

# Family Responsibilities Commission

*Report to the Family Responsibilities Board*

## Quarterly Report

**No. 55**

**January 2022 to March 2022**



*Report prepared by the Family Responsibilities Commission under the leadership of Commissioner Tammy Williams and presented to the Family Responsibilities Board pursuant to section 144 of the Family Responsibilities Commission Act 2008.*

*The Family Responsibilities Commission publishes annual and quarterly reports on the Commission's website in line with its policy and commitment to open data available to the public. For more details see: [www.frcq.org.au](http://www.frcq.org.au)*

## Executive Summary

The Families Responsibilities Commission (FRC) is a key mechanism to support welfare reform community members and their families to restore socially responsible standards of behaviour and establish local authority.

The *Family Responsibilities Commission Act 2008* (FRC Act) provides for the establishment of the Family Responsibilities Board (FR Board). The FR 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 Commissioner must as soon as practical after each quarter, give the FR Board a written report about the Commission's operations during the period.<sup>1</sup> This report sets out the Commission's key operational matters for the period January to March 2022.

Quantified in the table below are the activities undertaken by the Commission during quarter 55 with comparisons shown to the previous quarter.

**Table 1:** Activity from 1 October 2021 to 31 March 2022

<b>Activity for the quarter</b>	<b>Qtr 54</b>	<b>Qtr 55</b>
Total number of notices received by the Commission <sup>2</sup>	2,051	2,030
Number of notices within jurisdiction	1,110	1,185
Number of notices not within jurisdiction	941	845
Number of clients notified to the Commission from notices within jurisdiction	579	588
<b>Conferences and amend/end application hearings for Family Responsibilities Agreements and Family Responsibilities Orders</b>		
Conferences conducted	335	118
Number of clients served to attend conference	272	115
Attendance percentage for conferences and amend/end application hearings for Family Responsibilities Agreements and Family Responsibilities Orders	61%	71%
Non-attendance percentage with acceptable (reasonable) excuse for conferences and amend/end application hearings for Family Responsibilities Agreements and Family Responsibilities Orders	23%	40%
<b>Conference outcomes</b>		
Agreements to attend community support services	73	37
Orders made to attend community support services	19	28
Referrals to service providers from Family Responsibilities Agreements and Family Responsibilities Orders <sup>3</sup>	105	74
Agreements for Conditional Income Management (CIM)	1	0
Orders made for CIM	28	6

<sup>1</sup> Section 144 *Family Responsibilities Commission Act 2008*

<sup>2</sup> Agency notices are counted on the basis of the number of persons named on the notice (e.g. a Child Safety and Welfare notice relating to two parents is counted as two notices and if three children from one family have an unexplained absence from school for all or part of any three school days during a school term, this counts as three individual School Attendance notices against each person listed on the notice). Counting rules also stipulate that where multiple charges are received on a court notice each charge is counted as an individual notice.

<sup>3</sup> An agreement and a decision can have multiple case plans which in turn can have multiple referrals where a service provider has multiple programs.

<b>Amend/end decisions for Family Responsibilities Agreements and Family Responsibilities Orders</b>	<b>Qtr 54</b>	<b>Qtr 55</b>
Accepted	75%	100%
Refused	25%	0%
<b>Voluntary Agreements</b>		
Voluntary agreements for a voluntary case plan	1	10
Voluntary referrals to service providers	1	10
Voluntary agreements for VIM	33	16
<b>Amend/end decisions for Voluntary Agreements</b>		
Accepted	100%	92%
Refused	0%	8%
<b>Other activity</b>		
Applications to Amend or End received	32	16
<b>Information as at the last day of the quarter</b>		
Number of clients case-managed through current non-voluntary case plan	224	164
Number of clients subject to a current CIM	62	35
Number of clients on a current VIM	105	83

### **Quarterly Trends**

The summary of activity shown in Table 1 above is indicative of a high level of support for community members in what was a challenging quarter. The first wave of the Omicron variant of COVID-19 and serious unrest in some of the FRC communities necessitated a tailored and elevated response to ensure clients and Local Commissioners were adequately supported during the reporting period.

Queensland experienced widespread community transmission of the Omicron variant of COVID-19 during January 2022. This Omicron wave resulted in the beginning of the school year being delayed by a week, and the Executive Management Team took the decision to move to Scenario 2 of its Preparedness Framework for COVID-19. Scenario 2 required FRC operations be modified on a case-by-case basis according to a need versus risk assessment. As there were a high number of cases of COVID-19 in Cairns, and cases in each of the FRC communities, conferences were suspended and travel to community by registry staff assessed on a case-by-case basis.

Conferencing resumed in Mossman Gorge on 1 March 2022, and in the remainder of the FRC communities in the two weeks following. This delay in the beginning of conferencing is reflected in a reduction in the number of conferences from 335 in quarter 54 to 118 in this quarter. Conference attendance however, increased during this time by 10 percent, from 61 percent in quarter 54 to 71 percent in quarter 55. It is also of note that the proportion of clients who provided a reasonable excuse for non-attendance increased by 17 percent from the previous quarter. These conference attendance statistics demonstrate the growing willingness of clients to engage with the FRC.

A further measure of support for FRC communities during this time was an increase in the number of Voluntary Agreements for case plans, which rose from one in Quarter 54 to 10 in Quarter 55. These 10 voluntary agreements were entered into by 9 individual clients. Of the 9 clients, 5 were participants of the FRC's new Intensive Case Management (ICM) Framework.

## **Intensive Case Management Framework**

Advice was received from key stakeholders in each of the five welfare reform communities during January 2022 that there was a continuing need for the FRC to provide support to community members – including those whose vulnerability was further exacerbated by the public health emergency - to resume primary responsibility for their own and family members' wellbeing. In early 2022 the FRC developed its Intensive Case Management (ICM) Framework to ensure that vulnerable clients requiring immediate supportive intervention were identified and engaged. The framework was then implemented once conferencing was suspended due to the Omicron wave of COVID-19.

The goal of the ICM Framework is to provide an increased level of oversight and support to vulnerable clients. Clients who may benefit from an increased level of support in the absence of usual conferencing were identified and prioritised collaboratively between the registry staff and Local Commissioners. Local Commissioners and Local Registry Coordinators then began working closely with those clients and service providers in community to identify specific needs and implement plans to have those needs met. Ongoing support and coordination were then provided for these clients. Early feedback from ICM participants and from Local Commissioners is that it has been of enormous benefit to clients needing extra support, particularly when service providers were either providing only a limited service or were absent from community during the Omicron wave.

## **Annual Report 2020-21**

As noted in the previous quarterly report, the FRC's Annual Report, as required under s143 of the *Family Responsibilities Commission Act 2008*, was provided to the Hon Craig Crawford MP on 28 October 2021. We are pleased to report that the FRC's annual report was tabled in the Queensland Parliament by Minister Crawford on 1 February 2022.

## **Memorandum of Understanding**

In late February 2022, advice was received from the Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships (DSDSATSIP) that agreement had been reached between Minister Crawford and the Hon Ken Wyatt AM, to fund the FRC for a two-year period, from 1 July 2021 to 30 June 2023. The Memorandum of Understanding was signed by all parties and executed on 11 March 2022. Noting the impact of funding uncertainty on the FRC's operations, the Commission is pleased to have the formal funding agreement in place until July 2023, and to be able to provide a measure of stability to clients, Local Commissioners and registry staff.

## **Future Directions Review**

On 25 March 2022, the FRC was advised by DSDSATSIP that a consultant had been engaged to undertake an independent review to inform the Queensland Government's decision-making on the future of the FRC. The FRC will participate in the review as an opportunity to celebrate successes, recognise and report challenges and seek new opportunities to continue improving the FRC model of social change. It is hoped that the results of the review will provide opportunities to improve and evolve the Commission into an organisation with greater reach and impact and lead to long-term operational stability.

## **Community Support and Services Committee**

On 28 March 2022, Commissioner Williams, along with Registrar Maxine McLeod and Executive Officer (Finance) Tracey Paterson, appeared at a Public Briefing of the Community Support and Services Committee of the Queensland State Parliament.

Commissioner Williams reported to the Committee on:

- the operational performance highlights outlined in the recently tabled Annual Report

- the MoU for funding and the impact of successive short-term funding agreements on the Commission's operations
- the history of external scrutiny of the FRC and potential data limitations in the context of the Future Directions Review, and
- the importance of operationalising the Childrens Court trigger in the FRC Act.

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### **Abbreviations**

AU	Aurukun
CO	Coen
CP	Case plan
CPA	Case plan agreement
CPO	Case plan order
CS	Child safety and welfare notice
CIM	Conditional Income Management
DSDSATSIP	Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships
DIS	District Court notice
DM	Doomadgee
DVB	Domestic Violence Breach
DVO	Domestic Violence Order
EQ	School attendance notice
FRA	Family Responsibilities Agreement
FRC	Family Responsibilities Commission
HT	Housing tenancy breach
HV	Hope Vale
MAG	Magistrates Court notice
MG	Mossman Gorge
NFA	No further action
SEN	School enrolment notice
VCP	Voluntary Case Plan
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 FR Board)

# Family Responsibilities Commission Welfare Reforms

Report to 31 March 2022.

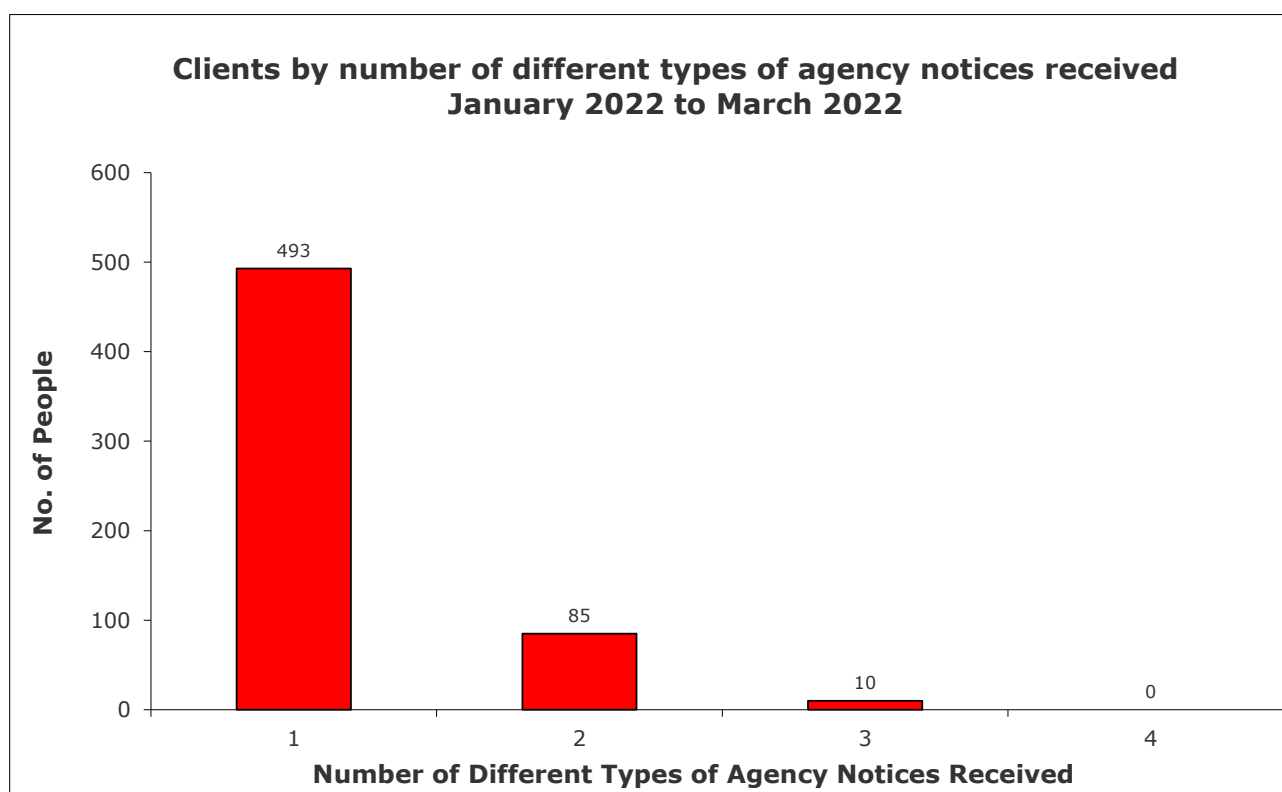
## 1. Activities and Trends

### Client issues and interactions during the quarter

The Commission delivers services to communities which are culturally unique and geographically remote. Each community is different, however, each can be characterised by the entrenched disadvantage of Indigenous community members. Over-crowded housing, high rates of welfare dependency and multi-generational poverty have resulted in communities with high numbers of individuals and families with complex needs.

### Many clients experience a complexity of issues.

Data collected by the FRC provides insight into the complexity of the issues faced by many clients. Graph 1 sets out the different types of agency notices received by individual clients during the reporting period. During quarter 55, 493 clients (84 percent) were notified to the Commission with only one type of trigger notice. The remaining 95 clients (16 percent) received more than one type of trigger notice.



**Graph 1:** Number of clients by number of different types of agency notices received 1 January 2022 to 31 March 2022

Investigations reveal the following information regarding the types of sole trigger notices received by Commission clients during the quarter:

- 59 percent received a school attendance (EQ) notice
- 13 percent received a Magistrate Court (MAG) notice
- 5 percent received a child safety and welfare (CS) notice
- 5 percent received a domestic violence order (DVO) notice and
- 1 percent received a domestic violence breach (DVB) notice.

The remaining sole trigger notices received for Commission clients during the quarter were 7 clients with a housing tenancy breach (HT) notice and 2 clients with a school enrolment notice (SEN). Table 2 shows the combination of trigger notices received for 95 clients with more than one type of trigger notice. One can see that predominantly there is a nexus between Court convictions and domestic violence orders/breaches with education notices and child safety issues, and also a strong nexus between child safety issues and education notices.

**Table 2:** Number of clients with multiple and differing agency notices (i.e. Child Safety and Welfare (CS), Domestic Violence Order (DVO), Domestic Violence Breach (DVB), Magistrates Court (MAG), District Court (DIS), Education Queensland for school attendance (EQ), Housing Tenancy Breach (HT) and School Enrolment (SEN) from 1 January 2022 to 31 March 2022<sup>4</sup>

Type of Agency Notice/s	Number of clients
CS,DVB,MAG	1
CS,DVO	2
CS,EQ	29
CS,EQ,MAG	1
CS,MAG	3
DIS,EQ	1
DVB,DVO,MAG	1
DVB,EQ	1
DVB,EQ,MAG	3
DVB,MAG	14
DVO,EQ	6
DVO,EQ,MAG	4
DVO,MAG	13
EQ,HT	3
EQ,MAG	13
<b>Total</b>	<b>95</b>

**Client interactions with the Commission fall within a continuum of decisions available.**

The following data (tables 3 to 7) provides an overview of interactions that have taken place with clients during this reporting period and consists of decisions where a final determination has taken place in conference and includes decisions delivered at application hearings. It does not include instances where a client was rescheduled to another conference due to non-attendance, or a conference was adjourned to another date to allow the parties to address matter/s prior to the Commissioners making a determination.

The role of the FRC is to work with the most vulnerable, disadvantaged group who engage in anti-social behaviours. Of this extremely vulnerable cohort who engage in anti-social behaviours there are a range of clients who fall within a spectrum of willingness to take personal accountability for their actions and accept support to address behaviours. The vast majority are prepared to accept support and demonstrate a degree of insight into their behaviours, however, there is a small cohort of clients who are resistant to change.

Shown below are the number of interactions (excluding reschedules and adjournments during the quarter) that resulted in a voluntary agreement, a decision by agreement or order, or a decision delivered on an amend/end application. The Commission is still seeing a number of interactions by

<sup>4</sup> Refer to the descriptions of abbreviations on page 6.



clients on a less intrusive and more proactive basis, i.e. where engagement is on a voluntary basis (Table 3), or where acceptance of the Commission’s decision for a referral to a support service or income management is by agreement with the client (Table 4). These proactive interactions are considered to be a positive indication that community members have developed a consciousness of their actions and are demonstrating early insight into the effect those actions have on others.

**Table 3:** Number of voluntary agreements (where a client has agreed to a voluntary case plan or voluntary income management) entered into from 1 January 2022 to 31 March 2022<sup>5</sup>

<b>Voluntary Agreements</b>			
	<b>VCP</b>	<b>VIM</b>	<b>Total</b>
<b>Total</b>	<b>10</b>	<b>16</b>	<b>26</b>

**Table 4:** Number of decisions by agreement (where a client has agreed to a case plan or conditional income management) entered into from 1 January 2022 to 31 March 2022<sup>5</sup>

<b>Decisions by Agreement</b>			
<b>Community</b>	<b>CP</b>	<b>CIM</b>	<b>Total</b>
AU	16	0	<b>16</b>
CO	3	0	<b>3</b>
DM	13	0	<b>13</b>
HV	3	0	<b>3</b>
MG	2	0	<b>2</b>
<b>Total</b>	<b>37</b>	<b>0</b>	<b>37</b>

**Table 5:** Number of decisions by order (including where the FRC has mandated a client be the subject of a case plan or conditional income management) from 1 January 2022 to 31 March 2022<sup>5</sup>

<b>Decisions by Order</b>								
<b>Community</b>	<b>CP</b>	<b>CP &amp; CIM Concurrently</b>	<b>CCP&amp; Rescheduled</b>	<b>CIM</b>	<b>No Further Action</b>	<b>Recommend Support Service</b>	<b>Reprimand</b>	<b>Total</b>
AU	3	1	0	1	3	1	2	<b>11</b>
CO	1	0	0	1	0	0	2	<b>4</b>
DM	10	2	1	0	5	1	0	<b>19</b>
HV	5	0	0	0	8	1	0	<b>14</b>
MG	5	0	0	1	0	0	0	<b>6</b>
<b>Total</b>	<b>24</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>16</b>	<b>3</b>	<b>4</b>	<b>54</b>

**Table 6:** Number of decisions on applications from a Decision by order and a Decision by agreement (where a client seeks to alter or end their original FRC decision because their circumstances or behaviours have changed) from 1 January 2022 to 31 March 2022<sup>5</sup>

<b>Decisions on Order and Agreement Amend/End Applications</b>						
<b>Community</b>	<b>CCP End</b>	<b>CCP End &amp; CIM End</b>	<b>CIM Amend</b>	<b>CIM End</b>	<b>No Further Action</b>	<b>Total</b>
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>2</b>

<sup>5</sup> Refer to the descriptions of abbreviations on page 6.

**Table 7:** Number of decisions of voluntary amend/end applications (where a self-referred client seeks to alter or end their voluntary income management agreement because their circumstances have changed) from 1 January 2022 to 31 March 2022<sup>6</sup>

<b>Decisions of Voluntary Amend/End Applications</b>				
<b>Community</b>	<b>VIM Amend</b>	<b>VIM End</b>	<b>VIM No Further Action</b>	<b>Total</b>
<b>Total</b>	1	11	1	13

During quarter 55 the number of interactions highlighted in tables 3, 4, 5, 6 and 7 related to a total of 119 clients (82 female and 37 male). To clarify the variability of client interactions, the following may occur during the reporting period:

- A client may be placed on a case plan at the beginning of the quarter to one service provider and then referred to another service provider later in the same quarter.
- A client may be placed on a CIM order at 60%, 75% or 90% and then have their percentage of income management reduced or increased later in the quarter.
- A client may be separately or concurrently placed on a case plan and income management throughout the quarter, and a client may be placed on an income management order but then placed on a case plan under a decision by agreement.
- A client may have entered into a voluntary agreement for voluntary income management along with a separate case plan to attend support services under a decision by agreement.

**The nuanced decision-making of Commissioners at conference is reflective of each client’s individual circumstances.**

Clients with complex and multifaceted issues often require solutions which are best coordinated with multiple service providers who can extend assistance to family members. This requires the Commissioners to take a holistic approach to their decision-making by involving, where appropriate, family and clan group members at conference, together with a network of relevant service providers. The Commissioners, when making decisions, consider a variety of options. These may include not putting clients on case plans when they already have an appropriate referral in place, not making a referral because of the limited availability of appropriate support services to address the client’s specific needs and the use of ‘No Further Action’ being made. The latter decision can be ordered in circumstances where the Commission is satisfied clients are already showing insight into their own behaviours and have taken personal responsibility to address the issue of concern before the matter proceeded to conference. This holistic approach assists in creating a more informative, culturally relevant and empowering experience for the client so they can make the necessary changes in their lives to provide for a safe and secure environment for themselves and their families.

The types of client interactions evident during quarter 55 reinforce the Commission’s belief that our clients are displaying a willingness to change and taking personal responsibility for their wellbeing and the wellbeing of their families. The following highlights for the period 1 January 2022 to 31 March 2022 support our assertion:

- 45 percent of clients entered into a Family Responsibilities Agreement or self-referred to the FRC and sought a voluntary agreement during the quarter;
  - As a subset of the above, 30 percent of clients specifically entered into a voluntary agreement with either no other interactions, or a decision for no further action;
- 13 percent of clients did not require any further action on their matter/s, where no further action was the only outcome; and
- 3 percent of clients were considered to only require a reprimand for their actions.

<sup>6</sup> Refer to the descriptions of abbreviations on page 6.

There remains a small cohort of clients who come before the Commission who struggle to develop insight into their actions and are less inclined to change their behaviours. The nuanced decision-making of Commissioners for these clients may include (as an option of last resort) a decision to income manage the client. These orders are issued as a means of holding the clients to account (and to create some stability in their lives, particularly if they are responsible for children). The Commissioners have made the following decisions in conference for those recalcitrant clients who refuse to change their behaviour:

- 20 percent of clients were ordered to attend a support service under a case plan only;
- 3 percent of clients were placed on a CIM order only; and
- 3 percent of clients were placed on a CIM order and ordered to attend a support service.

## Notices

In quarter 55 the Commission received 2,030 agency notices<sup>7</sup>. Some individuals may have been the subject of more than one agency notice. Of that figure 1,185 notices (58 percent) relating to 588 clients were within the Commission's jurisdiction, and 845 notices (42 percent) were outside the Commission's jurisdiction.

**Table 8:** Notices in jurisdiction by type and community 1 January 2022 to 31 March 2022

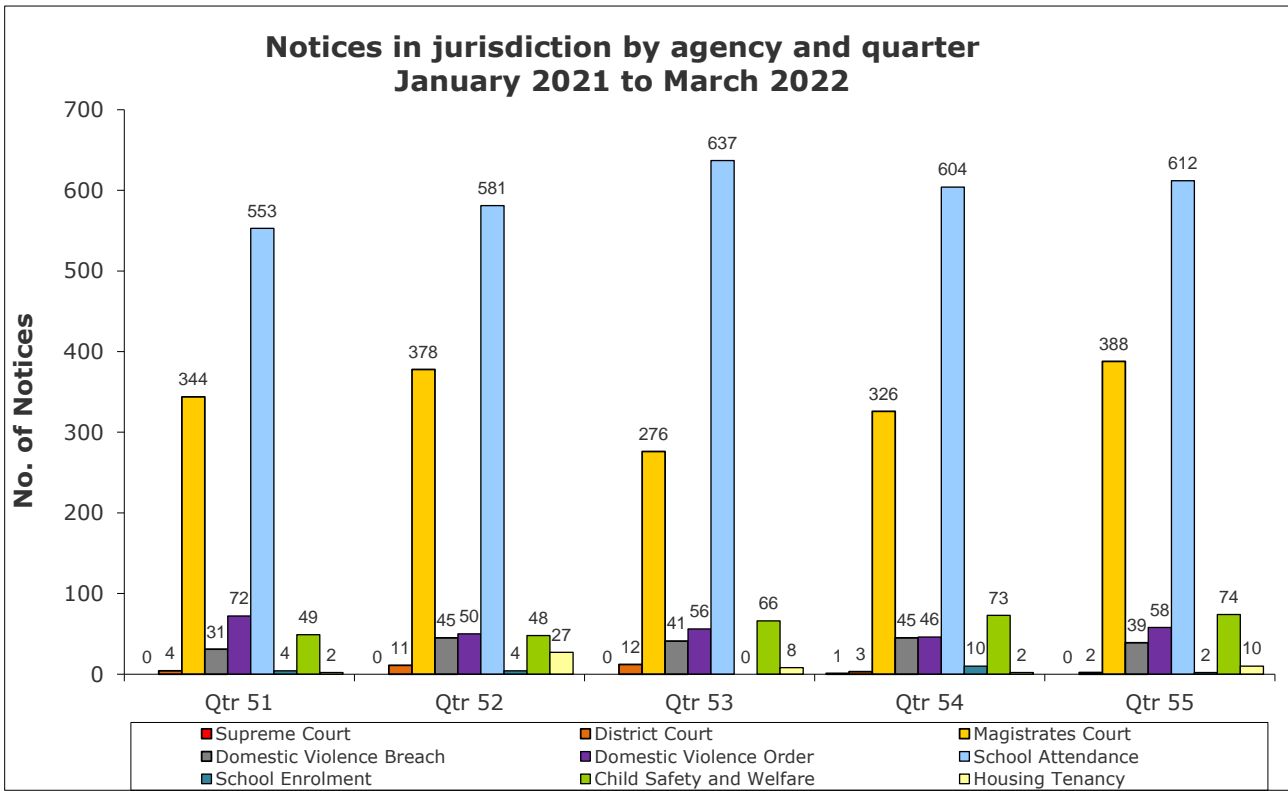
Type of Notice	AU	CO	DM <sup>8</sup>	HV	MG	Total
Supreme Court notices	0	0	0	0	0	<b>0</b>
District Court notices	2	0	0	0	0	<b>2</b>
Magistrates Court notices	328	12	0	29	19	<b>388</b>
Domestic Violence Breach notices	29	3	0	1	6	<b>39</b>
Domestic Violence Order notices	38	5	0	7	8	<b>58</b>
School Attendance notices	188	4	314	82	24	<b>612</b>
School Enrolment notice	0	0	0	2	0	<b>2</b>
Child Safety and Welfare notices						
Child Concern Reports	11	2	27	23	0	<b>63</b>
Finalised Child Protection Investigations	3	0	8	0	0	<b>11</b>
Housing Tenancy notices	9	0	0	0	1	<b>10</b>
<b>Total</b>	<b>608</b>	<b>26</b>	<b>349</b>	<b>144</b>	<b>58</b>	<b>1185</b>

### Further details of notices within jurisdiction for each community are set out below:

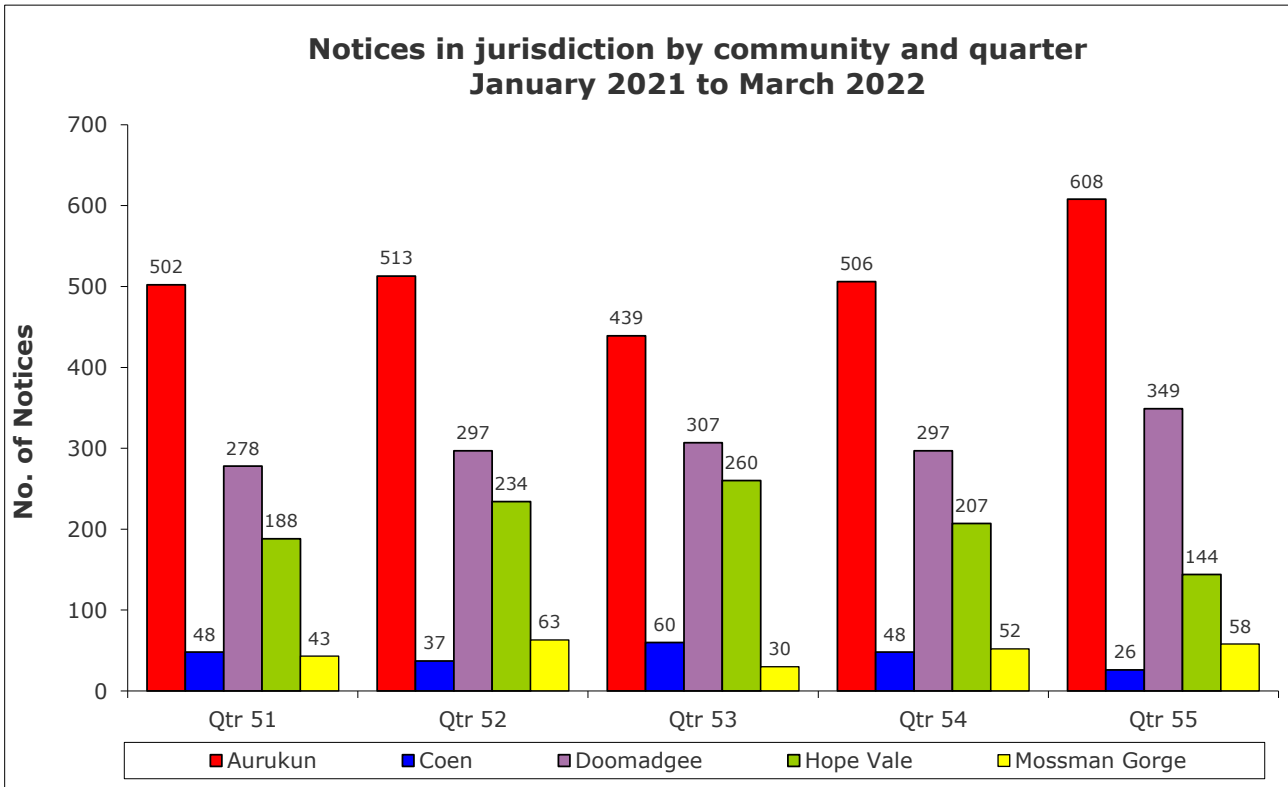
- Aurukun received 608 notices relating to 240 clients (150 female and 90 male)
- Coen received 26 notices relating to 19 clients (10 female and 9 male)
- Doomadgee received 349 notices relating to 209 clients (150 female and 59 male)
- Hope Vale received 144 notices, relating to 90 clients (56 female and 34 male)
- Mossman Gorge received 58 notices relating to 30 clients (17 female and 13 male).

<sup>7</sup> Counting rules are that an agency notice is counted on the basis of number of 'people' named on the notice. For example a child safety and welfare notice relating to two parents is counted as two notices and if three children from one family have an unexplained absence from school for all or part of any three school days during a school term, this counts as three individual School Attendance notices against each person listed on the notice). Counting rules also stipulate that where multiple charges are received on a court notice each charge is counted as an individual notice.

<sup>8</sup> Agency notices for the community of Doomadgee are presently received from the Department of Education and the Department of Children, Youth Justice and Multicultural Affairs only.

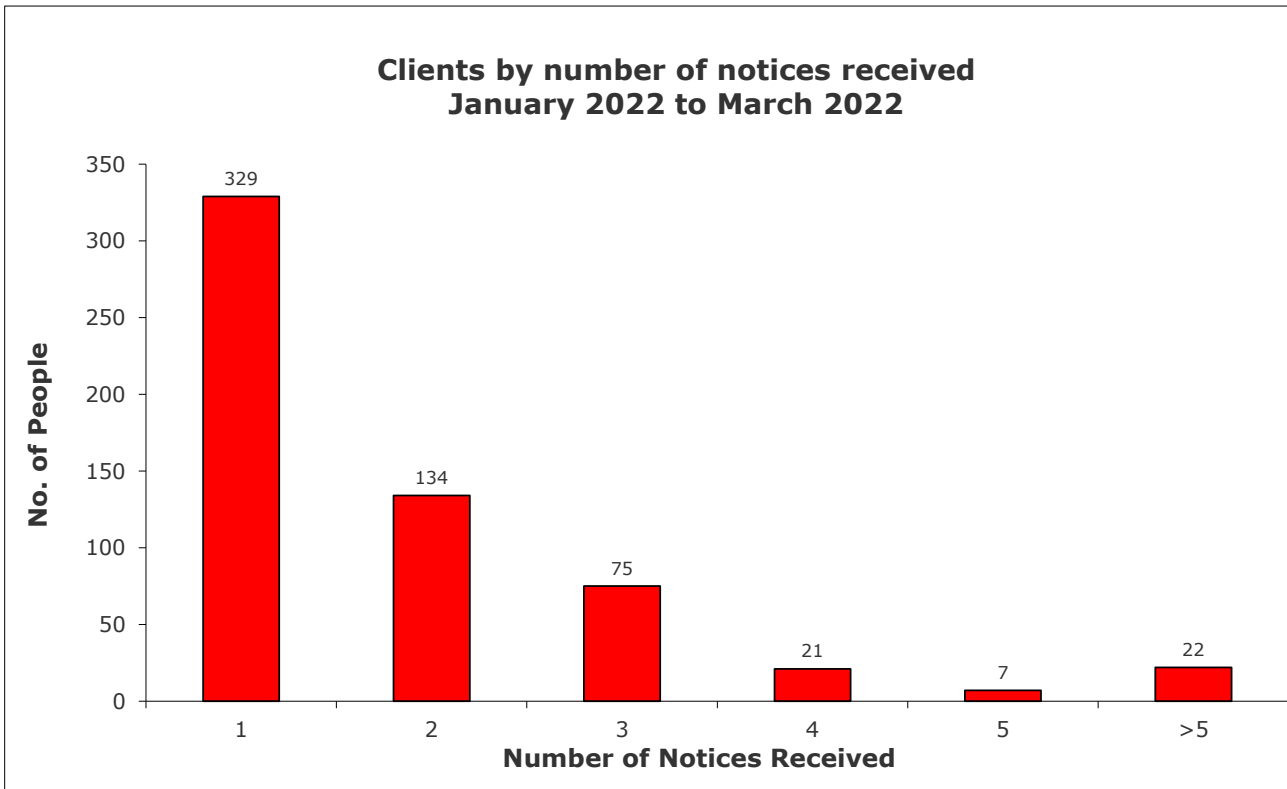


**Graph 2:** Notices in jurisdiction by type and quarter 1 January 2021 to 31 March 2022



**Graph 3:** Notices in jurisdiction by community and quarter 1 January 2021 to 31 March 2022

For quarter 55, 44 percent of clients received more than one notice. Frequently this illustrates multiple child school absences for the one family, or multiple Magistrates Court notices relating to one incident. This may also be suggestive of the complexity of behaviours experienced by a significant proportion of our clients. Conversely, it is important to note the majority of FRC clients (56 percent) have received only one notice during the reporting period. Thirty-two new clients were added to the Commission’s database during the quarter.



**Graph 4:** FRC clients by number of notices 1 January 2022 to 31 March 2022<sup>9</sup>

**Conferences**

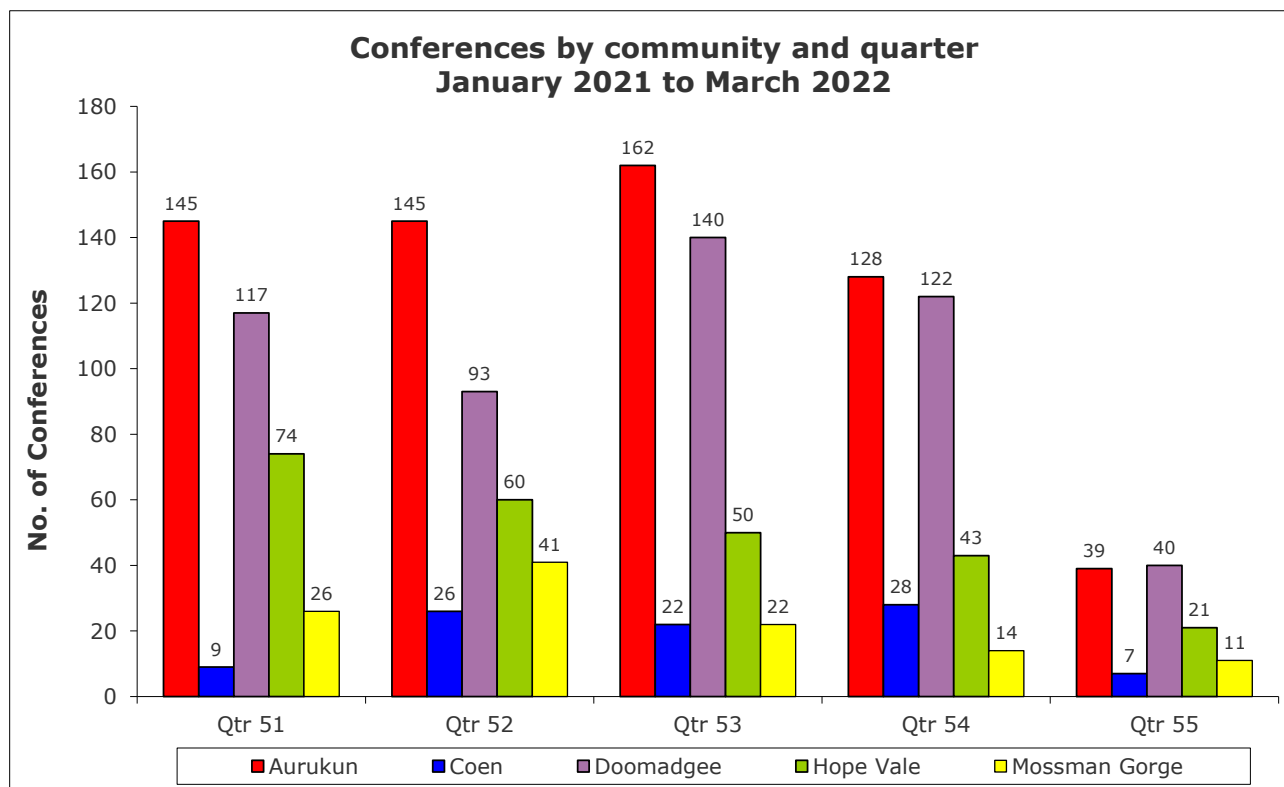
The Commission’s operations were severely impacted by the widespread community transmission of the Omicron variant of COVID-19 during the January to March 2022 quarter. For health and safety reasons conferences in general were suspended and did not resume until the last month of the reporting period. This is reflected in the data. The total number of conferences held across the five communities in quarter 55 decreased from 335 in quarter 54 to 118 conferences<sup>10</sup> (relating to 115 clients served to attend conference), resulting in 37 agreements to attend community support services, 28 orders to attend community support services and 6 new CIM orders issued. When compared to last quarter there was a decrease of 36 agreements to attend community support services, a decrease of 1 agreement for CIM, an increase of 9 orders to attend community support services and a decrease of 22 CIM orders. It should be noted that a decision by order in conference may include a number of outcomes for a client. For example, a client may be placed on a case plan and an income management at the same time.

Other outcomes as a result of conferencing during the quarter included decisions for no further action, reprimand, recommending a support service, reschedule and adjournment to return for the purpose of determining if any parties of the adjourned conference have addressed the matter/s in question during the adjournment period. Attendance at conference increased from 60.6 percent in quarter 54 to 70.3 percent in quarter 55, and non-attendance with what the Commissioners considered a reasonable justification increased from 22.7 percent in the previous quarter to 40.0 percent during this reporting period. Reasons for non-attendance at conference generally include the effects of community unrest, the occurrence of funerals and associated Sorry Business, illness, carer

<sup>9</sup> Counting rules are that an agency notice is counted on the basis of number of ‘people’ named on the notice. For example a child safety and welfare notice relating to two parents is counted as two notices and if three children from one family have an unexplained absence from school for all or part of any three school days during a school term, this counts as three individual School Attendance notices against each person listed on the notice). Counting rules also stipulate that where multiple charges are received on a court notice each charge is counted as an individual notice.

<sup>10</sup> The number of conferences held relates to the number of conferences listed, which includes where a client was served with a Notice to Attend Conference and subsequently failed to attend.

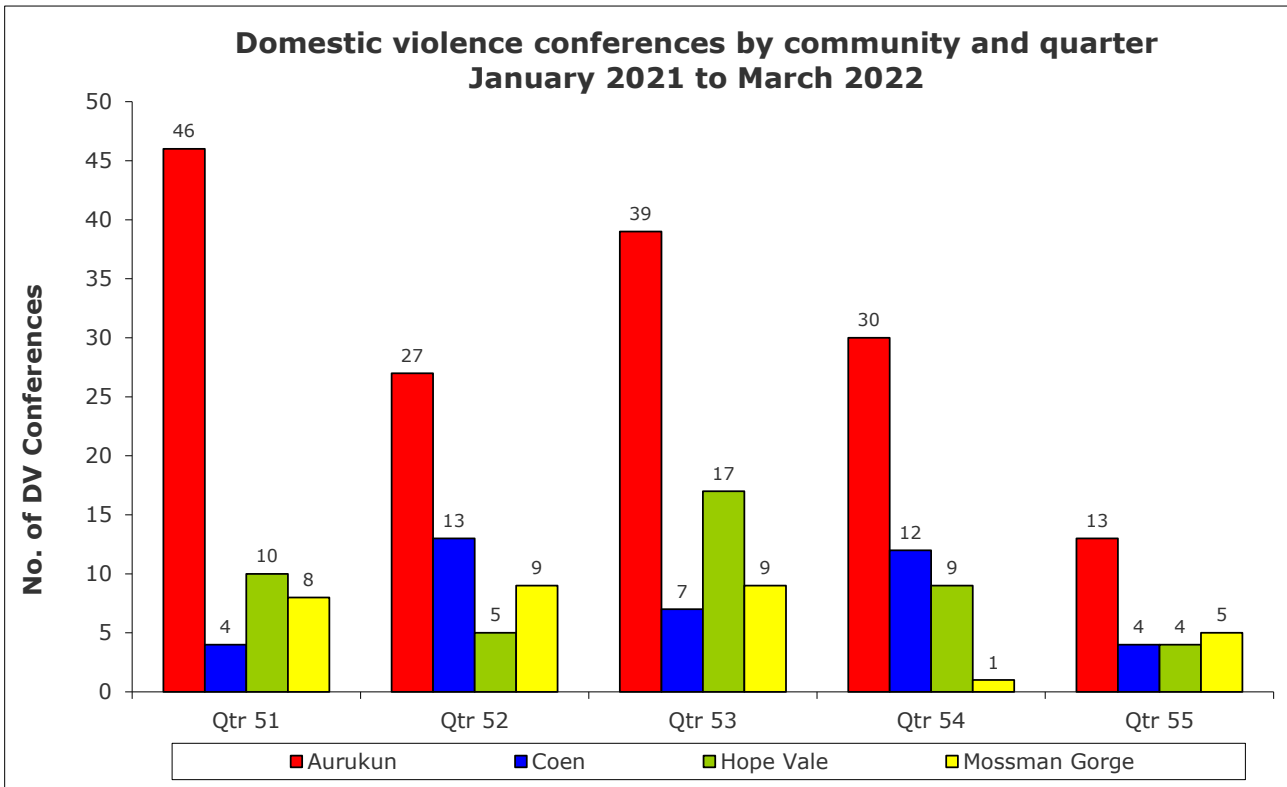
responsibilities and absence from community. Refer to the application outcomes section of this report for matters heard under an amend/end application hearing process.



**Graph 5:** Conferences by community and quarter 1 January 2021 to 31 March 2022

**Conferences for Domestic Violence related matters**

As a subset of the total number of conferences conducted for the quarter, 26 domestic violence conferences were conducted in Aurukun, Coen, Hope Vale and Mossman Gorge, a decrease of 26 from the previous quarter. Domestic violence conferences in the communities during the quarter were as follows: Aurukun decreased by 17, Coen decreased by 8, Hope Vale decreased by 5 and Mossman Gorge increased by 4 conferences for DV related matters. The decrease in conferences for domestic violence related matters compared to previous quarters is again reflective of the operational impacts on the Commission caused by the Omicron variant of COVID-19.



**Graph 6:** Domestic violence conferences by community and quarter 1 January 2021 to 31 March 2022

**Table 9:** Number of conferences held in relation to domestic violence notices (breaches and orders) per community 1 January 2022 to 31 March 2022

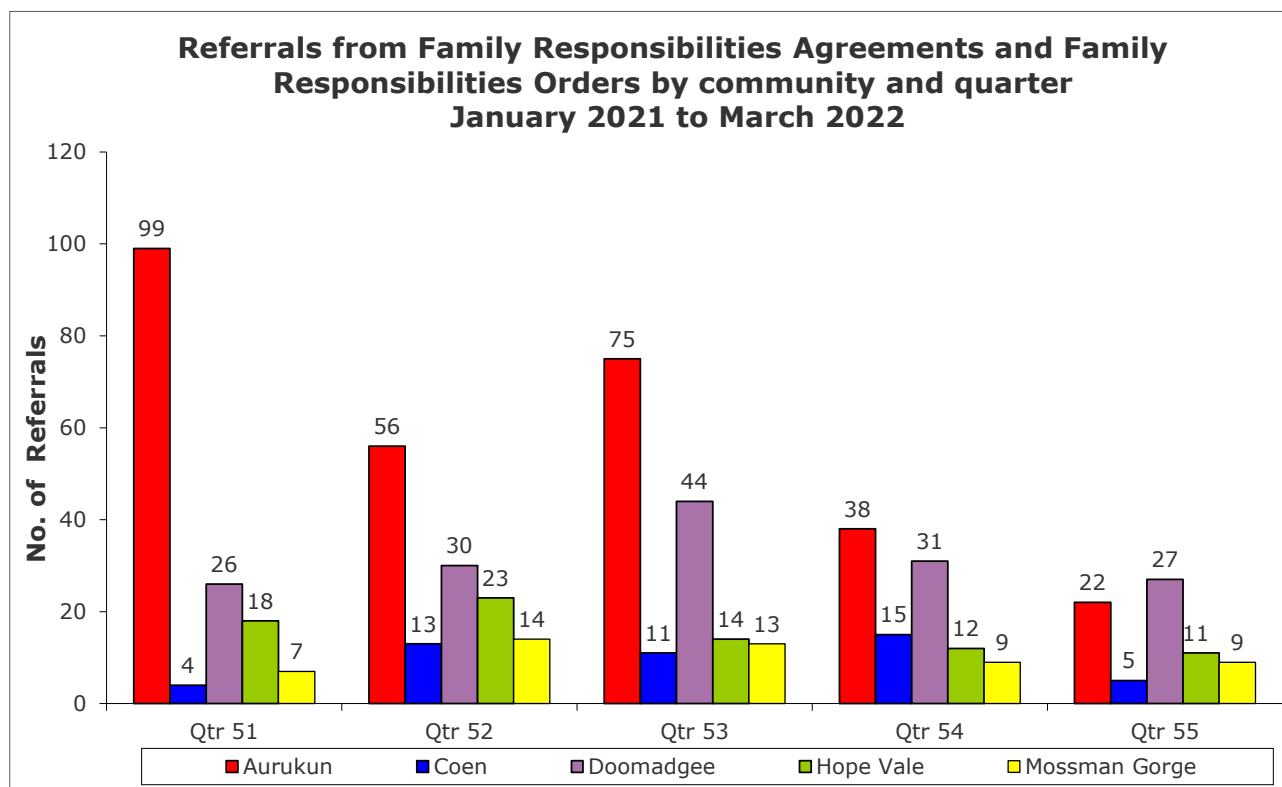
<b>Number of Domestic Violence Conferences</b>	<b>AU</b>	<b>CO</b>	<b>HV</b>	<b>MG</b>	<b>Total</b>
Relating to both a DVB and a DVO notice	0	1	0	1	<b>2</b>
Relating to a DVB notice	2	2	2	1	<b>7</b>
Relating to a DVO notice	11	1	2	3	<b>17</b>
<b>Total</b>	<b>13</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>26</b>

**Table 10:** Domestic violence conferences by type and quarter 1 January 2021 to 31 March 2022

<b>Number of Domestic Violence Conferences</b>	<b>Qtr 51</b>	<b>Qtr 52</b>	<b>Qtr 53</b>	<b>Qtr 54</b>	<b>Qtr 55</b>
Relating to both a DVB and a DVO notice	3	2	9	3	2
Relating to a DVB notice	7	18	21	19	7
Relating to a DVO notice	58	34	42	30	17
<b>Total</b>	<b>68</b>	<b>54</b>	<b>72</b>	<b>52</b>	<b>26</b>

### Referrals from 'Family Responsibilities' Agreements and Orders

A total of 74 referrals (to service providers from 'Family Responsibilities' Agreements (FRAs) and Orders) relating to 65 clients were made in quarter 55, a decrease from 105 referrals in quarter 54. Since 2008 the Commission has referred 1,344 clients (704 female and 640 male) to service providers for assistance under a 'Family Responsibilities' Agreement or Order. Referrals in the communities for decisions by agreement and order during the quarter were as follows: Aurukun decreased by 16, Coen decreased by 10, Doomadgee decreased by 4, Hope Vale decreased by 1 and Mossman Gorge remained unchanged with 9 referrals for the quarter.

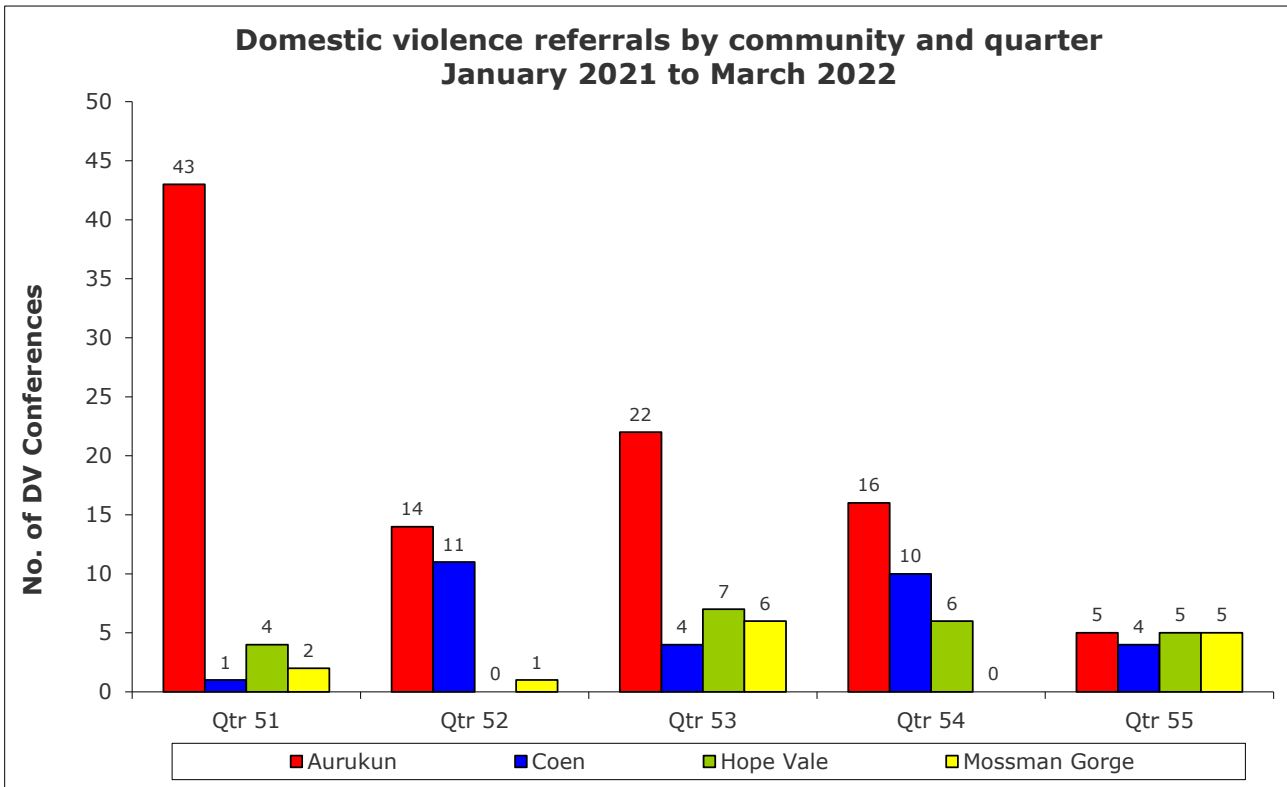


**Graph 7:** Referrals by community and quarter 1 January 2021 to 31 March 2022

### Referrals for Domestic Violence related matters

As a subset of the total number of referrals from FRAs and orders in the quarter, 19 referrals were made in relation to domestic violence conferences, a decrease of 13 from quarter 54. Domestic violence referrals in the communities during the quarter were as follows: Aurukun, Coen and Hope Vale decreased by 11, 6 and 1 respectively, whilst Mossman Gorge increased by 5. The Local Commissioners continue to raise concerns regarding the availability of appropriate perpetrator intervention programs suitable for client referrals so community members can be supported to address these behaviours. The broader social impacts of domestic and family violence are set out in Table 2 with analysis on page 8, illustrating the nexus between Court convictions and domestic violence orders/breaches with education and child safety issues.





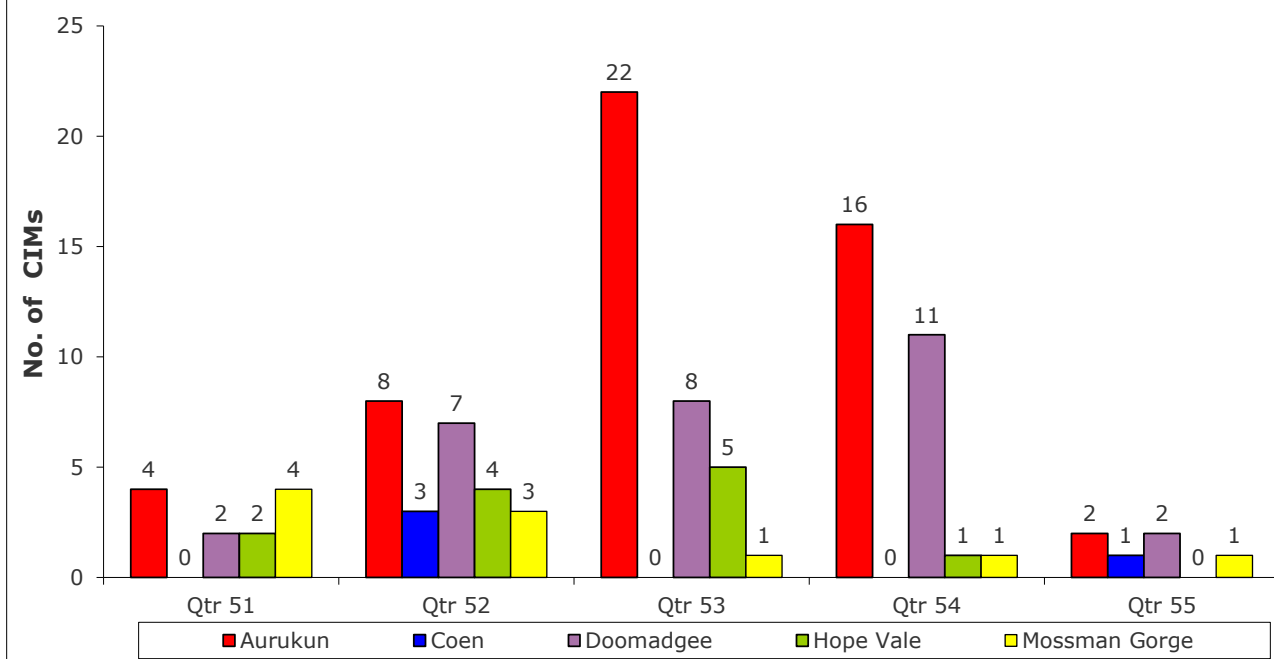
**Graph 8:** Domestic violence referrals by community and quarter 1 January 2021 to 31 March 2022

**Conditional Income Management from ‘Family Responsibilities’ Agreements and Orders**

Local Commissioners continue to use Conditional Income Management (CIM) as a decision of last resort. A total of 6 new CIMs (6 CIM orders) relating to 6 clients were made in quarter 55, a decrease of 23 CIMs from quarter 54. Sixty-seven percent of CIMs quarantined 60 percent of welfare payments with 3 CIMs issued for a 3-month duration and 3 CIMs issued for a 6-month duration. Since the commencement of the Commission CIMs inclusive of original agreements and orders, extensions and amendments have been made relating to 991 clients (572 female and 419 male). Decreases in quarter 55 were seen in Aurukun, Doomadgee and Hope Vale of 14, 9 and 1 CIM respectively, Coen increased by 1 CIM and Mossman Gorge remained unchanged from the preceding quarter recording 1 CIM.

As at 31 March 2022 there were 35 clients subject to a current CIM, with 94 percent at 60 percent conditional income management with 43 percent for a 6-month duration and 49 percent for a 12-month duration. 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 amending or ending a CIM when requested by the client.

### Conditional income management by community and quarter January 2021 to March 2022



**Graph 9:** Conditional income management by community and quarter 1 January 2021 to 31 March 2022

### Conditional Income Management for Domestic Violence related matters

As a subset of the total number of CIMs in the quarter, 2 were made in relation to domestic violence conferences in quarter 55.

**Table 11:** Domestic violence conditional income management by community and quarter 1 January 2021 to 31 March 2022

Number of Domestic Violence CIMs	Qtr 51	Qtr 52	Qtr 53	Qtr 54	Qtr 55
Aurukun	1	0	7	1	1
Coen	0	2	0	0	0
Hope Vale	0	0	3	0	0
Mossman Gorge	2	1	1	0	1
<b>Total</b>	<b>3</b>	<b>3</b>	<b>11</b>	<b>1</b>	<b>2</b>

### Voluntary self-referrals from clients to the Commission

The FRC Act sets out a process under which a community member can voluntarily seek help from the Commission for a referral to a community support service (voluntary case plan) or be subject to voluntary income management. During quarter 55, 10 voluntary agreements were entered into for the client to attend community support services under a case plan. Although the number of clients who have engaged with the FRC on a voluntary basis remain small, it is nonetheless consistent with a broader trend of clients – specifically those entering into Family Responsibility Agreements – who are exhibiting an increased self-awareness of their personal circumstances and are willing to accept assistance from the Commission at the earliest opportunity in the conferencing process. This is discussed in more detail at *Interactions during the quarter*.

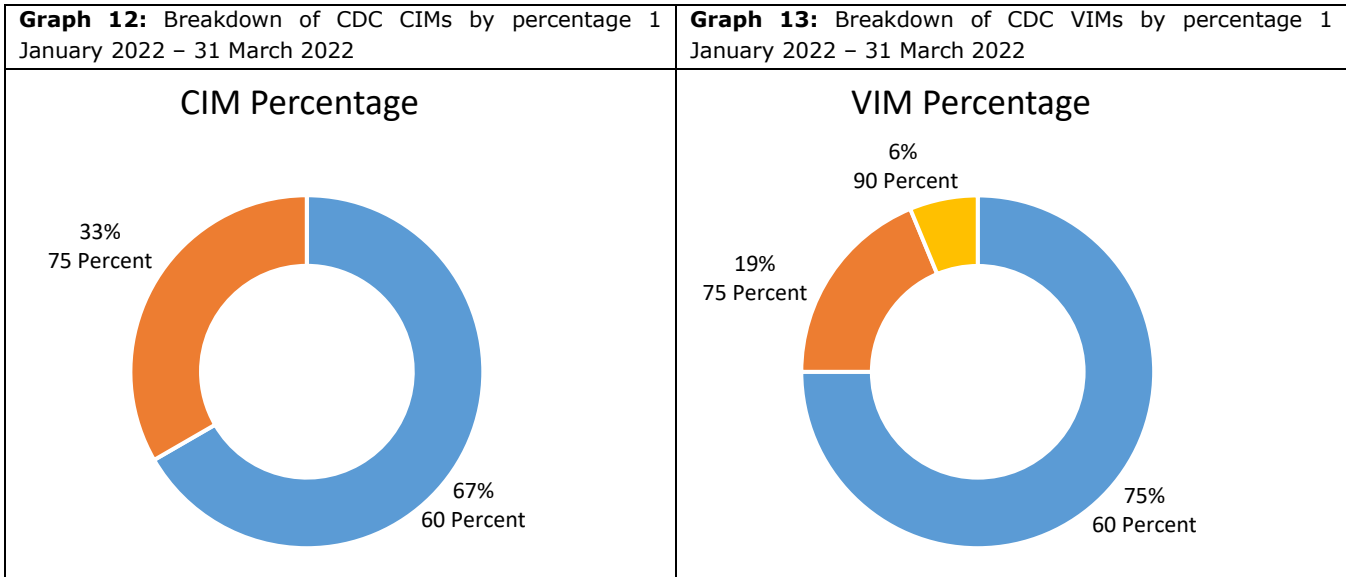
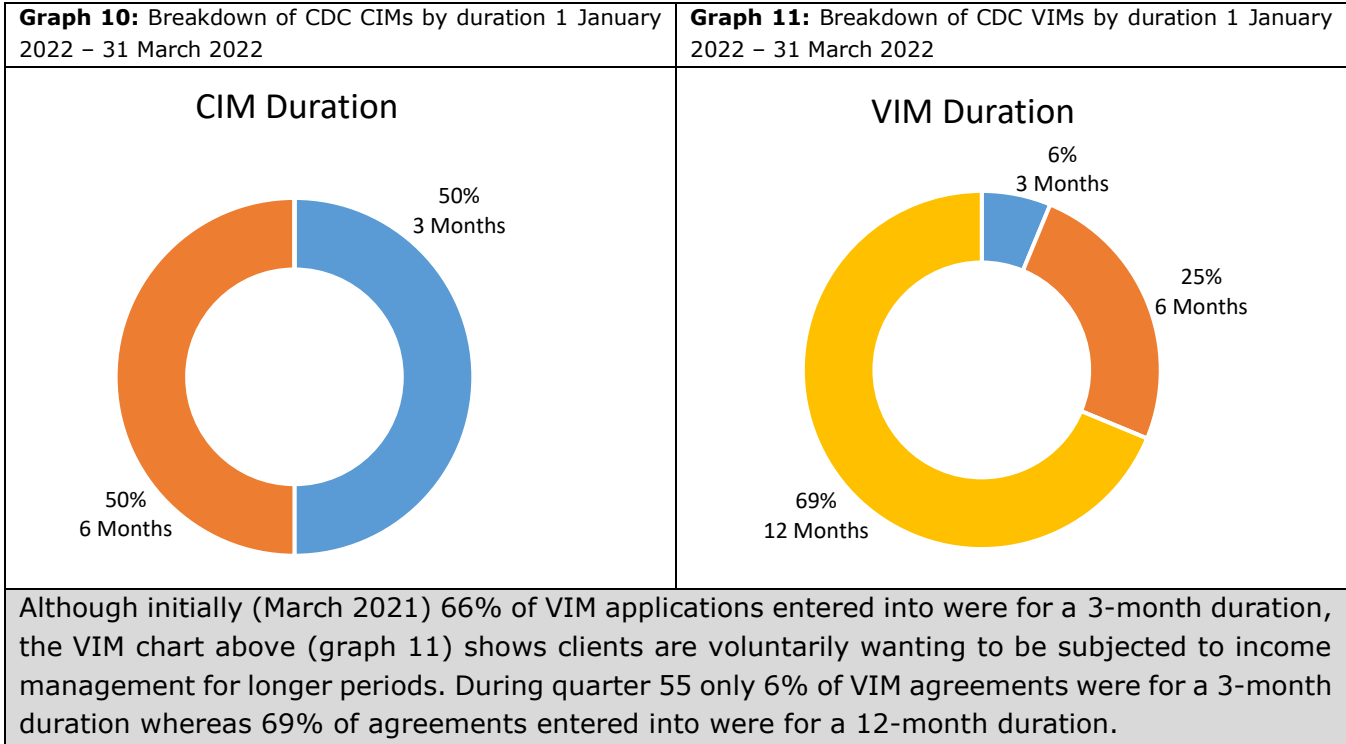
### Voluntary Income Management

During this reporting period the Commission processed 16 Voluntary Income Management (VIM) agreements with three quarters of clients electing to have 60 percent of their welfare payments voluntarily income managed (see graph 13). Clients also showed a preference to be subjected to income management for longer durations (see graph 11). Since the commencement of the

Commission in 2008, 292 clients (185 female and 107 male) have had an active VIM agreement. As at 31 March 2022 there were 83 clients on a current VIM agreement. The growth in the number of community members willing to enter into a VIM agreement continues to exceed levels reported in periods prior to the introduction of the Cashless Debit Card (CDC) in March 2021 (see section below on the Status of the CDC).

**Status of CDC in FRC Communities for quarter 55**

Twenty-two Cashless Debit Cards (6 for CIM and 16 for VIM) were processed for the period 1 January 2022 to 31 March 2022, including orders and agreements that were still awaiting Centrelink action as at 31 March.

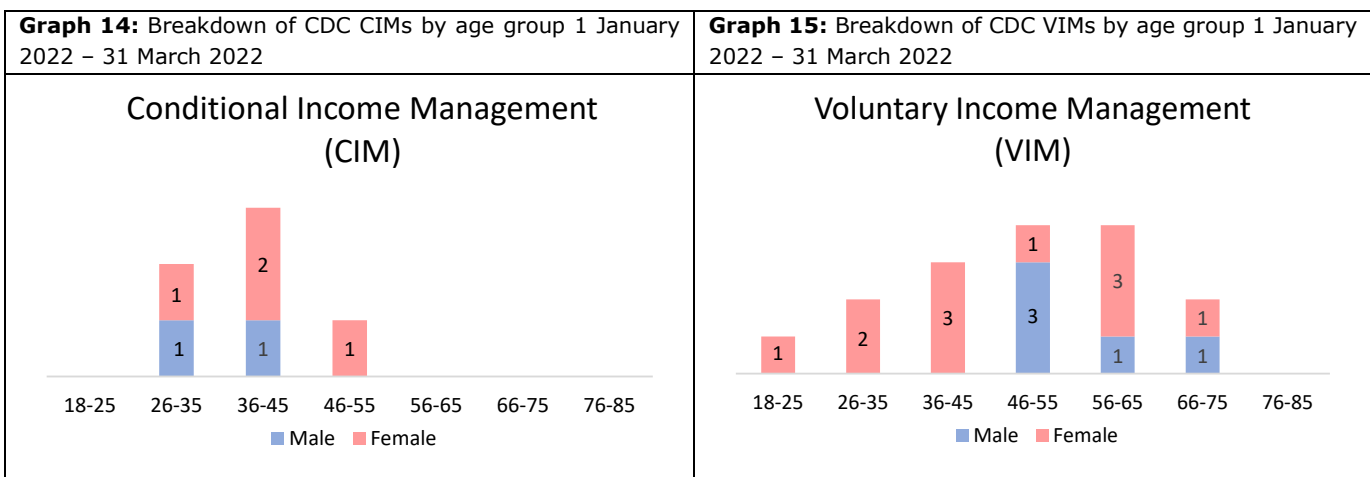


This quarter a clear trend was evident with the majority of CIMs and VIMs entered into, or ordered by the Commission, at the lowest percentage level option for income management (i.e. 60% of a clients' payments income managed).

It is interesting to note that the majority of community members conditionally income managed by the FRC (community members notified to the FRC) were females accounting for 67 percent of all the CIMs. No community member older than 65 years was conditionally income managed by the FRC during the quarter. For the 4 CIMs relating to females, 75 percent were for a school attendance notice, which correlates to the female role of caregiver in the family structure.

The majority of community members voluntarily participating in voluntary income management belong to older cohorts (from the 46 to 55 year age group to the 56-65 age group). Females account for 69 percent of the VIMs. Overall females accounted for 68 percent of all CDCs (voluntary and conditional) in quarter 55.

Reasons for applying for the CDC were primarily to pay bills (81 percent), to buy food (69 percent), to save for something they needed (50 percent) and to budget (25 percent). Circumstances given by voluntary income management participants when applying for the CDC were primarily to support themselves (50 percent), they liked the Cashless Debit Card (44 percent) and they needed to support their family (38 percent). Please note, a client may choose one or more options to reflect their individual reasons and circumstances for participating in voluntary income management.



### Case Management

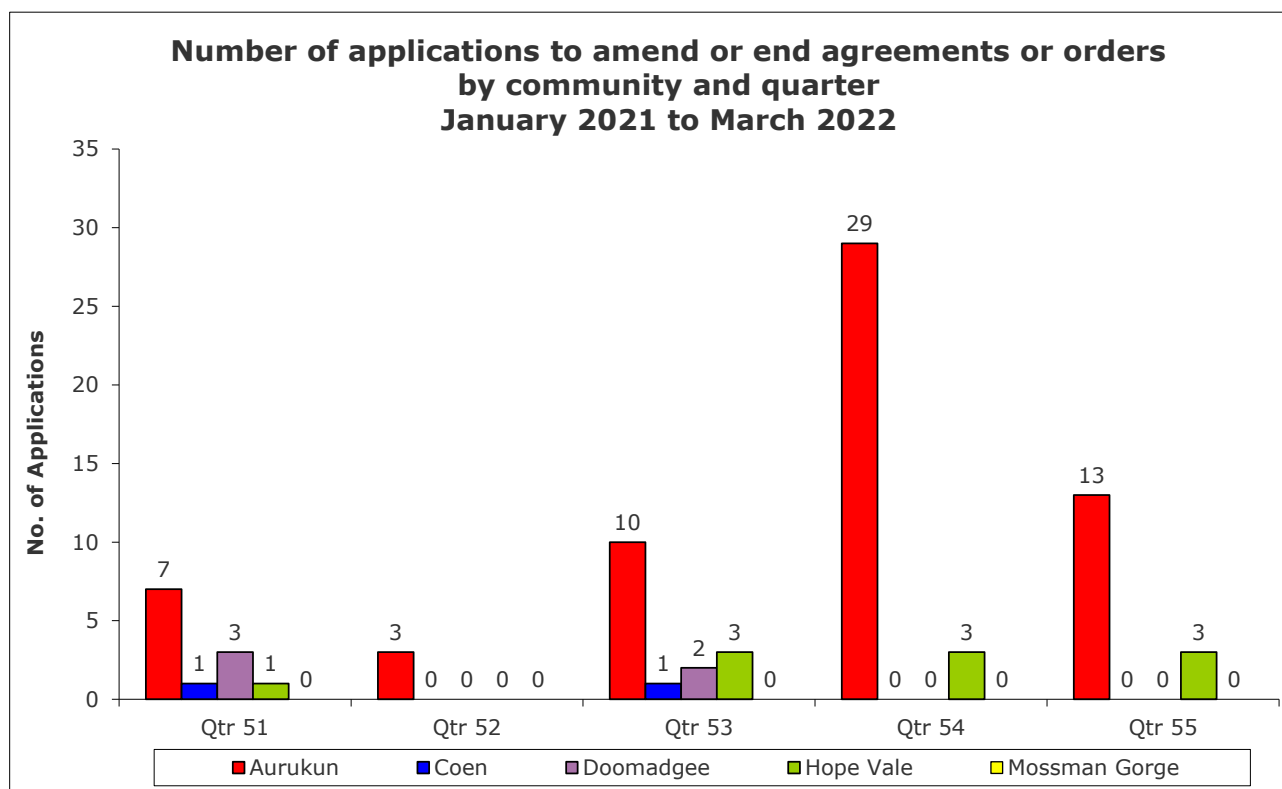
Commissioners are guided by the FRC Act, sections 4 and 5, to encourage community members to engage in socially responsible ways, and in doing so, make appropriate use of community support services. The Commissioners use the referral pathways available in each community to strengthen the client’s resilience to face the challenges they experience, and to ensure the wellbeing and safety of children and vulnerable people through broad-based counselling and education. After conference and for the duration of a case plan referral, the FRC registry liaises with clients and support services to monitor the client’s progress against meeting case plan goals. Where appropriate, clients are encouraged to make an application to amend or end their case plan to ensure their evolving needs are met. Commissioners then consider each application to ascertain whether the client has made sufficient progress to justify approving the application and in doing so must consider whether any detriment might impact the welfare of relevant children and/or vulnerable persons.

As at 31 March 2022, 164 clients were being case-managed through a current non-voluntary case plan, a decrease of 60 from quarter 54. Decreases were seen in Aurukun, Coen, Doomadgee, Hope Vale and Mossman Gorge of 24, 3, 16, 10 and 7 respectively which is consistent with the broader operational impacts experienced by the Commission from the public health emergency.

## Applications to amend or end Agreements or Orders inclusive of Voluntary Agreements

Applications to amend or end an agreement or order are considered an important means of ensuring that FRC decisions remain applicable to the changing needs and circumstances of clients. This mechanism affords clients an opportunity to apply to the Commission to amend or end their agreement or original order by providing their reasons for making the application. Commissioners view the hearing of the applications as an opportunity to engage with clients.

Sixteen applications relating to 16 clients (10 female and 6 male) to amend or end an Agreement, Order or Voluntary Agreement were received in quarter 55, a decrease of 16 applications from the previous quarter. It should be noted that a client may apply to amend or end their Family Responsibilities Agreement, Family Responsibilities Order or Voluntary Agreement on multiple occasions throughout a quarter.



**Graph 16:** Applications to amend or end agreements or orders by community and quarter 1 January 2021 to 31 March 2022

## Application decisions

Each application follows a transparent process and is considered by the Commissioners on its own merit whilst observing the principles of natural justice. A timely decision on the application is made pursuant to section 99 or section 109 of the FRC Act and may include either agreeing or refusing to amend or end an agreement or order, or if the Commissioners deem the application frivolous or vexatious, dismissing the application, noting that section 109(2) of the FRC Act states: "The Commissioner must amend or end a voluntary agreement as requested by the person, unless the Commissioner is satisfied the amendment or ending would be detrimental to the interests, rights and wellbeing of children and other vulnerable persons living in a welfare reform community area". If the Commission fails to make a decision within two months of receipt of the application, section 101 of the FRC Act determines that the failure is taken to be a decision by the Commission to refuse to amend or end the Family Responsibilities Agreement or Order. The opportunity afforded in hearing these applications is utilised by the Commissioners to encourage clients to continue to address any remaining challenges and to exercise personal responsibility in their lives.

It should be noted that a hearing for an amend/end application may not take place in the same quarter as the application was received, especially where an application was received towards the end of a quarter with the resulting hearing scheduled for the following quarter.

A total of 2 amend/end applications, all for Family Responsibilities Orders, were decided in quarter 55 with all applications made by clients accepted by the FRC. A breakdown of the type of applications is as follows:

- 2 Applications were accepted and conditional income management orders ended.

A total of 13 amend/end applications for a voluntary agreement were decided in the reporting period with 92 percent of applications made by clients accepted by the FRC. A breakdown of the type of applications is as follows:

- 11 Applications were accepted and voluntary income management agreements ended
- 1 Application was accepted and the voluntary income management agreement amended, reducing from 75% to 60% for the remaining period of the voluntary agreement and
- 1 Application was refused.

The Commission continues to encourage clients to participate in the amend or end process. Commissioners consider that the participation of clients in the amend/end process is indicative of 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.

## FRC client population by gender and age

**Table 12:** FRC client population by gender and age 1 January 2022 to 31 March 2022

Information for the quarter	Female Count	Male Count		Female Average age	Male Average age
Clients for whom a notice was received <sup>11</sup>	383	205		38	38
Clients who conferenced <sup>12</sup>	78	37		35	37
Clients referred through Family Responsibilities Agreements and Family Responsibilities Orders <sup>13</sup>	45	20		34	37
Clients placed on CIM <sup>14</sup>	4	2		40	33
Clients referred through a Voluntary Agreement for a case plan <sup>15</sup>	7	2		45	22
Clients who chose to participate in VIM <sup>16</sup>	11	5		47	55
Clients who submitted an amend/end application <sup>17</sup>	10	6		55	51

### Estimated resident populations:

**Aurukun:** The community of Aurukun had an estimated resident adult population of 923 people as at 30 June 2020<sup>18,19</sup>.

**Coen:** The township of Coen had an estimated resident adult population of 263 people as at 30 June 2020<sup>18,20</sup>.

**Doomadgee:** The community of Doomadgee had an estimated resident adult population of 850 people as at 30 June 2020<sup>18,19</sup>.

**Hope Vale:** The estimated resident adult population of Hope Vale was 761 people as at 30 June 2020<sup>18,19</sup>.

**Mossman Gorge:** The Mossman Gorge community had an estimated resident population of 87 people as at 30 June 2020<sup>18,21</sup>.

<sup>11</sup> Average age of a client who received a notice for the quarter is calculated at the date of the first notice received for the client during the quarter.

<sup>12</sup> Average age of a conferenced client for the quarter is calculated at the date of the first conference held for the client during the quarter.

<sup>13</sup> Average age of a referred client for the quarter through a Family Responsibilities Agreement or a Family Responsibilities Order is calculated at the first conference date held where the client was placed on a case plan during the quarter.

<sup>14</sup> Average age of a CIM'd client for the quarter is calculated at the first conference date held where the client was placed on a CIM during the quarter.

<sup>15</sup> Average age of a referred client for the quarter through a Voluntary Agreement is calculated at the start date of the voluntary agreement where the client entered into a voluntary case plan during the quarter.

<sup>16</sup> Average age of a VIM'd client for the quarter is calculated at the start date of the agreement where the client was placed on a VIM during the quarter.

<sup>17</sup> Average age of a client who submitted an amend/end application for the quarter is calculated at the received date of the application for the client during the quarter.

<sup>18</sup> Note: Australian Statistical Geography Standard 2016 boundaries used are local government areas for Aurukun, Doomadgee and Hope Vale, and statistical areas level 1 (SA1s) of 3139616 for Coen and 3116408 for Mossman Gorge.

<sup>19</sup> Note: Adults 18 years and over provided by the Queensland Government Statistician's Office (QGSO), Queensland Treasury, based on the Australian Bureau of Statistics (ABS) unpublished preliminary Estimated Resident Population (ERP) data by age and sex at the Local Government Area level for 30 June 2019.

<sup>20</sup> Note: Adults 18 years and over provided by QGSO, Queensland Treasury, based on the ABS unpublished preliminary ERP data by age and sex at the Statistical Area level 1 for 30 June 2019.

<sup>21</sup> Note: Total population provided by QGSO, Queensland Treasury, not 18 years and older, due to the small size of the total population from the ABS unpublished preliminary ERP data at the Statistical Area level 1 for 30 June 2019.

## 2. Future Direction and Challenges

### **COVID-19 Response – Modified operations**

After successfully keeping earlier strains of COVID-19 from penetrating into most Aboriginal and Torres Strait Islander communities, the Queensland-wide outbreak of the Omicron strain affected all FRC communities from December 2021.

After determining to move to Scenario 2 of the FRC's preparedness framework, the Commission was able to respond to the needs of communities during this wave of the pandemic. The FRC temporarily modified its operations with a priority focus on those activities that could reasonably be undertaken by Commission personnel to achieve the objects of the FRC Act. A summary of those activities is set out below.

### **Intensive Case Management**

In the early stages of the Omicron outbreak, the FRC began developing the ICM Framework. It became clear that some issues faced by vulnerable clients would be heightened by the outbreak and the inaccessibility of other support services. Indeed, many community support services were not operating face-to-face during the Omicron outbreak, and some were not operating at all.

Together with registry staff and Local Registry Coordinators, Local Commissioners began working intensively with a small group of clients in each community who were in need of immediate support. Local Commissioners report that encouraging clients to be part of the ICM process assisted to further build a trusting and supportive relationship with clients and service providers. Because the ICM interactions are occurring outside the more formal conference setting, it reinforced the supportive nature of FRC interventions. Clients have reported valuing the support offered by the ICM Framework, as many other services were not in community offering face-to-face support. The increased connections made with clients during home visits, and the fact that FRC staff and Commissioners were visible in community, not only connected clients and services, but also contributed to the increased conference attendance reported during this quarter.

### **Increased duties for Local Commissioners**

As a result of the temporary suspension of normal conferencing during January and February 2022, and the contemporaneous need for increased community support, the Executive Management Team considered and approved Local Commissioners to undertake a broader range of administrative duties. These duties included serving notices to attend conference (once conferencing recommenced) and conducting ICM engagements, along with other administrative activities to ensure business continuity.

The performance of additional duties was approved on a case-by-case basis after a careful risk versus needs assessment. The COVID-19 risk was continually balanced against the need for supporting vulnerable FRC clients. The cost of additional duties performed by Local Commissioners was met from within existing budget allocations.

### Elevated response in Coen

There had been escalated tensions in Coen between clan groups during January and February 2022. On 8 February 2022 the unrest culminated in a vicious community fight resulting in over 30 people being charged with various offences, including the use of weapons. Individuals came out of isolation to participate in the fighting, which resulted in a sharp spike in Omicron cases.

Local service delivery in Coen was subsequently affected with many of the offices in the Coen Regional Aboriginal Corporation (CRAC) building closed. The Coen Justice Group informed the Commission's Local Registry Coordinator that the unrest stemmed from youth in the community, many of whom had



not returned to boarding school at the beginning of the school year. Due to the delay in the commencement of conferencing attributed to COVID-19, the progression of the ICM framework became a key priority. FRC clients were directly affected by the unrest, and there was a lack of trust and coordinated support between community members and local services. The Commission considered that an elevated response to support families and individuals was required, with face-to-face contact for clients who were not available by telephone. The Commission's Executive Management Team approved the Local Registry Coordinator to travel to Coen and:

- engage with prioritised clients and service providers to initiate intensive case management of vulnerable community members
- offer support to FRC clients and families affected by the unrest
- discuss voluntary case plans and/or income management with vulnerable FRC clients
- provide support to the Local Commissioners
- engage with service providers in response to the unrest and in preparation for conferencing in March (including the Coen Justice Group Coordinator, Apunipima Wellbeing Centre and the Officer-in-Charge of Coen Police) and
- provide support to families to complete boarding school requirements for the return of boarding students.

### **Expiry of the Family Responsibilities Commission (COVID-19 Emergency Response) Regulation 2020**

For the duration of the COVID-19 pandemic, the FRC has been able to utilise, where necessary, the provisions of the Family Responsibilities Commission (COVID-19 Emergency Response) Regulation 2020 (the FRC COVID-19 Regulation), which allowed the Commission to hold a conference with only one Local Commissioner and the Commissioner or Deputy Commissioner. Periodic amendments and extensions have been made to the temporary legislative framework, including the FRC COVID-19 Regulation, to support the Queensland Government's response to pandemic, however, the FRC COVID-19 Regulation was due to expire on 30 April 2022.

The Community Support and Services Committee invited the FRC to make a submission for consideration in its inquiry on the Public Health and Other Legislation (Extension of Expiring Provisions) Amendment Bill, which would extend the operation of public health measures.

The FRC made a submission outlining concerns that should the FRC COVID-19 Regulation not be extended, the FRC's continuity of operations was at risk because of the unavailability of the requisite number of Local Commissioners to form a decision-making panel. Given the numbers of available Local Commissioners, particularly in Mossman Gorge and Coen, and the susceptibility of some Local Commissioners to illness, there was a very real risk that the requisite number of Local Commissioners would not be available, and matters set down for conference would not be able to be heard.

The FRC's submission also argued that transitional arrangements extending the expiry of the FRC COVID-19 Regulations would allow the FRC to facilitate the return of normal operations. Even if the appointment of new Local Commissioners were to occur, it would still take between six and nine months for new Commissioners to undertake training to enable them to fulfil the legislative functions required of their roles.

Whilst outside the reporting period, the FRC notes that the FRC COVID-19 Regulation has now expired. The operational effects which have occurred as a result will be reported in the next quarterly report.

### **New Data Dashboard indicators**

Along with the data reported in these quarterly reports, internal data dashboards, specific to each community, are prepared and provided to Local Commissioners to assist them to track their progress and to identify and plan for areas of focus.

During Quarter 55 the first dashboards with two new key performance indicators - referrals for domestic and family violence related matters, and referrals for training and employment - were issued. The results of these new indicators show that in the 2021/22 year so far, the number of referrals for domestic and family violence issues are proportionate to the number of notices received in relation to these matters. This is an indicator that the priority focus the FRC has placed on increasing Local Commissioners' awareness of domestic and family violence behaviours and confidence in conferencing on these issues has helped to address domestic and family violence and support families in FRC communities.

The FRC has also been working to strengthen partnerships with, and referral pathways to training and employment providers. As reported in the quarter 54 report, an MoU was entered into with Cape York Employment which services Aurukun and Coen in December 2021, and MoU discussions are continuing with MyPathway who are the training and employment provider in Hope Vale and Doomadgee. It is hoped that the continued tracking of training and employment referrals will inform Local Commissioner decision-making in this regard, and further contribute to community members taking up employment and training opportunities.

## 3. Governance

### Governance

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

The FR 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 FR 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 FR Board members must meet in person at least once a year. A quorum for the FR Board is comprised of two members. The FR Board's membership consists of the following members:

- Mr Robert (Bob) Gee APM                      Director-General, Department of Agriculture and Fisheries (Chair)
- Mr Ray Griggs AO, CSC                      Secretary of the Department of Social Services
- Mr Noel Pearson                              Founder, Cape York Partnership representing the Cape York Institute.

### 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 Registry Coordinators.

## 4. Financial Operations

### Income:

- Income received by the Commission for the period 1 January 2022 to 31 March 2022 totalled \$1,059,373. This income consisted of:
  - \$604,500 Queensland Government funding
  - \$450,000 Australian Government funding
  - \$4,853 interest received
  - \$20 sundry income

The balance of available funds in the bank as at 31 March 2022 is \$4,921,306.

### Expenditure:

- Expenditure for the period 1 January 2022 to 31 March 2022 was \$925,935.

**Table 13:** Expenditure in quarter 55

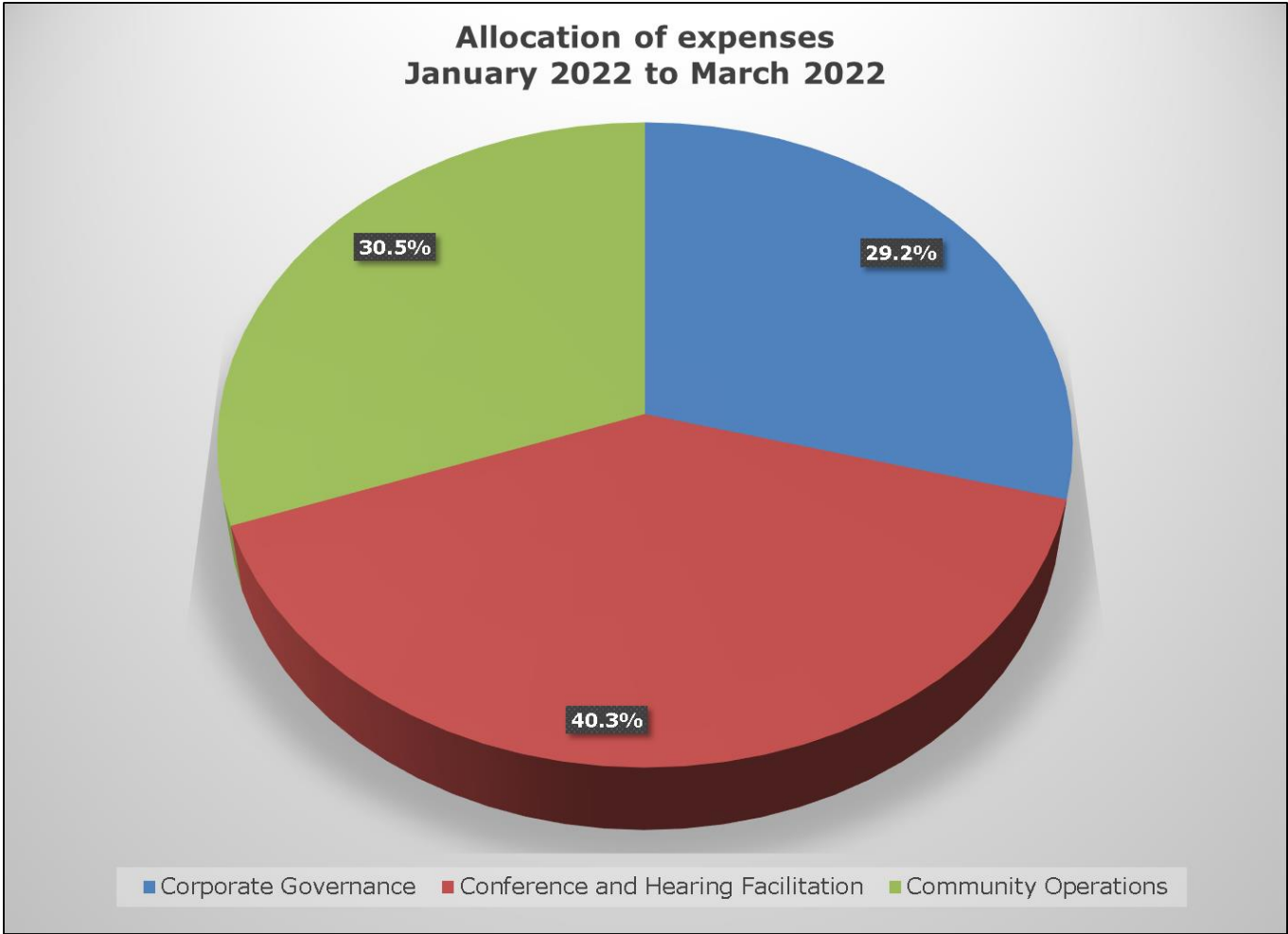
1 January 2022 to 31 March 2022	Expenditure Qtr 55	1 January 2022 to 31 March 2022	Expenditure Qtr 55
Employee salaries – FRC staff	\$541,120	Internet & IT	\$62,341
Employee salaries – Local Commissioners	\$40,175	Motor Vehicle	\$12,836
Employee on costs – FRC staff	\$94,638	Property	\$58,316
Employee on costs – Local Commissioners	\$5,957	Travel	\$38,752
Other employment costs	\$3,172	General Operating	\$53,157
Communications	\$3,580	Other expenses	\$11,891
		<b>Total</b>	<b>\$925,935</b>

The core functions of the FRC can be summarised into three broad categories:

- Corporate Governance:** including corporate governance, finance, statistical reporting, training and other administrative functions to ensure the effective and efficient operations of the Commission.
- Community Operations:** including the operational costs in each of the five communities to conduct conferences and hearings, prepare and monitor case plans for clients for attendance at community support services and prepare and monitor income management orders.
- Conference and Hearing Facilitation:** including to facilitate the holding of conferences and hearings in the five communities, provide support to the Local Commissioners and Local Registry Coordinators to hold conferences and hearings, assist with the on-going monitoring of case plans for clients through the provision of data and other information and process income management orders where considered necessary.

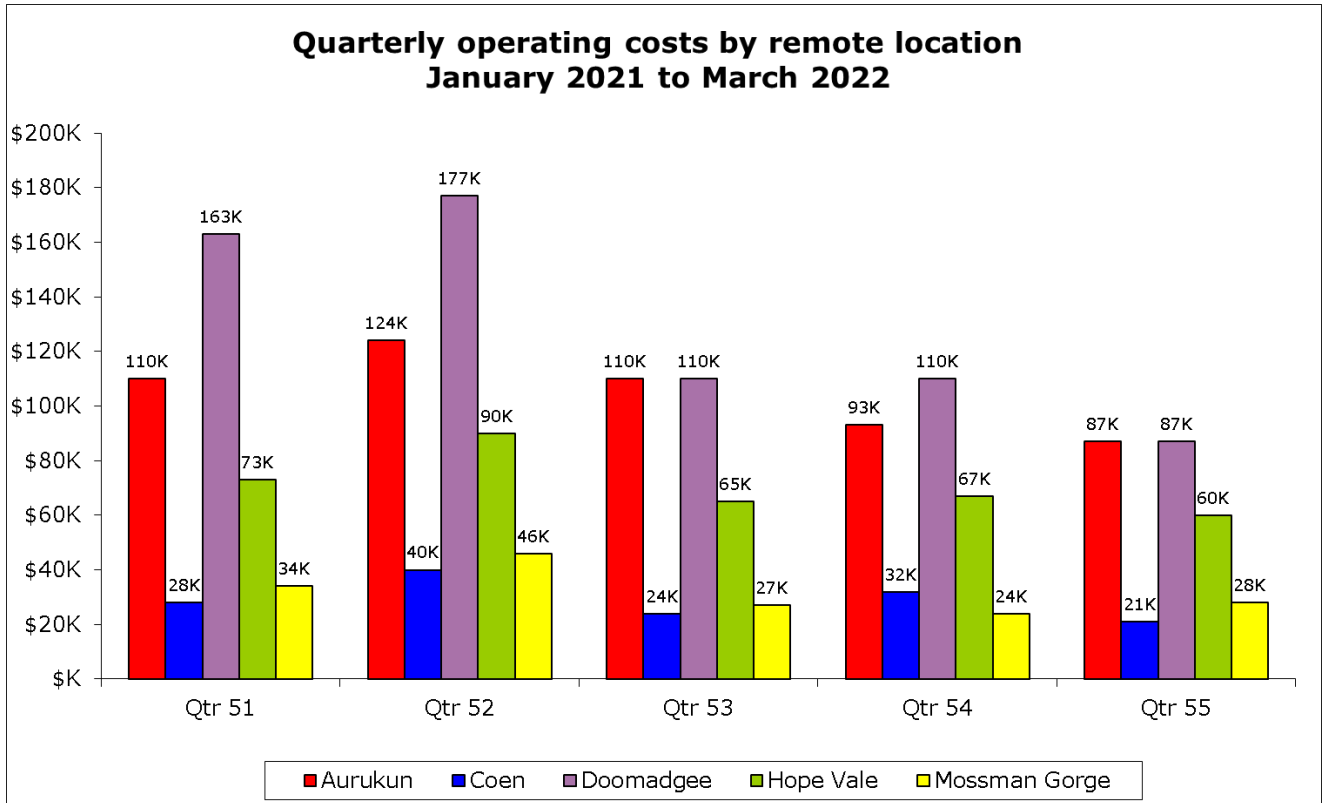
The functions of corporate governance and conference and hearing facilitation are conducted primarily in the registry office in Cairns with frequent visits to community by staff. Community operations are conducted by Local Registry Coordinators and twenty-six Local Commissioners, resident in their respective communities, who are paid as sessional sitting Commission members for conferencing, serving notices, meetings and professional development.

As can be observed in Graph 17 below which displays the allocation of FRC costs across the core functions in quarter 55, the largest allocation during the reporting period is in relation to conference and hearing facilitation (40.3 percent).



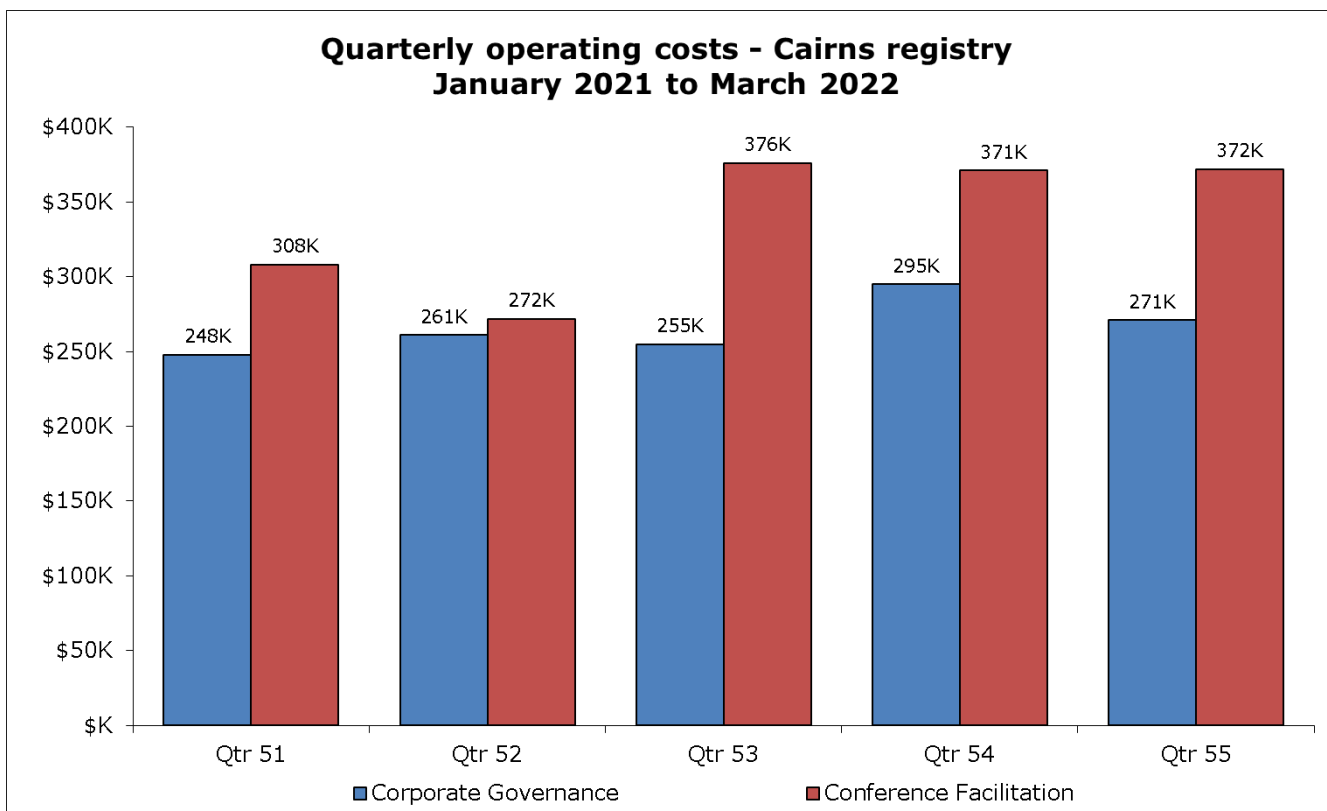
**Graph 17:** Allocation of expenses 1 January 2022 to 31 March 2022

Regional operational expenditure by location and quarter.



**Graph 18:** Operating costs by remote location 1 January 2021 to 31 March 2022

Cairns Registry expenditure for quarter 55 compared to the previous four quarters.



**Graph 19:** Quarterly operating costs Cairns 1 January 2021 to 31 March 2022

**APPENDIX A**



**SITTINGS CALENDAR 2020  
FAMILY RESPONSIBILITIES COMMISSION  
1 January 2022 to 30 June 2022**



Week Beginning	Monday	Tuesday	Wednesday	Thursday	Friday	Other
3 January						
10 January						Cooktown – Circuit
17 January						Aurukun Cape B & Coen Cape A Circuit Doomadgee – Gulf Circuit
24 January			Public Holiday			26 Australia Day Public Holiday
31 January						Cooktown – Circuit
7 February						Aurukun Cape B Circuit
14 February						
21 February						Doomadgee – Gulf Circuit
28 February		1				Cooktown – Circuit
7 March		8	9 9			Aurukun Cape B & Coen Cape A Circuit
14 March		15	16	17		
21 March		22 22	23 23	24		Doomadgee – Gulf Circuit
28 March			30	31 31		Cooktown – Circuit
4 April		5 ½ day				Aurukun Cape B Circuit
11 April		12 ½ day			Public Holiday	15 Good Friday
18 April	Public Holiday		20			18 Easter Monday
25 April	Public Holiday	26	27 27	28		25 Anzac Day Public Holiday Doomadgee – Gulf Circuit
2 May	Public Holiday		4	5		2 Labour Day

Week Beginning	Monday	Tuesday	Wednesday	Thursday	Friday	Other
9 May		10	11	12 12 12		Cooktown – Circuit
16 May		17 17	18			Aurukun Cape B & Coen Cape A Circuit Doomadgee – Gulf Circuit
23 May		24	25	26		Local Commissioner Development Week
30 May		31	1	2 2	Special Holiday - DM	3 Mabo Day – DM
6 June		7 7	8			9-12 Normanton Rodeo Cooktown – Circuit
13 June		14	15	16 16 16		17-18 Mount Isa Show Aurukun Cape B Circuit Doomadgee – Gulf Circuit
20 June		21	22			
27 June						

### LEGEND

	Office Days
	Public Holidays
	Aurukun Sitting
	Coen Sitting
	Doomadgee Sitting
	Hope Vale Sitting
	Mossman Gorge Sitting

OFFICE	CONTACT NAME	Phone	Mobile	Facsimile
Cairns – Commissioner	Tammy Williams	4081 8413	0447 739 137	4041 0974
Cairns – Deputy Commissioner	Rod Curtin	4081 8400	0419 647 948	4041 0974
Cairns – Registrar	Maxine McLeod	4081 8412	0409 461 624	4041 0974
Cairns – Executive Officer (Finance)	Tracey Paterson	4081 8411	0429 495 353	4041 0974
Cairns – Client Manager (Tue, Wed, Thu morning)	Camille Banks	4081 8400	0438 195 342	4041 0974
Cairns – Acting Client Manager (Mon, Fri, Thu afternoon)	Sandi Rye	4081 8410	0417 798 392	4041 0974
Cairns – Manager (Case Management and Monitoring)	Anne Crampton	4081 8414	0458 041 191	4041 0974
Cairns – Senior Advisor (Statistics and Research)	Michelle Synott	4081 8404		4041 0974
Cairns – ICT Administrator	Jeffrey Dela Cruz	4081 8406	0419 890 770	4041 0974
Aurukun Local Registry Coordinator	Bryce Coxall	4060 6185	0428 985 106	4041 0974
Coen Local Registry Coordinator	Sandi Rye	4081 8410	0417 798 392	4041 0974
Doomadgee Local Registry Coordinator	Brenden Joinbee	4745 8111	0418 666 204	4041 0974
Hope Vale Local Registry Coordinator	Josephine Pinder	4060 9153	0408 482 026	4041 0974
Mossman Gorge Local Registry Coordinator	Sandi Rye	4081 8410	0417 798 392	4041 0974