



Emergency Contacts for Students NiceHomestay.net

Nice Homestay (after hours)

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

Health Issues

Non-critical health incident

If you experience a medical issue and not sure whether it requires a hospital visit; or a visit to the doctor; you should talk to your the homestay family. As a student you can claim on their overseas student health cover for related costs. In some overseas health cover a "Brisbane After Hours Doctor" service is also provided where there will be no gap payment required 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

If your or anyone in your household requires ambulance or hospital treatment call 000 immediately.

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.

Safety or well-being concerns

If you feel unsafe; or threatened; or uncomfortable, it is important you speak to someone immediately.

The **first option** is to explain the problem to your host. Often discussing problems is the first step to resolving them. Remember the your host family is naturally concerned for your well-being.

If you are not comfortable talking about the problem with your host then the **second option** is to talk to someone at Nice Homestay. Remember we are here to help and your safety and well-being is of utmost importance. It is much better to speak with someone sooner to resolve problems than wait until they escalate.

If you are not comfortable speaking over the phone then **third option** is to send an email to **info@nicehomestay.net** Remember to give your name and contact details in any communications; so we can quickly get back to you.

To do

- Put your host's contact details into your phone.
- Put Nice Homestay contact details into your phone.
- Learn the emergency numbers used in Australia such as **000** and **112** and only use in life-threatening emergencies.

International Management

Contact: Jet Lee **0451 970 975**

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Brisbane Hosting

Contact: John Corvino **0402 134 822**

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