



Emergency Contact

NiceHomestay.net

Nice Homestay (after hours)

Jet Lee **0451 970 975** or John Corvino **0402 134 822**

Student Health Issues

Non-critical medical incident

If there is a medical issue that does not require a hospital visit but involves a visit to the doctor; the homestay family should treat their student as they would their own children. The students pay for the visit and then claim on their overseas student health cover; or overseas travel insurance. In some overseas health/insurance covers a "Brisbane After Hours Doctor" service is also provided where there will be no gap payment by the student as this doctor only charges the Medicare benefit schedule fee.

Brisbane After Hours Doctor -- **Ph 13 55 66** (or go online to see if your postcode area is covered).

Critical medical incident

Student requires ambulance or hospital treatment.

In an Emergency ring **000** on land-line / mobile; or **112** on international mobile phones.

They will ask if you want: Police ? Fire ? Ambulance ? *ask for one only.* Do not hang up until they tell you to do so.

After dealing with the emergency, advise Nice Homestay immediately.

Student Concerns

Student has either lost a personal item or had something stolen, you should take them to the police station to report the incident.

Student does not return home and you are unable to contact them on their mobile, you should contact us. Please note: students often get lost on public transport when they first arrive in Australia and might be delayed a few hours in getting home as a result. We would advise you to give your student clear instructions and a map of your local area. Remind them to make a note of your address and contact details. You should also ask them for their mobile phone number and let them know you will text or call them if they are late home.

To do

- Make sure student and you have swapped mobile numbers and other contact details such as email addresses.
- Make sure student has taken note of your address details.
- Make sure student knows the emergency numbers to use in Australia such as **000** and **112** and only to use these in a critical life-threatening emergency.

International Management

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Brisbane Hosting

Contact: John Corvino **0402 134 822**

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