



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 Queensland Government's Objectives for the Community:

Safety where you live

Making Queensland safer with stronger laws, better-equipped courts and more police with better tools, while restoring consequences for actions, fixing our Child Safety system, ensuring early intervention and a bigger focus on rehabilitation, giving victims more rights and better support, and taking critical action to arrest skyrocketing rates of domestic and family violence.

Health services when you need them

Restoring health services when Queenslanders need them most through transparent and targeted investment with real-time data, boosting frontline health services, driving resources where they're needed most, improving our EDs, reopening regional maternity wards, fast-tracking access to elective surgeries, and helping patients to be seen faster.

A better lifestyle through a stronger economy

Growing our economy to drive down the cost of living and give Queenslanders a better lifestyle and a place to call home, by respecting your money and reinstating the Productivity Commission, growing the economy in our regions, backing small and family business, boosting home ownership, easing pressure on rents, ensuring affordable and reliable energy and public transport, taking care of Queensland's vital existing and emerging industries, delivering more community housing and homelessness services, and boosting women's economic security.

A plan for Queensland's future

Planning for Queensland's future, by building the roads and infrastructure needed for a growing population – including a safer Bruce Highway, putting more teachers in safer schools and preparing young Queenslanders for the future, conserving our pristine environment that draws visitors from across the world, improving water security, and delivering a world-class Olympic and Paralympic Games that leaves a positive legacy for Queenslanders.

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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 who have complex needs.

In meeting this challenge, the Commission works with community-based service providers and partner agencies with statutory requirements under the FRC Act¹ and the Department of Women, Aboriginal and Torres Strait Islander Partnerships and Multiculturalism (DWATSIPM), as part of a linked service system to achieve individualised client outcomes.

In doing so the FRC complements several Queensland Government strategies and reforms including the 'Our Way' strategy and 'Breaking Cycles' action plan. The Strategy outlines building 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.

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 2024 to 30 June 2025. This data, additional to the statistical information cited elsewhere in this report, is used by the FRC's EMT to monitor the organisation's progress in achieving the main objectives of the Strategic Plan 2023-2027.

The FRC knows its clients and communities.

From 1 July 2024 to 30 June 2025, the Commission received a total of 6,831 agency notices for which jurisdiction could be determined across a range of notifiable behaviours of which 4,595 notices relating to 1,145 clients were within jurisdiction, comprising:

Table 1: In jurisdiction notices by community and quarter 1 July 2024 to 30 June 2025

Number of notices	Qtr 65	Qtr 66	Qtr 67	Qtr 68	Total
Aurukun	514	506	418	459	1,897
Coen	58	41	87	28	214
Doomadgee	358	351	324	350	1,383
Hope Vale	259	225	207	222	913
Mossman Gorge	36	50	41	61	188
Total	1,225	1,173	1,077	1,120	4,595

1. Department of Education, Department of Families, Seniors, Disability Services and Child Safety, Department of Housing and Public Works, Department of Justice and Attorney-General (Queensland Courts) and the Queensland Police Service.



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Table 2: In jurisdiction notices by type and community 1 July 2024 to 30 June 2025

Type of notice	AU	CO	DM ²	HV	MG	Total
Supreme Court	0	0	0	0	0	0
District Court	33	4	0	7	2	46
Childrens Court	115	0	0	1	9	125
Magistrates Court	718	83	0	184	55	1,040
Domestic Violence Breach	42	5	0	45	10	102
Domestic Violence Order	119	20	0	63	12	214
School Attendance	782	84	1,322	560	96	2,844
School Enrolment	6	0	1	2	0	9
Child Safety and Welfare						
Child Concern Reports	67	18	46	30	4	165
Finalised Child Protection Investigations	15	0	14	13	0	42
Housing Tenancy	0	0	0	8	0	8
Total	1,897	214	1,383	913	188	4,595

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

- Aurukun (AU) received 1,897 notices relating to 471 clients (249 female and 222 male)
- Coen (CO) received 214 notices relating to 74 clients (36 female and 38 male)
- Doomadgee (DM) received 1,383 notices relating to 278 clients (194 female and 84 male)
- Hope Vale (HV) received 913 notices relating to 268 clients (137 female and 131 male)
- Mossman Gorge (MG) received 188 notices relating to 54 clients (27 female and 27 male).

2. Agency notices for the community of Doomadgee are presently received from the Department of Education and the Department of Families, Seniors, Disability Services and Child Safety only.

Non-financial performance outcomes



Table 3: In jurisdiction notices by type and quarter 1 July 2024 to 30 June 2025

Type of notice	Qtr 65	Qtr 66	Qtr 67	Qtr 68	Total
Supreme Court	0	0	0	0	0
District Court	16	11	14	5	46
Childrens Court	0	0	24	101	125
Magistrates Court	319	294	247	180	1,040
Domestic Violence Breach	29	39	16	18	102
Domestic Violence Order	53	36	69	56	214
School Attendance	749	732	652	711	2,844
School Enrolment	1	6	0	2	9
Child Safety and Welfare	58	55	53	41	207
Housing Tenancy	0	0	2	6	8
Total	1,225	1,173	1,077	1,120	4,595

Notices received by the Commission which were unable to be accessed for jurisdiction

From 1 July 2024 to 30 June 2025 the Commission received a further 16 notices for which jurisdiction could not be assessed:

- 9 Childrens Court notices could not be assessed for jurisdiction due to a lack of parent information provided by the Court. The Commission was unable to generate a SA Personal Information Disclosure (PID) for the child record as they were under 16 and not receiving a welfare payment
- 7 Magistrates Court notices relating to one client for which jurisdiction could not be assessed. SA has the client record listed as 'restricted' and due to changes in SA policy the Commission is no longer granted temporary access to generate a PID. The PID lists address information and welfare payment eligibility used to assess whether the client is within jurisdiction at the time the Commission received the notice.

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 858 clients (75%) were notified to the Commission with only one type of notice, whilst the remaining 287 clients (25%) received more than one type of notice.

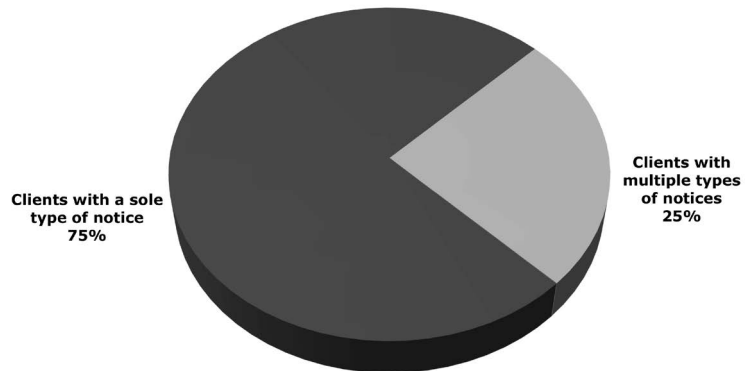


Non-financial performance outcomes

Table 4: FRC clients by the number of types of notices 1 July 2024 to 30 June 2025

Number of types of notices received	Number of clients
1	858
2	217
3	62
4	6
5	2
Total	1,145

Client allocation based on single and multiple types of notices 2024-25



Graph 6: Client allocation based on single and multiple types of notices 1 July 2024 to 30 June 2025

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

- 40% received a School Attendance (EQ) notice
- 18% received a Magistrates Court (MAG) notice
- 8% received a Domestic Violence Order (DVO) notice
- 5% received a Child Safety and Welfare (CS) notice
- 1% received a Domestic Violence Breach (DVB) notice
- 1% received a Childrens Court (CHI) notice and
- 1% received a District Court (DIS) notice.

The remaining sole notices received for Commission clients were 2 clients with a School Enrolment Breach (SEN) notice and 4 clients with a Housing Tenancy Breach (HT) 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 287 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 2024 to 30 June 2025

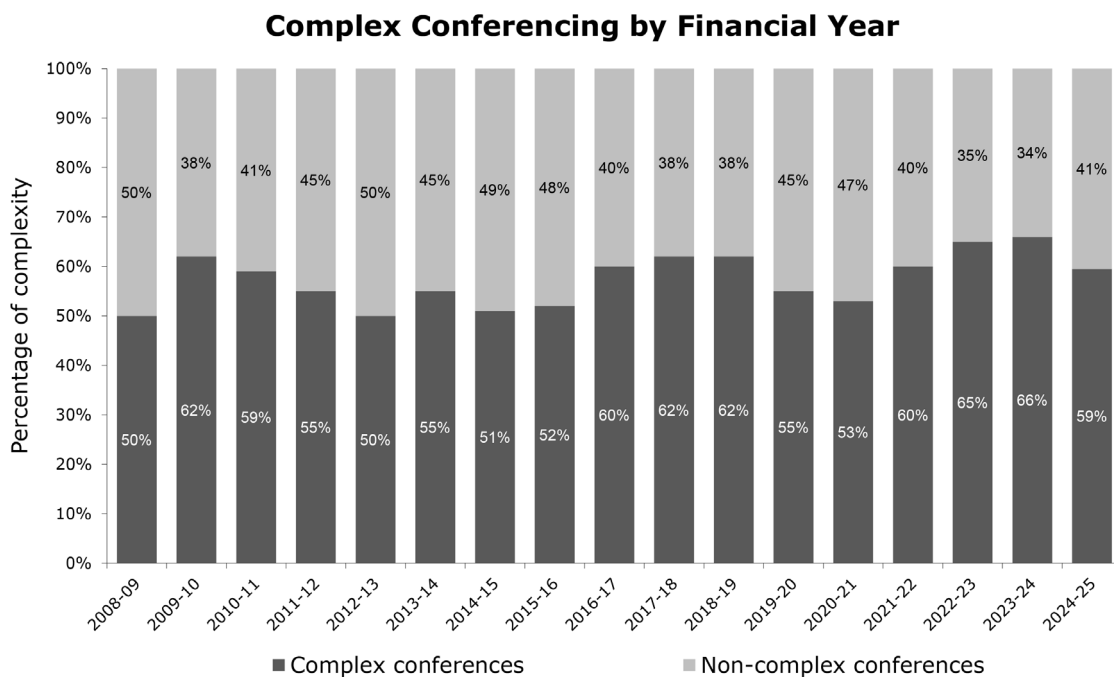
Type of notice/s ³	Number of clients	Type of notice/s ³	Number of clients
CHI,CS,DVO	1	CS,HT	1
CHI,CS,DVO,EQ,MAG	1	CS,MAG	8
CHI,CS,EQ	1	DIS,DVB	2
CHI,CS,MAG	1	DIS,DVB,MAG	1
CHI,EQ	1	DIS,DVO,MAG	1
CHI,EQ,MAG	6	DIS,EQ	2
CHI,MAG	2	DIS,MAG	1
CS,DIS	1	DVB,DVO	5
CS,DVB	2	DVB,DVO,EQ	1
CS,DVB,DVO,EQ,MAG	1	DVB,DVO,MAG	11
CS,DVB,DVO,MAG	2	DVB,EQ	2
CS,DVB,EQ,MAG	2	DVB,EQ,MAG	4
CS,DVB,MAG	3	DVB,MAG	24
CS,DVO	7	DVO,EQ	6
CS,DVO,EQ	2	DVO,EQ,MAG	5
CS,DVO,EQ,MAG	2	DVO,MAG	50
CS,DVO,MAG	2	EQ,HT	2
CS,EQ	54	EQ,MAG	44
CS,EQ,HT	1	EQ,SEN	2
CS,EQ,MAG	20	MAG,SEN	1
CS,EQ,SEN	2		
Total			287

3. Descriptions for each type of notice acronym can be found in the glossary.



Non-financial performance outcomes

Most FRC conferences respond to high levels of complexity in terms of client needs. The FRC primarily deals with clients who suffer multiple and entrenched forms of disadvantage. Within this cohort there are clients who experience extreme complex disadvantage and are also unable or reluctant to seek support. In addition to the substantial work and preparation undertaken before every conference, the most complex matters represent a further 'step up' in the related workload. Conferencing such clients makes higher demands of the FRC to respond. The FRC has experienced a decrease in the percentage of conferences conducted that are considered complex (whether it is multiple notices of the same type or multiple types of different notices) in 2024-25 compared to the prior three financial years.



Graph 7: Complex conferencing by financial year

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

Conferencing

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 2024 to 30 June 2025 a total of 787 conferences were held relating to 441 clients.

Conferences during the financial year resulted in 190 agreements to attend community support services (a decrease of 33% from 2023-24), 102 orders made to attend community support services (an increase of 2% from the previous reporting period) and 36 CIM orders issued (a 33% decrease from the previous reporting period).

Non-financial performance outcomes

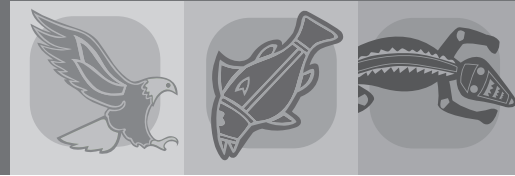


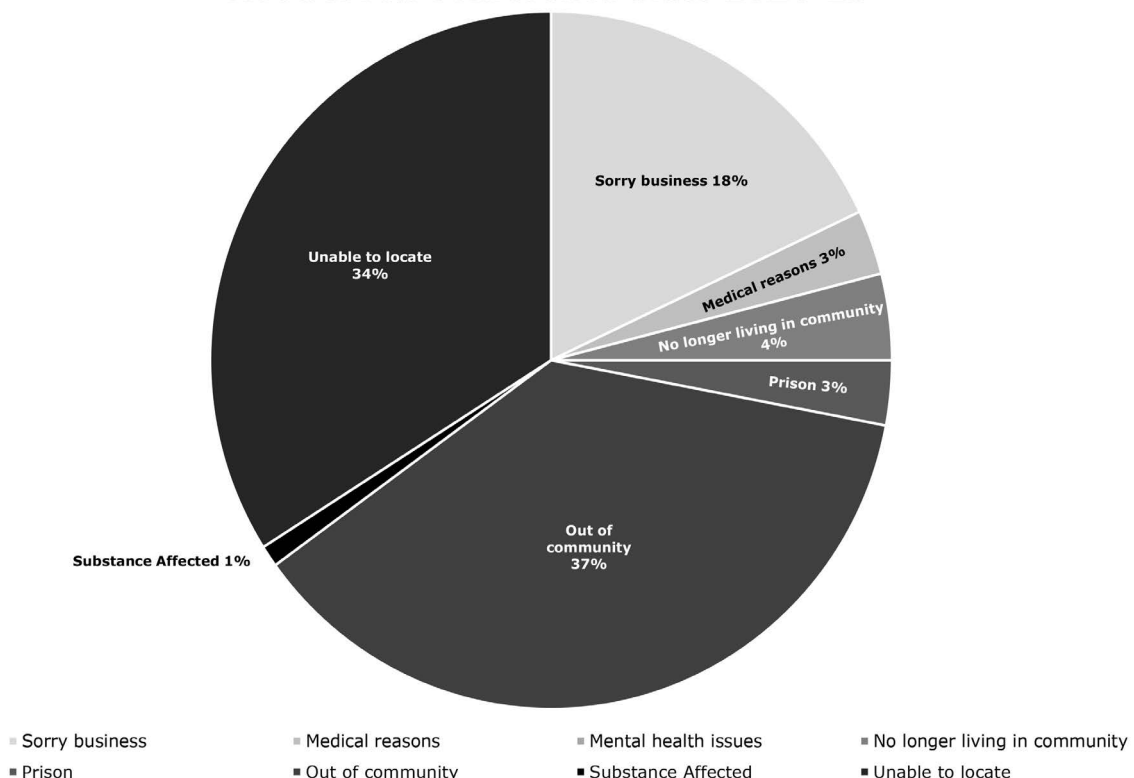
Table 6: Conferences by community and quarter 1 July 2024 to 30 June 2025

Conferences	Qtr 65	Qtr 66	Qtr 67	Qtr 68	Total
Aurukun	64	70	39	92	265
Coen	7	8	5	4	24
Doomadgee	75	69	73	84	301
Hope Vale	26	39	54	47	166
Mossman Gorge	4	10	3	14	31
Total	176	196	174	241	787

As a subset of the total number of conferences conducted for the financial year, 171 DV-related conferences were conducted in Aurukun, Coen, Hope Vale and Mossman Gorge, a decrease of 19% from 2023-24.

In addition to the conferences held above in table 6 there were a further 478 instances in 2024-25 where a client was not served a notice to attend conference for the following reasons: medical, mental health reasons, no longer living in community, not suitable time, out of the community, in prison, sorry business, substance affected/aggressive and unable to locate. The most frequent reason for not serving was “out of community” (37%), followed by “unable to locate” (34%) and “sorry business” (18%).

Not Served Conference Slots 2024-25



Graph 8: Not served conference slots from 1 July 2024 to 30 June 2025



Non-financial performance outcomes

Client Engagement

Conferencing is only one avenue of engaging with a client. From 1 July 2024 to 30 June 2025 1,796⁴ CEs were conducted outside of conference with either the client, stakeholder or both relating to 721 clients supported. CEs during the financial year resulted in 79 VIMs and 173 VCPs.

Table 7: CE engagement with either the client, stakeholder or both (excluding non-contact engagements) by community and quarter 1 July 2024 to 30 June 2025

Client Engagements	Qtr 65	Qtr 66	Qtr 67	Qtr 68	Total
Aurukun	120	136	363	259	878
Coen	0	27	44	70	141
Doomadgee	87	15	46	90	238
Hope Vale	37	10	160	174	381
Mossman Gorge	15	25	62	56	158
Total	259	213	675	649	1,796

In addition to the CEs held in 2024-25 (see table 7 above) there was 543 non-contact CE activities with 50 instances related to administrative support, such as preparation for upcoming CEs and 493 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. The most frequent reason for non-engagement was “unable to locate” (34%), followed by “out of community” (24%) and “sorry business” (18%).

Clients on conditional income management

From 1 July 2024 to 30 June 2025, there were a total of 36 CIMs (a decrease of 33% from 54 CIMs in 2023-24) relating to 33 clients.

As at 30 June 2025, there were 9 clients subject to a CIM with 44% at 60 percent, 44% at 75 percent and 44% for a 6 month duration. As a subset of the total number of CIMs in the financial year, 11 CIMs were made at conference in relation to DV notifying behaviours.

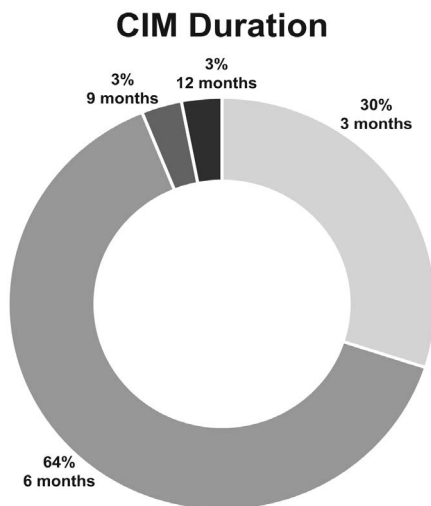
The statistical information provided in graphs 9 and 10 demonstrates the FRC’s continued use of CIM is proportionate to the client’s circumstances and that CIM is used to encourage personal responsibility with terms and percentages of CIM orders and agreements adjusted according to the client’s progress or lack thereof. During the 2024-25 reporting period, 53% of CIM orders and agreements quarantined 60 percent, 36% of CIM orders and agreements quarantined 75 percent and 11% of CIM orders and agreements quarantined 90 percent of a client’s welfare payment. During the same period 30% were for a period of 3 months, 64% for a period of 6 months and 3% for a period of both 9 and 12 months.

4. In 2024-25 there was a total of 2,339 CE activities undertaken by the FRC to support clients outside of conference inclusive of contact and non-contact activities relating to 840 clients.

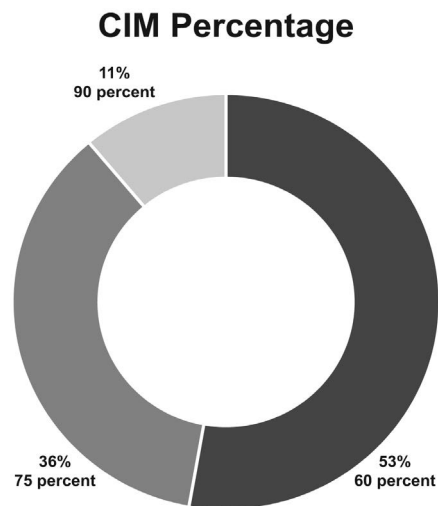
Non-financial performance outcomes



The Commission processed the 36 CIMs issued in 2024-25 as follows:



Graph 9: Breakdown of SmartCard CIMs by duration 1 July 2024 to 30 June 2025



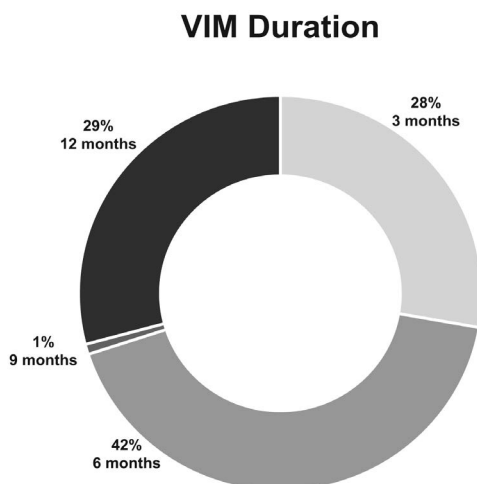
Graph 10: Breakdown of SmartCard CIMs by percentage 1 July 2024 to 30 June 2025

Clients on voluntary income management

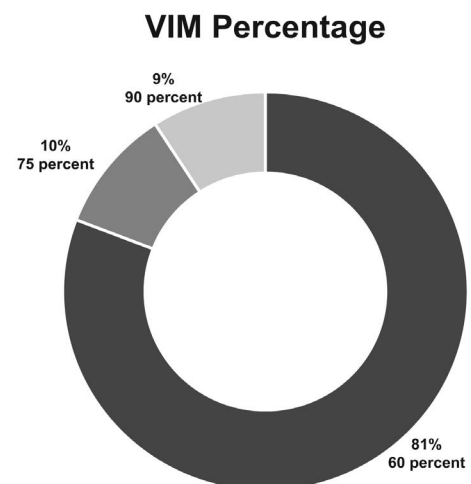
The Commission processed 97 VIM agreements (a decrease of 16% from the 115 VIMs in 2023-24) for 89 clients.

Since the commencement of the Commission, 432 clients (274 female and 158 male) have had an active VIM agreement. As at 30 June 2025, there were 67 clients on a VIM, with 81% at 60 percent and 40% for a 6 month duration and 40% for a 12 month duration.

During the 2024-25 reporting period, 81% of VIMs quarantined 60 percent of a client's welfare payment. During the same period, 28% were for a period of 3 months, 42% were for a period of 6 months, 1% was for a period of 9 months and 29% were for a period of 12 months.



Graph 11: Breakdown of SmartCard VIMs by duration 1 July 2024 to 30 June 2025



Graph 12: Breakdown of SmartCard VIMs by percentage 1 July 2024 to 30 June 2025



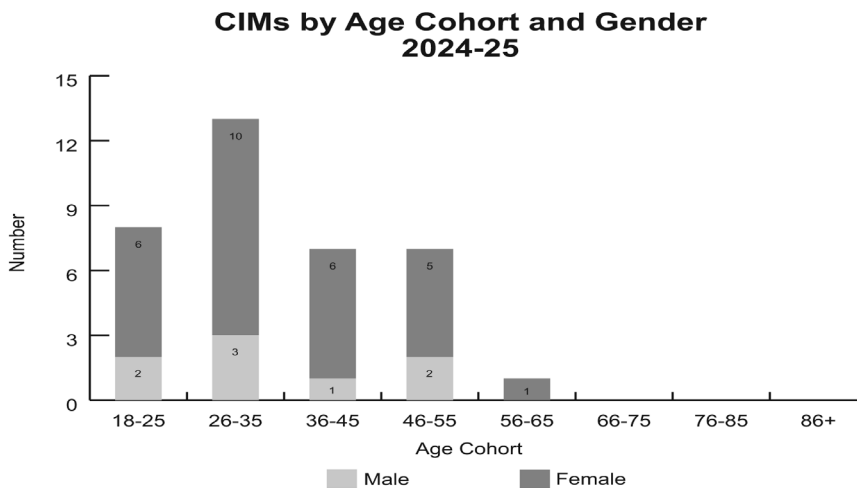
Non-financial performance outcomes

Conditional and voluntary income management age and gender breakdown

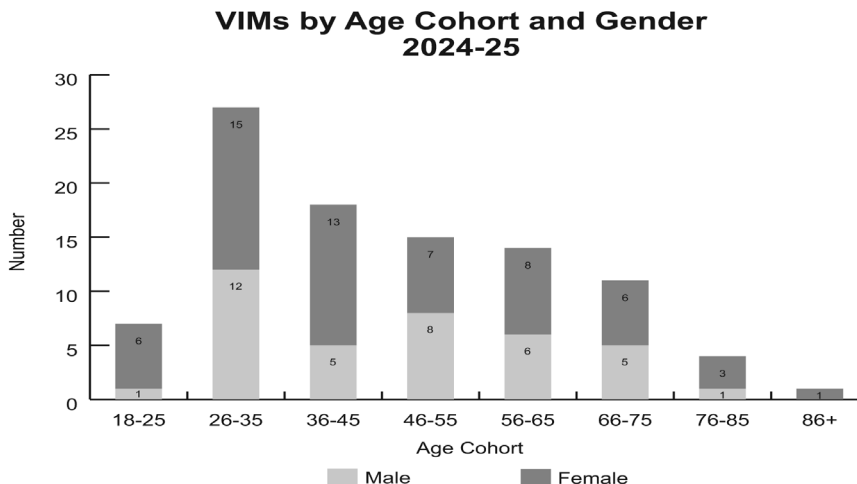
During 2024-25 most community members conditionally income managed by the FRC were in the 26-35 year age group, and females accounted for 78% of all the CIM orders and agreements. For the 28 CIMs relating to females, 79% related to children in some capacity, whether it was for a notice regarding school attendance or school non-enrolment, or for a notice regarding child safety and welfare. For the 8 CIMs relating to males, 25% related to children in some capacity. These figures correlate to the often-female role of caregiver in the family structure.

The age ranges of clients exercising the option for VIM spanned all age cohorts from 18 to 86+. Again, females represented the majority of all VIM agreements at 61%.

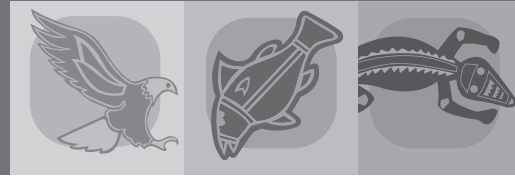
Graph 13: Breakdown of SmartCard CIMs by age cohort and gender 1 July 2024 to 30 June 2025



Graph 14: Breakdown of SmartCard VIMs by age cohort and gender 1 July 2024 to 30 June 2025



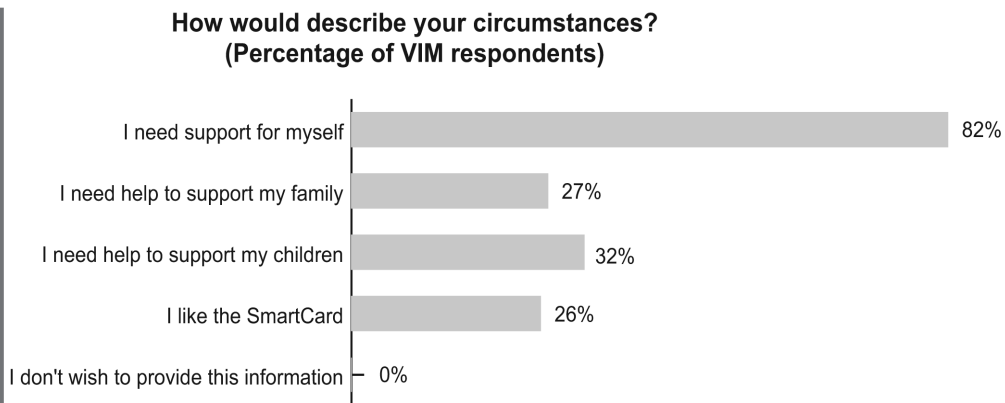
Non-financial performance outcomes



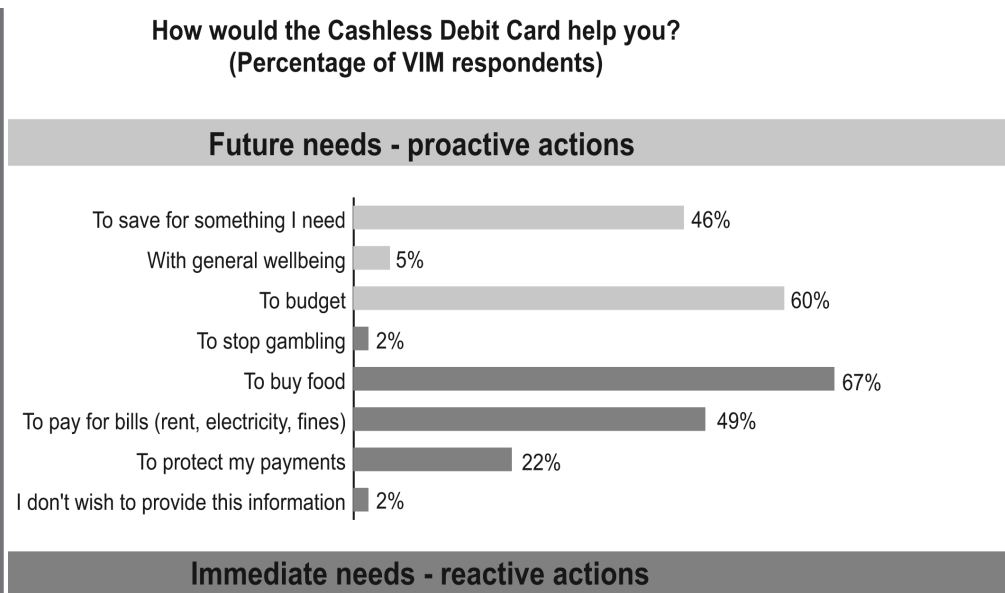
Voluntary income management respondent reasons⁵

Since the introduction of the CDC and its replacement, the SmartCard, the FRC has recorded the reasons and circumstances of those requesting a VIM. During 2024-25 the primary reasons for applying for a VIM (reactive perspective) were to address the immediate need of buying food (67%) and to pay for bills (49%). The primary reasons for applying for a VIM from a proactive perspective were to set up a budget (60%) and save for something the client needed, e.g. a fridge or washing machine (46%). Circumstances given by the VIM participants when applying for the card were primarily to support themselves (82%), followed the need to support their children (32%) and the need to support their family (27%).

Graph 15: Breakdown of SmartCard VIMs by circumstances 1 July 2024 to 30 June 2025



Graph 16: Breakdown of SmartCard VIMs by reasons 1 July 2024 to 30 June 2025



5. A client may choose one or more options to reflect their individual reasons and circumstances in participating in voluntary income management and therefore the percentage is derived by using the number of VIM agreements as the divisor.



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 2024-25 a grand total of 528 referrals were put in place (inclusive of referrals from FRAs, orders and VCPs) relating to 391 clients.

As a subset of the above, during this reporting period 342 referrals were made (inclusive of FRAs and orders) to attend support services for 267 clients.

Table 8: FRC conditional referral pathways by referral type and quarter 1 July 2024 to 30 June 2025

Referral type	Qtr 65	Qtr 66	Qtr 67	Qtr 68	Total
Aurukun Shire Council	0	0	0	2	2
Bamanga Bubu Ngadimunka	0	0	1	0	1
Cape York Employment	0	2	3	2	7
Coen Regional Aboriginal Corporation	1	4	1	0	6
Cooktown District Community Centre	8	9	9	10	36
Gungarde (Family Wellbeing Services)	0	1	1	2	4
Mossman Elders Justice Group	0	3	0	0	3
Mossman Support Services	0	0	0	2	2
MPower	8	17	10	11	46
My Pathway	1	0	1	0	2
RAATSICC	0	0	0	2	2
Royal Flying Doctor Service	0	0	1	1	2
54 Reasons/Save the Children	0	5	5	6	16
School Attendance Officer	18	30	14	34	96
TCHHS – Cape Mental Health	1	0	0	0	1
Wellbeing Centre - Apunipima	22	41	18	32	113
Wellbeing Centre - NWRH	1	0	1	1	3
Total	60	112	65	105	342

The number of referrals from FRAs and orders for the financial year represents a decrease of 28% from the previous reporting period of 472 referrals. As a subset of the total number of these referrals, 101 referrals were made in relation to DV conferences.

A further 186 voluntary referrals (a decrease of 2% from the 190 reported in 2023-24) to attend support services were requested from 158 clients (an increase of 4% from the 152 clients in 2023-24).

Non-financial performance outcomes



Table 9: FRC voluntary referral pathways by referral type and quarter 1 July 2024 to 30 June 2025

Referral type	Qtr 65	Qtr 66	Qtr 67	Qtr 68	Total
Aurukun Shire Council	0	1	6	1	8
Cairns Community Legal Centre	0	0	0	1	1
Cape York Employment	0	0	3	1	4
Coen Regional Aboriginal Corporation	0	0	2	3	5
Cooktown District Community Centre	3	0	9	1	13
Gungarde (Family Wellbeing Services)	0	0	0	1	1
MPower	2	9	30	21	62
RAATSICC	0	0	1	0	1
Royal Flying Doctor Service	0	0	0	1	1
School Attendance Officer	1	1	13	10	25
TCHHS – Cape Mental Health	1	0	0	2	3
Wellbeing Centre - Apunipima	7	11	31	13	62
Total	14	22	95	55	186

Show Cause hearings are another tool available to hold clients accountable.

From 1 July 2024 to 30 June 2025 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.

Similar to the 2023-24 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:

- limitations on availability of support services on the ground
- capacity of support services to accept and deal with the existing number of referrals from the FRC
- lack of confirmation from support services in some cases that client engagement has been attempted
- limited, (or no) information from which to proceed on a Show Cause for non-compliance
- ability to implement a CIM order at 90% to address non-compliance.

The need to conduct Show Cause assessments has also been diverted as a result of the number of clients demonstrating proactive steps to take personal accountability for their actions and commit to a journey towards self-improvement. This is 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 and voluntary referrals.



Non-financial performance outcomes

Applications to amend/end agreements or orders

From 1 July 2024 to 30 June 2025, 29 applications relating to 25 clients (18 females and 7 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 2024 to 30 June 2025

Number of applications	Qtr 65	Qtr 66	Qtr 67	Qtr 68	Total
Aurukun	3	2	0	7	12
Coen	0	0	2	1	3
Doomadgee	2	0	0	1	3
Hope Vale	3	4	1	1	9
Mossman Gorge	1	1	0	0	2
Total	9	7	3	10	29

Application decisions

From 1 July 2024 to 30 June 2025, a total of 24 applications were decided:

- 7⁶ applications for FRAs and orders
- 17 applications for VIMs.

Out of the 24 decisions made, 83% (20) of all applications were granted, whilst 4 were refused because the statutory requirements were not met.

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

- 4 CIM orders ended
- 1 CIM order amended.

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

- 12 VIM agreements ended
- 1 VIM agreement amended from 60 percent to 75 percent for the remaining period of the existing agreement
- 2 VIM agreements amended from 75 percent to 60 percent for the remaining period of the existing agreement.

6. Inclusive of one application to end a CIM made under a decision by order (s69 of the FRC Act) which did not proceed to a hearing as the client was out of community and could not be served the notice to attend the hearing. After a period of two months had elapsed the application was refused under section 101 of the FRC Act.