

FRC registry and decision-making functions



The registry is responsible for the administration of the Commission.

Operations

During the 2021-22 fiscal year the Commission received 8,278 notices of which 4,533 were within the Commission's jurisdiction.

The majority of notices within jurisdiction received this financial year were for school attendance, followed by Magistrate Court, child safety and welfare and then domestic violence (DV) offences. Information regarding our performance during the year is located in the Non-financial performance outcomes and the Review of financial performance sections.

At a glance – the 2021-22 year

8,278 Agency notices assessed	4,533 Agency notices deemed within jurisdiction	1,024 Community members deemed the subject of agency notices
1,096 Conferences and hearings held	568 Community members prioritised for conferences and hearings	0 Appeals of FRC decisions

A capable administrative workforce is key to an efficient, agile and innovative organisation.

The FRC's administrative workforce in the Commission's registry consists of:

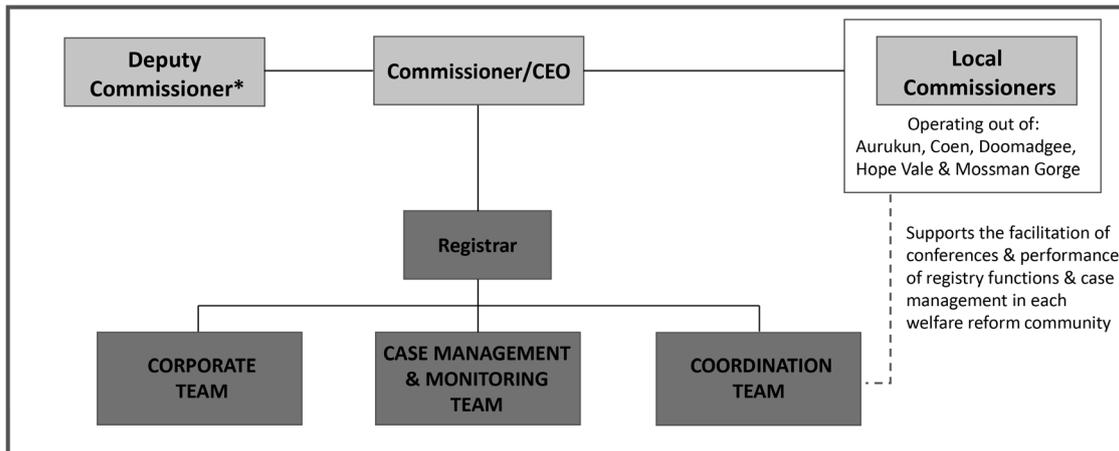
- the FRC Commissioner (appointed by the Governor in Council for a specified term) who as the Chief Executive Officer (CEO) is responsible for ensuring the efficient discharge of the Commission's business, appropriate training for registry staff and Local Commissioners, the preparation of corporate documents and achieving the objects of the FRC Act as specified in section 22 of the FRC Act
- the Registrar who is responsible for managing the registry and the administrative affairs of the Commission and whose functions, powers and delegation are specified in sections 35 to 37 of the FRC Act
- the Executive Officer (Finance) who is responsible for providing financial and strategic/corporate advice and support to the Commission's operations across Cairns and the communities and
- 14 positions across the three teams of Case Management and Monitoring, Coordination and Corporate, including four Local Registry Coordinators appointed under section 38 of the FRC Act to support the efficient and effective operation of the Commission in each of the welfare reform communities.



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FAMILY RESPONSIBILITIES COMMISSION

Key positions and workgroups



* Pursuant to section 24 of the *Family Responsibilities Commission Act 2008*, the Commissioner may delegate functions to a Deputy Commissioner

Further details relating to the Commission's workforce profile can be located in the Governance section of this report. Biographies of Commissioners and the Registrar can be found in the appendices (Appendix C).

A client-centred approach to registry systems and processes

Business and operational strategies this year have continued a focus on maximising results for clients by internally strengthening the FRC model to achieve accountability and continued relevance in a changing policy environment. In response to COVID-19 and the postponement of community conferences in early 2022, a new 'Intensive Case Management' (ICM) framework was developed to ensure children and vulnerable persons had access to support. Many of our partners servicing the FRC communities were unable to engage clients face to face due to their COVID-19 policy guidelines. The FRC was able to identify, engage and link clients to support services during this temporary phase. The framework is ongoing and designed to work intensively with targeted clients through case management outside of the formal conference environment.

Coordination team – The coordination team provides 'on the ground' support in each of the five FRC communities. The four Local Registry Coordinators who work across the five communities facilitate client-centred conferences, manage and coordinate daily operations of their local registry, and inform, and connect residents to community support services. The coordination team work closely with the case management and monitoring (CM&M) team to provide advice and analysis of community operations informed by their professional relationships with Local Commissioners, FRC clients, community members, Australian, State and Local Government partners and non-government service partners.

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Activity data for 2021-22 financial year: Snapshot of coordination team's workload

<p>1,096</p> <p>Conferences and hearings held across five communities – averaging approximately 33 conferences and hearings per week over a 33¹-week schedule</p>	<p>1,138</p> <p>Occasions where notices were served on persons to attend conferences and hearings (including clients, support persons and other relevant persons)</p>	<p>5.5</p> <p>Full time employees of the coordination team</p>
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Case management and monitoring team – The CM&M team is responsible for receiving and processing agency notices, determining jurisdiction, gathering information for Commissioner considerations, setting conference timetables, processing conference outcomes, managing conditional income management (CIM) and voluntary income management (VIM) processes, and ensuring compliance with the FRC Act. This year, and particularly from January 2022, during a period where travel to communities was again halted due to COVID-19 restrictions, the FRC's utilisation of the ICM framework led to the team undertaking a case assessment review and consideration process to identify vulnerable clients who required ongoing supportive intervention notwithstanding the COVID-19 risk.

During the reporting period, the team continued to focus on capacity building with all team members either attending professional development training or enrolling in further education.

Activity data for 2021-22 financial year: Snapshot of the CM&M team's workload

<p>8,278</p> <p>Agency notices assessed to determine jurisdiction – averaging approximately 159 notices assessed per week</p>	<p>346</p> <p>Community members on non-voluntary active case plans had their progress monitored throughout the year (for periods between 3 to 12 months) following conference</p>	<p>4.5</p> <p>Full time employees of the CM&M team</p>
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The coordination and CM&M teams together have established a cohesive group to provide high-level support and information to Commissioners in order to better inform the delivery of support services to clients in line with the Commission's focus on more intensive, quality, client-centred conferencing.

1. The number of sittings weeks does not include two special conferences convened outside of the normal conference sitting schedule. The FRC became aware of a situation that was detrimental to the wellbeing of family members and facilitated early intervention and access to services.



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Commissioners are responsible for decision-making at conferences and hearings.

Commissioner Williams, Deputy Commissioner Curtin and 38 Local Commissioners appointed across the five welfare reform community areas of Aurukun, Coen, Doomadgee, Hope Vale and Mossman Gorge preside over locally convened conferences and hearings involving community members and make legally binding decisions.

Constitution of conferences and hearings

The FRC's implementation of additional assurance and oversight mechanisms throughout the 2021-22 financial year resulted in quality decision-making with improved client-focused outcomes and contributed to the result of no appeals against Commission decisions by community members.

Commission decisions use local authority and are made within a legal framework.

All FRC decisions made at conference require the decision-making panel to comprise of locally appointed Commissioners. During the reporting period 1,078 conferences were held and constituted by using the following combinations:

- three Local Commissioners sitting **without the assistance/advice** of the FRC Commissioner or Deputy Commissioner (section 50A conferences, monitored under section 50B) with one of the Local Commissioners acting as the Chairperson
- three Local Commissioners sitting as a panel (section 50A conferences, monitored under section 50B) with one of the Local Commissioners acting as the Chairperson and **with assistance/advice** provided by the FRC Commissioner or Deputy Commissioner
- two Local Commissioners sitting with the FRC Commissioner or Deputy Commissioner acting as Chairperson and
- the FRC Commissioner or Deputy Commissioner sitting with one Local Commissioner in a conference conducted pursuant to the *Family Responsibilities Commission (COVID-19 Emergency Response) Regulation 2020*.

When deciding to hold a conference in relation to a community member named in an agency notice it is the function of the Commissioner to appoint up to three Local Commissioners² to comprise the panel and decide the matter, having regard to the knowledge and experience of each Local Commissioner to determine the issues to which the agency notice relates, cultural and gender diversity considerations and potential conflicts of interests.

As seen in previous years the vast majority (80 percent) of Commission decisions at conference throughout 2021-22 continued to be made by three Local Commissioners sitting alone to constitute the panel.

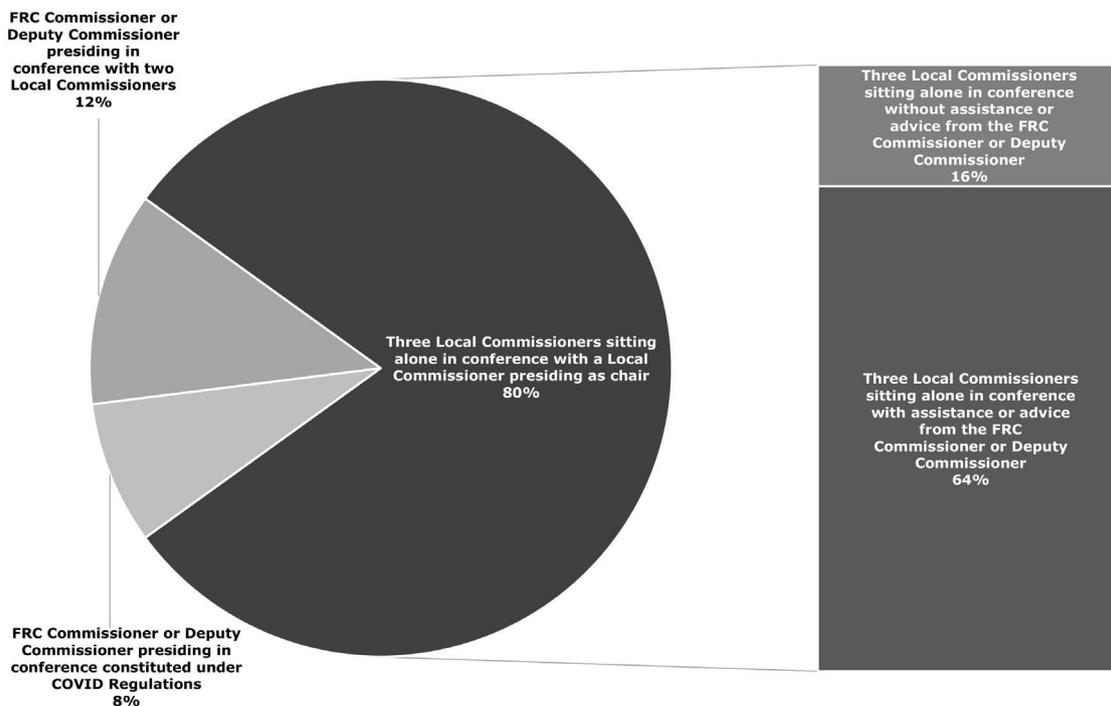
Due to only two Local Commissioners being appointed to the community of Mossman Gorge during this reporting period, the Mossman Gorge Local Commissioners were unable to hold conferences constituted by three Local Commissioners (section 50A conferences), thus negatively impacting the overall percentage of Local Commissioners sitting alone.

2. A pool of Local Commissioners for each welfare reform community area are appointed by Governor in Council for a term: section 12(2) and (3) of the FRC Act.

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Conferences Constituted 2021-22



Graph 1: Constitution of conferences 1 July 2021 to 30 June 2022

Quality assurance and oversight of decisions

All Commission decisions are made within a legal framework. There are mechanisms in place to ensure appropriateness and consistency of FRC decisions including:

- the appointment of a legally trained and suitably qualified Commissioner, and Deputy Commissioner if appointed, with the statutory function to ensure the efficient discharge of Commission business including the holding of conferences and making decisions about agency notices under the FRC Act
- monitoring of Commission decisions when made at conference by a panel comprised of three Local Commissioners sitting alone and
- the delivery of regular and appropriate training to Local Commissioners and registry staff to perform their statutory duties and achieve the objects of the FRC Act.

The Commissioner is required under the FRC Act to monitor all decisions made at conference by a panel constituted entirely by three Local Commissioners to ensure consistency of decision-making. Commissioner Williams, with the assistance of Deputy Commissioner Curtin does so in several ways.

Firstly, Local Commissioners can seek legal advice and guidance from the FRC Commissioner or Deputy Commissioner prior to determining a matter at conference. Throughout the



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2021-22 financial year 864 conferences were presided over and constituted by three Local Commissioners sitting alone, and for 686 of these conferences, legal advice and guidance was sought by Local Commissioners from either the FRC Commissioner or Deputy Commissioner (these are deemed 'Commissioner assisted conferences' for reporting purposes).

Secondly, following all conferences, the FRC Commissioner conducts a review of every outcome. In this reporting period 95 percent of decisions were monitored by the Commissioner within 28 days of the date of conference.

The FRC remains committed to building the capability of Local Commissioners, so they continue to make reasonable and proportionate decisions reflective of the evolving and often complex needs of community members, their families and broader community expectations and standards of behaviour. The FRC provides regular training and assistance to Local Commissioners to support their ongoing ability to perform their duties as statutory decision-makers.

During the reporting period Commissioner Williams and Deputy Commissioner Curtin delivered training to Local Commissioners in small groups within their respective communities on topics relevant to their individual capabilities and requirements. Formal training was also delivered at the annual Local Commissioner Development Week in Cairns. Further details regarding the training provided at the Local Commissioner Development Week can be found on pages 61 and 62.

Conferences constituted as part of the COVID-19 emergency response

A total of 85 conferences were held pursuant to the *Family Responsibilities Commission (COVID-19 Emergency Response) Regulation 2020* (FRC's COVID-19 Regulation) from 1 July 2021 to 30 April 2022 when the regulation expired. These conferences permitted the panel deciding a conference or hearing to be constituted by either the FRC Commissioner or Deputy Commissioner, and one Local Commissioner. In these limited circumstances the FRC Act was still administered in such a way that the wellbeing and best interests of children were paramount and the interests, rights and wellbeing of other vulnerable people living in the community were safeguarded. It was considered in the best interest of vulnerable clients and children that these matters proceed pursuant to the FRC's COVID-19 Regulation and not be adjourned.

The FRC's COVID-19 Regulation was particularly important to the Commission in light of the Mossman Gorge Local Commissioners being reduced to only two members from 1 July 2021. Should one Local Commissioner have been unable to sit in conference, the conference could not have been held without this regulation. For further detail regarding the appointment of Local Commissioners, refer to the Significant events and achievements section of this report.

Conferences and the impact of COVID-19

COVID-19 continued to present a public health concern of national and international proportions. FRC communities are particularly vulnerable to this pandemic threat with limited healthcare facilities available, community members having to travel considerable distances to access mainstream healthcare, an Indigenous population with a high percentage of co-morbidities and other health vulnerabilities caused by long term economic disadvantage, and overcrowded housing.

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With borders open, in January 2022 Queensland began experiencing the first wave of the Omicron variant. As a result, the FRC made the decision to suspend conferencing in each community until March 2022. Hope Vale conferencing was also significantly impacted by sorry business from May through to June 2022 with a 49 percent reduction in the number of conferences conducted in 2021-22 when compared to 2020-21.

FRC conferences conducted	2020-21	2021-22	% change
Number of FRC conferences conducted	1,491	1,078	-28%

Notwithstanding the onset of the Omicron variant, the FRC innovated its operations to ensure it could still achieve its statutory objects in a COVID-19 safe manner. In the absence of conferencing throughout much of the third quarter of the reporting period, i.e. January to March 2022, the FRC commenced the ICM framework to ensure that targeted vulnerable clients requiring immediate supportive intervention were identified and engaged on a voluntary basis.

Application hearings held to consider changing needs of community members

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".

Timeframe on deciding applications received in 2021-22

Number of applications received and decided in 2021-22	Average number of days to make a decision in 2021-22
53 applications to amend or end a VIM	2.45 days
17 ^{3,4} applications to amend or end a CIM and/or conditional case plan	11.45 days

3. Not included in this count is an application that was received within 2021-22 and was deemed as refused after two months had passed under section 101(1) of the FRC Act. In the two months after the application was received the FRC attempted unsuccessfully to serve the client to attend a hearing.
4. Eighteen amend/end applications for family responsibilities agreements or orders were received and decided in 2021-22. One additional application which was received at the end of 2020-21 was decided also in 2021-22.



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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.

Decisions on amend/end applications for FRAs or orders

Following the decision of the Commission at conference relating to an agency notice, a community member who is the subject of that decision can make an application to the FRC seeking to alter or end the original decision because their circumstances or behaviours have changed. During this reporting period 19 amend/end applications were decided for FRAs or orders, noting there was one application received at the end of 2020-21 which was heard in 2021-22 along with the 18 applications received in 2021-22.

Decisions on amend/end applications for voluntary agreements

A person who has entered into a voluntary agreement about income management with the Commissioner can ask the Commissioner at any time to amend or end the agreement. During this reporting period 53 amend/end applications were decided for VIM agreements.

Timely decision-making with increased client participation

During the prior 2020-21 financial year the Commission focused on timely decision-making and on encouraging agreements to be made in the first instance (pursuant to sections 46 and 68 of the FRC Act). This method of decision-making has been successful and continued throughout this financial year. This year the Commission focused on developing Local Commissioner skills to support the holistic approach of encouraging client participation in the decision-making process. The cultivation of buy-in in the decision-making process cannot be over-estimated as it facilitates better outcomes through personal commitment and a shared consideration of a balance of options available to clients.

Conference attendance	2019-20	2020-21	2021-22
Conference attendance	59.2%	58.7%	60.7%

During the 2021-22 financial year 90 percent of conferenced agency notices were determined within two conferences held with the client, whilst 84 percent of clients who were served a notice to attend a conference participated in the FRC's decision-making process by attending at least once.

The Commission often adjourns conferences and hearings to accommodate the attendance of clients and/or support persons, or to obtain updated information from service providers about progress made under active case plans. Adjournments can also be used in circumstances where clients have developed insight into their own behaviours and would like sufficient time to take personal responsibility and implement their own strategies, often with assistance from

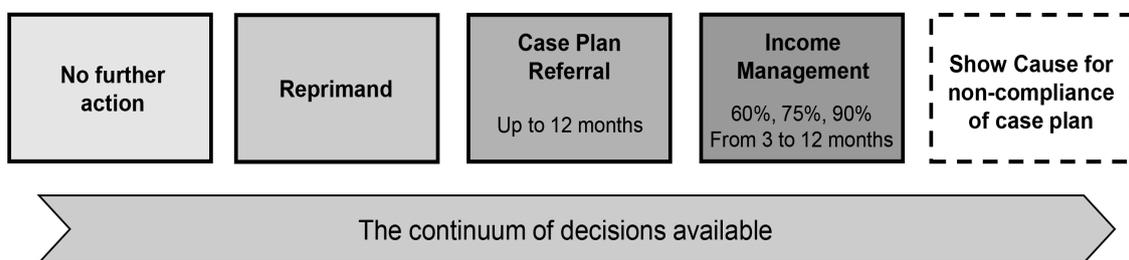
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within their family and/or other support networks. The Commission considers that the success of the holistic and collaborative approach to decision-making is reflected in the increase of client engagement as mirrored in the conference attendance statistics provided in the previous table.

FRC decisions have a focus on capacity-building.

Decisions can be made by agreement or order of the Commission. Community members can also voluntarily request referrals or income management. A continuum of possible decisions made at conference follows.



Section 5 of the FRC Act is clear in stipulating that, matters should be dealt with in a manner that facilitates early intervention, delivers timely decisions, supports the change of behaviour sought, supports the exercise of local authority and makes use of community support services. The primary goal of the Commissioners is to enter into an agreement with the community member in the first instance. Clients may seek to amend or end a decision by demonstrating their circumstances have changed and children/vulnerable persons would not be detrimentally impacted by the alteration to the decision.

The Local Commissioners received training this year during the Local Commissioner Development Week to support client engagement through the motivational interviewing technique – a strategy focused on laying down a foundation of trust and connection to foster a safe environment for clients to feel heard and share their stories. It is through this support clients are able to build their capacity to change their behaviour and minimise collateral harm to others.

As can be seen from the table below, clients continue to assume personal responsibility demonstrating insight regarding their actions at the earliest opportunity (i.e., agreements entered into at conference). Sixty-six percent of all decisions to attend support services were by agreement.

Conference outcomes	2020-21	2021-22	% change
Agreements to attend community support services	271	271	0%
Orders made to attend community support services	157	138	-12%

Further information regarding conference activity and outcomes during the reporting period can be found in the Non-financial performance outcomes section.



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Referral pathways and case management

Conditional referrals

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.

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

- Wellbeing Centres (WBCs) to address alcohol and/or drug misuse, gambling, DV or social and emotional health-related issues
- parenting programs to assist in implementing good parenting practices
- MPower, a money management program, to assist with budgeting and meeting priority financial needs
- School Attendance Officers to assist parents to ensure children attend a school or
- other appropriate support services.

As demonstrated in the table below the Commissioners have continued to make a number of referrals from FRAs and Orders.

Number of referrals from FRAs and orders	2019-20	2020-21	2021-22
Conditional referrals to service providers ⁵	402	519	464

Activity this year has resulted in the second highest number of clients referred to attend support services under either an FRA or order in the Commission's 14-year history with 346 clients referred. The percentage of finalised conferenced clients who were referred increased from 60 percent in 2020-21 to 66 percent in 2021-22.

Percentage of finalised conferenced clients referred	2019-20	2020-21	2021-22
Percentage of finalised conferenced clients referred	38%	60%	66%

5. A case plan can have multiple referrals e.g. a client may be referred to both the Wellbeing Centre and MPower under the same case plan.

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Where a client has multiple or complex issues to address, Commissioners may refer the client to more than one support service. Referrals to support services may be made on the basis of an FRA, where a client agrees to attend a support service and the client and Commissioners agree on the action to be taken together. Alternatively, Commissioners may make a decision to direct a client to attend a support service/s. Progress reports are received from service providers and clients are assessed to determine if they are fulfilling their obligations under the agreement or order. Together with local knowledge, additional information may be sought from agencies and service providers where appropriate to provide the best support possible for the client. The Commission is aided in this capacity by Part 8 of the FRC Act which outlines sophisticated provisions about information exchange between the FRC and relevant entities. Service providers and other persons who can make a useful contribution to the conferencing process are encouraged to attend conference proceedings and discuss the decision-making processes with the Commissioners.

Voluntary referrals

Under section 106(a) of the FRC Act a community member may ask the Local Registry Coordinator for a welfare reform community area to refer the person to a community support service.

The FRC has seen an increase of 71 percent in the number of referrals under a voluntary case plan from 2020-21. This is indicative of the broader acceptance by community members to undertake personal responsibility.

Number of referrals from voluntary case plans	2019-20	2020-21	2021-22
Voluntary referrals to service providers ⁶	0	14	24

Conditional income management – a nuanced approach of ‘last resort’

At conference, a decision may be made to issue a client with a CIM order. Due consideration is given to the individual circumstances of the client and whether alternative action is more appropriate. CIM orders are considered as a last resort, with Commissioners endeavouring to enter into an FRA with the client agreeing to CIM in the first instance.

Following conference, the Commission is required by the FRC Act to notify the Secretary of the Department of Social Services (DSS) with details of the CIM, whereby the community member’s welfare payments are income managed by DSS in accordance with the decision of the Commission and remain subject to FRC’s continued jurisdiction. The Cashless Debit Card (CDC) is issued to the community member by Services Australia to reflect the Commission’s CIM under an order or agreement.

6. A case plan can have multiple referrals e.g. a client may be referred to both the Wellbeing Centre and MPower under the same case plan.



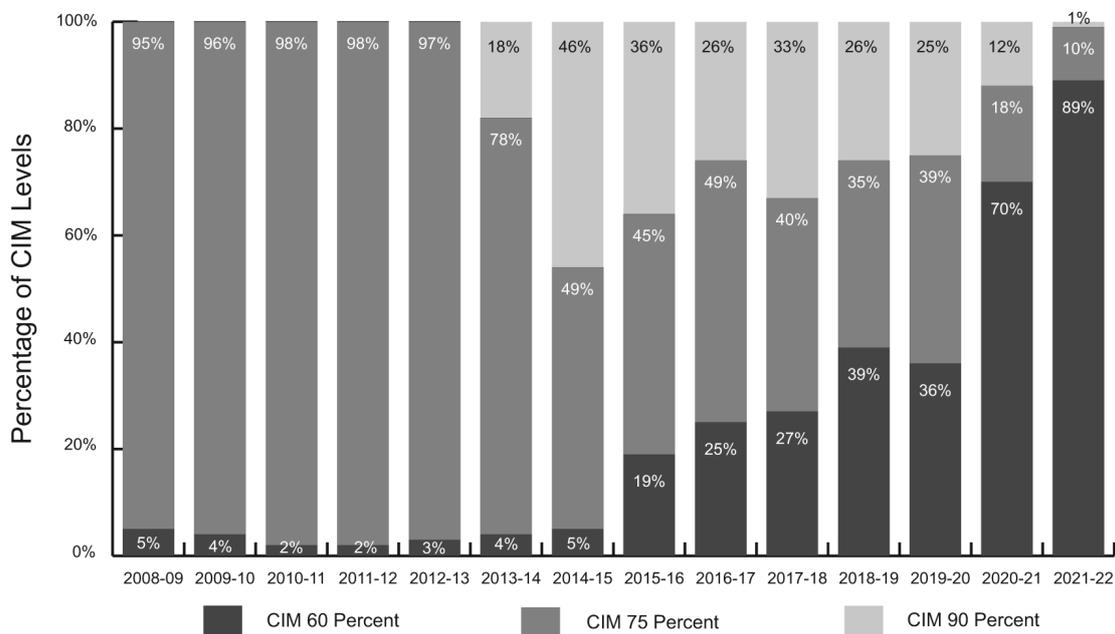
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The Commissioners utilise CIM as a tool to support people and children at risk, promote socially responsible choices, and as an incentive to meet individual and community obligations by drawing together a network of support services to focus on the individual's skills gaps (social and economic). CIMs are issued for a defined period (no longer than 12 months) with the Commissioners determining whether 60, 75 or 90 percent of fortnightly welfare payments are managed. Community members may apply to the Commission to have their CIM amended or ended. Commissioners consider each application to ascertain whether the client has made sufficient progress to justify an amend or end decision. Details of the process available to FRC clients, seeking to end or change their income management status are discussed in the relevant section on page 27.

As at 30 June 2022 there were 33 FRC clients subject to a current CIM who were claiming Centrelink payments for 48 children, of which 39 were of school age.

In 2014 a new level of 90 percent CIM was introduced as an option to protect the most vulnerable community members where Commissioners considered it necessary. Data over the last four years shows 90 percent CIM has been used in a declining proportion of income management agreements and orders, with only 1 percent of CIMs issued at 90% for 2021-22, confirming the nuanced approach of last resort.

CIM Levels by Financial Year



Graph 2: Percentage of CIM levels by financial year 1 July 2008 to 30 June 2022

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Conditional income management and conditional case plans

Conditional income management alone does not reduce welfare dependency and cannot be expected to rectify the multiple and complex issues of poverty, disempowerment, addiction, child abuse and neglect, violence and offending. The graduated range of FRC decisions provides a system of local authority through which FRC clients can be appropriately encouraged to take up responsibility and access the supports needed to build the capabilities required to break the cycle of disadvantage.

As demonstrated in the following table, during this reporting period there has been a continuing reduction in the number of clients placed on a CIM without a conditional case plan (CCP). This reduction demonstrates that CIM is delivered with a highly targeted approach linking in support services to support the client's needs.

Clients placed on CCPs and/or CIMs	2019-20	2020-21	2021-22
Number of clients placed on a CIM <u>without</u> a CCP	53	35	26
Number of clients placed on a CCP <u>without</u> a CIM	174 ⁷	304 ⁸	283 ⁹
Number of clients placed on a CCP <u>and</u> CIM	112	55	63

Voluntary income management – a ‘right fit for many’ who self-refer

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 under a voluntary case plan (VCP) or be subject to VIM. In these circumstances the Commission has not received notification from a relevant government agency alleging certain behaviours, and the community member would not otherwise be mandated to attend conference and be the subject of an FRC decision.

VIM agreements are seen as a useful tool to assist community members to manage their budget and meet the cost of everyday essentials. Elderly community members (who have not otherwise been referred to the FRC) are also volunteering to have a portion of their welfare payments subject to income management to help safeguard funds for their own needs, and not be subject to humbugging and/or other elder abuse or violence.

Although the number of clients who have engaged with the FRC on a voluntary basis remains small, it nonetheless highlights the increase in community members who are exhibiting an increased self-awareness of their personal circumstances and are willing to accept assistance from the Commission at the earliest opportunity.

7. This figure also includes two clients who were placed on a CCP and on a VIM in 2019-20 and reported in the second table on the next page.

8. This figure also includes 32 clients who were placed on a CCP and on a VIM in 2020-21 and reported in the second table on the next page.

9. This figure also includes 51 clients who were placed on a CCP and on a VIM in 2021-22 and reported in the second table on the next page.



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Following the Australian Government transitioning from the BasicsCard to the CDC, during the 2021-22 reporting period the FRC has seen a continued growth in the number of community members willing to enter into a VIM agreement.

Number of voluntary agreements for VIM	2019-20	2020-21	2021-22	% change 2020-21 to 2021-22
Voluntary agreements for VIM	20	94	140	+49%

As at 30 June 2022 there were 75 clients on a current VIM who were claiming Centrelink payments for 66 children of which 41 were of school age.

Voluntary income management and case plans

Changes in conferencing style include focusing on reaching an agreement with clients in the first instance, whilst explaining the benefits of service referrals even if only to develop a budget and savings plan to aide in the management of money on the CDC.

The Commission is seeing an increase in the number of clients who attend conference and although they may receive a conditional referral from an FRA or order (subject to show cause if required), they also volunteer to be on a period of income management.

Clients on CCPs and VIMs ¹⁰	2019-20	2020-21	2021-22
Number of clients on a VIM with a CCP	2	32	51

The Commission is further seeing an increase in the number of clients who self-refer (not subject to show cause) without a mandated requirement to attend conference. As can be seen in the table below these clients engage with the FRC on an entirely voluntary basis.

Clients on VCPs and/or VIMs ¹¹	2019-20	2020-21	2021-22
Number of clients on a VIM	16	53	68
Number of clients on a VIM with a (VCP)	0	1	4
Number of clients on a VCP without VIM	0	3	9

The FRC considers these clients to be the best indicator of a community member's willingness to take greater personal responsibility with increased expectations of themselves and their families. Although the number of persons is still quite small, the FRC nonetheless has noticed

10. Counts in this table only include clients who had a combination of a VIM and a CCP and no CIM or VCP

11. Counts in this table only include clients who had a VIM or VCP and no CIM or CCP.

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an upward trend of voluntary engagement by community members across all three reporting categories. For instance, when comparing data from 2020-21 to 2021-22, there is a 28 percent increase in the number of clients entering into a VIM only, a 300 percent increase in the number of clients on a VIM and VCP and a 200 percent increase in the number of clients entering solely into a VCP.

Applications to amend or end agreements or orders

Applications to amend or end an agreement (including a voluntary 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 order by providing their reasons for making the application. The increase in applications to amend or end received is primarily due to the 49 percent increase in VIM agreements. Commissioners view the hearing of the applications as an opportunity to engage with clients.

Amend or end applications received	2020-21	2021-22
Applications to amend or end received	29	71

Statistical reporting and analysis of referenced data

Additional statistical reporting and analysis of the data referenced in this chapter can be found at the Commission's Non-financial performance outcomes section of this report.