



# Complaints Handling: Safeguarding Fact Sheet

## INTRODUCTION

Good Samaritan Education (GSE) is guided by a fundamental mission to provide safe and welcoming communities which respect all persons. GSE policies and procedures reflect best practice and encompass the National Catholic Safeguarding Standards, including safeguarding for vulnerable adults. GSE will ensure that it responds to all complaints or allegations relating to the conduct of staff, volunteers and contractors towards a child or vulnerable adult.

## HOW TO RAISE A COMPLAINT

### Good Samaritan Education Staff

Complaints in relation to Good Samaritan Education Staff, current or past, should be directed to the Executive Director of Good Samaritan Education via email at:

[executivedirector@goodsameducation.org.au](mailto:executivedirector@goodsameducation.org.au)

#### WHAT TO EXPECT FROM GSE

Firstly, it is important to know that you will be offered support. We will also conduct an initial risk assessment to make sure there is no immediate risk to anyone, and will, if necessary, report to the appropriate authorities that could include the Police and child protection agencies in your state. The matter will then be investigated, and an external investigator may be appointed. We will keep you informed throughout the process and you will be advised of the outcome.

### Good Samaritan Education Schools

GSE has oversight of ten Good Samaritan Schools, each of which is separately incorporated. Any historical incident that occurred in the period after incorporation should be directed to the Principal of the school. The dates of incorporation are as follows:

|  |            |
|--|------------|
| ○ St Mary's College, Wollongong, NSW               | 11/01/1993 |
| ○ Mater Dei school, Camden, NSW                    | 17/12/1992 |
| ○ St Patrick's, Campbelltown, NSW                  | 06/01/1984 |
| ○ Rosebank College, Five Dock, NSW                 | 01/12/1987 |
| ○ St Scholastica's, Glebe, NSW                     | 11/09/1989 |
| ○ Stella Maris College, Manly, NSW                 | 15/12/1992 |
| ○ Mount Saint Benedict College, Pennant Hills, NSW | 07/12/1987 |
| ○ Lourdes Hill College, Brisbane, QLD              | 22/05/1986 |
| ○ Santa Maria College, Northcote, VIC              | 16/01/1990 |
| ○ Mater Christi College, Belgrave, VIC             | 17/09/1981 |

Incidents that occurred at a school prior to the date of incorporation should be directed to the [Sisters of Good Samaritan](#).

Matters can also be referred through the [National Redress Scheme](#).

If an alleged incident involved any behaviour that could be considered criminal, we encourage you to contact police.