

TEMPORARY RESIDENTS PROGRAM

Temporary Residents Program COVID-19 FAQ

The NSW Department of Education continues to work closely with the NSW Ministry of Health to monitor and respond to COVID-19 developments and to ensure the safety and wellbeing of your child. The below FAQs provide information relating to fees, enrolment and online learning during COVID-19. You may also find the Department of Education's '[learning from home](#)' and '[advice for families](#)' webpages useful. For comprehensive information and updates related to COVID-19, please refer to the NSW Government's [COVID-19 \(coronavirus\) website](#). The [COVID-19 Information and Resources page](#) on the DE International website brings together multilingual resources from DE International, the NSW Department of Education and NSW Health.

How are schools supporting learning for temporary residents?

Where your child is learning at home, your school will teach online through a virtual platform, or through materials provided to you electronically or in hard copy. All learning from home plans allow for the continuation of education despite interruptions to normal school attendance. If you need more information about how your school will support your child's learning, contact your school or visit: <https://education.nsw.gov.au/teaching-and-learning/curriculum/learning-from-home>

What if schools are closed?

If schools are closed for an extended period of time, your school will continue to provide learning support for your child and will communicate with you about their learning. If your school needs to close, the school will communicate with you through its usual channels.

Will the temporary resident education fee continue to be charged for online learning?

If your child holds a fee-liable visa, the temporary resident education fee continues to apply if your child remains enrolled as a student in the NSW government school system. NSW government schools are operational and teachers will continue to educate your child through online learning platforms.

If your child holds a visa that is exempt from the education fee, they will remain exempt from the temporary resident education fee. For a list of all visas and their enrolment conditions, see our [Visa Subclass List](#).

What if I received an invoice but can't pay all the education fee at the moment?

We understand COVID-19 places a financial burden on some families so you may wish to consider making instalment payments to reduce the invoice balance. Where the Temporary Residents Program receives a partial payment toward an invoice, you will receive standard communication regarding the transaction. Alternatively, if your employment situation has changed and you are now in low income, you may apply for a low-income exemption from the education fee. For more information about eligibility and the application process, see our [Low-Income Exemption Application Form](#).

What if my child is home with illness?

If your child is home with minor or mild illness, they remain enrolled in the NSW government school system and the temporary resident education fee continues to apply. Short-term exemptions are not available under these circumstances. If your family has experienced a major unforeseen medical event or accident that has impacted your financial position, you may email our Customer Service Team at tempvisa@det.nsw.edu.au with information about your situation.

What if I cancel my child's enrolment and return overseas?

We understand some families may decide to cancel enrolment in school and return to their home country to be with family. If you withdraw your child from the NSW government school system, you may do this by informing the school, and the Temporary Residents Program, by email at tempvisa@det.nsw.edu.au. All onsite and online learning support will cease, and your child's application will be closed.

If you paid an education fee to cover a future period of enrolment, you may request a refund of any unused education fee. The refund will be calculated from the date your child ceased enrolment in the NSW government school system (either onsite or online attendance). For more information, see our [Refund Application Form](#).

What if I cancel my child's enrolment and remain in Australia?

If you decide to cancel your child's enrolment in a NSW government school you must ensure you comply with NSW legislation that requires all children of compulsory school age to be enrolled in a government or non-government school, or obtain approval for home-schooling through the NSW Education Standards Authority (NESAs). For more information on home-schooling, please contact the [NSW Education Standards Authority](#).

If you withdraw your child from the NSW government school system, you may do this by informing the school, and the Temporary Residents Program, by email at tempvisa@det.nsw.edu.au. All onsite and online learning support will cease, and your child's application will be closed.

If you paid an education fee to cover a future period of enrolment, you may request a refund of any unused education fee. The refund will be calculated from the date your child ceased enrolment in the NSW government school system (either onsite or online attendance). For more information, see our [Refund Application Form](#).

What if I cancel my child's enrolment, and wish to re-enrol at a later date?

If you cancel your child's enrolment in the NSW government school system (and enrol your child in a non-government school or obtain approval for home-schooling) but wish to re-enrol in a NSW government school later, you must make a new application to the Temporary Residents Program for an Authority to Enrol. The application process will involve the school principal completing Section B of the application form. If your local school is at capacity, we cannot guarantee entry to the same school. For more information see our [Application Form for an Authority to Enrol](#).