

TOOWOOMBA STATE HIGH SCHOOL

Creating Stars for our Future



10 June 2024

Dear Parents/Caregivers

I am pleased to inform you that our school provides parents with access to a convenient, online parent portal called **QParents**.

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

QParents allows you to access and manage information online about your child including:

- Attendance details
- Digital Consent (Online services & media permission)
- Timetables and upcoming events
- Report cards
- Invoices and payment history
- Student consent details (Excursions & Events)

QParents will assist both staff and parents in sharing and responding to information in an efficient and effective way.

It won't replace the traditional ways you communicate with our school, but it will provide another way to communicate with us.

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
- reduction in calls made direct to the school to report absences
- anytime, anywhere 24/7 online access on a smart phone, tablet or computer
- access to the latest information in one central place

What do you need to do to get started?

We will be sending out emails or letters inviting parents or guardians to become a QParents Account Owner (QPAO) for your student/s.

A QPAO is a person who has been nominated and invited by their child's school to update and view their child's information in QParents. More than one parent can be nominated and invited by the school to become a QPAO. QPAOs will also be able to invite other people (such as another family member), to view the student's information. Once invited, these people can register for QParents as "delegated viewers". A delegated viewer can see the student's details, but cannot make updates.



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When you receive your invitation email or letter, simply follow the instructions to register your QParents account. The process should take less than 10 minutes to complete.

Invitations sent by email will only ever come from **no.reply@qparents.qld.edu.au**. You will not be invited to register from any other email address or organisation.

If you don't want to register you can just ignore the invitation and your child's student information will not be available to anyone through QParents. You may also wish to let the school know to not invite you in future.

Identity Verification

The QParents registration includes an identity verification process. QParents offers two options for identity verification – online and offline.

For fully online verification (the fastest option), you will need to verify 100 points of identity documents online.

Australian Passport	50 pts	Australian Marriage Certificate	40 pts
Australian Driver Licence	50 pts	Australian Citizenship Certificate	40 pts
Australian Birth Certificate	50 pts	Change of Name Certificate	40 pts
Medicare Card	20 pts	Australian Visa (foreign passports)	20 pts

If you cannot verify 100 points of the above ID documents online, you may still register for QParents, but you will need to attend the school (Office) to verify documentation in person after you have registered online.

Full instructions on how to verify your documents and what you may need to bring to the school will be provided as part of the invitation and registration process.

If you don't have sufficient documents, or are unsure, you may still be able to register. For more information on the online identity verification process, see: <https://qparents.qld.edu.au/#/help/registering>.

Please note that QParents does not maintain copies or records of any identity documents used for account verification, either online or offline.

EQ ID

You will also need to have your child's EQ ID (their Education Queensland identification number) in order to complete your QParents registration. *This information can be found on your child's timetable on DayMap.*

Safe and secure

QParents is a secure portal that meets strict industry standards. The Department of Education considers student information to be confidential (it is classified as PROTECTED by the Department). Only people with the right to access information about your child will be given an account.

Help and further information

For more help and further information, visit <https://qparents.qld.edu.au/#/help> or call 13 QGOV (13 74 68). I know you will enjoy using QParents and I look forward to hearing about your experiences.

Yours sincerely



Therese Sippel
Principal