



Client Service Standards for Education Queensland International (EQI) Dependant Student Program (DSP)

Introduction

Our aim is to consistently deliver quality services to international students enrolling their children in Queensland Government schools through the Education Queensland International (EQI) Dependant Student Program.

The Client Service Standards for the Dependant Student Program outlined below are a reflection of our commitment to providing clients with the highest level of service possible. These standards outline what you as our client can expect from us, your role in helping us achieve high service levels and how to provide feedback on our performance. We will use these standards as a framework for reviewing the quality of our services and identifying areas for improvement.

Our service standards

As a valued client, you can expect:

- To be treated with courtesy and respect
- Professional, accurate and timely responses from trained and informed staff
- Respect for cultural diversity and consideration of individual needs
- Privacy and confidentiality in all matters

We will do this by:

- Identifying ourselves to you
- Being friendly, courteous, fair and impartial in our dealings with you
- Providing information in a clear, concise and culturally appropriate manner
- Acknowledging all communications within one (1) working day
- Processing applications within seven (7) working days of receipt of complete applications
- Being accessible through a range of communication channels and during stated business hours
- Ensuring staff have the appropriate level of information and expertise to meet your needs
- Actively seeking and acting on feedback
- Maintaining confidentiality and respecting your privacy in accordance with the Queensland Government's *Information Privacy Act 2009*



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How you can help us to help you

You can help us by:

- Providing us with accurate and complete information in a timely manner
- Responding promptly when asked for additional information
- Advising details of any changes to your circumstances and contact information

We value your feedback

We strive to continuously improve our service delivery and value your feedback to help us achieve this.

If you are satisfied with our service or you have comments, suggestions or any other feedback, please tell us by:

- Speaking with the EQI representative you have been dealing with
- Speaking with the Manager of the International Student Program (ISP) unit
- Participating in client surveys

If we have not met your expectations please raise this by:

- Speaking with the EQI representative concerned
- Speaking with the Manager of the ISP unit
- Writing to the Director EQI

If you have a complaint about an issue with your child's education, please refer to the [Making a Complaint](#) document published on the Education Queensland website.

How to contact us

- The EQI Dependant Student Program team can be contacted by:
 - Telephone +61 7 3224 6958
 - Facsimile +61 7 3224 6973
 - Email EQInternational@deta.qld.gov.au
- Make an appointment to meet us at Level 18 Education House, 30 Mary Street, Brisbane Qld, Australia. Appointments are necessary so please call first to arrange a suitable meeting time.
- Written correspondence can be mailed to:
Education Queensland International
Dependant Student Program
PO Box 15050
City East Qld 4002
Australia
- Our business hours are 8.30am to 5.00pm Monday to Friday