## **Family Responsibilities Commission**

Report to the Family Responsibilities Board and The Minister for Aboriginal and Torres Strait Islander Partnerships

# **Quarterly Report**

## No. 28

April 2015 to June 2015



Report prepared by the Family Responsibilities Commission under the leadership of Commissioner David Glasgow

## **Executive Summary**

During quarter 28, 944 within jurisdiction agency notices were received by the Family Responsibilities Commission (the Commission), a decrease of 58 from last quarter. There were 699 conferences held for the same period, representing an increase of 98 from last quarter. Twenty-three Family Responsibility Agreements (FRAs) were entered into, 12 orders were made to attend community support services and 49 Conditional Income Management (CIM) orders were issued. When compared to last quarter, this represents a decrease of 6 FRA's, a decrease of 15 orders to attend community support services and an increase of 10 CIM orders.

Voluntary Income Management (VIM) agreements increased by ten from last quarter. VIM agreements are requested in order to assist with budgeting and to ensure funds remain available for purchases. The Commission considers an increase in VIM numbers to be indicative of community members resuming responsibility for their lives.

The Commission case-managed 127 clients during the quarter, making 35 referrals relating to 30 clients. Further activity during the quarter consisted of 19 Applications to Amend or End Agreements or Orders (an increase of 1 from the previous quarter). Seven Show Cause conferences were held during quarter 28 (an increase of 7 from last quarter).

On 14 May 2015 His Excellency the Governor, acting on advice of the Executive Council, approved the appointment of four new Local Commissioners, each of whom hold their office until 1 January 2018. Coen welcomed Local Commissioners Maureen Liddy and Alison Liddy, Hope Vale welcomed Local Commissioner Selina Bowen and Aurukun welcomed Local Commissioner Leona Yunkaporta.

The Commissioners and FRC staff attended the annual Local Commissioner Development week in late May 2015. Progressively each year the Local Commissioners have become more proactively involved in this week and its activities, and have adopted leadership roles in negotiations and workshops. A 'round table' forum provided the Local Commissioners with an opportunity to engage in active discussion on a variety of subjects including the problems of alcohol, drugs and unemployment in the communities and high student absenteeism due to funerals and bullying. The Commissioners were able to share their experiences and knowledge on strategies in dealing with client responses to CIM orders with the Doomadgee Local Commissioners who are yet to be able to income manage clients. The afternoon of the first day saw the launch of author Gordon Dean's second book on the Commission, 'The Fire Within'. 'The Fire Within' relates the stories and histories of the Local Commissioners. The book records and preserves their accounts, their concerns, their fears and hopes for a better future. It gives an insight into the lives of those who worked (and continue to work) so hard to build a better future for themselves Wednesday afternoon saw Commissioner Glasgow and his fellow Local and their communities. Commissioners formally presented with their Order of Australia awards at an Australian Honours and Awards Investiture Ceremony conducted by His Excellency the Honourable Paul de Jersey AC Governor of Queensland. On the last day of the conference a comprehensive seminar on Resilience, compiled by Psychologist David Cherry, was facilitated by Psychologist Kate Skilbeck. The seminar covered topics such as irrational concerns, dealing with aggressive individuals, strategies for building resilience, and self-care. The workshops were customised to be particularly relevant to the often difficult situation the Local Commissioners face when working as leaders of change whilst living in their communities.

The Commission awaits delivery of the Queensland Government budget by The Honourable Curtis Pitt MP, Treasurer and Minister for the Department of Aboriginal and Torres Strait Islander Partnerships (DATSIP) on 14 July 2015.

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#### **Abbreviations**

CIM	Conditional Income Management
CYWR	Cape York Welfare Reform
DATSIP	Department of Aboriginal, Torres Strait Islander Partnerships
DET	Department of Education and Training
EFV	Ending Family Violence
FRA	Family Responsibilities Agreement
FRC	Family Responsibilities Commission
VIM	Voluntary Income Management
Also:	
	Family Responsibilities Commission (the Commission)
	Family Responsibilities Commission Act 2008 (the Act)
	Family Responsibilities Commission Registry (the Registry)
	Family Responsibilities Board (the Board)

## Family Responsibilities Commission Cape York Welfare Reforms

Report to 30 June 2015.

## 1. Activities and Trends

## Notices

In quarter 28 the Commission received **1,392 agency notices**<sup>1</sup>. Some individuals may have been the subject of more than one agency notice. Of that figure 944 notices (68 percent) were within the Commission's jurisdiction and 448 notices (32 percent) were outside the Commission's jurisdiction.

Within jurisdiction notices comprised of:

- 25 District Court notices
- 223 Magistrates Court notices
- 637 School Attendance notices
- 6 School Enrolment notices
- 39 Child Safety and Welfare notices
- 14 Housing Tenancy notices

Of the 448 notices not within the Commission's jurisdiction, there were 0 District Court notices, 320 Magistrates Court notices, 126 School Attendance notices, 1 School Enrolment notice, 0 Child Safety and Welfare notices and 1 Housing Tenancy notice.

Details of notices within jurisdiction for each community are set out below:

- **Aurukun's 402** notices constitute **42.58 percent** of the total notices in jurisdiction across the welfare reform communities:
  - 25 District Court notices
  - 136 Magistrates Court notices
  - 207 School Attendance notices
    - 6 School Enrolment notices
    - 22 Child Safety and Welfare notices
    - 6 Housing Tenancy notices

One hundred and forty-eight Magistrates Court notices, 3 School Attendance notices and 1 School Enrolment notice were processed as not within jurisdiction.

- **Coen's 30** notices constitute **3.18 percent** of the total notices in jurisdiction:
  - 0 District Court notices
  - 8 Magistrates Court notices
  - 21 School Attendance notices
  - 0 School Enrolment notices
  - 0 Child Safety and Welfare notices
  - 1 Housing Tenancy notice

<sup>1</sup> Counting rules are that an agency notice is counted on the basis of number of 'clients' on the notice. For example a child safety and welfare notice relating to two parents is counted as two notices.

Two Magistrates Court notices and 2 School Attendance notices were processed as not within jurisdiction.

## • **Doomadgee's 231** notices constitute **24.47 percent** of the total notices in jurisdiction:

- 226 School Attendance notices
  - 0 School Enrolment notices
  - 5 Child Safety and Welfare notices

Ninety-four School Attendance notices were processed as not within jurisdiction.

- Hope Vale's 227 notices constitute 24.05 percent of the total notices in jurisdiction:
  - 0 District Court notices
  - 50 Magistrates Court notices
  - 162 School Attendance notices
    - 0 School Enrolment notices
    - 12 Child Safety and Welfare notices
    - 3 Housing Tenancy notices

Sixty-five Magistrates Court notices, 20 School Attendance notices and 1 Housing Tenancy notice were processed as not within jurisdiction.

#### • Mossman Gorge's 54 notices constitute 5.72 percent of the total notices in jurisdiction:

- 0 District Court notices
- 29 Magistrates Court notices
- 21 School Attendance notices
- 0 School Enrolment notices
- 0 Child Safety and Welfare notices
- 4 Housing Tenancy notices

One hundred and five Magistrates Court notices and 7 School Attendance notices were processed as not within jurisdiction.

Since its commencement the Commission has received 21,208 agency notices within its jurisdiction. Total notices increased from 1,277 in quarter 27 to 1,392 in quarter 28. Of those notices in jurisdiction School Attendance notices increased, whilst Magistrates Court, School Enrolment, Child Safety and Welfare and Housing Tenancy notices decreased.

The Commission received District Court notices for the first time this quarter, with Aurukun recording 25 notices.

Magistrates Court notices decreased this quarter to 223 from 281 received in the previous quarter. Three out of the four communities experienced a decrease in notices this quarter with Coen, Hope Vale and Mossman Gorge decreasing by 19, 41 and 7 notices respectively. Aurukun increased by 9 notices. The Commission does not receive Magistrates Court notices for Doomadgee.

School Attendance notices increased from 587 in quarter 27 to 637 in quarter 28. Three out of the five communities experienced an increase in notices this quarter. Aurukun, Coen and Hope Vale

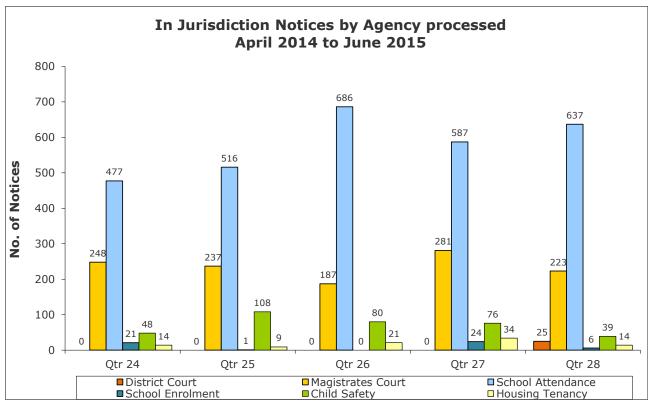
increased by 6 notices, 19 notices and 49 notices respectively, whilst Doomadgee and Mossman Gorge decreased by 20 notices and 4 notices respectively.

School Enrolment notices decreased from 24 in quarter 27 to 6 in quarter 28. Aurukun decreased by 18 notices whilst all remaining communities remained unchanged with zero school enrolment notices received for the quarter.

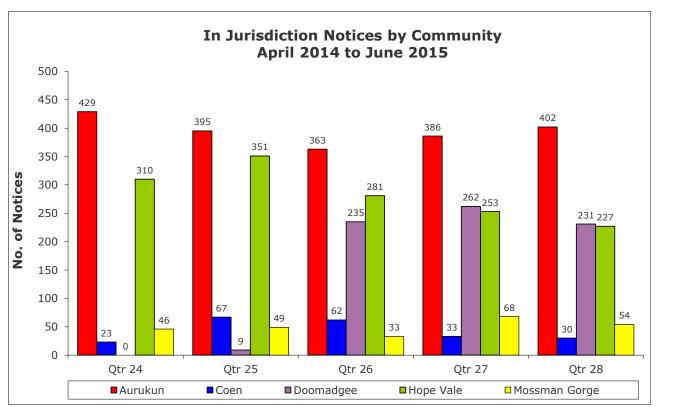
Child Safety and Welfare notices decreased from 76 in quarter 27 to 39 in quarter 28. All five communities experienced a decrease in notices for the quarter. Aurukun decreased by 4 notices, Coen decreased by 2 notices, Doomadgee decreased by 11 notices, Hope Vale decreased by 16 notices and Mossman Gorge decreased by 4 notices.

Housing Tenancy notices decreased to 14 from 34 received in the previous quarter. Aurukun, Coen and Hope Vale decreased by 2 notices, 1 notice and 18 notices respectively, whilst Mossman Gorge increased by 1 notice. The Commission does not receive Housing Tenancy notices for Doomadgee.

The Commission receives school attendance data from the Department of Education and Training and (DET) and is published on the Commission's web page at <u>http://www.frcq.org.au</u> when available.

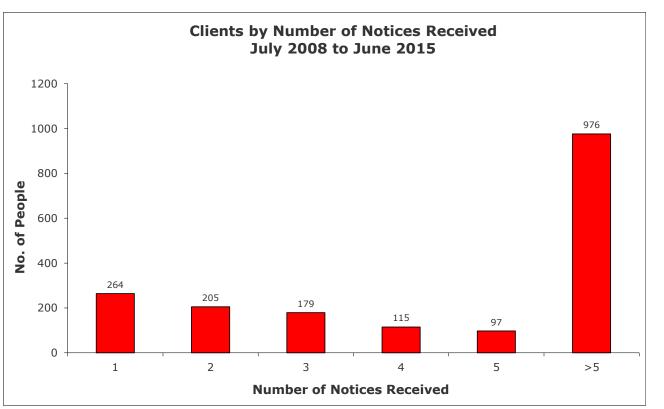


Graph 1: In jurisdiction notices by type and quarter 1 April 2014 to 30 June 2015.



Graph 2: In jurisdiction notices by community and quarter 1 April 2014 to 30 June 2015.

Since commencement in July 2008, 85.6 percent of clients have received more than one notice with 53.2 percent of clients receiving more than five notices. Frequently this illustrates multiple child school absences for the one family or multiple Magistrates Court notices relating to one incident. Conversely, 14.4 percent of clients have received only one notice.



Graph 3: FRC clients by number of notices 1 July 2008 to 30 June 2015.

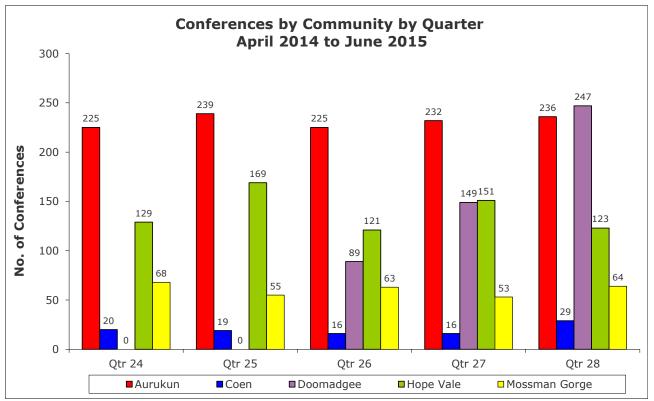
(**Note:** Counting rules stipulate that where multiple charges are received each charge is counted as an individual notice or each child's absence is counted as one notice – i.e. if three children from the one family were absent, that was counted as three notices).

#### Conferences

Six hundred and ninety-nine conferences<sup>2</sup> were held across the five communities in quarter 28 resulting in 23 FRA's being entered into, 12 orders made to attend community support services and 49 CIM orders. Other outcomes as a result of conferencing during the quarter were decisions for no further action, rescheduling and scheduling to return for review with compliance. Forty-six new clients were added to the Commission's database during the quarter. Details of conferencing activity in each community for quarter 28 are as follows:

- 236 conferences were held in Aurukun
- 29 conferences were held in Coen
- 247 conferences were held in Doomadgee
- 123 conferences were held in Hope Vale
- 64 conferences were held in Mossman Gorge.

Conferences increased from 601 in quarter 27 to 699 in quarter 28.

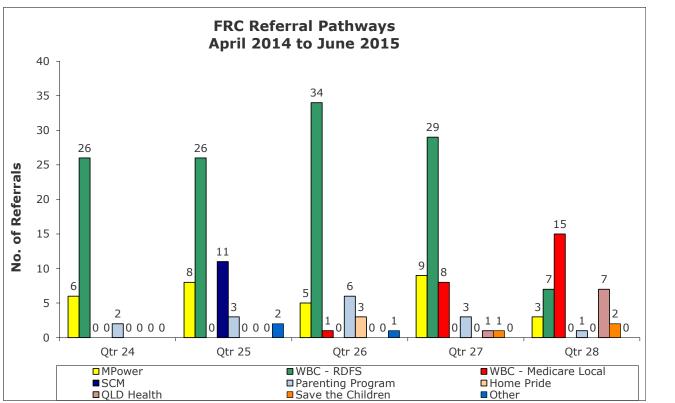


Graph 4: Conferences by community and quarter 1 April 2014 to 30 June 2015.

#### Referrals

The number of referrals to service providers decreased from 51 in quarter 27 to 35 in quarter 28, relating to 30 clients. Since commencement the Commission has referred 873 clients to service providers resulting in approximately 47.0 percent of clients on 12 month service referral plans. Referrals in the communities during the quarter were as follows: Aurukun decreased by 19; Coen decreased by 3; Doomadgee increased by 12; Hope Vale decreased by 5 and Mossman Gorge decreased by 1.

<sup>2</sup> The number of conferences held relates to the number of conferences listed, which includes where a client was served with a Notice to Attend Conference and subsequently failed to attend.



Graph 5: Referral pathways by referral type and quarter 1 April 2014 to 30 June 2015<sup>3</sup>.

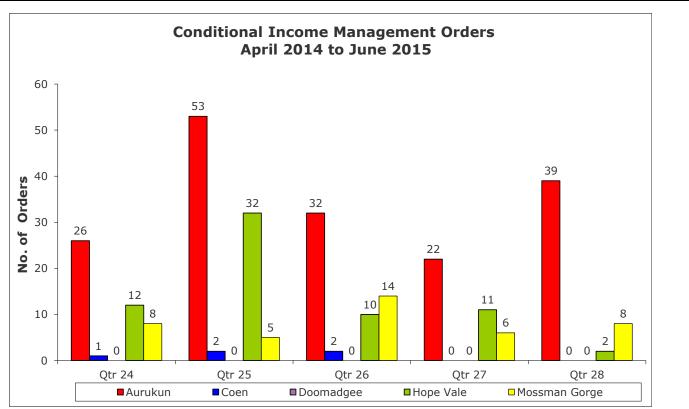
#### **Conditional Income Management**

Forty-nine CIM orders were made in quarter 28, an increase of 10 from quarter 27. Since the commencement of the Commission 1,608 CIM orders inclusive of original orders, extensions and amendments have been made relating to 676 clients. During the quarter Aurukun and Mossman Gorge increased by 17 and 2 CIM orders respectively, Hope Vale decreased by 9 and Coen remained unchanged with zero CIM orders received for the quarter. The Commission at present does not have the ability to income manage clients in Doomadgee.

As at 30 June 2015, 36 percent of the Commission's clients have been subject to a CIM order over the past seven years. As at 30 June 2015 there were 129 clients subject to a CIM order which equates to 6.95 percent of clients on a CIM order at a point in time. Commissioners continue to negotiate with clients to achieve desirable outcomes or to demonstrate motivation and commitment to make appropriate life choices. Demonstrated positive steps toward taking responsibility provide the Commissioners with sufficient reason to consider revoking CIM orders when requested by the client.

The Commission processed 10 VIM agreements this quarter and since the commencement of the Commission in 2008 93 clients have requested a VIM agreement. Those clients that request a VIM agreement use income management as a savings and budget tool, often for a specified period and to deter family members from accessing their income.

<sup>&</sup>lt;sup>3</sup> EFVP referrals converted to FRC from Probation and Parole for the period 1 March 2013 to 31 December 2013.



**Graph 6:** Conditional Income Management orders by community and quarter 1 April 2014 to 30 June 2015.

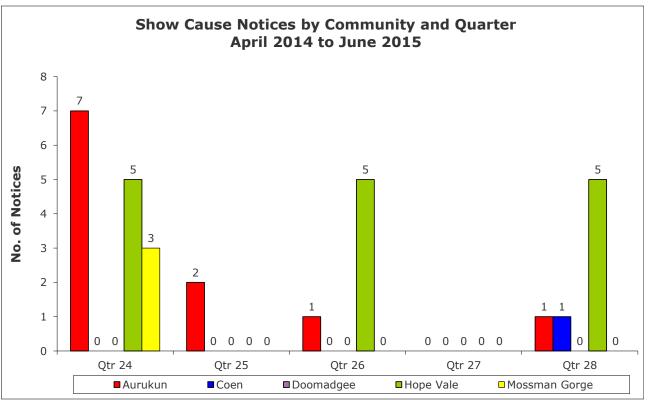
#### **Case Management**

As at 30 June 2015, 127 clients were being case managed, a decrease from 132 in quarter 27. Aurukun, Coen and Hope Vale decreased by 21, 2 and 9 respectively, whilst Doomadgee and Mossman Gorge increased by 20 and 7 respectively.

### Show Cause Notices

During quarter 28, seven Show Cause hearing was held, an increase of 7 from quarter 27. These matters resulted in:

- 1 Client's case plan revoked
- 4 Clients given an warning
- 2 No further action



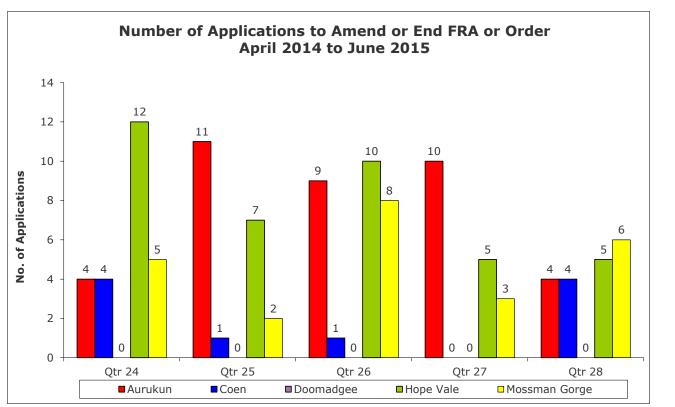
Graph 7: Show Cause Notices by community and quarter 1 April 2014 to 30 June 2015.

## **Applications to Amend or End Agreements or Orders**

Nineteen Applications to Amend or End a Family Responsibilities Agreement or Order were received in quarter 28, an increase of 1 from quarter 27. Outcomes of the 19 applications received are as follows:

- 8 Applications granted and Income Management agreements and orders revoked
- 3 Applications dismissed
- 1 VIM agreement increased from 60 to 90 percent for the remainder of the original Income management agreement
- 1 VIM agreement decreased from 75 to 60 percent for the remainder of the original Income management agreement
- 6 Applications received at the end of the quarter, decision pending

The Commission continues to encourage clients to participate in the Amend or End process. Commissioners report increasing client confidence to question decisions and the reasons behind decisions, both for decisions delivered by the Commission and decisions delivered by external agencies and bodies.



Graph 8: Applications to Amend or End FRA or Order by community and quarter 1 April 2014 to 30 June 2015.

## 2. Future Direction and Challenges

The Commission reported in its last annual report that following an independent evaluation of the CYWR trial released in 2012, the Institute sought an increase to the maximum rate of income management from the existing 75 percent to 90 percent. The increase was effected from January 2014 and the Commissioners have used the imposition of 90 percent income management as an additional tool to encourage those members of the communities who show significant resistance to measures already placed upon them to comply with orders. Of those clients placed on 90 percent income management, approximately 29 percent have subsequently had their orders reduced or revoked during the year. Income management has also been utilised as an incentive rather than a disincentive in regard to school attendance. At conference clients who are the subject of Income Management Orders are shown a graph of their child's attendance percentage, and encouraged to increase their child's attendance in order to come off income management, or have it reduced. The Commissioners report that there has been a favourable response to this strategy.

By proclamation on 28 November 2014 the *Family Responsibilities Commission Act 2008* was changed, paving the way for Doomadgee, and potential future communities, to be added as welfare reform areas and providing for additional court notices from the Supreme, District and Children's Courts. To date, only 25 District Court notices have been received for Aurukun with no District Court notices received for Coen, Hope Vale and Mossman Gorge. No notices have been received from the Supreme or Children's Court. Thus far therefore the impact of this legislative change is yet to be realised and the time between the date of the offence and notification to the Commission is considerable. The Commission is working with the Department of Justice and Attorney-General to clarify and streamline court notification processes. Following the consultation process required to add communities to the welfare reform agenda, the Commission receives only school enrolment/attendance and child safety notifications for the community of Doomadgee.

The Commission collects and reports on statistics derived from its operations to inform government policy. In late 2014 the Commission was advised that its Windows server would reach the end of support in the beginning of the 2015-16 financial year, rendering it subject to compliance issues and vulnerable to software and hardware incompatibility. The upgrading of the Windows server will also necessitate an upgrade to the Commission's CRM database. Subject to discussions held with DATSIP's information technology section and the Department of Science, Information Technology and Innovation in regard to procurement options, the Commission signed a confidentiality agreement on 24 April 2015 with the preferred provider to prepare a scope of works for the upgrade of the database from CRM 4 to CRM 2015. The CRM upgrade project will be formally launched in late July 2015 when the project will be further defined in regard to execution, methodology, communications and reporting, risks and issues management, project timelines and decisions made on the CRM architecture and platform. CRM production implementation is estimated to be January 2016.

## 3. Financial Operations

#### Governance

Part 12 of the Act provides for the establishment of the Family Responsibilities Board (the Board).

The Board has a mandate to give advice and make recommendations to the Minister about the operation of the Commission and similarly to give advice and make recommendations to the Commissioner about the performance of the Commission's functions.

The Board must meet at least every six months. The meeting may be held by using any technology available which will allow for efficient and effective communication, however, the Board members must meet in person at least once a year. A quorum for the Board is comprised of two members. The Board's membership consists of:

•	Mr James Purtill	Director-General, Department of Aboriginal and Torres Strait
		Islander Partnerships
•	Mr Noel Pearson	Director, Cape York Institute for Policy and Leadership
•	Ms Liza Carroll	Associate Secretary – Indigenous Affairs, Department of the Prime
		Minister and Cabinet.

## Operational

In meeting obligations under Part 3 of the Act, the Family Responsibilities Commission Registry (the Registry) commenced operations on 1 July 2008 with a central Registry office established in Cairns and local Registry offices operating in each of the four CYWR communities.

The Registry, managed by the Registrar, provides corporate and operational support to the Commissioner, the Local Commissioners and the Local Coordinators.

## Financial

The total funding budget for the 2014-15 fiscal year is \$3.4 million (excluding Doomadgee), \$1.8 million from the Australian Government and \$1.6 million from the Queensland Government.

Income:

- Income accrued by the Commission for the period 1 April 2015 to 30 June 2015 totalled \$1,032,505. This income consisted of:
  - \$400,001 Queensland Government funding
  - \$174,633 Queensland Government reimbursement for Doomadgee 2014/15
  - \$450,000 Australian Government funding
  - \$6,707 interest received
  - \$1,164 received in sundry income.

The balance of available funds in the bank as at 30 June 2015 is \$1,083,591.

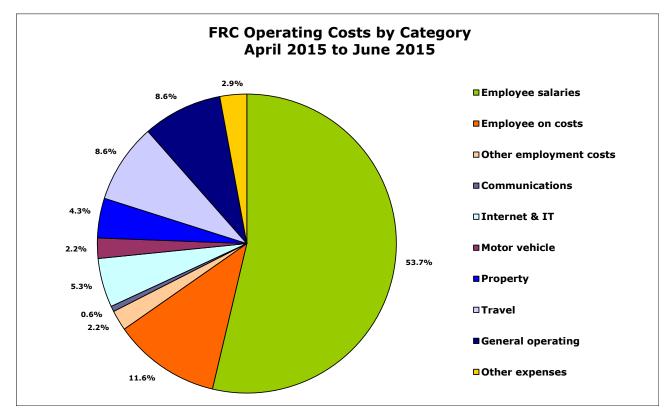
Expenditure:

• Expenditure for the period 1 April 2015 to 30 June 2015 was \$1,012,534. This total represents 23 percent of the projected annual expenditure of \$4,462,801.

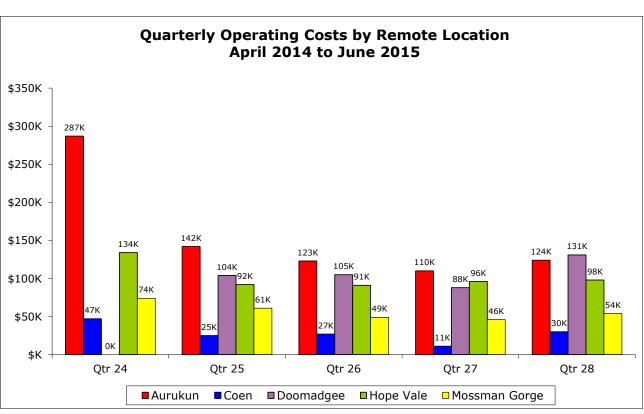
1 April 2015 to 30 June 2015	Expenditure Qtr 28	1 April 2015 to 3 June 2015	Expenditure Qtr 28
Employee salaries	\$543,319	Motor vehicle	\$22,464
Employee on costs	\$117,252	Property	\$44,340
Other employment costs	\$22,542	Travel	\$87,239
Communications	\$5,767	General operating	\$86,822
Internet & IT	\$53,499	Other expenses	\$29,290
		Total	\$1,012,534

Table 1: Expenditure in quarter 28.

Quarter 28 disbursement of expenditure by category and percentage of total expenditure.



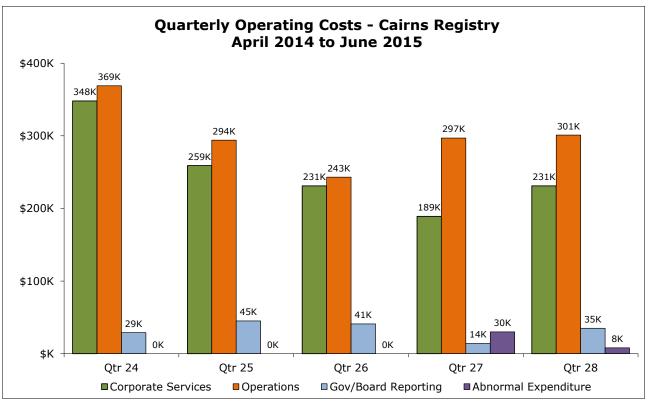
Graph 9: FRC operating costs 1 April 2015 to 30 June 2015.



Regional operational expenditure by location and quarter.

Graph 10: Operating costs by remote location 1 April 2014 to 30 June 2015.

Cairns Registry expenditure for quarter 28 compared to the previous five quarters.



Graph 11: Quarterly operating costs Cairns 1 April 2014 to 30 June 2015.

## APPENDIX A



## SITTING CALENDAR 2015 FAMILY RESPONSIBILITIES COMMISSION 1 January 2015 to 31 December 2015



Week Beginning	Monday	Tuesday	Wednesday	Thursday	Friday	Other
5 January						Cooktown Circuit
12 January						Aurukun Cape B & Coen Cape A Circui
19 January						20 ASC Meeting
26 January	Public Holiday	27	28			<mark>26 Australia Day</mark> Doomadgee - Gulf Circuit
2 February		3 3	4			Cooktown Circuit
9 February		3 10	11			Aurukun Cape B Circuit
16 February		17 17 17	18 18			17 ASC Meeting, 18/19 DSC Meeting
23 February	23	24	25	26		Doomadgee - Gulf Circuit
2 March	2	3 3 3	4			
9 March		10	11			Aurukun Cape B & Coen Cape A Circu Cooktown Circuit
16 March		17 17 17	18 18			17 ASC Meeting, 18/19 DSC Meeting
23 March		24	25			Doomadgee - Gulf Circuit
30 March		31 31 <u>31</u>	1		Public Holiday	<mark>3 Good Friday</mark>
6 April	Public Holiday					<mark>6 Easter Monday</mark> Cooktown Circuit
13 April						15/16 DSC Meeting Aurukun Cape B Circuit
20 April		21 21 21	22 22			21 ASC Meeting Doomadgee - Gulf Circuit
27 April		28	29	30		
4 May		5 5	6 6			Cooktown Circuit



## SITTING CALENDAR 2015 FAMILY RESPONSIBILITIES COMMISSION 1 January 2015 to 31 December 2015



Week Beginning	Monday	Tuesday	Wednesday	Thursday	Friday	Other
11 May	11	12	13	14		15 ASC Meeting Aurukun Cape B & Coen Cape A Circuit
			20	21		20/21 DSC Meeting
18 May		19	20			Doomadgee - Gulf Circuit
25 May		19				Commissioner Development Week
1 June	Public Holiday	2	3	4		1 Mabo Day for Doomadgee Cooktown Circuit
			10	11		
8 June	Public Holiday	9	10			<mark>8 Queen's Birthday</mark>
15 June	15	9 16	17	18	Public Holiday	21 Mt Isa Show, 17/18 DSC Meeting Aurukun Cape B Circuit, Doomadgee - Gul Circuit
22 June		23 23	24			22, 23 ASC Meeting
22 June		23				ZZ, ZJ AGC Meeting
29 June						
6 July						Cooktown Circuit
13 July		14	15	16	Public Holiday	<mark>17 Cairns Show Day,</mark> 15/16 DSC Meeting Aurukun Cape B & Coen Cape A Circuit Doomadgee - Gulf Circuit
20 July		21 21 21	22			21 ASC Meeting 20 Mossman Show
27 July		28	29			
		4	5			4 FR Board Meeting
3 August	Public Holiday	4	5			4 Aurukun Day Cooktown Circuit
10 August	10	11	12			Aurukun Cape B Circuit Doomadgee - Gulf Circuit
17 August		18 18	19 19			Estimates, 18 ASC Meeting, 19/20 DSC Meeting
24 August	24	18 25	26	27	Public Holiday	28 Doomadgee Day



## SITTING CALENDAR 2015 FAMILY RESPONSIBILITIES COMMISSION 1 January 2015 to 31 December 2015



Week Beginning	Monday	Tuesday	Wednesday	Thursday	Friday	Other	
		1	2				
31 August		1	2			Cooktown Circuit	
		1					
7 September	7	8	9	10		Aurukun Cape B & Coen Cape A Circu	
		15	16				
14 September		15 15	16			15 ASC Meeting, 16/17 DSC Meeting	
21 September		15					
28 September		29				Doomadgee - Gulf Circuit	
zo September		23	7	8			
5 October	Public Holiday	6	7	0		<mark>5 Labour Day</mark>	
		6				Cooktown Circuit	
12 October	12	13	14	15		14/15 DSC Meeting	
		20	21			Aurukun Cape B Circuit	
19 October		20	21			20 ASC Meeting Doomadgee - Gulf Circuit	
26 October	26	27	28				
		3	4				
2 November		3	4			Cooktown Circuit	
		3					
9 November	9	10	11			Aurukun Cape B & Coen Cape A Circu	
16 November		17	18			17 ASC Meeting, 18/19 DSC Meeting	
To November		17	18			Doomadgee - Gulf Circuit	
23 November	23	24	25	26			
		1	2				
30 November		1	2			Cooktown Circuit	
7 December						Aurukun Cape B Circuit	
						15 ASC Meeting, 16/17 DSC Meeting	
14 December						Doomadgee - Gulf Circuit	
21 December					Public Holiday	25 Christmas Day	
28 December	Public Holiday				Public Holiday	28 Boxing Day, 29, 30, 31 Office closed Xmas, <mark>1 New Year's Day</mark>	

#### LEGEND

	Office Days					
	Public Holidays					
Aurukun Sitting						
	Coen Sitting					
	Doomadgee Sittings					
	Hope Vale Sitting					
	Mossman Gorge Sitting					
ASC	Aurukun Shire Council Meeting					
DSC	Doomadgee Aboriginal Shire					
	Council Meeting					
θ	Cancelled Conference					

OFFICE	CONTACT NAME	Phone	Mobile	Facsimile
Cairns – Registrar/General Manager	Ms Maxine McLeod	4057 3871	0409 461 624	4041 0974
Cairns – Client Manager	Ms Amy Barden	4057 3874	0419 647 948	4041 0974
Cairns – Accountant	Ms Andrea Cotten	4057 3875	0429 495 353	4041 0974
Aurukun Local Coordinator	Ms Dellis Gledhill	4060 6185	0428 985 106	4060 6094
Coen Local Coordinator	Ms Sandi Rye	4060 1037	0417 798 392	4041 0974
Doomadgee Local Coordinator	Mr Bryce Coxall	4745 8111	0418 666 204	4745 8366
A/Hope Vale Local Coordinator	Ms Samantha Foster	4060 9153	0408 482 026	4060 9137
Mossman Gorge Local Coordinator	Ms Sandi Rye	4098 1908	0417 798 392	4098 3594