

## Student Support, Wellbeing and welfare Policy

### 1. Purpose

The purpose of this policy is to ensure that the Pine International Institute provides access to sufficient support to ensure students can adjust to study and life in Australia by giving student information on/or access to an age and culturally appropriate orientation program that provides information about:

- Support services available to assist overseas students to help them adjust to study and life in Australia
- English language and study assistance programs
- Any relevant legal services
- Emergency and health services
- Pine International Institute facilities and resources
- Feedback, complaints and appeals process as outlined (Feedback) RTO Standards for RTOs 2025, Clauses 2.7 and 2.8 (Feedback, Complaints and Appeals) and National Code 2018 Standard 10
- Requirements for course attendance and progress, as appropriate
- The support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia
- Services students can access information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.
- Available diversity, equity, inclusion, and cultural safety initiatives, including specific support for Aboriginal and Torres Strait Islander students
- Multilingual and translated materials where appropriate, to ensure students from diverse language backgrounds can access key information
- Wellbeing and mental health support services, including referral pathways to external providers where necessary, as per National Code 2018 Standard 6.1.6

This policy is managed in accordance to the requirements of:

- Standards for RTO 2025 Outcome Standards 2.2 ; 2.3; 2.4 and 2.6
- National Code 2018 Standard 6

This Policy and its associated procedures will be reviewed at least annually, or earlier where there are changes to the ESOS Act 2000, the National Code 2018, Standards for RTOs 2025, or other relevant legislation, to ensure it remains current and effective

### 2. Scope

This support policy applies to all Pine International Institute staff and students.

Diverse student learning needs are addressed and students are encouraged to express their views about their learning needs at all stages of their learning experience from the initial counselling to the enrolment stage. This includes students from Aboriginal and Torres Strait Islander backgrounds, culturally and linguistically diverse communities, and students with disability or additional learning needs.

All support services on-campus are free of charge. Some referred services external to the Institute may come at a charge determined by the provider of the service.

Information about any potential costs for external referrals will be provided in advance, and multilingual or translated information will be made available where required.

### 3. Policy Statement

Pine International Institute will provide students with information relevant to each criteria mentioned above when they request assistance relating to any services and programs, at no additional cost to the student.

Pine International Institute will offer reasonable support to students to enable them to achieve the expected learning outcomes regardless of the place of study or the mode of study, at no additional cost to the student

Pine International Institute will facilitate access to learning support services consistent with the requirements of the course, the mode of study and the learning needs of the student or student cohorts. Pine International Institute has documented processes that it implements for supporting these processes.



Pine International Institute has appointed a student Support Officer who will be the point of contact for students, and who has up-to-date details of the Pine International Institute's support services (see details in procedures). All administration and academic staff will provide student support in their respective areas to assist the student.

Student Support Officer along with other PII staff will abide by PII's obligations regarding the Standard 6 of the National Code 2018 and Standards for the RTOs 2025.

Pine International Institute has a documented Critical Incident policy and process that outlines how to manage critical incidents and what may affect the student's ability to undertake or complete a course (such as but not limited to incidents that may cause physical or psychological harm). Pine International Institute will maintain a written record of any critical incident and remedial action taken by PII for at least two years after the overseas student ceases to be an accepted student.

Pine International Institute will take all steps necessary to provide a safe environment on campus and advise students and staff on actions they can take to enhance their personal security and safety.

Students will be provided with information on how to seek assistance and report an incident that significantly impacts on their wellbeing, including critical incidents. Information will be provided in accessible formats and languages where required to support students from culturally and linguistically diverse backgrounds, including Aboriginal and Torres Strait Islander students.

Pine International Institute will provide students with, or will refer them to (including electronically), general information on safety and awareness relevant to life in Australia through PII's Safety and Security Kit and guidance on workplace rights and protections under Australian law, including respectful behaviours, anti-discrimination protections, and cultural safety.

#### 4. Responsibility

Pine International Institute, as a Registered Training Organisation, is committed to creating awareness and access to a variety of student support services and ensuring that international students make an effective transition into life and study in Australia, achieve satisfactory course progress and ultimately achieve their desired academic outcomes.

CEO is responsible for the implementation of this policy. The CEO will ensure that support arrangements meet the requirements of Standards for RTOs 2025 – Clauses 2.2, 2.3, 2.4, and 2.6 and National Code 2018 Standard 6. The students support officer will have access to up-to-date details of the Pine International Institute's support services.

Support includes both academic and personal support and the procedures to ensure that students are made aware of the support services available. Pine International Institute conducts an orientation program for all new students, and the details of this orientation program are included in the procedures outlined below.

All support staff will provide services in a culturally safe, inclusive, and respectful manner, ensuring equitable access for students from culturally and linguistically diverse backgrounds, Aboriginal and Torres Strait Islander students, and students with disability.

All staff responsible for student support will maintain confidentiality in accordance with PII's Privacy Policy and the Privacy Act 1988.

Student Support Officer Email: [sso@pine.vic.edu.au](mailto:sso@pine.vic.edu.au)

Contact: 1300 200 839, +61 39639 9951

The other support staff and initial contact person on campus are:

Service	Responsibility	Phone no	Email
Emergency Health, safety and security, critical incident/student's health, and safety. First Aid	CEO, Campus Manager, Training Manager	<a href="tel:1300095003">1300095003</a> (Office hours) (In case of life-threatening emergency, CALL 000)	<a href="mailto:info@pine.vic.edu.au">info@pine.vic.edu.au</a>
Academic support/IT Support (including catch-up classes, academic progress, attendance LLND Support,	Training Manager Campus Manager	<a href="tel:1300095003">1300095003</a>	<a href="mailto:sso@pine.vic.edu.au">sso@pine.vic.edu.au</a>



Intervention, IT Support)			
Complaints & Appeals / Administration Matters (including enrolment, orientation, deferral, results, Refunds)/LLND Support, Intervention, IT Support	Campus/ Training Manager/Support Officer	<a href="tel:1300095003">1300095003</a>	<a href="mailto:sso@pine.vic.edu.au">sso@pine.vic.edu.au</a>
Student support services/ Internal Counselling support/ Non-Academic support including Admin related support services/Orientation	Student Support Officer	<a href="tel:1300095003">1300095003</a>	<a href="mailto:sso@pine.vic.edu.au">sso@pine.vic.edu.au</a>
Marketing/Accommodation Support	Marketing Officer	<a href="tel:1300095003">1300095003</a>	<a href="mailto:sso@pine.vic.edu.au">sso@pine.vic.edu.au</a>

In addition to the above, students will be informed prior to enrolment of available support services for wellbeing, mental health, diversity, equity, inclusion, and specific assistance for Aboriginal and Torres Strait Islander students, as required under RTO Standards 2025 Clause 2.6 and National Code 2018 Standard 6.1.6.

## 5. Requirements

Pine International Institute will help students to access study support and welfare related services.

As per Standard 6.8 of National code 2018, Pine International Institute has its Critical Incident Policy and Procedures in place that covers the action to be taken in the event of a critical incident, and records the incident and action taken. Critical incident policy ensures that Pine International Institutes prepared for such incidents and have a clear protocol to follow in what can be distressing and upsetting circumstances. See Critical Incident policy and procedures of PII available on website/student's handbook and/or reception for more information.

Pine International Institute has sufficient student support personnel to meet the needs of the overseas students enrolled with Pine International Institute. Pine International Institute will maintain one student support officer for every 80 students (1:80 ratios) to ensure sufficient officer are available for students. Every member of Pine International Institute Staff will execute the procedural aspects of this policy with specific matters dealt by specialised personnel.

Pine International Institute provides an opportunity for students to access welfare-related support services to assist with issues that may arise during their study, including course progress and attendance requirements and/or accommodation issues. These services are free of cost.

Where relevant, PII will maintain referral arrangements with external providers for wellbeing, mental health, legal advice, and emergency housing services, ensuring students are informed of these options during pre-enrolment and orientation. Information about these services will be provided in accessible formats and, where necessary, in multiple languages to ensure equitable access for students from culturally and linguistically diverse backgrounds, including Aboriginal and Torres Strait Islander students. Pine International Institute shall organise various student support as outlined below.

## 6. Procedures: Student Support Services

### 6.1 Safety and Security

Pine International Institute undertakes a formal safety/security audit of its premise every year. In addition, the senior staffs are instructed to 'notice' any safety or security issue during their daily work routines. All staff are instructed on general workplace safety issues and how to manage them.

Students leaving late in evening from the institute are advised to leave the building accompanied by one or more fellow student(s) or advise their trainer or administrative staff on duty that they are leaving and request to be accompanied to their mode of transport if necessary. Students and staff are advised to travel on main streets where other members of the public are present rather than side streets or alleyways.

When less number or single staff is on site after normal business hours, they are advised to lock the doors for security.

Any incidents or student welfare issues are recorded on the critical incident record, and a critical issue report is compiled describing the issue, the people involved, action taken and follow-up required or planned. When the issue is closed, the report

and record are stored in PII files for a period of not less than two years from the conclusion of the student's enrolment or the staff member's tenure.

For overseas students, records relating to critical incidents will be retained and reported as required under ESOS Act 2000 Section 21 and National Code 2018 Standard 6.8, and in accordance with RTO Standards 2025 for secure storage.

Pine International Institute will provide staff and students access to information on general safety and security whilst on campus and advise them of the actions they can take to enhance their personal security and safety. Information is contained in the staff and student handbook, and it is also summarised during orientation of students and induction of staff. Information will be available on PII's website with links to other organisations that supply additional information.

This information will include guidance on safety in the workplace, anti-harassment protections, anti-discrimination protections, and rights under Australian workplace laws, in line with National Code 2018 and RTO Standards 2025 Clause 2.6.

Information provided to staff and students on seeking assistance for, and reporting an incident or a matter concerning their wellbeing is contained amongst the information provided in the handbooks and at orientation. Information also includes general information relevant to safety awareness for general life in Australia.

During pre-enrolment and orientation, PII will ensure students are informed about available wellbeing, mental health, and culturally safe support services, including services for Aboriginal and Torres Strait Islander students, as required by RTO Standards 2025.

Pine International Institute and its staff may be trained and experience to manage minor incidents, such as basic first aid, minor harassment or minor risks discovered within the premises. However, Pine International Institutes not equipped to manage major incidents and has a policy of requesting assistance from appropriate emergency services or specialists. Staffs are instructed to call in external assistance when they feel it is required. They do not need permission from senior management to engage external assistance. Staff are reminded to use available interpreting or translation services when responding to safety and wellbeing incidents involving students with limited English proficiency.

Staff members are instructed through the Critical Incident policy that they are to never speak with the media about any issue or incident; unless instructed to by the CEO or director of the Pine International Institute and they are accompanied by the Pine International Institute's legal representative.

## 6.2 Orientation Program

All students will go through orientation program on the day of enrolment at Pine International Institute. Students will be advised to attend the Orientation session prior to the Enrolment Day.

Pine International Institute conducts an age-appropriate, culturally safe and inclusive orientation program delivered by official point of contact personal i.e. Student support officer or representative. This program provides information on being safe on campus and around campus.

This orientation program will include information regarding:

- Support services available to assist overseas students to adjust to study and life in Australia
- Being safe on campus and around campus
- English language and study assistance programs
- Language, Literacy, Numeracy and Digital Skills (LLND) & Student support
- Any relevant legal services
- Emergency and health services
- Pine International Institute facilities and resources
- Feedback, Complaints and appeals process as outlined in Standard for RTO 2025 2.7 and 2.8 (Feedback, Complaints and appeals) and National Code 2018 Standard 10
- Information on visa conditions relating to course progress and attendance requirements.
- The support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia.
- Services that students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.
- Wellbeing and mental health services, diversity, equity, inclusion initiatives, and specific assistance for Aboriginal and Torres Strait Islander students, students with disability, and students from culturally and linguistically diverse backgrounds, in line with Standards for RTOs 2025 Clause 2.6 and National Code 2018 Standard 6.1.6.

- Multilingual or translated materials where required to ensure accessibility for students from non-English speaking backgrounds.

## 7. Student Handbook

All students will be provided with information on the link to the PII's website of the International Student Handbook prior to enrolment. Student handbook will provide information on (but not limited to):

- Student support services available to them
- Services, facilities and resources available to students
- Language, Literacy, Numeracy and Digital Skills (LLND)
- Assessments, Reassessments
- Recognition to Prior Learning (RPL), Credit transfer
- Plagiarism and cheating
- Feedback, Complaints and Appeals
- Student Code of Behaviour
- Maintaining contact details up to date
- Visa requirements for international students
- Policies and Procedures (Fee Payment & Refund policy, Deferment, Suspension and Cancellation Policy, Feedback, Complaints and Appeals policy etc.)
- Other relevant information in assisting students to adjust to life and study in Australia.

The Student Handbook will be reviewed and updated at least annually, or earlier if legislative or regulatory changes occur, to ensure accuracy and compliance with the Standards for RTOs 2025, the National Code 2018, and the ESOS Act 2000.

## 8. Available Support Services

All students who require support can contact PII's student support officer through email, phone or face-to-face contact. Student support services will always be available for students.

Students will be asked to fill up a "Student Support Request Form" which will help them to mention the support they require in detail.

Student support officer or representative will record the details in student support register and will make sure that student is satisfied with the support requested by him or her.

PII will maintain evidence of the support provided to the students in file. This includes maintaining and keeping record of:

1. *Student Support Request form*: available from PII's reception or website. Meetings will be conducted regularly with the students to check if students are receiving enough support to meet their requirements. PII understands the difficulty that students may have to face when they are away from their home. Therefore, PII ensures to provide support to students whenever they are in need at no additional cost to the students. Students may have to bear the cost associated with external services. Where an external referral is made, PII will document the provider details, service offered, and any follow-up arrangements to ensure continuity of support.
2. *Academic Support-Intervention Strategy Form*: Students whose attendance is unsatisfactory (i.e. below 80%) or if student is at risk of achieving unsatisfactory course progress (not demonstrating competency in at least 50% of the units in given study period) will be called for Intervention meeting and intervention strategies will be discussed and applied. For more information, kindly refer to Attendance and Course Progress Policy available on website or from Reception. All intervention actions will be recorded, monitored, and reviewed to assess their effectiveness.

Student support requests, interventions, and follow-ups will be reviewed periodically to identify trends, improve services, and ensure compliance with Standards for RTOs 2025

## 9. Academic Support

Students may have concerns with their academic performance or other related issues that are placing them at risk of not achieving the requirements of their course. Students can gain advice and support in ensuring they maintain appropriate academic level, and general support to ensure that they achieve satisfactory course progress. Student's course progress and attendance is monitored, and proper guidance and support is provided if unsatisfactory course progress or low attendance has been identified.

*Unsatisfactory Course Progress: A student will be deemed to have made unsatisfactory course progress in any given study period by not successfully completing or demonstrating competency in at least 50% of the units in given study period or achieved minimum competency level as stipulated in individual program requirement.*

A student can discuss any academic or other related issues to study at PII at any time with the student support officer. The student support officer will be able to provide advice and guidance, or referral, where required.

Intervention strategies are put in place to assist students to achieve the study goal they initially set out to attain. If learners are having any difficulties, it is advised that they should contact PII's student support services at the earliest opportunity so that support can be provided in the best way possible.

Intervention strategies may include, but are not limited to:

- Reduced Study Load
- English language Support.
- LLND and Academic Skills Support
- Specific subject enrolment
- Change of Course
- Extra classes and/or re-assessment
- Counselling;
- Mentoring;
- New Study Plan: Placing student in suitable alternative subject within a course or a suitable alternative course, or a combination of the above and/or a reduction in course load.
- Extension of Coe.

## 10. Language Literacy Numeracy and Digital Skills (LLND) Support and Pre-Training Review

- The pre-training review and LLND will be conducted prior to enrolment LLND. This is done to ensure that prospective students are placed into the correct course and to identify any LLND. support.
- Students will be required to complete Pre-Training Review questions included in the application form prior to enrolment. LLND test will be conducted by using LLN robot. LLN Robot assessment tools are well mapped against each ACSF levels.
- PII has an appointed LLND support officer to provide LLND Support to students. Support services are offered to all students.
- Pine International Institute does not allow agents to conduct LLN assessments.
- In the event that a Trainer and Assessor identifies students with LLND difficulties or where students require or request additional LLND support. Appropriate strategies will be implemented to assist them with their learning. Additional support will be provided by the Institute with \*ACSF Support plan.
- Students are requested to speak to LLND Support officer to discuss the support measures that they might need. Pine International Institute will provide support with no additional cost.
- The confidentiality of students who require additional support services and appropriate strategies are in accordance with our Privacy Policy. Support services will also be promoted to students during pre-enrolment and orientation, as required under National Code 2018.
- All students are required to undertake a language, literacy, numeracy and digital skill test.
- **Language skills** are necessary for understanding instructions and engaging in verbal communication.
- **Literacy skills** are required for reading course materials, writing assessments, and interpreting information.
- **Numeracy skills** are important for performing calculations, measuring, and managing tasks involving numbers.
- **Digital skills** are essential for navigating online systems, participating in e-learning activities etc.

To determine each student's support needs and assess the suitability of the chosen training product, all prospective students are required to undertake a Language, Literacy, Numeracy and Digital (LLND) skills review prior to enrolment.

Based on the outcome of the review, students may be identified as requiring internal or external support services, and individual advice will be provided regarding the suitability of the chosen course.



**\*LLND support:** If students do not meet the recommended English and/or LLND requirements, students will be referred for additional support which will be provided by the institute with ACSF Support Plan or students may also be asked to take further Language, literacy, numeracy and digital skill training, such as ELICOS programs at other institute to ensure that students are provided with support and proper guidance. PII does not offer ELICOS programs.

**ACSF Support plan** is a plan developed for students who are facing difficulties in meeting LLN LLND requirements. This plan is implemented for student to achieve expected learning outcome. Support learning outcomes will be provided in the areas where students have been identified as facing difficulty. Support will be provided if a student's exit level is less than the required level. Support plan for students will be developed on individual case by case basis.

Support plan can be created in areas namely:

1. Learning
2. Reading
3. Numeracy
4. Writing
5. Oral Communication
6. Digital Skills

If required, students can also be provided with support in Grammar, Vocabulary, and Pronunciation. Students must contact PII to seek assistance or support in LLND.

Refer to LLND policy for more details available at reception.

Students are requested to speak to the LLND Support officer or Training Manager to discuss the support measures that they might need. PII will provide support with no additional cost.

Detailed ACSF Support plan will be available from reception.

## II. Counselling

All students needing counselling, study skills assistance or practical help can make an appointment with the Student Support Officer, on Campus. An appointment can be made at reception or by emailing student support officer at [sso@pine.vic.edu.au](mailto:sso@pine.vic.edu.au)

Personal Counselling Services will be organised where student is identified in need of counselling and may take the form of advice or referral to other services. Personal counselling services include but are not restricted to:

- Grievance/conflict resolution
- Relationship issues
- Stress and coping
- Cultural, socio-economic, family issues
- Access and equity issues
- Student welfare and support
- Study skills advice
- Referrals to other agencies/professionals
- Crisis resolution
- Therapeutic counselling

For Medical service and support near main campus, students may seek help from the reception or from student support officer on [1300095003](tel:1300095003)

Pine International Institute offers reasonable support to students to enable them to achieve expected learning outcomes regardless of the place of study or the mode of study, at no additional cost to the student.

Pine International Institute will ensure that students are provided with sufficient support so that they can adjust to study and life in Australia. Students are encouraged to contact Reception for more information.

At PII, we take psychological safety and learner wellbeing as a matter of utmost priority. We are committed to fostering a safe, respectful and supportive learning environment where learners feel comfortable to seek help, express concerns and fully participate in their training without fear of judgement or harm. PII provides access to appropriate support services and referral options to ensure learners' wellbeing needs are addressed promptly and confidentially.

For more information about psychological safety, kindly refer to our Occupational Health and Safety (OH&S) Policy

All counselling interactions and referrals will be documented and stored securely in line with ESOS Act 2000 Section 21 and RTO Standards 2025 for confidentiality and record-keeping requirements.



Where external counselling services are engaged, PII will ensure that providers are appropriately qualified and, where necessary, culturally competent to meet the needs of students from diverse backgrounds, including Aboriginal and Torres Strait Islander students, students with disability, and students from culturally and linguistically diverse communities.

## 12. Student Welfare Services

The student support officer is available to students to help them access study support and welfare-related services such as;

- **Legal Services** – Pine International Institute can refer a student who requires to Legal Aid Victoria (free of cost usually) or a legal practitioner, the referral is at no cost to the student. Student would be responsible for any cost related to the legal advice charged by legal practitioner.
- **Accommodation** – Accommodation advice is available to all international students from the point of application through to the completion of their course. Pine International Institute will provide up to date information on accommodation options and or providers available for students, this advice will be provided free of charge. The fees for external agencies will be at the cost of the student.
- **Emergency and Health Services** – During orientation, students are advised regarding campus safety and how to access emergency and health services in Australia. For non-urgent services, students are encouraged to speak with student services. For medical or other emergencies, students are instructed to contact the appropriate services, e.g. 000 and inform Pine International Institutes soon as possible.
- **Facilities and Resources** – At orientation, students are given a guided tour of the campus and all Pine International Institute facilities. Students will be given detailed description of all available resources.
- **Feedback, Complaints and appeals processes** – Feedback, Complaints and appeals policy and procedures are available in detail on the website [www.pine.vic.edu.au](http://www.pine.vic.edu.au) and can be made available from reception and from PII's website.
- **Student visa conditions** relating to course progress and or attendance as appropriate – Students are advised at orientation of their requirements to continue to meet their visa conditions. Students can seek help from Student support officer if they have any concerns regarding visa requirements and conditions.
- Guidance on diversity, equity, and inclusion support programs available through student handbook or student support officer.
- Referral pathways for digital literacy support where LLND (Language, Literacy, Numeracy and Digital Skill) assessments identify a need, as per RTO Standards 2025.

## 13. Student Support, Wellbeing, Diversity and First Nations Recognition

At Pine International Institute (PII), we are committed to providing a safe, inclusive, and supportive learning environment that promotes student wellbeing, embraces diversity, and recognises the cultural heritage of Australia's First Nations Peoples. In alignment with the Standards for RTOs 2025 Supporting Learners and National Code of Practice 2018 Standard 6, PII offers a comprehensive range of student support services throughout the student journey.

This includes:

PII is committed to equity, accessibility, and inclusion, ensuring that all students regardless of cultural background, gender, identity, age, ability, or religion have equitable access to learning and wellbeing support.

Students with additional needs may request reasonable adjustments, which are assessed and implemented where appropriate.

PII acknowledges the Traditional Custodians of the land, the Wurundjeri People of the Kulin Nation, and supports Aboriginal and Torres Strait Islander students through culturally respectful practices and access to First Nations Liaison support.

Further information is available in the Student Handbook and on our website at [www.pine.vic.edu.au](http://www.pine.vic.edu.au)

## 14. Disability Support

Australia has laws that protect individuals from discrimination in many areas of public life, including education. A person with a disability has just as much right to study as any other student.

Pine International Institute will apply reasonable adjustments for student with disability. However, reasonable adjustment applied must not be detrimental for the student to achieve course outcomes.

Pine International Institute will apply reasonable adjustments to the level it can for students. This means that Institute cannot and will not:

- Refuse admission based on disability.
- Accept a student with a disability on less favourable terms than other students (for example, asking for higher fees).
- Deny or limit access to a student with a disability (for example, not allowing access to excursions, or having inaccessible student common- rooms or lecture facilities).

PII will ensure that disability support services, including available reasonable adjustments and support processes, are clearly communicated to students prior to enrolment and during orientation, as required under RTO Standards 2025 Clause 2.4 and Clause 2.6, and in line with the Disability Discrimination Act 1992.

All disability-related information will be handled in accordance with PII's Privacy Policy, ensuring confidentiality and compliance with the Privacy Act 1988.



This policy must be read in conjunction with PII's Reasonable Adjustment Procedure, which outlines the process for assessing requests, determining appropriate adjustments, documenting agreed measures, and reviewing their effectiveness.

## 15. Critical Incident

As per standard 6.8 of the National Code 2018, Pine International Institute has its critical incident policy in place. The policy ensures that critical incidents or potential critical incidents that could affect student's ability to undertake or complete the course in which they are enrolled are mitigated if possible or monitored so that support can be arranged if appropriate. The policy ensures that critical incidents and the actions taken are recorded in writing, and are kept for a period of not less than two years after the student's enrolment has ended, in accordance with the ESOS Act 2000 Section 21 and RTO Standards 2025

A Critical incident is defined as a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury. Critical incidents that may cause physical or psychological harm could include, but are not limited to, events such as:

- Missing students
- Severe verbal or psychological aggression
- Death, serious injury or any threat of these
- Natural disaster
- Issues such as domestic violence, sexual assault, drug or alcohol abuse

It is Pine International Institute's intention to provide students with a safe environment on campus and advise students and staff of how they can enhance their personal safety and security.

For situations involving serious threats to safety, wellbeing, or security, PII's Critical Incident Policy and Procedure must be followed. This includes immediate response actions, emergency services engagement, incident reporting, and post-incident follow-up in accordance with National Code 2018 Standard 6.8 and RTO Standards 2025. See the Critical Incident section of this policy for designated contacts and procedural details.

Preventative measures, including campus safety audits, staff safety training, and provision of safety awareness information, are detailed in Section 5.1 Safety and Security of this policy. These measures work in conjunction with the Critical Incident Procedure to ensure a proactive and responsive approach to student safety.

- Critical incident officer: Mr Pardeep Singh Brar Phone no: [1300095003](tel:1300095003)  
By email: [sso@pine.vic.edu.au](mailto:sso@pine.vic.edu.au)

## 16. Emergency Contact List

EMERGENCY SERVICE	CONTACT NUMBER
Emergency Fire Police Ambulance	000 (zero, zero, zero)
State Emergency Services (SES)	132 500
Non-Emergency Police	131 444, 9247 6666
Poisons Information Centre: [24 hours]	131 126
Care Ring: 24-hour counselling service	136 169
Life Line: 24-hour service	131 114
Public transport & timetables	131 638
Accident Towing	131 176
Dentists: Dental Hospital Service [Emergency Only]	9341 1040
Australian Maritime Safety Authority	Within Australia - 1800 627 484 Outside Australia - +61 2 6279 5000
Nurse On Call: AMA Victoria's Doctor Search	1300 60 60 24
<a href="#">Suicide Call Back Service</a>	1300 659 467
Suicide Line Victoria	1300 651 251
<a href="#">Safe Steps</a>	1800 015 188
Victims of Crime	1800 819 817 or text 0427 767 891
Child Protection	13 12 78
Sexual Assault Crisis Line	1800 806 292
Interpreter Service (TIS National)	131 450
Multicultural Centre for Women's Health	03 9418 0999
Headspace – Youth Mental Health Support	1800 650 890

## 17. Arrival Assistance

Pine International Institute can provide arrival assistance to students by informing and guiding them about the arrival assistance provided at Melbourne Airport. There is a student's welcome desk available at Melbourne airport, run by the government. It is open at key student arrival times and offers information, advice and a Welcome Pack when you arrive. For Welcome Desk opening hours, visit <https://studymelbourne.vic.gov.au>

PII provides airport pick up from Airport to PII's campus located at 2 Hunt Street, Coburg, Victoria-3058, Australia. Students are required to fill the Airport Pick up Request form available on PII's website or students can email their request (preferably prior to 72 working hours) for Airport pick up at [sso@pine.vic.edu.au](mailto:sso@pine.vic.edu.au). Students are requested to contact PII at 1300 200 839, +61 396 399 951 for any other information.

Airport pick up fees: AU\$300 (subject to change and outlined in the Offer Letter/Student Agreement).

There is a help desk available at the airport for international student to assist students in finding suitable airport pick up services e.g. UBER, Sky Bus and taxi services.

PII will ensure students are informed of these services during pre-departure communication and orientation, in line with National Code 2018 Standard 6.1 and Standards for RTOs 2025 Clause 2.6.

## 18. Study Melbourne Student Centre (SMSC)

The SMSC offers a wide range of free support services and referrals for international students on health matters, general wellbeing, legal services, accommodation, financial management and safety issues. Interpreters are available on request. SMSC can assist students through personal difficulties by providing emotional and practical support that is sensitive to their circumstances. Support staff can be contacted via a 24-hour free phone line.

SMSC is located on 17 Hardware Lane, in Melbourne CBD.

Opening hours: Monday-Friday 9:00am to 5:00pm, or visit <https://studymelbourne.vic.gov.au/about-study-melbourne/contact-us>

SMSC services are promoted to students during pre-enrolment and orientation to ensure they are aware of external, free, and confidential assistance options in line with National Code 2018 Standard 6.1.

## 19. Fair Work Ombudsman

Fair Work Ombudsman is an independent statutory agency of the Government of Australia that serves as the central point of contact for free advice and information on the Australian national workplace relations system. The Office of the Fair Work Ombudsman also investigates workplace complaints and enforces compliance with national workplace laws.

Fair Work Ombudsman focuses on:

- Providing education, assistance, advice and guidance to employers, employees, outworkers, outworker entities and organisations.
- Promoting and monitoring compliance with workplace laws.
- Inquiring into and investigate breaches of the Fair Work Act.
- Taking appropriate enforcement action.
- Performing statutory functions efficiently, effectively, economically and ethically. Refer to this link for more information <https://www.fairwork.gov.au/>
- Information on workplace rights and protections through the Fair Work Ombudsman will be included in the pre-enrolment and orientation materials, as per National Code 2018 Standard 6.1.6. Records of referral to external agencies will be maintained securely in compliance with ESOS Act 2000 Section 21 and RTO Standards 2025

## 20. External Support services

Pine International Institute ensures that students are informed about the external support services for their life and study support in Australia.

1	<p><b>Consumer Affairs Victoria</b> provides direct services to the public including advice, information and referral in consumer and residential tenancy matters. Consumer Affairs Helpline: 1300 55 81 81 or 132VIC (132842) and select option 4 <a href="https://www.consumer.vic.gov.au">https://www.consumer.vic.gov.au</a> Consumer Affairs Victoria GPO Box 123, Melbourne VIC 3001</p>
2	<p><b>Alcohol and Drugs (ECADS)</b> Inner East &amp; Eastern Alcohol and Drug and Service (ECADS) is a service providing free and confidential drug and alcohol counselling, education and support to adults and young people in the Eastern Metropolitan Region. <a href="https://www.ecads.org.au/">https://www.ecads.org.au/</a> Phone: 1800 778 278 , Knox City Council - 9298 8000 , Maroondah City Council - 1300 88 22 33; 03 9298 4598, Yarra Ranges Council - 1300 368 333</p>
3	<p><b>Legal Aid Victoria</b> Victoria Legal Aid (VLA) is an organisation that provides information, legal advice and education with a focus on the prevention and early resolution of legal problems. <a href="#">Helping Victorians with their legal issues   Victoria Legal Aid</a> 570 Bourke Street, Melbourne Victoria 3000 , Call on 1300 792 387, Monday to Friday from 8 am to 6 pm, for free information over the phone about the law and how they can help you.</p>
4	<p><b>Fair Work Ombudsman</b> Are you concerned about your pay, work rights, work conditions? Have you been bullied or harassed at work? Are you unsure of where to go to get help? Found out where you stand? Website: <a href="https://www.fairwork.gov.au">https://www.fairwork.gov.au</a></p>
5	<p><b>Reach Out</b> Website designed for young people. Information and resources to assist with self-help or help for others. <a href="http://au.reachout.com">http://au.reachout.com</a></p>
6	<p><b>Red Cross – International Student Emergency Relief</b> Provides emergency relief support, including financial assistance for vulnerable international students. <a href="https://www.redcross.org.au/">https://www.redcross.org.au/</a> Phone: 1800 733 276</p>
7	<p><b>Beyond Blue</b> Supports mental health through counselling and resources for anxiety, depression, and wellbeing. 1300 22 4636, <a href="http://www.beyondblue.org.au">www.beyondblue.org.au</a></p>
8	<p><b>1800RESPECT</b> Confidential counselling, information, and support for those affected by domestic or sexual violence. 1800 737 732 (24/7), <a href="http://www.1800respect.org.au">www.1800respect.org.au</a></p>
9	<p><b>Lifeline Australia</b> National 24/7 line for domestic and sexual violence. Provides free and confidential crisis support and suicide prevention services., 13 11 14, <a href="http://www.lifeline.org.au">www.lifeline.org.au</a></p>
10	<p><b>Study Australia</b> Australia's official government website for international students. Offers advice on visas, accommodation, work rights, health cover, and student life in Australia, <a href="http://www.studyaustralia.gov.au">www.studyaustralia.gov.au</a></p>

#### Other External Support Services Emergency Services

Fire, Ambulance, Police (life-threatening emergencies): Ring 000  
National Translating and Interpreting Service (TIS): 131 450  
Hospitals and Medical Issues (Melbourne, Victoria):

The Alfred: (03) 9076 2000  
Austin Hospital: (03) 9496 5000  
Royal Children's Hospital: (03) 9345 5522  
Royal Women's Hospital: (03) 8345 2000  
Royal Melbourne Hospital: (03) 9342 7000  
St Vincent's Hospital: (03) 9411 7111  
To find other services: [www.yellowpages.com.au](http://www.yellowpages.com.au)

(Hospitals listed are public hospitals offering emergency and outpatient services. Students should carry their valid OSHC card when accessing medical care. Students are advised to check with their OSHC provider to confirm what costs and services will be covered for their visit)



#### Legal & Dispute Support

The Resolution Institute Free call 1800 651 650 , [www.resolution.institute](http://www.resolution.institute)  
Victoria Legal Aid: [www.legalaid.vic.gov.au](http://www.legalaid.vic.gov.au)  
Dispute Settlement Centre of Victoria (DSCV): 1300 372 888 | [www.disputes.vic.gov.au](http://www.disputes.vic.gov.au)

#### Places of Worship

Churches: [www.australianchurches.net](http://www.australianchurches.net)  
Mosques: <https://isv.org.au/>  
Temples Australia: [www.hindu council.com.au](http://www.hindu council.com.au)  
Sikh Temple: <http://www.sikhyouthaustralia.com/>  
Interfaith Network Victoria: [www.interfaithnetwork.org.au](http://www.interfaithnetwork.org.au)

#### Other Support Services

The following support services are free. They can provide you with referrals to help you deal with the issue you are facing

Men's line Australia (Support for men's mental health and relationships.): 1300 78 99 78  
Grief line (Support for grief, loss, and bereavement) 1300 845 745 (12 noon - 3 am, 7 days a week, all year)  
The Gambling Help Line: 1800 858 858

*Students are always encouraged to seek assistance or help if they need any. Pine International Institute will make sure to provide all the support we can at no additional cost to the overseas student so that students can overcome difficulties, problems or challenges.*

*Challenges are what makes life interesting. Overcoming them is what makes life meaningful— Joshua J. Marin*