

DSQ require search
policy - re search
house

This is an appalling allegation and once again I am horrified that this has been committed to correspondence without substantiation. DSQ has been fully informed of this 9 year old allegation. Records clearly demonstrate that appropriate steps were taken by the previous board and CEO and that despite this the person making the allegations continues to harass this service. Fortunately, despite the fact that we are a very large organisation, we have very few issues of this nature. Records show however, that one fully documented incident that did occur within FSG two years ago was fully and fairly investigated to the satisfaction of all concerned. The processes we have in place around risk management, and incident reporting are extremely thorough fully compliant with legislation.

Not substantiated
- 10 years ago
- workers put off
- that smoke
- see evidence

Drugs allegedly being used by support workers on children's camps.
For you to document this as a concern is quite honestly, insulting. There are records that nine years ago a parent alleged that two support workers smoked marijuana at a children's camp. There was simply nothing substantiated around this allegation. I would like to request that the commission keep in mind that this organisation today, is very proud of the standard of care that we provide and are able to consistently back up that 'pride'.

Most concerning of all in your correspondence is your statement that it has 'come to the Commission attention that at least two separate complaints of a similar nature ^{what are these} have been received by the Commission regarding the Gold Coast Family Support Group. I respectfully ask that we be given the opportunity to speak to these complaints.

As far as the letter Ms **REDA** has penned to you, I am more than happy to meet with you to discuss the content, but do not feel it appropriate to reply to this in writing as it was addressed to the Commission. I would have appreciated the Commission taking the responsibility of ensuring that claims such as those made in the letter are substantiated before calling a service to answer to allegations that may be facetious fain nature.

The Gold Coast Family Support Group is and always has been a very transparent and open service. We are held in high esteem in this community and are proud of the commitment that we have to those who seek our services. I invite you and/or Ms Cumner to visit our office at Southport to discuss matters you have raised and welcome the opportunity to present FSG to you. Alternatively, I am more than happy to attend your office. I look forward to your response.

Yours sincerely

Vicki Batten
CEO