



Concerned or worried  
about something at school?

“Let’s talk!”



Loreto  
COLLEGE BALLARAT | EST.1875

A guide for students



A

## SOMETHING IS WORRYING ME, BUT WHY SHOULD I TALK?

When you are ready, it's important to let someone you trust know about your concern or worry. Talk to an adult you trust, such as a parent, caregiver, teacher, or College Counsellor.

Together, we can work towards a solution to your concern. This will decrease your anxiety and you will feel better and healthier. All Loreto College staff are here to help. If we don't know, we can't help you.



B

## WHERE DO I START?

## WHAT SHOULD I SAY?

### STEP A

Think about it.

Is the worry a complaint, concern or question?

### STEP B

Write, type, or record your worry.

This can help make sense of things.

Put in as much detail as you need to.

### STEP C

Talk about it calmly to the person you trust.

Stay calm. Explain the concern to the best of your ability so people can understand and help you.



C

## HOW DO I TALK TO SOMEONE?

### IN PERSON

Ask to speak with a teacher or counsellor you trust. This could be your Mentor Teacher, Year Level Coordinator, Director of Wellbeing, Deputy Principal or College Counsellor. You may need to make an appointment time, to ensure appropriate privacy and full attention to your concern.

AND/OR

### THROUGH A PARENT

Explain your situation to your parent / caregiver and ask them to contact the College.

D

## WHAT IF I DON'T WANT TO TALK?

### PUT IT IN WRITING

Describe the worry with as much detail as you can. Make sure to include your name and Mentor Group. You can address the letter to the appropriate person or leave your submission addressed in a sealed envelope at Student Reception.

### EMAIL

You can also email the person you most trust. Ask them to make a time to meet or tell them your concern. Be prepared for them to contact you to follow up in person.



E

## WHAT HAPPENS NEXT?

It may be possible to resolve your worry quickly when you talk to people and share your concern in person. Sometimes, the problem can be solved just by talking about it. Other times, the person you speak with may need to discuss the matter with other staff members.

Loreto College may choose to reply to your concerns in writing. You may be invited to attend a meeting to discuss the worry and your concerns. You can choose to bring a support person with you.



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## HELP TO REACH A POSITIVE OUTCOME

*"Alone we can do so little,  
together we can do so much"*

Helen Keller

Loreto College wants to help you. Together, we will work with you towards an outcome to ensure your concerns have been fully and fairly addressed.

The Principal or Deputy Principal will support you with a resolution that will be best suit the welfare of all parties involved.

### CONFIDENTIALITY

It is important that your concern is kept confidential and treated with respect. Occasionally, it may be necessary to involve third parties outside the College who would need to know the identities of those involved to resolve your concerns.

Your ongoing Loreto education is most important. Whatever the worry or the outcome, the staff at Loreto College are here to help you.

# “Let’s talk!”

**Throughout your student life you may sometimes feel concerned or worried about your learning or about something happening at home or at school.**

**We want to help.**

Loreto College is committed to providing a safe and supportive environment where everyone is treated with respect, fairness and dignity. We guarantee that all students can confidently talk about their concerns and work with the College through a calm step-by-step process towards a positive outcome.

To address your concerns, please contact email or your Mentor teacher, Year Level Co-ordinators, Leadership Team, one of the College Counsellors ([counsellors@loreto.vic.edu.au](mailto:counsellors@loreto.vic.edu.au)) or call Student Reception on 03 5329 6121

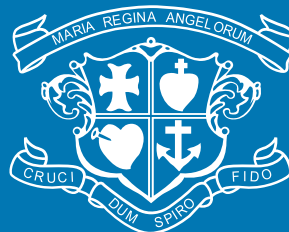
Other contact:

Kids Helpline: [kidshelpline.com.au/](http://kidshelpline.com.au/) 1800 55 1800

**Anytime. Any Reason.**

Disclaimer: Resolutions are in line with College policies and based on a restorative framework.

All information was correct at the time of printing and may be subject to change.



Loreto

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