

Student Banking



FAQ's

Why has my child not received any tokens in their banking book?

Our school does not issue the plastic silver and gold tokens for banking, the token tally is computerised and these are called virtual tokens.

Why didn't my child receive a token when they banked through a branch?

Your child will receive 1 virtual token per deposit made through the School Banking Program at our school only. If your child banks through a branch they will not receive a token.

My child has transferred schools, why can't they use their tokens at their new school?

If your child transfers schools their tokens will not be transferred to their new school, they will be cancelled.

Why doesn't the token balance match the amount of deposits made this year?

If your child remains at our school their virtual tokens will never expire. The remaining balance at the end of the year will be carried over to the next year. The tokens are tallied from the day your child starts banking with our school and will only be cancelled when they are no longer banking with our school.

My children bank together each week, why don't their token balances match?

Unless your children both started banking on the same day through our school, and they have also made exactly the same amount of deposits each week through our school and have both claimed prizes at exactly the same time through our school, then their token balances will never match.

How will we know when my child is eligible to claim a prize?

Once 10 virtual tokens have been reached, your child is eligible to claim a prize. Your child will be notified with a note in their bank book once they have reached 8 or 9 tokens and to remind them they are now eligible to claim a prize.

When will my child receive their prize?

Please allow up to 10 working days for the prize to arrive. All prizes are awarded to students on assembly every second Friday after they have arrived.

Can siblings bank through the school if they have an account with the Commonwealth Bank?

Yes. If your child has a younger sibling not yet at school or an older sibling in high school, they are eligible to bank through our School Banking Program each week. Their bank book needs to be placed in the class grey banking bag with their siblings' book and a note on who their sibling is or the books tied together with a rubber band.