



Volunteer Overseas Travel Insurance | General Information

Am I eligible?

You may be eligible to receive benefits under James Cook University's (JCU's) Corporate Travel Insurance Policy should you meet the following criteria:

1. You must be an authorised JCU volunteer, including Honorary, Emeritus and Adjunct staff;
2. You must be on approved overseas travel on behalf of JCU.

When am I covered?

Cover only applies whilst on a "Journey" as defined below:

Approved University travel exceeding a radius of fifty (50) km from your normal place of residence or business premises; and
The maximum duration of any one trip shall be twelve (12) months.

If you are travelling on an approved journey, you are covered:

For direct travel to and from the approved destination;
All business days at the approved location/s; and
Incidental private travel.

What is incidental private travel?

For insurance purposes, incidental private travel means days immediately before or after, or during approved University travel, which are incidental to the University travel.

When do I need my own insurance?

You are responsible for your own travel insurance when:

Your journey exceeds twelve (12) months;
You are extending any approved University travel to include private leisure travel, not incidental to your JCU travel; or
Your trip is not a JCU approved activity.

Where can I get private travel insurance?

Insurance can be arranged online with JCU's corporate provider, [Chubb Insurance Australia Limited](#) or through any other insurer of your choice.

Is it safe to travel?

It is important that all travellers make themselves aware of any potential risks or security threats in the country to which they are planning to travel. To learn about these possible risks visit [smartraveller.gov.au](#)

If the travel advisory alert for the intended destination/s is:

Level 3 – Reconsider your need to travel;
Level 4 – Do not travel; or
No advice given

You must consult your supervisor for further advice before booking any travel.

If the security situation increases to Level 4 whilst you are in the country, contact [Chubb Assistance](#).

If your travel plans involve visiting Afghanistan, Chad, Chechnya, Côte d'Ivoire (Ivory Coast), Cuba, Democratic Republic of Congo, Iraq, Israel, Libya, Somalia, South Sudan, Sudan, Syria, or Yemen, **please notify insurance@jcu.edu.au before booking your travel. There are policy exclusions in place for travel to these countries.**

Pre-Travel Registration

If you are travelling overseas, subscribe to travel advice with the Department of Foreign Affairs and Trade (DFAT) by visiting the [Smartraveller](#) website.

When you subscribe, you may need to provide the following information:

Do you have overseas travel insurance? **YES**
Insurance Company: **Chubb Insurance Australia Limited**
Policy Number: **04PP007672**
Phone Number (Chubb): **+ 61 7 3221 1699**

It is also recommended that you:

Register with [Chubb Assistance](#) using JCU's Policy Number **04PP007672** for additional travel advice (if you have already registered, simply log-in to update your destinations).

If, for any reason, you have not booked your travel through Concur, you are required to:

Add your travel itinerary and plans to TripIt via the app or by emailing your itinerary to plans@tripit.com.

Travelling to your home country or if you have dual citizenship

Medical and additional expenses benefits payable under the policy may be

