



## Overseas Students Ombudsman

# Student eNews



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## Introduction

Welcome to our fourth student e-newsletter.

In this issue we look at organisations that can help you with different kinds of problems or complaints, including issues with discrimination, work rights or problems with your education provider. Find out who you can contact if you or another international student you know is having problems in these areas.

We hope this information will help improve your experience as an international student in Australia.

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## Complaints about discrimination

### What does the Australian Human Rights Commission do?

The Australian Human Rights Commission (AHRC) is an independent agency that investigates and resolves complaints about discrimination and breaches of human rights.

[Read more](#)

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## Complaints about work rights and problems with

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## employers

All people working in Australia, including international students and young workers from overseas, have rights and protections at work. These include being paid for all the hours you work and sometimes getting extra pay for working late at night or on the weekends.

[Read more](#)

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## Complaints about your private education provider

The Overseas Students Ombudsman (OSO) investigates complaints about problems that overseas students or intending overseas students may have with private education and training in Australia.

[Read more](#)

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## Complaints about provider closures and unpaid provider refunds

### Tuition Protection Service

What can you do if your education provider cannot deliver, or continue to deliver, a course that you paid for?

[Read more](#)

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## Other organisations that can help international students

If none of the organisations above deal with your complaint type, you can contact the following bodies for support.

[Read more](#)

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## Tips for resolving complaints

[FAQs for Students in English](#)

[FAQs for Students in 21 other languages](#)

[Make a complaint](#)

[OSO Publications](#)

No matter which organisation you are complaining to, here are some tips which should help you to try to get a fair outcome:

[Read more](#)

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## Case studies

### 1. International Student injured at work – Australian Human Rights Commission Complaint

Sunil is an international student from India who worked in a fast food restaurant.

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