



1800 QSTUDY

International Student Hotline | 1800 778 839

The 1800 QSTUDY (1800 778 839) service is available to international students and their families, agents, chaperones, parents and homestay providers outside our normal school hours.

The 1800 QSTUDY service provides support for you and responds to incidents that involve overseas students outside school hours.

You can call 1800 QSTUDY before **9.00am** and after **3.00pm** on school days, and **24 hours** a day during weekends, public holidays and school vacations.

Services include:

- Afterhours support
- Concerns regarding student welfare
- Advice on issues that have arisen in the home

(Examples include students who are missing, lost or out past their curfew; issues with missed travel arrangements; homestay issues; and potentially serious personal issues)

What is the free call 1800 QSTUDY?

1800 QSTUDY (+61 1800 778 839) is a free support phone service for overseas students, and their carers, 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 overseas 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 free call 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.