

UniSA and International SOS

A partnership that supports you



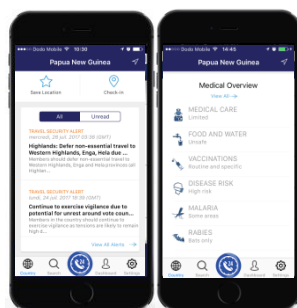
University of South Australia has partnered with International SOS to offer our staff and students medical, safety and security advice, referrals, emotional support and routine & emergency assistance when travelling or living abroad. We strongly recommend that you follow the steps below to familiarise yourself with this new partnership and the services available to you in preparation of your next trip and while overseas.



University of
South Australia



Prior to departure



1 Read our policy

Read our university travel policy and procedures and ensure you are compliant.

2 Download the Assistance App

The mobile app provides immediate access to the assistance centre where medical, security or logistical experts are on hand to provide routine advice or support in an emergency. You will find up-to-date advice and real-time alerts for the locations you are travelling to.



1. Scan the QR code below and select your mobile.
2. Select 'Yes' when you run the app to make it a trusted application.
3. Enter our membership number: **12AYCA773040** and create your traveller profile

3 Call or go online

There are many questions you should ask before you depart. International SOS medical and security specialists are on hand 24 hours a day to answer your queries and concerns.

Save the Sydney assistance centre number to your mobile now:
+61 2 9372 2468

Before departing on your overseas assignment, a great place to start your pre-trip preparation is the online portal (internationalsos.com). Using our membership number (**12AYCA773040**) you can log into the portal and view up-to-date medical and security information and receive alerts to your email or smartphone.

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.

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Contact International SOS anytime, anywhere when you venture out of the country as our representative. Consider them your reliable, virtual advisor for both critical and routine questions.

Pre-departure	During travel or exchange	In an emergency
<ul style="list-style-type: none"> As soon as you know you are travelling, sign yourself up for email alerts for each of the countries/cities you will travel to or through Review the country guides Contact the assistance centre (available 24/7) to get a travel brief over the phone Ensure your International SOS app is active – allowing you access to medical and security alerts while you're away 	<p>Call an assistance centre 24/7 if you:</p> <ul style="list-style-type: none"> Are not feeling well Need a referral for a doctor, dentist or other care Need emotional support Hear of travel disruption affecting your itinerary Hear of adverse weather or a natural disaster that impacts your itinerary Feel unsafe, hear of riots or protests outside your hotel or place of business Require a language translator, even in a cab Need prescriptive medication Your wallet /passport/ identification documents are lost or stolen Require a cash advance Are the victim of a theft or assault 	<p>Call an assistance centre 24/7 in any emergency situation. International SOS will assist you and your managers with:</p> <ul style="list-style-type: none"> Hospitalisation and medical monitoring (including upfront payment to ensure emergency admission) Step-by-step security instructions and advice to ensure your safety Operational and logistical management of your medical and/or security evacuation Liaising with your family members and University of South Australia with updates on your situation Post-incident follow-up and return to work assistance

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.

