

A MESSAGE FROM OUR ACCOUNTS TEAM

Tips regarding student financial statements

Financial statements for balances on student accounts are sent to account owners at least once per month.

To assist with interpreting the information on student account statements here are a few hints:

Below is an example of a student statement that has \$20.45 owing for an invoice (2023SRSYR11-12) as well as credit of \$-65.00 on the account.

Invoice Date	Due Date	Invoice No.	Invoice Reference	Inv. Amt	Payment	Balance
27-Oct-2022	31-Mar-2023	██████	2023SRSYR11-12	350.00	329.55	20.45
16-Feb-2023	16-Feb-2023	L1/██████1/1		-65.00	0.00	-65.00
				285.00	329.55	-44.55

A credit will always show as a NEGATIVE (a minus in front of the amount). Credit amounts do not need to be paid again.

In the above example, although the final balance on this student account is showing as a CREDIT of \$-44.55 the 2023SRSYR11-12 invoice has not yet been fully paid. Credits need to be manually matched by our Accounts team. No credit will be applied to an invoice without consent from the account owner.

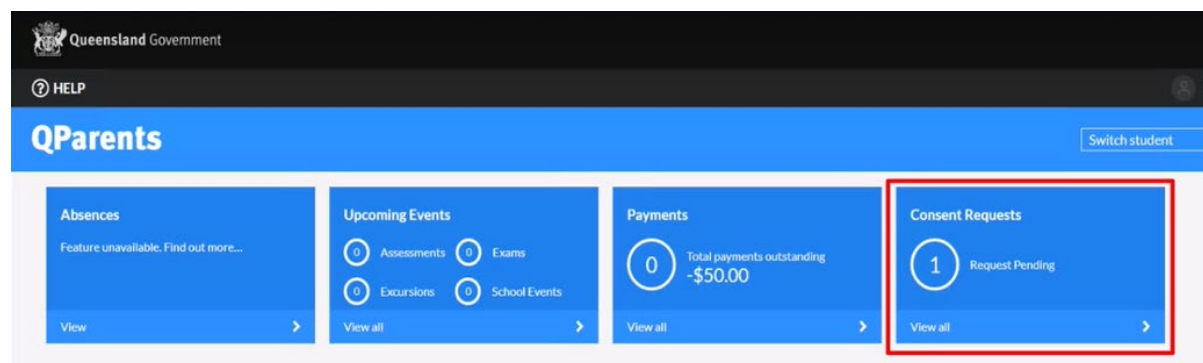
How do I request that an invoice be paid by credit on the account?

Send an email to our Accounts team accounts@albanycreekshs.eq.edu.au requesting that a credit be matched to an invoice and our team will happily process this for you. Credits cannot be applied using the QParents portal. QParent account owners can send an email request to the Accounts team who will ensure that funds are directed to the nominated invoice/s.

New Digital Participation Consent via Qparents

A great new functionality supporting the distribution and collection of parental consent for school related forms is available to QParent account owners. This functionality will replace the need to receive, sign and return paper-based forms for student participation in school excursions, activities and services requiring consent. During the period of transition you may still see paper-based consent for some activities/excursions.

Consent requests are found on the QParent home screen for QParent account owners to view and access. This will allow a digital response to be actioned from your computer or device.



Parents who are not currently registered for QParents will receive the consent form via email, to be signed and returned manually.

QParents is an online portal that is free for Queensland state schools to use, and allows parents to:

- view attendance details, report cards, timetables, invoices and a history of payments
- provide digital consent, reasons for unexplained absences and to notify the school of future absences
- view and pay school invoices online
- update student details including residential and postal address as well as medical conditions.

Register for QParents

Parents who have not yet registered for QParents have been sent invitations over the last few weeks.

Invoice payments for activities/excursions

QParents is the preferred payment method for ACSHS invoices. A BPoint hyperlink taking you to the Commonwealth Bank electronic payment portal is also available on the bottom of each ACSHS invoice.

Changes to consent management means our Accounts team no longer see paper-based permission forms. If you wish to use an existing credit on your account to pay for an activity/excursion please send an email to accounts@albanycreekshs.eq.edu.au detailing the invoice/s you would like to have matched to the credit. No credit will be applied to an expense without your permission.