

# QParents

## Fact sheet for parents

### What is QParents?

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

### 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
- pay invoices and view payment history.

### Which schools use QParents?

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

### How do I register for QParents?

To start using QParents, download the app on your preferred device or visit [qparents.qld.edu.au](http://qparents.qld.edu.au) and follow the instructions.

### What personal information is stored in QParents?

Your username, e-mail and phone number are stored in the QParents database.

## 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 is my child's information 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 you update in QParents will be available immediately for the school to review and confirm the update in OneSchool.

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

You will need to contact your child's school if you do not want their information on your QParents account.

## 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.