

# QParents



## Fact sheet for parents

### What is QParents?

QParents is a user-friendly portal accessible via app or web browser, providing parents with secure online access to information about their child's schooling.

### How will QParents assist me?

QParents enables you to access and manage information about your child online.

### What information is available in QParents?

You can access information about:

- attendance details
- timetables and upcoming events
- report cards and assessments
- invoices and payment history.

### What are the benefits of using QParents?

You will benefit from:

- greater transparency with online access to your child's information
- ease of viewing and updating your child's details including address and medical conditions
- anytime, anywhere access on a smart phone, tablet or computer
- access to the latest information in one centralised place
- improved administration efficiencies and reduced printing and mail outs.

### Which schools use QParents?

QParents is an optional resource available to any Queensland state school. Depending on the needs of their community, schools may choose to use QParents.

Contact your child's school to find out if they are registered to use QParents.

### How do I register for QParents?

Your child's school will send you a letter or email inviting you to register for QParents. You will then be able to register via the secure QParents website: [qparents.qld.edu.au](http://qparents.qld.edu.au) using the unique invitation code contained in the letter or email.

You will require each child's unique EQ ID and you must verify your identity by providing 100 points of ID. If you cannot verify your identity online, you should contact your child's school for assistance.

The school will review your registration and approve your account. You will then be able to access the QParents app and delegate read-only access to another parent, carer or family member, known as a 'Delegated Viewer'.

For more information on registering and verifying your identity, see the QParents registration fact sheet.

### What personal information is stored about me in QParents?

The following details are securely stored on your QParents account:

- your full name
- your email address
- your mobile phone number (if provided)
- basic details of any delegated viewers you have invited
- the types of documents you provided during registration (but not the actual documents)
- details of any payments you have made (but not credit card details).

### Where is my personal information stored?

The Department of Education has contracted Microsoft to host the QParents app. Your personal information is stored in Microsoft's secure data centre in Australia. All personal information is protected using the latest encryption techniques, rendering this information unreadable to unauthorised people. For more information, see the Microsoft Azure Trust Centre.



## Will you use my data for advertising purposes?

No. Queensland Government agencies are not permitted to disclose your information for marketing, advertising or other purposes.

## Where has my child's information been sourced from?

Information about your child in QParents has been collected through school processes such as enrolment and/or recorded by teachers and school staff in the school's IT system called OneSchool.

## How current is the information in QParents?

Information will be available in QParents as soon as it has been recorded or updated in OneSchool.

Any information updated by you in QParents (e.g. reasons for absences, your child's details or medical conditions) will be available immediately for the school to review and confirm the update in OneSchool.

## What happens if I don't want my child's information in QParents?

Where there is more than one parent or guardian of a child, either party may opt to have a QParents account. In these circumstances, your child's information will be available to the other parent or guardian. If all parties do not want their child's information in QParents, you should contact your child's school.

## Where can I find help using QParents?

If you need assistance using QParents, you can:

- check the help page at [qparents.qld.edu.au/#/help](https://qparents.qld.edu.au/#/help)
- call 13 QGOV (13 74 68)
- contact your child's school.

# QParents



## Registration fact sheet

### What do I need to register for QParents?

To register, you will need:

- your unique invitation code sent to you by your child's school
- an active email account
- each child's EQ ID number
- 100 points of ID to verify your identity.

### How do I verify my identity?

To verify your identity online, you must provide at least 100 points from the online documents list:

Document	Points	Document	Points
Australian passport	50 pts	Australian marriage certificate	40 pts
Australian driver licence	50 pts	Australian change of name certificate	40 pts
Australian birth certificate	50 pts	Australian visa (foreign passport)	20 pts
Australian citizenship certificate	40 pts	Medicare card	20 pts

### What if I can't verify my identity online?

If you are unable to provide 100 points of ID online, you can still register for QParents.

During the registration process, select the 'not enough ID' option and then visit the school to have your identity verified.

The school can verify your identity using a combination of 100 points of the following documents and the additional identity documents.

Document	Points	Document	Points
Passport	60 pts	Marriage certificate	40 pts
Driver licence	60 pts	Citizenship certificate	40 pts
Birth certificate	50 pts	Change of name certificate	40 pts

### Additional identity documents

You will also need to show at least one additional document from List 1 or two documents from List 2.

List 1	List 2
Learner driver's licence	Bank statement showing your name and address (less than 6 months old)
Working with Children Check (blue card)	Utilities statement showing your name and address (less than 6 months old)
Adult proof of age card	Pensioner Concession Card
Queensland Weapons Licence	Department of Veterans' Affairs entitlement card
Industry Authority cards (issued by the Department of Transport and Main Roads)	Health Care Card or Seniors Health Card or other Department of Human Services entitlement cards
	Student identity card issued by an Australian education institution
	Queensland or Australian Government staff identity card

### Still unable to verify your identity?

In exceptional circumstances, school principals may approve QParent accounts under the 'Known Person/Community Standing' option.

### When will my account be activated?

Once your identity has been verified, the school will activate your account.

### Need help?

Additional assistance is available from:

- QParents help page at [qparents.qld.edu.au/#/help](http://qparents.qld.edu.au/#/help)
- call 13 QGOV (13 74 68)
- contact your child's school.

