|  |  |
| --- | --- |
| Service charter statement | 6 |
| Preamble – Noel Pearson | 7 |
| Commissioner Williams’ message | 8 |
| About the FRC | 9 |
| FRC registry | 13 |
| Review of non-financial performance | 19 |
| Review of financial performance | 30 |
| Community operations |  |
|  Aurukun | 32 |
|  Coen | 34 |
|  Doomadgee | 36 |
|  Hope Vale | 38 |
|  Mossman Gorge | 40 |
| Significant events and achievements | 42 |
| Challenges and outlook | 45 |
| Governance | 50 |
| Financial statements | 61 |
| Appendices |  |
|  Appendix A – Strategic Plan 2018-22 | 89 |
|  Appendix B – Biographies of Commissioners and the Registrar | 90 |
|  Appendix C – Sittings calendar | 100 |
|  Appendix D – Compliance checklist | 102 |
|  Appendix E – Communities’ resident population | 104 |
| Glossary of terms | 105 |
| Contact details | 106 |