

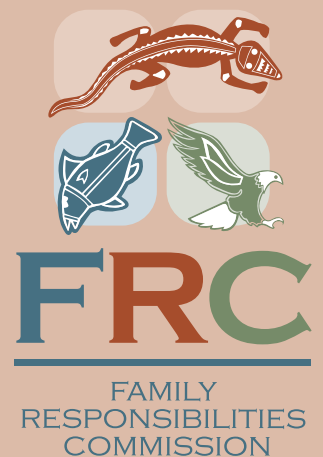
ANNUAL REPORT

11



ANNUAL REPORT 2010-11

FAMILY RESPONSIBILITIES COMMISSION



The Annual Report of the Family Responsibilities Commission summarises the Commission and its financial and corporate performance for the period from 1 July 2010 to 30 June 2011.

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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Front cover: Zion Gibson, Mossman Gorge

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ISSN – 1837-4565

Below: Hope Vale Black Bream in Barron River by emerging Hope Vale artist Tanique Brim



The Commission recognises we are visitors to the country we travel across and work in and that many of our Local Commissioners are Traditional Owners and Elders of their communities. The Commission acknowledges and pays our respects to the Traditional Owners, Elders and Teachers of these lands; to those of the past whose unseen hands guide the actions and decisions of the Commissioners today; to those of the present working for their communities setting the example for the next generation and to those of the future, the Elders not yet born who will inherit the legacy of our efforts.

Zion Gibson, Jade Hart, Joseph Buchanan, Akia Kerr, Jada Hart and Hilder Kerr before the Mossman Gorge school attendance awards



23 August 2011

The Honourable Curtis Pitt MP
Minister for Disability Services, Mental Health and
Aboriginal and Torres Strait Islander Partnerships
GPO Box 806
BRISBANE QLD 4001

Dear Minister Pitt

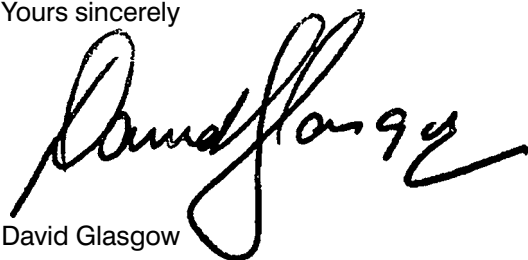
I am pleased to present the Annual Report 2010-2011 for the Family Responsibilities Commission.

I certify that this Annual Report complies with:

- the prescribed requirements of the *Financial Accountability Act 2009* and the *Financial and Performance Management Standard 2009*, and
- the detailed requirements set out in the *Annual Report Requirements for Queensland Government Agencies*.

A checklist outlining the annual reporting requirements can be accessed at
<http://www.frcq.org.au> after 30 October 2011.

Yours sincerely



David Glasgow
Commissioner
Family Responsibilities Commission

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FAMILY RESPONSIBILITIES COMMISSION

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PREAMBLE - NOEL PEARSON

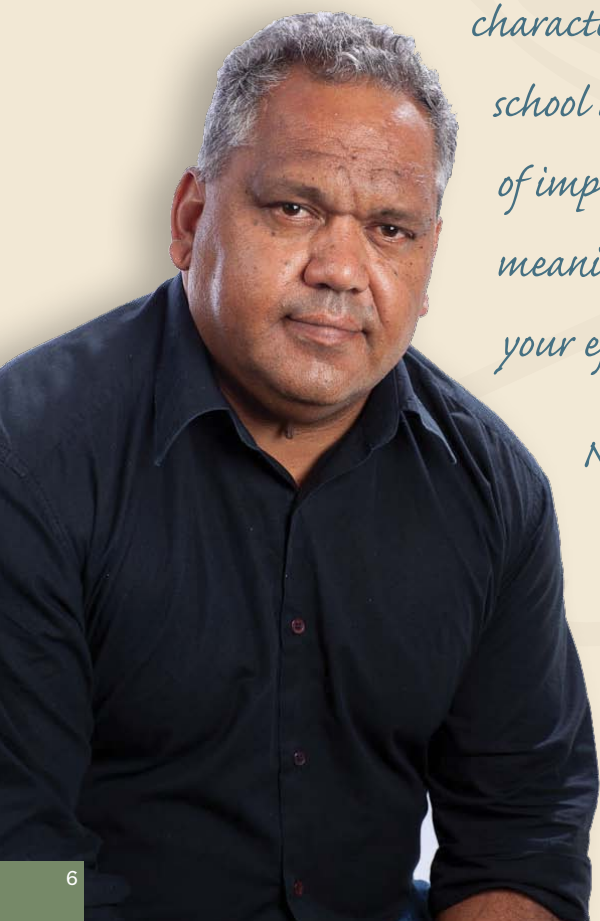
"The Family Responsibilities Commission is a core component of Welfare Reform in Cape York Peninsula. It has been designed by Aboriginal Australians of Cape York and is driven by community members, which is critical to its success.

The FRC is a formidable force for change; it is our most important means to rebuild social norms around education and the welfare of our children.

I pay my respects to you as Local Commissioners, respected community Elders who have stepped forward to take responsibility. I continue to be impressed by your strength of character and leadership. The improvements in school attendance – without which provisioning of improved education in communities would be meaningless – is to a large extent due to your efforts.

*Nganhhdhaan gurra burrbuurrr-manaadhi.
(We have become stronger)."*

Noel Pearson



STRATEGIC OVERVIEW



Our Vision

People behave responsibly in the Welfare Reform community areas; they respect local authority and take responsibility for the care of children and the wellbeing of individuals and families of the community.

Our Objectives

- Provide effective and efficient client services and influence the wider acceptance of socially responsible standards of behaviour at the individual, family and community level.
- Strengthen collaborative cross agency partnerships to support local Indigenous authority and influence the wider acceptance of socially responsible standards of behaviour at the individual, family and community level.
- Enhance community engagement and promote understanding of our role to support local Indigenous authority and promote the wider acceptance of socially responsible standards of behaviour so that each Welfare Reform community is a more caring and safer place to live.

Service Charter Statement

The Family Responsibilities Commission knows that you value good customer service. Our aim is to give you the best service we can. We will work with clients and stakeholders to deliver outputs for the State and Commonwealth Governments that achieve the outcomes sought for the Welfare Reform communities. In doing so, the Commission nurtures a spirit of inquiry and innovation. We will take up the challenge of unconventional or creative thinking that may be needed to address the complex problems that confront our communities.



Local Commissioners from Aurukun, Coen, Hope Vale and Mossman Gorge with Commissioner Glasgow and Registrar Tammy Sovenyhazi



STRATEGIC OVERVIEW

The Family Responsibilities Commission – About Us

As part of the broader Cape York Welfare Reforms, the Commission has the lead role in this unique trial aimed at restoring local authority and socially responsible standards of behaviour in Aurukun, Coen, Hope Vale and Mossman Gorge. The Commission was established by the *Family Responsibilities Commission Act 2008* and commenced operations on 1 July 2008.

Local Commissioners are Elders or respected community members who encourage individuals appearing before the Commission to take the steps needed to make lasting changes which will benefit their health, wellbeing, home and community life.

The Commissioner and Local Commissioners meet regularly to conference clients and make referrals to community support services or in certain circumstances, to Centrelink for income management.

Policy context

Our activities support the Cape York Welfare Reforms and the following Queensland Government ambitions stated in Toward Q2 Tomorrow's Queensland:

- **Fair** - supporting safe and caring communities
- **Healthy** - making Queenslanders Australia's healthiest people
- **Smart** - delivering world class education and training

Our activities also support the Department of Communities goal of leading the COAG "Closing the Gap" agenda:

1. Supporting the improvement of literacy and numeracy levels and Year 12 or equivalent attainment of children in our communities by providing guidance and information to families on the requirement for children to attend school and by providing better access to educational services in relation to boarding schools.
2. Supporting Queensland's children and families at risk of entering the child protection system through early intervention and better access to a range of services.
3. Coordinating improvements to service delivery for Aboriginal and Torres Strait Islander clients and communities.

Our challenge

The Commission delivers services to communities which are culturally unique and geographically remote. Each community is different, however each can be characterised by the entrenched disadvantage of Indigenous community members. Over-crowded housing, high rates of Indigenous welfare dependency and multi-generational poverty has resulted in communities with high numbers of individuals and families with complex needs.

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

Strategic objectives

The objectives of the Commission, the practical means of implementing each objective and the key performance indicators by which the Commission can introspectively assess performance and be independently evaluated are:

STRATEGIC OVERVIEW



Objective One

Provide effective and efficient client services and influence the wider acceptance of socially responsible standards of behaviour at the individual, family and community level.

Strategies

- Support Local Commissioners in their role.
- Continually improve performance through strong governance and management of resources.
- Develop and support staff.
- Process agency notifications, conduct client conferences and undertake case planning, monitoring and Show Cause as required.

Performance Indicators

Local Commissioners report increased respect for their authority from community members and positive social norms make each community a more caring and safer place to live and:

- School attendance increases – notifications from Education Queensland decrease.
- Criminal offending decreases – notifications from Magistrates Courts decrease.
- Children at risk of harm and/ or actually harmed decreases – notifications from the Department of Communities decrease.
- Breach of tenancy decreases – notifications from housing providers decrease.

Objective Two

Strengthen collaborative cross agency partnerships to support local Indigenous authority and influence the wider acceptance of socially responsible standards of behaviour at the individual, family and community level.

Strategies

- Build and maintain partnerships with partner agencies and community support services based on a mutual understanding of agency mandates and the importance of cooperative, collaborative and coordinated service provision.
- Staff of the Commission, partner agencies and community support services recognise the importance of timely and lawful information sharing to enable quality case management.
- The Commission's service delivery is closely aligned with the *Family Responsibilities Commission Act 2008* and wider Cape York Welfare Reform objectives.

Performance Indicators

Local Commissioners report increased respect for their authority from community members and positive social norms make each community a more caring and safer place to live and:

- School attendance increases - notifications from Education Queensland decrease.
- Criminal offending decreases - notifications from Magistrate Courts decrease.
- Children at risk of harm and/ or actually harmed decreases - notifications from Department of Communities decrease.
- Breach of tenancy decreases - notifications from housing providers decrease.

Objective Three

Enhance community engagement and promote understanding of our role to support local Indigenous authority and promote the wider acceptance of socially responsible standards of behaviour so that each Welfare Reform community is a more caring and safer place to live.

Strategies

- Promote understanding of our mandate to deal with matters in a way which supports local Indigenous authority, encourages positive social norms and which promotes the rights, interests and wellbeing of children and other vulnerable persons of the community.
- Promote understanding of the Commission as part of the Welfare Reform trial and as part of a wider service network aimed at enabling individuals and families to improve the quality of their life.

Performance Indicators

- Number and percentage of clients subject to more than one agency notification decreases.
- Number and percentage of clients attending conferences increases.
- Community respect for Local Commissioner authority increases.
- Number of engagement activities undertaken by the Commission in the community and regionally increases.



COMMISSIONER GLASGOW'S MESSAGE

From the Conference Room

The Commission acknowledges and pays its respects to the traditional owners, Elders and teachers, both past and present of the lands upon which the Commission operates. We also acknowledge the youth of the communities of Aurukun, Coen, Mossman Gorge and Hope Vale, who in future years, will fill these roles and preserve their culture and language.

Our challenge for the past three years has been to assist community members to improve the health, safety and wellbeing of their children and improve school attendance. This annual report details progress made to date. In each community over the past year, the credit for these improvements lies with the parents and carers of the children, their teachers, nurses, police, child safety officers and community leaders.

The lead shown by Local Commissioners in this task is acknowledged and championed by all observers and responsible civic administrators. Their dedication, commitment and determination to ensure change for the better and their strength in leadership is without peer.

Improving the lives and increasing opportunities for all community members is the Commission's objective. Welfare Reform is about assisting people to make long lasting positive changes in a considered and measured way, by addressing causes of dysfunction and not just its symptoms.

Record attendance at Commission conferences, together with a cooperative attitude by most clients, indicates to me widespread acceptance and recognition of the conference process as constructive and non-punitive.

Amendments to our Act in 2010 allowed for three Local Commissioners to conduct conferences. Aurukun commenced this process during the week of Cyclone Yasi, with all 59 conferences being conducted by Local Commissioners in my absence. This process has been adopted in each of the other communities when three Local Commissioners have been available. The communities have recognised and welcomed the authority of my Indigenous colleagues with enthusiasm.

The strength of the Commission and its success is attributable to the leadership and determination of our Local Commissioners to bring education and safety to every child and lasting improvements to the lives of all of the people of their communities.



Commissioner Glasgow with Aurukun Local Commissioners

COMMISSIONER GLASGOW'S MESSAGE



Deputy Commissioner Curtin with Hope Vale Local Commissioners Gibson and Cobus

Appointment of Deputy Commissioners

The Commission welcomed the appointment of two Deputy Commissioners in July 2010. Andrew James (Jim) Brooks (a Cairns based lawyer) and Rodney Curtin (a Cairns based barrister), have proven well rounded experience working in Indigenous communities and possess a knowledge and understanding of the work and objectives of the Commission. A deputy may be called upon to act when I am not available.

Retiring and new Local Commissioners

Five Local Commissioners retired in the past year. I acknowledge their dedication and assistance during their time as Commissioners. I acknowledge in particular Local Commissioner Nora Pratt and Local Commissioner Estelle Bowen, each of whom joined the Commission when it commenced and who retired this year due to ill health. The Commission looks forward to the appointment of new Local Commissioners early in the next financial year.

Community services

Over the past year I have observed real improvements in the daily lives of many of the people of each community. This is attributable, in no small measure, to the dedication and commitment of the many government employees who live and work there. I acknowledge the women and men from the Departments of Communities, Education and Training, Queensland Health, Child Safety Services, Housing and Homelessness, Justice and Attorney-General, Department of Community Safety (Queensland Corrective Services), the Queensland Police Service and other State and Commonwealth Government employees and their active support for our Welfare Reform objectives.

Commission service providers

The past twelve months has seen significant and sustained improvement of services provided by Cape York Partnerships, in school Attendance Case Managers, Financial Income Management and parenting services.



COMMISSIONER GLASGOW'S MESSAGE

The Department of Community Safety (Queensland Corrective Services) continues to stand out in its delivery of the Ending Family Violence Program as do Child Safety officers with their consultative approach to matters of concern and their firmness when the circumstances require.

It is not unusual for service providers operating in remote Queensland to struggle with recruitment and retention of suitable and qualified staff. The resulting vacancies and personnel turnover cause difficulties in maintaining regular services. The Wellbeing Centres in Hope Vale, Coen and Mossman Gorge have come a long way in the provision of quality services, with Aurukun now showing encouraging signs of developing into the community centre originally planned.

Local communities, through their advisory committees, have been instrumental in convincing Wellbeing Centre management of the desirability of staff members living in community, and participating in the life of the community for the duration of their employment.

I acknowledge the dedication in particular, of Ian Williamson (Hope Vale), John Hannan (Coen) and Michael Marriott (Hope Vale and Aurukun), whose skills both in engagement and counselling of clients are universally welcomed.

Commission staff

The continuing heavy workload of the Commission could not be maintained without the dedicated support and commitment of our small Cairns based staff which is ably lead by



COMMISSIONER GLASGOW'S MESSAGE



our Registrar Tammy Sovenyhazi, Executive Officer Alison Kollmorgen and Principal Case Manager Sharon Newcomb.

Our staff work under constant time pressures and have never failed to deliver. I thank Tammy Sovenyhazi for her valued leadership and her commitment to maintaining the highest standards in at times difficult circumstances and providing real and effective services in remote and challenging environments.

In February our Executive Officer, Noel Morich left the Commission to accept another role. We wish him every success in his well deserved appointment and thank him for the valued work he performed for the Commission since its commencement in 2008.

The Commission's future

On 19 August 2011 the Queensland Minister for Aboriginal and Torres Strait Islander Partnerships, the Honourable Curtis Pitt MP, together with the Honourable Jenny Macklin MP, Minister for Families, Housing, Community Services and Indigenous Affairs announced the extension of the Cape York Welfare Reform trial until 31 December 2012 following extensive consultations with local communities.

Though I am confident from the evidence we have, our operations have contributed to the many improvements we see in each of our communities, we all acknowledge that it is the community members themselves who are making the changes and they deserve the recognition and encouragement for their efforts.

David Glasgow
Family Responsibilities Commissioner

The Executive Management Team



Alison Kollmorgen
Executive Officer

Tammy Sovenyhazi
Registrar

Sharon Newcomb
Principal Case Manager



LOCAL COMMISSIONERS' YEAR IN REVIEW

Aurukun Local Commissioners' Report

In last year's annual report we compared ourselves to amateur fishermen. Over the past 12 months we have learnt a great deal and while we are no longer amateurs we are not yet professionals. We quickly discovered there is always something new to learn and just when we think we have a handle on the situation someone will always come up with a new problem which will test our reserve.

Politicians and other important officials visit Aurukun frequently and now that we are in our third year we have become familiar with some of their faces and feel we can speak with them on numerous subjects and be frank in these discussions. Sometimes people do not want to talk about the bad things, however, to make improvements in these areas the topics need to be discussed. We find we can now tackle these subjects without embarrassment because we know they have been here for a number of years and it is usually the people that carry guilt who shy away from these subjects.

With the change of legislation which allows Local Commissioners to conduct conferences in Commissioner Glasgow's absence we have again stepped up to the challenge with our confidence in ourselves continually growing. During the week of Cyclone Yasi Commissioner Glasgow supported us in conducting scheduled sittings via teleconferencing facilities from Cairns. We have since conducted many conferences independently and are maturing in the role.

Towards the end of last year school attendance began to decline. The fall in school attendance caused concern for the Commission and subsequently the FR Board endorsed that the Commission focus intensively on improving school attendance. Weekly sittings were commenced from 26 October 2010 and continued until the end of the school year. We saw a number of clients regularly during this time so we could reinforce the importance of school attendance for their children. We took this opportunity to discuss ongoing or emerging issues to ensure the family maintained momentum in improving their lives. We are pleased to report that school attendance has increased since the completion of the extra sittings in Aurukun.

Our working relationship with our referral agencies has had its moments, both good and bad. We note that relationships have improved over the past 12 months with agencies having a better understanding of the requirements of the Commission. We are now hopeful that with new staff at the Wellbeing Centre, the areas of client compliance and attendance will also improve.

We are at the stage now where a lot of our clients are repeat clients, however, from time to time we see a few new people. The Ending Family Violence Program run by the Department of Community Safety (Queensland Corrective Services) has been well attended with very positive feedback from attendees on the content and the facilitators. It is always good to hear clients



LOCAL COMMISSIONERS' YEAR IN REVIEW



being positive towards referral agencies.

We are finding that some clients who were aggressive and non-compliant in the past are now complying and approaching us in general discussions seeking assistance and outcomes from their referrals.

We continue to undertake professional development and are thankful to the Commission for holding training weeks during the year to assist us to develop the skills necessary to handle any situation as it may arise. Along with members of the Justice Group we participated in mediation training conducted by the Department of Justice and Attorney-General towards the end of 2010. Mediation plays a large part in Aurukun and now there are a number of community members who have the skills to conduct these mediations.

As Commissioners we were thrilled to have one of our own, Commissioner Ada Woolla, travel with the Registrar, Tammy Sovenyhazi, to attend the Early Childhood Development Conference held in Darwin on 21 to 23 September 2010. Commissioner Woolla and Tammy delivered a presentation on the Commission's work. The presentation was extremely well received and Commissioner Woolla then led a half day workshop and roundtable discussion relating to the work of the Local Commissioners and how their role has evolved over the life of the Commission. Such an opportunity has opened all our eyes to the importance of our work, and also the work being carried out in other states.

In May this year we were featured in a Four Corners profile of Aurukun called 'Return to Aurukun'. In the television program we sent a message out to the rest of Australia that given the opportunity to perform within the community and to be proactive at the local level in establishing preventive strategies, positive improvements and long term behavioural changes will result.

Noel Pearson, in his vision for this project, had the belief that this project would work and we thank him for the opportunity to show the rest of the world that Aboriginal people can lead the way. There is no quick fix to the problems in Aurukun. Rebuilding the community will require a generational effort and progress is achieved one step at a time. Lead from the front and the rest will follow.

Commissioner Glasgow has worked tirelessly with us in our capacity as Commissioners and is always supportive in all areas. The trust and confidence he has shown has given us the courage to take on challenges we would never have attempted in the past. When these challenges work out for the better it gives us the confidence to keep moving forward in improving our community. We thank him for his guidance and the faith he has shown in us, the Aurukun Commissioners.

Aurukun Local Commissioners Edgar Kerindun, Doris Poonkamelya, Sarah Wolmby, Ada Woolla, Dorothy Pootchemunka and Vera Koomeeta



Aurukun



Aurukun



LOCAL COMMISSIONERS' YEAR IN REVIEW

Coen Local Commissioners' Report

"Go Queensland", the Coen Wellbeing Centre erupted as Jharal Yow Yeh crossed the try line on Thursday night, 25 May 2011. The community had come together, children, parents, grandparents, service providers and visitors to celebrate as the mighty Queensland Maroons won again in the State of Origin match. As Commissioners we remember State of Origin as a night to dread with too much drinking and fighting and children coming to school and falling asleep as they had been kept awake by the partying houses all night. Now, the children come to school early, full of life to discuss the match, the hard hits and of course the referee. There was still partying and some drinking, but thanks to a good publican and the combined efforts of the community, service providers and Queensland Police, the Wellbeing Centre is now the place for families to gather and have good, clean fun.

As Commissioners we are very proud of the progress of Coen under the Welfare Reform trial. We have seen many benefits since the commencement of the Commission including the establishment of services under the Welfare Reform trial. Our people are smarter with money and budgeting, with many houses having new furniture, tidy yards and savings accounts. Family Income Management and BasicsCard have both been well accepted and are important in assisting the community to budget. There are many community groups in Coen now, some supported by service providers, others stand alone. The Wednesday Men's Group has been so successful in leatherwork and woodcarving that they are now selling products to visitors and tourists that travel through Coen.

Although Coen has always had a high level of school attendance and high academic standards, as soon as a parent becomes slack with sending the children to school, a meeting is called with the parents and teachers, and attendance is restored. The children are more involved in family life with fathers now stepping up as positive role models. A number of fathers have found being involved in the Lama Lama and Kalan Ranger programs has instilled pride and respect in themselves, and this has shown in their improved parenting skills. The community has become quieter and it would appear to us that Magistrates Court matters are reducing and that Child Safety Services are required to visit the community less frequently.

As Commissioners we have worked hard to convince the community of the benefit of attending services and seeking help when it is needed. We are now very happy that the Wellbeing Centre is no longer viewed as a place to go when there was something mentally wrong, but as a place to talk, gather and be used by other agencies and community groups. Another achievement has been the publication of the Coen News, a newsletter which has greatly improved communication and information sharing in the community. Commissioner Kepple has been featured in the 'In Focus' section of the newsletter which is a testimony to her position of respect in the community. The Family Responsibilities Commissioners have also featured in a number of articles and information updates.

As Commissioners we learnt some excellent mediation skills at the Department of Justice and Attorney-General training in October 2010. We faced logistical issues, such as the closure of the Coen airfield for many months to upgrade the runway to meet aviation safety standards for operation during the wet season. To ensure conferencing continued, we teleconferenced with Commissioner Glasgow in Cairns, and the clients and ourselves in Coen. It was a little tricky in the beginning but we grew in our leadership and are now progressing toward being able to sit without Commissioner Glasgow in conferences that do not require income management orders.

The Commission arranged a great gathering in Cairns in July 2010. Not only did we get to meet

LOCAL COMMISSIONERS' YEAR IN REVIEW



the recently retired Family Responsibilities Board Member, Dr Jeff Harmer, at a family barbeque, but we received specialised leadership training and service provider updates. A highlight was spending time with our fellow Commissioners from other communities and taking a trip to Kuranda where we were welcomed with traditional dancing performed by dancers from the Djurri Dadagal Arts Centre.

In November 2010 Commissioner Nora Pratt retired. We were sad to farewell her but are grateful for her wisdom and guidance and for the support she provided her fellow Commissioners and our community members. We were also very pleased to have Commissioner Ada Woolla from Aurukun attend Coen conferences and have a tour around Coen in April 2011. The more time we spend with our fellow Commissioners, the more we can discuss how to improve our communities and the individual problems we face in our separate communities.

There is still some work to be done in Coen. Some of our clients take two steps forward and one step back and we need to be here to support them. Our Elders taught us patience and understanding, especially for those that are not always able to be strong. There are still problems when the wet season comes and although more and more people are getting prepared, some run out of supplies or get stranded on the outstations. All the houses in Coen are full, so it is not as simple as coming into town to live during the wet. We would like more accommodation to reduce the overcrowding and some community houses for when the wet comes. We need to talk to people about taking responsibility for themselves and their families and how to plan for the future.

As Commissioners we see families improving, getting together and being involved in activities. We know this is a small but very significant step in improving the lives of the children of Coen, ensuring their future long after we have moved on. As Commissioners this is our legacy.

Coen Local Commissioners Peter Peter, May Kepple, Garry Port, Allan Creek and Elaine Liddy





LOCAL COMMISSIONERS' YEAR IN REVIEW

Hope Vale Local Commissioners' Report

In Hope Vale over the past three years, we have seen our clients grow and mature in their behaviour and interactions with their families. There are now positive and productive relationships between children, parents and the community. As Commissioners we have witnessed this through our clients coming to us to seek direction and advice and be reassured in their decision making, especially in relation to children. We know that the meaningful engagement with our clients and their willingness to take on board our guidance is a sign of our acceptance as Commissioners and the returning of traditional authority to our community.

As Commissioners, we have been supportive and have encouraged the community to welcome the transition of the Hope Vale State School to the Cape York Aboriginal Australian Academy at the beginning of this school year. We have seen an improvement in the engagement of both students and parents in the schooling curriculum. We recognise and commend the enthusiasm with which children, parents, carers, teachers and the community have embraced the need for education and the joy of learning. We continue to emphasise to parents and carers the importance of school attendance and prompt arrival times.

Throughout the year we have worked closely with Transition Support Services (TSS) and the parents of Hope Vale school students to ensure that the successful transition of new students and the return of existing students to boarding school after holidays occurs smoothly. We will continue to participate in assisting with entitlements, enrolments and transport to schools in a coordinated approach with the Hope Vale Aboriginal Shire Council, TSS and Centrelink.

As Commissioners we have worked hard to develop and maintain effective information sharing and greater engagement with government agencies such as the Department of Justice and Attorney-General, Queensland Police Service and Child Safety Services. Justice Moynihan and Judge Nase from the Crime and Misconduct Commission met with us to discuss the role of the Family Responsibilities Commission in Hope Vale, how the Commission was progressing as an important component in the Cape York Welfare Reform trial and what changes we have seen in the community since the commencement of the Commission.

Looking back over the year, the community has experienced increased employment opportunities with improvement in the number of courses and training programs available. The revival of the Hope Vale Child Care Centre has resulted in greater utilisation by working parents and staff studying to complete a Diploma in Early Childcare. Hope Vale through the Cape York Welfare Reform (CYWR) has experienced an increase of available housing and housing refurbishment, relieving overcrowding and cramped conditions. The Hope Vale pool is now complete along with sealed parking and a driveway area. The children of Hope Vale are eagerly awaiting the official opening of the pool and especially looking forward to the cool waters during the long, hot summers of Hope Vale.



LOCAL COMMISSIONERS' YEAR IN REVIEW



Involvement in the Pride of Place project has led to community members taking more interest in their yards and the community in general. The Pride of Place project allows participating households to design and build backyards which can include landscaping, tree planting, house painting, driveway, carport, patios, fencing, barbeque, pergola or garden shed construction and even outdoor furniture.

As Commissioners, we have grown in our skills and knowledge of government, legislation and community engagement through the mentoring provided by Commissioner Glasgow and attending formal training. In July 2010 we travelled to Cairns along with Local Commissioners from Aurukun, Coen and Mossman Gorge for a week of development and training. Service providers and agencies presented information sessions and overviews of their organisation's roles and objectives. The Indigenous Leadership and Engagement Branch from the Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) delivered the "Building Capacity" workshop to the gathering of Commissioners over two days. The week concluded with a team day with Registry staff joining the Commissioners on a visit to Kuranda via the scenic railway and returning on the Skyrail Rainforest Cableway. At the formal training and at an FRC family barbeque we, as Commissioners, were proud to receive thanks and recognition from the recently retired Dr Jeff Harmer, Secretary of FaHCSIA. A further Commissioner workshop occurred in September which has consolidated our knowledge and expertise in understanding legislation and the elements of case management.

As Commissioners we are all employed in addition to our Commission responsibilities and we acknowledge the work we do would not be possible without the support of our employers. We are also active in many community groups and projects, and with our families and friends. Some weeks are very busy and without the support of our families we would not manage to achieve as much as we do. When we see young children in uniforms and shoes skipping to school in the mornings, we know the long days are worth the effort. We have seen the difference the Commission and CYWR have made and look forward to the coming year to allow further growth of our community, friends and family.

Hope Vale Local Commissioners Brian Cobus, Victor Gibson, Doreen Hart and Irene Hammett

"Years ago we were in a less fortunate situation but now we are rich in resources and education. Community members now come to the Commission voluntarily to ask for help and support. There is somewhere else for people to turn to for advice. We know we are not yet at the top of the hill but we are getting there with persistence, enthusiasm and encouragement to support us." Local Commissioner Cobus.



The Coloured Sands at Elim Beach near Hope Vale



LOCAL COMMISSIONERS' YEAR IN REVIEW

Mossman Gorge Local Commissioners' Report

There have been many ups and downs since the commencement of the Commission but we are seeing the benefits now. When Commissioner Glasgow first started visiting Mossman Gorge there was a lot of alcohol abuse which was affecting the community. The abuse was visual to those passing through, but you don't see that now. There are no longer parties seven days a week that go all day and night. People are starting to take responsibility for themselves and their families, making sure their children get a good night's sleep and are ready for school the next day.

As Commissioners, we are providing our people with guidance whenever they need it, both during working hours and in our own time. Because we are part of the community, our work does not always finish at 5 o'clock. Mossman Gorge has matured in the last few years, and people are starting to network outside the community now. There are services in the community which are beginning to have a beneficial effect on those using them. The Commission has seen that referrals to Family Income Management help to manage household budgets and rent payments, while the Parenting Program is there supporting parents to take responsibility and raise happy, safe and healthy children. Counselling programs and support is available through the Wellbeing Centre. There are also Men's and Women's Groups including first time fathers seeking help and discussing relationships and attending to their health.

The continued support of Dry Houses in Mossman Gorge has seen some positive changes towards a quieter community. The community's attitude has also changed, reflecting the shift in outlook of what is acceptable behaviour and conduct and what is not. Community members are now encouraging and supporting the intent of the Dry Houses, recognising the commitment which their neighbours have made to improve their circumstances and that of their families in openly declaring their stance on alcohol.

As Commissioners and community members we have been supportive of the Mossman Liquor Accord which commenced on a trial basis in April 2010 and limited four litre cask wine sales to after 4 pm. The ban was on a voluntary basis with the licensees involved. During the accord the community was much tidier without those 'silver pillows' and their cardboard containers littering the streets. *"It was like the old days when things were normal."* Cask wine consumption in Mossman Gorge is generally associated with excessive drinking leading to street disturbances and associated violence. During the accord there were less assaults and domestic problems. The accord eventually ceased as people were able to purchase cask wine from other retailers not participating in the accord. Since it has ceased the situation is deteriorating again with some people starting to form up again 'under the tree'.

The Commission organised and held a successful combined school attendance awards presentation and Christmas party with families, friends and service providers from the Gorge attending this special occasion. As Commissioners we expressed our desire for the children to continue to strive for greater attendance at school next year. We thanked the parents and acknowledged their hard work in getting their children to school each day and the role parents and carers play in instilling the importance of education in their children. Awards were presented for the best school attendance for each year level, an award for the best overall attendance for the school and the most scholastically improved student. The children were delighted with their prizes knowing that they had done the hard work to achieve their awards. A parent stated *"it was a good thing to have these awards, for it had sealed the year that just passed"*.

LOCAL COMMISSIONERS' YEAR IN REVIEW



The construction of the Mossman Gorge Gateway Project commenced in January this year. Witnessing the commencement of construction has brought renewed enthusiasm and excitement in the community. The Gateway project is providing training and employment to community members, with some that left now returning to take up the opportunities it offers. The Gateway Project is focused on the development and preservation of Mossman Gorge and honours those who have protected the rainforest since the dreamtime.

We recently visited our fellow Commissioners in Aurukun and attended three days of conferencing. Because each community varies so significantly it was interesting to learn the ways of the Aurukun Commissioners. We were able to learn a lot and as a result we have taken back those lessons to our own community. We look forward to hosting other Commissioners in Mossman Gorge. It is good to compare different communities and what does and does not work.

During our trip to Aurukun we met with Mayor Neville Pootchemunka and the Chief Executive Officer of the Aurukun Shire Council who gave us a brief history of the Aurukun leaders and the achievements to date. We also visited the Cape York Partnerships Opportunity Hub and the Wellbeing Centre meeting with staff and learning about the programs available to Aurukun community members. We took the opportunity to visit the Cape York Aboriginal Australian Academy (CYAAA) and met with the Principal and CEO who provided a history of the school and the theory utilised in the method of instruction. We were also introduced to the school Attendance Case Managers and teachers. We joined a class and witnessed the Direct Instruction method of teaching that occurs in the CYAAA campuses. The children were very attentive and appeared to be excited to learn and achieve through this new method of teaching. It was clear that the parents and guardians that frequently attend school with their children have made a big difference to the student attendance rate.

We are very supportive of the Commission extending beyond 2011. People need to have hope, to look forward to the future. We feel we have not had enough time as yet to improve our community. We feel if we could not continue on our present path the community would go backwards. The partying would start again, affecting our children, and there would be no support in the community to improve things. Our community has experienced situations in the past where they just get used to using a support service and then the service is removed. We need to progress slowly and get used to doing things by ourselves. It is like taking antibiotics - no matter how much you take they cannot make you 100 percent better. You do have to do some things yourself. Strength comes down to the individual, to self-management and then to managing and improving our own Mossman Gorge.



Mossman Gorge

**Mossman Gorge Local Commissioners
Loretta Spratt, Daniel Fischer and
Berryl Shuan**



BUILDING RELATIONSHIPS

TRANSITION SUPPORT SERVICES

The Commissioners work with families of all compositions including parents, grandparents, aunts, uncles, brothers and sisters, all caring for young children. When faced with the prospect of choosing and arranging a boarding school from the many available, it is a daunting task for most. The associated paperwork, transport and the raising of extra funds all provide an additional strain. Place yourself in the situation of an elderly grandmother caring for a number of grandchildren with few resources and little support from other family members. The stories here are all too familiar.

Story one: *"What can I do? I am an old lady and he is much bigger than me. If he does not want to go to school and just sits watching TV all day, I can't do anything. The other grannies¹ are all good and go to school here in community. I need to get him back to boarding school and out of the way. I am tired and he is too big to fight with."*

Story two: *"I don't understand all these forms and documents. I just want her to go to boarding school. I told the first lady who came that she was a good girl and attends school everyday. What more do I need to do? Just tell me when to take her to the plane. She needs a good education."*

If children are not placed in the correct boarding school, supported through the separation from family and engaged with learning at the new school, they often return to community with no desire to continue education. These children disengage from school life and become a burden on their family and community often getting into trouble with the law. The teenager, bigger and stronger than his grandmother, eating everything in the house and refusing to move from in front of the television presents multiple problems to those around him. He is not old enough to leave school and nor does he have the skills or desire to work. It is also difficult for this grandmother and many like her who have had to take on the responsibility raising their grandchildren.

Through listening to the parents, grandparents and carers at conference, the Commissioners have sought help for these clients. In doing so, the Commissioners have established strong relationships with Transition Support Services (TSS), Department of Education and Training, the Centrelink ABSTUDY unit and school Attendance Case Managers. Although many of the Commissioners have personal experience in managing difficult teenagers, and have also experience in navigating the requirements involved in sending children and grandchildren to boarding school, they quickly learned that every client and every child is different.

¹ In this context grannies refers to grandchildren.



Mossman Gorge

BUILDING RELATIONSHIPS



In the case of the grandmother endeavouring to have her grandchild return to boarding school, the Commissioners and TSS officers would review her family relationships, determine whether there is sufficient commitment from both the teenager and the grandmother to ensure a successful return, and if so, they would look to assist her with enrolling the teenager in another boarding school. This takes time, money and effort. The teenager will need to attend an interview and demonstrate his commitment to the school and educational opportunity. TSS officers meet with the children and carers to ensure they obtain the birth certificate, identification and school records they will need for the application. Information is then provided to the family on the costs involved and discussions are held to determine the 'best fit' school for the child and family and also determine whether budgeting assistance is required.

TSS work with the parents and carers to apply for ABSTUDY and scholarships. Once children are accepted at a school, TSS provides support for travel, building relationships and maintaining contact with culture and community. Whilst TSS officers work on the processes necessary to enrol the child in a school, the Commissioners network with the family. In this circumstance a male Commissioner will enlist other Elders and meet with the teenager and discuss the need for him to be educated to take his place in community and clan. The Commissioners will invite TSS community support officers to be present on conference days to engage with clients at the completion of their conference. If necessary, ABSTUDY and school liaison officers will also be invited by the Commissioners to liaise with carers and children. There is never any thought that any child is too difficult, or beyond the assistance of the Commission and service providers.

The assistance and support provided by TSS to families transitioning through the education process encourages parents and children to achieve the best outcome possible. Community support officers advise Commissioners and carers of the efforts and progress made by their children in boarding schools. They provide updates on school achievements and good citizenship and congratulate carers on the remarkable young person they have raised. Many difficulties and barriers are encountered by a young person from a remote Indigenous community when entering and attempting to assimilate into what is often a foreign school environment. The role of TSS is invaluable to the Commissioners and their communities.

"As a community we are proud of our children who go away to boarding school. We know it is tough for them especially in the beginning being away from family and sometimes in strange, cold places but they have spirit and determination. They become educated and ready to take their place in the world but will always have a home back with us."

Local Commissioner Port, Coen



Mossman Gorge



REGISTRAR'S YEAR IN REVIEW

From the desk of the Registrar

The Commission has now completed its third year of operation. When reflecting back on the Commission's achievements since its inception in July 2008 we continue to marvel at the progress made and the changing environment the Commission has had to adjust to. Most of all we are thankful for the support we have received along the way, support without which the Commission would have struggled to achieve its objectives.

From setting up the Commission, in an administrative sense, to regularly conferencing in communities, the Commission has now proceeded to begin evaluating its effectiveness, both in community and within its own infrastructure. A full and independent evaluation has been commissioned by the Commonwealth Government upon expiry of the *Family Responsibilities Commission Act 2008* on 1 January 2013. A Lead Evaluator will be appointed by trial partners to prepare an outcomes report based on a series of progress reviews of discrete trial components. Personally from my own perspective (and I am sure all staff would agree) we have progressed from initially feeling full of promise, with new faces from a great variance of backgrounds and experiences, new offices and new legislation, to feeling like a family that has formed strong bonds.

In our third year the Commission has continued to refine its internal processes including, but not limited to, releasing the reviewed Procedures Manual (incorporating all Commission procedures), Information Sharing Protocol (to improve and expand efficiencies in service provision), Complaints Management Policy, Workplace Policy (to support the Queensland Public Service Code of Conduct) and Guidelines for Right to Information. These policies form the tools for building a safe, healthy, efficient and transparent workplace.

The KPMG Implementation Review of the Commission was completed in September 2010. The Commission has accepted and implemented many of the recommendations of the review and is continuing to work toward ongoing improvements.

Of significance, and as a direct result of the recommendations, has been the conversion of our procedural forms which are issued to Commission clients into a client friendly format. The opportunity was also taken to update these forms to comply with the Machinery of Government (MOG) changes.

The Commission requested five amendments to legislation to assist the efficient delivery of conferencing services. The legislative amendments were passed by the Queensland Parliament and have taken effect from 14 October 2010. One of these amendments is the ability to hold a conference in prescribed circumstances with three Local Commissioners. To empower the Local Commissioners to independently hold conferences, the Commission identified the need to expand training opportunities and provide supportive mechanisms. Training has been provided to our Local Commissioners in personal development, leadership capabilities, governance, mediation and Justice of the Peace (Qualified) programs. The chairing of conferences by our Local Commissioners has already begun to positively influence the acceptance of the Commission and strengthen community capability and independence.

On 22 July 2010 her Excellency the Governor approved the appointment of two Deputy Commissioners to the Family Responsibilities Commission. The Commission was fortunate to welcome Deputy Commissioner Rod Curtin and Deputy Commissioner Jim Brooks to its ranks. The appointments have already alleviated the heavy burden upon Commissioner David Glasgow in what has proven to be an extremely busy year of conferencing in communities.

REGISTRAR'S YEAR IN REVIEW



Case management has been reviewed and a new intensive case coordination framework has been implemented with the commencement of our Active Family Pathways (AFP) in November 2010 for those clients who present with multiple and complex needs. The purpose of the AFP is to assess, assist and ensure these clients receive access to both government and non-government support services and empower them to make the necessary changes in their lives to provide a safe and secure environment for themselves and their families. Outcomes sought are largely to maintain the momentum and focus of the Commission's mandate on early intervention.

During the year the Commission has actively sought to extend the scope of service provider options and has engaged the services of the Department of Community Safety (Queensland Corrective Services) (QCS) to conduct Ending Family Violence programs in each of the communities on a regular basis. Programs are delivered to Commission clients by QCS officers, with funding provided by the Department of Community Safety. The QCS are currently undertaking a review of the effectiveness of their programs in communities, to which Local Commissioner feedback has been provided. The Commission welcomes the review of the program which it is anticipated will refine the content and delivery methods to create a learning environment which is even more culturally appropriate.

In regard to conferencing, the Commission achieved a significant amount of work throughout the past year conducting 1,745 conferences which resulted in 83 Family Responsibility Agreements, 147 Orders and subsequently 374 referrals to community support services.

Following the many changes affecting the Commission during the year, and to ensure the Commission continues to meet the challenges it is presented with, a key priority of the Commission is to maintain an environment of continual professional development for all Local Commissioners and staff.

Local Commissioners travelled to Cairns in July for a week of training, information sharing, personal development, leadership capability and governance. The Local Commissioners invited service providers to present updates on available and future services in each community. Local Commissioners met with Dr Jeff Harmer, who at the time was a Family Responsibilities Board Member and Secretary of the Commonwealth Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA), and discussed the progress of the Commission and their role in particular. Dr Harmer also enjoyed an informal barbeque with all the Commissioners, staff and families. In December 2010 the Honourable Jenny Macklin MP, Minister for Families, Housing, Community Services and Indigenous Affairs announced the retirement of Dr Harmer, and congratulated him on his outstanding service to the people of Australia. The Commission would like to acknowledge the strong support and expertise provided by Dr Harmer during his tenure as a FR Board Member.

On 21 and 22 September 2010 the Commission facilitated a Local Commissioner workshop which incorporated the proposed intensive case coordination model of Active Family Pathways, Welfare Reform and the 'Theory of Change', strategies to influence and socially develop their communities and the outcome of the KPMG Review. The Commission relies very heavily on its Local Commissioners to fulfil its functions and will continue to enable them in order to achieve the outcomes sought.

A review of the School Attendance Guidelines has been undertaken. As a result Guideline No. 5 of 2010 was released on 5 November 2010 and distributed to all relevant parties.



REGISTRAR'S YEAR IN REVIEW

The guideline was expanded to incorporate attendance at funerals and illness of family members in order to minimise interruptions to the children's learning experience.

The Commission continues to adapt to changing community needs. Additional sittings were required to be held in Aurukun commencing from 26 October through to 16 December 2010 with a focus on school attendance notifications. For these six weeks, sittings were held every week with an average of 35 clients brought to conference each week. During this period scheduled sittings were maintained in Hope Vale, Coen and Mossman Gorge with the assistance of our Deputy Commissioners. As a result a significant improvement in school attendance in Aurukun was achieved in quarter ten.

I wish to personally thank the staff of the Commission for their enthusiasm and willingness to step up to the plate and achieve the goals we set for this year. I am confident that as at 1 January 2013 the 'project' that has been the Commission will have been well worth your time, dedication and commitment and that you will all look back with pride at the work the Commission has completed in each community.

Commission Glasgow has been a continuing support and mentor to me. We have all appreciated his leadership and visionary skills in bringing the Commission through the many changes and challenges in the past year. I feel fortunate to have the opportunity to work in Welfare Reform, and privileged to be working under his guidance.

Last of all, the Commission would have achieved none of its goals had our Local Commissioners, past and present, not been such a strong and supportive driving force in the communities. It is not an easy task to listen to people, talk about their problems, rebuild local authority, promote respect, outline community values, determine appropriate actions to address dysfunctional behaviour and refer individuals to community support services, all whilst living and working within their communities. Living the FRC, as our Local Commissioners do, means being part of Welfare Reform every day. It takes everyone in the community working together to create a better life. The Local Commissioners continue to be an inspiration to me.

Tammy Sovenyhazi

Registrar



Registrar Tammy Sovenyhazi with Aurukun Local Commissioners Pootchemunka, Wolmby and Koomeeta with Gummi Fridriksson and Ron Weatherall at the consultation regarding the continuation of the Family Responsibilities Commission

REGISTRAR'S YEAR IN REVIEW



Local Commissioners, networking within and beyond their community

Our Local Commissioners have continued to lead the Commission in educating their communities and the general public on Welfare Reform. Many Local Commissioners fulfil roles outside of the Commission such as being members of local advisory groups, health action teams, local justice groups, women's and men's groups, members of Congress and other Indigenous organisations. Through these interactions, coupled with their roles with the Commission, networking has resulted in consolidating the work of Welfare Reform during the Commission's third year.

Coen and Aurukun Commissioners met with Cape York Aboriginal Australian Academy Board Members, Mr Noel Pearson and relevant authorities to discuss school attendance, truancy and early intervention strategies.

Commissioners David Glasgow, Ada Woolla and Doris Poonkamelya, supported by the Aurukun Commissioners, were featured on an ABC Stateline profile of the Commission. Additionally, the Aurukun Commissioners and Aurukun Local Coordinator, translated, provided pictures and formulated a Wik Munkan version of the 'Weed it Out – Not our Culture' booklet which is utilised by the Queensland Police Service for drug education and prevention.

In further recognition of the outstanding work Local Commissioners are performing for their communities, Police Commissioner Atkinson met with the Local Commissioners and offered them his commendation on their excellent work and the positive impact they have had on the far northern communities.

Aurukun Commissioner Ada Woolla, accompanied by Registrar, Tammy Sovenyhazi, attended the Early Childhood Development Conference held in Darwin on 21-23 September 2010 to present on the Commission's work. The presentation was extremely well received by all attendees. Commissioner Woolla then led a half day workshop and held a roundtable discussion relating to the work of the Local Commissioners and how their roles have evolved over the life of the Commission.

The Jawun Group of Indigenous leaders from the Kimberley region visited the Commission in early September and met with Local Commissioners in Hope Vale and Coen. The purpose of the Jawun Group is to form partnerships to benefit both corporate and Indigenous Australia in improving the lives of Indigenous people and communities.

As the Commission's governing legislation is due to expire on 1 January 2013, we are prioritising the development of our Local Commissioners and their roles in their communities in order for their leadership capabilities to continue to enhance and benefit their communities into the future.

Local Commissioners, a changing of the guard

Throughout our third year of operation the Commission has remained committed to consistent client conferencing. Even whilst not sitting in conference, Local Commissioners devote time to training which has imposed further demands upon their time and personal priorities through the necessity to travel. At times the frequency and scope of conferencing has presented a challenge to all, and the Local Commissioners particularly are to be commended for their undaunted dedication when called upon to perform their functions.



REGISTRAR'S YEAR IN REVIEW

Last year saw a notable 'changing of the guard' with the recruitment of six new Local Commissioners in community. This year has seen an expansion on Local Commissioner involvement in roles and organisations outside of the Commission. These extra roles have assisted in consolidating their own interactions as Local Commissioners within their communities. We are proud of the growth which is evident in each and every one of our Local Commissioners.

Coen Local Commissioner Nora Pratt retired from the Commission in August 2010 due to ill health. The Commission misses her expertise and would like to thank her for the valuable contributions she has made to the Commission during her term.

Likewise the Commission would like to extend its thanks to Aurukun Commissioner Douglas Ahlers, Hope Vale Commissioners Estelle Bowen and Harold Bowen and Mossman Gorge Commissioner Deborah Bamboo who have also resigned from the Commission. We wish them all well in their future endeavours.

The Commission will miss the experience and knowledge of so many talented and dedicated individuals, but will continue to seek new Local Commissioners to join its ranks to add diversity, experience and innovative ideas to the Welfare Reform agenda.

Highlights of the year

KPMG Implementation Review

The KPMG Implementation Review of the Commission was completed in September 2010. The review was conducted to assess the implementation and operation of the Commission in the first 18 months of operation. Objectives of the review were to establish whether the Commission was implemented effectively, what might need to be changed or addressed and what initial impacts could be observed. Findings of the review were that:

- *"The FRC has been successfully established as an innovative new body in accordance with the requirements of the design and legislation.*
- *The FRC's jurisdiction is targeted appropriately and it is engaging community members in a very complex environment.*
- *The process of establishing the FRC system has been more difficult than anticipated, but this is not unusual for changes in which collaboration across organisations at all levels is required, and issues are being worked through.*
- *The FRC is progressing towards its objectives, and there are opportunities to further enhance its effectiveness."*

REGISTRAR'S YEAR IN REVIEW



Legislative amendments

The Commission requested five amendments to legislation to assist the efficient delivery of conferencing services. The legislative amendments were passed by the Queensland Parliament and took effect from 14 October 2010. One of these amendments is the ability to hold a conference in prescribed circumstances with three Local Commissioners. The chairing of conferences by Local Commissioners (with appropriate training, guidance and monitoring) has begun to positively influence the acceptance of the Commission and strengthen community capability and independence. Further, the amendment is in recognition of the skills and expertise of our Local Commissioners. The following further amendments were passed by the Queensland Parliament:

- A case plan not be required if the order or agreement has sufficient information about referral to services - this amendment will remove the occurrence of duplications and will streamline the referral process.
- Show Cause period reduced from 28 days to 14 to enable clients to receive the assistance they require sooner.
- Commissioner given power to dismiss frivolous or vexatious applications to amend or end agreements or orders instead of having to go to conference stage.
- Expansion of the Act's confidentiality provisions to include people employed by service providers.

Visit to Darwin

Aurukun Commissioner Ada Woolla and I travelled to Darwin on 21-23 September 2010 to attend the Early Childhood Development in Indigenous Communities Conference which was facilitated by Criterion Conferences. Commissioner Woolla and I jointly spoke on the subjects of building welfare programs within multi-government frameworks to improve social norms and how to integrate services to improve wellbeing. Commissioner Woolla then led a half day workshop and held a roundtable discussion relating to the work of the Local Commissioners and how their roles have evolved over the life of the Commission. Commissioner Woolla's eager participation was invaluable to the undoubted success of the conference.

Closing the Gap Forum

Commissioner David Glasgow was honoured to be invited to present on 25 March 2011 at the Closing the Gap Forum in Melbourne. The Commissioner was requested to outline to the forum an overview of the Commission's plans and program, an insight into the factors that have influenced the progress of the plans to date, what the future directions of the Commission are, what the community response and buy-in has been to the concept of Family Responsibility Agreements, how effective have conferences been in supporting the focus on parenting, child welfare, income management and social health and lastly, what is the structural framework that enables the program and supports the community's transition from passive welfare dependence to active participation in the economy.



REGISTRAR'S YEAR IN REVIEW

AIJA Child Protection Conference

The Australasian Institute of Judicial Administration held a conference in May 2011 addressing child protection and the issues and challenges for Judicial Administration. Commissioner David Glasgow and I presented at the conference in regard to child safety in the context of the Commission. A paper was also presented outlining the Cape York Welfare Reform trial, the Commission's role in the Welfare Reform communities, the challenges faced by the Commission in working collaboratively with other Australian, Queensland and Local Government agencies and the strategies utilised to restore positive social norms in the communities.

Development of relationships with agencies

The Commission continues to seek partnerships and affiliations to deliver outputs for the State and Commonwealth Governments that achieve the outcomes sought for the Welfare Reform communities. Since the commencement in March 2010 of our partnership with the Department of Community Safety (Queensland Corrective Services) (DCS) to conduct the Ending Family Violence Program in Cape York Welfare Reform (CYWR) communities, DCS have conducted 28 programs in the four communities which have resulted in 114 clients successfully graduating the program. During the year DCS have trained eight WBC and Commission staff members and community stakeholders across the four communities in the facilitation of the Ending Offending and Ending Family Violence programs, resulting in increased interagency engagement.

At the 22 November 2010 FR Board meeting the Commission requested further funding for the continuation and expansion of these programs which has since been obtained. The Commission looks forward to continuing its partnership with the DCS in meeting the service needs of the communities and will continue further to source new partnerships to achieve positive outcomes.

Quarterly meeting held in Mossman Gorge

The Family Responsibilities Board and the CYWR Board held their quarterly meetings in Mossman Gorge on 22 November 2010 and were welcomed by the Elders and community. The holding of the Board meeting in community was meaningful both for the Board Members to allow them to re-engage with the Welfare Reform communities and for the Elders and community members to meet and put a face to the people who are Welfare Reform towards its mission.



Mossman Gorge Local Commissioners Fischer and Spratt at Mossman Gorge

REGISTRAR'S YEAR IN REVIEW



School attendance

The past year has seen varied results in school attendance. All communities have worked hard at improving or maintaining their attendance rates and the Commission would like to thank the Local Commissioners, staff of the Queensland Department of Education and Training, Cape York Aboriginal Australian Academy staff and the school Attendance Case Managers employed by Cape York Partnerships for their dedication in an environment which can alter from term to term. At the 28 October 2010 FR Board meeting, the Board endorsed the Commission to commence an intense focus on school attendance in Aurukun due to a decline in school attendance rates in the previous two school terms. The Commission subsequently commenced weekly sittings in Aurukun on 26 October 2010 and continued to sit weekly until 16 December 2010.

During this period Commissioner Glasgow, Local Commissioners and the Local Coordinator participated in weekly meetings with the Principal of the Cape York Aboriginal Australian Academy and school Attendance Case Managers to determine the priority lists for the upcoming sittings. As a result of holding additional conferences and consulting with parents/carers intensively during this period, attendance rates increased from 54.1 percent in term 3 2010 to 64.8 percent in term 4 2010 and 73.9 percent in term 1 2011. It is relevant to also compare these percentages to the school attendance percentage of 37.9 percent in July 2008 at the commencement of the Commission.

The Commission would like to formally record its appreciation for the dedication and tireless persistence of the Local Commissioners and the Local Coordinator in Aurukun for undertaking such an enormous workload for such a sustained period of time. All of the Aurukun Commissioners have other responsibilities such as full or part-time work as well as caring for children. Whilst it was challenging for them to meet the demanding requirements of the additional sittings, they did so with grace and enthusiasm.



Local Commissioner Woolla from Aurukun at the Cape York Aboriginal Australian Academy, Aurukun Campus school attendance awards



LOCAL COORDINATOR PROFILE

LOCAL COORDINATOR PROFILE

Profile: Hope Vale Local Coordinator Michael Miller

Michael Miller is the Family Responsibilities Commission's Hope Vale Local Coordinator. In performing his functions as Local Coordinator Michael divides his working week between the Hope Vale and Cairns offices, working three days in Hope Vale and two days in Cairns. The role of the Local Coordinator is to support the efficient and effective operation of the Commission in Hope Vale. Michael facilitates the holding of conferences, nominates Local Commissioners for conference, provides information about community support services to community members and assists with the administrative requirements of the Commission.

Michael was born in Sydney in 1976 and is the eldest of five children, having three brothers and one sister. Michael has family ties to Cape York from his mother's side through both the Olkola and Lama Lama Clan groups. Michael spent his childhood in the small foreshore community of Giangurra which is located close to the Yarrabah Aboriginal Community. Michael attended Gordonvale State School for his primary years and Gordonvale State High School for his secondary education.

Michael is a gifted athlete representing Queensland as a school boy in both swimming and rugby league. After completing school, Michael moved to Brisbane where he continued to play rugby league with the Wide Bay Bulls. Michael also furthered his studies completing a Diploma of Justice Administration and a Diploma of Business from TAFE Queensland.

Michael moved back to Cairns in 1997 and worked for a time in the security industry before attaining the

position of Police Liaison Officer with the Queensland Police Service in 1998.

In 2002, after nearly five years in the Queensland Police Service, Michael commenced working with Centrelink as an Indigenous Service Officer. In this role Michael worked closely with Cape York communities to raise awareness of the range of services and programs Centrelink offers. Michael's role as a team leader and project manager enabled Centrelink to deliver services at optimal levels by providing feedback to Centrelink management on how to improve services to Indigenous people. Michael received the Centrelink National Youth Award for Community Commitment in 2006 for his exceptional commitment to his work with Centrelink.

In August 2009 Michael was seconded from Centrelink to the Commission as the Local Coordinator for Hope Vale. Michael has continued his pursuit of knowledge, recently completing a Diploma of Management from TAFE Queensland. In his spare time, Michael enjoys fishing and spending time with his family.

Throughout his time with the Commission Michael has found his job both challenging and rewarding and has seen positive outcomes for individuals and the community of Hope Vale. Michael feels the Commission is gaining acceptance within the community with a more positive outlook for the future. Michael has contributed much to the Commission in coordinating our local office in Hope Vale, developing strong links with our stakeholders and with members of the Hope Vale community and creating enduring friendships with our Hope Vale Commissioners.



Hope Vale Local Coordinator Michael Miller with Local Commissioners

SCHOOL ATTENDANCE AWARDS



School Attendance Awards

The Family Responsibilities Commission actively supports the communities of Aurukun, Coen, Hope Vale and Mossman Gorge, the Cape York Aboriginal Australian Academy (CYAAA) and the Department of Education and Training in educating the children in each community. The Commission strives to ensure that the children of these communities receive every opportunity to develop their capacity in a safe environment. In order to achieve these goals and obtain the best education possible, it is vital that children attend school every day. School attendance is therefore of primary importance to the children, their families, carers, and the whole community in nurturing their future leaders.

In the four Cape York Welfare Reform communities, a boy and girl from each year level who achieved the highest attendance for the year were presented with an award recognising their consistent attendance. Awards were also presented for the best overall school attendance and the most scholastically improved student.

The Commission would like to thank the Local Commissioners and Local Coordinators who relayed the following extracts of the ceremonies in their communities.



Cape York Aboriginal Australian Academy Aurukun campus students - Lurline Koowarta, Rikita Ngallametta, Makita Kerindun, Dellisa Ngallametta and Talahia Kerindun



SCHOOL ATTENDANCE AWARDS

CAPE YORK ABORIGINAL AUSTRALIAN AURUKUN CAMPUS AWARDS

On 2 December 2010, the Cape York Aboriginal Australian Academy Aurukun campus held the Aurukun Academy Awards to honour students and their families who have demonstrated dedication to their children's education throughout the year. Local Commissioners Ada Woolla, Sarah Wolmby, Edgar Kerindun, Dorothy Pootchemunka and Vera Koomeeta were honoured to attend and celebrate with the community the accomplishments of these young students along with Mr Noel Pearson, Director of the Cape York Institute for Policy and Leadership, Mr Richie Ah Mat, Board Member of the Cape York Institute for Policy and Leadership and Cape York Partnerships, the CYAAA Board, executive and management staff, and Cape York Partnerships school Attendance Case Managers.

The night was filled with singing and dancing with every year participating. There was much laughter with the delightful singing from the adorable Prep

student's right through to the excellent dancing and singing of the upper grades.

Nearly 700 parents, family and friends packed the school ground to celebrate the fine achievements of the students. The Aurukun Commissioners were very proud to present awards and gifts to a boy and girl from each year that attained the highest level of attendance for the year. Trophies and gifts were also presented to the child with the highest overall attendance as well as the most scholastically improved student from the school.

The night was rounded off with a fine feast, at which time the heavens opened up to a spectacular storm in true tropical North Queensland fashion. Despite the weather a wonderful time was had by all and huge smiles were worn by all children awarded for their dedication to their education and their families.



Raelsie Woolla receiving her award from Local Commissioner Kerindun



Jade Wolmby receiving her award from Local Commissioner Wolmby

SCHOOL ATTENDANCE AWARDS



HOPE VALE STATE SCHOOL AWARDS

On the balmy afternoon of 2 December 2010, Hope Vale State School students, teachers, teacher-aides, parents, grandparents, aunties and uncles gathered under the Hope Vale State School assembly area. Students were dressed in their best Christmas outfits ready for performances by each year level as younger brothers and sisters watched on, anticipating their turn in years to come. Starting with the Prep students and proceeding through to the older students, the performances ranged from bell ringing, singing, dancing to 'Nutbush City Limits' and information on the Solar System and planets, all with proud parents, grandparents, aunties and uncles looking on.

At the conclusion of each performance the school presented awards to students from each year level for scholastic achievement, citizenship, cultural participation and language. Local Commissioners Victor Gibson and Brian Cobus then assisted school Attendance Case Manager, Ms Maude Olbar, to present the Cape York Partnerships gold and silver awards followed by the Family Responsibilities Commission's awards. As the children received their awards Local Commissioners Gibson and Cobus, assisted by Hope Vale Local Coordinator Michael Miller, congratulated each child on their achievements and the students proudly put on their new prizes of backpacks filled with goodies for the coming school year.

As the little ones slumbered in their mother's arms, the evening closed with Michael Miller on behalf of the



Hope Vale State School Attendance Awards

Local Commissioners congratulating and complimenting all the parents and grandparents on their commitment to the education of their children. The Hope Vale Commissioners were proud of the achievements of so many families and children and look forward to another year of excellent school attendance. As families packed up and left the school grounds, the sounds of children singing Jimmy Buffet's 'Come to the Moon' was hanging in the evening air.



SCHOOL ATTENDANCE AWARDS

CAPE YORK ABORIGINAL AUSTRALIAN COEN CAMPUS AWARDS

On 3 December 2010, the Cape York Aboriginal Australian Academy Coen campus held a presentation day for Coen students and their families who have shown commitment to the education of their children. Local Commissioners Peter Peter and Garry Port were honoured to attend and celebrate with the community the achievements of these young students. Also present to enjoy the celebration were Mr Noel Pearson, Director of the Cape York Institute for Policy and Leadership, Mr Richie Ah Mat, Board Member of the Cape York Institute for Policy and Leadership and Cape York Partnerships, the CYAAA Board, executive and management staff, and Cape York Partnerships school Attendance Case Managers.

The community enjoyed a sunny morning as they gathered under the shade of a tree in the school yard for the awards presentation. The ceremony began with a Hula dance performed by girls from the school followed by a speech from the Coen Commissioners. The Coen Commissioners stated how proud they were that the attendance

rates for the children in most cases exceeded 90 percent throughout the year and wished to acknowledge the commitment of parents, students and teachers in achieving such impressive results. The community has always valued education for its children, and as Local Commissioner Liddy has previously stated, *"In the old days the community's ancestors, aunts and uncles were their teachers but today the children also need a school education"*. The Coen Commissioners continue to be impressed by the commitment and dedication of students and their families and hope to see many of the children move onto further education at college or university and in the years to come, perhaps returning to the community to reciprocate in kind the commitment and dedication which the community has given to them.

In line with their fellow Cape York Welfare Reform communities, the Coen Commissioners presented a boy and girl from each year level with new school bags containing lunch boxes and personal items for the best school attendance rate for the year. An award was also presented for the best overall school attendance for the school and the

most scholastically improved student.

The ceremony ended with Mr Noel Pearson, Mr Richie Ah Mat, school Attendance Case Managers, Local Commissioners Peter and Port, teachers and parents invited to the classroom to meet and speak with the students.



Arthur Roughsey, 2010 Prep School Attendance Award



Verona Platt, 2010 Prep School Attendance Award

SCHOOL ATTENDANCE AWARDS



MOSSMAN STATE SCHOOL AWARDS

The Mossman State School attendance award night was held on the 16 December 2010 at the Family Responsibilities Commission office and adjoining park, adorned with Christmas decorations and a plentiful supply of party food on the tables. Family members and students gathered for a night of celebration with excited students nervously waiting to hear if their name was announced for an award.

At the start of the award presentations Local Commissioners Loretta Spratt, Daniel Fischer and Berryl Shuan gave a speech stating that it had been an exciting but challenging year and that they hoped the children would continue to strive for greater attendance at school next year. The Mossman Gorge Commissioners

also thanked the parents and acknowledged their hard work in getting their children to school each day and the very important part parents play in instilling the significance of education to their children. The Local Commissioners encouraged the parents to continue their efforts next year.

As in the other Welfare Reform communities, the Mossman Gorge Commissioners presented the best school attendance awards, congratulating each student on their achievement. Parents sat side by side with their children, proud of their accomplishments whilst the children all eagerly opened their much loved prizes.



Zion Gibson presented with his award by Local Commissioner Shuan



LOCAL COMMISSIONER PROFILE

LOCAL COMMISSIONER PROFILE

Profile: Aurukun Commissioner Sarah Wolmby



Local Commissioner Wolmby and the Honourable Desley Boyle former Minister for Aboriginal and Torres Strait Islander Partnerships

I was born on 20 December 1962 into the Aplach clan and was raised along with two brothers and four sisters in Aurukun by my parents, Rebecca and Silas Wolmby. My parents provided us all with a strong connection to our country and kin. I have six children,

the oldest who is 31 and the youngest who is currently completing year 11 at Rockhampton Grammar School. I am also blessed with eight grandchildren, who along with my children, reside in Aurukun. I am able to pass on the culture and skills of the Aplach clan to them.

When I was growing up my father, Silas, spent a lot of time away from Aurukun working as a stockman, travelling as far afield as Dunbar Station and Normanton. In his later years he tended the orchards in Aurukun. My mother, Rebecca, worked as a teacher's aide at the school for 21 years and is a respected painter and weaver. My parents are also respected Elders and spent many years working with the Aurukun Justice Group. They have guided many troubled youth in the community throughout the years.

I worked as a community health worker at the Aurukun Primary Health Care Centre (the Clinic) for 15 years in the area of child health. During this period I travelled a lot attending training courses to ensure I kept informed of new medical procedures and to continually improve my skills. The opportunity to travel outside of Aurukun allowed me to see first hand the benefit of education and training for our children. Whilst working at the Clinic, I watched many of the Aurukun children grow into adults who now have children of their own.

When the opportunity arose to become a Commissioner for the Family Responsibilities Commission I resigned

from the Clinic to focus on my position as a Commissioner. I take my position as a Commissioner very seriously as I can see the improvement the Commission has made to Aurukun. I can see the health of the people has improved, children are happy to go to school and are learning plus the incidents of violence have decreased, all since the commencement of the Commission. As a Commissioner I am able to draw on my knowledge of the families I assisted as a community health worker to provide guidance and direction to support services and seek solutions for poor school attendance.

On weekends and school holidays I can be found with my family camping and fishing at our homelands. My family especially likes camping during the school holidays when my daughter is home from boarding school. I am able to recognise from the plants in flower and other seasonal changes when the crabs are full of meat, which fish are biting for that time of year, or even if the mud mussels are fat and can be dug out of the mangrove mud. Passing this knowledge onto my family is an essential part of my culture. Just like those before us, the knowledge of when and where to take the bounty ensures there is seasonal feasting every year and an abundance for the table.

My partner is Neville Pootchemunka, the Mayor of Aurukun. Neville and I are both passionate about making changes for the better for both the young people and the community as a whole. Through Neville's role as Mayor, and my role as Commissioner, we provide support to the people of Aurukun to make better decisions and improve not only their lives but also the lives of the generations to come.



Local Commissioner Wolmby and her grandson



THE COMMISSION — WHO MAKES UP THE COMMISSION



FAMILY RESPONSIBILITIES COMMISSIONER

Commissioner David Glasgow



David Glasgow was born and raised in Cairns, far North Queensland. His legal career commenced when he joined McDonnell Harris and Co as an articulated clerk. In 1971 after being admitted as a solicitor appointed to the Supreme Court of Queensland and the High Court of Australia, he began a distinguished career in Townsville at solicitors Roberts Leu and North. Much of his working life was spent in Townsville until appointed as a Queensland Magistrate in 1998. During his Magistracy the Commissioner undertook the circuit court in many of Queensland's Indigenous communities including Bamaga, Thursday Island, Lockhart River, Coen, Aurukun, Kowanyama, Pormpuraaw and Palm Island. Commissioner Glasgow is deeply committed to ensuring Indigenous people receive fair and natural justice in a way that is appropriate to their language and culture. The Commissioner was a seminal influence in the formation of the Murri Courts system and the Indigenous Justice Network of North Queensland and became the Regional Coordinating Magistrate in Townsville with responsibilities for the Children's Court, Drug Court, Murri Court and Coroner's Court. In March 2008, he was appointed by the Premier to work with the Indigenous Government Coordination Office within the Department of the Premier and Cabinet to implement the Family Responsibilities Commission and was appointed to the role of Commissioner on 25 April 2008.

LOCAL COMMISSIONERS

Aurukun



Commissioner Edgar KERINDUN (Sara Clan) was born in Aurukun, is a traditional owner of the area and is currently employed by Queensland Health as a Supervisor/ Groundsman. Commissioner Kerindun was one of the original community police liaison officers in Aurukun. He and partner Commissioner Doris Poonkamelya teach traditional skills and language and have a strong commitment to school attendance.



Commissioner Doris POONKAMELYA (Putch Clan) was born at Kendall River outstation and was brought to Aurukun as a child.

Commissioner Poonkamelya worked as a senior health care worker with Queensland Health for 29 years, is a founding member of the Aurukun Community Justice Group and is deeply committed to education as the pathway to a promising future for young people.



Commissioner Sarah WOLMBY (Aplach Clan) was born and raised in Aurukun and has in the past worked for 15 years as a senior health

care worker. Commissioner Wolmby is an avid supporter of children receiving a strong primary education to allow them successful graduation from senior and tertiary education and options for their future, either returning to Aurukun to enrich the community or working outside of Aurukun.



Shelly Bray and the Coen Local Commissioners



THE COMMISSION — WHO MAKES UP THE COMMISSION



Commissioner Ada Panawya WOOLLA (Wik-Munkan Clan) was born and raised in Aurukun only leaving to attend boarding school and training college. Commissioner Woolla is employed as a Recognised Entity. She and her husband are also child safety carers, including foster care and kinship care for the Department of Communities (Child Safety Services). Commissioner Woolla is currently a Board Member of the Aurukun Women's Shelter and a long serving member of Aurukun Community Justice Group. Commissioner Woolla is also a respected church and community Elder.



Commissioner Dorothy POOTCHEMUNKA (Winchinam / Aplach Clans) was born, raised and educated in Aurukun and now has 10 children, 15 grandchildren and five great grandchildren living in Aurukun. Commissioner Pootchemunka's interests span the full spectrum of traditional activities including fishing, camping and the customary female craft of basket weaving using Pandanus and Cabbage Palm leaf. Commissioner Pootchemunka is also an accredited Wik interpreter and when requested assists the Magistrates Court.



Commissioner Vera KOOMEETA (Aplach Clan) was born in Aurukun, is a Justice of the Peace (Magistrates Court) and a member of the Aurukun Community Justice Group. Commissioner Koomeeta's experience assists in her ability to make independent and just decisions as a Commissioner. Commissioner Koomeeta is an accredited Wik interpreter and is currently employed as the Indigenous Engagement Officer for FaHCSIA. Aside from her work as a Commissioner, her hobbies are camping and fishing with her family.

Coen



Commissioner Peter Pedro PETER (Lama Lama Clan) is an Elder of great significance within the Lama Lama Clan and the wider community. As a child he was amongst the people removed to Bamaga who have retained strong links to their homelands. Commissioner Peter is a valued member of the Coen Men's Group who pass on their skills and knowledge in leatherwork and woodwork to the younger men and produce goods for sale. Commissioner Peter teaches traditional carving of spears and woomeras, as taught by his Elders. Commissioner Peter is currently the Deputy Chairperson of the Coen Community Justice Group and provides respect and leadership as a Commissioner.



Commissioner May Mary KEPPLER (Wik-Munkan Clan) is a member of the Coen Community Justice Group, a Murri Court Elder and a Justice of the Peace (Qualified). Commissioner Kepple enjoys painting on canvas and previously managed the Wunthulpu Visitor Centre in Coen. Commissioner Kepple has been an accredited foster carer for the Department of Communities (Child Safety Services) since 2007 and remains committed to the welfare of children ensuring they receive opportunities for self development and a bright future.



Commissioner Garry Lloyd PORT (Lama Lama / Kuku Yalanji / Awapathu Clans) is from a well respected Coen family and son of Barry Port, the famous Aboriginal tracker. Commissioner Port is a Justice of the Peace (Qualified) and is deeply involved with supporting young people and ensuring they reach their full educational potential. Commissioner Port is the Sport and Recreation Officer for the Police-Citizens Youth Club (PCYC) in Coen.

THE COMMISSION — WHO MAKES UP THE COMMISSION



Commissioner Allan CREEK (Kaanju Clan) assists youth who have come before the criminal justice system to meet their legal requirements and

regain their cultural identities at his homelands, Kulpa Station. Commissioner Creek is also Chairperson of the Kulla Land Trust, a member of the Coen Justice Group, a director of the Balkanu Cape York Development Corporation and former Chairperson of the Cape York Land Council. Commissioner Creek is currently employed by Cape York Partnerships as a Local Program Officer.



Commissioner Elaine Louise LIDDY (Lama Lama Clan) was born in Cairns. Commissioner Liddy is a fluent Umpithamu language

speaker and has contributed to a dictionary of the Umpithamu language. Commissioner Liddy enjoys working fulltime as a Lama Lama Ranger on her homeland of Port Stewart, is a Justice of the Peace (Qualified) and is a highly respected leader of the Lama Lama Clan.

Hope Vale



Commissioner Brian COBUS (Nruurruumungu / Muuli Clans) is an Executive Board Member and Project Officer for the Cape York

Land Council, Chairman of Hope Vale Congress Aboriginal Corporation and an Executive Board Member of the Queensland Indigenous Family Violence Unit (Cape York, Townsville, Mt Isa, Charters Towers). Commissioner Cobus is an active member of the Hope Vale Men's Group and uses traditional skills to engage with young men experiencing difficulties.



Commissioner Victor Patrick GIBSON (Binthi / Bulcan Clans) is employed as a Cape York Partnerships school Attendance Case

Manager for the Cape York Aboriginal Australian Academy in Hope Vale. Commissioner Gibson is also a member of the Hope Vale Men's Group and organiser of the Young Leadership Forum encouraging young people to become the leaders of tomorrow.



Commissioner Doreen HART (Binthi / Bulcan Clans) is employed by Cape York Partnerships as a Local Program Officer assisting the

Government Coordination Officer with the coordination of services to the community. Her former roles include the Chief Executive Officer for the Apunipima Cape York Health Council and more recently the Housing Officer for the Hope Vale Aboriginal Shire Council. Commissioner Hart is a Justice of the Peace (Qualified) and a member of the Thurrbill Community Justice Group and the Local Advisory Group.



Commissioner Irene HAMMETT (Ankamuthi / Bulgan Clans) is a fluent speaker of her native Guugu Yimithirr language and an

acknowledged expert on the native flora and fauna of the Hope Vale region. Commissioner Hammett is a respected Elder in the Hope Vale community and a member of the Justice Group who chose teaching as her career. She is a respected teacher at the Cape York Aboriginal Australian Academy in Hope Vale.



THE COMMISSION — WHO MAKES UP THE COMMISSION

Mossman Gorge



Commissioner Loretta SPRATT (Olkola Clan) was born on Thursday Island and has lived in Mossman Gorge for fifteen years. Commissioner Spratt who has previously worked in the areas of sport and recreation is employed by Bamanga Bubu Ngadimunku Incorporated (BBNI) in the horticulture area. Commissioner Spratt continues to work closely with the young people and women of her community.



Commissioner Daniel FISCHER (Kuku Yalanji Clan) was born in Mossman and enjoys rugby league, basketball, volleyball and especially cricket. Commissioner Fischer works

as a Chronic Disease Men's Health Worker for Apunipima Cape York Health Council, a Cultural Guide for the Mossman Gorge community and regularly conducts training sessions in multi media traditional knowledge recording.



Commissioner Berryl SHUAN (Kuku Yalanji Clan) was born in Mossman Town Hospital. She has five children and 14 grandchildren and enjoys painting. Commissioner Shuan has

sold paintings to overseas buyers as well as displaying her paintings locally. Her focus with the Commission is to assist and improve the wellbeing of her family and community members in a place she loves and always will.

"In conference, speaking in language gives more authority and emphasis to the words, it is the tone, the history and the respect for the language and those long passed that spoke it".

Local Commissioner
Doreen Hart, Hope Vale

DEPUTY COMMISSIONERS

Deputy Commissioner James (Jim) Brooks



Jim Brooks is a lawyer and nationally accredited mediation specialist. Jim was the first manager of the North Queensland office of the Anti-Discrimination Commission/Human

Rights and Equal Opportunity Commission, and of the National Native Title Tribunal's North Queensland office. Jim was the Secretary of the Stolen Children Inquiry, and was a senior lawyer with, and general manager of, the Cape York Land Council. As a consultant, Jim has worked with Indigenous organisations to resolve employment, education, governance and management issues. Jim has decades of experience working with Indigenous people and communities as an advocate, manager and conflict resolver. Jim was appointed to the role of Deputy Commissioner in July 2010.

Deputy Commissioner Rodney (Rod) Curtin



Rod Curtin is a Barrister-at-Law appointed to the Supreme Court of Queensland and the High Court of Australia since 1987. Rod's practice has been predominately in the

jurisdictions of Family Law and Criminal Law. His experience has involved the conduct of circuits in the Cape York Peninsula and Torres Strait region for over 20 years. Rod is passionate in the pursuit of access to justice services for Indigenous people notwithstanding their remote locations, and to advocate for the advancement of programs to provide better resources and achieve better outcomes for Indigenous people who appear before the courts. Rod has been involved with the Cape York Peninsula Youth Justice Program and has been a strong advocate for Juvenile Justice issues. Rod's service to the Indigenous communities has been acknowledged as dedicated and compassionate, having an in-depth knowledge of the cultural and social issues of people within those communities. Rod was appointed to the role of Deputy Commissioner in July 2010.

THE COMMISSION — WHO MAKES UP THE COMMISSION



Registrar Tammy Sovenyhazi



Tammy Sovenyhazi was appointed as the Registrar of the Family Responsibilities Commission on 2 June

2008 and assisted in launching the Commission in July 2008. Prior to commencing with the Commission Tammy worked in all jurisdictions of the Magistrates Courts over a 12 year period. Her previous role was as Manager, Indigenous Justice Strategies within the Department of Justice and Attorney-General. This department is the lead agent for the development and implementation of justice programs appropriate to the needs of Indigenous people including the whole-of-government bail-based diversion program, the Queensland Indigenous Alcohol Diversion Program (QIADP).

As the Registrar of the Family Responsibilities Commission, Tammy manages the human resource, administrative, financial and logistic support of the Commission which is based in Cairns. Her role enables the Commissioners to exercise their powers effectively and for the Family Responsibilities Board to perform its advisory role to State and Commonwealth Ministers regarding the operations of the Commission.

SUPPORT STAFF

Local Coordinators

A Local Coordinator has been appointed for each of the Welfare Reform communities. 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 areas.

The Local Coordinators are:

Aurukun and Coen:	Ms Dellis Gledhill
Hope Vale:	Mr Michael Miller
Mossman Gorge:	Mrs Karen Gibson

The Cairns Registry

A central Registry office has been established in Cairns to provide administrative and logistical support to the Commissioners and Local Coordinators in community by ensuring the efficient and effective operation of the Commission.

The Cairns Registry comprises of 19 staff members:

- Registrar
- Executive Officer
- Principal Case Manager
- Registrar Support Officer
- Database Support Officer
- Government Liaison Officer
- Office Manager
- Executive Support Officer
- Active Family Pathways Support Officers
- Information Officers
- Administration Officers



Back row: Coen Administration Officer Shelley Bray, Hope Vale Local Coordinator Michael Miller. Front row: Mossman Gorge Local Coordinator Karen Gibson and Aurukun Local Coordinator Dellis Gledhill



OUR PERFORMANCE — REVIEW OF OPERATIONS

Operational highlights

The past year has seen the continuation of a heavy workload for the Commission, largely due to greater acceptance within the community, improved communication and closer working relationships with agencies referring to the Commission. The highlights below summarise the activities of the Commission from 1 July 2010 to 30 June 2011.

Performance statement

Performance measures for 2010-11 have been developed in partnership with the Australian Government (FaHCSIA) and the Cape York Institute for Policy and Leadership. Notifications are received as a result of external triggers and are therefore difficult to predict. Estimates have been based on historical data available to the Commission and our current knowledge of events in the communities. For further information refer to the Queensland budget documents.

Family Responsibilities Commission	2009-2010 Actual Result	2010-2011 Target Estimate	2010-2011 Actual Result
• Clients subject to agency notifications	833	980	763
• Total agency notifications received	4,364	2,800	3,669
• Child Safety and welfare notifications received	369	250	248
• School Attendance notifications received	1,353	1,100	1,418
• School Enrolment notifications received	0	20	0
• Housing notifications received	126	150	34
• Offence notifications received	2,516	1,300	1,969
• Conference notices issued	1,542	1,300	1,745
• Clients who are on Orders to attend Support Services	208	600	140
• Client service referrals	583	600	374
• Clients with Conference outcomes recommending no further action	501	400	479
• Clients subject to Conditional Income Management (CIM)	232*	200	223*

* Actual number of CIM orders in each discrete financial year.

OUR PERFORMANCE — REVIEW OF OPERATIONS



- The level of respect for the Local Commissioners continues to rise within their communities and with this respect comes an increased workload and added responsibilities for assisting community members.
- From 1 July 2010 to 30 June 2011 the Commission received 3669 agency notifications, 2736 (75 percent) of which were within the Commission's jurisdiction.
- Notifications decreased by 16 percent from 4364 in the 2009-2010 year to 3669 for the period 30 June 2010 to 1 July 2011.
- The Commission held 1745 conferences in the four communities.
- The Commission entered into 83 Family Responsibility Agreements and made 147 Family Responsibility Orders with case plans attached that required community members to attend a range of support services, or in some circumstances Conditional Income Management Orders.
- A total of 374 referrals were made to community service providers.
- At 30 June 2011, 184 clients have case plans to attend service providers and are being monitored by the Commission.

School Attendance Data	Term 2 2008	Term 2 2009	Term 2 2010	Term 2 2011
Aurukun - Overall	37.9%	63.2%	57.7%	70.1%
Aurukun – Primary Sector	44.0%	68.8%	64.7%	73.2%
Aurukun – Secondary Sector	19.8%	40.3%	32.7%	51.5%
Coen	96.8%	93.6%	92.2%	86.6%
Hope Vale	87.6%	86.9%	83.5%	78.6%
Mossman Gorge	60.9%	81.6%	79.1%	79.5%

Caution should be used when examining the percentage changes in attendance for both Coen and Mossman Gorge communities. Both these communities have relatively small numbers of students and a small numerical change can result in a large percentage difference in the overall attendance figures. Changes in record keeping practices over time may impact on the ability to compare school attendance across years.

Financial highlights

- Income for the year was \$3.701M. This includes Queensland Government funding of \$3.607M, \$0.88M in bank interest received on the Commission's operating account and \$0.006M in other expense recoveries.
- Expenditure for the period 1 July 2010 to 30 June 2011 was \$4.624M.
- Actual expenditure of \$4.284M was estimated and disclosed in the Commission's 2010-11 Service Delivery Statements for the 2010-11 financial year, however, actual expenditure for the 2010-11 year was \$4.624M. This figure reflects less than anticipated expenditure on supplies and services, increased employee salaries and on-costs expenditure, higher depreciation and amortisation allowances and an increase in external audit and insurance expenditure.
- In Aurukun during the school term 3 of 2010, Cape York Welfare Reform trial partners and the Local Commissioners were concerned about the decrease in school attendance. To address this issue it was decided to conference weekly in Aurukun

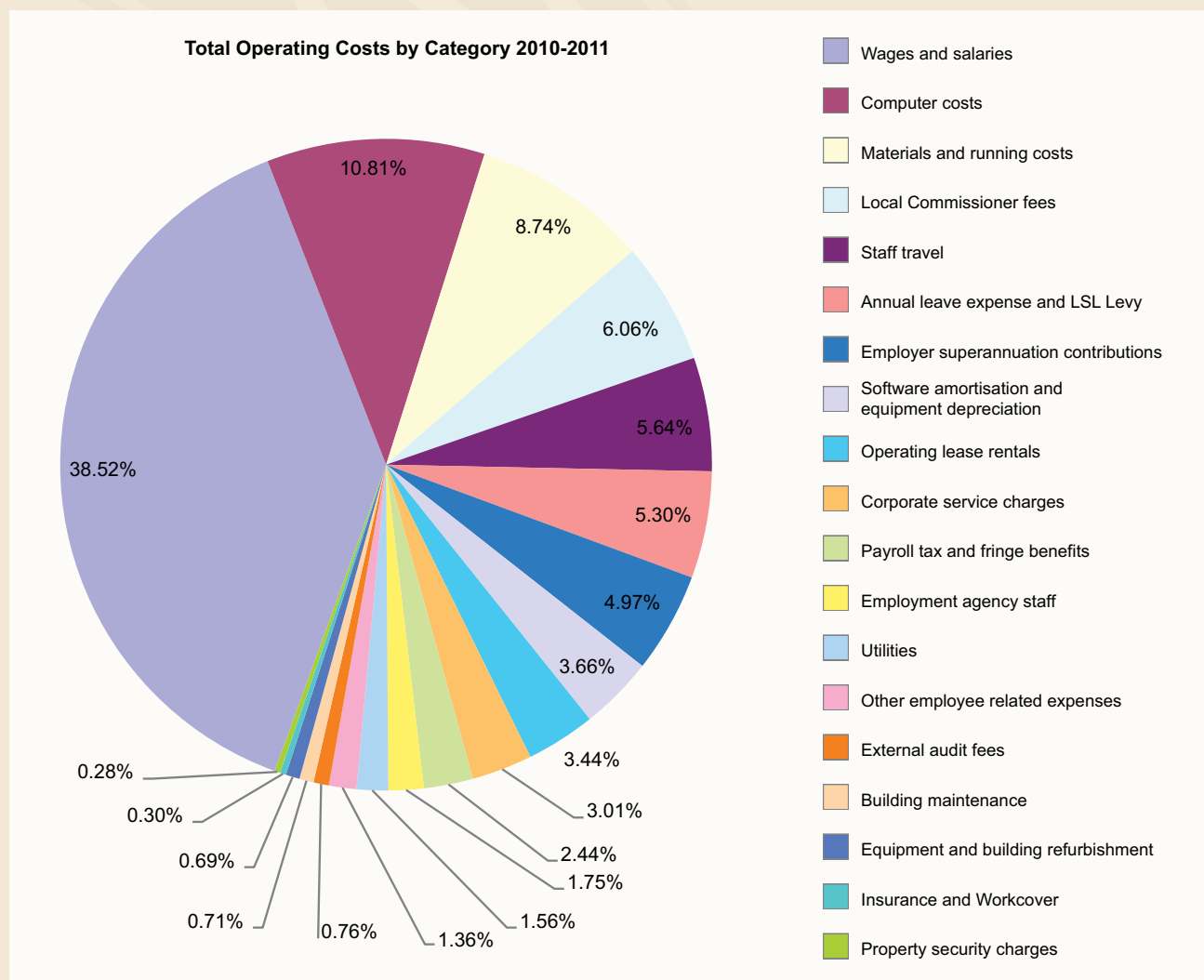


OUR PERFORMANCE — REVIEW OF OPERATIONS

between late October and December 2010. The number of conferences in Aurukun that were held during quarter ten was 399 which was an increase of 207 from the July to September 2010 period. This, along with work undertaken by the school Attendance Case Managers, was successful in reducing the school absenteeism. The Commission incurred additional expenditure totalling \$134,456 in direct relation to addressing this issue.

- The Queensland Government granted a one-off appropriation to upgrade the Commission's computer servers which incorporated a hardware and software upgrade. The total amount funded in 2010-11 was \$56,300 with a further \$32,546 for increased maintenance costs, to be received in 2011-12.
- The cost of creating and maintaining the CRM database, over the lifespan of the Commission to date, has been much higher than was anticipated. In June the Queensland Government granted a one-off appropriation of \$394,637 to reimburse the Commission for this increased expense.

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

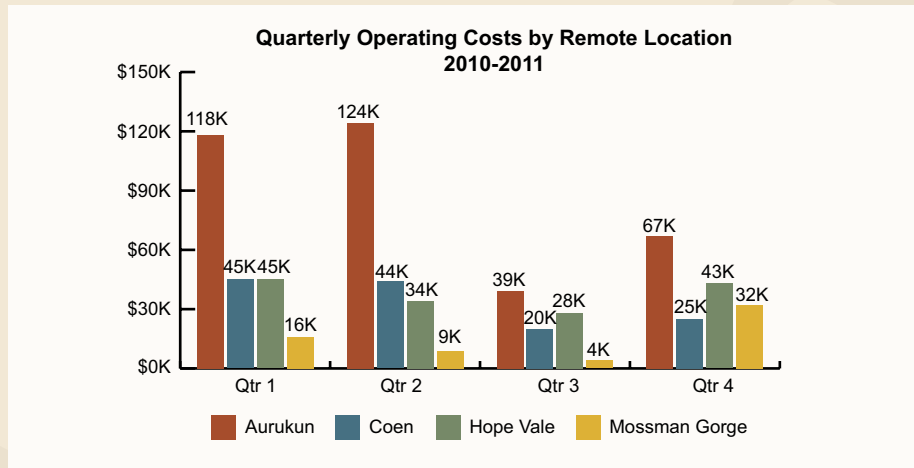


Graph 1: Operating costs 1 July 2010 to 30 June 2011.

OUR PERFORMANCE — REVIEW OF OPERATIONS



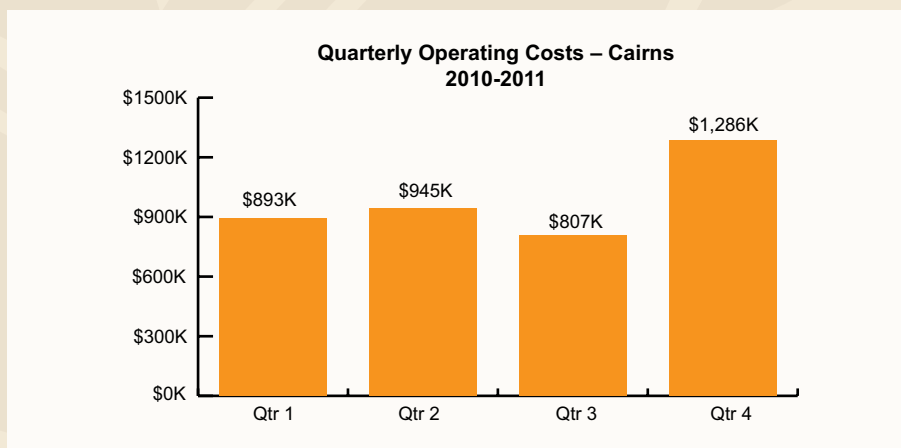
Regional operational expenditure is categorised below by location per quarter. These figures exclude Local Coordinators' salary costs, which are incorporated in the Commission's global operating costs. The figures include sitting fees of \$280,044 paid to Local Commissioners.



Graph 2: Operating costs by remote location 1 July 2010 to 30 June 2011.

The higher operational costs for Aurukun in quarter two reflects the increased number of conferences held. The lower operational costs across all of the trial communities in quarter three is due to the Christmas and school holiday period.

The Cairns office operational costs (below) in quarter two reflects the increased costs incurred from the additional conferences held in Aurukun. The expenditure for quarter four includes depreciation and amortisation of \$169,000, the external audit fee of \$35,000 and the inclusion of suppliers' invoices received after the relevant period.

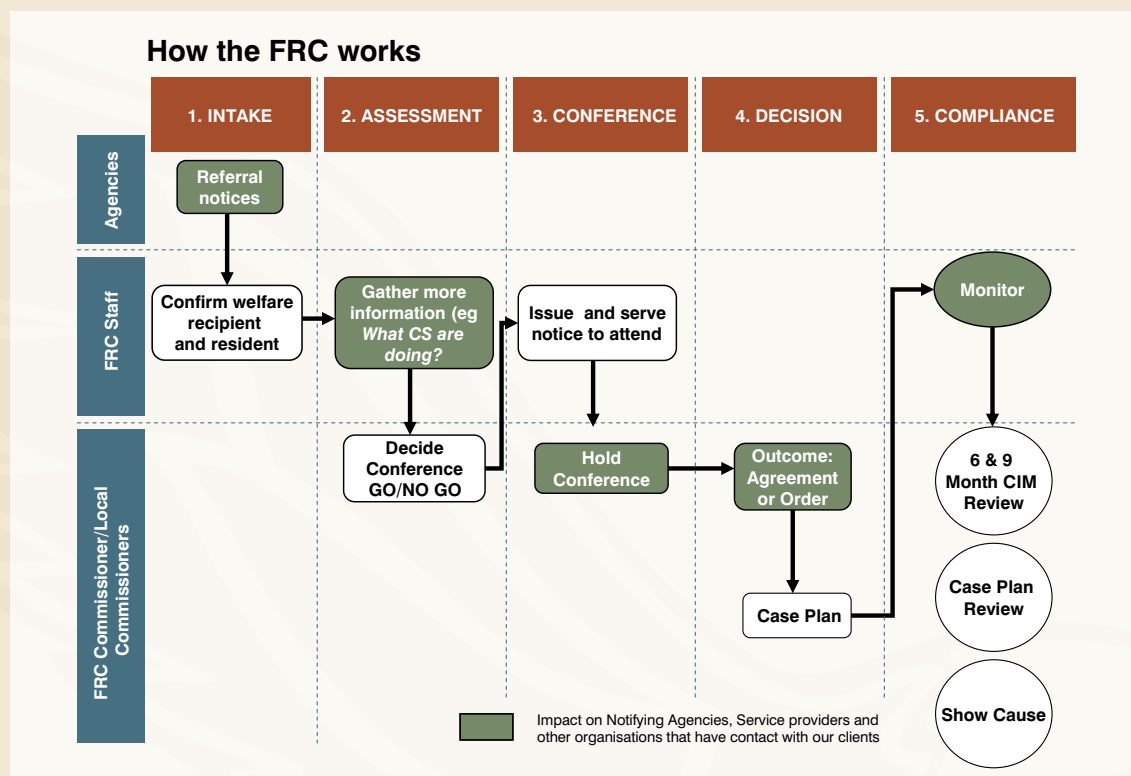


Graph 3: Quarterly operating costs, Cairns 1 July 2010 to 30 June 2011.



OUR PERFORMANCE — REVIEW OF OPERATIONS

How the Family Responsibilities Commission works



The objectives of the Commission, as set out in the *Family Responsibilities Commission Act 2008* (the Act), are primarily to hold conferences with community members and to encourage clients, individuals and families to engage in socially responsible standards of behaviour whilst promoting the interests, rights and wellbeing of children and other vulnerable persons living in the community. The Commission can deal with a welfare recipient living in a Cape York Welfare Reform (CYWR) community from 1 July 2008 (a community member), if the person, or their partner, is in receipt of certain welfare payments. The full list of payments subject to income management under the Cape York initiative is available at http://www.fahcsia.gov.au/guides_acts/ssg/ssguide-11/ssguide-11.2/ssguide-11.2.5.html

Intake and assessment

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

A person is considered to be living in a CYWR 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 Act, passed by the Queensland Parliament on 13 March 2008, sets out the statutory obligations of the relevant Queensland departments to notify the Commission where a community member is not meeting pre-determined obligations.

OUR PERFORMANCE — REVIEW OF OPERATIONS



These are:

- The Department of Education and Training must submit a School Attendance Notice to the Commission if a child is absent for three full, or part, days of a school term without reasonable excuse, or a School Enrolment Notice where a child of compulsory school age is not enrolled to attend school.
- The Department of Communities (Child Safety Services) must submit a Child Safety Notification where the Chief Executive becomes aware of an allegation of harm or risk to a child.
- The Magistrates Court must submit an Offence Notice if a person is convicted of an offence.
- The Department of Communities (Housing and Homelessness Services), or the provider of public housing, must submit a Tenancy Breach Notice if the tenant has breached their public housing tenancy agreement.

The Commission receives agency notifications from the departments mentioned above. Once received, a process is followed which determines if the person is within the jurisdiction of the Commission. A large number of notices are received relating to people who are outside the Commission's jurisdiction, those notices are destroyed in accordance with the Act.

Upon determination of jurisdiction, each matter is referred to Local Commissioners of the relevant community so that a decision can be reached whether to order the person to attend a conference.

Conferences

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

Having established jurisdiction, the Local Commissioners of the relevant community determine the conferencing priorities for the next sittings. Local Commissioners decide 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 then prioritises 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 timetable.

Clients are served with a 'Notice of Conference' by the Local Coordinator or the Queensland Police Service on behalf of the Commission. The Local Coordinator explains, at the time of service, the purpose of the conference and the ramifications if the client fails to attend. The conferences are held in an informal setting with a panel of three Commissioners. Under the amended legislation to the *Family Responsibilities Commission Act 2008* which came into effect on 14 October 2010, three Local Commissioners may constitute the Commission in certain circumstances, except where the decision for the conference is likely to be an income management decision. In such a case Commissioner Glasgow must be consulted and formally approve the recommendation, or in his absence, a Deputy Commissioner.

The issues highlighted in the agency notification are discussed, as well as any other issues or concerns that the client or their family is encountering. Where the client's first language is not



OUR PERFORMANCE — REVIEW OF OPERATIONS

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 as required.

Local Commissioners continue to chair conferences, a process that was established in late 2008 and has continued successfully ever since. 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 agreements or decisions at each conference. Clients have advised that familiarity with the Local Commissioners makes attending a conference less intimidating and they are relieved to be in a position to explain the difficulties and challenges they are encountering.

Many matters that come before the Commission relate to sensitive and difficult subjects 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. The most powerful steps that people can take are personal decisions or actions that are not formally recorded in case plans. Local Commissioners often broker solutions between family members, government agencies and service providers that resolve difficult matters.

Within the conference, the client is encouraged to come to an agreement with the Commission to take a course of action appropriate to the issues that have led to their attendance before the Commission. The Commission steers clients to seek assistance, education and help from support services and government agencies and services. If the person is unwilling to enter into an agreement the Commission may order a specific course of action to address the person's issues.

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

- take no further action in relation to the notification
- reprimand the client
- recommend the client attend an appropriate community support service
- decide to enter into an agreement with the client to attend an appropriate community support service under a case plan
- direct the client to attend an appropriate community support service under a case plan for not more than 1 year or
- give the Centrelink secretary a notice requiring that the client be subject to income management for at least 3 months but not more than 1 year.

Referrals are made to relevant community support services depending upon the individual needs of the client. For example, the client may be referred to the school Attendance Case Managers to support, encourage and guide the parent/carer to ensure regular and committed school attendance. Clients may be referred to Department of Community Safety (Queensland Corrective Services) to undertake the Ending Family Violence program. When an order is made that a client be subject to Conditional Income Management, the Commission seeks to stabilise family or client circumstances, particularly where children or other vulnerable people are concerned.

The Commission reschedules 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, which may include a Case Plan and/or a Conditional Income Management Order (CIM).

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Case management and monitoring

Once a client has attended a conference and 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 attendance, engagement and progress for the entire period of the agreement/order (usually twelve months).

The Principal Case Manager monitors a client's progress during this period. Where the client is not attending, engaging or progressing, recommendations are made to the Commissioners 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 and from associated agencies. To gather this information advice is sought from the Local Commissioners, Community Justice Groups, Child Safety Services, Parenting Program, school Attendance Case Managers, Family Income Management (FIM), Wellbeing Centres (WBC) and any other sources of information deemed appropriate under the Act.

The Local Commissioners identified the need to review clients that are on Conditional Income Management (CIM) orders at the six and nine month point. Commissioners work with clients to determine the best pathways for when their income management has ended including extending income management at a reduced rate. Clients are also conferenced and reviewed by the Commissioners when Show Cause proceedings are not appropriate.

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. 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 with 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 then submitted to the Commissioners to assess the client in conference proceedings and determine what action, if any, will be taken to assist the client to engage in socially responsible standards of behaviour. A range of options is available to the Commissioners including a new case plan, personal responsibility actions, Conditional Income Management order or no further action. The client is given a minimum of 14 days notice prior to a Show Cause conference and strongly encouraged to fulfil the case plan requirements before the conference and /or provide any reasons why they have not complied with the case plan to assist the Commissioners to come to a fair and just decision. Show Cause investigations and conferences can sometimes highlight when services are not provided to suit the needs of the communities, level of accessibility to clients and low client engagement rates of service providers. Many service providers advise that low engagement rates are acceptable industry standards yet many clients report services are unavailable or service venues closed. These issues are relayed to the management of the services with a request that services be adjusted to suit the needs of the clients.



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Active Family Pathways

Since the Commission commenced in July 2008, it has identified the need for new and innovative strategies to more appropriately address the complex problems faced by its clients. One of the strategies identified was the need to initiate a coordinated multi-agency team approach to case management which would identify and focus on common objectives. Essentially this coordinated approach would:

- maximise the client's help-seeking behaviour and adoption of personal responsibility in relation to their issues
- provide a comprehensive overview of the client's life factors with a view to maximising strengths, addressing challenges and coordinating services to support the client
- develop a client-centred coordinated case framework to map the client's strengths and needs against community support services available
- support clients with complex needs to undertake behaviour change around the issues which brought them to the attention of the Commission
- detail assistance required and provided, identify gaps and recommend solutions and
- map changes in client capacity, skills and knowledge and report outcomes to relevant stakeholders.

The Active Family Pathways (AFP) Protocol was created and agreed upon by stakeholders, committing them to the spirit of intention, information sharing and cooperation. The AFP case coordination framework places the client at the centre of the case coordination and delivery process and builds a foundation for the client that encourages and supports holistic, respectful, responsible and trusting relationships amongst all parties.

Active Family Pathways seeks to:

- mobilise resources, services and supports
- collaborate with other agencies to share resources and responsibility
- strengthen the individual and family function and
- create proactive human service practices.

To achieve this, the Commission's Active Family Pathways Support Officers map the strengths and needs of the client against the available community support services. Identifying the needs of the client provides a comprehensive overview of the positive and negative factors which are affecting the family. The client, together with the AFP Support Officer, develop an action plan to address the client's issues in a holistic manner, whilst also incorporating, where necessary, strategies to cope with the emotional impact of changes upon the client and his or her family. The action plan incorporates the ability to shift strategies as determined by the client's progress and competing issues.

Whilst engaging with clients and service providers the AFP Support Officers monitor gaps in service delivery, source solutions and make recommendations in relation to rectifying any shortcomings, or expanding service delivery to the communities.

AFP client engagements commenced in the communities on 15 November 2010. As at 30 June 2011 the AFP has fourteen active clients.

The Commission recently engaged a new AFP Support Officer to expand the AFP framework which allows Aurukun and Hope Vale to each have a dedicated Support Officer, whilst Coen and Mossman Gorge are serviced jointly by the third AFP Support Officer.

ACTIVE FAMILY PATHWAYS — CLIENT CASE STUDY



A CLIENT'S STORY

At the commencement of Active Family Pathways (AFP) in November 2010, a client with a significant number of Education Queensland notifications was offered the opportunity to participate. The client had many children in her care and the Commissioners could see that although she was trying very hard as a parent, she was struggling to get the children to school on a consistent basis.

The client had been to conference a number of times previously and had agreed to be conditionally income managed. Due to the personal initiative and determination she had shown, the Commissioners were convinced that with the right support she would commit to actively improving the quality of life for her children.

Upon the client agreeing to engage with the AFP Support Officer she was determined to gain the most out of the opportunity and attended all the meetings full of enthusiasm and ready for action. In the first six months she was able to increase the school attendance of most of the children through practical efforts such as travelling with them on the bus and staying in the school for

some of the morning classes. She praised the children for their good attendance and behaviour and communicated with the teachers about the children and their needs. The client utilised the support of the AFP Support Officer to commence the complex process of boarding school and ABSTUDY applications for one of the children with the assistance of the Transition Support Service Community Support Officers. The AFP Support Officer arranged meetings between the client and the Department of Communities (Housing and Homelessness Services) to develop a plan to repay rental arrears and she has, as a direct result of this assistance, substantially reduced the overdue amount over the last six months.

As the client still has a number of goals that she would like to work on, she has been scheduled to attend conference to gain another six months of the AFP. The client has expressed her gratitude to the Commissioners for including her in the AFP and is keen to move forward in the next six months with more goals such as gaining employment skills.

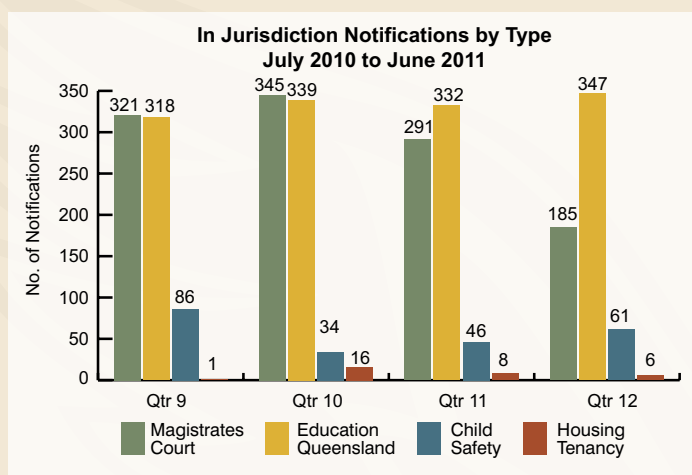


Archer River crossing



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Notifications and Conferences by Community



Graph 4: Notifications in jurisdiction by type 1 July 2010 to 30 June 2011.

From 1 July 2010 to 30 June 2011, the Commission received a total of 3669 agency notifications of which 2736 were in jurisdiction (as illustrated in Graph 4).

This comprises:

- 1336 School Attendance notifications
- 1142 Magistrates Courts notifications
- 227 Child Safety notifications
- 31 Housing Tenancy notifications

933 notifications were not within jurisdiction. This comprises:

- 827 Magistrates Courts notifications
- 82 School Attendance notifications
- 21 Child Safety notifications
- 3 Housing Tenancy notifications

1745 conferences were held in the period.

Aurukun

Aurukun accounted for 1676 notifications, 61.3 percent of the total notifications that were in jurisdiction, comprising:

- 871 School Attendance notifications
- 687 Magistrate Courts notifications
- 104 Child Safety notifications
- 14 Housing Tenancy notifications

91 Magistrate Courts notifications, 43 School Attendance notices and 4 Child Safety notifications were processed as not within jurisdiction.

1051 conferences were held in Aurukun.

Coen

Coen accounted for 119 notifications, 4.3 percent of the total notices that were in jurisdiction, comprising:

- 72 Magistrate Courts notifications
- 24 School Attendance notifications
- 22 Child Safety notifications
- 1 Housing Tenancy notifications

27 Magistrate Courts notifications, 7 School Attendance notifications and 2 Child Safety notifications were processed as not within jurisdiction.

80 conferences were held in Coen.

Hope Vale

Hope Vale accounted for 744 notifications, 27.2 percent of the total notifications that were in jurisdiction, comprising:

- 386 School Attendance notifications
- 264 Magistrates Courts notifications
- 84 Child Safety notifications
- 10 Housing Tenancy notifications

46 Magistrates Courts notifications, 31 School Attendance notifications, 15 Child Safety notifications and 3 Housing Tenancy notifications were processed as not within jurisdiction.

423 conferences were held in Hope Vale.

Mossman Gorge

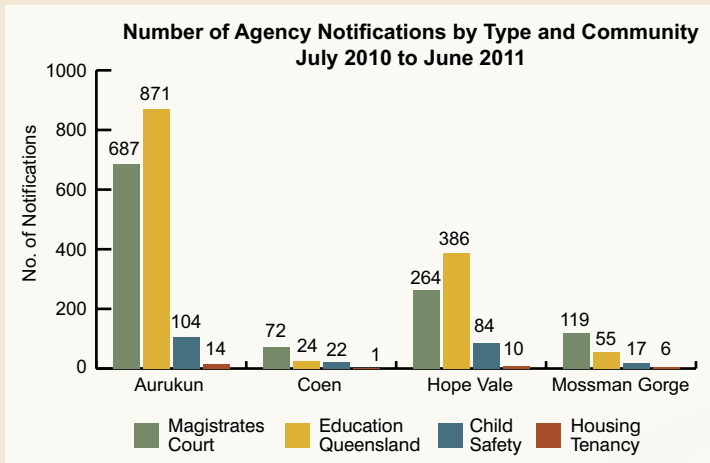
Mossman Gorge accounts for 197 notifications, 7.2 percent of the total notifications that were in jurisdiction, comprising:

- 119 Magistrates Court notifications
- 55 School Attendance notifications
- 17 Child Safety notifications
- 6 Housing Tenancy notifications

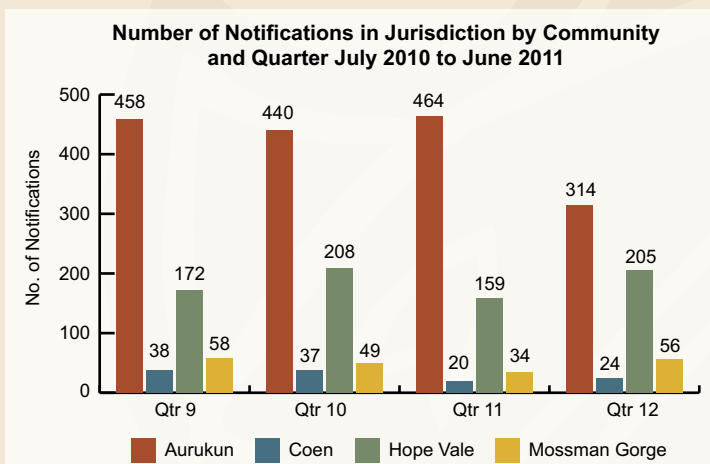
663 Magistrates Courts notifications and 1 School Attendance notification were processed as not within jurisdiction.

191 conferences were held in Mossman Gorge.

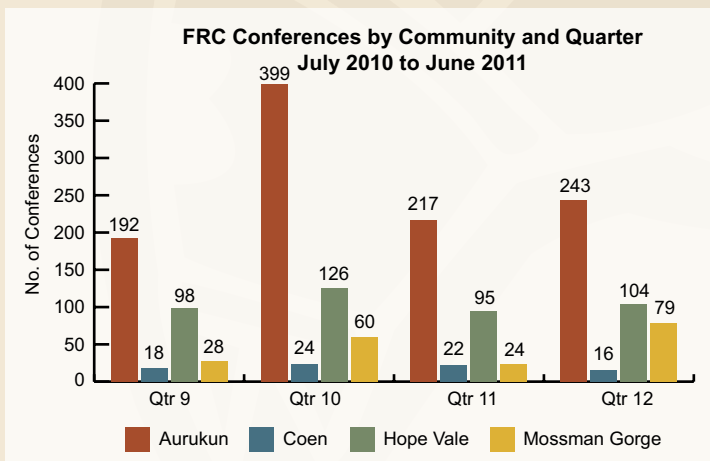
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Graph 5: Notifications in jurisdiction by type and community 1 July 2010 to 30 June 2011.

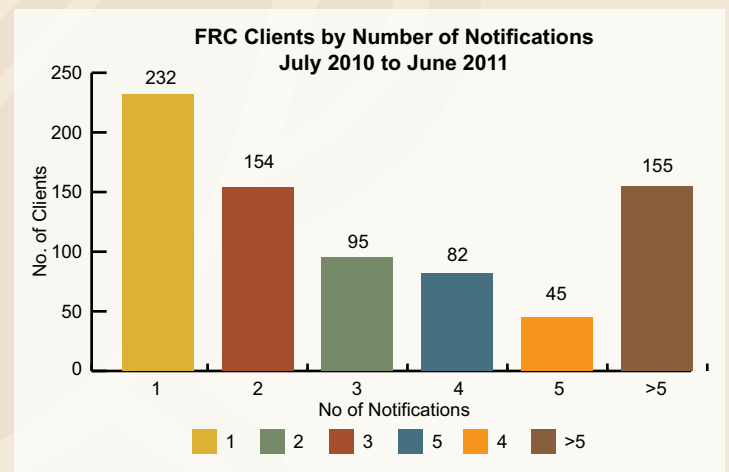


Graph 6: Notifications in jurisdiction by community and quarter 1 July 2010 to 30 June 2011.



Graph 7: Conferences by community and quarter 1 July 2010 to 30 June 2011.

From 1 July 2010 to 30 June 2011, 20 percent of the Commission's clients received more than five notifications. In many instances this illustrates multiple school absences or multiple Magistrates Court notifications relating to one incident. The Commission continues to encounter clients with complex family and individual circumstances which results in the client and family attending the Commission on a regular basis. In this third year of operation, the Commissioners have sought to include all relevant family members pertaining to notifications. Often family members will attend voluntarily as a support person or relevant person. Commissioners address the collective responsibility of the household, family or clan rather than just the individual named on the notification. The Commissioners have found this especially effective in addressing School Attendance notifications as initially the responsibility was allocated to the family member receiving the Centrelink payment. By engaging the entire household in the importance of school attendance, homework and school preparation, children are encouraged to attend and the household benefits from achievements of the children.



Graph 8: Clients by number of notifications 1 July 2010 to 30 June 2011

Note: Where multiple notifications are received each notification is counted individually and each child's absence is counted individually. For example, if three children from one family were absent on one day that is counted as three individual notifications.



OUR PERFORMANCE — REVIEW OF OPERATIONS

Trends by Community

Aurukun

Aurukun accounted for the greatest percentage of notifications in jurisdiction at 61.3 percent. This is reflected in the number of conferences held (1051) which represented 60 percent of the Commission's conferencing workload. School Attendance notifications in jurisdiction have risen from 826 last financial year to 871 this year. At the Family Responsibilities Board meeting of 18 October 2010, the Board endorsed the Commission to focus intensively on improving school attendance in Aurukun due to a ten percentage point decline in school attendance rates in the previous two school terms. The Commission commenced weekly sittings in Aurukun immediately. The first sitting took place on 26 October 2010 and continued until the end of the school year. A total of 399 conferences were held in quarter ten with 256 individual clients and community members conferenced. A significant number of clients attended the Commission multiple times. This allowed the Commissioners the opportunity to reinforce the importance of school attendance for all children for which the client had parental or caring responsibilities and to discuss any emerging issues to ensure the momentum remained on improving school attendance. As a result of holding the additional conferences and engaging parents/carers, in some cases multiple times, there has been an increase in attendance of 10.7 percentage points from term 3 to term 4 2010. Magistrates Court notifications decreased from 753 last year to 687 this year. Housing Tenancy notifications decreased from 18 last year to 14 this year, whilst Child Safety notifications also decreased from 156 last year to 104 this year.

Hope Vale

With the introduction of the One Social Housing Rent Policy for Indigenous Communities in 2009 and 2010 the percentage of tenants in arrears of four weeks or more increased significantly. The Commission experienced a corresponding rise in Housing Tenancy notifications from four in the first year of operation, to 69 in the second year of operation. The Department of Communities (Housing and Homelessness Services) adopted a more effective case management approach towards tenants in 2010-2011 which resulted in a reduction of Housing Tenancy notifications to the Commission from 69 last year to 10 this year. Magistrates Court notifications decreased from 376 last year to 264 this year. A full complement of police in Hope Vale contributed to greater community engagement, education and earlier intervention. This reduced the risk of multiple charges from prolonged criminal activity. Child Safety notifications decreased from 99 last year to 84 this year. School Attendance notifications increased from 305 last year to 386 this year.



Coloured Sands at Elim Beach, near Hope Vale

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Coen

Child Safety notifications decreased from 41 last year to 22 this year. Child Safety Services report that the ability to fully staff positions and maintain continuity of staff in the four Welfare Reform communities for the majority of the year has contributed to greater interaction with the community and those children and families at risk. The ability to engage with parents early and put in place preventative measures also contributed to the reduction in Child Safety notifications across the communities and in particular, Coen. The commitment to school attendance and academic achievement in Coen is reflected by the low number of School Attendance notifications with 38 last year, falling to 24 this year. The reduction of Magistrate Court notifications from 120 in the previous year to 72 this year reflects a reduction in all night parties and violent behaviour as reported by the Coen Commissioners.

Mossman Gorge

Magistrates Court notifications in jurisdiction accounted for 60 percent of Mossman Gorge notifications and comprise predominately of public nuisance, breach of bail or breach of an order. The Mossman Gorge Commissioners were supportive of the Mossman Liquor Accord which commenced on a trial basis in April 2010 and limited the sale of four litre cask wine sales to after 4 p.m. The limit was on a voluntary basis with the Mossman licensees. Cask wine consumption in Mossman Gorge is generally associated with excessive drinking leading to street disturbances and associated violence. During the accord, anecdotal reports from the community indicated less assaults and domestic disputes. Whilst it is not yet possible to definitely link this reduction of offences to the accord, reports suggest that cask wine limits of this type may have a positive effect on community wellbeing. Although the accord has now ended, there is support at a local level for limits of this nature to be reintroduced. The excessive number of Magistrates Court notifications (663) 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. School Attendance, Child Safety and Housing Tenancy notifications have remained stable with only minor fluctuations.

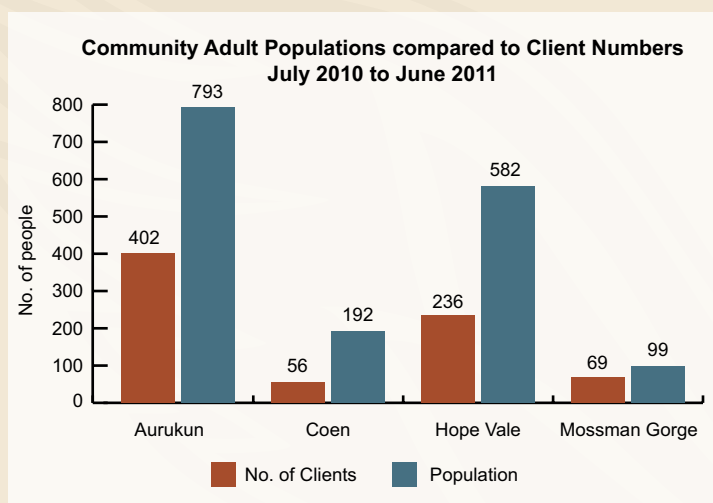


Fungi at Mossman Gorge



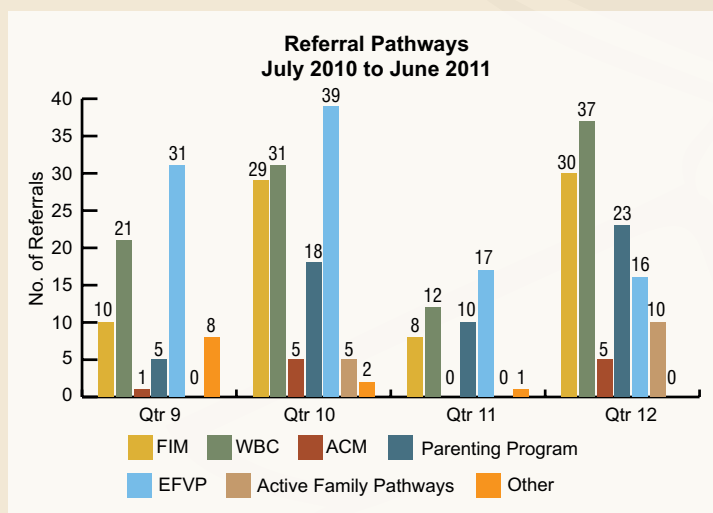
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From 1 July 2010 to 30 June 2011 46 percent of the adult population (17 and over) in the four communities were Commission clients. Mossman Gorge remains the highest client percentage at 70 percent, an increase from 58 percent last year.



Graph 9: Number of clients who have received notifications in relation to population from 1 July 2010 to 30 June 2011.

Note: Number of clients who have received notifications up until 30 June 2011 in comparison to population figures of adults (17 years and over) provided from ABS preliminary 30 June 2009 ERP Figures.



Graph 10: Referral Pathways 1 July 2010 to 30 June 2011.

Case Management

As at 30 June 2011, 184 clients were being case managed. This is a significant decline from the 496 clients that were case managed last financial year. The Commissioners advise less clients were referred to service providers through formal case plans, as the availability and quality of service was inconsistent, unavailable or lacking in capability. Clients have reported back to the Commissioners that service providers are closed, too busy, the qualified or appropriate staff member is not available to see them, or the client does not need to attend. As Commissioners in the first instance seek agreement of the clients to formulate a case plan, when the client reports they will not attend due to a lack of faith in the service provider and would rather attend alternative services, (and in some cases request Income Management), Commissioners opt to work with clients either through regular conferencing or instigating personal responsibilities. The Commissioners will not establish case plans which they reasonably believe the client will not comply with due to service provider inadequacies.

Although the Commissioners actively encourage service providers to interact with the community, the fly in fly out basis of many of the service providers staff results in the clients and community lacking confidence in the individual staff member as they are unable to form a relationship with the clients and community.

The Commission's primary referral agencies are the Wellbeing Centres (WBCs), Family Income Management (FIM), school Attendance Case Managers (ACMs), Parenting Programs and the Ending Family Violence Program (EFVP). The overwhelming acceptance of the school Attendance Case Managers in the CYWR communities and the acknowledgment of the positive impact on school attendance has resulted in a significant decline in formal client referrals. The Commissioners recognise the ACMs as partners in improving school attendance and enjoy a productive working relationship in all CYWR communities.

The year has seen the establishment and implementation of the Parenting Program in Coen, Hope Vale and Mossman Gorge delivered through Cape York Partnerships.

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The Aurukun Shire Council delivered Parenting Program has experienced significant difficulties in staff retention and program delivery. The Parenting Program in Aurukun will be delivered by Cape York Partnerships from 1 July 2011.

The Ending Family Violence Program is delivered by the Department of Community Safety (Queensland Corrective Services) staff to clients referred by the Commission and community members directed by Queensland Corrective Services. Clients report the program provides insights and practical guidance to reduce violent behaviours and negotiate challenging situations. Due to the success of the program, the Commission has assisted the Department of Community Safety to gain funding for a further six months of program delivery to December 2011 and engaged the WBCs to provide administrative support.

Across each of the CYWR communities the lack of services, programs and support for children is the most significant barrier to assisting clients to make positive changes. There is an overwhelming need for sustainable and engaging programs for children to address delinquency and anti-social behaviour.

Active Family Pathways

The Commission continues to assist those clients not progressing with service providers (or within the expectations of the Commissioners) through the Active Family Pathways (AFP) case coordination framework. The framework was implemented in November 2010 and is offered to select individuals and families requiring assistance and support to navigate services and agencies and access the personal assistance they require.

The model is voluntary and is a collaboration between the Commissioners, Local Coordinators and Case Management team to identify strategies to restore their primary responsibility for improvement in their lives and that of their families. Participating clients identify goals and develop strategies to achieve those goals. The AFP Support Officers have incorporated engagement with service providers and agencies such as the Department of Communities (Housing and Homelessness Services), Transition Support Services (TSS) (Department of Education and Training), Department of Community Safety (Queensland

Corrective Services), Queensland Health, Centrelink, and service providers such as school Attendance Case Managers, Family Income Management, Parenting Programs and the Wellbeing Centres to address barriers that the clients have identified. A number of clients have requested an extension of the AFP to address new barriers or goals that have arisen as others have been resolved. The recruitment of an additional AFP Support Officer position has allowed the Commission to offer Active Family Pathways to clients in Hope Vale and Coen for the first time. As at 30 June 2011 the AFP has 14 active clients.



Active Family Pathways Support Officers

Conditional Income Management and variation to orders

Under the Act, a conference decision may include the issue of a notice to Centrelink of a Conditional Income Management (CIM) order. The Commission only applies income management after an agency notification is given in relation to the client and after the Commission has attempted to, or held, conferences with the client. The Commission then only issues a CIM order after considering the individual circumstances and whether it is more appropriate to take alternative action. CIM orders are issued for a variety of reasons. Primarily they are issued to assist the client to engage in socially responsible standards of behaviour and in some cases to stabilise a client'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.



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If income management is ordered, it is for a defined period up to 12 months. The Commission also determines the proportion of payments to be income managed, either 75 percent or 60 percent of fortnightly welfare payments.

Centrelink enacts the notice and meets with the client to discuss their budget and financial obligations. Centrelink allocates payments to priority needs, such as rent and bills, and allocates the remainder of funds to a BasicsCard for purchase of food and other consumables. The client receives the remaining funds as discretionary spending.

From 1 July 2010 to 30 June 2011, 223 CIM orders were issued. Commissioners continue to report that a number of clients are requesting CIM orders and to be placed on a BasicsCard. These clients request that the Commission order the income management as a means to stabilise the household and ensure bills are paid and children are fed, in preference to being placed on Voluntary Income Management (VIM) where pressure from spouses and family members can erode the intent of income management.

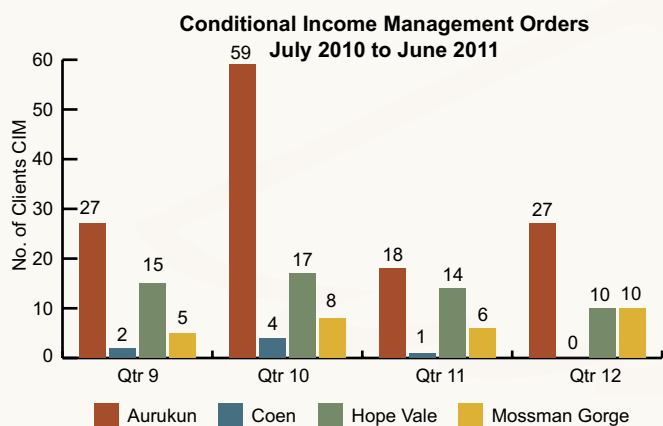
Although not originally envisaged in the functions of the Commission, the Commissioners perform a review at six and nine months for those clients on CIM. The client is conferenced to discuss case plan requirements, new notifications and money management plans for when the CIM period ends. The Commissioners also encourage the client to work closely with Family Income Management (FIM) in anticipation of the expiration of the BasicsCard.

Amend or End Applications

The submission of Applications to Amend or End Agreements or Orders has increased from 63 last year to 76 this year. The Commissioners consider a number of options when determining the outcome of applications, including varying case plans, amending the CIM percentage or ceasing a Family Responsibilities Agreement. The Commission requests that clients provide information that illustrates changes to their circumstances or an increase in standards of behaviour. A FIM budget for when the CIM ceases plus attendance with service providers on a consistent basis is also requested.

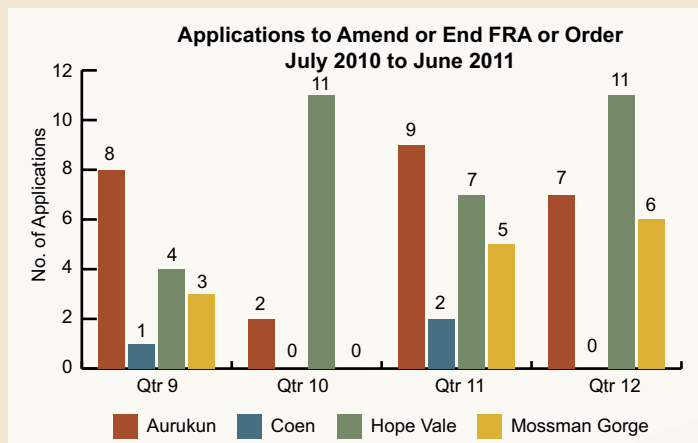
From 1 July 2010 to 30 June 2011 a total of 76 Applications to Amend or End a Family Responsibilities Agreement or Order were received. The applications resulted in:

- 31 Applications to Amend or End granted and income management revoked
- 26 Applications to Amend or End dismissed
- 6 Applications pending client completing actions directed by the Commission
- 6 Applications received at the end of the quarter, decision pending with conferences scheduled for July 2011
- 2 CIM percentage reduced from 75 percent to 60 percent.
- 2 Applications to Amend or End dismissed and the client ordered to comply with the new case plan
- 1 Application to Amend or End dismissed, CIM extended and the client ordered to comply with the new case plan
- 1 Application to Amend or End dismissed and the CIM extended
- 1 Application withdrawn



Graph 11: Conditional Income Management Orders 1 July 2010 to 30 June 2011.

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Graph 12: Applications to Amend or End FRA or Order 1 July 2010 to 30 June 2011.

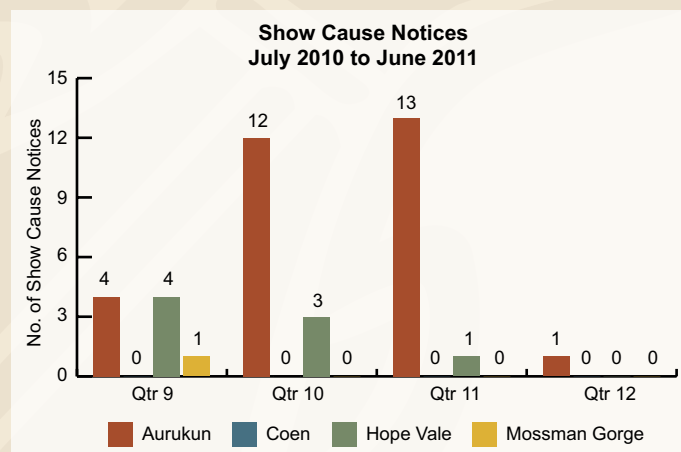
Show Cause Notices

With fewer clients subject to case plans in the reporting year, the number of clients available for Show Cause investigations was reduced. Show Cause recommendations continue to be assessed on a case by case basis by the Commissioners, primarily because the assessment draws upon the service providers' monthly progress reports and requested summary reports at the initial investigation stage. The Commission continues to experience difficulties with consistent and accurate monthly reporting from some service providers, inhibiting the Commission's ability to bring clients back to conference under the Show Cause provisions of the Act. The Registry and Commissioners continue to offer training and direction to service providers for the induction of new staff, provide feedback through audit and encourage staff to attend conference proceedings in each Welfare Reform community. The Commission has successfully implemented a highly simplified system of reporting through electronic upload of monthly progress reports which has aided in easing the reporting obligations and increased consistency of content. The Commission has extended reporting deadlines to service providers reporting excessive workloads and worked with service providers and their information technology systems to improve their ability to meet reporting requirements

From 1 July 2010 to 30 June 2011, 39 Show Cause hearings have been conferenced.

These matters resulted in:

- 13 No further action
- 9 Show Cause Notices pending client completing actions directed by the Commission
- 8 Clients received CIM orders
- 7 Clients received CIM orders and ordered to comply with their case plan
- 2 Clients ordered to comply with their case plan



Graph 13: Show Cause Notices 1 July 2010 to 30 June 2011.

"As a Commissioner, when listening to clients and making decisions, I remember my grandparents and Elders and what they would do in the situation, how would they have guided the youngsters to face challenges and overcome barriers. As a Commissioner, I respect the lessons taught to me and try and pass them onto those who come to the Commission."

Local Commissioner Doreen Hart, Hope Vale



THE EXTRA SITTINGS AT AURUKUN

THE EXTRA SITTINGS AT AURUKUN

At the Family Responsibilities Board meeting of 18 October 2010, the Board endorsed that the Commission focus intensively on improving school attendance in Aurukun due to a decline in school attendance rates in the previous two school terms. The Commission commenced weekly sittings in Aurukun on 26 October 2010 and continuing until the end of the school year on 16 December 2010.

Throughout this period of time the Aurukun Commissioners met with clients regularly to identify and discuss the children who were not attending school. Chronic non-attendance was identified by analysing the daily attendance rolls in addition to weekly meetings with the Cape York Aboriginal Australian Academy Principal, teachers and school Attendance Case Managers. In addition to the increased education orientated workload, the Local Commissioners maintained regular conferencing of Child Safety, Magistrates Court and Housing Tenancy matters, and assisted with Ending Family Violence Programs during the period. As many of the Local Commissioners are employed outside of the Commission and have extensive family commitments, the diligence and persistence of the Local Commissioners to make themselves continually available was clearly evidenced in the 399 conferences held in the final quarter of 2010, compared to 192 conferences in the previous quarter.

The Commissioners required many of the clients to return fortnightly during the period to discuss any on-going or emerging issues and ensure the momentum remained on improving school attendance. A client explains her experiences:

"I had been before the Commissioners previously but when I started being called up every second week I was worried that I was in real trouble. It was not like that, the Commissioners were really worried why some of the children in my care were

attending school and some were never attending. Each time we talked about the reasons why some were not going to school and what I could do at home that could change things for the better. I started getting uniforms ready the day before and made all the children go to bed at the same time so none of them would be tired for school the next day. After we got that organised, I started walking to school with the children and then going to class for a little while. The children were embarrassed at first but then they all wanted me in their class so they could show me how good they were. The Commissioners listened closely to what I said, asked me questions and then gave me ideas. One of the Commissioners who lives nearby would walk with me and the children in the morning when she was going into town to do her job. This also gave us a chance to talk outside of the Commission sittings. With the checking every second week, we could make changes when things weren't working or one child did not want to do it. The Commissioners gave me help and advice like an aunty, sometimes a little tough, but always thinking about the best result for the children".

The Commissioners found that some clients returned to the Commission frequently because school attendance for at least some of the children was still poor. At times, the conference resembled a family gathering with all responsible adults attending; parents, carers, grandparents, aunts and uncles, and importantly the male family members attending and discussing relevant issues. Delving deeper into the lives of some families highlighted just how challenging it can be to achieve good school attendance. Most families live in overcrowded accommodation, sometimes with many children sleeping in one room. If one child is unwell or restless all of the children miss out on sleep. Shared bathrooms, washing machines and fridges for

THE EXTRA SITTINGS AT AURUKUN



too many people all impact on getting to school on time. During the wet, the continuous heavy downpours leave children soaking by the time they get to school which can impact on their learning experience. Even the most diligent parents suffer when neighbours hold parties with loud music and even louder visitors.

How do the Local Commissioners feel after the extended effort to increase school attendance in the community and in light of the many difficulties outlined above?

"We know it is pretty tough for some of our parents and grandparents to get children to school everyday, and we want everyone to know that many of these parents and grandparents should be congratulated and praised because they are doing the right thing and trying as hard as they can. Some do not try, but most do and we also know lots of others are helping them too, like the school Attendance Case Managers, Child and Youth

Mental Health Services and Transition Support Services. We think there is more that can be done, like increased housing and a school bus service. As Commissioners and Elders in Aurukun we want every one of our children to have an education and the opportunity to get a job. We think that the hard work of the extra sittings for us, Dellis and the Cairns staff was worth the effort and has made a big impact on families." Local Commissioner Ada Woolla, Aurukun.

"We went away to boarding school and then training college and got skills. We now have good jobs and get to live in Aurukun, our home. We want our grandchildren to have the ability to make the choice of either a job in Aurukun or anywhere in Australia, but they have to have an education and skills for the jobs to be competitive. If they don't go to school how will they ever learn?" Local Commissioner Vera Koomeeta, Aurukun.

Front Row: Iris Bowenda and
Pana Nawakie

Back Row: Rayden Kalkeeyorta,
Brianna Waia, Zoey Koongotema
performing at the Cape York Aboriginal
Australian Academy, Aurukun Campus
school attendance awards





LOCAL COMMISSIONER PROFILE

LOCAL COMMISSIONER PROFILE

Profile: Coen Commissioner May Kepple



Coen Local Commissioners

On Monday, 26 October 2009, on behalf of the then Minister for Local Government and Aboriginal and Torres Strait

Islander Partnerships, the Honourable Desley Boyle, I was presented with a Certificate of Appreciation and Commemorative Badge by Commissioner Glasgow. The fact that my work as a Commissioner was acknowledged in front of my family and friends in Coen led me to reflect on how far I had come in life.

I was born May Mary Kepple, on Meripah Station in 1956 where my father was a stockman and my mother cared for my four brothers and four sisters. I have very fond memories of my early childhood spent on the station. Our life on the station was not filled with luxuries, but we were well cared for and there was always enough to go around. My parents, Noble and Elta Kepple are from the Wik-Munkan clan and taught me my culture and tradition. Since my parents believed in education and ensuring a future for their children, I moved to Coen for my primary years of education, attending the Coen State School.

School was great fun and I especially enjoyed softball and playing games such as rounders and hopscotch with other students in the school yard. Leisure time was spent doing much the same activities as children are still doing today in Coen, like swimming, fishing and swinging from Tarzan ropes across the creeks and rivers. I still see the children going out to country to learn the old ways during the holidays, and remember that was the same for me.

It was always in the back of my mind that education was very important, so I worked hard at my school work. When I completed my primary schooling in Coen, I left to attend Herberton High School and boarded with family, much like many of the Coen children do today.

I finished school in 1973 and began my career working

in stores and retail, with my first job at the Cairns Coles New World Supermarket. This gave me the experience to work in the Aurukun variety store, Ambrusts General Store in Coen and then the Coen Post Office. There I completed money orders and other transactions.

In 2007 I made the significant decision to become a foster carer, a very special event in my life. As a result of becoming a foster carer in the Coen community, I increased my interest in community participation and the guidance of young people. Today I am a member of the Coen Community Justice Group, a Justice of the Peace (Qualified) and a respected Elder on the Murri Court which sits in Coen every second month. It was because of my participation in the Coen Community Justice Group that I was approached to be a Commissioner.

As a Commissioner I am able to guide people by offering advice and direction on where clients can get the help they need to enable them to change their behaviours and improve their lives. I am heartened to see people being assisted by the Commission through our conferencing process where we are able to discuss difficult behaviours and help them take action to change their behaviour. With the support of Commissioner Glasgow and working with my fellow Coen Commissioners I am now seeing the benefits of the work the Commission is doing for both its clients and the community, with families changing for the better.

Although being a Commissioner can be challenging, it is a role I enjoy and I know I am making a difference in my community, for the future of my family, friends and visitors to Coen.



Local Commissioner Kepple and Shorume Kepple



CHALLENGES AND OUTLOOK



Challenges

Community expectations

The Commission commenced operations on 1 July 2008, with support from many community members. Despite some initial resistance when conferences began, the Local Commissioners took up the challenge and have worked tirelessly throughout their tenure to inform and educate all sectors of the community about how the Commission works, the positive and supportive role it can play in the community and their own roles as Local Commissioners within the Commission.

Many members of the community initially found the changes to be difficult and challenging but community acceptance of the Commission has grown over time to the extent that overall the communities have been extremely supportive of the extension of the Commission to 1 January 2013. Acceptance has been enhanced by the manner in which the Local Commissioners have assisted community members to resolve difficulties in their lives. They conduct themselves in a professional manner both inside and outside of conferences. In addition they represent their communities by liaising with government, non-government agencies and other entities to provide advice on the work of the Commission and the changes Welfare Reform has brought to the communities.

*Commissioner Glasgow, Mrs Glasgow and Aurukun
Local Commissioners at a training week in Cairns*





CHALLENGES AND OUTLOOK

The Commission working with the community

In its third year of operation the Commission continues to support the development and local authority of its Commissioners and their role in the future of the communities. Their ability to make decisions affecting the direction of their fellow community members and to bring about changes to their lives is critical to the success of the Commission.

The Commission has continued to develop and deliver a comprehensive training program for the Local Commissioners that will see them gain qualifications and skills in areas such as personal development, leadership capabilities, governance, Justice of the Peace (Qualified), mediation and mental health first aid. The training and skills development of Local Commissioners will continue throughout the life of the Commission in order to facilitate effective decision making, problem solving and to create and nurture a culture which builds positive community relationships.

School attendance

School attendance statistics for Aurukun continue to be encouraging whilst Mossman Gorge has maintained a consistent attendance rate from last year to this year. Coen and Hope Vale have both seen a decline, although Coen has been at or above the Queensland State School average for the majority the school terms since the commencement of the Commission in 2008. The improvements in Aurukun are a credit to the dedicated staff of Cape York Aboriginal Australian Academy (CYAAA), the school Attendance Case Managers and the Commission. The Commission continues to acknowledge their efforts, particularly in light of the implementation of the CYAAA in Hope Vale effective from Term 1, 2011. It is always difficult for children, parents and staff to cope with and manage significant change, but it is a credit to all involved to manage such a significant transition in such an environment. The Local Commissioners in conjunction with the school Attendance Case Managers are working very hard with the Hope Vale school to address absences related to various factors including funerals, public holiday periods and sporting events.

Compliance with agreements and decisions

The Family Responsibilities Commission Act 2008 provides for a Show Cause procedure which is invoked in instances where a client has not, without valid reason and/or within a reasonable timeframe, complied with the terms of an agreement or decision of the Commission. The difficulty experienced by some clients in accessing suitable services has hampered the Commission's ability to meet its statutory obligations to properly assess a client's willingness to comply with their case plans. This has led to fewer Show Cause proceedings than expected, as the Commission must always act with caution to ensure a client's progress is assessed in a fair and just manner.

Administrative challenges

All organisations working in remote locations have similar logistical and administrative challenges. Soon after commencing operations the Commission adopted a strategy of establishing close working relationships with organisations facing similar environmental and logistical difficulties, so that collaborative solutions could be achieved. As with previous years there have been many significant challenges, but due to comprehensive forward contingency planning of the Executive Management Team, the operations of the Commission have not been significantly impeded by any of these events.

The Commission has also adopted a continual improvement process in all aspects of

CHALLENGES AND OUTLOOK



operational management to achieve best practice and to create flexible, dynamic and more responsive processes. Strategies comprise operational and procedural reviews, which includes liaising with notifying agencies and service providers to refine reporting frameworks aimed at rapid delivery.

Some of these initiatives include:

- updates of internal information technology systems and processes to improve efficiencies together with the creation of statistical reports to streamline quarterly and annual reporting
- continuing collaboration with Centrelink to ensure the United Government Gateway (UGG) system fulfils the requirements of the Commission whilst also remaining compatible with other user/client needs and
- allocation of human resources to meet short term peak demands which has necessitated the recruitment of temporary staff, re-allocation of tasks, job analysis and redesignation in the interests of administrative and operational efficiency.

The Commission has also adopted a workplace culture of internal audit and continuous improvement wherein operational reviews are systematically performed. The outcome of these reviews identifies opportunities to streamline processes. Where opportunities are identified, the Commission undertakes the development of practical solutions based on the relevant need. In our third year the Commission has continued to refine its internal processes including:

- releasing the reviewed Procedures Manual, Information Sharing Protocol, Complaints Management Policy, Workplace Policy and Guidelines for Right to Information
- converting our client notices in regard to conference and decisions into a 'plain English' format, as a direct result of recommendations from the KPMG review and
- releasing the reviewed School Attendance Guidelines which has been expanded to incorporate guidelines in regard to attendance at funerals and illness of family members in order to minimise interruptions to the children's learning experience.

Changes of key staff in community

Changes in key staff comprising school principals, school Attendance Case Managers, police (both officer-in-charge and duty officers), Financial Income Management personnel, health clinic and Wellbeing Centre staff in each community have a considerable impact on Commission operations. Due to these continual and often unavoidable changes, there is a loss of corporate, operational and client knowledge regarding the Commission's mandate and working relationship with the relevant agency. This loss of knowledge can and does, for a period of time, translate into a lack of, or reduction in:

- effective communication
- cooperation
- community engagement or
- inconsistent and/or reduced service delivery.

When community members, and especially Commission clients, lose key service personnel with whom they have developed a mutual trust, they must establish new working relationships with the replacement personnel. Some clients become disengaged or disheartened in the process of re-establishing relationships and do not wish to attend services. Personnel changes, particularly if they are frequent, place the community in a continuous transition mode which is counter-productive to service delivery, continuity and direction.



CHALLENGES AND OUTLOOK

To mitigate the negative effects of the turnover of service provider staff, the Commission actively seeks to engage, inform and educate new staff in the community whenever possible. The Commission is aware of the role of the Local Program Officer and other Cape York Welfare Reform personnel in inducting new staff and has communicated its availability to assist should it be required. Commission strategies and active procedures are to:

- invite service providers to introduce themselves and explain their role to the Commissioners and the Local Coordinators
- invite service providers to attend relevant conferences on the condition that all parties agree to their attendance
- conduct service provider workshops on a regular basis
- distribute and display information on the Commission website including annual reports, quarterly reports, the *Family Responsibilities Commission Act 2008*, service provider fact sheets, and associated support documents
- ensure Local Coordinators are available to meet with new staff and attend meetings as required
- offer a comprehensive overview for new service provider staff in Cairns prior to them transferring to the communities
- meet regularly with service provider and agency staff that are in Cairns for training and
- provide information in a number of forums including the Pentagon Strategic Planning Workshop, Centrelink consultations, State and Federal parliamentary (Senate Committee and House of Representatives Committees) briefings, KPMG and other reviews as required.

Working with Government departments

Throughout this report the Commission has illustrated the difficult working environment and the many challenges faced by the Commission. Despite those challenges there has been considerable success in many areas and the Commission would like to acknowledge the Queensland and Commonwealth Government departments who have invested significant time and resources to assist the Commission in meeting its objectives.

These include:

- Department of Communities (Aboriginal and Torres Strait Islander Services)
- Department of Communities (Child Safety Services)
- Department of Communities (Housing and Homelessness Services)
- Department of Justice and Attorney-General (Magistrates Court)
- Department of Community Safety (Queensland Corrective Services)
- Department of Education and Training
- Queensland Health
- Queensland Police Service
- Department of Families, Housing, Community Services and Indigenous Affairs
- Department of Health and Ageing
- Department of Human Services, Centrelink
- Department of Education, Employment and Workplace Relations.

CHALLENGES AND OUTLOOK



Outlook

Intensive case management

The capacity of the Commission to conduct early interventions and to source appropriate solutions to complex client needs has been adversely affected by the lack of suitable service provision in all of the communities. During this year the Commission implemented the Active Family Pathways (AFP) case coordination framework for high risk and complex needs clients, recently engaging an additional AFP Support Officer to assist the Principal Case Manager.

The Commission now employs three AFP Support Officers who have undertaken an enhanced role in the case management of the Commission's clients. The AFP Support Officers meet regularly with service providers to establish priority clients and track the progress of high risk clients and/or clients with complex issues. They also engage with those organisations providing a service in the community that are not required to report to the Commission, such as the health clinics. The expectation is that with greater communication and information sharing at the grassroots level, a holistic understanding of the needs of our clients will be established. This will in turn, assist with the construction of suitable case plans, agreements and monitoring of the clients compliance. It is hoped that if successful, this model will continue to operate after the Commission ceases operating.

External evaluation

The KPMG Implementation Review of the Commission was completed in September 2010. The review was conducted to assess the implementation and operation of the Commission in its first 18 months of operation. Outcomes of the review were to establish whether the Commission was implemented effectively, what might need to be changed or addressed and what initial impacts could be observed. Amongst other findings, the review determined that the Commission had been successfully established according to initiating legislation and is appropriately targeting clients and engaging with the communities within its jurisdiction. The Commission has accepted and implemented many of the recommendations of the review and is continuing to work toward ongoing improvements.

A Lead Evaluator will be appointed by trial partners to prepare an outcomes report based on a series of progress reviews of discrete trial components.

Legislative and program changes

The Commission requested five amendments to the *Family Responsibilities Commission Act 2008* to assist the efficient delivery of conferencing services. The legislative amendments were passed by the Queensland Parliament and came into effect from 14 October 2010. One of these amendments is the ability to hold a conference in prescribed circumstances with three Local Commissioners. The chairing of conferences by our Local Commissioners has already begun to positively influence the acceptance of the Commission and strengthen community capability and independence.

Further amendments were passed by the Queensland Parliament which will minimise the occurrence of duplications in case planning and streamline the referral process, reduce the show-cause period to facilitate earlier intervention, provide the Commissioner with the authority to dismiss frivolous or vexatious applications, thereby increasing efficiencies, and expand confidentiality provisions to cover staff engaged by service providers.



LOCAL COMMISSIONER PROFILE

LOCAL COMMISSIONER PROFILE

Profile: Mossman Gorge Commissioner Daniel Craig Fischer

My name is Daniel Craig Fischer, I was born in Mossman Base Hospital on 17 November 1975 to Esther Fischer of the Kuku Yalanji tribe and Lindsay Charles Henderson of the Kuku Nyungkull tribe. I am the eldest of three brothers and two sisters from my mother's side and one sister and one brother from my father's side.

I was brought up by my maternal grandparents in Rocky Point which is at the southern end of Wonga Beach, the gateway to the Daintree Valley. I credit my grandfather Chala Peter Fischer and grandmother Polly Fischer with showing me respect and how to become a leader. My family has been an extremely important element in my upbringing. My grandfather taught me an understanding about plants, animals, seasons, people, kinship, medicine, lore and spirituality.

I went to Rocky Point School until year six, completing my primary education in year seven

at Mossman State School. I commenced my secondary education at Mossman State High School before moving to Cairns to complete year ten at Trinity Bay State High School. I furthered my studies by completing year 11 at Cooktown State School. During my years at school I found that I enjoyed a number of sports including cricket, volleyball and softball.

When I finished my studies I returned home to Mossman. After a period of time I decided that I needed a new direction in my life which resulted in me changing my career path a number of times over the following years. I successfully completed a six month cooking course, however, this did not fulfil my dreams. I then travelled to Western Australia where I studied for three years to become a church minister. At the end of my studies I still wanted more out of life so I moved back to the Gorge.



Local Commissioner Fischer with his godson

I started playing rugby league for the local club and at the end of season awards ceremony I received a trophy for the encouragement award. This came as quite a surprise to me and made me question why I had received it. People said to me it was because I encouraged a lot of other people within the team to perform to the best of their ability. This trophy made me realise that I could achieve the things in life that I wanted to, even with a very limited education.

I moved to Cardwell where I spent two years as a finance officer before my grandparents' health deteriorated in 2004. I left

LOCAL COMMISSIONER PROFILE



Cardwell for China Camp just north of Wonga to care for my grandparents on a full-time basis until the sad occasion of their passing in 2008.

This experience made me a better person with my grandparents instilling in me the need to go out and help our people, our people meaning the entire world. So that's exactly what I did. I started by learning how to record traditional knowledge and commenced work as a Community Health Engagement Officer at Apunipima Cape York Health Council. I have recently been promoted to a Chronic Disease Men's Health Worker at Apunipima Cape York Health Council and appointed as a Local Commissioner for the Family Responsibilities Commission. I became a Commissioner because I wished to help my people regarding community issues.

Being a Commissioner was scary at first but over time I have become more confident in my role. Because Local Commissioners are part of the community, our work does not always finish at 5 o'clock, we are available 24 hours a day, seven days

a week to provide guidance and help whenever community people require our assistance. A Commissioner's role in conference is to be fair but also to be assertive, to make the hard decisions and communicate the reasons. It has been very positive to meet with service providers who describe their organisations and the services they provide to the community. This has enabled Local Commissioners to assist community members by offering advice on where community members can get the help they need to enable them to change their behaviours and improve their lives.

I try to help people to be honest in action and be firm in thought. I love being involved in my community and talking about my culture, recently establishing a Young Men's Group in the community. I enjoy having a good laugh and the best thing about the work I am doing at present is that I can see that anybody can have their dreams come true. Without the Commission in the Mossman Gorge community we would not be where we are today.



Mossman Gorge Local Commissioners Fischer and Spratt with Mossman Gorge Local Coordinator Karen Gibson



GOVERNANCE

The Creation of the Family Responsibilities Commission

In early 2006 the Australian Government agreed to fund the development phase of the Cape York Welfare Reform trial proposed by the Cape York Institute for Policy and Leadership (the Institute). The Queensland Government also agreed to participate in the development and provided in kind support and assistance throughout the development period.

The Institute subsequently released an interim report titled “From Hand Out To Hand Up” in May 2007 and a two volume final report with the same title in November 2007. The report outlined the Institute’s proposal for the Cape York Welfare Reform (CYWR) trial to be implemented in the communities of Aurukun, Coen, Hope Vale and Mossman Gorge. The objectives of the trial are the restoration of social norms and local Aboriginal authority. In addition, the program aims to facilitate and support a positive change in social norms and community behaviours that have developed in response to chronic levels of welfare dependency, social dysfunction and economic exclusion within these communities.

In December 2007, the Queensland Government agreed to contribute \$40 million and the Australian Government \$48 million to finance the implementation of the trial over four years.

The four broad objectives of the CYWR Agenda are:

- restoring social norms by attaching reciprocity and communal obligation to welfare payments
- redesigning welfare delivery mechanisms to ensure there are appropriate incentives to work
- supporting engagement in the broader economy within and beyond the communities and
- moving from government sponsored housing to private home ownership through a range of incentives.

The CYWR is designed with a strong emphasis on partnership, capacity building, respect and use of local authority and the enhancement of services and appropriate service delivery mechanisms. The trial is implementing a range of policy, program and service delivery reforms and practical on-the-ground initiatives to help reduce welfare dependency and social dysfunction and provide pathways to participation in the real economy.

These include:

- increased and comprehensive responses to alcohol and drug misuse, gambling and addictive behaviours
- improved services to promote child, individual and family wellbeing, including intensive remedial support services and community wide universal programs
- interventions which target employment assistance, sponsor individual enterprise, increase education opportunities and encourage private home ownership
- increased investment in community capacity building through social and physical infrastructure, including ‘village hubs’ that support community, commercial, social, and civic activities as well as service co-location and
- income management of individuals where appropriate to assist them to manage their finances.



The CYWR also has an emphasis on early intervention in order to address issues and behaviours before they escalate. A key feature of the CYWR is the creation of this independent statutory authority. The Commission is regarded as a critical mechanism to facilitate the rebuilding of intra-community social norms and to encourage behavioural change through attaching reciprocity and communal obligations to welfare and other government payments. The intention of the trial and of this Commission is to enhance and complement the existing responsibilities of state and federal agencies and service delivery and community organisations.

This philosophy is grounded in the Institute's view that people in receipt of welfare payments or who are participating in the Community Development Employment Projects (CDEP) program have an obligation to their community not to behave in ways which are detrimental to their family or to the wellbeing of the general community. At the commencement of the trial approximately 3,000 people were resident in the four communities. Of these, approximately 1,065 people were receiving welfare payments and 757 people were participating in the CDEP program.

Indigenous and non-Indigenous people living in the four communities receiving welfare or CDEP payments are subject to the Commission's jurisdiction. Jurisdiction continues if the individual relocates from the community, but ceases if the person is no longer a recipient of welfare payments or a CDEP participant.

The *Family Responsibilities Commission Act 2008* (the Act) was passed in the Queensland Parliament with bipartisan support on 13 March 2008. The Commission commenced operating on 1 July 2008 and conferencing began on 12 August 2008, with the first sitting being held in Coen. As regulated by the Act the Commission was to cease operations on 1 January 2012. On 19 August 2011 the Queensland Minister for Aboriginal and Torres Strait Islander Partnerships, the Honourable Curtis Pitt MP, together with the Honourable Jenny Macklin MP, Minister for Families, Housing, Community Services and Indigenous Affairs announced the extension of the Cape York Welfare Reform trial until 31 December 2012 following extensive consultations with local communities.

The Commission conducts conferences on a continual roster which is varied in response to workloads. The conference schedule for 2010-11 appears as Appendix B on page 128 of this report.

Family Responsibilities Board

Part 12 of the Act provides for the establishment of the Family Responsibilities Board (the FR Board). Under section 117 of the Act, the FR Board has a mandate to give advice and make recommendations to the Minister about the operation of the Commission and to similarly give advice and make recommendations to the Commissioner about the performance of the Commission's functions and to consider the reports submitted by the Commission.

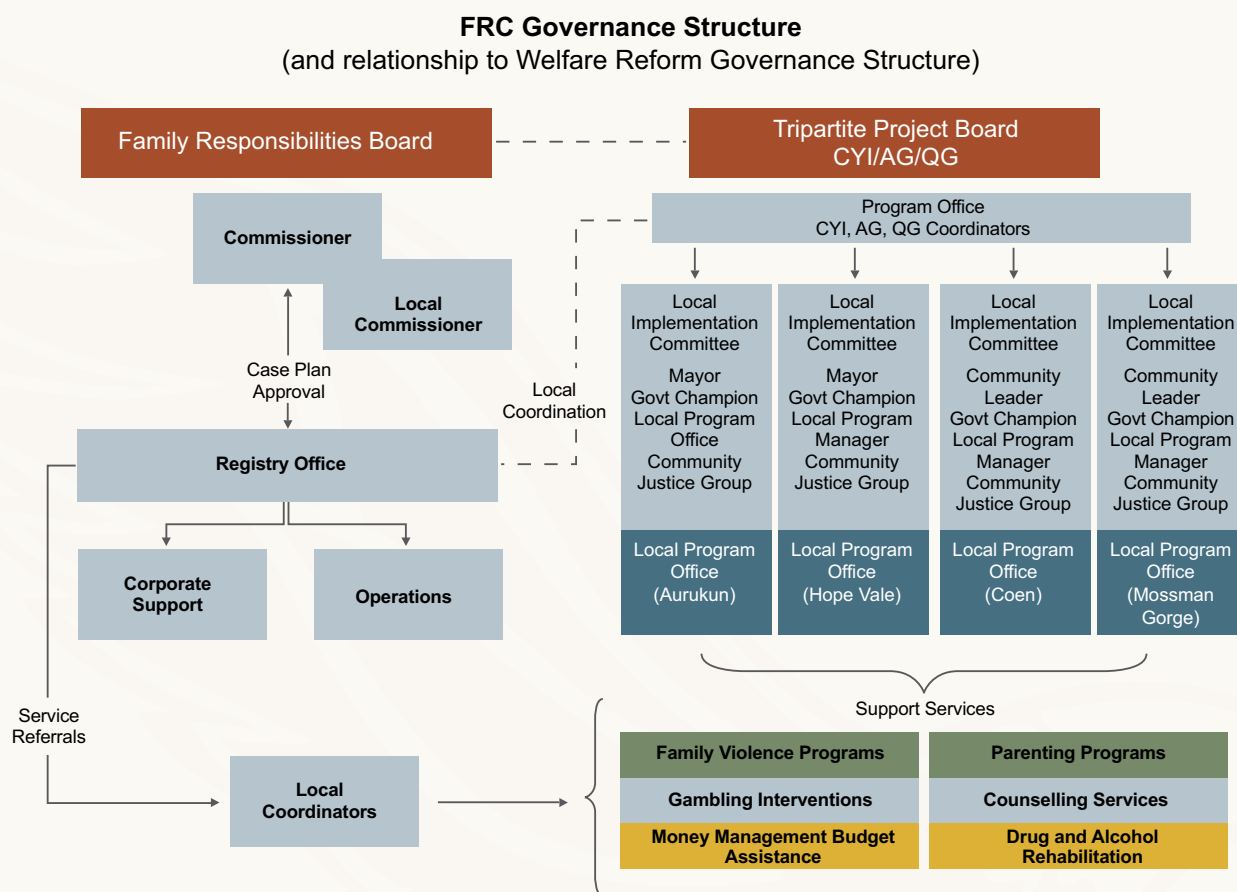
Composition of the Board

In accordance with section 123 of the Act the FR Board must meet at least quarterly and for a valid meeting of the Board, each member must be present at each of the meetings. Section 118 of the Act sets out the membership of the FR Board, which is endorsed by the Queensland Governor in Council.

During the 2010-2011 financial year the Commission was sad to be informed of the retirement from the FR Board of two of its eminent members, Mr Ken Smith and Dr Jeff Harmer. The Commission would like to acknowledge Mr Ken Smith, Director-General Department of the Premier and Cabinet, and Dr Jeff Harmer, Secretary, Australian Government Department of



GOVERNANCE



* Note the Welfare Reform Governance Structure illustrated is valid to March 2011.

Families, Housing, Community Services and Indigenous Affairs for the many hours of dedication and expertise which has guided the Commission in its endeavours of social change. We have been fortunate indeed for the in-depth knowledge and skill which has contributed in a large way to the progress which has been made in the Welfare Reform trial communities of Aurukun, Coen, Hope Vale and Mossman Gorge. Mr Smith and Dr Harmer have been a seminal influence on the development and evolution of the Commission.

The Commission welcomes their replacements, Mr John Bradley, Director-General Department of the Premier and Cabinet, and Mr Finn Pratt, Secretary, Australian Government Department of Families, Housing, Community Services and Indigenous Affairs.

The current Board Members are:

- | | |
|-----------------|---|
| Mr John Bradley | Director-General, Department of the Premier and Cabinet |
| Mr Finn Pratt | Secretary, Australian Government Department of Families, Housing, Community Services and Indigenous Affairs |
| Mr Noel Pearson | Director, Cape York Institute for Policy and Leadership. |



Mr John Bradley

John Bradley was appointed Director-General Department of the Premier and Cabinet in early June 2011. John was formerly the Director-General of the Department of Environment and Resource Management. John has over 20 years experience in the public sector, in both Queensland and Western Australia. He was previously the inaugural Chief Executive of the Queensland Water Commission, responsible for water demand management and supply during the worst drought Queensland has ever experienced.

Mr Finn Pratt PSM

Finn Pratt was appointed Secretary of the Department of Families, Housing, Community Services and Indigenous Affairs in April 2011. Finn has a distinguished career and more than 27 years of experience, including in developing employment policies and managing labour market services and programs. He played a major role in developing and implementing Job Network and the Working Nation programs. In 2009, Finn was appointed Secretary of the Department of Human Services. In this role, Finn was responsible for leading the major reform of Australian Government service delivery in order to give Australians better access to social, health and welfare services. Prior to his appointment as Secretary of the Department of Human Services, Finn was the CEO of Centrelink where he made it a priority to experience first-hand Centrelink's front line operations. In 2007, Finn was appointed the Associate Secretary of the Department of Education, Employment and Workplace Relations (DEEWR). He was responsible for the Workplace Relations functions of DEEWR providing policy and legal advice on workplace relations, occupational health and safety and workers' compensation matters. Finn was awarded the Public Service Medal in 2008, for driving significant and innovative reforms to public employment services and workplace relations in Australia.

Executive Management Team

The Commission's Executive Management Team (EMT) is comprised of the Commissioner, the Registrar, the Executive Officer and the Principal Case Manager. The EMT plays a critical role in the corporate governance and service delivery of the Commission by:

- providing value-based leadership
- demonstrating and incorporating high standards of integrity and ethical behaviour
- ensuring transparency and accountability through effective decision making and communication with management, staff and service providers
- providing a clear future direction for the Commission and
- providing leadership and direction on:
 1. issues relating to the ongoing financial and non-financial operations of the Commission and the performance of its governance structure and
 2. the operation, performance and reporting of the Commission with regard to its obligations under the Act and other relevant legislation.

Due to the relative small size of the Commission, the role of the EMT also encompasses the corporate stewardship functions associated with the Commission's operational performance. In addition the EMT oversees the operations of finance, information management, human resources and planning, audit, risk management, systems review and workload and performance management. The EMT met on a regular basis throughout the 2010-11 year.



GOVERNANCE

Participation in external governance groups

In addition to the internal governance arrangement of the Commission, the Registrar or other delegated staff participated in several external governance groups:

- Cape York Maternal and Child Health Services Coordination Group
- CYWR Pentagon
- Government Coordination Committee
- Regional Leadership Group
- Regional Managers Coordination Network
- Remote Indigenous Service Delivery Committee.

Planning

The Commission's strategic planning process ensured the Commission developed goals and strategies to fulfil the mandate of the Commission in order to be consistent with current whole-of-government priorities, including the Q2 ambitions articulated in Towards 2020 and the key financial, socio-economic and demographic challenges identified through research and consultation. The ongoing strategic planning ensures these processes are continually reviewed and updated.

Indigenous matters (Queensland Government Reconciliation Action Plan)

The primary concern of the Commission is the advancement of Aboriginal peoples in the Cape York Indigenous communities of Aurukun, Coen, Hope Vale and Mosman Gorge. This commitment and the associated policies of the Commission are demonstrated throughout this report. The operations of the Commission are consistent with the Queensland Government Reconciliation Action Plan 2009-2012.

Corporate development

During 2010-11 the Commission organised a number of internal and externally sourced training programs and staff training workshops to monitor, evaluate and continuously improve operations, internal administration and service delivery of the Commission. Training programs covered the key areas of:

- management and leadership
- TAFE accredited workplace assessment
- computer skills including Excel and Adobe Writer
- specialist Client Relationship Management database
- ethical decision making and cross cultural workshop
- Queensland Public Service whole-of-government Code of Conduct
- 4WD Cape York defensive driving
- industrial relations in the Queensland public sector
- workplace mediation and advocacy
- Justice of the Peace (Qualified and Magistrates)
- writing and presentation skills
- first aid and mental health first aid
- performance management and
- workplace health and safety.

Corporate services

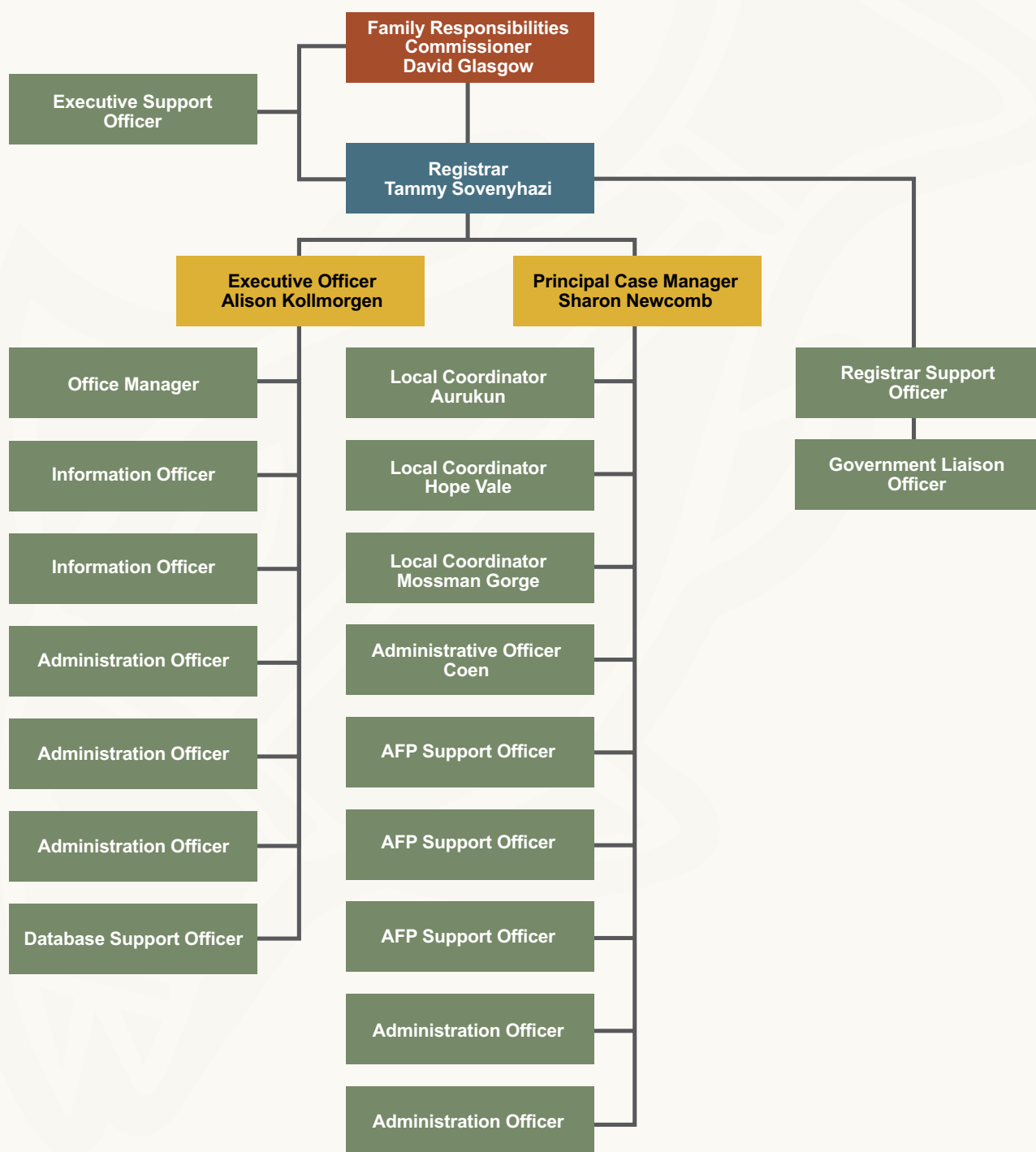
During 2010-11, the Corporate Administration Agency (CAA) provided human resource management, financial services, information technology and corporate services through a service level agreement with the Commission. The activities of the CAA are reported in this annual report and in the relevant reports of their parent agency, the Department of Education and Training.

GOVERNANCE



Corporate structure

The Commission's organisational structure includes a central registry office based in Cairns and a remote office in each of the Welfare Reform communities of Aurukun, Coen, Hope Vale and Mossman Gorge. Each of the Commissions remote community based offices is staffed by a Local Coordinator or administrative officer.





GOVERNANCE

International travel

There was no overseas travel undertaken by the Commissioners or Commission staff in 2010-11.

Consultants and contractors

The Commission had no consultancy expenditure in the period 1 July 2010 to 30 June 2011.

Remuneration statement

As disclosed in the Commission's 2010-11 financial statements, executive remuneration of \$405,000 was received by the Commission's Chief Executive Officer (the Commissioner). 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.

Human resource management

At 30 June 2011 the Commission had a staff establishment of 22 positions, including three positions in the remote communities, amounting to 21.69 Full Time Equivalent (FTE), with two positions currently vacant. Eighteen positions are based in the Cairns Registry office with a Local Coordinator based in the Welfare Reform communities. The Local Commissioners are employed on a fee for service basis. The Commission was initially established with a structure of ten positions (10.0 FTEs), six positions based in Cairns and four Local Coordinators, each based in one of the Welfare Reform communities.

Since the establishment of the Commission staffing levels and job classification levels have altered as a result of ongoing operational reviews and the completion of several Job Evaluation Management System analyses conducted on staffing levels and job classifications. The case management area has required additional staffing as a result of the introduction of the Active Family Pathways case coordination framework. In addition funding for an additional staff member was approved by the FR Board to assist the Commission to meet significant reporting obligations (both statutory and other). During this financial year the Commission has experienced a permanent retention rate of 81.25 percent, and a permanent separation rate of 18.75 percent.

Recruitment, selection and retention of staff

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

During the period 1 July 2010 to 30 June 2011 no employees of the Commission took early retirement packages. During the period 1 July 2010 to 30 June 2011 no employees of the Commission were retrenched.

Professional development

A key priority of the Commission is to maintain an environment of continual professional development and learning for all staff and Local Commissioners.

The Commission is committed to providing professional development to the Local Commissioners on a constant basis for the life of the Commission to ensure it fulfils its mandate to actively work to restore local authority. The Commission facilitated internal personal development, leadership capabilities and governance courses for the Local



Commissioners on a regular basis, and externally sourced training in Dispute Resolution Mediation and Justice of the Peace (Qualified).

The broader focus of the Commission's professional development program for employees is on skill development, career enhancement, and supporting a culture of ongoing learning through participation in internal workshops, on the job training and courses conducted by specialist external training providers. To facilitate staff development, each employee together with their supervisor signs a Performance Assessment and Professional Development Plan. The plan sets out identified learning activities, supports the development of competencies, professional skills and personal attributes, and is designed to identify and record knowledge and skill gaps together with learning objectives. The plans link in to the Commission's strategic and operational objectives and are reviewed on a six monthly basis. During 2010-11 staff professional development, training, and workshops cost \$34,391.96 equating to \$1,662.25 per staff member. This investment provides a basis for the Commission to continually foster the development of new skills, and to improve business processes within the Commission. The priority areas for professional development continue to be cross cultural awareness, information technology, executive and management process, and procedural training. Commission staff participated in three key areas of professional development which were:

1. information technology, MS Excel, Adobe Writer and specialist Microsoft Client Relations Management database
2. leadership, management, workplace safety, 4WD defensive driving course and industrial relations conducted by external training providers in Brisbane and Cairns
3. on the job training including in-house workshops covering first aid, performance management, mental health first aid, ethical decision making, cross-cultural relations and an information session on the Queensland Public Service whole-of-government Code of Conduct.

Through the provision of high quality and targeted professional development the Commission seeks to not only enhance the skills and competencies of its staff and Local Commissioners, but to also provide effective and efficient client service.

Workplace health and safety

The Commission is committed to ensuring the application of responsible practices for workplace health and safety. The Commission encourages all staff to be responsible in preventing workplace and work related injuries, incidents, illnesses and hazards. The Commission has effective monitoring, reporting practices and consultative mechanisms as recommended in the current workplace health and safety legislation and regulations.

At the beginning of the 2009-10 financial year the Commission engaged Langmont Advantage Ltd as its primary Employee Assistance Service (EAS) provider. In the 2010-11 financial year Davidson Trahaire Corpsych was one of the successful tenders to the Queensland State Government, to provide the Employee Assistance Program (EAP). As of 1 April 2011 the Commission engaged Davidson Trahaire Corpsych as the new EAP provider. The Commission appointed a Workplace Health and Safety Officer and completed both mental health and senior first aid training with staff during the year. The Commission continues to ensure ongoing safety training for travelling staff with newly appointed field staff completing a 4WD defensive driving course during the reporting period.

The Commission maintains public liability and general insurance cover with the Queensland Government Insurance Fund (QGIF).



GOVERNANCE

Information and communication technology

Coinciding with the establishment of the Commission in July 2008, a service level agreement was entered into with CAA for information and communication technology services. This ensured the Commission complied with the *Information Privacy Act 2009*. The service level agreement also provides high level security and support.

The Commission, in conjunction with CAA, has policies and network protocols in place to ensure all Commission staff have a clear understanding of their responsibilities regarding ethical information access, transference, usage and management. The Commission's information and communication technology systems capture and retain information, preserve the integrity of information and also provide a high level of security and confidentiality.

The Commission complies with recordkeeping practices in accordance with the *Public Records Act 2002*, *Information Standard 40*, *Information Standard 31: Retention and Disposal of Public Records*, through the service level agreement with CAA.

Public Sector Ethics Act 1994 and Code of Conduct

All employees of the Commission, with the exception of the Family Responsibilities Commissioners and the Deputy Commissioners are employed under the *Public Service Act (Qld) 2008*.

In December 2010 the Commission released to its staff the new Queensland Public Service Code of Conduct - a single Code of Conduct for the Queensland Public Service which replaced all previous codes of ethics or conduct issued by public service agencies effective from January 2011. The Commission has applied for coverage by regulation of the Code and issued to its staff a register wherein each employee has signed and acknowledged they have read the Code of Conduct and understand their ethical obligations to ensure that their duties are exercised lawfully, fairly and in accordance with the ethics principles as legislated by the *Public Sector Ethics Act 1994*.

On 17 January 2011 Commission staff participated in training delivered by the Corporate Administration Agency (CAA) in regard to the new Code of Conduct and ethical decision making. Training incorporated the four ethics principles together with their associated values of integrity and impartiality, promoting the public good, commitment to the system of government and accountability and transparency. Training was further extended to cover Public Interest Disclosures (PIDs), and the protection afforded to employees who provide information about certain types of wrongdoing. New staff are provided with this training upon induction, and refresher training will be conducted annually for all Commission staff.

To further assist Commission employees with ethical decision making and in understanding the new Code of Conduct, the Commission has created a supplementary document entitled 'Workplace Policy'. This policy presents a broad framework for ethical behaviour, supports the new Code and is consistent with the requirements of the *Public Service Act (Qld) 2008*, the *Public Sector Ethics Act 1994*, the *Family Responsibilities Commission Act 2008*, relevant Public Service policies and Department of Industrial Relations directives. Both the Code of Conduct and Workplace Policy are available in hard copy at all Commission premises and are located on our webpage for access to both the public and staff.



Risk management

The Commission's Risk Management framework establishes a mechanism to identify, assess and manage real or potential risks. The framework supports a positive risk minimisation and management culture within the Commission which focuses on strategic risks (risks which present as challenges to the Commission's strategic direction and vision), and operational risks (risks which present as challenges to the daily activities of the Commission in delivering its services). In applying the risk management principles of the Commission all employees are required to:

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

The Risk Management framework progresses from an integrated approach to managing all risks that impact on the achievement of the Commission's strategic and business objectives to reviewing and re-evaluating identified risks and reporting to the Executive Management Team (EMT) regarding processes and recommendations. The Commission recognises the importance of making informed decisions on protecting its staff and assets and has improved security access to premises and network security to protect confidential information.

Professional conduct

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 whilst utilising ethics in all decision making. Employees are made aware of their ongoing responsibilities, duty of care and requirements under the core legislation governing the Commission and as outlined in Commission policies which are freely available to staff on the intranet. Commission policies are required to be read and understood as part of the Commission induction process and in most cases a register must be signed acknowledging an understanding of the policies. The Commission complies with the following legislative requirements in performing its functions:

- *Family Responsibilities Commission Act 2008*
- *Public Service Act (Qld) 2008*
- *Public Sector Ethics Act 1994*
- *Financial Accountability Act 2009*
- *Victims of Crime Assistance Act 2009*
- *Public Interest Disclosure Act 2010*
- *Anti Discrimination Act 1991*
- *Information Privacy Act 2009*
- *Right to Information Act 2009*
- *Workplace Health and Safety Act 1995*
- *Public Records Act 2002.*



GOVERNANCE

Whistleblower complaints and *Public Interest Disclosure Act 2010*

In accordance with the *Whistleblower Protection Act 1994* annual reporting requirements to 31 December 2010, the Commission is required to report any public interest disclosures received by the Commission. From 1 July 2010 to 31 December 2010 no public interest disclosures were received by the Chief Executive Officer of the Commission.

With the repeal of the *Whistleblowers Protection Act 1994* and the introduction of the *Public Interest Disclosure Act 2010* (PID Act) on 1 January 2011, the way in which public interest disclosures are to be publicly reported has changed. From 1 January 2011 the Commission is no longer required to report public interest disclosures in annual reports.

Under section 61 of the PID Act, the Public Service Commission (PSC) is now responsible for the oversight of public interest disclosures and preparing an annual report on the operation of the PID Act. From 1 January 2011 the Commission is required to report information about public interest disclosures to the PSC. The PSC will prepare an annual report on the operations of the PID Act and the information provided by agencies. The annual report will be made publicly available after the end of each financial year.

In order to comply with the new legislation the Commission has amended its Complaints Management Policy to incorporate a section on PIDs. The Commission provides, through its Complaints Management Policy, a secure and confidential reporting system to record and manage public interest disclosures.

Complaints management

The Commission maintains high standards of professionalism and integrity in relation to all people who are notified to the Commission and agencies with which the Commission has dealings in the performance of its functions. The Commission has a Complaints Management Policy and procedure which complies with Queensland public sector requirements and provides a mechanism for complaint management and resolution through an independent and appropriate process. The Commission takes seriously all complaints against its decisions and actions and the conduct of its staff, and through its Complaints Management Policy:

- actively encourages feedback about how it handles complaints
- takes a client focused approach in handling complaints
- accepts complaints orally or in writing and
- uses information about complaints to improve its business processes.

Right to Information Act 2009 and Information Privacy Act 2009

During the reporting period the Commission has created a Right to Information Guideline. The purpose of this guideline is to assist staff of the Commission in understanding the operation of the *Right to Information Act 2009* (RTI Act) and the *Information Privacy Act 2009* (IP Act) and how the legislation impacts on work practices. In accordance with this legislation the Commission is required to report any applications for information or complaints on access decisions received by the Commission. From 1 July 2010 to 30 June 2011, no access applications were received by the Privacy Contact Officer of the Commission.



Supporting the Queensland Carers Charter

The *Carers (Recognition) Act 2008* requires the Commission to recognise the value of carers and the support which must be afforded them in the workplace. The Commission has made all employees aware of the *Carers (Recognition) Act 2008* and the importance of supporting their fellow workers in caring for persons who have special needs. These special needs may manifest themselves as persons who have a disability, chronic illness, mental illness, frailty, parenting care roles or occasional/short-term care after illnesses/accidents. Staff have been informed on how carers are to be treated and how they are to be included in decision making which may affect their obligations as carers.

In order to support the above legislation, the Commission (through policies and directives) provides flexible work arrangements to assist carers in meeting their obligations, provides opportunities to work from home where appropriate, part-time work opportunities and hours of work arrangements including the opportunity for purchased leave. These flexible arrangements are offered in order to assist in balancing their work and carer roles.

Corporate social responsibility

The Commission observes the highest standards of transparency and accountability and strongly supports the Global Reporting Initiative's Sustainability Reporting Principles. The Commission is committed to providing stakeholders and significant others with a balanced view of the impact of our economic, environmental and social operations.

Information on our financial and operational performance is shown throughout this report and our commitment to a social policy of protecting the welfare and fostering the development of the Indigenous people of Cape York is the central theme of the document. While the Commission's activities do not directly impact adversely on the biodiversity of flora and wildlife habitats, the Commission is careful to observe all environmental regulations governing operations in the communities in which the Commission operates.

The Commission is environmentally aware, diligent and responsible in all activities undertaken and is committed to developing strategies that minimise environmental impact and encourage ecological sustainability.

All employees of the Commission are informed of appropriate measures to manage waste and minimise resource and water consumption.

These include:

- recycling wherever possible
- minimisation of electricity consumption
- car pooling and the use of environmentally friendly fuel wherever possible
- energy wise use of computers and other office equipment
- strategic waste management
- water conservation.



GOVERNANCE

Carbon emissions

The Commission is governed by the Queensland Government's Environmental Protection (Waste Management) Policy 2000 and ClimateSmart 2050 which aim to reduce the Government's carbon footprint. As a statutory body the Commission has met the carbon challenge by purchasing carbon offsets on its airline travel and by targeting energy usage through its purchase of energy efficient appliances, ensuring lighting is switched off when Commission offices are not in use, utilising appliances sparingly and maintaining open plan office space to minimise air-conditioning requirements. Recycling of paper products is another strategy which the Commission has utilised to reduce greenhouse gas emissions. The Commission is committed to complying with any future Queensland Government mandated data collection methods for reporting carbon emissions in line with creating a platform for a carbon smart future.

Publications by the Commission during 2010-11

1. Annual Report 2009-10
2. Quarterly Performance Report 8
3. Quarterly Performance Report 9
4. Quarterly Performance Report 10
5. Quarterly Performance Report 11

All publications are available on the Family Responsibilities Commission website:
<http://www.frcq.org.au>



Aurukun and Hope Vale Local Commissioners at a training week in Cairns



THE DAY A FATHER BECAME A PARENT

"You'll never believe what I've just seen! Come and have a look." All present rushed to the window of the conference room that overlooks the footpath leading to the school gate.

A father was walking his child to school. Some would not consider that an unusual sight in itself, so why the fuss? For many years this father had neglected his family. He had a long history of alcohol abuse and violence. He had been the subject of numerous Magistrates Court notifications and Education Queensland notifications to the Commission over a period of only 13 months, and had been in and out of custody over the last couple of years. It also looked like the child would follow in his father's footsteps having recently been identified as one of a number of youths who had been responsible for acts of vandalism.

To resolve the issue relating to the damage caused by their actions the children and their parents received a written invitation to attend a meeting with the Queensland Police Service, Local Commissioners, Justice Group and the Council. Eight of the children came with at least one parent to the meeting. Each of the families met in private with the Local Commissioners and other parties, and then met collectively to discuss responsible behaviours and appropriate actions to rectify the damage done to assets and the community. The consequences of their actions were brought home to them by the Local Commissioners explaining that the community bus and building provided support to many Elders who could have easily been hit in the head with a rock, or lost valuable transport and medical care provided by the community bus. Over the following weeks the Local Commissioners and parents met often and taught the children the meaning of respect for their Elders. The parents were encouraged to become more involved in their children's lives and to become role models for their children. Commissioner Glasgow and the

Local Commissioners also worked with the parents to increase the children's attendance at school. Gradually the behaviour and attendance of the children began to improve. Education Queensland was very pleased to advise the Local Commissioners at their last meeting that the children's behaviour and attendance at school had greatly improved.

The father looked at his own life in these meetings. He had refused for two years to attend a Commission conference and subsequently in February 2011 he came for the first time and asked for help to become the parent he wanted to be for his children. He agreed to attend the Ending Family Violence Program, set up a budget that would help to ensure there was always food for the children and agreed to help with getting his child to school.

He had decided to take responsibility for himself and his child. During the next month he attended the Ending Family Violence Program and commenced walking his child to school most days. He later told the Local Commissioners he would sit for a time in the classroom to make sure the child was settled and then leave and go home. He is now seeing and feeling the difference in his home life and the attitude of others towards him. He has taken the next step and is looking for fulltime work with a positive attitude.

The child's mother was also the subject of School Attendance notifications and a number of Magistrates Court notifications over the past year. Her attitude to the Commission is also changing as she sees the changes in her family. She has become more truthful and forthcoming at conferences. The Commissioners feel her improved attitude is in part due to her partner stepping up and helping her. She can see that he is trying to improve the family's day to day living.

The day the father looked at his own life, and resolved to take responsibility for his child and his family life, he became a parent.



LOCAL COMMISSIONER PROFILE

LOCAL COMMISSIONER PROFILE

Profile: Hope Vale Local Commissioner Doreen Hart

I am proud to be a founding Hope Vale Commissioner since the Family Responsibilities Commission commenced. I was appointed a Hope Vale Local Commissioner by the Honourable Premier Anna Bligh on 3 July 2008. I then attended my first conference a month later in August.

My name is Doreen Hart. I was born in Hope Vale into the Bulcan and Binthi clans and have five brothers and two sisters. During my childhood I became best friends with Christine Zeunert whose family managed the store at Hope Vale at the time. When the Zeunert family decided to leave Hope Vale, they sought permission from my parents for me to live with them and attend school in Brisbane. Whilst staying with the Zeunert family, I attended primary school at Sarina State School and also at Northgate State School and Strathpine State School in the northern suburbs of Brisbane. I remember how different and difficult the school work was from my previous school in Hope Vale. I clearly recall that one special teacher could see the difficulties I was experiencing. He took the time to help me improve my English and mathematic skills to the level of the other children, inspiring my passion for lifelong learning. Although it took some time, I worked hard at learning and kept trying even when it was tough and the other children made fun of me. The Zeunert family provided support to other families who cared for Hope Vale children who had been sent south for schooling, so I was very fortunate to travel around much of Queensland and New South Wales visiting the other children.

During my school years, my siblings and I would all return to Hope Vale in the holidays and congregate at the family beach shack. Christmas would be a huge celebration every year with all the family and friends, enjoying lots of feasting and fun.

Upon graduating from the Pine Rivers State High

School in 1973, my family asked me to return to Hope Vale. My first job was as a junior clerk for the Hope Vale Aboriginal Council where I learnt the skills of administration and finance.

Whilst spending time with family and friends, I met and married the father of my four children, giving birth to my first child in 1977. After some time working as a full time mother, I returned to the Hope Vale Aboriginal Council in 1981 in the position of Senior Administration Officer. This position incorporated payroll, finance, management and human resources.

My family and I then left Hope Vale and moved to the Cape Flattery Silica Mines where I worked in land rehabilitation and conservation, once again acquiring new skills whilst raising my family. After five years, I returned to Hope Vale and commenced an active interest in Indigenous health reform, becoming the Chairperson of Apunipima Cape York Health Council. Apunipima provided me with the opportunity to travel and promote the health and welfare issues of the people of Cape York to the wider population. Four years later I was encouraged to take on the role of Chief Executive Officer of Apunipima, a position which I occupied for a further four years requiring me to move to Cairns to better service the position.

After years of travel and living away, I left Cairns to return to the Cape and recommenced work with the Hope Vale Aboriginal Shire Council in the role of Housing Officer. Today I am the Local Program Officer with Cape York Partnerships, working to improve services and provide opportunities to members of the Hope Vale community. I am also a member of the Thurrbill Community Justice Group, a Justice of the Peace (Qualified) and a respected leader in the community.

Since the commencement of the Commission I have seen positive improvements in people's



LOCAL COMMISSIONER PROFILE



lives. Many community members that lacked the direction and confidence to move forward are now being encouraged to take steps for themselves and their children as a result of discussions and guidance from the Commissioners. Being a Commissioner involves highly confidential and sensitive information which cannot be disclosed or discussed. It is sometimes hard to celebrate the successes and individual stories of clients that the Commission helps due to the confidential nature of our work but I know the Commission has made a difference to many families and children.

Although I have been a Commissioner for some time now it remains very challenging. I have thoroughly enjoyed working with all the other Commissioners from Hope Vale and the other communities and I have developed some lifelong friendships. I have also enjoyed working with Commissioner Glasgow who has taught me so much and I would like to thank him, the other Commissioners and the Commission staff for their ongoing support and friendship. I believe that my role as a Commissioner is made easier by the support we all give each other, especially when times are hard. I would like to thank my children for their constant love and support. I am proud to be a grandmother of seven children and also

proud that part of my legacy to my family and the Hope Vale community will be my contribution as a Commissioner.



Local Commissioner Hart with her granddaughter



Hope Vale Local Commissioner Hart with Aurukun Local Commissioner Koomeeta



FINANCIAL OVERVIEW 2010-2011

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 2010-11 for the Commission.

The Commission's financial reporting framework

A comprehensive set of 2010-11 financial statements covering all aspects of the Commission's activities commences on page 94. These statements include explanatory notes and comparative figures for 2009-10.

Administering Department

The Commission operates under the stewardship of the Department of Communities effective from 26 March 2009.

Operating result

The operating result for 2010-11 was a deficit of \$0.923M. The operating deficit for the 2009-10 financial year was \$0.972M. The Commission's surplus for 2007-08 totalled \$3.777M. The Commission's years of operations have resulted in a combined surplus of \$1.258M.

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.

Audit functions

The audit committee's functions are undertaken by the Executive Management Team (EMT). Internal audits are performed by the Executive Officer to ensure efficiency and economy of systems and to identify financial risk. Audit results are duly reported to the EMT to determine whether any remedial actions are required and to establish compliance with statutory requirements. The internal audit function is performed with due regard to Queensland Treasury's Audit Committee Guidelines.

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 2011 \$,000	30 Jun 2010 \$,000
Income	3,701	3,127
Less: Operating expenses	4,624	4,099
Net result for year – surplus/(deficit)	(923)	(972)

Statement of changes in equity

Shows the increase or decrease in equity

Statement of Changes in Equity	30 Jun 2011 \$,000	30 Jun 2010 \$,000
Balance of equity at beginning of year	2,181	3,153
Operating surplus/(deficit)	(923)	(972)
Total equity at end of year	1,258	2,181

Cash flow statement

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

Cash Flow Statement	30 Jun 2011 \$,000	30 Jun 2010 \$,000
Operating activities	(1,261)	(909)
Investing activities	5	(197)
Net increase (decrease) in cash held	(1,256)	(1,106)
Cash at beginning of year	2,230	3,336
Cash at end of reporting year	974	2,230

FINANCIAL OVERVIEW 2010-2011



Balance sheet

Shows the assets and liabilities which make up equity as at 30 June 2011

Balance Sheet	30 Jun 2011 \$,000	30 Jun 2010 \$,000	30 Jun 2009 \$,000	30 Jun 2008 \$,000
Current assets	1,478	2,300	3,418	4,222
Non-current assets	84	253	62	-
Total assets	1,562	2,553	3,480	4,222
Current liabilities	304	372	327	445
Total liabilities	304	372	327	445
Net assets	1,258	2,181	3,153	3,777
Retained equity	1,258	2,181	3,153	3,777

Income - where did the money come from?

Total income for the period ending 30 June 2011 was \$3.701M. The main type of income for the Commission was administered funding of \$3.607M, which is appropriated funding received from Queensland Treasury previously through the Department of the Premier and Cabinet and now through the Department of Communities.

Output revenue decreased from \$4.264M in the 2007-08 financial year to \$2.761M in the 2008-09 financial year, increased to \$3.127M in the 2009-10 financial year and increased to \$3.701M in 2010-2011.

Income by type	30 Jun 2011 \$,000	30 Jun 2010 \$,000	30 Jun 2009 \$,000	30 Jun 2008 \$,000
Administered revenue	3,607	3,022	2,596	750
Commonwealth grants	-	-	-	3,500
Other contributions	94	105	165	14
Total	3,701	3,127	2,761	4,264

Expenses – how was the money spent?

Total expenses for the year were \$4.624M. These expenses are categorised into five areas being employee expenses, supplies and services, grants and subsidies, depreciation and amortisation and other expenses.

Expenses by type	30 Jun 2011 \$,000	30 Jun 2010 \$,000	30 Jun 2009 \$,000	30 Jun 2008 \$,000
Employee expenses	2,669	1,889	1,494	197
Supplies and services	1,746	1,527	1,815	285
Grants and subsidies	-	586	37	-
Depreciation and amortisation	169	59	-	-
Other expenses	40	38	39	5
Total	4,624	4,099	3,385	487

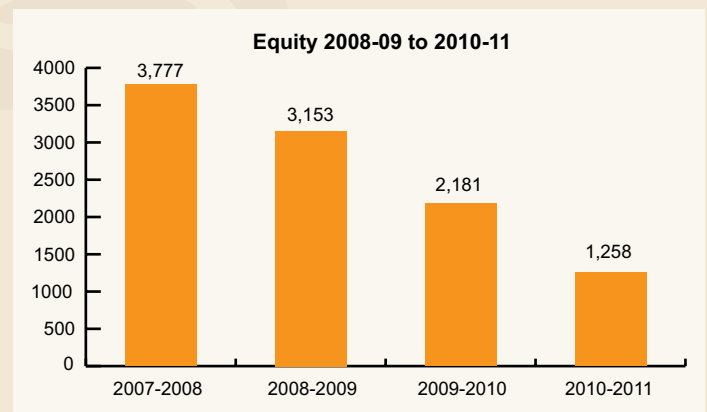
Assets and liabilities – what do we own and what do we owe?

Total assets at 30 June 2011 were \$1.562M consisting of cash, receivables, other and intangible assets.

Total liabilities as at 30 June 2011 were \$0.304M consisting mainly of payables, and accrued employee benefits.

Equity – what is our net worth?

Equity is the Commission's net worth, that is, 'what we own' (total assets of \$1.562M), less 'what we owe' (total liabilities of \$0.304M). Equity at 30 June 2009 was \$3.153M. Equity at 30 June 2010 was \$2.181M. Equity at 30 June 2011 was \$1.258M.





FINANCIAL OVERVIEW 2010-2011

Budget to Actual Comparative Statement of Comprehensive Income for the year ended 30 June 2011

		Original Budget	Actual 2010-2011	Variance Budget to Actual
	Notes	\$000	\$000	\$000
Income from Continuing Operations				
Revenue				
Grants and other contributions	1	3,156	3,607	451
Other revenue	2	75	94	19
Total Income from Continuing Operations		3,231	3,701	470
Expenses from Continuing Operations				
Employee expenses	3	2,408	2,669	(261)
Supplies and services	4	1,820	1,746	74
Grants and subsidies		-	-	-
Depreciation and amortisation	5	56	169	(113)
Other expenses	6	-	40	(40)
Total Expenses from Continuing Operations		4,284	4,624	(340)
Operating Result from Continuing Operations		(1,053)	(923)	130
Total Other Comprehensive Income		-	-	-
Total Comprehensive Income		(1,053)	(923)	130

Explanatory notes for the Budget to Actual Comparative Statement of Comprehensive Income

1 Grants and other contributions

One-off appropriation of \$394,637 was received from DoCs, via ATSiS. This revenue was not in the original budget and reimbursed the Commission for the increased expenses incurred in the building and maintenance of its specialised CRM database.

One-off appropriation of \$56,300 was received from DoCs, via ATSiS. This revenue was not in the original budget and reimbursed the Commissioner for the expenses incurred to upgrade the Commission's computer system.

2 Other revenue

Higher than estimated bank interest was received.

3 Employee expenses

Employment expenses were over budget due to the increased number of staff and the shift to paying the majority of the Local Commissioners

via the payroll system rather than via the creditors system.

4 Supplies and services

Supplies and services were under budget due to the shift to paying the majority of the Local Commissioners via the payroll system rather than via the creditors system.

5 Depreciation and amortisation

Amortisation of the CRM database increased due to its limited useful life and based on it having a nil value at the cessation date of the Commission. This resulted in this category being over budget.

6 Other expenses

Other expenses were over budget. This expense category incorporates the cost of the external audit and business insurance.

FINANCIAL OVERVIEW 2010-2011



Budget to Actual Comparative Statement of Financial Position for the year ended 30 June 2011

		Original Budget	Actual 2010-2011	Variance Budget to Actual
	Notes	\$000	\$000	\$000
Current Assets				
Cash and cash equivalents	1	1,166	974	(192)
Receivables	2	20	497	477
Other	3		7	7
Total Current Assets		1,186	1,478	292
Non Current Assets				
Intangible assets	4	399	78	(321)
Property, plant and equipment	5	13	6	(7)
Total Non Current Assets		412	84	(328)
Total Assets		1,598	1,562	(36)
Current Liabilities				
Payables	6	150	63	(87)
Accrued employee benefits	7	320	241	(79)
Total Current Liabilities		470	304	(166)
Total Liabilities		470	304	(166)
Net Assets		1,128	1,258	130
Equity				
Accumulated surplus		1,128	1,258	130
Total Equity		1,128	1,258	130

Explanatory notes for the Budget to Actual Comparative Statement of Financial Position

1 Cash and cash equivalents

The cash at bank was under budget due to increased accounts receivable.

2 Receivables

Receivables were above budget due to additional fund appropriations being approved, and invoiced, but not yet received.

3 Other

Other is comprised of prepayments and advances. No Budget is allocated for these items.

4 Intangible assets

Intangible assets are under budget due to the accelerated rate of amortisation.

5 Property, plant and equipment

The figure shown for property, plant and equipment is under budget due to depreciation.

6 Payables

Payables are under budget due to timely processing of suppliers invoices and avoidance of unnecessary debt risk.

7 Accrued employee benefits

The accrued employee benefits liability is under budget due to the increased amount of recreation leave being taken when due, rather than being accrued.



MOVING FORWARD

A STUDENT AND LOCAL COMMISSIONER PORT

The Commissioners know that sometimes being a child, attending school and being well behaved can be difficult and that some children face problems that adults would struggle to cope with. Family relationships have a significant and influential impact on children attending school, and when attending, behaving appropriately whilst there. For some children, getting to school each morning is only the beginning of their daily struggle. For generations the Coen community has ensured that the education of their youth is a priority and are deservedly proud of an attendance rate comparable to the Queensland state average.

In recognition of the importance of schooling, the Cape York Aboriginal Australian Academy Coen campus awards ceremony was held on 3 December 2010. The awards are held to acknowledge those students and their families who have demonstrated a particular dedication to their education, either in academic results, or regular attendance. Following the official ceremony Mr Noel Pearson, Director of the Cape York Institute for Policy and Leadership, Mr Richie Ah Mat, Board Member of the Cape York Institute for Policy and Leadership and Cape York Partnerships, Cape York Partnerships school Attendance Case Managers, Local Commissioners Peter Peter and Garry Port, teachers and parents were invited to the classroom to meet and speak with the students on a more personal level. During these discussions a student, stepped forward and asked if he may say a few words. This student thanked those present who had supported him through some rough times, making special mention of Local Commissioner Garry Port who at the time was a teacher-aide and groundsman at the school. The student said, *"Commissioner Port is always there to listen to me, yarn with me and make me feel important"*.

He went further to say that Commissioner Port understands the students, acknowledges them and talks to them as equals, and that Commissioner Port, *"...gave me above all a*

way to find the voice to express myself". Coen Commissioner Port then responded by declaring that this particular student was his hero.

Everyone in the room was very moved by the impromptu sentiments expressed which were in part a testament to the hard work, support and mentoring role that not only Local Commissioner Port, but also many of our other Local Commissioners play in their communities. Coen Commissioner Port was proud to be recognised, but prouder still to witness a student stand up and speak frankly in front of not only his community, but also the guests present.

The Local Commissioners believe, like Local Commissioner Port, that many students and children throughout the Cape York Welfare Reform communities are silent heroes who with continued dedication and struggle will reap the benefit of their education for themselves and for their communities.

The Commission would like to extend its appreciation to Mr Noel Pearson, Mr Richie Ah Mat and Cape York Partnerships school Attendance Case Managers who attended the ceremony and have assisted with the work of the Commission in Coen.



Coen Local Commissioner Port



Front Row: Luke Koongotema, Leslie Wolmby and Trevor Ngakyunkwokka

Back Row: Bernard Wolmby, Freddie Shortjoe, Trevor Bell, John Desarchi, Rex Mullock Martin, Nelson Wolmby, Bruce Martin and Byron Koongotema at a house opening.

Family Responsibilities Commission Financial Statements

for the financial year ended 30 June 2011

**Family Responsibilities Commission**

Cairns Commonwealth Centre
Level 3, 107 Lake Street,
PO Box 5438
Cairns Qld 4870
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23 August 2011

The Honourable Curtis Pitt MP
Minister for Disability Services, Mental Health and
Aboriginal and Torres Strait Islander Partnerships
GPO Box 806
BRISBANE QLD 4001

Dear Minister Pitt

I am pleased to present the Financial Statement for the Annual Report 2010-2011 for the Family Responsibilities Commission.

I certify that this Annual Report complies with:

- the prescribed requirements of the *Financial Accountability Act 2009* and the *Financial and Performance Management Standard 2009*, and
- the detailed requirements set out in the *Annual Report Requirements for Queensland Government Agencies*.

A checklist outlining the annual reporting requirements can be accessed at <http://www.frcq.org.au> after 30 October 2011.

Yours sincerely

David Glasgow
Commissioner
Family Responsibilities Commission

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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:

Level 3, 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 Alison.Kollmorgen@frcq.org.au or visit the Commission internet site www.frcq.org.au.

Statement of Comprehensive Income for the year ended 30 June 2011

	Notes	2011 \$000	2010 \$000
Income from Continuing Operations			
Revenue			
Grants and other contributions	2	3,607	3,022
Other revenue	3	94	105
Total Income from Continuing Operations		<u>3,701</u>	<u>3,127</u>
Expenses from Continuing Operations			
Employee expenses	4	2,669	1,889
Supplies and services	5	1,746	1,527
Grants and subsidies	6	-	586
Depreciation and amortisation	7	169	59
Other expenses	8	40	38
Total Expenses from Continuing Operations		<u>4,624</u>	<u>4,099</u>
Operating Result from Continuing Operations		<u>(923)</u>	<u>(972)</u>
Total Other Comprehensive Income		<u>-</u>	<u>-</u>
Total Comprehensive Income		<u>(923)</u>	<u>(972)</u>

The accompanying notes form part of these statements.



FINANCIALS

Statement of Financial Position for the year ended 30 June 2011

		2011	2010
	Notes	\$000	\$000
Current Assets			
Cash and cash equivalents	9	974	2,230
Receivables	10	497	58
Other	11	7	12
Total Current Assets		1,478	2,300
Non Current Assets			
Intangible assets	12	78	235
Property, plant and equipment	13	6	18
Total Non Current Assets		84	253
Total Assets		1,562	2,553
Current Liabilities			
Payables	14	63	166
Accrued employee benefits	15	241	206
Total Current Liabilities		304	372
Total Liabilities		304	372
Net Assets		1,258	2,181
Equity			
Accumulated surplus		1,258	2,181
Total Equity		1,258	2,181

The accompanying notes form part of these statements.



Statement of Changes in Equity for the year ended 30 June 2011

	Accumulated Surplus \$000	TOTAL \$000
Balance as at 1 July 2009	3,153	3,153
Operating Result from Continuing Operations	(972)	(972)
Total Other Comprehensive Income	-	-
Balance as at 30 June 2010	<u>2,181</u>	<u>2,181</u>
Balance as at 1 July 2010	2,181	2,181
Operating Result from Continuing Operations	(923)	(923)
Total Other Comprehensive Income	-	-
Balance as at 30 June 2011	<u>1,258</u>	<u>1,258</u>

The accompanying notes form part of these statements.



FINANCIALS

Statement of Cash Flows for the year ended 30 June 2011

	Notes	2011 \$000	2010 \$000
Cash flows from operating activities			
<i>Inflows:</i>			
Grants and other contributions		3,159	3,027
GST collected from customers		2	39
GST input tax credits from ATO		181	202
Interest receipts		92	100
Other		6	4
<i>Outflows:</i>			
Employee expenses		(2,633)	(1,844)
Supplies and services		(1,856)	(1,546)
Grants and subsidies		-	(586)
GST paid to suppliers		(176)	(222)
GST remitted to ATO		(2)	(39)
Other		(34)	(44)
Net cash used in operating activities	16	(1,261)	(909)
Cash flows from investing activities			
<i>Inflows:</i>			
Advances		5	28
<i>Outflows:</i>			
Payments for property, plant and equipment		-	(25)
Payments for intangibles		-	(200)
Net cash provided by (used in) investing activities		5	(197)
Net decrease in cash held		(1,256)	(1,106)
Cash at beginning of financial year		2,230	3,336
Cash at end of financial year	9	974	2,230

The accompanying notes form part of these statements.



Notes To And Forming Part Of The Financial Statements 2010-11

	Objectives and Principal Activities of the Commission
Note 1:	Summary of Significant Accounting Policies
Note 2:	Grants and Other Contributions
Note 3:	Other Revenue
Note 4:	Employee Expenses
Note 5:	Supplies and Services
Note 6:	Grants and Subsidies
Note 7:	Depreciation and Amortisation
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Note 9:	Cash and Cash Equivalents
Note 10:	Receivables
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Note 13:	Property, Plant and Equipment
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Note 15:	Accrued Employee Benefits
Note 16:	Reconciliation of Operating Result to Net Cash from Operating Activities
Note 17:	Non-Cash Financing and Investing Activities
Note 18:	Commitments for Expenditure
Note 19:	Contingencies
Note 20:	Events Occurring after Balance Date
Note 21:	Financial Instruments
Note 22:	Going Concern



Notes To And Forming Part Of The Financial Statements 2010-11

Objectives and Principal Activities of the Family Responsibilities Commission

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

The Commission is a key component of the Cape York Welfare Reform trial.

The Commission 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. There are Local Commissioners for each Cape York Welfare Reform Trial community. All Commissioners were 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 Commission 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) Statement of Compliance

The Commission is a Statutory Body under the Financial Accountability Act 2009 and these financial statements have been prepared in accordance with section 43 of the Financial and Performance Management Standard 2009.

These financial statements are general purpose financial statements, and have been prepared on an accrual basis in accordance with Australian Accounting Standards and Interpretations. In addition, the financial statements comply with Treasury's Minimum Reporting Requirements for the year ending 30 June 2011, and other authoritative pronouncements.

With respect to compliance with Australian Accounting Standards and Interpretations, the Commission has applied those requirements applicable to not-for-profit entities, as the Commission is a not-for-profit authority. 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 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 recognised as the obligations under the funding agreement are fulfilled.

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 Statement of Financial Position and the Statement of Cash Flows, 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 amounts due at the time of sale or service delivery i.e. the agreed purchase/contract price. Settlement of these amounts is required within 30 days from invoice date.

The collectability of receivables is assessed periodically. No allowance for impairment has been made as at balance 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 asset acquisitions. 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. However, any training costs are expensed as incurred.



1. Summary of Significant Accounting Policies (cont'd)

(g) Property, Plant and Equipment

Items of plant and equipment being leasehold improvements with a cost or other value equal to or in excess of \$5,000 are recognised for financial reporting purposes in the year of acquisition. Items with a lesser value are expensed in the year of acquisition. As at 30 June 2011, the Commission controlled no assets belonging to any other class of property, plant and equipment. No property, plant and equipment assets have been classified as held for sale or form part of a disposal group held for sale.

(h) Intangible Assets

Intangible assets with a cost or other value equal to or greater than \$100,000 are recognised in the financial statements, items with a lesser 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.

No intangible assets have been classified as held for sale or form part of a disposal group held for sale.

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) Revaluations of Non-Current Physical and Intangible Assets

As disclosed in Note 1(h) above, it has been determined that there is no active market for any of the Commission's intangible assets, therefore these assets are measured at cost and are not subject to revaluation.

Plant and equipment, being leasehold improvements are measured at cost in accordance with Treasury's *Non-Current Assets Policies*.

(j) Amortisation and Depreciation of Intangible Assets and Property, Plant and Equipment

All intangible assets of the Commission have finite useful lives and are amortised on a straight line basis.

Property, 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. Depreciation Methods, assigned estimated useful lives and residual values are reviewed at each reporting date and adjusted if future expectations differ from previous estimates.

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 Commission.



1. Summary of Significant Accounting Policies (cont'd)

(j) Amortisation and Depreciation of Intangible Assets and Property, Plant and Equipment (cont'd)

For each class of depreciable asset, where held, the following depreciation and amortisation periods are used:

<i>Class</i>	<i>Period *</i>
Plant and equipment	
. Leasehold improvements	2.08 years
Intangible Assets	
. Software Purchased	1.83 years

* This period reflects the estimated useful lives for assets controlled by the Commission given the impending cessation of the Commission's term.

(k) 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 cost.

An impairment loss is recognised immediately in the Statement of Comprehensive Income, 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 surplus of the relevant class to the extent available.

Where an impairment loss subsequently reverses, the carrying amount of the asset is increased to the revised estimate of its recoverable amount, 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.

(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. There were no finance leases during the year.

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.



1. Summary of Significant Accounting Policies (cont'd)

(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.

(n) Financial Instruments

Recognition

Financial assets and financial liabilities are recognised in the Statement of Financial Position 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 or 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 or loss.

All disclosures relating to the measurement basis and financial risk management of financial instruments held by the Commission are included in Note 21.

(o) Employee Benefits

Employer superannuation contributions and long service leave levies are regarded as employee benefits.

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.

Wages, Salaries, Recreation Leave and Sick leave

Wages, salaries and recreation leave due but unpaid at reporting date are recognised in the Statement of Financial Position at the current salary rates.

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 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 continue 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 (cont'd)

(o) Employee Benefits (cont'd)

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 those financial statements pursuant to AASB 1049 *Whole of Government and General Government Sector Financial Reporting*.

Superannuation

Employer superannuation contributions are paid to QSuper, the superannuation scheme 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 those financial statements pursuant to AASB 1049 *Whole of Government and General Government Sector Financial Reporting*.

(p) Key Executive Management Personnel and Remuneration

Key executive management personnel and remuneration disclosures are made in accordance with the section 5 Addendum (issued in May 2011) to the Financial Reporting Requirements for Queensland Government Agencies issued by Queensland Treasury. Refer to note 4 for the disclosures on key executive management personnel and remuneration.

(q) 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.

(r) Insurance

The Commission'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 compensation.

(s) 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.

1. Summary of Significant Accounting Policies (cont'd)

(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 (FBT) 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 10).

(u) Issuance of Financial Statements

The financial statements are authorised for issue by the Commissioner and Executive Officer 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.

Estimates and assumptions that have a potential significant effect on depreciation and amortisation expense and the value of intangible assets and property, plant and equipment are outlined in Note 1(j).

(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) Corporate Service Provider Arrangements

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 (cont'd)

(y) New and Revised Accounting Standards

The Commission did not voluntarily change any of its accounting policies during 2010-11. Only one amendment to an Australian accounting standard applicable for the first time for 2010-11 was relevant to the Commission, as explained below.

AASB 2009 – 5 Amendments to Australian Accounting Standards arising from the Annual Improvements Project included certain amendments to AASB 117 Leases that revised the criteria for classifying leases involving land and buildings. The outcome of the commission's reassessment was that no reclassification from an operating lease to a finance lease was necessary.

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

At the date of authorisation of the financial report, no accounting standards and interpretations with future commencement dates are either applicable to the Commission's activities or have a material impact on the Commission.



FINANCIALS

	2011 \$000	2010 \$000
2. Grants and Other Contributions		
State Grants	3,607	3,022
Total	3,607	3,022
3. Other Revenue		
Interest	88	101
Other	6	4
Total	94	105
4. Employee Expenses		
Employee Benefits		
Wages and salaries	2,009	1,333
Recreation leave expense	203	141
Employer superannuation contributions	* 230	166
Long service leave levy	* 42	26
Employee Related Expenses		
Workers' compensation premium	* 9	3
Payroll tax and fringe benefits	* 113	86
Other employee related expenses	63	134
Total	2,669	1,889

* Refer to Note 1(o).

The number of employees including both full-time employees and part-time employees measured on a full-time equivalent basis:

	2011	2010
Number of employees:	22	18



4. Employee Expenses (cont'd)

Key Executive Management Personnel

The following details for key executive management personnel include those positions that had authority and responsibility for planning, directing and controlling the activities of the agency during 2010-11. Further information on these positions can be found in the body of the Annual Report under the section relating to Executive Management.

Position	Responsibilities	Current Incumbents	
		Contract classification and appointment authority	Date appointed to position (Date resigned from position)
Commissioner	The Commissioner is responsible for ensuring the efficient and quick discharge of the commission's business, ensuring the local commissioners and the staff of the registry receive regular and appropriate training, preparing the annual report, making commission guidelines and carrying out the activities the Commissioner reasonably considers necessary to achieve the objects, as per the <i>Family Responsibilities Commission Act 2008</i> .	Commissioner, Governor in Council under the Family Responsibilities Commission Act 2008	25-April-2008
Registrar	The Registrar is responsible for managing the registry and the administrative affairs of the Commission.	SO 2, Public service appointment under the Public Service Act 2008	02-June-2008
Executive Officer	The Executive Officer is responsible for finance, business administration and human resources.	AO8, Public service appointment under the Public Service Act 2008	29-May-2008 (25-February-2011)
Principal Case Manager	The role of the Principal Case Manager is primarily to manage the coordination and monitoring of clients, case plans and intensive management of selected clients of the Commission.	AO8, Public service appointment under the Public Service Act 2008	22-February-2011 27-April-2009

Remuneration

The Commissioner's remuneration is set by the Governor in Council as provided for under the *Family Responsibilities Commission Act 2008* and the remuneration policy for Commission's other key executive management personnel is set by the Queensland Public Service Commission as provided for under the *Public Service Act 2008*. The remuneration and other terms of employment for the key executive management personnel are specified in employment contracts. The contracts provide for other benefits including motor vehicles.

For the 2010-11 year, remuneration for the Commissioner increased by 1.5% as provided for under the *Family Responsibilities Commission Act 2008*, other key executive management personnel increased by 2.5% - 4% in accordance with government policy.

Remuneration packages for key executive management personnel comprise the following components:-

- Short term employee benefits which include:

- Base - consisting of base salary, allowances and leave entitlements paid and provided for the entire year or for that part of the year during which the employee occupied the specified position. Amounts disclosed equal the amount expended in the Statement of Comprehensive Income.

- Non-monetary benefits – consisting of provision of vehicle together with fringe benefits tax applicable to the benefit.

- Long term employee benefits include long service leave accrued.



4. Employee Expenses (cont'd)

Key Executive Management Personnel Remuneration (cont'd)

- Post employment benefits include superannuation contributions.
 - Redundancy payments are not provided for within individual contracts of employment. Contracts of employment provide only for notice periods or payment in lieu of notice on termination, regardless of the reason for termination.
- Total fixed remuneration is calculated on a 'total cost' basis and includes the base and non-monetary benefits, long term employee benefits and post employment benefits.

1 July 2010 – 30 June 2011

Position	Short Term Employee Benefits		Long Term Employee Benefits	Post Employment Benefits	Termination Benefits	Total Remuneration
	Base	Non-Monetary Benefits				
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Commissioner	329	30	9	37	-	405
Registrar	134	7	4	15	-	160
Executive Officer (1-July-2010 to 25-February-2011)	75	-	3	8	-	86
Executive Officer (22-February-Principal Case Manager)	40	-	1	4	-	45
Principal Case Manager	113	-	4	13	-	130
Total Remuneration	691	37	21	77	-	826

1 July 2009 – 30 June 2010

Position	Short Term Employee Benefits		Long Term Employee Benefits	Post Employment Benefits	Termination Benefits	Total Remuneration
	Base	Non-Monetary Benefits				
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Commissioner	313	30	5	33	-	381
Registrar	135	0	4	15	-	154
Executive Officer	118	0	2	13	-	133
Principal Case Manager	113	0	2	12	-	127
Total Remuneration	679	30	13	73	-	795

Performance payments

No performance payments are available or made to the Executive Management of the Commission.



	2011 \$000	2010 \$000
5. Supplies and Services		
Building maintenance	33	5
Corporate service charges	139	112
Utilities	72	62
Property security charges	13	12
Equipment and building refurbishment	32	11
Consultants and contractors	81	57
Materials and running costs	404	216
Operating lease rentals	159	145
Staff travel	261	275
Computer costs	500	403
Local Commissioner fees	52	229
Total	1,746	1,527
6. Grants and Subsidies		
Grant expense	-	586
Total	-	586

FINANCIALS

	2011 \$000	2010 \$000
7. Depreciation and Amortisation		
Depreciation and amortisation were incurred in respect of:		
Property, Plant and Equipment	12	7
Software	157	52
Total	169	59
8. Other Expenses		
Insurance	5	5
External audit fees	* 35	29
Donations	-	4
Total	40	38
* Total external audit fees relating to the 2010-11 financial year are estimated to be \$35,000 (2009-10: \$37,000). There are no non-audit services included in this amount.		
9. Cash and Cash Equivalents		
Imprest accounts	1	1
Cash at bank	973	2,229
Total	974	2,230
Interest earned on cash held with the Commonwealth Bank earned between 4.35% to 4.6% in 2010-11 (2.85% and 4.35% in 2009-10).		
10. Receivables		
Trade debtors	469	19
	469	19
GST receivable	23	28
	23	28
Interest receivable	5	9
Long service leave reimbursements	-	2
Total	497	58
11. Other Current Assets		
Prepayments	1	-
Advances	6	10
Other	-	2
Total	7	12



	2011 \$000	2010 \$000
12. Intangible Assets		
Software Purchased		
At cost	287	287
Less: Accumulated amortisation	(209)	(52)
Total	78	235

Intangible Assets Reconciliation

	Software Purchased		Work In Progress		Total	
	2011 \$000	2010 \$000	2011 \$000	2010 \$000	2011 \$000	2010 \$000
Carrying amount at 1 July	235	-	-	62	235	62
Acquisitions	-	-	-	225	-	225
Transfers	-	287	-	(287)	-	-
Amortisation for period	(157)	(52)	-	-	(157)	(52)
Carrying amount at 30 June	78	235	-	-	78	235

Amortisation of intangible assets is included in the line item 'Depreciation and Amortisation' in the Statement of Comprehensive Income.

	2011 \$000	2010 \$000
13. Property, Plant and Equipment		
Leasehold improvements		
At cost	25	25
Less: Accumulated depreciation	(19)	(7)
Total	6	18

Property, Plant and Equipment Reconciliation

	Leasehold Improvements		Total	
	2011 \$000	2010 \$000	2011 \$000	2010 \$000
Carrying amount at 1 July	18	-	18	-
Acquisitions	-	25	-	25
Depreciation for period	(12)	(7)	(12)	(7)
Carrying amount at 30 June	6	18	6	18



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	2011 \$000	2010 \$000
14. Payables		
Trade creditors	-	19
Audit fees	24	20
Contractors and consultants	-	25
Computer costs	-	14
Staff training	-	17
Recruitment	-	5
Motor vehicle related	14	2
Communications	5	4
Travel related	10	36
Other	10	24
Total	63	166
15. Accrued Employee Benefits		
<i>Current</i>		
Salary and wage related	8	7
Recreation leave	222	192
Long service leave levy payable	11	7
Total	241	206
16. Reconciliation of Operating Result to Net Cash from Operating Activities		
Operating deficit	(923)	(972)
Depreciation and amortisation expense	169	59
Changes in assets and liabilities:		
(Increase)/decrease in trade receivables	(448)	5
(Increase)/decrease in interest receivables	4	(1)
(Increase)/decrease in GST receivables	5	(20)
Increase in trade creditors	(103)	(20)
(Decrease) in accrued employee benefits	35	40
Net cash used in operating activities	(1,261)	(909)



2011	2010
\$000	\$000

17. Non-Cash Financing and Investing Activities

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

18. 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:

Not later than one year	100	113
Later than one year and not later than five years	24	129
Total	124	242

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

One of the leases has a renewal option which 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

There are no material classes of capital expenditure commitments contracted for at reporting date.

19. Contingencies

There are no matters known to the Commission as at 30 June 2011 which would give rise to the recognition of a contingent asset or liability.

20. Events Occurring after Balance Date

The Commonwealth and State Governments announced on 19 August 2011 that the Cape York Welfare Reform trial will continue until 31 December 2012, following extensive consultations with local communities.



21. Financial Instruments

(a) Categorisation of Financial Instruments

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

Category	Note	2011 S'000	2010 S'000
Financial Assets			
Cash and cash equivalents	9	974	2,230
Receivables	10	497	58
Total		1,471	2,288
Financial Liabilities			
Financial liabilities measured at amortised costs:			
Payables	14	63	166
Total		63	166

(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.

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 another party to a 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 allowance for impairment.



21. Financial Instruments (cont'd)

(c) Credit Risk Exposure (cont'd)

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

Category	Maximum Exposure to Credit Risk		2011	2010
	Note		\$'000	\$'000
Financial Assets				
Cash	9		974	2,230
Receivables	10		497	58
Total			1,471	2,288

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 liabilities have been offset and presented net in the Statement of Financial Position.

The method for calculating any allowance for impairment is based on past experience, current and expected changes in economic conditions and changes in client credit ratings.

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.

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

2011 Financial Assets Past Due But Not Impaired

	Note	Less than 30 Days	30-60 Days	Overdue 61-90 Days	More than 90 Days	Total
		\$'000	\$'000	\$'000	\$'000	\$'000
Financial Assets						
Receivables	10	497	-	-	-	497
Total		497	-	-	-	497

2010 Financial Assets Past Due But Not Impaired

	Note	Less than 30 Days	30-60 Days	Overdue 61-90 Days	More than 90 Days	Total
		\$'000	\$'000	\$'000	\$'000	\$'000
Financial Assets						
Receivables	10	39	-	-	19	58
Total		39	-	-	19	58

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21. Financial Instruments (cont'd)

(d) Liquidity Risk

Liquidity risk refers to the situation where the Commission may encounter difficulty in meeting obligations associated with financial liabilities that are settled by delivering cash or another financial asset.

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 sufficient 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 contractual maturity of financial liabilities, calculated based on undiscounted cash flows relating to the liabilities at reporting data.

	Note	2011 Payable in			Total
		<1year \$'000	1-5 years \$'000	>5 years \$'000	\$'000
Financial Liabilities					
Payables	14	63	-	-	63
Total		63	-	-	63
	Note	2010 Payable in			Total
		<1year \$'000	1-5 years \$'000	>5 years \$'000	\$'000
Financial Liabilities					
Payables	14	166	-	-	166
Total		166	-	-	166

(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.

(f) Interest Rate Sensitivity Analysis

The following interest rate sensitivity analysis is based on a report similar to that which would be provided to management, depicting the outcome to operating result if interest rates would change by +/-1% from the year-end rates applicable to the Commission's financial assets and liabilities. With all other variables held constant, the Commission's operating result and equity would have an increase/(decrease) of \$10,000 (2010: \$22,000). This is attributable to the Commission's exposure to variable interest rates on interest bearing cash deposits.



Financial Instruments	Carrying Amount	2011 Interest rate risk			
		-1%		+ 1%	
		Operating Result	Equity	Operating Result	Equity
Cash	974	(10)	(10)	10	10
Other Financial Assets	-	-	-	-	-
Overall effect on operating result and equity		(10)	(10)	10	10

Financial Instruments	Carrying Amount	2010 Interest rate risk			
		-1%		+ 1%	
		Operating Result	Equity	Operating Result	Equity
Cash	2,230	(22)	(22)	22	22
Other Financial Assets	-	-	-	-	-
Overall effect on operating result and equity		(22)	(22)	22	22

(g) Fair Value

The fair value of trade receivables and payables is assumed to approximate the value of the original transaction, less any provision for impairment.

The Commission has not offset any assets and liabilities.



22. Going Concern

According to section 152 of the *Family Responsibilities Commission Act 2008* (Act), the cessation date of the Commission is 1 January 2012. The Commonwealth Government, as announced by the Federal Minister for Families, Housing, Community Services and Indigenous Affairs on the 10th May 2011, has pledged \$16.1M to extend and expand the Cape York Welfare Reform trial. Additional funding of \$1.6M for the 2011-12 financial year has been set aside by the State Government for the Commission. Independent consultations have taken place in each of the four trial communities. The result of these consultations, and the extension of the Commission for an additional year was announced by the Queensland Minister for Disability Services, Mental Health and Aboriginal and Torres Strait Islander Partnerships on 19 August 2011. Accordingly, the Act is to be amended to allow the Commission to continue until 31 December 2012.



Management Certificate for the Family Responsibilities Commission

These general purpose financial statements have been prepared pursuant to section 62(1) of the *Financial Accountability Act 2009* (the Act), relevant sections of the *Financial and Performance Management Standard 2009* and other prescribed requirements. In accordance with section 62 (1)(b) 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 financial year 1 July 2010 to 30 June 2011 and of the financial position of the Commission as at the end of that year.



.....
David Robert Glasgow
 Commissioner
 Family Responsibilities Commission

Date: 19-08-2011



.....

.....
Alison Kollmorgen
 Executive Officer
 Family Responsibilities Commission

Date: 19.8.2011

INDEPENDENT AUDITOR'S REPORT

To the Commissioner 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 statement of financial position as at 30 June 2011, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and certificates given by the Commissioner and Executive Officer.

The Commissioner's Responsibility for the Financial Report

The Commissioner is responsible for the preparation of the financial report that gives a true and fair view in accordance with prescribed accounting requirements identified in the *Financial Accountability Act 2009* and the *Financial and Performance Management Standard 2009*, including compliance with Australian Accounting Standards. The Commissioner's responsibility also includes such internal control as the Commissioner determines is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

My responsibility is to express an opinion on the financial report based on the audit. The audit was conducted in accordance with the *Auditor-General of Queensland Auditing Standards*, which incorporate the Australian Auditing Standards. Those standards require compliance with relevant ethical requirements relating to audit engagements and that the audit is planned and performed to obtain reasonable assurance about 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 the risks of material misstatement of 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 of the financial report that gives a true and fair view 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 used and the reasonableness of accounting estimates made by the Commissioner, as well as evaluating the overall presentation of the financial report including any mandatory financial reporting requirements 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 all 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.

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) the prescribed requirements in relation to the establishment and keeping of accounts have been complied with in all material respects; and
 - (ii) the financial report presents 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 2010 to 30 June 2011 and of the financial position as at the end of that year.

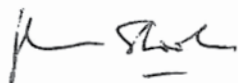
Emphasis of Matter - Material Uncertainty Regarding Continuation as a Going Concern

Without modification to the opinion expressed above, attention is drawn to Note 22 in the financial report which identifies that the *Family Responsibilities Commission Act 2008* (the Act) will expire on 1 January 2012. As a consequence of the expiration of the Act, the Family Responsibilities Commission will cease to operate on this date. Whilst the Commonwealth and State Governments have set aside budget funding for the Commission for 2011-12, the ability of the Commission to continue as a going concern beyond 1 January 2012 is dependent upon the amendment of the Act to extend the expiry date. As amendment of the Act has not yet occurred, a material uncertainty exists that casts significant doubt over the Commission's ability to continue as a going concern and, therefore, whether the Commission will be able to realise its assets and discharge its liabilities in the normal course of business.

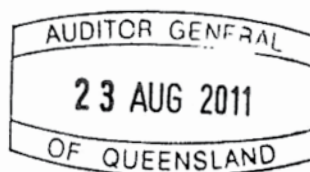
Other Matters - Electronic Presentation of the Audited Financial Report

This auditor's report relates to the financial report of the Family Responsibilities Commission for the year ended 30 June 2011. Where the financial report is included on the Family Responsibilities Commission's website the Commissioner is responsible for the integrity of the Family Responsibilities Commission's website and I have not been engaged to report on the integrity of the Family Responsibilities Commission's website. The auditor's report refers only to the subject matter described above. It does not provide an opinion on any other information which may have been hyperlinked to/from these statements or otherwise included with the financial report. If users of the financial report are concerned with the inherent risks arising from publication on a website, they are advised to refer to the hard copy of the audited financial report to confirm the information contained in this website version of the financial report.

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



G G POOLE FCPA
Auditor-General of Queensland



Queensland Audit Office
Brisbane

APPENDICES



APPENDIX A

Family Responsibilities Board – Schedule of Meetings

Date of FR Board Meeting	Venue	Attendees
18 October 2010	Executive Building 100 George Street Brisbane	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.
22 November 2010	Conference Room Wellbeing Centre Mossman Gorge	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.
21 February 2011	Executive Building 100 George Street Brisbane	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.
16 May 2011	Executive Building 100 George Street Brisbane	Mr Ken Smith, Director-General, Department of the Premier and Cabinet; Mr Noel Pearson, Director, Cape York Institute for Policy and Leadership; Mr Finn Pratt, Secretary of Families, Housing, Community Services and Indigenous Affairs.



APPENDICES

APPENDIX B - SITTING CALENDAR

Family Responsibilities Commission 1 July 2010 to 30 June 2011

Week Commencing	Coen	Aurukun	Hope Vale	Mossman Gorge	Cairns Office
5 July					NAIDOC
12 July					14 Hearing Brisbane 15
19 July					21 Estimates Hearing Brisbane 23 Cairns Show Day
26 July	26	27, 28, 29			30
2 August			3, 4	5	2, 6
9 August		10, 11, 12			9, 13
16 August					17, 18, 19, 20
23 August			24, 25		23, 27
30 August	30	31, 1, 2			3
6 September			7, 8	9, 10	6
13 September	13	14, 15, 16			17
20 September					All week
27 September					All week
4 October			5, 6	7	4, 8
11 October	11	12, 13, 14			15
18 October			19, 20	21	18 Board Meeting 22
25 October		26, 27, 28			25, 29
1 November		2, 3, 4			All week
8 November		9, 10, 11	9, 10	11	8, 12 Social Dev Com
15 November	15	16, 17, 18			19
22 November		23, 24, 25	23, 24	25	22 Board Meeting 26
29 November		30, 1, 2			29 Nov, 3 Dec
6 December			7, 8	9	6, 10
13 December	13	14, 15, 16			17
20 December					All week
27 December					Office closed for Holidays

In July 2010 two Deputy Commissioners were appointed to assist with conferencing during Commissioners Glasgow's absences. Subsequently Deputy Commissioners James Brooks and Rodney Curtin have both sat in all communities during this financial year.

APPENDICES



Family Responsibilities Commission 1 July 2010 to 30 June 2011

Week Commencing	Coen	Aurukun	Hope Vale	Mossman Gorge	Cairns Office
3 January					Office week
10 January					Office week
17 January					Staff Training
24 January					26 Australia Day Holiday 27
31 January		1, 2, 3			31 Jan, 4 Feb
7 February			8, 9		7, 11
14 February		15, 16, 17			18
21 February			22, 23	24	21 FR Board Meeting 25
28 February	28	1, 2, 3			4
7 March			8, 9	10	7, 11
14 March					Staff Training Week
21 March			22, 23		25
28 March	28	29, 30, 31			1 Apr
4 April			5, 6	7	4, 8
11 April	11	12, 13, 14			15
18 April			19, 20	21	18, 22 Good Friday
25 April					25 Easter Monday 26 ANZAC Holiday
2 May		3, 4, 5			2 May Day Holiday 6
9 May			10, 11	12	9
16 May		17, 18, 19			16 FR Board Meeting 20
23 May				26	23, 27
30 May	30	31, 1, 2			30 May, 3 June
6 June			7, 8	9	6, 10
13 June		14, 15			13 Queens Birthday 17 - 19 Laura Festival
20 June			21, 22	23	20, 24
27 June					Office week



APPENDICES

Appendix C

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.

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 adult population of 793 people as at 30 June 2009.

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 adult population of 192 people as at 30 June 2009.

Hope Vale

Hope Vale is situated on the Cape York Peninsula and is 46 kilometres northwest of Cooktown. The estimated resident adult population of Hope Vale was 582 people at 30 June 2009.

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 adult population of 99 people at 30 June 2009.

Note: Statistics from ABS correct as at 30 June 2009.

GLOSSARY OF TERMS



Abbreviations

ABS	Australian Bureau of Statistics	PSC	Public Service Commission
ACMs	Attendance Case Managers	QCS	Queensland Corrective Services
AFP	Active Family Pathways	QGIF	Queensland Government Insurance Fund
BBNI	Bamanga Bubu Ngadimunku Incorporated	QIADP	Queensland Indigenous Alcohol Diversion Program
CAA	Corporate Administration Agency	TSS	Transition Support Services
CDEP	Community Development Employment Projects	UGG	United Government Gateway
CEO	Chief Executive Officer	VIM	Voluntary Income Management
CIM	Conditional Income Management	WBC	Wellbeing Centre
COAG	Council of Australian Governments	Also:	
CYAAA	Cape York Aboriginal Australian Academy		Cape York Institute for Policy and Leadership (the Institute)
CYWR	Cape York Welfare Reform		Family Responsibilities Board (the Board)
DCS	Department of Community Safety (Qld)		Family Responsibilities Commission (the Commission)
DEEWR	Department of Education, Employment and Workplace Relations		<i>Family Responsibilities Commission Act 2008</i> (the Act)
DET	Department of Education and Training (Qld)		Family Responsibilities Commission Registry (the Registry)
EAP	Employee Assistance Program		Mr David Glasgow, Family Responsibilities Commissioner (the Commissioner)
EAS	Employee Assistance Service		
EFVP	Ending Family Violence Program		
EMT	Executive Management Team		
FaHCSIA	Department of Families, Housing, Community Services and Indigenous Affairs		
FIM	Family Income Management		
FR Board	Family Responsibilities Board		
FRC	Family Responsibilities Commission		
FTE	Full Time Equivalent		
MOG	Machinery of Government		
PCYC	Police-Citizens Youth Club		
PID	Public Interest Disclosures		



CONTACT DETAILS

Family Responsibilities Commission

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Level 3, 107 Lake Street, Cairns
Ph (07) 4057 3870
Fax: (07) 4041 0974
www.frcq.org.au

Aurukun

CJG Building, Wuungkah Street, Aurukun 4871
Ph (07) 4060 6185
Fax (07) 4060 6094

Coen

Coen Opportunity Hub, Taylor Street, Coen 4871
Ph (07) 4060 1037
Fax (07) 4060 1206

Hope Vale

Old Hospital Building, Aerodrome Road, Hope Vale
Ph (07) 4060 9153
Fax (07) 4060 9137

Mossman Gorge

Lunde Street, Mossman Gorge 4873
Ph (07) 4098 1908
Ph/Fax (07) 4098 1908

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



Mossman Gorge



