

Department of Education International

Temporary Residents Program

Refund application form

Are you eligible for a refund

A student may be eligible for a pro-rata refund of the Temporary Residents Program tuition fee where the student:

- is withdrawing from the NSW government school system, or
- was granted a fee-exempt visa (eg permanent resident visa) by the Department of Home Affairs, or
- was rejected in their visa application for travel to Australia.

Compulsory schooling

Section 22 of the NSW Education Act 1990 requires school-aged children to receive formal education. Where the student withdraws from the NSW government school system and remains in NSW, the parent must ensure the child attends a registered non-government school or registers for home schooling with the NSW Education Standards Authority.

Refund exclusions

- The Temporary Residents Program application fee is non-refundable.
- Refunds are not paid where a student did not attend school due to sickness or family holidays taken during school term.

How is the refund calculated

If the student withdraws from the NSW government school system, the unused portion of the tuition fee balance may be refunded. The pro-rata refund is calculated by school weeks to the last day of enrolment in school. If the student did not commence enrolment in a NSW government school due to a visa rejection or application rejection, the tuition fee balance may be refunded in full.

How to apply for a refund

The parent or guardian must complete the *Refund application form* and send it to the Temporary Residents Program by email or post. If the student was granted permanent residency or now holds a fee exempt visa, a copy of the new visa from the Department of Home Affairs must be included with the application form. If the student transferred to a non-government/private school, a copy of the acceptance letter from the non-government/private school must be included with the application form.

Information supplied in the application

Where information is omitted, or false, or misleading information is provided, the refund may be cancelled, and the NSW Department of Education may commence legal proceedings to recover the refund payment.

Processing times

We aim to assess your refund application in 30 days. Your application may take longer to assess if it is incomplete, or your bank account information is incorrect, or if we experience a high volume of applications. Calling or emailing our office will not speed up the refund payment.

If you elect to receive your refund to an Australian bank account, you may contact our Customer Service Team to check the refund status if you have not received payment to your account after 40 days.

If you elect to receive your refund to an overseas bank account, you may contact our Customer Service Team to check the refund status if you have not received payment to your account after 60 days.

Inquiries:

Need more information, please contact us:

- T 1300 300 229 (local call within Australia)
+61 2 9244 5555 (outside Australia)
- E tempvisa@det.nsw.edu.au
- W deinternational.nsw.edu.au/trp

Instructions


- This application form is to be completed by the parent or guardian of the student.
- Complete all sections and attach all documents as requested. Incomplete applications will delay the refund payment.
- Check the bank account information supplied in the application is correct.

Details of student applying for refund

Student number #1	Student name #1
Student number #2	Student name #2
Student number #3	Student name #3
Student number #4	Student name #4

What is the reason for the refund

Student granted a permanent resident visa

 Attach a copy of the permanent resident visa issued by the Department of Home Affairs

Date permanent residency was granted

day / month / year

Student is returning overseas

Date of final attendance in a NSW government school

day / month / year


Student is moving to another state in Australia

What is the name of the state

Date of final attendance in a NSW government school

day / month / year

Student will transfer to a non-government/private school


 Attach a copy of the student's acceptance letter issued by the non-government/private school

Name of non-government/private school

Date of final attendance in a NSW government school

day / month / year


Student will receive home schooling

 Attach a copy of approval letter issued by the NSW Education Standards Authority

Date of final attendance in a NSW government school

day / month / year

The application for a visa was rejected

 Attach copy of the visa rejection letter issued by the Department of Home Affairs

Other (provide details)

Payment details

Complete the payment details below and ensure your bank account information is correct. Refund transactions with incorrect or incomplete bank account information may be rejected by the banking system, resulting in bank fees or exchange rate losses. Any bank fee or exchange rate loss will be passed to the customer.

Payee name(s):

Payee address:

Payee mobile number:

Bank name:

Branch name:

Branch address:

Account holder name:

BSB number (for Australian accounts): _____ (BSB must be six digits)

Account number:

SWIFT/BIC code (for overseas accounts): _____ (may also be known as CHIPS, NCC, or BSC)

IBAN (for overseas accounts):

IFSC (Indian bank account requirement):

Declaration by Parents/Guardians

Both parents/guardians must complete the application form and sign this declaration unless a sole parent.

I declare the information provided on this application form and the accompanying documents is, to the best of my knowledge and belief, accurate and complete. I understand it is a serious offence to give false or misleading information, and I will notify the Temporary Residents Program of any change(s) to this information as soon as the changes occur. I understand payments to overseas bank accounts are subject to currency market fluctuations and may impact the value of the transaction. I understand the Temporary Residents Program may request further information or decline a refund where circumstances permit.

Father/Guardian

Print name:

Relationship to student:

Are you a single parent/guardian? Yes No

Signature:

Date

____ / ____ / ____
day month year

Mother/Guardian

Print name:

Relationship to student:

Are you a single parent/guardian? Yes No

Signature:

Date

____ / ____ / ____
day month year

What happens next?

1. Check your application. Complete all sections clearly, sign where indicated, check your bank account information is correct, and include any supporting documentation.
2. Submit your application to the Temporary Residents Program by email or post.
3. Email applications must be in PDF file format, be as one PDF file attachment, and the file size must be under 20MB. If you submit the application by email, you will receive an email response acknowledging receipt of the application.

When will you receive the refund?

1. We aim to assess your refund application in 30 days. Your application may take longer to assess if it is incomplete, or your bank account information is incorrect, or if we experience a high volume of applications. Calling or emailing our office will not speed up the refund payment.
2. If you elect to receive your refund to an Australian bank account, you may contact our Customer Service Team to check the refund status if you have not received payment to your account after 40 days.
3. If you elect to receive your refund to an overseas bank account, you may contact our Customer Service Team to check the refund status if you have not received payment to your account after 60 days.

Submit your completed application form and all documents by email or post:

Email: tempvisa@det.nsw.edu.au

or

Post: Temporary Residents Program
Locked Bag 7004
Wollongong NSW 2520