

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



Procedure

Temporary Residents Admissions procedure

Version: 2.0 | **Version effective:** 06/10/2026

Audience

Temporary visa holders who wish to enrol or have enrolled in a Queensland state school or approved state-delivered kindergarten (SDK), Department of Education International (DEi) staff, Queensland state schools (including SDK staff, and principals).

Purpose

This procedure outlines the responsibilities and processes which support temporary visa holders to engage with and be admitted to the Queensland state school (state school) system.

Overview

Under Section 51 of the [Education \(General Provisions\) Act 2006](#), the Department of Education (the department) *may* charge fees for a child who is not an Australian citizen or the child of an Australian citizen or permanent resident *to attend a state school or SDK*.

DEi, on behalf of the Department of Education, oversees the registration and charging of fees to temporary visa holders who are eligible to apply to enrol at a state school. Schools must check whether a temporary visa holder meets the criteria to be registered through DEi prior to enrolling in a state school.

Responsibilities

School

- 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 Temporary Residents Admissions, DEi (TRA, DEi) where required.
- Follow the [Enrolment in state primary, secondary and special schools procedure](#) to enrol temporary visa holders issued with an Authority to Enrol (ATE).
- Keep student visa details up to date in OneSchool and monitor their ATE end date.

Region

- 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.

Applicant

- 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.
- Complete the [Temporary residents Application form for authority to enrol](#) and attain an ATE from TRA, DEi before enrolling the temporary visa holder in a Queensland state school.
- Pay invoices in full by the due date and notify DEi if financial assistance is required.
- Inform school and TRA, DEi of any visa changes.
- Contact TRA, DEi if seeking to extend the temporary visa holder's enrolment at a Queensland state school past the end date on the ATE.
- Maintain visa conditions. Contact the Department of Home Affairs (DHA) for all visa related questions.

Temporary Residents Admissions, DEi

- Provide advice to schools, regions and applicants on the DEi admissions process and enrolment requirements.
- Assess [Temporary residents Application form for authority to enrol](#) and determine eligibility for temporary visa holder to enrol in a Queensland state school.
- Issue ATEs and invoices where applications are approved.
- Monitor issued ATE end dates and visa changes and assist temporary visa holders who want to continue studying at a Queensland state school past the ATE end date.

Corporate, Business and Digital Services, DEi

- Assess financial hardship applications and coordinate fee waivers as per the [Guidelines for assessing Temporary Residents Admissions financial hardship and fee relief applications](#).
- Issue payment plans.
- Oversee debt management for temporary resident enrolments.

Process flow



Image 1 - Process

1. Enquire

Temporary visa holders must check the [DEi schedule of visa subclasses and enrolment conditions](#) to determine if they must register their child with DEi prior to enrolling in a Queensland state school and whether they may be charged fees. Families may contact TRA, DEi via temporaryresidents@qed.qld.gov.au or their local school for assistance determining if they require DEi registration.

Schools must check the child's visa subclass on the [DEi schedule of visa subclasses and enrolment conditions](#) and determine if they are a temporary visa holder who requires registration with DEi before enrolment. If unable to determine whether registration with DEi is required, direct enquiries to temporaryresidents@qed.qld.gov.au.

If regions are contacted directly by temporary visa holders, they must check the child's visa subclass on the [DEi schedule of visa subclasses and enrolment conditions](#) and determine if the student can enrol directly with the school or direct enquiries to temporaryresidents@qed.qld.gov.au.

Where the child's visa subclass is listed as not requiring registration with DEi, this procedure is not applicable. Schools can enrol the child directly as per the [Enrolment in state primary, secondary and special schools procedure](#).

If the child's visa subclass requires registration with DEi, applicants must follow the process outlined below.

Fees may not be applicable where an Australian citizen or permanent resident is exercising parental responsibility for a temporary visa holder who requires DEi registration. These applicants should continue to apply through DEi for an ATE alongside evidence of parental linkage as per the [Guidelines for assessing parental linkage between a child and an Australian citizen or permanent resident](#).

2. Register

To register with DEi, applicants must complete the [Temporary residents Application form for authority to enrol](#) and submit with all supporting documentation to temporaryresidents@qed.qld.gov.au.

Once the application form has been received, TRA, DEi will assess the application form, ensuring it meets the program requirements outlined in the [Temporary Residents Admissions Terms and Conditions of Application](#) (terms and conditions).

If the application is successful:

- TRA, DEi will determine the fees payable as per [TRA fee schedule](#) and [terms and conditions](#) and issue an offer of enrolment with the initial invoice; and,
- once the applicant has paid the initial invoice, TRA, DEi will issue a receipt and an ATE.

Applicants must make payments before the due date indicated on the invoice or advise TRA, DEi as soon as possible if financial circumstances change and payments cannot be made.

Australian citizens or permanent residents exercising parental responsibility for a temporary visa holder must submit evidence as per the [Guidelines for assessing parental linkage between a child and an Australian citizen or permanent resident](#).

TRA, DEi will assess the application for parental linkage as per the [Guidelines for assessing parental linkage between a child and an Australian citizen or permanent resident](#). If parental linkage is established, TRA, DEi will confirm via email that the child may directly enrol in a Queensland state school.

If the application for ATE or parental linkage is not successful, applicants can request that TRA, DEi review the decision in writing to temporaryresidents@qed.qld.gov.au.

If the applicant is not satisfied with the outcome of the review, they have the right to lodge a complaint in accordance with department's [Customer Complaints Management Framework](#).

Fee waivers and financial assistance

Applicants may request financial assistance at any stage during the application process or during their enrolment if financial circumstances change.

If financial assistance is required due to compassionate and compelling circumstances

Where there may be a compassionate and compelling reason to waive fees, applicants must provide evidence of compassionate and compelling circumstances as per the [Guidelines for assessing Temporary Residents Admissions financial hardship and fee relief applications](#).

TRA, DEi will review the evidence against the [Guidelines for assessing Temporary Residents Admissions financial hardship and fee relief applications](#) and send a recommendation to the Director-General or delegate including all evidence to support the compassionate and compelling grounds.

The Director-General or delegate will review the evidence provided and decide if the application meets the requirements to approve a fee waiver under compassionate and compelling grounds as outlined in the [Guidelines for assessing Temporary Residents Admissions financial hardship and fee relief applications](#). Once a decision is made, the Director-General or delegate will prepare a decision letter outlining where the applicant does or does not meet the criteria for compassionate and compelling circumstances as well as any conditions relating to the decision and notify TRA, DEi and the financial hardship team (CBDS), DEi of the outcome for actioning.

If financial assistance is required due to financial hardship

Applicants experiencing financial hardship will be referred to CBDS to discuss circumstances and eligibility for a payment plan or fee waiver. Applicants may also request to be referred to CBDS, DEi for consideration of financial hardship via temporaryresidents@qed.qld.gov.au.

CBDS, DEi will request evidence and determine if the applicant is experiencing financial hardship as outlined in the [Guidelines for assessing Temporary Residents Admissions financial hardship and fee relief applications](#). Applicants must provide evidence of financial hardship upon request for financial hardship to be considered. Where significant financial hardship may not apply, CBDS, DEi will discuss options and processes for a payment plan in accordance with the department's [Debt management procedure](#).

CBDS, DEi will review the evidence against the [Guidelines for assessing Temporary Residents Admissions financial hardship and fee relief applications](#) and send a recommendation to the Director-General or delegate including all evidence to support the significant financial hardship.

The Director-General or delegate will review the evidence provided and decide if the application meets the requirements to approve a fee waiver as outlined in the [Guidelines for assessing Temporary Residents Admissions financial hardship and fee relief applications](#). Once a decision is made, the Director-General or delegate will prepare the decision letter for the applicant outlining where the applicant does or does not meet the criteria for significant financial hardship as well as any conditions relating to the decision and notify CBDS, DEi of the outcome for actioning.

Fee waiver approved

If a fee waiver has been approved, TRA, DEi or CBDS, DEi will issue the Approved fee waiver letter to the applicant via email with a fee waiver agreement.

Fee waiver not approved

If a fee waiver application has not been approved, TRA, DEi or CBDS, DEi will issue the Application for a fee waiver declined letter to the applicant via email. TRA, DEi or CBDS, DEi will also:

- initiate debt collection of outstanding fees owed as per the [Debt management procedure](#) (if required);
- provide the applicant with a payment plan agreement if the fee waiver assessment determined the criteria for financial hardship had been met;
- update the child's records in DEi records management systems with the decision including finalisation of approval and updated invoice details if required; and,
- issue receipts where payments are made by the applicant.

Applicants dissatisfied with the outcome of their fee waiver application have the right to lodge a complaint in accordance with department's [Customer Complaint Management Framework](#).

3. Enrol

Once TRA, DEi has issued an ATE, the applicant must provide a copy to the school. The school can then enrol the temporary visa holder as per the [Enrolment in state primary, secondary and special schools procedure](#). Schools must keep a copy of the ATE on record, noting the dates the child is authorised to be enrolled.

Once the temporary visa holder is enrolled, the applicant must confirm which school the temporary visa holder will attend via email to temporaryresidents@qed.qld.gov.au.

TRA, DEi will update the International Student Management System (ISMS) with enrolment information.

If financial assistance has been requested:

Applicants do not need to wait until a decision has been made about a request for financial assistance prior to enrolling the temporary visa holder in a state school if DEi have issued an ATE.

4. Monitor

Schools must keep accurate records of the temporary visa holder's visa subclass on OneSchool and monitor the end date provided on their ATE. Schools must complete enrolment verification each term by ensuring OneSchool records are up to date. TRA, DEi will update the temporary visa holder's details in ISMS and request

school staff to update the temporary visa holder's OneSchool record. TRA, DEi will issue ongoing enrolment invoices via email to the applicant according to the invoice schedule.

Parents/guardians of temporary visa holders must notify DEi of any changes to the child's visa status or enrolment (e.g. change of school, change of grade) via email to temporaryresidents@qed.qld.gov.au.

If the family wishes for the child to remain enrolled past the ATE end date, the school must contact TRA, DEi for advice via email to temporaryresidents@qed.qld.gov.au. TRA, DEi will work with the family to either extend their study on the existing visa, or to submit a new application where the temporary visa holder has changed visa subclass.

Temporary visa holders and their parent/guardian are responsible for maintaining any visa conditions and paying all invoices issued by DEi and the school by the due date.

To manage timely payments of fees, CBDS, DEi will issue temporary visa holders with:

- a courtesy reminder notice 14 working days before the payment is due if no payment or the full payment has not been received; and
- a final notice 5 working days after the payment was due if the full payment has not been received. The final notice will also include details for a debt management plan. Applicants have 7 working days to respond to the final notice. If applicants request an extension to the payment due date within this time frame, CBDS, DEi will send out a debt management request.

The applicant must advise TRA, DEi as soon as possible if financial circumstances change and payments cannot be made.

Applicants wishing to withdraw the temporary visa holder from school either temporarily or permanently must inform TRA, DEi as soon as possible and submit a request for a refund if applicable as per the [terms and conditions](#).

Applicants who have a change in circumstances as outlined in the [terms and conditions](#) must submit a new application for ATE to TRA, DEi.

TRA, DEi will process all withdrawal, refund or new application requests.

5. Decide

Where an applicant is unable to pay invoices or meet the requirements of a payment plan and financial hardship or a fee waiver is not applicable, CBDS, DEi will refer debts to an external debt collection agency after the Final Notice has been sent for recovery as per the [Debt management procedure](#).

Definitions

Term	Definition
Applicant	A parent and/or legal custodian of a prospective school aged child holding a temporary visa applying for enrolment in a Queensland state school.

Term	Definition
	Parents/ legal custodians may nominate a representative to apply on their behalf. Nominated representatives must not be organising an educational tour or equivalent and must not be facilitating homestay arrangement for Temporary Residents.
Authority to enrol (ATE)	A letter to confirm the eligibility and financial capacity of a temporary visa holder to apply to enrol at a state school.
Delegate	A department employee authorised to make decisions or complete actions on behalf of the Director-General as per the <i>Education (General Provision) Act 2006</i> legislative delegations.
Department of Education International (DEi)	The international branch of the Department of Education and employees of DEi. The Department of Education's trading name is Education Queensland International (EQI).
Department of Home Affairs (DHA)	Australian government department responsible for immigration.
Enrolment verification	An activity that ensures accurate data quality and up to date record keeping. DEi provides a list of all temporary resident students enrolled with DEi to relevant school staff with a request to verify the student details at the start of every term.
Fee exemption	Applicants may be exempt from the requirement to pay tuition fees for temporary visa holder's education (Prep – Year 12) in Queensland state schools.
Financial hardship	Where a temporary visa holder can provide documented evidence and be assessed to meet the criteria of financial hardship as outlined in the TRA Guidelines for assessing Temporary Residents Admissions financial hardship and fee relief applications .
State Delivered Kindergarten (SDK)	Kindergarten programs delivered by approved state schools located at least 40 kilometres by road from the nearest approved kindergarten in a discrete Aboriginal and Torres Strait Islander community, or other selected communities where there are barriers to accessing kindergarten.
OneSchool	A comprehensive program to help Queensland state schools manage key teaching and school administrative activities. Its features cover a wide range of school operations.
Parent	Refers to definition in s10 Education (General Provisions) Act 2006 (Qld) . For a person who is not the father or mother of the child, parental responsibility will be assessed using the Guidelines for assessing parental linkage between a child and an Australian citizen or permanent resident .

Term	Definition
School	A Queensland state school that enrolls a school-age child who holds a temporary visa.
School staff	Employees of the Department of Education located in Queensland state schools with responsibilities to support temporary visa holders and their families.
Temporarily remove	The voluntary removal of a temporary visa holder enrolled at a school for less than two terms (e.g. holidays or return overseas during the school term) requiring the applicant to notify the school and DEi (in writing) as per the TRA terms and conditions of application .
Temporary Resident Admissions (TRA)	A process administered on behalf of the Department of Education by DEi which supports the application, enrolment and monitoring of temporary visa holders in Queensland state schools.
Temporary visa	A visa which allows the holder to reside temporarily in Australia until the expiry of the visa.
Temporary visa holder (also referred to as Temporary resident)	A child who is age appropriate to enrol in Kindergarten to Year 12 holding a temporary visa that is required to be registered with DEi.
Tuition fees	Fees received that are directly related to the provision of the course, in accordance to s51 of the Education (General Provisions) Act 2006 (Qld) .
Withdrawal	The voluntary ending of a temporary visa holder enrolment at a school requiring the applicant to notify DEi and the school in writing as per the TRA terms and conditions of application .

Legislation

- [Anti-Discrimination Act 1991 \(Qld\)](#)
- [Disability Discrimination Act 1992 \(Cwlth\)](#)
- [Education \(General Provisions\) Act 2006 \(Qld\)](#) sections 10, 51
- [Human Rights Act 2019 \(Qld\)](#)
- [Migration Act 1958 \(Cwlth\)](#)

Delegations/Authorisations

- Nil.

Policies and procedures in this group

- [Temporary Resident Admissions policy](#)

Supporting information for this procedure

- [Temporary Residents Admissions application for a refund form](#)
- [Guidelines for assessing parental linkage between a child and an Australian citizen or permanent resident](#)
- [Guidelines for assessing Temporary Residents Admissions financial hardship and fee relief applications](#)

Other resources

- [Complaints and grievances management policy](#)
- [Inclusive education policy](#)
- [Customer complaints management procedure](#)
- [Debt management procedure](#)
- [Enrolment in state primary, secondary and special schools procedure](#)
- [School Enrolment Management Plans \(School EMPs\) procedure](#)
- [User charging procedure](#)
- [Guidelines for assessing Temporary Residents Admissions financial hardship and fee relief applications](#)
- [Department of Education International Schedule of visa subclasses and enrolment conditions](#)
- [Department of Education Schools Directory](#)
- [Department of Home Affairs - Immigration and citizenship](#)
- [Education Queensland International](#)
- [Education Queensland International Temporary Resident Admissions](#)
- [State Delivered Kindergarten eligibility and locations](#)
- [TRA application for authority to enrol](#)

Contact

For further information, please contact:

Temporary Residents Admissions

Email: temporaryresidents@qed.qld.gov.au

Review date

6/10/2029

Superseded versions

Previous seven years shown. Minor version updates not included.

1.0 Temporary Residents Admissions procedure

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Effective 6 October 2026

Temporary Resident Admissions

application for a refund form

For information on the Temporary Residents Admissions (TRA) refund policy please refer to the [TRA Terms and Conditions of Application](#).

Refund Criteria

Situation	Response
If a new student or continuing student is granted a non-fee-paying visa or permanent residency status , any prepaid and unused tuition fees will be refunded from the date the non-fee-paying visa or permanent residency status is granted.	A copy of the non-fee-paying visa or permanent residency notification must be provided to the Department of Education International (DEi) as evidence before the refund request can be finalised.
In the case of a visa application being refused	A copy of the Department of Home Affairs (DHA) visa refusal notification must be provided to DEi as evidence before the refund request will be finalised.
If an application for a new student is withdrawn prior to commencement after the temporary resident Authority to Enrol letter/email has been issued	The applicant will receive a refund of tuition fees, less a \$400 administration fee.
Existing students wishing to withdraw must provide four weeks' written notice to DEi.	The following conditions apply: a) where four weeks' notice is provided, the applicant will receive a refund any prepaid tuition fees less a \$400 administration fee b) where less than four weeks' notice is provided, DEi will retain an amount equal to two weeks' tuition fees (in lieu of notice) plus a \$400 administration fee and will refund the balance of any prepaid tuition fees.

Claiming a Refund

The student's parent or legal custodian must complete the TRA application for refund form (see below). The completed form must be forwarded to DEi along with any supporting documentation.

Requests for refund must be signed by the applicant and may set out any compassionate or compelling grounds that the applicant wishes to draw to DEi's attention. For further information on the terms and conditions of application please refer to the [TRA Terms and Conditions of Application](#).

Processing Times

Refunds are generally processed within 28 days from the date of withdrawal, provided that all the required documentation has been received.

How to contact us

Within Australia 1800 943 122

Outside Australia +61 7 3513 6983

Email Temporaryresidents@ged.qld.gov.au

Effective 6 October 2026



Temporary Residents Admissions Application for Refund

- This form must be completed by a parent or legal custodian of the student.
- All sections must be completed, and all requested documents must be attached.
- Correctly completing this form will avoid delays in processing the refund.
- Email this form and all necessary supporting documentation by e-mail to:
Temporaryresidents@qed.qld.gov.au

Student details

DEi student number:

Student's full name:

Reason for the refund (please select from the list below)

	Student is returning to their home country	Last day of attendance at school	
	Student is moving interstate	Last day of attendance at school	
	Student is transferring to another education provider	Last day of attendance at school	
	Student or parent granted non-fee-paying visa or permanent residency	<u>Must</u> attach copy of the non-fee paying visa or permanent residency visa grant notification letter	
	Application for visa was refused	<u>Must</u> attach copy of the DHA notification letter	
	Other (provide details)		

Payee details (the person receiving the refund)

Payee name:

Payee Australian address and telephone:

Payee overseas address:

Payment instructions

Option 1 - I request that any refund is transferred by direct credit into an OVERSEAS bank account. We recommend that you check with your bank if any bank charges will be incurred with this option

Account holder name:		SWIFT code:	
Account number:		IBAN number:	
Bank name:		IFSC code:	
Bank branch:		BIC code:	
Bank address:		Router code (if applicable):	

Option 2 - I request that any refund is transferred by direct credit into an AUSTRALIAN bank account. Following are the details required for the transfer.

Name of bank:	
Bank BSB number:	
Account number:	
Account holder name:	

Declaration by parent or legal custodian

I request a refund of fees (if applicable). I authorise payment to be made to the person whose name appears in one of the payment options listed above. I declare that all the information provided is true and correct. I will notify the Temporary Resident Admissions Centre of any change(s) to this information as soon as possible.

Parent or Legal custodian's name 1	Relationship to student	Parent or Legal custodian's signature 1	Date
Parent or Legal custodian's name 2	Relationship to student	Parent or Legal custodian's signature 2	Date

Temporary Residents Admissions

Guidelines for assessing parental linkage between a child and an Australian citizen or permanent resident

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Effective 6 October 2026

Introduction

Purpose of Guidelines

The *Guidelines for assessing parental linkage between a child and an Australian citizen or permanent resident* are used by the Department of Education International (DEi) to assess if a temporary resident seeking to enrol at a Queensland state school is the child of an Australian citizen or permanent resident and are not required to pay fees.

Parental linkage is where a relationship that meets the definition of “parent” is established between an adult and a child.

These guidelines outline evidence that will be considered by DEi when establishing whether a person is a parent or exercising parental responsibility.

These guidelines inform consistent decision making in instances where an Australian citizen or permanent resident exercises parental responsibility for a temporary resident and is not:

- listed as a parent on the child’s birth certificate;
- listed as a parent on the adoption certificate recognised in Australia;
- listed on a court order awarding sole parental responsibility to a person who is not a biological parent of the child.

DEi will consider and assess each application on a case-by-case basis and on its own facts and merits. Decisions will take human rights into consideration under the *Human Rights Act 2019*.

These guidelines support the [Temporary Residents Admissions policy](#) and [Temporary Residents Admissions procedure](#).

Background

Section 51 of the [Education \(General Provisions\) Act 2006 \(EGPA\)](#) states that fees may be charged for the education of a child who is not:

- (a) an Australian citizen or permanent resident; or
- (b) the child of an Australian citizen or permanent resident

DEi on behalf of the Department of Education registers and charges fees to temporary visa holders studying in Queensland state schools as per the Temporary Residents Admissions procedure.

Important notes:

Temporary Residents seeking to establish parental linkage to an Australian citizen or permanent resident, must continue to apply for Authority to Enrol by submitting an [Application form for authority to enrol](#) alongside a parental linkage application.

Parental linkage does not apply for International Student Program (Student visa (subclass 500)) students who are charged fees in accordance with their Enrolment Agreement issued under the *Education Services for Overseas Students (ESOS) Act 2000*.

Definitions

Definition of parent	Section 10 (1) of the EGPA defines a parent of a child as any of the following persons (a) a child's mother; (b) a child's father; (c) a person who exercises parental responsibility for the child. Section 10 (5) of the EGPA also defines a parent as a person (who is not the biological parent), who is awarded sole responsibility under a court order for the child.
A person is a child's mother or father	A person is a child's mother or father if any of the following apply: • the person is the child's biological parent;

	- the person has adopted the child in Queensland, another Australian State or New Zealand; or - the person has adopted the child from a Hague convention country, and has an adoption compliance certificate in relation to the adoption.
A court order awards a person parental responsibility for a child	Sometimes a court order awards sole parental responsibility to a person who is not a biological parent of the child. For example, a court order may award sole parental responsibility to a child's grandparent, or to the Chief Executive of the Department of Child Safety, Youth and Women. In these circumstances, a reference to a 'parent' is a reference to the person named in the court order.
A person is exercising parental responsibility for a child	Parental responsibility' as used in the EGPA, while undefined, is the broad range of decision making and planning that a parent normally does for a child. There is no legal restriction to the exercise of those responsibilities. 'Parental responsibility' captures all aspects of a child's care, including: - physical care (for example, by providing food, accommodation and clothing for the child); - intangible aspects of care (for example, love and affection, emotional support and religious or ethical guidance and instruction); and - decision making about the child's welfare, education, medical treatment, living arrangements and other activities in both the short and long term. If a child is living with an adult on a long-term basis and the adult is providing for the child's physical care,

	and is making decisions about the child's long term (or day-to-day) welfare and development (such as which school the child is to attend), this indicates that this person may be exercising parental responsibility for the child.
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Evidence requirements

The following evidence will be considered when establishing a parental relationship (parental linkage) between the temporary resident and Australian citizen or permanent resident.

Step 1: Australian citizenship or permanent residency

Before an application can progress, the applicant stating that they are the parent or exercising parental responsibility for the child must provide evidence that they are an Australian citizen or permanent resident.

Evidence requirements for Australian citizen or permanent resident

One of the following must be provided:

- Full birth certificate issued by an Australian Registry of Births, Deaths and Marriages showing Australian citizenship*
- Current Australian Passport
- Australian Citizenship certificate
- Extract from the Register of Australian Births Abroad
- Citizenship by Descent extract
- Australian Adoption in Accordance with the Hague Convention on Intercountry Adoption or bilateral agreement extract
- Current Australian permanent resident visa grant notice

Other evidence of Australian citizenship or permanent residence.

* Australian birth certificates do not confirm citizenship if born after 20 August 1986. If born before 20 August 1986 further evidence will be requested.

Step 2: Parental relationship

Once the applicant has established that they are an Australian citizen or permanent resident, they must provide the following evidence based on their relationship to the child.

The applicant is the child's mother or father (non-biological/ Australian recognised adoption)

Evidence	Details
Oversees adoption	The person adopted the child from a country which is party to the Hague Convention on Intercountry Adoption • an order or record granting the adoption, and • an adoption compliance certificate that is in force for the adoption.

Please note: If the applicant has adopted a child inside or outside of Australia, please refer to [Adoption support services](#) to enquire if the adoption can be recognised in Queensland. If so, the child may be a direct enrolment.

Court order recognising the person is exercising parental responsibility for the child

Evidence	Details
Court order	Court order of a Federal or State court, stating that the person is exercising parental responsibility for the child.

The person is exercising parental responsibility for the child

Evidence	Details
Statutory Declaration	The person claiming to exercise parental responsibility for the child must provide a statutory declaration made under the provisions of the <i>Oaths Act 1867 (Qld)</i> and must include the following details: • the person's relationship to the child • how the child came to be in the person's care

	• how long the child has been in their care and how long the person expects the child to be in their care • the biological parents' situation (where they are and why they aren't looking after their child) • parental duties that the person undertakes for the children (for example, schooling, providing food, financial provision, medical decisions, day-to-day decision making) • any benefits or other supports that the person receives to care for the children • that the person understands their obligations as a parent to ensure that the child is enrolled at and attends school, pursuant to section 176 of the EGPA • any other information that supports the person's exercise of parental responsibility for the child.
Evidence of parental responsibility	DEi will request any of the following additional evidence based on the circumstances to support DEi's assessment of an application: • If the Australian citizen or permanent resident is in a de facto relationship with the child's biological parent the following evidence will be requested: - civil partnership certificate; - evidence that the child's application for a permanent residence visa with the Department of Home Affairs is under the family stream of the migration program; and - evidence to support a long-term relationship with the biological parent. • If the Australian citizen or permanent resident is married to the child's biological parent, a copy of the marriage certificate is required. • Child's birth certificate to confirm that the biological parent listed is the same as the person in the relationship with the Australian citizen or permanent resident Any correspondence and/or cards from government agencies, such as Centrelink or Medicare that indicate the Australian citizen or permanent resident exercises parental responsibility for the child. • Any other documents that support that the Australian citizen or permanent resident exercises parental responsibility for the child such as Private Health Insurance cards with both the "parent" and school aged temporary resident listed.

	Evidence that the child has a valid application lodged for a permanent resident visa with the Department of Home Affairs
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The Checklist for assessing parental linkage between a child and an Australian citizen or permanent resident to support applicants with their parental linkage submission is available in Appendix 1.

Outcomes

An Authority to Enrol (ATE) letter will be issued to the parent of the child to study in a state school confirming they are fee-exempt if DEi is satisfied that the Australian citizen or permanent resident is a parent of the school age temporary resident.

The ATE is not a guarantee for enrolment. [Enrolment](#) at a nominated school is subject to the school age temporary resident:

- being eligible to enrol in a school in accordance with the EGPA; and
- meeting the requirements of the *Department of Education's Enrolment procedure*, including for example, the school's catchment area and [Enrolment Management Plan](#); and
- having no visa conditions preventing enrolment in a Queensland state school.

[Tuition Fees](#) will be charged if DEi cannot be satisfied that the Australian citizen or permanent resident is a parent of the school age temporary resident under Section 10 (1) or (5) of the EGPA.

Decision review and complaints management

Applicants who are unsatisfied with the outcome of a parental linkage submission, may submit a request to review the decision to temporaryresidents@ged.qld.gov.au. If the applicant is unhappy with the

outcome of the review, they may submit a complaint to temporaryresidents@ged.qld.gov.au. The complaint will be managed in accordance with the department's [Customer Complaints and Management Framework](#).

For all enquiries about these guidelines please contact:

Department of Education International Temporary Resident Admissions

Within Australia 1800 **943 122**

Outside Australia +61 7 **3513 6983**

Email: temporaryresidents@ged.qld.gov.au

Effective 6 October 2026

Appendix

Appendix 1 - Checklist for assessing parental linkage between a child and an Australian citizen or permanent resident

This checklist is designed to support applicants with their parental linkage submissions. Applicants may wish to submit this checklist alongside the [Application form for authority to enrol](#) and all evidence requirements.

In this checklist, '**applicant**' refers to the person who:

- completes the *Temporary Residents Admissions application form for authority to enrol*;
- is the parent or the person who exercises parental responsibility for the child; and
- is an Australian citizen or permanent resident

An applicant must provide one of the following documents as evidence that the applicant is an Australian citizen or permanent resident:

☐	Full birth certificate issued by an Australian Registry of Births, Deaths and Marriages showing Australian citizenship*
☐	Current Australian passport
☐	Australian Citizenship certificate
☐	Extract from the Register of Australian Births Abroad
☐	Citizenship by Descent extract
☐	Adoption in Accordance with the Hague Convention on Intercountry Adoption or bilateral agreement extract
☐	Current Australian permanent resident visa
☐	Other evidence of Australian citizenship or permanent residence.

* Australian birth certificates do not confirm citizenship if born after 20 August 1986. If born before 20 August 1986 further evidence will be requested.

An applicant must provide the following documents as evidence that the applicant is the mother or father of the child (non-biological/ recognised adoption):

☐	Where person adopted the child from a country which is party to the Hague Convention on Intercountry Adoption: • An order or record granting the adoption, and • An adoption compliance certificate that is in force for the adoption.
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Where an applicant is not the parent but is exercising parental responsibility for the child, the applicant must complete the EQI statutory declaration and must provide all the following details in the EQI statutory declaration:

☐	1. the person's relationship to the child 2. how the child came to be in the person's care 3. how long the child has been in the care of the non-biological parent and how long the person expects the child to be in their care 4. the biological parents' situation (where they are and why they aren't looking after their child) 5. parental duties that the person undertakes for the child (for example, housing, schooling, feeding, financial provision, medical decisions, day-to-day decision making) 6. any benefits or other supports that the person receives to care for the child (for example, Centrelink payments) 7. that the person understands their obligations as a parent to ensure that the child is enrolled at and attends school, pursuant to section 176 of the <i>Education (General Provisions) Act 2006</i> 8. any other information that supports the person's exercise of parental responsibility for the child.
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Where there is a court order recognising that an applicant is exercising parental responsibility for the child the following evidence must be provided:

☐	Court order issued by a federal or State court in Australia, stating that the person is exercising parental responsibility for the child.
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Additional evidence can be provided and may be requested by DEi to assist and support the assessment of your application.

☐	Evidence that the child has a valid application lodged for a permanent resident visa with the Department of Home Affairs
☐	<i>Where the applicant is in a relationship with the child's biological parent:</i> • evidence that the child's application for a permanent residence visa with the Department of Home Affairs is under the family stream of the migration program. • evidence to support a long-term relationship with the biological parent (e.g. civil partnership certificate)
☐	<i>Where the applicant is married to the child's biological parent:</i> • a copy of the marriage certificate.
☐	<i>Where the applicant exercises parental responsibility for the child:</i> • correspondence and/or cards from government agencies, such as Centrelink or Medicare • Private health insurance card with the applicant's and the child's names on it • any other supporting documents

Guidelines for Assessing Temporary Residents Admissions financial hardship and fee relief applications

Effective 6 October 2026

Purpose

These guidelines apply to temporary visa holders who wish to enrol, or have enrolled, their school-aged dependants in a Queensland state school and are subject to fees imposed by the Director-General or delegate under section 51 of the *Education (General Provisions) Act 2006 (Qld)* (EGPA).

Section 51(6)(b) of the EGPA provides the Director-General or delegate with the discretion to waive payment of a fee imposed under section 51(3) of the EGPA.

These guidelines provide guidance to the Director-General or delegate in exercising this discretion. It does not limit the power of the Director-General or delegate to consider the individual circumstances and merits of an application.

Applicants experiencing financial hardship may apply for a payment plan or a fee waiver, depending on their financial circumstances and capacity to contribute. The process for applying for, assessing and administering financial hardship and fee waiver applications is outlined in the Temporary Residents Admissions procedure. The Director-General or delegate will also consider relevant provisions of the *Migration Act 1958 (Cwth)* and the *Migration Regulations 1994 (Cwth)* when assessing these applications.

Principles for assessing financial hardship applications

Families experiencing financial hardship will be referred to the internal Department of Education International (DEi) financial team, Corporate, Business and Digital Services (CBDS) to discuss circumstances and eligibility for a payment plan or fee waiver. Applicants may also request to be referred to CBDS, DEi for consideration of financial hardship. When assessing whether a fee waiver or other financial arrangement is appropriate, the Director-General or delegate will consider the following principles.

Principle 1: Access to education

The right to education is protected under the [Human Rights Act 2019 \(Qld\)](#), section 36. The Queensland Department of Education (the department) recognises the importance of ensuring that eligible temporary resident students are able to access and continue their education.

Financial circumstances should not create a barrier to a student's participation in schooling where assistance is warranted.

Principle 2: Sustainable enrolment

Decisions should support timely enrolment and ongoing participation by establishing arrangements that are reasonable, sustainable and achievable for the student and family.

Principle 3: Contribution towards education costs

Temporary Residents Admissions fees recognise that some temporary visa holders are expected to contribute towards the cost of education services provided in Queensland state schools. The financial requirements of the primary visa holder are determined by the [Department of Home Affairs](#).

A fee waiver is not intended to remove a contribution requirement where a family has capacity to contribute.

Principle 4: Proportionate and individual assessment

Each application will be assessed on its individual circumstances, having regard to:

- household financial circumstances;
- income and employment arrangements;
 - the stability and sustainability of income;
- capacity to contribute towards fees;
- circumstances affecting the family's ability to meet financial obligations;
and
- any compassionate and compelling circumstances.

Payment plans for financial hardship applications

Overview of Payment Plans

If an applicant is experiencing financial hardship and is unable to pay the full amount of Temporary Residents Admissions fees upfront, they may apply to CBDS, DEi for a payment plan. Payment plans are designed to provide temporary financial relief by allowing families to pay fees in smaller, regular instalments over an agreed period. Applications for payment plans not subject to the financial assessment framework or thresholds of fee waiver applications.

Payment plans are also available to families who may not meet the criteria for a fee waiver but still require assistance to manage their financial obligations. Unlike fee waivers, payment plans do not require applicants to meet specific financial thresholds or provide extensive evidence of financial hardship.

Application for Payment Plans

To request a payment plan, families are required to provide CBDS, DEi with the following information:

- The period of fees for which they require a plan (limited to a maximum of four terms per application).
- The reason(s) why they are experiencing financial hardship.
- If known, their proposed repayment amount(s) and repayment frequency.

CBDS, DEi will assess the request to determine the terms of the payment plan, including:

- The total amount to be paid.
- The duration of the payment plan.
- The frequency and amount of instalments.

Acceptance of Payment Plans

On completion of assessment, CBDS, DEi will notify the applicant by email of a proposed payment plan. This email will include:

- The total amount to be paid.
- The duration of the payment plan.
- The frequency and amount of instalments.
- The specific BPOINT link for the payment plan.

Applicants are required to confirm their acceptance of the payment plan within seven days of the offer being made by:

- Registering their payment details using the BPOINT link.
- Replying to the payment plan email indicating their acceptance.

Failure to complete at least one of these actions will automatically result in the payment plan lapsing, and the application being closed.

Adherence to Payment Plans

Families who accept a payment plan must meet all financial obligations of the plan on time and in full. Failure to adhere to the requirements of the payment plan without notifying CBDS, DEi will result in termination of the payment plan.

Fee Waivers for financial hardship applications

Overview of fee waivers

Families experiencing financial hardship may request a waiver of fees up to a maximum period of four terms per application. Applications must be made in writing to temporaryresidents@qed.qld.gov.au and include:

- The period of fees for which they are requesting a waiver.
- The reason for requesting assistance.

Applications will be forwarded to CBDS, DEi.

CBDS, DEi will assess each application and request information where required to make a determination.

Financial assessment framework

The assessment of financial circumstances for fee waiver applications is based on determining the applicant's capacity to contribute towards Temporary Residents Admissions fees.

The financial assessment considers:

- the household income assessment threshold;
- the amount by which household income differs from the threshold;
- the reliability and sustainability of household income; and
- any circumstances that affect the family's ability to meet fee obligations.

The assessment may also consider other financial resources available to the applicant where relevant to determining capacity to contribute.

The assessment threshold provides a consistent reference point for determining financial capacity but does not, by itself, determine whether a fee waiver will be granted.

If an applicant does not meet the criteria for a fee waiver but demonstrates financial difficulty in paying the full amount of Temporary Residents Admissions fees upfront, they may apply for a payment plan. Payment plans allow families to pay fees in smaller, regular instalments over an agreed period.

The Director-General or delegate will assess the applicant's financial circumstances to determine the terms of the payment plan, including the amount and duration of instalments. Payment plans are designed to provide temporary relief while ensuring that families contribute towards education costs in a sustainable manner.

Financial assessment threshold

For the purposes of assessing financial capacity for fee waiver applications, a household income threshold based on the Household Expenditure Measure (HEM) plus 10 percent is used. Payment plan applications are not subject to the household income threshold.

The HEM provides an established benchmark for household expenditure and is based on the Henderson Poverty Line methodology.

The threshold is updated quarterly.

The threshold is used as an assessment reference point to support consistent and equitable decision-making. The Director-General or delegate will consider the threshold together with the individual circumstances of each application.

Assessment of capacity to contribute

Household income below the assessment threshold

Where assessed household income is below the HEM plus 10 percent threshold, this indicates that the family may have limited capacity to contribute towards Temporary Residents Admissions fees.

A full fee waiver may be considered where payment of fees would adversely affect the family's ability to meet reasonable essential living costs.

Household income slightly above the assessment threshold

Where assessed household income is above the HEM plus 10 percent threshold, consideration will be given to the sustainability and reliability of that income.

Factors that may be considered include:

- the nature of employment arrangements, including permanent, temporary, casual or seasonal employment;
- reliance on overtime, additional hours or irregular income;
- short-term or uncertain employment arrangements;
- changes likely to affect future income;
- reliance on temporary financial support or non-employment income; and
- other circumstances affecting the ongoing availability of income.

Where income exceeds the threshold but the sustainability of income is uncertain, consideration may be given to a full fee waiver, partial fee waiver or alternative payment arrangement.

Household income above the assessment threshold

Where assessed household income demonstrates reasonable capacity to contribute, the family will generally be expected to contribute towards Temporary Residents Admissions fees.

Where payment of fees in full would create financial difficulty, a payment plan may be considered.

As a guide, payment plans will generally be established at approximately 10 percent of the amount by which assessed household income exceeds the HEM plus 10 percent threshold, calculated monthly.

The Director-General or delegate may consider individual circumstances when determining an appropriate contribution arrangement.

Evidence requirements for financial hardship applications

Applicants must provide sufficient evidence to enable assessment of their circumstances. Applicants may be required to provide evidence of all financial resources they have access to, control over, or benefit from, even if these resources are not directly in their name. This may include income, assets, or financial support from other individuals or entities, both within Australia and overseas.

Evidence may include:

- employment contracts;
- payslips;
- financial statements;
- evidence of other income or financial support, including from agencies such as Centrelink;
- business documentation where applicable;
- medical documentation;
- evidence from recognised support agencies;
- evidence that student is remaining living with their parents if the student is or is turning 18; and

- any other information reasonably requested by the department.

The purpose of evidence is to establish:

- household financial circumstances;
- income and expenditure;
- stability of income;
- capacity to contribute; and
- circumstances affecting the ability to meet fee obligations.

Inability to provide evidence

In exceptional cases, where applicants are unable to provide certain evidence due to circumstances beyond their control (e.g., assets being locked or information being inaccessible for safety reasons, such as in the case of protection visas), the Director-General or delegate may consider alternative forms of evidence such as the provision of a statutory declaration, or make a determination based on the available information.

These evidence requirements do not apply to payment plan applications.

Failure to provide requested information

DEi will specify any information required to complete the assessment of a fee waiver application by email and provide a specified timeframe in which a response is required. If an applicant does not provide the information requested within the timeframe, then the application will be closed and DEi will notify the applicant by email.

Compassionate and compelling circumstances

A fee waiver or alternative financial arrangement may be considered where circumstances outside the reasonable control of the applicant have materially affected the family's capacity to maintain income or meet fee obligations.

Compassionate and compelling circumstances may include, but are not limited to:

- serious illness or injury affecting the temporary visa holder, dependant student or immediate family member;
- significant physical or mental health circumstances;
- family breakdown or domestic and family violence;
- death or incapacity of an income earner;
- significant caring responsibilities;
- significant hardship or conflict in the home country that materially affects the wellbeing of the applicant;
- significant cultural, family or community obligations that materially affect the ability to maintain employment; and/or
- other circumstances considered exceptional by the Director-General or delegate.

The assessment will consider the nature of the circumstance, its impact on financial capacity and whether assistance should be temporary or ongoing.

Fee waiver outcomes

Following assessment, the Director-General or delegate may determine that:

- a full fee waiver is granted;
- a partial fee waiver is granted;
- a payment plan is established;
- temporary financial relief is provided; or
- the application does not meet the circumstances for financial assistance.

The outcome should be proportionate to the applicant's circumstances and support sustainable participation in schooling.

Common outcomes and circumstances are summarised in the table below:

Assessment Outcome	Circumstance	Likely Fee Decision
Unable to contribute	Income below threshold / severe hardship	Full waiver

Vulnerable capacity	Slightly above threshold but potentially unstable income	Waiver or partial waiver
Capacity to contribute	Above threshold with stable income	Partial waiver and payment plan
Exceptional circumstance	Loss of ability to earn	Compassionate assessment

Duration of waiver

Generally, fee waivers are granted for *no more* than *four (4) consecutive terms* of schooling at a time. Consecutive waivers can be granted, but the financial capacity or circumstances of the applicant will need to be reassessed after the four terms.

Conditions on visas may mean that a fee waiver cannot be granted for a full school year or four terms. If there are conditions on a visa that limit access to study, they will be applied to the terms of the fee waiver.

Limitations on applications

Families may submit only one application for a payment plan or fee waiver for the same terms or period of time, based on the same circumstances or grounds.

Once an application has been assessed and a decision has been made, families cannot reapply for a fee waiver for the same terms or period of time unless they can demonstrate that their circumstances have materially changed since the original application.

Definitions

Financial hardship

A circumstance where an applicant is unable to meet reasonable essential living costs and payment of Temporary Residents Admissions fees would materially affect the ability to provide those costs.

Capacity to contribute

The ability of an applicant to make a reasonable financial contribution towards Temporary Residents Admissions fees having regard to household income, financial circumstances and individual circumstances.

Compassionate and compelling circumstances

Circumstances outside the reasonable control of the applicant that have significantly affected the family's ability to maintain income or meet financial obligations.

Effective 6 October 2026