

### What is 1800 QSTUDY?

1800 QSTUDY is a support service for international students studying in Queensland Government programs.

The service will ensure students, families, chaperones, parents and homestay families have 24/7 support, including emergency after-hours service and a process for managing incidents.

During school hours international students can continue to contact their school directly for assistance and support. The after-hours support services will be available at all other times:

- Before 9.00am and after 3.00pm on school days
- 24-hours a day during weekends, public holidays and school vacations.

1800 QSTUDY will:

- Support and respond to your enquiries and those of your authorised contacts, tour chaperones and homestay providers
- Respond to any incident that affects you outside school hours

### Who can call 1800 QSTUDY?

For state schools, only authorised contacts listed in One School can discuss student issues using the 1800 QSTUDY service. This can include students, their parents, homestay providers and school contacts.

For private schools, only authorised contacts in our database can discuss student issues using the 1800 QSTUDY service. This can include students, their parents, homestay providers and school contacts.

The details of DEi exchange students will be entered in One School or the school's student database.

Students participating in programs which are fully chaperoned will not be given the 1800 QSTUDY details and will not be able to access the service directly. However, their tour chaperone or escort may use the service on their behalf.

### What do schools need to do?

- State schools must register their visiting international student in OneSchool as this will be the first point of reference for the support service.
- Private schools - we have confirmed your emergency school contact details and already have the students' emergency details provided by our international partners, which will be available to the support service.
- It is essential that international students and school staff are aware of the service and how to use it.
- It is essential that schools ensure the students and chaperones are provided with the school's contact details.
- Schools must make it clear that the 1800 QSTUDY service is only available outside of school hours (normally before 9.00am and after 3.00pm on school days) and 24-hours during weekends, public holidays and school vacations.
- Schools with students or chaperones who are eligible to use this support service will be issued with a number of 1800 QSTUDY materials to support these messages:
  - After-hours emergency cards for students
  - Fridge magnets for homestay providers
  - Information flyers.

### Who will be the emergency contacts for international students?

- The emergency contact information provided on the student's application form will be available to the 1800 QSTUDY service providers e.g. student's parents.
- The confirmed school contact for the program will be available to the 1800 QSTUDY service providers.
- The contact details for the Queensland homestay families will be available to the 1800 QSTUDY service providers.

### Who should be called first in an emergency situation - a school staff member or 1800 QSTUDY?

Emergency situations include, but are not limited to, situations that pose an immediate risk to health and life, severe conditions, accidents and major injuries. In emergency

situations, always dial 'Triple Zero' or 000 for immediate assistance. Triple Zero is the emergency phone number in Australia for police, fire fighters or ambulance. Triple Zero should only be called in an emergency.

When it is safe to do so, the school should be contacted during school hours or 1800 QSTUDY if the school is closed. When calling, please tell the customer support officer that you are reporting a critical incident and need assistance immediately.

### Can 1800 QSTUDY help with a homestay issue?

Yes, 1800 QSTUDY can help assist with homestay issues and can also provide support to the homestay host. If student welfare or safety is at risk, a support officer will come to the student and an emergency homestay placement can be arranged.

### What happens if the student/parent can't speak English?

1800 QSTUDY offers accredited interpreter services for most languages free of charge. Examples include Chinese, Japanese, French, German, Italian and Korean.

### Can schools still be contacted directly?

Yes, contact the school during school hours which are normally from 9.00am to 3.00pm on Monday to Friday. Please keep a record of the school's contact numbers and normal opening hours. At all other times please contact 1800 QSTUDY.

### When can 1800 QSTUDY be contacted?

Contact 1800 QSTUDY when the school is closed, normally at the following times:

- Monday to Friday – before 9am and after 3pm
- Weekends (Saturday and Sunday) – 24 hours
- School vacations and public holidays – 24 hours

### Can 1800 QSTUDY (1800 778 839) be contacted from overseas or from a mobile phone with call roaming?

Yes, the 1800 QSTUDY number can be called from any country. To call the service from overseas dial + 61 1800 778 839. Calls are free from an Australian landline or if using a local mobile phone provider. Charges may apply if calling from overseas or using a roaming service in Australia.

### What happens when 1800 QSTUDY is called?

When 1800 QSTUDY is called a customer support officer will assist with the call to ensure the most appropriate support is received:

- Help with non-critical incidents, such as general questions about study or living in Queensland, will be provided by a customer support officer.
- Non-critical enquiries about the program will be referred to the school who will respond during school hours.
- Any incident that affects student wellbeing will be managed immediately by 1800 QSTUDY. For example, if a student is missing or lost, suffering travel delays or has an important homestay or personal issue to report.
- Incidents may be referred to a Department of Education support officer to provide students with face-to-face assistance at their location or that of the incident.
- In emergency situations, call 'Triple Zero' or 000 immediately. Emergencies include, but are not limited to, situations that pose an immediate risk to health and life, severe conditions, accidents and major injuries.
- Triple Zero is the emergency phone number in Australia for police, fire fighters or ambulance. Triple Zero should only be called in an emergency. When it is safe to do so, the incident should also be reported to the school or 1800 QSTUDY.

### What information will be asked for when 1800 QSTUDY is called?

The caller will be asked for their name and the reason for the call. In the case of emergencies and critical incidents this should be stated immediately to enable the customer support officer to help. Other information that may be asked by the customer support officer include:

- Which Queensland school is the student visiting?
- What country the student is from?
- Are you a student, chaperone or homestay host?
- What is the name of the program the student is participating in? (This information will be available on the emergency wallet card supplied to the students and chaperones).

### How will parents or legal guardians know about incidents that affect students?

The people listed as the authorised contacts will be notified by phone or email if a student is involved in a reported incident.

### What measures are in place to protect individual's privacy?

We understand and appreciate the importance of information security and protecting privacy. We collect personal information about students when they apply for an exchange program. We may record, use and disclose the personal information provided so that we can administer our services, discharge our duty of care and comply with Australian laws.

### Will calls to 1800 QSTUDY be recorded?

Calls are recorded for quality assurance. Callers can ask for this feature to be disabled at any point during the call.

### How can I find out more about 1800 QSTUDY?

#### Email International Services:

internationalservices@qed.qld.gov.au

**Telephone:** +61 7 3515 5756

