

1997

**SISTERS OF THE GOOD SAMARITAN
INTERIM PROCEDURES
FOR PROFESSIONAL STANDARDS**

GUIDELINE FOR PHONE QUERIES FROM FORMER RESIDENTS OR STUDENTS

PLEASE KEEP THIS GUIDELINE NEXT TO YOUR PHONE

When taking calls from former residents/students or from persons ringing on their behalf.

- A. **LISTEN** to the person empathetically
- B. **CLARIFY** purpose of the phone call

WHAT TO DO IF INFORMATION IS REQUESTED

When information is requested

- (1) take particulars
- (2) find information or pass on to Archives for information
- (3) give information as soon as possible by phone or letter
- (4) fax/send particulars to Sonia Wagner, i.e. name, address, phone number of caller, date of call; name of person about whom information is sought, information requested, information given, date and method (phone or letter)
- (5) No information is to be given to anonymous callers

WHAT TO DO IF A COMPLAINT IS MADE

When you ascertain that the person has a complaint of any kind, do not offer excuses or try to solve the problem. Instead say something like:

Unfortunately, I am not the best person to help you with your concerns. However, I have the number of somebody who can help you, and I know she will be happy to talk with you. Would you like her number? You may call Reverse Charges. (by calling a Telstra operator on 011 from a private number and 0176 from a public payphone.) (Give the person one of the following numbers - do not give out the phone number of the Good Samaritan Offices or any other convent)

JEANIE HEININGER

REDACTED

CATHERINE SLATTERY

REDACTED

CLARE CONDON

REDACTED

Alternatively, I can ask her to call you. Which would you prefer?

UPON COMPLETION OF PHONE CALL

- (1) inform relevant person (Jeanie, Catherine, Clare) as soon as possible
- (2) fax/send particulars of call to Sonia.

LETTERS FROM FORMER RESIDENTS OR STUDENTS

INFORMATION

On receipt of letter requesting simple information e.g. dates of admission etc., forward the letter immediately to the Archives who will respond accordingly.

COMPLAINT

On receipt of a letter of complaint, the letter is to be forwarded immediately to either Jeanie Heining, Catherine Slattery or Clare Condon, who will answer the letter promptly.

A copy of the letter and response will be sent to Sonia, who will instigate any further action.

REVIEW TEAM

Sonia and Council are in the process of establishing appropriate structures to respond to any complaints regarding the congregation in the past. When this permanent structure is determined all communities will be advised.

MEDIA

All requests for interviews by the media on this issue are to be referred to Sonia Wagner. If someone from the media contact you do not engage in conversation on the matter. Simply refer them to Sonia at **REDACTED**. Do not engage in any conversation. Contact Sonia's Secretary, Mary Robinson, immediately to alert her.

SISTERS OF THE GOOD SAMARITAN

Allegation or Initial Request Report

NAME: **DOB:**.....

ADDRESS:

TELEPHONE: **FAX:**.....

NAME OF BOARDING SCHOOL, ORPHANAGE, REFUGE:.....

DATE COMMENCED:..... **DATED FINISHED:**.....

INFORMATION

What was the initial request? (eg information, documents, appointment or other).....

What was the date of the initial request?.....

What action was taken to follow up the initial request? (list any documents, photos etc that were shown/given)

Who handled the initial request?.....

If an appointment was requested please record the date:.....

List the names of any person allegedly involved:.....

Signed:..... **Date:**.....

Signed:..... **Date:**.....

Signed:..... **Date:**.....

Signed:..... **Date:**.....

SISTERS OF THE GOOD SAMARITAN

Allegation or Initial Interview

Please attach a copy of the *Past Critical Incident/s Report* as a cover sheet to this record.
Attach any other relevant material.

NAME:DOB.....

ADDRESS:

TELEPHONE: FAX:.....

NAME OF BOARDING SCHOOL, ORPHANAGE, REFUGE:.....

DATE COMMENCED:..... DATED FINISHED:.....

INFORMATION:

DATE OF VISIT:

PEOPLE PRESENT:

REASONS FOR THE VISIT:

SUGGESTED FOLLOW-UP

Signed:.....Date:.....

Signed:.....Date:.....

SISTERS OF THE GOOD SAMARITAN

PROFESSIONAL STANDARDS

PROCEDURES IN PREPARATION FOR POSSIBLE REQUESTS FOR INFORMATION OR ALLEGATIONS

1. Locate from Archives names of Orphanages, Refuges and Boarding Schools conducted by the Sisters of the Good Samaritan from 1940's to the present day.
2. Factual data re:
 - 2.1 Clear statement of purpose
 - 2.2 Any changes or shifts in that purpose
 - 2.3 Dates of changes
 - 2.4 Order-owned or Diocesan-owned
3. Identification of clientele
eg. Crystal Brook - Aboriginal Children
4. Identification of personnel ie. Religious or Lay
5. Develop a chart eg.

NO OF CHN.	NO. Of STAFF	NAMES OF STAFF	ANY CHARACTERISTICS TO BE NOTED

6. Once above information has been assembled, Mary Gregory will be approached and asked to apply her wisdom and experience to highlight:
 - 6.1 Patterns
 - 6.2 Possibilities of risk
 - 6.3 Insights
 - 6.4 Reflections
7. Jeanie to visit Mary Gregory April 30, 1997 to engage her support.
8. Invite Ursula Trower to meeting with Jeanie, Clare and Catherine to familiarise her and sisters working in the Archives with our procedures and guidelines.
9. Offer advice to Clare and Helen for preparation of guidelines and procedures for our local communities. Jeanie Heininger, Catherine Slattery and Clare Condon to have their mobile numbers on the information going to local communities.

10. Preparation of Proforma for:
 - 10.1 Reporting details of the initial phone call concerning complaints of allegations or requests for information.
 - 10.2 Recording of the first interview concerning complaints of allegations or requests for information.

11. Further discussion concerned procedures for taking a statement, consent of interviewee, agreement to send draft copy to interviewee, agreement to make mutually acceptable changes, signatures of all present at interview i.e.
 1. Complainant or Enquirer
 2. Support person to 1
 3. Contact Good Samaritan Sister
 4. Support person to 3

SISTERS OF THE GOOD SAMARITAN

Past Critical Incident/s Interview

Please attach a copy of the *Past Critical Incident/s Report* as a cover sheet to this record.
Attach any other relevant material.

NAME:

ADDRESS:

TELEPHONE: FAX:.....

NAME OF BOARDING SCHOOL, ORPHANAGE, REFUGE:.....

DATE COMMENCED:..... DATED FINISHED:.....

INFORMATION:

DATE OF VISIT:

PEOPLE PRESENT:

REASONS FOR THE VISIT:

SUGGESTED FOLLOW-UP

Signed:..... Date:.....

Signed:..... Date:.....

Archival Search Record

DATE

TYPE OF INQUIRY: Mail Phone In-Person Public In-House

NAME OF INQUIRER	PHONE NO.
ADDRESS OF INQUIRER	

DATE	HOURS	MIN
TOTAL ▶		

SEARCH TOPIC

SOURCES CONSULTED

RESULTS OF SEARCH

FORM OF ANSWER:	<input type="checkbox"/> Advised By Phone <input type="checkbox"/> Used In Archives <input type="checkbox"/> Sent Postal Service <input type="checkbox"/> Sent In-house Mail <input type="checkbox"/> Delivered By <input type="checkbox"/> Request For More Info	No. of Pamphlets Sent Number of Copies Made Number of Photos Made Gift Acknowledgement Materials Checked Out
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