

Policy and Procedure Register updates

Summary of changes to:

Temporary Residents Admissions procedure

1. Reason for new/updated policy or procedure (select all that apply)

- | | |
|---|--|
| ☐ Change of policy/procedure requirements | ☐ Audit/review recommendation |
| ☒ Change to legislation/delegations | ☒ Due for review |
| | ☒ Other |

The Temporary Residents Admissions policy and procedure suite, including all supporting documents, is now due for a cyclical review. The updated procedure aims to incorporate several key policy and service environment changes, including:

- Reducing red tape for schools, regions, and applicants (and their families)
- Changes to the Department of Education's (the department's) customer complaints processes
- Decision-making requirements under the *Human Rights Act 2019*
- Australian Government Migration Strategy (released December 2023)

2. Summary of changes

- Added "Enquire" step to process flow to reduce number of enquiries/applications from citizens and permanent residents (and their children)
- Added "Register" step to process flow to expand on:
 - Parental linkage
 - Financial assistance (including financial hardship and compassionate and compelling circumstances)
 - When a fee waiver is approved/not approved
 - Customer complaints
- "Monitor" step simplified, with fewer references to external materials such as the TRA terms and conditions of application
- "Decide" step altered to outline debt recovery process
- Revised 10-week minimum study period for temporary residents holding a visa with an 8201 visa condition (maximum 3 months study)
- Updated legislated delegations for fee waiver applications
- Supporting materials include:
 - Guidelines for Assessing Temporary Residents Admissions financial hardship and fee relief applications
 - Guidelines for assessing parental linkage between a child and an Australian citizen or permanent resident

- Temporary Residents Admissions applicant for a refund form
- Decommissioned:
 - Temporary Residents Admissions fee waiver procedure
 - Temporary Residents Admissions payment plan fact sheet
 - Checklist for assessing parental linkage between a child and an Australian citizen or permanent resident

3. Impacts to roles and responsibilities

Does the new/updated content change staff roles/responsibilities *in any way*? ☒ Yes ☐ No

If yes, select the type of change: (select all that apply)

☒ Revised responsibilities ☒ New/additional responsibilities ☒ Removed responsibilities

Position title	Summary of change	Page#
School	Added position. Includes the following responsibilities: • Check Department of Education International (DEi) schedule of visa subclasses and enrolment conditions to determine if a temporary visa holder needs to be registered with DEi prior to enrolment. • Direct applicants to Temporary Residents Admissions, DEi (TRA, DEi) where required. • Enrol temporary visa holders as per the Enrolment in state primary, secondary and special schools procedure once they have been issued an Authority to Enrol (ATE). • Keep visa details up to date in OneSchool. • Monitor ATE end dates and seek advice from TRA, DEi if a family wishes to continue studying at a Queensland state school past the ATE end date.	1
Region	Added position. Includes the following responsibilities: • Check DEi schedule of visa subclasses and enrolment conditions to determine if a temporary visa holder needs to be registered with DEi prior to enrolment. • Direct applicants to TRA, DEi where required.	2

Applicant	Added responsibilities: • Check DEi schedule of visa subclasses and enrolment conditions to determine if registration with DEi for the temporary visa holder is required. • Contact TRA, DEi if seeking to extend study for the temporary visa holder at a Queensland state school past the end date on the ATE. • Maintain visa conditions. Contact Department of Home Affairs (DHA) for all visa related questions.	2
Temporary Residents Admissions, DEi	Previously DEi staff. Simplified to remain high level, with detailed responsibilities embedded within the procedure.	2
Corporate, Business and Digital Services, DEi	Previously Corporate Services, DEi. Added responsibility: • Issue payment plans.	2
Principal or delegate	Removed.	N/A
Director, International Student Programs (ISP), EQI	Removed.	N/A

4. Communication and support for implementation

TRA held a Masterclass on 24 March to support school and region understanding alongside two info-drop sessions on 19 and 21 May to collect feedback on the suite. These were advertised through ConnectedEd.

Communications will continue through ConnectEd articles, OneSchool dashboard broadcasting, and OnePortal and EQI website updates. School staff will also be supported by the development of a training package for school enrolment officers to guide enrolment processes for temporary residents through the Education Futures Institute.

For further assistance, please contact:

Temporary Residents Admissions, International Student Programs

Department of Education International

Within Australia 1800 943 122

Outside Australia +61 7 3513 6983

Temporaryresidents@qed.qld.gov.au

Procedure effective: 6 October 2026, version 2.0