

COMMONWEALTH
OMBUDSMAN



OVERSEAS STUDENTS OMBUDSMAN 

Council for International Students Australia (CISA)
Conference, 5 July 2017

Overseas Students Ombudsman

Here to help if you need it!



Who are we and what do we do?

COMMONWEALTH OMBUDSMAN							
Defence Force Ombudsman	Immigration Ombudsman	Law Enforcement	Australian Capital Territory	Specialist Roles			
				Private Health Insurance Ombudsman	Postal Industry Ombudsman	Vet Student Loans Ombudsman	Overseas Students Ombudsman

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

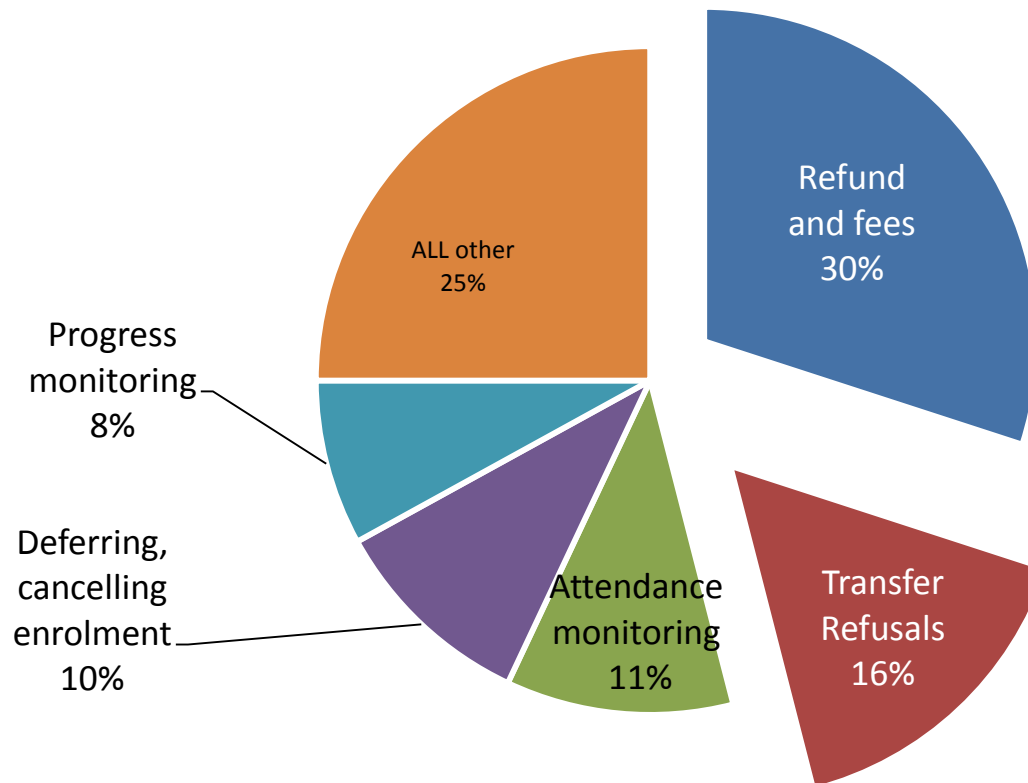
We help students and education providers to resolve disputes about:

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

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

What do students complain about mostly?

2015-16



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	State or Territory Ombudsman	Search for 'ombudsman' in your state or territory
Employment	Fair Work Ombudsman	fairwork.gov.au
Discrimination	Australian Human Rights Commission	humanrights.gov.au
Housing	Consumer Affairs	Search for 'consumer affairs' or 'fair trading' in your state or territory
Legal, welfare and advocacy	Study Centres	Search for 'Study' and your nearest capital city
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 link



Phone: 1300 362 072

Thank you and we hope you enjoy your studies



For more information visit ombudsman.gov.au

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