

# Back to school boost

## Implementation Guide

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## For State Schools

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### Overview

The Back to school boost initiative provides a \$100 credit for enrolled Queensland primary school students to help families with social-related costs.

This guide provides schools with information to implement the Back to school boost in 2026. As implementation progresses, the department will add to this guide, with additional information provided through ConnectED.

This guide outlines:

- eligibility criteria
- permitted use
- parent choice
- OneSchool finance guidance

### Eligibility

The Back to school boost will be credited to the accounts of all students enrolled in Queensland state schools in Prep–Year 6.

To determine which student accounts will be credited with the Back to school boost, enrolments will be extracted from OneSchool centrally after day 8, and will include students of:

- State schools
- Schools of Distance Education
- Special schools
- International students

Students enrolled in more than one school will receive their Back to school boost credit at the school where they are primarily enrolled.

For example, if a student that is enrolled **90% Primary School A** and **10% at School of Distance Education B**, the **full \$100 credit** will be allocated to **Primary School A**.

### How the \$100 credit can/cannot be used

The \$100 credit can be used:

- against any invoice from the school to the parent from 2026 as well as any unpaid invoices raised in 2025 that relate to goods or activities for the 2026 school year. All charges from schools to families must comply with the Department's [User charging procedure](#).

Examples of common invoices raised by schools:

- Student Resource Scheme (SRS) fees
- School-organised camps and excursions
- Swimming carnivals and lessons
- Extra-curricular sporting programs or events that are organised within the school.

The \$100 credit cannot be:

- used for pre-existing debts and/or invoices that relate to 2025 or earlier. Schools must manage debts in accordance with the department's [Debt management procedure](#).
- paid as cash, issued as a voucher, or as a reimbursement for purchases made directly by parents with external suppliers. For example, a Back to school boost credit cannot be applied to offset invoices parents receive directly from a school photographer.
- paid as cash to refund a parent for a payment already made to the school
- transferred to another student's account
- used to make a voluntary financial contribution.

### Suggested approaches

Schools that currently do not have a Student Resource Scheme (SRS), may want to establish one before 2027. This allows parents to apply the Back to school boost against their SRS fee if they choose to participate. For more details on how to establish an SRS refer to the [SRS procedure](#).

If a school does not currently charge families, and does not operate an SRS, they should consider how to pass on the benefit of the Back to school boost credit to parents. For example, schools could organise a new special excursion or activity or increase their offering of an existing activity like swimming lessons. This will give parents the opportunity to use their Back to School Boost funds to cover the costs.

For more information talk to your Financial Advisory Services team.

## Parental choice

Schools give parents or carers a choice on whether they'd like to apply their credit to a specific charge prior to, or at the time of invoicing. Schools ensure appropriate records are maintained to show parental choice was obtained. If a parent has not chosen how to apply the credit, the credit cannot be applied to an invoice and will remain on the student account.

New and updated forms are available in Consent Management Module for schools to collect parent's choice about how they would like to use their Back to school boost:

- A new Back to school boost parent choice form, which schools can share at the start of each term or as needed with one or multiple options for parents. This form will allow parents to choose how the Back to School Boost should be applied.
- An update to the existing Excursions Consent Request form, providing the option for parents of students in years Prep - 6 to allocate the Back to school boost against the cost of an activity, at the same time as providing consent for their child to participate.

For schools or parents that do not use QParents, Consent Management Module forms can be downloaded as a PDF and sent to parents via email or printed. In these cases, schools will need to manually collate responses from parents before applying credits. For more information or support on Consent Management, please refer to [OneSchool help - Consent Management](#).

Other manual templates and forms have also been updated to reflect the Back to school boost initiative. This includes the [SRS annual parent information letter template](#). For schools that cannot use the Consent Management Module in OneSchool, we have also developed a *Back to school boost manual parent choice form*.

## Students in Care

For students in care, the allocation and use of the Back to school boost credit should align with the child's individual circumstances and the decision-making responsibilities outlined in the [Decision-Making Framework for Students in Care](#).

The person responsible for completing the Parent Choice Form will depend on the nature of the custody or guardianship arrangements and the intended use of the Back to school boost. For example, if the boost is being utilised for curriculum based activities, the decision-maker may be the child's carer or caseworker, as determined by the child's care arrangements. Schools are encouraged to consult with the relevant decision-maker to ensure the credit is used in the best interests of the child. For further guidance, please contact the [Principal Education Officer \(Students in Care\) in your region](#) and refer to the [Decision-Making Framework for Students in Care](#).

## Informing parents about their Back to school boost balance

Schools can send a monthly statement to parents which outlines:

- the invoices raised less payments and any balance outstanding, and
- the \$100 Back to school boost less the amount of credit used and any balance remaining.

The monthly statement to parents is generated from OneSchool. Talk to your regional FAS team if you require assistance generating and sending this report to parents in your school.

## Uniforms

Parents may use the Back to school boost credit toward the cost of uniforms, including in the following scenarios.

### Parents & Citizens (P&C) run uniform shops

Schools can establish a system for parents to apply the Back to school boost to uniform purchases from a P&C run uniform shop in mutual agreement with the P&C. P&Cs are independent entities and are not part of the Department's finance system.

To sell a uniform where Back to school boost is applied, a P&C will need to transact with both the school (which holds the credit) and the parent for any additional amount required. This process adds complexity which may be challenging for part time volunteers to manage.

Schools should consult with their P&C and Financial Advisory Services (FAS) team for support with necessary arrangements.

### School run uniform shops

The school makes local decisions on how to apply credits to uniforms purchased directly from a school run uniform shop.

We encourage schools to engage with their FAS regional finance teams for guidance on facilitating the use of the Back to school boost for uniforms at your school.

### School purchases uniforms from external supplier

On a case-by-case basis, schools may facilitate use of the Back to school boost to purchase a uniform from an external supplier and on sell them to parents. There are other more convenient ways to utilise the Back to school boost in 2026, however schools have the option to facilitate this purchase.

The school principal retains discretion to pass on or waive the cost of uniform purchases if parents are experiencing financial hardship.

It is essential for schools to implement appropriate controls to ensure transparency and integrity around use of a parent's Back to school boost credit.

## Managing the Credit in OneSchool

### How the credit gets on the student's account

The department will centrally load the \$100 credit to each **student's OneSchool account** as soon as possible after day 8. The department will provide schools with funding to match the total value of credits in student's accounts (see School funding below).

The department will upload credits once per term to provide credits to those students who enrol in a Queensland Primary School part way through the year. Students will not receive a Back to school boost credit more than once in each school year. This means students who have already received the credit from another State School, Non-State School, or as a student registered for home schooling in Queensland will not be eligible to receive it again in the same year.

Credit amounts applied to a student's account are as follows:

- \$100 for students enrolled day 8 in term 1
- \$75 for students enrolled day 8 in term 2
- \$50 for students enrolled day 8 in term 3
- \$25 for students enrolled by end of Week 8 in term 4

### Applying credits against invoices

Credits are applied against individual invoices using the **zero receipting process** via the Income Manager Receipting screen in OneSchool. Zero receipts are used to clear a customer's credits against invoices where automatic matching of the credit and invoice has not occurred, as is the case for the Back to school boost credit.

For more information about the zero receipting process, refer to OneSchool help here: [How to apply a credit balance \(CBS\) to an open invoice on the same customers account](#).

Please do not use the *Manual Payment Functionality* in OneSchool to apply the credit to a payment as this does not enable the school to generate a receipt showing application of the credit.

### Record keeping

Schools record and retain the parent's choice about how their credit is applied.

If a parent has not responded with their choice, the credit cannot be applied to an invoice and will remain on the student's account until the parent chooses where to apply it, or the student leaves the school.

#### Suggested approaches

Having parents respond via QParents in a consent form on the Consent Management Module is the most efficient way for Schools to keep a record of a parent's choice.

Even where parents are not using QParents, consent forms from the Consent Management Module can be generated and emailed to parents for completion and return outside the system. Schools can manually record the parent's response in Consent Management Module. A manual paper or PDF consent form is not able to be uploaded to the Consent Management Module. It is recommended that the returned form be retained as a student record as part of the school's record keeping system as evidence of their choice.

If your school is not currently using QParents and would like to, or for more information/support, refer to: [QParents OnePortal page](#).

## Unused Credits

Unused credits refer to the remaining balance of the Back to school boost after clearing all outstanding authorised charges for 2026 or later. If a student's account has outstanding authorised charges for 2026 or later, remaining Back to school boost credits will be used to offset these charges before schools issue a refund.

Schools must ask parents if they would like a refund of the unused balance in the student's account upon:

- leaving the school or
- graduating from Year 6.

This includes where the student is continuing at the same school (Prep to Year 10/12 schools).

For the duration of the Back to school boost initiative, a student's account will accumulate the annual \$100 credit while they are enrolled at the school. There will be no school-to-school transfers for the Back to school boost.

Parent's choice is to be recorded and retained by the school. For more information about processing a parent refund, contact your regional FAS team.

## Suggested approaches

**Processing parent refunds:** To manage workload and avoid processing a high volume of refunds during the peak period at the end of the school year, schools may stagger refunds to parents over the final term. This would only occur after the school has confirmed that there are no outstanding invoices to which the Back to school boost credit can be applied.

Further information on unused credits, where a parent has not provided a response, will be included in a future update to this guide.

## Parents of multiple students in the same school

The Back to school boost credit is not transferrable to another family member at the same school. For example, if a student leaves the school and has a sibling with outstanding fees, the boost cannot be transferred.

## Provisions for Families with Shared Care Arrangements and Separate Accounts

Where an existing Parent Fee Allocation is recorded in OneSchool, the same allocation will be applied to the Back to school boost credit. Parents can only make decisions about application of their share of the credit.

For Example: Parent Fee Allocation is 60/40, Parent A will receive a \$60 credit against their Debtor ID and Parent B will receive a \$40 credit against their Debtor ID.

Schools will need to ensure they have received parent choice to use their portion of the Back to school boost before it is applied to a cost.

## Managing Consent Management Forms – QParents and Shared Care

For students in a shared care arrangement, and an existing parent fee allocation is recorded in OneSchool, the same allocation will be applied to the Back to school boost credit. Parents can only make decisions about application of their share of the credit. As the Consent Management system allows only one response per parent, schools should collect consent from each parent using the [Manual Parent Choice Form](#).

### **Suggested approaches**

Ask parents to ensure they have provided the most up to date information about shared care arrangements. Schools are not expected to facilitate retrospective adjustments where parents have not provided up to date information in OneSchool.

## Deceased Students

If a Back to school boost credit remains on a deceased student account, the school should follow its standard process to automatically refund the amount to the parents or carers.

If there is an outstanding debt on the deceased student account, the school should follow its standard processes to automatically clear the debt.

## School funding

Back to school boost funding will be provided to schools via SAPA to the new Cost Centre 1192. As cost centre 1192 is projected to maintain a zero net balance, no budget allocation is required under the Back to School Boost program

For more information, the Back to school boost appropriation profile is accessible on the [department's website](#).

## Communicating with parents

### Standard responses

The department has published [Standard responses to parent frequently asked questions](#). The responses can be tailored to suit your school's circumstances.

School staff can refer to these in during discussions with parents about the Back to school boost.

## School social media content

The department's Social and Digital Marketing team provides advice and assistance to state schools to help manage a school's [social media](#) accounts.

Back to school boost content is available on the department's [School newsletter and socials content hub](#) (the hub) for schools to use on their own social media accounts and newsletters.

All Back to school boost social media content should align with the information on the hub and the supporting information provided at the end of this guide. For assistance on Back to school boost content contact Financial Business Policy or Financial Advisory Services on [Service Catalogue Online query form](#) or the [social media team](#).

## Contact Information

For further assistance: [Back to school boost Services Catalogue Online Query](#).

## Definitions

Parent of a child – [Refer to the Education \(General Provisions\) Act 2006](#)

## Related links to supporting information

[Back to school boost OnePortal page](#)

[User charging procedure](#)

[Student resource scheme procedure](#)

[Back to school boost appropriation page](#)

[Standard responses to parent frequently asked questions](#)

[Back to school boost manual parent choice form](#)