



We build strong **PEOPLE**
strong **FAMILIES** strong **COMMUNITIES**

Memo

To: Children's Services staff
From: Children's Services Program Manager
Date: Thursday 13th October 2011

Dear Coordinators,

I am writing to inform you that a letter from Liam Whitley has gone out to parents of our Before, After School and Vacation Care Services today. This letter outlines the fact that allegations have been made against a YMCA childcare staff member and that there is a Police investigation underway.

As you can imagine, parents will have a range of responses to this information and will have many questions regarding their child/ren. You may find that parents will either ring in to ask for further information or ask questions when they come into pick up or drop off their child /ren.

The following is a list that you can share with parents:

- Currently we have been instructed that we aren't allowed to discuss this situation with anyone. As soon as Management gets further information from the Police we will share this with parent immediately.
- If they ask what to say to their child please suggest that they have a conversation with their child and ask how they feel being at their centre and if they have any worries. If they are concerned with the answer that's when they should use the number in the letter.
- If they are persistent just reaffirm: "as per Police instructions we can't discuss the situation any further".
- Parents may ask if the staff member involved had contact with their child directly. Again we must respond with the comment: "as per our instruction from Police we can't discuss the details at all".
- If you have any concerns with how parents are coping or if they are being exceptionally persistent please let them know you will pass their concerns on to Management and they will receive a direct phone call.

Yours sincerely

Anne-Mary Nolan
Children's Services Program Manager