

Family Responsibilities Commission

*Report to the Family Responsibilities Board and
The Minister for Aboriginal and Torres Strait Islander and Multicultural Affairs*

Quarterly Report

No. 16

April 2012 to June 2012



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

Executive Summary

During quarter 16, 711 agency notices were received which were within the Commission's jurisdiction, a decrease of 93 from last quarter. There were 370 conferences held for the same period, representing an increase of 27 from last quarter. Nine Family Responsibility Agreements (FRAs) were entered into, 54 orders were made to attend community support services and 51 Conditional Income Management (CIM) orders were issued. When compared to last quarter this represents an increase of 7 FRA's, 11 orders to attend community support services and 4 orders for CIM. Community members are continuing to support Voluntary Income Management (VIM), an option which allows people to manage their budgets and meet the costs of everyday essentials. Since the commencement of the Commission, 50 VIM agreements have been processed. The Commission case managed 175 clients during the quarter. The Commissioners made 115 referrals relating to 59 clients, an increase of 20 referrals from last quarter. Further activity during the quarter consisted of 6 Show Cause conferences held, an increase of 1 from last quarter and 15 Applications to Amend or End Agreements or Orders received, a decrease of 7 from the previous quarter.

Aurukun school attendance was significantly affected during the quarter by the deaths of prominent community members including the Mayor, his father and brother, and other Elders. Elders play an extremely important role as key decision-makers in the family and community. Upon the passing of a significant member of the community sorry business associated with death affects the day to day activities of the community, impacting on school attendance and service provision generally.

Local Commissioners continue to build their authority as local and regional leaders, whilst expanding on their personal, social and academic development. In May 2012 the Local Commissioners attended a development week in Cairns to discuss the future of the Commission and their role in community. Mr David Kempton MP, Assistant Minister for Aboriginal and Torres Strait Islander Affairs presented certificates to Hope Vale and Mossman Gorge Local Commissioners Deemal, Gibson and Shuan in recognition of their appointment as Local Commissioners. The Local Commissioners were invited guests of the Lotus Glen Correctional Centre and farm, Djarragun College, Gordonvale, and the Cairns Murri Court. Key discussion points at the development week focused on achievements to date, their respective roles in community, outcomes sought for the future and an exit strategy for when the Commission ceases operations.

The second and third phase of the evaluation of the Cape York Welfare Reform (CYWR) trial commenced during the quarter. The evaluation is being conducted by the Social Policy Research Centre (SPRC) of the University of New South Wales and will measure the outcomes of the reforms to ascertain what progress has been made to date and to inform future State and Australian Government welfare reform policy. The Local Commissioners have dedicated a significant amount of time assisting the evaluators with feedback and qualitative information regarding their roles with the Commission, changes observed in their communities and advice in regard to the most appropriate consultative strategies. SPRC will report the outcomes of the CYWR trial evaluation in July to the joint CYWR Steering Committee. Local Commissioners also met with FR Board representatives conducting community consultations to assess a possible further 12 month extension of the CYWR trial throughout the four communities.

The Commission will continue to work towards meeting its objectives of providing effective and efficient client services, cementing collaborative cross-agency partnerships and enhancing community engagement in quarter 17, and looks forward to supporting the CYWR trial communities to build safer and more sustainable communities.

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Abbreviations

| | |
|--------------|---|
| ATSILS | Aboriginal and Torres Strait Islander Legal Service |
| AFP | Active Family Pathways |
| CDEP | Community Development Employment Projects |
| CIM | Conditional Income Management |
| CRAC | Coen Regional Aboriginal Corporation |
| CYI | Cape York Institute |
| CYP | Cape York Partnerships |
| CYWR | Cape York Welfare Reform |
| DCS | Department of Community Safety |
| DETE | Department of Education, Training and Employment |
| DOGIT | Deed of Grant in Trust |
| EO | Ending Offending |
| EFV | Ending Family Violence |
| FRA | Family Responsibilities Agreement |
| FRC | Family Responsibilities Commission |
| FIM | Family Income Management |
| FR Board | Family Responsibilities Board |
| QIFVLS | Queensland Indigenous Family Violence Legal Service |
| RFDS | Royal Flying Doctor Service |
| SCMs | Student Case Managers |
| SCMF | Student Case Management Framework |
| SPRC | Social Research Policy Centre of the University of NSW |
| TSS | Transition Support Services |
| VIM | Voluntary Income Management |
| WBC | Wellbeing Centre |
| Also: | Cape York Institute for Policy and Leadership (the Institute) |
| | Family Responsibilities Commission (the Commission) |
| | Mr David Glasgow, Family Responsibilities Commissioner (the Commissioner) |
| | <i>Family Responsibilities Commission Act 2008</i> (the Act) |
| | Family Responsibilities Commission Registry (the Registry) |
| | Family Responsibilities Board (the Board) |

Family Responsibilities Commission Cape York Welfare Reforms

Report to 30 June 2012.

1. Activities and Trends

Notices

In quarter 16 the Commission received **1,004 agency notices**¹. Some individuals may have been the subject of more than one agency notice. Of that figure 711 notices (71 percent) were within the Commission's jurisdiction and 293 notices (29 percent) were outside the Commission's jurisdiction.

Within jurisdiction notices comprised of:

| | |
|-----|----------------------------------|
| 207 | Magistrates Court notices |
| 462 | School Attendance notices |
| 36 | Child Safety and Welfare notices |
| 6 | Housing Tenancy notices |

Of the 293 notices not within the Commission's jurisdiction, there were 248 Magistrates Court notices, 43 School Attendance notices and 2 Child Safety and Welfare notices.

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

- **Aurukun's 365** notices constitute **51.3 percent** of the total notices in jurisdiction across the four CYWR trial communities:

| | |
|-----|----------------------------------|
| 73 | Magistrates Court notices |
| 281 | School Attendance notices |
| 11 | Child Safety and Welfare notices |

Eleven Magistrates Court notices, 17 School Attendance notices and 1 Child Safety and Welfare notice were processed as not within jurisdiction.

- **Coen's 75** notices constitute **10.5 percent** of the total notices in jurisdiction:

| | |
|----|----------------------------------|
| 47 | Magistrates Court notices |
| 17 | School Attendance notices |
| 11 | Child Safety and Welfare notices |

One Magistrates Court and 1 School Attendance 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.

- **Hope Vale's 236** notices constitute **33.2 percent** of the total notices in jurisdiction:

| | |
|-----|----------------------------------|
| 68 | Magistrates Court notices |
| 156 | School Attendance notices |
| 12 | Child Safety and Welfare notices |

Thirty-six Magistrates Court notices and 25 School Attendance notices were processed as not within jurisdiction.

- **Mossman Gorge's 35** notices constitute **5.0 percent** of the total notices in jurisdiction:

| | |
|----|----------------------------------|
| 19 | Magistrates Court notices |
| 8 | School Attendance notices |
| 2 | Child Safety and Welfare notices |
| 6 | Housing Tenancy notices |

Two hundred Magistrates Court notices and 1 Child Safety and Welfare notice were processed as not within jurisdiction.

Since its commencement the Commission has received 10,669 agency notices within its jurisdiction. Total notices decreased from 1197 in quarter 15 to 1004 in quarter 16. Of those notices in jurisdiction, Magistrates Court and Child Safety and Welfare notices decreased, whilst School Attendance notices increased, with Housing Tenancy notices remaining stable.

Magistrates Court notices decreased this quarter to 207 from the 310 received in the previous quarter. Aurukun decreased by 38 notices, Hope Vale decreased by 62 notices and Mossman Gorge decreased by 25 notices. Coen increased by 22 notices.

School Attendance notices increased from 445 in quarter 15 to 462 in quarter 16. Coen notices increased by 12 and Hope Vale increased by 32. Aurukun and Mossman Gorge both experienced a decrease of 15 notices and 12 notices respectively for the quarter.

The Commission has received the following school attendance data from the Department of Education, Training and Employment (DETE) for publication in the Commission's quarterly reports.

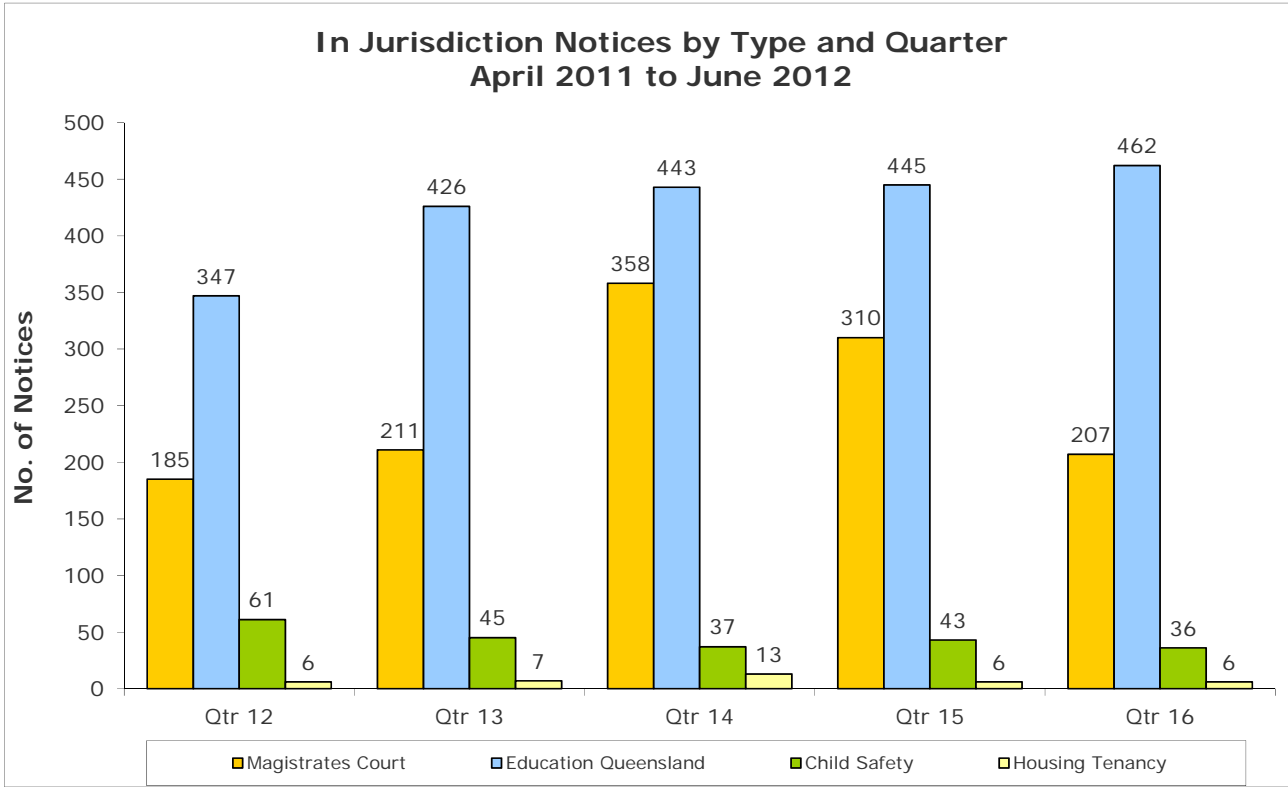
| | 2008 | 2009 | 2010 | 2011 | 2012 | Difference 2011 to 2012 |
|--------------------------|------------|------------|------------|------------|------------|-------------------------|
| School/Community | Term 2 (%) | Term 2 (%) | Term 2 (%) | Term 2 (%) | Term 2 (%) | Term 2 (%) |
| Hopevale Campus of CYAAA | 87.6 | 86.9 | 83.5 | 78.6 | 78.8 | 0.2 |
| Mossman Gorge Community | 60.9 | 81.6 | 79.1 | 79.5 | 74.7 | -4.8 |
| Aurukun Campus of CYAAA | 37.9 | 63.2 | 57.7 | 70.1 | 60.0 | -10.1 |
| Aurukun - Primary | 44.0 | 68.8 | 64.7 | 73.2 | 61.5 | -11.7 |
| Aurukun - Secondary | 19.8 | 40.3 | 32.7 | 51.5 | 17.4 | -34.1 |
| Coen Campus of CYAAA | 96.8 | 93.6 | 92.2 | 86.6 | 88.5 | 1.9 |

Table 1: School Attendance Rate Summary for term 2 2008 to term 2 2012.

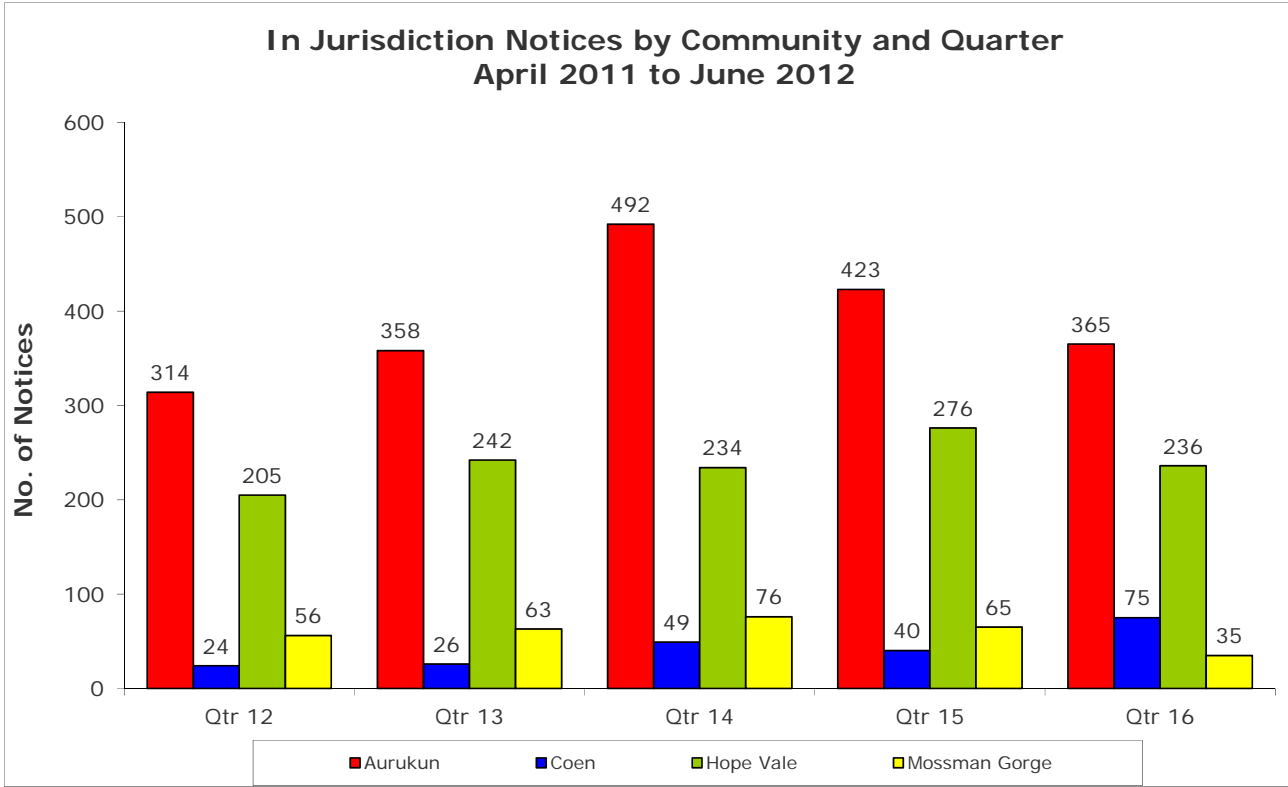
The Commission notes secondary school students are not currently case managed as part of the Student Case Management Framework (SCMF) but are included in the DETE attendance statistics.

Child Safety and Welfare notices decreased from 43 in quarter 15 to 36 in quarter 16. Coen increased by 5 notices from 6 notices in quarter 15 to 11 notices in quarter 16 with Mossman Gorge also increasing by 1 notice. Aurukun and Hope Vale decreased by 3 notices and 10 notices respectively.

Housing Tenancy notices remained stable with 6 notices recorded in both quarter 15 and quarter 16. Aurukun and Coen recorded a decrease of 2 notices and 4 notices respectively, Mossman Gorge recorded an increase of 6 notices, whilst no notices were received for Hope Vale.

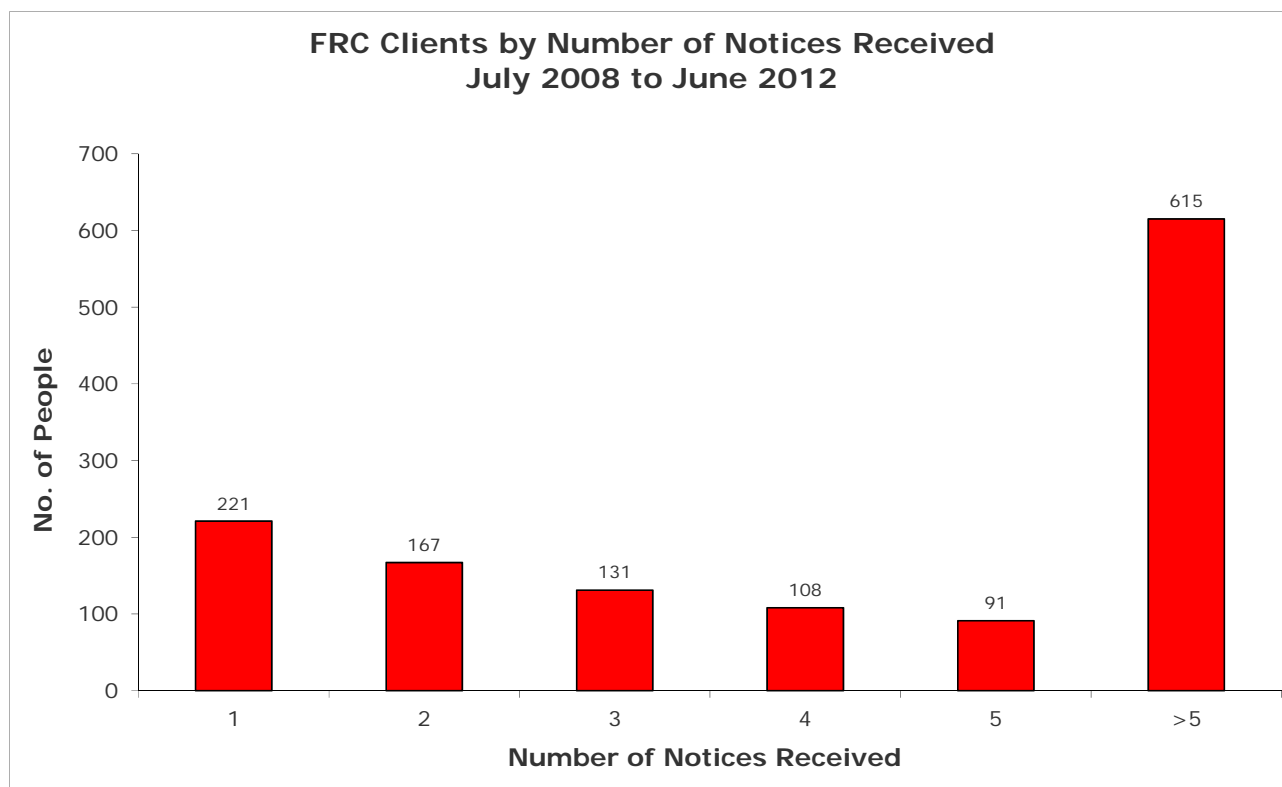


Graph 1: In jurisdiction notices by type and quarter 1 April 2011 to 30 June 2012.



Graph 2: In jurisdiction notices by community and quarter 1 April 2011 to 30 June 2012.

Over the life of the Commission 83.4 percent of clients have received more than one notice with 46.1 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. To date, 16.6 percent of clients have received only one notice.



Graph 3: FRC clients by number of notices 1 July 2008 to 30 June 2012.

(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).

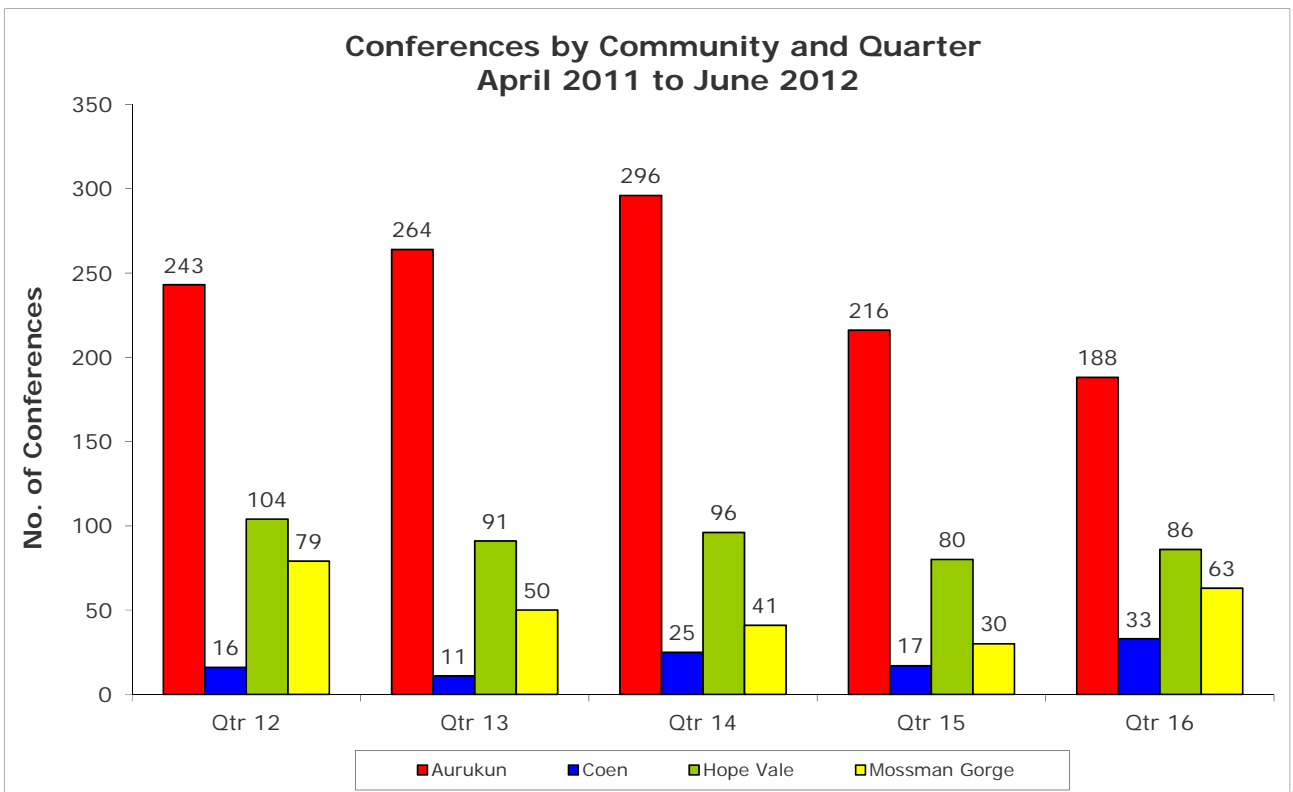
Conferences

Three hundred and seventy conferences² were held across the four communities in quarter 16 resulting in 9 Family Responsibility Agreements being entered into, 54 Orders made to attend community support services and 51 CIM orders as well as no further action, rescheduling and scheduling to return for review with compliance. Forty new clients were conferenced during the quarter and 9 conferences were conducted independently by Local Commissioners as provided for under the Act. Details of conferencing activity in each community for quarter 16 are as follows:

- 188 conferences were held in Aurukun
- 33 conferences were held in Coen
- 86 conferences were held in Hope Vale
- 63 conferences were held in Mossman Gorge.

Conferences increased from 343 in quarter 15 to 370 in quarter 16.

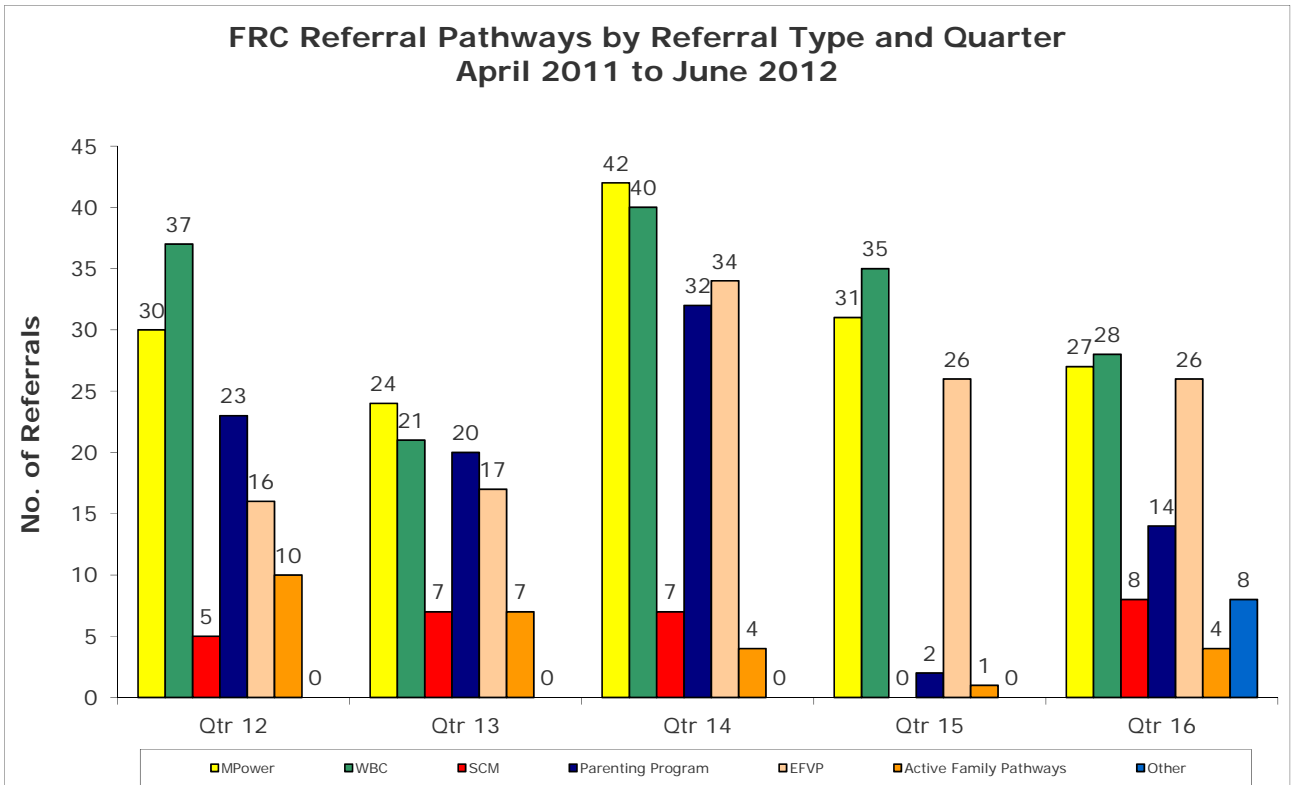
² The number of conferences held relates to the number of conferences listed, which includes where a client was served with a Notice to Attend Conference and subsequently failed to attend.



Graph 4: Conferences by community and quarter 1 April 2011 to 30 June 2012.

Referrals

Referrals to service providers increased from 95 in quarter 15 to 115 in quarter 16, relating to 59 clients. Since commencement the Commission has referred 676 clients to service providers resulting in approximately 50.3 percent of clients on 12 month service referral plans. Referrals in the communities during the quarter were as follows: Aurukun increased by 1; Coen increased by 9; Mossman Gorge increased by 16; and Hope Vale decreased by 6.



Graph 5: Referral Pathways by Referral Type and Quarter 1 April 2011 to 30 June 2012.

Conditional Income Management

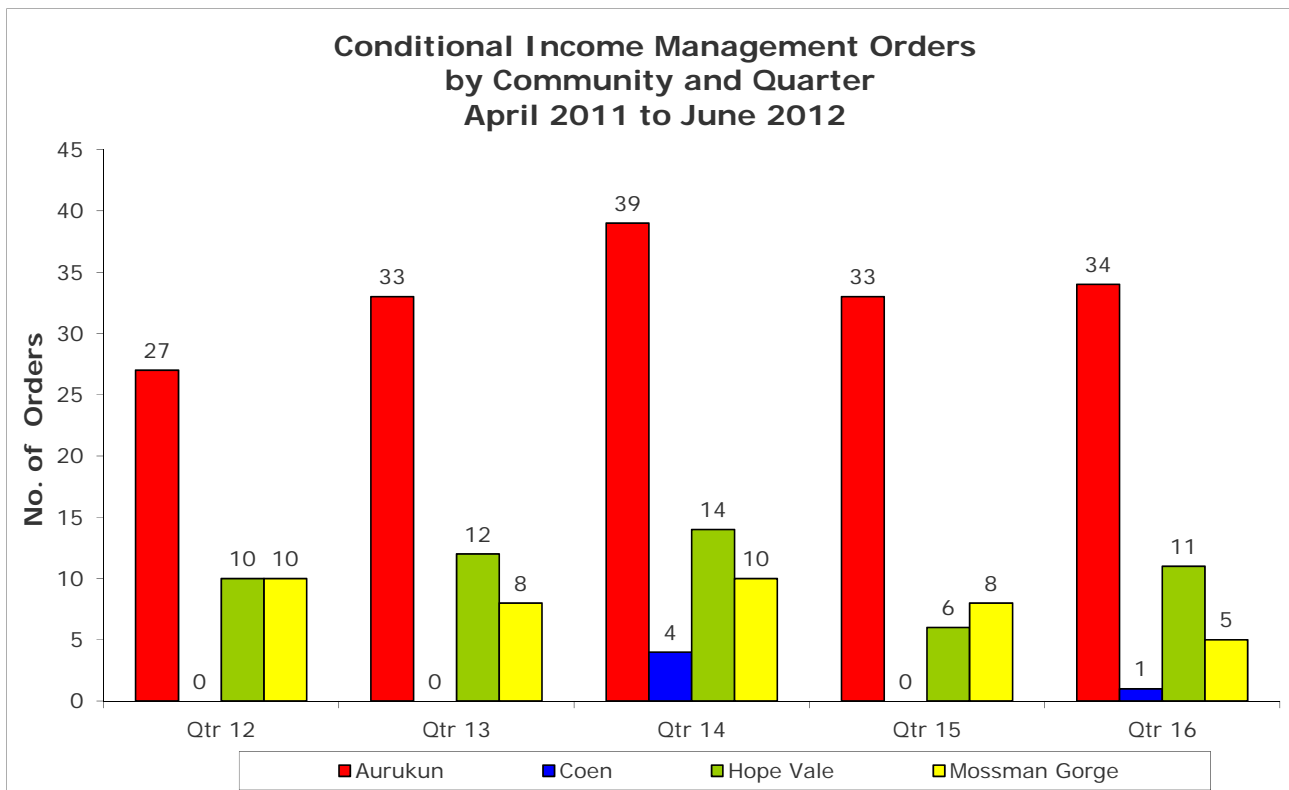
Fifty-one CIM orders were made in quarter 16, an increase of 4 from quarter 15. Since the commencement of the Commission 762 CIM orders inclusive of original orders, extensions and amendments have been made relating to 459 clients. During the quarter an increase was experienced in three out of the four communities. Aurukun increased by 1, Coen increased by 1, Hope Vale increased by 5 whilst Mossman Gorge decreased by 3 orders for the quarter.

Commissioners report that many clients have been given numerous opportunities to attend conference or take action to have CIM orders amended (such as attend service providers) and have refused. As at 30 June 2012, 34.2 percent of the Commission's clients have been subject to a CIM order over the past four years. As at 30 June 2012 there are 181 clients subject to a conditional income management order which equates to 13.5 percent of clients and 10.8 percent of CYWR trial population³ on a CIM order at a point in time.

After four years of conferencing, the Commissioners report there are a number of high needs clients that continue to return to the Commission due to ongoing notices. Many of these clients have been on a case plan for at least one 12 month period and have shown limited behaviour change despite the opportunity to engage with service providers under the case plan provisions. Service providers are not obliged to engage referred clients, therefore those clients who do not wish to attend the service provider do not receive a benefit from the services on offer. Commissioners then consider a CIM order as a potential tool to encourage the client to attend and engage with service providers, to stabilise the household by ensuring the availability of funds to pay rent and bills and to purchase food, clothing and school needs. Commissioners report most clients derive a benefit from the CIM order and are often reluctant to depart the CIM services at the cessation of the order. Although Commissioners encourage clients to engage in a VIM, often the authority of a CIM order provides the clients with a legitimate buffer against the demand for cash money by family members.

Since the commencement of the Commission in 2008, 50 VIM agreements have been processed relating to 47 clients. 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 savings.

³ Total ABS Estimated Resident Population as at 30 June 2010 for adults aged 17 years and over in Aurukun, Coen, Hope Vale and Mossman Gorge is 1,669 as supplied by the Office of Economic Statistical Research.



Graph 6: Conditional Income Management Orders by Community and Quarter 1 April 2011 to 30 June 2012.

Case Management

As at 30 June 2012, 175 clients were being case managed, a decrease from 191 in quarter 15. Since the last quarter the number of clients being case managed in Aurukun and Mossman Gorge has decreased by 14 and 2 respectively while Coen and Hope Vale have remained unchanged.

Active Family Pathways

The Commission offers the AFP framework to clients at three levels. Under the first level of assistance the client attends conference, discusses with the Commissioners the concerns which brought them before the Commission, establishes a number of goals with the AFP Support Officer and works toward achieving those goals. The second level of assistance is a voluntary agreement where the client agrees to the case management of a specific goal or issue and the client and the AFP Support Officer work intensively toward achieving that goal. The third level of assistance focuses on assisting the client to achieve a result that is immediate and meets a pressing need.

A primary focus of the AFP framework continues to be supporting clients, community members and agencies to ensure optimal school attendance at both local and boarding schools. A significant number of high achieving and dedicated students attend local schools early in the week but attendance wanes later in the week. Similarly, diligent boarding school students often fail to return to boarding school after holidays or breaks away. Working with agencies, schools and the Local Commissioners, the AFP framework liaises with these students and families to establish sustainable solutions. During the quarter, the AFP framework sought to establish community based and owned working groups to assist and support carers of students not attending education and to ensure service providers and agencies are working collaboratively and communicating a consolidated and consistent approach to school engagement.

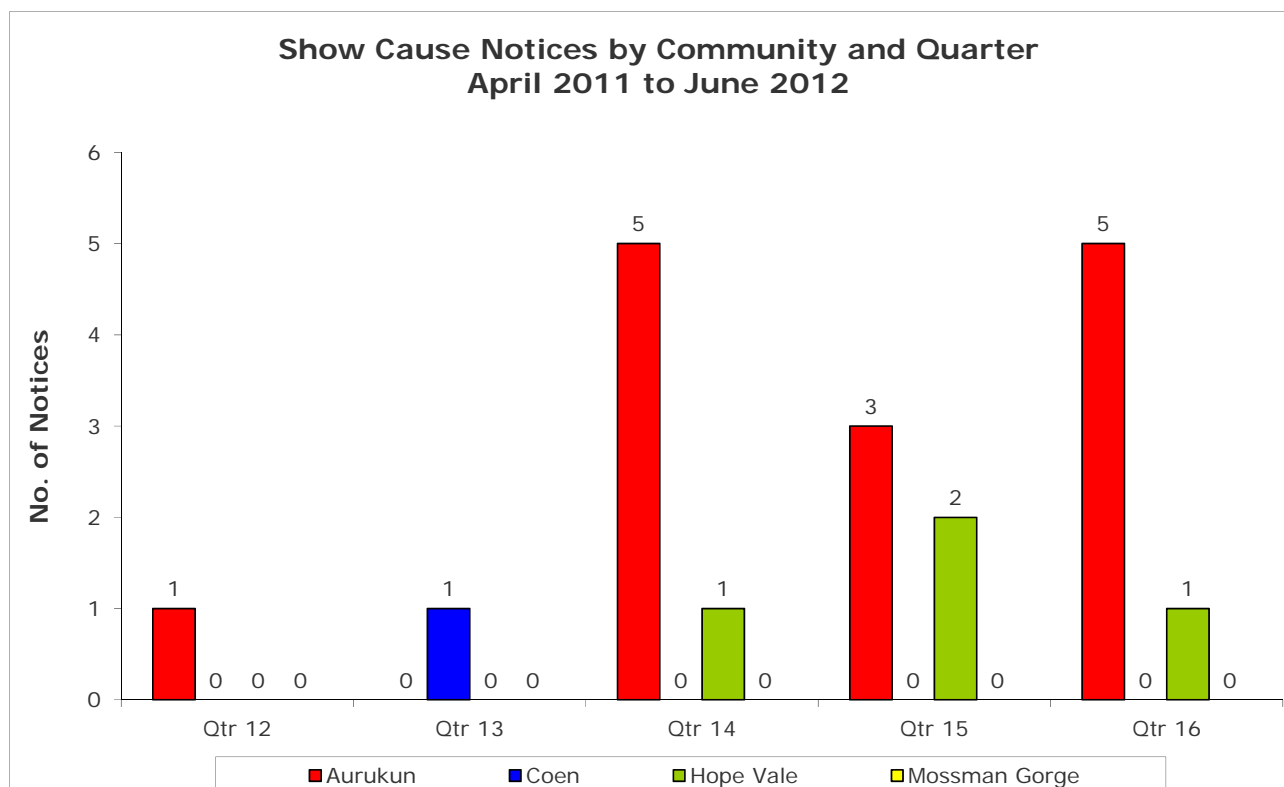
The AFP framework recognises that the Commission has a limited term and the priority is to assist those clients who are willing to accept assistance in order to sustain the momentum of positive changes in behaviour once the Commission has ceased.

A total of 78 clients have benefited from the AFP framework since its commencement in November 2010.

Show Cause Notices

During quarter 16, 6 Show Cause hearings were held. Five hearings were held in Aurukun and 1 in Hope Vale. These matters resulted in:

- 2 Clients ordered to comply with their case plan
- 1 Client Income Managed and ordered to comply with their case plan
- 1 Client Income Managed
- 1 Client rescheduled until the next quarter and ordered to comply with their case plan
- 1 Client issued with a warning and ordered to comply with their case plan.



Graph 7: Show Cause Notices by community and quarter 1 April 2011 to 30 June 2012.

The Commission cannot show cause a client who has been unable to engage with a referred service provider due to the inability of the service provider to provide services to that client. Service providers report to the Commission on attendance, engagement and progression via Monthly Progress Reports. Currently, some service provider programs are scheduled within defined periods such as the school term. If a client is placed on a case plan during the school term, the client must wait until the next term to commence at the beginning of the program schedule. This results in the client being placed in a holding pattern. Whilst this practice allows sufficient numbers to run group sessions, it does not always meet the needs of the client or community, especially when significant events take place at the commencement of the scheduled program which prevents their attendance. When this holding pattern occurs, the Commission cannot show cause the client for non-attendance as they have been unable to attend the required program through no fault of their own. Other programs require the client to attend a set number of times to complete the referral. As the referral spans a 12 month period and the attendance requirement for the client in some programs is to attend four times, once the client has attended the required sessions, for the remainder of the 12 month referral the client is not required to attend according to the service provider. In this case the client cannot be investigated for show cause despite the currency of the 12 month referral. A

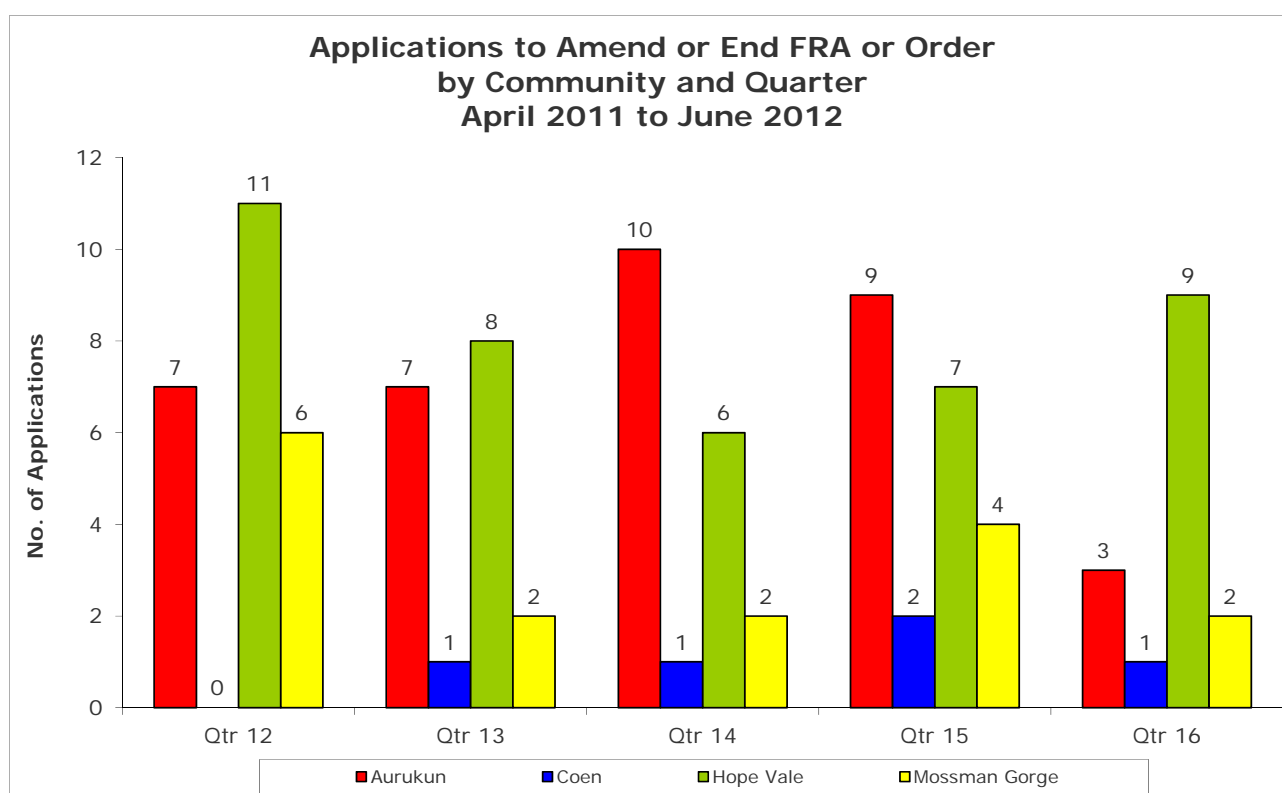
significant number of clients with service provider referrals are on CIM orders and only in exceptional circumstances will the Commission initiate Show Cause proceedings on a client already the subject of a CIM order. The trend of low number of show cause conferences is expected to continue.

Applications to Amend or End Agreements or Orders

Fifteen applications to Amend or End Agreements or Orders were received in quarter 16, a decrease of 7 from quarter 15. Outcomes of the 15 applications received are as follows:

- 6 Income Management agreements and orders revoked
- 6 Applications dismissed
- 2 Applications received at the end of the quarter, decisions pending
- 1 Application rescheduled.

The Commission views the figures for applications to amend or end agreements or orders as an indication of client confidence in the Commission to provide a fair, just and equitable process.



Graph 8: Applications to Amend or End FRA or Order by community and quarter 1 April 2011 to 30 June 2012.

2. Partners and Service Providers

The Commission seeks to ensure that clients receive appropriate and culturally sensitive service provision and that the service provision is of a high standard. Support services need to share information, intelligence and integrated planning initiatives to enable the delivery of holistic services to the mutual clients of each organisation. Progress has been made in partnering reform, and the Commission continues to seek engagement with service providers to renew and tailor efforts in order to maintain the impetus of the reform process. The Commissioners and staff have continued to strengthen existing relationships and initiate new collaborative relationships with agencies and community support service providers, both in the communities and regionally, to meet the needs of clients and community members.

Ongoing encouragement and assistance to service providers to address high staff turnover and the changing needs of the communities remains a focus of the Commissioners. The Commission seeks the commitment of service providers and funding agencies to optimise quality service delivery in the remaining six months of operations to clearly demonstrate the successes that can be achieved with a fully functioning CYWR trial service delivery component. During quarter 16 the Commission engaged with the following CYWR trial service providers:

Active Family Pathways Service Providers

The AFP framework continues to highlight gaps in cohesive service delivery, communication and collaboration between service providers and agencies. Whilst many agencies accept and assist the operations of the Commission, and embrace the authority and influence of the Local Commissioners, a minority of service provider staff impede the functions of the Commission and the Local Commissioners. The Local Commissioners encourage service providers to brief their staff on the functions of the Commission and the role of the Local Commissioners.

AFP Support Officers report clients are gaining greater confidence and understanding of programs, services and the funding of service provision, and are finding their voice to question when their needs are not being met. Clients are gradually planning for the future and discussing options and the support that will be needed to meet their future needs. Those clients wishing to gain employment are seeking assistance and inquiring about childcare provisions, availability of transport and impacts on welfare payments and rental assessments. The Commission will continue to support clients through these changes in their lives and encourages service providers to consider what support mechanisms are required for clients as they transition from welfare dependency.

Ending Family Violence (EFV) Program

The delivery of the Department of Community Safety (Queensland Corrective Services) EFV programs, specifically funded and facilitated for the Commission, did not occur in quarter 16. Following funding delays impacting upon the recruitment of staff, and further delays due to the State Government election placing the government in a care taker period, the first program is now scheduled to occur in Aurukun on 3 to 5 July, 2012. Queensland Corrective Services have recruited and trained suitable staff and will offer eight EFV programs and ten Ending Offending (EO) programs across the communities servicing both Commission and Probation and Parole clients.

During quarter 16 the Commission referred 26 clients to the EFV programs bringing the total number of clients referred to a total of 89, with 62 clients in Aurukun awaiting the commencement of the programs. The Commission acknowledges the ongoing efforts of DCS management to deliver the programs to the CYWR trial communities and to work collaboratively with the Local Commissioners to assist clients in rebuilding their personal and social responsibilities.

MPower/Family Income Management (FIM)

Mpower is an opportunity based framework for money management which evolved from Cape York Partnership's (CYP) original money management program, FIM. Through Mpower clients are coached in financial matters utilising computer technology. The Commission continues to work with Mpower to encourage client attendance, engagement and progress and encourages Mpower to investigate further strategies to improve community participation in the framework. Cape York Partnerships are currently reviewing engagement strategies in each of the communities to ensure a consistent approach is adopted. Mpower have advised the Commission that average attendance per month for Commission clients has been 60 percent, of which approximately 30 percent of clients display signs of progress under the Mpower framework. When the Commission ceases on 31 December 2012, clients who are on case plans will no longer be formally referred to Mpower, and income management orders will also cease. Local Commissioners are encouraging clients and community members to attend Mpower to ensure budgets and savings plans are in place and relationships with community based staff are established to facilitate future financial planning.

Parenting Program

The Cape York Partnerships It takes a village to raise a child parenting program utilising the Triple P parenting methodology is now established in the four CYWR trial communities. All three aspects of the Parenting Program have commenced with scheduling in each school term for Positive Kids, Strong Families and Baby College. Twenty graduates of the program received certificates at ceremonies in Aurukun, Coen, Hope Vale and Mossman Gorge in late June.

During the quarter, staffing resources stabilised with the Aurukun Parenting Program filling one of the two outstanding positions, however, one established Aurukun staff member has since relinquished their position. Cape York Partnerships advise recruitment has been completed and all three Aurukun positions will be filled in July 2012. The program manager exited the program early in the quarter with the position now abolished. Whilst the Commission is encouraged with improved attendance and the recent graduation of 20 community members, it is keen for all referred clients to receive a full 12 month engagement in the Parenting Program. The Commission acknowledges CYP's ongoing design work around 'Alumni' that will make this possible. This piece of design work, included in their Business Case, and soon to be implemented, will allow for the ongoing participation for past graduates from the program. Local Commissioners have continued to support the targeted engagement strategies by the Positive Parenting Consultants and Home Crew, but are concerned regarding the continuity of program delivery, specifically during school holidays when parenting staff and home crew attend training in Cairns and leave the community. The provision of training and development courses for Parenting Program staff in community would enhance continuity of services and build community capacity.

Student Case Management (SCM)

Student Case Managers (SCMs) assist parents and carers to address school attendance by engaging with each family unit on a case by case basis. The Commission continues to work with the SCMs, behaviour officers and Principals to prioritise families and students for conferencing and case management. Local Commissioners have raised concerns regarding unenrolled students as it is compulsory that these students attend the local school to gain attendance records and report cards in order for boarding school applications to be considered, or to graduate from the local school. Some of the unenrolled children are primary school age and visible in the community. The Commission encourages Principals to comply with s41 of the Act to allow the Commission to conference these families and reinforce the lawful directive that children of school age must attend school. In conferencing these families the Local Commissioners would also provide other helpful information such as Abstudy provisions and transition arrangements for boarding school.

Within the current CYWR trial evaluation process, the present high standard of accuracy in school attendance reporting, including late arrivals, has been highlighted when compared to school attendance data prior to the CYWR trial. The accuracy of the data enables the Local Commissioners to deal fairly and openly with clients, but has not resulted in the anticipated statistical decline in school attendance notices.

Transition Support Services (TSS)

The Local Commissioners worked with TSS, ABSTUDY and local support staff to assist students returning to community during the school term and to ensure their return to school with limited impact on studies. Most boarding school students returned to Aurukun to attend the funeral of the Mayor. With compassion and understanding, TSS, ABSTUDY, individual schools, parents and the Local Commissioners worked together to ensure that all students able to attend the funeral were provided with transport to Aurukun and then returned to studies within a few days. The Commissioners congratulate those schools which provide Cape York students with the opportunity to conduct ceremonies and blessings in the event of the passing of relatives, and which ensure students can access support and counselling services. The consideration of the cultural significance of death assists the students to deal with grief and tragedy whilst enabling them to continue with their studies.

Wellbeing Centres (WBC)

The Royal Flying Doctors Services (RFDS) are currently recruiting for the Wellbeing Centre (WBC) Manager role which has, over the past two years, been filled with a number of staff acting in the position. The temporary and transitional arrangements to date have presented a challenge to the establishment of consistent service delivery, client engagement and relationship-building. The Commission is optimistic the new manager will continue the review of clinical qualifications and credentials, including the assessment of individual service delivery appropriate to experience and qualifications, and implement WBC specific policies and procedures. In quarter 16 one strategic managerial meeting and two operational meetings were held between the Commission and the WBC. It is envisaged that regular meetings will assist in greater client coordination and improved program delivery suitable to the changing needs of the communities.

During quarter 16, the Aurukun and Hope Vale WBCs welcomed new team leaders and new operational staff. With a predominately new complement of staff in Aurukun, the WBC continues to experience low attendance rates. Community members have expressed the need to develop a relationship of trust with an individual before attending services regularly. The Commission continues to encourage the RFDS to engage with Local Commissioners and Commission staff upon the induction of new employees and the training of existing employees to ensure operational and cultural inductions are received, building a relationship with the Local Commissioners.

3. Observations, Challenges and Future Direction

Local Commissioners continue to work toward restoring social norms and local Indigenous authority in each of the Cape York Welfare Reform communities. The primary goal of welfare reform is to progress beyond the initial identification and management of dysfunction and passive welfare to the empowerment of community members to personally resolve the dysfunction in their lives. To effect long term changes in behaviour, flexibility in the resourcing of solutions for remote communities is essential to meet individual community needs.

Commissioners

Local Commissioners, Commissioner Glasgow, Deputy Commissioner Curtin and Commission staff convened a week of information sharing in May 2012 incorporating community presentations and tours of several facilities of significance to the work of the Local Commissioners. The Local Commissioners provided input and suggestions to guide the program structure for the week and specifically sought to gain better knowledge and understanding of the agencies and institutions relevant to their role and community issues. During the week, the Commissioners participated in the following:

- Local Commissioners, Commissioner Glasgow and Deputy Commissioner Curtin discussed the successes, gains and the future direction of the Commission and the Local Commissioner role in the communities. The Local Commissioners presented an overview of the achievements over the past four years within each of their communities, the challenges that lay ahead and their personal growth as Local Commissioners.
- A highlight of the week was an invitational tour of the Lotus Glen Correctional Centre and farm. The Local Commissioners gained an insight into the conditions and facilities available within the correctional system and were highly impressed with the number and variety of training options available to the inmates. Local Commissioners now have greater awareness of the issues impacting upon their community members upon release from prison and the factors influencing their transition back into community.
- Local Commissioners and Commission staff visited Djarragun College where they observed the boarding facilities, curriculum and direct instruction methods utilised to educate the students attending the school.
- Upon the invitation of Magistrate Black, the Local Commissioners and Deputy Commissioner Curtin attended the Murri Court at the Cairns courthouse where they observed the court sitting and gained an understanding of the role of the Gumba Gumba Justice Group in the Murri Court proceedings. The Local Commissioners took the opportunity to meet and reacquaint with Justice Henry, Judge Harrison and Magistrates who regularly tour the Cape, and representatives of the Gumba Gumba Justice Group to discuss changes in behaviour in the CYWR trial communities and current legal concerns.
- Prior to attending the week, the Local Commissioners had requested further information regarding support for victims of violence including available counselling and legal services and community education. The Queensland Indigenous Family Violence Legal Service (QIFVLS) conducted an information session regarding free legal and counselling services for victims and their families.

In this quarter Local Commissioners and Commission staff continued their participation with agencies and within their communities to raise awareness of, and resolve issues affecting their respective communities including:

- Aurukun Commissioners, Kerindun, Woolla and Koomeeta were elected as Councillors to the Aurukun Shire Council in the recent Local Government elections conducted on 28 April 2012. Three other Local Commissioners nominated for Council election across the CYWR trial communities and although unsuccessful, received strong support. This provides further evidence of the esteem with which the Local Commissioners are regarded within their community and the leadership and commitment they have demonstrated to their community over the past four years.
- Hope Vale Commissioner Doreen Hart was welcomed by the Aurukun Commissioners to observe conferences in April. Commissioner Hart, with the support of FaHCSIA and Balkanu Cape York Development Corporation, is pioneering new enterprise development throughout a number of Cape York communities specifically targeted toward the development of businesses led by women. Leading a team of representatives, Commissioner Hart met with the Commissioners, Council and women to discuss future developments and opportunities.
- Mr David Kempton MP, Assistant Minister for Aboriginal and Torres Strait Islander Affairs presented certificates to Hope Vale and Mossman Gorge Local Commissioners Deemal, Gibson and Shuan in recognition of their appointment as Local Commissioners.
- Aurukun Commissioners Poonkamelya, Koomeeta, Kerindun and Woolla, together with Commissioner Glasgow and Local Coordinator Gledhill, upon invitation, met with the Honourable Jenny Macklin MP, Minister for Families, Community Services and Indigenous Affairs in Weipa. Minister Macklin consulted the Commissioners on the progress of the CYWR trial and sought their views on the future of the Commission and their roles in community.
- Hope Vale Commissioners Gibson, Deemal, Cobus and Hart completed the three day Mental Health First Aid course in Hope Vale during the quarter, along with Local Coordinator Joinbee and Active Family Pathways Officer Lennox.
- Hope Vale Commissioner Doreen Hart recently shared her home ownership experiences as part of the unique Cape York Partnerships' Co-Design approach to working with Cape York families. Her experience as a Bush Owner Builder provided valuable input into Bayan, the home ownership program. Bayan supports families to develop the skills and behaviours to launch their home ownership ambitions, and transition from renting to home ownership.
- Mossman Gorge Commissioner Fischer participated in the smoking ceremony for the Mossman Gorge Gateway Centre. Local Commissioner Shaun guided the Mossman Gorge dancers in a presentation of culture to celebrate the smoking of the building.
- Coen Commissioner Garry Port was invited to attend the national Family Violence Prevention Legal Services conference for CEO's and principal legal officers in Cairns. On behalf of the Commissioners, Commissioner Port presented an overview of the Commission, the role of the Local Commissioners and the successes and challenges the Local Commissioners have experienced.
- The Aurukun Commissioners invited representatives from QIFVLS, Legal Aid, the Aboriginal and Torres Strait Islander Legal Service (ATSILS) and the Indigenous Legal Service Committee to meet and discuss the role of the Commission. Local Commissioners sought answers in regard to the difficulties experienced in accessing legal services in their communities and provided feedback in regard to the challenges in receiving legal advice and obtaining legal representation in communities.

- During this quarter the Commission has welcomed the commencement of the long anticipated evaluation of the CYWR trial. The Commissioner Week provided the opportunity for the CYWR trial independent evaluators from the Social Research Policy Centre (SPRC) of the University of NSW to meet with the Local Commissioners to explain their role in the evaluation. The SPRC evaluators outlined the various components of the evaluation and the final stage of collating information and data from the various components to inform the final analysis, together with planned visits to each of the CYWR trial communities to interview community members and service providers. The Local Commissioners provided the evaluators with an overview of the qualitative information regarding the effectiveness of the trial in their own communities.

Observations

- The Mossman Gorge Gateway Centre opened its doors to the public on 22 June 2012 with an official ceremony to take place on 7 August 2012.
- Work opportunities have been created for community members within Mossman Gorge. MEGT (Australia) Ltd. a not-for-profit organisation specialising in employment, education and training has offered six hospitality traineeships and two apprentice chef positions in the Mossman Gorge Gateway Centre and a further two positions as tour guides to Job Guarantees.
- The new Western Cape College residential campus facility was opened in Weipa by the Honourable Jenny Macklin MP, Minister for Families, Community Services and Indigenous Affairs. The residence will cater for up to 120 Indigenous students, offering boarding facilities for students throughout Cape York. The facility is currently recruiting suitable staff to meet the needs of 120 students.
- A number of construction projects have commenced in Coen with the building of three new social housing dwellings to be administered by the Department of Housing and Public Works. The former Coen Regional Aboriginal Corporation (CRAC) houses and three duplexes are scheduled for transition to social housing under the auspices of the Department of Housing and Public Works.
- Aurukun tenancy agreements are scheduled for transition to state rental agreements on 2 July 2012. The Commission has actively supported the Department of Housing and Public Works in engaging clients, ensuring arrears are paid and new leases signed. The Department of Housing and Public Works have commenced regular rental inspections of all new dwellings in Aurukun and are providing assistance to residents regarding maintenance and standards of care.
- During this quarter a number of training opportunities have been offered by the Coen Community Development Employment Projects (CDEP) Training Centre. Female CDEP participants increased their job prospects by attending the Budds-Jitja Life Skills Work Readiness training course and participants who completed a Certificate II in Hairdressing also received their qualification certificates.
- The Hope Vale Deed of Grant in Trust (DOGIT), awarded to the Congress of Clans in December 2011, was upheld by Justice Jim Henry in a Supreme Court decision delivered in Cairns in May 2012.
- The Commission acknowledges and congratulates Richard Burchill, an alcohol and drugs community support worker with the Queensland Health Mossman Multi-Purpose Health Facility for being awarded the Encouragement Award at the second annual National Indigenous Drug and Alcohol Conference on 8 June 2012. Richard was recognised for his empowerment of Kuku Yalanji people and his contribution to reducing the harmful effects of alcohol and drugs in the community.

- The second and third phase evaluation of the CYWR trial conducted by the Social Policy Research Centre (SPRC) of the University of New South Wales commenced during this quarter. The evaluation will inform future State and Australian Government welfare reform policy and comprises a number of components, each undertaken by various contractors to achieve an independent and balanced analysis of the CYWR trial. The aim of the evaluation is to measure the outcomes of the reforms and to ascertain what progress has been made to date.

Challenges

- The draft paper regarding the proposed framework for the evaluation of the CYWR Wellbeing Centres has been released by Health Outcomes International. The Commission has provided extensive feedback and recommendations to the proposed framework and anticipates that the eventual evaluation outcomes will provide a comprehensive study of the successes and failures of the Wellbeing Centres to date, and will recommend future strategies to improve the effectiveness and engagement of the Wellbeing Centres in the CYWR trial communities.
- Local Commissioners advise that as increased job opportunities develop in the CYWR trial communities, the availability of adequate childcare facilities offering consistent care arrangements will be required. The lack of available childcare facilities and limited hours of operation will have a potential to impact on the current and future working population within the communities.

Future Direction

- On 10 May 2012 the Australian Government announced funding support for an extension of the CYWR trial and the Family Responsibilities Commission. Following this announcement consultations have been conducted by the Queensland Government, Australian Government and the Cape York Institute (CYI) in the four welfare reform communities. The Commission is awaiting the outcome of the consultations to determine what future activities and planning are necessary.
- Local Commissioners support and promote the Commission extending beyond 1 January 2013, and advise that their communities have not had sufficient time to re-establish social norms or local authority. It is evident that community members are beginning to take responsibility for themselves and their families, and attitudes are reflecting a shift from the mentality of welfare dependency evident before the CYWR trial. These sentiments were clearly stated in the week of information sharing in May 2012.
- The Ending Family Violence (EFV) program and the Ending Offending (EO) program facilitated by the Department of Community Safety (DCS) will recommence in the CYWR trial communities on 3 July 2012 and run until December 2012. DCS have incorporated the EO program into their community delivery which has not previously been offered to Commission clients. Local Commissioners have previously reported the success of the EFV program and look forward to the opportunity to recommence the EFV and new EO programs.

4. Business Operations

Operational

In meeting obligations under Part 3 of the Act, 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 trial 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 extension period of this trial project is \$3.6M. This funding consists of a Australian Government grant of \$1M and \$2.6M allocated by the Queensland Government and administered by the Department of Aboriginal and Torres Strait Islander and Multicultural Affairs. The projected interest on our operating account is \$.05M.

Income:

- Income received by the Commission for the period 1 April 2012 to 30 June 2012 totalled \$0.024M. This income consisted of:
 - \$0.02M received in interest
 - \$0.004M received from sundry revenue.

The balance of available funds in the bank as at 30 June 2012 is \$1.544M.

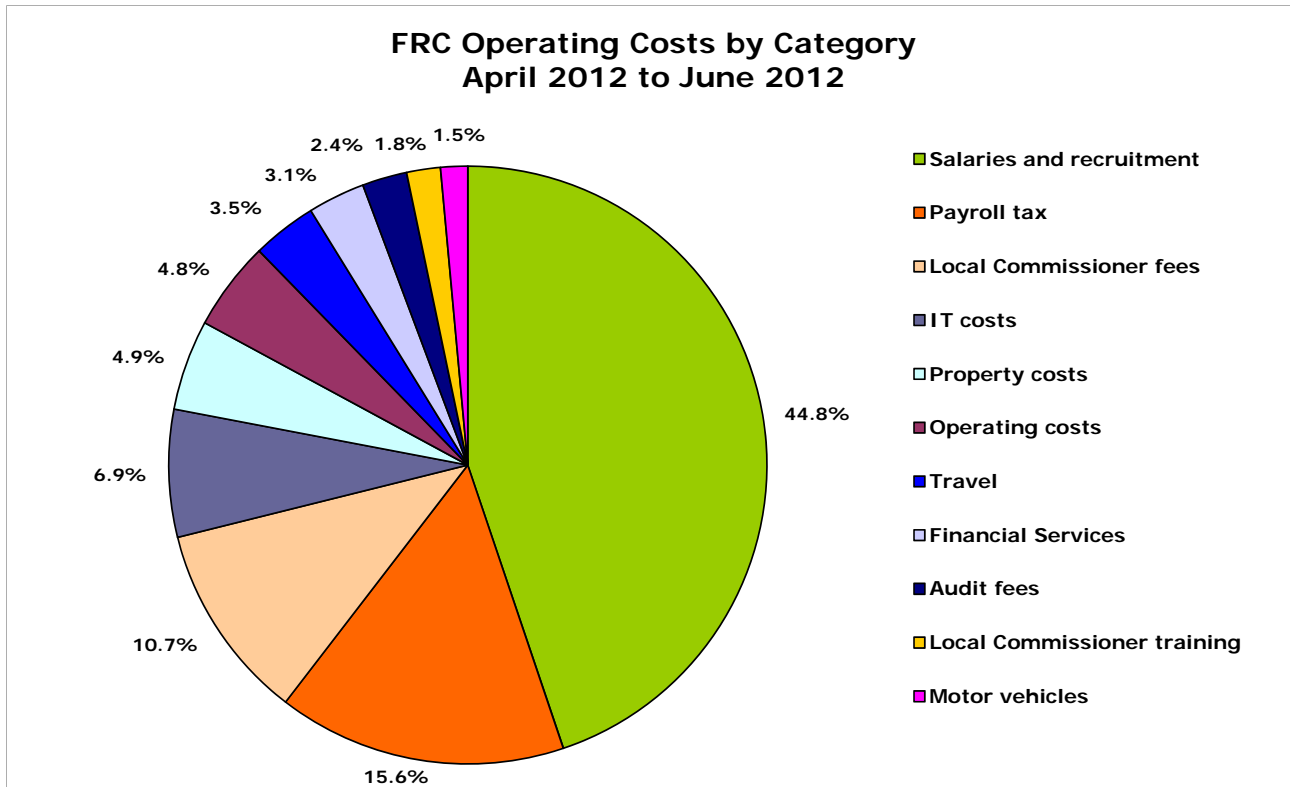
Expenditure:

- Expenditure for the period 1 April 2012 to 30 June 2012 was \$1.204M (Table 2). This total represents 29.12 percent of the projected annual expenditure of \$4.135M as stated in the 2011-12 projected expenditure, disclosed on pages 41 to 48 of book 3 of the State Budget 2011-12 Service Delivery Statements.
- In June 2012 the Commission was advised by the Office of State Revenue that it had been incorrectly claiming Payroll Tax (PT) rebates since 2008 and that a liability had now been incurred consisting of the paid PT rebate plus tax penalties.

| 1 April 2012 to 30 June 2012 | Expenditure Qtr 16 | 1 April 2012 to 30 June 2012 | Expenditure Qtr 16 |
|---------------------------------|-----------------------|---------------------------------|-----------------------|
| Salaries and recruitment | \$539,751.02 | Travel | \$42,090.44 |
| Payroll tax | \$187,892.80 | Financial Services | \$37,235.64 |
| Local Commissioner fees | \$128,670.39 | Audit fees | \$29,100.00 |
| IT costs | \$82,962.97 | Local Commissioner training | \$22,017.02 |
| Property costs | \$58,869.96 | Motor vehicles | \$17,543.24 |
| Operating costs | \$58,044.18 | Total | \$1,204,177.66 |

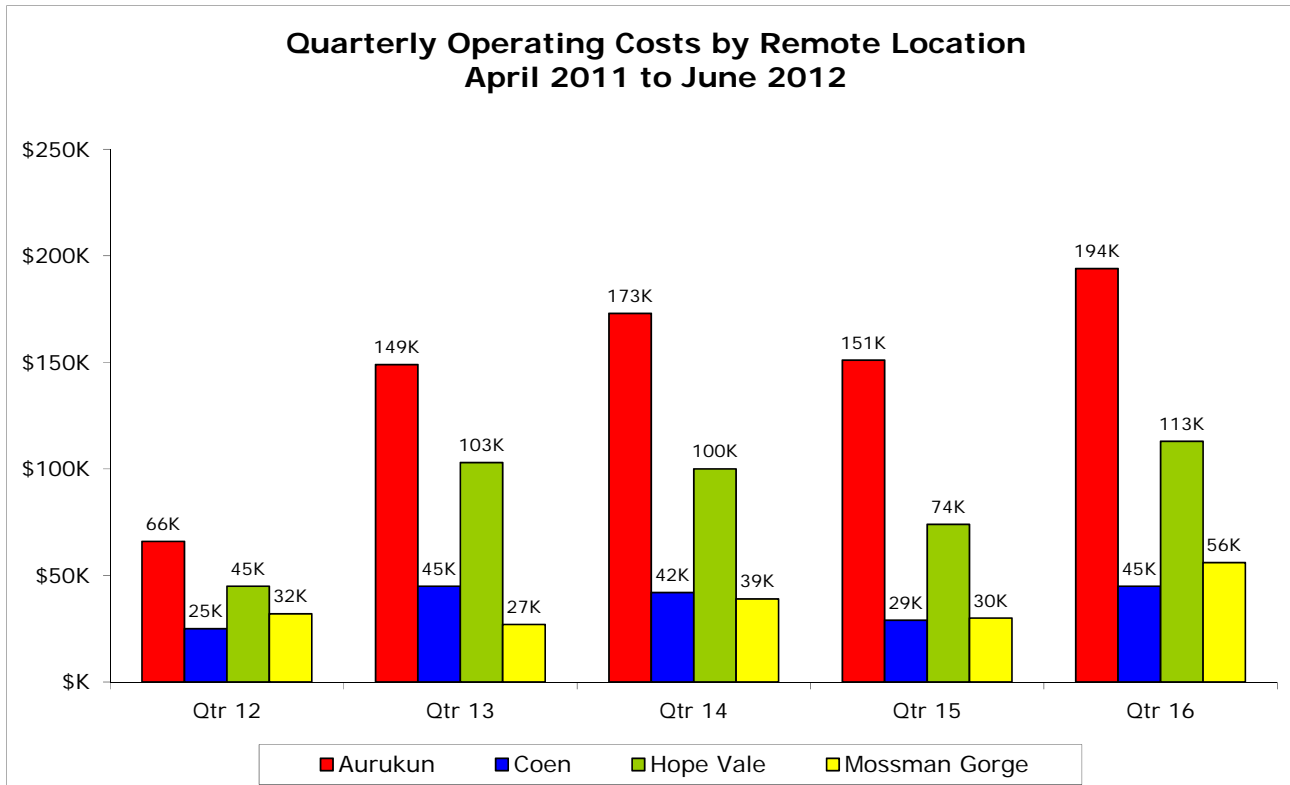
Table 2: Unaudited expenditure in quarter 16.

Quarter 16 disbursement of expenditure by category and percentage of total expenditure.



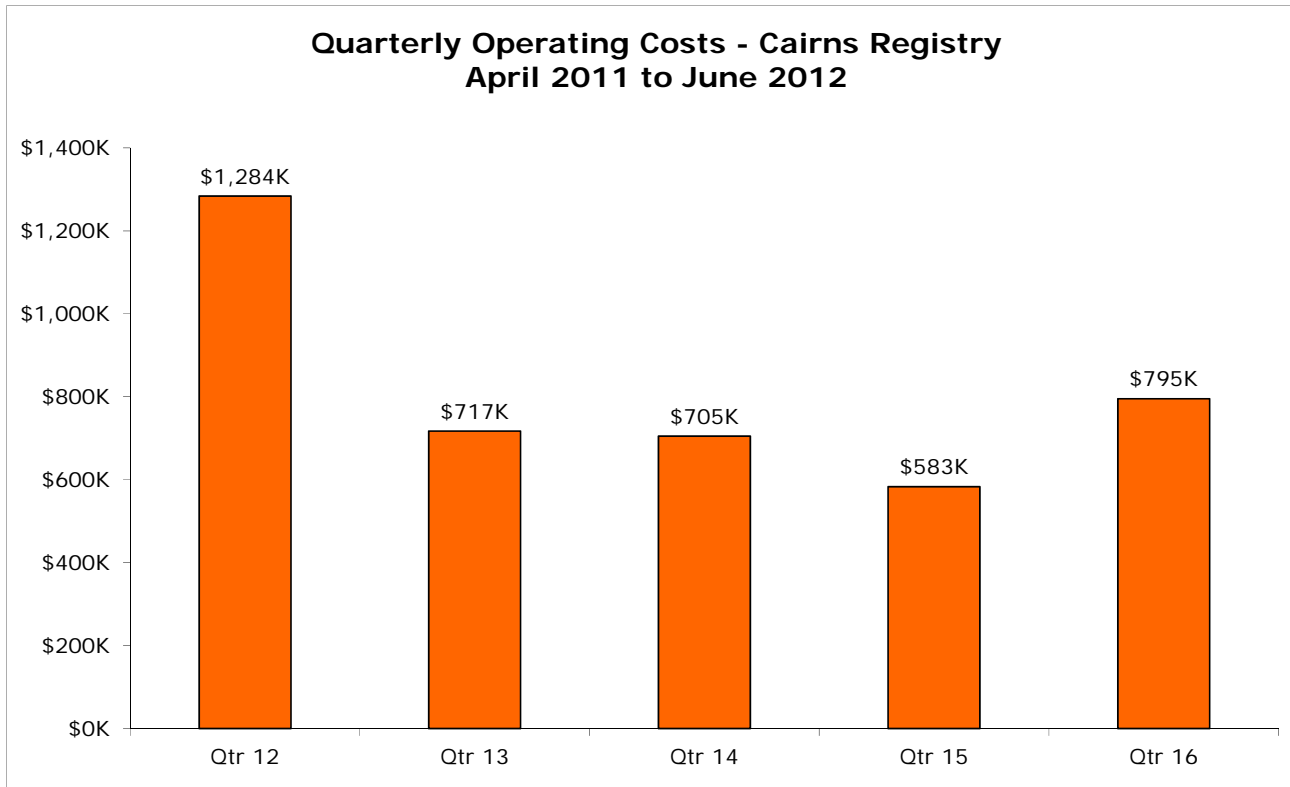
Graph 9: Total FRC Operating Costs 1 April 2012 to 30 June 2012

Regional operational expenditure by location and quarter.



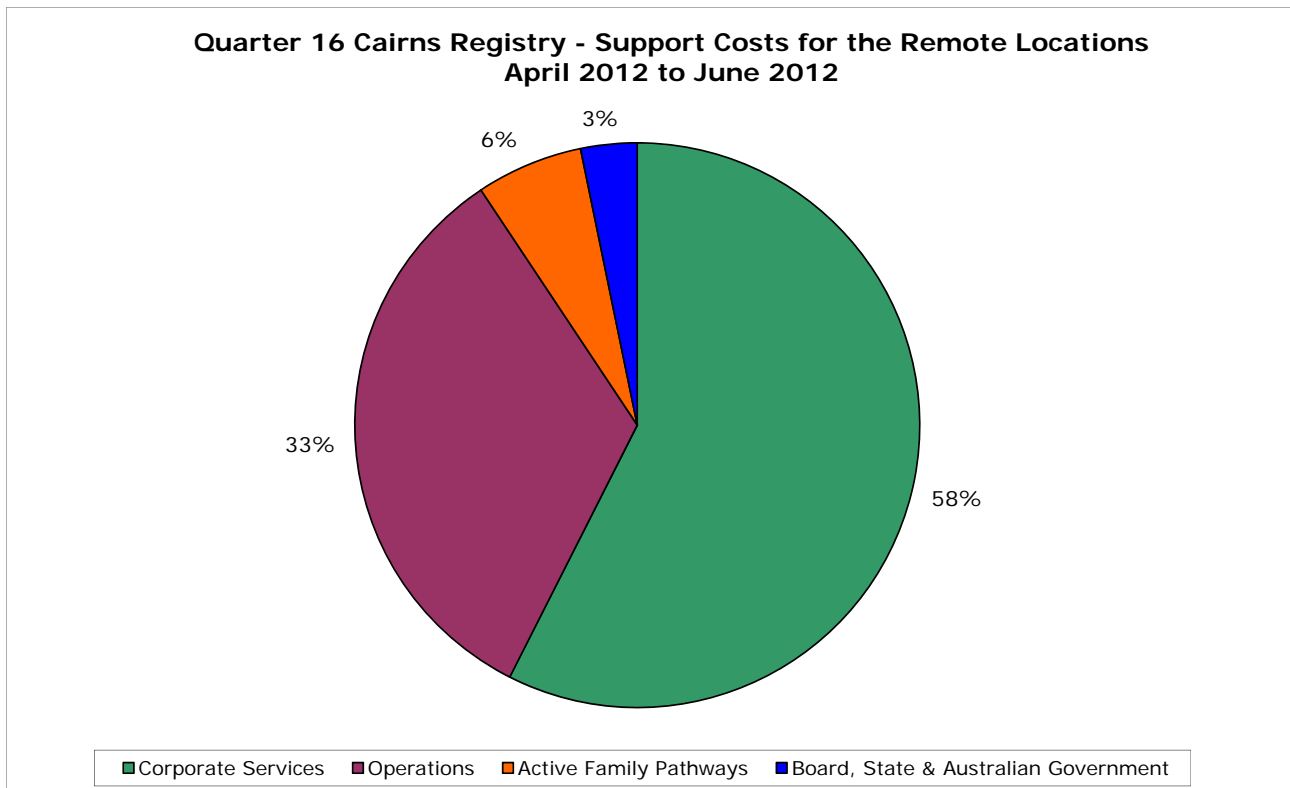
Graph 10: Operating Costs by remote location 1 April 2011 to 30 June 2012

Cairns Registry expenditure for quarter 16 compared to the previous four quarters.



Graph 11: Quarterly Operating Costs Cairns 1 April 2011 to 30 June 2012

Cairns Registry expenditure for quarter 16 by the four cost centres.



Graph 12: Quarterly Support Costs – Remote Locations 1 April 2012 to 30 June 2012

Context

The CYWR trial promotes a process of moving people from passive welfare dependence to engagement in the real economy. This transition includes increasing individual responsibility through engagement in labour markets (i.e. real jobs), increasing responsible tenancy and/or home ownership and limiting the role of governments (Australian, state and local) in people's lives to align with that provided by governments in mainstream Australia.

Welfare Reform is also about social development. The loss of traditional cultural values and practices has adversely impacted on the social development of Cape York communities (including Aurukun, Coen, Hope Vale and Mossman Gorge). The CYWR trial aims to rebuild basic social norms that are the fabric of any society, such as sending children to school, abiding by the law and taking care of one's family and house.

A key plank of the CYWR trial is the establishment of the Family Responsibilities Commission (the Commission). The *Family Responsibilities Commission Act 2008* (the Act) was passed in the Queensland Parliament on 13 March 2008, with bipartisan support and sets out the statutory obligations of the relevant Queensland departments to notify the Commission when a welfare recipient in a trial community is not meeting pre-determined obligations.

Intake and Assessment

Agency notices are received from:

- The Department of Education, Training and Employment must submit a School Attendance Notice to the Commission if a child is absent for three full, or part, days of a school term without reasonable excuse, or submit a School Enrolment Notice where a child of compulsory school age is not enrolled to attend school.
- The Department of Communities, Child Safety and Disability Services must submit a Child Safety and Welfare Notice where the Chief Executive becomes aware of an allegation of harm or risk to a child.
- The Department of Justice and Attorney-General (Magistrates Court) must submit a Court Offence Notice if a person is convicted of an offence.
- The Department of Housing and Public Works or the provider of public housing, must submit a Tenancy Breach Notice if the tenant has breached their public housing tenancy agreement.

Once an agency notice is received, a determination is made as to whether the person/s notified are within the jurisdiction of the Commission in accordance with the Act. Section 49 of the Act provides that the Commission can deal with an agency notice relating to a community member. Section 7 of the Act defines a community member as being a person who is a welfare recipient and who also lives in one of the four CYWR trial communities or has lived there for a period of three months since 1 July 2008. Upon a determination that the matter is within jurisdiction, it is then referred to the Local Commissioners for a decision as to whether the client should be ordered to attend a conference and if other relevant persons should be invited or directed to attend the conference.

Service of Notice to Attend Conference

Following a determination to proceed to conference, the client is served with a 'Notice to Attend Conference' at which time the client is informed of the time, date and place of the conference, the purpose of the conference, what they can expect to occur and the ramifications if they fail to attend. The notice is served at least 7 days prior to the conference date. In the event that a client fails to

attend as per the notice, the Commission re-schedules the conference and again notice is served 7 days prior to the re-scheduled conference.

Conference

At the conference Commissioners discuss with the client the matter/s subject of the agency notice and any related problems the client wishes to raise. Local Commissioners are Elders or respected community members who offer advice and direction to the client in an atmosphere which is entirely informal and confidential. Where the client's first language is not English, the conference is held in the local language of the client with Local Commissioners translating as required. Conferences are convened with a panel of either the Commissioner (or Deputy Commissioner) and two Local Commissioners, or in certain circumstances three Local Commissioners. All Commissioners have equal authority in the decision making process. The Commissioners must attempt to reach a unanimous decision. If a unanimous decision cannot be reached a majority decision is acceptable, however, the reasons as to why it was not unanimous must be documented. Decisions made at conference are made fairly and with the best interests of the client and their family in mind. At the conclusion of the conference Commissioners may decide that no action is necessary, reprimand the client, encourage the client to enter into an FRA, direct the client to relevant community support services or place the client on a CIM order.

Referrals

During the conferencing process Commissioners may decide to refer the client to support services such as:

- WBCs to address alcohol and/or drug misuse, gambling, parenting or social health related issues
- Parenting Programs to assist in implementing good parenting practices
- MPower/FIM to assist with budgeting and meeting priority financial needs of individuals and families
- SCMs to assist parents to ensure children attend school
- EFV program to assist the client in addressing violent behaviours or
- Other appropriate support services.

Conditional Income Management

A conference decision may include the issue of a notice to Centrelink of a CIM order. Due consideration is given firstly to the individual circumstances of the client and whether it may be more appropriate to take alternative action. Primarily CIM orders are issued to stabilise a client's circumstances, particularly where children or other vulnerable people are concerned. CIM orders are also made where a client fails to attend two scheduled conferences, is not complying with their agreement or order, or the Commission is continuing to receive additional notices in relation to their behaviour. CIM orders are issued for a defined period (normally 12 months) with the Commissioners determining whether 60 or 75 percent of fortnightly welfare payments are managed.

Centrelink enacts the notice and meets with the client to discuss their priority needs and financial obligations such as rent and bills and allocates the remainder of funds to a BasicsCard for the purchase of food and other consumables. The client receives the remaining funds (25 or 40 percent) as discretionary spending. CIM orders are reviewed at the six and nine month point of the order. Some clients request extensions of the CIM order or a decrease of the percentage managed from 75 to 60 percent to ensure stability of their finances is maintained. Clients may also voluntarily enter into a VIM arrangement to assist them in managing their budgets and meeting the costs of everyday essentials.

Case Management

Clients who enter into an agreement, or who are ordered to attend community support services are case managed by the Commission. Service providers are required to submit a monthly progress report by the fifth day of each month, advising if the client has attended and engaged with the provider and the progress they are making towards achieving their goals. The Commission collaborates with service providers to maintain consistent reporting criteria, encourages each service provider to engage in a quality assurance process in regard to the quality of information provided in the monthly progress reports, and conducts information sessions and updates in the communities. Service providers are encouraged to attend conference proceedings in each CYWR trial community and discuss with the Commissioners the decision making processes.

Each agreement or order is monitored by the Commission for the period of the agreement/order. As a result of the progress reports received from service providers, clients are assessed to determine if they are fulfilling their obligations under the agreement or order. Additional information is sought from agencies and service providers which is used, together with local knowledge, to decide upon the best course of action for the client.

It should be noted that the number of clients case managed includes those who are incarcerated, out of community, in hospital and on probation orders. Their circumstances are monitored to ensure that where change occurs, such as release from prison, they are supported on their return to the community.

Active Family Pathways

In November 2010 the Commission identified the need for a strategy to appropriately address the complex problems faced by some of its clients. The AFP case coordination framework was developed and agreed upon by stakeholders. AFP is offered to select individuals and families requiring assistance and support to navigate services and agencies to access the personal assistance they require. The model is voluntary and a collaboration between the Commissioners, Local Coordinators and Case Management team, and encourages clients to identify strategies to restore their primary responsibility for improvement in their lives and that of their families.

The Commission anticipates that a key outcome of the AFP will be increased school attendance and clients addressing significant issues within their lives. It acknowledges, however, that issues such as addiction and violence are personal challenges which require the sourcing of long term solutions to effect permanent change.

Show Cause Notices

Where a client does not comply with their agreement or order, Show Cause proceedings may be initiated and the client ordered to attend before the Commission to explain reasons for non-compliance and if necessary an order for CIM may be made. The complexity of client obligations requires comprehensive information sharing and cooperation between the Commission, service providers and associated agencies to ensure clients can realistically meet the requirements of their agreements or orders. Each Show Cause is therefore assessed on a case by case basis. This process is essential to ensure that clients are treated in a fair and just manner.

Applications to Amend or End Agreements or Orders

Clients may submit an Application to Amend or End their Agreement or Order where their circumstances may have changed. Commissioners view the hearing of the applications as an opportunity to engage with clients. For some clients this may be their first conference attendance as the CIM order may have been invoked due to their non-attendance at two previous conferences. The client is encouraged to provide evidence as to why the application should be heard and each

application is considered on its own merit. When CIM orders are revoked clients are encouraged to continue to address any remaining challenges and to exercise personal responsibility in their lives.

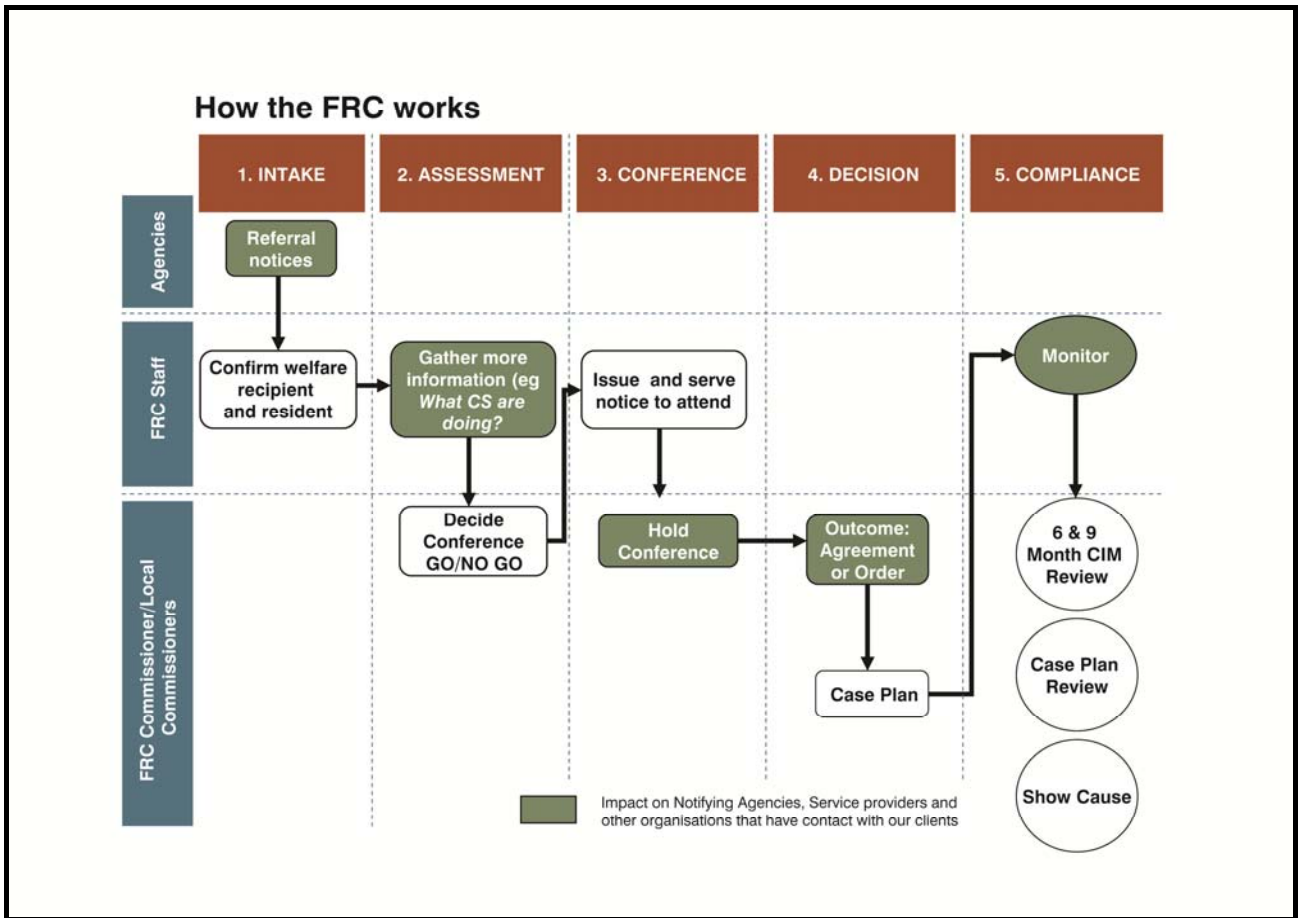


Table 3: Commission processes.

DRAFT SITTING CALENDAR 2012 FAMILY RESPONSIBILITIES COMMISSION

1 January 2012 to 31 December 2012

| WEEK COMMENCING | Commissioner | COEN Mon | AURUKUN Tues/Wed/Thurs | HOPE VALE Tues/Wed | MOSSMAN GORGE Thurs | OFFICE CAIRNS |
|-----------------|--------------|----------------|---------------------------|-----------------------------|---------------------------|--|
| 2 JANUARY | DRG | | | | | Office week |
| 9 JANUARY | DRG | | | | | Office week |
| 16 JANUARY | DRG | | | | | Office week |
| 23 JANUARY | DRG | | | | Public Holiday | 26 Australia Day 23, 24, 25, 27 |
| 30 JANUARY | DRG | | 31, 1, 2 | | | 30 Jan, 3 Feb |
| 6 FEBRUARY | DRG | | | 7, 8 | 9 | 6, 10 |
| 13 FEBRUARY | DRG | 13 | 14, 15, 16 | | | 17 |
| 20 FEBRUARY | DRG | | | 21, 22 | 23 | 20, 24 20-FR Board Meeting |
| 27 FEBRUARY | DRG | | 28, 29, 1 | | | 27 Feb, 2 March |
| 5 MARCH | DRG | | | 6, 7 | | 5, 8, 9 |
| 12 MARCH | DRG | | 13, 14, 15 | | | 12, 16 |
| 19 MARCH | DRG | | | 20, 21 | 22 | 19, 22, 23 |
| 26 MARCH | DRG | 26 | 27, 28, 29 | | | 30 |
| 2 APRIL | DRG | | | | 3 | 6 Good Friday |
| 9 APRIL | DRG | Public Holiday | | | | 9 Easter Monday |
| 16 APRIL | DRG | 16 | 17, 18, 19 | | | 20 |
| 23 APRIL | DRG | | | 23, 24 25 Public Holiday | 26 | 25 ANZAC Day 27 |
| 30 APRIL | DRG | | 1, 2, 3 | | | 30 April, 1, 2, 3, 4 May |
| 7 MAY | DRG | Public Holiday | | | | 7 May Day Holiday Commissioner Week |
| 14 MAY | DRG | | | 15, 16 | 17 | 14, 18 14 FR Board Meeting |
| 21 MAY | DRG | 21 | 22, 23, 24 | | | 25 21-FR Board Meeting |
| 28 MAY | DRG | | | 29, 30 | 31 | 28 May, 1 June |
| 4 JUNE | DRG | | 5, 6, 7 | | | 4, 8 |
| 11 JUNE | DRG | Public Holiday | | 12, 13 | 14 | 11 Queen's Birthday 15 |
| 18 JUNE | DRG | 18 | 19, 20, 21 | | | 22 |
| 25 JUNE | DRG | | | | | Office week |



DRAFT SITTING CALENDAR 2012 FAMILY RESPONSIBILITIES COMMISSION



1 January 2012 to 31 December 2012

| WEEK COMMENCING | Commissioner | COEN Mon | AURUKUN Tues/Wed/Thurs | HOPE VALE Tues/Wed | MOSSMAN GORGE Thurs | OFFICE CAIRNS |
|-----------------|--------------|----------------|---------------------------|-----------------------|---------------------------|-------------------------------|
| 2 JULY | DRG | | | | | Office week NAIDOC Week |
| 9 JULY | DRG | | | 10, 11 | 12 | 9, 12, 13 |
| 16 JULY | DRG | 16 | 17, 18, 19 | | | 20 Cairns Show Day |
| 23 JULY | RC | | | 24, 25 | 26 | 23, 25, 27 |
| 30 JULY | DRG | | 31, 1, 2 | | | 30 July, 3 August |
| 6 AUGUST | RC | | | 7, 8 | 9 | 6, 10 8 FR Board Meeting |
| 13 AUGUST | DRG | 13 | 14, 15, 16 | | | 17 |
| 20 AUGUST | DRG | | | 21, 22 | | 20, 23, 24 |
| 27 AUGUST | DRG | | 28, 29, 30 | | | 27, 31 27 FR Board Meeting |
| 3 SEPTEMBER | DRG | | | 4, 5 | 6 | 3, 7 |
| 10 SEPTEMBER | DRG | 10 | 11, 12, 13 | | | 14 |
| 17 SEPTEMBER | DRG | | | 18, 19 | | 17, 20, 21 |
| 24 SEPTEMBER | DRG | | | | | Office Week |
| 1 OCTOBER | DRG | Public Holiday | | | | 1 Queen's Birthday extra |
| 8 OCTOBER | DRG | | 9, 10, 11 | | | 8, 12 |
| 15 OCTOBER | DRG | | | 16, 17 | 18 | 15, 19 16/17 Estimates |
| 22 OCTOBER | DRG | 22 | 23, 24, 25 | | | 26 |
| 29 OCTOBER | DRG | | | 30, 31 | | 29 Oct, 1, 2 Nov |
| 5 NOVEMBER | DRG | | 6, 7, 8 | | | 5, 9 5 FR Board Meeting |
| 12 NOVEMBER | DRG | | | 13, 14 | 15 | 12, 16 |
| 19 NOVEMBER | DRG | 19 | 20, 21, 22 | | | 23 19 FR Board Meeting |
| 26 NOVEMBER | DRG | | | 27, 28 | | 26, 29, 30 |
| 3 DECEMBER | DRG | | 4, 5, 6 | | | 3, 7 |
| 10 DECEMBER | DRG | | | 11, 12 | 13 | 10, 14 |
| 17 DECEMBER | DRG | | | | | Office Week |
| 24 DECEMBER | DRG | | Public Holiday | Public Holiday | | 27, 28 Office closed for Xmas |
| 31 DECEMBER | DRG | | Public Holiday | | | 31 Office closed for Xmas |

Governance

Part 12 of the *Family Responsibilities Commission Act 2008* 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 three months and each member must be present at each meeting. The Board's membership consists of:

- Mr Jon Grayson Director General, Department of the Premier and Cabinet
- Mr Noel Pearson Director, Cape York Institute for Policy and Leadership
- Mr Finn Pratt Secretary, Department of Families, Housing, Community Services and Indigenous Affairs.

Glossary of Terms

Ending Family Violence (EFV) Program:

The EFV program is a culturally specific program designed for Indigenous offenders to help address aspects of their criminogenic behaviour relating to family violence.

The EFV program is a brief intervention targeting Indigenous offenders who have been convicted of offences related to violence within their family and or community. The program is based on a cognitive behavioural model and utilises both active and experiential learning exercises that are culturally appropriate. The program aims to raise participants' awareness of the impact of domestic violence on the family unit and to investigate options to assist them to change their lifestyle. It is available in both correctional centres and the Probation and Parole service.

The EFV program focuses on the following key areas:

- the nature of violence in families
- the links between alcohol use and violence in families
- awareness of the consequences of violence
- identifying how violence can be prevented
- strengths focus (empowerment)
- developing a relapse prevention and management
- developing a plan to establish positive life style choices.

MPower/Family Income Management (FIM):

MPower is a Cape York Partnerships Opportunity Product designed to support individuals and families to manage money for basic material needs; build capabilities through financial literacy and behaviour change; and build assets through saving and disciplined money management. The program evolved from Cape York Partnership's original money management program, Family Income Management (FIM). The Commission refers clients to the basic money management component of the MPower product.

Parenting Program:

Cape York Partnerships' Positive Parenting program is named It takes a village to raise a child. There are three parts to the program: Baby College, Positive Kids and Strong Families. Each part provides customised opportunity services to support the physical, emotional, social and intellectual development of the child from infancy to adulthood. Baby College provides a college for expecting parents to socialise and learn together while they travel on the journey to parenthood. Parents are supported by experienced aunties, uncles and grandparents in the community and from baby health and parenting professionals. Positive Kids is delivered through the Cape York Aboriginal Australian Academy. The program works with parents to encourage positive behaviour management that optimises learning and prepares students for success in secondary school. Strong Families supports families by helping parents to develop Positive Parenting skills so that they are able to meet the needs of their children. It engages at-risk children and families so that everything is done to ensure that families can stay together and stay strong. Parents graduate from all programs with a ceremony and certificate.

Student Case Management Framework (SCMF):

The SCMF was developed by CYP to support student attendance. The SCMF uses Professor Herbert C Kelman's behavioural change model which identifies three stages leading to behavioural change: compliance, identification, and internalisation. SCMF works with students, parents, schools and the broader community to set the expectation of 100 percent attendance and to build and sustain it as a 'social norm'.

Under the SCMF, SCMs aim to follow up every absence, on the day, to work with families to resolve the reason behind a child's unexplained absence or late arrival and to develop strategies to avoid recurrences. SCMs also refer parents to support services like MPower or support services as required. Such quick response reduces the incidence of parents being called before the Commission on student attendance-related issues. SCMs use positive reinforcement to publicly and privately acknowledge 100 percent attendance.

Transitional Support Services (TSS)

TSS supports students and their families from remote Indigenous communities in transitioning into secondary boarding schools by providing assistance with applying for ABSTUDY and scholarships, travel arrangements, information on appropriate schools and school applications, whilst also building relationships and assisting the children to maintain contact with their culture and community.

Wellbeing Centre (WBC):

These centres are currently operated by the RFDS and are the primary referral agency for the Commission. The WBCs provide:

- a holistic, systemic and community-based approach to treating drug and alcohol addiction and related mental health co-morbidities, including family violence and gambling
- clinical assessments, formal and informal counselling, support for individuals and their families, and support for community-driven activities that build community capacity
- support for restoring social norms and empowering individuals to take responsibility for making positive choices about their health and wellbeing.

Each WBC is staffed with clinical counsellors and one or more community support workers. Staff are also supported by part-time medical practitioners, mental health nurses and psychiatrists, team leaders and a service development manager.

Cape York Welfare Reform (CYWR) trial

The CYWR trial is a partnership between four Cape York communities, the Queensland and Australian Governments and the Cape York Institute for Policy and Leadership. The Cape York Welfare Reforms aim to address passive dependence on welfare and rebuild social norms in the communities.

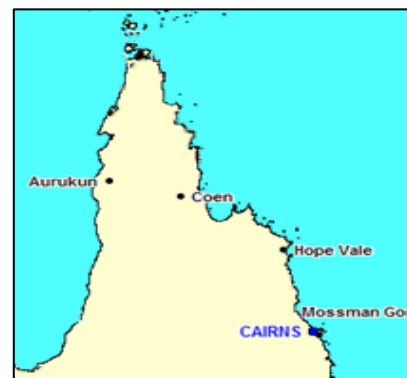
The CYWR trial communities are:

Aurukun

Aurukun is on the western coast of Cape York and is approximately 900 kilometres northwest of Cairns, and about 200 kilometres south of Weipa. The community had an estimated resident population of 784 people as at 30 June 2010⁴.

Coen

The township of Coen is about halfway between Cairns and the tip of Cape York. It is not a discrete Aboriginal community and is part of Cook Shire. The community had an estimated resident population of about 193 people at 30 June 2010⁵.



Hope Vale

Hope Vale is situated on the Cape York Peninsula and is 46 kilometres northwest of Cooktown. The estimated resident population of Hope Vale was about 588 people at 30 June 2010⁶.

Mossman Gorge

Mossman Gorge is a small Aboriginal community 75 kilometres north of Cairns, 4 kilometres from Mossman (the nearest town), and approximately 25 kilometres by road from Port Douglas. It is not a discrete Aboriginal community and is part of the Cairns Regional Council area. The community had an estimated resident population of about 104 people at 30 June 2010⁷.

For more information on the communities and population compositions view:

www.indigenous.qld.gov.au and www.statistics@oesr.qld.gov.au/qld-regional-profiles

⁴ Note: Adults 17 years and over provided by OESR from ABS Estimated Resident Population (ERP) figures.

⁵ Adults 17 years and over provided by OESR. Estimated by applying the proportion of the ABS 2006 Census Collection District population aged 17 years and over to the total ERP. Due to the inherent uncertainty associated with population estimates of very small communities, the Coen population has been held constant at level estimates for 30 June 2006.

⁶ Note: Adults 17 years and over provided by OESR from ABS Estimated Resident Population (ERP) figures.

⁷ Adults 17 years and over provided by OESR. Estimated by applying the proportion of the ABS 2006 Census Collection District population aged 17 years and over to the total ERP. Due to the inherent uncertainty associated with population estimates of very small communities, the Mossman Gorge population has been held constant at level estimates for 30 June 2006.