

COMMONWEALTH
OMBUDSMAN



OVERSEAS STUDENTS OMBUDSMAN 

Australian Federation of International Students
Information Day 10 March 2018

Overseas Students Ombudsman

Here to help if you need it!



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Who are we and what do we do?



The Overseas Students Ombudsman is a part of the Commonwealth Ombudsman's office.

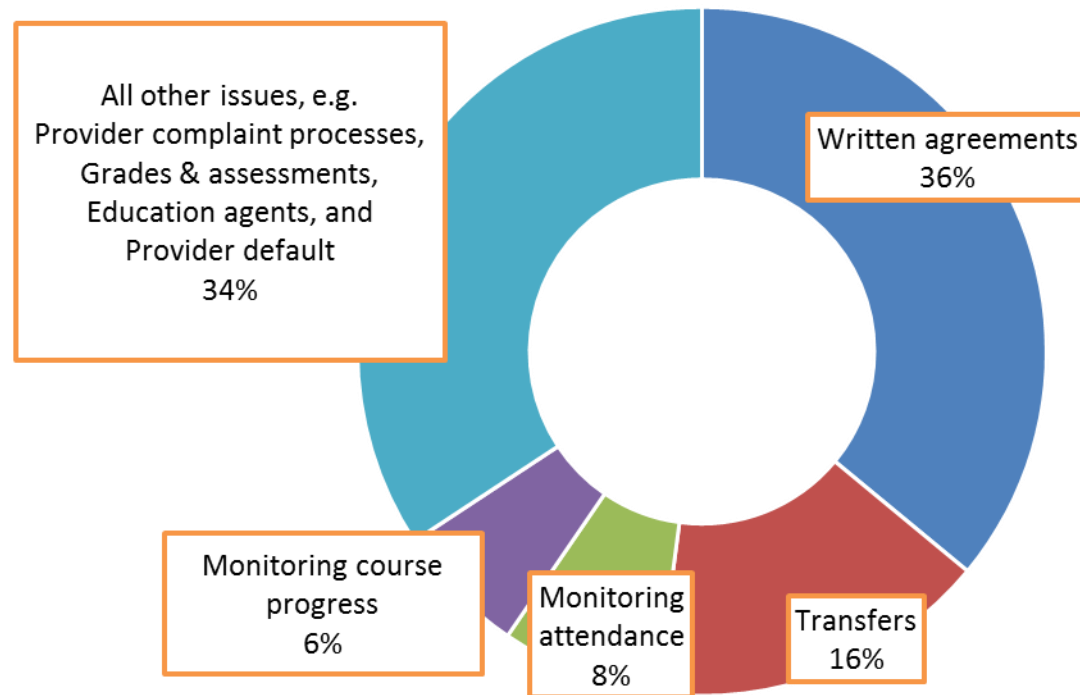
We help students and education providers to resolve disputes about:

- Enrolment
- Fees and refunds
- Course progress, attendance, deferrals and transfers
- Other decisions affecting your study

Because the Commonwealth Ombudsman is also the Immigration Ombudsman and the Private Health Insurance Ombudsman, our office can also help with disputes concerning **VISAS** and **HEALTH INSURANCE**

What do students complain about mostly?

Common complaint issues



What do you need to know?

- FREE to students studying with registered Private Education providers in Australia
- Try to resolve your dispute with the education provider first



- Providers are required to have a compliant complaint/appeals process and to give students information about this process

What if my problems is not about my education provider?

Other issue regarding:	Help is available through	Where to find out more
Public education provider	Victorian Ombudsman (state)	ombudsman.vic.gov.au
Employment	Fair Work Ombudsman	fairwork.gov.au
Discrimination	Australian Human Rights Commission	humanrights.gov.au
Housing	Consumer Affairs Victoria	consumer.vic.gov.au
Legal, welfare and advocacy	Study Melbourne Student Centre	studymelbourne.vic.gov.au
Quality of training and assessment	Australian Skills Quality Authority	asqa.gov.au

How to find us

Your education provider will provide you with information



ombudsman.gov.au click on this image:



Private Education
Providers
with Overseas Students



Phone: 1300 362 072

Thank you and we hope you enjoy your studies



For more information visit ombudsman.gov.au

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