

Further travel services to employees using Unitravel

As part of the University's commitment to employee health, safety and wellbeing, we have partnered with Healix International to provide global medical, safety and travel assistance to our employees travelling on business, effective from 27th August 2018.

For bookings made through UniTravel, the traveller's contact details (at time of booking) will be automatically provided to Healix to respond to travellers regarding their specific queries on their destination(s) and to enable Healix to locate and contact travellers globally, in the event of an emergency. Employees will be contacted via mobile phone and email from their UniTravel profile so it is important that travellers ensure that this information is correct.

Employees can telephone the **University of Melbourne Assistance Helpline any time on +61 3 8592 2300 (collect calls or 'reverse toll' charges will be accepted) or email on unimelb@healix.com**. Employees can also access online medical and travel safety information via <https://travelacle.healix.com/UOM> or via the [UniTravel dashboard](#).

- Pre-Travel Advice: if travelling to a country categorised as 'moderate risk' or higher by the Healix Global Security Operations Centre, the traveller will receive 'Pre-Travel Advisory' for the destination location via the email address in their UniTravel profile within 15 days prior to departure,
- Traveller Tracking and Monitoring: provides itinerary-specific travel and security information to the traveller and helps improve their travel experience in the event of delays, disruptions or disasters. When a 'level 4' Incident is declared (which is defined as posing an imminent risk to human life), Healix will immediately contact affected travellers, monitor their position, provide safety instructions and advise emergency evacuation where appropriate.
- Travel Alerts: delivered via SMS and email throughout the trip. *Travellers can elect to unsubscribe from receiving travel alerts at any point in time.*
- Insurance: there is no change to the University's insurance partner Chubb Business Travel Insurance or the travel insurance cover provided. Travel insurance cover is automatic for University of Melbourne staff (and their accompanying spouse/partner and dependent children) whilst undertaking authorised University business travel [Insurance webpage](#). The only change is to the process. Healix is now the first point of contact for medical and security assistance to the traveller.

Bookings made outside of UniTravel (including those lodged in 'Log my Trip' and not booked through Unitravel) should not be encouraged. We are unable to capture and provide traveller details to Healix for trips that we are not aware of. All University employees travelling on business can contact Healix for pre-trip medical and security advice, however automatic destination information, travel monitoring and proactive emergency assistance will not be provided to these employees not using Unitravel including lodging 'Log my Trip'. These employees will need to monitor the conditions of their destination(s) and should advise their supervisor of their contact details in the event of an emergency.

For more information please visit [UniTravel](#) via staff hub.

Kind Regards,

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