DUAL Assist

Emergency Assistance brochure



DUAL ASSIST

Brought to you by Australasian Assistance

Corporate traveller and expatriate emergency assistance

Who is DUAL Assist?

DUAL Australia has partnered with Australasian Assistance to provide 24/7 integrated emergency medical, travel and security assistance to organisations and travellers around the world. Our trusted and dedicated team works 24-hours a day, 365 days a year to help and protect travellers and expatriates whilst they're away from home.

Australasian Assistance Pty Ltd operates on behalf of our clients as DUAL Assist, a boutique emergency assistance provider. Available for Insureds to contact 24 hours a day, 7 days a week, DUAL Assist provides our clients with practical solutions for emergency medical, travel and security assistance.

Who is PACE First?

PACE First is a team of highly skilled security personnel adept at international risk management, security and training with a trusted network beyond Australian borders.

PACE First respond under the global rescue and evacuation section of the Corporate Travel Policy when clients experience security threats due to:

- natural disasters
- civil and political unrest
- situations where an employee's personal safety is at risk
- respond to search and rescue situations

Clients are able to engage with PACE First directly to manage their safety, security and crisis management including training and planning in response to critical incidents globally.

The DUAL Assist promise

Our commitment to you is to provide responsive and compassionate assistance when it's needed.

- We listen to your needs
- We're only a phone call away
- We're committed to assist you wherever you may be 24/7
- We're passionate and fervent in our responsibilities
- We act with high integrity and dedication
- We take personal accountability and ownership
- We are compassionate and caring
- We excel in our service
- We work with our clients to provide flexible and innovative solutions

Emergency medical assistance

From routine medical checkups to sudden illness or injury, we source local knowledge of healthcare systems and resources available worldwide.

Medical monitoring and control of standards and medical costs are the main focus in delivering the highest quality services for our clients. From the first call made to the final provision of service, our team customises each step that is best suited for the client in accordance with the health and safety of the individual at hand.

Services include:

- Medical evacuation and/or repatriation
- Repatriation of mortal remains
- Medical monitoring
- Arrangement of hospital guarantees
- Medical referral and advice
- Emergency message transmission
- Return of dependant children
- Dispatch of essential medication not available locally



Travel assistance

Our goal is to minimise the stress of travelling away from home. We are available to provide travellers with a wide range of information relevant to their trip.

If we can help, we are just a phone call or email away to assist with:

- Vaccination and visa information
- Missed and delayed flight bookings
- Lost passport assistance
- Legal firm referral
- Lost or delayed luggage assistance
- Interpreter referral
- Consulate and embassy details
- Foreign exchange information
- Emergency cash advance
- Security warnings

Security assistance

Business travellers often have to work and travel to destinations that can be hostile, sensitive or unfamiliar, putting travellers, expatriates and business units at risk. Operating as DUAL Assist, PACE First and their experts, combining over 20 years of experience, are able to provide emergency security assistance, travel risk management and protection services for travellers, expatriates and business units across all industry sectors.

DUAL Assist's security services include:

- 24/7 crisis response call centre
- Global Travel Security Risk Management Services (TSRM) including: political and economic conditions, security issues, travel logistics, terrorism analysis, government advice relating to the country, airport information, cultural tips, health issues and emergency contact information in-country
- Security and natural disaster evacuation and crisis response
- Incident assistance and monitoring
- Security consultancy and training services
- Extortion, kidnap and ransom support

Download DUAL Assist to your phone for 24/7 integrated emergency medical, travel and security assistance.

Through PACE First, we act as your duty of care enabler for you and your organisation, wherever you are.

Additional services available outside the DUAL policies

Australasian assistance has a range of additional services available which may be of interest to our insureds:

- Traveller tracking
- Political and security analysis
- Security and risk threat assessments
- Crisis management assistance and planning

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