



Whole-of-Australian-Government Travel Arrangements Advice

2014/34 – International SOS services

27 November 2014

International SOS is the Commonwealth's contracted overseas medical and travel assistance (OMTA) provider for employees of Comcover Fund Members. Comcover Fund Members include all entities within the General Government Sector.

International SOS works from more than 700 locations in 70 countries to provide services 24 hours a day, 7 days a week. International SOS offers a worldwide network of assistance centres, clinics and health providers, local expertise, preventative advice and emergency assistance during critical illness, accident or civil unrest.

The majority of the services provided by International SOS are not charged to entities on a usage basis, and are designed to be used by members.

Travel bookers, travel managers and travellers are encouraged to access the pre-travel resources provided by International SOS prior to undertaking travel. The guide at Attachment A outlines how the International SOS services can be accessed.

These services include:


Pre-travel support – includes medical and vaccination advice, country specific medical reports and an online Alert email newsletter.

Pre-travel and in-country Security Assistance services, including:

- Information and analysis of emerging travel security threats and potential disruption to travel on 220 countries and more than 330 cities online, by email and through access to the International SOS global team of analysts.
- Expert security advice provided by teams of regional security specialists supported by a central 24-hour team of security consultants in the International SOS Global Security Centre.
- Assistance in response to emergency situations, such as criminal acts, terrorist events, instability, conflict and natural disasters.
- Access to evacuation of personnel in times of increased security, social unrest or civil disturbance threats if required and requested.

24/7 overseas support – including phone consultations for medical advice and diagnosis, access to 27 International SOS-owned medical clinics, doctor and hospital referrals, bookings and case monitoring, access to doctors and nurses in crisis situations, prescription replacement and hospital or clinic deposit guarantees.

24/7 emergency response – including emergency medical evacuations and escorted repatriations, full case monitoring to resolution, and concierge services.



The Comcover Members Portal – a secure website detailing overseas travel advice including current alerts, cultural, emergency and security information. Members can print destination specific reports. Log into the Portal via www.internationalsos.com with the Membership Number 12ACMA000001. Membership cards can be printed from the Portal.

International SOS App – a downloadable application for compatible iOS, Android, Windows and Blackberry mobile devices, which includes contacts for help, advice and support while you are overseas. The application is available from relevant app stores. Please refer to [Attachment B](#) for further information.

If you have any queries please contact the Comcover team at Comcover@comcover.com.au or call 1800 651 540.