



# STAFF PROCESSES AND PROCEDURES - INTAKE TEAM

## CONFERENCE INTAKE PROCESSES

The main objectives of the *Family Responsibilities Commission Act 2008* are to support the restoration of socially responsible standards of behaviour in the CYWR communities and to help those who live there to resume primary responsibility for the wellbeing of their community and particularly their children. Section 4(2)(a) of the Act states that to achieve these objectives, the Commission must hold conferences about agency notices. 'Conferencing' as such, is therefore the Commission's main focus. To achieve the process of conferencing the Commission must first determine whether the notices which are received in relation to community members fall within its jurisdiction.

The Commission is a small organisation comprised of various discrete operational areas. Several of these areas, in performing their own specialised functions, coordinate and combine to produce the process outcome of conferencing. The Commission's Intake Team is the first recipient for agency notices and forms one of these vital discrete operational areas. They are responsible for determining jurisdiction and processing client data in preparation for conference.

The team is comprised of three members: two Information Officers, Sandi Rye and Josephine Pinder; and one Administration Officer, Jacinta Baragud. Together they form a key component for the conferencing process, without which the Commission would be unable to achieve its objectives. Chiefly these officers source, input and securely store information for the purposes of determining jurisdiction and enabling the conferencing process. They are responsible for providing supportive information and documentation to the Commissioners, empowering them to make informed decisions regarding the outcomes of the conferencing process. Each of them collectively and individually is responsible for tasks such as:

- extracting and uploading data received
- analysing the data received to confirm jurisdiction
- linking and matching client data
- entering client information data into the CRM database
- setting, adjusting and updating conferencing timetables and monitoring spreadsheets
- preparing documents for conference
- maintaining relationships with agencies to ensure the provision of appropriate information
- providing data support services and advice pursuant to approved policies and protocols
- investigating and analysing data related problems and sourcing solutions and
- managing sensitive information in line with Commission policies and legislative requirements.

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## THE INTAKE TEAM

**Sandi RYE** was born in Brisbane and is one of seven children. After completing year 10 at Woodridge State High School she attended Seven Hills TAFE College to study business. Before joining the Commission Sandi was employed as a certified fitness instructor/personal trainer and a qualified swimming instructor. She has completed a Diploma of E-Business Support and in 2013 completed her Diploma of Community Services (Case Management). In 2014 Sandi will be commencing a Degree in Social Work through James Cook University. Sandi's hobbies are finding new ideas to enhance her health and fitness, playing netball, creative organic cooking and making natural cleaning products. Sandi has chosen to work and study in the humanities field because she loves working with people and empowering them to find the very best within themselves.

**Josephine PINDER** has been with the Commission since June 2010. She was born in Cairns and completed her schooling at St Monica's College. Josephine then completed a secretarial diploma at Cairns Business College which led her into the areas of tutoring in keyboarding, word processing, hospitality information systems and job placement for graduating students. She has coordinated homestay arrangements for students, enabling her to travel to overseas destinations to meet with agents in Thailand and Japan, marketing and recruiting at educational exhibitions. Work in hospitality then followed which included preparing promotional advertisements for tourism related publications and websites. Before joining the Commission Josephine was an Administration Officer/Hospitality Schools Program Coordinator with the Tropical North Queensland Institute of TAFE. Josephine has completed a Certificate IV in Training and Assessment. Her hobbies are reading, yoga and travelling. She is particularly fond of gourmet cooking and entertaining.

**Jacinta BARAGUD** was born on Thursday Island into a family of two brothers and one sister. She commenced her schooling on Yam Island which is a small island in the central Torres Straits. To complete her high schooling Jacinta moved to Cairns and attended Trinity Bay High School. After graduation in 2008, and wishing to further her skills, Jacinta completed Certificates II and III in Business Administration through the Tropical North Queensland Institute of TAFE. Having completed her certificates Jacinta felt she was at a cross-roads, "Where do I go from here?" With the assistance of her TAFE teacher she was successful in obtaining employment with the Commission in November 2010 and is currently enrolled in a Certificate IV Business Administration and Certificate IV Training and assessment. When not working Jacinta enjoys sports, and in particular cardio boxing.



*Sandi Rye, Josephine Pinder and Jacinta Baragud*