

# MEETING MINUTES

## Client Consultative Committee – South 2

**Held on:** Wednesday 20.06.2012

**Start:** 14.45

**Finish:** 15.10

**Chair:** (Jim Haughian)

**Attendees:** Steve Eardley; Paula Church; Patrick McAleer Chris Sunderland, Wendy Hannah Cunliffe

(Serco Minutes) Sally Smith

Agenda Item	Discussion
<b>1. Welcome &amp; Introduction</b>	<p>The Chair person welcomed the clients to the Client Consultative Committee meeting and introduced himself as the Duty Operations Manager</p> <p>Staff and visitors introduced themselves.</p> <p>The Chair person explained to the clients that this meeting was a Client Consultative Committee meeting to raise general issues.</p>
<b>2. Immigration Services</b>	<ul style="list-style-type: none"><li>• Clients were asked if they had any general queries or concerns regarding Immigration Services; no concerns raised</li></ul>
<b>3. Food Services</b>	<ul style="list-style-type: none"><li>• Paula asked if they had enough food and if the food was tasty.</li></ul> <p>Clients advised all good, Paula advised the clients at the last meeting the clients requested Red onion and Crushed chili and if they are still happy with this. Clients advised they are still getting the onion and chilies. The clients requested to have melamine cups for drinks, Paula advised she will bring them down with their dinner and she also praised the clients for washing up their dishes and keeping it nice and tidy.</p>
<b>4. Health Services (IHMS)</b>	<ul style="list-style-type: none"><li>• Clients were asked if they had any general queries or concerns regarding Health Services;</li></ul>

<b>5. Accommodation (DIAC/Serco)</b>	<ul style="list-style-type: none"> <li>• Clients were asked if they had any general issues or concerns regarding accommodation; clients did not raise issues. No issues raised</li> </ul>
<b>6. Activities</b>	<ul style="list-style-type: none"> <li>• Clients were informed of the new system for client's points for spending in Canteen, advising clients that the new system is in all other centre's and we will now be doing the same here. In this system you receive 25 points per week and depending on your participation in activities and programs you participate in you will receive up to an additional 25 points. Each activity or program you participate in you will equal 2 points.</li> </ul> <p>Next week you will receive 50 points, and any activities you do next week will go to your next weeks points total.</p> <p>Steve also advised if your name is not on the list for an excursion you will not be allowed to go at the last minute, only those with their name on the list will be able to participate.</p> <p>Steve also advised clients that tomorrow will be a gardening day and we will be planting vegetables fruit and herbs.</p>
<b>7. Canteen</b>	<ul style="list-style-type: none"> <li>• Clients were asked if they had any issues or concerns regarding canteen; Nil issues</li> </ul>
<b>8. Occupational Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>• Clients were asked if they had any OH&amp;S issues or complaints. Nil issues</li> </ul>
<b>9. Other Business</b>	<ul style="list-style-type: none"> <li>• Nil issues raised</li> </ul>

**Next Meeting to be held on (20.07.2012)**