

Petreski, Sonya

From: McDonald, Melinda
Sent: Wednesday, 19 August 2009 3:19 PM
To: Serrano, Caroline; Jennings, Elizabeth
Subject: TRIM: FW: Mercy Ministries - EC oral agenda item [SEC=UNCLASSIFIED]

Categories: SEC=UNCLASSIFIED

For info

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From: Court, Sarah
Sent: Wednesday, 19 August 2009 1:50 PM
To: Kell, Peter; Schaper, Michael; Samuel, Graeme
Cc: Cassidy, Brian; Bezzi, Marcus; McDonald, Melinda; Ducret, Alan; Court, Sarah
Subject: Mercy Ministries - EC oral agenda item [SEC=UNCLASSIFIED]

Good afternoon EC members

Tomorrow at EC we will have an oral report, and decision needed, on the Mercy Ministries (MM) matter. This is the matter in which representations were made by a charity, MM, about the provision of free accommodation and counselling/medical services - whereas the residents' Centrelink payments were withheld by MM. Some of the complainants were residents for periods of 6-18 months.

When the matter was previously at EC we contemplated whether, as part of a s87B resolution, we could seek compensation for the residents who had been misled. [REDACTED]

The main remedy sought by the complainants is an apology. [REDACTED]

A copy of MM's offer [REDACTED] is enclosed for your interest - however no need to read unless you want that extra detail.

Thanks, Sarah



Letter to ACCC
from Mercy Mini...





