

STUDENT ORIENTATION KIT



Professional Student Care

Care | Guide | Support

A TRULY UNIQUE EXPERIENCE

WELCOME TO AUSTRALIA

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Congratulations on obtaining an offer from an Australian institution and welcome to Australia where you will be one of more than 600,000 international students who come to study in Australia every year! Australia is one of the most favoured study destinations in the world, and we are here to make sure that you settle in as quickly as possible to enjoy all the beautiful things Australia has to offer!


Professional Student Care (PSC) has been selected by your parents to look after you while you are here for your studies and we have designed this Orientation Kit to provide you with detailed information on safety matters, your rights and responsibilities as an under 18 overseas student in Australia and various other information that we trust you will find useful.

There will be many things that you will need to learn and adjust to and we hope this booklet will provide you with some useful information to help you settle in, especially in the first few days after you arrive.

We hope that your study experience in Australia is rewarding and successful. We are here to assist you in any way we can so please contact us at any time if you need any help or information.

”

PROFESSIONAL STUDENT CARE



Make sure you keep color copies of your important documents and leave them with someone at home in case originals get lost. Keep all your important documents with you on your flight.

PART

1

PRE-ARRIVAL CHECKLIST

Before you leave home, please make sure that you prepare and bring the following documentation with you on your flight to Australia:



PASSPORT

Make sure that your passport has at least 6 months validity remaining



OFFER LETTER

Printout of your offer letter



eCoE

Printout of your Electronic Confirmation of Enrolment (eCoE)



CAAW

Printout of your Confirmation of Approved Accommodation & Welfare (CAAW)



VISA

Printout of your student visa grant notice



INSURANCE

Printout of your insurance policies

A GUIDE TO WHAT YOU CAN AND CAN'T BRING IN TO AUSTRALIA

Certain goods can't be brought in to Australia, and some items require permission before you can bring it in.

The following goods must be declared:

■ Food

- Cooked and raw food and ingredients
- Dried fruit and vegetables
- Noodles and rice
- Packaged meals including airline food
- Herbs and spices
- Herbal and traditional medicines, remedies, tonics and herbal teas
- Snack foods
- Biscuits, cakes and confectionery
- Tea, coffee and other milk-based beverages

■ Animal products

- Feathers, bones, horns and tusks (must be clean and free of any tissue)
- Skins, hides, and furs (rawhide including drums, shields and dog chews are prohibited)
- Wool and animal hair (includes fleece, yarn, and craft items)
- Stuffed animals and birds
- Shells and coral (including jewellery, curios and souvenirs)
- Bee products including pollen, beeswax and honeycomb
- Used animal equipment including veterinary equipment and medicines, shearing or meat trade tools, saddlery and tack and animal or bird cages
- Pet food is prohibited

■ Plant material

Wooden articles and carvings including painted or lacquered items
Artefacts, handicrafts and curios made from plant material
Mats, bags and other items made from plant material, palm fronds or leaves
Straw products and packaging
Bamboo, cane or rattan basket ware and furnishings
Pot pourri and coconut shells
Goods containing cereal grain, corn husks or filled with seeds
Christmas decorations, wreaths and ornaments
Dried flowers and arrangements
Fresh flowers and leis

The following goods are prohibited:

■ Eggs and egg products

■ Dairy products

■ Uncanned meat products

■ Live animals

■ Live plants

■ Seeds and nuts

■ Fresh fruit or vegetables



PART

2

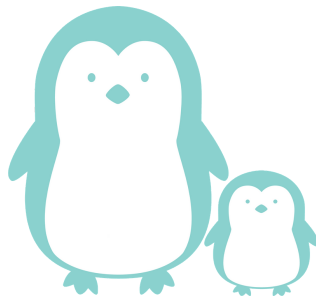
UPON ARRIVAL

We will endeavour to reach out to you as soon as you arrive in Australia.



Within **24** hours of arriving in Australia, please contact PSC to confirm that you have arrived. We will endeavour to reach out to you as soon as you arrive in Australia and we usually do this by getting in touch with your accommodation provider or homestay host to schedule a meeting **within 24-48 hours of your arrival**.

We do however, encourage you to contact us directly as soon as convenient to confirm your arrival. You can get in touch with us via the following contacts methods:



info@pscaustralia.com.au

during and outside business hours



03 8838 8976

during business hours



0438 68 66 99

outside business hours





PART

3

**OUR ROLE AS YOUR
CAREGIVER/GUARDIAN**

As your caregiver/guardian, our main function is to ensure your general well-being is well cared for so that you can focus on your studies and achieve success in all facets of your life.

OUR ROLE AS YOUR CAREGIVER

There are strict rules surrounding the provision of welfare and supervision of overseas students under 18 years of age in Australia and there are **four key stakeholders** that are tasked with ensuring your safety, well-being and academic progress before you turn 18:

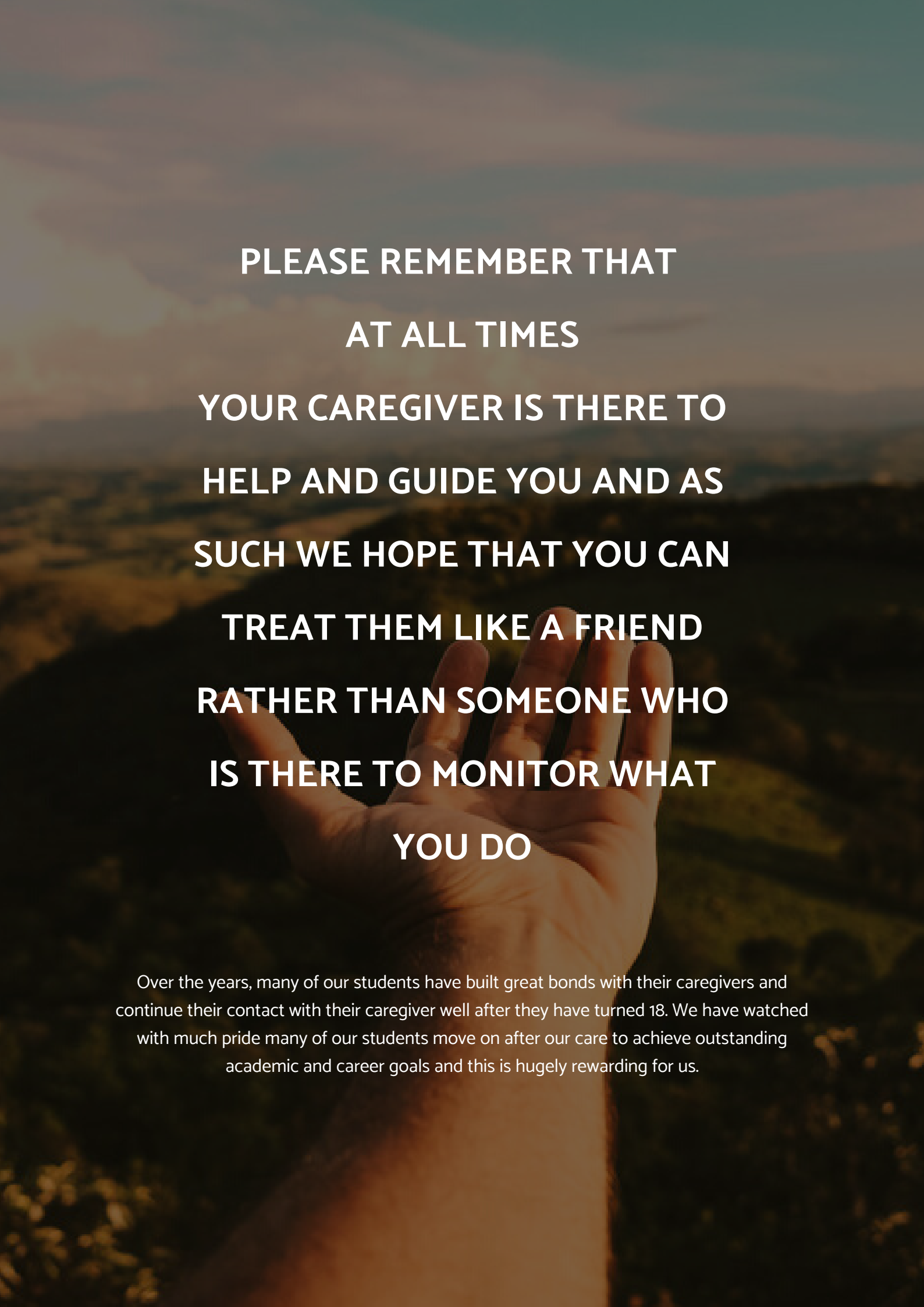


Whilst your education provider has the ultimate responsibility in ensuring that whilst under 18, you have adequate welfare and accommodation arrangements in place, we as your welfare provider and your accommodation provider/homestay host also abide by strict services standards and work collaboratively with your education provider to safeguard your physical and emotional well-being.

AS YOUR WELFARE PROVIDER, YOU CAN EXPECT THE FOLLOWING FROM YOUR ALLOCATED CAREGIVER / GUARDIAN

- You can contact your caregiver [24/7](#) for any emergency situations. Alternatively, you can contact the PSC [24/7](#) emergency number on [0438686699](#). Your caregiver is well trained with dealing with emergency situations;
- Your caregiver will visit you at your school accommodation or homestay residence [within 48 hours of your arrival](#) to ensure your living arrangements are adequate;
- Your caregiver will go through your student visa conditions to ensure that you understand these conditions and abide by them;
- Your caregiver will go through this booklet with you and discuss all relevant matters with you and also answer any questions you may have;
- Your caregiver will assist where necessary with the opening of your bank account and the set up/purchase of your public transport card, mobile phone sim card and any other process that you may need assistance with, eg., applying for tax file number, etc.;
- Your caregiver will liaise with your homestay host/accommodation provider regularly to ensure open communication and that we are all aware of any issues that you may be dealing with;
- Your caregiver will visit your accommodation/homestay every 6 months to ensure adequate living arrangements continue to be met;

- Your caregiver will be in contact with you weekly by phone, text, email or social media;
- Your caregiver will meet with you in person every fortnight for a chat to see how you are going and to address any concerns and issues that you may be experiencing;
- Your caregiver will be able to sign for any documentation required by your school on behalf of your parents after obtaining their approval, eg., holiday leave, temporary welfare waive, homestay change, etc.;
- Your caregiver will monitor your academic progress by liaising with school staff and provide appropriate support and guide where there are areas identified for importance and also communicate this to your parents;
- If you encounter any disputes with your homestay host/accommodation provider or your school, we will advocate on your behalf and provide appropriate support during the process;
- When required, your caregiver will attend meeting with schools with you to discuss academic progress or any disciplinary meetings that the school has requested you to attend;
- When required, your caregiver will attend any parent/teacher interview at your school on behalf of your parents and provide a report/feedback to your parents on your academic progress;
- If you live in boarding school, your caregiver will be able to take you to doctor appointments if you are sick and boarding staff is not available.

A hand is shown from the bottom, reaching upwards with the palm facing the viewer. The background is a soft-focus sunset or sunrise over a landscape, with warm colors of orange, yellow, and blue. The text is overlaid in white, bold, uppercase letters.

**PLEASE REMEMBER THAT
AT ALL TIMES
YOUR CAREGIVER IS THERE TO
HELP AND GUIDE YOU AND AS
SUCH WE HOPE THAT YOU CAN
TREAT THEM LIKE A FRIEND
RATHER THAN SOMEONE WHO
IS THERE TO MONITOR WHAT
YOU DO**

Over the years, many of our students have built great bonds with their caregivers and continue their contact with their caregiver well after they have turned 18. We have watched with much pride many of our students move on after our care to achieve outstanding academic and career goals and this is hugely rewarding for us.



PART

4

**YOUR ROLES &
RESPONSIBILITIES AS A STUDENT**



We are here to support you and provide the necessary care and guidance, however, you will need to also understand your roles and responsibilities as a student and prepare yourself for adulthood.

YOUR ROLES & RESPONSIBILITIES AS A STUDENT

Student life is the most crucial period in many people's lives and whilst you may not realize it now, it may also be the happiest period of your life and a period where you will look back upon fondly.

Nevertheless, being an under-18 student studying Australia and perhaps leaving the comfort of home and your parent's daily support for the first time, your initial months in Australia can be quite daunting and confronting.

We are here to support you and provide the necessary care and guidance, however, you will need to also understand your roles and responsibilities as a student and prepare yourself for adulthood.



ROLES AND RESPONSIBILITIES THAT YOU SHOULD ABIDE BY

- If you are holding a student visa, understand **ALL** your student visa conditions and abide by them strictly as failure to do so may lead to issues with your visa and possibly visa cancellation. A list of student visa conditions applicable to under 18 students is contained in this kit for your reference;
- **Show respect and courtesy** to your accommodation provider/homestay host and abide by house rules such as curfew times, personal hygiene and household chore participation;
- You are **NOT ALLOWED** to change your accommodation/homestay arrangements without getting prior approval from your school/university. Doing so can breach your student visa conditions. Speak to your caregiver if you wish to change accommodation/homestay providers;
- Your caregiver is required to be in weekly contact with you. Often they will call/text or email you to see how you are going and/or to arrange a meeting with you. Please **promptly respond** to all contact with your caregiver;
- Do not always wait for your caregiver to contact you, whenever required, **get in touch** with your caregiver proactively to discuss any issues/concerns;

- If you set a meeting time with your caregiver, please **be punctual** and respectful as often your caregiver will have other meetings scheduled;
- Focus **your priority** on your studies and ensure that you meet academic expectations;
- **Use common sense** and **avoid dangerous situations** and go home before dark;
- If you return home later than normal or intend to go home after curfew time due to an outing or event, please communicate this with your homestay host/accommodation provider promptly (preferably at least 1 day beforehand) for their permission and let your caregiver know;
- **NEVER** stay out overnight unless you obtain explicit consent from your school, your caregiver and parents. Overnight stays are usually not permitted but in some cases such as school-arranged excursions, exceptions may be allowed;
- **Ask questions and don't be shy!** There will be many things that you will have questions for and whilst your caregiver will try to go through everything that you should be aware of, do speak up if you need clarification on anything;
- If you are dealing with any emotional issues or experiencing difficulty with homework/assignments, do not bottle them up and speak to your caregiver and school support staff **ASAP** so that they can direct you to the appropriate person for help!

Information about transportation, banking, mobile network providers, making calls, accommodation, currency, and working in Australia.

PART

5

LIVING ESSENTIALS

PUBLIC TRANSPORT

Australia has great transport options to get you around town and across the country. The public transport system is comparably safe and sometimes even free. For most students, you will have access to trains and buses and depending on your city, you may also have access to trams and ferries.



Melbourne Public Transport
www.ptv.vic.gov.au



Sydney Public Transport
www.transportnsw.info



Canberra Public Transport
www.transport.act.gov.au



Brisbane Public Transport
www.translink.com.au



Adelaide Public Transport
www.adelaidemetro.com.au



Perth Public Transport
www.transperth.wa.gov.au

Your caregiver will be able to go through the public transport options available to you and show you how to use them as well as assisting you with purchasing any transport cards required.

MOBILE PHONE & MAKING CALLS

There are 3 major mobile network providers in Australia:



www.vodafone.com.au



www.telstra.com.au



www.optus.com.au

There are also many smaller providers offering mobile plans such as Virgin Mobile, Boost Mobile, Amaysim, Kogan Mobile. They all use either Telstra, Optus or Vodafone networks and sometime may have good deals.

Most providers offer contract options where you pay month and all offer pre-paid sim cards. Under 18 students are recommended to purchase pre-paid cards and plans only.

Making Calls

- International calls from Australia
dial 0011 + country code + area code (if required) + phone number
- Local calls in your own state
dial the phone number
- Local calls in other Australian states
dial area code + phone number

Area codes for different Australian states are:

(02) NSW, (03) TAS & VIC; (07) QLD; (08) SA, WA & NT

BANKING & AUSTRALIAN CURRENCY

There are four major banking institutions in Australia:



www.anz.com.au



www.westpac.com.au



www.nab.com.au



www.commbank.com.au

Aside from these big 4 banks, there are several smaller banks and financial institutions such as credit unions, building societies and mutual banks. Many large foreign banks also have a presence in Australia.

Here are some quick tips on setting up your bank account

- Bring your passport;
- Bring your eCoE, this will prove that you are a full time student and many banks can waive monthly fees for students;
- You may also need an Australian Tax File Number (TFN) and this can be applied for online at the Australia Tax Office website. (You can find a link under useful links)

When setting up your account, we recommend that you set up two accounts, one for everyday expenses and a Saver account. Most banks offer saver accounts with higher interest and we recommend putting most of your money into the saver account and transferring it into the everyday account only when you need to. These saver accounts add more security to your account as money cannot be spent directly from these accounts and you will need to transfer them into your everyday account before spending.

Australian Currency

The basic unit of the Australian currency is the dollar (\$) and come in notes and coins and are denominated as:

Notes: \$5, \$10, \$20, \$50, \$100



Coins: 5c, 10c, 20c, 50c, \$1, \$2



There are no more 1c or 2c coins in Australia, however, some items you buy may be priced down to single cents, eg., \$1.99. Prices like this will be rounded up or down to the nearest five cents, eg., \$1.99 will become \$2.00 and \$1.97 will become \$1.95.

Australia has a floating currency which means it can vary over short periods of time. You can find exchange rates at www.xe.com.

Accessing Your Money

Automatic Teller Machines (ATMs) can be found all over Australia and it is free to withdraw money from an ATM that is associated with your bank provider. Most ATMs recognise international cards, so you will be able to use your credit or debit card from your home country. Just remember that there are fees associated with withdrawing money from your home account including transaction fees and the currency exchange rate.

WORKING IN AUSTRALIA

Permission to Work

Please remember your right to work is tied to several conditions. Some of these include:

- Not starting to work until you have commenced your course of study;
- Working a maximum of **40 hours** per fortnight during the term and unlimited hours when your course is not in session;
- You may only work if the Australian Government Department of Immigration and Citizenship (DIAC) considers your course to be 'in session' – that means, for the duration of the advertised semesters (including periods when exams are being held).

For a full list of mandatory and discretionary student visa conditions, visit <https://immi.homeaffairs.gov.au/>

Your Rights and Responsibilities in the Workplace

Before you step into the workplace, make sure you're aware of your legal rights as an employee and your responsibilities to your employer. Don't assume that because you're an international student that you don't have rights – **YOU DO**.

You can find more information from the Fair Work Ombudsman at www.fairwork.gov.au or on the telephone information line 13 13 94.

WORKING IN AUSTRALIA

Finding Work

There are many ways to find work that suits you, including:

- Newspaper and online job sites such as Seek, Indeed, Gumtree, CareerOne;
- Many institutions have job notice-boards on campus and online, contact your institution's international student support staff to find out what options your institution offers;
- Register your details at a recruitment agency where many help place people in casual or short-term work.

Always remember that on a student visa, you cannot work until your course starts and no more than 40 hours per fortnight. During break/holidays though, you will be able to work unlimited hours.

Pay and Taxes

You are entitled to receive at least the basic rate of pay that applies to your age and job classification. You are obliged to obtain a Tax File Number (TFN) to be able to work in Australia. A TFN is your unique reference number to the Australian tax system. You can lodge online, by mailing a paper tax return; or by paying a registered tax agent to complete and lodge the return for you.

ACCOMMODATION

As an under 18 international student, you must live only in school approved accommodation which are usually homestays or purpose-built student apartments either on or off campus.



**PURPOSE-BUILT
STUDENT APARTMENTS**



HOMESTAY

In certain situations such as your parents coming to visit and wish for you to live with them for a few days, your school may provide approval, however, make sure you discuss this with your caregiver well in advance so that we can obtain relevant approvals for you.

PROUDLY PROVIDING TRUSTED AND PROFESSIONAL
CAREGIVER SERVICES TO YOUNG INTERNATIONAL
STUDENTS SINCE 2010



PART

6

STUDENT VISA CONDITIONS



Make sure you abide by ALL your visa conditions. Violations of visa conditions can lead to visa cancellations.

STUDENT VISA CONDITIONS

8105

You must not work more than **40 hours per fortnight** whilst your course is in session

8533

You must notify your school of any **change in address** within 7 days of the change

8501

You must maintain Overseas Students Health Cover for the duration of your stay in Australia

8202

You must maintain at least **80% course attendance**
You must maintain satisfactory course progress
You must remain enrolled in a registered course

8532

Whilst under 18 years old, you must **remain in the welfare arrangements** approved by your school - homestay and caregiver arrangements

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CAREGIVER SERVICES TO YOUNG INTERNATIONAL
STUDENTS SINCE 2010

PART

7

PERSONAL SAFETY AND OBEYING THE LAWS

While studying overseas is an exciting new experience and Australia is generally a safe place to live and study, it is still important that you take precautions to reduce the chance of an incident occurring.

PERSONAL SAFETY

MUST AVOID

Travelling alone;
Going out at night;
Walking through dark places;
Talking to strangers or following them to other places.



PROTECT YOURSELF

Do not walk around by yourself with headphones on, you need to always be aware of your surroundings;
If something doesn't feel right, such as you feeling that someone is following you, get to somewhere with crowds or lots of people as soon as possible;
Be careful of your personal belongings, always keep valuables close to you;
When crossing roads, always watch out for cars;
When crossing at traffic lights, only cross when the light is green;



TRAVELLING ON PUBLIC TRANSPORT & CATCHING A TAXI

MUST AVOID



- Littering, putting your feet on seats, using indecent language, talking loudly or forcing carriage doors;
- Travelling in empty carriages;
- Waiting for transport in empty or dark areas;
- Using ride-share services such as Uber or Didi as these drivers are not required to have Working With Children Checks.

PROTECT YOURSELF



- When getting off a tram, look left and right to make sure that cars have stopped before stepping off;
- Always ensure sufficient credit in your transport card before catching public transport and remember to validate your travel card when you get on and off;
- If you are travelling in a taxi, sit in the back seat; call a friend/caregiver/homestay host and tell them that you are now in a taxi and should be back home in how long and also text or tell them your taxi's registration number.

MONEY AND BANKING & AVOID PHONE SCAMS

MUST AVOID



- Carrying too much cash when going out;
- Telling people how much money your parents send to you each month and how much you have in your bank account;
- Lending money to other people;
- Using your birthday as your bank password;
- Giving an unsolicited caller remote access to your computer.

PROTECT YOURSELF



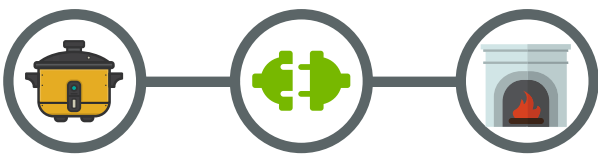
- If you're not sure that the person on the other end of the phone is legitimate, hang up and call the organisation by using their official contact details;
- Be wary of sharing personal, credit card or banking details over the phone;
- If in doubt, always speak to your caregiver for advice first before giving away financial information;
- Make sure your computer is protected with regularly updated anti-virus and anti-spyware software.

FIRE AND ELECTRICAL SAFETY & FEELING SICK

FIRE AND ELECTRICAL SAFETY



- Do NOT leave cooking unattended;
- Avoid plugging too many adaptors to one power point at any one time;
- Place your heaters at least one meter away from flammable items.



FEELING SICK






- If you are feeling sick, tell your homestay host and caregiver;
- If you are too sick to go to school, you must contact your school or your caregiver in the morning;
- Your absence from class may count towards your non-attendance even if you are sick, so remember to get a doctor's certificate to show the school when requested.



LAWS FOR UNDER-18S IN AUSTRALIA THAT YOU MUST OBEY

MUST AVOID

-  Alcohol
-  Tobacco/cigarettes
-  Drugs



PROUDLY PROVIDING TRUSTED AND PROFESSIONAL
CAREGIVER SERVICES TO YOUNG INTERNATIONAL
STUDENTS SINCE 2010



PART 8

DEALING WITH HOMESICKNESS & DEPRESSION

Homesickness and depression can be a part of the process of settling into a new environment in a new country. Know that help is available!

HOMESICKNESS

It is common for overseas students, especially those newly-arrived, to feel homesick. This is all part of the process of settling into a new environment in a new country.



- Know that you are not alone in feeling this way;
- Remember to keep in regular contact with your family back home. There are many ways to keep in contact, including phone (calling cards are helpful!), messaging (online/WhatsApp/etc.), Skype, letters/postcards, etc.;
- Should you be feeling homesick, it is important to know that [help is available](#). There are many forms and sources of support available to you;
- Talk to your caregiver in the first instance. They are available for you to contact [24/7](#) and are experienced in dealing with such matters – it’s what we are there for!
- Counselling Services are available in almost all educational institutions – this includes schools, universities and other education providers. Some will have drop-in services available, while others will require you to make an appointment. Refer to your caregiver or education provider for more information on Counselling.

DEPRESSION

International students often deal with a huge range of emotions studying in a new country. They may feel extremely homesick, have anxiety of not fitting in, have difficulty making new friends and socializing and find their course difficult which adds to their anxiety, don't like their course or experience isolation, peer pressure, etc. These issues, if not addressed, may lead to depression.

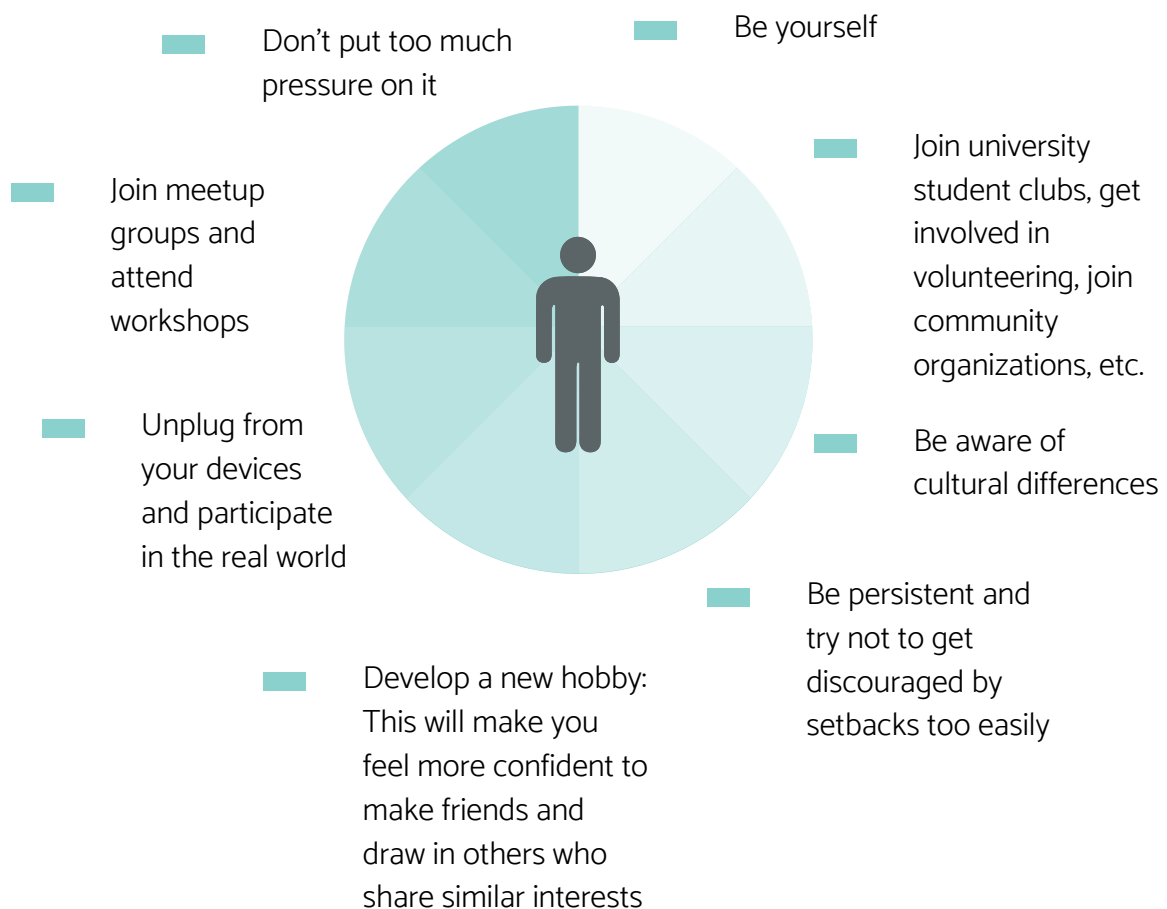


- It is extremely important that when you start to experience these emotions that you speak to someone about this. Bottling up these emotions will only make things worse.
- **Help is available.** As mentioned above, please talk to your caregiver in the first instance. You may also contact any available counselling service at school. Most education providers will have departments dedicated to support students with emotional/mental health and well-being and have after-hours helplines for students in distress to contact.
- Kindly refer to the section Useful Telephone Numbers for details of counselling helplines. Services such as LifeLine and BeyondBlue are dedicated to helping those in need and/or feeling bouts of depression.
- Remember to seek help in times of distress. Help is always available to you.

MAKE FRIENDS

A good friend is a connection to life, a tie to the past, a road to the future, the key to sanity in a totally insane world.

- Lois Wyse



We treat our role in the care and support of under 18 students very seriously and will do our utmost to ensure that all appropriate requests can be accommodated and that any grievances/complaints can be resolved as soon as possible.

PART 9

**STUDENT COMPLAINTS &
GRIEVANCE PROCEDURE**

PSC STUDENT COMPLAINTS PROCEDURE

At PSC, we strive to ensure all our students receive quality care, attention and support during their initial months or years in Australia under our care and all our caregivers undergo regular training and monitoring to ensure that our service standards and thoroughly adequate. They are also there to assist you to deal with any issues/grievances you encounter with your school, homestay provider or another relevant party.



If at any time you are unhappy with an aspect of your experience in Australia, please let your caregiver know so that he or she can contact the relevant parties (e.g. homestay company, University student support officer) to advocate on your behalf.

Your caregiver might ask you some questions about the issue that you are having (e.g. problems with homestay host) so that they can present a detailed complaint on your behalf to the relevant parties.

The investigation undertaken is dealt with in a fair and unbiased manner and all information obtained will be kept confidential and used only for the purpose of the complaint procedure. We treat our role in the care and support of under 18 students very seriously and will do our utmost to ensure that all appropriate requests can be accommodated and any grievances resolved as soon as possible.

PSC STUDENT COMPLAINTS PROCEDURE

If you are unhappy in any way with your caregiver, we also welcome you to discuss this issue with us or lodge a complaint to the PSC Director [Ms. Kathy Liu](#) at kathy@pscaustralia.com.au or you can call Kathy on [03 8838 8976/0438 68 66 99](tel:0388388976).

The written complaint should state clearly the following information:

Your full name

Date of birth

Mobile number

School that you are attending and your student ID number

The name of your caregiver

Details of the issue that you are encountering with your caregiver (including dates of any particular incidents)

Reason for your complaint such as your caregiver's actions are effecting your studies or you are not getting adequate support and advice from your caregiver

If any relevant documents is available, please also attach it to your email

Your desired outcome from lodging this complaint

You have a right to be represented by a nominee if you wish:

Upon receiving your written complaint, a PSC managerial staff will be assigned to investigate the issue and resolve the problem if a solution is available. If no immediate resolution is available for the situation, PSC will attempt to make alternate arrangements to improve the situation until a solution can be found.

In the course of the investigation, the PSC staff may contact you on the mobile number you had provided and also speak with your caregiver to obtain more information. Other individuals involved might also be contacted such as the homestay host, school staff etc in order to get a clearer picture of how the issues had arisen.

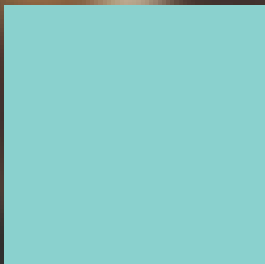
Once a solution or decision has been reached by PSC, a full report with detailed response to your complaints will be sent to you by the Director [Ms. Kathy Liu](#).



PART

10

**SEXUAL HARASSMENT,
SEXUAL ASSAULT &
PSC'S COMMITMENT ON CHILD
SAFE STANDARDS**



At PSC, we work hard to ensure that our students stay informed, feel safe, protected, respected and are free from any form of violence and abuse.

SEXUAL ASSAULT & HARASSMENT

Our students come from a diverse range of culture and backgrounds, and for many, the topic of sexual assault is a taboo and humiliating one. The cultural stigma attached to sexual assault can often be overwhelming and victims are too ashamed and embarrassed to tell anyone.

A report done by the Australian Human Rights Commission in 2017 (Change the course: National Report On Sexual Assault & Sexual Harassment at Australian Universities, <https://www.humanrights.gov.au/our-work/sex-discrimination/publications/change-course-national-report-sexual-assault-and-sexual>) where more than 30,000 students participated in a survey found that in 2016, 51% of students were sexually harassed and 6.9% of students were sexually assaulted at least once. Out of these students, a staggering 94% of students who were sexually harassed and 87% of students who were sexually assaulted did NOT make a formal report or complaint to their university.

These statistics are extremely alarming, and whilst Australian Universities have taken measures to deal with these issues more pro-actively since the release of this report, sexual harassment and sexual assault will continue to be something that young students may be subjected to but find difficulty seeking appropriate support.

As carers to international students who are already dealing with many personal and emotional challenges while studying in Australia, we want to do our utmost to raise awareness of these important issues and ensure that **all our students feel safe, protected, respected and are free from any form of violence and abuse.**

We provide the following information on this sensitive topic for you to read and discuss with your caregiver so that you will understand what is considered sexual harassment and sexual assault; what you can do if you have become a victim of sexual harassment and/or assault and most importantly, that help, support and care is available to you.

SEXUAL ASSAULT & SEXUAL HARASSMENT

What is Sexual Harassment

Sexual harassment is any unwanted or unwelcome sexual behaviour where a reasonable person would have anticipated the possibility that the person harassed would feel offended, humiliated or intimidated. It has nothing to do with mutual attraction or consensual behaviour. This can cover:

- Staring or unwelcome touching
- Suggestive comments or jokes
- Unwanted invitations to go out on dates or requests for sex
- Intrusive questions about a person's private life or body
- Emailing or texting unsolicited pornography

What is Sexual Assault

Sexual assault is any unwanted sexual behaviour that makes you feel uncomfortable, threatened or scared. This can cover:

- Rape: forced, unwanted sex or sexual acts
- Child sexual abuse: using power over a minor to involve his/her in sexual activity
- Indecent assault: indecent behaviour before, during or after an assault

SEXUAL ASSAULT & SEXUAL HARASSMENT

What to do if you have been sexually assaulted or sexually harassed

■ Ensure that you are safe

If you are still in danger, or you are worried about your safety, call 000 as soon as you can and try to get somewhere safe.

■ Medical assistance

If you have been sexually assaulted, you should get medical support. Hospitals and health centres will provide you with appropriate medical care and there are centres that can also provide counselling service.

■ Talk to someone

Talk to someone you trust such as a friend, a teacher and your caregiver who is trained to provide with support and assistance in times like these. If you feel uncomfortable talking to someone you know about this, there are plenty of organizations that can provide you with confidential, professional help. Refer to the Useful contacts section for a list of organization and contacts.

■ Support on campus

Most Australian universities now have a point of contact and helpline to assist students when sexual assault/harassment incidents occur. Please utilize these services available.

SEXUAL ASSAULT

At PSC, our students' wellbeing is our **NO.1** priority and we strive to ensure that all our students are **safe and free from any form of violence**. If you have been a victim of sexual or other physical abuse, please know that **we are here for you and that help is available!**

The following national support services are available for you to contact if you wish for further support and information.



1800 737 732
www.1800respect.org.au

National Sexual Assault, Domestic Family Violence Counselling Service



1800 491 353
www.bravehearts.org.au

The Bravehearts information and support line can be accessed by anyone wanting information or support relating to child sexual assault. Available 8.30 am to 4.30 pm, Monday to Friday.

COMMITMENT ON CHILD SAFE STANDARDS

As a provider of caregiver services to young adolescents, PSC's primary focus is the safety and wellbeing of the students that come under our care.

We have a zero tolerance policy for child abuse, which can be in the form of physical violence, sexual offences, serious emotional or psychological abuse (including social media) and serious neglect and are committed to protect all students from any kind of harm.

We uphold and promote the cultural safety of children from culturally and/or linguistically diverse backgrounds and believe that every child has a right to **feel safe and BE safe** in a positive environment that fosters their full potential.

PSC is fully committed to helping our students understand these rights and to empower them with the strength to speak up and report if they feel unsafe in any way, with any one.

All our staff have a responsibility to understand the important and specific role he/she plays individually and collectively to ensure that the wellbeing and safety of our students is at the forefront of all they do and every decision they make.

PROFESSIONAL STUDENT CARE

PART 11

USEFUL TELEPHONE NUMBERS, WEBSITES, AND APPS

A list of helpful phone numbers, websites, and apps.

EMERGENCY NO.

**POLICE / FIRE /
AMBULANCE**

000

Australia's primary emergency call service number is Triple Zero (000), which can be dialled from any fixed or mobile phone, pay phones and certain Voice over Internet Protocol (VoIP) services.

When you call Triple Zero (000)

Stay calm, don't shout, speak clearly
Tell them exactly where to go

**CONTACT POLICE OTHER
THAN IN AN EMERGENCY**

131 444

Call 131 444 to contact Police other than in an emergency.
In Victoria call your local station.

SAVE THE APP THAT COULD SAVE YOUR LIFE

Emergency+

The Emergency+ app is a free app developed by Australia's emergency services and their Government and industry partners.

The app uses GPS functionality built into smart phones to help a Triple Zero (000) caller provide critical location details required to mobilise emergency services.



Triple Zero Kids' Challenge

The Triple Zero Kids' Challenge, where you can learn about how to deal confidently with and get help in an emergency, by playing games and solving problems.

You'll learn about safety messages and hear what happens when you call Triple Zero (000).



USEFUL TELEPHONE NUMBERS & WEBSITES

Government Bodies



Australian Government
Department of Home Affairs

Department of Home Affairs
www.border.gov.au



Australian Government
Australian Taxation Office

Australian Taxation Office
www.ato.gov.au



Australian Government
Department of Foreign Affairs and Trade

Department of Foreign Affairs
www.dfat.gov.au



Australian Government
Bureau of Meteorology

Bureau of Meteorology
www.bom.gov.au



Australian Government
Australian Quarantine and Inspection Service

The Australia Quarantine and Inspection Service
www.aqis.gov.au



Australian Government
Fair Work OMBUDSMAN

Wages & Working Conditions
www.fairwork.gov.au



Study in Australia
www.studyinaustralia.gov.au

Currency & Translation



Foreign Exchange
www.xe.com



Translating & Interpreting Service
13 14 50
www.tisnational.gov.au

USEFUL TELEPHONE NUMBERS & WEBSITES

Counselling Helpline



24h Crisis Support & Assistance

13 11 14

www.lifeline.org.au



24h Counselling for Children & Youth

1800 55 1800

www.kidshelpline.com.au



Depression Helpline

1300 224 636

www.beyondblue.org.au



24h Drug & Alcohol Counselling Support/Referral

1800 888 236

www.directline.org.au



24 h Assistance & Support for Victims

1800 806 292

www.sacl.com.au



Australian Childhood Foundation

1800 176 453

www.childhood.org.au

Doctor Service



National Home Doctor Service

13 74 25

www.homedoctor.com.au



After-Hours Doctor

1300 60 60 24

www.healthdirect.gov.au

USEFUL APPS TO DOWNLOAD FOR FREE



Google Translate

Google Translate is a free multilingual machine translation service developed by Google, to translate text.



Citymapper

Citymapper is a public transit app and mapping service. Only available in Sydney and Melbourne.



BOM Weather

BOM Weather is the Bureau of Meteorology's weather app, giving you the most accurate weather info at your fingertips.



XE Money Transfer

Make international money transfers and manage your account 24/7.



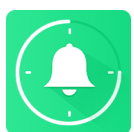
Dictionary.com

The essential and most comprehensive online dictionary.



Evernote

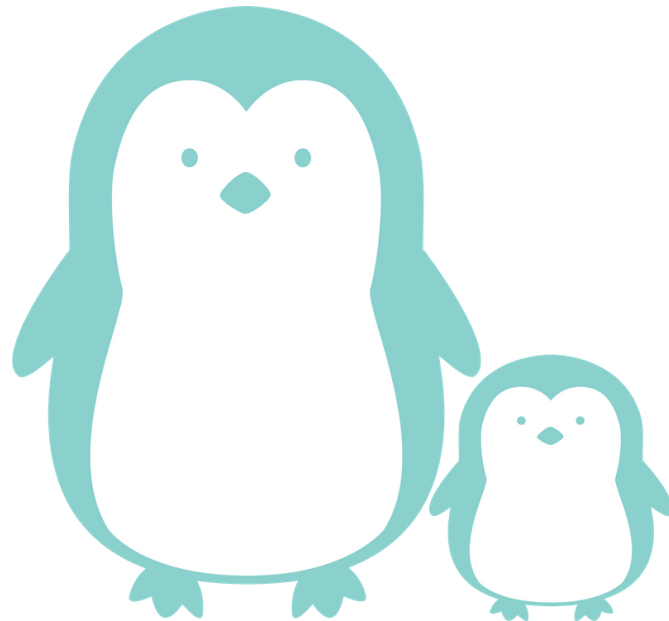
Evernote is an app designed for note taking, organizing, task management, and archiving.



Daily Reminder

If you need to do something and you're worried that you may forget, just set a reminder.

As your professional caregiver services company, we are here for you



info@pscaustralia.com.au

during and outside business hours



+61 3 8838 8976

during business hours



+61 438 68 66 99

outside business hours



www.pscaustralia.com.au

our website

YOUR OWN USEFUL NUMBERS

YOUR CAREGIVER CONTACT

Caregiver Name :

Email :

Phone Number :

YOUR INSURANCE CONTACT

Insurance Company :

Policy Number :

Contact Number :

YOUR HOMESTAY CONTACT

Host Name :

Address :

Phone Number :

YOUR OTHER USEFUL CONTACT

Contact Name :

Contact Number :

Email :

YOUR SCHOOL CONTACT

School Name :

Course Name :

School Contact :

YOUR OTHER USEFUL CONTACT

Contact Name :

Contact Number :

Email :

