

QParents

Accessing and managing your student's information

What is QParents?

QParents is a free and secure online application that enables Queensland state school parents to access and manage their student's information and complete school-related administrative tasks.

What information is available in QParents?

Using QParents you can:

- view upcoming events, timetables and report cards
- access and provide digital consent
- view and update attendance details (including future absences)
- view behaviour information
- make payments and view credit balances and payment history
- receive announcements from the school.

Which schools use QParents?

QParents is available to all Queensland state schools. Please contact your student's school directly to find out if they use QParents.

How do I register for QParents?

To start using QParents, visit qparents.qld.edu.au and follow the instructions. Once you have created your account, download the app on your preferred device.

How do I verify my identity?

When registering for QParents, you will be asked to verify your identity online by providing 100 points of ID from the list below.

Document	Points	Document	Points
Australian passport	50 pts	Australian marriage certificate	40 pts
Australian driver licence	60 pts	Australian change of name certificate	40 pts
Australian birth certificate	50 pts	Australian visa (foreign passport)	40 pts
Australian citizenship certificate	50 pts	Medicare card	40 pts

What if I can't verify my identity online?

If you are unable to provide 100 points of ID online, select the 'Not enough ID?' option and visit your student's school to verify your identity. Your student's school can verify your identity by sighting at least one document from the list above, and either one document from Additional Identity Documents List 1 or two documents from List 2.

Additional identity documents

List 1	List 2
Learner driver licence	Bank statement with your name and address (<i>must be less than 6 months old</i>)
Working with Children Check (<i>blue card</i>)	Utilities statement with your name and address (<i>must be less than 6 months old</i>)
Adult proof of age card	Pensioner Concession Card
Queensland Weapons licence	Department of Veterans' Affairs entitlement card
Industry Authority card issued by the Department of Transport and Main Roads	Entitlement card issues by the Department of Human Services
	Student identity card issued by an Australian education institution
	Queensland or Australian Government staff identity card

Still unable to verify your identity?

Contact your student's school, as they may be able to verify your identity under the 'Known Person/Community Standing' option.

Where is my personal information stored when I use QParents?

The Department of Education has contracted Microsoft to host the QParents app. Your personal information, which is your username, e-mail and phone number, are 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 Center](#).

Is my personal information stored when I verify my identity?

No. The information you provide during this process is not stored by the department or the contracted identity verification service, GreenID. GreenID uses your information solely to verify that it matches the document provided by the issuer. The department then receives only a confirmation or rejection of your identity from GreenID, not the documents themselves. For more information, view the [QParents privacy statement](#).

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 is my student's information sourced from?

Information about your student in QParents is collected through school processes such as enrolment or academic reporting and is recorded in the department's student database, OneSchool.

How current is the information in QParents?

Information is available in QParents as soon as it has been recorded or updated in OneSchool, or within 24 hours in the case of invoices and payment records. Any information you update in QParents will be available immediately for the school to verify before it is released into OneSchool.

What if I don't want my student's information in QParents?

Contact your student's school if you want to remove their information from your QParents account.

Where can I find help using QParents?

If you need assistance using QParents, you can:

- visit qparents.qld.edu.au
- call 13 QGOV (13 74 68)
- contact your student's school.