ANNUAL REPORT 09

Annual Report 2008-09

Family Responsibilities Commission

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FAMILY RESPONSIBILITIES COMMISSION

Family Responsibilities Commission

Cairns Commonwealth Centre
Level 2, 107 Lake Street, Cairns
PO Box 5438, Cairns Qld 4870
Ph: 07 4057 3870
Fax: 07 4041 0974

Letter of Compliance
21 August 2009

The Honourable Desley Boyle MP
Minister for Local Government and Aboriginal and Torres Strait Islander Partnerships
Level 18, Mineral House
Brisbane Qld 4001

Dear Minister

I am pleased to present the Annual Report 2008-09 for the Family Responsibilities Commission.

I certify that this Annual Report complies with:

- the prescribed requirements of the Financial Administration and Audit Act 1977 and the Financial Management Standard 1997, and
- the detailed requirements set out in the Annual Reporting Guidelines for Queensland Government Agencies.

A checklist outlining the annual reporting requirements can be accessed at www.frcq.org.au after 31 October 2009.

Yours sincerely

David Glasgow
Commissioner
Family Responsibilities Commission

Communication Objective

The Annual Report of the Family Responsibilities Commission summarises the Commission and its financial and corporate performance for the period from 1 July 2008 to 30 June 2009.

Only limited copies of this Annual Report will be available in hard copy. To obtain a copy please contact:

Family Responsibilities Commission
PO Box 5438
Cairns QLD 4870
Ph: (07) 4057 3870
Fax: (07) 4041 0974

Alternatively you can visit the following website:
www.frcq.org.au

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Introductory Details

“To restore social norms to our people and our kids and communities, we need people willing and able to uphold those norms and fight for them. That’s how I see the role of the Commission, defending and restoring social norms that existed before. It’s going to be tough, but there’s two sides to caring – being tough and being compassionate, and we have to find out how to bring them together.”

Noel Pearson Director, Cape York Institute

Introductory Details

About the Family Responsibilities Commission

Our Vision

To support community members through a legislative framework to seek and receive access to appropriate support services that allow welfare reform areas to restore the social fabric of their communities.

Our Purpose

As a key plank of Cape York Welfare Reform (CYWR), the *Family Responsibilities Commission Act 2008 (Qld*) established the Family Responsibilities Commission (the Commission). The Commission commenced operations on 1 July 2008. The Commission is an initiative of the partnership between the four Cape York communities of Aurukun, Hope Vale, Mossman Gorge and Coen, the Queensland and Australian Governments and the Cape York Institute for Policy and Leadership. Our aim is to:

To achieve this, the Family Responsibilities Commission has been established to:

(a) hold conferences about agency notices; and

(b) deal with the matters to which the notices relate in a way that

  (i) encourages community members to engage in socially responsible standards of behaviour; and

  (ii) promotes the interests, rights and wellbeing of children and other vulnerable persons living in a welfare reform community area.

Conferences are convened by a legally qualified Commissioner, and two Local Commissioners, who are elders or respected community members. Commissioners listen to people, discuss their problems and encourage people to take steps or seek help to improve their lives.

Introductory Details

Our Challenge

The four welfare reform communities are culturally unique and geographically remote. Our challenge is to work collaboratively with Australian, Queensland and Local Government agencies, community organisations and non-government service providers towards integrated service delivery to engage, empower and enable individuals, families and the wider community to make positive and lasting change.

The role of the Commission is to support the rebuilding of satisfactory social structures in CYWR communities by:

- listening to people and talking about their problems
- rebuilding local authority and promoting respect
- outlining community values and expected behaviour
- determining appropriate actions to address the dysfunctional behaviour
- referring individuals to community support services
- issuing income management notices about particular individuals, so that a percentage of certain income support and family payments can be spent on priority goods and services such as food, housing, clothing, education and health care.

Our Objectives

Objective 1

The restoration of socially responsible standards of behaviour and local authority in welfare reform community areas

Objective 2

Encourage people to resume primary responsibility for the wellbeing of their community and the individuals and families of the community

Objective 3

Strengthen collaborative cross agency partnerships with service providers to the welfare reform communities

Our Operating Process - Notification, Assessment, Conferencing

The Commission applies to all community members who are welfare recipients who reside or have lived in the communities of Aurukun, Hope Vale, Coen and Mossman Gorge for 3 months since 1 July 2008.

The Commission receives agency notifications from a range of government departments, authorities and the Magistrates Courts if:

- a person's child is absent from school three times in a school term, without reasonable excuse
- a person has a child of school age who is not enrolled in school without lawful excuse
- a person is the subject of a child safety report
- a person is convicted of an offence in the Magistrates Court or
- a person breaches his or her tenancy agreement

After receiving agency notices about welfare recipients living in the welfare reform communities, they are assessed to determine whether the person is within the Commission's jurisdiction. After determining jurisdictional authority, the Commission may decide to hold a conference with the person. At the conference, the person and the Commissioners talk and discuss next steps. Sometimes formal actions are agreed that are recorded and monitored in case plans.

Commissioner Glasgow's Message

I acknowledge the Traditional Owners of this country and pay my respects to the Elders, both past and present.

The Family Responsibilities Bill 2008, introduced into the Queensland Parliament on 26 February 2008 by the Premier the Honourable Anna Bligh, was passed with bi-partisan support on 13 March 2008 and was signed into law by the Governor of Queensland on that day.

In introducing the Bill to Parliament, Premier Anna Bligh said,

"This is a groundbreaking trial, unique in the world. It will be a significant departure from the policies that have been tried in the past. The bill establishes the Family Responsibilities Commission as the driving force in changing local social norms and behaviour. It will directly link improved care for children to welfare and other government payments."

On my appointment as Family Responsibilities Commissioner on 25 April 2008, I commenced the task with the Registrar Ms Tammy Sovenyhazi of establishing the Commission as an operating entity in Cairns and in the four welfare reform communities of Aurukun, Coen, Hope Vale and Mossman Gorge. Local Commissioners for each community were appointed by the Governor in Council in early July 2008.

The first 12 months of the Family Responsibilities Commission has been a challenging, busy and productive time for Commissioners and our staff.

It has been an interesting journey for us all. We are driven by our desire to improve the lives of the children of Cape York and to create communities in which children thrive. The Commission aims to support the people of Cape York to achieve good relationships and to fulfill their hopes for a good life for themselves, their friends and kin. I believe if people have hope, faith and support, they can transform their own lives and those of others around them. Every week, my fellow Commissioners and people who we meet in conference, provide grounds for me to hold firm to this deep conviction.

Conferencing commenced on 12 August 2008 and since then the Commission has circuited fortnightly to Aurukun, Coen, Hope Vale and Mossman Gorge, changing to monthly conferences in Coen from early 2009.

In addition to commencing conferences within six weeks of opening our Cairns office and regional offices in each community, our first months were committed to establishing business systems, recruiting and training staff and developing policy and procedures to support our operations.

Commissioner Glasgow's Message

The process by which our objectives are hoped to be achieved is by the Commission holding conferences in response to Queensland Government agency notices. The Commission, sitting in a conference of myself and two Local Commissioners, meets with the person, listens to them and shares thoughts about how to improve their wellbeing and that of their children and family.

Local Commissioners have chaired conferences since November 2008. Many conferences are held in the preferred Indigenous language of the person we are meeting. The Local Commissioners set high standards of responsibility and concern for their fellow community members, in conference and in the course of their daily lives. Over the past 12 months, I have seen every Local Commissioner grow as a leader. I believe their fellow community members respect them as serious and considered decision makers.

Acknowledgements

The Commission is rebuilding social norms in Cape York by strengthening local authority and determining appropriate actions to address dysfunctional behaviour. Improving norms of co-operation, respect and putting the needs of children first are challenges for members of the communities, as well as for governments and service providers.

I pay tribute to my fellow Commissioners, our partners and community support services who have worked closely with us to establish an integrated service system.

Our joint commitment to assist and encourage the people of Cape York to help themselves to a better life and stronger, safer communities means that we will continue to take the hard yards together.

I thank my Registrar Tammy Sovenyhazi and our staff—past and current—who have worked often beyond the call of duty to get the Commission up and running. My thanks also to Magistrate Wendy Cull who acted as Deputy Commissioner in my absence whilst I was on leave in June.

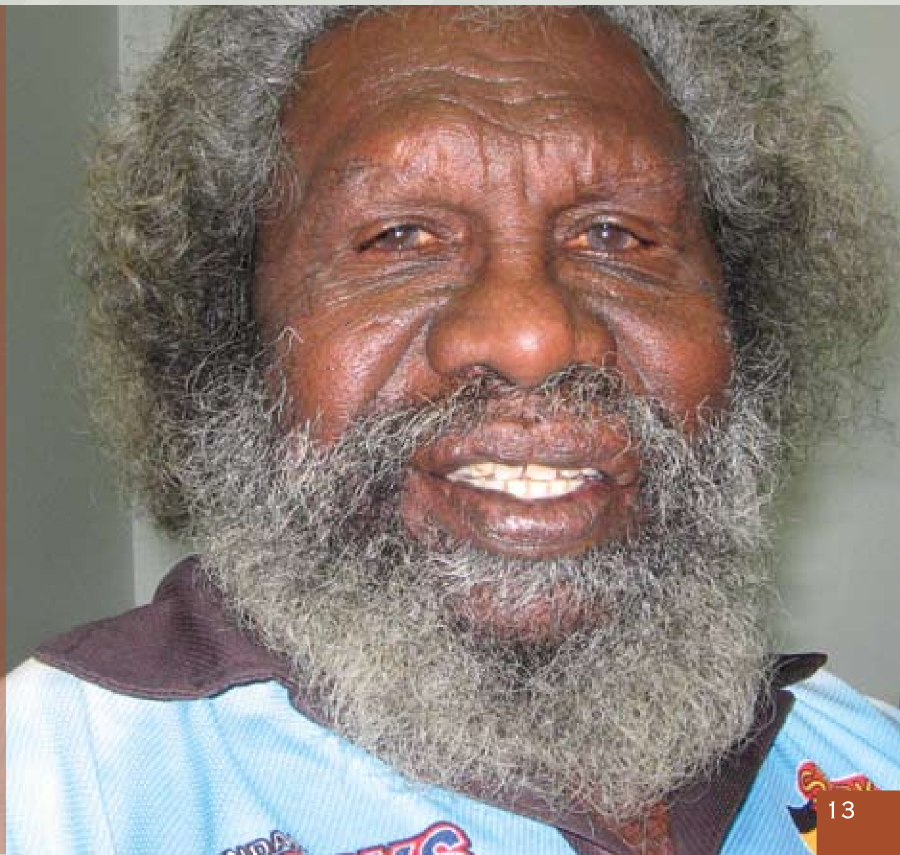
The Commission acknowledges the support of the people of Aurukun, Coen, Hope Vale and Mossman Gorge – who want change, who work towards change and who have supported the Commission as an "agent of change".

David Glasgow
Family Responsibilities Commissioner

Aurukun Commissioners Report

This year has been very challenging. However, now we are more aware of the process and what is required and we are wearing the responsibilities like old shoes. We are confident when people approach us for explanations that we can answer their questions. Being Commissioners in the community has bought new responsibilities and we are very proud of our achievements and we hope we are leading by example. There are many good news stories coming out of Aurukun. The Commission is changing lives.

The Commission is helping community people in many other ways and more than we thought initially we would. People are now coming forward asking for assistance. Some are entering into voluntary income management because they can see the benefits that come with it. Children are now attending school in greater numbers and their parents are at home looking after them because the Tavern is closed. The children are getting a good night's sleep because currently there are no all night parties and loud music. Because money is not being spent on alcohol the children are being better cared for and clothing and food is being provided for them. The Commission is sitting in Aurukun twice a month now, however due to the number of notifications being received we can see the need to increase the number of sittings per month, which will be a new challenge as all the Local Commissioners hold full time employment.



Local Commissioners Year in Review

Coen Commissioners' Report

We're not in top gear yet but we are moving forward and learning a lot along the way, we are showing our people a new path and together with our service providers we need to set one direction that is best for all.

Change is a huge task on its own. All changes in Cape York Welfare Reform have been positive and we are pleased that many of our clients have taken advantage of the initiatives through Family Responsibility Agreements and Cape York Welfare Reform such as a Dry Place, Pride of Place, Student Education Trusts, FIM, Industry Training Education Council (ITEC) and the services of the Wellbeing Centre.

We have travelled to Cairns for training with Child Safety and have attended Government service meetings. Together with our Local Program Officer and Justice Group we have developed "noise and party limits" that apply to every house in Coen. We took part in the "Family Promotion Week" celebrations and marched "Against Violence". We have spoken out in public (some of us for the first time).

We have instilled in our community that the Commission is a place of assistance rather than fear and we have seen some real personal progress from some of our clients. The challenges of the conferences and the meetings we have attended have boosted our self determination to get the job done. We have all grown and accepted a new responsibility and our knowledge of our clients underlying problems has increased and we feel confident with our referral processes.

We hope that the next leg of our journey brings more change toward our people resuming their individual responsibility. This change supports the restoration of socially responsible standards of behaviour and local authority within our community of people.

Local Commissioners Year in Review

Hope Vale Commissioners' Report

The past 12 months have been very challenging for us Local Commissioners but we are now starting to see some good outcomes from our hard work. We now feel there is a better acceptance of the Commission and Local Commissioners within community by the 12 local clan groups, but still we know there is a lot of work to be done.

Over this time we have also seen improvements with school attendance, individuals becoming more responsible for their behaviours as well as an improvement of services being delivered by service providers.

Feedback from community members we have income managed has been good with some of them asking to stay on the Basicscard when they have come in for a review. They are saying it is good because they know they have money for food and they can call on weekends to check their balance.

We as Local Commissioners are proud of our outcomes over the past 12 months but know we are only going to get more busy now that more people are turning up for our sittings twice a month.

Mossman Gorge Commissioners' Report

The hard work and combined effort of the Mossman Gorge community as a whole has given us the opportunity to start looking forward as a community. As Local Commissioners we have thoroughly enjoyed the opportunity to steer and help our fellow community members along the right paths.

The past 12 months have seen seven completed Dry House applications in Mossman Gorge. We are very proud of this figure and are now looking at ways that we can support the people living in the dry houses. Furthermore we have had discussions with the Mossman Gorge Local Project Officer in regards to the flow on affects of the dry house applications and how we can decrease the number of community members drinking in public places.

School attendance in Mossman Gorge has increased and children are getting excited and confident about school with the help of Multilit classes. We have also opened a new kindergarten in the Church for three days a week. This has proven to be a success with many of the mothers getting involved.

The Mossman Gorge Gateway tourism project has been approved. This has provided many of our people with the opportunity to receive training and has created job opportunities for our children attending high school.

We enjoy looking forward, but we also like to look back in time every now and again just to see how far we have come with the help of the Commission. We hope that the year ahead of us will be strong and encouraging for our community.

Commissioners' Live Tough Love

The Local Commissioners of the Family Responsibilities Commission live and work in the communities which they represent. This brings invaluable experience, respect and local knowledge to the Commission and the decisions of the Commission. These Commissioners face challenges everyday. Our Local Commissioners juggle employment, family commitments, cultural fulfilment and community citizenship with their roles as Commissioners, interpreting legislation, balancing decisions on evidence and hearsay and sometimes supporting tough love on family and kin.

All of our Commissioners have encountered people that they know in the course of their work as Commission members. The Commissioners remove themselves from sitting on conferences involving family and kinfolk, but support their fellow Commissioners and their decisions. On occasions, our Commissioners have been harassed, berated and even outcast by family members due to their role as Commissioners and their support for the work of the Commission and their fellow Commissioners.

Local Commissioners are well aware of the need to always be setting an example in community, making sure children and grandchildren are well cared for physically and emotionally and attending school, themselves obeying the statutory and customary law, paying bills and rent and making fair and just decisions at all times. In an extreme example, a Commissioner refused to fight back from a violent assault to ensure no disrespect was brought to the FRC, despite the unwarranted attack. Commissioners may sit in conference for a few hours a fortnight but in community they are Local Family Responsibilities Commissioners 24 hours a day.

Is it worth it? Upsetting family members, at times being abused and berated in the street, constantly promoting good parenting and the needs of children, simply put the answer is YES.

Local Commissioners report that there has been progressive positive change occurring in their communities and increased respect for their stance shown by fellow community members who support welfare reforms.

The Commissioners see their family members have money left for food after the weekend because of the Basicscard, grandchildren with homework and a chance of boarding school, community members getting the help they need and sense of pride in family, kin and community. Even one more child now going to school is worth it.

Registrar's Year in Review

The past year has seen the Family Responsibilities Commission emerge from a fledgling organisation, the first of its kind in the world, to an organisation that is beginning to see evidence of change for the better in each of the four communities.

The Commission officially commenced operation on 1 July 2008, however, work was being carried out to prepare well before the official commencement date.

It cannot be understated the level of complexity in creating a new organisation with such intricate processes and procedures as the Commission especially when nothing of its kind exists.

Achieving a fully operational and functioning office structure with its base in Cairns, and four remote offices has not been without significant challenge and much has been achieved in a relatively short period of time. Prior to 1 July 2008 the following activities were undertaken:

- *The Family Responsibilities Commission Act 2008* was passed in Queensland Parliament with bi-partisan support on 13 March 2008
- Commissioner Glasgow, Registrar and the Executive Officer was appointed
- Local Commissioners from each of the communities was appointed by the Governor in Council
- Commenced creation of a database for the Commission
- Recruitment of Local Coordinators and Cairns Registry support staff commenced
- Lengthy and multiple negotiations with notifying agencies and service providers
- Drafting and gazettal of approved forms for notifying agencies
- Drafting and approval of Commission forms (agreements, orders, etc)
- School Attendance Guidelines drafted and implemented
- Information Sharing Protocol drafted and implemented
- Administrative and Operational Procedures Manual drafted
- Commissions Budget formulated with funds provided from both the Queensland and Australian Governments
- Accommodation for Cairns Registry office sourced and fitted out
- Commenced negotiations for office accommodation and staff housing for remote offices in the four communities
- Family Responsibilities Board held inaugural meeting on 4 June 2008

In addition to commencement of sitting conferences in each of the four communities, the first six months of operation were equally busy. Training of Local Commissioners in each of their communities was conducted in July 2008 and training of Local Coordinators and other office staff in September 2008.

Registrar's Year in Review

The Commission was officially opened by the Premier, the Honourable Anna Bligh on 29 October 2008 at an event held in Cairns and attended by Commissioners, local dignitaries and partners of Cape York Welfare Reform. Simultaneous meetings were held in each of the communities to further explain the operations of the Commission due to requests for further information from community members as well as organisations servicing the communities.

Not only is the Commission an independent statutory authority in its own right but it is a key plank of the broader Cape York welfare reforms. This has added to our challenges as we strive to maintain our independence, while collaborating with our partners within the broader framework of welfare reform. As a Public Service office the Commission is required to implement and comply with all policies and reporting obligations as any state government department is required to do. This is a continual challenge that we face due the small size of our organisation.

The enormous number of notifications received from notifying agencies in varying formats (2791 received for the year) is another challenge. The natural flow on effect of this is a very heavy conferencing schedule to ensure matters are dealt with in a timely fashion (951 conferences held for the year). Further challenges faced are managing the large caseload (314 to year end) and ensuring that each client receives access to the services they are referred to.

Due to the provisions of our Act our processes are administratively demanding. The next year will see a focus on legislative review and streamlining of. administrative processes to reduce the burden associated with paper work and processes required by legislation. The sharing of information from notifying agencies and service providers to the Commission has proven challenging despite the early implementation of the Information Sharing Protocol that allows for the exchange of information about clients where relevant to the work of the Commission. In the latter part of the year in principle agreements were reached with the relevant agencies and further negotiations are to be undertaken in the new financial year.

The dedication and commitment of the communities and staff engaged by both government and non-government organisations to welfare reform is very evident. I would like to pay tribute and give thanks to the many people on the ground who have assisted the Commission in its first year of operation.

To the staff of our partners - the Cape York Institute for Leadership and Policy, Queensland Government and Australian Government - I would like to record my deep appreciation and thanks for their ongoing assistance.

To the staff of the Commission who work in the Cairns Registry and our four remote offices, I express my gratitude for their tireless efforts to assist with the establishment and operation of the Commission, in sometimes extremely difficult circumstances.

Commissioner Glasgow has shown tremendous dedication and fortitude given the extensive travel required to maintain the conference sittings calendar in each community. He is steadfast in his expectations that the Commission, partners and service providers deliver the best outcomes for the community members of the four communities.

Registrar's Year in Review

He leads by example and is an inspiration to each of us. His ongoing support and guidance is sincerely appreciated.

Whilst the initial set up and first year of operation has been extremely challenging it has been exceptionally rewarding at the same time. To see the growth experienced by the Local Commissioners in the communities is inspirational. Their commitment and determination to effecting real change to the lives of their families and fellow community members is unparalleled. Commission administrative staff have developed very good working relationships with the Local Commissioners and profound friendships. We appreciate, admire and pay tribute to each of them.

To see and hear the genuine pleasure and pride in the faces of our clients that have sought and achieved change to their lives makes the challenges worthwhile. It also further strengthens our resolve to ensure that we meet our objectives and do so in a way that enhances the lives of the many individuals and families of Aurukun, Coen, Hope Vale and Mossman Gorge.

Much has been achieved and many hurdles overcome in our first year of operation and while it is to be celebrated, we cannot rest on our laurels as there is still a great deal to be done. The administrative staff of Commission will focus their efforts in the coming years to continual review and improvement of processes and procedures to ensure that we meet the objectives of Cape York Welfare Reform.

Tammy Sovenyhazi

Registrar

Profile

Profile: Aurukun Commissioner Doris Poonkamelya

I was born on 5 of August 1948 at Kendal River Outstation from the Putch Clan, were I grew up with my family. I was educated at the Aurukun School and became a mother to 6 children (one is deceased), 10 grand-children and three great grandchildren. I have worked as a health worker at the Aurukun clinic since 1980, reaching 29 years of service this year. The clinic has had many name changes during this time and I have seen many children grow up, some leave and others stay and have their own families. I always keep up with new medical procedures and make sure I am always learning and improving my skills. I also obtained my driving license in 1980 and I am one of the few ladies of my age in Aurukun to have a license.

When the opportunity arose to become a Commissioner for the Family Responsibilities Commission I accepted so I could work with my community to make sure children attend school and parents provide a good life for the children. I make sure the community members that attend conferences understand why they have been called to conference and what they need to do to improve school attendance.

Most weekends I can be found with my family camping and fishing, teaching my grandchildren traditional skills and bush cooking in the Wutan outstation area and other Cape communities. I am passing on my basket weaving knowledge and proud some baskets are on display for other people to see. My partner Edgar Kerindun is also a Commissioner and he works for Queensland Health at the Aurukun Clinic. He is a keen fisherman and can always tell a visitor to Aurukun where the fish are biting. We are both supporting the Family Responsibilities Commission to improve the Cape communities for our children and grandchildren.

The Commission – Who makes up the Commission

FAMILY RESPONSIBILITIES COMMISSIONER

Commissioner David Glasgow

David Glasgow was born in Cairns, Queensland and is a qualified solicitor. He worked as a Magistrate from 1998. His court circuits have included Bamaga, Thursday Island, Lockhart River, Coen, Aurukun, Kowanyama, Pormpuraaw, as well as Townsville, Palm Island, Ingham, Ayr, Charters Towers, Hughenden and Richmond. He played an early and formative role in the Murri Courts system and the Indigenous Justice Network of North Queensland. He is deeply committed to championing for interpreters for Indigenous litigants and those whose first language is not English. In the Townsville region, he liaised closely with Justice Groups and local Indigenous Elders and Respected Persons supporting the Townsville Childrens Court. In Townsville, he was Regional Coordinating Magistrate with responsibilities for the Townsville Children's Court, the Drug Court, the Murri Court and Coroner. In March 2008, he was appointed by the Premier to work with the Indigenous Government coordination Office within the Department of Premier and Cabinet to implement the Family Responsibilities Commission.

He has said "my early experience as a Magistrate made me familiar with these problems and others, of those living within isolated communities, in relation to their access to justice and to the particular problems of the Indigenous litigant and those persons whose resources and/or understanding of our language and our culture are limited. These are matters which I continue to pursue."

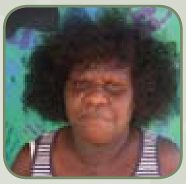
LOCAL COMMISSIONERS

Aurukun

Commissioner Edgar KERINDUN (Sara Clan) born in Aurukun, is a senior Indigenous coordinator, works with the Aurukun Aboriginal Shire Council and was one of the original community police officers in Aurukun. He and partner Commissioner Doris Poonkamelya teach traditional skills and language and have a strong commitment to school attendance. Edgar is currently employed by Queensland Health.

Commissioner Doris POONKAMELYA (Putch Clan) was born at Kendall River outstation and brought to Aurukun as a child. She works at the local Primary Health Centre as a respite helper and has been a senior health care worker for the last 29 years. She was a founding member of the Aurukun Community Justice Group and deeply committed to education as the way forward for young people.

Commissioner Vera KOOMETA (Aplach Clan) was born at Aurukun. She is a Justice of the Peace (Magistrates Court) and a member of the Aurukun Community Justice Group. Her experience assists in her ability to make independent and just decisions as a Commissioner.



Commissioner Sarah WOLMBY (Aplach Clan) was born and raised in Aurukun, until recently she worked as a Senior Health Care Worker. She is keen to see children going to the local school and then onto boarding school so Aurukun has many year 12 graduates. She is currently working in the foundation of education at the Aurukun kindergarten.

Commissioner Ada Panawya WOOLLA (Wikmunkan Clan) was born and raised in Aurukun. She is the holder of a Blue card, a recognised Child Safety Services carer and grandmother. She is currently employed as a school attendance officer with Cape York Partnerships.

The Commission – Who makes up the Commission

Commissioner Perry YUNKAPORTA (Aplach Clan) was born in Aurukun. He is a member of the Aurukun Community Justice Group and a Health Care Worker who also works with the youth of Aurukun.

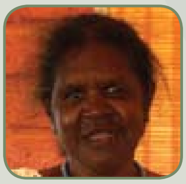
Coen

Commissioner Allan CREEK (Kaanju Clan) As well as being a Local Commissioner, he helps run a very successful program focussing on developing the skills of young people who have come before the criminal justice system. He is also the Chairperson of Kulla, a member of the Coen Justice Group, the Coen Welfare Reform Project Officer, and former Chairperson of the Cape York Land Council and Balkanu.

Commissioner Peter Pedro PETER (Lama Lama Clan) is a respected Elder within the Lama Lama Clan and is currently the Chairperson of the Coen Community Justice Group. He is regarded as an Elder of great significance within the community and was part of the people removed to Bamaga who retrain strong links to their part of Cape York.

Commissioner Garry Lloyd PORT (Lama Lama/Kuku Yalanji Clans) is from a well respected Coen family (his father Barry Port is a famous Aboriginal tracker) and deeply involved with the Lama Lama people. A qualified tradesperson he works with the local school. He forms an integral part of school behaviour management strategy, providing mentoring to students and role modelling appropriate social behaviours.

Commissioner Nora PRATT (Lama Lama and Ayapathu Clans) is a member of the Coen Community Justice Group, sits on the Murri Court and is a Justice of the Peace (Qualified). She worked for the Coen Clinic for just under 10 years as a health facilitator.



Commissioner May Mary Kepple (Wikmunkan Clan) is a member of the Coen Community Justice Group, sits on the Murri Court and is a Justice of the Peace (Qualified). In the past Commissioner Kepple managed the Wunthulpu Visitor Centre in Coen and enjoys painting on canvas. She cares for her niece and nephew. May recently completed an Assets Management course and utilises this qualification for full time work at the Coen Business Centre.

Commissioner Elaine Louise LIDDY (Lama Lama Clan) was born in 1972 at Moojeeba (Port Stewart). Commissioner Liddy contributed to a dictionary of the Umpithimu language and is fluent in local language. In addition to being a Commissioner her achievements both past and present include: teacher aide Coen State School, assistant teacher/Acting Director Coen Kindergarten, HACC Acting Coordinator Coen, Health Action Team member 2006-current, Apunipima Cape York Health Council Executive/ Governing Committee Board member 2006-current, Lama Lama Cultural Coordinator and Welfare Reform local advisory group team member Coen.

Hope Vale

Commissioner Desmond Charles BOWEN (Dharrpa Clan) born in exile at Woorabinda and taken as a child to Hope Vale, is the current Chairperson of the Thurrbill (Hope Vale) Community Justice Group, a former Chairperson of the Hope Vale Aboriginal Community Council, Chairperson of the ATSIC Regional Council and is a Justice of the Peace (Magistrates Court). Currently employed by the RFDS as an Indigenous Support Officer with Hope Vale Wellbeing Centre.

Commissioner Estelle Jean (Jeannie) BOWEN (Kuku Taipan clan) has worked with children for over 35 years and set up one of the first child care facilities in a Deed of Grant in Trust community. She has worked in mental health suicide prevention for the last 12 years, taking camping and sailing groups for Life Promotions Pelican Trust which won acclaim in the 2008 Reconciliations Awards.

Commissioner Brian COBUS (Dingal/ Muuli Clans) is an active member of the Thurrbill Community Justice Group, is a member of the Hope Vale Men's Group and works with the Cooktown State

The Commission –
Who makes up the Commission

School to teach traditional skills along with the need for school attendance. His current employer is Cape York Land Council assisting with land tender business.

Commissioner Victor Patrick GIBSON (Balkan Clan) works with James Cook University on a project focused on family wellbeing and strengthening the men's group in Hope Vale. He also assists with the local school on cultural activities and school attendance. He organises sports and recreation activities for all ages and was the Deputy Chairperson of the Hope Vale Aboriginal Council from 2000 to 2004.

Commissioner Doreen HART (Binthii Clan) is currently employed by the Local Program Office and assists with the coordination of services to the community. Prior to this she was a Councillor at the Hope Vale Aboriginal Shire Council as well as an active member of the Thurrbill Community Justice Group.

Commissioner June Emily PEARSON (Binthii/Warra Clans) is currently the Deputy Mayor of the Hope Vale Aboriginal Shire Council. She has been a Councillor of the Hope Vale Council for eighteen years and has managed a number of portfolios areas including health, aged care, education, women's affairs, childcare, families and children.

Mossman Gorge

Commissioner Melsa ADIDI (Gurang Gurang Clan) was born at Woorabinda and then grew up at Mossman Gorge. Mother of seven children, she is a member of the Mossman Elders Community Justice Group and works with the young people and women of the community on justice issues.

Commissioner Deborah BAMBOO (Kuku Yalanji Clan) is on the Mossman Elders Community Justice Group and has previously sat on the Bamanga Bubu Ngadimunku (BBN) board. She has been involved in organising youth camps for the young people in Mossman Gorge. As a young Aboriginal person herself she has a particular focus on working with young people to build self esteem and social responsibility.

Commissioner Noelene DENMAN (Kuku Yalanji Clan) was born and raised in Mossman. She is currently working with the youth of Mossman and has been involved in a number of community organisations. She is well respected within the community.

Commissioner Judy SHUAN (Kuku Yalanji Clan) is an Elder within the community and has previously sat on the Bamanga Bubu Ngadimunku (BBN) Board. She was a part of the Yalanji Native Title claim and is a strong advocate against the damage to youth from drugs.

Commissioner Loretta SPRATT was born on Thursday Island and has lived in Mossman Gorge for fifteen years. She is employed by Bamanga Bubu Ngadimunku (BBN) and has worked in the areas of Sport and Recreation and has also worked closely with the young people and women of her community.

Registrar Tammy Sovenyhazi

The Commissioners are supported by Tammy Sovenyhazi, Registrar. Tammy's former role was as Manager, Indigenous Justice Strategies within the Department of Justice and Attorney-General as lead agent for the development and implementation of the whole of Government bail-based diversion program, Queensland Indigenous Alcohol Diversion Program (QIADP) in Cairns (including Yarrabah), Townsville (with outreach to Palm Island) and Rockhampton (including Woorabinda). Tammy had been with that department for 12 years working in all jurisdictions of the Magistrates Courts including Procedures Officer supporting 600 magistrates courts staff across the state.

Tammy Sovenyhazi as the Registrar of the Family Responsibilities Commission oversees the human resource, administrative, financial and logistic support of the Commission which is based in Cairns. Her role enables the Commissioner to exercise his powers effectively and for the FRC Board to perform its advisory role to State and Commonwealth Ministers and the Commissioner regarding the operations of the Commission.

Support Staff

Local Coordinators

A Local Coordinator has been appointed for each of the welfare reform communities and lives in that community. The function of the Local Coordinators is to support, at the local level, the efficient and effective operation of the Commission in the welfare reform community area for which the coordinator is appointed.

Aurukun:	Ms Dellis Gledhill
Coen:	Mrs Megan Irving
Hope Vale:	Mr Mark Trichet
Mossman Gorge:	Mrs Karen Gibson

The Cairns Registry

A central Registry office has been established in Cairns to support the administrative and logistical functions of the Commission through providing support to the Local Coordinators and Local Commissioners to ensure the efficient and effective operation of the Commission. The Cairns Registry comprises:

Registrar
Executive Officer
Principal Case Manager
Office Manager
Information Officers
Local Coordinator, Cairns
Executive Support Officer
Administration Officer – Case Management Support
Administration Officer – Corporate Support

Operational Highlights

As 2008/09 is the Commission's first year of operation, no previous comparative figures are available for operational outcomes. The highlights below summarise our activities from 1 July 2008 to 30 June 2009.

PERFORMANCE STATEMENT

FAMILY RESPONSIBILITIES COMMISSION	2008-2009 ANNUAL TARGET	2008-2009 ACTUAL RESULT	2009-2010 TARGET ESTIMATE
Performance measures in 2008-09 have been developed in partnership with the Australian Government (FaHCSIA) and the Cape York Institute for Policy and Leadership.			
• Clients subject to agency notifications	800	715	900
• Total agency notifications received	2000	2791	2000
• Child Safety and welfare notifications received	500	444	500
• School Attendance notifications received	600	744	700
• School Enrolment notifications received	40	0	50
• Housing notifications received	20	16	40
• Offence notifications received	860	1587	900
• Conference notices issued	800	951	900
• Clients who are on Orders to attend Support Services	260	289	340
• Clients who are on Personal Responsibility Agreements	200	149	250
• Client service referrals	750	616	900
• Clients with Conference outcomes recommending no further action	250	233	300
• Clients subject to Conditional Income Management (CIM)	90	89	90
• Clients who have agreed to Voluntary Income Management (VIM)	20	3	40

- We received 2791 agency notifications, 1890 (68%) of which were within the Commission's jurisdiction
- Fourth quarter notifications were 16% up on first quarter figures
- 24 Local Commissioners were appointed and are receiving growing respect from the communities
- We held 951 conferences in the 4 communities
- We formulated with clients 263 agreements and 26 directions to attend community support services
- A total of 616 referrals were made to community service providers
- At year end, 314 clients were being case managed

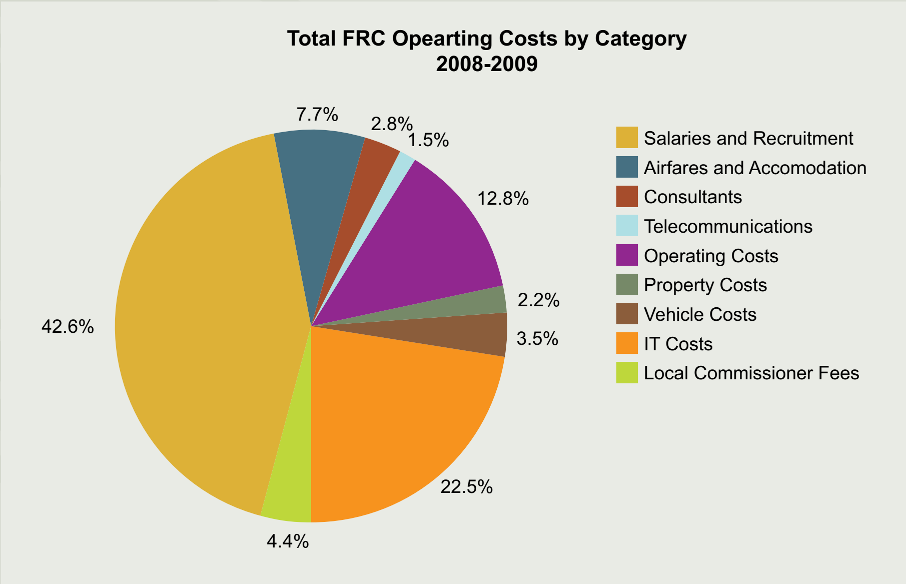
School attendance has improved significantly in Aurukun and Mossman Gorge, and Coen and Hope Vale have maintained high rates of attendance that are close to the Queensland average rate of attendance of 91%

School Attendance Data	Term 2 2009	Term 2 2008
Aurukun	63.2%	37.9%
Coen	93.6%	96.8%
Hope Vale	86.9%	87.6%
Mossman Gorge	81.6%	60.9%

Financial Highlights

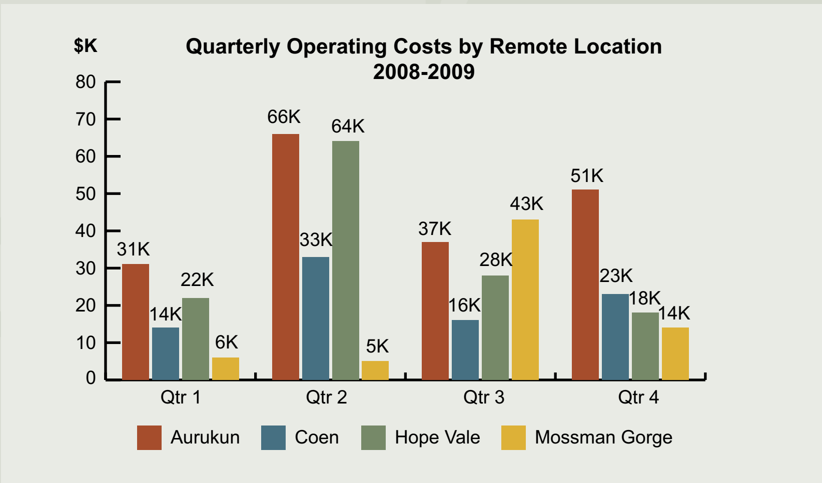
- Income for the year was $3.665 M. This includes Queensland Government funding of $2.5 M, Australian Government funding of $1 M ($3.5 M Australian Government funding was received in the 2007/08 financial year and has been apportioned across the duration of the trial project) and $0.165 M in bank interest received on the Commissions operating account.
- Expenditure for the period 1 July 2008 to 30 June 2009 was $3.277 M. Funding of $100,000 from the Queensland Government's Cape York Welfare Reform Service Procurement Fund was directly allocated to offset the salary and on-costs for the Principal Case Manager's position (this position is responsible for assessing client progress reports and working with referral agencies to determine which clients should be subject to a show cause process). The result is an understatement by $100,000 in income and expenses for this position in the Commissions 2008-09 financial statements.
- Estimated expenditure for 2008-09 was $3.844 M; however actual expenditure for the year was $3.277 M, reflecting delays in finalising a Memorandum of Understanding (MOU) agreement between State agencies for the construction of staff housing in Aurukun.
- The challenges encountered in establishing the Commission within the projected timeframe and in its remote operating locations have proved difficult over the past 12 months. The Commission has experienced difficulties securing accommodation for remote staff and its offices. The IT systems have been problematic in terms of remote networking and capacity to support the operations of the Commission.

The Commission's total operating costs in categories by percentage of total expenditure is shown in Graph 1 below:



Graph 1 Operating costs 1 July 2008 to 30 June 2009

Regional operational expenditure is categorised below by location per quarter. These figures exclude Local Coordinators' salary costs, which are incorporated in the Commission's global operating costs. The figures include sitting fees of $144,046 paid to Local Commissioners.

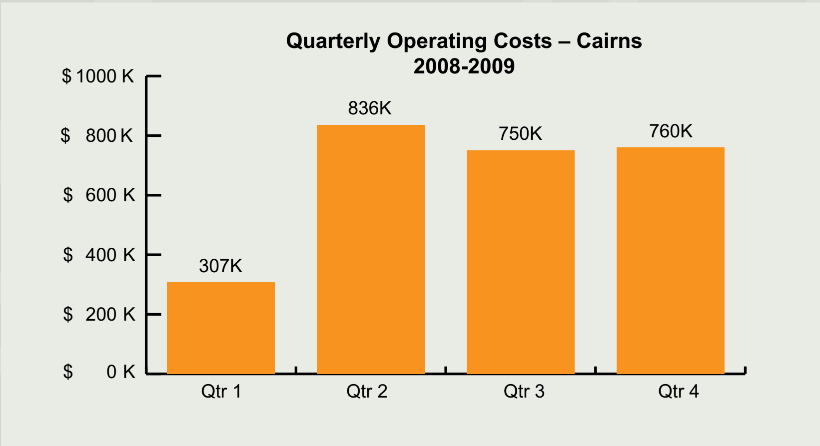


Graph 2: Operating costs by remote location July 2008 to June 2009

The increased costs for Aurukun, Coen and Hope Vale in Quarter Two reflect the provision of these remote offices with office equipment, furniture and vehicles. In Quarter Three, the Mossman Gorge office refurbishment costs are recorded.

The higher operational costs for Aurukun and Hope Vale offices reflect the larger number of conferences held in these communities compared to the number of conferences held in Coen and Mossman Gorge.

The Cairns office operational costs (below) in Quarter One reflect the inclusion of the 2007/08 accrued expenses. The spike in expenses in Quarter Two is due to the settlement of accrued expenses transferred from the previous financial year. The Quarter Three expenditure includes accrued Information Technology (IT) acquisitions and ongoing IT service costs for the period from July 2008 to February 2009. A large proportion of the accrued expenses relate to establishment costs of the Commission outlaid on the Commissions behalf by the Department of the Premier and Cabinet (DPC).



Graph 3: Quarterly operating costs, Cairns July 2008 to June 2009

How the Family Responsibilities Commission Process works

Family Responsibilities Commission Processes

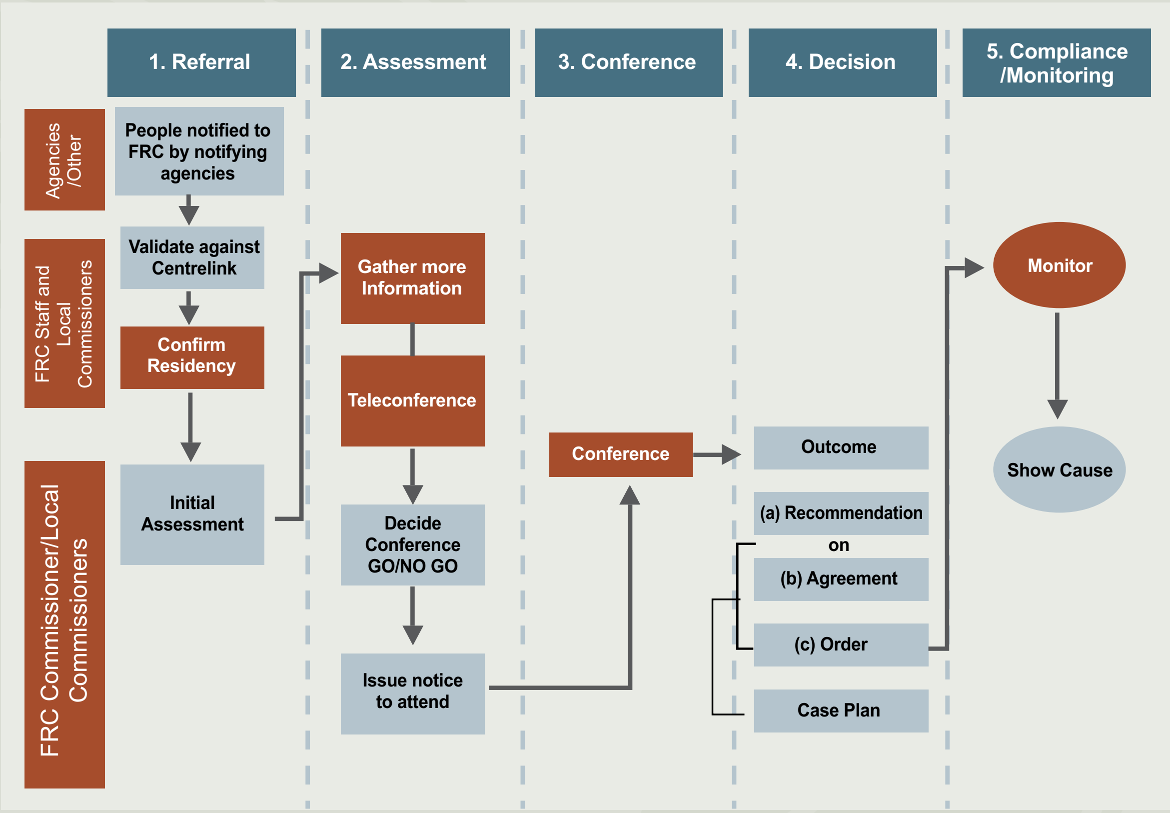


Table 1: Commission processes

The Commission can deal with a welfare recipient living in a Cape York Welfare Reform community from 1 July 2008 (a community member), if the person, or their partner, is in receipt of certain welfare payments.

Intake and Assessment Phase

From 1 July 2008 any person, Indigenous or non-Indigenous, living in one of the four CYWR communities who is a welfare recipient and who is a subject of an agency notice is within the jurisdiction of the Commission.

A person is a welfare recipient if the person, or their partner, receives certain welfare payments including Newstart, Parenting Payments, Youth Allowance, ABSTUDY, age and service pensions or carer payments. A person is also a welfare recipient if he or she is participating in CDEP. A person is considered to be living in a Cape York Welfare Reform community if, after 1 July 2008:

- the person's usual place of residence is in one of the four communities, or
- the person has lived in one of the four communities for at least three months.

The Commission is notified about a person if:

- the person's child is absent from school three times in a school term, without reasonable excuse
- the person has a child of school age who is not enrolled in school without lawful excuse
- the person is the subject of a child safety report
- the person is convicted of an offence in the Magistrates Court, or
- the person breaches his or her tenancy agreement - for example, by using the premises for an illegal purpose, causing a nuisance or failing to remedy rent arrears.

The Commission is notified by one of the following agencies or organisations when one of the events mentioned above occurs:

- schools
- the Department of Child Safety
- public housing landlords, or
- the Magistrates Court.

All notices are assessed to establish whether the persons mentioned are within the jurisdiction of the Commission in accordance with the Act. We receive a large number of notices about persons who are outside our jurisdiction and we destroy these notices under the provisions set out in the Act.

The submission of agency notifications relating to convictions is limited to the Magistrates Court jurisdiction, in line with the focus on early intervention. More serious offences dealt with in the District Court are likely to attract a penalty which includes some level of monitoring (be it in the community or in detention) and behaviour program opportunities. Matters dealt with by the Supreme Court are not suitable for intervention by the Commission and are likely to attract a significant jail term which will go beyond the trial period.

With respect to child safety, where a protection order is made, the Commission will be required to consider any actions and case planning being undertaken by the Department of Communities (DOC) (Child Safety Services) when deciding what action it should take.

Conferences

The objective of the Commission, as set out in the Act, is primarily to hold conferences with community members and accordingly to encourage clients (individuals and families) to engage in socially responsible standards of behaviour.

Once jurisdiction is established, meetings are held with the Local Commissioners of the relevant community to establish the conferencing schedule for the next sittings. Local Commissioners determine who will be conferenced based on the issues relating to the agency notification received and their knowledge of the individual or family subject of the notification. The Commission may decide not to act on a notice, or to prioritise certain notices above others. In accordance with a direction given by the Family

Responsibilities Board at the 27 October 2008 board meeting, School Attendance matters are given priority. A priority list is developed between the local School Principal, School Attendance Case Manager and the Local Coordinator. The Commission also prioritised notices where there are matters that relate to the wellbeing of children and other vulnerable people. All of this information is taken into account when developing the conference sitting schedule.

Clients are directly approached with a “Notice to Attend Conference” by the Local Coordinator of that community. The Local Coordinator explains at the time of service, the purpose of the conference and the ramifications if the client fails to attend. This process recognises that many clients do not have good command of written English and gives the person time to think before the conference.

The conferences are held in an informal setting with a panel of three Commissioners (including Commissioner Glasgow). The issues highlighted in the agency notification are discussed as well as any other issues or concerns that the client in encountering. Where the client’s first language is not English, the conference is held in the local language or dialect of the client. In Aurukun most conferences are held in Wik and the Local Commissioners translate for Commissioner Glasgow.

Since November 2008, Local Commissioners have chaired conferences. The Local Commissioners have equal authority in the decision making process and their local knowledge of the individuals and families of their communities is pivotal to reaching successful outcomes at the conference. Clients have advised that because they knew the Local Commissioners it made attending the conference less intimidating for them and they were relieved to be in a position to explain the difficulties they experience.

Many of the matters that come before the Commission concern intimate and difficult areas where people can feel ashamed, confused and deeply hurt. Commissioners provide guidance and advice about steps that people can take, that accord with basic rights, tradition and custom. Many of the most powerful steps that people can take are personal decisions or actions that are not formally recorded in case plans. Sometimes Local Commissioners broker solutions between family members that resolve difficult matters.

The person is encouraged to come to an agreement with the Commission about appropriate responses to the issues that have led to their referral. The Commission also encourages clients to seek help from support services. If the person is unwilling to agree on a course of action, the Commission may order a certain course of action to address the person’s issues, although this happens in a modest proportion of cases.

The Commissioner takes the unique circumstances of the person into account. At the conference, the Commission may:

- decide that no action is necessary
- issue a warning to the person about the behaviour that is expected of them
- suggest or require the person’s attendance at community support services
- recommend the person get budgeting support from Family Income Management, or
- require that the person’s income be managed by Centrelink for a period of between three to 12 months.

Referrals are made to relevant community support services depending upon the individual needs of the client. For example, the client maybe referred to the School Attendance Case Managers (ACMs) to work with the client to re-engage the child/ren in school. Similarly if the client has issues with alcohol or drugs they may be referred to the Wellbeing Centre to undertake drug and/or alcohol counselling. Clients that have appeared before the Commission for convictions in the Magistrates Courts may be referred to Queensland Corrective Services to undertake the “Ending Offending” program or “Ending Family Violence” program. Sometimes a referral to Conditional Income Management is made, if the Commission forms the view that this is the best way to stabilise a person’s circumstances, particularly if children or other vulnerable people are concerned. Clients often find that they receive a lot of support by attending Mens Group or Womens Group.

The Commission re-schedules a conference if the client fails to attend the first conference. If the client fails to attend a second conference the Commissioners are able to make orders in their absence. Typically, an order for Conditional Income Management is made in these circumstances.

Case Management and monitoring

Once a client has attended a conference and either an agreement or order has been made the referrals are provided to the relevant service providers. The service providers are required to submit monthly progress reports to the Principal Case Manager detailing the client’s engagement and progress with their organisation for the life of the agreement/ order (usually twelve months).

The Principal Case Manager monitors a client’s progress during this period and where the client is not engaging or progressing recommendations are made to the Commissioner to institute Show Cause proceedings. To make recommendations the Principal Case Manager takes into account the information provided in the monthly progress reports as well as other information gathered at the local level. To gather this information advice is sought from the Local Commissioners, Community Justice Group, ACM, FIM and WBC and any other sources of information deemed appropriate.

The Local Commissioners have identified the need to review clients that are Conditionally Income Management (CIM) at the six and ten month point. At the end of June 2009, a small number of income managed clients were reviewed as to their progress under the CIM regime. Commissioners work with clients to determine the best pathways for when their income management has ended. Clients are also conferenced under review when deemed appropriate by the Commissioners and Show Cause proceedings are not able to be instigated.

Additionally, clients facing significant barriers such as addiction, cycles of violence and homelessness may lack the capacity to comply with all aspects of a case plan and these personal details may not be revealed in the first contact with the Commission. The Commission relies on the expertise of the service providers and agencies to meet the wider holistic needs of the clients and this has not always occurred during the first year of operation. Although clients’ cases are reviewed on a regular basis to ensure they are meeting obligations, significant resources are spent by the Commission investigating the quality of service and complexity of the client’s needs.

Show Cause Proceedings

In accordance to Section 82 of the Act, if the Commission reasonably believes a client has not complied with a requirement under a case plan to attend a community support service, Show Cause recommendations are made by the Principal Case Manager. The recommendation is submitted to the Commissioners to assess the client in conference proceedings and determine actions to help the client engage in socially responsible standards of behaviour such Conditional Income Management, new case plans, personal responsibility actions or no further action. The client is given a minimum of 28 days notice prior to conference and strongly encouraged to engage in case plan requirements before the conference as well as to give any reasons why they have not engaged to assist the Commissioners' decision making.

Moving on – a clients story

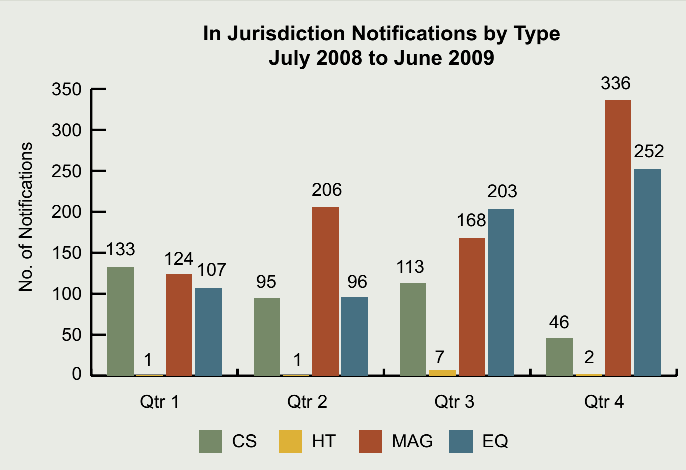
I have lived in community all my life. I used to drink and smoke excessively as a way of dealing with the problems in my life. I thought the alcohol was helping me but I could feel my life going out of control.

I was very angry when I was first told to attend conference. I was initially very unhappy about having my income managed when the Commissioners made this decision at the conference. I have now changed my mind as having my income managed means that I always have money on my Basicscard to buy food and I have opened a savings account.

The Commissioners also arranged for me to have a case plan and attend the Wellbeing Centre here in community. The staff at the Wellbeing Centre are a great source of support and I continue to go there when I need to talk to someone. I am very proud that I have successfully completed the Alcohol, Tobacco and Other Drug Services (ATODS) program and have learnt other strategies to deal with stress like talking about the problems, finding other ways to relax and not worrying about things that I have no control over.

I am also now working three days a week and I enjoy going to work and feel proud when I have done a good job. I voluntarily joined the Women's group so I could share my story and seek support from the other women in community. I enjoy spending time with my four children, playing with them and watching movies. It feels good to have little bit of extra money tucked away for a rainy day. I am planning for the future which includes moving out of the house that I share with extended family members and I want to move into my own house. I enjoy the outdoors and I one day would like to be a ranger or work as a landscaper. I have obtained a learner's drivers license and I am working towards getting my provisional license. I now have a lot of reasons to smile.

Notifications and Conferences by Community



Graph 4: Notifications by type processed July 2008 to 30 June 2009

Up to 30 June 2009, the Commission received at total of 2791 agency notifications of which 1890 were in jurisdiction (as illustrated in Graph 4).

This comprises:

- 658 School Attendance notifications,
- 387 Child Safety notifications,
- 834 Magistrates Courts notifications,
- 11 Housing Tenancy notifications

901 notifications were not within jurisdiction. This comprises:

- 753 Magistrates Courts notifications,
- 86 School Attendance notifications,
- 57 Child Safety notifications,
- 5 Housing notifications

Aurukun

Aurukun accounted for 52.38% of the total notifications that were in jurisdiction, comprising:

- 411 School Attendance notifications,
- 201 Child Safety notifications,
- 378 Magistrate Courts notifications

48 School Attendance notices, 38 Child Safety notifications and 79 Magistrate Courts notices were processed as not within jurisdiction.

450 conferences were held in Aurukun

Coen

Coen accounted for 6.93% of the total notices that were in jurisdiction, comprising:

- 20 School Attendance notifications,
- 43 Child Safety notifications,
- 65 Magistrate Courts notifications,
- 3 Housing Tenancy notifications

4 School Attendance notifications, 2 Child Safety notifications and 17 Magistrate Courts notices were processed as not within jurisdiction.

55 conferences were held in Coen .

Hope Vale

Hope Vale accounted for 32.86% of the total notifications that were in jurisdiction, comprising:

- 207 School Attendance notifications,
- 109 Child Safety notifications,
- 301 Magistrates Courts notifications,
- 4 Housing Tenancy notifications

34 School Attendance notices, 14 Child Safety notifications, 206 Magistrates Courts notices and 5 Housing Tenancy notices were processed as not within jurisdiction.

326 conferences were held in Hope Vale .

Mossman Gorge

Mossman Gorge accounts for 7.83% of the total notifications that were in jurisdiction, comprising:

- 20 School Attendance notifications,
- 34 Child Safety notifications,
- 90 Magistrates Court notifications,
- 4 Housing Tenancy notifications

3 Child Safety notifications and 451 Magistrates Courts notices were processed as not within jurisdiction.

120 conferences were held in Mossman Gorge.

Trends by Community

Aurukun

The increases in school attendance at Aurukun (25.3% increase in Term Two, 2009 as compared with Term Two, 2008) is reflected in the decrease in School Attendance notifications at the close of the financial year. It should be noted that notifications are per child not parent hence large families may have multiple notifications for family absence.

Violence related charges in Aurukun continue to fall throughout the period closely attributed to the closure of the Three Rivers Tavern. Magistrates Court notifications trend towards alcohol and driving related offences in Aurukun due to Queensland Police Service's ability to redirect their resources since the closing of the Tavern.

Aurukun experienced a 14% decrease in notifications trending towards June 2009. The number of conferences held however, has increased by 21% reflecting the Commission is conferencing more reviews and Show Cause Notices. Attendances for conferences steadied at around 90% throughout the year.

Attendance in Aurukun

Commissioner Woolla advises the reason why everyone turns up to conference in Aurukun; "we are very upfront and we make our clients understand the consequences if they do not come and we urge them to come to the conference. At the moment we are trying to get our fathers to be more responsible instead of the mother just coming to the Commission. We want them to work together and help bring the children up. We are trying to make the fathers more responsible."

Coen

In Coen one third of notifications relate to Child Safety Services (CSS). It should be noted these account for both substantiated and unsubstantiated notifications. The community advises a greater understanding of anonymity, and the continuity and consistency of services by the agency has encouraged greater reporting to the agency. Similar to Mossman Gorge, the small percentage of School Attendance notifications (15.3%) reflects the community's continuing ongoing commitment to education.

Coen Commissioners and Children

"I see changes in families that choose to have a Dry Place so that their children are no longer exposed to alcohol and parties and the violence that follows. I see families are spending more on food, clothing and bills and the dress code has got better in Coen. The children are more prepared for attending school, their consistent attendance has made big improvements to the standards of education they are achieving. Parents are more positive and taking more responsibility for their families. Not so many late nights with grog means that families can do more together on weekends, get out on country" reports Commissioner Gary Port.

Hope Vale

Hope Vale School Attendance notifications have decreased throughout the year reflecting stronger commitment to school attendance by the community. Magistrates Court notifications account for 48% of notifications, mainly include alcohol and driving related offences reflecting the continuing monitoring of alcohol restrictions in the community.

Hope Vale conference attendance rates are around 50%, resulting in a large percentage of conferences being rescheduled for future conferences. The transient nature of Hope Vale clients and ease of travel to Cooktown hinders the service of notices and attendance on conference day of community members.

A common probation and parole procedure is to order community service. Local Commissioners, however, recently identified a shortfall of community service projects available within the Hope Vale community. Community members who have outstanding community service hours to complete were unable to access to sufficient community service projects to reduce their hours. This elevated the risk of community members defaulting on their community service, with subsequent penalties including terms of imprisonment if they were to return to court for re-sentencing.

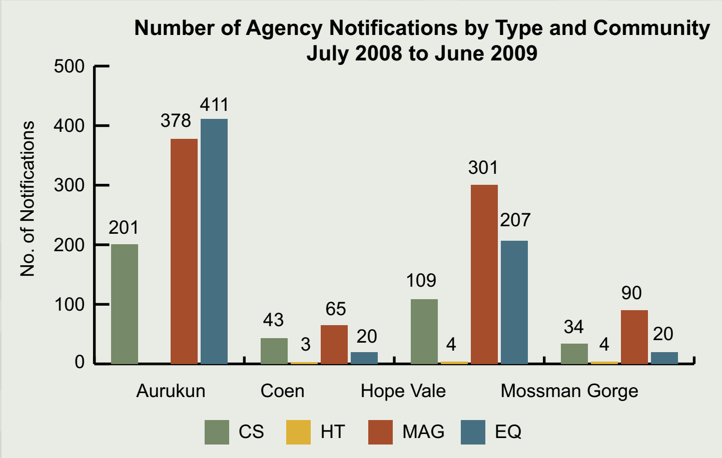
Commissioners organised a meeting with key stakeholders including Hope Vale Council, Probation and Parole and Department of Communities to see what could be done to broaden the scope of available projects. This has resulted in Hope Vale Council identifying additional project work within community and making available additional community service supervisors. Currently, new projects are being evaluated and awaiting approval for community service workers.

Mossman Gorge

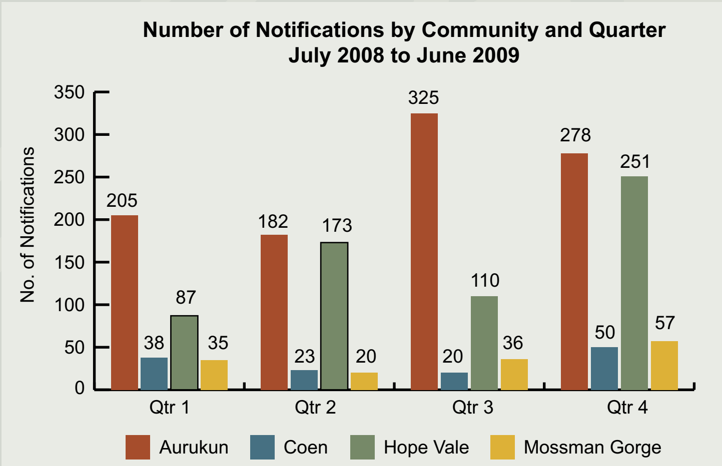
Mossman Gorge Magistrates Court notifications account for 60.8% of notifications trend towards public nuisance and low level offences relating to alcohol reflecting the ease of access of liquor to the community. The excessive number of Magistrate Court notifications (451) not within jurisdiction is attributed to the Magistrates Courts not being able to distinguish between Mossman township residents and Mossman Gorge residents due to technical restrictions.

Dry Houses in Mossman Gorge

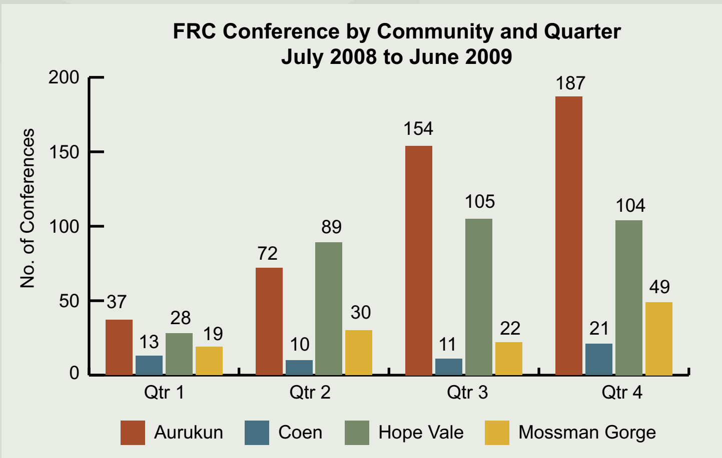
Commissioner Loretta Spratt is very proud of the high number of Dry Houses in Mossman Gorge and believes that it is helping the community move forward with the Cape York Welfare Reform Trial. "We have received support from the local police and are now working to have public places within the community declared dry as well as the single men's quarter. Increasing dry house applications within the community has also reduced loud parties that were previously keeping families up at night."



Graph 5: Notifications by type and community July 2008 to 30 June 2009.



Graph 6: Notices by community and quarter July 2008 to 30 June 2009



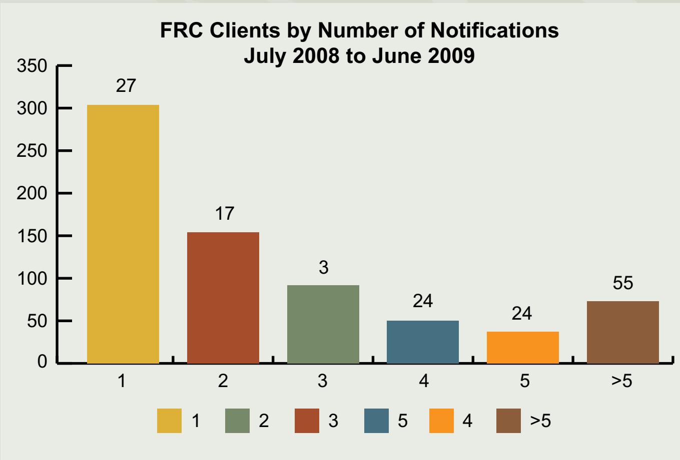
Graph 7: Conference by community and quarter July 2008 to 30 June 2009

Our Performance – Review of operations

Ten percent of the Commission's clients have received more than five notifications over the past year. In many instances this illustrates the multiple school absences or multiple Magistrates Court notices relating to one incident.

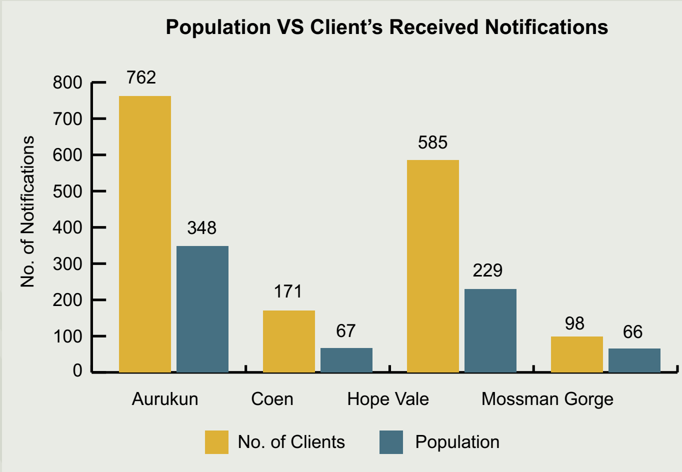
A small number of clients have regularly received notifications and have been subjected to Conditional Income Management (CIM) orders.

The majority of clients (42%) have received only one notification, have been referred to service providers in Case Plan recommendations and have yet to reappear before the Commission on a subsequent notification during the year of the Case Plan.



Graph 8: Clients by number of notifications July 2008 to 30 June 2009

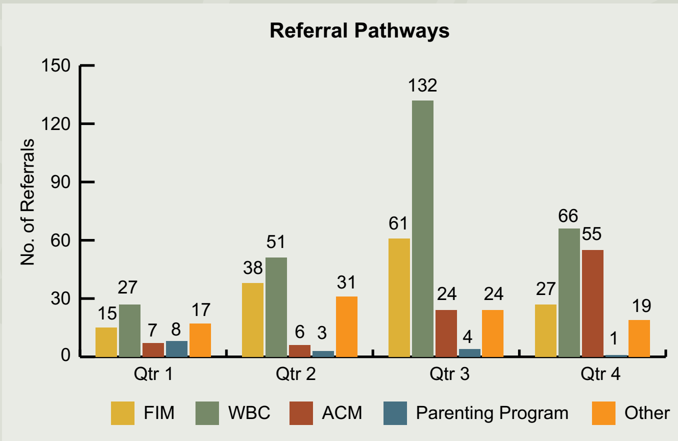
Note: *Counting rules stipulate that where multiple charges are received each charge is counted as an individual notification or each child's absence is counted as one notification for example if three children from the one family were absent, that is counted as three notifications.*



Graph 9: No. of clients who have received notifications in relation to population, up until 30 June 2009

Note: The population statistic includes all people living within community, including children based on 30 June 2008 population projections.

Source: www.statistics.oesr.qld.gov.au/qld-regional-profiles.



Graph 10: Referral Pathways July 2008 to 30 June 2009

Case Management

As at 30 June 2009, 314 clients were being case managed. The availability and quality of services in the communities has been slow to achieve a consistent approach as the Commission's primary referral services of Wellbeing Centres (WBC), Attendance Case Management (ACM) and Financial Income Management (FIM) have taken time to function effectively. The recruitment of staff, and the lack of operational requirements such as offices and staff housing for some service providers impacted significantly on the quality of service delivery, at least in the first six months of operation. Core processes, secondary referrals, Monthly Progress Reports and the preparation of client files have all had to be developed and put in place. This has meant that, unfortunately, some community members showed a lack of confidence in service providers and hence were reluctant to engage initially.

Clients' cases are reviewed on a regular basis to ensure they are meeting obligations. However, significant resources are spent by the Commission investigating the quality of service and complexity of the client's needs. The Commission only uses measures such as CIM when the client's non-compliance prevents assistance.

A Grandmother's Story

I'm a grandmother and have been looking after my four grandchildren for about two years. It took a while to get the money sorted out and I had some rough times trying to manage with the kids and felt that every time someone came to my house they were judging me and my kids. Every time someone came around it was just about the kids, not how I was feeling. I felt that they did not care about me.

This new Family Responsibilities Commission said that I need to come to a meeting, I thought they were going to judge me and take my kids away, I thought the worst. I went to the meeting and I felt OK because I knew the Commissioners from the community but I was really embarrassed. We did lots of talking and they told me about the Wellbeing Centre and FIM and even suggested that I should apply for my own house with the kids. I agreed to go to a counselor and to go back to FIM. I was worked up at the end of the meeting and felt very mixed up. A couple of days later I went to the counselor and they helped me, they listened to me. I told them I needed a house and they helped me. I decided to make some rules of my own and now don't allow anyone to drink at my house. At first I thought I shouldn't do this but I thought it would be better for my kids to have a house with no grog. I can go and have a drink somewhere else away from the kids. It is safer for them because people are not coming around all the time and my house is cleaner too. The Commission spoke to other people that I live with and explained to them that we all need to try together to make it better.

You know what else, I am buying a fridge and a freezer through FIM I have some money coming from Centrelink, I went to the toy shop and looked for my kids, I am going to put some things away for Christmas day. If I have a fridge I will not have to walk to my auntie's house to get the food. I also want to buy the kids a bed each.

The Commission explained that it was important for my youngest to go to the Kindy a few days a week. She is going and she has a special teacher helping her. This has made it easier for her to learn and she is better behaved. She is used to going to Kindy now.

I look at what happened since the meeting with the Commission. I think I am cared about now. I don't think all these good things would have happened (as she looks around her house) if I did not give it a chance. You know, I felt there was no one who cared about me.

The Commission could help other people like it helped me. I feel better about myself and I am getting used to not drinking in my house. I still love to drink but now I go away and make sure someone is with my kids. I took the kids to a birthday party on the weekend, we had a good time and I did not drink. My house is clean and tidy with all new furniture's that I got with FIM's help, I am so glad I went back to FIM. I am glad the Commission listened to me.

Not long ago I met with the Commissioners again, just for a chat so they could hear what I am doing. I am proud of where I am now you know. It was nice that they listened to me. I still have a problem with grog but I am working around it.

There are more important things to life than just drinking.

Conditional Income Management and Variation to Orders

The FRC Act allows the Commission to issue Conditional Income Management (CIM) Notices to Centrelink, which they then implement. The Commission only applies Income Management after an agency notification is given in relation to the person and after the Commission has attempted, or held, conferences with the affected persons. The Commission only issues a CIM Notice after considering the circumstances and whether it is more appropriate to take another action. CIM orders are made for a variety of reasons. The include stabilising a person's circumstances, particularly where children or other vulnerable people are concerned. CIM orders are also made where the client fails to attend two scheduled conferences, or is not complying with case plan requirements, and/or continuing to receive additional notifications. Eighty-nine CIM orders were made to 30 June 2009.

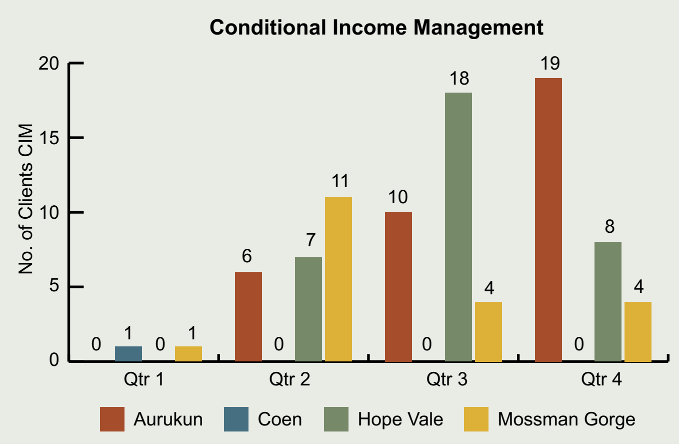
If income management is recommended, it is for a stated period, usually between 6 or 12 months. The Commission also determines the proportion of payments to be income managed, which is usually 75% or 60% of fortnightly welfare payments.

Centrelink enacts the order and meets with the client to discuss their budget and financial obligations. Centrelink allocates payments to ongoing expenses, such as rent and bills, and loads the Basicscard with funds. The client receives the remaining funds of 25% or 40% into their bank account.

Local Coordinators and Commissioners report increasing enquiries by Commission clients and community members to apply for Voluntary Income Management (VIM). Most enquiries suggest VIM is being sought to deal with family and social pressure to hand over cash for non essential items and contraband. Currently three community members have successfully applied for VIM.

Currently VIM is not available to community members on Age Pension or Carers Payment (Category R under the Social Security Administration Act 1999). The Commission is working with the Australian Government to develop an approach which will enable Voluntary Income Management of the Aged Pension and Carers Payment in the future.

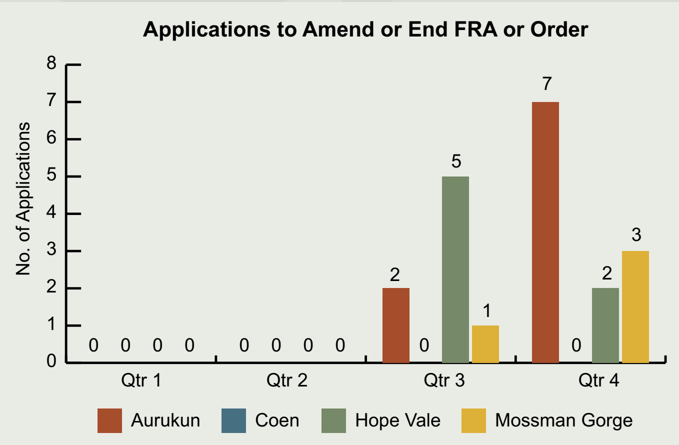
As CIM orders increase, client requests for review have also commenced. Clients apply for variations to the orders/agreements to the Commission and this is reflected in the lodgement of Amend or End Family Responsibility Agreement (FRA)/Orders applications. The Commissioners consider a number of options when determining the outcome of applications including varying case plans, amending the CIM percentage or ceasing a FRA.



Graph 11: Conditional Income Management July 2008 to 30 June 2009

As at 30 June 2009 a total of 20 Applications to Amend or End a Family Responsibilities Agreement or Orders were received. The matters received resulted in:

- Five applications refused
- Two CIM orders reduced from 75% to 60
- One CIM order revoked and a new FRA/Case Plan completed
- Two applications to end the CIM order were approved
- Two clients failed to appear, thus application was dismissed
- Eight applications are not scheduled to be heard until July 2009.



Graph 12: Applications to Amend or End FRA or Order July 2008 to 30 June 2009

Small Steps

I am a visitor to community in my role as a Local Coordinator, relieving my counterpart. I see a lady who is raking up her garden, there are children frolicking in the dry leaves making her job twice as hard. She is lovingly cursing the children and 'gammon' chasing them away. I approach the gate and she informs me that the family has been advised to stay at home due to 'Swine Flu'. *"Don't come too close I don't want to make you sick".*

This lady is a client that was called to the Commission because her children were not regularly attending school. In the past there was drinking and some violence in the home and Child Safety Services would often call around. I ask if we can yarn about the Commission. The response is swift and enthusiastic;

"I went to the Commission and my partner came too. The Local Commissioners used strong words and the message was clear we must send our kids to school. I know now that I have to tell the school if my kids are not going. We agreed to go to the Wellbeing Centre and from talking to them everything is settling down. They told us that kids see everything and when they see violence this is no good. We agreed to go to FIM and they told us about putting money away for my kids school things (Student Education Trusts) and I am very thankful for that. The Commission gave me a good idea to spend money wisely and look after our kids if not I will get CIMed. I have learnt to budget through FIM and there are big changes for us. I see kids enjoying themselves and they are fed. It is better with no canteen it stopped me drinking and my defacto has stopped drinking. My defacto was violent but he has changed and now we are happy". The children move closer to where we are talking, there are three of them trying to cram into a pram that is sitting in yard. The lady gestures to the kids to go inside as she says, "Now days, the kids drive me nuts when they're not at school"

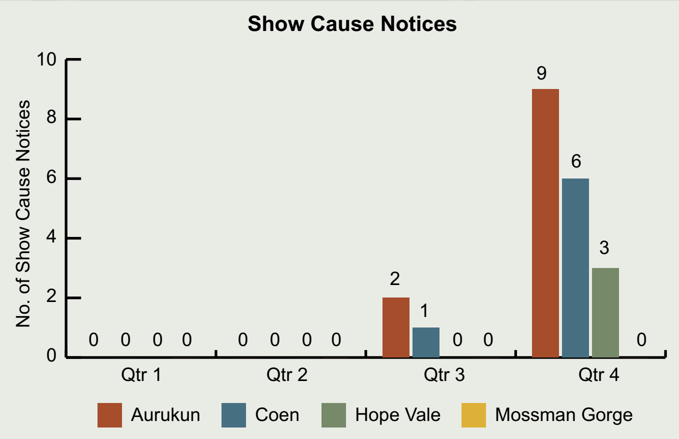
Show Cause Notices

The Commission has been limited in the ability to instigate Show Cause notice orders as the service providers have not been operating or have needed time to bring staff on line. This was particularly so during 2008. To ensure clients are afforded natural justice, Show Case notice investigations have been delayed awaiting improved capacity of service providers. Assessments of whether a Show Cause notice should be issued to a client are based on service provider's monthly progress reports, other referrals and personal responsibility compliance, local knowledge and client explanations to the Commissioners.

Within the Commission, the delay in engaging a dedicated Principal Case Manager has further impacted on the review of client Case Plans and the investigation of Show Causes.

This year, 21 Show Cause hearings have been completed in Aurukun, Coen and Hope Vale. These matters resulted in:

- Four clients' previous agreements being revoked and new agreement entered into
- Four clients received conditional income management orders (at a rate of 75% of Centrelink income for a period of 12 months) being made as the client failed to attend
- Five clients' Family Responsibility Agreement Case Plans were re-enforced
- One client's Show Cause Notice was dismissed
- Seven clients' conferences are still pending as they have been adjourned to July 2009.



Graph 14: Show Cause Notices July 2008 to 30 June 2009

Local Commissioners working to improve community life

In addition to meeting fellow community members in conference and listening to their problems, Local Commissioners of the FRC are tackling a number of issues and problems within welfare reform communities. Many of the Local Commissioners are taking the initiative and thinking outside of the square when it comes to making change and improvement to the social and emotional wellbeing of their communities.

In Coen and Mossman Gorge Commissioners are assisting local statutory and community authorities to voice their opposition to party houses and loud noise which disrupts neighbours, other households and children preparing for school. Local Commissioners are also supporting clients and community members in their applications to establish Dry Houses in Coen and in Mossman Gorge. To date nine houses in Coen and seven houses in Mossman Gorge have been recognised.

Coen and Hope Vale Commissioners have supported fencing and gardening beautification programs under the Pride of Place initiative.

Commissioners from Aurukun, Coen and Hope Vale have met and worked with partners such as Child Safety Services with the aim to improve service delivery and to provide a safer environment for children in their communities.

The Aurukun Commissioners continue their support for community groups who wish to voice their opposition to the reopening of the Three Rivers Tavern. Commissioners in Aurukun have held discussions with licensing authorities to keep the Tavern closed. Since the Tavern's closure, Commissioners have observed that alcohol related offences and domestic violence have decreased. As a result Aurukun is becoming a calmer place in which to live. Local families are caring better for children, the frail and elderly, and this has improved social cohesion.

All Commissioners report their engagement on a regular basis with local authorities, representative groups and community members with the aim to improve school attendance, combat bullying and teasing and to discourage children wandering the streets at night.

Profile

Profile: Coen Commissioner Garry Port

My name is Garry Lloyd Port, a resident and Traditional owner of Coen. I was born in Cairns Base Hospital and was raised in Coen most of my life. I am the eldest of 5 children (2 brothers and 2 sisters).

I was given a good start in life and have been provided with good values and respect by my mother and father. They have instilled in me a need to work hard for the things I want and I have carried this through most of my life and have now instilled this philosophy in my own children.

When others were enjoying life I was either helping Mum and Dad or others if they needed, however I haven't always done this continuously. I like any youngster was able to have some fun along the way but I was always able to turn it on and off whenever I needed to.

I will be honest in saying that I have had some trouble along the way. I have been in strife with the law and I am not proud of some of things I have done but, I have been fortunate to have parents that were persistent in helping me be a better person. It didn't happen overnight, but it did happen.

Sometimes I ask myself, who am I to give advice to people? Who am I to try to correct others behaviour? But I know mostly from experience that if one breaks the law and continues to do so then it may be possible that they are just seeking help. Lets face it most people wouldn't voluntarily say "I need help", I didn't ask for help so chances are they wont either.

This brings me to be a Commissioner with the Family Responsibilities Commission. Being a Commissioner has opened my eyes to the power of words and a voice. In some cases a voice that has experienced some of the things that my people face in my community today. For me being with the Commission has given me the opportunity to speak on behalf of my people to others who at times have not experienced living in some of these communities. It has opened my eyes to acknowledge that there are issues that surround my people and these issues can sometimes become un-noticed to the outside world. With the Commission I can try and assist in addressing these issues as best I can, after all, who knows the community better than the people that have lived, breathed and worked there for most of their lives like me. It has been a great experience for me and one that I will continue to do.

During the conferences I have attended, I have noticed that there are people out there (non-indigenous) that do not want what is best for the Indigenous people and their welfare. I have been able to share experiences during this time and in cases where families need help and assistance outside conference. I have also learnt that not one community is the same and there are greater needs in other communities.

I am currently employed at the Coen State School and my passion is now working with the students. It gives me great satisfaction to know that I am assisting in helping students reach their full potential; after all they are our leaders of tomorrow.

For the past year I have changed for the better, and I know that my children are noticing it too. They say that "*Dad has changed*" and that makes me feel good and confident about myself. I am here to help others as much as I possibly can and I will continue to do so in the future.


SCHOOL

Challenges and Outlook

Challenges

Community Expectations

The Commission started with leadership and support from many local people. Despite this, the Commission has still encountered degrees of hostility and many community residents requesting further consultation on the implementation of the Commission. A number indicated that they were opposed to the Alcohol Management Plans for their community and welfare reform.

As a result, the Commissioners have continued to spend considerable time with community members to meet with as many community members as possible, as well as inviting those who vocally opposed welfare reform to meet to discuss their concerns and fears. We have found community change to be an ongoing challenge. Given this change affects several thousand people, an ongoing challenge for the Commission and all partners to welfare reform is to continue to cement and build support.

The manner in which Local Commissioners deal with community members and their problems and how they conduct themselves in conferences has showed communities that the Commission does not sit in judgment. Our aim is to meet with community members to assist resolve difficult personal and family issues. We have complete confidence that every community member, if listened to and offered support, can be more effective in looking out for his or her own interests and the interests of others, and be more capable of acting successfully against injustice and achieving a better life.

Provision of Services within Communities

Our ability to make early changes to community conduct has been affected materially by the delay in the delivery of services within each community.

There are three main service providers that form the core of support for the FRC and welfare reform in each community:

- Family Income Management Service (FIM) to which clients are referred for Budgeting and Saving Plan development. FIM was operating in various Cape York communities for some time prior to the commencement of the welfare reform trials.
- School Attendance Case Managers (existed in all communities except Aurukun prior to commencement) for referral of parents and carers of children whose school attendance is in issue, and
- The Wellbeing Centres (WBCs) to which all clients are referred when counseling is required. The WBCs were funded and established subsequent to the commencement of the welfare reform trials.

Each of these services has experienced varying difficulties in establishing or ramping-up their operations in such remote and complex environments. The recruitment and retention of highly-qualified staff, and the lack of operational requirements such as offices and staff housing (for many service providers) impacted on the availability and quality of service in the first six months of operation. Core processes, secondary referrals, Monthly

Challenges and Outlook

Progress Reports and the preparation of client files have all had to be developed and put in place. This has meant that, unfortunately, some community members showed a lack of confidence in service providers and hence were reluctant to engage initially.

The Commission keep these services under constant review and meet regularly with the Cape York Welfare Reform Program office and other relevant Government Officers. Moving forward, the Commission is working closely with the Program Office to ensure that appropriate infrastructure is available, to broaden the range of services available within the communities, and to enhance the depth and breadth of case-management provided for individuals and families.

Along with the Program Office we will also be focusing on the appropriateness of other existing services – all on the basis that if we are to set high standards for individuals and families within the welfare reform communities then we must also do the same for agencies and service providers.

Compliance with Agreements and Decisions

The Act provides a Show Cause procedure which is invoked in instances where a community member has not, without valid reason and/or within a reasonable time frame, complied with the terms of an agreement or decision of the Commission.

Additional time has been allowed for Community members where services have not been available (or consistently available) within her/his community to comply with agreements.

Administrative Challenges

There have been some significant administrative challenges all of which we have overcome or put in place processes to achieve efficiencies and better outcomes within our budget.

Challenges and Outlook

External Evaluation

An independent review by KPMG of the Commission will commence in September 2009. KPMG is undertaking various forms of fieldwork and will report their findings by mid- 2010. I look forward to receiving an independent assessment of our work. There is already early evidence of community change, such as improving school attendance and calmer communities. It is my view that changes are due to a multiplicity of factors. But the most significant agents of change are the individuals and families concerned: not services, not the Commission. It is my view that any successful outcomes should be attributed to the community members who have made the deliberate and sometimes very difficult decision to change. The Commission, along with all the other parties to the Cape York Welfare Reforms, are merely mechanisms to contribute support and resources to help individuals and families to achieve their dreams of a better life for themselves and their families.

Outlook

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Challenges and Outlook

New Database

The unique nature of the Commission's data retention and reporting requirements continue to challenge the contracted database provider which has resulted in some delays in delivery. It is expected the new database will be implemented by the end of November 2009.

Legislative and Program Changes

Recent legislative amendments as at 1 July 2009, such as the Commonwealth *Same Sex Legislation Act 2008*, Privacy Information Act 2009, *Right to Information Act 2009 (Qld)*, as well as changes to Community Development Employment Projects (CDEP) entitlements and administration and Carers Payment qualifications will impact on Commission operations and Cape York Welfare Reform communities.

Voluntary Income Management

Voluntary Income Management is not available to community members on Age Pension or Carers Payment (Category R under the *Social Security Administration Act 1999)*. The Commission is working with the Australian Government to develop an approach which will enable voluntary Income Management of people receiving Aged Pension and Carers Payment.

MOUs with Service Providers

The Commission will enter into Memorandums of Understanding with service providers to establish a mutually acceptable agreement regarding the interactions between and obligations of each agency.

Review of the FRC Act

A comprehensive review will be undertaken of the Act to streamline processes and resolve challenges as outlined in this report.

Governance

The creation of the Family Responsibilities Commission

In early 2006 the former Queensland Premier, Peter Beattie, agreed to participate in the development phase of the Cape York Welfare Reform trial being led by the Cape York Institute for Policy and Leadership (the Institute), funded by the Australian Government with in-kind support by the Queensland Government.

The Institute released a report *From Hand Out To Hand Up* in May 2007 and a Final Report in November 2007, with its proposals for a “Cape York Welfare Reform Trial” in four communities, Hope Vale, Aurukun, Mossman Gorge and Coen. The rationale for the trial is the need to restore social norms, local authority and change behaviours in response to chronic levels of welfare dependency, social dysfunction and economic exclusion.

In December 2007, the Queensland Premier in a Ministerial Statement committed the Government to the trial. The Commonwealth Government has committed $48 million to its implementation. The Queensland Government has committed $40 million.

The Cape York Welfare Reform has four broad objectives:

- restoring social norms by attaching reciprocity to welfare payments;
- redesigning the welfare mechanisms to ensure there are appropriate work incentives and disincentives;
- supporting engagement in the real economy in and beyond the communities; and moving from welfare housing to home ownership.

CYWR has been designed with a strong emphasis on partnership, capacity building, local authority and service enhancement. It implements a range of policy, program and service reforms and practical on-the-ground initiatives to help reduce dependency and dysfunction and provide pathways to participation in the real economy including:

- additional responses to alcohol, drugs and gambling addictions;
- services to promote child and family wellbeing, including intensive remedial support services and community wide universal programs;
- interventions in employment, enterprise, education, income management and housing; and
- greater investment in community capacity through social and physical infrastructure, including ‘village hubs’ that support community, commercial and civic activities as well as service co-location.

PROFILE

Profile: Mossman Gorge Local Coordinator Karen Gibson

I was born in Mossman Hospital on a cold May morning in 1965. My father's clan is Nyungul and mother's clan is Kuku Yalanji. I grew up in Mossman Gorge and regularly attended Mossman State School until I left at grade seven. At the age of 16 I met Darryl Gibson my life partner and best friend for 22 years until he passed away seven years ago.
With my husband and three sons, Matthew, Hadlee and Lazarus we travelled through Australia, living in Victoria and Western Australia.

In 1992 Darryl, the boys and I returned to Mossman Gorge where I first developed an interest in local politics. I subsequently spent a number of years as the vice chairperson and chairperson of Bamanga Bubu Ngadimunku (BBN), an incorporated association that manages the land, resources, business, employment and education needs of the Mossman Gorge Aboriginal community. Previously, I have been a Board member for the Cape York Land Council and Kuku Yalanji Dreamtime Tours. I have also worked with Cape York Partnerships as an Attendance Case Manager for the Mossman Gorge community.

When the Commission commenced, I was appointed the Local Coordinator for Mossman Gorge. In my position I assist the Commission by preparing conferences, providing administrative support and liaising with community, government and non government organisations to achieve the objectives of the Cape York Welfare Reform trial. In the beginning the Commission was not received particularly well by some people in the community of Mossman Gorge. Some people were confused about the difference between welfare reform and the intervention that is occurring in the Northern Territory. Working with the Mossman Gorge Commissioners, together we have engaged community members to improve their understanding of the role of the Commission and positive outcomes that can be derived as demonstrated with the dry houses in Mossman Gorge.

Since I was a young girl, I have been able to paint and now sell my paintings through the Mossman Gorge tourism centre. I find my inspiration in the stories of my people, their daily lives and connection with nature. Both my role as a Local Coordinator and as an artist, allows me to remain close to my family, my people and my community.

Governance

The CYWR also has an emphasis on early intervention in order to address issues and behaviours before they escalate. The intention of the trial and the Commission is to enhance and complement existing responsibilities of state and federal agencies.

A key feature of the CYWR is the creation of an independent statutory authority, the Family Responsibilities Commission (the Commission). The Commission is regarded as a critical mechanism to rebuild local social norms and change behaviours through attaching reciprocity to welfare and other government payments.

This is grounded in the Institute's view that persons in receipt of welfare payments or who are participating in the Community Development Employment Projects (CDEP) program have obligations not to behave in ways which are detrimental to family or community wellbeing.

At the commencement of the trial nearly 3,000 people were resident in the four communities. The Commonwealth estimated that there were 1065 people in receipt of relevant welfare payments and 757 in the CDEP program.

Indigenous and non-Indigenous people living in the four communities can be subject to the Commission's jurisdiction, which continues to apply even where the person leaves the community. It will cease to apply if a person/the person's partner ceases to be a welfare recipient or a CDEP Scheme participant.

The Family Responsibilities Commission Act 2008 (the Act) was passed with bipartisan support on 13 March 2008 with a commencement date of 1 July 2008.

The Commission commenced operation on 1 July 2008 and commenced conferences in the communities on 12 August 2008, with the first sittings held in Coen.

Family Responsibilities Board

Part 12 of the *Family Responsibilities Commission Act 2008* (the Act) provides for the establishment of the Family Responsibilities Board (the Board).

Under section 117 of the Act, the Board has a mandate to give advice and make recommendations to the Minister about the operation of the Commission and similarly to give advice and make recommendations to the Commissioner about the performance of the Commission's functions and to consider reports.

Composition of the Board

In accordance with section 123 of the Act the Board must meet at least every three months and each member must be present at each meeting. The Act (section118) sets out the Board's membership, which is endorsed by the Governor in Council. The current Board members are:

Mr Ken Smith	Director-General, Department of the Premier and Cabinet
Mr Noel Pearson	Director, Cape York Institute for Policy and Leadership
Dr Jeff Harmer	Secretary, Australian Government Department of Families, Housing, Community Services and Indigenous Affairs

Family Responsibilities Commission Governance Model

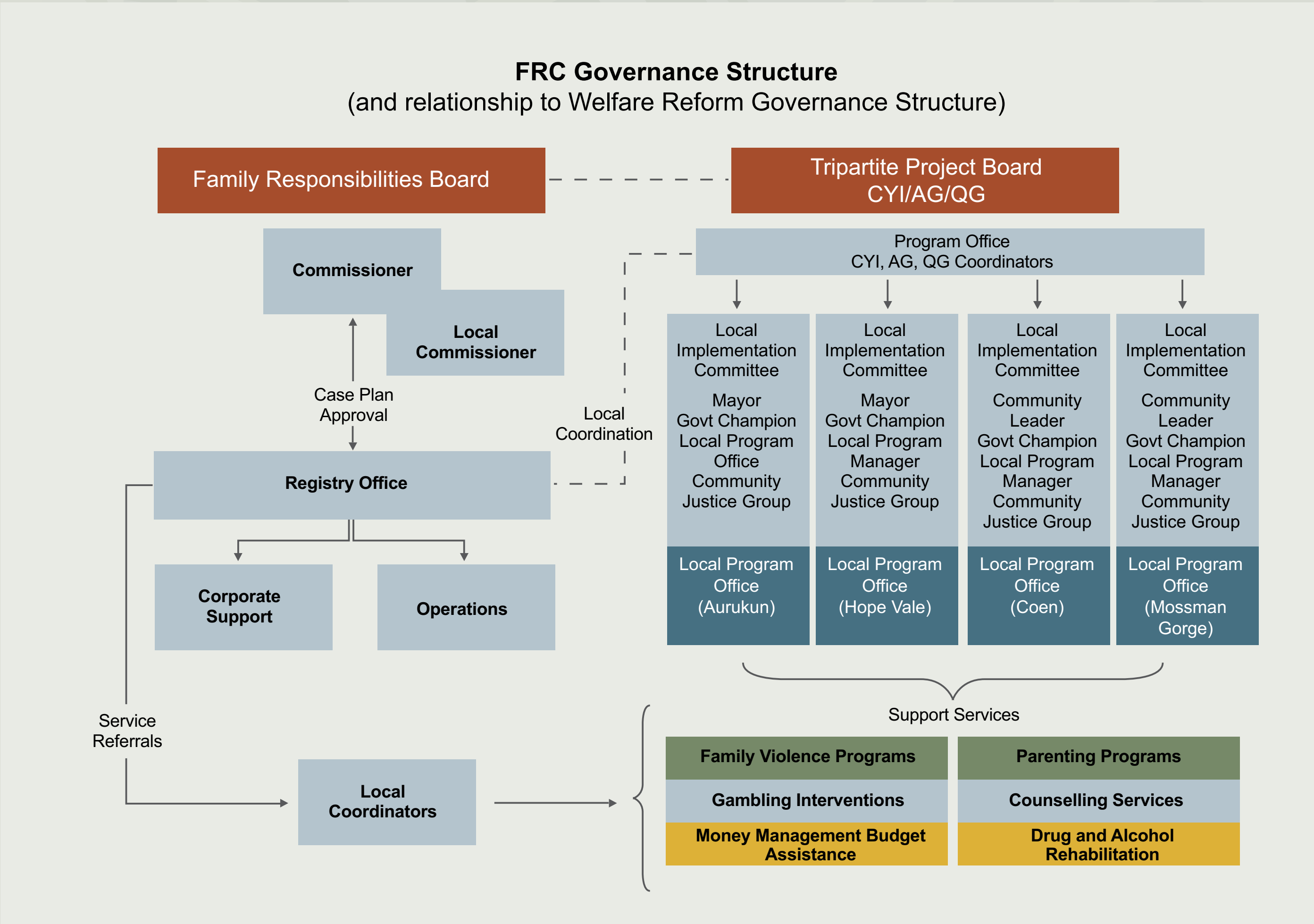


Table 3: Family Responsibilities Commission Governance Structure

Executive Management Group

The Commission's Executive Management Group (EMG) played a critical role in the corporate governance and service delivery by:

- Providing values-based leadership, incorporating high standards for integrity and ethical behaviour
- Ensuring transparency and accountability through effective decision making and communication with management and staff
- Providing leadership and direction on:
    1. issues relating to the ongoing financial and non financial performance of the Commission and the performance of its governance structure
    2. Operational and legislative matters and the functioning and performance of the Commission
- Providing a clear future direction for the Commission

The EMG comprised the Commissioner, the Registrar, the Executive Officer and the Principal Case Manager. The EMG met on a regular weekly basis throughout 2008-09. Due to the Commissions size, the EMG also performs the day to day responsibility for the corporate governance and operational functions associated with Risk Management, Finance, Audit, Information Management, Workforce Management, Workplace Consultation & Negotiation and Staff Health & Safety.

Corporate Management

The Commission's organisational structure includes a Central Registry based in Cairns and remote offices in each of the communities of Aurukun, Coen, Hope Vale and Mossman Gorge. These remote offices are staffed by a Local Coordinator. Bi-annual training conferences are conducted in Cairns during non conferencing weeks.

During 2008-09 the Commission maintained several internal and externally sourced training programs and staff training workshops to monitor, evaluate and continuously improve our administration. Programs covered the key areas of computer training, financial management, staff recruitment and selection, legislative requirements and workplace health and safety.

Corporate Services

During 2008-09, the Corporate Administration Agency provided human resource, financial services, information technology and corporate services through a service level agreement to the Family Responsibilities Commission. The activities of the Corporate Administration Agency are reported in the annual report of the Department of Education, Training and the Arts.

International Travel

There was no overseas travel undertaken by the Commissioners or Registry staff in 2008-09.

Consultants and Contractors

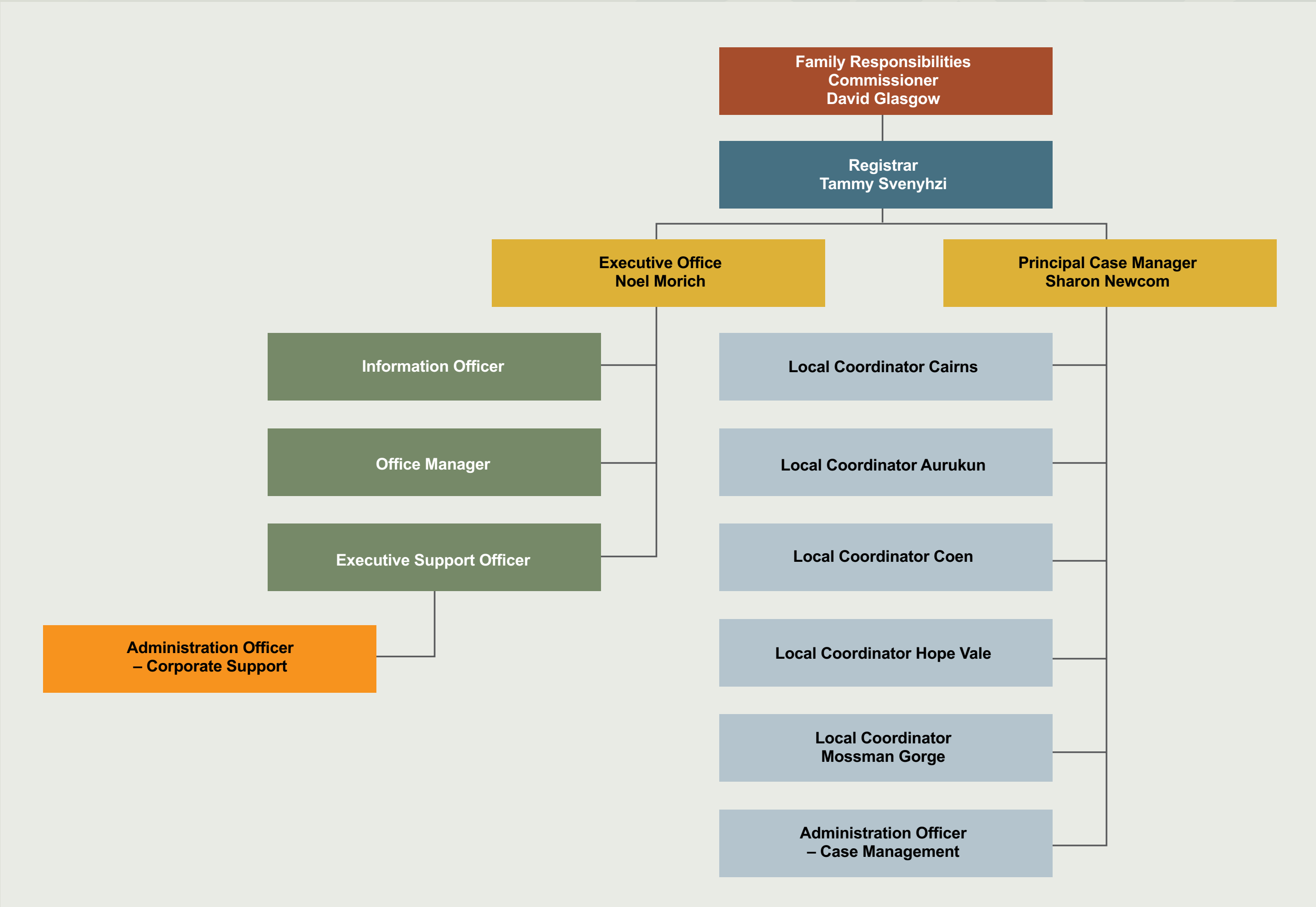
The Commission is an independent statutory authority. Private sector contractors are engaged to provide necessary services, such as property, administration, information technology, media liaison, staff and local commissioner training and other.

The total expenditure on contractors in 2008-09 was $90,786.94.

Human Resource Management

At 30 June 2009, the Commission has an establishment of 14 full time equivalent staff (including the Family Responsibilities Commission) from an initial establishment of 11 full time staff at our establishment as a separate, independent entity.

Organisational Structure



1.4 Organisational Structure

Recruitment and Selection

The Commission conducts all recruitment and selection processes in accordance with merit-based requirements of the *Public Service Act 1996*, and the relevant Public Service Commission policies and the Department of Industrial Relations Directives.

Professional Development

A key priority is to maintain an environment of continued professional development and learning. The focus of the Commission's professional development program is on skill development, career enhancement and supporting a culture of ongoing learning through participation in courses, on the job training and mentoring by experienced officers.

During 2008-09 staff professional development, training, and workshops were $5,758.17, equating to $411.30 per staff member. The investment allows the commission to develop new skills, and implement new policies and improved business processes within the commission.

Commission staff participated in three key areas of professional development:

Key Training Area	Activities and Outcomes
Information Technology	MS Excel, and Webpage design training
Finance	Financial and HR training conducted by the Corporate Administration Agency in Brisbane
On Job training	In-house workshops conducted for Staff and Local Commissioners

The priority areas for professional development continue to be cross cultural awareness, information technology, executive training and procedural training for staff and local commissioners. By providing staff with high quality, targeted professional development and training, the Commission effectively fulfills its mandate to provide high quality timely resolution of client, community and service provider interactions and case management reviews.

Workplace Health and Safety

The current Workplace Health and Safety policy was developed following the establishment of the Commission in July 2008 and is now embedded within the Commission's culture and practices. All staff currently maintain a continual observation and awareness environment within the Commission where potential workplace health and safety risks are identified, discussed and acted upon to resolve the matter. Importantly, all staff are informed and aware of each employee's responsibility to create and maintain a safe workplace. The Commission exercises a duty of care toward its clients. The Commission maintains public liability and general insurance cover with the Queensland Government Insurance Fund.

Information and Communication Technology

Our information and communication systems support the maintenance of the necessary security and confidentiality of information considered during an external review.

Coinciding with the establishment of the Commission in July 2008, a Service Level Agreement was commenced for information and communication technology services with the Corporate Administration Agency, ensuring compliance with *Freedom of Information Act 1992* and *Right to Information Act 2009* and can provide high level security and support with regard to information and communication technology for the Commission. The Commission has policies and network protocols in place to ensure all Commission staff have clear guidelines on the responsibilities of ethical information management usage and access of systems within the Commission.

Code of Conduct

In accordance with section 17 of the *Public Sector Ethics Act 1994*, the Attorney General is the responsible authority to approve the Family Responsibilities Commission Draft Code of Conduct. Following the drafting of the Commission's Code of Conduct, further consultation with all staff and the Queensland Public Sector Union is required, prior to its submission to the Attorney General for approval and adoption by the Commission.

All employees with the exception of the Family Responsibilities Commissioner and the Deputy Family Responsibilities Commissioner are employed under the *Public Service Act 1996*. The Commission's Draft Code of Conduct is consistent with the requirements under the *Public Service Act 1996*, the *Public Sector Ethics Act 1994*, and the relevant Office of the Public Service Policies and Department of Industrial Relations Directives.

All Commission staff will be invited to participate in formal training on the Code of Conduct, facilitated by the Registry's human resource corporate service provider, the Corporate Administration Agency once it is formally adopted. The Commission's Code of Conduct will be reviewed annually and all staff will receive annual formal training on the Code.

Risk Management

The objective of the Commission's Risk Management Policy is to facilitate the development of a risk management culture within the Commission and to assist all staff in implementing sound risk management practices that eliminate or minimise potential losses and add value to the business operations of the Commission.

In applying risk management principles it is expected that employees at all levels will:

- seek to reduce vulnerability to both internal and external events and influences that can impede achieving the goals of the Commission
- seek to capitalize on opportunities to enhance Commission business processes and create value
- contribute to effective corporate governance.

The Commission Risk Management Framework is designed to encourage an integrated approach to managing all risks that impact on the achievement of the Commission strategic and business objectives. It is built around having a common language and common approach to help identify which risks are important and the most effective way to respond to these risks.

Complaints Management

The Commission recognises from time to time community members from the Cape York Welfare Reform communities, private citizens, other public sector employees and staff may have a concern about their dealings with the Commission that does not concern the substantive issues within an external review. These matters are dealt through an independent and appropriate process.

All employees of the Commission are required to adhere to the values of the Commission and undertake their duties with professionalism, respect for diversity and courtesy. To do this, all employees are aware of their ongoing responsibilities, duty and requirements under the core legislative and policies outlined below:

- *Public Service Act 1996*
- *Public Sector Ethics Act 1994*
- *Financial Administration and Audit Act 1977*
- Office of the Information Commissioner
- Draft Code of Conduct
- Office of the Public Service Commissioner
- Directive 13/06 Complaint Management Systems

A stakeholders group for the Commission is chaired by the Registrar, this group consists of representatives from the Cape York Institute, Australian Government, Queensland Government, each notifying agency and service providers. Its terms of reference are to monitor the progress of the Commission from an operational perspective and settle matters that require a higher level of decision making than the local communities are able to provide.

The 2009 Conference Calendar appears in Appendix A

Corporate Social Responsibility

The Commission observes the highest standards of accountability. We strongly support the Global Reporting Initiative's Sustainability Reporting Principles and are committed to providing stakeholders with a balanced view of our economic, environmental and social performance.

Information on our economic performance is shown throughout this report and our commitment to a social policy of protecting the welfare of the people of Cape York is the central theme of the document. While the Commission's activities do not directly impact adversely on biodiversity of flora and wildlife habitats, we are careful to observe all environmental regulations governing our presence in the local communities in which we operate.

Remuneration Statement

As disclosed in Note 4 of the Commission's 2008-09 financial statements the executive remuneration of $413,000 was received by the Chief Executive. The amount calculated as Executive Remuneration in the financial statements includes the direct and indirect remuneration received by the Commissioner including salary and allowances, movements in leave accruals, travel expenditure and the grossed up value of fringe benefits associated with accommodation, mobile phone use and motor vehicles.

Profile

Profile: Hope Vale Commissioner Brian Cobus

My name is Brian Cobus and I was born in Cooktown in 1953 to Victor Cobus (deceased) of the Nguurumungu clan and Violet Cobus of the Nirrbun clan, both of whom were committed Christians. I was initially educated at Hope Vale before being sent away to Kingaroy State School in South East Queensland for primary and initial secondary schooling. I then moved to Dalby High School where I left at the age of 16.

I have had a number of jobs in my life, from farm hand to stock hand to labourer, plumbing maintenance and house painting. At the age of 22, I worked at Nevin's yard building for the late Desmond Charters. It was hard work and very hot. We worked at night because of the heat and without any machinery except for an old tractor and dynamite to blow holes.

I moved to Petford Training Farm outside of Dimbulah as farmhand and supervisor of boys placed there by the court system after which I moved back home to Hope Vale and tried my hand at tourism and school bus driving and eventually secured a position on my traditional land at Cape Flattery as Liaison Officer.

My position was made redundant and I found myself doing a variety of jobs including banana packing at Lakeland, labourer with Main Roads, supervisor on a Community Development Employment Projects (CDEP) program, Hope Vale Mens Group and now the Cape York Land Council assisting in land tender business.

I come from a large family and have been married twice. I live in Cooktown with my wife Donna where we have bought a home to retire in. I have 10 grandchildren that visit me from time to time. We love to go camping, fishing and hunting for dugong and turtle. I still speak my language - Guugu Yimithirr and try to continue to reinforce our culture with my children and grandchildren throughout our lives.

My achievements include

- Commissioner with the Family Responsibilities Commission. As Commissioner I am able to play a part in helping individuals and families that come before the Commission.
- Chairman of Hope Vale Congress. As Chairman of Congress I deal with Native Title land issues and am pleased to be part of a land transfer to traditional owners of Hope Vale DOGIT through the Congress.
- Deputy Chair of Ngulun Land Trust.
- Treasurer of the Cape York Family Violence Legal Unit.
- Member of the Hope Vale Men's Group which is passionate about supporting youth in the community through back to roots cultural activities.
- Member of the Hope Vale Elders Justice Group, The Hope Vale Elders Justice Group represent our people in the legal system and can make a difference in the way they are dealt with.

I enjoy working in all of these areas as I believe that we are all trying to achieve something better for our community.

Financial Overview 2008-2009

This financial overview is a summary of the financial performance and position of the Family Responsibilities Commission (the commission). The overview also provides commentary on significant movements during 2008-09 for the Commission.

The Commission's financial reporting framework

A comprehensive set of 2008-09 financial statements covering all aspects of the Commission's activities is on page 61. These statements include explanatory notes and comparative figures for 2007-08

Machinery of Government change

The Commission was transferred from the stewardship of the Department of Premier and Cabinet to the Department of Communities on 26 March 2009 as a result of the Administrative Arrangements Order (No. 1) 2009.

Operating result

The operating result for 2008-09 is a surplus of $388,134. The operating surplus for the 2007-08 financial year was $277,621. The Commissions partial and first complete of operations have resulted in a combined surplus of $665,755.

About our financial statements

The purpose of the financial overview is to assist our readers to interpret our financial performance and position using plain English.

Our four primary financial statements provide specific information regarding the Commission's financial activity for the year. The purpose of these statements and how they link to each other is set out below. More detail is also provided on the items that make up these statements, and the changes that occurred in them during the year that impacted on our financial outcomes.

Income statement

Shows the extent to which equity has been increased or decreased by the surplus or deficit during the year

Income Statement	30 Jun 2009 $,000	30 Jun 2008 $,000
Income	3,665	764
Less: Operating Expenses	3,277	487
Net Result for year – surplus/(deficit)	388	277

Statement of changes in equity

Shows the increase or decrease in equity

Statement of Changes in Equity	30 Jun 2009 $,000	30 Jun 2008 $,000
Balance of Equity at beginning of year	277	0
Operating surplus/(deficit)	388	277
Total equity at end of year	665	277

Cash flow statement

Shows the nature and amount of the Commission's cash inflows and outflows from all activities.

Cash Flow Statement	30 Jun 2009 $,000	30 Jun 2008 $,000
Operating Activities	(823)	4,208
Investing Activities	(39)	(10)
Net increase (decrease) in cash held	(862)	4,198
Cash at beginning of year	4,198	-
Cash at end of reporting year	3,336	4,198

Financial Overview 2008-2009

Balance sheet

Shows the assets and liabilities which make up equity as at 30 June 2009

Balance Sheet	30 Jun 2009 $,000	30 Jun 2008 $,000
Current assets	3,413	4,222
Non-current assets	79	-
Total assets	3,492	4,222
Current liabilities	2,781	3,945
Non-current liabilities	46	-
Total liabilities	2,827	3,945
Net assets	665	277
Retained equity	665	277

Income - where did the money come from?

Total income for the period ending 30 June 2009 was $3.665 M. The main type of income for the commission was administered funding of $2.5 M, which is appropriation received from Queensland Treasury through the commissions administrative Departments of the Department of Premier and Cabinet and the Department of Communities. Australian Government funding of $3.5 M received in the 2007/08 financial year has been apportioned across the three and a half year duration of the trial project,

Output revenue increased from $.75 M in the 2007-08 financial year to $2.5 M in the 2008-09 financial year.

Income by type	30 Jun 2009 $,000	30 Jun 2008 $,000
Administered Revenue	2,500	750
Commonwealth Grants	1,000	-
Other contributions	165	14
Total	3,665	764

Expenses – how was the money spent?

Total expenses for the year were $3.277 M. These expenses were categorised into four areas being employee expenses, supplies and services, grants and subsidies, and other expenses

Expenses by type	30 Jun 2009 $,000	30 Jun 2008 $,000
Employee expenses	1,399	197
Supplies and services	1,797	285
Grants and subsidies	37	-
Other expenses	44	5
Total	3,277	487

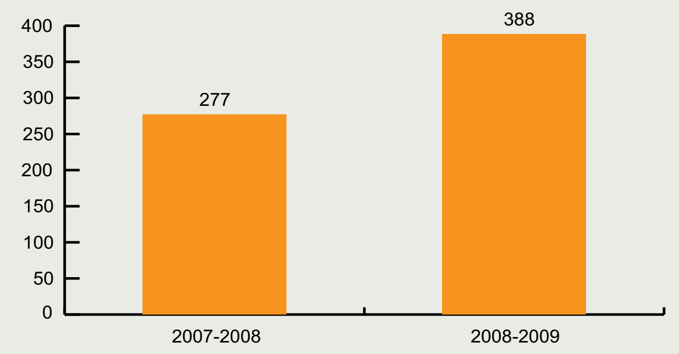
Assets and liabilities – what do we own and what do we owe?

Total assets at 30 June 2009 were $3.492 M consisting cash, receivables, other and intangible assets (database development costs).

Total liabilities as at 30 June 2009 were $2.827 M consisting mainly of payables, accrued employee benefits, unearned revenue of 2.5 M in Commonwealth funding and non current accrued employee benefits.

Equity – what is our net worth?

Equity is the Commission's net worth, that is, "what we own" (total assets of $3.492 M), less "what we owe" (total liabilities of $2,875 M). Equity at the 30 June 2008 was $0.227 M. Equity at 30 June 2009 was $0.388 M.



FRC
FAMILY RESPONSIBILITIES COMMISSION

Family Responsibilities Commission

Cairns Commonwealth Centre
Level 2, 107 Lake Street
PO Box 5438
Cairns Qld 4870

Ph: 07 4057 3870
Fax: 07 4041 0974

21 August 2009

The Honourable Desley Boyle MP
Minister for Local Government and Aboriginal and
Torres Strait Islander Partnerships
Level 18, Mineral House,
41 George Street,
Brisbane Qld 4001

Dear Minister

I am pleased to present the Financial Statement for the Annual Report 2008-09 for the Family Responsibilities Commission.

I certify that this Financial Statement complies with:

- the prescribed requirements of the Financial Administration and Audit Act 1977 and the Financial Management Standard 1997, and
- the detailed requirements set out in the Annual Reporting Guidelines for Queensland Government Agencies.

A checklist outlining the annual reporting requirements can be accessed at www.frcq.org.au after 31 October 2009.

Yours sincerely

David Glasgow
Commissioner
Family Responsibilities Commission

Family Responsibilities Commission Financial Statements

for the financial year ended 30 June 2009

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General Information

These financial statements cover the Family Responsibilities Commission. It has no controlled entities.

The Family Responsibilities Commission is an independent statutory body established under the Family Responsibilities Commission Act 2008.

The Commission is controlled by the State of Queensland which is the ultimate parent.

The head office and principal place of business of the Commission is:
Suite 3, Level 2, Commonwealth Building, 107 Lake Street
CAIRNS QLD 4870

A description of the nature of the Commission's operations and its principal activities is included in the notes to the financial statements.

For information in relation to the Commission's financial report, please call 07 40573870, email Noel.Morich@frcq.org.au or visit the Commission Internet site www.frcq.org.au.

Family Responsibilities Commission

INCOME STATEMENT
for the year ended 30 June 2009

	Notes	2009 $000	2008 $000
Income			
Revenue			
Grants and other contributions	2	3,500	750
Other revenue	3	165	14
Total Income		3,665	764
Expenses			
Employee expenses	4	1,399	197
Supplies and services	5	1,797	285
Grants and subsidies	6	37	-
Other expenses	7	44	5
Total Expenses		3,277	487
Operating Surplus		388	277

The accompanying notes form part of these statements.

Family Responsibilities Commission

BALANCE SHEET
as at 30 June 2009

	Notes	2009 $000	2008 $000
Current Assets			
Cash and cash equivalents	8	3,336	4,198
Receivables	9	42	14
Other	10	35	10
Total Current Assets		3,413	4,222
Non Current Assets			
Intangible assets	11	79	-
Total Non Current Assets		79	-
Total Assets		3,492	4,222
Current Liabilities			
Payables	12	163	310
Accrued employee benefits	13	118	135
Unearned Revenue	14	2,500	3,500
Total Current Liabilities		2,781	3,945
Non Current Liabilities			
Accrued employee benefits	13	46	-
Non Current Liabilities		46	-
Total Non Current Liabilities		46	-
Total Liabilities		2,827	3,945
Net Assets		665	277
Equity			
Retained surpluses		665	277
Total Equity		665	277

The accompanying notes form part of these statements.

Family Responsibilities Commission

STATEMENT OF CHANGES IN EQUITY

for the year ended 30 June 2009

	Retained Surpluses		Contributed Equity	
	2009 $000	2008 $000	2009 $000	2008 $000
Balance 1 July	277	-	-	-
Operating Surplus	388	277		
Balance 30 June	665	277	-	-

The accompanying notes form part of these statements.

Family Responsibilities Commission

CASH FLOW STATEMENT
for the year ended 30 June 2009

	Notes	2009 $000	2008 $000
Cash flows from operating activities			
Inflows:			
Grants and other contributions		2,474	4,250
GST collected from customers		10	-
GST input tax credits from ATO		153	-
Interest receipts		169	2
Outflows:			
Employee expenses		(1,391)	(39)
Supplies and services		(2,018)	(3)
Grants and subsidies		(37)	-
GST paid to suppliers		(159)	(2)
GST remitted to ATO		(10)	-
Other		(14)	-
Net cash from (used in) operating activities	15	(823)	4,208
Cash flows from investing activities			
Outflows:			
Payments for intangibles		(14)	-
Advances		(25)	(10)
Net cash (used in) investing activities		(39)	(10)
Net increase (decrease) in cash held		(862)	4,198
Cash at beginning of financial year		4,198	-
Cash at end of financial year	8	3,336	4,198

The accompanying notes form part of these statements.

Family Responsibilities Commission

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS 2008-09

Family Responsibilities Commission

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS 2008-09

Objectives and principal Activities of the Family Responsibility Commission

The Family Responsibilities Commission was established through the enactment of the Family Responsibilities Act 2008 on 13 March 2008. The Commission began commenced operation on 1 July 2008, and is scheduled by its enabling legislation to cease operation on 1 January 2012.

The Family Responsibilities Commission (FRC) is a key component of the Cape York Welfare Reform trial.

The FRC is an independent statutory body consisting of a Family Responsibilities Commission Governing Board consisting of representatives from The Queensland Department of Premier and Cabinet, the Commonwealth Department of Families, Housing, Community Services and Indigenous Affairs and the Cape York Institute. The Commission's Chief Executive is a legally qualified Commissioner and Local Commissioners for each welfare reform community all of whom are appointed by the Governor in Council. The Commission operates its central registry based in Cairns and regional offices in Aurukun, Coen, Hope Vale and Mossman Gorge.

The FRC supports the rebuilding of social norms in the four Cape York Welfare Reform communities by:

- Rebuilding local authority and promoting respect;
- Conducting client conferencing at which community values and the expected behaviour of individuals, families and households are discussed;
- Determining appropriate actions to address the dysfunctional behaviour of people in the community;
- Where appropriate, referring individuals to community support services to assist them to address their behaviours; and
- Where appropriate, directing the person's income to be managed by Centre-link to pay for the priority needs of their family.

The Commission is funded for the outputs it delivers by parliamentary appropriations to -

(a) support the restoration of socially responsible standards of behaviour and local authority in welfare reform community areas; and

(b) help people in welfare reform community areas to resume primary responsibility for the wellbeing of their community and the individuals and families of the community.

The objectives to be achieved by the Commission are -

(a) holding conferences about agency notices; and

(b) dealing with the matters to which the notices relate in a way that -

(i) encourages community members who are the subject of a conference to engage in socially responsible standards of behaviour; and

(ii) to promote the interests, rights and wellbeing of children and other vulnerable persons living within welfare reform community areas.

1. **Summary of Significant Accounting Policies**

(a) Basis of Accounting

The financial statements have been prepared in accordance with Australian Accounting Standards. In addition, the financial statements comply with the Treasurer's Minimum Reporting Requirements for the year ending 30 June 2009, and other authoritative pronouncements.

These financial statements constitute a general purpose financial report.

Except where stated, the historical cost convention is used.

(b) The Reporting Entity

The financial statements include the value of all revenues, expenses, assets, liabilities and equity of the Family Responsibilities Commission. The Commission does not have any controlled entities.

(c) Grants and Other Contributions

Grants, contributions, donations and gifts which are non-reciprocal in nature are recognised as revenue in the year in which the Commission obtains control over them. Where grants are received that are reciprocal in nature, revenue is accrued over the term of the funding arrangements.

Contributed assets are recognised at their fair value. Contributions of services are recognised only when a fair value can be determined reliably and the services would be purchased if they had not been donated.

(d) Cash and cash equivalents

For the purposes of the Balance Sheet and the Cash Flow Statement, cash assets include all cash and cheques receipted but not banked at 30 June as well as deposits at call with financial institutions.

(e) Receivables

Trade debtors are recognised at the nominal amounts due at the time of sale or service delivery. Settlement of these amounts is required within 30 days from invoice date.

The collectability of receivables is assessed periodically. There is no provision for impairment at the balance sheet date. All known bad debts were written off at 30 June.

(f) Acquisitions of Assets

Actual cost is used for the initial recording of all non-current physical and intangible assets. Cost is determined as the value given as consideration plus costs incidental to the acquisition, including all other costs incurred in getting the assets ready for use, including architect's fees and engineering design fees. However, any training costs are expensed as incurred.

Where assets are received free of charge from another Queensland department (whether as a result of a machinery-of-Government or other involuntary transfer), the acquisition cost is recognised as the gross carrying amount in the books of the transferor immediately prior to the transfer together with any accumulated depreciation.

Assets acquired at no cost or for nominal consideration, other than from an involuntary transfer from Queensland Government entity, are recognised at their fair value at date of acquisition in accordance with AASB116 *Property, Plant and Equipment*.

1. **Summary of Significant Accounting Policies (contd)**

(g) Plant and Equipment

Items of plant and equipment (where held) with a cost or other value equal to or in excess of the following thresholds are recognised for financial reporting purposes in the year of acquisition.

Intangibles	$100,000
Land	$1
Plant and equipment	$5,000

Items with a lesser value are expensed in the year of acquisition.

(h) Intangibles

Intangibles with a cost or other value equal to or greater than $100,000 are recognised in the financial statements, items with a lessor value being expensed. Each intangible asset is amortised over its estimated useful life to the agency, less any anticipated residual value. The residual value is zero for all the Commission's intangible assets.

It has been determined that there is not an active market for any of the Commission's intangible assets. As such, the assets are recognised and carried at cost less accumulated amortisation and accumulated impairment losses.

Purchased Software

The purchase cost of this software has been capitalised and is being amortised on a straight-line basis over the period of the expected benefit to the Commission.

(i) Amortisation and Depreciation of Intangibles and Plant and Equipment

Plant and equipment is depreciated on a straight-line basis so as to allocate the net cost or revalued amount of each asset, less its estimated residual value, progressively over its estimated useful life to the agency.

Assets under construction (work in progress) are not depreciated until they reach service delivery capacity.

Where assets have separately identifiable components that are subject to regular replacement, these components are assigned useful lives distinct from the asset to which they relate and are depreciated accordingly.

Any expenditure that increases the originally assessed capacity or service potential of an asset is capitalised and the new depreciable amount is depreciated over the remaining useful life of the asset to the agency.

1. Summary of Significant Accounting Policies (contd)

(j) Impairment of Non-Current Assets

All non-current physical and intangible assets are assessed for indicators of impairment on an annual basis. If an indicator of possible impairment exists, the Commission determines the asset's recoverable amount. Any amount by which the asset's carrying amount exceeds the recoverable amount is recorded as an impairment loss.

The asset's recoverable amount is determined as the higher of the asset's fair value less costs to sell and depreciated replacement costs.

An impairment loss is recognised immediately in the Income Statement, unless the asset is carried at a revalued amount. When the asset is measured at a revalued amount, the impairment loss is offset against the asset revaluation reserve of the relevant class to the extent

Where an impairment loss subsequently reverses, the carrying amount of the asset is increased to the revised estimate of its recoverable amount, but so that the increased carrying amount does not exceed the carrying amount that would have been determined had no impairment loss been recognised for the asset in prior years. A reversal of an impairment loss is recognised as income, unless the asset is carried at a revalued amount, in which case the reversal of the impairment loss is treated as a revaluation increase.

(k) Investment Property

The Commission did not hold any investment property during the financial year.

(l) Leases

A distinction is made in the financial statements between finance leases that effectively transfer from the lessor to the lessee substantially all risks and benefits incidental to ownership, and operating leases, under which the lessor retains substantially all risks and benefits.

Where a non-current asset is acquired by means of a finance lease, the asset is recognised at the lower of the fair value of the leased property and the present value of the minimum lease payments. The liability is recognised at the same amount.

Operating lease payments are representative of the pattern of benefits derived from the leased assets and are expensed in the periods in which they are incurred.

(m) Payables

Trade creditors are recognised upon receipt of the goods or services ordered and are measured at the agreed purchase/contract price, gross of applicable trade and other discounts. Amounts owing are unsecured and are generally settled on 30 day terms.

1. **Summary of Significant Accounting Policies (contd)**

(n) Financial Instruments

Recognition

Financial assets and financial liabilities are recognised in the Balance Sheet when the Commission becomes party to the contractual provisions of the financial instrument.

Classification

Financial instruments are classified and measured as follows:

- Cash and cash equivalents - held at fair value through profit and loss
- Receivables - held at amortised cost
- Payables - held at amortised cost

The Commission does not enter transactions for speculative purposes, nor for hedging. Apart from cash and cash equivalents, the Commission holds no financial assets classified at fair value through profit and loss.

All disclosures relating to the measurement basis and financial risk management of financial instruments held by the Commission are included in Note 20.

(o) Employee Benefits

Wages, Salaries, Recreation Leave and Sick leave

Wages, salaries and recreation leave due but unpaid at reporting date are recognised in the Balance Sheet at the nominal salary rates. Payroll tax and workers' compensation insurance are a consequence of employing employees, but are not counted in an employee's total remuneration package. They are not employee benefits and are recognised separately as employee related expenses. Employer superannuation contributions and long service leave levies are regarded as employee benefits.

For unpaid entitlements expected to be paid within 12 months, the liabilities are recognised at their undiscounted values. Entitlements not expected to be paid within 12 months are classified as non-current liabilities and are recognised at their present value, calculated using yields on Fixed Rate Commonwealth Government bonds of similar maturity, after projecting the remuneration rates expected to apply at the time of likely settlement.

Prior history indicates that on average, sick leave taken in each reporting period is less than the entitlement accrued. This is expected to recur in future periods. Accordingly, it is unlikely that existing accumulated entitlements will be used by employees and no liability for unused sick leave entitlements is recognised.

As sick leave is non-vesting, an expense is recognised for this leave as it is taken.

1. Summary of Significant Accounting Policies (contd)

(o) Employee Benefits (contd)

Long Service Leave

Under the Queensland Government's long service leave scheme, a levy is made on the Commission to cover the cost of employees' long service leave. The levies are expensed in the period in which they are payable. Amounts paid to employees for long service leave are claimed from the scheme quarterly in arrears.

No provision for long service leave is recognised in the Commission's financial statements, the liability being held on a whole-of-Government basis and reported in the financial report prepared pursuant to AASB 1049 *Whole of Government and General Government Sector Financial Reporting.*

Superannuation

Employer superannuation contributions are paid to QSuper, the superannuation plan for Queensland Government employees, at rates determined by the Treasurer on the advice of the State Actuary. Contributions are expensed in the period in which they are paid or payable. The Commission's obligation is limited to its contribution to QSuper.

Therefore, no liability is recognised for accruing superannuation benefits in the Commission's financial statements, the liability being held on a whole-of-Government basis and reported in the financial report prepared pursuant to AASB 1049 *Whole of Government and General Government Sector Financial Reporting* .

Executive Remuneration

The executive remuneration disclosures in the employee expenses note (Note 4) in the financial statements include:

- the aggregate remuneration of all senior executive officers (including the Chief Executive Officer) whose remuneration for the financial year is $100,000 or more; and
- the number of senior executives whose total remuneration for the financial year falls within each successive $20,000 band, commencing at $100,000.

The remuneration disclosed is all remuneration paid or payable, directly or indirectly, by the Commission or any related party in connection with the management of the affairs of the Commission, whether as an executive or otherwise. For this purpose, remuneration includes:

- wages and salaries;
- accrued leave (that is, the increase/decrease in the amount of annual and long service leave owed to an executive, inclusive of any increase in the value of leave balances as a result of salary rate increases or the like);
- performance pay received or due and receivable in relation to the financial year, provided that a liability exists (namely a determination has been made prior to the financial statements being signed), and can be reliably measured even though the payment may not have been made during the financial year;
- accrued superannuation (being the value of all employer superannuation contributions during the financial year, both paid and payable as at 30 June);

1. **Summary of Significant Accounting Policies (contd)**

(o) Employee Benefits (contd)

Executive Remuneration (contd)

- car parking benefits and the cost of motor vehicles, such as lease payments, fuel costs, registration/insurance, repairs/maintenance and fringe benefit tax on motor vehicles incurred by the Commission during the financial year, both paid and payable as at 30 June, net of any amounts subsequently reimbursed by the executives;
- housing, being the market value of the rent or rental subsidy, where rent is part-paid by the executive during the financial year, both paid and payable as at 30 June;
- allowances (which are included in the remuneration agreements of executives, such as airfares or other travel costs paid to/for executives whose homes are situated in a location other than the location they work in); and
- fringe benefits tax included in remuneration agreements.

The disclosures apply to all senior executives appointed *under the Public Service Act 2008* and classified as SES1 and above, with remuneration above $100,000 in the financial year. 'Remuneration' means any money, consideration or benefit, but excludes amounts:

- paid to an executive by an entity or its subsidiary where the person worked during the financial year wholly or mainly outside Australia during the time the person was so employed; or
- in payment or reimbursement of out-of-pocket expenses incurred for the benefit of the entity or any of its subsidiaries.

In addition, separate disclosure of separation and redundancy/termination benefit payments is included.

(p) Provisions

Provisions are recorded when the Commission has a present obligation, either legal or constructive as a result of a past event. They are recognised at the amount expected at reporting date at which the obligation will be settled in a future period. Where the settlement of the obligation is expected after 12 or more months, the obligation is discounted to the present value using an appropriate discount rate.

(q) Insurance

The Commissions's risks are insured through the Queensland Government Insurance Fund, premiums being paid on a risk assessment basis. In addition, the Commission pays premiums to Workcover Queensland in respect of its obligations for employee

(r) Services Received Free of Charge or For Nominal Value

Contributions of services are recognised only if the services would have been purchased if they had not been donated and their value can be measured reliably. Where this is the case, an equal amount is recognised as a revenue and an expense.

(s) Contributed Equity

Non-reciprocal transfers of assets and liabilities between wholly-owned Queensland State Public Sector entities as a result of machinery-of-Government changes are adjusted to 'Contributed Equity' in accordance with Interpretation 1038 *Contributions by Owners Made to Wholly-Owned Public Sector Entities*. Appropriations for equity adjustments are similarly designated.

1. Summary of Significant Accounting Policies (contd)

(t) Taxation

The Commission is a State body as defined under the Income Tax Assessment Act 1936 and is exempt from Commonwealth taxation with the exception of Fringe Benefits Tax and Goods and Services Tax (GST). FBT and GST are the only taxes accounted for by the Commission. GST credits receivable from, and GST payable to the ATO, are recognised (refer to note 9).

(u) Issuance of Financial Statements

The financial statements are authorised for issue by the Commissioner at the date of signing the management certificate.

(v) Judgements

The preparation of financial statements necessarily requires the determination and use of certain critical accounting estimates, assumptions, and management judgements that have potential to cause a material adjustment to the carrying amounts of assets and liabilities within the next financial year. Such estimates, judgements and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised and in future periods as relevant.

(w) Rounding and Comparatives

Amounts included in the financial statements are in Australian dollars and have been rounded to the nearest $1,000 or, where that amount is $500 or less, to zero, unless disclosure of the full amount is specifically required.

Comparative information has been restated where necessary to be consistent with disclosures in the current reporting period.

(x) Implementation of the Shared Services Initiative

The Corporate Administration Agency (CAA) provides the Family Responsibilities Commission with corporate services under the "Shared Services Provider" model. The fees and terms of the services are agreed through a Service Level Agreement, negotiated annually and include:

- Financial systems and processing
- Management accounting
- Human resources recruitment, payroll and consultancy
- Information systems and support in relation to records management and building maintenance.

1. Summary of Significant Accounting Policies (contd)

(y) New and Revised Accounting Standards

The Commission did not voluntarily change any of its accounting policies during 2008-09. The significance of those new and amended Australian accounting standards that were applicable for the first time in the 2008-09 financial year and have had a significant impact on the Commission's financial statements is as follows.

A review has been undertaken of revised accounting standard AASB 1004 *Contributions* and it is considered the financial statements adequately reflect the matters to be disclosed, given the Commission's present operating circumstances.

The Commission is not permitted to early adopt a new accounting standard ahead of the specified commencement date unless approval is obtained from the Queensland Treasury. Consequently, the Commission has not applied any Australian accounting standards and interpretations that have been issued but are not yet effective. The Commission will apply these standards and interpretations in accordance with their respective commencement dates.

At the date of authorisation of the financial report, a number of new or amended Australian accounting standards with future commencement dates will have a significant impact on the Commission. Details of such impacts are set out below.

The Commission will need to comply with a revised version of AASB 101 *Presentation of Financial Statements* as from 2009-10. This revised standard does not have measurement or recognition implications. However, in line with the new concept of 'comprehensive income' in the revised AASB 101, there will be no significant changes to the presentation of the Commission's income and expenses that are currently presented in the Income Statement and the Statement of Changes in Equity.

Where there have been retrospective accounting policy changes, retrospective re-statement of items in the financial statements or re-classifications of financial statement items during the current reporting period, the revised AASB 101 will require a statement of financial position to be presented as at the beginning the earliest comparative period included in the financial statements.

A revised version of AASB 123 *Borrowing Costs* has been released, but such revisions will not impact on the Commission until 2009-10 and will not have any material effect on the Commission's position.

AASB 1050 *Administered Items* has been released, and will not impact on the Commission.

The new accounting standard AASB 1052 *Disaggregated Disclosures* will not impact on the agency as from 2008-09 as the Commission has only one output.

The revised standard AASB 140 *Investment Property* does not apply as the Commission does not control any investment properties.

All other Australian accounting standards and interpretations with future commencement dates are either not applicable to the Commission, or have no material impact on the Commission.

		2009 $000	2008 $000
2. Grants and Other Contributions			
Grants		2,500	750
Commonwealth Grants		1,000	-
Total		3,500	750
3. Other Revenue			
Interest		165	14
Total		165	14
4. Employee Expenses			
Employee Benefits			
Wages and salaries		919	130
Employer superannuation contributions	*	116	10
Long service leave levy	*	20	1
Annual leave expense		198	12
Employee Related Expenses			
Payroll tax and fringe benefits	**	50	4
Workers' compensation premium	**	1	3
Other employee related expenses		95	37
Total		1,399	197

* Employer superannuation contributions and the long service leave levy are regarded as employee benefits.

** Costs of workers' compensation insurance and payroll tax are a consequence of employing employees, but are not counted in employees' total remuneration package. They are not employee benefits, but rather employee related expenses.

The total number of employees includes both full-time employees and part-time employees measured on a full-time equivalent basis.

	2009	2008
Number of employees:	14	3

4. Employee Expenses (contd)

Executive Remuneration

The number of senior executives who receive or were due to receive total remuneration of $100,000 or more:

	2009	2008
$400,000 to $419,999	1	-
Total	1	-
Total remuneration of executives shown above #	413	-

The amount calculated as executive remuneration in these financial statements includes the direct remuneration received, as well as items not directly received by senior executives, such as the movement in leave accruals and fringe benefits tax paid on motor vehicles. This amount will therefore differ from advertised executive remuneration packages which do not include the latter items.

Aggregate amount of separation and redundancy/termination benefit payments during the year to executives shown above	**Nil**	**Nil**

	2009 $000	2008 $000
5. Supplies and Services		
Building maintenance	5	1
Corporate service charges	70	-
Utilities	49	9
Equipment and building refurbishment	124	53
Consultants and contractors	91	128
Materials and running costs	251	35
Operating lease rentals	69	15
Staff travel	254	43
Computer costs	740	1
Local Commissioner fees	144	-
Total	1,797	285
6. Grants and Subsidies		
Grant expense	37	-
Total	37	-

		2009 $000	2008 $000
7. Other Expenses			
Insurance		9	-
External audit fees	*	35	5
Total		44	5

* Total external audit fees relating to the 2008-09 financial year are estimated to be $35000 (2007-08: $5000). There are no non-audit services included in this amount.

	2009 $000	2008 $000
8. Cash and Cash Equivalents		
Imprest accounts	1	-
Cash at bank and on hand	3,335	4,198
Total	3,336	4,198

Interest earned on cash held with the Commonwealth Bank earned between 2.85% to 7.10% in 2009.

	2009 $000	2008 $000
9. Receivables		
Trade debtors	26	-
Less: provision for impairment	-	-
	26	-
GST receivable	8	2
GST payable	-	-
	8	2
Interest receivable	8	12
Total	42	14
10. Other Current Assets		
Advances	35	10
Total	35	10
11. Intangible Assets		
Work in progress		
At Cost	79	-
Total	79	-

	2009 $000	2008 $000
12. Payables		
Salary and wage related	2	23
Audit fees	35	5
Intangibles	65	-
Assets < $5000	-	50
Contractors and consultants	-	128
Computer costs	22	1
Property lease	-	14
Recruitment	3	17
Motor vehicle related	11	9
Communications	4	9
Travel related	10	42
Other	11	12
Total	163	310
13. Accrued Employee Benefits		
Current		
Recreation leave	109	12
Long service leave levy payable	5	1
Wages outstanding	-	114
Superannuation payable	4	8
Total	118	135
Non-current		
Recreation leave	46	-
Total	164	135

The discount rate used to calculate the present value of non-current annual leave is 4.005 % (2008: 6.815 %.)

	2009 $000	2008 $000
14. Unearned Revenue		
Unearned revenue	2,500	3,500
Total	2,500	3,500

	2009 $000	2008 $000

15. Reconciliation of Operating Surplus to Net cash from/(used in) operating activities

	2009 $000	2008 $000
Operating Surplus	388	277
Changes in assets and liabilities:		
(Increase) in trade receivables	(26)	(12)
(Increase)/decrease in interest receivables	4	-
(Increase) in GST receivables	(6)	(2)
Increase/(decrease) in trade creditors	(212)	310
Increase in accrued employee benefits	29	135
Increase/(decrease) in other current liabilities	(1,000)	3,500
Net cash from/(used in) operating activities	(823)	4,208

16. Non-Cash Financing and Investing Activities

No assets or liabilities were received or donated/transferred by the Commission and recognised as revenues and expenses.

17. Commitments for Expenditure

(a) Non-Cancellable Operating Lease

Commitments under operating leases at reporting date are inclusive of anticipated GST and are payable as follows:

	2009 $000	2008 $000
Not later than one year	59	70
Later than one year and not later than five years	108	167
Total	167	237

Operating leases are entered into as a means of acquiring access to office accommodation, office equipment and initial private accommodation for the Commissioner. Lease payments are generally fixed, but with inflation escalation clauses on which contingent rentals are determined.

One of the leases has a renewal option. Where such option exists, it is exercisable at market prices. No purchase options exist in relation to operating leases and no operating leases contain restrictions on financing or other leasing activities.

(b) Capital Expenditure Commitments

Material classes of capital expenditure commitments inclusive of anticipated GST, contracted for at reporting date but not recognised in the accounts are payable as follows:

2009	**Plant & Equipment**
Payable	
• Not later than one year	57
Total	**57**
2008	
Payable	
• Not later than one year	282
Total	**282**

18. Contingencies

There are no legal actions that are known to the Commission at 30 June 2009.

19. Events Occurring after Balance Date

There were no significant events occurring after balance date.

20. Financial Instruments

(a) Categorisation of Financial Instruments

The Commission has the following categories of financial assets and financial liabilities:

Category	Note	2009 $'000	2008 $'000
Financial Assets			
Cash and cash equivalents	8.	3,336	4,198
Receivables	9.	42	14
Total		**3,378**	**4,212**
Financial Liabilities			
Financial liabilities measured at amortised costs:			
Payables	12.	163	310
Total		**163**	**310**

(b) Financial Risk Management

The Commission's activities expose it to a variety of financial risks - interest rate risk, credit risk, liquidity risk and market risk.

Financial risk management is implemented pursuant to Government and Commission policy. These policies focus on the unpredictability of financial markets and seek to minimise potential adverse effects on the financial performance of the Commission.

All financial risk is managed by Executive Management under policies approved by the Commission. The Commission provides written principles for overall risk management, as well as policies covering specific areas.

(b) Financial Risk Management (contd)

The Commission measures risk exposure using a variety of methods as follows -

Risk Exposure	Measurement method
Credit Risk	Ageing analysis, earnings at risk
Liquidity Risk	Sensitivity analysis
Market Risk	Interest rate sensitivity analysis

(c) Credit Risk Exposure

Credit risk exposure refers to the situation where the Commission may incur financial loss as a result of anouth party to an financial instrument failing to discharge their obligation.

The maximum exposure to credit risk at balance date in relation to each class of recognised financial assets is the gross carrying amount of those assets inclusive of any provisions for impairment.

20. Financial Instruments (contd)

(c) Credit Risk Exposure (contd)

The following table represents the Commission's maximum exposure to credit risk based on contractual amounts net of any allowances:

Maximum Exposure to Credit Risk

Category	Note	2009 $'000	2008 $'000
Financial Assets			
Cash	8.	3,336	4,198
Receivables	9.	42	14
Total		**3,378**	**4,212**

No collateral is held as security and no credit enhancements relate to financial assets held by the Commission.

The Commission manages credit risk through the use of management reports. This strategy aims to reduce the exposure to credit default by ensuring that the Commission invests in secure assets and monitors all funds owed on a timely basis. Exposure to credit risk is monitored on an ongoing basis.

No financial assets and financial liabilitites have been offset and presented net in the Balance Sheet.

The method for calculating any provisional impairment for risk is based on past experience, current and expected changes in economic conditions and changes in client credit ratings. The main factors affecting the current calculation for provisions are disclosed below as loss events. These economic and geographic changes form part of the Commission's documented risk analysis assessment in conjunction with historic experience and associated industry data.

No financial assets have had their terms renegotiated so as to prevent them from being past due or impaired, and are stated at the carrying amounts as indicated.

20. Financial Instruments (contd)

(c) Credit Risk Exposure (contd)

Aging of past due but not impaired as well as impaired financial assets are disclosed in the following tables:

2009 Financial Assets Past Due But Not Impaired

	Not Overdue	Overdue: Less than 30 Days	Overdue: 30-60 Days	Overdue: 61-90 Days	Overdue: More than 90 Days	Total	Total Financial Assets
	Contractual Repricing/ Maturity Date:						
	$'000	$'000	$'000	$'000	$'000	$'000	$'000
Financial Assets							
Receivables	41	-	1	-	-	1	42
Total	**41**	**-**	**1**	**-**	**-**	**1**	**42**

2008 Financial Assets Past Due But Not Impaired

	Not Overdue	Overdue: Less than 30 Days	Overdue: 30-60 Days	Overdue: 61-90 Days	Overdue: More than 90 Days	Total	Total Financial Assets
	Contractual Repricing/ Maturity date:						
	$'000	$'000	$'000	$'000	$'000	$'000	$'000
Financial Assets							
Receivables	14	-	-	-	-	-	14
Total	**14**	**-**	**-**	**-**	**-**	**-**	**14**

20. Financial Instruments (contd)

(d) Liquidity Risk

Liquidity risk refers to the situation where the Commission may encounter difficulty in meeting obligations associated with financial liabilities.

The Commission is exposed to liquidity risk in respect of its payables.

The Commission manages liquidity risk through the use of management reports. This strategy aims to reduce the exposure to liquidity risk by ensuring the Commission has sufficient funds available to meet employee and supplier obligations as they fall due. This is achieved by ensuring that minimum levels of cash are held within the various bank accounts so as to match the expected duration of the various employee and supplier liabilities.

The following table sets out the liquidity risk of financial liabilities held by the Commission. It represents the contractural maturity of financial liabilities, calculated based on cash flows relating to the repayment of the principal amount outstanding at balance date.

		2009 Payables in			**Total**
		<1year	1-5 years	>5 years	
	Note	$'000	$'000	$'000	$'000
Financial Liabilities					
Payables	12.	163	-	-	163
Total		**163**	**-**	**-**	**163**

		2008 Payables in			**Total**
		<1year	1-5 years	>5 years	
	Note	$'000	$'000	$'000	$'000
Financial Liabilities					
Payables	12.	310	-	-	310
Total		**310**	**-**	**-**	**310**

(e) Market Risk

The Commission does not trade in foreign currency and is not materially exposed to commodity price changes. The Commission is exposed to interest rate risk through its cash deposits in interest bearing accounts. The Commission does not undertake any hedging in relation to interest risk and manages its risk as per the liquidity risk management strategy.

Interest Rate Sensitivity Analysis

The Commission is not sensitive to interest rate movements.

Fair Value

The fair value of financial assets and liabilities must be estimated for recognition and measurement and for note disclosure purposes.

The Commission does not hold any available for sale financial assets.

The fair value of trade receivables and payables are assumed to approximate their nominal value less estimated credit adjustments.

Management Certificate
for the Family Responsibilities Commission

These general purpose financial statements have been prepared pursuant to section 46F(1) of the *Financial Administration and Audit Act 1977* (the Act), and other prescribed requirements. In accordance with section 46F(3) of the Act we certify that in our opinion:

(a) the prescribed requirements for establishing and keeping the accounts have been complied with in all material respects: and

(b) the statements have been drawn up to present a true and fair view, in accordance with prescribed accounting standards, of the transactions of Family Responsibilities Commission for the period ended 30 June 2009 and of the financial position of the entity at the end of that period.

David Robert Glasgow
Commissioner
Family Responsibilties Commission

Date: 21.08.09

Noel Morich
Executive Officer
Family Responsibilties Commission

Date: 21.08.2009

Matters Relating to the Electronic Presentation of the Audited Financial Report

The auditor's report relates to the financial report of the Family Responsibilities Commission for the financial year ended 30 June 2009 included on the Commission's website. The Accountable Officer is responsible for the integrity of the Commission's website. I have not been engaged to report on the integrity of the Commission's website. The auditor's report refers only to the statements named below. It does not provide an opinion on any other information which may have been hyperlinked to/from these statements. If users of the financial report are concerned with the inherent risks arising from electronic data communications they are advised to refer to the hard copy of the audited financial report, available from the Family Responsibilities Commission, to confirm the information included in the audited financial report presented on this website.

These matters also relate to the presentation of the audited financial report in other electronic media including CD Rom.

INDEPENDENT AUDITOR'S REPORT

To the Accountable Officer of the Family Responsibilities Commission

Report on the Financial Report

I have audited the accompanying financial report of the Family Responsibilities Commission which comprises the balance sheet as at 30 June 2009 and the income statement, statement of changes in equity and cash flow statement for the year ended on that date, a summary of significant accounting policies, other explanatory notes and certificates given by the Executive Officer and Commissioner.

The Accountable Officer's Responsibility for the Financial Report

The Commissioner is responsible for the preparation and fair presentation of the financial report in accordance with prescribed accounting requirements identified in the *Financial Administration and Audit Act 1977* and the *Financial Management Standard 1997*, including compliance with applicable Australian Accounting Standards (including the Australian Accounting Interpretations). This responsibility includes establishing and maintaining internal controls relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditor's Responsibility

My responsibility to express an opinion on the financial report based on the audit is prescribed in the *Auditor-General Act 2009*. This Act, including transitional provisions, came into operation on 1 July 2009 and replaces the previous requirements contained in the *Financial Administration and Audit Act 1977*.

The audit was conducted in accordance with the *Auditor-General of Queensland Auditing Standards*, which incorporate the Australian Auditing Standards. These auditing standards require compliance with relevant ethical requirements relating to audit engagements and that the audit is planned and performed to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of risks of material misstatement in the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control, other than in expressing an opinion on compliance with prescribed requirements. An audit also includes evaluating the appropriateness of accounting policies and the reasonableness of accounting estimates made by the Commission, as well as evaluating the overall presentation of the financial report including any mandatory financial reporting requirements as approved by the Treasurer for application in Queensland.

I believe that the audit evidence obtained is sufficient and appropriate to provide a basis for my audit opinion.

Independence

The *Auditor-General Act 2009* promotes the independence of the Auditor General and QAO authorised auditors. The Auditor-General is the auditor of all Queensland public sector entities and can only be removed by Parliament.

The Auditor-General may conduct an audit in any way considered appropriate and is not subject to direction by any person about the way in which audit powers are to be exercised. The Auditor-General has for the purposes of conducting an audit, access to all documents and property and can report to Parliament matters which in the Auditor-General's opinion are significant.

Auditor's Opinion

In accordance with s.40 of the *Auditor-General Act 2009* –

(a) I have received all the information and explanations which I have required; and

(b) in my opinion:

  (i) (iii) the prescribed requirements in respect of the establishment and keeping of accounts have been complied with in all material respects; and

  (ii) (iv) the financial report has been drawn up so as to present a true and fair view, in accordance with the prescribed accounting standards of the transactions of the Family Responsibilities Commission for the financial year 1 July 2008 to 30 June 2009 and of the financial position as at the end of that year.

L FRASER
as Delegate of the Auditor-General of Queensland

Queensland Audit Office
Brisbane

INDEPENDENT AUDITOR'S REPORT

To the Accountable Officer of the Family Responsibilities Commission

Report on the Financial Report

I have audited the accompanying financial report of the Family Responsibilities Commission which comprises the balance sheet as at 30 June 2009 and the income statement, statement of changes in equity and cash flow statement for the year ended on that date, a summary of significant accounting policies, other explanatory notes and certificates given by the Executive Officer and Commissioner.

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The Commissioner is responsible for the preparation and fair presentation of the financial report in accordance with prescribed accounting requirements identified in the *Financial Administration and Audit Act 1977* and the *Financial Management Standard 1997*, including compliance with applicable Australian Accounting Standards (including the Australian Accounting Interpretations). This responsibility includes establishing and maintaining internal controls relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

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An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of risks of material misstatement in the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control, other than in expressing an opinion on compliance with prescribed requirements. An audit also includes evaluating the appropriateness of accounting policies and the reasonableness of accounting estimates made by the Commission, as well as evaluating the overall presentation of the financial report including any mandatory financial reporting requirements as approved by the Treasurer for application in Queensland.

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Independence

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The Auditor-General may conduct an audit in any way considered appropriate and is not subject to direction by any person about the way in which audit powers are to be exercised. The Auditor-General has for the purposes of conducting an audit, access to all documents and property and can report to Parliament matters which in the Auditor-General's opinion are significant.

Auditor's Opinion

In accordance with s.40 of the *Auditor-General Act 2009* –

(a) I have received all the information and explanations which I have required; and

(b) in my opinion:

(i) (i) the prescribed requirements in respect of the establishment and keeping of accounts have been complied with in all material respects; and

(ii) (ii) the financial report has been drawn up so as to present a true and fair view, in accordance with the prescribed accounting standards of the transactions of the Family Responsibilities Commission for the financial year 1 July 2008 to 30 June 2009 and of the financial position as at the end of that year.

L FRASER
as Delegate of the Auditor-General of Queensland

Queensland Audit Office
Brisbane

APPENDIX A

Cape York Welfare Reform

The Cape York Welfare Reforms are a partnership between four Cape York communities, the Australian Government, the Queensland Government and the Cape York Institute for Policy and Leadership. The Cape York Welfare Reforms aim to address passive dependence on welfare and rebuild social norms in the communities.

The participating communities

The Cape York Welfare Reform communities are:

- Aurukun,
- Coen
- Hope Vale
- Mossman Gorge and
- Associated outstations.

Aurukun

Aurukun is on the western coast of Cape York and is approximately 900 kilometres northwest of Cairns, and about 200 kilometres south of Weipa. The community had an estimated resident population of 1196 people as at 30 June 2008.

Coen

The township of Coen is about halfway between Cairns and the tip of Cape York. It is not a discrete Aboriginal community and is part of Cook Shire. The community had an estimated resident population of 240 people as at 30 June 2008.

Hope Vale

Hope Vale is situated on the Cape York Peninsula and is 46 kilometres northwest of Cooktown. The estimated resident population of Hope Vale was 826 people at 30 June 2008.

Mossman Gorge

Mossman Gorge is a small Aboriginal community 75 kilometres north of Cairns, 4 kilometres from Mossman (the nearest town), and approximately 25 kilometres by road from Port Douglas. It is not a discrete Aboriginal community and is part of the Cairns Regional Council area. The community had an estimated resident population of 143 people at 30 June 2008.

For more information on the communities and population compositions, view the Quarterly Reports at: www.indigenous.qld.gov.au and ww.statistics.oesr.qld.gov.au/qld-regional-profiles

APPENDIX B

Family Responsibilities Board – Schedule of Meetings

Date of FR Board Meeting	Venue	Attendees
21 July 2008	Executive Building, 100 George Street, Brisbane	Attendees: Mr Ken Smith, Director-General, Department of the Premier and Cabinet, Mr Noel Pearson, Director, Cape York Institute for Policy and Leadership, Dr Jeff Harmer, Secretary, Families, Housing, Community Services and Indigenous Affairs,
2 September 2008	Executive Building, 100 George Street, Brisbane	Attendees: Mr Ken Smith, Director-General, Department of the Premier and Cabinet, Mr Noel Pearson, Director, Cape York Institute for Policy and Leadership, Dr Jeff Harmer, Secretary, Families, Housing, Community Services and Indigenous Affairs
27 October 2008	Pacific International Hotel, cnr The Esplanade and Spence Street, Cairns	Attendees: Mr Ken Smith, Director-General, Department of the Premier and Cabinet, Mr Noel Pearson, Director, Cape York Institute for Policy and Leadership, Dr Jeff Harmer, Secretary, Department of Families, Housing, Community Services and Indigenous Affairs,
15 December 2008	Executive Building, 100 George Street, Brisbane	Attendees: Mr Ken Smith, Director-General, Department of the Premier and Cabinet, Mr Noel Pearson, Director, Cape York Institute for Policy and Leadership (CYI), Dr Jeff Harmer, Secretary, Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA),

Date of FR Board Meeting	Venue	Attendees
23 February 2009	Executive Building, 100 George Street, Brisbane	Attendees: Mr Ken Smith, Director-General, Department of the Premier and Cabinet, Mr Noel Pearson, Director, Cape York Institute for Policy and Leadership (CYI), Dr Jeff Harmer, Secretary, Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA),
25 May 2009	Executive Building, 100 George Street, Brisbane	Attendees: Mr Ken Smith, Director-General, Department of the Premier and Cabinet,Dr Jeff Harmer, Secretary, Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA), Absent: Noel Pearson, Director, Cape York Institute for Policy and Leadership (CYI), Out of Session

APPENDIX C

SITTING CALENDAR
FAMILY RESPONSIBILITIES COMMISSION July 2008 to June 2009

Week Commencing	Commissioner	Coen	Aurukun	Mossman Gorge	Hope Vale	Cairns Office
11/08/08	DRG	12	13,14	-	-	11,15
18/08/08	DRG	-	-	21	19,20	18, 22
25/08/08	DRG	26	27, 28	-	-	25,29
01/09/08	DRG	-	-	4	-	2nd Board Meeting
08/09/08	DRG	9	10,11	-	-	8,12
15/09/08	DRG	-	-	18	16, 17	15, 19
22/09/08	DRG	23	24, 25	-	-	22,26
29/09/08	DRG	-	-	-	-	
06/10/08	DRG	-	-	9	7, 8	6, 10
13/10/08	DRG	14	15, 16	-	-	13,17
20/10/08	DRG	-	-	23	21, 22	20, 24
27/10/08	DRG	28	29, 30	-	-	27th Board Meeting
03/11/08	DRG	-	-	6	4,5	3, 7
10/11/08	DRG	11	12, 13	-	-	10,14
17/11/08	DRG	-	-	20	18, 19	17, 21
24/11/08	DRG	25	26, 27	-	-	24,28
01/12/08	DRG	-	-	4	2, 3	1, 5
08/12/08	DRG	9	10, 11	-	-	8,12
15/12/08	DRG	-	-	18	16, 17	15th Board Meeting
22/12/08	DRG	-	-	-	-	
29/12/08	DRG	-	-	-	-	
5/01/09	DRG-	-	-	-	-	All week

Week Commencing	Commissioner	Coen	Aurukun	Mossman Gorge	Hope Vale	Cairns Office
12/01/09	DRG-	-	-	-	-	All week
19/01/09	DRG-	-	-	-	-	All week
26/01/09	DRG-	-	27,28,29	-	-	26,30
2/02/09	DRG-	-	-	2	3,4	5,6
9/02/09	DRG-	9,10	11,12	-	-	13
16/02/09	DRG-	-	-	16	17,18	19,20
23/02/09	DRG-	-	24,25,26	-	-	23rd Board Meeting
2/03/09	DRG-	-	-	2	3,4	5,6
9/03/09	DRG-	9,10	11,12	-	-	13
16/03/09	DRG-	-	-	16	17,18	19,20
23/03/09	DRG-	-	24,25,26	-	-	23,27
30/03/09	DRG-	-	-	30 March	31 March and 1 April	30 March and 3 April
6/04/09	DRG-	6,7	8,9	-	-	
13/04/09	DRG-	-	-	-	-	Training Week
20/04/09	DRG-	-	21,22,23	20	-	23,24
27/04/09	DRG-	-	-	-	28,29	1 May
4/05/09	DRG-	-	-	-	6	4,5
11/05/09	DRG-	11	12,13	-	-	14,15
18/05/09	DRG-	-	-	18	19,20	21,22
25/05/09	DRG-	-	27,28	-	-	25th Board Brisbane
1/06/09	WC	-	-	1	2,3	4,5
8/06/09	WC	-	9,10,11	-	-	8,12
15/06/09	WC-	-	-	15	16,17	18,19
22/06/09	WC-	22,23	23,24,25	-	-	26
29/06/09	WC-	-	-	29	30th & 1 July	2,3

Glossary of Terms

Wellbeing Centres:

These centres are currently operated by the Royal Flying Doctor Service (RFDS) and are the primary referral agency for the Commission. The Wellbeing Centres provide:

- a holistic, systemic and community-based approach to treating drug and alcohol addiction and related mental health co-morbidities, including family violence and gambling,
- clinical assessments, formal and informal counselling, support for individuals and their families, and support for community-driven activities that build community capacity
- support for restoring social norms and empowering individuals to take responsibility for making positive choices about their health and wellbeing.

Each Wellbeing Centre is staffed with a psychologist, counsellors and one or more community support workers. Staff are also be supported by part-time medical practitioners, mental health nurses and psychiatrists, team leaders and a Service Development manager.

New infrastructure has been built to support the Wellbeing Centres in each community. All the centres and staff housing is now complete, and the completion of the infrastructure has allowed the RFDS to complete their staff recruitment. All the centres will be fully staffed by the end of July 2009, and this will allow the range of services delivered from the centres to increase from the end of July and reach full service delivery by the end of August.

Family Income Management:

Family Income Management (FIM) is a voluntary, confidential and free service that is specifically designed to meet the particular needs of Indigenous individuals and families, and provide them with the education, information and ongoing support needed to manage their own money.

FIM provides support and assistance including referrals and access to financial institutions, products and services. It also provides general information, education and ongoing support to individuals and families about improving the outcomes for children from the expenditure of Family Payments.

FIM operates in Aurukun, Coen, Hope Vale and Mossman Gorge and has been operating in a number of Cape York communities since 2001.

Attendance Case Management Framework:

The Attendance Case Management Framework (ACMF) was developed by the Every Child is Special (ECIS) Unit to support student attendance. The ACMF uses Professor Herbert C Kelman's behavioural change model which identifies three stages leading to behavioural change: compliance, identification, and internalisation. ACMF works with students, parents, schools and the broader community to set the expectation of 100 per cent attendance and to build and sustain it as a "social norm".

Under the ACMF, Attendance Case Managers (ACMs) aim to follow up every absence, on the day, to work with families to resolve the reason behind a child's unexplained absence or lateness and to develop strategies to avoid reoccurrences. ACMs also refer parents to support services like FIM or alcohol addiction support as required. Such quick response reduces the incidence of parents being called before the Commission on student attendance-related issues.

ACMs use positive reinforcement to publicly and privately acknowledge 100 per cent attendance. They also work with schools to limit disruptions and maximise student core learning time, and work with the wider community to help them develop strategies to support the 100 per cent attendance expectation.

Abbreviations

ACMs	Attendance Case Managers
ACMF	Attendance Case Management Framework
CIM	Conditional Income Management
CSS	Child Safety Services
CDEP	Community Development Employment Projects
CYWR	Cape York Welfare Reform
DET	Department of Education and Training (Qld)
DoC	Department of Communities (Qld)
DPC	Department of the Premier and Cabinet (Qld)
ECIS	Every Child is Special
FIM	Family Income Management
FRA	Family Responsibilities Agreement
FRB	Family Responsibilities Board
FRC	Family Responsibilities Commission
IT	Information Technology
ITEC	Industry Training and Education Council
MOU	Memorandum of Understanding
RFDS	Royal Flying Doctor Service
SLA	Service Level Agreement
VIM	Voluntary Income Management
WBC	Wellbeing Centre

Also: Cape York Institute for Policy and Leadership (the Institute)

Family Responsibilities Board (the Board)

Family Responsibilities Commission (the Commission)

Mr David Glasgow, Family Responsibilities Commissioner (the Commissioner)

Contact Details

Family Responsibilities Commission

Cairns Central Registry

PO Box 5438, Cairns Qld 4870
Level 2, 107 Lake Street, Cairns
Ph 4057 3870
Fax: 4041 0974

Aurukun

CJG Bldg, Wuungkah Street, Aurukun 4871
Ph 4060 6185
Fax 4060 6094

Coen

CRAC Building, Taylor St, Coen 4871
Ph 4060 1037
Fax 4060 1206

Hope Vale

Old Hospital Bldg, Aerodrome Rd, Hope Vale
Ph 4060 9153
Fax 4060 9137

Mossman Gorge

Lunde St (PO Box 171) MossGorge 4873
Ph 4098 1908
Ph/Fax 4098 1908

For more information on the communities and population compositions, view the Quarterly Reports at: www.indigenous.qld.gov.au and ww.statistics.oesr.qld.gov.au/qld-regional-profiles

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FRC

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