



# Significant events and achievements

## Significant events

*The past financial year has seen a number of significant events which have impacted on the operations of the FRC.*

### Memorandum of Understanding (MoU)

On 9 August 2023 an MoU was entered into between the Australian and Queensland Governments to ensure the Commission continued to service its operations at full capacity for a fixed period of three years from 1 July 2023 to 30 June 2026. The Commission was pleased with the collegiate approach to the negotiations between the tri-partite partners and is grateful for the outcome of a three-year period to be able to provide relative stability to clients, Local Commissioners and staff.

### Community Support and Services Committee

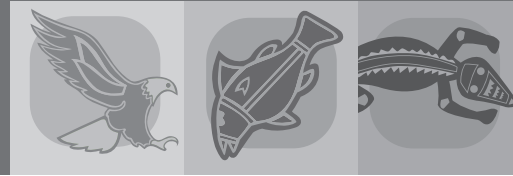
#### *Chair and Deputy Chair of the Community Support and Services Committee visited Aurukun*

In July 2023 the FRC welcomed Ms Corrine McMillan MP, Member for Mansfield (then Chair) and Mr Stephen Bennett MP, Member for Burnett (Deputy Chair) of the Community Support and Services Committee for QLD parliament, (the FRC's oversight committee) to Aurukun to witness conferencing and see first-hand the work of our Local Commissioners and registry staff. The Commission appreciates Ms McMillian's and Mr Bennett's commitment to better understand the Commission's operations and the challenges experienced by our clients.

### Tabling of the 2022-23 Annual report

The Commission's Annual Report for 2022-23 was provided to the Hon Leeanne Enoch MP, Minister for Treaty, Aboriginal Torres Strait Islander Partnerships, Communities and the Arts on 20 October 2022. On 1 March 2024 the Family Responsibilities Commission's Annual Report for 2022-23 was tabled by the Hon Leanne Enoch, Minister for Treaty, Aboriginal and Torres Strait Islander Partnerships, Minister for Communities and Minister for the Arts in the Queensland Parliament.

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## Achievements

### Information Communications Technology (ICT) upgrade

During the 2023-24 reporting period the EMT agreed to proceed with an upgrade of the Commission's ICT infrastructure as part of a two-stage project. Several key milestones of the first stage of the project have been completed resulting in improvements to the Commission's security and compliance.

- The migration of the FRC's files and Customer Relationship Management (CRM) system to the latest Windows Server and SQL versions was completed as the previous systems were nearing end-of-life. This ensures the systems' security and compliance.
- The FRC's network and internet infrastructure were upgraded due to aging infrastructure and outdated services that were no longer needed. A faster and more reliable internet service was implemented, along with modern networking equipment and a mobile service backup ensuring internet redundancy. These upgrades have significantly boosted the network's speed, efficiency, and reliability, while also reducing costs.
- With the upgraded networking equipment and internet services, the phone system was also upgraded to a more advanced platform. Costs were reduced by removing legacy network-specific services and equipment. The implementation of backup internet has further improved reliability, ensuring continuous phone connectivity.
- The FRC migrated to its own Microsoft tenant, providing better control over cloud data and significantly improving security and compliance capabilities. This allows for customised security measures to meet the FRC's specific needs.

The second stage of the project planned for 2024-25 will focus on enhanced end user functionality of the CRM system including performance monitoring, data analysis and reporting aligned with the Commission's strategic plan and objectives.

### Client Engagement approach

The Commission has discussed elsewhere in the report, especially in the Community operations section, its increased focus on interactions with clients outside the conference setting. A calendar setting out the scheduling of Client Engagement (CE) activities can be found at Appendix E and covers quarter 63 and 64 (January to June 2024) of the FRC's operations. This reflects the increasing time and resources allocated to CE including ESR, and further highlights its emergence as a core service delivery area for the Commission. For the period 1 January 2024 to 30 June 2024 there have been 951 client engagement activities relating to 386 clients. Data prior to this is unavailable as our CRM database had not been updated to capture the information.



# Significant events and achievements

A noteworthy observation since the introduction of the CE approach outside of the conference setting has been the consistency in engagement between the FRC and clients, which has empowered clients to exercise their right to self-determination and personal agency. This initiative has fostered an environment where clients feel encouraged to seek support and actively participate in the decision-making process regarding the wellbeing of themselves and their families.

The significant increase in clients entering into voluntary agreements for VCPs from 44 clients in 2022-23 to 152 clients in 2023-24, reflects the success of CE, providing personalised interaction and building trust. This approach prioritises the needs and preferences of clients, enabling them to access resources and services while maintaining autonomy over their choices.

Clients have demonstrated a willingness to take personal responsibility through the uptake of voluntary referrals to service providers and VIMs. The FRC is finding the interactions Local Registry Coordinators and Local Commissions have when they are out and about in community has served to build on the relationships they have with community members.

## **Voluntary engagement**

### ***Voluntary case plans***

The increase in the number of voluntary agreements for VCPs can be largely attributed to CE with an increase from 52 case plans (relating to 44 clients) in 2022-23 to 176 case plans (relating to 152 clients) in 2023-24, an increase of 238%.

### ***Voluntary income management***

The number of voluntary agreements for VIM reduced slightly recording 115 in 2023-24 compared to 118 in 2022-23. It is interesting to note that although the number of VIM agreements was less in 2023-24 the number of clients requesting a VIM increased from 100 in 2022-23 to 104 in 2023-24. This may be reflective of a greater number of clients becoming aware of VIM and the benefits of the SmartCard.