Family Responsibilities Commission

Report to the Family Responsibilities Board

Quarterly Report

No. 61

July 2023 to September 2023

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

#### Executive Summary

The Family 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.[[1]](#footnote-2) This report sets out the Commission’s key operational matters for the period July to September 2023.

Quantified in the table below are the activities undertaken by the Commission during quarter 61 with comparisons shown to the previous quarter.

**Table 1:** Activity from 1 April 2023 to 30 September 2023

|  |  |  |
| --- | --- | --- |
| **Activity for the quarter** | **Qtr 60** | **Qtr 61** |
| Total number of notices received by the Commission[[2]](#footnote-3) | 2,079 | 2,075 |
|  Number of notices within jurisdiction | 1,408 | 1,434 |
|  Number of notices not within jurisdiction | 671 | 641 |
| Number of clients notified to the Commission from notices within jurisdiction | 714 | 721 |
|  |   |  |
| **Conferences** |   |  |
| Conferences conducted | 250 | 228 |
| Number of clients served to attend conference | 207 | 184 |
| Attendance percentage for conferences | 70% | 60% |
| Non-attendance percentage with acceptable (reasonable) excuse for conferences | 38% | 40% |
|  |   |  |
| **Conference outcomes**  |   |  |
| Agreements to attend community support services | 51 | 52 |
| Orders made to attend community support services | 41 | 22 |
| Referrals to service providers from Family Responsibilities Agreements and Family Responsibilities Orders[[3]](#footnote-4) | 113 | 92 |
| Agreements for Conditional Income Management (CIM) | 0 | 0 |
| Orders made for CIM | 17 | 13 |

|  |  |  |
| --- | --- | --- |
| **Domestic Violence statistical information as a subset from the total number of conferences conducted, referrals made and CIMs put in place** | **Qtr 60** | **Qtr 61** |
| Conferences for domestic violence matters | 61 | 59 |
| Referrals from domestic violence conferences | 30 | 34 |
| CIM’s from domestic violence conferences | 6 | 3 |
|  |  |  |
| **Amend/end decisions for Family Responsibilities Agreements and Family Responsibilities Orders** |  |  |
| Number of amend/end decisions for Family Responsibilities Agreements and Family Responsibilities Orders | 2 | 1 |
| Accepted | 50% | 100% |
| Refused | 50% | 0% |
|  |  |  |
| **Voluntary Agreements** |  |  |
| Voluntary agreements for a voluntary case plan (VCP) | 15 | 27 |
| Voluntary referrals to service providers | 17 | 27 |
| Voluntary agreements for Voluntary Income Management (VIM) | 24 | 32 |
|  |  |  |
| **Amend/end decisions for Voluntary Agreements** |  |  |
| Number of amend/end decisions for Voluntary Agreements | 5 | 5 |
| Accepted | 100% | 100% |
| Refused | 0% | 0% |
|  |  |  |
| **Other activity** |  |  |
| Applications to Amend or End received | 7 | 6 |
|  |  |  |
| **Information as at the last day of the quarter** |  |  |
| Number of clients case-managed through current non-voluntary case plan | 214 | 162 |
| Number of clients subject to a current CIM | 28 | 32 |
| Number of clients on a current VIM | 66 | 62 |

**Quarterly trends**

This quarter saw the number of conferences reduce from 250 in quarter 60 to 228 in quarter 61 with a subsequent corresponding reduction in the number of clients served to attend conference. During the period the Commission targeted more days in community for its Intensive Case Management framework which works outside the more formal conference setting. The reduction in conferencing is also reflected in the reduced number of orders to attend support services, referrals from conference and orders for conditional income management. As a result of utilising the Intensive Case Management approach with clients the Commission has seen an 80% increase in the number of voluntary case plans and an increase of 33% in the number of voluntary income management agreements from quarter 60.

**Memorandum of Understanding (MoU)**

On 9 August 2023 an MoU was entered into between the Australian and Queensland Governments to ensure the Commission continued to service its operations at full capacity for a fixed period of three years from 1 July 2023 to 30 June 2026. The Commission was pleased with the collegiate approach to the negotiations between the tri-partite partners and is grateful for the outcome of a three year period to be able to provide relative stability to Local Commissioners, clients and staff. The Commission has received in full the first year of funding (i.e. 1 July 23 to 30 June 24) during quarter 61.

**Local Commissioner Development Week**

A Local Commissioner Development Week was conducted during the week commencing 4 September 2023. Local Commissioners from each community travelled to Cairns to participate in the following activities:

* update on the new Strategic Plan 2023-2027 from Camille Banks
* site visit to Djarragun College, and the Ngak Min Health Service
* occupational violence and aggression de-escalation training
* domestic and family violence training workshop presented by Deputy Commissioner Rod Curtin and Simon Bright from the Aboriginal and Torres Strait Islander Legal Service (ATSILS)
* understanding trauma informed approaches workshop by Professor Judy Atkinson
* strategic direction round table facilitated by Commissioner Tammy Williams and Deputy Commissioner Rod Curtin
* 15th birthday anniversary celebration dinner.

**Annual Report**

During quarter 61, much work occurred in the drafting and publishing the Commission’s Annual Report 2022-23 which is required to be provided to the Minister for Treaty, Minister for Aboriginal and Torres Strait Islander Partnerships, Minister for Communities and Minister for the Arts by 31 October 2023.

**ICT Upgrade**

The systems hosting the FRC Customer Relationship Management (CRM) database, architecture and file system on Windows Server were rapidly approaching their ‘end-of-life’ during the quarter. In response to this, the service provider alerted the FRC about the impending decommissioning of these servers by the end of September 2023. In order to address the situation, the ICT team, under the leadership of the ICT Administrator and with the support of the ICT Support Officer, undertook a vital project to migrate the FRC's files and CRM to the latest Windows Server Operating System, Windows Server 2022, and Microsoft Server SQL 2022. Initiated in the early weeks of August, this project encompassed the procurement and setup of the necessary ICT hardware and software, coupled with extensive testing in conjunction with the FRC's key operations staff. The diligent efforts of the ICT team led to the successful migration of the systems on 25 September 2023, ensuring that the FRC's CRM systems are now operating on a secure and compliant platform.

The FRC’s network and internet infrastructure also received a substantial upgrade to enhance its performance and reliability during quarter 61. Confronted with limited network speeds of 10Mbps up and down and outdated networking hardware, a significant change was imperative. The ICT team addressed these challenges by securing a new internet service that offers 250Mbps download and 100Mbps upload speeds. In addition, modern networking equipment has been introduced, enabling a thorough redesign and restructure of the network and firewall systems. To ensure continuous connectivity, a 4G backup for the internet has also been implemented. These upgrades have collectively transformed the FRC's network, significantly boosting its speed, efficiency, and overall reliability, to better support the organisation's operations.

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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 2023.*

# 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. Table 2 sets out the different types of agency notices received by individual clients during the reporting period. During quarter 61, 607 clients (84%) were notified to the Commission with only one type of trigger notice. The remaining 114 clients (16%) received more than one type of trigger notice.

**Table 2:** Number of clients by number of different types of agency notices received 1 July 2023 to 30 September 2023

|  |  |
| --- | --- |
| **Type of Different Types of Agency Notices Received** | **Number of clients** |
| 1 | 607 |
| 2 | 102 |
| 3 | 10 |
| 4 | 2 |
| **Total** | **721** |

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

 55% received a school attendance (EQ) notice

 15% received a Magistrate Court (MAG) notice

 8% received a child safety and welfare (CS) notice

 4% received a domestic violence order (DVO) notice

 1% received a domestic violence breach (DVB) notice.

The remaining sole trigger notices received for Commission clients during the quarter were 2 clients with a District court notice (DIS), 3 clients with a Housing Tenancy Breach notice (HT) and 1 client with a school enrolment notice (SEN).

Table 3 shows the combination of trigger notices received for the 114 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 3:** 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 2023 to 30 September 2023[[4]](#footnote-5)

|  |  |
| --- | --- |
| **Type of Agency Notice/s** | **Number of clients** |
| CS,DVB,DVO | 1 |
| CS,DVB,DVO,MAG | 1 |
| CS,DVB,MAG | 1 |
| CS,DVO | 3 |
| CS,DVO,EQ,MAG | 1 |
| CS,EQ | 44 |
| CS,EQ,MAG | 2 |
| CS,MAG | 6 |
| DVB,DVO,EQ | 1 |
| DVB,DVO,MAG | 1 |
| DVB,EQ | 1 |
| DVB,EQ,MAG | 3 |
| DVB,MAG | 14 |
| DVO,EQ | 2 |
| DVO,MAG | 10 |
| EQ,HT | 1 |
| EQ,HT,MAG | 1 |
| EQ,MAG | 21 |
|  | **114** |

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

The following data (tables 4 to 8) provides an overview of interactions that have taken place with clients during this reporting period, consisting 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 cohort of clients who are resistant to change.

Shown on the next page 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 4), 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 5). 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 affect those actions have on others.

**Table 4:** Number of voluntary agreements (where a client has agreed to a voluntary case plan or voluntary income management) entered into from 1 July 2023 to 30 September 2023[[5]](#footnote-6)

|  |
| --- |
| **Voluntary Agreements** |
|  | **VCP** | **VIM** | **Total** |
| **Total** | **27** | **32** | **59** |

**Table 5:** Number of decisions by agreement (where a client has agreed to a case plan or conditional income management) entered into from 1 July 2023 to 30 September 20235

|  |
| --- |
| **Decisions by Agreement** |
| **Community** | **CP** | **CIM** | **Total** |
| AU | 27 | 0 | **27** |
| CO | 4 | 0 | **4** |
| DM | 14 | 0 | **14** |
| HV | 4 | 0 | **4** |
| MG | 3 | 0 | **3** |
| **Total** | **52** | **0** | **52** |

**Table 6:** 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 2023 to 30 September 20235

|  |
| --- |
| **Decision by Order** |
| **Community** | **CCP** | **CCP & CIM Concurrently** | **CCP, CIM Rescheduled** | **CIM** | **No Further Action** | **Recommend Support Service** | **Reprimand** | **Total** |
| AU | 0 | 3 | 0 | 2 | 7 | 2 | 4 | **18** |
| CO | 0 | 0 | 0 | 0 | 2 | 0 | 0 | **2** |
| DM | 11 | 0 | 2 | 4 | 10 | 2 | 2 | **31** |
| HV | 2 | 2 | 0 | 0 | 13 | 0 | 0 | **17** |
| MG | 2 | 0 | 0 | 0 | 1 | 3 | 0 | **6** |
| **Total** | **15** | **5** | **2** | **6** | **33** | **7** | **6** | **74** |

**Table 7:** 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 2023 to 30 September 20235

|  |
| --- |
| **Decisions on Order and Agreement Amend/End Applications** |
| **Community** | **CCP End** | **CCP End & CIM End** | **CIM Amend** | **CIM End** | **No Further Action** | **Total** |
| **Total** | **0** | **0** | **0** | **1** | **0** | **1** |

**Table 8:** 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 2023 to 30 September 2023[[6]](#footnote-7)

|  |
| --- |
| **Decisions of Voluntary Amend/End Applications** |
| **Community** | **VIM Amend** | **VIM End** | **VIM No Further Action** | **Total** |
| **Total** | **0** | **5** | **0** | **5** |

During quarter 61 the number of interactions highlighted in tables 4 to 8 related to a total of 168 clients (112 female and 56 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 quarantining 60%, 75% or 90% of their welfare payments 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 61 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 2023 to 30 September 2023 support our assertion:

* 57.1% 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, 46% of clients specifically entered into a voluntary agreement;
* 20.8% 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;
* 3.0% 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 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:

 8.9% of clients were ordered to attend a support service under a case plan;

 3.6% of clients were placed on a CIM order;

 4.2% of clients were placed on a CIM order and ordered to attend a support service.

## Notices

In quarter 61 the Commission received 2,075 agency notices[[7]](#footnote-8). Some individuals may have been the subject of more than one agency notice. Of that figure 1,434 notices (69%) relating to 721 clients were within the Commission’s jurisdiction, and 641 notices (31%) were outside the Commission’s jurisdiction.

**Table 9:** Notices in jurisdiction by type and community 1 July 2023 to 30 September 2023

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Type of Notice** | **AU** | **CO** | **DM[[8]](#footnote-9)** | **HV** | **MG** | **Total** |
| Supreme Court notices | 0 | 0 | 0 | 0 | 0 | **0** |
| District Court notices | 1 | 0 | 0 | 0 | 1 | **2** |
| Magistrates Court notices | 298 | 31 | 0 | 90 | 13 | **432** |
| Domestic Violence Breach notices | 21 | 2 | 0 | 17 | 7 | **47** |
| Domestic Violence Order notices | 20 | 3 | 0 | 20 | 8 | **51** |
| School Attendance notices | 201 | 26 | 340 | 152 | 26 | **745** |
| School Enrolment notice | 1 | 0 | 0 | 0 | 0 | **1** |
| Child Safety and Welfare notices |   |   |   |   |   |  |
|  Child Concern Reports | 20 | 6 | 65 | 24 | 4 | **119** |
|  Finalised Child Protection Investigations | 12 | 0 | 2 | 13 | 4 | **31** |
| Housing Tenancy notices | 3 | 0 | 0 | 1 | 2 | **6** |
| **Total** | **577** | **68** | **407** | **317** | **65** | **1434** |

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

* Aurukun received 577 notices relating to 257 clients (159 female and 98 male)
* Coen received 68 notices relating to 33 clients (19 female and 14 male)
* Doomadgee received 407 notices relating to 224 clients (163 female and 61 male)
* Hope Vale received 317 notices, relating to 173 clients (102 female and 71 male)
* Mossman Gorge received 65 notices relating to 34 clients (20 female and 14 male).

For quarter 61, 49% 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 (51%) have received only one notice during the reporting period. Thirty-four new clients were added to the Commission’s database during the quarter.

**Table 10:** Notices in jurisdiction by type and quarter 1 July 2022 to 30 September 2023

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Notices by Agency Processed** | **Qtr 57** | **Qtr 58** | **Qtr 59** | **Qtr 60** | **Qtr 61** |
| Supreme Court | 0 | 0 | 0 | 0 | 0 |
| District Court | 10 | 4 | 4 | 6 | 2 |
| Magistrates Court | 333 | 269 | 554 | 416 | 432 |
| Domestic Violence Breach | 34 | 41 | 80 | 44 | 47 |
| Domestic Violence Order | 43 | 80 | 104 | 70 | 51 |
| School Attendance | 539 | 731 | 751 | 737 | 745 |
| School Enrolment | 19 | 1 | 2 | 8 | 1 |
| Child Safety | 85 | 93 | 117 | 125 | 150 |
| Housing Tenancy | 7 | 2 | 2 | 2 | 6 |
| **TOTAL** | **1070** | **1221** | **1614** | **1408** | **1434** |

**Table 11:** Notices in jurisdictionby community and quarter 1 July 2022 to 30 September 2023

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Community** | **Qtr 57** | **Qtr 58** | **Qtr 59** | **Qtr 60** | **Qtr 61** |
| Aurukun | 387 | 382 | 807 | 645 | 577 |
| Coen | 22 | 62 | 36 | 24 | 68 |
| Doomadgee | 385 | 440 | 391 | 417 | 407 |
| Hope Vale | 206 | 255 | 313 | 267 | 317 |
| Mossman Gorge | 70 | 82 | 67 | 55 | 65 |
| **TOTAL** | **1070** | **1221** | **1614** | **1408** | **1434** |

## Conferences

In quarter 61 228 conferences[[9]](#footnote-10) were held across the five communities (relating to 184 clients served to attend conference). Attendance at conference decreased from 70.4% in quarter 60 to 59.6% in quarter 61.

**Table 12:** Conferences by community and quarter 1 July 2022 to 30 September 2023

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Community** | **Qtr 57** | **Qtr 58** | **Qtr 59** | **Qtr 60** | **Qtr 61** |
| Aurukun | 94 | 121 | 125 | 88 | 88 |
| Coen | 0 | 7 | 15 | 7 | 8 |
| Doomadgee | 94 | 114 | 85 | 84 | 88 |
| Hope Vale | 80 | 40 | 31 | 45 | 31 |
| Mossman Gorge | 28 | 31 | 22 | 26 | 13 |
| **TOTAL** | **296** | **313** | **278** | **250** | **228** |

## Referrals from ‘Family Responsibilities’ Agreements and Orders

A total of 92 referrals (to service providers from ‘Family Responsibilities’ Agreements (FRAs) and Orders) relating to 73 clients were made in quarter 61. 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 domestic violence behaviours. The broader social impacts of domestic and family violence are set out in Table 3 with an analysis illustrating the nexus between Court convictions and domestic violence orders/breaches with school attendance issues and to a lesser degree child safety issues.

**Table 13:** Referrals by community and quarter 1 July 2022 to 30 September 2023

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Community** | **Qtr 57** | **Qtr 58** | **Qtr 59** | **Qtr 60** | **Qtr 61** |
| Aurukun | 35 | 82 | 48 | 32 | 38 |
| Coen | 0 | 6 | 12 | 5 | 6 |
| Doomadgee | 32 | 41 | 32 | 47 | 32 |
| Hope Vale | 32 | 12 | 8 | 15 | 11 |
| Mossman Gorge | 17 | 13 | 16 | 14 | 5 |
| **TOTAL** | **116** | **154** | **116** | **113** | **92** |

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

**Table 14:** Conditional income management by community and quarter 1 July 2022 to 30 September 2023

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Community** | **Qtr 57** | **Qtr 58** | **Qtr 59** | **Qtr 60** | **Qtr 61** |
| Aurukun | 9 | 5 | 6 | 8 | 5 |
| Coen | 0 | 0 | 0 | 1 | 0 |
| Doomadgee | 2 | 13 | 4 | 2 | 6 |
| Hope Vale | 2 | 2 | 1 | 3 | 2 |
| Mossman Gorge | 0 | 1 | 2 | 3 | 0 |
| **TOTAL** | **13** | **21** | **13** | **17** | **13** |

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 61 with 54% set at 75% quarantining of welfare payments (see table 17) and 100% set for a 6-month duration (see table 15).

As at 30 September 2023 there were 32 clients subject to a current CIM who were responsible for 44 children in their care (24 of whom were school aged children). Of the 32 clients 47% were income managed at 60%, 37% were income managed at 75% and 16% were income managed at 90% whilst duration ranged from 81% for a 6-month duration, 3% for a 9-month duration and 16% 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.

## 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 61, 27 VCPs were entered into for 27 community support services under a case plan relating to 26 clients. 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 a heightened 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 32 VIM agreements with 81% of agreements quarantining 60% of welfare payments (see table 18) and 28% set for both 3 months and 6 months duration and 44% set for a duration of 12 months (see table 16). As at 30 September 2023 there were 62 clients on a current VIM agreement who had 55 children in their care (33 of whom were school aged children).

**Status of the SmartCard in FRC Communities for quarter 61**

Forty-five SmartCards (13 for CIM and 32 for VIM) were processed for the period 1 July 2023 to 30 September 2023, including orders and agreements that were still awaiting Centrelink action as at 30 September.

|  |  |  |
| --- | --- | --- |
| **Table 15:** Breakdown of CDC CIMs by duration 1 July 2023 – 30 September 2023 |  | **Table 16:** Breakdown of CDC VIMs by duration 1 July 2023 – 30 September 2023 |
| **CIM Duration** | **% Split** |  | **VIM Duration** | **% Split** |
| 3 months | 0% |  | 3 months | 28% |
| 6 months | 100% |  | 6 months | 28% |
| 9 months | 0% |  | 9 months | 0% |
| 12 months | 0% |  | 12 months | 44% |
| **Total** | **100%** |  | **Total** | **100%** |

|  |
| --- |
| Although initially (March 2021) 66% of VIM applications entered into were for a 3-month duration, the VIM chart above for quarter 61 shows that 28% were entered into for both a 3-month duration and a 6-month duration with 44% were entered into for a 12-month duration. |

|  |  |  |
| --- | --- | --- |
| **Table 17:** Breakdown of CDC CIMs by percentage 1 July 2023 – 30 September 2023 |  | **Table 18:** Breakdown of CDC VIMs by percentage 1 July 2023 – 30 September 2023 |
| **CIM Percentage** | **% Split** |  | **VIM Percentage** | **% Split** |
| 60 percent | 38% |  | 60 percent | 81% |
| 75 percent | 54% |  | 75 percent | 13% |
| 90 percent | 8% |  | 90 percent | 6% |
| **Total** | **100%** |  | **Total** | **100%** |

|  |
| --- |
| This quarter saw 38% of CIM orders issued quarantining 60% of a client’s welfare payment, 54% quarantining 75% of a client’s welfare payment and 8% quarantining 90% of a client’s welfare payment. The preference by clients to enter into a VIM at 60% remains the popular option with 81% of VIM agreements entered into at 60% for the quarter. |

This quarter female community members accounted for the majority of CIMs with 92% relating to female clients. No community member older than 55 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 69% of the VIMs. Overall females accounted for 76% of all SmartCards (voluntary and conditional) in quarter 61.

Reasons for applying for the SmartCard were primarily to buy food (84%), to budget (66%), to save for something they needed (59%) and to pay for bills (56%). Circumstances given by voluntary income management participants when applying for the SmartCard were to support themselves (78%), they needed to support their families (56%), they liked the SmartCard (53%), and they needed to support their children (44%). Please note, a client may choose one or more options to reflect their individual reasons and circumstances for participating in voluntary income management.

|  |  |  |
| --- | --- | --- |
| **Table 19:** Breakdown of CDC CIMs by age cohorts and gender 1 July 2023 – 30 September 2023 |  | **Table 20:** Breakdown of CDC VIMs by age cohorts and gender 1 July 2023 – 30 September 2023 |
| **Age Group** | **Male** | **Female** | **Total** |  | **Age Group** | **Male** | **Female** | **Total** |
| 18-25 | 1 | 3 | **4** |  | 18-25 | 1 | 4 | **5** |
| 26-35 | 0 | 6 | **6** |  | 26-35 | 2 | 6 | **8** |
| 36-45 | 0 | 2 | **2** |  | 36-45 | 1 | 5 | **6** |
| 46-55 | 0 | 1 | **1** |  | 46-55 | 1 | 2 | **3** |
| 56-65 | 0 | 0 | **0** |  | 56-65 | 2 | 2 | **4** |
| 66-75 | 0 | 0 | **0** |  | 66-75 | 3 | 3 | **6** |
| 76-85 | 0 | 0 | **0** |  | 76-85 | 0 | 0 | **0** |
| **Total** | **1** | **12** | **13** |  | **Total** | **10** | **22** | **32** |

## 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 2023, 162 clients were being case-managed through a current non-voluntary case plan.

## 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.

Six applications relating to 6 clients (5 female and 1 male) to amend or end an Agreement, Order or Voluntary Agreement were received in quarter 61. 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.

**Table 21:** Applications to amend or end agreements or orders by community and quarter 1 July 2022 to 30 September 2023

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Community** | **Qtr 57** | **Qtr 58** | **Qtr 59** | **Qtr 60** | **Qtr 61** |
| Aurukun | 7 | 5 | 5 | 3 | 2 |
| Coen | 0 | 0 | 0 | 0 | 1 |
| Doomadgee | 2 | 0 | 2 | 3 | 0 |
| Hope Vale | 0 | 1 | 4 | 0 | 2 |
| Mossman Gorge | 1 | 0 | 1 | 1 | 1 |
| **TOTAL** | **10** | **6** | **12** | **7** | **6** |

## 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 1 amend/end application for a Family Responsibilities Order (to end a CIM) was decided in quarter 61 with the application accepted by the FRC.

Five 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 decisions of the applications is as follows:

* 5 Applications were accepted and voluntary income management agreements ended.

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 22:** FRC client population by gender and age 1 July 2023 to 30 September 2023

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Information for the quarter** | **Female Count** | **Male Count** |  | **Female Average age** | **Male Average age** |
| Clients for whom a notice was received[[10]](#footnote-11) | 463 | 258 |  | 37 | 38 |
| Clients conferenced[[11]](#footnote-12) | 124 | 60 |  | 36 | 36 |
| Clients referred through Family Responsibilities Agreements and Family Responsibilities Orders[[12]](#footnote-13) | 45 | 28 |  | 32 | 35 |
| Clients placed on CIM[[13]](#footnote-14) | 12 | 1 |  | 30 | 18 |
| Clients referred through a Voluntary Agreement for a case plan[[14]](#footnote-15) | 14 | 12 |  | 37 | 41 |
| Clients who chose to participate in VIM[[15]](#footnote-16) | 22 | 10 |  | 42 | 51 |
| Clients who submitted an amend/end application[[16]](#footnote-17) | 5 | 1 |  | 29 | 29 |

## Estimated resident populations:

**Aurukun:** The community of Aurukun had an estimated resident adult population of 795 people as at 30 June 2022[[17]](#footnote-18),[[18]](#footnote-19).

**Coen:** The township of Coen had an estimated resident adult population of 201 people as at 30 June 202217,[[19]](#footnote-20).

**Doomadgee**: The community of Doomadgee had an estimated resident adult population of 918 people as at 30 June 202217,18.

**Hope Vale:** The estimated resident adult population of Hope Vale was 652 people as at 30 June 202217,18.

**Mossman Gorge:** The Mossman Gorge community had an estimated resident population of 101 people as at 30 June 202217,[[20]](#footnote-21).

# 2. Future Direction and Challenges

**Chair and Deputy Chair of the Community Support and Services Committee visited Aurukun**

In July the FRC welcomed Ms Corrine McMillan MP Member for Mansfield (Chair) and Mr Stephen Bennett MP, Member for Burnett (Deputy Chair) of the Community Support and Services Committee for QLD parliament, (the FRC’s oversight community) to Aurukun to witness conferencing and see first-hand the work of our Local Commissioners and Registry staff. The Commission appreciates Ms McMillian’s and Mr Bennett’s commitment to better understand the Commission’s operations and the challenges experienced by our clients.

**MOU with the Aboriginal and Torres Strait Islander Legal Service (ATSILS)**

Following months of co-design and collaboration the FRC and ATSILS entered a MOU on 23 August 2023 in relation to the provision of FRC client information to ATSILS with the consent of mutual clients.

***Relevant Background***

The FRC's Operational Analysis - prepared and published in May 2022 for the Queensland Government's review of Commission operations - proposed that information sharing by the FRC, in appropriate circumstances, could support greater coherence of decision making across the service delivery ecosystem to encourage and incentivise clients' behavioural change. This would occur through embedding FRC input into other key agencies' decisions affecting mutual clients.

One area where this has particular relevance is where an FRC client appears as a defendant in the criminal justice system, specifically when they appear before a court in sentencing proceedings. In such situations the FRC could provide information as to whether the defendant is actively engaging with FRC processes. This may serve as useful information for the consideration of Magistrates and Judges which they would otherwise not have access to.

In circumstances where clients are actively participating in referrals to achieve their FRC case plan goals or voluntary income management, this could potentially assist in reducing the penalties imposed on clients. In a practical sense, this could mean the difference between being sentenced to a community-based order or serving a term of imprisonment.

***Implementation***

The MOU sets out the process for the provision of the exchange of client information for a period of 6 months between ATSILS (QLD) and the FRC and will be initially confined to the Aurukun community. It provides a framework for communication between the two partners, and it sets out parameters for evaluation, whereby the MOU may be extended for a further period and may be extended to apply to further FRC communities. Following finalisation of relevant documents, it is hoped the project will be implemented in Quarter 62.

***Intended outcomes***

Both the FRC and ATSILS are committed to supporting First Nations communities and people to Closing the Gap (CtG) on life outcomes; in particular, the over representation of adults in the criminal justice system. The CtG target is by 2031, to reduce the rate of Aboriginal and Torres Strait Islander adults held in incarceration by at least 15%. The FRC and ATSILS are hopeful that these practical measures may go towards achieving improved sentencing outcomes for our joint clients.

***Domestic and Family Violence Protection (Combating Coercive Control) and Other Legislation Amendment Act 2023***

The Qld Government’s *Domestic and Family Violence Protection (Combating Coercive Control) and Other Legislation Amendment Act 2023* came into effect on 1 August 2023.

***Relevant Background***

The legislation strengthens laws to address the patterned nature of coercive control and lays the foundation to introduce a standalone offence of coercive control.

The amendments:

* modernise and strengthen the offence of unlawful stalking in the Criminal Code to better capture the broad range of tactics used by perpetrators
* broaden the definition of domestic and family violence to include behaviour that occurs over time and that acts of domestic violence must be considered in the context of the whole relationship
* strengthen the court’s response to cross applications for protection orders to ensure the protection of the person most at risk
* broaden the court’s ability to award costs in civil domestic violence matters to help prevent the use of the legal process to further abuse victims
* strengthen the consideration of previous domestic violence or criminal history when deciding whether to make a domestic violence order
* bring domestic violence complainants and other witnesses within the protected witness scheme
* provide for the giving of jury directions and facilitate expert evidence on domestic violence in criminal law trials.

The amendments respond to a range of recommendations made by the Women’s Safety and Justice Taskforce whereby coercive control is considered as an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten their victim.

***Considerations for the FRC***

The commencement of the State’s legislation may have some impact on our operations, whereby training maybe needed for Local Registry Coordinators, the Case Management and Monitoring team and Local Commissioners to understand coercive control behaviours and what culturally relevant and appropriate referral pathways are available to address coercive controlling behaviours, so that clients can be referred to appropriate support services.

New practices and processes may need to be implemented, to give effect to the downstream outputs arising from the new Act. Further work may be required to include new functionality in the FRC’s CRM database to capture:

* whether there has an increase of Domestic Violence Orders (DVOs) or Domestic Violence Breaches (DVBs) because of coercive control
* subtype or form of coercive control used (such as stalking)
* perpetrator/survivor demographics such as gender and age group, and if children are protected in the DVO or DVB
* length of DVO.

**FRC's Submission to the Queensland Domestic and Family Violence (DFV) Perpetrator Strategy**

On 21 September 2023 the FRC made a submission to the consultation on Queensland’s DFV perpetrator strategy with the following proposed recommendations:

***Early Intervention***

1. *The Strategy should include greater use of the FRC, and other established bodies or services supporting people with multiple risk factors, to capitalise on opportunities to provide early support to those using, or at risk of using violence.*
2. *The FRC’s children’s court trigger should be operationalised to support young people already using or at risk of using violence.*

***Strengthening perpetrator interventions***

1. *The Strategy should urgently provide for the funding and implementation of accessible, evidence-based, culturally appropriate perpetrator interventions both:*
* *on the ground in First Nations communities;*
* *in correctional centres for prisoners with shorter sentences or on remand.*
1. *The strategy should include capacity building for Police and others in the justice system, to reduce the application of standard, long-term conditions on protection orders in First Nations communities. The Strategy should include greater support for First Nations respondents in remote communities to navigate the justice system.*

***Systemic reform***

1. *The FRC is an existing model of community accountability, which provides a fulcrum to support both systemic and individual accountability. The Strategy may consider like models in other geographic locations.*

The preparation of this submission and recommendations proposed are aligned with the FRC’s strategic plan 2023-2027 of ‘embedding the FRC as a partner in the co-design and decision making of Government.’

The FRC also notes the media release on 21 September 2023 from Minister Rishworth on behalf of the Australian Government announcing the opening of a funding round by the Department of Social Services (DSS) to fund safe spaces for victims and survivors of domestic and family violence. The FRC is pleased to support both the State and Australian Governments’ priority focus on addressing DFV in the broader community.

**FR Board meeting held in Cairns**

FR Board members Ms Clare O’Connor, Director-General, Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts (Chair), Ms Jody Broun, CEO, National Indigenous Australians Agency and Mr Noel Pearson, Founder, Cape York Partnership representing the Cape York Institute travelled to Cairns in September to attend in person at the FR Board meeting with members of the FRC - Commissioner Williams, Acting Registrar Helen Weedon and Acting Executive Officer (Corporate) Wayne Massey. As the FR Board meeting was held during the Local Commissioner Development Week, the FRC also invited the Chair of the FR Board Ms Clare O’Connor to address our Local Commissioners. Ms O’Connor thanked the Local Commissioners for their tireless dedication to their communities over the past 15 years.

**School Attendance Data for term 2**

The Commission can advise that secondary school attendance improved from term 1 2023 to term 2 2023 for Aurukun, Doomadgee and Mossman. School attendance still remains a challenge with our elevated school response working hard to help our clients overcome the barriers to getting their children to school. The Commission is pleased to report the Coen Campus of CYAAA led the state for selected Aboriginal and Torres Strait Islander communities, at 82.1% attendance in term 2 2023.

**PCYC funding in Aurukun**

On 22 August 2023 the Queensland Government announced the provision of significant funding to upgrade PCYC facilities, including one million dollars provided to Far North PCYC to upgrade facilities for Aurukun, Napranum and Yarrabah to help youth offenders get off the street and into positive activities such as boxing and basketball. The upgrades are part of a $50m budget investment to support new and upgraded PCYC facilities across the state. PCYC Queensland chief executive Phil Schultz welcomed government support of early intervention initiatives and diversionary programs. “This funding will be a huge support to us carrying out much needed upgrades and enhanced program delivery,” he said. The FRC looks forward to the completion of the upgrades in Aurukun.

# 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:

* Ms Clare O’Connor Director-General, Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts (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 2023 to 30 September 2023) totalled $1,188,347. This income consisted of:
* $641,250 Queensland Government funding
* $499,997 Australian Government funding
* $47,075 interest received
* $25 sundry income.

The balance of available funds in the bank as at 30 September 2023 is $7,089,674.

## Expenditure:

* Expenditure for the quarter (1 July 2023 to 30 September 2023) was $1,351,056.

**Table 23:** Expenditure in quarter 61

|  |  |  |  |
| --- | --- | --- | --- |
| 1 July 2023 to | Expenditure | 1 July 2023 to | Expenditure |
| 30 September 2023 | Qtr 61 | 30 September 2023 | Qtr 61 |
|  |  |  |  |
| Employee salaries – FRC staff | 507,653 | Internet & IT | 76,648 |
| Employee salaries – Local Commissioners | 143,725 | Motor Vehicle | 16,744 |
| Employee on costs – FRC staff | 99,088 | Property | 66,944 |
| Employee on costs – Local Commissioners | 20,783 | Travel | 147,930 |
| Other employment costs | 220,507 | General Operating | 30,578 |
| Communications | 4,002 | Other expenses | 16,454 |
|  |  | **Total** | **1,351,056** |

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 orders and agreements.
	+ **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 orders and agreements.
* **Corporate governance** includes finance, statistical reporting, corporate governance, compliance, 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 table 24 below which displays the allocation of FRC costs across the core functions in quarter 61, the largest allocation during the reporting period is in relation to community operations (70.0%).

**Table 24:** Allocation of expenses 1 July 2023 to 30 September 2023

|  |  |
| --- | --- |
| **Community** | **Percentage of Allocated Expenses** |
| Corporate Governance | 30.0% |
| Community Operations | 70.0% |
| **TOTAL** | **100.0%** |

Regional operational expenditure by location and quarter.

**Table 25:** Operating costs by remote location 1 July 2022 to 30 September 2023

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Community** | **Qtr 57** | **Qtr 58** | **Qtr 59** | **Qtr 60** | **Qtr 61** |
| Aurukun | $98K | 124K | 131K | 119K | 146K |
| Coen | $22K | 33K | 28K | 28K | 67k |
| Doomadgee | $123K | 123K | 106K | 90K | 151k |
| Hope Vale | $85K | 70K | 62K | 83K | 100k |
| Mossman Gorge | $47K | 54K | 39K | 54K | 65k |
| **TOTAL** | **$375K** | **404K** | **366K** | **374K** | **529k** |

Cairns Registry expenditure for quarter 61 compared to the previous four quarters.

**Table 26:** Quarterly operating costs Cairns 1 July 2022 to 30 September 2023

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Community** | **Qtr 57** | **Qtr 58** | **Qtr 59** | **Qtr 60** | **Qtr 61** |
| Corporate Governance | $322K | 308K | 322K | 360K | 405K |
| Conference Facilitation | $384K | 348K | 352K | 384K | 417K |
| **TOTAL** | **$706K** | **656K** | **674K** | **744K** | **822K** |

| **APPENDIX A** |
| --- |
|  | **SITTINGS CALENDAR 2023****FAMILY RESPONSIBILITIES COMMISSION****1 July 2023 to 31 December 2023** |  |
| **Week Beginning** | **Monday** | **Tuesday** | **Wednesday** | **Thursday** | **Friday** | **Other** |
| 3 July |  |  |  |  | **Public Holiday – DM Only** | **7 - NAIDOC Day - DM**Cooktown – Circuit |
| 10 July |  | **11 ICM** | **12** | **13 ICM** |  | Doomadgee Gulf Circuit |
| **11 ICM** |
| 17 July |  | **18** | **19** | **20** | **Public Holiday** | **21 - Cairns Show Day**Aurukun Cape B & Coen Cape A Circuit |
| **19 ICM** |
| 24 July | **Public Holiday – MG Only** | **25** | **26** | **27 ICM** |  | **24 - Mossman Show Day** |
| **26 ICM** | **27 ½ day ICM** |
| 31 July |  | **1** | **2 ICM** | **3 ICM** | **Public Holiday – AU Only** | **4 - Aurukun Day Public Holiday**Estimates: Tuesday 1/08/2023 – Friday 4/08/2023 |
| **2** |
| 7 August |  |  |  |  |  | Cooktown – Circuit10-13 Mount Isa Mines RodeoEstimates: Tuesday 8/08/2023 – Thursday 10/08/2023The FRC will appear before the committee on the morning of 10 August 2023. |
| 14 August |  | **15 ½ day Conf****15 ½ day ICM** | **16** | **17** |  | Doomadgee Gulf CircuitAurukun Cape B Circuit |
| **16** |
| **16** | **17 ICM** |
| 21 August |  | **22** | **23 ½ day Conf****23 ½ day ESR/ICM** | **24 ICM** | **Public Holiday – DM Only** | **25 - Doomadgee Day Public Holiday**25-27 Camooweal Drovers Camp Festival |
| **22 ½ day Conf****22 ½ day ESR/ICM** |
| 28 August |  | **29 ICM** | **30** | **31 ICM** | Student Free Day |  |
| **30** |
| 4 September |  | **5** | **6** | **7** |  | Local Commissioner Development WeekCooktown – CircuitDoomadgee – Gulf Circuit |
| 11 September |  | **12 ICM** | **13 ICM** | **14** |  | Aurukun Cape B & Coen Cape A Circuit |
| **13** |
| 18 September | **Public Holiday – AU Only** |  |  |  |  | **18 – Aak Ngamparam Public Holiday - AU** |
| 25 September | **25 ICM** | **26 ICM** | **27 ICM** | **28 ICM** |  |  |
| 2 October | **Public Holiday** |  | **4 ICM** | **5** |  | **2 King’s Birthday** |
| **5** |
| 9 October |  | **10** | **11** | **12 ICM** |  | Cooktown – CircuitDoomadgee – Gulf Circuit |
| **10** |
| 16 October |  | **17 ½ day ICM** | **18** | **19** |  | Aurukun Cape B Circuit |
| **18** | **19** |
| **19 ½ day ICM** |
| 23 October |  | **24 ICM** | **25 ICM** | **26 ICM** |  |  |
| 30 October |  | **31** | **1** | **2 ½ day Conf****2 ½ ICM** |  |  |
| **31 ICM** | **1** |
| **1** |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Week Beginning** | **Monday** | **Tuesday** | **Wednesday** | **Thursday** | **Friday** | **Other** |
| 6 November |  | **7 ½ day ICM** | **8 ICM** | **9 ½ day ICM** |  | Cooktown – CircuitDoomadgee – Gulf Circuit |
| 13 November |  |  | **15** | **16** |  | Aurukun Cape B & Coen Cape A Circuit |
| **15** |
| 20 November |  | **21** | **22** | **23** |  |  |
| **21** |
| 27 November |  | **28** | **29** | **30 ICM** |  |  |
| **28** | **29 ½ day Conferencing** | **30** |
| **28 ½ day ICM & serving** | **29 ½ day ICM** | **30 ½ day ICM** |
| **29** | **30** |
| 4 December |  | **5 ½ day ICM** | **6** | **7** |  | Cooktown – CircuitDoomadgee – Gulf CircuitMossman schools finish 8/12/2022 |
| **5 ½ day Pre-conference** | **6 ICM** |
| 11 December |  |  |  |  |  | Aurukun Cape B Circuit |
| 18 December |  |  |  |  |  |  |
| 25 December | **Public Holiday** | **Public Holiday** |  |  |  | **Mon 25th & Tue 26th Christmas Day and Boxing Day,** 27, 28, 29 Office closed for XMAS |

**LEGEND**

|  |  |
| --- | --- |
|  | Office Days/School Holidays |
|  | **Public/Bank 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 – Acting Registrar | Helen Weedon | 4081 8412 | 0409 461 624 | 4041 0974 |
| Cairns – Acting Executive Officer (Finance) | Wayne Massey | 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 | Mark Doktor | 4081 8406 | 0427 954 870 | 4041 0974 |
| Cairns – Manager (Coordination) | Sandi Rye | 4081 8410 | 0438 195 342 | 4041 0974 |
| Acting Aurukun Local Registry Coordinator | Cara Marks | 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 |

1. Section 144 *Family Responsibilities Commission Act 2008* [↑](#footnote-ref-2)
2. 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. [↑](#footnote-ref-3)
3. An agreement and a decision can have multiple case plans which in turn can have multiple referrals where a service provider has multiple programs. [↑](#footnote-ref-4)
4. Refer to the descriptions of abbreviations on page 5. [↑](#footnote-ref-5)
5. Refer to the descriptions of abbreviations on page 5. [↑](#footnote-ref-6)
6. Refer to the descriptions of abbreviations on page 5. [↑](#footnote-ref-7)
7. 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. [↑](#footnote-ref-8)
8. 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. [↑](#footnote-ref-9)
9. 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. [↑](#footnote-ref-10)
10. 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. [↑](#footnote-ref-11)
11. 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. [↑](#footnote-ref-12)
12. 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. [↑](#footnote-ref-13)
13. 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. [↑](#footnote-ref-14)
14. 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. [↑](#footnote-ref-15)
15. 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. [↑](#footnote-ref-16)
16. 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. [↑](#footnote-ref-17)
17. 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. [↑](#footnote-ref-18)
18. Note: Adults 18 years and over provided by the Queensland Government Statistician’s Office (QGSO), Queensland Treasury, based on the ABS unpublished preliminary Estimated Resident Population (ERP) data by age and sex at the Local Government Area level for 30 June 2022. [↑](#footnote-ref-19)
19. 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 2022. [↑](#footnote-ref-20)
20. 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 2022. [↑](#footnote-ref-21)