

Client Consultative Committee (CCC)

Held	Wednesday 13 th June 2012
Start	10.30
Finish	12.00
Venue	DAL 3 Dining Room, Darwin Airport Lodge

Chair	Steve Saville (Serco Senior Operations Manager – Darwin APOD's)
Minutes	Zanelle Walton (Serco Compliance Manager – Darwin APOD's)
Attendees	Natalie Mendez (Serco Activities Manager), Renee Fuller (DIAC), Michelle (DIAC), George (Serco) , 1 (IHMS), 5 Interpreters, 10 clients

Agenda Item	Discussion
1. Welcome & Introduction	<ul style="list-style-type: none"> Steve welcomed everyone to the meeting, there were 0 outstanding issues from the previous meeting.
2. Programs & Activities Q&A	<ul style="list-style-type: none"> Natalie explained the old system and the new IAP system to clients. Clients can still get 50 points. The reason for this points system, is to prepare clients for life in Australia. They need to go to ESL to learn English and go to the gym, for their wellbeing and attend classes "About Australia", to prepare them for life in the community. This has not been introduced to punish clients. Communications were handed out to clients, explaining everything & which activities carry points & how many. Clients receive 2 points for attending certain programs and activities, as per the handouts & posters on display throughout the compound. Clients do not receive points when attending excursions. When clients volunteer to run activities they will also get 2 points. Points will be allocated and reflected in the canteen. If points do not show at the canteen, speak to an Activities Officer or CSM so that Natalie can check the system. Clients were reminded to sign the activity attendance sheets, to make sure they get their points. Clients were given the opportunity to ask questions, which Natalie answered. <p><u>Question</u></p> <ul style="list-style-type: none"> Which activities incur points? <p><u>Answer</u></p> <ul style="list-style-type: none"> Natalie referred to the planner and explained how this works. This information is also on 2 other notice boards as well as in the mess hall. There are no points for internet, library or excursions. <p><u>Question</u></p> <ul style="list-style-type: none"> There are so few people here, why are we using a points system? <p><u>Answer</u></p> <ul style="list-style-type: none"> This is not about numbers but preparing you for life in Australia.

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<p><u>Question</u></p> <ul style="list-style-type: none">• We can only concentrate for 15 minutes. How do we earn points? <p><u>Answer</u></p> <ul style="list-style-type: none">• Just turn up to the activities & classes, and stay for the entire class to earn your points. <p><u>Question</u></p> <ul style="list-style-type: none">• You are pushing us and our mental state is not good. <p><u>Answer</u></p> <ul style="list-style-type: none">• Natalie reiterated that this is not a punishment. Clients are invited to make suggestions for activities & where possible it can be facilitated. <p><u>Question</u></p> <ul style="list-style-type: none">• More formal ESL classes? <p><u>Answer</u></p> <ul style="list-style-type: none">• 3 classes – beginner, intermediate & advanced, are being delivered. Any suggestions for improvement are welcome. <p><u>Question</u></p> <ul style="list-style-type: none">• Many clients don't want to go to the gym. They enjoy going for a run around the compound or doing exercises outside on their own & they do not earn points for that. <p><u>Answer</u></p> <ul style="list-style-type: none">• Natalie stated that perhaps they can look at the activities officer noting the clients exercising and they can sign the attendance sheet for the gym. <p><u>Question</u></p> <ul style="list-style-type: none">• Gym hours do not always suite the clients. The gym at the DAL is too small, unlike the gym at the NIDC. <p><u>Answer</u></p> <ul style="list-style-type: none">• Clients were once again requested to make suggestions. These gyms are different sizes, but remain a gym. Clients can go on an excursion to the Powerpit gym, if they want to go to a bigger gym. <p><u>Question</u></p> <ul style="list-style-type: none">• Clients asked for basketballs and for basketball to be included as an activity to earn points. <p><u>Answer</u></p> <ul style="list-style-type: none">• Natalie accepted the suggestion & said they will look into it. <p><u>Question</u></p> <ul style="list-style-type: none">• Smokers are getting stressed because they cannot afford cigarettes & they are not earning enough points.. <p><u>Answer</u></p> <ul style="list-style-type: none">• Natalie explained that they just need to attend 2 activities per day, for 7 days, and this will equal more than 25 points. This is only 2 hours per day for 25 points. On the 7th day you only need to do 1 & you will have your full points. When you go into the community, you will need to work to earn a living. This is similar to what happens in the community & is preparing you for life in Australia. This system is not against democracy at all, as suggested by the clients. <p><u>Question</u></p> <ul style="list-style-type: none">• Are all centres doing this, as we did not get notice? <p><u>Answer</u></p>

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	<ul style="list-style-type: none"> • Yes. Both Serco & DIAC implemented this system. Signs & notices have been up for 4 weeks. This has been discussed in previous CCC meetings. Clients have also been given handouts. <p><u>Question</u></p> <ul style="list-style-type: none"> • Clients stated they did not have a say in this. It is not democratic. <p><u>Answer</u></p> <ul style="list-style-type: none"> • Natalie reiterated that it's not a punishment & that it is preparing them for life in the community. Clients can suggest activities that they would like to do and think will be good for them. <p><u>Question</u></p> <ul style="list-style-type: none"> • Clients want to negotiate which activities earn points. In Iran, there is no points system, so why here? <p><u>Answer</u></p> <ul style="list-style-type: none"> • Natalie reiterated that it's not a punishment & that it is preparing them for life in the community. <p>Steve said they will discuss the suggestion made to only implement the system next week, but will not be put on a deadline or guarantee the suggestion will be accepted.</p>
3.IHMS Q&A	<ul style="list-style-type: none"> • No Questions
4. DIAC Q&A	<ul style="list-style-type: none"> • No Questions
5. Serco Q&A	<ul style="list-style-type: none"> • No Questions.
6. Any Other Business	<ul style="list-style-type: none"> • Nothing further.
	Next meeting date 10th July 2012