



16 October 2025

Dear parents and carers,

I am pleased to advise that Arethusa College's Parent Lounge is now live.

You should have received an email from the Parent Lounge email, parentlounge@arethusa.qld.edu.au, on 13 October with:

- the web link to Parent Lounge
- your username (a Parent Code) and an initial password to log in to your account; and
- instructions to immediately change your password.

If you have not received an email with your login details, please undertake the following steps:

- check your junk/rubbish or other email folders for the email
- undertake a search of your email folders using the words 'Parent Lounge' or the email parentlounge@arethusa.qld.edu.au
- go to your email platform settings and set parentlounge@arethusa.qld.edu.au as a trusted/safe sender.

If, after completing the steps above, you still cannot find the email, please contact your Campus Support Officer so that they can follow up with our IT team.

An instruction and troubleshooting guide on 'How to Log in to Parent Lounge' is available here for future reference: <https://www.arethusa.qld.edu.au/parent-lounge/>

Student Absences

Student absences and late arrivals can now be recorded through Parent Lounge. Please see the supporting guide, 'How to Report a Student Absence' for instructions available here: <https://www.arethusa.qld.edu.au/parent-lounge/>

We understand that it may take some time before all parents and carers have set up their Parent Lounge accounts and can access the system. That is why you will still be able to report student absences using the existing process of contacting the College via SMS or phone.

Again, if you are having any difficulties logging in to your Parent Lounge account or reporting a student absence using the new platform, please contact your Campus Support Officer.

I understand this is a new system and that it may take time to get used to. However, we are confident it will deliver efficiencies and benefits for you and the College.

REAL CONNECTIONS REAL LEARNING REAL FUTURES



If you have any constructive feedback that you would like to share on the new system, please email parentlounge@arethusa.qld.edu.au.

Thank you again for your support and patience as you, and our campuses, become more confident and comfortable using Parent Lounge.

Kind Regards

A handwritten signature in black ink that reads 'Lisa Coles'.

Lisa Coles
CEO and Executive Principal