

Recommended care givers in New South Wales

Student welfare will always be our highest priority. Taylors College has made arrangements with the following organisations to provide caregiver services. Caregivers liaise with the school and parents, and report on academic progress or any concerns regarding health and after hour activities. There is also a 24 hour telephone service in case of an emergency.

If you wish to take advantage of this service please contact one of these organisations directly.

Confirmation of Appropriate Accommodation and Welfare (CAAW) form will be issued when we receive notification from the nominated caregivers and we are satisfied with the accommodation and welfare arrangements.

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| Company | International Student Alliance (ISA) Guardian and Welfare Service |
| Name | Mr Ivan McKinney (English Speaking), Mrs Carol Liu (Mandarin and Cantonese Speaking) |
| Postal Address | P.O. Box 87, Chirnside Park Vic 3116, Australia |
| Address | Suite 20, Level 1, 108 Bourke Street, Melbourne Vic 3000 |
| Telephone Number | +61 3 9663 2887 |
| Fax | +61 3 8678 1317 |
| Mobile | +61 401 995 900 (Ivan McKinney) |
| Email | info@studentguardians.com |
| Charge for service | AU\$1,650 per annum |
| Website | www.studentguardians.com |

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| Company | Le Le Wang Student Care |
| Name | Ms. Zhang Meijuan (Jane Zhang) |
| Address | 66o Barkly Street Footscray Victoria 3011 |
| Telephone Number | +61 423 288 235 |
| Fax | +613 9899 9960 |
| Mobile | +61 423 288 235 |
| Email | llwstudentcare@outlook.com |
| Charge for service | AU\$1,800 per annum |
| Website | www.lelewangcarefulcare.com.au |

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| Company | Professional Student Care |
| Name | Ms Sharron Shiu |
| Postal Address | P.O. Box 157, Highpoint Shopping Centre, Maribyrnong, VIC 3032 |
| Address | Head office: Level 9, 180 Russell Street, Melbourne, VIC 3000 Sydney office: Suite 111, Level 1, Capital Terrace, 743-755 George Street, Sydney NSW 2000 |
| Telephone Number | +61 3 9318 3009 |
| Fax | +61 3 8677 6500 |
| Mobile | +61 3 422 005 211 |
| Email | info@pscaustralia.com.au |
| Charge for service | \$1,600 per year – Monthly rates are also available |
| Website | www.pscaustralia.com.au |

Services include:

- Weekly telephone conversations with student
- Fortnightly visit with student
- Monitoring academic progress and attendance of student
- Monthly report to parent
- Attend parent/teacher evenings where applicable
- 24 Hour service in case of emergency

Caregiver Service

The parents/guardian of a student can expect the following minimum standards to be met by any Care Giver recommended by Study Group.

The Caregiver will:

1. Make contact with your son/daughter within 48 hours of their arrival in Australia.
2. Visit your son/daughter in their homestay or other accommodation to check all is well.
3. Assist your son/daughter to settle into Australia and the school.
4. Support your son/daughter with any personal matters.
5. Provide them with a local orientation including (but not limited to):
 - Safety and security
 - Emergency services
 - Help them to open a bank account if required
 - Assist with the purchase of a SIM card/mobile data if requested
 - Public transport information
 - Explain the support services available to the student
 - Referral and assistance on personal problems/issues
6. Assist your son/daughter with any grievances the student has with their accommodation and liaise with the accommodation Provider and you as parents to ensure the matter is resolved.
7. Investigate any concern referred to them as the Care Giver about your son/daughter by the accommodation provider.
8. Maintain regular contact with and interview your son/daughter and promptly advise you, the parent, of any concerns. Minimum standards are phone or personal visits every fourteen (14) days; personal contact at least once each 21 days.
9. Discuss your son/daughter's academic progress with you, the parents, and your son/daughter.
10. Provide you and your son/daughter with an emergency telephone contact number for after school hours and provide emergency assistance to the student if required.
11. Promptly report to you any concern regarding your son/daughters health and after hours activities.
12. Represent your son/daughter in liaising with the Provider, including assisting the students to lodge any grievance to the Principal of the School.
13. Translate School reports for the student and promptly provide copies to you, the parents.
14. Send you, the parents, a report within thirty (30) days of your son/daughter's arrival on:
 - Your son/daughter's accommodation (this may include photos)
 - Local bank account details of your son/daughter and how to transfer money directly to the student's account
 - Local mobile number of your son/daughter
 - General information on the welfare of your son/daughter, the school, transport to and from school and how your son/daughter is settling in
 - The Care Giver will provide you with their full name and direct contact details, including the full office address and their contact number.
 - Twenty-four (24) hour emergency number for you to call if emergency assistance is required.
15. Attend Parent/Teacher and other relevant information sessions if possible. Translate parent/teacher interview notes and forward them onto you.
16. Liaise with campus staff to monitor your son/daughter's health, academic performance and attendance and inform you, the parents, of any concerns promptly.

If your Care Giver is not providing you with the services above, please let us know.