

# Resources to support students and families from Ukraine

With the current crisis in Ukraine, some students, staff and community members with links to Ukraine and, or, Russia may be experiencing anxiety and distress. Schools play a critical role in providing stability and support for children and young people. Impacted students, staff and families may need additional support and reassurance that the school and working environment is a safe place to be.

[Support in times of crisis](#) provides advice and resources for schools to assist students, families and staff affected by current events in Ukraine, including links to bilingual resources and additional support services.

Students, staff and families from other communities may also be experiencing heightened levels of anxiety including:

- individuals with links to Ukraine, or people from Ukrainian backgrounds including friends, teachers and case workers
- individuals with links to Russia, or people from Russian backgrounds including friends, teachers and case workers
- people from countries which are in close proximity to Ukraine, such as Poland, Romania and Belarus
- people with similar previous lived experiences
- individuals concerned about the potential escalation of war to other parts of the world.

[STARTTS](#) (NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors) is a specialist organisation providing culturally relevant psychological treatment and support for people who have experienced war and trauma. Their [Witness to War](#) multicultural telephone support line provides free and confidential support to individuals and families directly exposed or impacted by overseas conflict. They currently have Ukrainian staff to answer calls: 1800 845 198.

## Enrolment advice

As a result of the crisis and with borders recently opened, there may be increased numbers of people arriving in Australia from Ukraine, including an increase in Ukrainian students seeking enrolment in NSW government schools.

Students arriving from Ukraine may present at their local school holding a temporary resident humanitarian visa or a visitor/tourist visa. New arrivals from Ukraine should follow the standard enrolment processes with the [Temporary Residents Program](#).

Students holding humanitarian visas (subclasses 200, 201, 202, 203, 204, 449, 785, 786, 790, 866) are automatically exempt from the temporary resident education fee. Additionally, the education fee for newly arrived children from Ukraine who hold visa subclass 600 will also be exempt. Temporary Residents Program has more information about [fee exemptions](#) on their website.

Due to the circumstances surrounding their rapid departure, some families may be experiencing financial difficulties, and schools are asked to assist with the provision of essential items such as school uniform, shoes, and learning materials and equipment if required. Consideration should also be given to waiving voluntary school contributions.

100 points of identity may be difficult for families to provide initially. It is recommended that front office staff be advised about this. Families should be allowed to provide proof of identity as they acquire appropriate documentation.

Advice and resources for schools enrolling newly arrived students and families are available at [Multicultural Education](#) on the department's website.

## Additional support

- Staff should also look after their own emotional wellbeing. Some may need to talk with a friend or a colleague. Support for staff is also available from the [Employee Assistance Program](#).
- [Supporting refugee students](#) webpages have information on professional learning, resources and supports for students from refugee backgrounds.
- The following support is available for students who need intensive English language support on arrival:
  - [Intensive English Centres and the Intensive English High School](#) provide intensive English tuition and transition support for newly arrived secondary aged students in metropolitan Sydney, Wollongong and Armidale.
  - Primary aged students and secondary aged students living in other areas of NSW may be eligible for [New Arrivals Program](#) (NAP) funding to support their immediate English language learning needs.
- [Henry Parkes Equity Resource Centre](#) provides access to teaching and learning resources to support students from a refugee background, in particular those arriving from Ukraine. A NAP resource kit can be tailored to the needs of the student.
- Staff can also join the [EAL/D statewide staffroom](#) to connect with a community of EAL/D specialists and gain access to advice, resources, and PL opportunities.

- [EAL/D Education Leaders](#) are also available in some principal networks to support school leaders and teachers in addressing the language, literacy and learning needs of EAL/D students, including those who are recently arrived and those from refugee backgrounds.
- [The Refugee Student Counselling Support Team](#) offers psychological expertise to schools to support refugee students and their families: 1300 579 060  
[refugeesupportteam@det.nsw.edu.au](mailto:refugeesupportteam@det.nsw.edu.au)

For more information contact:

Rachel Hennessy

Refugee Student Education Advisor

0436 522 021

[rachel.hennessy1@det.nsw.edu.au](mailto:rachel.hennessy1@det.nsw.edu.au)