

A case study in support: a 'one-stop- shop' for international students in Victoria

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The Victorian Government recently announced the opening of the Study Melbourne Student Centre which is the first of its kind in Australia and provides a 'one-stop-shop' for international students located in Melbourne's CBD.

The Centre continues the work of the International Student Care Service, established in 2010, and expands the services to include early information, and prevention advice for students, co-location opportunities with partners, and capacity building activities for student groups and the sector.

This presentation will provide an overview of the role that the Victorian Government plays to support and complement the wellbeing initiatives offered by education providers to their international students. Why we believe that supporting students from a holistic and student-centred approach, in an integrated and collaborative way, could make all the difference to student retention and paving the way for future recommendations to friends and family.

Alex Prentice's bio

Alex Prentice is the Manager of a Victorian Government initiative, the Study Melbourne Student Centre, which was until recently known as the International Student Care Service. She is a qualified social worker and before working with international students, she worked extensively with young people and adults experiencing significant disadvantage in the community sector. Alex has also worked in international development, having sat on the board of Future Cambodia Fund and advised on projects being delivered to displaced communities.