

Policy Name	Parent Code of Conduct	Date approved	27 November 2025
Policy Owner	Principal	Date of next review	27 November 2028
Approved by	School Council	Version	3

Introduction

Trinity Grammar School, Kew (the **School**) is committed to ensuring that the School environment is welcoming, open, safe, positive, and supportive for students, staff (teaching and non-teaching), parents/guardians, visitors, contractors, volunteers, and all members of the broader School community.

We aim to work in partnership with parents/guardians in the care and growth of each student.

This Parent Code of Conduct provides clear guidelines for parents/guardians about the conduct expected of them whilst on School premises, engaging in any School-related activities or representing the School.

Scope

This Parent Code of Conduct applies to all parents/guardians of students enrolled at the School.

For the purposes of this Parent Code of Conduct, 'parent/guardian' includes any adult who plays a parental or caregiver role in relation to an enrolled student.

School Values

The conduct of our community is expected to align with the School's Values.

The culture that we have developed over our rich history is characterised by the values that shape who we are and who we will become:

TRUTH | Seeking Understanding | Character, Faith, Learning, Reasoning, Rigour

COURAGE | Being our best selves | Achievement, Agency, Growth, Humility, Integrity, Responsibility

SERVICE | Putting others first | Compassion, Contribution, Generosity, Respect, Social awareness

COMMUNITY | Connecting and learning together | Belonging, Engagement, Inclusion, Partnerships, Relationships

Definitions

Term	Definition
Communication	For the purposes of this Parent Code of Conduct, "communication" refers to any verbal, written or electronic transmission of information by a parent, including face-to-face conversations, telephone calls, emails, letters, digital messages and posts.

General Expectations

When visiting the school

The School expects all parents/guardians to:

- support and uphold the School's core values;
- abide by all of the School's policies and procedures, including in relation to child safety, anti-discrimination, bullying, harassment, and privacy;
- only enter a classroom or office with permission from a staff member;
- listen respectfully, in the same manner required by students and staff, when attending any kind of School assembly, presentation, performance, class event or public meeting;
- follow proper School processes, including in relation to complaints;
- abide by the health and safety practices at the School, and at other locations at which the parent/guardian may represent the School or interact with members of the School community;
- behave and communicate respectfully and courteously with all members of the School community (including, but not limited to, parents/guardians, staff, contractors, volunteers, students and visitors);
- respect School property and the property of students, staff, contractors, and volunteers;
- respect the privacy of all students, staff, parents/guardians, volunteers, contractors, and other members of the School community;
- behave with integrity and in the spirit of an upright community; and
- accept the authority of the teacher (and other staff present) when visiting a classroom and comply with any reasonable direction.

Parents/guardians must not:

- bully, harass or discriminate against any parents/guardians, staff, contractors, volunteers, students, or visitors to the School;
- engage in behaviour, or encourage any behaviour of other parents/guardians, students, contractors, or members of the School community, which brings or is likely to bring the reputation of the School into disrepute or cause harm to staff;
- behave or communicate (including online) in a manner which undermines the reputation of the School or its employees;
- place the health, safety, or wellbeing of any other person (including students, staff, parents/guardians, volunteers, contractors, visitors, or other members of the School community) at risk;
- smoke or vape on school grounds or in the vicinity of students and staff; or

- be intoxicated by alcohol or under the influence of illicit drugs whilst on School premises, or whilst engaging in School-related activities or representing the School.

When interacting with students

The School is committed to the safety and wellbeing of all its students and expects parents/guardians to comply with its Child Safety and Wellbeing Policy. This is publicly available on its website.

When interacting with the School's other students on the School's grounds or at a School event, including picking up or dropping off their child or attending a sporting event, camp or extracurricular event, parents/guardians must:

- comply with the School's child safety policies and procedures;
- comply with reasonable directions by the School's staff;
- treat all students with respect and courtesy; and
- immediately notify a staff member if they witness or become aware of any child safety concern or risk to students.

Parents/guardians must not:

- take a photo or video recording of a child if that child is not their own child, unless the parent/guardian of the child is present and consents to the photo or video recording being taken;
- post a photo, video recording or audio recording of a child if that child is not their own child on social media without the prior consent of the child's parent/guardian;
- discipline or reprimand a student about their behaviour if that child is not their own child;
- act in a manner that places a student at risk of harm; or
- bully or harass a student.

The School retains the right to ask a parent/guardian to leave the School's grounds or event if it believes that the parent/guardian poses a risk to its students in accordance with the School's duty of care.

Parents/guardians can discuss any child safety concerns with a Child Safety Leader. The Child Safety Leaders and their contact details can be found on the School's website.

When communicating with staff, volunteers and contractors

All staff, contractors and volunteers are entitled to a safe and enjoyable work environment. If a parent/guardian contacts a staff member, contractor or volunteer with a query or concern, the recipient will respond within a reasonable period of time. In order to most effectively discuss a particular query or concern, parents/guardians wishing to speak to a staff member, contractor or volunteer (either in person or over the phone) must make an appointment in advance.

Parents/guardians must:

- speak to staff, contractors, and volunteers with courtesy and respect;
- communicate with staff, contractors and volunteers in a clear, friendly and open manner; and
- respect the privacy of staff, contractors and volunteers.

Parents/guardians must not:

- raise their voice or interrupt whilst a staff member, contractor or volunteer is trying to speak;
- speak to staff, contractors or volunteers in a derogatory or offensive manner;



- take a photo, video recording or audio recording of a staff member, contractor or volunteer without prior consent;
- post a photo, video recording or audio recording of a staff member, contractor or volunteer on social media without prior consent;
- assault (sexually or physically) a staff member, contractor or volunteer;
- comment on or defame a staff member online; or
- intimidate, undermine, threaten, bully or harass staff, contractors or volunteers.

When communicating with other parents/guardians

Parents/guardians must:

- speak to other parents/guardians with courtesy and respect;
- contribute to a positive and friendly culture within the School community;
- support and encourage the values, activities and ethos of the School; and
- respect the privacy of other parents/guardians.

Parents/guardians must not:

- raise their voice when speaking to other parents/guardians;
- deliberately exclude another parent/guardian or treat that parent/guardian differently to other parents/guardians;
- speak to other parents/guardians in a derogatory or offensive manner;
- take a photo or video recording of another parent without their consent;
- post a photo or video recording of another parent/guardian on social media without prior consent;
- intimidate, undermine, threaten, bully or harass other parents/guardians; or
- disclose the personal details of a parent/guardian to another person without consent.

When using social media

Misuse of social media or messaging apps (e.g. WhatsApp) by parents/guardians has the potential to negatively impact the School, its staff, students, parents/guardians and others. It can also amplify misinformation, be disruptive to the School's operations, foster distrust and/or harm the School's reputation.

This policy notes that the current parent WhatsApp groups are not official school communication channels.

Parents/guardians recognise the potential for damage to be caused, directly or indirectly, to the School and others as a result of their personal use of social media or messaging apps, especially in circumstances when they can be identified as a parent or guardian of the School.

Parents/guardians are encouraged to raise concerns about the School through appropriate channels and refrain from airing grievances on social media or messaging apps.

When using social media or messaging apps, parents/guardians must:

- respect a person's professional or personal environment and must not harass, intimidate, threaten, bully or undermine other people online;
- act with integrity;
- be respectful to staff, contractors, volunteers, other parents/guardians and students while conducting themselves online;
- refrain from discussing the School, another parent, a member of staff, a student or any other member of the School community in a negative or defamatory way; and



- never reveal confidential or sensitive information relating to the School, staff members, contractors, volunteers, other parents/guardians or students at the School.

The School considers the following examples to be inappropriate uses of social media/messaging apps:

- Using social media/messaging apps to voice grievances about the School, its staff or any member of the School community;
- Making defamatory, offensive or derogatory comments about the School, any member of staff, a student or other member of the School community;
- Making false or vexatious allegations about a member of the School community or recklessly repeating gossip/unsubstantiated allegations;
- Publishing information or material (including sexually inappropriate material) which may bring the School, its staff, students or other members of the School community into disrepute.

Parents/guardians must not post any photo or video recording of a child if that child is not their own child, unless the parent of the child consents to the photo or video recording being uploaded.

When making a complaint

Parents/guardians have the right to raise issues and concerns relating to the education of their child or other matters relating to the School.

Parents/guardians should ensure they raise their issues and concerns with the right person and follow correct communication channels in accordance with the Complaints and Grievances Policy.

When making a complaint to the School, parents/guardians are required to act in a manner consistent with this Parent Code of Conduct.

Unacceptable Conduct

Parents/guardians are expected to refrain from engaging in any conduct which the School considers unacceptable. Unacceptable conduct includes:

- violence (in any form) or threats of violence;
- verbal/written abuse or threatening/offensive language or behaviour;
- conduct of a sexual nature (including grooming) with a student or child;
- unlawful behaviour, including harassment, bullying, cyberbullying, discrimination and criminal conduct;
- negative, derogatory or defamatory messages to or comments about staff;
- theft or misuse of School resources;
- engaging in unconstructive commentary (including unwarranted criticism, uninformed rumour or speculation) with other parents/guardians, including on social media or messaging apps, that causes damage to the School or to members of the School community.

Breach of Policy

Any parent/guardian, student, staff member, contractor or volunteer may notify the Principal or a member of the School Leadership Team of a possible breach of the Parent Code of Conduct.

The Principal or their representative will endeavour to investigate the matter to determine whether there has been a breach of the Parent Code of Conduct.

If satisfied that a breach has occurred, the Principal or their representative may implement disciplinary action against the parent/guardian, such as:

- a meeting with the relevant Head of School, Deputy Principal and/or the Principal;
- a request that the relevant conduct immediately cease;
- a warning that a breach of the Parent Code of Conduct has occurred and that a further breach will not be tolerated;
- a direction that a parent/guardian may only communicate with relevant staff through a nominated person;
- a direction to provide an apology;
- a parent being asked not to attend School premises, School events or School activities for a period of time;
- the issue of a School Community Safety Order, either verbally or in writing;
- reporting unlawful conduct to relevant authorities;
- cancellation of their child's enrolment and, in the case of extreme, flagrant, repeated, or prolonged breaches of this Parent Code of Conduct, the cancellation of enrolment for all students from that family.

Communication

This Parent Code of Conduct is provided to parents upon enrolment of their child. It is also published on the School website and on Trinity Connect.

Related Policies

Child Safety and Wellbeing Policy
Privacy Policy
Complaints and Grievances Policy
Whistleblower Policy
Conditions of Enrolment/Enrolment Agreement

References

VRQA Guidelines to the Minimum Standards and Requirements for School Registration
Education and Training Reform Act 2006 (Vic)
Occupational Health and Safety Act 2004 (Vic)