



# World Travel Protection Corporate Program for Western Sydney University

## Making the most of your membership

Welcome to the World Travel Protection Corporate Program—chosen by your organisation because they care about your health and wellbeing—especially when you are away from home.

The experienced World Travel Protection medical assistance team will be available to help you prepare for any upcoming trips and look after you if you get into any trouble whilst travelling or living overseas.

**As a World Travel Protection member, Western Sydney University has access to 24 hour expert advice and assistance before travelling and whilst away from home.**

### Online Information: Travel, Medical & Security

- Essential travel, health and personal safety advice
- Important security risk analysis and advice covering 200 countries, including daily reporting on emerging security issues
- Email alerts with information and advice on emerging medical and security issues.

## Medical Assistance

- Medical advice by World Travel Protection Nurses
- Referrals for medical or dental treatment
- Help to obtain medications and medical equipment
- Medical monitoring if you are hospitalised
- Assistance with appointments and ambulance transportation
- Emergency medical evacuation / repatriation
- Compassionate visit and family travel assistance
- Repatriation of mortal remains.

## Travel Assistance

- Embassy and consular information
- Emergency message transmission & translation
- Loss of document advice and assistance
- Advance of emergency personal cash.

## Security Assistance

- Before you go, find out all you can about the city and country you're travelling to through our online database and sign up for alerts to notify you of any unexpected events that might cause travel delays or disruptions when you are travelling. Alerts will cover civil or political unrest, severe weather events, terrorist acts, major transport accidents or industrial action.
- Should you feel unsafe due to an unforeseen event whilst travelling call our 24/7 assistance number for advice and, if necessary, we will help to move you to the nearest safe location.

## Before you go

Visit [www.worldtravelprotection.com](http://www.worldtravelprotection.com) and head to the "Members Area" on the front screen. You will need your membership number shown below to sign up to the site for the first time.

Your **Western Sydney University** membership number: **CC112UWS**

Click 'SIGN UP' and enter the details requested on the following page to set up your individual login and password. Use your Western Sydney University email address and selected password every time you wish to return to the site.

## Once registered use the information provided to:

1. Check the current health risks for the locations you plan to visit, including recommended and required vaccinations that will help to protect you from illness whilst overseas.
2. Check the political situation and other security risk information for the countries you will be visiting and access general tips on keeping safe when away from home.
3. Sign up for alerts for the destinations and duration of your trip to stay informed by email or text message of any unexpected events that may affect your travel plans or personal wellbeing.
4. Sign up to the daily e-news summary of all key events around the world if you wish to keep informed, but do not have any specific travel plans yet.

## Pre-departure check list

### Documentation

- World Travel Protection Membership Card
- Is passport valid (minimum 6 months required for many countries)
- Visas - Contact the Immigration Office of the country visiting
- Flights confirmed
- Hotels confirmed
- Hire car or transfers booked
- Credit Cards/ travellers cheques/ money/ foreign currency
- Itinerary prepared/ circulated
- Photocopy travel documents and store at home, office & with luggage - Passport, visas, letters of invitation, travel itineraries, contact details, World Travel Protection card

### Security

Visit [www.worldtravelprotection.com](http://www.worldtravelprotection.com) & enter membership number **CC112UWS**

- Review online security information
- Sign up for Security Alerts for the countries you will be visiting
- Primary wallet: Small amounts of cash & other non-critical items for easy access
- Emergency wallet: sufficient amounts of cash, credit cards & copies of documents
- Communication:  
Will your phone work at your location?  
Have you requested global roaming or purchased a global SIM card?  
Don't forget to pack chargers and a wall adapter can be useful if you have a few items to charge at once

### Health

Review online Security information, risk ratings - Visit [www.worldtravelprotection.com](http://www.worldtravelprotection.com) & enter membership number **CC112UWS**

- Check the health requirements for your destination(s)
- Check if any vaccinations are required/recommended
- Pack first aid kit
- Ensure adequate supplies of prescription medicines – take extra in



### If you need assistance, contact World Travel Protection on +612 8907 5686 any time, day or night to:

- Speak to a nurse or doctor about a medical concern or injury
- Help locate the most suitable doctor, dentist or other medical facility in your location
- Monitor your condition if you are sick or injured
- Receive assistance with lost or delayed baggage, cancelled connections, or industrial action
- Receive help with lost passports or credit cards
- Obtain advice to help you safe during unexpected events
- Access telephone counselling to help you or your family cope with an unexpected traumatic event whilst away from home.

### FAQs

#### What number should I call?

Call the phone number on your emergency card and shown below:

Country exit code +61 28907 5686  
Reverse the charges, if necessary.

#### When should I call World Travel Protection

If you fall sick, are injured, concerned about your personal safety, or require advice/assistance regarding anything to do with your travel, you should call World Travel Protection immediately to:

- Notify us if you have been unexpectedly injured or are in hospital
- Arrange hospitalisation
- Arrange a transfer if the local facilities are inappropriate
- Arrange a medical repatriation to get you home if you are unable to continue your trip
- Arrange payment guarantees for medical expenses
- Provide help if your personal safety is at risk
- Request assistance if faced with a major crisis or catastrophic event
- Contact your family or employer to keep them informed
- Liaise with your travel insurer if required.

### To help us to assist you promptly, please have the following information available when you call:

- Name of person requiring assistance
- Your company name
- The World Travel Protection Corporate Program number, printed on your card
- A return phone number so we can call you back if we need to
- Your location
- The reason for your call.

#### What if I need to see a doctor?

Contact World Travel Protection as soon as possible and we will help you to find the nearest, most appropriate, English-speaking medical practitioner. In key locations where the quality of medical care is very variable, World Travel Protection will help you select appropriate medical care and locate English-speaking medical services as available.

#### Travel GP

For minor incidents and injuries our travel GPs may be able to diagnose and provide you with a treatment plan without having to visit a doctor overseas. One of our nurses will assess your injury or illness to determine suitability and when appropriate, set up a travel GP consultation for you.

#### Global coverage

World Travel Protection is a member of the International Assistance Group, the largest assistance organisation in the world. With 60 alarm centres and a global network of correspondents and accredited providers worldwide, we will always be there to help you.