



Community operations Mossman Gorge

FRC operations in Mossman Gorge were undertaken by Local Commissioners Loretta Spratt, George Ross-Kelly, Julie-Ann Williams, Zara Ryan, Jarrod Kulka and Daphne Creek, supported by Local Registry Coordinators Willy Smith and Kate Gooding. An account of their operations during the reporting period follows.

Mossman Gorge Commissioners' report

Over the past 12 months our six Local Commissioners have continued their vital decision-making roles, providing support to individuals and families within our community. Throughout the year the team has demonstrated resilience, compassion, and adaptability when working with clients facing challenges.

Through consistent and respectful engagement we have strengthened client trust and encouraged greater participation which has led to positive outcomes around changed behaviours.

Significant achievements

- In 2023-24 with the implementation of client engagement at the start of the 2024 calendar year, we recorded 131 client engagement activities for the remaining six months of the financial year relating to 35 clients. With the shift towards voluntary engagement outside of the conference setting client engagement activities have significantly increased with 208¹ activities recorded in 2024-25 relating to 46² clients.
- The number of family responsibilities agreements to attend a support service increased from 12 in 2023-24 to 15 in 2024-25, an increase of 25%
- Conversely the number of family responsibilities orders to attend a support service decreased from 10 in 2023-24 to 1 in 2024-25, a decrease of 90%.

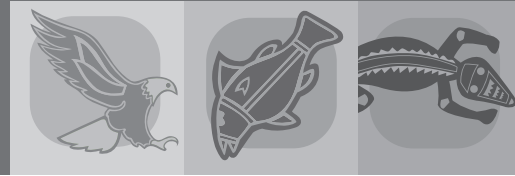
Challenges

Staffing transitions and the reduction in the number of conferences

The lack of a Local Registry Coordinator in the first half of the 2024-25 financial year resulted in a reduction in the number of conferences held in 2024-25, reducing from 44 in 2023-24 to 31 in 2024-25. Despite this we prioritised our conference matters according to the needs of our most vulnerable clients in community.

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1. This figure records the total number of all client engagement activities undertaken in Mossman Gorge by the FRC to support clients outside of conference. These include both contact and non-contact activities. Of these, 6 instances were related to administrative support including preparation for upcoming client engagements and 44 instances involved unsuccessful attempts to engage with a client for the following reasons: medical, no longer living in community, not suitable time, out of the community, in prison, sorry business, substance affected/aggressive and unable to locate.
 2. This figure records the total number of Mossman Gorge community members identified with a client engagement activity outside of conference inclusive of contact and non-contact activities.

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Sorry business

Sorry business continued to affect our community including our conference attendance rate reducing from 65.9% in 2023–24 to 64.5% in 2024–25. Despite the unavoidable impact on both service delivery and school attendance, our team adapted by prioritising cultural sensitivity whilst maintaining essential support where possible.

Lack of accessible DFV perpetrator intervention programs

The Mossman Gorge community has made promising progress in addressing Domestic and Family Violence (DFV). After a concerning rise in previous years, we have seen a continued decline in the numbers of Domestic Violence Orders (DVOs) and Domestic Violence Breaches (DVBs) received by the Commission within jurisdiction, with DVOs decreasing from 17 in 2023-24 to 12 in 2024-25 and DVBs decreasing from 12 in 2023-24 to 10 in 2024-25. While the reductions in the numbers of DVOs and DVBs are encouraging, we continue to call for culturally appropriate and accessible perpetrator intervention programs that align with strengthened legislation, enacted on 1 August 2023, under the *Domestic and Family Violence Protection (Combating Coercive Control) and Other Legislation Amendment Act 2023*.

School attendance

We remain committed to working on improving school attendance. A key challenge remains the re-engagement of long-term disengaged students, often without access to bridging programs. We continue to connect families with parenting support services, encouraging the development of routines and positive behaviour at home.

In preparation for the 2025 school year we compiled a list consisting of four children who were eligible to commence Prep and worked with the parents to actively encourage enrolment. Three of the four children who were eligible for Prep were successfully enrolled in school for the start of the 2025 school year, contributing to the national Closing the Gap target of 95% preschool enrolment. The remaining child and their family moved to Cairns and we have no further information.

Other community matters

Client Engagement

The Client Engagement approach is proving highly effective providing an avenue through which informal interactions and home visits have fostered a deeper trust with clients and supported their journey towards behavioural change. Voluntary participation in referrals and income management continues, reinforcing the value of this model in promoting personal responsibility.

Elevated School Response

Our Elevated School Response, co-designed with parents and local schools, continues to deliver positive outcomes. We implemented early intervention strategies ahead of the start of the school year and received encouraging feedback from both clients and educators.



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Whole of community approach

The recommencement of monthly inter-agency complex case management meetings has strengthened our community network. These meetings bring together stakeholders to support families facing complex issues, ensuring no one falls through the cracks. This collaborative model continues to yield practical solutions and timely support.

The next 12 months

As Mossman Gorge Local Commissioners, we are proud of the progress made through the Client Engagement approach. Feedback from our clients, reaffirms its impact continues to empower individuals helping them to restore socially responsible behaviours.

In the coming year, we will continue to build on this momentum, strengthening partnerships, supporting families, and responding to community needs with dedication and care. Together, we remain committed to creating positive, lasting change.