

INTERNATIONAL SOS – Medical & Security Assistance Provider

Offices, Assistance Centres, Response Centres, Security Centres, Clinics, Air Ambulance Operators, MedAire Offices, and Supply Offices.



12,000

Employees

4,800

Medical Professionals

3.4m

Assistance Calls

1,063

Security Assistance Professionals

83

Offices
27 Assistance Centres
30 Security Locations

85,000

Providers in our network
across 240 countries &
territories and 10,000
cities

103

Air Ambulance
Operators

2,200

Evacuations



W WESTERN SYDNEY
UNIVERSITY

UWS Membership number: **12AGDA915576**

TRAVELLER EXPERIENCE



EMPLOYEES

PREPARE TRIP

Prepare for trip via Pre-trip Advisory/App after booking



Additional Questions? Call Assistance Centre

Download the one-stop-shop Assistance App

DURING THE TRIP

24/7 support one call away



Receive alerts via email/SMS

INCIDENT MANAGEMENT

Automated communications & check-in



24/7 Medical, Security and Logistic support & Guarantee of payment

RECOVERY

Emotional support



Pre-trip Advisory

Dear sample sample,

Western Sydney University is committed to the wellbeing of our employees, which extends to those traveling internationally for business.

It is important that you read the following pre-trip advisory from International SOS which contains important security and medical information relevant to your travel. It is also important to be aware that alerts can change on a daily basis and you should review updated information from your Portal web site if your departure is not immediate and during longer stays.

Additionally, the advisory contains business and cultural information to assist you during your time at your destination.

International SOS provides special knowledge and assistance regarding security, medical or personal issues such as lost passport or prescriptions. Whether you have questions about the information on this advisory, become seriously ill abroad, or need assistance due to a lost or stolen wallet, call any 24 hour assistance centre around the world to speak with a doctor, security specialist or coordinator.

Remember to carry our International SOS card so you always have the phone numbers with you when traveling, which you can download using the link below.

Destination at a Glance



Destination: **Indonesia**

H HIGH MEDICAL RISK
M MEDIUM TRAVEL RISK



MEDICAL CARE

Variable
Good quality care from selecte



FOOD AND WATER

Drink bottled water. Care wit
Know how to manage traveller



VACCINATIONS

Proof of yellow fever vaccini
to enter
There is no yellow fever risk, b
a location with yellow fever an
vaccination. See the full vaccin
guide. Ensure all routine vacci
vaccinations may be recomme



DISEASE RISK

Zika risk may be present
Pregnant women are advised t
serious birth defects.
Other health threats are pres



MALARIA

Risk in some areas
Check if there is malaria at you
Seek advice about preventativ



RABIES

Avoid domestic and wild ani
Consider vaccination before tr
bat, you need urgent medical t



CRIME

Occurs in many areas, sometime
Opportunistic and petty crime occu
kidnapping affects foreigners. (Rea



PROTESTS

Often disruptive or violent, pose
Protests are highly disruptive or co
pose an indirect threat to foreign n



**TERRORISM /
CONFLICT**

Moderate indirect risk to foreign
Terrorism, violence by armed grou
powers occur periodically, or in sor
foreign nationals. (Read more...)



TRANSPORT

Few reliable or safe options
Most forms of public transport are i
more...)



NATURAL HAZARDS

Cause significant disruption
Occasional major natural disasters
cause significant, long-lasting dam



CULTURAL ISSUES

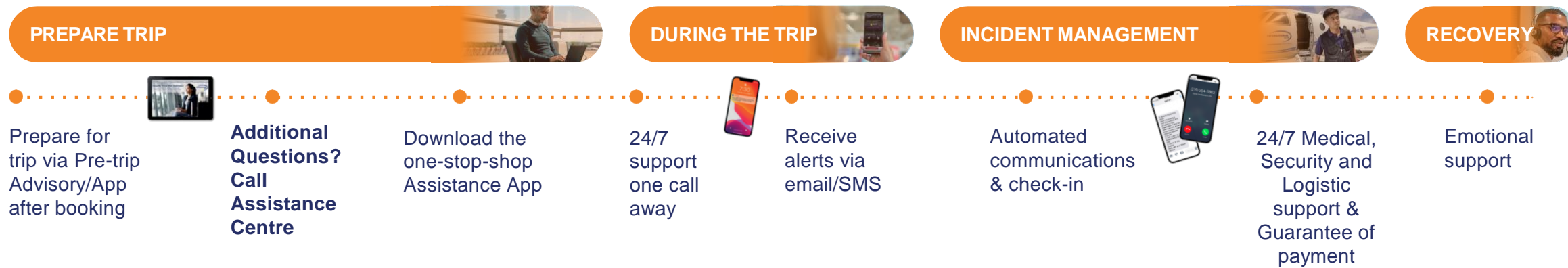
Social consequences
Non-compliance with cultural norm
(Read more...)

FCM



TRAVELLER EXPERIENCE

EMPLOYEES



Profile specific medical questions: vaccinations, medications, pre-existing medical conditions in travellers, healthcare facilities in destination countries.

Itinerary specific security questions- itinerary reviews, transport providers, hotel, profile specific, journey management

- Call **+61 2 9372 2468**
- Email: **Sydney@internationalsos.com**



TRAVELLER EXPERIENCE



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Additional Questions?
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Every traveller MUST Download the IntlSOS 'Assistance App' (Uni Login)

DURING THE TRIP

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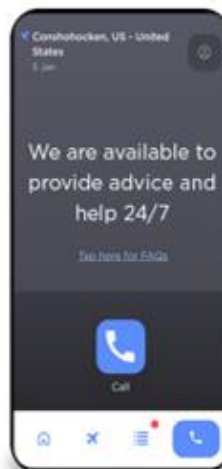
Emotional support



Country Guides



Travel Advisor



Click to Call



Upload Trip



Find a Doctor



QR to download the App

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Call often, call early

No matter how small or big the issue/situation is, we're here to support



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India: Chennai: Expect disruption during protest by state-ruling party on 18 February

OVERVIEW

Level: Notice

Location: Chennai - India

Category: Protest/Rally, Road disruption

Event Date: 18 Feb 2025

Last Updated: 17 Feb 2025 19:15 (GMT)

Expect disruption on **18 February** in Chennai (Tamil Nadu state) during a protest by the state-ruling Dravida Munnetra Kazhagam party and its allies. Protesters will gather at **16.00** (local time) outside the [Chennai Collectorate](#). The event is being held to denounce the federal government and its alleged inadequate funding for Tamil Nadu in the country's annual budget.

ADVICE

- Expect traffic disruption around the Chennai Collectorate. If due to travel near the affected area, reconfirm the status of routes before setting out and allow additional travel time.

INTERNATIONALSOS.COM

Mexico: Defer travel to coastal areas of Guerrero, Michoacan states following resurgence of Tropical Storm John until at least 28 September; essential travel to impacted areas of Oaxaca state can resume with precaution

OVERVIEW

Level: Advisory

Location: Chiapas, Guerrero, Michoacán, Oaxaca states - Mexico

Category: Storm, Flood, Landslide, Transport disruption, Infrastructure outage

Last Updated: 25 Sep 2024 23:06 (GMT)

Defer travel to coastal areas of Guerrero and Michoacan states **until at least 28 September** following the resurgence of Tropical Storm John earlier on 25 September. Travel to impacted areas of Oaxaca state can resume with precaution following the storm's passage. The weather system is currently located south-west of Acapulco (Guerrero state). Afterwards, John is forecast to strengthen into a Category 1 hurricane (lowest on a five-tier scale) before making a second landfall late on **26 September** in the vicinity of [Zihuatanejo](#) (Guerrero).

ADVICE

Inbound travellers

- Defer all travel to coastal areas of Guerrero and Michoacan states until at least **28 September** after the passage of Tropical Storm John, when the impacts on critical infrastructure and the security situation in the state will be clarified.
- Essential travel to impacted areas of Oaxaca state can resume with precaution following the passage of Tropical Storm John. Expect residual disruption and ensure routes are clear prior to setting out. Allow additional time for journeys and do not attempt to cross flooded roads. If you come upon one, find an alternative route to your destination.

Lebanon: Beirut, environs: Continue to avoid Ghobeiry area in coming hours following airstrike; account for workforce (Revised)

OVERVIEW

Level: Special Advisory

Location: Beirut, environs - Lebanon

Category: Explosion, Conflict

Last Updated: 24 Sep 2024 16:48 (GMT)

Continue to avoid the [Ghobeiry](#) area (Mount Lebanon governorate) near the capital Beirut **in the coming hours** following an airstrike. The attack hit a 5-storey building, killing six people and injuring 15. IDF has confirmed that the target Ibrahim Qubaisi, one of Hizbullah commanders, is amongst the victims. Such airstrike is part of an ongoing Israeli military campaign aimed at weakening Hizbullah's forces (*see related alert*). Civil emergency services have reportedly finished clearing the rubble.

ADVICE

- Continue to avoid the area. Remain apprised of developments to ascertain the feasibility of essential movement **in the coming hours**.
- If already in the vicinity, move to a safe location, such as your local office or accommodation, and remain there until the situation has stabilised. Expect a heightened security force presence and follow all official directives.
- If travelling in the area in the coming hours, reconfirm the status of routes and allow additional time for journeys.

WORLDWIDE REACH. HUMAN TOUCH.

TRAVELLER EXPERIENCE



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INTERNATIONAL SOS

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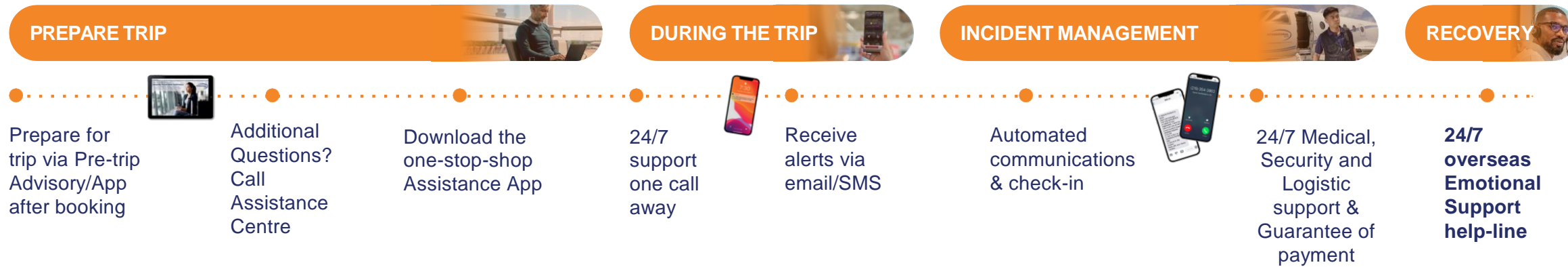


Emotional support



TRAVELLER EXPERIENCE

EMPLOYEES



CASE STUDY



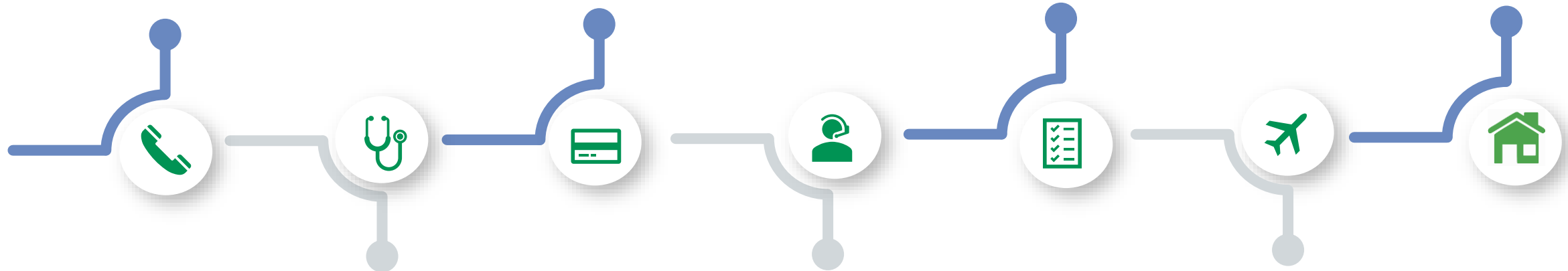
TRAVELLER WHO HAS
FALLEN OVER AND
INJURED CALLS CLOSEST
INTERNATIONAL SOS
ASSISTANCE CENTRE VIA
APP BUTTON

ASSISTANCE CENTRE MEDICAL TEAM ASSESSES
TRAVELLER SITUATION; MEDICAL ADVICE IS
PROVIDED AND APPROPRIATE NEXT STEPS
AGREED – HOSPITAL ADMISSION ARRANGED

OPERATIONS SPECIALIST NOTIFIES YOUR TRAVEL
INSURER OF THE CASE AND REQUESTS VERIFICATION
OF BENEFITS & AUTHORISATION TO PROCEED

TRAVELLER IS DIRECTED TO
APPROPRIATE MEDICAL PROVIDER &
GUARANTEE OF PAYMENT IS PLACED BY
INTLSOS

THE CASE IS FOLLOWED IN
ITS ENTIRETY; FINAL UPDATE
GIVEN TO UNI & INSURER.
TRAVELLER COMES HOME
SAFE



INTERNATIONAL
SOS OPERATIONS
SPECIALIST TRIAGES
THE CALL - MEDICAL
EXPERT BROUGHT
ONTO THE CALL

OPERATIONS SPECIALIST
NOTIFIES THE UNI'S
AUTHORISING/ EMERGENCY
CONTACT WITH YOUR
CONSENT

ASSISTANCE CENTRE MONITORS
APPOINTMENT, REVIEWS RESULT
AND TREATMENT PLAN.
UNI & INSURER ARE UPDATED.
ASSISTANCE CENTRE HELPS
WITH ANY NECESSARY TRAVEL
CHANGES

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