



Royal Commission Response 2013 – Supplementary Information  
Schedule 3



**NEW SOUTH WALES**

*Royal Commissions Act 1923*

**ROYAL COMMISSION OF INQUIRY INTO INSTITUTIONAL RESPONSES TO CHILD SEXUAL ABUSE  
SUMMONS TO ATTEND THE ROYAL COMMISSION**

**YMCA NSW RESPONSE**

**25<sup>th</sup> SEPTEMBER 2013**

**SUPPLEMENTARY INFORMATION – SCHEDULE 3**

1. The YMCA NSW has enclosed supporting documents in relation to the Critical Incident Review. Where there are no supporting documents that exist, please see the commentary outlined:
  - A. The YMCA did not receive any other written submissions before or after the creation of the Incident Review Document, only the 5 written submissions referenced in questions B from staff at the Caringbah YMCA who took the opportunity to have their feedback included in the review.
  - B. As provided in the submission, please see the 5 Caringbah staff documents that made submissions for the critical analysis review conducted by ACF. Please note that Michelle Bates contributed to Danielle Ockwell's submission by initialling next to the points she agreed with. Some of these staff did not identify themselves as they wanted to be anonymous as part of this process, which the YMCA supported.
  - C. Danielle Ockwell was the only employee spoken to with regards to the Jonathan Lord case in the immediate stages. Other than the one documented discussion, no other submissions, interviews or reports were made by Danielle or any other employee in relation to the incidents or allegations nor did the YMCA request this of any staff member.
  - D. The YMCA NSW made no requests of any staff to provide comments relating to the allegations concerning Jonathan Lord as the YMCA NSW was not aware of all the allegations and was advised by JIRT and the police that we should not communicate with staff about the case aware ensure protection of the process and sub judice. YMCA staff were invited (as outlined in section 6B) to provide comments in relation to its response of the incident as part of the ACF Critical Incident Review to specifically hear their thoughts in relation to how the YMCA could improve the level of support for staff on the ground.

(All documents in relation to this are enclosed under tab 1)

2. The YMCA NSW provides the following information for section 2:

The DoCS Consultant, Vesna Stevanovic, was a former colleague of Anne Mary Nolan with a previous employer. Anne Mary Nolan, Operations Manager and Liam Whitley, General Manager, met with Vesna at our Parramatta Support Services office on Wednesday 11<sup>th</sup> October 2011 at 11am. The purpose of the meeting was to discuss a draft of our initial letter to all families utilising the Ys Childcare centres in the Sutherland Shire. Whilst in the meeting Vesna called a contact she had at the DoCS Parramatta office, named as only Robert, to advise him of the allegations and gain his advice re the Y writing to all families.



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We recall his advice was not to write to families at that time. After discussion and consideration with our CEO, Phillip Hare, we proceeded to email and mail the letter to all families on Thursday 13<sup>th</sup> October. As a result of our contact with families, our letter sparked parents to talk to their children and subsequently more incidents and allegations against Jonathan Lord were reported to police.

(All documents in relation to this are enclosed under tab 2)

3. The YMCA NSW has enclosed all documents originally attached to an email from Liam Whitley to Craig Hemsworth sent on 9 October 2012 at 7.16am, with the subject line 'RE: Carlingbah YMCA Staff and Manager Debrief'.

(All documents in relation to this are enclosed under tab 3)

4. The YMCA NSW has enclosed all documents originally attached to an email from Liam Whitley to YMCA NSW staff sent on 10 October 2012 at 11.21pm, with the subject line 'National YMCA Safeguarding Children Program'.

(All documents in relation to this are enclosed under tab 4)

5. The YMCA NSW has enclosed all documents in relation to Catharine Clements:

Catharine communicated largely via email to YMCA management when providing insight and feedback on her day to day activity. Catharine did not provide a "report card" on the YMCA's policies or procedures relating to child protection. Catharine did complete some work in relation to the review of the Child Protection Policy with Irene Minos and Anne-Mary Nolan (as included in the documentation).

Catharine's lack of documentation in relation to Child Protection was the main reason for her probationary termination as she was employed to conduct thorough reviews of our current policies and practices and implement the ACF accreditation process. During briefing sessions with YMCA staff in relation to the Jonathon Lord case, Catharine made hand written notes during meetings with staff which, upon her departure, were not supplied to the YMCA (the YMCA only became aware of this through the process of supplying documentation as requested by the Royal Commission). Upon Catharine Clements termination Anne-Mary Nolan went through Catharine's YMCA laptop and noted that she did not find many (if any) documentation or information of use for these purposes or others as highlighted in the correspondence supplied.

The YMCA NSW strongly recommends that the Royal Commission contact (if it has not to date) the following organisations to verify the YMCA's Child Protection practises along with our overall Policy and Procedures:

- Department of Education and Communities
- Australian Childhood Foundation
- Network of Community Activities
- Commission for Children and Young People (WWCC)

(All documents in relation to this are enclosed under tab 5)

6. The YMCA NSW has enclosed Danielle Ockwell' s full personnel file, and specifically:

- A. All documents presented to Danielle at commencement of employment included a Position Description, YMCA Staff Code of Conduct, Working with Children Check forms and a "Position Familiarisation" checklist that outlined: Behaviour Management, Roll Procedure, Missing Children (all policies) and Outside Boundaries and Routine which were verbal briefings by the Centre Coordinator





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based on the local conditions of the site.

- B. On commencement of work with the YMCA, Danielle completed the "Position Familiarisation Checklist" which was the position specific Induction Process at that time. In March 2012 Danielle asked to be transferred from Caringbah PS OSHC to Our Lady of Fatima at Caringbah YMCA. As a transfer took place the current process of the "Childcare Induction Checklist" was completed.
- C. Danielle Ockwell completed formal annual performance reviews as well as informal management on a regular basis. Danielle also attended regular meetings and received regular communication in the form of memos from management. Further to this Danielle was directly mentored for 12 months working in service with her manager, Jacqui Barnat. These form part of the YMCA NSW supervision and observation of staff (Roster attached). Further to the above, observations and supervision of Danielle and the staff team occurred through both formal and informal visits to the OSHC Services. This included supervision and observation of staff and service operations. Formal visits were documented on the centre visitation document (attached). Informal visits occurred more often than formal visits and included observation and supervision of staff and service operations when Jacqui Barnat was completing the before and after bus runs which she undertook on a regular basis. The supervision visits coincided with the bus run's where by Jacqui made contact with staff through dropping children at the gate and Jacqui observing and supervising practices of staff by walking into the service, talking to staff and dropping children into the centre.

(All documents in relation to this are enclosed under tab 6)

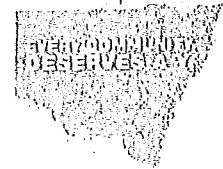
7. The YMCA NSW has enclosed all documents and records in relation to YMCA management and YMCA staff in relation to handling of events surrounding Jonathan Lord. Where there are no supporting documents that exist, please see the commentary outlined:
- A. The YMCA NSW management did not email an apology to Child Care staff in relation to events surrounding Jonathan Lord. The YMCA NSW as part of a review and de-briefing with child care staff acknowledged and apologised specifically for not supporting the team enough through the incident and took the opportunity to hear from the team, to hear how we can ensure staff feel supported when dealing with an incident of this magnitude. See briefing minutes as highlighted.
- B. The YMCA NSW invited Child Care staff to contribute their feedback on how the YMCA NSW responded to the incident from a staff support perspective to be included and considered as part of the ACF review. The YMCA took a key learning that whilst focusing on other areas of the critical response such as parents, school principals and media, we could have better supported the staff on the ground who too were affected victims of the Jonathan Lord case.
- C. Notes and minutes from the YMCA NSW staff de-briefing sessions outline all comments, feedback and discussions held in relation to events surrounding Jonathan Lord. Specifically the YMCA responded to staff questions about the reasons for the termination of Catharine Clements employment and provided full disclosure into the rationale for the decision.

(All documents in relation to this are enclosed under tab 7)

8. The YMCA NSW has enclosed all documents and records relating and/or referring to any waiver or other written consent elicited from parents in respect of bus travel to and from child care centres operated by YMCA NSW in the Sutherland region for the period 1 January 2011 to 31 December 2011. YMCA NSW advises that such waivers were only sought from families utilising our mini bus service.

(All documents in relation to this are enclosed under tab 8)



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9. The YMCA NSW has enclosed: A copy of the Risk Mitigation strategy that was provided to the board and executive. The employee who has the draft versions of this document is no longer with the YMCA.

(All documents in relation to this are enclosed under tab 9)

10. The YMCA NSW has enclosed the 'communication to parents' dated 24 October 2011 as referred to by Liam Whitley in his letter of 27 October 2011 to YMCA parents.

(All documents in relation to this are enclosed under tab 10)

**Additional Information:**

- Caringbah Staff Meetings and Agendas
  - The YMCA NSW has provided records of regular staff meetings held by Jacqui Barnat with the team which are enclosed
- Management Supervision
  - Managers and Childcare coordinators use the OSCH Staff Guidelines when commencing work in Children's Services. It is used as a snapshot of expectations for the performance of the role in service. Please see this document enclosed.
  - Danielle Ockwell was mentored by her manager through direct, on shift work for 12 months at the OSHC Service. She was also a member of the YMCA Future Leaders program; a development program for young coordinators who wanted to become managers/leaders in the organisation.
  - As part of the induction process Jonathan Lord worked alongside his manager for approx. 11 weeks. This process also included training, observation and supervision by his manager prior to the running of an OSHC Site.
  - Supervision and observation of staff occurred through; Mentoring, formal visits, informal visits, annual performance development reviews, local and regional meetings, memo's, pit stop's (one on one meetings between management and staff), fortnightly reports, administration completed in central office directly supervised by manager, performance discussions.
  - Both formal and informal visits to the OSHC Services occurred this included supervision and observation of staff and service operations. Formal visits were documented on the centre visitation document (attached). Informal visits occurred more often than formal visits and included observation and supervision of staff and service operations when Jacqui Barnat was completing the before and after bus runs which she undertook on a regular basis. The supervision visits coincided with the bus run's where by Jacqui made contact with staff through dropping children at the gate and Jacqui observing and supervising practices of staff by walking into the service, talking to staff and dropping children into the centre.
  - Rosters enclosed demonstrate when Jacqui Barnat worked in service with both Danielle Ockwell and John Lord in a supervisory capacity.
  - Jonathon Lord completed administration tasks at Caringbah YMCA under the supervision of management. This occurred approx. once a week as per timesheets provided where ADMIN is indicated.
- Child Protection Sessions
  - The YMCA NSW has enclosed the content of a series of Child Protection Training conducted from 2011. Content for these sessions has been previously submitted.
  - Re-referencing YMCA NSW policies in place at the time Jonathan Lord was employed, we have also enclosed a copy of the Child Protection Policy 2011, Photography Policy 2011 and revised Child Protection Policy current at 2013.



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- Ethics Advisor
  - The YMCA NSW on the 22.9.2010 introduced an Ethics Advisor point for all staff to be able to report or discuss ethical dilemmas with an independent contact without the fear of retribution or repercussion. This was established as an additional contact to our standard reporting chain of command from staff to coordinator to manager to area manager to general manager to CEO.
- Training Evidence
  - The YMCA NSW has provided a chronological list of key Children's Services Training conducted *(please note this is not an exhaustive list)*

Year	Training Event
January 2008	Team Effectiveness
January 2009	Child Protection / Resilience in childhood
June 2009	A Day Around the World
July 2009	Management of the student with Type 1 Diabetes
January 2010	Famous and Fabulous – effective programming and evaluating
June 2010	Too cool for Skool – 9+ Programming
January 2011	Resourcing the Future – Managing Challenging Behaviour
April 2011	Coordinator Training Day
May 2011	Through the eyes of children Network Conference
June 2011	Staff make the difference
July 2011	Coordinators Training Day – Duty of Care / Staff Code of Conduct
January 2012	Introduction to NQF
June 2012	An Educators Guide to NQF
December 2012	NQF Programming and Quality Improvement Plans
April 2013	Safeguarding Children's Conference
June 2013	Behaviour Management / Environmental Sustainability
July 2013	Assessments and Ratings Visits within the OSHC Environment

We hope this supplementary information meets your Investigative needs.

Please do not hesitate to contact me personally if further clarification is required.

Yours sincerely

Phillip Hare  
Chief Executive Officer  
YMCA NSW

