

**COMMUNITY DEVELOPMENT AND JUSTICE
STANDING COMMITTEE**

**INQUIRY INTO BUILDING RESILIENCE AND ENGAGEMENT
FOR AT-RISK YOUTH THROUGH SPORT AND CULTURE**

**TRANSCRIPT OF EVIDENCE
TAKEN AT PERTH
WEDNESDAY, 29 JUNE 2016**

SESSION THREE

Members

**Ms M.M. Quirk (Chair)
Dr A.D. Buti (Deputy Chair)
Mr C.D. Hatton
Ms L. Mettam
Mr M.P. Murray**

Hearing commenced at 11.22 am**Miss NATASHA LADEN****Senior Contract Officer, Wirrpanda Foundation, examined:****Mr TROY COOK****Health and Leadership Manager, Wirrpanda Foundation, examined:**

The CHAIR: On behalf of the Community Development and Justice Standing Committee I would like to thank you for your interest and for your appearance before us today. The purpose of this hearing is to assist the committee in gathering evidence for its inquiry into building resilience and engagement for at-risk youth through sport and culture. I would like to begin by introducing myself. I am Margaret Quirk, the member for Girrawheen. On my right is the Deputy Chair, Dr Tony Buti, the member for Armadale; coming back shortly is Mick Murray, the member for Collie–Preston; and on his left is Mr Chris Hatton, the member for Balcatta. This is a committee of the Legislative Assembly. This hearing is a formal procedure of Parliament and therefore commands the same respect given to proceedings in the house itself. Even though the committee is not asking witnesses to provide evidence on oath or affirmation, it is important that you understand that any deliberate misleading of the committee may be regarded as a contempt of Parliament. This is a public hearing and Hansard will be making a transcript of the proceedings for the public record. If you refer to any document during your evidence, it would assist Hansard if you could provide the full title for the record.

Before we proceed, would you please respond verbally to the following: have you completed the “Details of Witness” form?

The Witnesses: Yes.

The CHAIR: Do you understand the notes at the bottom of the form about giving evidence?

The Witnesses: Yes.

The CHAIR: Did you receive and read the information for witnesses briefing sheet?

The Witnesses: Yes.

The CHAIR: Do you have any questions in relation to being a witness at today’s hearing?

The Witnesses: No.

The CHAIR: We have some questions to ask you today. Do you perhaps want to make an opening statement about the work that the foundation does?

Mr Cook: The Wirrpanda Foundation was created by David Wirrpanda. It has been going for a bit over 10 years now. At the start, it was more of a mentoring program, initially when David could get away from playing football with the West Coast Eagles. Over time it has developed into focusing on education, employment and health and leadership. A lot of Aboriginal people face challenges in different areas today. Over that 10-year journey, it has been rewarding and challenging. We have about six different programs that focus on looking after Aboriginal people, varying ages, from primary school all the way up to placing people into work; into their 50s in some cases. The unique thing about the foundation is the majority of our people who deliver the programs are Aboriginal people. We get a great response from community and the people we deliver our program to. We are unique in that way. Like I said, it has been an enjoyable journey so far. It is great to have the opportunity to talk about what we are going to try to achieve over the next—especially the program that we are delivering now in the justice system.

Miss Laden: I will just add to that. I have been with the Wirrpanda Foundation just for a couple of months. I actually worked in the Department of Corrective Services for over 10 years. One of the main programs —

The CHAIR: What area were you in there?

Miss Laden: I was working in the Office of Reform for the last few years. That was specifically with the Youth Justice Board who are looking at innovative programs. Just to focus on the main program that is involved with justice with the Wirrpanda Foundation is the Moorditj Ngoorndiak Mentoring Program. That program was in place for 12 months and then it got extended for a couple of years. That really sort of addresses one of the questions that you have got in here with regard to service delivery. That program, just going into some stats, just with regard to the young people we have been dealing with, you would know this, but in December 2015 over 76 per cent of young people in detention were Aboriginal. That is still the case now—73 per cent of the young people were young Aboriginal males. That was the focus for the pilot program. In the first 12 months, we actually had a 60 per cent success rate of young people not reoffending within the first six months. That was quite huge considering that the stats were actually 69 per cent of young Aboriginal males reoffending in —

The CHAIR: Can I just stop you there? Is that not reoffending to be back in detention —

Miss Laden: Yes.

The CHAIR: — or any offending?

Miss Laden: No. Just to clarify: the definition of “reoffending” for that program was reoffending to return to detention.

The CHAIR: Okay. That was a pilot program. I always get nervous when it is a pilot program because that means people are not intending to extend it. When does the funding run out on that?

Miss Laden: It has actually been extended. It was extended in March for two further years—so 2018.

Dr A.D. BUTI: In regards to the six months, you have said there is no reoffending in six months.

Miss Laden: Yes.

Dr A.D. BUTI: I know the program has not been going that long, but in regards to all the work that the Wirrpanda Foundation does, has there been any studies done in regards to reoffending over a longer period of time?

Mr Cook: Not at this stage with us. This is a reasonably new space for us. What we have done without having a focus on young kids actually reoffending is in the primary schools where we deliver, say, a health and leadership program. We have a Deadly Sista Girlz program and we try to engage; try to help these young kids realise what some of the consequences of their actions are once they decide whether they get involved in drugs and alcohol or getting into a situation that could potentially put them at risk of ending up in some of those institutions. With all the programs that we deliver into high schools, primary schools, all that hopefully can give them a bit of guidance to make sure they know the consequences of their actions, I suppose.

Dr A.D. BUTI: You mentioned the health and leadership program. How is that similar or different from the Deadly Brotha Boyz program and the Deadly Sista Girlz program?

[11.30 am]

Mr Cook: With my program, it is focused on going into schools. We are lucky enough to go into schools for one day a week for a whole session. We get an hour with them. It was for a school term but now it has evolved further. The school has actually taken us on for the whole year. We have a bit over 40 contact hours with them over that year. We build a really good relationship with the guys. Like I said, it is great that we can come in there. We try to encourage the kids, and engage the

kids through a little bit of physical activity as well. A lot of these kids love footy. My background, being an ex-AFL player, all these kids want to do is be footy players. It is more than that. That is only a small thing we touch on. It is all about the leadership and encouraging young kids to be the next leaders in their community, being engaged in an organisation or a sporting or recreational organisation, once they are away from school, to help their development, getting to mix with people that they probably would not do. I think sport and recreation is a good way to do that. There are drug and alcohol awareness programs and presentations that we do—road safety presentations, goal setting, a whole variety of issues that these young kids will probably face as they grow up. We get the teachers and also the principals involved as well with potentially some of the other issues they may have at school. If we can tailor some of those issues into the program as well, we try to do that. That seems to work really well.

Miss Laden: We have actually extended the program as well to the Banksia Hill Detention Centre. We have got the young people on the program in the Banksia Hill Detention Centre. It is such a captive audience that Troy has brought that program into Banksia Hill and we will be providing that to a group of kids in Banksia Hill. In addition to the young people from the metro area who are on the Moorditj Ngoorndiak program, a lot of the regional young people are in Banksia Hill looking at all these programs going, “Why can’t I be part of that?” The program will actually be extended to them. We have a service in Wiluna, so young people from Wiluna who actually are in Banksia Hill, we will work with those young people and then liaise with our support officer out at Wiluna at the remote school out there. We will have a bit of through-care going on. That is the vision. David’s vision in the future is hopefully to have mentors in each of the regional areas. We have Moorditj Ngoorndiak mentors in Banksia Hill and then through care out into the community.

Mr Cook: With regard to the Deadly Sista Girlz program, Josie Janz is the manager there, and quite a lot of Aboriginal women as mentors deliver the program as well. That focuses on everything from resilience to identity, grooming, a whole range, and a lot of stuff I mentioned in my program; there is a crossover there. That is purely for young women. Unfortunately, there are not a lot of programs out there for young women, and that is where the foundation saw a bit of a gap. There are a lot of things for boys out there, but there is a massive gap. It is probably one of the bigger programs that we do have at the foundation that focus on young women.

Dr A.D. BUTI: Your leadership program, do you actually take girls and boys?

Mr Cook: At times, yes; but over the last couple of years it has predominantly been young boys, and it is really the fact that the school will pick who comes into that program. Yes, with the girls’ program, it is only girls.

Mr C.D. HATTON: Troy, going back in time a bit, I just declare I played five years of footy in Carnarvon and Exmouth—the Rambles against whoever, okay!

The CHAIR: But were you ever involved in the premiership team?

Mr C.D. HATTON: Yes, Ramblers was involved and played against Warriors in a premiership, like you were too with Warriors. But anyway that is out of the way; I have declared it.

Talking about education and schools and so forth, do you do a lot in the area of Closing the Gap or cross-cultural? Like peer to peer within the Indigenous and working on their self-belief and where they can go is fantastic, and we all acknowledge that. What it did to you—could you focus a bit with the strategic plan on cross-cultural?

Mr Cook: Yes; we actually try to encourage teachers to bring other students into the program as well. It is about at-risk kids. It is not just Aboriginal people at risk; it is across the board. It has worked well and we have had non-Aboriginal kids in the program, and it is great for them. We do a little bit of cultural identity and a little bit of history on Aboriginal culture. I think someone who can identify with who they are, I think they gain a bit of strength from knowing their background and who they are. I think that is a massive focus in the program, so we do do that—encourage that.

Mr M.P. MURRAY: Just to follow on from that, Troy, the cross-family problem, do you run into that? I will not ask you how you handle it, because it is too hard, but do you run into that and you have to work around that as well?

Mr Cook: Yes, we do. Across all the programs we do, there is, unfortunately, whether you want to call it politics or family problems that are involved. We do try to identify if there are, and we just sort of tread carefully with it, especially with the kids just to make sure that when you are in this program you have to be respectful about whoever it is and what the problems are. We do not want it in that environment. It is probably more with the Moorditj Ngoorndiak program in Banksia. If there is a problem—we had this conversation just last week when we were in there—about asking our participants is there a problem with another family group, or do you have a problem with someone else in this program? Just identify it first, and if there is, then we can deal with it. But it is not just in that program; once they leave the program and go back to within the centre itself to deal with that eventually. The prison officers have been pretty good with that as well, just identifying and letting us know beforehand that there may be a problem with another inmate, and family members, too. That is a really difficult one.

Miss Laden: That is the most amazing thing about working at the Wirrpanda Foundation, especially for someone like me, a non-Aboriginal woman. I come in and when the young people are referred to the program—Dale Kickett, Troy Cook, Josie Janz—they generally know the families. It is not like a mentoring program—and I am not being critical of other services—but a program where they are non-Aboriginal workers. These people know the families and generally know the issues, the family conflict, that is going on. So, the information is there; it is fantastic.

Dr A.D. BUTI: As you said, the Wirrpanda Foundation—of course named after David, who used to play for that other team. How involved are West Coast Eagles? Are they involved at all in the foundation?

Mr Cook: Yes, West Coast have been pretty good. They help us with all our IT, because we actually moved from Leederville to Cannington so —

Dr A.D. BUTI: Are you going to move into the new complex?

Mr Cook: Yes, so that is great. We are going to get new offices at Lathlain, which I am pretty happy about. The Perth footy club is a place I have a bit of a history with. A big part of West Coast Eagles going into the Town of Vic Park is what they are going to give back to the community. We play a pretty significant role in showing the Town of Vic Park what it potentially can do in that area. That is a perfect location for us and it is easy access to the train line and you get people from that area. We find a lot of our participants live around that area, too. So it is going to be great for us.

Dr A.D. BUTI: So they provide IT support and —

Mr Cook: They do all the salaries and payments like that.

Dr A.D. BUTI: And office space, obviously.

Mr Cook: Yes.

Dr A.D. BUTI: Do any of their players come out and help at all?

Mr Cook: Yes, we get Lewis Jetta and —

Miss Laden: Lewis was doing the landscaping the other day.

Mr Cook: He was actually weeding outside, which was —

Miss Laden: It is very funny when people are driving around the roundabout and then they keep going around!

The CHAIR: Can I just ask you: you are working a lot down in the southern suburbs and obviously the wheatbelt and Kimberley as well, but I am just wondering is it schools that approach you about coming in, or how is it you are working where you are working?

Mr Cook: We are guided by funding a fair bit. We do get a lot of requests about going into different schools. We try and target schools with a high number of Aboriginal students in there. If we can get some funding to go into a certain area, a certain school, then we will attach that funding to that school, if we can. Because each school we want to go to, we want to make sure we can offer a service without the school having any cost, if we can. So probably one of the biggest challenges about the foundation is sustainable funding.

Miss Laden: Just speaking to Josie Janz the other day about some feedback, when a program is at a school, there are specific things to the program that Josie and Troy put in place. Like they would like to speak to the young people outside of the classroom or they would like to have a very private, enclosed space if they are talking about things like sexual matters and things like that. So that has got to be made very clear to the school, and if the school is not happy with that, then the program may not be able to be run. You know, it really is something that they have to take into account.

[11.40 am]

The CHAIR: So, obviously, clearly forging the partnerships for funding takes up a lot of time.

Mr Cook: We do a lot of grants and that sort of thing.

Mr M.P. MURRAY: One of the things that we had a look at just recently was North Melbourne, which has an offshoot program there. It is not entirely focused on football, is it? It is about —

Dr A.D. BUTI: It is called “the Huddle”.

Mr Cook: North Melbourne?

Mr M.P. MURRAY: Yes; and they are quite proud of their position on that and it is attached to their clubrooms, so there is an area that is down the other end, and playgroups and all that sort of stuff come through. I found that quite interesting and novel, to be quite honest. We have not seen it in any —

Dr A.D. BUTI: You might want to go and have a look at it, especially with the new West Coast premises.

Mr Cook: Yes; when we get these new facilities, there is so much opportunity there, and it will be so attractive to get people to come down. We have actually got a couple of our staff just on maternity leave now and to have a young mums and bubs program, it will be great to start up.

Mr C.D. HATTON: We were all impressed, I think, with the Huddle.

The CHAIR: It is terrific.

Mr C.D. HATTON: You might want to get Eddie McGuire or someone like that.

The CHAIR: They are now my third team after watching them.

Miss Laden: The other thing we also have is the amount of young people at Banksia Hill who are actually incredibly good football players. I was talking to Troy before about it; they actually show real potential. I do not understand at all the zone situation and, of course, they cannot go to certain areas. We have actually put in an offer for a tender with DCS, and that suggests that we have a house in the Victoria Park area. So, if a young person was living there, they could be in the zone for the Demons; so that is something.

[Dr A.D. Buti took the chair.]

Mr C.D. HATTON: There is a point here in the literature talking about disappointment, I guess you might say, in contractors in the mining industry not coming through with funding and a few

promises that are not fulfilled. Do you understand that or does the Wirrpanda Foundation have some comment on that?

Mr Cook: I think that is with our employment program, with VTEC. In the past we had an employment program that would get our participants into certificate II in administration or mining resources, but there was no job at the end of it. With the VTEC work now, if we can actually get guaranteed jobs, we can get our participants trained up into going straight that into job and there is a bit of light at the end of the tunnel.

Mr C.D. HATTON: Do you have any connection to the Clontarf academy?

Mr Cook: No; we know a few people in there. We have worked with Clontarf in the past, but they have their own models and focuses.

Mr C.D. HATTON: We have actually visited Clontarf and we understand what goes on there.

Mr Cook: They have their own model. Like I said, we have tried to work with them in the past, but they like to do things alone. We love the work. As a foundation our massive focus is on partnering with a lot of different organisations and companies and if they are delivering something that we can value-add to and are doing better than what we do, we do not want to start something up just for the sake of it. We will value-add where we can, whether it is through mentoring or resources that we have. But, yes, we would love to help out with those guys, but like I said, they do their own programs.

Mr C.D. HATTON: Just going back to the mining sector and some disappointment that they are not fulfilling promises, do you think that that needs to be recognised more or worked on? Is it a major focus or not?

Mr Cook: I think for a lot of our guys who come on our employment program it is attractive for them to get out in the mining industry. I know the landscape at the moment is in a bit of an ebb, I suppose, but like I said, we have got to put a bit of pressure on them to commit to jobs, especially if they have reconciliation action plans that they have to hire —

Miss Laden: A lot of our young people are actually coming through, like, the Moorditj Ngoorndiak program, then turning 17 and 18, going through into the employment program and then there is no job. Then you lose them and they go back to offending.

Mr M.P. MURRAY: I just have one, probably for Natasha, more about the women in those mining jobs. What would the ratio be? Fairly low, I guess.

Miss Laden: I did not have an opportunity to speak to our VTEC manager about that.

Mr Cook: I think in the past there have been some trade assistants, but they have mainly been going to cleaning and hospitality.

Mr M.P. MURRAY: The other side of that is—it is probably not in your area, but some of my disappointments have been with the native title agreements and that in many cases people are not taken from the area; they are flown from all over Australia to go into that job. Do you have any input into that at all or do you bang a couple of companies on the head or give them one of those famous shirtfronts or something like that?

Mr Cook: The thing is that obviously you would love to take them from the traditional owners where they are. We actually find that people who live in Perth are from that area as well, so there is a link there too and if they can do that, it is great. I think they probably need to do a bit more work.

Mr M.P. MURRAY: It is a big job.

Mr Cook: If they have done everything they can within the local area —

Mr M.P. MURRAY: It just annoys me.

Mr Cook: If they have done everything within the local area, then if they could take some of our participants, that would be great.

The DEPUTY CHAIR: I was a bit flippant about the house in Vic Park. Are you trying to work on that and trying to get funding for it?

Miss Laden: They are currently going through the procurement process at the moment, so we have not been found suitable yet, but if we are, the proposal is, yes, a house in Vic Park and it would be available for young people on bail or on respite. I will just give you an example of what it could include. We had a young person in Banksia Hill a while ago from Meekatharra who was unbelievably talented on the football field—the custodial officer said so, everyone who saw him said so. From Meekatharra, the Swans could not take him, because their regional house was full, so he goes back to Meekatharra and within a month he had reoffended because of his situation. If he had had that opportunity, even if it was just for a short period of time in transition, it could have turned his whole life around. That is what we are looking at. We have spoken to Marty Atkins at the Demons and it is something that we can work on.

The DEPUTY CHAIR: Your schools: there are two in Kwinana, one in Lynwood, one in Northam and one in Broome—that is WA. The one in Lynwood, I would have thought the Indigenous population—I presume they come from other areas. I would not have thought that Lynwood —

Mr Cook: I think that is a girls program.

Miss Laden: That is a girls program.

Mr Cook: With the locations of those schools, I am not too sure what happens in Lynwood, for instance. That is a question for Josie, I suppose.

Mr C.D. HATTON: With your intensive mentoring to the young Aboriginal men in Banksia Hill prison and the current transition you are going through with that—it is currently happening now, is it not?

Miss Laden: Yes.

Mr C.D. HATTON: There is a bit of a review of the performance of it at the moment, I believe. Do you have any reflection on whether the outcomes are being achieved there? Are we getting them back into feeling good and making the right choices?

[11.50 am]

Miss Laden: In the first 12 months, as I said, the outcomes were really positive. There are 10 families—it is only funded for 10 families—and out of those 10 families, 60 per cent of those young people did not reoffend within the first six months. Can I just say that these are not low-level young people. The first three who were referred to the program, and I will not refer to their names, were the young people who were involved in the incident in Mandurah, so you are talking very high level young people, and all three of those young people did not reoffend within the six-month period. Coming from a DCS background, that is an amazing outcome for a service dealing with these young people. But, being realistic, there are a lot of the young people who did go back to dysfunctional families and houses where drugs are being used and they did end up back in Banksia Hill. From Dale Kickett, the manager of the Moorditj Ngoorndiak program, the main issues that he faces are number one, the drug and alcohol usage; it is a significant issue with pretty much all the kids, if not 90 per cent. The other issue is the accommodation issue. What we have put in place is that when the young people are getting out of Banksia Hill—I know from the Department of Corrective Services that they have to come up with a suitable accommodation option, what Dale is saying is that that accommodation option is not always suitable. It is not right for a kid to go back to a sister with 12 children or a grandmother. The young person maybe should not be released on supervised release and maybe have other alternatives looked at. The other thing he has put forward is also back-to-culture camps, so when the young person comes out on release, they straightaway go

on a back-to-culture camp down south, so people like Eugene Eades, and they really get back to culture and learn about their history and culture, and then suitable accommodation is obtained. It is difficult. It is frustrating.

The DEPUTY CHAIR: So really, basically, to do what you really want to do, you need lots of funding, obviously.

Miss Laden: Yes. We are actually asking for that in this offer. It would be fantastic to have 12, 13 or 14 mentors working with these kids really intensively, but the program is running really well, considering. But like we said—10 families—because it is not just working with the young person, it is working with the whole family and it is for a 12-month period or for over 12 months if we can.

Mr Cook: The good thing about it is while our participants are in Banksia we will go in there before they are released and start building those relationships. We will give them a bit of a game plan, I suppose, about what they want to do, and have a think about what they want to do once they get out. We work pretty hard with them to say, “You’ve got to commit to this too. We’re here to help; but if you don’t want to help yourself, we’re starting from a long way back.” We try to encourage that while we are in there, and hopefully before they get out we have those relationships built then instead of just meeting them as soon as they get released and making proper contact then. That is pretty important.

Miss Laden: I worked at the Perth Children’s Court for some time and Judge Reynolds constantly said while I was out there that we need Aboriginal programs for Aboriginal people, and that he always wanted to develop an Aboriginal court, but he would not do that until something like this is put in place. So this is what we need. The community-based orders that these kids are on in the community—Dale and Troy would agree—are so onerous. It is so much for the young people. What is happening is that we are working very closely with youth justice. If the young person has to report in three times a week and he is with Troy or he is with Dale, that is their contact and that is reporting, so the pressure is taken off. They take them to urine analysis, they take them to drug and alcohol counselling, so that support is really there and that helps so much.

Mr M.P. MURRAY: Apologies if this has already been raised. One of the things that I see and I wonder how you handle it is when you go into a company, you have done all your training and you have someone who is pretty special and you are moving them through, and there is attitude within employer groups that they might be able to get him a job up there shovelling or something like that but not—how will I put it—up in the middle management or one of those jobs. Being stereotyped is the problem that I see. I will go back some years: in Dubbo I met with the mayor over there and they had a huge problem with the Aboriginal kids, but what they did to break down the barriers was to put some of the women on the front counter. They would come in and there would be an Aboriginal person serving them. They were very polite and very efficient, the whole lot. Admittedly, they were very much cherrypicked, but that was then a breakdown within the community. I still do not see enough of that happening. I can use my shire as an example. They come in to see me and say that the mines will not pick up enough Aboriginal kids in a job. My first answer is: how many have you got on your council? None. How do we get the attitude to change, to go up, so that they are not just a labourer or those sorts of things or the kitchen cleaner?

Mr Cook: We encourage our people who are going to offer those jobs to make those jobs available for us. With our participants who we will deal with every now and again someone will pop up who potentially will be the right fit for that job. But a lot of them potentially, trade assistants or whatever, come in for first-time employment or have been unemployed for a long period of time, so we are just making sure that we get them into a job that they are going to probably succeed at rather than fail. They get those wins in and then we revisit and see how they are going. Then, if there is an opportunity within the organisation, we say, “This guy, he’s showing pretty good signs here, is there any opportunity for him to seize onto those jobs that potentially can progress him through the business?” But you make a good point. Especially when we go regional, some of the shires that we

go into—we are at Wiluna at the moment and there is a perfect opportunity there to have, like you said, one of the local Aboriginal people on the front desk. To have that familiar face, so they do start breaking down those barriers. Not just in regional areas, but everywhere, like you said.

Miss Laden: On the service level—the consortium we put forward—we are working with two other agencies that do not have a high level of Aboriginal staff, but we are going to be working with them to help them get Aboriginal staff. They are going to be linking with us and we are going to be recommending people. People from our VTEC program have gone on to work for these services. One of the biggest criticisms when I first started working with the guys and took them into the youth justice centres was that we would be sitting there introducing the Moorditj Ngoorndiak program and the first question that people would ask—there would be youth justice officers everywhere all working with the kids—there would be 12 or 13 youth justice officers and not one Aboriginal staff member in any of the youth justice centres. You just question why. I know that historically it is difficult to get Aboriginal staff and keep them, I understand that, but you just have to keep trying. We do it, so it can be done.

The DEPUTY CHAIR: We have to finish, actually. Thank you, Natasha and Troy. I just have to read an official closing statement. Thank you for your evidence before the committee today. A transcript of this hearing will be forwarded to you for correction of minor errors. Any such corrections must be made and the transcript returned within 10 days from the date of the letter attached with the transcript. If the transcript is not returned within this period, it will be deemed to be correct. New material cannot be added via these corrections and the sense of your evidence cannot be altered. Should you wish to provide additional information or elaborate on particular points please include a supplementary submission for the committee's consideration when you return your corrected transcript of evidence. That will be explained in the letter anyway. Thank you very much and good luck.

Hearing concluded at 11.57 am
