



# Launch of FREE Student Support Services & New & Improved ProsPER

Stakeholder Toolkit



# Key messages

**StudyPerth's new and improved employability portal ProsPER and new FREE support services for international students are launching on Monday, 18 October.**

These support services will be managed through a triage system and include:

- Confidential counselling
- Career coaching & online employability tool
- Legal advice

**[Students can register for ProsPER now to book an appointment for these FREE support services.](#)**





# Key dates

**WEDNESDAY 13 OCTOBER 2021**

## **REGISTRATIONS OPEN**

StudyPerth announces the relaunch of ProsPER (online employability portal) and new FREE support services to international students via email. Students can start booking an appointment after signing up for

[ProsPER.](#)



**MONDAY 18 OCTOBER 2021**

## **SERVICES COMMENCE**

ProsPER portal launches, along with StudyPerth's triage system of FREE wellbeing and legal support services. These will commence with career and legal advisors and counsellors in the StudyPerth Student Hub.

[More details here.](#)



# How you can help

## 1. Help us get the message out

Like and share our organic social media posts or create your own using suggested copy and image/video assets provided in this kit. Be sure to mention [@StudyPerth](#) in your posts and use our [#studyperth](#) hashtag. Also, it would be wonderful if you could include the promotion in your email marketing activity if the timing aligns.

## 2. Information about support services and booking process

Please direct students to our [website](#) to learn more about our new free support services. It will include a registration page for ProsPER, where appointments can be booked.

## 3. Frequently asked questions

Please view our compiled list of [Frequently Asked Questions](#).

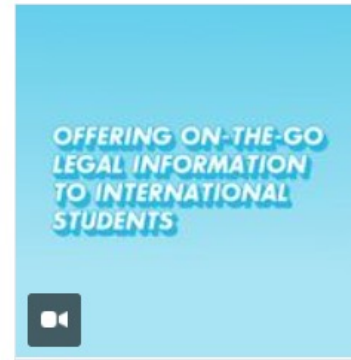


# Image and video assets

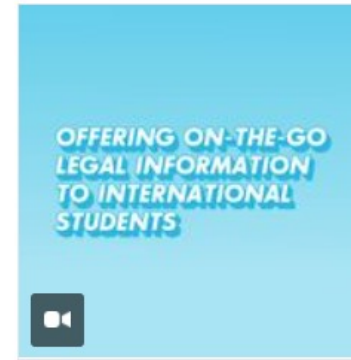
**We have created a number of visual assets to help you promote the services to students.**

Download image and video assets here to share via your own marketing channels [here](#)

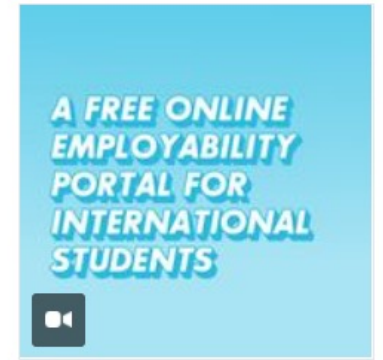
Feel free to use the suggested post copy on the next two slides and tag #StudyPerth to spread the word.



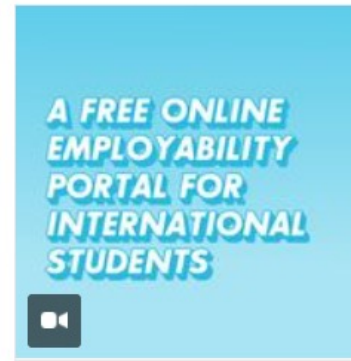
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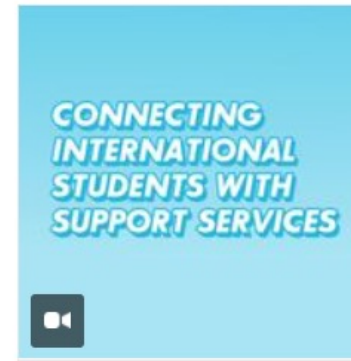
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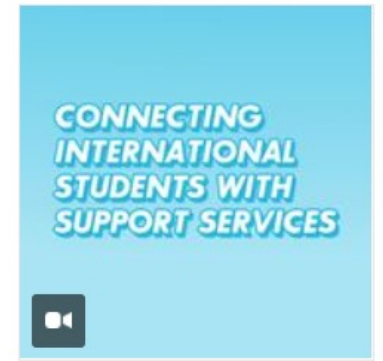
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# Suggested Social Media & Newsletter Copy

Feel free to use the copy below and these [visual assets](#) and tag #StudyPerth to spread the word.

## Example Post #1 (before Monday 18 October)

*Are you an international student?*

*New FREE support services from @StudyPerth are coming your way on Monday 18 October!*

*Access confidential counselling, career support and legal advice both online and in-person at zero cost.*

*While these services commence on Monday 18 October, you can register for ProsPER to book an appointment:*

[www.studyperth.com.au/ProsPER](http://www.studyperth.com.au/ProsPER)



# Suggested Social Media & Newsletter Copy

Feel free to use the copy below and these [visual assets](#) and tag #StudyPerth to spread the word.

## Example Post #2 (Monday 18 October onwards)

**@StudyPerth** has now launched new FREE support services for international students – including confidential counselling, career support and legal advice.

These FREE support services can be accessed both online and in-person.

To book an appointment, all you have to do is sign up for ProsPER: [www.studyperth.com.au/ProsPER](http://www.studyperth.com.au/ProsPER)





# Career Support – ProsPER

- **ProsPER is a free, comprehensive employability and career development portal packed with interactive tools, valuable e-learning content and the latest job opportunities.**
- Designed to get international students job ready and navigating today's job market with confidence.
- ProsPER's benefits include:
  - Career Advice
  - Career Assessments
  - Resume Builder and Checker
  - Interview and Assessment Centre tools
  - E-learning Courses
- For face-to-face career support, qualified career advisors from **Multicultural Services Centre of WA** will be in our Student Hub to answer questions students may have.





# Wellbeing Support – MSCWA

- **StudyPerth will offer confidential counselling as delivered by Multicultural Services Centre of WA.**
- Our goal is to provide a safe environment with our qualified wellbeing professionals in our Student Hub – connecting international students with information, referral and practical support.
- We can assist with situations related to:
  - Anxiety or depression
  - Traumatic events (recent or those in the past)
  - Problematic use of alcohol and/or other drugs
  - Sexuality
  - Pre-existing mental health concerns
  - Other distressing circumstances

*The Wellbeing Support Program is being delivered in partnership with the WA Government, StudyPerth and the broader international education sector, and is supported by Lotterywest.*



# Legal Support – My Legal Mate

- **Free multilingual and confidential legal advice via My Legal Mate**
- Students can easily access confidential and free legal information, as well as answers to commonly asked questions about laws in Australia.
- For any legal matter related to:
  - Private disputes and sexual assault
  - Employment and workplace rights
  - Housing/tenancy issues
  - Motor vehicle insurance and purchase
- StudyPerth will also offer free in-person legal advice, as delivered by **Northern Suburbs Community Legal Centre**, at our centrally located Student Hub. Our in-person lawyer will be able to discuss students' options and the next steps to take.





# Key contacts

If you have any questions, please contact:

- **Ryan Whiddett, Student Success Manager**  
[ryan.whiddett@studyperth.com.au](mailto:ryan.whiddett@studyperth.com.au)
- **Tara Colyer-Long, Marketing Manager**  
[tara.colyer-long@studyperth.com.au](mailto:tara.colyer-long@studyperth.com.au)

*Don't forget to use our #studyperth hashtag and mention @StudyPerth!*

