

Recommended caregivers in Western Australia

Student welfare will always be our highest priority. **Taylors Diplomas** and the **University of Western Australia Foundation Program (UWAFP)** 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.

International Student Alliance (ISA) Guardian and Welfare Service	
Name	Mr Gian Wong and Mr Ivan Mckinney
Postal Address	P. O. Box 87 Chirnside Park, Vic 3116, Australia
Address	Main Office: Suite 20, Level 1, 108 Bourke Street, Melbourne VIC 3000
Telephone Number	+61 3 9777 0098
Fax	+61 3 9777 0453
Mobile	+61 401 995 900 (Ivan McKinney)
Email	info@studentguardians.com.au
Charge for service	All pricing is listed on the website
Website	studentguardians.com.au

Tann Advisory & Management Services	
Name	Paul Tan
Address	38 Hatherley Parade, Winthrop, WA 6150, Australia
Telephone Number	+61 8 9310 3218
Fax	+61 8 9310 3218
Mobile	+61 419 911 932
Email	tann.pd@bigpond.com.au
Charge for service	All pricing is listed on the website
Website	tann.com.au

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	0422 005 211
Email	info@pscaustralia.com.au
Charge for service	All pricing is listed on the website
Website	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



Admissions Centre
Level 24,
201 Elizabeth Street
Sydney NSW 2000, Australia
T +61 2 8263 1888
F +61 2 9267 0531
E anzscadmissions@studygroup.com

Perth Campus
UWA Claremont
Cnr Goldsworthy
& Princess Roads
Claremont WA 6010
T +61 8 6462 1353
F +61 8 6462 1301

CRICOS Provider Code: 01682E

Caregiver Service

The parents/guardian of a student can expect the following minimum standards to be met by any Caregiver 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 Caregiver is not providing you with the services above, please let us know.