

GOLD COAST FAMILY SUPPORT GROUP INC

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8th May 2000

Dear ^{CIK} [REDACTED]

On behalf of the management committee I would like to thank you for taking the time to come and meet with management of FSG to discuss your concerns.

All consumer concerns are our concern and we appreciate hearing them first hand.

I have been very discreet in my investigations as you requested and would now like to update you with progress.

- ❖ I contacted the Orana house parents just to enquire how the weekends when ^{CIJ} [REDACTED] was there went – using her first time away from home as the reason for doing so. Both Reg and Shelley were very relaxed and both reported that ^{CIJ} [REDACTED] was obviously a little disturbed about being away from home but that in the main, she appeared to enjoy herself. They both reported that she could either be very angry (if things were not going the way she wanted) or very loving – hugging and kissing . I read the weekly report sheets which did not indicate that there had been any problems
- ❖ I considered the mix of children at Orana whilst ^{CIJ} [REDACTED] was there. I have checked all of their files for any suggestion of unusual sexual behaviour and found no mention of any. The mix appears to be entirely suitable .

As ^{CIJ} [REDACTED]'s mother you are obviously very in tune with ^{CIJ} [REDACTED]'s feelings/ fears etc. and I understand entirely that you have noticed changes in ^{CIJ} [REDACTED] which have to yet be explained. We are unable to shed any light on this matter at this time. However, be assured that we take your concerns very seriously and will continue to monitor all areas where children are under our care.

I would like to meet with you at your convenience , to discuss future respite for ^{CIJ} [REDACTED] as this must be of concern to you and I am sure we will be able to offer some assistance.

Please don't hesitate to contact me personally if you wish to further discuss this matter. I will certainly keep you informed of any further enquiries etc

Kind regards

Vicki Batten

V Batten