



Complaints Policy.

We recognise the importance of complaints in the evaluation of our programs, procedures and culture.

Should you have a complaint about our product or service, you are encouraged to contact us at the YFU Student Exchange National Office in Australia by phone at 1800 654 946 or at info@yfu.com.au.

We will respond to any concern communicated to us as follows:

- We commit to assessing the complaint or appeal within 10 working days and finalising the outcome as soon as practicable.
- We assure that the party is given an opportunity to formally present his or her case at minimal or no cost and be accompanied and assisted by a support person at any relevant meetings.
- We assure you that the complaint or appeal assessment will be conducted in a professional, fair, and transparent manner.
- We commit to providing the party with a written statement of the internal appeal's outcome, including detailed reasons for the outcome.
- We maintain written records, including the complaint or appeal, a statement of the outcome, and reasons for the outcome. These are securely stored on our server.
- We advise the party that they may contact the relevant state/territory registration authority if the exchange student or parent/guardian is concerned about our conduct with the requirements under regulations. We also provide all parties with the contact details of the relevant registration authority. Note that these registration authorities may suspend or cancel the registration of the YFU Student Exchange.
- We will ensure that our process described does not hinder a party from exercising his/her rights to other legal remedies.
- This process is explained in detail to Natural Parents, Host Families, Volunteers, Students, and staff members as part of their onboarding, orientation, or training relevant to their position.

The state and territory registration authorities listed below are responsible for the registration or approval and quality assurance of schools and organisations providing secondary student exchange programs in their respective states or territories.

This policy will be reviewed annually by the Board, Staff and Management.

Updated July 2024.



STUDENT EXCHANGE

Australian Capital Territory

Education & Training Directorate, ACT Government, International Education Unit
51 Freemantle Drive, Stirling (PO Box 158)

CANBERRA ACT 2601

Phone: (02) 6205 9176

Website: www.det.act.gov.au

Email: ieu@act.gov.au

New South Wales

Department of Education, NSW Registration for International Secondary Student Exchange
Level 2, 1 Oxford Street (Locked Bag 53)

DARLINGHURST NSW 2010

Phone: (02) 8293 6982

Website: <https://www.deinternational.nsw.edu.au>

Email: studentexchange@det.nsw.edu.au

Northern Territory

Department of Education (DOE), International Services Unit
Level 14, 55 Mitchell Street (GPO Box 4821)

DARWIN NT 0801

Phone: (08) 8901 4902

Website: www.nt.gov.au/

Email: internationalservices@nt.gov.au

Queensland

Department of Education & Training (DET), International Quality (Schools) Unit
Level 8, 30 Mary Street (LMB 527)

BRISBANE QLD 4001

Phone: (07) 3513 6748

Website: www.qld.gov.au

Email: cricosreg@qed.qld.gov.au

South Australia

Department for Education, International Education Services
31 Flinders Street (PO Box 1152)

ADELAIDE SA 5001

Phone: (08) 8226 3402

Website: www.sa.gov.au/topics/education-and-learning

Email: education.exchange@sa.gov.au



STUDENT EXCHANGE

Tasmania

Tasmanian Assessment, Standards & Certification (TASC)

Level 6, 39 Murray Street (GPO Box 333)

HOBART TAS 7001

Phone: (03) 6165 6000

Website: www.tasc.tas.gov.au

Email: enquiries@tasc.tas.gov.au

Victoria

Victorian Registration and Qualifications Authority (VRQA), School Projects Unit

Level 2, Lonsdale Street (GPO Box 2317)

MELBOURNE VIC 3001

Phone: (03) 9032 1538

Website: www.vrqa.vic.gov.au/registration/international

Email: vrqa.student.exchange@edumail.vic.gov.au

Western Australia

Department of Education, c/o TAFE International Western Australia

140 Royal Street

EAST PERTH, WA 6004

Locked Bag 16 OSBORNE PARK DC

WESTERN AUSTRALIA

Phone: (08) 9218 2100

Website: www.tafeinternational.wa.edu.au

Email: secondaryexchange.eti@dtwd.wa.gov.au

New Zealand - Ministry of Education

Level 1, 33 Bowen Street Wellington 6011 New Zealand

Phone: 64 4 463 8000

Website: <https://www.education.govt.nz/our-work/contact-us/>

Email: enquiries.national@education.govt.nz