



Curtin University

UNDER 18 STUDENTS

Welfare and Accommodation Arrangements



Make tomorrow better.

international.curtin.edu.au

International Students Under 18 Years of Age

International students under the age of 18 on arrival in Australia must have approved accommodation and welfare arrangements in place before a student visa can be issued. These arrangements are regulated by the Australian Department of Home Affairs (DHA) to ensure student safety and wellbeing.

If you will be under 18 when you begin your studies at Curtin University you have two options for arranging appropriate accommodation and welfare services:

Option 1 - Live in Australia under a Welfare and Accommodation Arrangement approved by Curtin University (fees apply).

This option must be selected by students who will not be accompanied by a parent, legal guardian; or do not have a DHA approved relative living in Perth. Under this arrangement you will have access to the following accommodation and welfare services:

Accommodation

Accommodation Provider:	Location:	Recommended for:
Homestay Accommodation arranged by Talkabout Tours (http://talkabouttours.com/)	Perth Metropolitan area	English Language Courses, Diplomas, Undergraduate Programs
On campus accommodation provided by Curtin Housing Services (https://students.curtin.edu.au/campus/accommodation/bentley/)	Bentley Campus	Undergraduate Programs

Welfare Services

Curtin University's approved welfare services provider is **Sonder Australia**. Sonder Guardian (<https://sonderaustralia.com/guardian/>) is the most respected and comprehensive premium international student caregiver and welfare service for under 18-year-old students in Australia. Sonder Guardian also includes the unique Sonder app. Members access advanced safety, navigation features and helpful information. In the event of an incident, Sonder's professionally-trained rapid response specialists can assist 24/7 by live chat, over the phone or in-person.

Option 2 - Live in Australia in an accommodation and welfare arrangement approved by the DHA.

This option is for students who will be living in Australia with a parent or a DHA approved adult relative. Under this option the University **does not** issue the 'Confirmation of Appropriate Accommodation and Welfare' letter (CAAW), as the accommodation and welfare arrangements are approved directly by the DHA. Please refer to the DHA for more information on eligible relatives and Student Guardian Visas (<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500/welfare-arrangements-students-under-18>)

Confirming Your Welfare and Accommodation Arrangements

Please complete the attached Under 18 Welfare and Accommodation Arrangements Form and return it via email to ci_accept@curtin.edu.au, remembering to include all the required supporting documents.

UNDER 18 WELFARE AND ACCOMMODATION ARRANGEMENTS FORM



Curtin University

Please return this completed form to ci_accept@curtin.edu.au to confirm your Welfare and Accommodation Arrangements. Please include all the required documents listed under Section 5: Document Checklist

Section 1: Student Personal Details

Curtin ID Number:

Family name:

Given names:

Date of birth:(dd/mm/yyyy)

Gender:

Nationality:(as per passport)

Passport Number:

Course Title:

Course Start Date:

Section 2: Parent(s) or Legal Custodian Details

Name:

Relation to the student:

Mobile Number:

Email Address:

Home Address:

Section 3: To be completed by Parents or Legal Custodians

• Please tick only one option and complete form sections as indicated. **Note:** options 2 & 3 are subject to Department of Home Affairs' approval. Curtin is not required to create a Confirmation of Appropriate Accommodation and Welfare (CAAW).

1. My child **will be on a student visa** and will require a Curtin University Approved Under 18 Welfare Arrangement service provided by Sonder Australia (<https://sonderaustralia.com/guardian/>) and Curtin pre-approved accommodation. **Complete sections 5 & 6**
2. My child **will be on a student visa** and will be living in Perth (Australia) with me or a Department of Home Affairs approved relative aged over 21 until he/she turns 18. **Complete section 4**
3. My child **will NOT be on a student visa**:
 - He /she requires a Curtin University Approved Under 18 Welfare Arrangement **Complete section 5**
 - He/she requires Curtin University pre-approved accommodation **Complete section 6**
 - He/she will be living in **Perth** (Australia) with me or a relative aged over 21 **Complete section 4**

Section 4: Living with a Parent, Legal Custodian or Relative over 21 years of age

Relative is defined as parent or adoptive or step-parent, brother, sister, step-brother, step-sister, grandparent, step- grandparent, aunt, uncle, step-aunt, step-uncle, niece, nephew, step-niece or step-nephew. It does not include cousin.

Name of Department of Home Affairs approved relative:

Relation to the student:

Nationality: (as per passport)

Passport Number:

Mobile Number:

Email Address:

Home Address in Australia:

Section 5: Curtin Approved Welfare Arrangement

I am applying a Curtin University Approved Under 18 Welfare Arrangement provided by Sonder Australia (<https://sonderaustralia.com/guardian/>)

Document checklist (Ensure the following documents are submitted with this form):

Certified copy of the parent or legal custodian's identification with photo and signature. (Example: passport, driver's licence or official ID Card)
If the identification is not in English, certified English translated copies must be provided as well.

A copy of the completed **Sonder Australia Caregiver Services Agreement**.

A copy of letter of confirmation from Curtin Housing Services **OR** a Homestay Profile Form from Talkabout Tours.

Section 6: Pre-approved Accommodation Details

Please select your accommodation from the following pre-approved options (tick only one)*

Accommodation Option:	Location:	Recommended for:
Homestay Accommodation arranged by Talkabout Tours (http://talkabouttours.com/)	Perth Metropolitan area	English Language Courses, Diplomas, Undergraduate Programs
On campus accommodation provided by Curtin Housing Services (https://students.curtin.edu.au/campus/accommodation/bentley/)	Bentley Campus	Undergraduate Programs

I confirm that I have applied for the accommodation option ticked above.

(You are declaring that you have applied for the selected accommodation and have received confirmation of accommodation from the provider.)

Section 7: Declarations

NOTE: Accommodation and welfare arrangements for students under 18 years of age and holding a student visa must be approved in accordance with the National Code of Practice for Providers of Education and Training to Overseas Students. Compliance with these requirements will enable Curtin to issue a Confirmation of Enrolment (COE) and a Confirmation of Appropriate Accommodation and Welfare (CAAW) form where applicable. You will need these documents to apply for your student visa.

Privacy statement: The information on this form is collected for the purposes of assessing your accommodation and welfare arrangements. You have the right to access personal information that Curtin University hold about you, subject to any exceptions in relevant legislation. If you wish to seek access to your personal information or inquire about the handling of your personal information

Student's signature:

Date:

I understand and accept that:

1. The above information from Section 1 through to Section 6 is correct and acknowledged..
2. Internet access at Curtin University is provided for academic, research and administrative purposes. While Curtin University does not filter any content my child's usage of the service is subject to the conditions of the [IT Appropriate Use Guidelines](#).
3. I am responsible for informing Curtin University of any change to my contact details.

Parent's signature:

Date:

Curtin University Approved Under 18 Welfare Arrangements – Terms and Conditions

These terms and conditions apply to Under 18 students in Curtin University approved welfare arrangements.

In these terms and conditions:

Guardian means the person appointed by Curtin University to oversee the welfare of your child or a Department of Home Affairs approved guardian;

Accommodation Provider means one of the Curtin-approved accommodation providers listed on the Under 18 Application for Welfare and Care Arrangements form;

Homestay means a homestay arranged by a Curtin University Homestay Accommodation Service Provider.

Visa requirements

To meet the requirements in your child's student visa:

1. Your child must not change their accommodation or welfare arrangements without written approval from their Guardian.
 - Your child must make and attend an appointment with their Guardian if they want to propose a change to their accommodation or welfare arrangements.
 - Approval for any requests to change accommodation or welfare arrangements is not automatic. The Guardian may decline to approve any change in arrangements, if this is determined to be in the best interest of the child.
2. Your child must not enter Australia before the day nominated by Curtin University as the day on which their welfare and accommodation arrangements are to commence. This is the Confirmation of Appropriate Accommodation and Welfare (CAAW) start date.
3. If you have not selected a Curtin University U18 Welfare Arrangement for your child, you must apply for a Department of Home Affairs approved arrangement. Your child is then required to stay in Australia with the person who is their parent or legal custodian; or a relative nominated by their parent or legal custodian who has turned 21 and is of good character. This arrangement is approved by the Department of Home Affairs, not by Curtin University.
4. Your child must meet their visa conditions while studying and living in Australia, or their visa may be cancelled and they may have to leave Australia.
5. As an international student, your child must remain enrolled in the course or transfer to another course with the approval of Curtin University, or they may be reported to the Department of Home Affairs as being in breach of their visa.
6. Your child must maintain satisfactory academic results for each term, trimester or semester of the course. If your child's results do not meet the course requirements, they may be reported to the Department of Home Affairs for unsatisfactory progress which is a breach of their visa.
7. Your child must maintain satisfactory attendance for each term, trimester or semester of the course. If their results do not meet the course requirements, your child may be reported to Department of Home Affairs for unsatisfactory attendance which is a breach of their visa.
8. Your child must return to their home country if there is a large gap between their courses.
 - Any gap of two months or more will normally require your child to return to their home country. Your child must seek immediate advice from their Guardian if the gap is two months or more.

Curtin University requirements generally

To meet Curtin University requirements:

1. Your child must attend every meeting that their Guardian schedules for them and respond promptly (within 48 hours) to their Guardian's requests for information.
2. Your child must attend compulsory orientation activities.
3. If your child has any issues or concerns, your child must raise them with their Guardian to seek assistance and advice.
4. Your child must obtain their Guardian's permission before making any travel arrangements.
5. If your child is absent from class for any reason, they must notify their Guardian.
6. If your child is absent from Curtin University without their Guardian's permission, Curtin University may implement its Missing Student Procedure and your child's absence may be reported to law enforcement authorities and to the Department of Home Affairs, as going missing is a breach of their visa.
7. Your child should ask their Guardian for assistance if they need help arranging their travel plans to return home during holiday breaks.
8. Your child must obtain their Guardian's permission before they will be allowed to attend an excursion or camp.
9. Your child must ask for their Guardian's advice if they are thinking of working in Australia.
10. Your child must abide by Australian law.
11. Your child is not permitted to purchase or consume alcohol or enter licensed premises unless accompanied by a responsible adult and legally allowed to do so.
12. Your child is not permitted to purchase cigarettes.
13. Your child is not permitted to hold a full Western Australian driver's licence or to drive a car.
14. If your child has any complaint or grievance while under a Curtin University approved welfare arrangement, they can follow the Curtin University Grievance Policy to report and seek to resolve their complaint.

Curtin University accommodation requirements

To meet Curtin University accommodation requirements:

1. Your child must return to their accommodation by the curfew time set by the Accommodation Provider, or by their Guardian if they are accommodated in a Homestay.
2. The Accommodation Provider or Homestay host will inform the Guardian if your child returns to the accommodation after curfew or if they do not return to the accommodation overnight.
 - A child who breaches curfew can expect to be given a warning letter and asked to agree to a behaviour contract. If your child continues to breach curfew, they may be suspended or excluded by Curtin University and reported to the Department of Home Affairs for breach of their visa.
3. Your child must get their Guardian's permission before they will be allowed to be absent overnight or longer from their accommodation.
4. If your child is going to be late arriving or registering at their Accommodation Provider, you must inform the Accommodation Provider and Guardian of their new arrival time and date. If you have made a booking and your child fails to arrive or check in, the Accommodation

Provider will notify the Guardian and their accommodation booking might be cancelled.

Curtin University U18 Guardianship Service fees and refund policy

1. If you provide certified evidence that the Department of Home Affairs has rejected your child's application for a student visa, Curtin University U18 Guardianship Service will give you a full refund of guardianship fees you have paid, within 28 days of receipt of written notice of cancellation.
2. If after commencing with the Curtin University U18 Guardianship Service your child changes to a Department of Home Affairs approved arrangement, you will be refunded the balance of the Curtin University U18 Guardianship Service fees from the latter of the date you provide to Curtin University with valid documentation showing a new Department of Home Affairs approved arrangement or the start date of the new Department of Home Affairs approved arrangement.
3. If after commencing their studies under a Curtin University Approved Welfare Arrangement, your child changes education provider, you will be refunded the balance of the Curtin University U18 Guardianship Service fees from the latter of the date you provide to Curtin University valid documentation showing a new welfare provider or the start date of the new welfare provider.

I understand and agree that:

1. Curtin University will contact me regarding any concerns over my child's welfare, breach of accommodation rules or other requirements of Curtin University dealt with in these Terms and Conditions.
2. Curtin University may remove my child from their accommodation without notice if it considers this is necessary to ensure my child's safety.
3. If my child is involved in a critical incident, Curtin University will follow its Critical Incident Management Procedure to manage the situation.
4. If my child requires urgent medical attention and the Curtin University Approved Welfare Services Provider is unable to contact me, I authorise it to make decisions on my behalf.
5. If considered by the Curtin University Approved Welfare Services Provider to be necessary, my child can be transported by staff in accordance with Curtin University policy for transporting students.
6. The Curtin University Approved Welfare Services Provider can give permission for my child to attend approved activities, such as extra-curricular excursions and overnight camps.
7. The Curtin University Approved Welfare Services Provider can access my child's timetable.
8. The Curtin University Approved Welfare Services Provider can liaise with external providers, such as the Accommodation Provider, emergency services etc, regarding my child's welfare.
9. Internet access at Curtin is provided for academic, research and administrative purposes. While Curtin does not filter any content, your child's usage of the service is subject to the conditions of the [Curtin University IT Appropriate Use Guidelines](#)
10. I am responsible for informing the Curtin University Approved Welfare Services Provider of any change to my contact details.
11. If the Curtin University Approved Welfare Services Provider requests my permission for my child to engage in an activity, I am responsible for providing my authorisation in writing.
12. If my child refuses or fails to comply with any of these Terms and Conditions, the Curtin University Approved Welfare Services Provider and Curtin University are unable to compel my child's compliance and so are not liable for any consequences which may affect my child's well-being.
13. If my child does not comply with any of the requirements set out in these Terms and Conditions, this may lead to my child's exclusion from Curtin University in accordance with their respective exclusion rules.



Sonder Guardian

**The premium international student
guardian caregiver and welfare service
for under-18 students in Australia.**

Supporting young students and parents.

A new world for under-18 students.

We know studying in a foreign country can be challenging for young people.

The first time living far away from home, friends and family is never easy. And coping with a different language and culture can affect their experience, and put them at risk of not achieving their highest academic potential.

We also know parents face similar stresses when they place responsibility for the care of their child into the hands of another. As Australia continues to grow in popularity, and parents strive to educate their children in a world-class environment, there are increased pressures on the systems responsible for ensuring the welfare of underage students.

That's why, more than ever, education providers require reliable and independent caregiver services dedicated to ensuring under 18s are cared for throughout their time in Australia.



You've got this. We've got you.

We help international students pursue life with confidence so they can succeed in their studies, giving their parents and family peace of mind.

Sonder can help when students are:

Concerned

Sonder is virtually by their side.

Confused

Sonder guides, resolves and alleviates.

Lost or stranded

Sonder gets them back on track.

Ill or injured

Sonder takes control.

Sonder is an Australia-wide, multilingual rapid response network. We're available on-demand 24/7 via the Sonder app, over the phone and in-person, through trusted, independently-vetted professional Liaison Officers who have a passion for helping others. From small worries to serious situations, we're dedicated to prioritising you in times of need.

Our trusted support network is staffed by former military, diplomatic and emergency services personnel – as well as professional carers from a wide range of domestic and international education backgrounds. With Sonder, no matter where your child is or what situation they're in, there are professionals with the right skills and the desire to help.

Our Services

- An Australia-wide network of local crisis professionals providing on-demand, in-person assistance at the touch of a button
- Advanced safety, navigation and information features in the Sonder app
- Integration with institution support services and campus security, with the 24/7 Sonder Support Centre connecting all relevant stakeholders, while keeping the student's family informed at all times
- Multilingual Sonder Support Centre staff, ready to assist students from a wide range of backgrounds

Sonder supports over 42,000 members from 90+ countries

How Sonder Guardian can help you.

About Sonder Guardian.

Sonder Guardian is the most respected and comprehensive premium international student caregiver and welfare service for under 18-year-old students in Australia. We pride ourselves on the delivery of tailored, professional and immediate care to students, as well as continual feedback to parents and education providers on the wellbeing of students.

Sonder Guardian satisfies Australian Government standards as well as your child's CAAW requirements. So both you and your child can feel confident to make the most of life.

Working closely with education providers.

We work closely with Australian education providers to align our services with their requirements, adding real, meaningful value to both the student and the provider.

We maintain regular engagement between our caregivers, parents, homestay accommodation, and academic staff, to ensure your child maximises their experience, satisfies visa conditions, and enjoys a safe and rewarding experience in Australia.

Our network also facilitates a seamless transition of safety and wellbeing support for students as they progress through their education pathway, from secondary and foundation to tertiary studies.

A network of experienced, friendly professionals.

Your child is in safe hands with Sonder Guardian services. Our caregivers have a passion for helping others, and are carefully selected and assigned to ensure each international student receives support to maximise their academic and lifestyle outcomes.

Unlike other providers who outsource their staff, all our dedicated caregivers are Sonder employees. This means you can rest assured, knowing our caregivers are thoroughly vetted prior to commencing caregiver responsibilities, including 'Working with Children' checks, police background checks, and other processes to ensure appropriate professional experience.

And our friendly, bilingual staff are perfectly positioned to support your child as they transition to a new study environment.

Our friendly bilingual caregivers are also backed by a unique national network of crisis professionals and multilingual specialists, including former military special operations officers, diplomatic and consular professionals, emergency services personnel and former international students.

**Get added peace
of mind, knowing
your child can enjoy
a successful study
experience, all while
being supported
by a network of
responsible, ethical
caregivers.**

More quality support than any other provider.

Your child's needs are our priority – even if they're not sure what those needs are yet. In fact, we provide more and better quality international student support than any other Australian student caregiver service provider.

Value beyond price.


You can be just as confident in our value for money as you can in your added peace of mind.

Weekly package: \$65 per week (plus \$300 set-up and welcome package)

For extra support, Sonder Guardian members receive a complimentary 12 month Sonder 24/7 safety and wellbeing subscription from the end of the Sonder Guardian service period (valued at \$365).

Speak to your education agent, or sign up for your Sonder Guardian subscription online at sonderaustralia.com/guardian

Sonder Guardian includes the following services:

Preparation for life in Australia.	 Sonder	Other caregiver providers
In-person meeting between Sonder Guardian and both the homestay host family and education provider within 24 hours of arrival.	✓	✗
Provision of an age and culturally appropriate orientation programme.	✓	✗
Attendance at enrolment day with your child to assist in integrating to their new study environment.	✓	✗
Welcome call - we'll call your child to personally explain how their Sonder Guardian service will work, and how we can help them get set up to live and study in Australia.	✓	✗
Pre-departure call - we'll re-confirm your child's arrival details and administrative requirements in order to finalise their arrivals programme.	✓	✗
Arrival call - ensuring your child's safe arrival and transfer from the airport to homestay accommodation.	✓	✗
Sonder app - access to Sonder's dedicated app, newsfeed and host of safety and wellbeing features.	✓	✗
We'll help your child hit the ground running with a Sonder Guardian member welcome pack. <ul style="list-style-type: none">• A Telstra SIM card with unlimited calls within Australia + 2.5 GB data, for 28 days• A public transport card with approximately 7 days of credit (depending on frequency of use)• A city guide• Mobile app recommendations for international students• Support with setting up their Australian bank account	✓	SIM Card only

Daily and critical incident support.



Other caregiver providers

Get daily support for your child through 24/7 remote access to the Sonder Support Centre:

• General help and assistance from locals, and point of contact for family in their home country (available 24/7)	✓	✓
• Advice on accessing Australian government services: driver's licences, immigration matters, visa restrictions and employment laws	✓	✗
• Referrals to professional services: tutoring, banking and financial services, real estate, medical and dental	✓	✗
• Advice and assistance with making an insurance claim	✓	✓
• Translation assistance over the phone	✓	✗
• Local travel assistance: how to use public transport and get around	✓	✗
• Advice on changing accommodation or homestay	✓	Relocation fee required and homestay only
Critical incident support with unlimited 24/7 in-person rapid response over the Sonder app, for live chat, over the phone and in-person assistance.	✓	✗
Unlimited access to all Sonder app safety features: '24/7 Help', 'Track my journey', 'Safety alerts' and 'Check on me', plus a newsfeed tailored for international students.	✓	✗
Access to experienced and professional staff that are multilingual specialists, from a diverse background of military, government and emergency services backgrounds.	✓	✓

Ongoing student support.



Other caregiver providers

Maintain regular engagement with the homestay, school and parents:	✓	✓
<ul style="list-style-type: none"> • Advocacy on behalf of your child for all safety and wellbeing issues, including escorting them to medical or specialist appointments • Ensuring they meet visa requirements for school attendance • Attending school meetings on the parents' behalf • Regular inspections of homestay accommodation • Immediate reporting to parents of any issue regarding your child's health or wellbeing • Regular in-person visits to the education provider • Monthly update reports and follow-up phone calls/video calls with parents when required • Translation services for academic reports, update reports and other documentation as required 		
We take mental health seriously. We'll provide immediate support and referral for any mental health issues.	✓	Referral only
We'll provide advice and referrals for academic issues and tutoring.	✓	Only report to institution
If your child isn't happy with their home we'll provide in-person assistance to help them change accommodation.	✓	No weekly check-in call
For added support, we'll also provide fortnightly in-person welfare checks and welfare phone calls every other week.	✓	Only once a month

Sonder app safety features.

Help when you need it. Confidence when you don't.

With the world at your feet, Sonder is at your fingertips. Simply download and activate the Sonder app to access all our unique safety features, so that you can feel confident knowing we've got your back.

24/7 rapid response network.

We know the precise decisions to make and actions to take if you find yourself in a situation that demands urgent attention. A simple swipe will automatically send a help alert to our Sonder Support Centre, notifying us of your exact location, and initiating remote or in-person assistance.

Track my journey.

Stay connected day or night with our 'Track my journey' app feature. Whether you're out and about or on your daily commute, we can monitor your progress throughout your journey until you feel safe, secure and no longer need us.

Safety alerts.

Our 24/7 Sonder Support Centre monitors minor and major events which could impact your safety. We harness geolocation technology to pinpoint whether you're in or near a potentially unsafe location, and if you are, we'll notify you immediately. If you indicate you're unsafe, or we don't hear back, we'll take action to ensure your safety.

Check on me.

Meeting someone new or going to an unfamiliar destination can make anyone feel uneasy. Our 'Check on me' feature allows us to contact you regularly to make sure you're OK.

How does it work?

Sonder app safety features.

We're always here for you at the touch of a button. The Sonder app features advanced safety, navigation and helpful information, meaning that in the event of an incident, you will be immediately connected with a professionally-trained rapid response specialist, to deliver assistance by live chat, over the phone or in-person.

Here's some examples of Sonder in action:

24/7 in-person rapid response.

Student receives personal support for sports injury.

A Monash international student on a sports scholarship called for help after he twisted his ankle and woke up at 1am in pain, wondering whether to go to hospital. Sonder assessed the severity of his injury and gave him first aid advice. A Liaison Officer took the student to the University Health Centre when it opened at 8:30am, then took him to get medical imaging on the doctor's advice before driving him back home. Sonder checked on the student later in the day, and he confirmed he was resting and recovering. He received the help he needed and avoided an unnecessary ambulance trip to hospital.

Check on me.

Mobile workers feel safer and more secure.

Employees who work remotely and out of the office are sometimes uneasy about being exposed to dangerous customers, people or situations. Meeting someone new or going to an unfamiliar destination can put anyone at risk. A Sonder member used 'Check on me' before going to meet an unknown customer in a remote location, which she shared she didn't feel comfortable doing before using the Sonder service. She set the 'Check on me' alert before her meeting and then checked out when she returned safely to her car. If the member hadn't checked back in, Sonder would have sent a Liaison Officer to arrive at her location in 20 minutes.

Track my journey.

Rapid response specialists watch over a young woman's late-night journey.

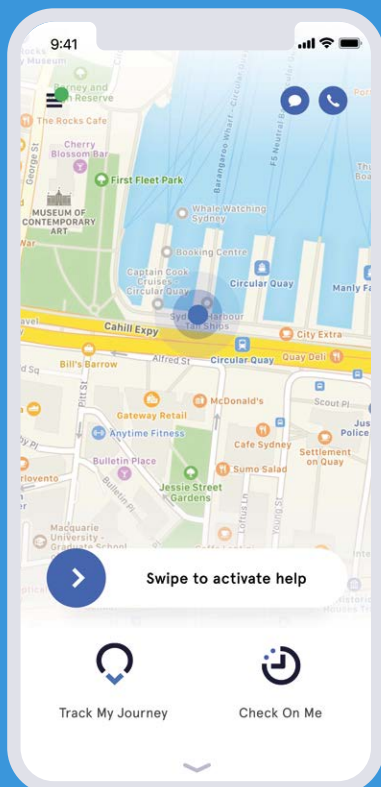
An Australian University of Sydney student working part-time late-night shifts in hospitality left her place of work after 1:30am and walked through dark side streets to the local train station. She activated 'Track my journey' from her place of work to the station. When she stopped unexpectedly, a Sonder rapid response specialist assessed she could be in danger and personally checked in with her over the app. She confirmed she was OK and had just stopped to chat with a friend. The Sonder specialist continued to monitor her until she arrived safely at her destination.

Safety alerts.

16 members alerted and monitored during Melbourne road incident.

In 2017, 19 pedestrians in Melbourne were hit by a 4WD vehicle crashing into a tram stop. The Sonder Support Centre rapid response specialists immediately geo-located and sent 'safety alerts' to 16 Sonder members who were in and around the area. Each member was asked to confirm 'I am safe', over the app or by phone. If any members hadn't replied, a Liaison Officer would have been dispatched to arrive in 20 minutes. The incident ended with a 100% success rate for Sonder, as all members were kept informed and safe.

With the world at your feet, Sonder is at your fingertips.



The Sonder Support Centre.

Our Sonder Liaison Officers are highly skilled in rapid response and based in the major metropolitan areas of Australia. They're a trusted and independently-vetted team of off-duty or retired emergency services or military personnel, with years of experience in safety and welfare roles.

Our local, expert, rapid responders provide remote support over the phone or via live chat, ensuring coverage wherever you are. We'll work with you to instantly assess what is going on, and ensure every action and decision you make is the right one.

Australia-wide coverage.


With the world at your feet, Sonder is at your fingertips. In fact, our technology platform works anywhere in the world with access to cellular data coverage*. This gives you access to all the remote features and Sonder Support Centre assistance that is available in Australia.

So, if you're concerned, confused, lost or stranded, ill or injured overseas, Sonder will support you.

Local specialists, local knowledge.

Sonder leaps barriers of language, location, culture and custom. Our 24/7, multilingual support network provides immediate help, guidance and assurance when you need us.

*The Sonder app requires cellular data coverage



"Without Sonder's help, I wouldn't have got through it. They were there within 20 minutes."

Caroline, 21

International student, Melbourne

**Speak to your education agent or visit
sonderaustralia.com to sign up to Sonder.**



Contact us

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Ground Floor, 26-28 Wentworth Avenue,
Surry Hills NSW 2010
Australia

Tel: +61 2 8379 7739
support@sonderaustralia.com

sonderaustralia.com

**NSW Community
Safety Partner**

