



# 1800QSTUDY

International Student Hotline | 1800 778 839



## 1800 QSTUDY (that's 1800 778 839)

In emergencies, you should always dial **Triple Zero (000) FIRST** for immediate assistance.

Please note that calls to the freecall 1800 QSTUDY are free from any Australian landline or if using a local mobile phone operator.

Charges may apply if you are calling from overseas or using a roaming service in Australia.

### 1800QSTUDY feedback

EQI is always looking to improve our services. We invite you to provide us with feedback regarding your 1800QSTUDY experience and encourage you to contact us at [1800QSTUDY@qed.qld.gov.au](mailto:1800QSTUDY@qed.qld.gov.au). EQI would like to use your feedback to improve service development and training.

If you experiencing problems to access the 1800QSTUDY phone line, please send an email to [1800QSTUDY@qed.qld.gov.au](mailto:1800QSTUDY@qed.qld.gov.au).

## 1800 QSTUDY (that's 1800 778 839)

your *after hours*  
support and emergency  
contact number

### Education Queensland International

Department of Education  
Floor 18, Education House  
30 Mary Street, Brisbane, Queensland, 4000  
Phone: 1800 316 540 (inside Aus)  
+61 7 3513 5301 (outside Aus)  
Email: [EQInternational@qed.qld.gov.au](mailto:EQInternational@qed.qld.gov.au)

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The safety of our international students is a priority and assistance is only *a phone call away*.

Department of Education  
trading as Education Queensland International  
CRICOS Provider Code: 00608A





# 1800 QSTUDY

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## Frequently asked questions

### What is the freecall 1800 QSTUDY?

1800 QSTUDY (+61 1800 778 839) is a free support phone service for international students studying in state schools in Queensland.

The service provides access to advice and assistance 24 hours a day, seven days a week. This also includes an emergency after-hours service which manages incidents for international students participating in the International Student Program, Exchanges and Study Tours.

### When should I use the 1800 QSTUDY service?

During school hours, school staff are your main point of contact but when school is closed and you would like to report an issue or you need urgent assistance, then phone freecall 1800 QSTUDY at these times -

- Monday to Friday before 9am and after 3pm.
- Any time on the weekends (Saturday and Sunday).
- Any time during school holidays and public holidays.

### What happens when I dial freecall 1800 QSTUDY? Who will I speak to?

When you call freecall 1800 QSTUDY one of our customer support officers will answer and provide the support and assistance you will need.

If it cannot wait until the next school day you will be referred to an Education Queensland International (EQI) Responder who is trained to manage more complex and sensitive situations.

Cluster Support Officers are also on-call and located in your geographical area so they can provide face-to-face onsite assistance.

### What happens if I need a doctor?

If you are unsure about how to seek after hours medical advice or medical assistance, call freecall 1800 QSTUDY and our customer service assistants will point you in the right direction.

### Who should I call first in an emergency?

Emergencies include situations that pose an immediate risk to your health and life, severe conditions e.g. a natural disaster, accidents and major injuries.

In emergencies, you should always dial Triple Zero (000) FIRST for immediate assistance. Triple Zero is the emergency phone number in Australia for the police, the fire brigade or an ambulance. This number should only be used in an emergency.

When it is safe to do so, you should also call your school during school hours or freecall 1800 QSTUDY to notify us. Please make sure you say that there has been a critical incident that you have already reported to emergency services.

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

Yes, freecall 1800 QSTUDY can help assist with homestay issues. In situations where the student's welfare or safety is at risk, a support officer will come to the homestay to support the student and homestay family and if necessary an emergency homestay placement can be arranged.



### What happens if I cannot speak English?

The customer support officer will arrange an accredited interpreter service for most languages free of charge.

### What are a few examples where I might need to phone freecall 1800 QSTUDY?

If you become lost at the airport on arrival into Queensland, it is very important that you feel safe so please phone freecall 1800 QSTUDY immediately.

When your school is closed, your host family is not at home and you have had an accident or in difficulty and in need of medical treatment.

Of course, homestay families might also need to call the service if they cannot make contact with their international student or they have a student at home who needs medical advice.

### Can I call the freecall 1800 QSTUDY number (1800 778 839) from overseas or from a mobile phone with call roaming?

Yes, the freecall 1800 QSTUDY number can be called from any country. To call the service from overseas you must remember to dial + 61 1800 778 839.