

STAFF INFORMATION

MARCH 2017

MEDIA STORIES

I would like to update you on some recent media stories involving NWRSS.

We recently received a written complaint from a family of a former client. The Board and I, in response to this complaint, have asked for an investigation to be undertaken by an external investigator.

This is all part of our standard procedure in regards to this type of complaint.

If you are asked to participate in the investigation, I would like you to give an honest and open response to any matters raised.

Please be mindful that the privacy and confidentiality of clients and families, past or present, are important in any discussion you have with others about this matter.

In this case the family has also decided to contact the media who have picked up the story. As the complaint is still being investigated it was not appropriate for NWRSS to comment on the matter publicly.

I note that the Minister for Human Services and Department officials have commented on this matter and have confirmed that they did not receive any complaints about this client during their time with NWRSS.

I am very proud of the work we all do at NWRSS and I want to acknowledge your efforts at undertaking what can, at times, be challenging but also very rewarding work.

If you have any questions about the investigation or any of the stories in the media please do not hesitate to talk to me.

Authorised by: Neal Rodwell – General Manager.

www.nwrss.org.au
