



# Non-financial performance outcomes

***The FRC model is designed to work collaboratively with partner agencies as part of a linked service system to engage, empower and enable individuals, families, and the wider community to make positive and lasting change.***

**The policy context for the FRC is aligned with, and achieves outcomes relevant to, several Queensland Government objectives and initiatives.**

The Commission's activities support the broader welfare reforms implemented across Cape York Peninsula since 2008 and the 'Our Future State: Advancing Queensland's Priorities' published by the Queensland Government:



## **CREATE JOBS IN A STRONG ECONOMY**

by assisting clients to access support services to achieve the confidence and capability needed to obtain employment, creating purpose and allowing families to fully participate in society, and by initiating a continuous improvement strategy for our organisational capability



## **GIVE ALL OUR CHILDREN A GREAT START**

by supporting expectant mothers and young families in welfare reform communities to access maternal and child health, early childhood education and care services, and to understand the importance of the early years to the long-term health and wellbeing of their children



## **KEEP QUEENSLANDERS HEALTHY**

by working with service providers to support the delivery of effective responses to alcohol and drug misuse, mental illness and violence for our clients in the welfare reform communities and developing self-care and resilience in Local Commissioners



## **KEEP COMMUNITIES SAFE**

by influencing the wider acceptance of socially responsible standards of behaviour, promoting Indigenous local authority and nurturing a spirit of inquiry and innovation in order to address the complex problems facing the welfare reform communities



## **BE A RESPONSIVE GOVERNMENT**

by providing effective and efficient client services for families, strengthening collaborative cross-agency partnerships to support local Aboriginal and Torres Strait Islander authorities, improving access to relevant service provision in the communities and working to increase school enrolment and attendance

The Commission delivers services to five communities, all of which are culturally unique and some of which are geographically remote. Each community is different, yet each can be characterised by the entrenched disadvantage of Indigenous community members. High rates of welfare dependency and multi-generational poverty have resulted in communities with individuals and their families with complex needs.

In meeting this challenge, the Commission works with community-based service providers and partner agencies with statutory requirements under the FRC Act<sup>1</sup> and the Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships (DSDSATSIP) as part of a linked service system to achieve individualised client outcomes.

1. Department of Education, Department of Children, Youth Justice and Multicultural Affairs, Department of Communities, Housing and Digital Economy, Department of Justice and Attorney-General (Queensland Courts) and the Queensland Police Service.

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In doing so the FRC complements several Queensland Government strategies and reforms such as:

- **‘Moving Ahead strategy’** – a whole-of-government strategy to improve Indigenous economic participation. The FRC assists Indigenous Queenslanders in remote communities to achieve the outcomes sought by facilitating their access to support services to overcome barriers to employment and training.
- **‘Our Way’ strategy and ‘Changing Tracks’ action plan** – to build upon existing initiatives such as the FRC to ensure Indigenous children grow up in a safe and nurturing environment and address the over-representation of Indigenous children in Queensland’s child protection system. A detailed analysis of the alignment between the ‘Our Way’ strategy and the FRC Act can be found at Appendix B.
- **‘Tracks to Treaty’ commitment** – aimed at rebuilding the relationship between the Queensland Government and Indigenous peoples structured upon mutual respect, recognition, acknowledging a shared history and the right to self-determination. The principle of Indigenous local authority is a cornerstone of the FRC model and is a primary example of true self-determination by Aboriginal people as decision-makers, supporting their community members to overcome life challenges and become primarily responsible for their own wellbeing.
- **‘Local Thriving Communities’ reform** – reframing and reforming how the Queensland Government works with Indigenous communities to deliver better outcomes through the establishment and continued operations of the FRC (with locally appointed decision-makers) after extensive consultation with each of the five welfare reform community areas.
- **‘Queensland Indigenous Procurement Policy’** – providing a whole-of-government framework to increase procurement with Indigenous businesses to grow and develop a diverse and sustainable Indigenous business sector and improve employment outcomes and opportunities for Aboriginal and Torres Strait Islander peoples. Over 72 percent of the FRC’s annual budget (the reader is referred to page 87) is allocated to community operations, with the chief purpose of facilitating conferences and hearings in remote Aboriginal communities and undertaking ongoing case management of clients in collaboration with local service providers. This expenditure directly benefits local and regional economies and is consistent with the objectives of both the Queensland Indigenous Procurement Policy and the Moving Ahead strategy.

## **The FRC’s client outcomes assist the Queensland Government to achieve national targets and commitments under bilateral agreements with the Australian Government.**

The Commission’s activities specifically support DSDSATSIP – the department responsible for promoting and monitoring the government’s progress to Closing the Gap on Aboriginal and Torres Strait Islander disadvantage – to reach the agreed national targets.



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## ***The FRC helps ‘Close the Gap’ on disadvantage in five remote communities.***

In February 2021 the Commission undertook a longitudinal performance assessment of outcomes achieved since the commencement of its operations in July 2008 to July 2020.

It showed positive trends emerging in the five remote Aboriginal communities where the FRC operates, and has been updated to include data from 2021-22, with specific evidence of progress being made to Close the Gap in the following areas of disadvantage:

<b>Reducing the rate of over representation of Indigenous children in out of home care</b>	
<b>Closing the Gap target</b> Reduction of 45% by 2031	<b>FRC outcome already achieved</b> Notices received for child safety finalised investigations have decreased by 57% <sup>2</sup> resulting in children less likely to be removed

<b>Increasing the proportion of Indigenous people living in appropriately sized housing</b>	
<b>Closing the Gap target</b> Increase to 88% by 2031	<b>FRC outcome already achieved</b> Notices received about residential tenancy breaches (for not complying with a remedy notice) have decreased by 46% <sup>3</sup> resulting in increased housing stability

<b>Reducing the rate of Indigenous adults held in incarceration</b>	
<b>Closing the Gap target</b> Reduction of at least 15% by 2031	<b>FRC outcome already achieved</b> Notices received from the District and Supreme Courts have decreased by 59% <sup>4</sup> indicating a desirable downward trend in the incidence of more serious indictable offences in FRC communities

## **The FRC’s performance and activity data show linkages between client outcomes and the FRC’s strategic objectives and indicators.**

The following statistical report and analysis of the Commission’s non-financial performance outcomes is for the period 1 July 2021 to 30 June 2022. This data, additional to the statistical

2. Decrease is calculated when comparing the total of two seven-year time series: (1) financial years 1 July 2008 to 30 June 2015 [528 total notices]; compared with (2) financial years from 1 July 2015 to 30 June 2022 [229 total notices]

3. Decrease is calculated when comparing the total of two seven-year time series: (1) financial years 1 July 2008 to 30 June 2015 [452 total notices]; compared with (2) financial years from 1 July 2015 to 30 June 2022 [246 total notices]

4. Decrease is calculated when comparing the total of two four-year time series: (1) financial years 1 July 2014 to 30 June 2018 [311 total notices]; compared with (2) financial years from 1 July 2018 to 30 June 2022 [127 total notices]

# Non-financial performance outcomes



information cited elsewhere in this report, is used by the FRC's Executive Management Team (EMT) to monitor the organisation's progress in achieving the main objectives of the Strategic Plan 2018-22.

## The FRC knows its clients and communities.

From 1 July 2021 to 30 June 2022, the Commission received a total of 8,278 agency notices across a range of notifiable behaviours of which 4,533 notices relating to 1,024 clients were within jurisdiction, comprising:

**Table 1: In jurisdiction notices by type and community 1 July 2021 to 30 June 2022**

Type of notice	AU	CO	DM <sup>5</sup>	HV	MG	Total
Supreme Court	0	0	0	1	0	<b>1</b>
District Court	29	0	0	0	0	<b>29</b>
Magistrates Court	914	61	0	222	66	<b>1,263</b>
Domestic Violence Breach	84	18	0	27	17	<b>146</b>
Domestic Violence Order	134	14	0	43	14	<b>205</b>
School Attendance	787	50	1,174	453	79	<b>2,543</b>
School Enrolment	0	1	18	15	0	<b>34</b>
Child Safety and Welfare						
Child Concern Reports	49	10	87	43	9	<b>198</b>
Finalised Child Protection Investigations	23	0	38	14	0	<b>75</b>
Housing Tenancy	31	1	0	4	3	<b>39</b>
<b>Total</b>	<b>2,051</b>	<b>155</b>	<b>1,317</b>	<b>822</b>	<b>188</b>	<b>4,533</b>

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

- Aurukun (AU) received 2,051 notices relating to 430 clients (222 female and 208 male)
- Coen (CO) received 155 notices relating to 52 clients (26 female and 26 male)
- Doomadgee (DM) received 1,317 notices relating to 270 clients (187 female and 83 male)
- Hope Vale (HV) received 822 notices relating to 224 clients (122 female and 102 male)
- Mossman Gorge (MG) received 188 notices relating to 48 clients (26 female and 22 male).

5. 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.



# Non-financial performance outcomes

**Table 2: In jurisdiction notices by type and quarter 1 July 2021 to 30 June 2022**

Type of notice	Qtr 53	Qtr 54	Qtr 55	Qtr 56	Total
Supreme Court	0	1	0	0	1
District Court	12	3	2	12	29
Magistrates Court	276	326	388	273	1,263
Domestic Violence Breach	41	45	39	21	146
Domestic Violence Order	56	46	58	45	205
School Attendance	637	604	612	690	2,543
School Enrolment	0	10	2	22	34
Child Safety and Welfare	66	73	74	60	273
Housing Tenancy	8	2	10	19	39
<b>Total</b>	<b>1,096</b>	<b>1,110</b>	<b>1,185</b>	<b>1,142</b>	<b>4,533</b>

**Table 3: In jurisdiction notices by community and quarter 1 July 2021 to 30 June 2022**

Number of notices	Qtr 53	Qtr 54	Qtr 55	Qtr 56	Total
Aurukun	439	506	608	498	2,051
Coen	60	48	26	21	155
Doomadgee	307	297	349	364	1,317
Hope Vale	260	207	144	211	822
Mossman Gorge	30	52	58	48	188
<b>Total</b>	<b>1,096</b>	<b>1,110</b>	<b>1,185</b>	<b>1,142</b>	<b>4,533</b>

## ***Our clients have complex needs.***

Over-crowded housing, high rates of Indigenous welfare dependency and multi-generational poverty have resulted in communities with high numbers of individuals and families with complex needs. Table 4 provides some insight into the complexity of the issues faced by many clients. During the financial year 665 clients (65 percent) were notified to the Commission with only one type of notice, whilst the remaining 359 clients (35 percent) received more than one type of notice.

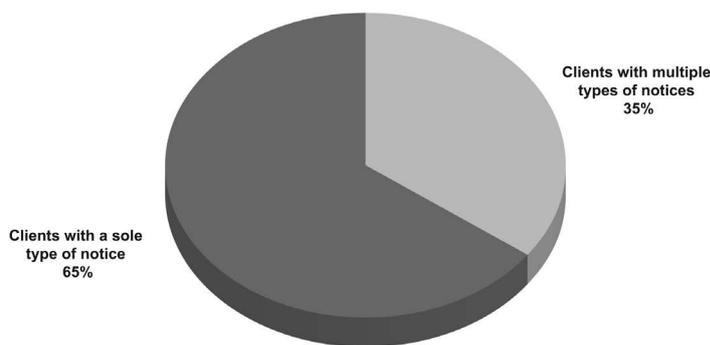
# Non-financial performance outcomes



**Table 4: FRC clients by the number of types of notices 1 July 2021 to 30 June 2022**

Number of types of notices received	Number of clients
1	665
2	268
3	72
4	16
5	3
<b>Total</b>	<b>1,024</b>

**Client allocation based on single and multiple types of notices 2021-2022**



**Graph 3: Client allocation based on single and multiple types of notices 2021-2022**

Investigations reveal the following information regarding the types of sole notices received by FRC clients during the reporting period:

- 34 percent received a school attendance (EQ) notice
- 17 percent received a Magistrate Court (MAG) notice
- 6 percent received a child safety and welfare (CS) notice and
- 5 percent received a domestic violence order (DVO) notice
- 1 percent received a domestic violence breach (DVB) notice
- 1 percent received a District Court (DIS) notice and
- 1 percent received a housing tenancy breach (HT) notice.

The remaining sole notices received for Commission clients were 3 clients with a school enrolment breach (SEN) notice.

Additional insight into the complexity of issues faced by clients can be seen in the following table which shows the combination of notices received for the 359 clients with more than one type of 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.



# Non-financial performance outcomes

Table 5: FRC clients by number of types of notices 1 July 2021 to 30 June 2022

Type of notice/s <sup>6</sup>	Number of clients	Type of notice/s <sup>6</sup>	Number of clients
CS,DVB,DVO	1	DIS,DVO,EQ	2
CS,DVB,DVO,EQ	1	DIS,EQ	1
CS,DVB,DVO,EQ,MAG	2	DIS,EQ,HT	1
CS,DVB,DVO,MAG	3	DIS,MAG	1
CS,DVB,EQ,MAG	3	DVB,DVO	3
CS,DVB,MAG	2	DVB,DVO,EQ	3
CS,DVO	7	DVB,DVO,EQ,MAG	3
CS,DVO,EQ	5	DVB,DVO,HT	1
CS,DVO,EQ,HT	2	DVB,DVO,MAG	13
CS,DVO,EQ,HT,MAG	1	DVB,EQ	3
CS,DVO,EQ,MAG	2	DVB,EQ,MAG	8
CS,DVO,HT	1	DVB,HT	1
CS,DVO,MAG	3	DVB,MAG	31
CS,EQ	81	DVO,EQ	5
CS,EQ,HT	1	DVO,EQ,MAG	9
CS,EQ,HT,MAG	1	DVO,HT,MAG	1
CS,EQ,MAG	12	DVO,MAG	52
CS,EQ,SEN	5	EQ,HT	9
CS,HT	1	EQ,MAG	42
CS,MAG	9	EQ,MAG,SEN	1
CS,MAG,SEN	2	EQ,SEN	13
CS,SEN	2	HT,MAG	3
DIS,DVB,DVO,MAG	1	MAG,SEN	1
DIS,DVB,EQ	1	MAG,SUP	1
DIS,DVO	2		
<b>Total</b>			<b>359</b>

# Non-financial performance outcomes



## The FRC improves community wellbeing by supporting the restoration of socially responsible standards of behaviour.

The FRC uses conferences as a forum to discuss with clients the issues outlined in an agency notice/s. Conferences are held in a manner which facilitates early intervention and encourages clients to take personal responsibility for their actions. From 1 July 2021 to 30 June 2022 a total of 1,078 conferences were held relating to 566 clients.

**Table 6: Conferences by community and quarter 1 July 2021 to 30 June 2022**

Conferences	Qtr 53	Qtr 54	Qtr 55	Qtr 56	Total
Aurukun	162	128	39	109	<b>438</b>
Coen	22	28	7	14	<b>71</b>
Doomadgee	140	122	40	84	<b>386</b>
Hope Vale	50	43	21	11	<b>125</b>
Mossman Gorge	22	14	11	11	<b>58</b>
<b>Total</b>	<b>396</b>	<b>335</b>	<b>118</b>	<b>229</b>	<b>1,078</b>

Conferences during the financial year resulted in 271 agreements to attend community support services (the same number as reported in 2020-21), 2 CIM agreements, 138 orders made to attend community support services (a decrease of 12 percent from the previous reporting period) and 89 CIM orders issued (a 4 percent decrease from the previous reporting period). As a subset of the total number of conferences conducted for the financial year, 200 DV conferences were conducted in Aurukun, Coen, Hope Vale and Mossman Gorge.

### ***Clients on conditional income management***

From 1 July 2021 to 30 June 2022, there was a total of 91 CIMs (2 from agreements and 89 from orders) relating to 89 clients.

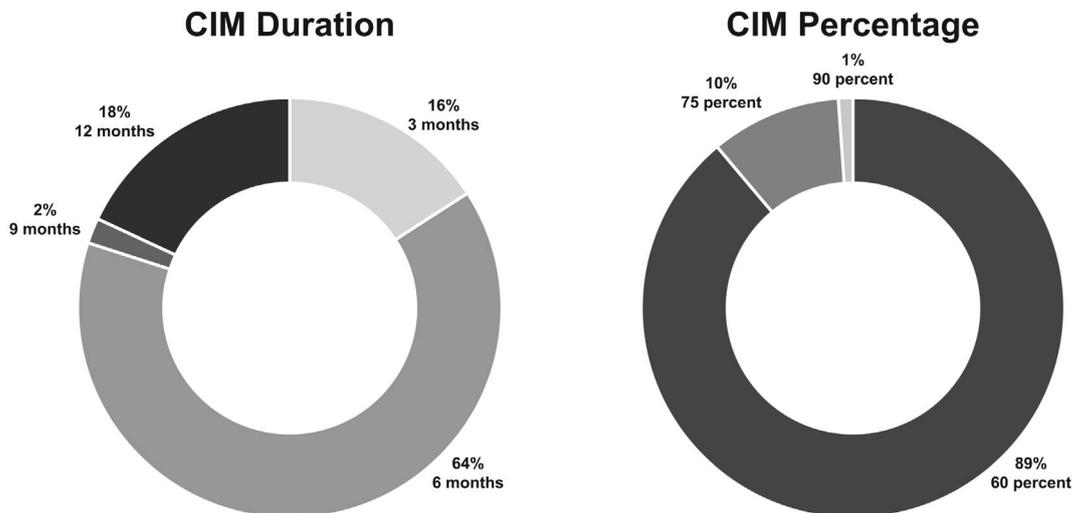
**Table 7: Conditional income management by community and quarter 1 July 2021 to 30 June 2022**

Number of CIMs	Qtr 53	Qtr 54	Qtr 55	Qtr 56	Total
Aurukun	22	16	2	10	<b>50</b>
Coen	0	0	1	0	<b>1</b>
Doomadgee	8	11	2	6	<b>27</b>
Hope Vale	5	1	0	3	<b>9</b>
Mossman Gorge	1	1	1	1	<b>4</b>
<b>Total</b>	<b>36</b>	<b>29</b>	<b>6</b>	<b>20</b>	<b>91</b>



# Non-financial performance outcomes

The Commission processed the 91 CIMs issued in 2021-22 as follows:



**Graph 4: Breakdown of CDC CIMs by duration**  
1 July 2021 – 30 June 2022

**Graph 5: Breakdown of CDC CIMs by percentage**  
1 July 2021 – 30 June 2022

The above statistical information demonstrates the FRC’s continued use of CIM is proportionate to the client’s circumstances and that CIM is used to encourage personal responsibility with terms and percentages of CIM orders and agreements adjusted according to the client’s progress or lack thereof. During the 2021-22 reporting period 89 percent of CIM agreements or orders quarantined 60% of a client’s welfare payment. During the same period 80 percent were for a period of 6 months or less.

As at 30 June 2022, there were 33 clients subject to a current CIM with 91 percent at 60% and 61 percent for a 6-month or less duration. As a subset of the total number of CIMs in the financial year, 18 CIMs were made at conference in relation to DV notifying behaviours.

## ***Clients on voluntary income management***

Following the transition from the BasicsCard to the CDC in FRC communities from 17 March 2021, requests by community members to voluntarily participate in income management have risen steeply. Several factors account for the steep rise including greater flexibility offered by the CDC, the card having the appearance of many other bank cards, and community members having developed a greater understanding of the benefits gained to their lifestyle and security through VIM.

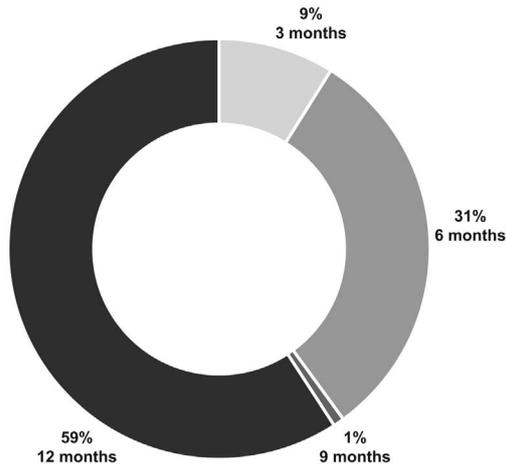
The Commission processed 140 VIM agreements (an increase of 49 percent from 2020-21) for 126 clients. Since the commencement of the Commission 308 clients (196 female and 112 male) have had an active VIM agreement. As at 30 June 2022, there were 75 clients on a current VIM, with 83 percent at 60% and 73 percent for a 12-month duration.

# Non-financial performance outcomes



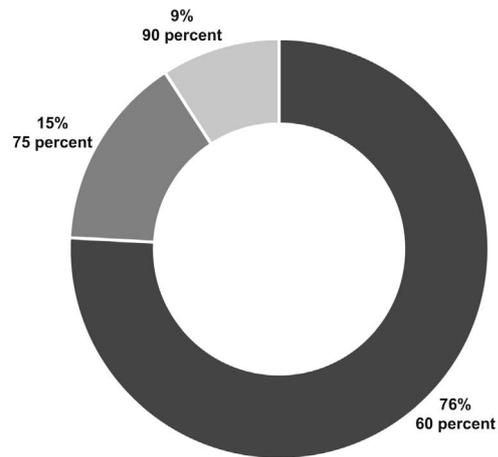
The Commission processed the 140 VIMs issued in 2021-22 as follows:

**VIM Duration**



**Graph 6: Breakdown of CDC VIMs by duration**  
17 March 2021 – 30 June 2022

**VIM Percentage**



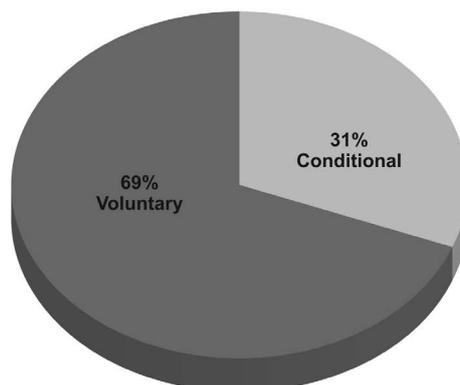
**Graph 7: Breakdown of CDC VIMs by percentage**  
17 March 2021 – 30 June 2022

In 2021-22 126 clients entered into a voluntary agreement for a VIM. During the financial year:

- 75 clients (60 percent) still had a current VIM as at the end of the financial year
- 23 clients (18 percent) decided not to renew their last VIM agreement/s
- 26 clients (21 percent) ended their VIM/s via a voluntary amend/end application without a further current renewal and
- 2 clients passed away.

As at 30 June 2022, there were more clients on a VIM than a CIM, with 69 percent of income managed clients on a VIM agreement, demonstrating that the FRC is achieving its strategic objective of encouraging community members to resume primary responsibility for their wellbeing and that of their families.

**Income Management by Type 2021-22**



**Graph 8: Percentage of clients on income management by type as at 30 June 2022**



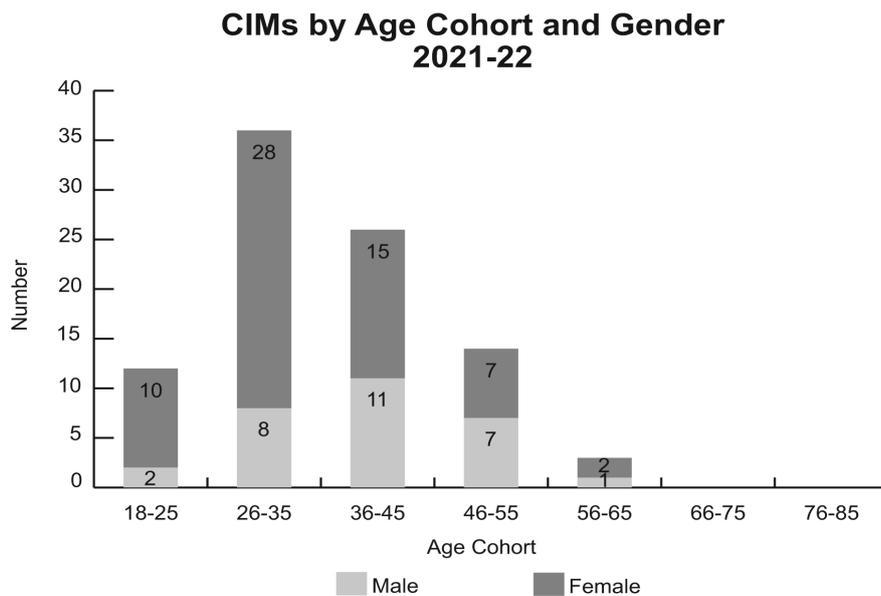
# Non-financial performance outcomes

## Conditional and voluntary income management age and gender breakdown

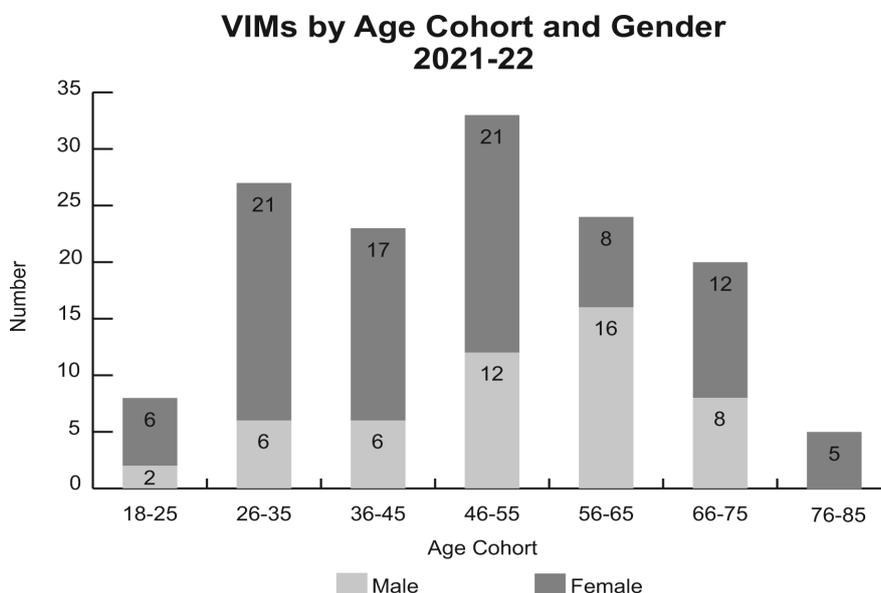
During 2021-22 most community members conditionally income managed by the FRC were in the 26-to-35 year age group, followed by the 36-to-45 year age group. Females accounted for 68 percent of all the CIM agreements and orders. No community members older than 65 years were conditionally income-managed by the FRC during the financial year. For the 62 CIMs relating to females, 71 percent related to children in some way, whether it was for a notice regarding school attendance or school non-enrolment, or for a notice regarding child safety and welfare. For the 29 CIMs relating to males, just 28 percent related to children in some way. These figures correlate to the female role of caregiver in the family structure.

The age ranges of clients exercising the option for VIM spanned the years from 18 to 85 with the 46–55 year age group having the most voluntary agreements. Again, females represented the majority of all VIM agreements at 64 percent.

Graph 9: Breakdown of CDC CIMs by age cohort and gender 1 July 2021 - 30 June 2022



Graph 10: Breakdown of CDC VIMs by age cohort and gender 1 July 2021 - 30 June 2022



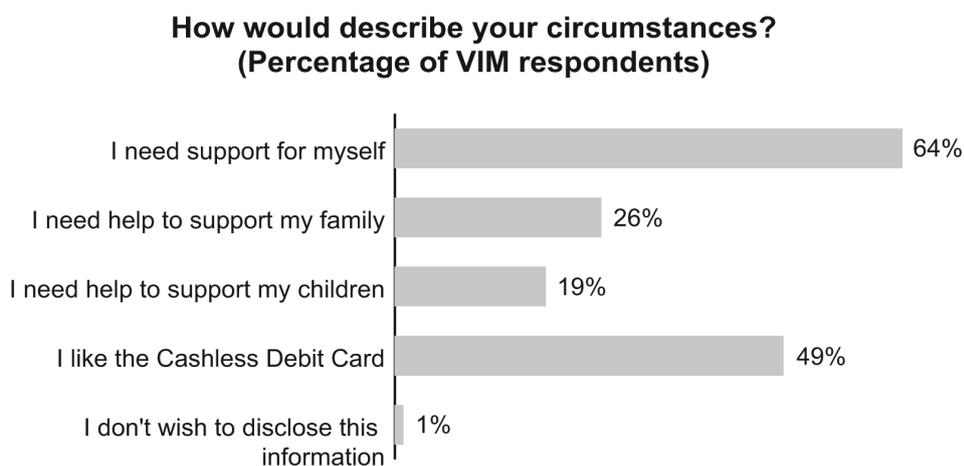
# Non-financial performance outcomes



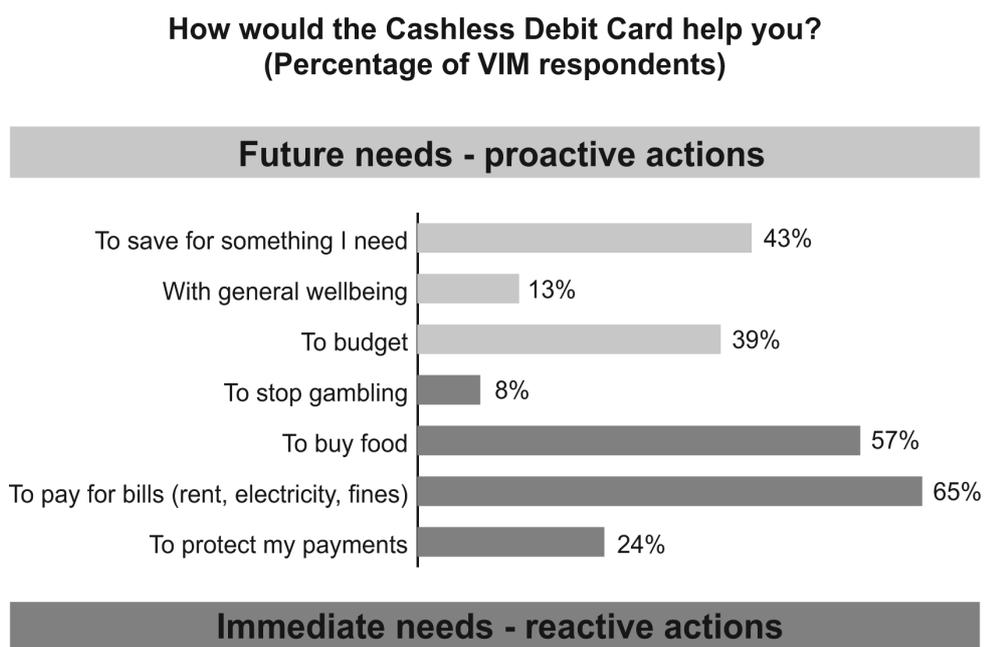
## Voluntary income management respondent reasons<sup>7</sup>

Since the introduction of the CDC, the FRC has recorded the reasons and circumstances of those requesting a VIM. During 2021-22 the primary reasons for applying for a voluntary CDC (reactive perspective) were to address the immediate needs of paying bills (65 per cent) and buying food (57 per cent). The primary reasons for applying for a voluntary CDC from a proactive perspective were to save for something the client needed, e.g. a fridge or washing machine (43 per cent), and to set up a budget (39 per cent). Circumstances given by the VIM participants when applying for the CDC were primarily to support themselves (64 per cent). Nearly half (49 per cent) reported on their application that they liked the CDC.

Graph 11: Breakdown of CDC VIMs by circumstances  
1 July 2021 - 30 June 2022



Graph 12: Breakdown of CDC VIMs by reasons  
1 July 2021 - 30 June 2022



7. A client may choose one or more options to reflect their individual reasons and circumstances in participating in voluntary income management.



# Non-financial performance outcomes

## The FRC improves community responsibility by building partnerships and helping people to resume primary responsibility.

### *Referrals help build individual client capabilities.*

Referrals to service providers are an integral part of achieving the Commission's strategic outcomes of improved community wellbeing and responsibility. During this reporting period 464 referrals were made (inclusive of FRAs and orders) to attend support services for 346 clients. This is the second highest number of clients referred since the commencement of the Commission.

As a subset of the total number of these referrals in the financial year, 124 referrals were made in relation to DV conferences.

**Table 8: FRC conditional referral pathways by referral type and quarter 1 July 2021 to 30 June 2022**

Referral type	Qtr 53	Qtr 54	Qtr 55	Qtr 56	Total
BBNAC	2	0	1	1	4
Cairns Regional Domestic Violence Service	0	0	1	1	2
Cape York Employment	0	2	1	1	4
Coen Regional Aboriginal Corporation	2	3	0	2	7
Cooktown District Community Centre	4	1	0	1	6
Gungarde (Family Wellbeing Services)	2	1	1	1	5
Mossman Elders Justice Group	1	0	4	0	5
MPower	50	12	9	19	90
Mulungu (Family Wellbeing Services)	2	1	0	0	3
NWQICSS	0	1	3	0	4
QLD Health	2	3	1	0	6
RAATSICC (Family Wellbeing Services)	0	2	0	12	14
Royal Flying Doctor Service	0	0	2	0	2
Save the Children	5	5	2	13	25
School Attendance Officer	40	32	20	44	136
WBC - Apunipima	43	37	25	27	132
WBC - NWRH	4	5	4	6	19
<b>Total</b>	<b>157</b>	<b>105</b>	<b>74</b>	<b>128</b>	<b>464</b>

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A further 24 voluntary referrals to attend support services were requested from 20 clients.

**Table 9: FRC voluntary referral pathways by referral type and quarter 1 July 2021 to 30 June 2022**

Referral type	Qtr 53	Qtr 54	Qtr 55	Qtr 56	Total
Cape York Employment	0	0	2	0	2
Coen Regional Aboriginal Corporation	0	0	0	1	1
Cooktown District Community Centre	0	0	0	1	1
Mossman Support Services	0	0	0	1	1
MPower	0	1	2	4	7
Save the Children	0	0	1	0	1
School Attendance Officer	0	0	1	0	1
WBC - Apunipima	0	0	4	6	10
<b>Total</b>	<b>0</b>	<b>1</b>	<b>10</b>	<b>13</b>	<b>24</b>

## ***More partnerships have led to increased referral pathway options for clients.***

The Commission is continually seeking to identify additional support service pathways to broaden the scope of options for clients seeking assistance.

Number of active FRC community service provider partnerships	
<b>16</b>	<b>17</b>
2020-21 financial year	2021-22 financial year

As a key objective of the Commission's strategic plan, building and maintaining a network of community-based partnerships helps achieve the Commission's legislative requirement to 'make appropriate use of community support services'<sup>8</sup> as the mechanism through which clients can be helped to resume primary responsibility for their own wellbeing. Identifying gaps in service provision leads to discussions with our current service partners around broadening program delivery for a targeted approach. A consistency in referral pathway options across all five welfare reform communities means Commissioners can tailor case plans to better suit the individual needs of clients and their family.

8. Section 5(2)(a)(iii) of the Family Responsibilities Commission Act 2008.



# Non-financial performance outcomes

## **Show Cause hearings are another tool to hold clients accountable.**

From 1 July 2021 to 30 June 2022, no Show Cause hearings were held. These hearings are intended by the FRC Act to be a formal mechanism to address non-compliance with a requirement under a case plan to attend a community support service. The proposed actions for a Show Cause notice given to a person include imposing a CIM order, increasing the proportion of the person's welfare payments to be income-managed, or increasing the period for which the person is subject to income management. Conversely the Commissioners may elect to take no further action. Each Show Cause hearing is decided on its merit.

Similar to the 2020-21 reporting period, no clients were issued with a Show Cause notice to come before the Commission for non-compliance of their case plan/s due to the following:

- lack of (or limited) support services available on the ground due to COVID-19 travel restrictions and/or reported recruitment difficulties for much of the reporting period
- lack of evidence from support services that client engagement was attempted
- lack of reporting from service providers leading to limited, or no information from which to proceed on a Show Cause for non-compliance.

The FRC has been witnessing an increase in the number of clients demonstrating proactive steps to take personal accountability for their actions and commit to a journey towards self-improvement. This is best demonstrated by clients entering into agreements to willingly accept referrals and be placed on a case plan, along with those self-referring community members seeking to voluntarily participate in income management. These collaborative actions in the main have averted the need to conduct a Show Cause assessment.

## **Applications to amend/end agreements or orders**

From 1 July 2021 to 30 June 2022, 71 applications relating to 62 clients (38 females and 24 males) to amend or end an agreement (including a voluntary agreement) or order were received. Where an amend/end application is received at the end of a financial year the decision on the application may take place in the following financial year.

**Table 10: Applications to amend or end agreements or orders by community and quarter 1 July 2021 to 30 June 2022**

Number of applications	Qtr 53	Qtr 54	Qtr 55	Qtr 56	Total
Aurukun	10	29	13	3	<b>55</b>
Coen	1	0	0	1	<b>2</b>
Doomadgee	2	0	0	2	<b>4</b>
Hope Vale	3	3	3	1	<b>10</b>
Mossman Gorge	0	0	0	0	<b>0</b>
<b>Total</b>	<b>16</b>	<b>32</b>	<b>16</b>	<b>7</b>	<b>71</b>

# Non-financial performance outcomes



## Application decisions

From 1 July 2021 to 30 June 2022, 19 applications were decided for FRAs and orders, noting that one of these applications was received at the end of 2020-21 and heard in 2021-22.

Fifty-three applications were decided for VIM amend/end applications.

**Table 11: Decisions on applications to amend or end FRAs or orders by community and quarter 1 July 2021 to 30 June 2022**

Number of applications	Qtr 53	Qtr 54	Qtr 55	Qtr 56	Total
Aurukun	4	4	2	2	12
Coen	0	1	0	0	1
Doomadgee	1	0	0	1	2
Hope Vale	1	3	0	0	4
Mossman Gorge	0	0	0	0	0
<b>Total</b>	<b>6</b>	<b>8</b>	<b>2</b>	<b>3</b>	<b>19</b>

**Table 12: Decisions on applications to amend or end voluntary income management agreements by community and quarter 1 July 2021 to 30 June 2022**

Number of applications	Qtr 53	Qtr 54	Qtr 55	Qtr 56	Total
Aurukun	6	26	10	2	44
Coen	0	0	0	1	1
Doomadgee	1	0	0	1	2
Hope Vale	1	1	3	1	6
Mossman Gorge	0	0	0	0	0
<b>Total</b>	<b>8</b>	<b>27</b>	<b>13</b>	<b>5</b>	<b>53</b>

Whether the outcome was successful depended on what the client requested. This year out of the 72 decisions made, 92 percent (66) of all applications were granted, whilst 6 were refused.

Accepted applications to amend or end FRAs or orders were as follows:

- 10 CIM orders ended
  - 1 CIM order and ordered case plan ended
  - 1 CIM order amended from 75% to 60% for the remaining period of the existing order
  - 2 Case plan orders ended.



# Non-financial performance outcomes

Accepted applications to amend or end VIM agreements were as follows:

- 44 VIM agreements ended
- 5 VIM agreements amended from 90% to 60% for the remaining period of the existing agreement
- 2 VIM agreements amended from 75% to 60% for the remaining period of the existing agreement
- 1 VIM agreement amended from 12 months to 6 months for the remaining period of the existing agreement.