place. Whilst ABV has a duty of care towards you and will do its best to mitigate travel risk, your health and safety remain your own responsibility, as all travel comes with inherent risk. If you remain concerned about your health, you are encouraged to discuss these as soon as possible with the relevant ABV representative and make a decision with which you are comfortable.

Organisational travel risk management measures

ABV's risk assessments include considerations such as:

- Any travel warnings for the overseas destination;
- The traveller's general health and any medical reasons why they should not travel overseas;
- Health and safety risks associated with performing work overseas;
- Any potential personal safety threats associated with the overseas destination.

In line with ABV's Care of Volunteers policy, the following measures are in place to adequately prepare and support those traveling:

- Physical health assessment including required vaccinations for specific locations (may include fit-for-travel certificate and/or medical clearances)
- Pre-departure information and briefing (including SBP Manual, Country Security Plan and other guidelines and policies)
- Comprehensive travel insurance
- Support during the project in-country
- Emergency procedures and evacuation plans, if required
- Access to 24hr mental health support through [Response Psychological](#) whilst on assignment (see SBP Manual)
- Return debriefing
- Follow up physical health examinations as required (see 'monitoring your health')

Recommended Health Measures

ABV recommends the following health measures to help you stay informed, healthy and supported whilst travelling overseas:

- **Subscribe** to relevant travel advisories: Please subscribe to the [DFAT Travel Advisory - SmartTraveller](#) to stay informed about your travel destination and entry requirements.
- **[Pending measure] Download** the Chubb TravelSmart app (See appendix for more instructions): Travel Smart provides pre-travel advice and alerts directly to your phone. It also enables ABV to send you messages, such as changes to your itinerary, or emergency alerts and can also help them to locate you if you have been involved in an accident or have been taken ill suddenly anywhere in the world.
- **Get a medical assessment** before you travel to ensure you're fit to travel (see specific advice below).
- **Monitor your health** during and after travel: If you feel sick while travelling or after returning to Australia you should see a doctor as a precaution, and advise them of your full travel history.

Specific advice

ABV is currently monitoring the following regions and situations with regards to risks to travellers, travel restrictions and any other travel information related to your travel/assignment location.

Until further notice, all scheduled travel and assignments will proceed as planned and any changes to travel conditions and requirements will be communicated to the relevant employee or Skilled Business Professional directly.

[Pacific measles outbreak](#)

Due to the outbreak of measles in the Pacific region (Samoa, Tonga, Fiji, New Zealand, Kiribati & American Samoa), you may be required to present proof of measles immunisation/immunity at the airport. If you're travelling to any destination in [the Pacific region](#), you will be required to check that your vaccinations are up to date, and talk to your doctor about getting a blood test to check your immunity. You may need to present proof of immunity upon entry. If your vaccinations need updating, you should be fully vaccinated **at least 2 weeks before you travel**.

[Human Novel Coronavirus \(2019-nCoV\)](#)

Due to the outbreak of the coronavirus worldwide, your destination country may have changed their entry requirements. Please check measures put in place to prevent the spread of Coronavirus by visiting the website of the Ministry of Health in your travel destination.

ABV will be monitoring the screening/entry requirements for all relevant countries, as well as the risk mitigation strategies being employed to assess the travel risk. As country strategies can be quite different, it is likely that ABV will make travel decisions on a case by case basis in consultation with the impacted host client and the skilled business professional.

Newcrest specific travel update: The PNG Government has re-directed all international flights through Port Moresby. Newcrest Cairns flights will now fly to Lihir via Port Moresby.

Minimise your risk

- ✓ Avoid all:
 - high-risk areas such as farms, live animal markets, and areas where animals are slaughtered, including fish and seafood
 - contact with animals (alive or dead), including pigs, chickens, ducks and wild birds
 - surfaces with animal droppings or secretions on them
- ✓ If you come into contact with any animals or animal products, avoid touching your eyes, nose and mouth until you have thoroughly sanitised your hands.
- ✓ Wash your hands often with soap and water, carry hand sanitiser with you and use it often
- ✓ Keep a distance from sick people, especially if they have a fever, cough, or difficulty breathing
- ✓ Monitor your health closely
- ✓ See a health care professional immediately if you start feeling unwell
- ✓ Follow the advice of local authorities
- ✓ It is not known whether wearing a face mask will reduce your risk of exposure to the novel coronavirus. However, if you are travelling in an affected country, you must follow the advice of local authorities

Frequently Asked Insurance Questions

To be read in conjunction with ABV's SBP Travel Guidelines and SBP Manual.

ABV's travel insurance provider is Chubb. They have provided the following responses to frequently asked questions, particularly in relation to health related travel changes.

Does ABV's travel insurance cover the following scenarios?

1. If a person is denied entry to a country upon arrival despite following advised travel precautions (due to health screenings etc. by immigration)
 - a. Yes, this would be considered an unforeseen event provided they were not travelling against medical advice or government safety advice.
2. If a person falls ill whilst in country and is quarantined and unable to leave on their scheduled flight
 - a. Yes, this is a claimable event.
3. If a person has to be evacuated from a location which is locked down whilst they are there
 - a. Yes, this is a claimable event.
4. If the flight has been paid for, and the airline cancels the flight as a result of the area being in a Coronavirus affected area, would they be able to claim a refund on their flights?
 - a. In the event a full refund was not provided by the airline, the differences between the cost and the refund would be a claimable event. Please note that it is unlikely an airline would not offer a full refund.
5. If the flight has been paid for and the destination is subsequently listed on the DFAT site as a place not to travel to due to the Coronavirus, can a refund be claimed on flights?
 - a. If the Australian government changes to the travel warning to Do Not Travel, yes, this would be considered grounds to cancel the planned trip provided it was within a reasonable timeframe, i.e. if the trip were several months from now, it is reasonable to assume that the situation would have bettered by this time.
6. If a traveller decides of their own volition that they do not want to travel because of the Coronavirus, but there has been no DFAT warning or airline cancellation of flights, would a refund be claimable?
 - a. No, this would be considered disinclination to travel and not a claimable event.

Appendix: Chubb Travel Smart app download instructions

[Access pending] Travel Smart download instructions

Travel Smart is designed to help you stay one step ahead while on the move, providing pre-travel advice and alerts directly to your phone. It also enables your employer / responsible party to send you messages, such as changes to your itinerary, or emergency alerts and can also help them to locate you if you have been involved in an accident or have been taken ill suddenly anywhere in the world. The following instructions help you download, install and register to use the app.

To download the app to your phone or tablet

1. Download the app appropriate for your device below:

- [IOS / iPhone users](#)
- [Android users](#)

2. One-time registration process - once you've downloaded the app you can complete the one-time registration process within the app by clicking on "Sign Up" below the login button. You will be prompted for:

- your name and email address and
- your company policy number (see SBP Manual or page 1 of this document)

3. Once the app is downloaded and your registration complete you will receive a final email to verify and activate your profile. From your smartphone, click the link within the email and follow the instructions to activate your profile.

4. Tap on the Travel Smart app icon and sign in using your email address and password you created during the registration process.

Important note

A key benefit of Travel Smart is the ability to find you in an emergency. It is therefore important that you allow 'location services' after installing the app.

IOS / iPhone users

To check, go to 'Settings', then 'Privacy' and you should see location enabled. We also recommend that you ensure that 'Location Services' are set to 'Always' so you can be located in an emergency but you can turn this off when you are not travelling on business.

Android users

To ensure location sources are turned on, select 'Settings' then 'Location'.