In a life-threatening medical emergency call 000 ("Triple Zero") and then inform Campus Security. For all other emergencies call Campus Security:

<table>
<thead>
<tr>
<th>Campus</th>
<th>Internal</th>
<th>External</th>
</tr>
</thead>
<tbody>
<tr>
<td>South Street</td>
<td>333</td>
<td>9360 7333</td>
</tr>
<tr>
<td>Rockingham</td>
<td>7333</td>
<td>9553 7333</td>
</tr>
<tr>
<td>Mandurah</td>
<td>5555</td>
<td>9582 5555</td>
</tr>
</tbody>
</table>

Keep this booklet near your telephone, or the document link saved to your web favourites. https://murdoch.edu.au/EmergencyResponse
Important Off-campus Contacts

Each of the services below is available 24 hours a day, seven days a week free of charge.

**Triple Zero (000)**
In a life-threatening medical emergency, call Triple Zero (000) and ask for Police, Fire or Ambulance. Provide incident details and don’t hang up until the operator tells you to. Then call Campus Security.
Phone: 000
Website: www.triplezero.gov.au

**Lifeline**
Lifeline is a national charity providing personal access to crisis support and suicide prevention services.
Phone: 13 11 44
Website: https://www.lifeline.org.au/

**Sexual Assault Resource Centre (SARC)**
SARC provides sexual assault support and counselling.
Phone: 08 6458 1828 / 1800 199 888
Website: http://kmh.health.wa.gov.au/services/sarc/

**Crisis Care**
Crisis Care is an information and counselling service for people needing urgent emotional or practical help in situations such as:
- Concern about the wellbeing of a child;
- Domestic violence;
- Arguments are causing family unhappiness and problems;
- Someone is alone or afraid and urgently needs to talk to someone;
- Homelessness; and
- Someone needs counselling, information or other support.
Phone: 08 9223 1111 / 1800 199 008

**National Sexual Assault, Domestic & Family Violence Counselling Service (1800 RESPECT)**
Help for those experiencing sexual assault or domestic and family violence.
Phone: 1800 737 732
Website: https://www.1800respect.org.au/

**People Sense**
People Sense is Murdoch University's Employee Assistance Provider (EAP) whereby staff and their immediate family members can access an external and confidential counselling service.
Phone: 9388 9000
Website: www.peoplesense.com.au

**University Travel Emergency Assistance (AHI Assist)**
For Murdoch staff and students undertaking approved university international travel, this service provides immediate emergency and medical assistance when required.
Phone: +61 2 8330 1222
Website: https://murdoch.edu.au/SafeTravel

**Facilities Management Helpdesk**
9360 2262
Website: https://murdoch.edu.au/FMHelpDesk

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**Important Contacts at Murdoch**

**Name** | **Phone** | **Web link**
--- | --- | ---
Murdoch University Health : Medical Service | 9360 2293 | [https://murdoch.edu.au/HealthServices](https://murdoch.edu.au/HealthServices)
People & Culture | 9360 2430 | [https://murdoch.edu.au/HR](https://murdoch.edu.au/HR)
The Student Centre | 1300 687 362 | [https://murdoch.edu.au/StudentInfo](https://murdoch.edu.au/StudentInfo)
Mandurah Central Student Admin | 9582 5501 | [https://murdoch.edu.au/StudentInfo](https://murdoch.edu.au/StudentInfo)
Counselling Service: Students | 9360 1227 | [https://murdoch.edu.au/CounsellingServices](https://murdoch.edu.au/CounsellingServices)
Sonder (off-campus safety and wellbeing service for eligible international students) | 1800 877 233 | [https://murdoch.edu.au/Sonder](https://murdoch.edu.au/Sonder)

**Incident and Hazard Reporting:**
All injuries, incidents, near-misses and hazards (anything that has the potential to cause ill health or injury) should be reported by the injured person or persons involved as soon as practical, even if the event has been reported to Campus Security. The Safety, Health and Wellbeing web page provides further information, as well as access to the Murdoch University Incident Reporting System (MUIRS).

To help with campus navigation, the Murdoch Maps web app is available via mobile (iOS or Android) or desktop devices at [https://maps.murdoch.edu.au](https://maps.murdoch.edu.au). The app can be easily added as an icon to the home screen of your mobile device.
Introduction

This document provides security, safety and wellbeing awareness and education for the Murdoch University community, including guidance on how to respond to emergencies.

Incident Response

Campus Security Services (Property, Development & Commercial Services Office), with the assistance of emergency wardens and first aiders, coordinates on-scene campus emergency response under the direction of Police, Fire & Emergency Services.

Security Services manage the appointment and training of Emergency Wardens with relevant Colleges and Offices. The University Emergency Warden Handbook can be accessed on the Security Services web page.

First Aiders are managed by the Safety, Health & Wellbeing Team, and are directed by Security Services during an emergency. Further information can be found at the First Aid web page.

Security Services

In addition to incident response, Security Services provide an ‘observe and report’ function and can assist the University Community with:

- 24 hour campus security enquiries and assistance;
- After hours liaison for emergency maintenance;
- Building access control and alarm monitoring;
- Security escorts (for safety purposes) anywhere on-campus;
- Lost property; and
- Parking permits & traffic control.

Campus Security are available 24 hours via the phone numbers on the cover page of these Guidelines, or the Security Call Points as shown on Campus Maps.

Critical Incident Management

Incidents involving severe impacts to staff, students or the University are escalated to the Chief Operating Officer (COO). The COO shall appoint a Critical Incident Manager, who activates Murdoch’s Critical Incident Management Team to undertake multi-disciplinary actions (including communications, staff and student welfare management, university continuity) in accordance with the University’s Critical Incident and Continuity Management Plan.
If you need to evacuate, remember it is important to keep calm. During an emergency, follow the instructions of the Building and Floor Wardens to direct you to the emergency assembly area.

1. Immediately prepare to leave the building once you hear the evacuation alarm. Secure your office and valuables, and leave towards the closest emergency assembly area. These areas are shown on the campus map.

2. When leaving the building, use the nearest and safest exit route.

3. If possible and not time consuming, take hand-held personal belongings (such as handbags and mobile phones) with you when you leave.

4. If you see a person with specific needs, assist them to leave via the closest route. If a person is reliant on a wheelchair for mobility, and there is no access available to get down stairs, advise the Floor Warden and await further direction from incident response staff. Do not attempt to carry people down stairs.

5. Do not use the lifts in the case of an evacuation.

6. Remain at the designated emergency assembly area until instructed by incident response staff.

7. Unless deemed safe by a Warden, Police or Emergency Services, do not re-enter the building. Do not enter a building when the alarm is ringing.

In the event of a building fire:

- If safe to do so ensure the immediate safety of anyone within the vicinity of the fire.
- Raise the alarm if not already sounding, using a break-glass alarm panel or by shouting ‘Fire, Fire, Fire’ if a panel is not available. The alarm system automatically notifies the Department of Fire and Emergency Services and Campus Security.
- If safe to do so, attempt to extinguish the fire.
- Follow emergency evacuation procedures as directed by incident response staff.

In the event of a power outage:

- If you are in danger, evacuate immediately. Otherwise, await further instructions from Campus Security and / or Emergency Wardens.

In the event of a bushfire:

- If necessary, raise the alarm by calling Campus Security, shouting ‘Fire, Fire, Fire’ or using a nearby break-glass alarm panel.
- Await evacuation instructions from Campus Security and / or Emergency Services.
- Building occupants adjacent to the fire will usually be evacuated to the nearest safe campus building, rather than away from the Campus. Where possible, evacuees should be kept inside buildings to lessen exposure to smoke.
- If staged building evacuation is not possible, or a large-scale campus evacuation is required, people may be directed to the campus refuge areas to coordinate safe movement off-campus.
- If safe to do so, animals should be left in place during a bushfire. If this is not possible, animals should be moved to designated animal refuge areas.

In the event of an earthquake:

- Take shelter under tables, desks or in doorways.
- Stay away from windows, shelving and large free-standing furniture.
- After the earthquake, look for injured persons in your area and assist, provided it is safe to do so.
- Leave the building as soon as you can to coordinate safe movement off-campus.

Lecture Theatres/Laboratories:

It is the responsibility of the lecturer/tutor to ensure their class is evacuated and to control students during an emergency until released by incident response staff, Police or Emergency Services.

At all times it is important to familiarise yourself and learn the emergency alarms and signals, break-glass alarm locations, evacuation routes, emergency exits, emergency assembly areas and wardens wherever you work or study. People with specific needs should proactively advise relevant wardens and supervisors of any special assistance they may require during an emergency so that a Personal Emergency Evacuation Plan (PEEP) can be developed.
**Working or studying in isolation**

If you work or study after-hours, or in a quiet area:

1. Discuss plans with your supervisor and consider how any isolation concerns could be addressed. This may include communication practices, or gaining a better understanding of emergency response procedures.

2. Consider parking your car close or moving it closer later in the day when more car parking is available.

3. Let Campus Security know where you are and what you are doing.

4. Don’t give facility access to unknown people seeking permission. Let Campus Security handle such requests.

5. Consider requesting Campus Security to escort you off the University.

6. When walking after-dark, travel in well-lit areas with a companion if possible. Remain aware of your surroundings (avoid texting or talking on your phone) and keep valuables out of sight.

7. When getting into a car at night, have your keys ready and check the surrounding areas before getting in. Lock the doors and never give a lift to an unknown passenger.

8. If you see any on-campus hazards, report them via the University’s safety, health and wellbeing reporting system before they can cause harm.

**Handling aggression**

If you are confronted by an agitated or aggressive person:

1. Try to **CONTROL** yourself and the situation:
   - Assess aggression risk to determine level of danger – Who are they? What are they doing? Where am I? What time is it?
   - Speak and act calmly while taking a personally protective, yet non-threatening, stance (don’t turn your back on the person);
   - Judge and maintain a safe space between you and the other person;
   - If you are being robbed, use passive compliance (hand over demanded valuables);
   - Consider moving to a discrete (but safe and connected) place to help the person compose themselves;
   - Consider seeking further assistance if needed.

2. **ASK & LISTEN** – If possible, de-escalate the situation with understanding, respect and empathy. Show interest in their concerns, acknowledge their distress and avoid judgement.

3. **RESOLVE** the situation by offering solutions that could help meet the person’s needs and benefit both parties, while respecting your personal and professional position.

4. If resolution is unlikely or unsuccessful at any time, and physical assault is likely, consider options to **DEFEND** yourself. This includes:
   - Warning the aggressor to stop or leave;
   - Leave or evade yourself and call Police, Campus Security or colleagues if possible; and
   - If you cannot leave or evade and are being physically assaulted, attempt to breakaway from the aggressor and call for help.

Report aggression incidents and seek support from your supervisor or Student Services. The University can provide advice on personal and peer/family support strategies, as well as connections to professional help options such as counselling.

**Threatening phone calls**

If appropriate, warn the caller you will not tolerate abuse and will hang-up if they persist. Advise the caller that you cannot help them if they communicate in such a fashion. If you feel threatened:

- Record the time of call, as many details as possible about the caller and the number on the phone screen (if available);
- Contact Campus Security immediately, provide call information and request safety assistance as needed; and
- Inform your line manager if you require further support.

**Unacceptable Behaviour**

Other forms of unacceptable behaviour include bullying, verbal abuse, sexual harassment, stalking and discrimination. If you experience such behaviour, it is important to:

- Tell the person that their behaviour is having a negative impact and ask them to stop;
- If self-resolution doesn’t work or isn’t an option seek help from Campus Security, your supervisor or the support services listed in these Guidelines; and
- As necessary, report the issue so that it can be addressed in line with Murdoch’s codes of conduct.

If you witness such behaviour provide support to the impacted person, get them to a safe place and give advice on who can help. If someone is in immediate danger, report to Campus Security and/or 000 immediately.
If someone is sexually harassing you in a way that causes you to feel humiliation, pain, fear or intimidation, then this can be considered sexual assault.

**First Response**

1. If the incident has occurred on-campus and you need immediate assistance, notify Campus Security. Campus Security will call Triple Zero (000) for Police and/or Ambulance help if you are in imminent danger, experiencing a life-threatening emergency or you have given permission to do so.

2. If the incident occurs off-campus, seek Triple Zero (000) and Sexual Assault Resources Centre (SARC) assistance.

3. If the incident occurs overseas, contact Police & Emergency Services in your location and the relevant emergency travel assistance provider under insurance arrangements.

**Support**

The following support options are available to you and are highly recommended:

1. **Sexual Assault Resource Centre (SARC)**
   SARC provides free and confidential crisis medical, forensic examination and counselling assistance. The service is best accessed as soon as possible after sexual assault.
   Phone: 1800 199 888

2. **Murdoch University Health.** Our Medical and Counselling Services can help you with the physical, psychological and emotional impact of sexual harassment or sexual assault. They can also help you access specialist services and explain your reporting options.
   Phone (Medical): 9360 2293
   Phone (Counselling): 9360 1227

3. **1800 Respect.** The National Sexual Assault and Domestic Family Violence Counselling Service provides free, 24/7 telephone and online counselling for anyone experiencing sexual assault or domestic and family violence, or seeking support for someone who is.
   Phone: 1800 737 732
   Web: https://www.1800respect.org.au

**Disclosure and Reporting**

1. **WA Police.** You are encouraged to report sexual harassment and sexual assault to Police for law enforcement investigation and further action as required. When this occurs, the University will cooperate with any Police investigations and provide ongoing support as required. This includes Security Services assistance if any subsequent campus safety concerns arise.
   Phone (WA Police assistance and reporting): 131 444
   Phone (WA Police Sexual Assault Squad): (08) 9428 1600

2. **Murdoch University.** Students wishing to disclose sexual harassment or assault to the University should do so via the MurdochSafe app, or by speaking with a Counsellor at the Murdoch University Health: Counselling Service. You can disclose the incident/s anonymously via the MurdochSafe app, however the more detail you provide the more we will be able to investigate the incident and support.

   If you provide your contact details, a member of Murdoch’s Access, Wellbeing and Equity team will be in touch to discuss support options and the process for progressing your disclosure to a formal report, if you wish to do so. Any reports to the University will be investigated to see how we can make the University a safer place and if there is anything that can be done to prevent further incidents occurring. Reports of sexual harm will be kept confidential, and only the information communicated or escalated within the University will be that which the victim has agreed to be shared. Identifiers such as name and student number will be held confidentially within Access, Wellbeing and Equity.
If a threatening person has a weapon and is intent on doing physical harm, follow the guidelines below.

If they are within your immediate area – Escape
1. If you can identify a safe route to travel, take this route to get away from the immediate danger.
2. Leave behind your belongings, however try to take your mobile phone if you are able to do so.
3. Help other people at your location, and try leaving together as a group.
4. Call for help as soon as it is safe to do so.

Finding shelter - Hide
In the case that you are unable to find a safe way to exit the area of danger, you will need to find shelter to protect yourself until it is safe to escape. Some examples of suitable shelter are:
1. A place where the offender can’t see you.
2. Behind something that can protect you from possible shots fired in your direction.
3. A place that will not corner you away from a safe exit, if the opportunity to escape the area presented itself.
4. If in a hallway or open space, find a place nearby that you can hide from sight.

If you take shelter in a room:
1. Close the door and lock it if you can.
2. Push a barrier onto the door, such as a nearby table or cupboard.
3. Hide behind a solid object.
4. Close any blinds and turn off lighting.
5. Do not respond to anyone calling out, unless you are 100% sure it is Campus Security, Police or Emergency Services.
6. Listen out for nearby noises such as talking, or footsteps.
7. Try to remain calm and collected.

If you encounter an armed person - Act
If it’s not possible to escape or hide, you may have to defend yourself against an armed offender or active shooter as a last resort. Using your judgment, consider using an item in your immediate surroundings to protect yourself.

In the event of armed robbery
- Stand still;
- Obey the robber’s instructions;
- Be calm and quiet;
- Stay out of the danger area if possible; and
- Do not give chase once the robber leaves.

Call for help
Call 000 or Campus Security and give clear directions on the exact location, nature of the incident and the assailant’s actions. Also advise if you or anyone else within the vicinity need first aid or assistance. If you are near a security call point, press the call point button to contact Campus Security.
**Bomb Threat / Suspicious Item**

**Telephone Threat**

1. Continue the call – keep the person talking if possible and ask the following questions:
   - What type of bomb is it?
   - What is in the bomb?
   - What will make it explode?
   - What is the location of the bomb?
   - What does it look like?
   - What time will it explode?
   - What is your name?
   - What is your contact number?
   - Why did you place it there?

2. Record received information for Police. It is important to ensure you record exact information provided by the person on the line. Once the person hangs up, do not do so too. On another phone, contact Campus Security.

3. Await further direction from incident response staff, Police or Emergency Services regarding evacuation procedures.

**Suspicious Item**

If a suspicious object is found:

1. Do not touch it.

2. Report to Campus Security:
   - Exact location of incident – building, level, room number;
   - Any suspicious behaviour;
   - Number of people potentially exposed;
   - Description of the package/device; and
   - Action taken (e.g. package sealed or covered, area isolated).

3. Keep areas clear, and cordon off if necessary.

4. Await further direction from incident response staff, Police or Emergency Services regarding evacuation procedures.

**Incident Response**

Police, Fire & Emergency Services (with assistance from Campus Security) will coordinate the following actions as required during a suspicious item, bomb or Improvised Explosive Device (IED) incident:

- Implement partial or full building and area evacuations, and establish safe cordons around the incident scene;
- Gather information on the nature of the threat/incident;
- Arrange for specialist support to search and assess the scene;
- Render safe any unexploded or suspect items;
- Undertake medical triage and treatment of casualties; and
- Crime scene and evidence recovery activities.
**Raise the alarm**
1. Make sure anyone near the incident is safe and cared for.
2. Evacuate the immediate area around the incident.
3. Report the incident to Campus Security, your Senior Laboratory Technician and the Occupational Safety and Health Team.
4. If radiation is involved, notify a University Radiation Safety Officer (RSO). The RSO list is provided at the following link: https://murdoch.edu.au/RadiationSafety

**Isolate the hazard**
1. If safe to do so, move exposed individuals to a safe decontamination area. The wellbeing of exposed personnel requires attention before undertaking decontamination and containment actions.
   If unsure of the hazards presented and associated risks to safety and health, consult your Senior Laboratory Technician and the Safety, Health & Wellbeing Team prior to taking any action.
2. Avoid spreading contamination through unnecessary people movement, cordon off the affected area and establish warning signs for the affected location.
3. Do not switch on/off any lights or electrical equipment unless directed, as these may become a source of ignition.
4. If directed, turn off the building’s air-conditioning to reduce spreading of emitting gases and vapours.

**Evacuate**
1. Evacuate the building as instructed to do so by incident response staff, Police or Emergency Services.
2. Walk quickly and calmly to the assembly area.
3. Remain in the assembly area until otherwise directed.

**Clean-up**
1. Do not re-enter the affected area until it has been professionally decontaminated and you are advised it is safe to do so.

**Further information:**
Guidance on hazardous substance management can be found on the Hazardous Substances web page.
Radiation safety information (including the RSO link) is held on the Safety in Research and Teaching - Radiation Safety web page.
Mental Health First Aid (MHFA) is the immediate support provided, by anyone, to a person developing or experiencing mental health issues. This support is provided until professional help is received, or the crisis resolves. Mental health issues include depression, anxiety, psychosis, substance misuse and exposure to trauma.

MHFA involves providing compassion, listening non-judgementally and assisting someone who doesn’t know how, or hasn’t been able, to connect with professional help and other supports. The MHFA Action Plan is as follows:

**ACTION 1: Approach the person, assess and assist with any crisis**
- Call 000 and Campus Security if the person is self-harming, in extreme distress or is putting others at risk. If the person is suicidal, make sure someone stays with them while help is called.
- If the person is not in immediate crisis, ask them how they are feeling and for how long.

**ACTION 2: Listen non-judgementally**
- Avoid judging the person or their situation. People in distress often want empathy first, before practical help.
- Show the person you are hearing and understanding what they are saying. This will help them talk more freely.

**ACTION 3: Give support and information**
- Offer emotional support, empathise and give the person hope for recovery.
- Ask if the person would like information about mental health illnesses. This can help them understand what they are experiencing, and also destigmatise seeking help.

**ACTION 4: Encourage the person to get appropriate professional help**
- Tell the person about help and support options that may assist their wellbeing and situation.
- Options include medical advice, counselling and external support services provided in these Guidelines.

**ACTION 5: Encourage other supports**
- Encourage the person to use self-help strategies and seek the support of family, friends and others.
- Respect the person’s cultural and social background when encouraging supports, and respect their right to privacy.

**MHFA training at Murdoch:**
Murdoch runs MHFA courses on Perth and Mandurah campuses to train staff in identifying and helping someone with signs of mental health illness. Course details can be accessed via the Training Course Management System web page.

**Further information:**
MHFA Australia provides extensive resources and information on the MHFA Australia website.

Lifeline and Beyond Blue provide information on mental health, crisis support and suicide prevention/intervention.

The Murdoch University Health: Counselling Service web page provides guidance on student wellbeing and resilience resources, including workshops on topics such as handling stress, wellness and coping strategies. Counselling Service staff are also available for advice and consultation on issues of mental health, and to provide counselling appointments for students.

Information on Murdoch’s Wellness Program can be be accessed on the Wellness web page.
When providing first aid to an injured or ill person follow the DRSABCD action Plan:

1. **D (Danger)**
   Always check the area is safe for you, bystanders and the injured or ill person before assisting. Do not put yourself in danger when assisting others.

2. **R (Response)**
   Check if the person is conscious by asking their name and squeezing shoulders.
   If they respond provide reassurance, check for injuries and monitor. If injuries are minor, seek First Aid Officer assistance or direct the person to the nearest medical centre.
   Send for help if there is no response.

3. **S (Send for Help)**
   Call 000 and Campus Security. Advise them of the following:
   - Yours and the patient’s name;
   - Location (building, level, room number);
   - Nature and type of injury;
   - State of consciousness of the injured person(s);
   - Age and gender of the injured person(s);
   - If possible, the names of the injured person(s); and
   - Any additional relevant information.

4. **A (Airway)**
   Open person’s mouth, and if foreign material is present, place in recovery position and clear airway with fingers. Open airway by tilting head with chin lift. Check breathing once airway is clear.

5. **B (Breathing)**
   Look, listen and feel for breathing.
   Place in the recovery position, treat injuries and monitor if breathing is present.
   If breathing is absent or not normal, start cardiopulmonary resuscitation (CPR).

6. **C (CPR)**
   Apply 30 chest compressions and 2 breaths (adult and child).
   Continue CPR until help arrives or patient recovers.

7. **D (Defibrillation)**
   Apply Automated External Defibrillator (AED) if available and follow voice prompts. Campus AED locations are provided on Campus Maps.

**Reporting**
Post-incident, complete a Murdoch University Incident Reporting System (MUIRS) report.

**Further information:**
Information about First Aid at Murdoch (include details of nominated University First Aiders) can be accessed at the Safety, Health and Wellbeing web page.

St John Ambulance provides further guidance and training.

**Workers compensation**
Workers compensation claim information can be found at the Safety, Health and Wellbeing web page.
Medical service
Murdoch University has its very own medical centre on campus, next to the sports centre. Appointments are usually required for all consultations with the doctor. You can make an appointment by telephone on 9360 2293, in person or through the online booking system. In the event that you do not have time to make an appointment, you may wish to see the medical centre nurse. No appointments are required to see the nurse, this is done on a walk-in basis. Doctor’s fees will be billed directly to your Overseas Student Health Cover (OSHC) provider, which means that there will be no out-of-pocket cost for you to see a doctor on campus. Medication can be covered to a certain amount, and this will depend on your specific OSHC policy.

Counselling
Murdoch has a counselling centre located on Bush Court. This is a confidential and free service for all students, up to 6 sessions in 12 months. The counselling service provides a range of study and personal support, from procrastination and exam stress to anxiety and depression. There are also group workshops across a variety of topics covered across the year. To access the counselling service, please call 9360 1227 or email at counsellingservice@murdoch.edu.au to make an appointment.

How to find a doctor
If you are feeling unwell, there are many ways to find a doctor. In order to minimise your medical expenses, it is recommended that you attend a medical centre or general practitioner (GP) that directly bills to your OSHC provider.
- If your OSHC is with Allianz Global Assistance, you can use the ‘My OSHC Assistant’ app (recommended) or the ‘Find a Doctor’ tab on the Allianz website
- To find a doctor after 4pm on weekdays, after 10am on Saturdays, and all-day Sunday (including public holidays) you have to book an after-hours appointment. Call 13 SICK (7425) or book online at homedoctor.com.au
- Access a doctor by video or phone. Visit doctorsondemand.com.au to book in your consultation request or to request a repeat prescription.

How to make a claim
If you visit a GP that is not part of the direct billing network for your OSHC provider, you will need to pay your bill and then make a claim to your OSHC provider for your cost to be reimbursed.

Support on campus
If you need any assistance making a claim or with your OSHC, please come and see the OSHC representative at Murdoch. Allianz officers are at Counter 1 in The Student Centre from 10am - 4pm on Mondays, Wednesdays and Fridays.

Off-campus Safety and Wellbeing Support
Murdoch University is one of the first universities in Australia to offer 24/7 specialist multilingual emergency, safety and wellbeing support for eligible international students with Allianz OSHC, in partnership with Sonder Australia. Students who are injured, feel unsafe, confused, ill, lost or stranded off-campus can access immediate, 24-hour assistance across the country through the Sonder Australia app. Trained multilingual personnel provide assistance through a live chat, phone call or in-person on the ground. The app features a ‘24/7 Help’ button, which automatically sends an alert to the Sonder Support Centre and pinpoints the member’s exact location.

For more information and instructions on how to download and activate the app, visit https://murdoch.edu.au/Sonder
**Planning your trip:**

1. Request university travel via Murdoch’s travel management system (for staff and fully-funded or entirely accompanied students). Other student university travel is to be entered into the Murdoch University Student Travel Registry.

2. Check Department of Foreign Affairs & Trade (DFAT) advice levels when making travel plans. Also consider reputation, safety and security when choosing flights and accommodation.

3. Be familiar with destination information from the DFAT Smartraveller website, as well as your emergency contacts and insurance information.

4. Seek medical advice on how to mitigate health risks (such as vaccinations) and handle pre-existing medical conditions (including prescription medicines) for your travel destination.

5. Pack light and simple, using securable luggage where possible. Don’t take non-essential electronic devices. Delete or secure sensitive information before departure.

**While travelling:**

1. Avoid downloading dubious content and connecting to public Wi-Fi networks or unknown devices. Always consider how you will protect, use and disclose sensitive information.

2. Check reliability and security of ground transport options. Use airport vehicle transfers from accommodation providers where possible.

3. Plan travel routes, know traffic rules, avoid wearing distinct clothing and be familiar with the locations of police stations, hospitals and meeting places. Avoid travelling on foot or alone, particularly at night.

4. Don’t carry money and identification in one place. Use passive compliance if confronted, but switch to aggression if assailant persists.

5. Maintain accommodation privacy, keep travelling companions informed of your movements and know local emergency response procedures, evacuation routes and emergency exits.

**If an emergency happens:**

1. Follow local emergency response procedures and directions from Police & Emergency Services.

2. Let your travel companions, family and the University know you are ok.

3. If emergency is large-scale, monitor media reports of the incident and DFAT Smartraveller advice updates.

4. If necessary, seek help from the University’s travel emergency assistance provider or the Australian DFAT consulate in that location.

**Further information:**

The Safe & Successful Travel page contains travel risk guidance and tools. The page can be accessed at: https://murdoch.edu.au/SafeTravel