

"H"

From: [REDACTED]
To: [REDACTED]
Subject: FW: Email response sent to James Ellender

From: Liam Whitley [mailto:[REDACTED]]
Sent: Friday, 28 October 2011 11:26 AM
To: [REDACTED]
Cc: James Ellender; Anne-Mary Nolan
Subject: FW: Email response sent to James Ellender

This is Exhibit "H" to the Statement of

A

W

Dated: 4 October 2013

Dear AW and [REDACTED]

Thank you for your email.

We appreciate just how challenging the recent weeks have been in regards to the charges laid and the impact this is having on families within the YMCA community.

I have responded to each of the points you have raised with us after each paragraph below.

Dear James,

Your second letter of communication states that "YMCA will.... ensure that information is distributed from the YMCA via both electronic email and direct mail." (to parents)

We are not the ONLY parents who did not receive communication from you . We know of at least one parent who has had NO notification whatsoever from you despite the fact that her child is attending a centre where the alleged child abuser worked.

(LW) We have a comprehensive Excel spreadsheet that has been directly extracted from our Qikkids Childcare Management System.

All contact and child / family information provided by parents/carers to the Y at the time of enrolment is data entered into this system. This system is updated whenever parents/carers advise us of changed information during the year.

This spreadsheet has been split into 2 databases – families who have provided email addresses and families who only provided mailing (postal) addresses.

We email families on the email list and post letters to families on the mailing list.

These 2 databases have been updated after every time the Y has corresponded to parents/carers.

Any families who were emailed and the email bounced back were immediately added to the mailing (postal) list and sent a letter.

We have also provided each OSHC centre with copies of the letters in envelopes for hand out to those parents who may not have received the email or post.

Overall feedback from parents to date has been highly supportive of the Y and our willingness to so openly communicate on these allegations and not hide from them.

The parent who has received no correspondence from the Y in the last 3 weeks should feel free to contact me personally so that we can get this investigated as to why their details are not in our system or why they have not received by stage 3 – available at Centre.

Jaqui Barnat was unable to explain why we were not emailed in the first instance. She was not able to explain why the 'MAY HAVE sent it to [REDACTED] was not a 'definitely sent to [REDACTED]. I do not accept that you mailed anything to our address but are just covering yourselves from any legal liability. I would appreciate an

apology for not being informed at the same time as other parents. I would have removed [REDACTED] week earlier if I had the information when other people were informed.

(LW) Since Thursday 13th October we have sent 4 sets of correspondence to all families on our database as above.

On behalf of the YMCA I sincerely apologise that you did not receive the correspondence we sent to families. As a parent of 3 children myself I understand your concern but please be assured that the Y, our senior management team and our frontline management team are doing everything in our control to effectively and timely communicate information to all families in our Children's Services program.

As a parent I am not satisfied with email notification and expect direct mail as promised by your organisation in writing on your document dated 20th October 2011. Are you aware that not all parents have access to email. Emails do transmit information more quickly but if you say you are going to communicate in direct mail as well then follow through on your promises.

How are you going to ensure that you notify ALL parents? What mailing procedure is causing this problem?

(LW) The Y is working tirelessly to ensure all families receive information as soon as it is released by Police. Email has proven to be the most successful vehicle for this.

If a family has not provided email details then they will receive a letter in the post. This could take up to an additional 2 days to receive.

Presently we have been issuing updates every 2 days. As indicated above we have not been doing both email and direct mail to every family. It's been one or the other.

Letters are also available at our OSHCs.

The fact that it took Jacqui Barnat 6 days to return my messages because the records of my contact number was incorrect despite the fact I notified you of this change when it occurred and each time I left a message for her to contact me, indicates to me that there may be a record keeping problem or communication problem as well.

(LW) As I'm sure you can appreciate the volume of calls and emails at this time is very high. The Y will continue to do all we can to communicate with all families as information becomes available or messages are provided.

I have already asked the Centre Manager of the Caringbah Y main centre to investigate the message taking process during this difficult time.

I have also spoken to Jacqui and Irene to ensure that your correct contact information is in the Qikkids system rather than [REDACTED] mobile number.

To ensure and verify we have the best communication possible, each of our OSHC Centre Coordinators are currently speaking to all parents to ensure we have their latest and correct contact information. They are doing this direct from the Qikkids data list detailed above. This information will be cross referenced with the Qikkids system next week to ensure accuracy.

Once again I reaffirm the Y's commitment to openly and honestly communicate information regarding this matter to all families in a timely manner.

I sincerely hope that I have been able to sufficiently answer your questions.

Please feel free to contact me should any further clarification be needed.

Regards,

Liam Whitley
General Manager
Children's Services

YMCA of Sydney
Email: [REDACTED]
Web: www.ymcasydney.org

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