

8<sup>th</sup> February 2016

Dear

Thank you for your letter dated the 23<sup>rd</sup> of January 2016 regarding our Youthbeat facility in Palmerston Street Northbridge and the visitation of the Western Australian Police Regional Operational Group bus.

Firstly, I sincerely apologise for any distress and discomfort this has caused you and your family in the last few months and I completely understand and empathise with your complaint.

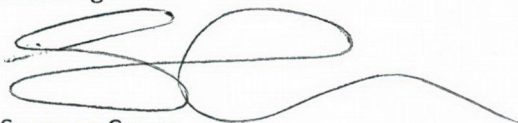
I have been in contact with the WA Police and we have agreed that as of Friday the 12<sup>th</sup> of February the bus will now service our building from our front entrance at Palmerston Street.

Additionally we are working with staff and the Police to ensure the transition of young people from the bus is more efficient as to reduce any yelling or raised voices.

I would like to thank you for your support of our service as we endeavour to ensure that all young people are safely transported out of the CBD to more stable accommodation and environments.

Please do not hesitate to contact me should you have any further issues or wish to meet to discuss this further. My direct number is

Kind Regards



Suzanne Caren  
Area Manager  
Youth, Mental Health & AOD