|  |  |
| --- | --- |
| Preamble – Noel Pearson | 6 |
| Commissioner Glasgow's message | 7 |
| Strategic overview | 13 |
| How the Family Responsibilities Commission works | 20 |
| Who makes up the Commission | 24 |
| Client profile – A moment in time | 33 |
| Local Commissioners’ year in review – Aurukun | 34 |
| Local Commissioners’ year in review – Coen | 36 |
| Local Commissioners’ year in review – Hope Vale | 38 |
| Local Commissioners’ year in review – Mossman Gorge | 40 |
| Local Commissioners’ year in review – Doomadgee | 42 |
| Deputy Commissioner | 45 |
| Registrar’s year in review | 46 |
| Local Commissioner Development Week | 50 |
| Our performance – review of operations | 52 |
| Income management models | 64 |
| Challenges and outlook | 67 |
| Governance | 70 |
| Client profile – My story | 81 |
| Financial statements | 82 |
| Appendices | 107 |
| Glossary of terms | 113 |
| Contact details | 114 |