



PARENT CODE OF CONDUCT

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About this Code of Conduct

Mentone Grammar aims to provide the best education for a child, help equip that child with the skills required for a fulfilling adult life, with cooperation and support from that child's family.

To ensure such cooperation and support, this Code of Conduct (the Code) outlines the School's expectations for a student's parents, step-parents, guardians, grandparents, extended family members and carers (collectively, **parents/carers**).

This Code does not attempt to provide a detailed and exhaustive list of what to do in every aspect of a parent/carer's interactions with the School and the School community. Instead, it sets out general expectations. As such, this Code is intended to be practical, non-adversarial and non-legal.

In developing this Code, the School recognises that parents/carers ultimately want the best for their children. However, the School also expects parents/carers to recognise that it must ultimately balance the interests of all the School's stakeholders.

This includes students and parents, as well as staff, and their right to a safe working environment.

In this regard, it is important to emphasise that the School's commitment to a respectful, safe and supportive learning environment applies to staff and students alike; and the School's duty of care to staff extends to managing the risk of psychosocial hazards in the workplace, which can include disrespectful and other unacceptable interactions with members of the School community and beyond, including parents/carers.

Summary

In summary, the expectations of parents/carers expanded on in the following pages are as follows:

1. Support the educational ethos and Values of the School

Parents/carers are expected to visibly support the educational ethos and Values of the School, and role model responsible and safe behaviours for their children and others in the community to learn from.

2. Behave respectfully towards members of our community

Parents/carers should always behave respectfully towards the School's staff (including employees, contractors, labour hire workers, secondees and volunteers), students and other parents.

3. Use technology and social media appropriately

Parents/carers are expected to be respectful in their communication with others, be mindful of privacy and safety considerations when publishing information online or on social media, and ensure confidential information is not shared without permission.

4. Be a responsible visitor and participant

Parents/carers must respect the School's risk-management procedures when visiting the School and attending school activities and events on and off-campus.

5. Raise grievances appropriately and productively

Parents/carers should raise any genuine grievances in an appropriate, constructive and respectful forum, and follow the School's Grievances Policy.

Support the educational ethos and Values of the School

Parents/carers are expected to support the educational ethos and Values of the School, model appropriate behaviours for their children to learn from, and support the School as it educates and provides pastoral support to all students.

Parents/carers can support the School and be positive role models by following the actions outlined in the examples below:

1. Uphold the School's Values: Caring, Discipline, Endeavour, Integrity, Resilience, Respect, and Service.
2. Comply with the School's codes of conduct, directions, policies, procedures, rules and regulations, and ensure their children do the same.
3. Respect (and show their children that they respect) that the School is inclusive and welcomes students from a variety of backgrounds, and with different needs.
4. Respond to School communications (e.g. by completing forms and providing permissions in a timely manner) when requested to do so by the School.
5. Support the School's approach to student behavioural concerns, which can include a range of outcomes (including those which are educational, pastoral or disciplinary in nature).
6. Encourage their children to actively participate in the life of the School, including in the classroom and the many sporting and cocurricular activities available (noting that some cocurricular activities will be compulsory).
7. Participate respectfully in the total life of the School through School events

8. To support the School's commitment to fostering initiative, independence, and personal responsibility in students.
9. Be responsive to concerns raised by the School about their own child, including being cooperative, providing information, and attending meetings when required.
10. Raise grievances directly with the School, and in a timely manner.
11. Keep the School informed about a child's relevant needs (including but not limited to their behavioural, educational, personal, and physical or mental health needs). This includes providing updated medical information, family developments, and other information as it becomes available. However, parents need to also appreciate that while the School will take into account any new information, and comply with its legal obligations, the School cannot necessarily accommodate every need.
12. Keep the School informed about a child's parenting arrangements, including any court orders that may be in place. However, parents/carers should not involve the School in parenting disputes or expect the School to act as the go-between for estranged parents.
13. Recognise the damage that gossip can do within a school community, and avoid unconstructive commentary (including criticism, uninformed rumours or speculation) with other parents or students, including on social media and other communication channels.

Parents/carers are expected to be a role model for responsible and safe behaviours. This includes refraining from behaviours which pose a risk to the health and safety of members of our School community (including staff, students, parents and alumni) and the wider community. Parents/carers are expected to ensure that other individuals involved in their child's life, such as other relatives and carers, also comply with this Code.

Behave respectfully towards members of our community

The School expects that parents/carers will behave respectfully at all times towards other members of the School community. This applies not only to words used, but also tone and body language, and similar expectations are embedded in the School's Codes of Conduct for staff and students.

"Respect" is intentionally a broad concept. The following is a non-exhaustive list of behaviours that are not respectful:

1. Rude or insulting behaviour, including passive-aggressive, intimidating, or derogatory language.
2. Bullying, intimidation, discrimination, sexual harassment, victimisation and child abuse. Please note that in addition to being a breach of this Code, such behaviour may also be unlawful.
3. Actual or threatened aggression (verbal or non-verbal) or violence.
4. Behaviour that causes a risk to a person's health and wellbeing.
5. Defamatory or disrespectful comments.
6. Gossip, rumour, and innuendo.

7. Raising one's voice, or using offensive language or actions, while communicating.
8. Age-inappropriate language when communicating with or about children.
9. Disrupting the learning environment or School operations.
10. Vexatious complaints.
11. Criticising or undermining the School or specific staff members publicly or online.

Use technology and social media appropriately

The expectations set out in this Code can also apply to the way a parent/carer uses technology, behaves online and communicates on social media and other communication channels.

For example, parents/carers should:

1. Respect a staff member's professional and personal boundaries, by not using their personal online presence to raise School matters (or otherwise engage in disrespectful behaviour).
2. Not take photos, videos or other recordings of a staff member or other member of the School community without their consent, or of a student without the consent of their parent/carer, and not publish information (including personal details, contact information, images and recordings) concerning a staff member, parent/carer, student or other member of the School community online without express consent.
3. Avoid publishing information which may bring the School (or any of its staff, students, parents/carers and other members of the School community) into disrepute. This may include an image or recording which shows a student in School uniform, or a member of the School community at the School or at a school activity or event, behaving inappropriately.
4. Not communicate with students from another family outside of the School, including by email or on social media, without prior consent from that student's parent(s)/carer(s).
5. Not discuss confidential or sensitive School matters, including in relation to grievances about a particular staff member or student, online, on social media or via other communication channels including the P&F Year Level WhatsApp groups.
6. Obtain express permission to use the School's name or insignia in the title of any online website, forum or group, or printed or online publication. In addition, no suggestion should be made that any such platform or material is operated or sanctioned by the School.

Privacy and Wearable Recording Devices

Parents/carers, and family members are expected to respect the privacy and dignity of students, staff, and other members of the school community. Smart glasses, camera glasses, wearable cameras, and similar recording devices must not be used on School premises or at School events. Parents/carers must not record, photograph, livestream, or distribute images, video, or audio of students, staff, or members of the school community without appropriate consent. The School reserves the right to direct individuals to cease recording activities and remove recording devices from use where privacy or safety concerns arise.

Social media groups

The School operates a range of official Mentone Grammar social media accounts and platforms which are the responsibility of the School's Marketing team. Users are required to adhere to the School's Community Guidelines for Social Media available here: [Policies – Mentone Grammar](#).

The Parents & Friends (P&F) group have established WhatsApp groups to support year-level communication and connection. These groups are coordinated by Parent Representatives and are administered by parent volunteers.

WhatsApp groups are not official School communication channels and are not monitored or managed by the School. The School is not responsible for the administration of these groups or for any content shared within them.

Purpose of WhatsApp Groups

WhatsApp groups are intended to:

- Share general, school-related information already communicated by the School.
- Assist with the coordination of year level parent activities and events.
- Support positive communication and connection between parents/carers.

Membership and Invitations

- WhatsApp groups are named according to the cohort's graduating year (e.g. "Class of 2033").
- Invitation links are issued to parents/carers within the relevant year level.
- Invitation links must not be shared outside the relevant cohort.
- Administrators must approve any people added to the WhatsApp group

Group Expectations

Irrespective of whether a WhatsApp group is approved or coordinated by P&F or others, the School expects parents/carers to adhere to the following behaviours:

Respectful Conduct

Parents/carers will communicate respectfully and positively at all times.

Appropriate Use

WhatsApp groups must not be used to discuss individual students, staff members, or to raise complaints or grievances about the School. These matters should be raised directly with the child's Mentor or the relevant campus in the first instance.

Parents/carers must not send ads, chain messages or promotions via the WhatsApp Group.

Privacy and Confidentiality

Parents/carers must respect the privacy of others and must not share photos, personal information, or sensitive content.

Information Caution

Parents/carers are expected to exercise caution when acting on information shared in WhatsApp groups and should rely on official School communications for authoritative information.

Direct Communication

One-to-one matters should be addressed via private messages rather than within the group.

Administration

- WhatsApp groups are administered by parent volunteers.
- Administrators may remind group members of these expectations, delete inappropriate content, or remove members who misuse the group.
- Any concerns about the operation or content of a WhatsApp group should be raised directly with the group administrators.

The use of WhatsApp or other social media platforms do not replace official School communication channels. The School reserves the right to take issue with any group using its name or representing an affiliation with the School where the conduct of the group or its members is inconsistent with this Code of Conduct.

Be a responsible visitor and participant

Parents/carers must respect the School's risk-management procedures when visiting the School. Parents/carers should follow procedures regarding entry and behaviour on School grounds and should only enter a classroom or other student environment when invited to do so by a staff member. This requirement does not apply when visiting the School only to:

1. Attend an activity or event to which members of the School community have been invited.
2. Visit the School uniform shop operated by Noone and/or The P&F Shop for secondhand uniform.
3. Drop-off or collect a child from School.

When visiting the School, or attending School activities and events, parents/carers should model appropriate and respectful behaviours, and uphold the School's Values. This includes:

4. Demonstrating good sporting conduct and fair play when attending sporting events and other School activities. The School encourages parents/carers to participate in such activities and also to positively support their children..
5. Complying with applicable occupational, student and workplace health and safety and risk-management procedures.
6. Complying with any reasonable directions given by the School or specific staff members.
7. Showing appropriate care and regard for the property of the School and others. Any damage should be promptly reported to the School.
8. Dressing appropriately for the occasion.

9. Not smoking or vaping on and within 4 metres of the School boundary (including the Keysborough Playing Fields, Shoreham Camp and other grounds where School activities are conducted).
10. Not being under the influence of drugs and/or alcohol (and otherwise not engaging in the possession, sale or supply of the same at the School or at any school-related activity).
11. Behaving lawfully on School grounds whether at events hosted by or connected to the School, whether conducted on site or otherwise.
12. Not approaching or interacting with any students in the School grounds or during a School related activity without the permission of that child's parents/carers.
13. Respecting the School's property and the property of other members of the School community (including staff, students and parents/carers).

When dropping off and picking up students from the School, parents/carers are expected to ensure the health and safety of all members of our School community, as well as the wider community, at all times.

Parents/carers must comply with all traffic rules and any School traffic management systems in place, including drop-off and pick-up areas. Parents/carers must also adhere to applicable speed limits, observing all traffic signs, limiting the use of car horns (unless indicating imminent danger), and parking appropriately and safely.

Raise grievances appropriately and productively

The School is committed to the education, safety and wellbeing of each student. It is therefore critical that parents/carers are able to raise genuine grievances they may have about such matters in an appropriate, constructive, and respectful forum.

The Grievance Policy (Community) sets out how grievances may be raised with the School; who they should be raised with; and how the School will deal with these in a respectful and timely manner.

When raising grievances:

1. Parents/carers should appreciate that while the School is committed to dealing with grievances in a timely manner, it will not always be practicable for staff to provide an immediate acknowledgement or response (particularly where a concern or grievance is sent by email or raised outside of School/individual working hours).
2. Parents/carers should respect that the School employs experienced educators and other professionals who are well-trained in making academic, disciplinary, cocurricular, pastoral, safety and wellbeing decisions every day. Whilst the School will always take into account the interests of the parent/carer's child, the School must ultimately make decisions that take into account the interests of all students (and others who may be affected by the School's decisions).
3. Parents/carers should also not contact a staff member at their home or while they are away from their work and are also requested not to approach teachers face-to-face outside of

school hours to raise issues or concerns about their child, unless invited to do so by the staff member.

4. Parents/carers should recognise that just as the School will seek to respect each student's privacy, the School will also respect the privacy of other members of the School community. This means there are limits to what information the School will share with a parent/carer when issues arise. This does not mean that the School is not taking an issue or situation seriously or withholding information from a parent/carer.

The School supports and encourages cooperation, patience, respect and understanding from parents/carers who raise grievances.

Breaches of this Code

The Principal will have absolute discretion in deciding how to best respond to concerns about a parent/carer's non-compliance with this Code.

Where the Principal considers that a parent/carer has breached this Code, the Principal may implement one or more of the following consequences (and not necessarily in any particular order):

1. A request that the relevant conduct immediately cease.
2. A parent/carer (or another relevant person) being banned from the School grounds, either for a particular period of time or permanently.
3. A parent/carer (or another relevant person) being excluded from School activities or events.
4. A requirement that a parent/carer (or another relevant person) may only communicate with a designated person at the School (e.g. Deputy Principal) and may not communicate with any other staff members.
5. Termination of the enrolment of a parent/carer's child(ren).

Staff are empowered to take steps to protect their own health and wellbeing. If they feel that a parent/carer is being inappropriate, they are encouraged to indicate this and ask that it stop. If it does not, or if a staff member feels that a parent/carer's actions are posing a risk to their or someone else's health and wellbeing, they are empowered to remove themselves from the situation. This may include immediately concluding a meeting or phone call or demanding that a parent/carer immediately leave the School grounds (or a School activity or event) and/or contacting the School's security guard for assistance.

Related Documents

Policies and procedures

Grievances Policy (Community)

Community Guidelines (Social Media)

Enrolment Policy