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{In Archive} Fw: YMCA Response to Parents - Carers DRAFT
 Georgina Wells to: Maria Rustja, Glyndwr Baker

20/10/2011 08:18

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Maria, Glyn,

Please see the letter YMCA are intending to send out to parents. Any issues, please let me know.

My suggestion would be that they include Department of Family and Community Services when referring to JIRT. Also, I note that they are still thinking of conducting information sessions (last line).

Separately, has LORD been charged with further offences at this time - I didn't see anything on the synopsis.

Kind regards
 Georgie

Georgie Wells | State Crime Command Media | NSW Police Force

----- Forwarded by Georgina Wells/2002252/Staff/NSWPolice on 20/10/2011 08:12 -----

From: James Ellender <[REDACTED]>
 To: "Georgina Wells ([REDACTED])"
 Cc: Liam Whitley [REDACTED]
 Date: 19/10/2011 22:02
 Subject: YMCA Response to Parents - Carers DRAFT

Hi Georgina,

Understandably, the interest and heightened concern of parents and families of Children in our services continues to escalate. There is consistent feedback regarding the action to this point of both the YMCA and Education Departments.

We have drafted the letter attached which is aimed at answering their concerns not directly relating to the POI but on our response and regular control systems in place.

We understand the previous instruction to direct families and carers to the help line, and we will continue to do so but have drafted this letter for review by NSW Police.

Please let me know if you feel it is suitable to deliver to the families and carers of Children in our care.

We sincerely appreciate your support.

James Ellender
 Marketing & Communications Manager
 YMCA of Sydney

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Twitter: www.twitter.com/ymcasydney

You Tube: www.youtube.com/ymcasydney

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YMCA Response to Parents - Carers DRAFT.pdf



YMCA of Sydney

19th October 2011

Parents and Carers
 YMCA Children's Services
 Via email

Dear Parents and Carers,

Firstly, I apologise that you feel our communication and support has not been to the level you expected.

Please be assured, at this very difficult time, that the YMCA is currently doing everything possible to cooperate with the Police Joint Investigation Response Team (JIRT) to ensure a thorough investigation is able to be conducted in relation to this matter. We are also working with Schools, our families and the community to ensure that appropriate and timely information is provided as we receive it from the JIRT.

The YMCA operates our Childcare services at the industry's highest standards and we ensure we comply with all legal and industry guidelines. We are recognised as the preeminent OSHC provider in NSW with endorsements from TAFE lecturers, School Principals, our Industry partners and importantly families. Everything the Y does is based on providing the highest level of safety and care to children in our OSHC programs.

In specific answer to your 4 questions we advise the following:

1. What child protection checks do staff undergo as part of the recruitment process;

All applicants for employment with the YMCA undergo the Working with Children Check under the auspice of the NSW Commission for Children and Young People. This is the standard for the Childcare industry.

In addition to Working with Children Checks the YMCA leads the Outside School Hours Care Industry in providing additional relevant and frequent staff training to all its employees. As recent as July this year the YMCA held a staff training day for our 55 OSHC Centre Coordinators which included a specific session on Child Protection. This Child Protection training session was facilitated by a trained officer from the NSW Commission for Children and Young People. This was the fourth such training day for 2011.

2. What changes to policies are being made with regard to minimum numbers of staff present at all times;

The current policy and minimum Industry Standard is 2 staff members present with children at all times and a 1 staff to 15 children ratio within the centre.

3. What information has been provided to St Patrick's Primary School and Parish with regard to these allegations against this staff member;



YMCA of Sydney

All schools serviced by the YMCA Children's Services program in the Sutherland Shire have received 2 documents from the YMCA:

- a. A letter to Principals via email last Friday 14th October following a direct call from YMCA Management. This letter was identical to that emailed and mailed to parents by the YMCA on Thursday 13th and Friday 14th October.
- b. A JIRT approved Statement of Key Facts release that was emailed directly by myself on Tuesday 18th October. This was supported by a Police Media Release.
- c. This information advised that the Police will conduct all investigations and we will fully comply. It confirmed to Principals that the YMCA and its staff cannot discuss the case internally, or any way externally.
- d. Further, during this time the YMCA must cooperate with external governing bodies to ensure the process is not subject to any sub judice or factors that may alter impact or influence the investigations.
- e. It confirmed that we must advise Parents or carers with concerns of risk or harm to their children should contact the Child Protection Helpline on 132 111. This hot line is a comprehensive and fully integrated service equipped to deal with all issues.

4. What other improvements have been made to policies and procedures.

The YMCA through its policies, procedures and protocol's educates trains and mentors staff on the expectations of the organisation and external governing bodies in the appropriate conduct for the staff in all Children's Services positions. This ensures a safe and secure environment for children and it also allows us to be adequately prepared for the unknown and equips our staff with the knowledge and processes to follow if something serious was to occur.

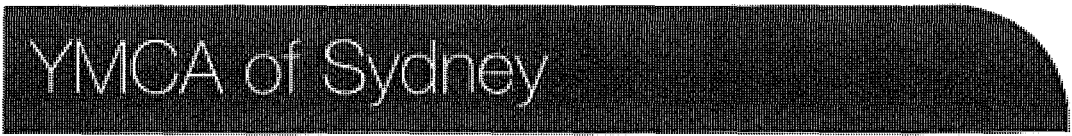
The YMCA reviews such policies on an annual basis and when Legislation changes.

Throughout the course of this ongoing investigation we will proactively and diligently review and implement policies to ensure the safety and well-being of all OSHC children.

The YMCA confirms its commitment to all families that it will continue to support the JIRT investigation and provide regular updates to families as information is given to us.

I would like to thank you for raising your questions and hope the response provided meets your expectations. I will forward this response to NSW police tomorrow to seek their endorsement to send a version all parents. This will be circulated tomorrow morning.

The YMCA will also confirm with NSW Police our intention to conduct parent and carer information nights next week. We advise via email tomorrow if we are able to conduct these sessions and the times and locations of such sessions.



Yours sincerely

Liam Whitley
General Manager
Children's Services