Family Responsibilities Commission

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

Quarterly Report No. 29

July 2015 to September 2015



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

Executive Summary

During quarter 29, 1150 within jurisdiction agency notices were received by the Family Responsibilities Commission (the Commission), an increase of 206 from last quarter. There were 677 conferences held for the same period, representing a decrease of 22 from last quarter. Twenty-five Family Responsibility Agreements (FRAs) were entered into, 30 orders were made to attend community support services and 66 Conditional Income Management (CIM) orders were issued. When compared to last quarter, this represents an increase across the board of 2 FRA's, 18 orders to attend community support services and 17 CIM orders.

Voluntary Income Management (VIM) agreements increased by five 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 143 clients during the quarter, making 53 referrals relating to 49 clients. Further activity during the quarter consisted of 13 Applications to Amend or End Agreements or Orders (a decrease of 6 from the previous quarter). Five Show Cause conferences were held during quarter 29 (a decrease of 2 from last quarter).

On 14 July 2015 the Minister for Aboriginal and Torres Strait Islander Partnerships, the Honourable Curtis Pitt, announced funding of \$28.6 million over four years for the Welfare Reform initiative to enable "...the continuation of programs aimed at strengthening Queensland's discrete Aboriginal and Torres Strait Islander communities. This funding will support the Family Responsibilities Commission to build on gains achieved to date". The Minister further stated that although the reforms were initially introduced into five communities, they will be expanded to other communities in due course.

On 17 July 2015 the Premier and Minister for the Arts, the Honourable Annastacia Palaszczuk announced the appointment of Clare O'Connor as the Director-General of the Department of Aboriginal and Torres Strait Islander Partnerships (DATSIP), with the former Director-General, James Purtill, transitioning to the Director-General role with the Department of Natural Resources and Mines. Following the Premier's announcement, the significant appointments of Clare O'Connor, Director-General DATSIP (as Chair), and Caroline Edwards, First Assistant Secretary, Indigenous Affairs, Department of the Prime Minister and Cabinet (as member) of the FR Board were confirmed.

Consultations were held with the welfare reform communities this quarter to confirm whether they were supportive of the proposed Family Responsibilities Commission Amendment Bill 2015. The Bill proposes to increase the effectiveness of the Family Responsibilities Commission Act 2008 by: including an additional domestic violence trigger in response to recommendations in the Special Taskforce on Domestic and Family Violence in Queensland's report, 'Not Now, Not Ever: Putting an End to Domestic Violence in Queensland' (Recommendation 93); expanding the scope for delegation of the FRC Commissioner's powers and responsibilities to the Local Commissioners; broadening the suitability requirements for the Registrar to more accurately reflect the operational elements of the role; removing redundant provisions; and improving information availability in regard to the existing youth justice trigger. The outcomes of the consultations were that the communities were supportive of the Bill and identified it as a means of broadening the scope of the Commission generally. Commissioners requested appropriate training in order to increase their awareness of issues surrounding domestic violence, and also to enhance their capability to conference community members on the domestic violence trigger. The new trigger will facilitate the conferencing of community members who are the subject of a domestic violence order. The Bill is expected to be introduced to Parliament in October 2015 and debate is expected in the November sittings.

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Abbreviations

CIM Conditional Income Management

DATSIP Department of Aboriginal, Torres Strait Islander Partnerships

DET Department of Education and Training
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 Welfare Reforms

Report to 30 September 2015.

1. Activities and Trends

Notices

In quarter 29 the Commission received **1,512 agency notices**¹. Some individuals may have been the subject of more than one agency notice. Of that figure 1150 notices (76 percent) were within the Commission's jurisdiction and 362 notices (24 percent) were outside the Commission's jurisdiction.

Within jurisdiction notices comprised of:

- 65 District Court notices
- 2 Children's Court notices
- 354 Magistrates Court notices
- 665 School Attendance notices
 - 11 School Enrolment notices
 - 38 Child Safety and Welfare notices
 - 15 Housing Tenancy notices

Of the 362 notices not within the Commission's jurisdiction, there were 5 District Court notices, 0 Children's Court notices, 203 Magistrates Court notices, 149 School Attendance notices, 1 School Enrolment notice, 4 Child Safety and Welfare notices and 0 Housing Tenancy notices.

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

- Aurukun's 508 notices constitute 44.17 percent of the total notices in jurisdiction across
 the welfare reform communities:
 - 29 District Court notices
 - 0 Children's Court notices
 - 256 Magistrates Court notices
 - 208 School Attendance notices
 - 4 School Enrolment notices
 - 5 Child Safety and Welfare notices
 - 6 Housing Tenancy notices

Four District Court notices, 43 Magistrates Court notices, 6 School Attendance notices and 1 Child Safety and Welfare notice were processed as not within jurisdiction.

¹ 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.

- **Coen's 58** notices constitute **5.04 percent** of the total notices in jurisdiction:
 - 0 District Court notices
 - 0 Children's Court notices
 - 21 Magistrates Court notices
 - 29 School Attendance notices
 - 4 School Enrolment notices
 - 4 Child Safety and Welfare notices
 - 0 Housing Tenancy notices

One District Court notice, 10 Magistrates Court notices, 3 School Attendance notices, 1 School Enrolment notice and 1 Child Safety and Welfare notice were processed as not within jurisdiction.

- **Doomadgee's 271** notices constitute **23.57 percent** of the total notices in jurisdiction:
 - 254 School Attendance notices
 - 0 School Enrolment notices
 - 17 Child Safety and Welfare notices

Ninety-eight School Attendance notices and 2 Child Safety and Welfare notices were processed as not within jurisdiction.

- **Hope Vale's 274** notices constitute **23.83 percent** of the total notices in jurisdiction:
 - 32 District Court notices
 - 2 Children's Court notices
 - 70 Magistrates Court notices
 - 154 School Attendance notices
 - 0 School Enrolment notices
 - 8 Child Safety and Welfare notices
 - 8 Housing Tenancy notices

Fifty-eight Magistrates Court notices and 42 School Attendance notices were processed as not within jurisdiction.

- Mossman Gorge's 39 notices constitute 3.39 percent of the total notices in jurisdiction:
 - 4 District Court notices
 - 0 Children's Court notices
 - 7 Magistrates Court notices
 - 20 School Attendance notices
 - 3 School Enrolment notices
 - 4 Child Safety and Welfare notices
 - 1 Housing Tenancy notice

Ninety-two Magistrates Court notices were processed as not within jurisdiction.

Since its commencement the Commission has received 22,358 agency notices within its jurisdiction. Total notices increased from 1,392 in quarter 28 to 1,512 in quarter 29. Of those notices in

jurisdiction District Court, Magistrates Court, School Attendance, School Enrolment and Housing Tenancy notices increased, whilst Child Safety and Welfare notices decreased.

District Court notices increased this quarter to 65 from 25 received in the previous quarter. Aurukun recorded an increase of 4 notices, whilst Hope Vale and Mossman Gorge received District Court notices for the first time, recording 32 notices and 4 notices respectively. The Commission has yet to receive any District Court notices for Coen. The Commission does not receive District Court notices for Doomadgee.

The Commission received Children's Court notices for the first time this quarter, with Hope Vale recording 2 notices.

Magistrates Court notices increased this quarter to 354 from 223 received in the previous quarter. Three out of the four communities experienced an increase in notices this quarter with Aurukun, Coen and Hope Vale increasing by 120, 13 and 20 notices respectively. Mossman Gorge decreased by 22 notices. The Commission does not receive Magistrates Court notices for Doomadgee.

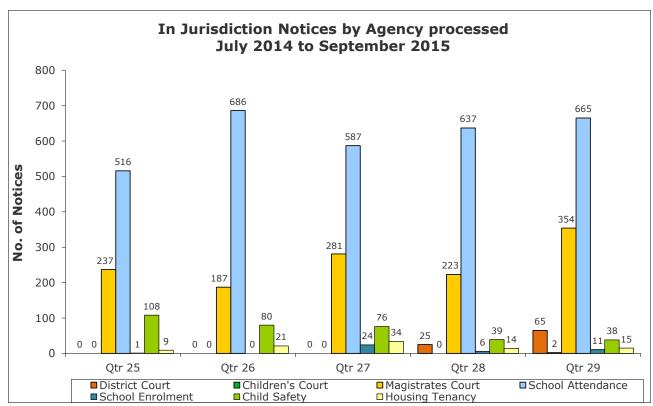
School Attendance notices increased from 637 in quarter 28 to 665 in quarter 29. Three out of the five communities experienced an increase in notices this quarter. Aurukun, Coen and Doomadgee increased by 1 notice, 8 notices and 28 notices respectively, whilst Hope Vale and Mossman Gorge decreased by 8 notices and 1 notice respectively.

School Enrolment notices increased from 6 in quarter 28 to 11 in quarter 29. Aurukun decreased by 2 notices, Coen and Mossman Gorge increased by 4 notices and 3 notices respectively, whilst Doomadgee and Hope Vale remained unchanged with zero school enrolment notices received for the quarter.

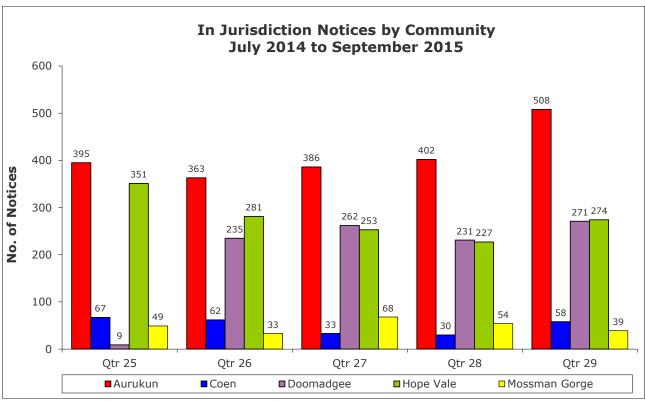
Child Safety and Welfare notices decreased from 39 in quarter 28 to 38 in quarter 29. Aurukun decreased by 17 notices and Hope Vale decreased by 4 notices whilst Coen increased by 4 notices, Doomadgee increased by 12 notices and Mossman Gorge increased by 4 notices.

Housing Tenancy notices increased to 15 from 14 received in the previous quarter. Coen and Mossman Gorge decreased by 1 notice and 3 notices respectively, whilst Hope Vale increased by 5 notices and Aurukun remained unchanged for the quarter. The Commission does not receive Housing Tenancy notices for Doomadgee.

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

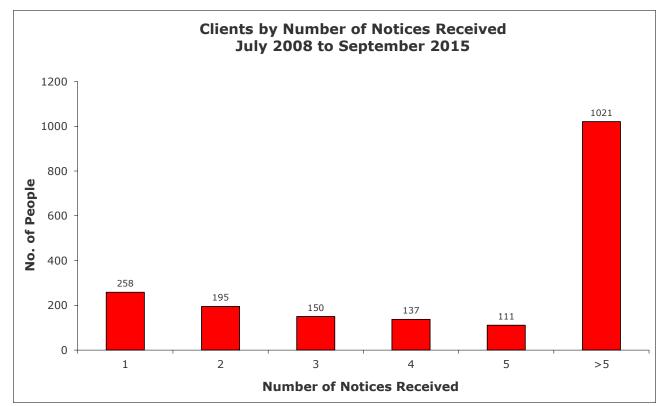


Graph 1: In jurisdiction notices by type and quarter 1 July 2014 to 30 September 2015.



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

Since commencement in July 2008, 86.2 percent of clients have received more than one notice with 54.5 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, 13.8 percent of clients have received only one notice.



Graph 3: FRC clients by number of notices 1 July 2008 to 30 September 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 seventy-seven conferences² were held across the five communities in quarter 29 resulting in 25 FRA's being entered into, 30 orders made to attend community support services and 66 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. Thirty new clients were added to the Commission's database during the quarter. Details of conferencing activity in each community for quarter 29 are as follows:

244 conferences were held in Aurukun

24 conferences were held in Coen

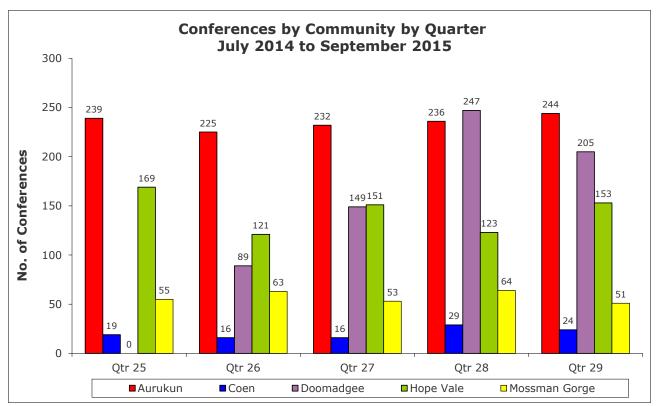
205 conferences were held in Doomadgee

153 conferences were held in Hope Vale

51 conferences were held in Mossman Gorge.

Conferences decreased from 699 in quarter 28 to 677 in quarter 29.

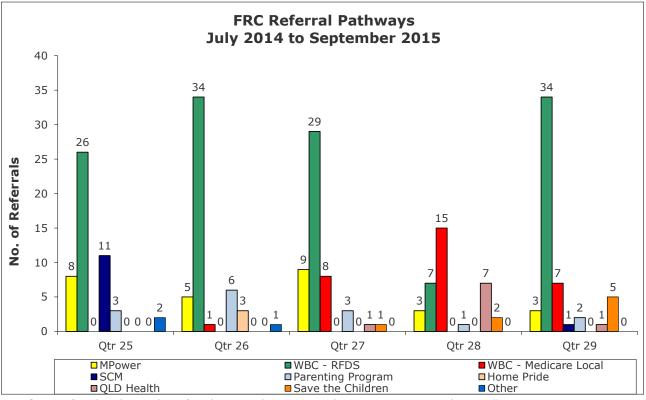
2 The number of conferences held relates to the number of conferences listed, which includes where a client was served with a Notice to Attend Conference and subsequently failed to attend.



Graph 4: Conferences by community and quarter 1 July 2014 to 30 September 2015.

Referrals

The number of referrals to service providers increased from 35 in quarter 28 to 53 in quarter 29, relating to 49 clients. Since commencement the Commission has referred 887 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 increased by 32; Coen increased by 1; Doomadgee decreased by 9; Hope Vale remained unchanged with zero referrals for the quarter and Mossman Gorge decreased by 6.



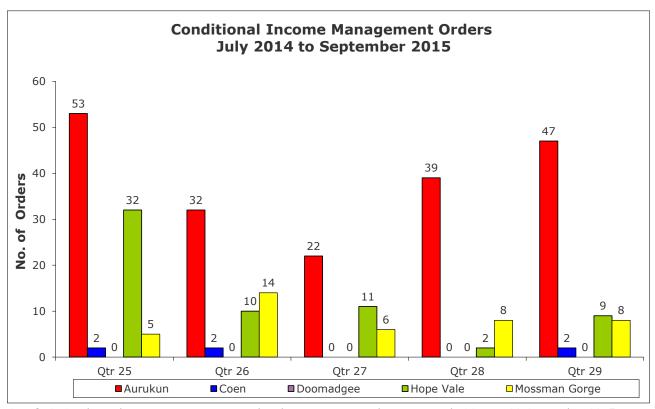
Graph 5: Referral pathways by referral type and quarter 1 July 2014 to 30 September 2015.

Conditional Income Management

Sixty-six CIM orders were made in quarter 29, an increase of 17 from quarter 28. Since the commencement of the Commission 1,674 CIM orders inclusive of original orders, extensions and amendments have been made relating to 684 clients. During the quarter Aurukun, Coen and Hope Vale increased by 8, 2 and 7 CIM orders respectively, whilst Mossman Gorge remained unchanged for the quarter. The Commission at present does not have the ability to income manage clients in Doomadgee.

As at 30 September 2015, 36 percent of the Commission's clients have been subject to a CIM order over the past seven and a quarter years. As at 30 September 2015 there were 126 clients subject to a CIM order which equates to 6.68 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 5 VIM agreements this quarter and since the commencement of the Commission in 2008, 95 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.



Graph 6: Conditional Income Management orders by community and quarter 1 July 2014 to 30 September 2015.

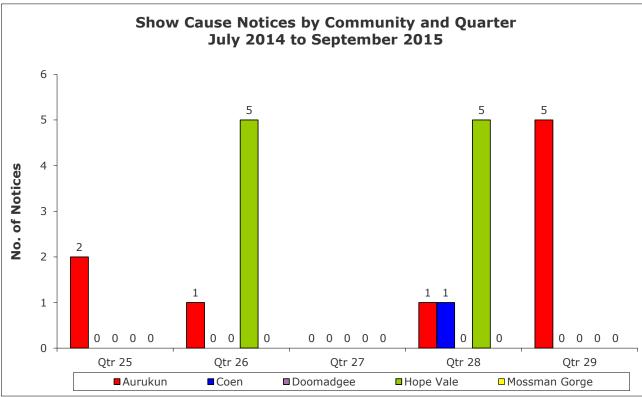
Case Management

As at 30 September 2015, 143 clients were being case managed, an increase from 127 in quarter 28. Aurukun and Doomadgee increased by 13 and 9 respectively, Coen and Hope Vale decreased by 1 and 5 respectively, whilst Mossman Gorge remained unchanged.

Show Cause Notices

During quarter 29, five Show Cause hearings were held, a decrease of 2 from quarter 28. These matters resulted in:

- 1 Client's CIM order and case plan revoked
- 1 Client's previous CIM order revoked, Conditionally Income Managed at 75 percent for 12 months and placed on a case plan
- 2 Clients given a warning
- 1 No further action



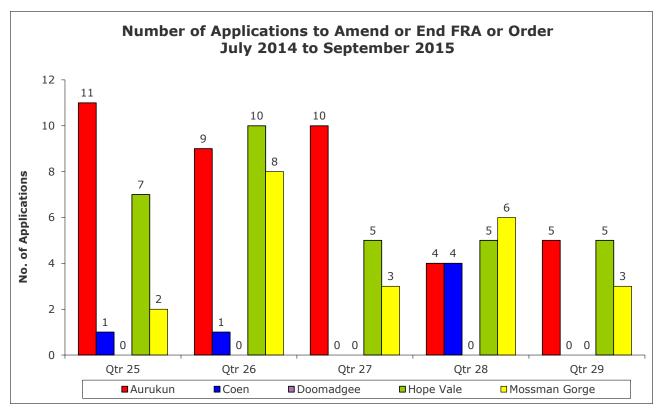
Graph 7: Show Cause Notices by community and quarter 1 July 2014 to 30 September 2015.

Applications to Amend or End Agreements or Orders

Thirteen Applications to Amend or End a Family Responsibilities Agreement or Order were received in quarter 29, a decrease of 6 from quarter 28. Outcomes of the 13 applications received are as follows:

- 4 Applications granted and Income Management agreements and orders revoked
- 3 Applications dismissed
- 1 CIM order percentage reduced from 90 to 75 percent for the remaining period of the existing order
- 5 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 July 2014 to 30 September 2015.

2. Future Direction and Challenges

On 27 July 2015 the CRM upgrade project was formally launched with a visit by Jim Cotis and Bill Cotis from Orion Enterprise Business Solutions (the Commission's preferred provider who are GITC certified and have a Microsoft Gold CRM accreditation) to the FRC offices. Over two days the project was defined in regard to execution, methodology, communications and reporting, risks and issues management, project timelines and decisions were made on the CRM architecture and platform. Server requirements were advised to the Corporate Administration Agency (CAA) and licensing options were discussed along with the requirements of Orion to roll out the upgrade.

On 22 September CAA deployed the development and production servers and on 25 September access was completed to the servers. The base upgrade from CRM4 to CRM2015 on the FRC development server is expected to be completed in early October, after which testing in the development environment will commence. CRM production implementation is estimated to be January 2016.

Costs for additional functionality to the CRM upgrade are not yet fully identifiable or quantifiable as it is too early in the project to assess future requirements. The Commission will be in a position to make this assessment post-implementation of the CRM upgrade. Consideration will be given to increasing the Commission's capability to report statistical outcomes and what additional functionality will increase efficiencies (e.g. CRM/Outlook Integration and external web portal access).

In September 2015 the first Children's Court notices were received from the Department of Justice and Attorney-General. The Commission has been liaising with the Department of Justice and Attorney-General during the quarter to improve the notification process as information regarding the parent/carer is not always available, and without this information residency cannot be confirmed. As a result of these discussions, the proposed Family Responsibilities Commission Amendment Bill 2015 has incorporated Clause 6 to enable the provision of appropriate information.

The Commission is still awaiting confirmation from the Australian Government regarding the availability of Income Management for the Doomadgee community. The Commissioner, Deputy Commissioner and Doomadgee Local Commissioners are of the view that Income Management is an essential element to continuing successful operations in Doomadgee. Meanwhile, the Commissioners will continue to adopt the policy of counselling and advising local carers and parents of the need for the children in their care not only to attend school regularly, but to become better behaved whilst at school.

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:

Ms Clare O'Connor Director-General, Department of Aboriginal and Torres Strait

Islander Partnerships

Mr Noel Pearson
 Founder, Cape York Partnership

• Ms Caroline Edwards First Assistant 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 five welfare reform communities.

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

Financial

Income:

- Income accrued by the Commission for the period 1 July 2015 to 30 September 2015 totalled \$989,988. This income consisted of:
 - \$400,000 Queensland Government funding
 - \$131,500 Queensland Government reimbursement for Doomadgee 2015/16
 - \$450,000 Australian Government funding
 - \$4,859 interest received
 - \$3,629 received in sundry income.

The balance of available funds in the bank as at 30 September 2015 is \$2,164,353.

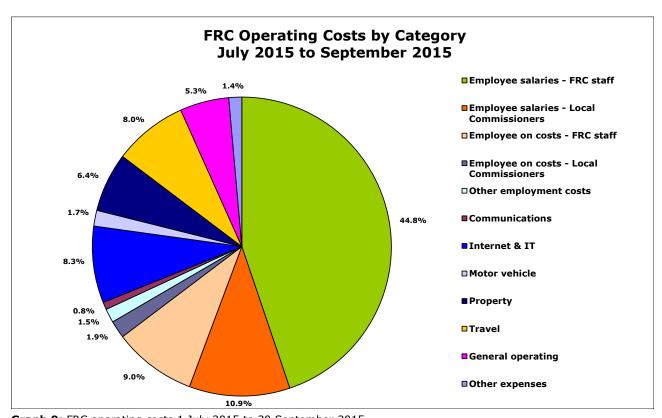
Expenditure:

• Expenditure for the period 1 July 2015 to 30 September 2015 was \$901,013. This total represents 21 percent of the projected annual expenditure of \$4,216,985.

1 July 2015 to 30 September 2015	Expenditure Qtr 29	1 July 2015 to 30 September 2015	Expenditure Qtr 29
Employee salaries – FRC staff	\$404,000	Internet & IT	\$75,021
Employee salaries – Local	\$98,482	Motor vehicle	\$14,858
Commissioners			
Employee on costs – FRC staff	\$81,033	Property	\$57,275
Employee on costs – Local	\$17,165	Travel	\$72,089
Commissioners			
Other employment costs	\$13,497	General operating	\$47,767
Communications	\$6,786	Other expenses	\$13,040
		Total	\$901,013

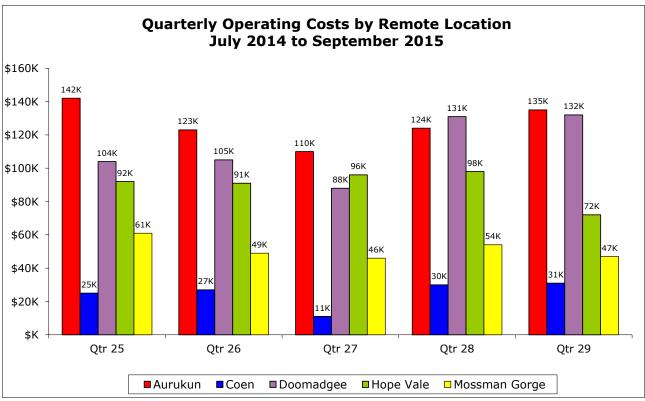
Table 1: Expenditure in quarter 29.

Quarter 29 disbursement of expenditure by category and percentage of total expenditure.



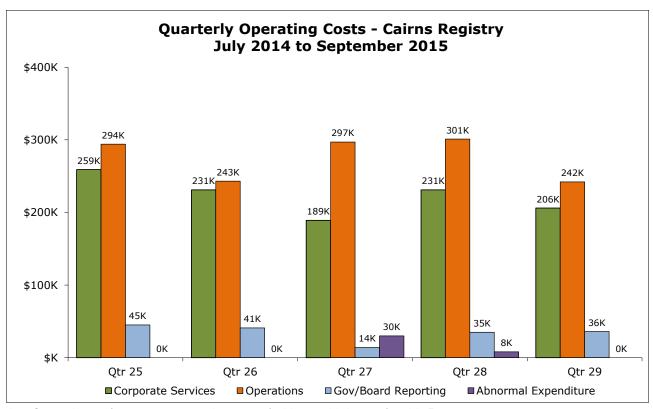
Graph 9: FRC operating costs 1 July 2015 to 30 September 2015.

Regional operational expenditure by location and quarter.



Graph 10: Operating costs by remote location 1 July 2014 to 30 September 2015.

Cairns Registry expenditure for quarter 29 compared to the previous five quarters.



Graph 11: Quarterly operating costs Cairns 1 July 2014 to 30 September 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	4			Cooktown Circuit
9 February		3 10	11			Aurukun Cape B Circuit
		17	18			
16 February		17 17	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 31	1		Public Holiday	3 Good Friday
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			Cooktown Circuit
· maj		5				South of Orionic



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	
18 May		19 19	20 20	21		20/21 DSC Meeting Doomadgee - Gulf Circuit	
25 May						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			8 Queen's Birthday	
15 June	15	16	17	18	Public Holiday	21 Mt Isa Show, 17/18 DSC Meeting Aurukun Cape B Circuit, Doomadgee - Gulf Circuit	
22 June		23 23 23	24			22, 23 ASC Meeting	
29 June							
6 July						Cooktown Circuit	
13 July		14	15	16	Public Holiday	17 Cairns Show Day, 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				
3 August	Public Holiday	4 4 4	5 5			4 FR Board Meeting 4 Aurukun Day Cooktown Circuit	
10 August	10	11	12			Aurukun Cape B Circuit Doomadgee - Gulf Circuit	
17 August		18 18 18	19 19			Estimates, 18 ASC Meeting, 19/20 DSC Meeting	
24 August	24	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	
7 September	7	8	9	10		Aurukun Cape B & Coen Cape A Circuit	
		15	16				
14 September		15	16			15 ASC Meeting, 16/17 DSC Meeting	
01 Contonebou		15					
21 September							
28 September		29				Doomadgee - Gulf Circuit	
			7	8		<mark>5 Labour Day</mark>	
5 October	Public Holiday	6	7			Cooktown Circuit	
		6				14/15 DSC Meeting	
12 October	12	13	14	15		Aurukun Cape B Circuit	
19 October		20	21			20 ASC Meeting	
19 October		20	21			Doomadgee - Gulf Circuit	
26 October	26	27				28 FR Board Meeting	
2 November		3	4	5		Cooktown Circuit	
2 November		3	4			Cooktown Oncul	
9 November		10	11	12		Aurukun Cape B & Coen Cape A Circuit	
16 November		17	18	19		17 ASC Meeting, 18/19 DSC Meeting	
TO NOVEITIBEI		17	18			Doomadgee - Gulf Circuit	
23 November	23	24	25	26			
30 November		1	2	3 (Half Day)		Cooktown Circuit	
		1	2				
7 December						Aurukun Cape B Circuit	
14 December						15 ASC Meeting, 16/17 DSC Meeting Doomadgee - Gulf Circuit	
21 December					Public Holiday	25 Christmas Day	
28 December	Public Holiday				Public Holiday	28 Boxing Day, 29, 30, 31 Office closed fo Xmas, 1 New Year's Day	

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
0	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 Camille Banks	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