



**TRAVEL  
PROTECTION  
FOR THE TMF**

**EVERY TRAVELLER  
IS DIFFERENT, SO IS  
EVERY JOURNEY**

Dynamiq has a proven track record in providing support anywhere in the world. We boast an enviable client list including some of the world's largest mining, oil and gas, infrastructure and government bodies and are proud to now extend our trusted service offering to SICorp clients.

SICorp clients now have access to Dynamiq's 24/7 Emergency Operations Centre (EOC) based in Sydney, Australia. This EOC is staffed around the clock by doctors, nurses and security response experts. It will provide support, advice and action for staff on official overseas travel in any unforeseen situation.

#### ABOUT DYNAMIQ

Dynamiq is an Emergency Management firm with global reach. We pride ourselves on developing resilient people and organisations capable of preventing incidents occurring and well prepared to respond and recover efficiently should the worst case happen

#### AREAS OF EXPERTISE



MEDICAL



SECURITY



ADVISORY



PROJECT STAFFING



24/7 MONITORING & RESPONSE



BUSINESS RESILIENCE

# IT'S YOUR DUTY OF CARE – DO IT RIGHT

## EVERY TRAVELLER IS DIFFERENT, SO IS EVERY JOURNEY.

We believe that no matter who you are or where you are travelling to, you have the right to feel travel ready, safe and secure in the knowledge that if you need to reach out for advice or assistance help is available 24/7.

Dynamiq has been engaged to provide you with emergency assistance when travelling overseas during the course of your employment with SICorp. Regardless of where you are travelling, you have 24/7 access to Dynamiq's Emergency Operations Centre (EOC) in Sydney Australia. This EOC is manned around the clock by doctors, nurses and security response experts and provides support, advice and action for staff on official overseas travel in any unforeseen situation.

Dynamiq is an Emergency Management firm with global reach. Each year we provide medical and security assistance to over 300,000 travellers, 20,000 expatriates and 6,000 organisations worldwide. This year we will respond to over 3,000 emergency cases.

## HOW DO I GET HELP WHEN I NEED IT?

You simply call your dedicated hotline +61 9978 6682 – day or night, 7 days a week (reverse charges are always accepted). You don't need a membership card or policy number when you call us.

Our team of medical experts and security response professionals will be on hand to provide assistance, advice and answers. Call us for:

- › Emergency & non emergency medical care
- › Your personal security needs
- › Questions or concerns about medical, safety and security symptoms
- › Access and referrals to local clinics, facilities and practitioners

## THE BENEFITS OF DYNAMIQ ASSIST

Whatever your needs, we are here to help when you need us, 24 hours a day.

Through your membership you have a dedicated contact number for the Dynamiq Assist Emergency Operations Centre where our team of expert Case Managers, Medical, and Security Specialists will provide you the information or assistance you require.

### BE TRAVEL READY – PRE TRAVEL PREPARATION

Before you travel you can access our online country information portal for the latest updates and information on your destination, specific travel advice provided by your organisation and online travel safety training

Call us if you need additional pre travel advice or have specific questions on your destination.

### EMERGENCY ASSISTANCE

In an emergency your call to us is immediately triaged by our expert team. If necessary we can advise you on how to administer immediate first aid whilst we arrange medical and security specialists to help you. In addition we will organise any next steps needed such as an air ambulance evacuation to a destination with world class primary health care.

### MEDICAL CARE

If you need medical care while travelling, from a simple doctor or dentist visit to the complexities of being admitted to hospital, we are with you every step of the way. Our team will arrange the care you need and check in with you and the medical team treating you to ensure you are receiving the highest standard of care at all times.

### SECURITY ADVICE

As well as providing emergency assistance and medical care, Dynamiq specialise in the safe and secure management of emergency security situations. Our EOC staff are trained and experienced in incident management and will immediately connect you to our security specialists to provide personal security advice and assistance.

# HOW CAN WE HELP?

## PREPARING FOR TRAVEL

Through your country information portal you can access online travel, medical and security information for every country. Here you can obtain the latest updates on your destination, including travel advice, personal safety and health risks as well as a political overview and information on conflict, terrorism and unrest.

The portal also provides links to our online pre travel training course as well as all of our contact details should you need them.

**The country risk information portal can be accessed via the SICorp portal at [www.sicorp.nsw.gov.au](http://www.sicorp.nsw.gov.au)**

“I am pleased to welcome Dynamiq as our new provider. The safety and support of NSW Government staff is paramount and SICorp has a strong commitment to ensuring 24/7 worldwide cover. We look forward to working with Dynamiq and including their expertise in the wider TMF Community”

Steve Hunt, Director, SICorp.



**Dynamiq**  
Trusted Emergency Management

24/7 EMERGENCY HOTLINE  
**+61 2 9978 6682**

**PROACT**  
CRISIS & EMERGENCY  
MANAGEMENT SUPPORT

**TMF**  
Treasury Managed Fund

## DURING TRAVEL

Depending on your company's arrangements with Dynamiq you may receive information updates while you travel to your mobile device. These are useful and informative, and in escalating situations can provide you with immediate advice and information on additional precautions or actions you may need to take.

Remember, Dynamiq Assist is available 24/7 if you need help or just have a concern or enquiry.

DYNAMIQ SUPPORTS YOUR PEOPLE,  
OPERATIONS AND REPUTATION 24/7.

CONTACT DYNAMIQ – ANYTIME  
FROM ANYWHERE IN THE WORLD.

CALL BY REVERSE CHARGE ON:

 +61 2 9978 6682

 +61 2 9888 3609

 +61 416 907 493

 [assistance@dynamiq.com.au](mailto:assistance@dynamiq.com.au)

 [www.dynamiq.com.au](http://www.dynamiq.com.au)

# BEFORE YOU DEPART – MAKE SURE YOU P.A.C.E YOURSELF BEFORE YOU GO

Consideration to your trip before you leave can prepare you for challenges you may face while you are away, here are a few things to consider:

## P. PLAN AND PACK

- › Consider your destination. Review your risks. What do you need to take?
- › Do you have the appropriate medication and vaccinations for your trip?
- › Do you have copies of your important documentation and travel itinerary?
- › Will you be taking valuable equipment or information of a sensitive nature away with you? Are these appropriately secured?
- › Remember to check the country information portal for up to date pre-travel advice on your destination country.

## A. ASSISTANCE AND ACCOUNTABILITY

- › Communicate your plan. Tell people where you are going and when you will be back.
- › Remember to update your contacts if you are planning on taking a side trip or attending an unplanned event.
- › Make sure you have our contact details with you, in case you need us while you are away.

## C. COMMUNICATIONS AND CONTINGENCIES

- › Have multiple forms of communication. What is your plan "B" should things go wrong?
- › No all phones are set to work overseas, do you need to check with your provider? Perhaps obtaining a local SIM card for your phone will allow you to communicate more effectively while you are away?
- › Who are your local contacts? Do you have their name, address and contact details written down?
- › If things start to go wrong, reach out early, a quick email or SMS is often enough to let people know what is happening!

## E. EXITS AND EMERGENCIES

- › When in doubt know your way out. Take your passport and travel documents with you. Think about what to do next.
- › If you are staying somewhere new, familiarise yourself with your emergency exits and procedures.
- › What are your safest and most efficient transport options at your location? Taxi, train, private car?

Access our online training via the portal to find out more!

## FREQUENTLY ASKED QUESTIONS

### WHEN SHOULD I CALL DYNAMIQ ASSIST?

Call us in an emergency, or when you need travel advice or information. We can provide a full range of pre-travel information as well as updates on your destination to ensure you are travel ready and well prepared.

In an emergency our team will immediately take responsibility for your wellbeing, organising immediate assistance, treatment and follow up care.

### WHAT DO I DO IN AN EMERGENCY OR IF I FEEL UNSAFE OR THREATENED?

- › If you are in immediate danger, try to move to a location of safety.
- › Call Dynamiq Assist on: +61 9978 6682

### WHAT SHOULD I DO IF I AM INJURED OR UNWELL?

Call Dynamiq Assist as soon as possible, or have someone call us for you. One of our medical team will assess your condition and current situation, then provide the appropriate advice or medical care. Our team will stay with you every step of the way, checking in with you and your treating practitioners until you are well.

### WHAT IF THERE ARE CONCERNS ABOUT THE STANDARD OF LOCAL MEDICAL CARE?

Dynamiq Assist will assess the standard of treatment available in your location and, if required, will arrange for immediate transfer to the most appropriate location for treatment. Should you require a medical escort or medical evacuation Dynamiq will arrange for a medical team and air ambulance.

### WHY SHOULD I CALL DYNAMIQ IF MY HEALTH CONCERN IS MINOR?

Unfortunately local doctors and hospitals are not always up to western standards. Dynamiq provide first world medical care and security support anywhere in the world. We can arrange appointments at reputable English speaking clinics and will liaise with the local medical staff if required to ensure you receive the appropriate treatment.

### DO I HAVE TO ATTEND DYNAMIQ CLINICS WHEN OVERSEAS?

No. Dynamiq have arrangements with the best medical clinics around the world so you are not limited to attending certain practices only. Our EOC will advise you what medical practice or hospital best meets your individual needs, thereby ensuring you receive the best care possible. Should there be no suitable medical facilities we will arrange a medical evacuation if needed.

### ARE MY MEDICAL EXPENSES COVERED BY DYNAMIQ?

No. Dynamiq are not a health insurer and will not cover medical charges incurred overseas. We can arrange assurance however that the medical charges will be paid for by your employer should you not have sufficient funds to cover the medical charges incurred.

### WHAT IS THE EMERGENCY OPERATIONS CENTRE (EOC)?

The EOC is Dynamiq's Emergency Assistance Hub, staffed by trained emergency and security professionals as well as our medical specialists.

### DO I HAVE TO PAY FOR MEDICAL CARE WHEN I AM TRAVELLING?

As a member all of our services are provided to you free of charge. If you need medical care whilst you are travelling, Dynamiq will obtain the required approvals from your company and pay up-front costs to ensure you receive immediate care.

### DO I NEED A MEMBERSHIP CARD OR POLICY NUMBER?

No, your dedicated contact number to the EOC allows us to identify your company and confirm your cover.



**TOLL FREE:** 1800 811 543 **E** [ops@dynamiq.com.au](mailto:ops@dynamiq.com.au)

**24/7 EMERGENCY** Operations Centre (Emergency Only) **P** +61 2 9978 6682 **E** [assistance@dynamiq.com.au](mailto:assistance@dynamiq.com.au)

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#### BRISBANE

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#### MELBOURNE

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Melbourne VIC 3000  
**P** +61 3 9999 2530

#### PERTH

Level 7, 189 St Georges Tce  
Perth WA 6000  
**P** +61 8 6555 0311