

WSU and International SOS

Key information to prepare for your travel



WSU Membership number: 12AGDA915576

International SOS Assistance Centre number: **+61 2 9372 2468**

WSU is committed to the wellbeing of our students and staff while they are travelling overseas for business.

WSU has partnered with International SOS to offer our staff medical and security advice, referrals, emotional support and routine & emergency assistance when travelling abroad.



1. Action Now

Download the [International SOS Assistance App](#)

Turn ON your Location and Notification Settings

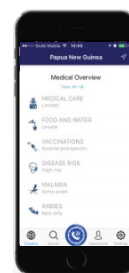
Use the International SOS Assistance App before and during your next trip for:

- ✓ Easy access to the local Assistance Centre, in an emergency and for everyday advice.
- ✓ Expert medical, security and travel assistance.
- ✓ Receive the latest information about their destination.
- ✓ A brief guide to the Assistance App is attached

Ensure your notifications are turned on and your location settings are enabled.

Ensure your profile has your up-to-date contact details (so WSU can communicate effectively with you in an emergency)

Enable **Auto-Emergency Check In** from within the App – more information can be found [here](#).



2. Before Your Next Trip

Ensure International SOS has your up-to-date itinerary

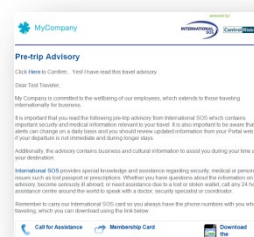
International SOS and WSU rely on your itinerary to provide you pertinent travel information and updates, and to keep you safe. All bookings and itinerary segment changes should go through the nominated Travel Management Company (TMC). If you cannot book via the TMC, please speak with your Manager regarding the other options to upload your itinerary.

Ensure your contact details are current.

International SOS and WSU require your current contact details in order to communicate with you effectively, especially in the event of an emergency. You can access your profile data within the Assistance App and update as necessary.

Read your Pre Trip Advisory

As part of the membership, International SOS will systematically capture information about your travel in order to send you specific advice about your destination in the form of a Pre-Trip Advisory email. This informative email contains country specific advice and recommendations on travel, security and medical risks.



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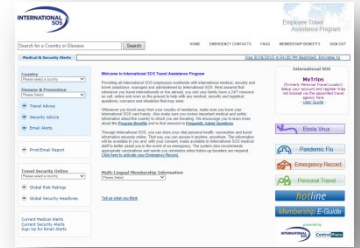
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Connect to the International SOS Information Portal [HERE](#)

Access detailed information on more than 200+ countries and 400+ cities:

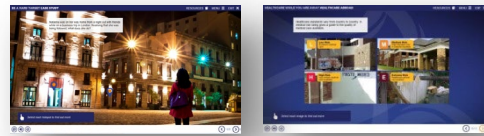
- ✓ Evaluation and analysis of health, travel and security risks;
- ✓ Daily updates on travel security, disruptive incidents and situational developments;
- ✓ Travel guides and cultural tips;
- ✓ Subscription to proactive email alerts;
- ✓ A guide to setting up email alerts is attached.



Complete your eLearning

As part of the pre-travel preparation, you are required to complete eLearning modules. These short trainings will provide you with basic principles of personal safety and health management while abroad.

The eLearning Hub is accessible [HERE](#). Log in and create your account by clicking on 'Register'.



3. At Anytime

Call an Assistance Centre – Call Early, Call Often

As a member of International SOS, you have access to our global network of 26 Assistance Centres, staffed by our medical, security and logistic specialists. **There is no fee to call, and all calls are CONFIDENTIAL.** This assistance program is available to all WSU employees.

How To Call:

- ✓ **For Staff and Students** (actively travelling for WSU)

The Sydney Assistance Centre is available 24/7 on +61 2 9372 2468
[Click Here](#) for other Assistance Centre locations.

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Why should I call International SOS?

International SOS will assist you no matter how big or small your request might be and we encourage you to call for help any time, day or night. Whether you have lost your wallet, need medical advice or assistance, a referral to a doctor, or require a full scale evacuation, International SOS can assist you. No matter how small your concern may feel, when in doubt, call International SOS for support. With a global network of medical and security specialists, International SOS is well equipped to support you.



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4. In an Incident

In the event of a security incident close to you, International SOS will reach out to you directly to ensure that you are safe and WSU's management is able to locate staff and students, communicate and provide assistance. Please ensure your travel profile is up to date with the correct mobile number.

Automated Check In – Opt In

If enabled on your mobile device, Auto Emergency Check-in will automatically share your location with your organisation's key managers when the International SOS Assistance App recognises that your last known location is within the impact area of a Security Special Advisory (a critical imminent event). If you have NOT enabled this feature, you will receive a notification to manually check in and let your organisation know you are safe. **For more information click [here](#).**

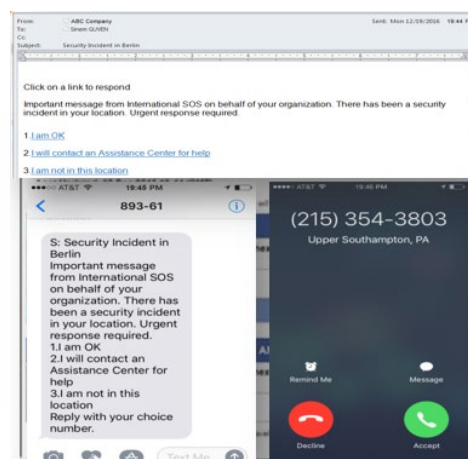
Read Your Alerts. Respond to Outreach.

You will receive an Alert based on your itinerary which will outline the incident and guidance on what to do next – see examples below. In a serious incident, you will also receive an automated call, message and/or email in the instance of a serious event if your itinerary shows you are nearby. Please respond to the message so that we can ensure your wellbeing and help you if you need it.

Please save the following number to your phone: **(215) 354 3803**



Special Advisory notification example



Automated Outreach communication modes

International SOS will keep you informed of any changes or update information during an incident in your vicinity, however if you have been affected or would like more information, call in to your closest Assistance Centre at any time 24/7 via the app to speak to an expert and receive assistance.