



CRICOS-POL-002 — Overseas Student Welfare Policy

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1. Purpose

This policy establishes how RTO 45156 provides support services to overseas students and ensures their welfare and wellbeing throughout their time studying with us, in accordance with National Code 2018 Standard 6 and our duty of care obligations.

2. Scope

This policy applies to all overseas students enrolled with RTO 45156, from pre-arrival through to course completion or departure.

3. Our welfare commitment

RTO 45156 recognises that overseas students face unique challenges — they are living and studying in a country that is new to them, often away from family and cultural support networks, managing visa obligations, and navigating a new education system. We are committed to providing support that is:

- Accessible and responsive
- Culturally sensitive and inclusive
- Free of stigma and judgment
- Connected to appropriate specialist services where our internal support is not sufficient

4. Support services available to overseas students

4.1 Information provided before and at arrival

Before or at the commencement of their course, overseas students receive information about:

- Accommodation options and how to find housing in Australia
- Local transport and how to navigate the local area
- Australian laws and customs relevant to student life
- Banking, mobile phones, and essential services
- Healthcare access (using OSHC) and how to find a doctor
- Emergency contacts (including 000 for life-threatening emergencies)
- Student Services contact details at RTO 45156
- External support services (see clause 4.5)

4.2 Academic support

- Orientation to the course structure, assessment requirements, and student obligations
- Ongoing access to trainer/assessor for academic questions
- Additional learning support where needed (including LLN support)
- Regular feedback on academic progress
- Early identification of at-risk students and timely intervention

4.3 Personal and welfare support

- Access to a designated Student Services contact for personal concerns
- Regular welfare check-ins (at minimum each term, and more frequently for new arrivals in their first 4 weeks)
- Referral to external counselling, legal, financial, or crisis services as needed
- Support navigating healthcare, OSHC claims, and accessing medical services
- Assistance with understanding Australian laws and student rights

4.4 Cultural and social support

- Orientation activities and social events to help students connect
- Acknowledgement and accommodation of cultural, religious, and dietary needs
- Access to cultural and community organisations relevant to the student's background



- Anti-discrimination support — students who experience discrimination or harassment receive prompt and confidential assistance

4.5 External referral services

RTO 45156 maintains up-to-date referral information for:

Issue	Service	Contact
Mental health crisis	Lifeline	13 11 14
Mental health support	Beyond Blue	1300 22 4636
Sexual assault / family violence	1800RESPECT	1800 737 732
Emergency (life-threatening)	Emergency services	000
Legal advice	Community Legal Centres (state-specific)	legalaid.gov.au
Financial hardship	Financial counselling	1800 007 007
Visa and migration advice	Registered migration agent only	mara.gov.au
Student rights and complaints	Overseas Student Ombudsman	oso.gov.au or 1300 362 072
Healthcare (OSHC)	Student's OSHC provider	Per insurance card

5. Welfare monitoring

Student Services conducts regular welfare check-ins with all overseas students. Check-ins are documented and any concerns are escalated to the CRICOS Manager. Welfare monitoring data is reviewed quarterly as part of the self-assurance cycle.

Welfare check-in frequency:

- All new overseas students: weekly for the first 4 weeks, then each term
- All other overseas students: each term minimum
- Any student identified as at risk: as frequently as needed

A welfare contact log is maintained for each overseas student and stored confidentially.

6. Students at risk

Where Student Services identifies a student who may be at risk of harm (to themselves or others), the following process applies:

1. The student is contacted promptly and offered support
2. Where immediate risk to safety is identified, 000 is called and the CRICOS Manager is notified immediately
3. Where the risk is not immediate, the CRICOS Manager and, where appropriate, the student's emergency contact (with the student's consent where possible) are notified
4. A support plan is developed with the student
5. Referrals to specialist services are made as required
6. The contact is documented in the welfare log and, if the risk level warrants it, in the Critical Incident Register (CRICOS-REG-002)

7. Accommodation

For students who request assistance with accommodation, RTO 45156 provides general information about accommodation options in the local area. Where we recommend or arrange specific accommodation, we take reasonable steps to ensure it is appropriate and safe.

For students under 18, accommodation and welfare arrangements are governed by CRICOS-POL-005 Younger Overseas Students (Under 18) Policy.

8. Privacy

All welfare information is handled in accordance with our Privacy Policy (PRI-POL-001) and the Privacy Act 1988. Welfare records are accessible only to Student Services and the CRICOS Manager. Information is not shared without the student's consent except where required by law or where there is an immediate risk to safety.

9. Feedback and continuous improvement



Overseas student satisfaction with support services is measured in the semester satisfaction survey. Results are reviewed quarterly and improvement actions are logged in the CI Register. Students may also provide feedback at any time through the complaints and appeals process.

10. Related documents

- CRICOS-POL-001 Overseas Student Enrolment Policy
 - CRICOS-POL-005 Younger Overseas Students (Under 18) Policy
 - CRICOS-POL-006 Critical Incident Policy
 - CRICOS-REG-002 Critical Incident Register
 - GOV-POL-003 Complaints & Appeals Policy
 - PRI-POL-001 Privacy Policy
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