



YMCA of Sydney

20th October 2011

Parents, Carers and Families
 YMCA Children's Services
 Via email and mail

Dear Parents, Carers and Families,

RE: YMCA Information to Parents, Carers and Families of our Children's Services

Please be assured, at this very difficult time, the YMCA is doing everything possible to communicate with the families and communities we serve. Integral in our communication process is the need to keep you as informed as possible throughout these challenges times.

As you would already be aware, the Kogarah Joint Investigation Response Team (JIRT) has been established to complete the investigation and is a triage of support involving NSW Police, the Department of Families and Communities and NSW Health. They are a specialist response team and will continue to liaise directly with the YMCA throughout the entire investigation.

Whilst ensuring we keep our families as up to date as possible with information as released, we must proceed with caution so as not to jeopardize the investigation in its sub-judice state. As updated information is released through the NSW Police Media Department we will directly communicate this to you and your community.

As mentioned previously, the JIRT has an established Child Protection Helpline. The helpline is the official form in which concerns can be reported. Rest assured, this helpline is fully equipped to deal with all enquiries from parents and carers with any concerns and will support all enquiries with the full assistance they require.

It's imperative that parents and families use the Child Protection Helpline for support – 132 111.

We would like to assure you that the YMCA operates our Children's Services at the industry's highest standards and we ensure we comply with all legal and industry guidelines. We are recognised as the preeminent Out of School Hours Care (OSHC) provider in NSW with endorsements from TAFE lecturers, School Principals, Industry partners and most importantly our families. Everything the Y does is based on providing the highest level of safety and care to children in our OSHC programs.

Attached to this communication is detailed information answering concerns and questions raised by parents and families from across the YMCA community. By providing this information we hope to reassure you of our policies, procedures and guidelines for our Out of School Hours Care.

On behalf of the YMCA I would like to thank you for the opportunity to communicate with you at this time. We hope our communication meets your expectations.

Yours sincerely

Liam Whitley
 General Manager
 Children's Services