



From: EDU Complaints CECA
Sent: Tuesday, 8 April 2025 10:46 AM
To: Cropper, Brian
Subject: FW: Blue Gum Concern
Attachments: BG Greivance process.pdf; Bluegum threatening expulsion email.msg; e._Complaints_Policy.pdf; Fwd: BGOSH 2025; Attendance Variation - P01.pdf

Importance: High

Follow Up Flag: Follow up
Flag Status: Flagged

OFFICIAL: Sensitive

Hiya Crop,

How would you like this tackled (due to its long history)?

Kind Regards,

Olivia Lindley | Investigations Support Officer | Investigations
 Phone: 02 6207 8226 | Email: oliviax.lindley@act.gov.au
 Education and Care Regulation and Support | Education | ACT Government
 Level 3, Hedley Beare Centre for Teaching and Learning, 51 Fremantle Drive, Stirling 2611
 GPO Box 158 Canberra ACT 2601
www.education.act.gov.au | [Facebook](#) | [Twitter](#) | [Instagram](#) | [LinkedIn](#) | [CECA Facebook](#)

Hybrid work locations this week for me are:

Mon	Tues	Wed	Thur	Fri



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From: EDU, NGS concerns <NGS.concerns@act.gov.au>
Sent: Tuesday, 8 April 2025 10:01 AM
To: EDU Complaints CECA <ComplaintsCECA@act.gov.au>
Subject: FW: Blue Gum Concern
Importance: High

OFFICIAL: Sensitive

Hi

This concern came through to NGS. Can you please have a look at the part of the concern that relates to BGOSH?

We will review the elements of the concern that relate to the school.

Kind regards

[REDACTED]

[REDACTED]

Non Government Education | Education and Care Regulation and Support | ACT Government
Hedley Beare Centre for Teaching and Learning, Fremantle Drive, Stirling | GPO Box 158 Canberra ACT 2601
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From: [P01] <[P03]>
Sent: Monday, 7 April 2025 6:23 PM
To: EDU, NGS concerns <NGS.concerns@act.gov.au>
Cc: Shaw, Ian <Ian.Shaw@act.gov.au>; [P03] <[P03]>
Subject: FW: Blue Gum Concern
Importance: High

Some people who received this message don't often get email from [P03]. [Learn why this is important](#)

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Dear [P01] and the Non-government school concern team.

I can appreciate that your team must receive a number of enquiries, have you had a response from the school or any updates regarding the Bluegum concern raised in 7 May 2024?

I would like to add to the list of concerns raised should the case still be open. If not, may I make a new complaint on behalf of our family.

Throughout the entire of the year from March 2024, Blue gum failed to provide correct billing information and did not correctly lodge CCS payments with service Australia and Centrelink. This resulted in over 6 months of emails to correct the issue. They did not have [P01] enrolment correct as of March 2022. To rectify the issue BG had to re-submit the session reports for [P01] entire schooling history.

November 2024 we were invited to enrol our two kids in the afterschool program called BGOSH for 2025. On the last business day of 2024 Dec 11 2024, we were informed that [P01] and [P01] could not attend BGOSH program at all after receiving our application. Please see attached email.

June 2024 we were invited to enrol P01 into year 2. Blue gum accepted our enrolment. After week 2 they insisted on adjusting his enrolment to half day. Making us collect him each day at 12.30. We have not been given any education material to take home, after requesting material on many occasions. The school has demanded that P01 is to go home and rest. Most days P01 does not want to go home. We were not able to negotiate 12.30 as the pick up time. This arrangement is not working for our family.

P01 is missing significant access to education, he is being unfairly targeted and excluded. He is also being excluded from the Annual Outdoor Education Program. This has its own line on the invoice. It was my understanding that it is a condition of enrolment that students attend the Outdoor Education program.

My question to you, is similar to last time, since my dispute is about actions that P01 P01 (BGOSH) P01 P01 BGOSH and P01 P01 (P01 adjustment letter) and their exclusion of P01 from School. Who can we go to, to resolve this dispute, the Complaints policy would have us submitting a complaint about the people who are causing the complaint. Three of the members on the board, and 3 members of the board have the same last name as the principle! Is it legal to have staff members on the board?

I would like P01 to attend term two on a full time arrangement, I would like P01 to be included in the Outdoor Education program.

We are paying full time enrolment and not receiving it, should I contact the ACCC for this issue?

Any support you may be able to offer we would gladly receive.

P01

From P01

Sent: Tuesday, 7 May 2024 10:15 AM

To: Ian.Shaw@act.gov.au; NGS.concerns@act.gov.au

Cc: P03 <P03>; P03

Subject: Blue Gum Concern

Dear Ian,

Thank you for your phone call and for your email earlier in the Month. It is very kind of you to reach out, as the uncertainty has caused a lot of stress for me and my family, focusing on P01 needs has been more important than registering a complaint.

I would like to submit a concern regarding an email I received from Bluegum school (attached) threatening to discontinue P01, my sons, enrolment if we did not have an 'assessment'. Attached is out correspondence and highlighted yellow are what I consider inappropriate and concerning.

Our family has been using a psychologist, we had a letter uploaded to the school's student profile app called Operoo. Through an administrative error with the App the School has not received any psychology reports for any student enrolled in the school including P01. During the attached correspondence I was able to determine there was a miscommunication. In an effort to clear the air, we had a meeting on 11 April with P01, principle, P01, Class Director, P01, (P01 other mum) myself and a Mediator, P01. The mediator was employed by myself to ensure accountability to what had been said and for each party to felt heard. We were able to agree on the point that the class room educators needed support, that P01 was seeing a psychologist, and that P01 and I would employ an OT or similar to start some therapy's to support P01 and his educators in the classroom, I will also complete additional enquiries about P01 with a P05

P05

I have attached the Grievance process from Bluegum and I realise that I am not following the prescribed method, as I haven't contacted the board with my concerns, since P01 the principle is on the board, I am mindful she may

not be able to be impartial. Here is the link to the Bluegums website and Best practice education website where I got the information about the Board.

<https://www.acnc.gov.au/charity/charities/e76de90b-8011-ee11-8f6e-00224893b0ed/people>

<https://bluegum.act.edu.au/>

P01 Role: Chairperson Associated charities →	P01 Role: Board Member Associated charities →	P01 Role: Board Member Associated charities →	P01 Role: Secretary Associated charities →
P01 Role: Board Member Associated charities →	P01 Role: Board Member Associated charities →	P01 Role: Treasurer Associated charities →	

Ian, your summary is accurate of my complaint. I am confident I am not the only Bluegum family that has received this kind of threat to their enrolment. Regrettably I am aware of another family who has a Neuro Divers, giftedness and their son has been expelled.

If possible, could you please elaborate the process of reviewing the schools processes to me, as you may imagine, I am feeling threatened and my intention is not to place Blame on any one individual, I just would like to highlight the Bullying and Threatening nature of the correspondence. I just want what is in **P01** best interest for him and his educators.

CC'd to this email is **P01**, **P01**, **P01** other mum who is currently working **P05**

Sincerely,

P01

P05, P01

From **P01** <**P03**>
Sent: Monday, 6 May 2024 2:22 PM
To: **P01** <**P03**>
Subject: Fwd: Blue Gum Concern

Sent from my iPhone

Begin forwarded message:

From: "Shaw, Ian" <Ian.Shaw@act.gov.au>

Date: 11 April 2024 at 11:44:58 AM AEST

To: P03

Subject: Blue Gum Concern

Hi P01

Lovely to talk with you this afternoon. I'm sorry it wasn't under better circumstances. As discussed on the telephone, if you would like to formalise your concerns and begin a review of the events, you can put it in writing and send it to the following email address;

NGS.concerns@act.gov.au

My understanding is you have a 6-year-old enrolled in Kindergarten and OSHC at Blue Gum. The school is insisting on an assessment to formalise a diagnosis and have stated this as a requirement to guarantee placement at the school. You hold concerns over health and well being targets being compromised for your child and value this as just as important as academic goals. A meeting with the principal has highlighted your concerns over your child's placement with threats of expulsion if your son does not get an assessment. This has given you uncertainty over where your son will be placed and what you are required to do to secure any future educational placement.

Please feel free to confirm, correct or elaborate on what I have summarised above. Once we get a confirmation from you of your concerns, a review of the school's process can commence.

Kind regards,

Ian Shaw | Professional Officer 2 | Audit and Risk Management

Phone P03

Children's Education and Care Assurance | Education and Care Regulation and Support | Education Directorate | ACT Government

Level 3, Hedley Beare Centre for Teaching and Learning, 51 Fremantle Drive, Stirling

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I acknowledge the Ngunnawal people as traditional custodians of the ACT and recognise any other people or families with connection to the lands of the ACT and region. I acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.

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