

"C"

8 November 2012

Mr P Hare
 CEO
 YMCA of Sydney
 Level 5
 91 George Street
 PARRAMATTA NSW 2150

This is Exhibit "C" to the Statement of
 AN

Dated: 10 October 2013

BY EMAIL: [REDACTED]

Dear Mr Hare

My name is AN. My son is AO.

AO was in your care at the Caringbah YMCA (after school care). My son AO is a victim in relation to the Jonathan Lord criminal proceedings which have been listed for sentencing on 9 November 2012.

Since the time that the YMCA became aware of Jonathan Lord's criminal activities against the children whilst an employee of your service, I have not been contacted at all by any member of your staff to enquire as to my son's welfare or that of my own. I have not received any communications about the YMCA's responses to the events. As far as I was concerned, it was apparent that the YMCA cared nothing for me or my son once it became apparent that my son was a victim.

I have been provided by a friend with a copy of various items correspondence from the YMCA to families whose children attended and continue to attend the Before and After School programs and Vacation Care programs, advising of the YMCA's responses to the events, and the case details, including court dates and charges. To know that I have been excluded from your database from receiving those items of correspondence gives me a clear indication that your organisation did not consider it necessary to keep me, the parent of a victim, informed in any way.

I am today in receipt of an email from the YMCA requesting my participation in a customer satisfaction survey, and another offering a swimming program.

I find that one week prior to the sentencing of Jonathan Lord you now decide to send me an email and of all things requesting whether or not I am satisfied with the care of my child extremely distressing. I find this totally disrespectful, inappropriate and unprofessional.

To say that receipt of these emails has sickened me is an understatement. I find it typical of the YMCA to have not contacted me previously to discuss how AO is, or to in any way contact us as a family upsetting enough, but to have today received these emails is yet another example of the complete lack of care and management surrounding this matter. I request you provide me with details as to why I was

AN

[Handwritten signature]

previously excluded from receipt of relevant information, and under whose authority I have suddenly been reinstated back to your marketing database.

For the record, I am appalled that the YMCA has not previously contacted me in relation to AO welfare. To now receive this Survey is unbelievable. Do you have no understanding of the impact these matters have had on myself and my child?

Take me immediately off any marketing database and other than to address the matters raised in this email, I do not wish to receive any further communication from the YMCA whatsoever.

Yours faithfully
AN

AN

