

MERCY ADMINISTRATION CENTRE

SISTERS OF MERCY

ROCKHAMPTON CONGREGATION



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MEDIA RELEASE
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NEERKOL COMPLAINTS PROCESS BEGUN

A Professional Standards Committee has begun the process of investigating complaints concerning St Joseph's Home for Children at Neerkol.

The Rockhampton Sisters of Mercy began developing the committee process in November last year (1996). The committee's purpose is to deal with complaints quickly, caringly and thoroughly.

Any member of the public wishing to contact the Committee should telephone 041 775 1535 to speak to a contact person.

Members of the Committee are Rockhampton solicitor Mr Geoff O'Driscoll, Mr Darren Holzberger, (Assistant Director of Nursing), and Sue Prosser (Social Worker), Congregational representatives are Sr Berneice Loch and Sr Anne Slattery.

The Committee will receive, process, resolve, and review complaints of abuse made about Congregational members or employees. It will also develop policy and process for the Mercy Congregation in the whole area of professional standards.

The process caters for investigation of complaints by professional assessors who are independent of Church agencies.

Committee member, Ms Sue Prosser, working as an independent Social Work consultant, has been retained by the Sisters of Mercy to ensure that the complaints are addressed and the process followed through in a reasonable time.

The Committee is already acting on the complaints which have reached them.

Released by the Sisters of Mercy of the Rockhampton Congregation
For further information:
Sr Berneice Loch Phone: 0419 024 374