

Family Responsibilities Commission

Report to the Family Responsibilities Board

Quarterly Report

No. 51

January 2021 to March 2021



*Report prepared by the Family Responsibilities Commission under the leadership of
Commissioner Tammy Williams*

Executive Summary

Quantified in the table below are the activities undertaken by the Commission during quarter 51 with comparisons shown to the previous quarter.

Table 1: Activity from 1 October 2020 to 31 March 2021.

Activity for the quarter	Qtr 50	Qtr 51
Total number of notices received by the Commission ¹	2,145	2,014
Number of within jurisdiction notices	1,125	1,059
Number of not within jurisdiction notices	1,020	955
Number of clients notified to the Commission from within jurisdiction notices	563	585
Conferences and application hearings		
Number of clients served to attend conference	322	303
Conferences conducted	424	371
Application hearings conducted		11
Conference and application hearing attendance percentage ²	60%	63%
Conference and application hearing non-attendance percentage with acceptable (reasonable) excuse ²	28%	38%
Conference outcomes		
Agreements to attend community support services	59	89
Orders made to attend community support services	63	21
Referrals to service providers from Family Responsibilities Agreements and Family Responsibilities Orders ³	139	154
Orders made for CIM	22	12
Application hearing outcomes		
Case Plan End		5
CIM Amend		3
CIM End		3
Other activity		
Voluntary agreements for a voluntary case plan	2	0
Voluntary referrals to service providers	3	0
Voluntary agreements for VIM	4	18
Information as at the last day of the quarter		
Number of clients case-managed through current non-voluntary case plan	348	318
Number of clients subject to a current CIM	98	79
Number of clients on a current VIM	11	25

¹ Agency notices are counted on the basis of the number of persons named on the notice (e.g. a Child Safety and Welfare notice relating to two parents is counted as two notices and if three children from one family have an unexplained absence on one day, it is counted as three individual School Attendance notices).

² Values expressed as a percentage have been rounded to the nearest whole number e.g. 37.9% has been rounded up to 38%, whilst 62.3% has been rounded down to 62%.

³ An agreement and a decision can have multiple case plans which in turn can have multiple referrals where a service providers has multiple programs.

The Commission is happy to report that quarter 51 saw a continued upward trend in the number of agreements to attend support services and voluntary agreements to participate in income management, both of which are indicative of an improvement in social responsibility. Local Commissioners have also continued to support FRC clients through an increase in referrals to service providers evidencing the Commission's increased focus on capacity-building. This reporting period we have added to our activity table above to separately include application hearing⁴ outcomes. Application hearings demonstrate a level of proactive engagement by FRC clients in their case plan management. Recognition of an improvement in the client's circumstances and commitment to social change can be revealed in the Commissioners granting of applications, though decisions are made on a case by case basis, and only granted where Commissioners are satisfied as to the client's progress.

The Commission is also happy to report that its Annual Report 2019-20 was tabled in the Queensland Parliament by the Honourable Craig Crawford MP, Minister for Seniors and Disability Services and Minister for Aboriginal and Torres Strait Islander Partnerships, on 3 February 2021 in accordance with the requirements of the FRC Act. Amongst other achievements the report documents a nearly fivefold increase from the previous financial year in client referrals to community support services, evidence of the Commission's ability to support individual behavioural change. The FRC Annual Report 2019-20 can be accessed on the Commission's website: www.frcq.org.au.

On 24 February 2021 the Social Security (Administration) (Cashless Welfare – Cape York Area) Determination 2021 was made by the Honourable Anne Ruston MP, Minister for Families and Social Services. The Determination gave effect as of 17 March 2021 to the transition of income management under the BasicsCard to the Cashless Debit Card in welfare reform community areas (as defined by section 8A of the *Family Responsibilities Commission Act 2008*). The Commission is pleased that the Australian Government sought to align the social security legislation with the FRC Act, determining that for subsection 124PD(1) of the *Social Security (Administration) Act 1999*, the Cape York area is to be the areas prescribed as a welfare reform community area under the FRC Act.

This quarter, at the invitation of the Community Support and Services Committee, Commissioner Williams, Registrar Maxine McLeod and Executive Officer (Finance) Tracey Paterson, attended a public briefing at the Parliamentary Annexe in Brisbane. The briefing was to advise the oversight Committee on the activities and operations of the FRC. The Commission was happy to advise the Committee that although school attendance remained a challenge, all FRC communities had improved their primary school attendance from term 3 to term 4 2020 and that of the four top performing Indigenous primary schools in regard to school attendance for term 4, three of them were FRC community schools. Hope Vale Campus of CYAAA led the state at 83.4 percent attendance. Commissioner Williams provided an update on the shared outcomes achieved with the support of our tripartite partnership and joint Australian and Queensland government investment highlighted from an internal longitudinal performance assessment of FRC operations since 2008. The key points from the longitudinal performance assessment are provided in the Future Direction and Challenges section of this report. Further advice was provided to the Committee regarding the imminent transition from the BasicsCard to the Cashless Debit Card in FRC communities, the funding uncertainty affecting the Commission and statutory appointments, and the challenges faced by the Commission and Australian and Queensland Governments in providing support services to regionally isolated communities (particularly in regard to domestic and family violence counselling).

The transition of FRC active income management clients from the BasicsCard to the Cashless Debit Card occurred seamlessly on 17 March 2021. Prior to the transition the Department of Social Services

⁴ A person the subject of a family responsibilities agreement or order may apply to the Commission to amend or end the agreement or order. These applications are decided at an application hearing.

(DSS) was provided a list of FRC clients on income management (both ordered and voluntary), and DSS, Services Australia and the Commission conducted fortnightly meetings to embed processes for the transition. DSS utilised a systematic and methodical approach to ensuring all affected participants were contacted, employing several strategies including written correspondence, face to face remote service team engagement and outbound calls to ensure participants were aware of the changes and understood how they would be affected. Clients with high balances, recurring deductions, and payments due on the transition date were prioritised for contact. DSS provided information fact sheets explaining the transition and the differences between the BasicsCard and the Cashless Debit Card which made clear the benefits of the CDC over the BasicsCard. These fact sheets (along with FRC generated fact sheets) were distributed by the FRC Commissioners during conference to ensure clients were aware of the transition, and also distributed to non-income management clients whilst explaining the benefits that could be afforded through the CDC should they wish to participate on a voluntary basis. The Commission was advised that feedback provided from inbound calls to the DSS Cape York support team during and after the transition was primarily positive. DSS released promotional videos explaining the CDC for both the Northern Territory and the FRC welfare reform areas. The videos were focussed on the benefits of the transition, were presented in an upbeat, positive manner and were well received.

From the Commission's experience on the ground and in the Cairns registry the transition from the BasicsCard to the Cashless Debit Card was conducted by DSS and Services Australia in an extremely professional manner by partnering with the FRC and other community organisations such as the Cape York Partnership O-Hub. Whilst DSS officers were on the ground in each community during the transition period they received a significant number of requests from community members to participate on a voluntary basis in cashless welfare. The Commission has processes in place to accept voluntary applications for income management pursuant to sections 106 and 108 of the *Family Responsibilities Commission Act 2008* and has commenced engagement to identify, prioritise and process CDC VIM applications which is evidenced by an over fourfold increase in VIM agreements when comparing quarter 50 to quarter 51.

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Abbreviations

CP	Case plan
CPA	Case plan agreement
CPO	Case plan order
CS	Child safety and welfare notice
CIM	Conditional Income Management
DATSIP	Department of Aboriginal and Torres Strait Islander Partnerships
DIS	District Court notice
DVB	Domestic Violence Breach
DVO	Domestic Violence Order
EQ	School attendance notice
FRA	Family Responsibilities Agreement
FRC	Family Responsibilities Commission
HT	Housing tenancy breach
MAG	Magistrates Court notice
NFA	No further action
SEN	School enrolment notice
VCP	Voluntary Case Plan
VIM	Voluntary Income Management

Also:

Family Responsibilities Commission (the Commission)
Family Responsibilities Commission Act 2008 (the Act)
Family Responsibilities Commission Registry (the registry)
Family Responsibilities Board (the FR Board)

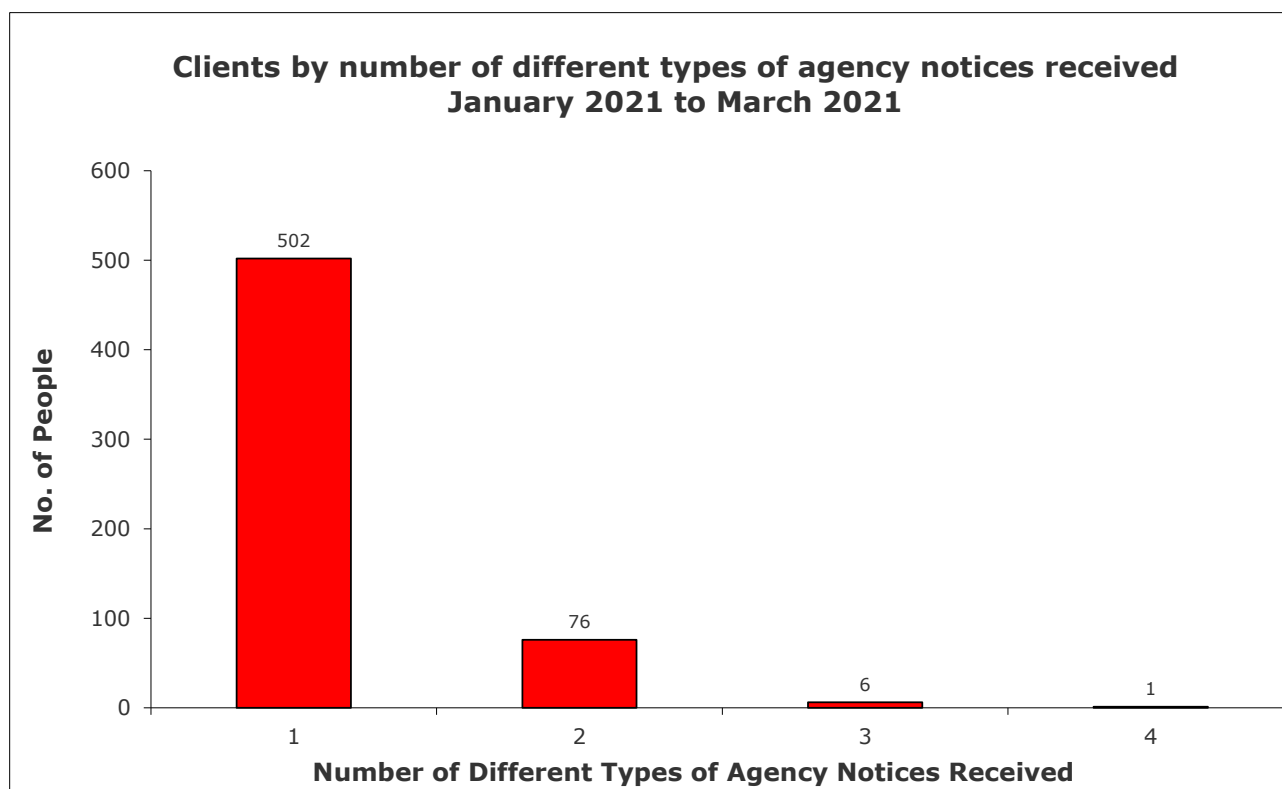
Family Responsibilities Commission Welfare Reforms

Report to 31 March 2021.

1. Activities and Trends

Client interactions during the quarter

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 have resulted in communities with high numbers of individuals and families with complex needs. The Commission has been reporting on the number of notices individual clients receive (refer graph 4) for a number of years. The graph below provides a further insight into the complexity of the issues faced by many clients. During quarter 51 502 clients (86 percent⁵) were notified to the Commission with only one type of trigger notice, however, the remaining 83 clients (14 percent⁵) received more than one type of trigger notice.



Graph 1: Number of clients by number of different types of agency notices received 1 January 2021 to 31 March 2021.

Investigations reveal the following information regarding the types of sole trigger notices received by Commission clients during the quarter:

53 percent⁴ received a school attendance notice

20 percent⁴ received a Magistrate Court notice

7 percent⁴ received a domestic violence order notice and

4 percent⁴ received a child safety and welfare notice.

⁵ Values expressed as a percentage have been rounded to the nearest whole number e.g. 37.9% has been rounded up to 38%, whilst 62.3% has been rounded down to 62%.

The remaining sole trigger notices received for Commission clients during the quarter were 1 client with a District Court notice, 4 clients with a domestic violence breach notice, 1 client with a housing tenancy breach notice and 2 clients with a school enrolment breach notice.

Additional insight into the complexity of issues faced by clients can be seen below. Table 2 shows the combination of trigger notices received for the 83 clients with more than one type of trigger notice. One can see that predominantly the occurrence of Court convictions and domestic violence orders/breaches feed into education and child safety issues.

Table 2: Number of clients with multiple and differing agency notices from 1 January 2021 to 31 March 2021⁶.

Type of Agency Notice/s	Number of clients
CS,DVB,EQ,MAG	1
CS,DVB,MAG	1
CS,DVO	2
CS,EQ	18
CS,MAG	1
DVB,DVO	2
DVB,DVO,MAG	2
DVB,EQ,MAG	1
DVB,MAG	9
DVO,EQ	8
DVO,EQ,MAG	2
DVO,MAG	11
EQ,HT	1
EQ,MAG	22
EQ,SEN	1
MAG,SEN	1
Total	83

As a result of an extensive upgrade to the functionality of the CRM database implemented in February 2021, the Commission is now able to provide a more comprehensive overview of the interactions that have taken place with clients over a period of time. The following information consists of decisions where a final determination has taken place in conference and includes decisions delivered at application hearings. It does not include instances where a client was rescheduled to another conference due to non-attendance, or a conference was adjourned to another date to allow the parties to address matter/s prior to making a determination.

⁶ Refer to the descriptions of abbreviations on page 5.

Shown below are the number of interactions (excluding reschedules and adjournments during the quarter) that resulted in a voluntary agreement, a decision by agreement or order, or a decision delivered at an application hearing. An increasing trend of interactions by the client with the Commission on a less intrusive and more proactive basis has been identified, i.e. where engagement is on a voluntary basis (Table 3), or where acceptance of the Commission's decision for a referral to support service or income management is by agreement with the client (Table 4). These proactive interactions are considered to be a positive indication that community members have developed a consciousness of their actions and are demonstrating early insight into the effect those actions have on others.

Table 3: Number of voluntary agreements entered into 1 January 2021 to 31 March 2021⁷.

Voluntary Agreements			
	VCP	VIM	Total
Total	0	18	18

Table 4: Number of decisions by agreement entered into 1 January 2021 to 31 March 2021⁷.

Decisions by Agreement			
Community	CP	CIM	Total
AU	59	0	59
CO	1	0	1
DM	17	0	17
HV	8	0	8
MG	4	0	4
Total	89	0	89

Table 5: Number of decisions by order from 1 January 2021 to 31 March 2021⁷.

Decisions by Order							
Community	CP	CP & CIM Concurrently	CIM	No Further Action	Recommend Support Service	Reprimand	Total
AU	3	0	4	14	0	15	36
CO	2	0	0	2	1	0	5
DM	7	0	2	14	1	20	44
HV	7	0	2	38	0	1	48
MG	1	1	3	3	0	0	8
Total	20	1	11	71	2	36	141

Table 6: Number of decisions by application hearing from 1 January 2021 to 31 March 2021⁷.

Decisions by Application Hearing				
Community	CP End	CIM Amend	CIM End	Total
Total	5	3	3	8

During quarter 51 the number of interactions highlighted in tables 3, 4, 5 and 6 related to a total of 238 clients (155 female and 83 male). Please not a client may be placed on a case plan at the beginning of the quarter to one service provider and then referred to another service provider later in the same quarter. Similarly, a client may be placed on a CIM order at 60%, 75% or 90% and then have their

⁷ Refer to the descriptions of abbreviations on page 5.

percentage of income management reduced or increased later in the quarter. A client may also be separately or concurrently placed on a case plan and income management throughout the quarter.

Clients with complex and multifaceted issues often require solutions which are best coordinated with multiple service providers who can also extend assistance to family members. An holistic approach in regard to these clients which involves their families and various service providers is better able to empower the client to make the necessary changes in their lives to provide for a safe and secure environment for themselves and their families.

The types of client interactions evident in quarter 51 reinforce the Commission's belief that our clients are displaying a willingness to change with 43 percent⁸ of clients entering into a case plan agreement or VIM or both. The Commissioners also determined that 27 percent⁸ of clients did not require any further action on their matter/s, where No Further Action was the only outcome for the quarter, and 13 percent⁸ of clients were considered to only require a reprimand for their actions.

There remains a small cohort of clients who come before the Commission (30 clients) who are unwilling to change their behaviours. The Commissioners have made the following orders in those situations: 8 percent⁸ of clients only had a case plan interaction; 5 percent⁸ of clients only had a CIM interaction and 1 client had a CIM and a case plan interaction.

A full breakdown of client interactions (including combinations of types of interactions) are recorded by the Commission and will inform future tracking of client progress and ultimately the Commission's impact on improving social norms.

⁸ Values expressed as a percentage have been rounded to the nearest whole number e.g. 37.9% has been rounded up to 38%, whilst 62.3% has been rounded down to 62%.

Notices

In quarter 51 the Commission received 2,014 agency notices⁹. Some individuals may have been the subject of more than one agency notice. Of that figure 1,059 notices (53 percent¹⁰) relating to 585 clients were within the Commission's jurisdiction, and 955 notices (47 percent¹⁰) were outside the Commission's jurisdiction.

Table 7: In jurisdiction notices by type and community 1 January 2021 to 31 March 2021.

Type of Notice	AU	CO	DM ¹¹	HV	MG	Total
Supreme Court notices	0	0	0	0	0	0
District Court notices	4	0	0	0	0	4
Magistrates Court notices	214	30	0	77	23	344
Domestic Violence Breach notices	20	8	0	2	1	31
Domestic Violence Order notices	45	5	0	14	8	72
School Attendance notices	209	1	252	83	8	553
School Enrolment notice	2	0	0	2	0	4
Child Safety and Welfare notices						
Child Concern Reports	4	4	26	6	2	42
Finalised Child Protection Investigations	3	0	0	4	0	7
Housing Tenancy notices	1	0	0	0	1	2
Total	502	48	278	188	43	1059

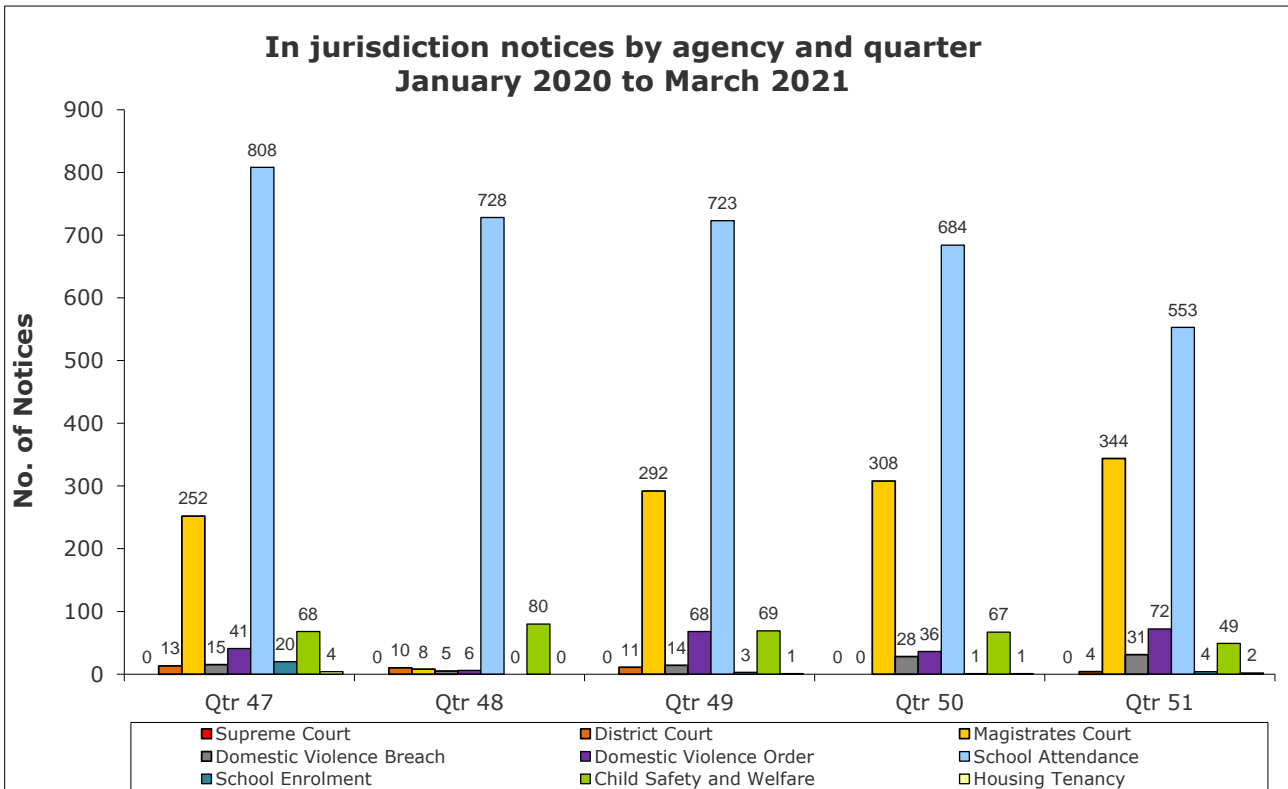
Further details of notices within jurisdiction for each community are set out below:

- Aurukun received 502 notices relating to 253 clients (139 female and 114 male)
- Coen received 48 notices relating to 21 clients (7 female and 14 male)
- Doomadgee received 278 notices relating to 164 clients (120 female and 44 male)
- Hope Vale received 188 notices, relating to 122 clients (64 female and 58 male)
- Mossman Gorge received 43 notices relating to 25 clients (15 female and 10 male).

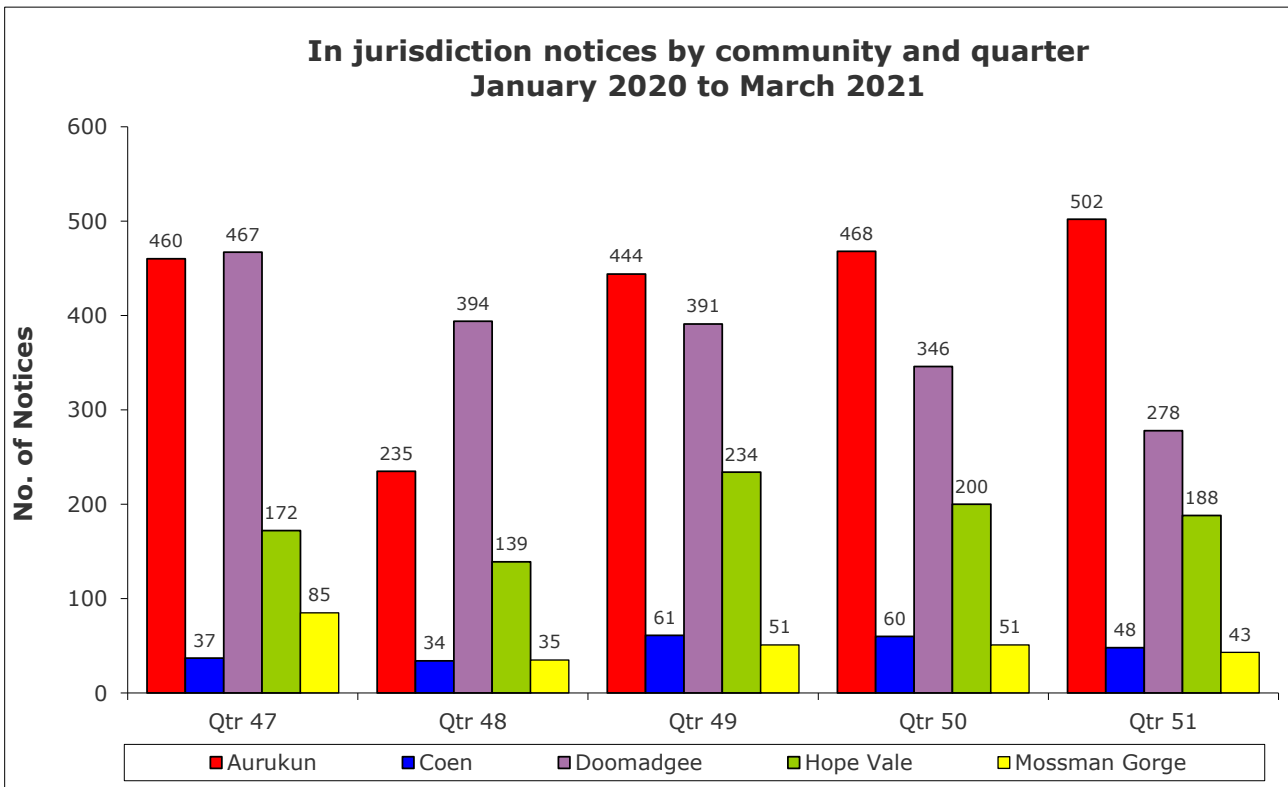
⁹ Counting rules are that an agency notice is counted on the basis of number of 'clients' on the notice. For example a child safety and welfare notice relating to two parents is counted as two notices.

¹⁰ Values expressed as a percentage have been rounded to the nearest whole number e.g. 37.9% has been rounded up to 38%, whilst 62.3% has been rounded down to 62%.

¹¹ Agency notices for the community of Doomadgee are presently received from the Department of Education and the Department of Children, Youth Justice and Multicultural Affairs only.



Graph 2: In jurisdiction notices by agency processed and quarter 1 January 2020 to 31 March 2021.

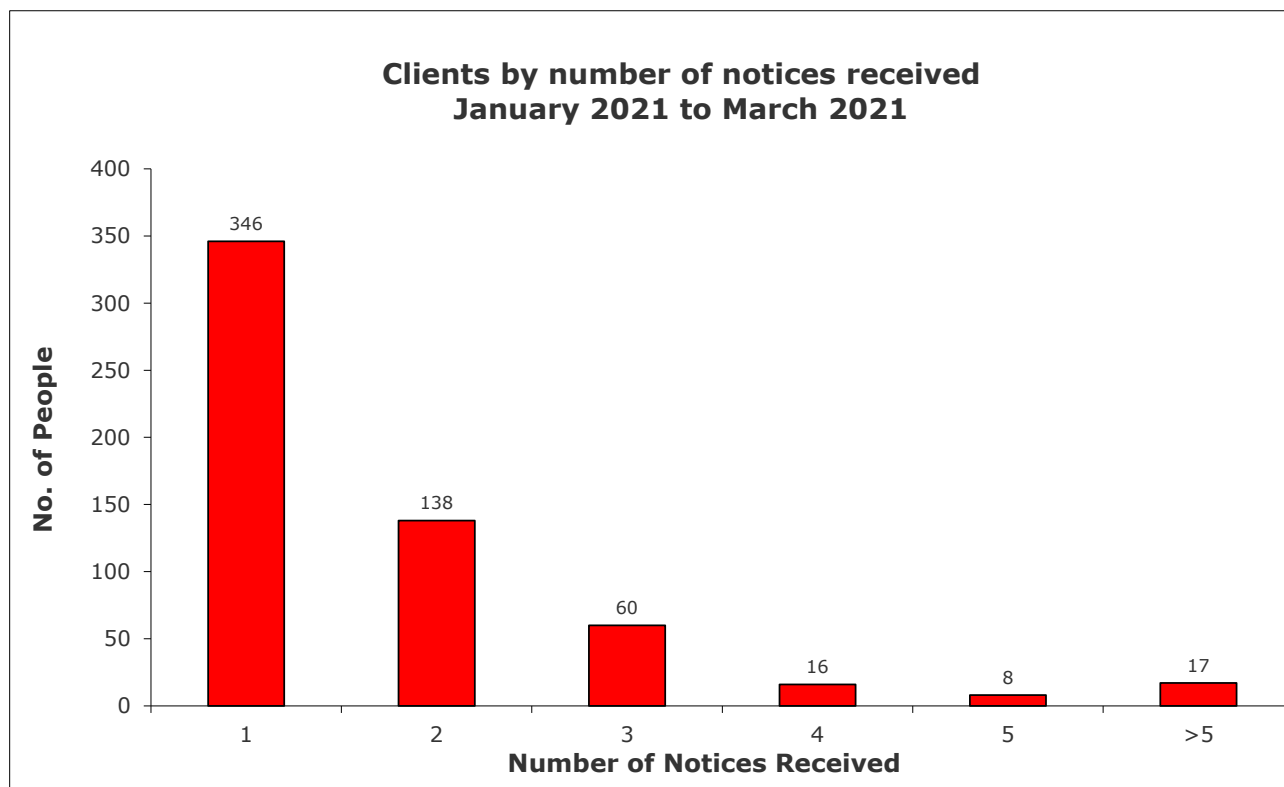


Graph 3: In jurisdiction notices by community and quarter 1 January 2020 to 31 March 2021.

For quarter 51, 41 percent¹² of clients received more than one notice and 3 percent¹² of clients received more than five notices. Frequently this illustrates multiple child school absences for the one family, or multiple Magistrates Court notices relating to one incident. This may also be suggestive of the complexity of behaviours experienced by a significant proportion of our clients. Conversely, it is important to note the majority of FRC clients (59 percent¹²) have received only one notice during the

¹² Values expressed as a percentage have been rounded to the nearest whole number e.g. 37.9% has been rounded up to 38%, whilst 62.3% has been rounded down to 62%.

reporting period. This trend has been observed over the past twelve months. Thirty-six new clients were added to the Commission’s database during the quarter.



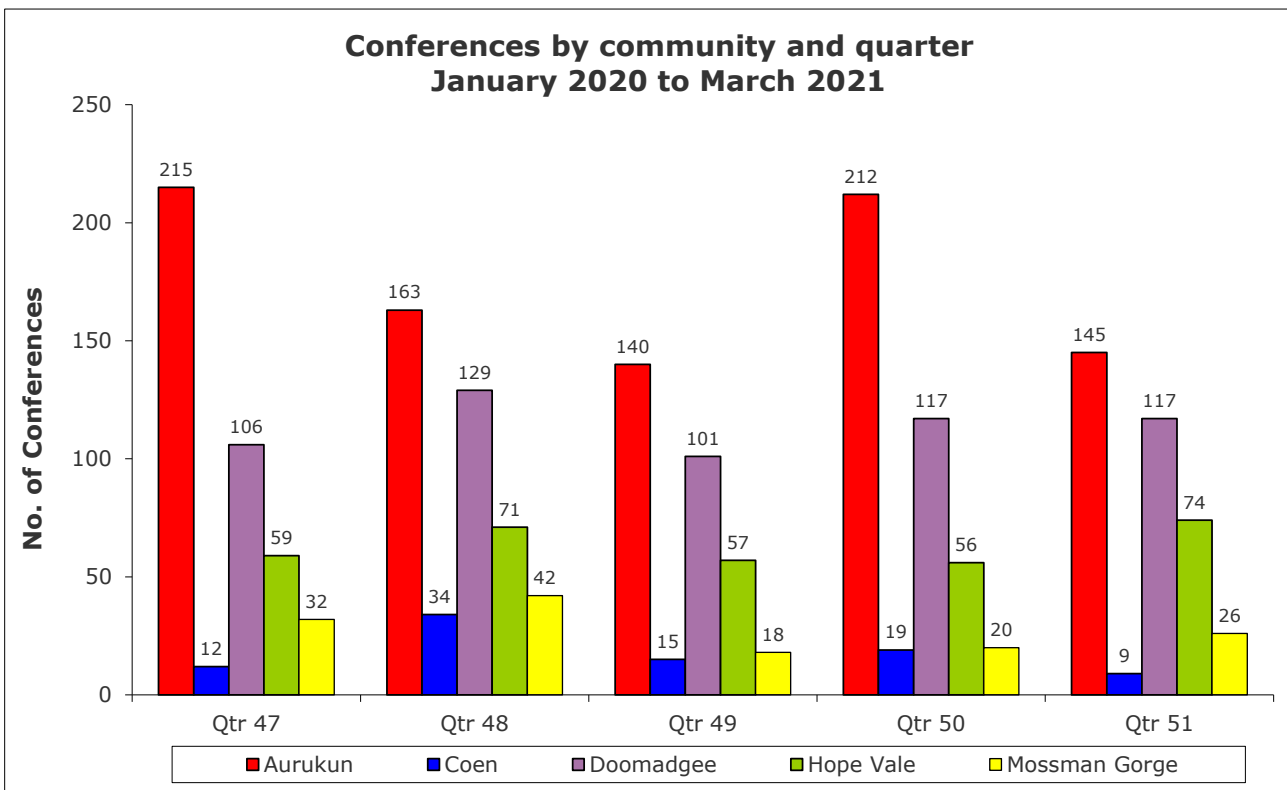
Graph 4: FRC clients by number of notices 1 January 2021 to 31 March 2021¹³.

Conferences

A total number of conferences decreased from 424 in quarter 50 to 371 conferences¹⁴ (relating to 303 clients served to attend conference) were held across the five communities in quarter 51, resulting in 89 agreements to attend community support services, 21 orders to attend community support services and 12 new CIM orders issued. When compared to last quarter there was an increase of 30 agreements to attend community support services, a decrease of 42 orders to attend community support services and a decrease of 10 CIM orders. It should be noted that a decision by order in conference may include a number of outcomes for a client. For example, a client may be placed on a case plan and an income management at the same time. Other outcomes as a result of conferencing during the quarter included decisions for no further action, reprimand, recommending a support service, reschedule and adjournment to return for the purpose of determining if any parties of the adjourned conference have addressed the matter/s in question during the adjournment period. From the beginning of quarter 51 any matters that were heard under an amend/end application hearing are no longer counted in the conference statistics, instead they are recorded separately under the application hearings section.

¹³ Counting rules stipulate that where multiple charges are received each charge is counted as an individual notice and each child’s absence is counted as one notice – i.e. if three children from the one family were absent, this counts as three notices.

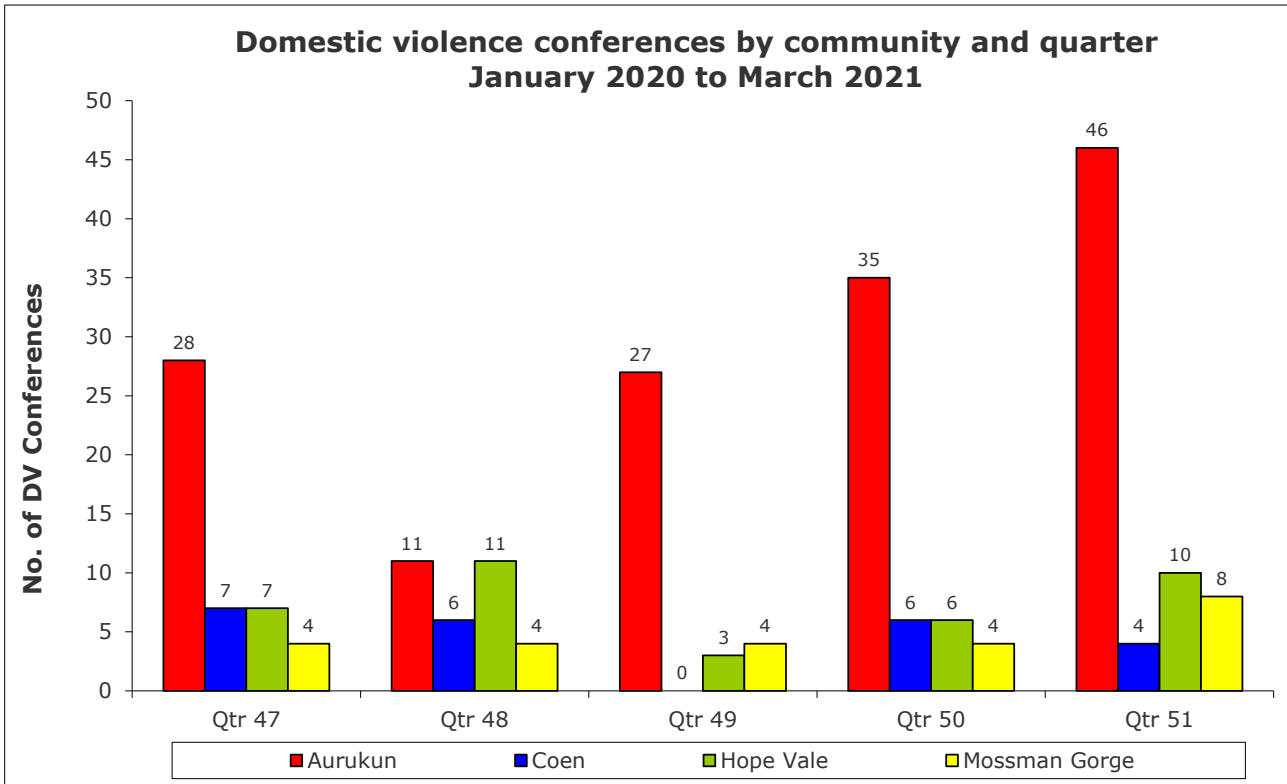
¹⁴ The number of conferences held relates to the number of conferences listed, which includes where a client was served with a Notice to Attend Conference and subsequently failed to attend.



Graph 5: Conferences by community and quarter 1 January 2020 to 31 March 2021.

Conferences for Domestic Violence related matters

As a subset of the total number of conferences conducted for the quarter, 68 domestic violence conferences were conducted in Aurukun, Coen, Hope Vale and Mossman Gorge in quarter 51, an increase of 17 from the previous quarter. Domestic violence conferences in the communities during the quarter were as follows: Aurukun increased by 11, Coen decreased by 2 and Hope Vale and Mossman Gorge both increased by 4.



Graph 6: Domestic violence conferences by community and quarter 1 January 2020 to 31 March 2021.

Table 8: Number of conferences held in relation to domestic violence notices (breaches and orders) per community 1 January 2021 to 31 March 2021.

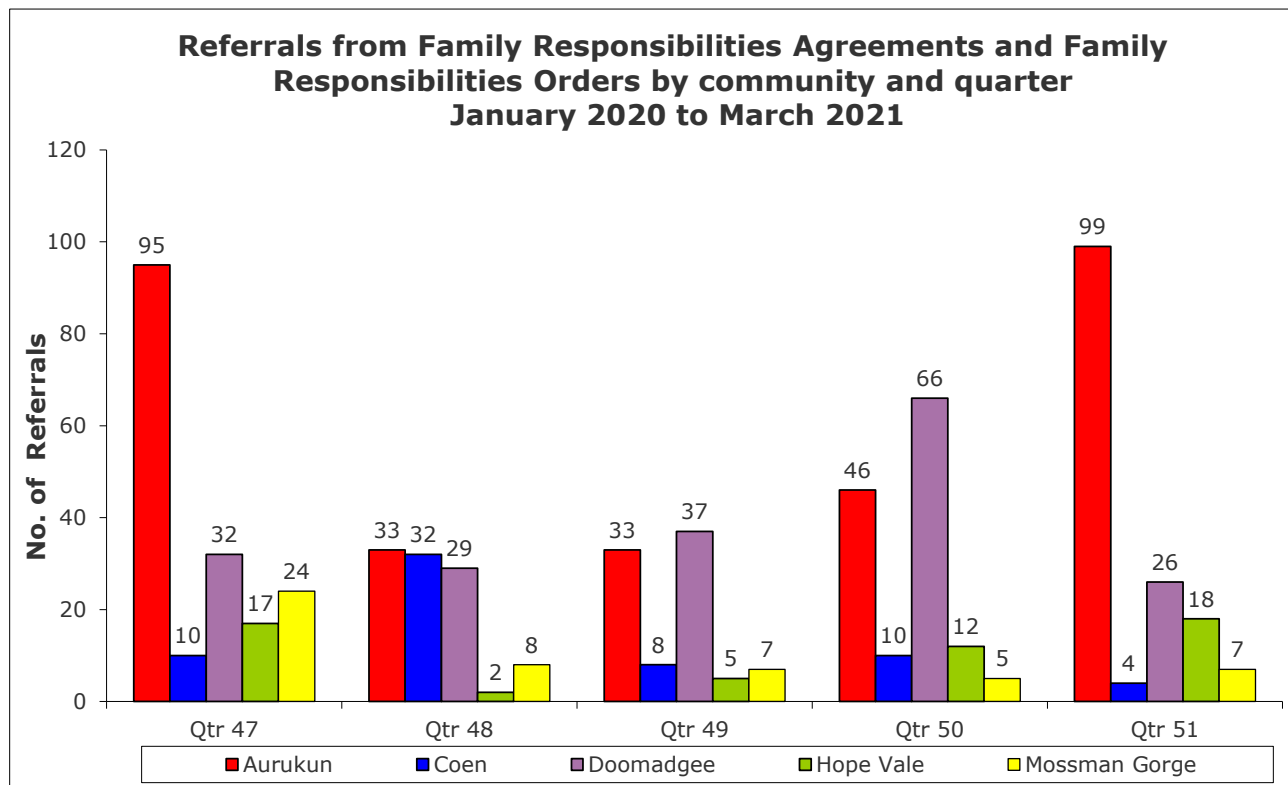
Number of Domestic Violence Conferences	AU	CO	HV	MG	Total
Relating to both a DVB and a DVO notice	2	0	0	1	3
Relating to a DVB notice	4	0	2	1	7
Relating to a DVO notice	40	4	8	6	58
Total	46	4	10	8	68

Table 9: Domestic violence conferences by type and quarter 1 January 2020 to 31 March 2021

Number of Domestic Violence Conferences	Qtr 47	Qtr 48	Qtr 49	Qtr 50	Qtr 51
Relating to both a DVB and a DVO notice	0	0	0	2	3
Relating to a DVB notice	6	15	0	18	7
Relating to a DVO notice	40	17	34	31	58
Total	46	32	34	51	68

Referrals from 'Family Responsibilities' Agreements and Orders

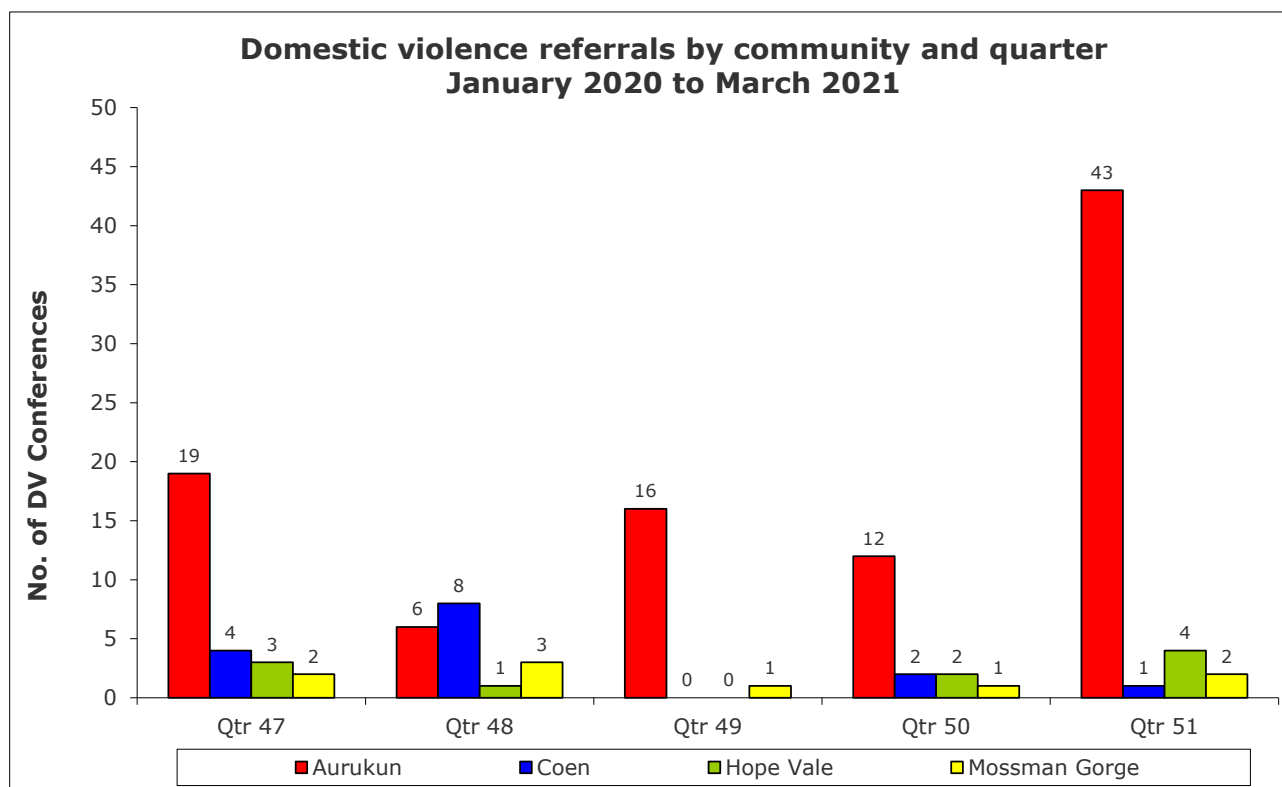
The total number of referrals (to service providers from 'Family Responsibilities' Agreements and Orders) relating to 110 clients increased from 139 in quarter 50 to 154 in quarter 51. Since 2008 the Commission has referred 1,238 clients (649 female and 589 male) to service providers for assistance under a 'Family Responsibilities' Agreement or Order. Referrals in the communities for decisions by agreement and order during the quarter were as follows: Aurukun increased by 53, Coen decreased by 6, Doomadgee decreased by 40, Hope Vale increased by 6 and Mossman Gorge increased by 2.



Graph 7: Referrals by community and quarter 1 January 2020 to 31 March 2021.

Referrals for Domestic Violence related matters

As a subset of the total number of referrals in the quarter, 50 referrals were made in relation to domestic violence conferences in quarter 51, an increase of 33 from the previous quarter. The Local Commissioners continue to raise concerns regarding the availability of appropriate perpetrator intervention programs suitable for client referrals.



Graph 8: Domestic violence referrals by community and quarter 1 January 2020 to 31 March 2021.

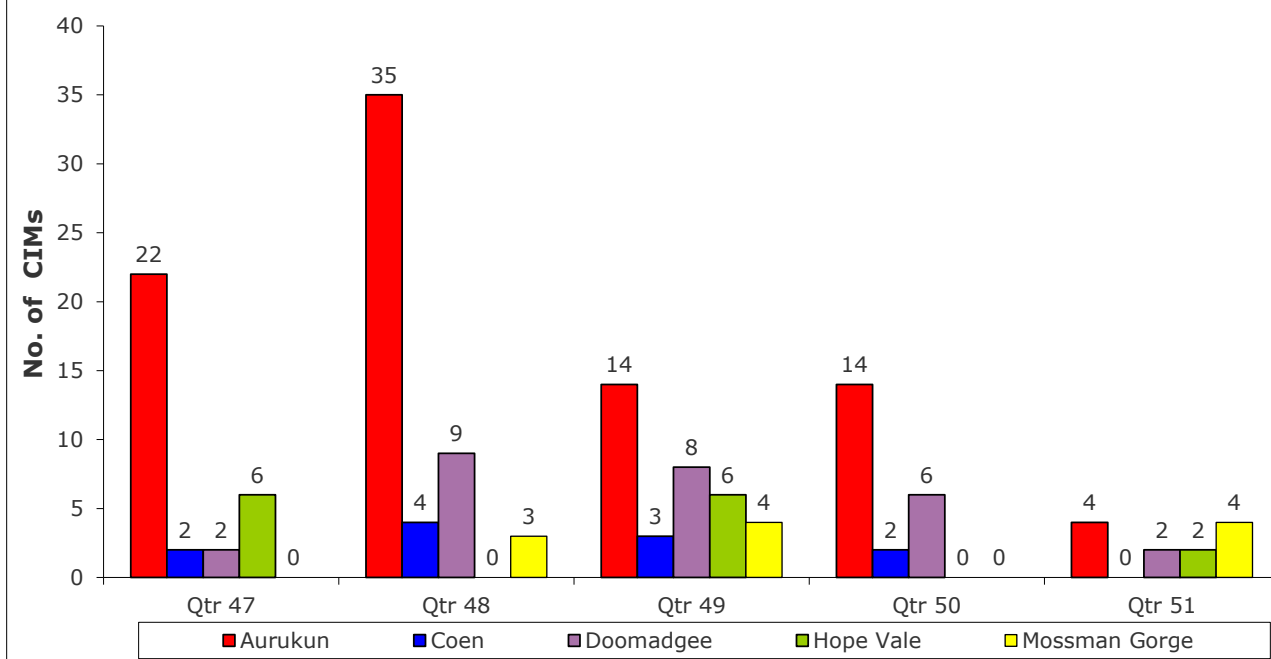
Conditional Income Management from 'Family Responsibilities' Agreements and Orders

Local Commissioners continue to use Conditional Income Management (CIM) as a decision of last resort. The 2019-20 reporting period saw a growing number of clients placed on a case plan for a referral to a support service and a CIM. This clearly demonstrates income management is delivered within a highly targeted and flexible approach nuanced to the client's circumstances. In this way, CIM is utilised as a tool to support people and children at risk, promote socially responsible choices, and as an incentive to meet individual and community obligations.

A total of 12 new CIMs relating to 12 clients were made in quarter 51, a decrease of 10 CIMs from quarter 50. Since the commencement of the Commission CIMs inclusive of original agreements and orders, extensions and amendments have been made relating to 960 clients (555 female and 405 male). Decreases were seen in Aurukun, Coen and Doomadgee of 10, 2 and 4 CIMs respectively, whilst Hope Vale and Mossman Gorge increased by 2 and 4 CIMs respectively for the quarter.

As at 31 March 2021 there were 79 clients subject to a current CIM. Commissioners continue to negotiate with clients to achieve desirable outcomes, or to demonstrate motivation and commitment to make appropriate life choices. Demonstrated positive steps toward taking responsibility provide the Commissioners with sufficient reason to consider amending or ending a CIM when requested by the client.

Conditional income management by community and quarter January 2020 to March 2021



Graph 9: Conditional income management by community and quarter 1 January 2020 to 31 March 2021.

Conditional Income Management for Domestic Violence related matters

As a subset of the total number of CIMs in the quarter, 3 were made in relation to domestic violence conferences in quarter 51, representing an increase of 2 from quarter 50.

Table 10: Domestic violence conditional income management by community and quarter 1 January 2020 to 31 March 2021

Number of Domestic Violence CIMs	Qtr 47	Qtr 48	Qtr 49	Qtr 50	Qtr 51
Aurukun	5	1	1	1	1
Coen	1	2	0	0	0
Hope Vale	1	0	0	0	0
Mossman Gorge	0	1	1	0	2
Total	7	4	2	1	3

Voluntary self-referrals from clients to the Commission

The FRC Act sets out a process under which a community member can voluntarily seek help from the Commission for a referral to a community support service (voluntary case plan) or be subject to voluntary income management. During quarter 51 no voluntary agreements were entered into for clients to attend community support services under a case plan. Although the number of clients who have engaged with the FRC on a voluntary basis remains small, it is nonetheless consistent with a broader trend of clients – specifically those entering into Family Responsibility Agreements – who are exhibiting an increased self-awareness of their personal circumstances and are willing to accept assistance from the Commission at the earliest opportunity in the conferencing process. This is discussed in more detail at *Interactions during the quarter*.

Voluntary Income Management

The Commission processed 18 Voluntary Income Management (VIM) agreements this quarter and since the commencement of the Commission in 2008, 171 clients (109 female and 62 male) have had an active VIM agreement. As at 31 March 2021 there were 25 clients on a current VIM agreement. Those clients that request a VIM agreement use income management as a savings and budget tool, often for a specified period and to deter family members from accessing their income. VIM agreements

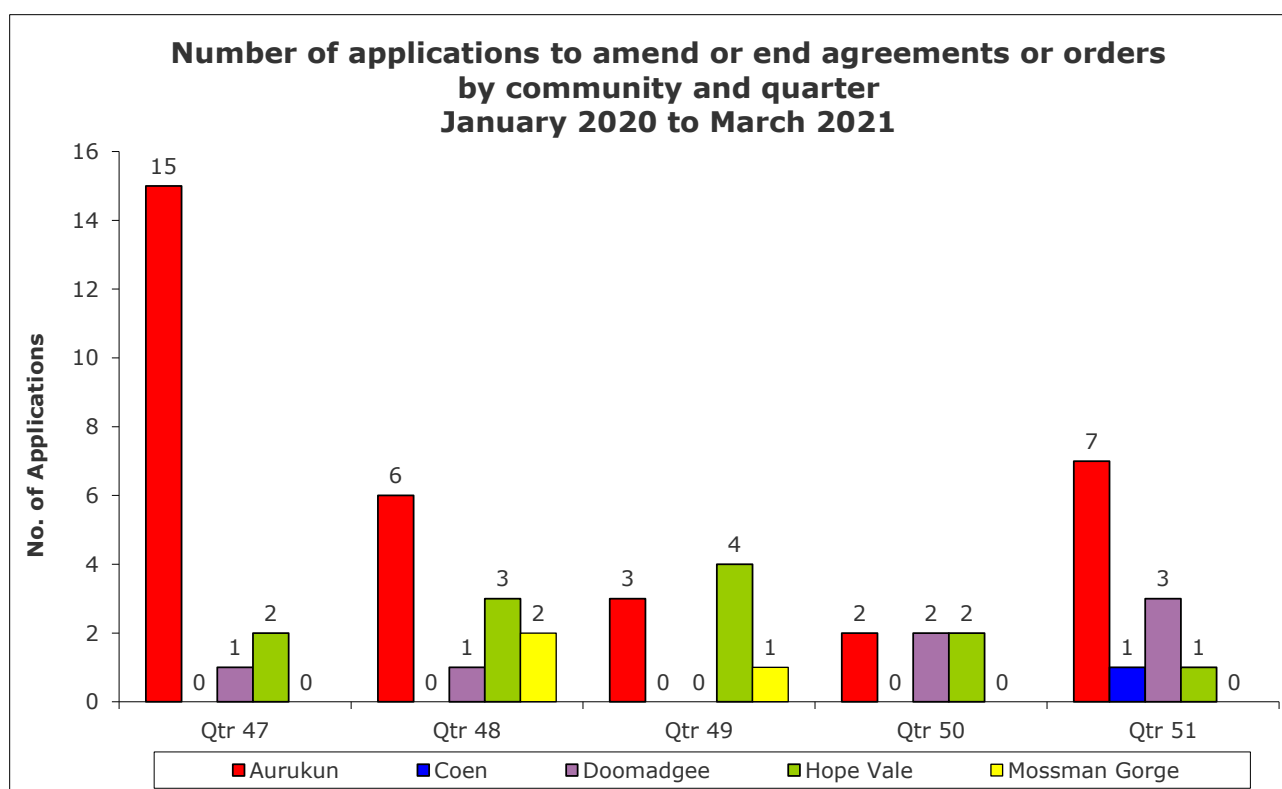
are also a useful tool to assist elderly community members (who have not otherwise been referred to the FRC) to ensure their welfare payments are expended on their own needs.

Case Management

As at 31 March 2021, 318 clients were being case-managed through a current non-voluntary case plan, a decrease of 30 from quarter 50. Decreases were seen in Aurukun, Coen, Doomadgee and Mossman Gorge of 13, 7, 2 and 10 respectively, whilst Hope Vale increased by 2.

Applications to Amend or End Agreements or Orders inclusive of Voluntary Agreements

Twelve applications (relating to 9 females and 2 males) to Amend or End an Agreement, Order or Voluntary Agreement were received in quarter 51, an increase of 6 applications from quarter 50. It should be noted that a client may apply to amend or end their Family Responsibilities Agreement, Family Responsibilities Order or Voluntary Agreement on multiple occasions throughout a quarter.



Graph 10: Applications to amend or end agreements or orders by community and quarter 1 January 2020 to 31 March 2021.

Application Hearings

To provide further clarity regarding the types of decisions made by Commissioners, application hearing outcomes/decisions will now be reported separately from conference outcomes. In past reports decisions delivered upon the hearing of amend/end applications were counted in the overall conference count. One application was withdrawn by the client prior to a hearing. A total of 11 application hearings (9 females and 1 male) were held resulting in decisions to end 5 case plans, amend 3 CIMs and end 3 CIMs. A more detailed description of the outcomes of the 12 applications received are as follows:

- 3 Applications accepted and conditional income management orders ended
- 5 Application accepted and case plans ended
- 1 Application accepted and CIM order amended from 90% to 60% for the remaining period of the existing order
- 2 Application accepted and CIM order amended from 75% to 60% for the remaining period of the existing order
- 1 Application withdrawn by client.

The Commission continues to encourage clients to participate in the Amend or End process. Commissioners report increasing client confidence to question decisions and the reasons behind decisions, both for decisions delivered by the Commission and decisions delivered by external agencies and bodies.

FRC client population by gender and age

Table 11: FRC client population by gender and age 1 January 2021 to 31 March 2021.

Information for the quarter	Female Count	Male Count		Female Average age	Male Average age
Clients for whom a notice was received during the quarter ¹⁵	345	240		38	39
Clients who conferenced during the quarter ¹⁶	196	107		36	37
Clients referred during the quarter through Family Responsibilities Agreements and Family Responsibilities Orders ¹⁷	69	41		34	37
Clients placed on CIM during the quarter ¹⁸	7	5		39	37
Clients referred during the quarter through a Voluntary Agreement ¹⁹	0	0		0	0
Clients who chose to participate in VIM during the quarter ²⁰	11	7		50	59
Clients who had an application hearing during the quarter ²¹	9	1		34	32

¹⁵ Average age of a client who received a notice for the quarter is calculated at the date of the first notice received for the client during the quarter.

¹⁶ Average age of a conferenced client for the quarter is calculated at the date of the first conference held for the client during the quarter.

¹⁷ Average age of a referred client for the quarter through a Family Responsibilities Agreement or a Family Responsibilities Order is calculated at the first conference date held where the client was placed on a case plan during the quarter.

¹⁸ Average age of a CIM'd client for the quarter is calculated at the first conference date held where the client was placed on a CIM during the quarter.

¹⁹ Average age of a referred client for the quarter through a Voluntary Agreement is calculated at the start date of the voluntary agreement where the client entered into a voluntary case plan during the quarter.

²⁰ Average age of a VIM client for the quarter is calculated at the effective date of the agreement where the client was placed on a VIM during the quarter.

²¹ Average age of an application hearing client for the quarter is calculated at the date of the first application hearing held for the client during the quarter.

Estimated resident populations:

Aurukun: The community of Aurukun had an estimated resident adult population of 950 people as at 30 June 2019^{22,23}.

Coen: The township of Coen had an estimated resident adult population of 260 people as at 30 June 2019^{22,24}.

Doomadgee: The community of Doomadgee had an estimated resident adult population of 829 people as at 30 June 2019^{22,23}.

Hope Vale: The estimated resident adult population of Hope Vale was 735 people as at 30 June 2019^{22,23}.

Mossman Gorge: The Mossman Gorge community had an estimated resident population of 87 people as at 30 June 2019^{22,25}.

²² Note: Australian Statistical Geography Standard 2016 boundaries used are local government areas for Aurukun, Doomadgee and Hope Vale, and statistical areas level 1 (SA1s) of 3139616 for Coen and 3116408 for Mossman Gorge.

²³ Note: Adults 18 years and over provided by the Queensland Government Statistician's Office (QGSO), Queensland Treasury, based on the Australian Bureau of Statistics (ABS) unpublished preliminary Estimated Resident Population (ERP) data by age and sex at the Local Government Area level for 30 June 2019.

²⁴ Note: Adults 18 years and over provided by QGSO, Queensland Treasury, based on the ABS unpublished preliminary ERP data by age and sex at the Statistical Area level 1 for 30 June 2019.

²⁵ Note: Total population provided by QGSO, Queensland Treasury, not 18 years and older, due to the small size of the total population from the ABS unpublished preliminary ERP data at the Statistical Area level 1 for 30 June 2019.

2. Future Direction and Challenges

Longitudinal performance assessment

In February of this quarter the Commission undertook a longitudinal performance assessment of outcomes achieved since the commencement of its operations in July 2008. Outlined below are the key findings from our longitudinal performance assessment which were provided to the Family Responsibilities Board, Ministers from the Queensland and Australian Governments, relevant key stakeholders and other interested parties.

Evidence of the FRC's continued ability to support individual behavioural change

The Commission has continued to build on the increased client referrals (402) made to community-based service providers during the 2019-20 financial year. ***The Commission's performance data from July 2020 to March 2021 records a total of 389 referrals (383 non-voluntary referrals from 'Family Responsibilities' Agreements and Orders and 6 voluntary referrals) – showing a sustained trend from the previous year.*** A nexus between the value of FRC's mandated referrals and positive client behavioural change is provided by Cape York Partnerships (CYP) who report that since 2014, as at 30 November 2020 239 clients have been referred to the Mpower program by the FRC for financial support. CYP provided analysis undertaken on 133 of these clients who had completed their FRC case plans. This data was provided in quarterly report 50, however, for the purposes of reporting the findings of our longitudinal performance assessment in full, they are repeated here. CYP found that ninety-one percent (91%) of the 133 clients are reported to have attended either during and/or after their case plans had concluded. Significantly, eighty-one percent (81%) of these clients continued to engage with the O-Hub after their FRC case plan term had expired by choosing to access further O-Hub resources such as Parenting and Student Education Trust support, or continuing to engage with the Mpower program on a voluntary basis. The data highlights in positive terms the willingness and motivation of clients to seek continued support - indicative of an improved self-awareness and insight – elements necessary to facilitate long term behavioural change.

Evidence of community-level impact

According to the Collins Dictionary "a generation is the period of time, usually considered to be about thirty years, that it takes for children to grow up and become adults and have children of their own". The FRC has been operating for less than half a generation (12 and a-half years) in the communities of Aurukun, Coen, Hope Vale and Mossman Gorge (and 6 and a-half years in Doomadgee), yet the data shows positive trends emerging in these communities. This suggests ***the broader reforms (of which the FRC is a key component) working in partnership with community members and their families are making progress to improve wellbeing and socio-economic outcomes in the Welfare Reform communities.*** The number of agency notices received from reporting agencies over a period were analysed relating to community members within the FRC's jurisdiction not meeting pre-determined obligations and the results in regard to Child Safety and Welfare, Housing Tenancy and Court Notices follows:

Child Safety: FRC communities report a 69% decrease in child safety investigations contrary to the state-wide upward trend of notifications for Aboriginal and Torres Strait Islander children.

During the first six years of the Commission's operations – from 2008/09 to 2013/14 - the FRC received a total of 506 agency notices from Child Safety Services advising of investigations and assessments of allegations undertaken as there was a reasonable suspicion that a child was in need of protection. At this time the FRC only operated in the four Cape York communities of Aurukun, Coen, Hope Vale and Mossman Gorge. When compared to the next six years of the Commission's operations – from 2014/15 to 2019/20 – the FRC received a total of 158 agency notices from Child Safety Services

advising of investigations and assessments of allegations undertaken as there was a reasonable suspicion that a child was in need of protection. This represents a decrease of 69% of agency notices received from Child Safety Services relating to investigations undertaken (within the FRC's jurisdiction) between the two periods.

The FRC has also seen ***an overall decrease (approximately 11%) in the total number of agency notices received from Child Safety Services***, inclusive of notifications for investigations and assessment, as well as the lowest threshold, Child Concern Reports over the same time series. In contrast the state-wide child protection trend for notifications is showing a continuous upward trajectory since 2015, notwithstanding the implementation of reforms following the Carmody Inquiry which highlighted the over representation of Aboriginal and Torres Strait Islander children in the child protection system.

Housing: FRC communities report a decrease of 32% in agency notices about residential tenancy agreements.

During the first six years of the Commission's operations (2008/09 to 2013/14) the FRC received a total of 374 agency notices from lessors of social housing relating to certain breaches of a tenant's residential tenancy agreement. When compared to the next six years of the Commission's operations (2014/15 to 2019/20) the FRC received a total of 254 agency notices. This represents a decrease of 32% of agency notices received from lessors between the two periods. These results can be attributed to the FRC's capacity to support clients through early intervention to address the issues they have raised during conference and assist them to enter into repayment agreements, mediate disputes in relation to neighbourhood behaviour or damage, and develop plans to resolve breach matters. The FRC has achieved tangible and measurable outcomes towards improving housing stability in remote Aboriginal communities, as intended by the *Aboriginal and Torres Strait Islander Housing Action Plan 2019 – 2023*. The continued operations of the FRC and possible expansion into other communities, further provides an opportunity for the Australian and Queensland Governments to leverage the success of the Commission towards attaining the *National Agreement on Closing the Gap* target by 2031 of increasing the proportion of Aboriginal and Torres Strait Islander people living in appropriately sized (not overcrowded) housing to 88 percent.

Criminal justice: FRC communities report a decrease of 23 percent in agency notices for convictions in the District and Supreme Courts

A comparison of the periods 2014/15 to 2016/17 and 2017/18 to 2019/20 show a decrease of 23 percent in the number of Supreme and District Court notices received. These jurisdictions deal with the more serious levels of offending, and the 23 percent reduction may be indicative of the early intervention mechanism which impedes the escalation of criminal behaviour and subsequent levels of harm. The FRC is a key criminal justice diversionary and demand management initiative of the Queensland Government and is consistent with justice-related Portfolio Priorities Statement. The FRC has achieved tangible and measurable outcomes towards reducing the offending and consequential conviction of serious offences in the District and Supreme Courts by adults from the Aboriginal remote communities of Aurukun, Coen, Hope Vale and Mossman Gorge. The continued operations of the FRC and possible expansion into other communities, further provides an opportunity for the Australian and Queensland Governments to leverage the success of the Commission towards attaining the *National Agreement on Closing the Gap* target by 2031 of reducing the rate of Aboriginal and Torres Strait Islander adults held in incarceration by at least 15 percent.

Socio-economic conditions: FRC communities have improved or stabilised, whilst in comparable discrete communities, conditions have declined.

The Australian Bureau of Statistics compiles a Socio-Economic Index for Areas (SEIFA) product using census data and ranks Australian communities relative to their social economic advantage or

disadvantage. The Commission has analysed this data and compared the 2011 SEIFA rating for each of the original FRC communities with their subsequent rating following the 2016 census. Three out of four communities – Aurukun, Coen and Mossman Gorge – have recorded an increase in their SEIFA rating with Hope Vale remaining stable. The FRC, by assisting clients to access support services to achieve the confidence and capability needed to obtain employment, creating purpose and allowing families to fully participate in society is contributing to the Queensland Government’s ‘Our Future State: Advancing Queensland’s Priorities’ of creating jobs in a strong economy. Welfare reform is about reducing and/or eliminating passive welfare. The Commission is enabling its clients to challenge complex behaviours presenting barriers to economic participation.

Funding uncertainty impacts operational performance and outcomes

In October 2014 the Queensland Parliament passed the *Family Responsibilities Commission Amendment Bill 2014*, with the Bill receiving Royal Assent on 27 October 2014. The policy objective of the Bill was to make the necessary amendments to the FRC Act to extend the operation of the FRC beyond 1 January 2015. Among other amendments aimed at increasing efficiencies and expanding operations, the FRC Act’s sunset clause (s152) was removed, enabling the FRC Act to continue indefinitely. With this significant development enabling the FRC Act to continue into perpetuity, the Australian and Queensland Governments commenced documenting their agreed basis for funding, administrative and reporting arrangements for the operation of the FRC in a Memorandum of Understanding (MOU). Unfortunately, each MOU has been for relatively short periods from 6 months to 2.5 years – short term at best – exacerbated by delays in execution and release of funds. Long-term strategic planning has been inhibited by the uncertainty of continuing government funding, and the term of such funding. The outcome of working in such an environment has in the past necessitated contracting specialist employment change consultants to assist staff with coping mechanisms to moderate the effects of instability and to assist them in maintaining motivation and organisational commitment. The certainty provided to the FRC through the funding commitment established under the last Memorandum of Understanding for a 2.5 year timeframe has afforded the Commission an opportunity to reset its course to better meet the significant and complex needs of its clients. Client referrals to support services for the 2019-20 financial year increased by 396.3 percent from the previous reporting period.

The FRC’s model is scalable and suitable for expansion into other communities.

Since 2018 the FRC has received a number of requests from Councils, leaders and community members of various Indigenous communities to obtain information on the work of the FRC and how it could assist them with their local challenges. They wish to seek alternative solutions and strategies to address their unique community issues.

The Commission has core infrastructure (the information management and operating systems administered by the central Registry based in Cairns) that can be leveraged on a cost-effective basis to allow scalability of the model and expansion into other communities. The Commission can provide on request an estimation of cost and details of implementation considerations should the Family Responsibilities Board, Australian or Queensland Governments recognise the benefits of expanding the FRC success into other communities.

Domestic and family violence

As can be seen from Graph 3 in this quarterly report (in jurisdiction notices by agency and quarter), the Commission has seen a gradual increase in the receipt of within jurisdiction DV order notices since quarter 47 and within jurisdiction DV breach notices since quarter 48. Aurukun, Coen, Hope Vale and Mossman Gorge all show an increase in DV Order notices from last quarter. This is an increasing trend of concern to the Local Commissioners which has resulted in the prioritisation of DV related matters

for conferencing and a corresponding increase in referrals made to support services. The Commission has identified domestic and family violence as a strategic priority and will continue to promote the need for appropriate perpetrator intervention programs suitable for client referrals in FRC communities.

Draft gambling harm minimisation plan for Queensland 2021-2025

In February of this quarter the Commission was invited to provide feedback to the Department of Justice and Attorney-General regarding the draft 'Gambling harm minimisation plan for Queensland 2021-2025'. The Commission has long been concerned with problem gambling in the welfare reform communities of Aurukun, Coen, Doomadgee, Hope Vale and Mossman Gorge and feedback was provided in relation to what the Commissioners have observed in the FRC communities. It was therefore primarily in relation to Indigenous community gambling events. The FRC Act provides a definition of 'socially responsible standards of behaviour' which includes "...a person's conduct in a community, including, for example, conduct involving drug or alcohol use, **gambling**, offensive behaviour or violence; (d) a person's use of premises that are social housing". The FRC Act clearly identifies gambling as a behaviour which is not socially responsible and could create harm.

The Commission's feedback was provided to DJAG on 23 February 2021 and stated that the key elements of the draft Plan appeared to be consistent with community expectations for gambling harm-minimisation and are appropriate. The FRC supports reference to a socially responsible industry, drive for cultural change, better understanding of gambling related harm, the tailoring of services for high-risk populations and interventions to address specific needs of at-risk communities. The FRC agrees that a collaborative and coordinated approach is required in regard to prevention and awareness raising, and stated that in Indigenous communities this approach should be led 'on the ground'. The FRC also agrees that engaging stakeholders in the design, implementation and evaluation of programs and interventions is particularly suitable to tackling gambling in Indigenous communities.

One of the primary challenges for minimising gambling harm in Indigenous communities is implementing a cultural change to the acceptance of gambling. Gambling in Indigenous communities often occurs as part of an organised social activity such as card games and Bingo and has historically been regarded as an acceptable form of recreation. Children are often present and grow up with the social acceptance of gambling as they see it (and sometimes participate in it) in their communities and family or clan groups. The Commission is advised that there is also a trend involving predominately younger people participating in more solitary forms of gambling such as online betting and pokies. This occurs when community members – who are not the subject of an income management order – travel to regional centres and visit sports centres or the Casino for entertainment.

Most gambling in remote communities is conducted by community members who cannot afford to gamble. The money used is not excess to their requirements, nor the requirements of their families. Many community members are welfare recipients with no other form of income. Little to no employment opportunities exacerbate the situation as community members have time on their hands - time to seek out social engagement and recreation especially during the wet season. These are vulnerable communities where gambling plays an underlying role in further dysfunction and flows on to hardship for the gambler's family and dependents. Creating a regulatory framework or a 'safe environment' for gambling is not applicable to these communities where illegal gambling occurs, though creating a locally adapted community regulation to outlaw illegal gambling may go some way to providing a control mechanism to curb the social practice and minimise harm.

The FRC identifies two elements to problem gambling – the first element is exerting controls and supports for 'legal' and socially acceptable gambling practices (as defined in the draft Plan), and the

second element is curbing illegal gambling which has no control framework, legal structure or safe environment. The FRC is mainly concerned with the latter and recognises that 'safer gambling' or 'safer products and services' do not present as solutions for individuals with little (if any) excess funds who are gambling their welfare payments – payments meant to meet the necessities of life.

It was reported to the FR Board on 3 November 2020 and in the FRC Annual Report 2019-20 that the problem of gambling was escalating partly due to the COVID-19 pandemic which resulted in the ceasing of Work for the Dole activities and community members' reporting obligations. As a result, many adults in households had no day to day routine as they had no requirement to attend community employment programs. Of greater concern was information received that children were also attending and engaging in gambling circles, in some cases with adult encouragement, and in others, conducting their own gambling activities with significant sums of money in the 'pot'. Further information was received that the gambling was impacting school attendance and that some children who did turn up to class were struggling with having had very little sleep. Commissioner Williams wrote to the FR Board informing them of the concerns raised. Dr Chris Sarra (Director General of DATSIP and Chair of the FR Board) responded and advised of a working group convened to address the issue and acknowledged the limited ability for the Commission to act due to the disconnect between gambling and the agency notices received by the Commission.

One of the tools at the Commissioners' disposal when making decisions at conference (although utilised as a decision of last resort) is an order that a client be the subject of Conditional Income Management (CIM). The Commissioners utilise CIM as a tool to support people and children at risk, promote socially responsible choices, and as an incentive to meet individual and community obligations by drawing together a network of support services to focus on the individual's skills gaps (social and economic). A community member may also enter into a Voluntary Income Management (VIM) agreement to assist them to manage their budget and meet the costs of everyday essentials. Certainly, income management would limit the amount of discretionary cash available to gamble with and would protect vulnerable community members from hardship as an outcome of their own problem gambling, or that of their family.

The FRC refers to the publication 'Gambling in Cape York' produced by the Cape York Institute for Policy and Leadership in November 2011. Within that publication five practical measures are suggested for Government to implement to address the problem of gambling in Indigenous communities. These five suggestions include:

- Government should work with community councils to draft community laws against gambling, enforceable by police;
- Government should work to strengthen options to assist people in controlling their money – e.g. income management together with counselling and education to support individuals to manage money by building financial literacy capability;
- Government should work with Indigenous communities to design and fund alternative activities to provide social engagement and entertainment;
- Government should implement programs to rebuild norms against gambling;
- Government should fund anti-gambling programs to be delivered in community on a regular basis.

The FRC agrees with the above recommendations and finds them compatible with the performance measurements in the draft 'Gambling harm minimisation plan for Queensland 2021-2025' – in particular:

- Increased stakeholder involvement in identifying problems and co-designing solutions
- Reduced barriers to accessing best practice help and treatment services and
- Increased community awareness and understanding of gambling harm and its impacts.

The FRC has an active and important role to play in the welfare reform communities, but unfortunately, no direct trigger for problem or illegal gambling can bring an individual before the Commission. Commissioners can, nevertheless, counsel a client whilst in conference for other agency notices should gambling be identified as a significant issue affecting their (and their family's) wellbeing. Were the FRC Act to be amended to include an agency notice for illegal gambling, the Commission would have a mandate to deal with problem gambling in isolation (being able to act solely on a gambling notice), and the role of the notifying agency would create a stronger framework for controlling illegal gambling.

The FRC would welcome the opportunity to discuss with the Family Responsibilities Board and the Queensland and Australian Governments the development of a statutory trigger to enable the FRC to better support community members who are exhibiting anti-social behaviours caused by problematic gambling.

3. Governance

Governance

Part 12 of the Act provides for the establishment of the Family Responsibilities Board (the FR Board).

The FR Board has a mandate to give advice and make recommendations to the Minister about the operation of the Commission and similarly to give advice and make recommendations to the Commissioner about the performance of the Commission's functions.

The FR Board must meet at least every six months. The meeting may be held by using any technology available which will allow for efficient and effective communication, however, the FR Board members must meet in person at least once a year. A quorum for the FR Board is comprised of two members. The FR Board's membership consists of the following members:

- Dr Chris Sarra Director-General, Department of Aboriginal and Torres Strait Islander Partnerships (Chair)
- Mr Ray Griggs AO, CSC CEO, National Indigenous Australians Agency
- Mr Noel Pearson Founder, Cape York Partnership representing the Cape York Institute.

Operational

In meeting obligations under Part 3 of the Act, the Family Responsibilities Commission Registry (the registry) commenced operations on 1 July 2008 with a central registry office established in Cairns and local registry offices operating in each of the five welfare reform communities.

The registry, managed by the Registrar, provides corporate and operational support to the Commissioner, the Local Commissioners and the Local Registry Coordinators.

4. Financial Operations

Income:

- Income received by the Commission for the period 1 January 2021 to 31 March 2021 totalled \$1,044,371. This income consisted of:
 - \$426,500 Queensland Government funding
 - \$163,250 Queensland Government funding – Doomadgee
 - \$450,000 Australian Government funding
 - \$4,621 interest received

The balance of available funds in the bank as at 31 March 2021 is \$4,559,260.

Expenditure:

- Expenditure for the period 1 January 2021 to 31 March 2021 was \$964,118.

Table 12: Expenditure in quarter 51.

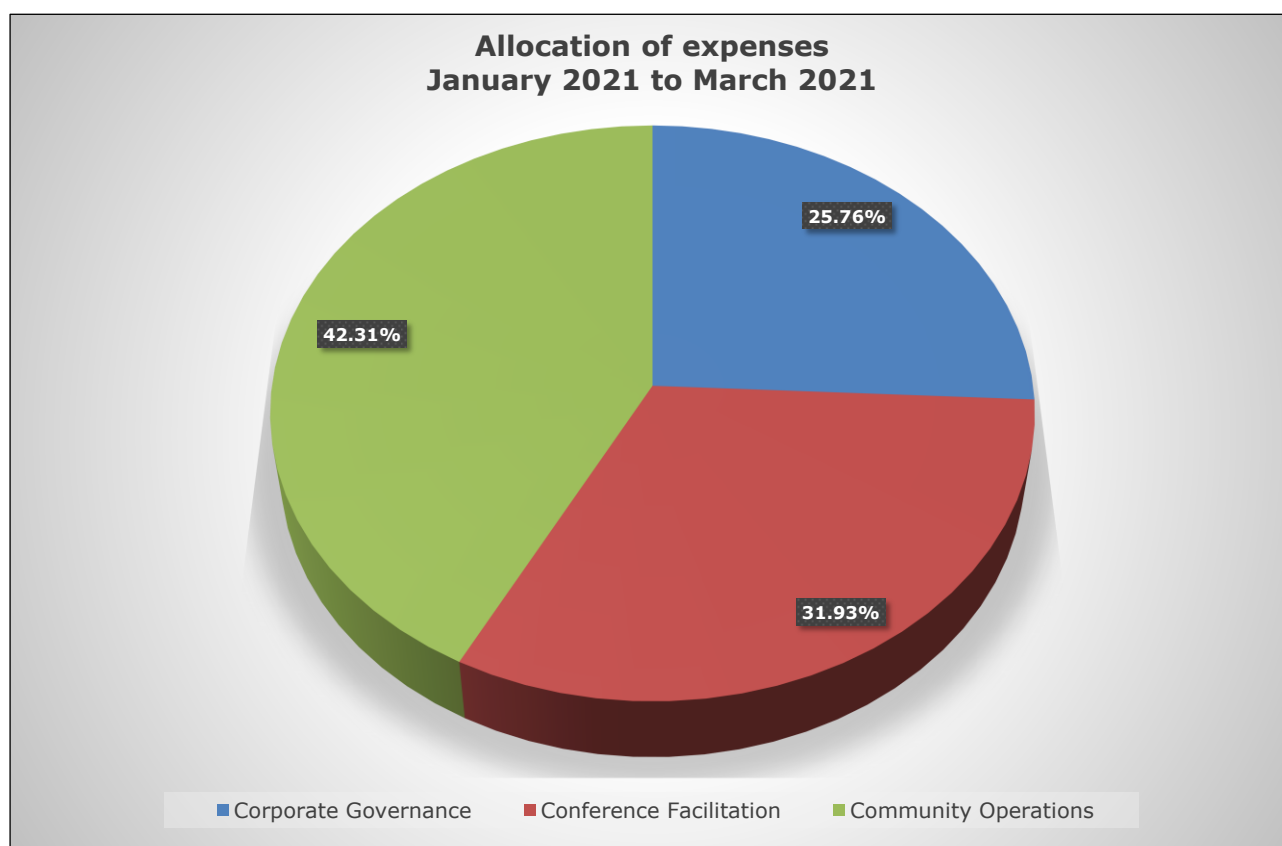
1 January 2021 to 31 March 2021	Expenditure Qtr 51	1 January 2021 to 31 March 2021	Expenditure Qtr 51
Employee salaries – FRC staff	\$539,845	Internet & IT	\$53,238
Employee salaries – Local Commissioners	\$72,900	Motor vehicle	\$10,628
Employee on costs – FRC staff	\$100,765	Property	\$55,805
Employee on costs – Local Commissioners	\$10,487	Travel	\$59,072
Other employment costs	\$7,298	General operating	\$38,039
Communications	\$3,402	Other expenses	\$12,639
		Total	\$964,118

The core functions of the FRC can be summarised into three broad categories:

- **Corporate Governance:** including corporate governance, finance, statistical reporting, training and other administrative functions to ensure the effective and efficient operations of the Commission.
- **Community Operations:** including the operational costs in each of the five communities to conduct conferences, prepare and monitor case plans for clients for attendance at community support services and prepare and monitor income management orders.
- **Conference Facilitation:** including to facilitate the holding of conferences in the five communities, provide support to the Local Commissioners and Local Registry Coordinators to hold conferences, assist with the on-going monitoring of case plans for clients through the provision of data and other information and process income management orders where considered necessary.

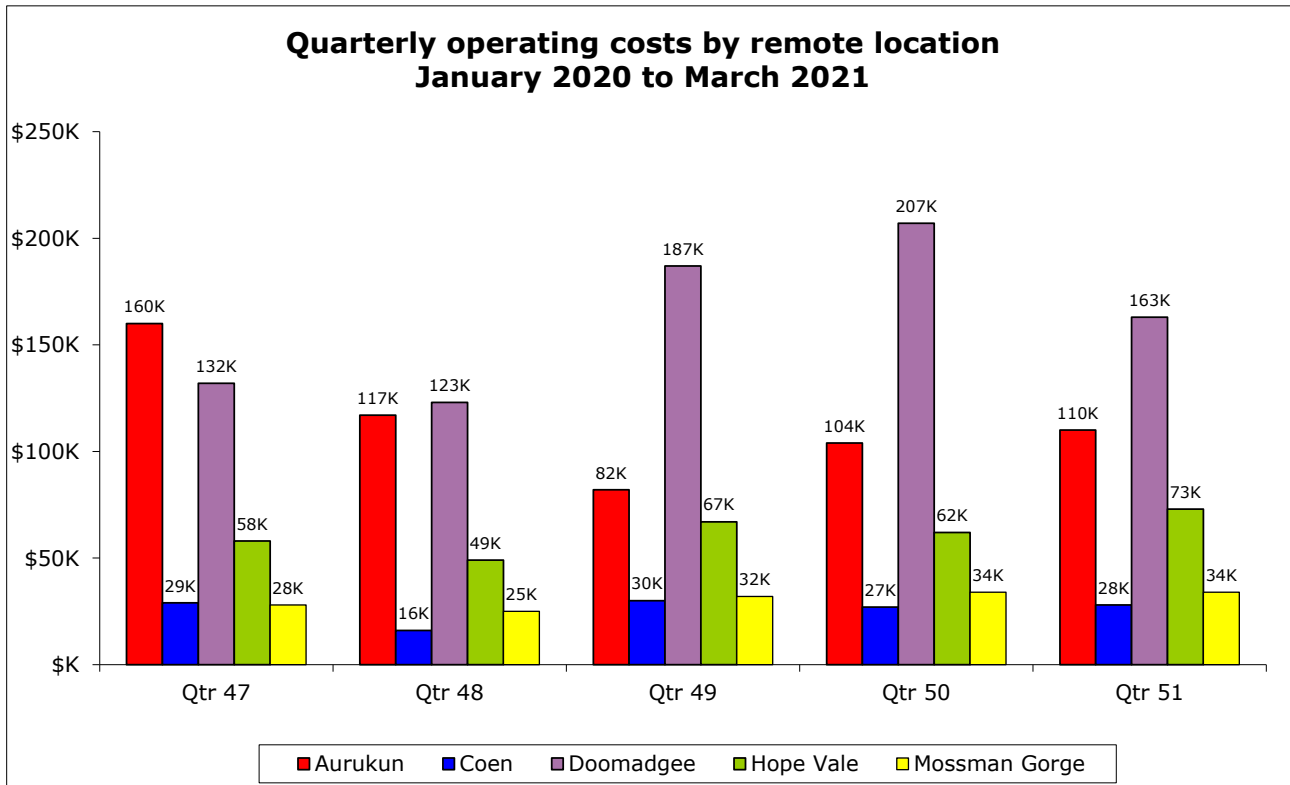
The functions of corporate governance and conference facilitation are conducted primarily in the registry office in Cairns with frequent visits to community by staff. Community operations are conducted by Local Registry Coordinators (with one of these living remotely in the larger community of Aurukun and twenty-nine Local Commissioners, resident in their respective communities, and are paid as sessional sitting Commission members for conferencing, serving notices, meetings and professional development.

The allocation of the FRC's costs in quarter 51 based on the above core functions is:



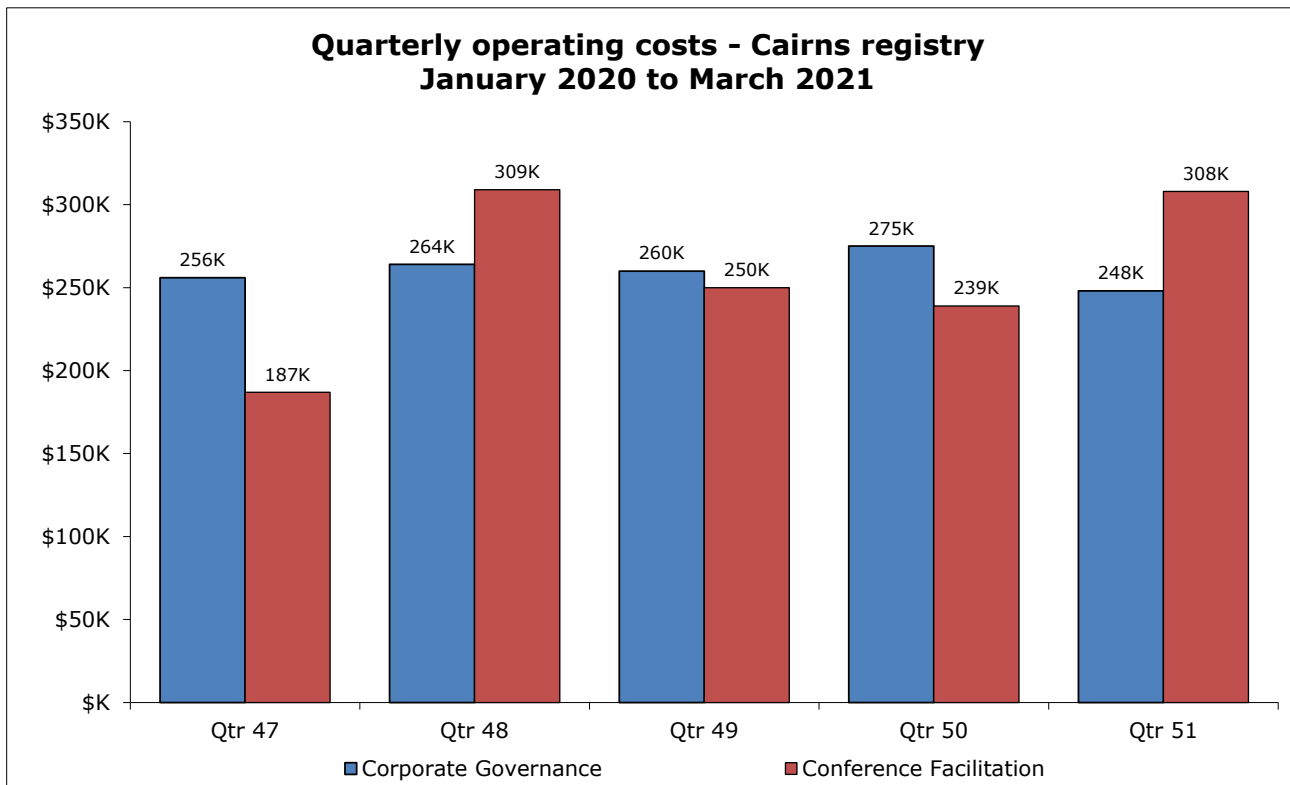
Graph 11: Allocation of expenses 1 January 2021 to 31 March 2021.

Regional operational expenditure by location and quarter.



Graph 12: Operating costs by remote location 1 January 2020 to 31 March 2021.

Cairns expenditure for quarter 51 compared to the previous four quarters.



Graph 13: Quarterly operating costs Cairns 1 January 2020 to 31 March 2021.

APPENDIX A



**SITTINGS CALENDAR 2020
FAMILY RESPONSIBILITIES COMMISSION
1 January 2021 to 30 June 2021**



Week Beginning	Monday	Tuesday	Wednesday	Thursday	Friday	Other
4 January						Cooktown Circuit
11 January						Aurukun Cape B & Coen Cape A Circuit
18 January			20	21	22	Local Registry Coordinator and Local Commissioner Workshop Doomadgee – Gulf Circuit
25 January		Public Holiday				26 Australia Day Public Holiday
1 February						Cooktown Circuit
8 February		9	10	11		Aurukun Cape B Circuit
15 February		16	17	18		
22 February		23	24	25		Doomadgee – Gulf Circuit
1 March		2	3	4		Cooktown – Circuit
8 March		9	10	11		Aurukun Cape B & Coen Cape A Circuit
15 March		16	17	18		
22 March		23	24	25		Doomadgee – Gulf Circuit
29 March		30	31		Public Holiday	2 Good Friday
5 April	Public Holiday					5 Easter Monday Cooktown – Circuit
12 April						Aurukun Cape B Circuit
19 April		20	21	22		Doomadgee – Gulf Circuit
26 April	Public Holiday		28	29		26 Anzac Day Public Holiday

Week Beginning	Monday	Tuesday	Wednesday	Thursday	Friday	Other
3 May	Public Holiday		5	6		3 Labour Day Cooktown – Circuit
10 May		11 11	12	13 13		Aurukun Cape B & Coen Cape A Circuit
17 May	Public Holiday	18 18	19	20		17 Hope Vale Evacuation Day Doomadgee – Gulf Circuit
24 May		25	26	27 27		
31 May		1		Public Holiday		3 Mabo Day Cooktown – Circuit
7 June		8 8	9 9	10		11 Reconciliation Re-enactment Commemoration Aurukun Cape B Circuit
14 June		15 15	16	17		18-19 Mount Isa Show 18- 20 Cooktown Discovery Festival Doomadgee – Gulf Circuit
21 June						Local Commissioner Development Week
28 June						

LEGEND

	Office Days
	Public Holidays
	Aurukun Sitting
	Coen Sitting
	Doomadgee Sitting
	Hope Vale Sitting
	Mossman Gorge Sitting
∅	Cancelled Conference

OFFICE	CONTACT NAME	Phone	Mobile	Facsimile
Cairns – Commissioner	Ms Tammy Williams	4081 8413	0447 739 137	4041 0974
Cairns – Deputy Commissioner	Mr Rod Curtin	4081 8410	0419 647 948	4041 0974
Cairns – Registrar	Ms Maxine McLeod	4081 8412	0409 461 624	4041 0974
Cairns – Executive Officer (Finance)	Ms Tracey Paterson	4081 8411	0429 495 353	4041 0974
Acting Client Manager	Ms Sandi Rye	4081 8410	0438 195 342	4041 0974
Aurukun Local Registry Coordinator	Mr Bryce Coxall	4060 6185	0428 985 106	4041 0974
Acting Coen Local Registry Coordinator	Mr Simeon Miglioranza		0417 798 392	4041 0974
Acting Doomadgee Local Registry Coordinator	Mr Brenden Joinbee	4745 8111	0418 666 204	4041 0974
Acting Hope Vale Local Registry Coordinator	Ms Josephine Pinder	4060 9153	0408 482 026	4041 0974
Acting Mossman Gorge Local Registry Coordinator	Mr Simeon Miglioranza		0417 798 392	4041 0974