



8 October 2025

Dear parents and carers,

As we approach the launch of our new Parent Lounge, I wanted to outline the process you will need to follow to log into your account. If you missed my previous letters, you can read them here: <https://www.arethusa.qld.edu.au/parent-lounge/>

LOGIN PROCESS

On 13 October, you will receive an email from parentlounge@arethusa.qld.edu.au with your:

- Username: << Supplied Parent Code >>
- Password: <<Supplied Parent Lounge Password >>

The email will ask you to immediately change your password after you log in to secure your account.

SETTING PARENT LOUNGE AS A TRUSTED/SAFE SENDER

Given this will be the first time you receive an email from Parent Lounge, our IT team encourages you to list parentlounge@arethusa.qld.edu.au as a trusted/safe sender within your email platform to ensure it reaches your inbox.

We have put together a supporting 'How to Log in Guide' which can be found here: <https://www.arethusa.qld.edu.au/parent-lounge/>

SET A DIARY ALERT TO CHECK YOUR EMAIL ON 13 OCTOBER

I encourage you to set a diary alert or alarm on your phone for 13 October as a reminder to check your inbox for an email from parentlounge@arethusa.qld.edu.au with your Parent Lounge login details.

I understand the busyness of family life and your never-ending 'to do lists'. That is why you will receive another gentle reminder from me after Parent Lounge has launched on 13 October to log in to activate your Parent Lounge account.

If you have any specific questions about Parent Lounge, please contact your Campus Support Officer. We also welcome any constructive feedback on the new platform to parentlounge@arethusa.qld.edu.au

I look forward to updating you on the launch of Parent Lounge after it goes live on 13 October.

Kind Regards

Lisa Coles
CEO and Executive Principal