



Australia Awards

Expression of Interest (EOI) – Welfare Officers

28 September 2026

Australia Awards – South Asia & Mongolia

Australia Awards – South Asia & Mongolia is managed by the Australian Government's Department of Foreign Affairs and Trade (DFAT) and administered by Palladium International. This EOI seeks to establish a pool of **Welfare Officers** for Australian Professional Opportunities (APOs) and other short-term professional development activities delivered across Australia.

Scope of Services

The Welfare Officer may be required to:

- Meet and assist participants on arrival and departure, including airport transfers where required and assist in arrival logistics (hotel check in, sim cards etc).
- Provide participant orientation and briefings on health, safety, communications, local services and program logistics.
- Monitor participant wellbeing and act as the primary welfare contact throughout the activity, responding to welfare, health and safety incidents, escalating concerns in accordance with Australia Awards – South Asia & Mongolia procedures, and supporting duty of care and risk management requirements.
- Support participants to access medical, wellbeing and emergency services where required.
- Liaise with facilitators, host organisations and the Australia Awards – South Asia & Mongolia team regarding participant welfare and logistical matters.
- Inform participants of daily program arrangements and support their attendance at program activities.
- Accompany participants on site visits, networking events and approved recreational activities, as required.
- Support participants to navigate cultural differences and adjust to the Australian environment.
- Submit an incident report within 24 hours should an incident arise and a brief post-activity report within ten (10) business days of completion of the activity.

Essential Skills and Experience

Interested applicants should demonstrate:

- Experience providing participant welfare, pastoral care, guest services, group coordination, delegate management or similar support services.
- Experience working with international visitors, study tour participants, scholars or professional delegations.
- Strong interpersonal, communication and stakeholder engagement skills.
- Demonstrated ability to respond calmly and effectively to welfare-related issues and unforeseen circumstances.
- Demonstrated ability to assess and respond appropriately to welfare, health, safety and emergency situations.
- Knowledge of incident reporting and escalation processes.
- Ability to remain calm, exercise sound judgement and coordinate appropriate support during emergencies or critical incidents.
- Sound understanding of Australian systems, services and cultural contexts.



- Experience working in cross-cultural environments and supporting diverse participant groups.
- High levels of professionalism, discretion and confidentiality.
- Ability to travel within Australia and provide support outside standard business hours when required.

Desirable

- Qualifications in administration, social services, community services, human resources, international development, education, tourism, hospitality or a related field.
- Previous experience supporting Australia Awards activities or similar international development programs.
- Fluency in English essential and one or more languages spoken within South Asia or Mongolia beneficial but not essential.
- Current National Police Check.
- Current Working with Children Check (where applicable).
- Current First Aid Certificate (HLTAID011 Provide First Aid or equivalent).
- Current CPR Certificate.
- Experience responding to medical, welfare or emergency incidents in educational, community, hospitality, tourism, government, international development or related settings.
- Access to reliable transport within the applicant's home location.

Out of Scope

Learning Program development and Participant travel and logistics management are outside the scope of this EOI. Australia Awards – South Asia & Mongolia will arrange and directly manage:

- Program development
- International flights
- Domestic flights
- Accommodation
- Per diems and participant allowances
- Travel administration and related logistics

The Welfare Officer's role is to support participants and liaise with the Australia Awards team regarding welfare and logistical matters for each day of a given program as required.

Important Information

This Expression of Interest is intended to establish a pool of suitably qualified Welfare Officers who may be engaged to support future Australian Professional Opportunities (APOs) and other short-term professional development activities delivered under the Australia Awards South Asia & Mongolia program.

Submission of an EOI does not guarantee engagement. Opportunities for engagement will be dependent on program requirements, participant numbers, activity location, timing, language requirements and the specific needs of each activity.



Australia Awards – South Asia & Mongolia reserves the right to engage one or more Welfare Officers from the EOI pool or to seek additional applicants where specific expertise, language capabilities, location or availability are required.

Successful applicants may be contacted as opportunities arise and provided with further details regarding specific assignments prior to engagement.

Successful applicants may be required to hold and maintain appropriate insurances, including Public Liability Insurance, before commencing any assignment. Evidence of insurance coverage may be requested prior to engagement.

Mandatory Requirements upon Engagement

Applicants selected for engagement **may** be required to provide evidence of, or be able to obtain prior to engagement:

- Current National Police Check.
- Current First Aid Certificate (HLTAID011 Provide First Aid or equivalent).
- Current CPR Certificate.
- Working with Children Check, where required by the host organisation, venue or activity.
- Appropriate work rights in Australia.

How to Respond

Interested applicants should submit an Expression of Interest by email to tenders@australiaawardssouthasiamongolia.org by 5.00 pm Adelaide time on **19 October 2026**.

Applications should include:

- A brief cover letter (maximum 300 words) outlining suitability for the role and summarising relevant experience.
- Current location.
- Availability to travel within Australia. (Noting that where travel is required flights, accommodation and per diems would be arranged and paid by Australia Awards – South Asia & Mongolia.)
- Quote of Daily rate for Welfare Officer services (excluding GST).
- Resume/CV (maximum two pages).

Next Steps

Australia Awards – South Asia & Mongolia may establish a panel of suitably qualified Welfare Officers through this EOI process. Applicants who are selected for inclusion in the panel may be contacted as opportunities arise and provided with further information regarding specific activities, locations and participant groups.

Australia Awards – South Asia & Mongolia Tenders

Australia Awards are managed in South Asia & Mongolia by [Palladium](#), on behalf of the Australian Government

www.australiaawardssouthasiamongolia.org

