

Information for students who cannot identify an Australian provider

This information is for students who wish to complain about an education agent where the student **cannot** identify an Australian education provider they intended to enrol with or have enrolled with.

If students communicated with an education agent's office **in their home country**, they should contact their local authorities to file a complaint.

If students communicated with an education agent's office **in Australia**, they can file a complaint with the consumer affairs agency in the state where the agent is located.

| Organisation | State/Territory |
|---|------------------------------|
| Access Canberra | Australian Capital Territory |
| Office of Fair Trading | New South Wales |
| Consumer Affairs | Northern Territory |
| Office of Fair Trading | Queensland |
| Consumer and Business Services | South Australia |
| Office of Consumer Affairs and Fair Trading | Tasmania |
| Department of Commerce | Western Australia |
| Consumer Affairs Victoria | Victoria |

In order for agencies to help students easily, students should provide as much of the following as possible:

- correspondence they had with the education agent
- evidence of direct payments they made to the education agent.