



Professional Standard  
Guidelines for telephone calls from  
former students or residents

## Sisters of the Good Samaritan

Please keep these guidelines  
next to your telephone  
2000

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### What to do if I receive a call?

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- 1 Listen to the person empathetically
- 2 Clarify the purpose of the call
- 3 Record name and contact phone number
- 4 Note all other important particulars

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### Who do I contact or what number do I give?

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New South Wales communities

REDACTED

REDACTED

Queensland communities  
Christine Manning

REDACTED

Victorian communities  
Kathleen Spokes

REDACTED

South Australian communities  
Margaret Keane

REDACTED

Western Australian communities  
Margaret Keane

REDACTED

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### What do I say when I receive a letter?

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Please forward all correspondence to:

Sister Sonia Wagner, sgs  
Good Samaritan Congregational Centre  
2 Avenue Road  
GLEBE POINT NSW 2037

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### What do I say when I receive a call?

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After listening carefully state:

Unfortunately, I am not the best person to help you with your concerns. However, I have a number that you can ring or if you wish I could get someone to ring you.

Which would you prefer?

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### Should I do anything else?

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After ending the phone call:

Inform your Contact Counsellor of the telephone call and fax her a copy of your record of conversation and the contact details of the person involved.

Let the Counsellor know if she is to make contact or the person themselves will contact them.

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### What do I do if the Media make contact?

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

**Steps for Counsellors after a complaint has been received**

After ending the phone call:

- Inform Sonia
- Start a file recordsheet recording all telephone calls and correspondence - originals to be kept at the Glebe Office
- With Sonia decide the category of this complaint: Towards Healing or Integrity in Ministry
- Towards Healing  
Contact the Convenor opposite to establish a meeting with yourself, Sonia and the Convenor to discuss issues and to follow the established protocol.
- Integrity in Ministry  
Establish group to discuss best way forward. (see 1.2 Appendix 1 -for matters concerning religious, the council of each religious institute shall elect at least four members of the institute and two independent civil lawyers to a stably established group.)

New South Wales  
John Daveron  
Professional Standards Office

REDACTED

Phone  
Fax  
Mobile

REDACTED

Queensland  
Mr Ken Robertson

REDACTED

Phone  
Fax  
Mobile  
email

REDACTED

REDACTED

Victoria  
Mr Alan Spencer

REDACTED

Phone  
Fax

REDACTED

REDACTED

South Australia  
Father David Cappo  
Catholic Church Office

REDACTED

Phone  
Fax  
Mobile

REDACTED

Western Australian  
Mr Des O'Sullivan

REDACTED

Phone  
Fax  
Phone home

REDACTED



# 2001 Professional Standards

GUIDELINES FOR RESPONDING  
TO COMPLAINTS

Sisters of the Good Samaritan

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**Steps for Counsellors after a complaint has been received**

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After ending the phone call:

- Inform Sonia
- Start a file recordsheet recording all telephone calls and correspondence - originals to be kept at the Glebe Office
- With Sonia make a decision as to what type of compliment this would be seen as:  
Towards Healing or Integrity in Ministry
- Towards Healing  
Contact the Convenor opposite to establish a meeting with yourself, Sonia and the Convenor to discuss issues and to follow the established protocol.
- Integrity in Ministry  
Establish group to discuss best way forward. (see 1.4 Appendix 1 for members of group)

New South Wales  
John Daveron  
Professional Standards Office

REDACTED

Phone  
Fax  
Mobile

REDACTED

Queensland  
Mr Ken Robertson

REDACTED

Phone  
Fax  
Mobile  
email

REDACTED

Victoria  
Mr Alan Spencer

REDACTED

Phone  
Fax

REDACTED

South Australia  
Father David Cippo  
Catholic Church Office

REDACTED

Phone  
Fax  
Mobile

REDACTED

Western Australian  
Mr Des O'Sullivan

REDACTED

Phone  
Fax  
Phone home

REDACTED

**DRAFT**



Professional Standards - 2001  
Guidelines for responding to complaints

Sisters of the Good Samaritan

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All requests for interviews by the media on this issue are to be referred to Sonia Wagner. If someone from the media contacts 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 Personal Assistant Mary Robinson immediately to alert her.

**Steps for Counsellors after a complaint has been received**

After ending the phone call:

- Inform Sonia
- Sonia starts a file recording all telephone calls and correspondence. Originals to be kept at the Rosebank Office
- Sonia in consultation with the Counsellor makes a decision as to which of the guidelines would address this complaint:  
Towards Healing or Integrity in Ministry
- Towards Healing  
Contact the Director opposite to discuss issues and to follow the established protocol.
- Integrity in Ministry  
Establish group to discuss best way forward. (see 1.4 Appendix 1 for members of group)

New South Wales  
Mr Michael Salmon  
Professional Standards Office  
REDACTED

Phone  
Fax  
Mobile

REDACTED

Queensland  
Mr Howard Murray  
REDACTED

Phone  
Fax  
Mobile

REDACTED

Victoria  
Ms Lucy Molony  
REDACTED

Phone  
Fax

REDACTED

South Australia  
Ms Sue Cain  
Catholic Church Office  
REDACTED

Phone  
Fax  
Mobile

REDACTED

Western Australia  
REDACTED

Phone  
Fax  
Mobile

REDACTED



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Guidelines for responding to complaints

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Sister Sonia Wagner, sgs  
Congregational Offices  
1A Harris Road  
FIVE DOCK NSW 2046

Phone:  
Fax:

REDACTED

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