

Every School Day Counts

Regular attendance helps children and young people build essential skills, improve educational outcomes, and develop opportunities for future employment, training, and further education.

Student Attendance and Engagement Team

As part of the Northern Territory Department of Education and Training, the Student Attendance and Engagement Team works closely with schools, parents and carers, students, community organisations, and Government agencies, to ensure regular attendance of every child. Their role includes:

- supporting families and students experiencing attendance challenges
- monitoring student attendance
- conducting community patrols
- promoting the importance of regular school attendance
- enforcing school attendance laws when required
- connecting families with support services and flexible education options.

When to seek help?

Families should contact their child's school if the child is:

- frequently absent from school
- refusing to attend school
- skipping classes
- struggling with engagement or participation.

Schools can work with families to identify barriers and develop strategies that support attendance and learning.

Support

The Student Attendance and Engagement Team focuses on helping families overcome barriers to attendance and engagement. Support may include referrals, attendance planning, family engagement, and coordination with schools and community services.

Where attendance concerns continue and families do not engage with available support, School Attendance Officers may undertake compliance action under the **Northern Territory Education Act 2015**. This can include notices or other enforcement measures designed to ensure children receive their compulsory education.

How to report attendance concerns

Contact the school

If you know which school a child attends, contact the school directly and provide:

- time of day

- location
- description of the child or group
- names, if known.

Schools are best placed to identify students, contact families, and arrange appropriate support.

Call the Student Attendance Hotline

The student attendance hotline is open Monday to Friday from 8am to 4:21pm, call 1800 206 317.

The hotline can help with:

- school enrolment information
- attendance concerns
- reporting truancy
- attendance and enrolment policy advice
- Flexible education options
- connecting families with regional Student Attendance and Engagement staff.

Student Attendance and Engagement by Regions:

Darwin Phone: 0436 644 051 sedarwin.doe@education.nt.gov.au	Top End Phone: 0429 123 860 setopend.doe@education.nt.gov.au	Big Rivers Phone: 0499 785 496 sebigrivers.doe@education.nt.gov.au
Central Australia Phone: 0439 164 942 secentral.doe@education.nt.gov.au	Barkly Phone: 0408 707 469 sebarkly.doe@education.nt.gov.au	East Arnhem Phone: 0417 758 562 seeastarnhem.doe@education.nt.gov.au

Other important contacts

A child or anyone is in immediate danger

In a life-threatening situation or if someone is seriously injured you should call 000

If property has been or is about to be damaged

If a crime is actively taking place, you can call 000.

If your property or business was damaged or broken into you should report the crime to police.

Child welfare concerns

If you are concerned for a child's welfare or suspect a child might be experiencing neglect or abuse, you must report. You can call 1800 700 250 or report online.