

# Family Responsibilities Commission

*Report to the Family Responsibilities Board*

## Quarterly Report

**No. 57**

**July 2022 to September 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 July to September 2022.

Quantified in the table below are the activities undertaken by the Commission during quarter 57 with comparisons shown to the previous quarter.

**Table 1:** Activity from 1 April 2022 to 30 September 2022

<b>Activity for the quarter</b>	<b>Qtr 56</b>	<b>Qtr 57</b>
Total number of notices received by the Commission <sup>2</sup>	2,060	2,132
Number of notices within jurisdiction	1,142	1,070
Number of notices not within jurisdiction	918	1,062
Number of clients notified to the Commission from notices within jurisdiction	609	543
<b>Conferences and amend/end application hearings for Family Responsibilities Agreements and Family Responsibilities Orders</b>		
Conferences conducted	229	296
Number of clients served to attend conference	192	243
Attendance percentage for conferences and amend/end application hearings for Family Responsibilities Agreements and Family Responsibilities Orders	69%	64%
Non-attendance percentage with acceptable (reasonable) excuse for conferences and amend/end application hearings for Family Responsibilities Agreements and Family Responsibilities Orders	30%	32%
<b>Conference outcomes</b>		
Agreements to attend community support services	72	72
Orders made to attend community support services	40	23
Referrals to service providers from Family Responsibilities Agreements and Family Responsibilities Orders <sup>3</sup>	128	116
Agreements for Conditional Income Management (CIM)	1	0
Orders made for CIM	19	13

<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 56</b>	<b>Qtr 57</b>
Accepted	100%	100%
Refused	0%	0%
<b>Voluntary Agreements</b>		
Voluntary agreements for a voluntary case plan (VCP)	11	10
Voluntary referrals to service providers	13	10
Voluntary agreements for Voluntary Income Management (VIM)	28	30
<b>Amend/end decisions for Voluntary Agreements</b>		
Accepted	100%	100%
Refused	0%	0%
<b>Other activity</b>		
Applications to Amend or End received	7	10
<b>Information as at the last day of the quarter</b>		
Number of clients case-managed through current non-voluntary case plan	200	212
Number of clients subject to a current CIM	33	33
Number of clients on a current VIM	75	69

### **Quarterly trends**

There was an increase in the number of conferences and the number of clients being case managed from quarter 56, with a consistent number of agreements entered into to attend community support services along with voluntary agreements for VCPs and VIMs.

There was also a decrease in the proportion of clients conferenced during the quarter who were ordered to attend a support service under a case plan, with only 9 per cent of clients being placed on a compulsory case plan, down from 14 per cent in quarter 56. This is a positive trend showing increasing client willingness to seek support.

Conferencing in Coen during the quarter was adversely impacted by Sorry Business and Local Commissioner availability. Nonetheless the FRC continued to assist vulnerable community members through its Intensive Case Management, resulting in clients entering into 3 VIMs and 5 VCPs for referrals to support services.

### **Estimates**

Commissioner Williams and members of the Executive Management Team travelled to Brisbane to appear at the Estimates Hearing for agencies reporting to the Community Support and Services Committee on 4 August 2022.

Commissioner Williams provided information in response to questions from the Committee regarding VIM agreements in connection with the proposed abolition of the Cashless Debit Card, and progress on the restoration of Childrens Court notices. The Commissioner also noted the Queensland Government's Future Directions Review which commenced stakeholder consultations earlier in the year.

### **New Local Commissioner training**

Quarter 57 saw the commencement of the program to induct and train 12 newly appointed Local Commissioners.

The schedule of training will continue over a six-month period and provide new Local Commissioners with a foundational understanding about their role and legislative responsibilities. Topics included procedural fairness, natural justice, managing conflicts of interests and confidentiality. The delivery of the training program also involved an immersive component - shadowing the Commissioner, Deputy Commissioner, other Local Commissioners and Local Registry Coordinators in the performance of their duties.

### **Cashless Debit Card Legislation**

A primary focus for the FRC during quarter 57 was the introduction and passage of legislation through the Australian Parliament to repeal the Cashless Debit Card (CDC) program. Following an election promise in early 2022 to repeal the CDC, on 27 July 2022 the Social Security (Administration) Amendment (Repeal of Cashless Debit Card and Other Measures) Bill (the Bill) was introduced in the House of Representatives.

The Bill recognised and valued the FRC as an independent statutory Commission and sought to preserve the Commission's unique model of income management. The FRC was concerned however that the Bill in its current form may adversely impact its operations and the wellbeing of our most vulnerable clients.

Consequently, the FRC participated in the passage of the Bill through Parliament by:

- hosting consultation visits by the Honourable Amanda Rishworth MP, Minister for Social Services in Cairns and the Honourable Justine Elliot MP, Assistant Minister for Social Services in Aurukun
- providing a written submission to the Senate Standing Committee on Community Affairs' Inquiry into the Bill
- giving in-person oral evidence at a hearing of the Committee in Bundaberg, and
- travelling to Canberra to provide briefings and advice to Ministers and staff, Senators, and colleagues at the Department of Social Services and the National Indigenous Australians Agency.

The Bill, with amendments to ensure the FRC's model of income management could operate unchanged, passed on 27 September 2022. Further information regarding the issues raised in the Bill, and the changes for the FRC are provided in the Future Direction and Challenges section.

### **Annual Report**

During quarter 57, much work occurred in the drafting and publishing the Commission's Annual Report 2021-22 which is required to be provided to the Minister for Seniors and Disability Services and Minister for Aboriginal and Torres Strait Islander Partnerships by 31 October 2022.

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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 30 September 2022.

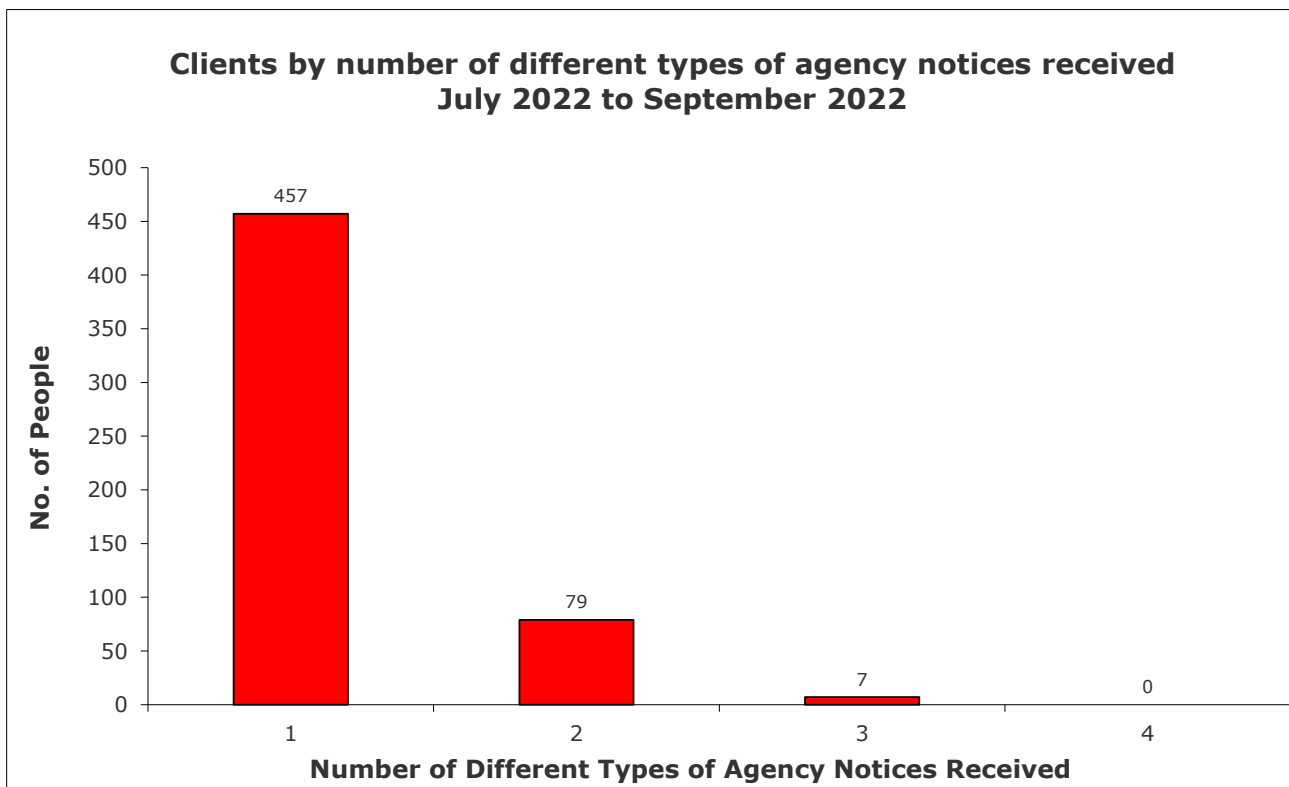
## 1. Activities and Trends

### 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 57, 457 clients (84 percent) were notified to the Commission with only one type of trigger notice. The remaining 86 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 July 2022 to 30 September 2022

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

- 56 percent received a school attendance (EQ) notice
- 15 percent received a Magistrate Court (MAG) notice
- 7 percent received a child safety and welfare (CS) notice and
- 3 percent received a domestic violence order (DVO) notice.

The remaining sole trigger notices received for Commission clients during the quarter were 3 clients with a District court notice (DIS), 5 clients with a domestic violence breach (DVB) notice, 4 clients with a housing tenancy breach notice and 6 clients with a school enrolment notice (SEN).

Table 2 shows the combination of trigger notices received for the 86 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 a combination of different types of 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 July 2022 to 30 September 2022<sup>4</sup>

Type of Agency Notice/s	Number of clients
CS,DVO	5
CS,DVO,MAG	1
CS,EQ	24
CS,EQ,SEN	1
CS,MAG	5
DVB,DVO	1
DVB,DVO,MAG	3
DVB,EQ,MAG	1
DVB,MAG	9
DVO,EQ	4
DVO,EQ,MAG	1
DVO,HT	1
DVO,MAG	8
EQ,MAG	10
EQ,SEN	10
HT,MAG	2
<b>Total</b>	<b>86</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.

<sup>4</sup> Refer to the descriptions of abbreviations on page 5.

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 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 July 2022 to 30 September 2022<sup>5</sup>

<b>Voluntary Agreements</b>			
	<b>VCP</b>	<b>VIM</b>	<b>Total</b>
<b>Total</b>	<b>10</b>	<b>30</b>	<b>40</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 July 2022 to 30 September 2022<sup>5</sup>

<b>Decisions by Agreement</b>			
<b>Community</b>	<b>CP</b>	<b>CIM</b>	<b>Total</b>
AU	30	0	<b>30</b>
CO	0	0	<b>0</b>
DM	17	0	<b>17</b>
HV	15	0	<b>15</b>
MG	10	0	<b>10</b>
<b>Total</b>	<b>72</b>	<b>0</b>	<b>72</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 July 2022 to 30 September 2022<sup>5</sup>

<b>Decisions by Order</b>							
<b>Community</b>	<b>CP</b>	<b>CP &amp; CIM Concurrently</b>	<b>CIM</b>	<b>No Further Action</b>	<b>Recommend Support Service</b>	<b>Reprimand</b>	<b>Total</b>
AU	0	1	8	4	0	12	<b>25</b>
CO	0	0	0	0	0	0	<b>0</b>
DM	9	1	1	19	1	0	<b>31</b>
HV	6	2	0	31	0	5	<b>44</b>
MG	4	0	0	2	0	2	<b>8</b>
<b>Total</b>	<b>19</b>	<b>4</b>	<b>9</b>	<b>56</b>	<b>1</b>	<b>19</b>	<b>108</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 July 2022 to 30 September 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>1</b>	<b>0</b>	<b>1</b>

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



**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 July 2022 to 30 September 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>	<b>1</b>	<b>8</b>	<b>0</b>	<b>9</b>

During quarter 57 the number of interactions highlighted in tables 3, 4, 5, 6 and 7 related to a total of 204 clients (121 female and 83 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 57 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 July 2022 to 30 September 2022 support our assertion:

- 45 percent of clients at some point during the quarter may have done one or more of the following: self-referred to the FRC for a VCP or a VIM; entered into a Family Responsibilities Agreement; successfully applied to end or amend their decision by order or agreement;
  - As a subset of the above, 20 percent of clients specifically entered into a voluntary agreement;
- 27 percent of clients were issued with a no further action on their matter/s, or they were recommended to attend a support service with no other action types; and

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

- 9 percent of clients were issued with a reprimand with or without a decision for no further action or recommendation to attend a support service.

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:

- 9 percent of clients were ordered to attend a support service under a case plan;
- 4 percent of clients were placed on a CIM order; and
- 2 percent of clients were placed on a CIM order and ordered to attend a support service.

## Notices

In quarter 57 the Commission received 2,132 agency notices<sup>7</sup>. Some individuals may have been the subject of more than one agency notice. Of that figure 1,070 notices (50 percent) relating to 543 clients were within the Commission's jurisdiction, and 1062 notices (50 percent) were outside the Commission's jurisdiction.

**Table 8:** Notices in jurisdiction by type and community 1 July 2022 to 30 September 2022

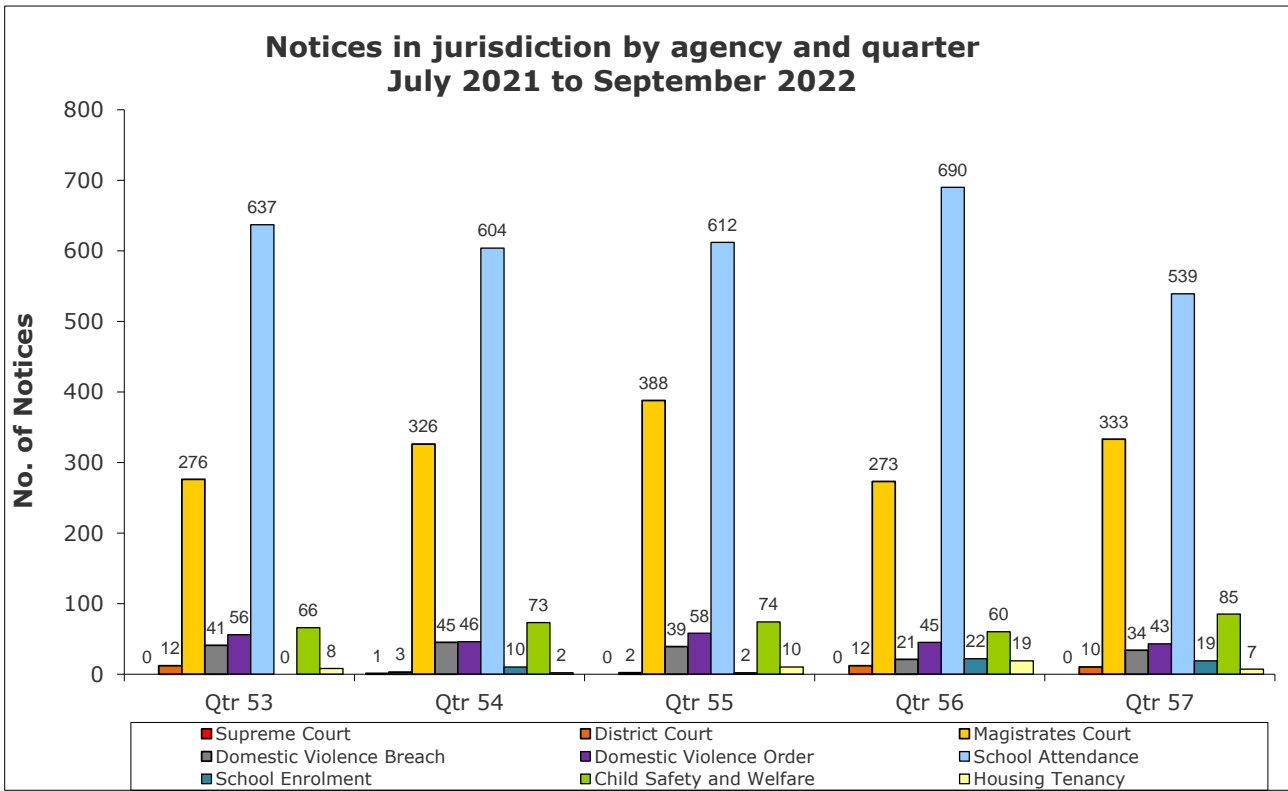
Type of Notice	AU	CO	DM <sup>8</sup>	HV	MG	Total
Supreme Court notices	0	0	0	0	0	<b>0</b>
District Court notices	7	0	0	3	0	<b>10</b>
Magistrates Court notices	258	1	0	52	22	<b>333</b>
Domestic Violence Breach notices	16	1	0	12	5	<b>34</b>
Domestic Violence Order notices	27	2	0	7	7	<b>43</b>
School Attendance notices	37	16	331	125	30	<b>539</b>
School Enrolment notice	0	1	18	0	0	<b>19</b>
Child Safety and Welfare notices						
Child Concern Reports	26	0	32	6	4	<b>68</b>
Finalised Child Protection Investigations	12	1	4	0	0	<b>17</b>
Housing Tenancy notices	4	0	0	1	2	<b>7</b>
<b>Total</b>	<b>387</b>	<b>22</b>	<b>385</b>	<b>206</b>	<b>70</b>	<b>1070</b>

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

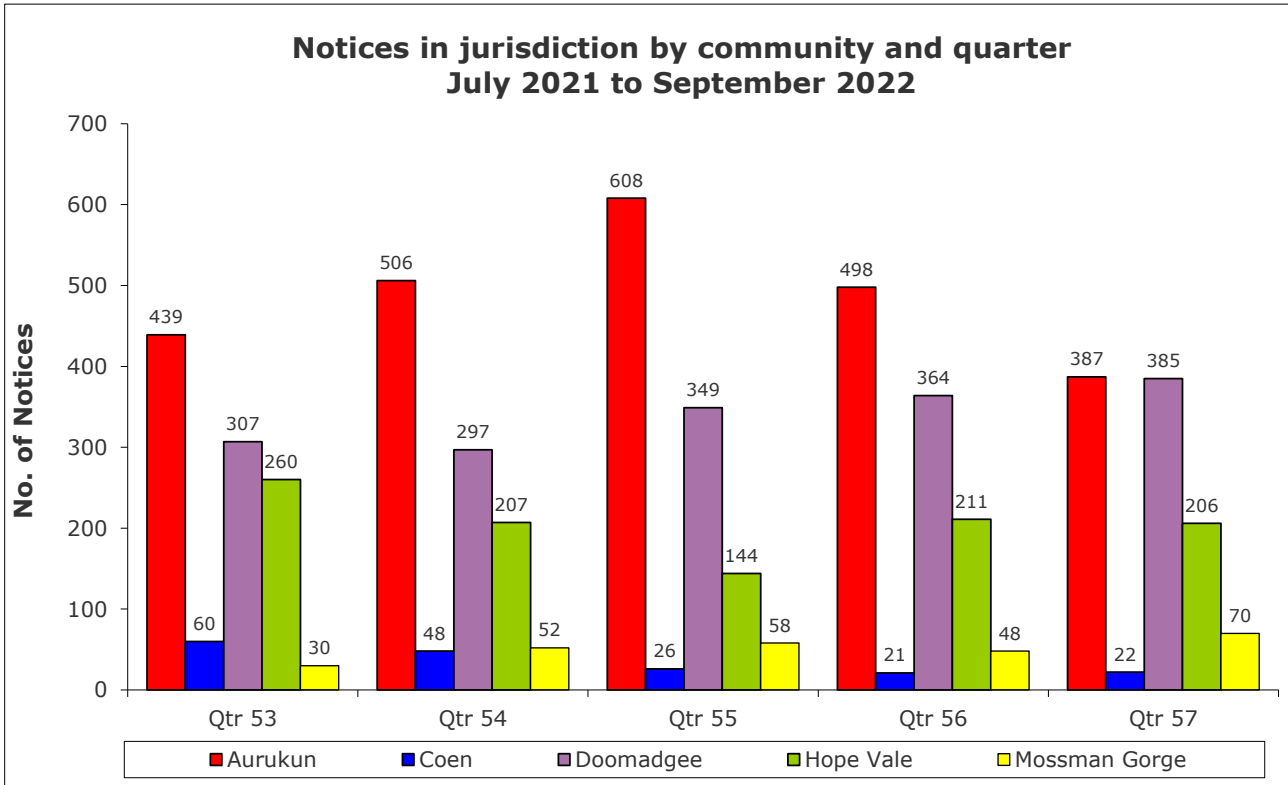
- Aurukun received 387 notices relating to 159 clients (84 female and 75 male)
- Coen received 22 notices relating to 21 clients (12 female and 9 male)
- Doomadgee received 385 notices relating to 212 clients (158 female and 54 male)
- Hope Vale received 206 notices, relating to 117 clients (73 female and 44 male)
- Mossman Gorge received 70 notices relating to 34 clients (21 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.

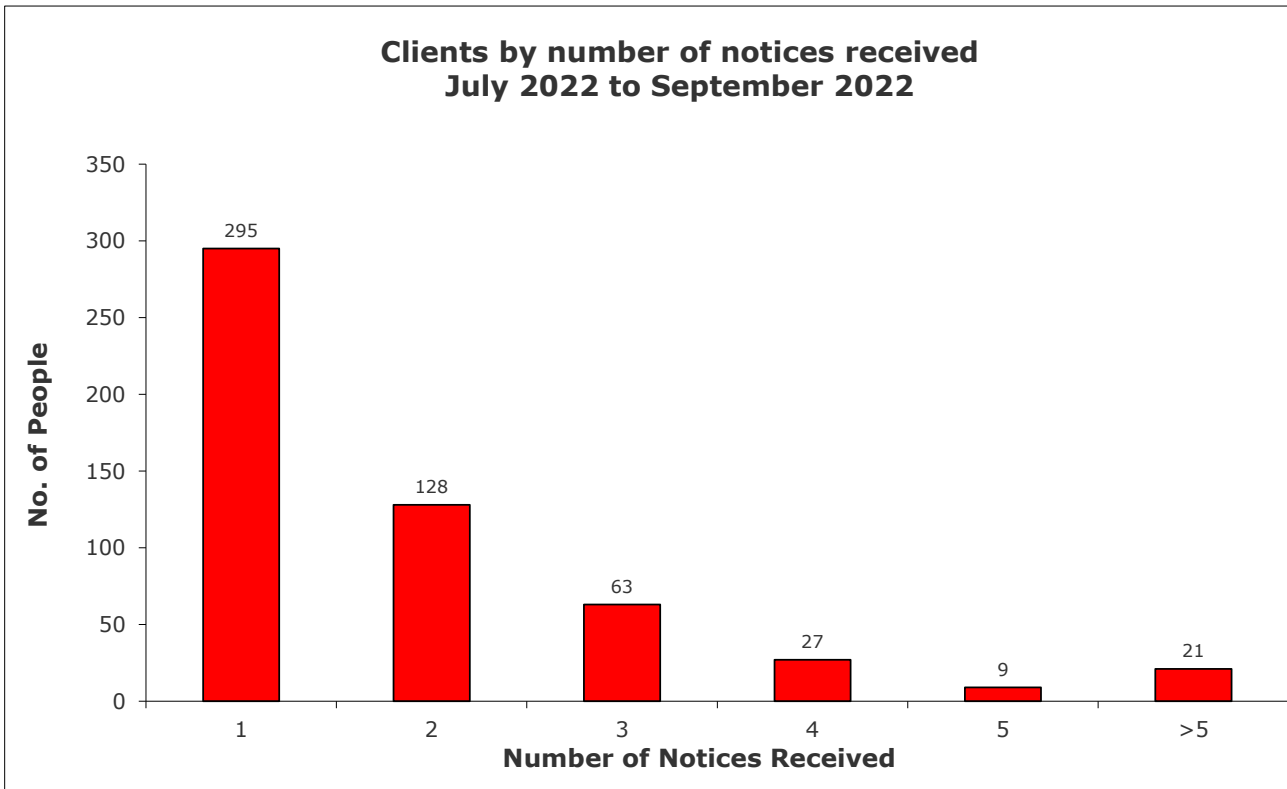


**Graph 2:** Notices in jurisdiction by type and quarter 1 July 2021 to 30 September 2022



**Graph 3:** Notices in jurisdiction by community and quarter 1 July 2021 to 30 September 2022

For quarter 57, 46 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 (54 percent) have received only one notice during the reporting period. Thirty new clients were added to the Commission’s database during the quarter.



**Graph 4:** FRC clients by number of notices 1 July 2022 to 30 September 2022<sup>9</sup>

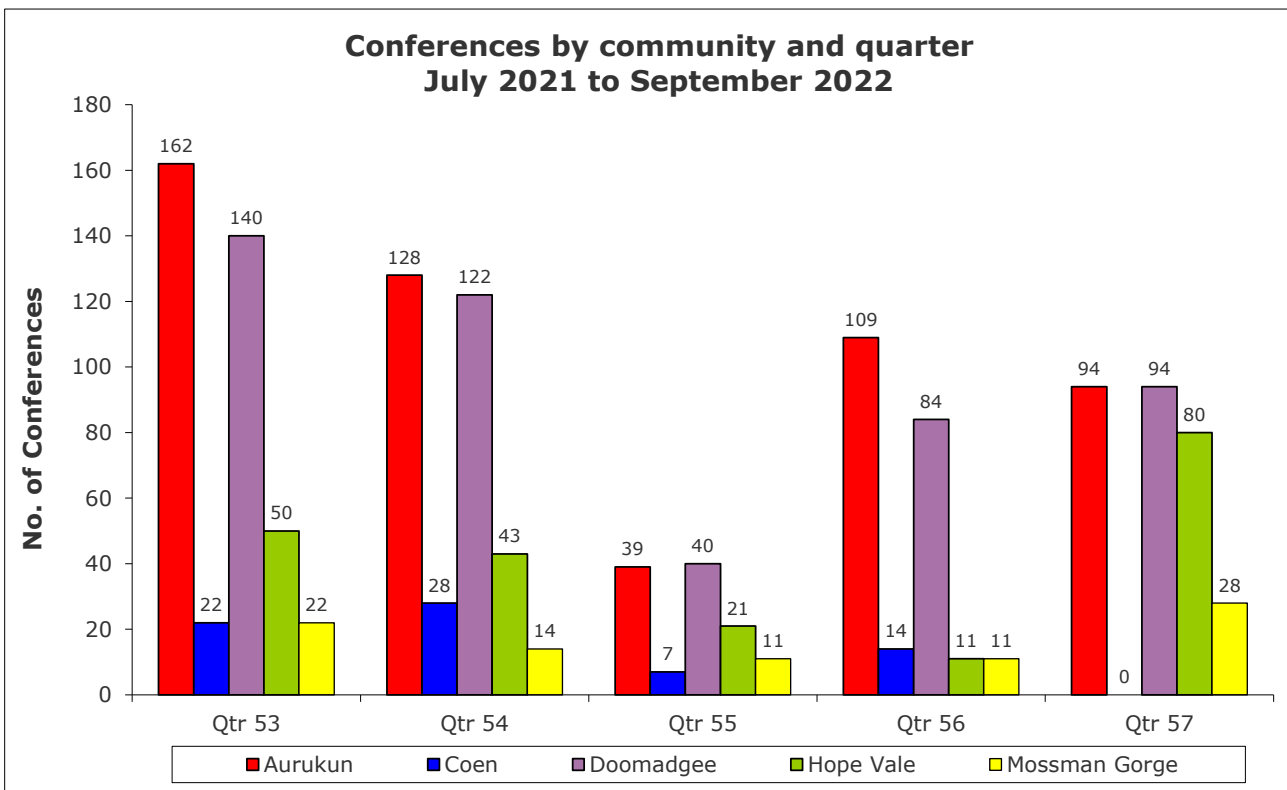
**Conferences**

The total number of conferences held across the five communities in quarter 57 increased from 229 in quarter 56 to 296 conferences<sup>10</sup> (relating to 243 clients served to attend conference), resulting in 72 agreements to attend community support services, 23 orders to attend community support services and 13 new CIM orders issued. When compared to last quarter there was the same number of agreements to attend community support services, a decrease of 1 agreement for CIM, a decrease of 17 orders to attend community support services and a decrease of 6 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 adjourned period. Attendance at conference decreased from 69.0 percent in quarter 56 to 64.2 percent in quarter 57, and non-attendance with what the Commissioners considered a reasonable justification increased from 29.6 percent in the previous quarter to 32.1 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 responsibilities and absence from community. Refer to the application outcomes section of this report for matters heard under an amend/end application hearing process.

<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.

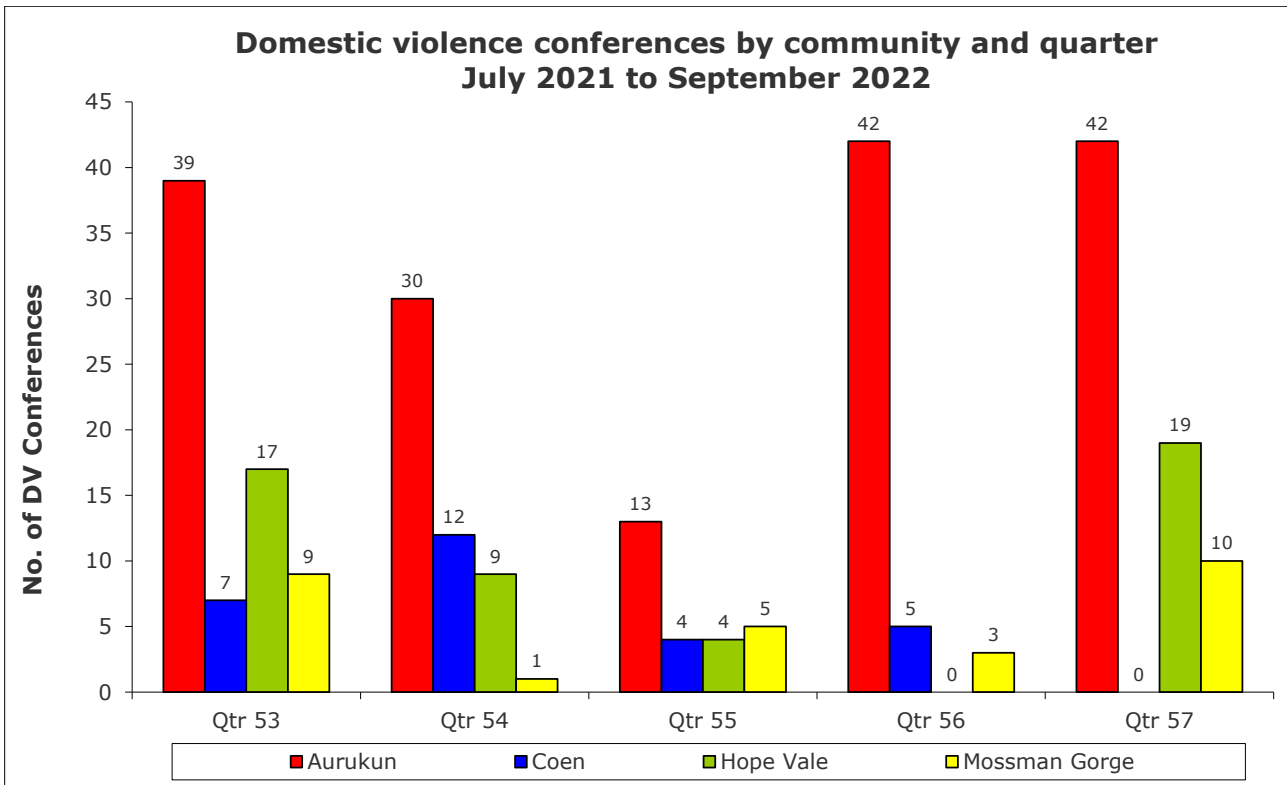
<sup>10</sup> The number of conferences held relates to the number of conferences listed, which includes where a client was served with a Notice to Attend Conference and subsequently failed to attend.



**Graph 5:** Conferences by community and quarter 1 July 2021 to 30 September 2022

### Conferences for Domestic Violence related matters

As a subset of the total number of conferences conducted for the quarter, 71 domestic violence conferences were conducted in Aurukun, Coen, Hope Vale and Mossman Gorge, an increase of 21 from the previous quarter. Domestic violence conferences in the communities during the quarter were as follows: Aurukun remained the same with 42 DV conferences, Coen decreased by 5, Hope Vale increased by 19 and Mossman Gorge increased by 7 conferences for DV related matters.



**Graph 6:** Domestic violence conferences by community and quarter 1 July 2021 to 30 September 2022

**Table 9:** Number of conferences held in relation to domestic violence notices (breaches and orders) per community 1 July 2022 to 30 September 2022

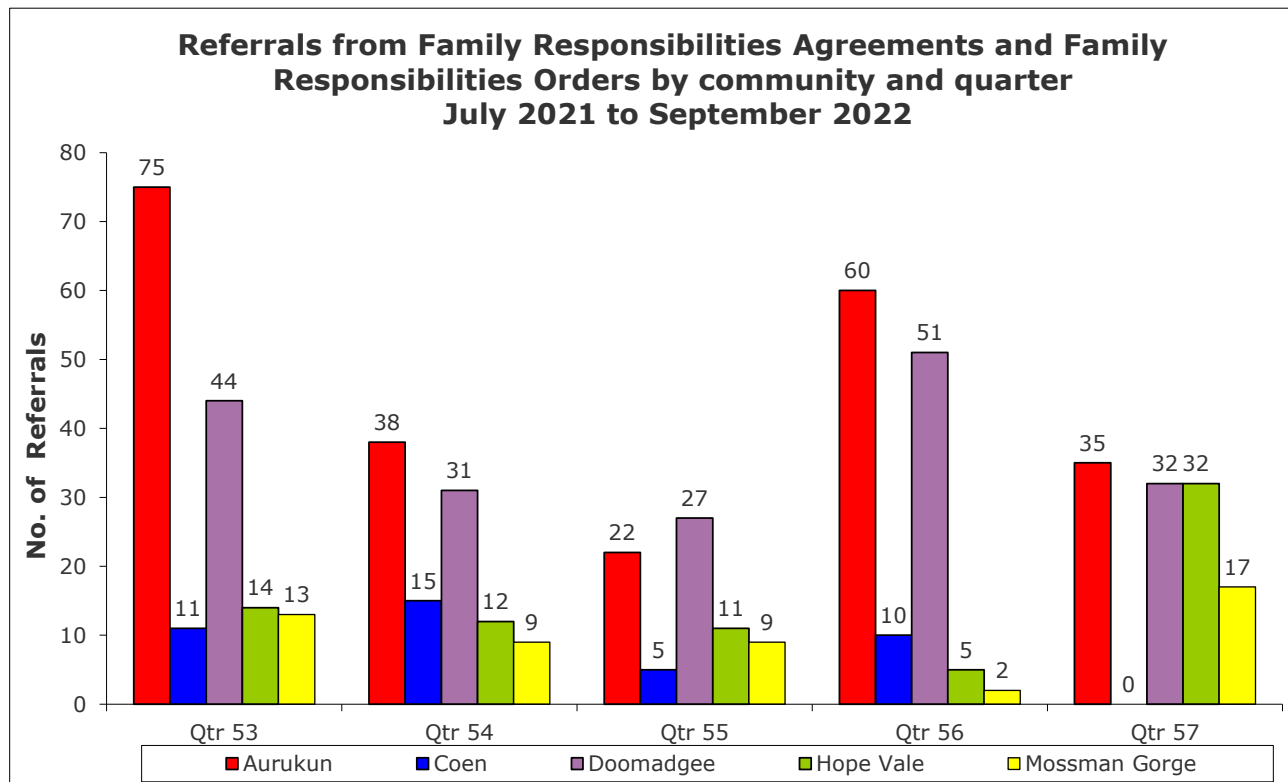
Number of Domestic Violence Conferences	AU	CO	HV	MG	Total
Relating to both a DVB and a DVO notice	1	0	1	2	4
Relating to a DVB notice	5	0	6	1	12
Relating to a DVO notice	36	0	12	7	55
<b>Total</b>	<b>42</b>	<b>0</b>	<b>19</b>	<b>10</b>	<b>71</b>

**Table 10:** Domestic violence conferences by type and quarter 1 July 2021 to 30 September 2022

Number of Domestic Violence Conferences	Qtr 53	Qtr 54	Qtr 55	Qtr 56	Qtr 57
Relating to both a DVB and a DVO notice	9	3	2	2	4
Relating to a DVB notice	21	19	7	21	12
Relating to a DVO notice	42	30	17	27	55
<b>Total</b>	<b>72</b>	<b>52</b>	<b>26</b>	<b>50</b>	<b>71</b>

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

A total of 116 referrals (to service providers from 'Family Responsibilities' Agreements (FRAs) and Orders) relating to 95 clients were made in quarter 57, a decrease of 12 referrals from quarter 56. Since 2008 the Commission has referred 1,379 clients (719 female and 660 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 25, Coen decreased by 10, Doomadgee decreased by 19, Hope Vale increased by 27 and Mossman Gorge increased by 15 referrals for the quarter.

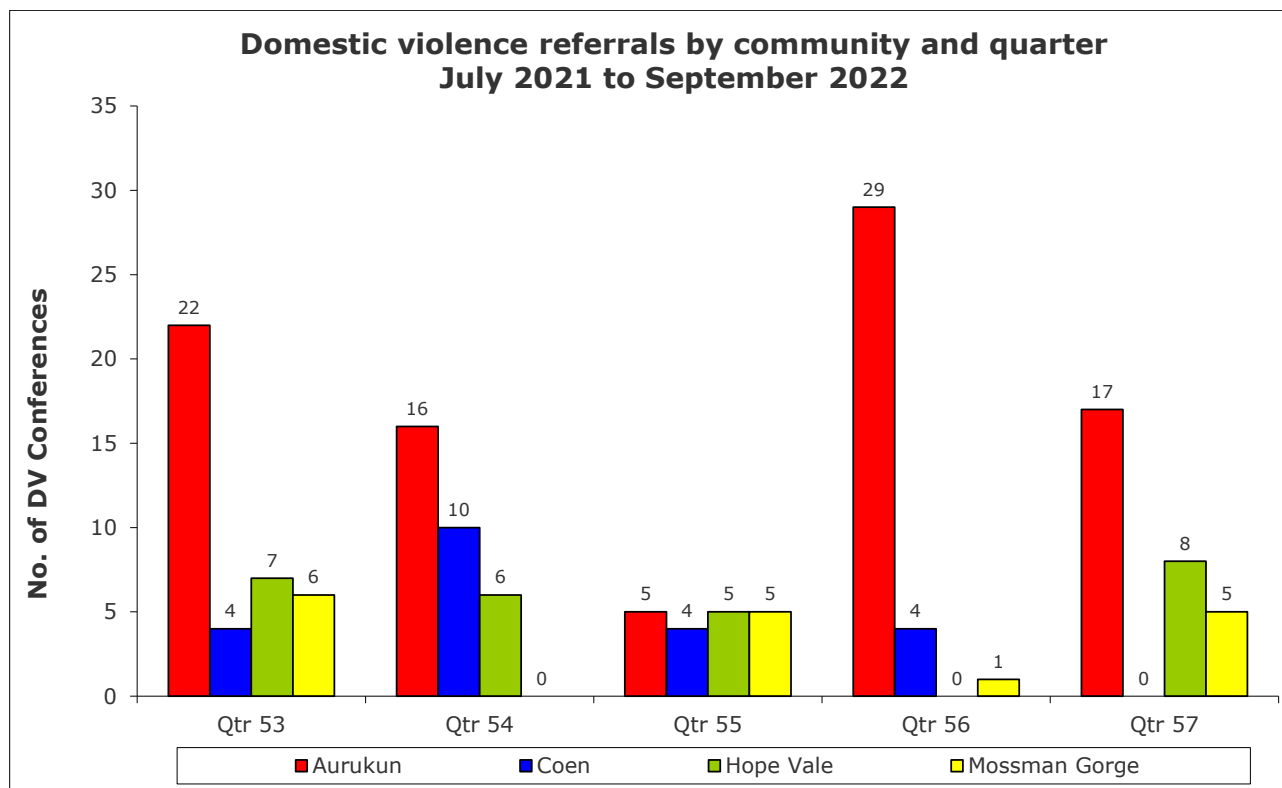


**Graph 7:** Referrals by community and quarter 1 July 2021 to 30 September 2022

### Referrals for Domestic Violence related matters

As a subset of the total number of referrals from FRAs and orders in the quarter, 30 referrals were made in relation to domestic violence conferences, a decrease of 4 from quarter 56. Domestic violence referrals in the communities during the quarter were as follows: Aurukun decreased by 12, and Coen

decreased by 4, whilst Hope Vale and Mossman Gorge increased by 8 and 4 respectively. 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 7, illustrating the nexus between Court convictions and domestic violence orders/breaches with school attendance issues and to a lesser degree child safety issues.



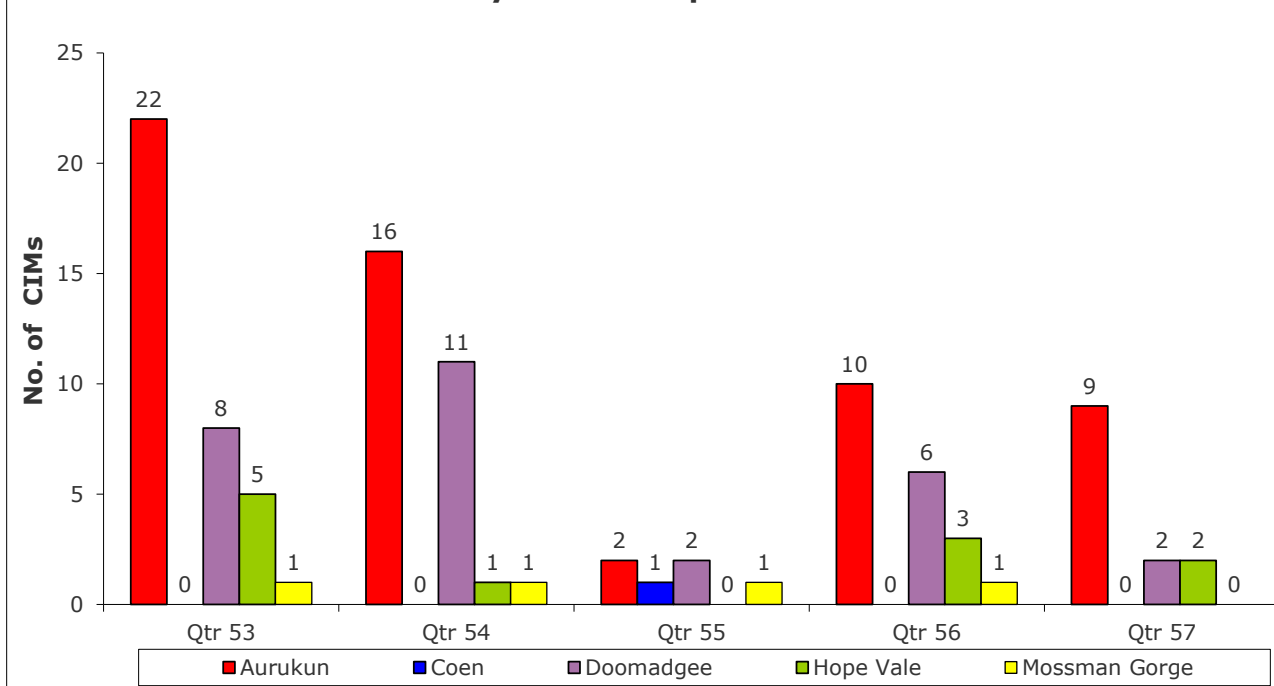
**Graph 8:** Domestic violence referrals by community and quarter 1 July 2021 to 30 September 2022

### 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 13 new CIMs (orders) relating to 13 clients were made in quarter 57, a decrease of 7 CIMs from quarter 56. Sixty-nine percent of CIMs quarantined 60 percent of welfare payments with all 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 1002 clients (578 female and 424 male). Decreases in quarter 57 were seen in Aurukun, Doomadgee, Hope Vale and Mossman Gorge of 1, 4, 1 and 1 CIM respectively. Coen remained unchanged from the preceding quarter recording zero CIMs.

As at 30 September 2022 there were 33 clients subject to a current CIM who were responsible for 45 children in their care (33 of whom were school aged children). Eighty-two percent of the 33 clients were income managed at 60 percent whilst duration ranged from 70 percent for a 6-month duration, 6 percent for 9-month duration and 24 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 July 2021 to September 2022



**Graph 9:** Conditional income management by community and quarter 1 July 2021 to 30 September 2022

### Conditional Income Management for Domestic Violence related matters

As a subset of the total number of CIMs in the quarter, 5 were made in relation to domestic violence conferences in quarter 57.

**Table 11:** Domestic violence conditional income management by community and quarter 1 July 2021 to 30 September 2022

Number of Domestic Violence CIMs	Qtr 53	Qtr 54	Qtr 55	Qtr 56	Qtr 57
Aurukun	7	1	1	4	4
Coen	0	0	0	0	0
Hope Vale	3	0	0	0	1
Mossman Gorge	1	0	1	0	0
<b>Total</b>	<b>11</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>5</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 through a Voluntary Case Plan (VCP) or be subject to voluntary income management (VIM). During quarter 57, 10 VCPs were entered into for the client to attend 10 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

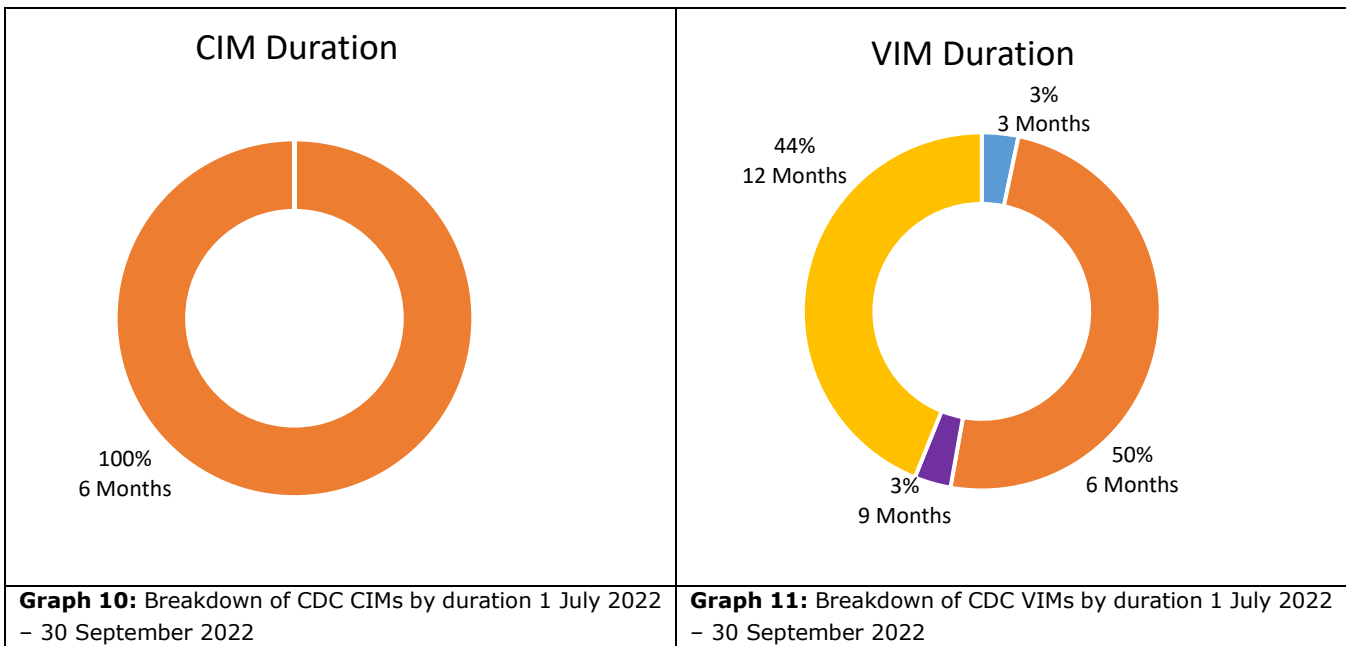
During this reporting period the Commission processed 30 Voluntary Income Management (VIM) agreements with 83 percent of clients electing to have 60 percent of their welfare payments voluntarily income managed (see graph 13). Clients also showed a preference to be subjected to income management at 6 months and 12 months (see graph 11). Since the commencement of the Commission



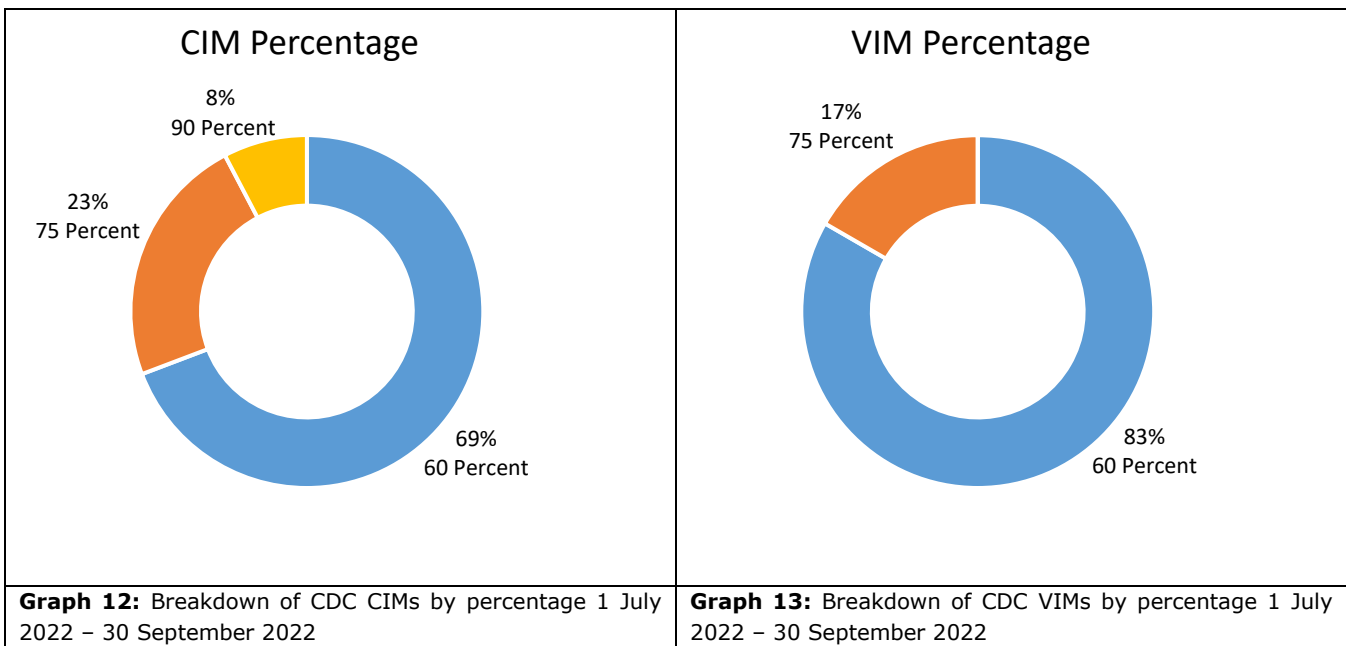
in 2008, 321 clients (205 female and 116 male) have had an active VIM agreement. As at 30 September 2022 there were 69 clients on a current VIM agreement who had 79 children in their care (48 of whom were school aged children). The growth in the number of community members willing to enter into a VIM agreement continues to exceed levels reported in periods prior to the introduction of the CDC in March 2021 (see section below on the Status of the CDC).

**Status of CDC in FRC Communities for quarter 57**

Forty-three Cashless Debit Cards (13 for CIM and 30 for VIM) were processed for the period 1 July 2022 to 30 September 2022, including orders and agreements that were still awaiting Centrelink action as at 30 September.



Although initially (March 2021) 66% of VIM applications entered into were for a 3-month duration, the VIM chart above shows that 3% were entered into for a 3 month duration for the quarter with 50% entered into for a 6-month duration and 44% for a 12-month duration.

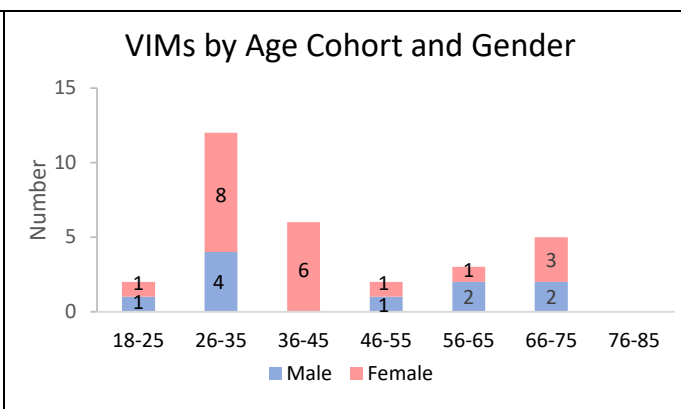
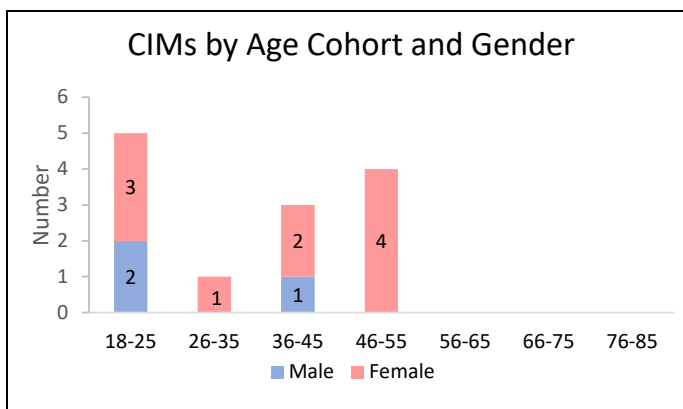


This quarter saw 69% of CIM orders issued at 60 percent, 23% at 75 percent and 8% at 90 percent. The preference by clients to enter into a VIM at 60 percent remains the popular option with 83% of VIM agreements entered into at 60 percent for the quarter.

This quarter female community members accounted for the majority of CIMs with 77 percent relating to female clients. Again, no community member older than 65 years was conditionally income managed by the FRC during the quarter.

The majority of community members voluntarily participating in voluntary income management this quarter were from the 26 to 35-year age group. Females accounted for 67 percent of the VIMs. Overall females accounted for 70 percent of all CDCs (voluntary and conditional) in quarter 57.

Reasons for applying for the CDC were primarily to pay bills (63 percent), to buy food (57 percent), to budget (47 percent) and to save for something they needed (40 percent). Circumstances given by voluntary income management participants when applying for the CDC were primarily to support themselves (67 percent), they liked the Cashless Debit Card (43 percent) and they needed to support their family (30 percent). Please note, a client may choose one or more options to reflect their individual reasons and circumstances for participating in voluntary income management.



**Graph 14:** Breakdown of CDC CIMs by age cohorts and gender 1 July 2022 – 30 September 2022

**Graph 15:** Breakdown of CDC VIMs by age cohorts and gender 1 July 2022 – 30 September 2022

### Case Management

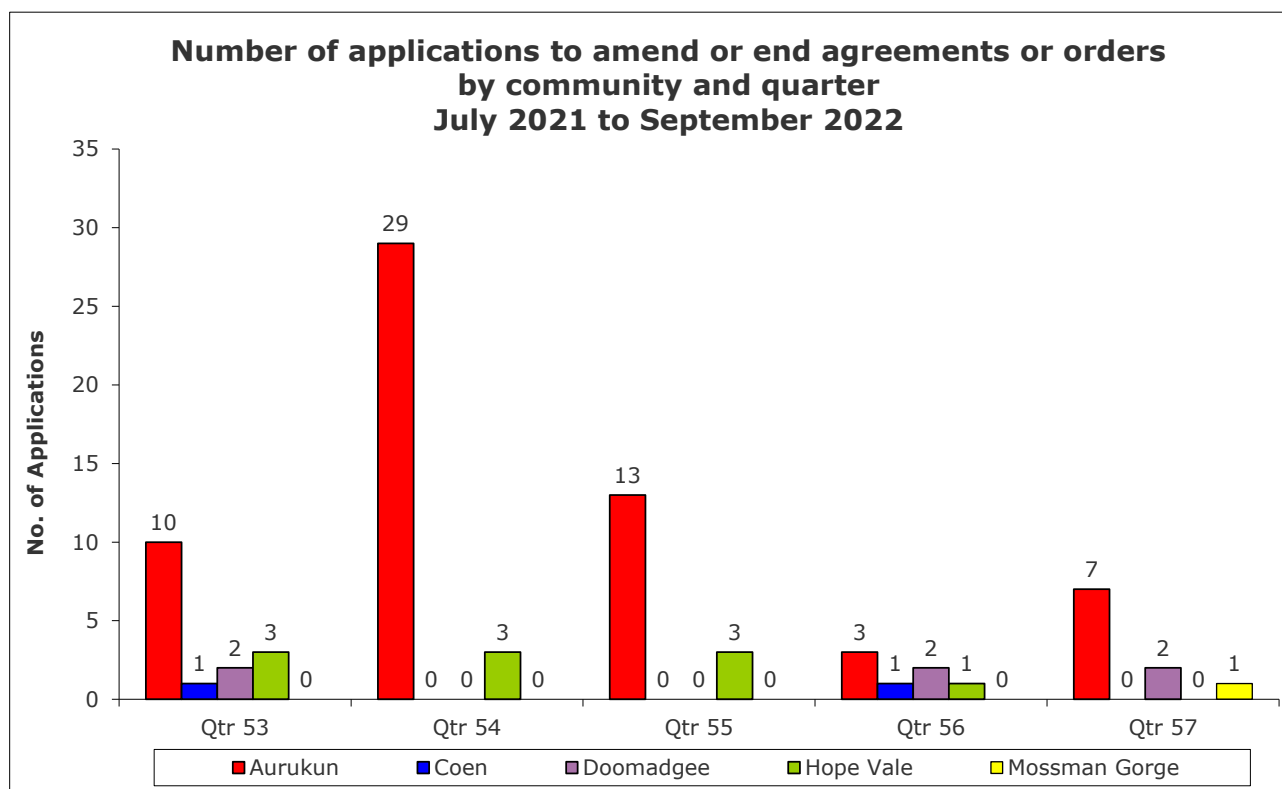
Commissioners are guided by the FRC Act, sections 4 and 5, to encourage community members to engage in socially responsible ways, and in doing so, make appropriate use of community support services. The Commissioners use the referral pathways available in each community to strengthen the client’s resilience 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 30 September 2022, 212 clients were being case-managed through a current non-voluntary case plan, an increase of 12 from quarter 56. Decreases were seen in Aurukun and Coen of 7 and 4 respectively whilst Doomadgee, Hope Vale and Mossman Gorge increased by 1, 15 and 7 respectively.

## 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.

Ten applications relating to 10 clients (5 female and 5 male) to amend or end an Agreement, Order or Voluntary Agreement were received in quarter 57, an increase of 3 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 July 2021 to 30 September 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 under the FRC Act pursuant to section 99 for a family responsibilities agreement (FRA) or order, or section 109 for a voluntary agreement, and may include either agreeing or refusing to amend or end an agreement or order, or if the Commissioners deem the application for an FRA or order frivolous or vexatious, dismissing the application. For an application received under section 97 of the FRC Act, 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 FRA or order. For an application to amend or end a voluntary agreement 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". 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 one amend/end application for a Family Responsibilities Order (to end a CIM) was decided in quarter 57 with the application accepted by the FRC.

Nine amend/end applications for voluntary agreements were decided in the reporting period with all applications made by clients accepted by the FRC. A breakdown of the type of applications is as follows:

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

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 July 2022 to 30 September 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>	348	195		38	38
Clients conferenced <sup>12</sup>	156	87		37	37
Clients referred through Family Responsibilities Agreements and Family Responsibilities Orders <sup>13</sup>	65	30		37	35
Clients placed on CIM <sup>14</sup>	10	3		38	27
Clients referred through a Voluntary Agreement for a case plan <sup>15</sup>	4	5		43	45
Clients who chose to participate in VIM <sup>16</sup>	20	10		42	45
Clients who submitted an amend/end application <sup>17</sup>	5	5		40	59

### Estimated resident populations:

**Aurukun:** The community of Aurukun had an estimated resident adult population of 786 people as at 30 June 2021<sup>18,19</sup>.

**Coen:** The township of Coen had an estimated resident adult population of 182 people as at 30 June 2021<sup>18,20</sup>.

**Doomadgee:** The community of Doomadgee had an estimated resident adult population of 933 people as at 30 June 2021<sup>18,19</sup>.

**Hope Vale:** The estimated resident adult population of Hope Vale was 660 people as at 30 June 2021<sup>18,19</sup>.

**Mossman Gorge:** The Mossman Gorge community had an estimated resident population of 100 people as at 30 June 2021<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 2021 boundaries used are local government areas for Aurukun, Doomadgee and Hope Vale, and statistical areas level 1 (SA1s) of 31501139616 for Coen and 30604116408 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 rebased (to 2021 Census) Estimated Resident Population (ERP) data by age and sex at the Local Government Area level for 30 June 2021.

<sup>20</sup> Note: Adults 18 years and over provided by QGSO, Queensland Treasury, based on the ABS unpublished preliminary rebased (to 2021 Census) ERP data by age and sex at the Statistical Area level 1 for 30 June 2021.

<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 rebased (to 2021 Census) ERP data at the Statistical Area level 1 for 30 June 2021.

## 2. Future Direction and Challenges

### Repeal of the Cashless Debit Card

A priority focus for the FRC during quarter 57 was the introduction and passage of legislation through the Australian Parliament to repeal the Cashless Debit Card (**CDC**) program. The Social Security (Administration) Amendment (Repeal of Cashless Debit Card and Other Measures) Bill (**the Bill**) was introduced in the House of Representatives on 27 July 2022. The Bill was passed in the House of Representatives and introduced in the Senate on 3 August 2022.

The Bill raised several issues of concern for the FRC as some of the proposed amendments appeared to undermine the independence of the FRC's decision-making functions. During the short time between the introduction of the Bill and its passage to the Senate, the FRC began discussions with the Department of Social Services about potential impacts for the FRC if the Bill was passed as drafted. The Bill was referred to the Senate Standing Committee on Community Affairs, and the FRC was invited to participate in the Committee's inquiry into the Bill.

During the week beginning 8 August 2022, the FRC hosted ministerial delegations in Aurukun and Cairns as part of community consultation being undertaken on the repeal of the CDC. Assistant Minister for Social Services, the Hon Justine Elliott MP, along with staff of the Department of Social Services travelled to Aurukun and witnessed an FRC conference. Unfortunately, the ministerial visit to Mossman Gorge was cancelled because of Sorry Business and COVID. The Minister for Social Services, the Hon Amanda Rishworth MP, travelled to Cairns and met with Local Commissioners from Doomadgee, Deputy Commissioner Curtin and registry staff.

The Local Commissioners of Aurukun, Doomadgee and Mossman Gorge also prepared written submissions for the ministerial delegation to consider which outlined the reasons for the continuation of income management in their communities, and the benefits of the CDC to their remote communities, when compared with the BasicsCard.

The FRC provided a comprehensive written submission to the Senate Standing Committee on Community Affairs on 15 August 2022. The submission explained the FRC's unique model of income management, highlighted our performance record, and raised concerns that the Bill, as drafted, may adversely impact the Commission's operations and the wellbeing of our most vulnerable clients. Commissioner Williams and Anne Crampton (Manager, Case Management and Monitoring) travelled to Bundaberg to give evidence in person at a hearing of the Senate Committee on 16 August 2022.

The recommendations made in the FRC's submission, and echoed at the hearing in Bundaberg, were that:

1. The CDC be retained; or in the alternative:
  - 1.1. Should CDC be replaced by a different card it must have at least the same functionality as the CDC
  - 1.2. The transition from CDC to a replacement card be delayed and not occur until such card can be activated immediately upon cessation of the CDC; and
2. The Bill be amended to allow the FRC to continue its operations unchanged.

The Senate Standing Committee handed down its report on 31 August 2022. The Senate Committee's report affirmed the role of the FRC as a community-led model of self-determination. The Report recommended that the Bill be passed, subject to only one other recommendation:

*"...that the Commonwealth Government work with the Queensland Family Responsibilities Commission to address the concerns raised, including considering possible amendments to the bill, to ensure that the Commission can continue to operate effectively in accordance with its statutory responsibilities."*

The Australian Government drafted further amendments to the Bill, consulting with the FRC prior to the introduction of the amendments in the Senate on 27 September 2022. The legislative issues raised in the FRC's submission to the Senate Standing Committee impacting on our operations were satisfactorily addressed by the amendments. The amendments also introduced the Enhanced Income Management regime, which is designed to ensure that a product with the same technological capabilities as the CDC will be made available to clients remaining on income management.

The Explanatory Memorandum noted the compatibility of the FRC model with human rights and the right to self-determination pursuant to Article 1 of the International Covenant on Economic, Social and Cultural Rights (ICESCR).

*"By ensuring the continuation of the FRC referral model, the amendments ensure that IM in prescribed community areas can continue as intended to address and curtail passive welfare, antisocial behaviour and entrenched disadvantage. FRC [C]ommissioners will be able to determine how much a participant's payment should be qualified, based on an assessment of the participant's holistic situation. A [C]ommissioner can also vary the qualified portion if required which allows for a level of discretion, as opposed to a 'one size fits all' approach. **Therefore, self-determination is maintained as this a community-endorsed model to address concerns relating to those most vulnerable to social harms'** [emphasis added]."<sup>22</sup>*

The passing of the legislation means that CDC participants in trial sites (that is, those CDC sites other than the Northern Territory and the FRC communities), can now opt-out of CDC, or continue voluntarily. On 6 March 2023, FRC communities and the Northern Territory will transition to Enhanced Income Management (IM). From 6 March 2023 anyone still on the CDC in the other trial sites will also transition to Enhanced IM. The FRC are already working with the Department of Social Services and Services Australia to ensure the transition to Enhanced IM is as smooth as possible.

During the consultations, briefings and submissions to the Parliamentary process, the FRC was pleased to be able to demonstrate the uniqueness and success of the FRC's income management model, and to advocate for changes to legislation which would otherwise have impacted on the most vulnerable of the FRC's clients. During this process, the ongoing value of the FRC, and, in particular the work of Local Commissioners, was recognised by the Australian Parliament.

### **FRC Future Directions Review**

The FRC understands that the Final Report on the FRC Future Directions review, prepared by Abt Associates, was due to be provided to the Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships in July. To date, the FRC has not received information about the outcome of the review.

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<sup>22</sup> Statement of Compatibility with Human Rights; Supplementary Explanatory Memorandum; Social Security (Administration) Amendment (Repeal of Cashless Debit Card and Other Measures) Act 2022; prepared in accordance with Part 3 of the Human Rights (Parliamentary Scrutiny) Act 2011.

### 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)
- Ms Jody Broun                                      CEO, National Indigenous Australians Agency
- 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 of the Commission attributable to the quarter (1 July 2022 to 30 September 2022) totalled \$1,099,280. This income consisted of:
  - \$619,750 Queensland Government funding
  - \$450,000 Australian Government funding
  - \$28,463 interest received
  - \$1,067 sundry income

The Commission also received a total of \$1,069,750 being income from the Queensland and Australian Governments attributable to following quarter (Quarter 58 – 1 October 2022 to 31 December 2022) broken down as above.

The balance of available funds in the bank as at 30 September 2022 is \$4,918,078.

### Expenditure:

- Expenditure for the quarter (1 July 2022 to 30 September 2022) was \$1,080,787.

**Table 13:** Expenditure in quarter 57

1 July 2022 to 30 September 2022	Expenditure Qtr 57	1 July 2022 to 30 September 2022	Expenditure Qtr 57
Employee salaries – FRC staff	585,730	Internet & IT	59,425
Employee salaries – Local Commissioners	96,175	Motor Vehicle	12,151
Employee on costs – FRC staff	103,561	Property	60,187
Employee on costs – Local Commissioners	15,292	Travel	74,951
Other employment costs	33,658	General Operating	24,090
Communications	3,586	Other expenses	11,981
		<b>Total</b>	<b>1,080,787</b>

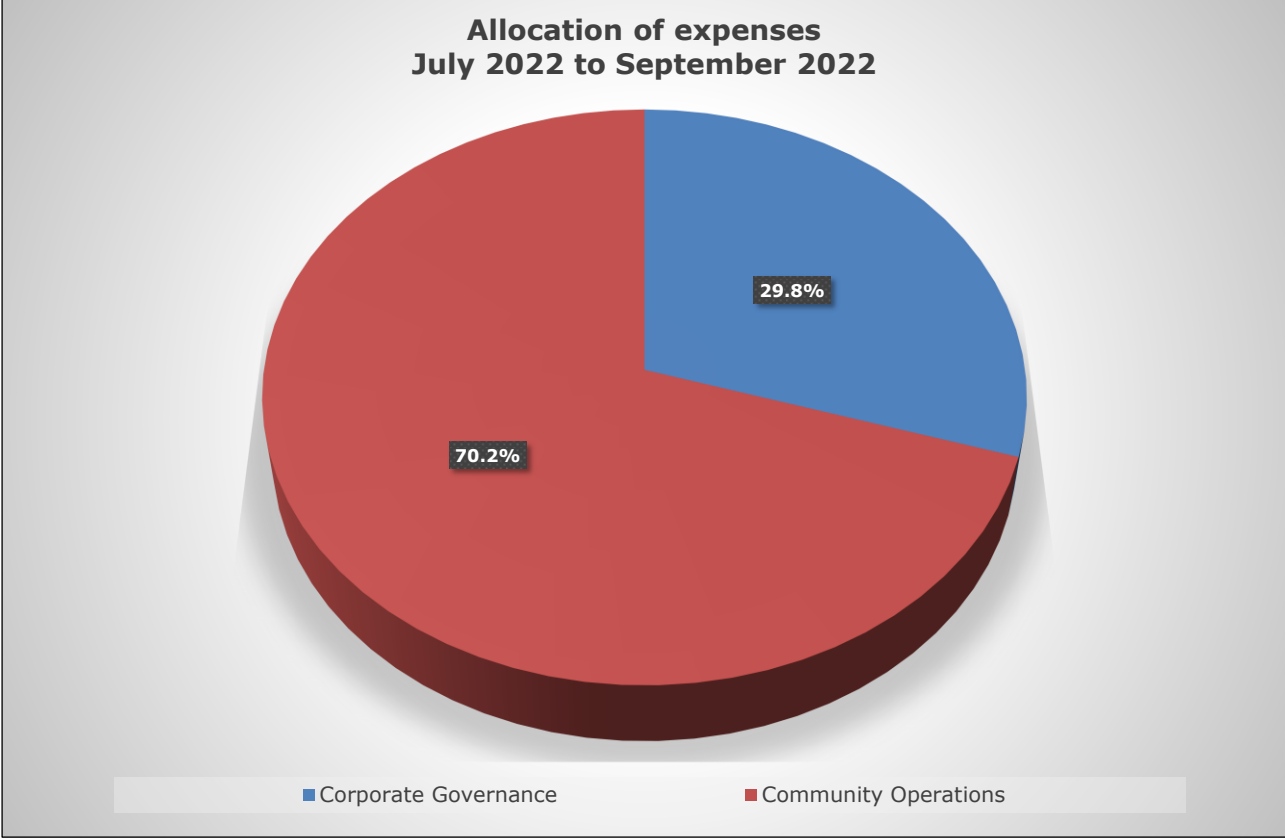
The expenditure of the FRC can be categorised as follows:

- Community operations** – further broken down into:
  - On-the-ground community operational expenses including the operational expenses** 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 agreements and orders.
  - Support and facilitation expenses** including costs associated with facilitating the holding of conferences and hearings in the five communities, providing support to the Local Commissioners and Local Registry Coordinators to hold conferences and hearings, assisting with the on-going monitoring of case plans for clients through the provision of data and other information and processing income management where considered necessary.
- Corporate governance** includes finance, statistical reporting, corporate governance, training and other administrative functions to ensure the effective and efficient operations of the Commission.

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

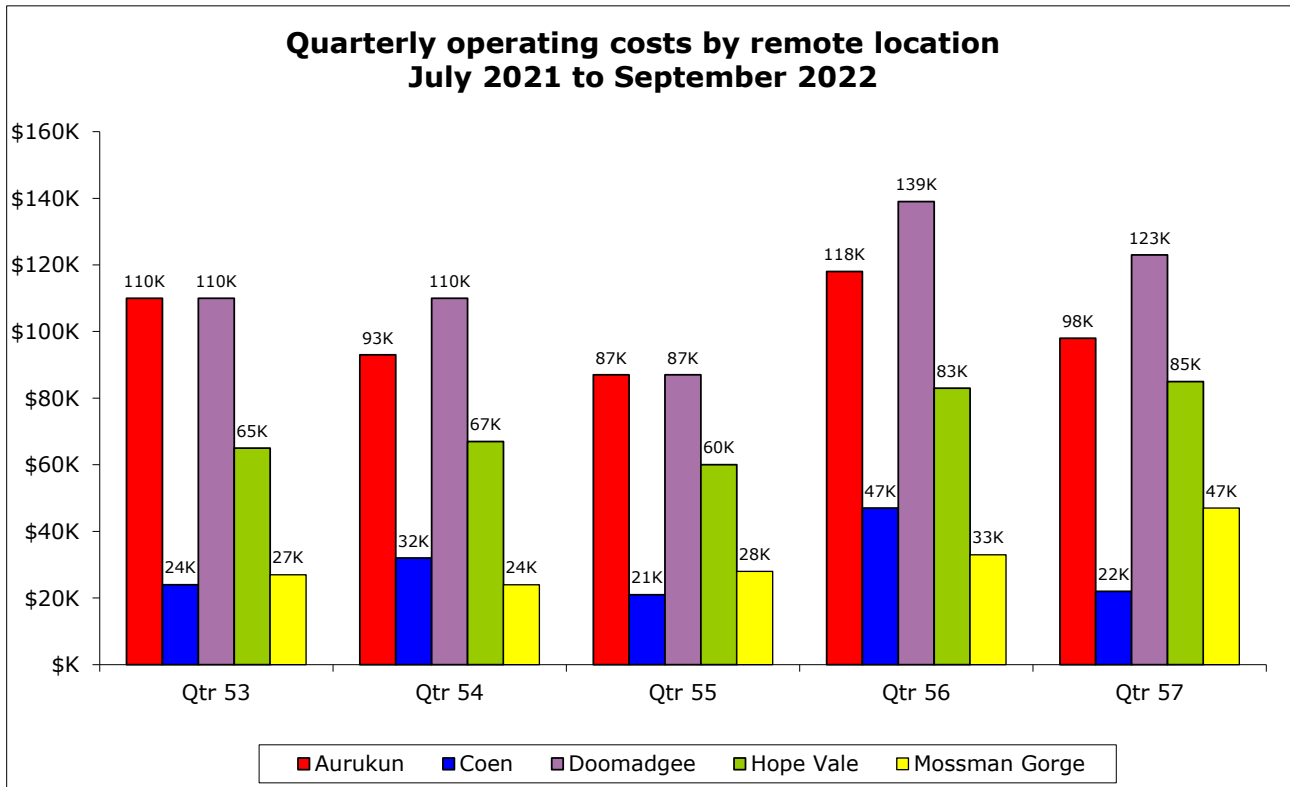
conducted by Local Registry Coordinators and Local Commissioners, resident in their respective communities, who are paid as sessional sitting Commission members for conferencing, serving notices, meetings and professional development.

As can be observed in Graph 17 below which displays the allocation of FRC costs across the core functions in quarter 57, the largest allocation during the reporting period is in relation to community operations (70.2 percent).



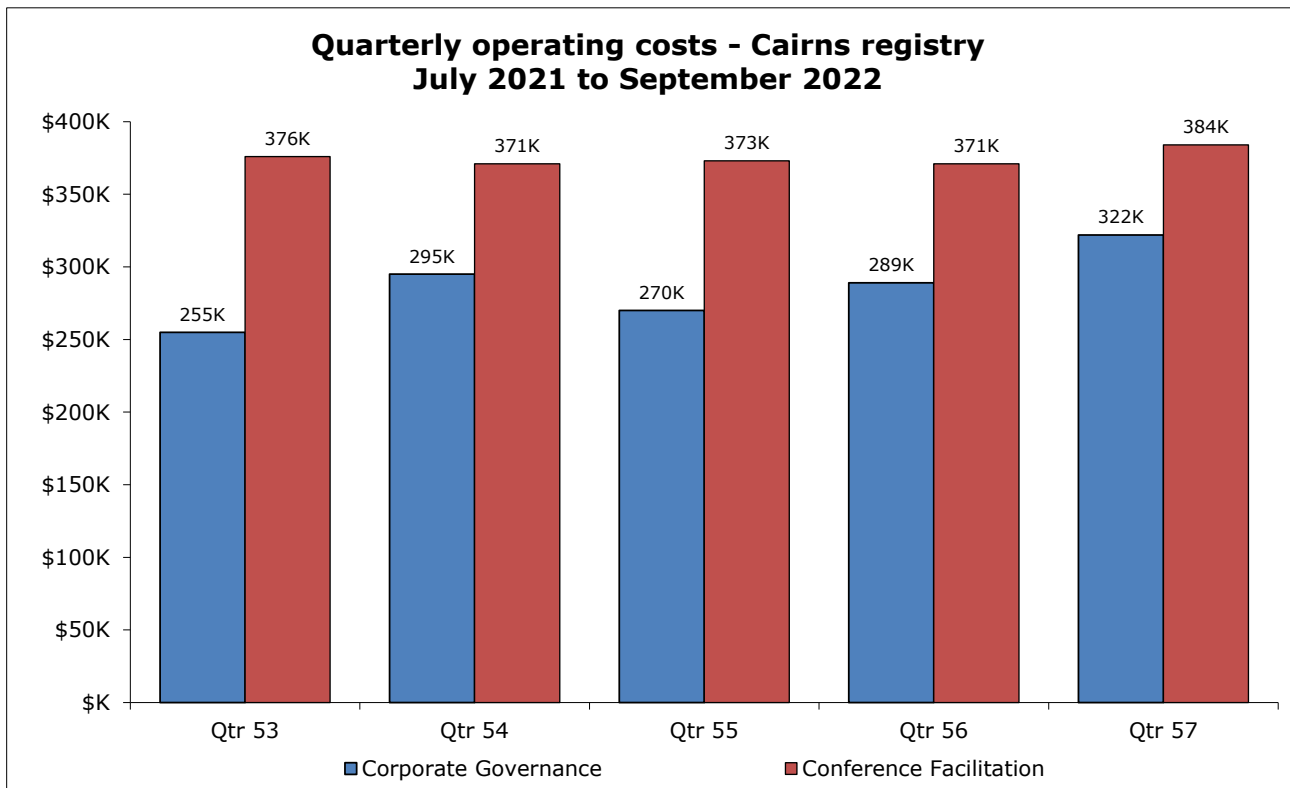
**Graph 17:** Allocation of expenses 1 July 2022 to 30 September 2022

Regional operational expenditure by location and quarter.



**Graph 18:** Operating costs by remote location 1 July 2021 to 30 September 2022

Cairns Registry expenditure for quarter 57 compared to the previous four quarters.



**Graph 19:** Quarterly operating costs Cairns 1 July 2021 to 30 September 2022

**APPENDIX A**


**SITTINGS CALENDAR 2020**  
**FAMILY RESPONSIBILITIES COMMISSION**  
**1 July 2022 to 31 December 2022**



Week Beginning	Monday	Tuesday	Wednesday	Thursday	Friday	Other
4 July						
11 July		12	13	14	Public Holiday	<b>Fri 15th - Cairns Show Day</b> Cooktown – Circuit Doomadgee – Gulf Circuit
18 July	Public Holiday – MG Only		20	21		<b>Mon 18th - Mossman Show Day</b> Aurukun Cape B & Coen Cape A Circuit
25 July						29-30 Quamby Rodeo Estimates: Tuesday 26/07/2021 – Friday 29/07/2021
1 August		2	3	4		<b>Thu 4th – Aurukun Day Public Holiday</b> Estimates: Tuesday 2/08/2021 – Thursday 4/08/2021
8 August			10	11		11-14 Mount Isa Mines Rodeo Cooktown – Circuit Doomadgee – Gulf Circuit
15 August			17	18		Aurukun Cape B Circuit
22 August		23	24	25	Public Holiday – DM Only	<b>Fri 26th - Doomadgee Day Public Holiday</b> 26-28 Camooweal Drivers Camp Festival
29 August			31	1	Student Free Day	
5 September						Cooktown – Circuit Doomadgee – Gulf Circuit
12 September		13	14	15		Aurukun Cape B & Coen Cape A Circuit
19 September						
26 September						
3 October	Public Holiday					<b>Mon 3rd - Queen's Birthday</b> Cooktown – Circuit
10 October		11	12	13		Aurukun Cape B Circuit Doomadgee – Gulf Circuit
17 October		18	19			New Local Commissioner Training Week
24 October			26	27		
31 October		1	2	3		Cooktown – Circuit

Week Beginning	Monday	Tuesday	Wednesday	Thursday	Friday	Other
7 November			9	10 10 10		Aurukun Cape B & Coen Cape A Circuit Doomadgee – Gulf Circuit
14 November		15	16	17		
21 November			23	24 24		
28 November		29 29	30 30	1		Cooktown – Circuit
5 December			7	8 ½ day		Aurukun Cape B Circuit Doomadgee – Gulf Circuit Mossman schools finish 9/12/2022
12 December						
19 December						
26 December	Public Holiday	Public Holiday				Mon 26 <sup>th</sup> & Tue 27 <sup>th</sup> Christmas Day and Boxing Day, 28, 29, 30 Office closed for XMAS

### 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 – Manager (Compliance and Policy) (Tue, Wed, Thu morning)	Camille Banks	4081 8407	0400 355 040	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		4081 8406		4041 0974
Cairns – Manager (Coordination)	Sandi Rye	4081 8410	0438 195 342	4041 0974
Aurukun Local Registry Coordinator	Bryce Coxall	4060 6185	0428 985 106	4041 0974
Acting Coen Local Registry Coordinator	Kate Gooding	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
Acting Mossman Gorge Local Registry Coordinator	Kate Gooding	4081 8410	0417 798 392	4041 0974