



WoAG Travel Advice 2017/35

Subject: Duty of Care for Travelling Officials and Expatriates

Issue date: 17 October 2017

Entity Travel Managers

As a travel manager, have you considered addressing the following questions:

1. How do I know when it's safe to send travellers?
2. Where are my travellers?
3. Are they safe?
4. How can I contact them?
5. Are they getting the best support?

Entity Travel Managers should be able to answer 'yes' to all of the above questions in order to fulfil their entities duty of care obligations to travellers.

The current geopolitical and security climate necessitates that entities are aware of the location of their travellers at all times while travelling for official purposes. International SOS is contracted by Comcover to provide services to Comcover Fund Members (i.e. entities subject to the *Public Governance, Performance and Accountability Act 2013* that are classified to the General Government Sector) to mitigate risk factors related to international official travel for officials and expatriates. International SOS can assist Fund Members to meet their duty of care obligations by providing a range of services such as, traveller security, traveller tracking and travel advisory services to Australian Government entities at no cost.

Information on the services offered by International SOS can be obtained on Comcover's webpages [here](#).

If your entity would like to access the services offered by International SOS (through Comcover), contact your Comcover Relationship Manager on 1800 651 540 (select option 3) or comcover@comcover.com.au email.

WoAG Travel can be contacted at woagtravel@finance.gov.au or (02) 6215 2447 if you require any further information on this Advice.