

# **Family Responsibilities Commission**

*Report to the Family Responsibilities Board*

## **Quarterly Report**

**No. 52**

**April 2021 to June 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 52 with comparisons shown to the previous quarter.

**Table 1:** Activity from 1 January 2021 to 30 June 2021.

<b>Activity for the quarter</b>	<b>Qtr 51</b>	<b>Qtr 52</b>
Total number of notices received by the Commission <sup>1</sup>	2,014	2,154
Number of notices within jurisdiction	1,059	1,144
Number of notices not within jurisdiction	955	1,010
Number of clients notified to the Commission from notices within jurisdiction	585	567
<b>Conferences and amend/end application hearings for Family Responsibilities Agreements and Family Responsibilities Orders</b>		
Conferences conducted	371	365
Number of clients served to attend conference	303	289
Amend/end application hearings conducted for Family Responsibilities Agreements and Family Responsibilities Orders	11	1
Number of amend/end application hearing clients	10	1
Attendance percentage for conferences and amend/end application hearings for Family Responsibilities Agreements and Family Responsibilities Orders	63%	57%
Non-attendance percentage with acceptable (reasonable) excuse for conferences and amend/end application hearings for Family Responsibilities Agreements and Family Responsibilities Orders	38%	28%
<b>Conference outcomes</b>		
Agreements to attend community support services	89	84
Orders made to attend community support services	21	29
Referrals to service providers from Family Responsibilities Agreements and Family Responsibilities Orders <sup>2</sup>	154	136
Orders made for CIM	12	25
<b>Amend/end hearing outcomes for Family Responsibilities Agreements and Family Responsibilities Orders</b>		
Case Plan End	5	0
CIM Amend	3	0
CIM End	3	1
<b>Voluntary Agreements</b>		
Voluntary agreements for a voluntary case plan	0	6
Voluntary referrals to service providers	0	8
Voluntary agreements for VIM	18	67
<b>Amend/end hearing outcomes for Voluntary Agreements</b>		
VIM End	0	1

<sup>1</sup> 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).

<sup>2</sup> An agreement and a decision can have multiple case plans which in turn can have multiple referrals where a service providers has multiple programs.

<b>Other activity</b>	<b>Qtr 51</b>	<b>Qtr 52</b>
Applications to Amend or End received	12	3
Applications accepted	92%	67%
Applications withdrawn	8%	0%
Applications pending <sup>3</sup>	0%	33%
<b>Information as at the last day of the quarter</b>		
Number of clients case-managed through current non-voluntary case plan	318	288
Number of clients subject to a current CIM	79	65
Number of clients on a current VIM	25	79

### **Emergence of positive trends showing clients accepting personal responsibility**

The statistics reported above in table 1 for the quarter April to June 2021 reveal a continuing high number of agreements entered into to attend community support services, the highest number of voluntary agreements for a voluntary case plan (6, and 11 for the financial year 2020-21), and notably a 272 percent increase in voluntary agreements for voluntary income management (VIM). This is a positive indication that community members are developing a consciousness of their actions and personal circumstances by accepting assistance from the FRC to resume primary responsibility for their own and their family's wellbeing.

For further analysis of the income management and voluntary self-referral statistics for this reporting period refer to pages 17 to 18.

In light of the fact that this reporting period has closed off the 2020-21 financial year, it is worthwhile providing a summary analysis of the 2020-21 year compared to the previous 2019-20 financial year.

- There has been 1078 percent increase in agreements entered into by clients expressing a willingness to attend support services from 23 in 2019-20 to 271 in 2020-21.
- There has been a corresponding 48 percent decrease in orders imposed by the FRC mandating clients to attend support services from 302 in 2019-20 to 157 in 2020-21.
- The FRC referred 359 clients to attend support services in 2020-21, the highest number in the FRC's 13 year history, made up of 241 female and 118 male clients with an average female age of 36 and average male age of 38.
- The FRC issued 519 referrals in 2020-21, a 29 percent increase from 2019-20 and the third highest number of referrals in the history of the FRC. The last time the FRC issued over 500 referrals was 11 years ago in 2009-10.
- There has been a 58 percent decrease in orders imposed by the FRC as a decision of last resort, for conditional income management (CIM) of a client's welfare payments from 219 in 2019-20 to 93 in 2020-21.
- In 2020-21, 90 clients were put on a CIM (inclusive of orders and agreements), a decrease of 45 percent from 165 clients in 2019-20. Again females make up the majority with 61 female clients and 29 male clients with an average female age of 37 and average male age of 39.
- There has been a 370 percent increase in the number of agreements entered into by self-referring community members requesting that a portion of their welfare payments be subject to voluntary income management (VIM). VIM agreements entered into by

<sup>3</sup> Application received at the end of the quarter, decision pending.

clients increased from 20 in 2019-20 to 94 in 2020-21, pertaining to 89 clients. Five of these clients requested a further agreement upon the expiry of their original VIM period to continue income management. Sixty-one of these clients were female and 28 were male. The average age for the female client was 50 and the average age for the male was 53.

- As at 30 June 2021 there were more clients currently on a VIM than a CIM – another first in the history of the FRC - with 79 clients on a VIM (4 clients pending Centrelink action) and 65 clients on a current CIM.

### **Family Responsibilities Board**

The 42nd meeting of the Family Responsibilities Board was held this quarter on 4 May 2021. Consideration was given to a report of Commissioner's concerns as to the orderly functioning of the Commission on a continuing entity basis progressing into the 2021-22 financial year, in particular seeking advice on future funding commitments so that contractual obligations arising prior to 30 June 2021 could be negotiated and performed. Each year the responsible person (the FRC Commissioner) is required to undertake an assessment as to whether it is appropriate to prepare the financial statements on a going concern basis. A **going concern basis** requires the responsible person to contemplate the continuity of a significant portion of normal business activities and the realisation of assets and settlement of liabilities in the normal course of business for a minimum of 12 months from date of signing of the financial statements (which usually occurs in August of each year for the preceding financial year ending in June). The Commission was advised by the Chair of the FR Board, Dr Chris Sarra, that the Queensland and Australian Governments were negotiating the terms of the FRC funding Memorandum of Understanding, and that the Queensland Government was likely to commit to funding to mid-2022, during which time there would be a commitment to review the FRC. Further, DSDSATSIP advised that in the absence of an agreed FRC funding term, they would progress a 12-month appointment process for the FRC Commissioner, Deputy Commissioner and Local Commissioners. The FRC was advised that nominations submitted for additional Local Commissioners would not be considered at this time, but may be considered in the first quarter of the new FRC funding term.

### **Local Commissioner Development Week**

The Commission is committed to providing professional development to the Local Commissioners as required by the FRC Act under section 22 (Commissioner's functions) and section 35 (Registrar's functions). A Local Commissioner Development Week was conducted during the week commencing 21 June 2021. Local Commissioners from each community travelled to Cairns and participated in:

- emotional intelligence training provided by Megan Bayliss of The Junk Wave – how to identify and regulate one's emotions and understand the emotions of others in order to build relationships, reduce team stress, defuse conflict and improve job satisfaction;
- fraud and corruption training provided by the Crime and Corruption Commission – how to make safe and appropriate decisions in a complex social and cultural environment where lawful decisions are made by the Commissioners under a 'special measure' involving the anti-social behaviour of community members; and
- domestic and family violence certificate training provided by the Cairns Regional Domestic Violence Service – how to understand what constitutes domestic violence, and how to understand and conference victims and perpetrators.

The Commissioners were very pleased to attend this year as the advent of COVID-19 caused the cancellation of the 2019-20 Local Commissioner Development Week.

Presentations were also delivered to the delegates by Apunipima Cape York Health Council on referral options for FRC clients, and by the Cape York Institute. The Local Commissioners had an opportunity to discuss their concerns about the social impacts of long-term unemployment, under employment and a welfare mentality, and the need to create school and welfare-to-work solutions for young people. The week concluded with a round table discussion facilitated by Commissioner Williams to assess available data, identify achievements and set strategic priorities to best position the FRC for the future.

### **Reappointment of Commissioners**

On 30 June the Commission was advised by DSDSATSIP that the Governor in Council had approved the reappointment of Commissioner Williams as the FRC Commissioner for the period 1 July 2021 to 30 June 2022. Further, to support the Commissioner in her role, Mr Rodney Curtin had been reappointed as Deputy Commissioner, as well as 26 Local Commissioners for the period 1 July 2021 to 30 June 2022 as follows:

Aurukun	Mr Edgar Kerindun, Ms Vera Koomeeta, Ms Doris Poonkamelya, Ms Dorothy Pootchemunka, Ms Keri Tamwoy and Ms Ada Woolla
Coen	Ms Elaine Liddy, Ms Maureen Liddy, Ms Alison Liddy and Ms May Kepple
Doomadgee	Mr Guy Douglas, Mr Christopher Logan, Ms Eleanor Logan, Ms Elaine Cairns, Ms Dawn Aplin, Ms Isabel Toby and Ms Kaylene O'Keefe
Hope Vale	Ms Erica Deeral, Mr Victor Gibson, Ms Doreen Hart, Ms Cheryl Cannon, Ms Selina Kerr-Bowen, Mr Robert Gibson and Ms Priscilla Gibson
Mossman Gorge	Ms Loretta Spratt and Mr George Ross-Kelly.

Additional to the reappointments of Commissioner, Deputy Commissioner and Local Commissioners, Family Responsibilities Board Members were also appointed by the Governor in Council for the period 1 July 2021 to 30 June 2022 as follows:

Mr Robert (Bob) Gee	Director-General, Department of Agriculture and Fisheries, as Chair
Mr Ray Griggs	AO, CSC, Chief Executive Officer, National Indigenous Australians Agency (NIAA)
Mr Noel Pearson	Founder, Cape York Partnership representing the Cape York Institute.

### **An evolution in data collection**

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. Moreover, this substantial development has expanded the system to capture beneficial data that will assist in providing more data-driven and client-focused outcomes. Processes and workflows were transformed with coherent mapping aligned to the objects of the *Family Responsibilities Commission Act 2008* and other relevant provisions to support the data strategy of the Commission. Examples of the upgrade and evolved data reporting are reflected in table 1 and further tables throughout this report.

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### **Abbreviations**

AU	Aurukun
CO	Coen
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
DM	Doomadgee
DVB	Domestic Violence Breach
DVO	Domestic Violence Order
EQ	School attendance notice
FRA	Family Responsibilities Agreement
FRC	Family Responsibilities Commission
HT	Housing tenancy breach
HV	Hope Vale
MAG	Magistrates Court notice
MG	Mossman Gorge
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)

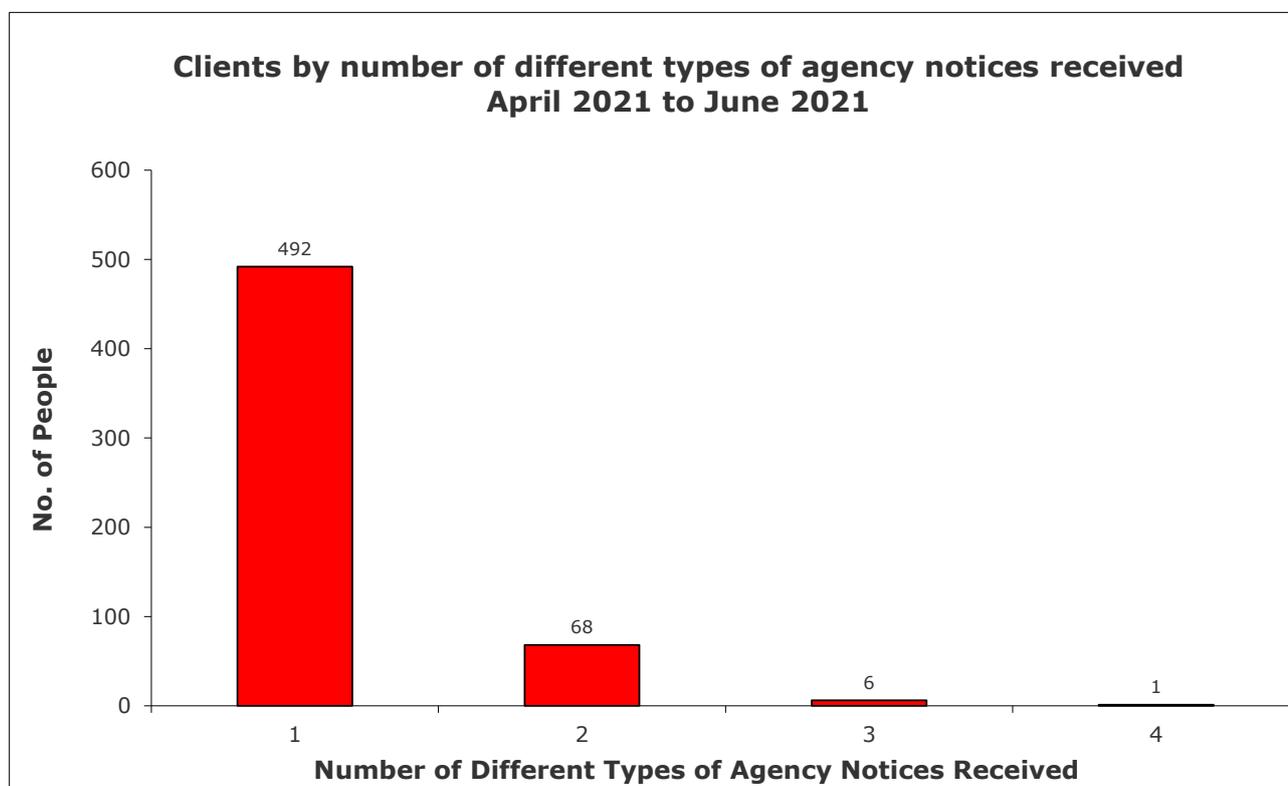
# Family Responsibilities Commission Welfare Reforms

Report to 30 June 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 52, 492 clients (87 percent) were notified to the Commission with only one type of trigger notice, however, the remaining 75 clients (13 percent) received more than one type of trigger notice.



**Graph 1:** Number of clients by number of different types of agency notices received 1 April 2021 to 30 June 2021.

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

- 57 percent received a school attendance (EQ) notice
- 16 percent received a Magistrate Court (MAG) notice
- 5 percent received a domestic violence order (DVO) notice
- 4 percent received a child safety and welfare (CS) notice
- 3 percent received a housing tenancy breach (HT) notice
- 1 percent received a domestic violence breach (DVB) notice and
- 1 percent received a school non-enrolment (SEN) notice.

The remaining sole trigger notice received for a Commission client during the quarter was 1 client with a District Court (DIS) 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 75 clients with more than one type of trigger notice. One can see that predominantly there is a nexus between Court convictions and domestic violence orders/breaches with education notices and child safety issues, and also a strong nexus between child safety issues and education notices.

**Table 2:** Number of clients with multiple and differing agency notices (i.e. Child Safety and Welfare (CS), Domestic Violence Order (DVO), Domestic Violence Breach (DVB), Magistrates Court (MAG), District Court (DIS), Education Queensland for school attendance (EQ), Housing Tenancy Breach (HT) and School Enrolment (SEN) from 1 April 2021 to 30 June 2021<sup>4</sup>.

Type of Agency Notice/s	Number of clients
CS,DVB,EQ,MAG	1
CS,DVO	1
CS,EQ	17
DIS,DVB	1
DIS,DVB,SEN	1
DIS,EQ	2
DVB,DVO	1
DVB,DVO,MAG	1
DVB,EQ,MAG	3
DVB,MAG	13
DVO,EQ	4
DVO,MAG	7
EQ,HT	6
EQ,HT,MAG	1
EQ,MAG	15
HT,MAG	1
<b>Total</b>	<b>75</b>

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.

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

<sup>4</sup> Refer to the descriptions of abbreviations on page 6.

consciousness of their actions and are demonstrating early insight into the effect those actions have on others.

**Table 3:** Number of voluntary agreements (where a client has agreed to a voluntary case plan or voluntary income management) entered into 1 April 2021 to 30 June 2021<sup>5</sup>.

<b>Voluntary Agreements</b>			
	<b>VCP</b>	<b>VIM</b>	<b>Total</b>
<b>Total</b>	<b>6</b>	<b>67</b>	<b>73</b>

**Table 4:** Number of decisions by agreement (where a client has agreed to a case plan or conditional income management) entered into 1 April 2021 to 30 June 2021<sup>5</sup>.

<b>Decisions by Agreement</b>			
<b>Community</b>	<b>CP</b>	<b>CIM</b>	<b>Total</b>
AU	39	0	<b>39</b>
CO	5	0	<b>5</b>
DM	21	0	<b>21</b>
HV	7	0	<b>7</b>
MG	12	0	<b>12</b>
<b>Total</b>	<b>84</b>	<b>0</b>	<b>84</b>

**Table 5:** Number of decisions by order (including where the FRC has mandated a client be the subject of a case plan or conditional income management) from 1 April 2021 to 30 June 2021<sup>5</sup>.

<b>Decisions by Order</b>							
<b>Community</b>	<b>CP</b>	<b>CP &amp; CIM Concurrently</b>	<b>CIM</b>	<b>No Further Action</b>	<b>Recommend Support Service</b>	<b>Reprimand</b>	<b>Total</b>
AU	3	1	7	25	1	3	<b>40</b>
CO	2	1	2	2	1	0	<b>8</b>
DM	4	3	4	10	1	14	<b>36</b>
HV	10	3	1	17	0	4	<b>35</b>
MG	2	0	3	3	0	8	<b>16</b>
<b>Total</b>	<b>21</b>	<b>8</b>	<b>17</b>	<b>57</b>	<b>3</b>	<b>29</b>	<b>135</b>

**Table 6:** Number of decisions by application hearing (where a client seeks to alter or end their original FRC decision because their circumstances or behaviours has changed) from 1 April 2021 to 30 June 2021<sup>5</sup>.

<b>Decisions by Application Hearing</b>				
<b>Community</b>	<b>CP End</b>	<b>CIM Amend</b>	<b>CIM End</b>	<b>Total</b>
<b>Total</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>

<sup>5</sup> Refer to the descriptions of abbreviations on page 6.

**Table 7:** Number of decisions of voluntary amend/end applications (where a self-referred client seeks to alter or end their voluntary income management agreement because their circumstances have changed) from 1 April 2021 to 30 June 2021<sup>6</sup>.

<b>Decisions of Voluntary Amend/End Applications</b>		
<b>Community</b>	<b>VIM End</b>	<b>Total</b>
<b>Total</b>	<b>1</b>	<b>1</b>

During quarter 52 the number of interactions highlighted in tables 3, 4, 5, 6 and 7 related to a total of 249 clients (164 female and 85 male). To clarify the variability of client interactions, the following may occur during the reporting period:

- 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.
- A client may be placed on a CIM order at 60%, 75% or 90% and then have their percentage of income management reduced or increased later in the quarter.
- A client may be separately or concurrently placed on a case plan and income management throughout the quarter, and a client may be placed on an income management order but then placed on a case plan under a decision by agreement.
- A client may have entered into a voluntary agreement for voluntary income management along with a separate case plan to attend support services under a decision by agreement.

Clients with complex and multifaceted issues often require solutions which are best coordinated with multiple service providers who can extend assistance to family members. This requires the Commissioners to take a holistic approach to their decision-making by involving, where appropriate, family and clan group members at conference, together with a network of relevant service providers. This holistic approach assists in creating a more informative, culturally relevant and empowering experience for the client so they can 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 during quarter 52 reinforce the Commission’s belief that our clients are displaying a willingness to change and taking personal responsibility for their wellbeing and the wellbeing of their family. The following highlights for the period 1 April 2021 to 30 June 2021 support our assertion:

- 54 percent of clients entered into a Family Responsibilities Agreement or self-referred to the FRC and sought a voluntary agreement during the quarter;
  - As a subset of the above, 34 percent of clients specifically entered into a voluntary agreement with either no other interactions, or a decision for no further action;
- 18 percent of clients did not require any further action on their matter/s, where no further action was the only outcome;
- 10 percent of clients were considered to only require a reprimand for their actions.

<sup>6</sup> Refer to the descriptions of abbreviations on page 6.

There remains a small cohort of clients who come before the Commission who are still developing insight into their actions and are less inclined to change their behaviours. The Commissioners have made the following decisions in those situations:

- 8 percent of clients were ordered to attend a support service under a case plan;
- 6 percent of clients were placed on a CIM order;
- 3 percent of clients were placed on a CIM order and ordered to attend a support service;
- 1 percent of clients were ordered to attend a support service followed by a no further action; and
- 1 client was placed on a CIM order followed by a reprimand.

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.

### Notices

In quarter 52 the Commission received 2,154 agency notices<sup>7</sup>. Some individuals may have been the subject of more than one agency notice. Of that figure 1,144 notices (53 percent) relating to 567 clients were within the Commission's jurisdiction, and 1,010 notices (47 percent) were outside the Commission's jurisdiction.

**Table 8:** Notices in jurisdiction by type and community 1 April 2021 to 30 June 2021.

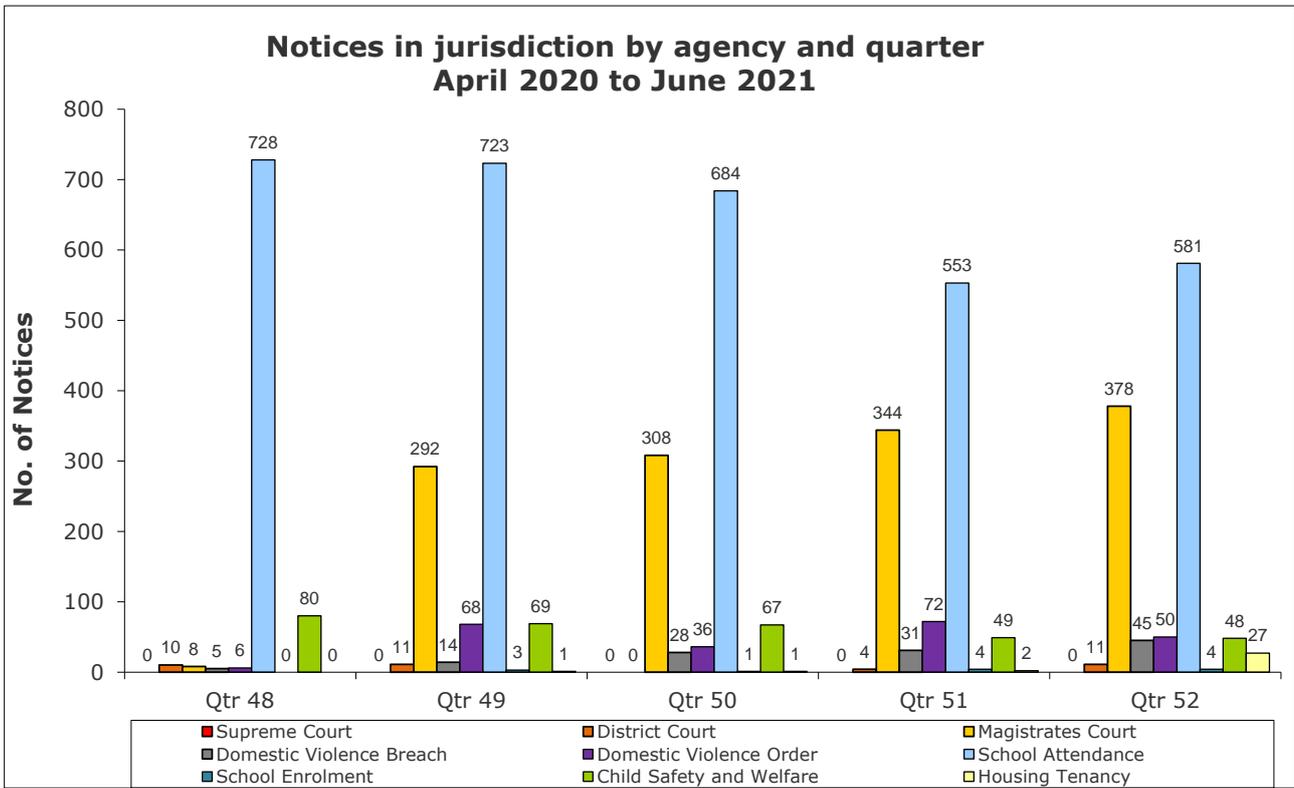
Type of Notice	AU	CO	DM <sup>8</sup>	HV	MG	Total
Supreme Court notices	0	0	0	0	0	<b>0</b>
District Court notices	10	1	0	0	0	<b>11</b>
Magistrates Court notices	225	20	0	99	34	<b>378</b>
Domestic Violence Breach notices	26	1	0	15	3	<b>45</b>
Domestic Violence Order notices	21	4	0	18	7	<b>50</b>
School Attendance notices	196	6	269	92	18	<b>581</b>
School Enrolment notice	0	3	0	1	0	<b>4</b>
Child Safety and Welfare notices						
Child Concern Reports	6	2	28	2	1	<b>39</b>
Finalised Child Protection Investigations	9	0	0	0	0	<b>9</b>
Housing Tenancy notices	20	0	0	7	0	<b>27</b>
<b>Total</b>	<b>513</b>	<b>37</b>	<b>297</b>	<b>234</b>	<b>63</b>	<b>1144</b>

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

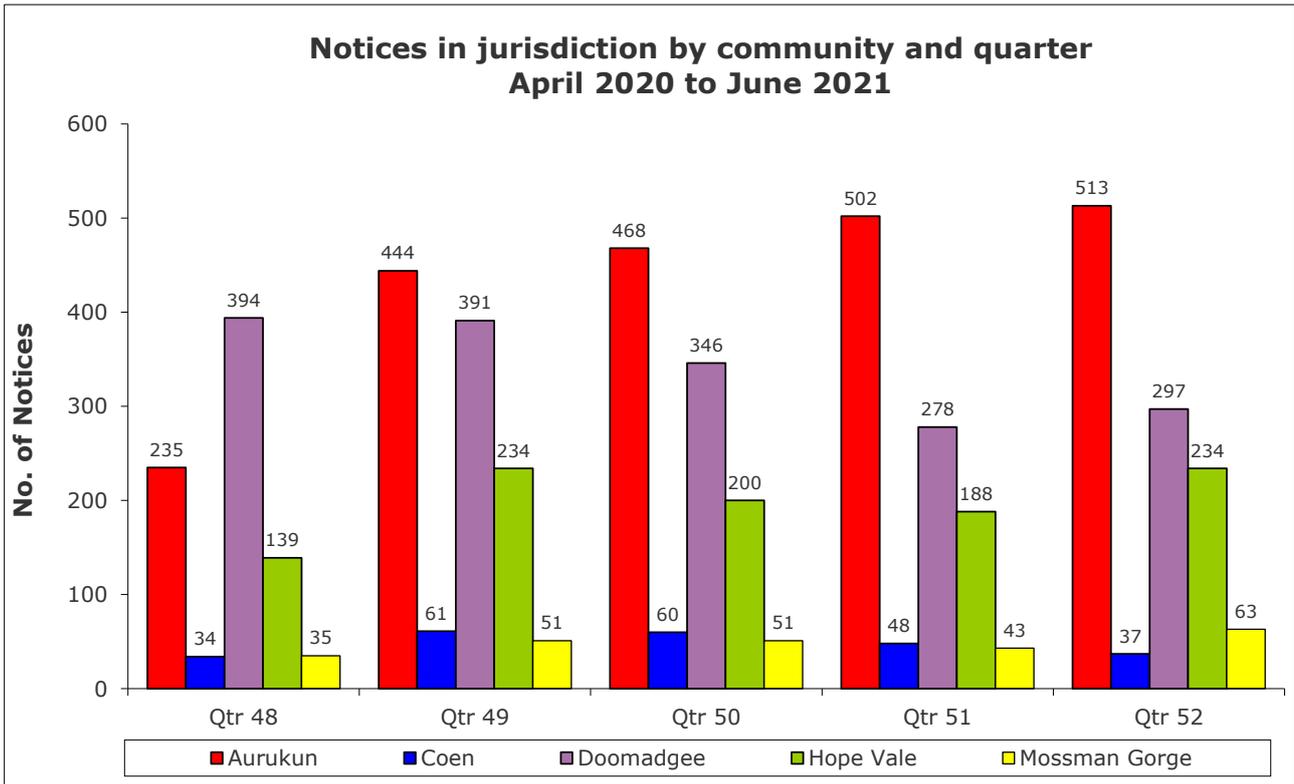
- Aurukun received 513 notices relating to 245 clients (143 female and 102 male)
- Coen received 37 notices relating to 16 clients (10 female and 6 male)
- Doomadgee received 297 notices relating to 162 clients (116 female and 46 male)
- Hope Vale received 234 notices, relating to 112 clients (56 female and 56 male)
- Mossman Gorge received 63 notices relating to 32 clients (22 female and 10 male).

<sup>7</sup> 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.

<sup>8</sup> 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.

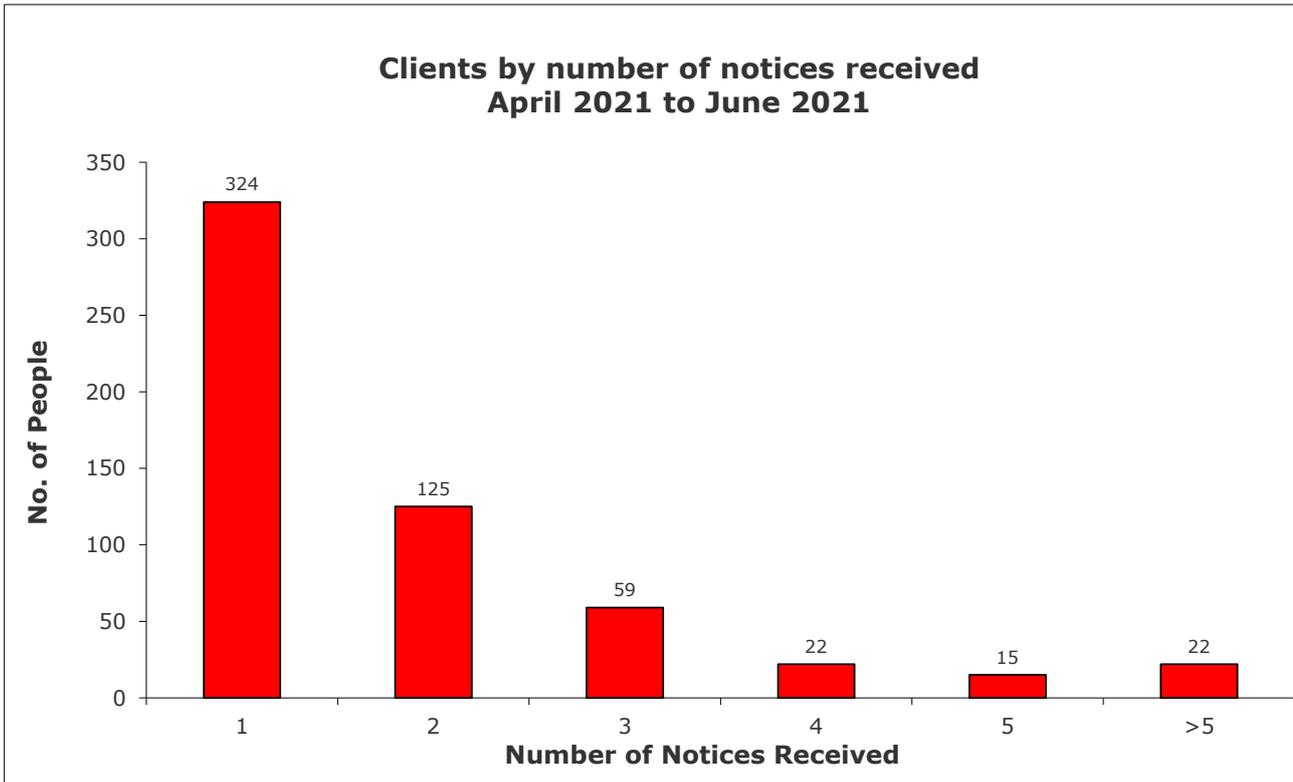


**Graph 2:** Notices in jurisdiction by agency processed and quarter 1 April 2020 to 30 June 2021.



**Graph 3:** Notices in jurisdiction by community and quarter 1 April 2020 to 30 June 2021.

For quarter 52, 43 percent of clients received more than one notice and 4 percent 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 (57 percent) have received only one notice during the reporting period. This trend has been observed over the past twelve months. Twenty-nine new clients were added to the Commission’s database during the quarter.



**Graph 4:** FRC clients by number of notices 1 April 2021 to 30 June 2021<sup>9</sup>.

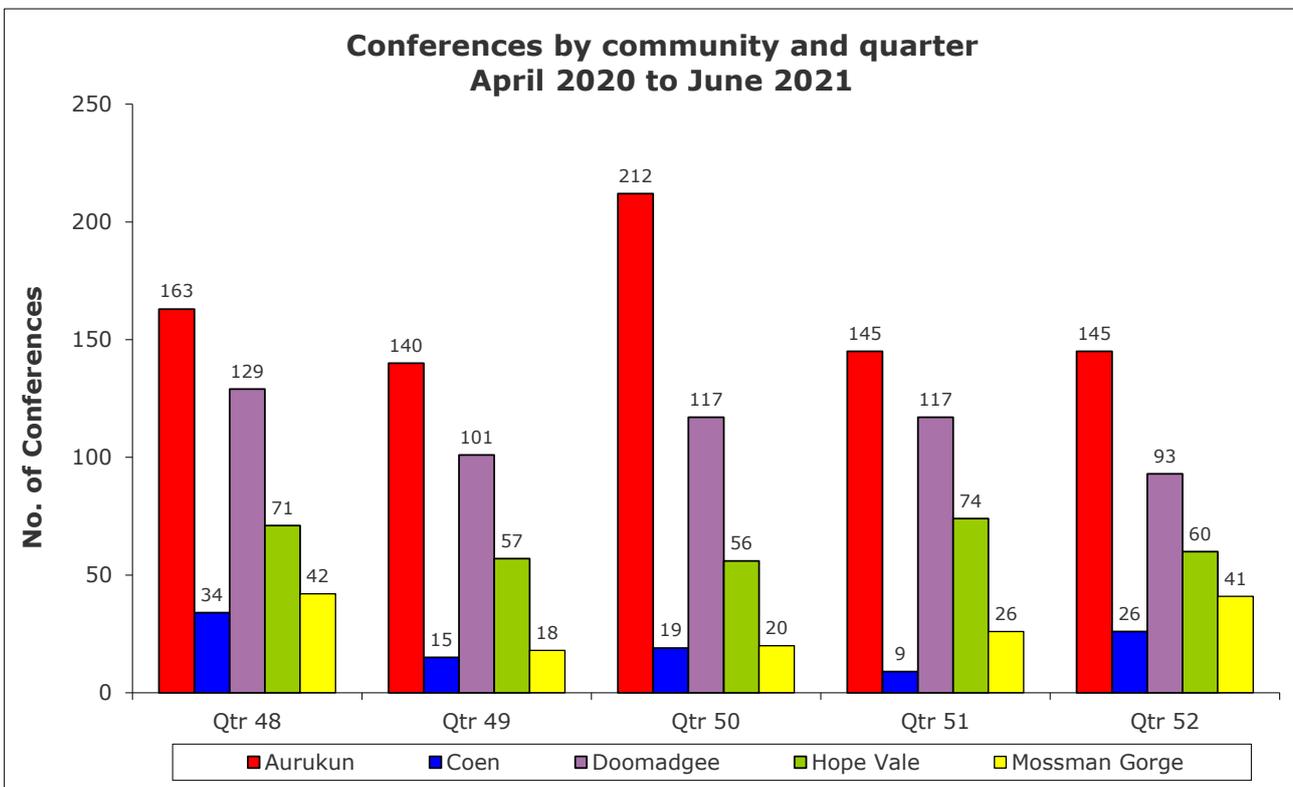
**Conferences**

The total number of conferences held across the five communities in quarter 52 decreased from 371 in quarter 51 to 365 conferences<sup>10</sup> (relating to 289 clients served to attend conference), resulting in 84 agreements to attend community support services, 29 orders to attend community support services and 25 new CIM orders issued. When compared to last quarter there was a decrease of 5 agreements to attend community support services, an increase of 8 orders to attend community support services and an increase of 13 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, and 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. Attendance at conference decreased from 62 percent in quarter 51 to 57 percent in quarter 52, and non-attendance with what the Commissioners considered a reasonable justification decreased from 38 percent in the previous quarter to 28 percent during this reporting period. Reasons for the lower than usual attendance at conference include the ongoing impacts from COVID-19, community unrest and sadly, an increase in the number of funerals and associated Sorry Business held during the reporting 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 outcomes section.

<sup>9</sup> 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.

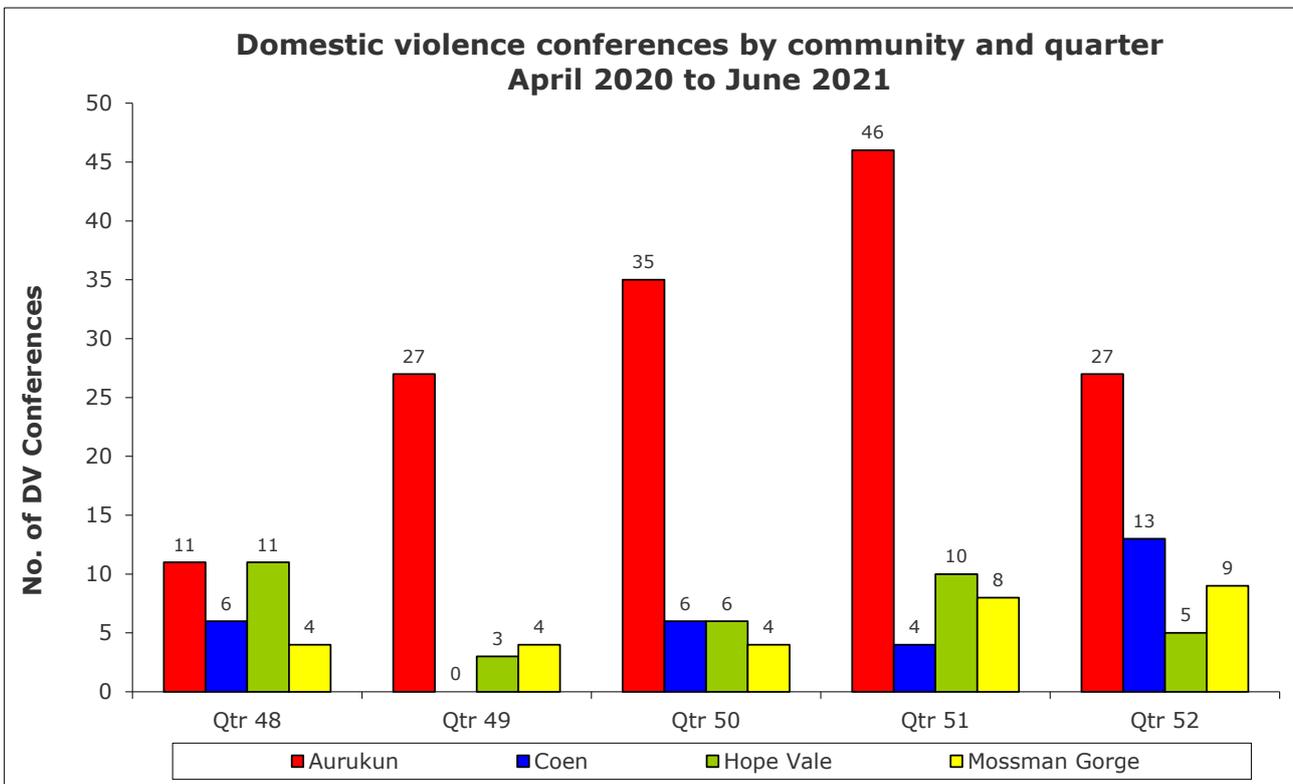
<sup>10</sup> The number of conferences held relates to the number of conferences listed, which includes where a client was served with a Notice to Attend Conference and subsequently failed to attend.



**Graph 5:** Conferences by community and quarter 1 April 2020 to 30 June 2021.

**Conferences for Domestic Violence related matters**

As a subset of the total number of conferences conducted for the quarter, 54 domestic violence conferences were conducted in Aurukun, Coen, Hope Vale and Mossman Gorge, a decrease of 14 from the previous quarter. Domestic violence conferences in the communities during the quarter were as follows: Aurukun decreased by 19, Coen increased by 9, Hope Vale decreased by 5 and Mossman Gorge increased by 1.



**Graph 6:** Domestic violence conferences by community and quarter 1 April 2020 to 30 June 2021.

**Table 9:** Number of conferences held in relation to domestic violence notices (breaches and orders) per community 1 April 2021 to 30 June 2021.

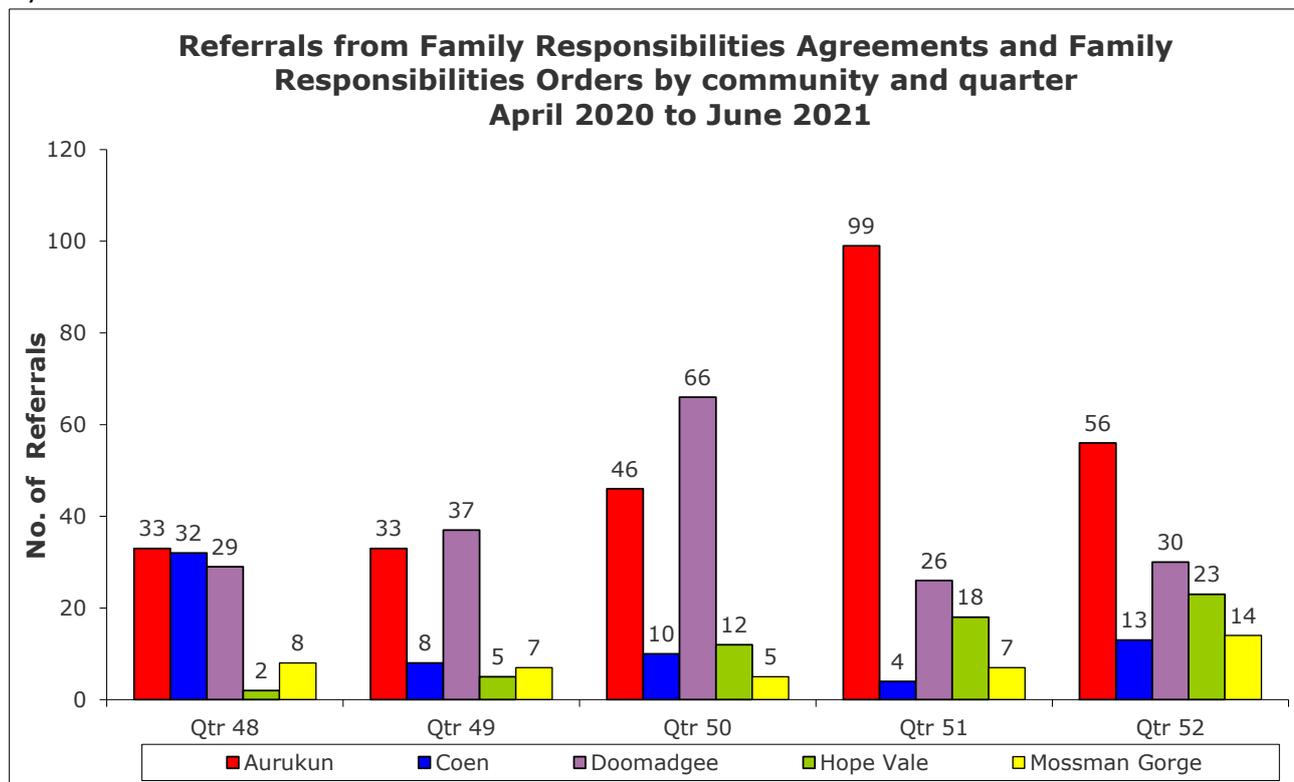
<b>Number of Domestic Violence Conferences</b>	<b>AU</b>	<b>CO</b>	<b>HV</b>	<b>MG</b>	<b>Total</b>
Relating to both a DVB and a DVO notice	1	0	0	1	<b>2</b>
Relating to a DVB notice	8	6	1	3	<b>18</b>
Relating to a DVO notice	18	7	4	5	<b>34</b>
<b>Total</b>	<b>27</b>	<b>13</b>	<b>5</b>	<b>9</b>	<b>54</b>

**Table 10:** Domestic violence conferences by type and quarter 1 April 2020 to 30 June 2021

<b>Number of Domestic Violence Conferences</b>	<b>Qtr 48</b>	<b>Qtr 49</b>	<b>Qtr 50</b>	<b>Qtr 51</b>	<b>Qtr 52</b>
Relating to both a DVB and a DVO notice	0	0	2	3	2
Relating to a DVB notice	15	0	18	7	18
Relating to a DVO notice	17	34	31	58	34
<b>Total</b>	<b>32</b>	<b>34</b>	<b>51</b>	<b>68</b>	<b>54</b>

**Referrals from 'Family Responsibilities' Agreements and Orders**

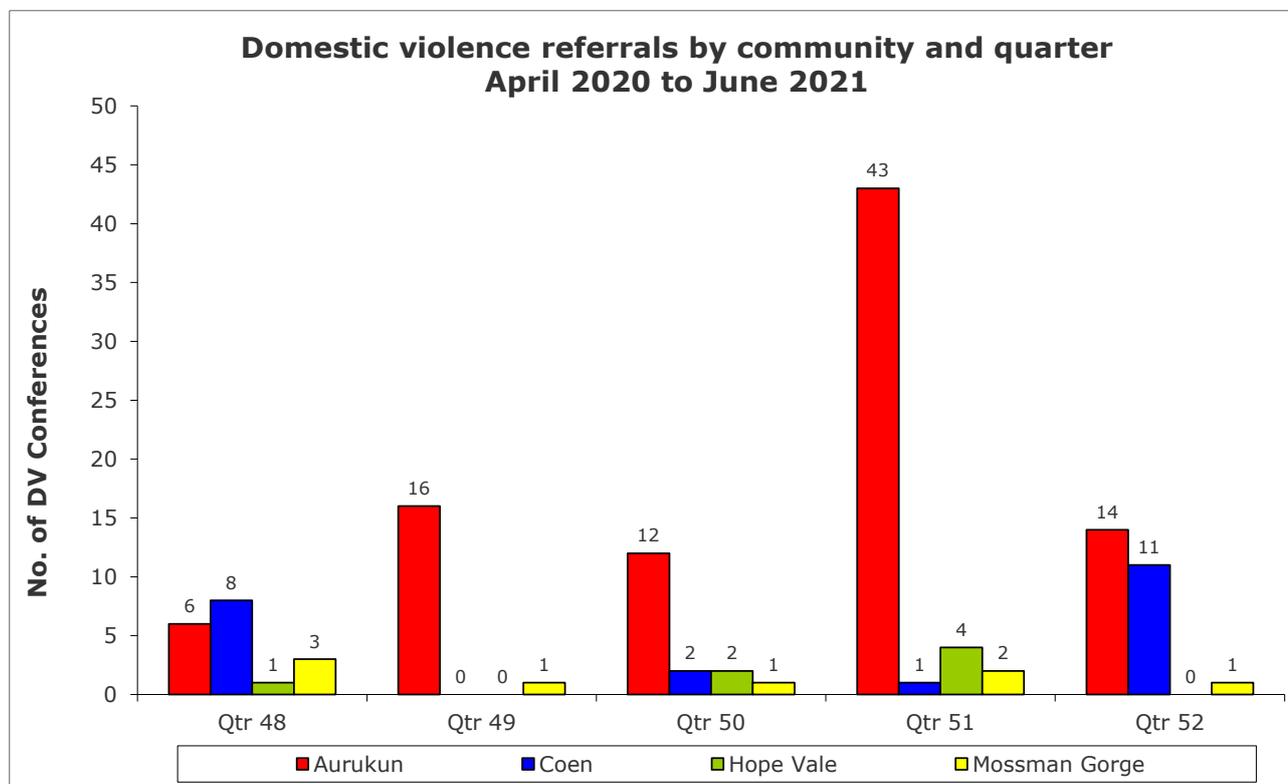
A total of 136 referrals (to service providers from 'Family Responsibilities' Agreements (FRAs) and Orders) relating to 113 clients were made in quarter 52, a decrease from 154 referrals in quarter 51. Since 2008 the Commission has referred 1,265 clients (663 female and 602 male) to service providers 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 decreased by 43, Coen increased by 9, Doomadgee increased by 4, Hope Vale increased by 5 and Mossman Gorge increased by 7.



**Graph 7:** Referrals by community and quarter 1 April 2020 to 30 June 2021.

### Referrals for Domestic Violence related matters

As a subset of the total number of referrals from FRAs and orders in the quarter, 26 referrals were made in relation to domestic violence conferences, a decrease of 24 from quarter 51. The Local Commissioners continue to raise concerns regarding the availability of appropriate perpetrator intervention programs suitable for client referrals so community members can be supported to address these behaviours. The broader social impacts of domestic and family violence is set out in Table 2 with analysis on page 8, illustrating the nexus between Court convictions and domestic violence orders/breaches with education and child safety issues.



**Graph 8:** Domestic violence referrals by community and quarter 1 April 2020 to 30 June 2021.

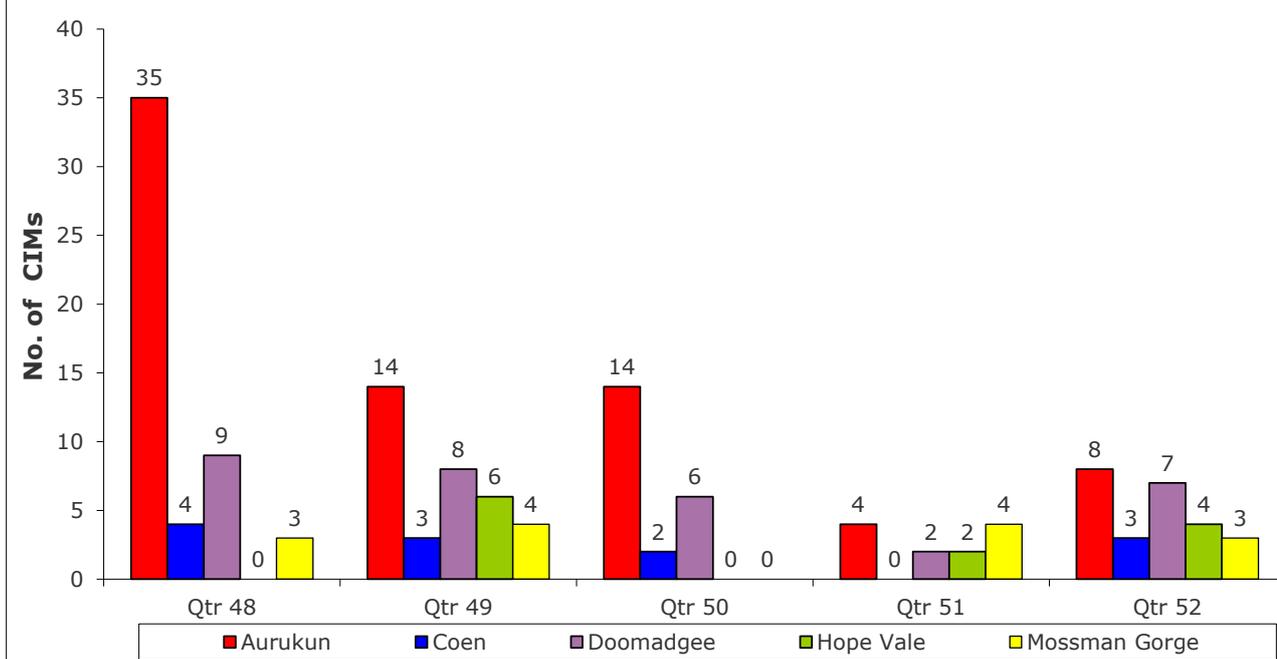
### Conditional Income Management from 'Family Responsibilities' Agreements and Orders

Local Commissioners continue to use Conditional Income Management (CIM) as a decision of last resort. The 2019-20 reporting period saw 165 clients placed on a CIM order compared to 90 in 2020-21. 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 25 new CIMs relating to 25 clients were made in quarter 52, an increase of 13 CIMs from quarter 51, with 80 percent at 60 percent conditional income management and 68 percent for a 6-month duration. Since the commencement of the Commission CIMs inclusive of original agreements and orders, extensions and amendments have been made relating to 971 clients (558 female and 413 male). Increases in quarter 52 were seen in Aurukun, Coen, Doomadgee and Hope Vale of 4, 3, 5 and 2 CIMs respectively, whilst Mossman Gorge decreased by 1 CIM for the quarter.

As at 30 June 2021 there were 65 clients subject to a current CIM, with 54 percent at 60 percent conditional income management and 54 percent for a 12-month duration. 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 April 2020 to June 2021



**Graph 9:** Conditional income management by community and quarter 1 April 2020 to 30 June 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 52.

**Table 11:** Domestic violence conditional income management by community and quarter 1 April 2020 to 30 June 2021

Number of Domestic Violence CIMs	Qtr 48	Qtr 49	Qtr 50	Qtr 51	Qtr 52
Aurukun	1	1	1	1	0
Coen	2	0	0	0	2
Hope Vale	0	0	0	0	0
Mossman Gorge	1	1	0	2	1
<b>Total</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>3</b>

### 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 52, 6 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

During this reporting period the Commission processed 67 Voluntary Income Management (VIM) agreements with 79 percent at 60 percent voluntary income management and 51 percent for a 12-month duration. Since the commencement of the Commission in 2008, 228 clients (148 female and 80 male) have had an active VIM agreement. As at 30 June 2021 there were 79 clients on a current

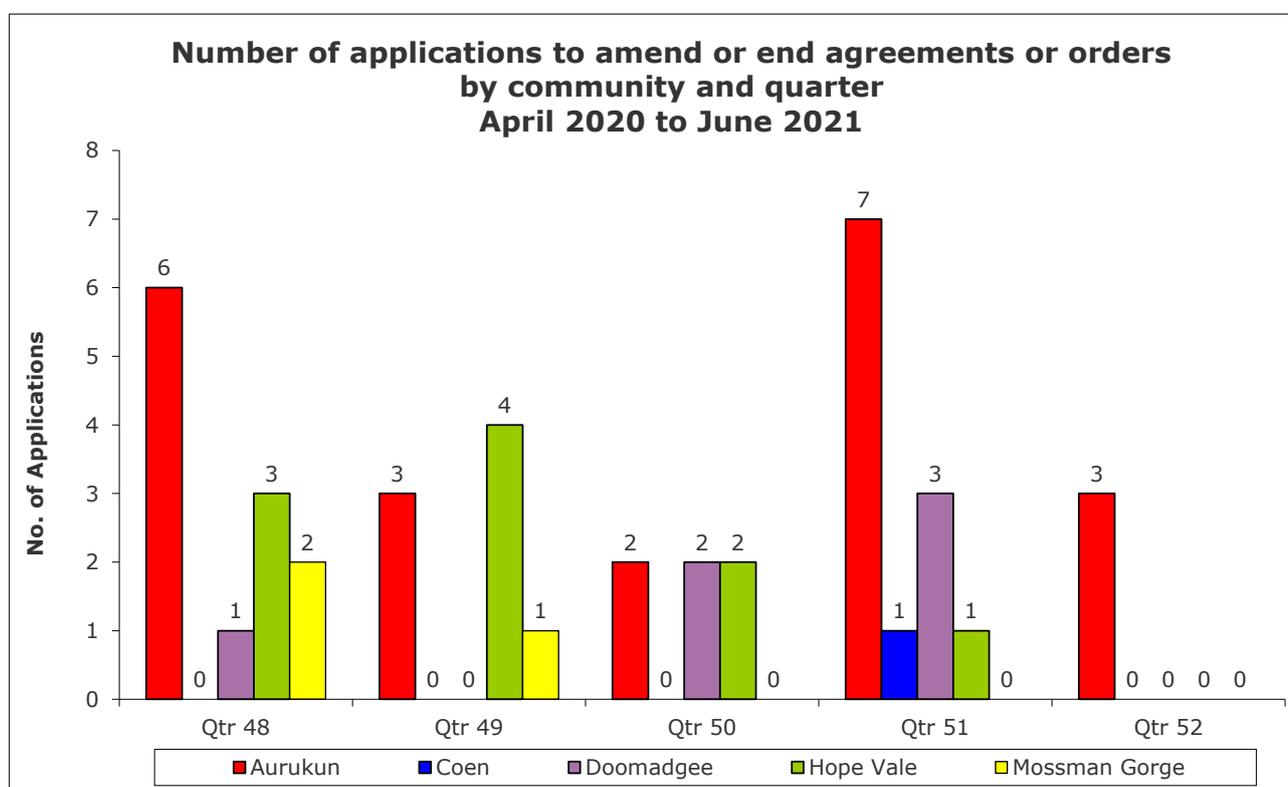
VIM agreement, with 75 percent at 60 percent voluntary income management and 53 percent for a 12-month duration. Those clients that request a VIM agreement use income management as a savings and budget tool, often for a specified period and to deter family members from accessing their income. VIM agreements 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 30 June 2021, 288 clients were being case-managed through a current non-voluntary case plan, a decrease of 30 from quarter 51. Decreases were seen in Aurukun, Coen, and Doomadgee of 10, 10 and 21 respectively, whilst Hope Vale increased by 11 and Mossman Gorge remained the same with 20 clients being case managed at the end of the quarter.

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

Three applications (relating to 2 females and 1 male) to Amend or End an Agreement, Order or Voluntary Agreement were received in quarter 52, a decrease of 9 applications from the previous quarter. 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 April 2020 to 30 June 2021.

**Application outcomes**

To provide further clarity regarding the types of decisions made by Commissioners, application hearing decisions are reported separately from conference decisions. In past reports decisions delivered upon the hearing of amend/end applications were counted in the overall conference count.

One amend/end application for a voluntary agreement was accepted and the voluntary income management agreement ended, whilst one application hearing for a Family Responsibilities Order was held resulting in a decision to end the CIM. A more detailed description of the outcomes of the 3 applications received are as follows:

- 1 Application accepted and voluntary income management agreement ended
- 1 Application accepted and conditional income management order ended
- 1 Application received at the end of the quarter, decision pending.

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 12:** FRC client population by gender and age 1 April 2021 to 30 June 2021.

Information for the quarter	Female Count	Male Count		Female Average age	Male Average age
Clients for whom a notice was received <sup>11</sup>	347	220		38	38
Clients who conferenced <sup>12</sup>	180	109		37	38
Clients who had an application hearing for Family Responsibilities Agreements and Family Responsibilities Orders <sup>13</sup>	1	0		28	0
Clients referred through Family Responsibilities Agreements and Family Responsibilities Orders <sup>14</sup>	75	38		39	36
Clients placed on CIM <sup>15</sup>	13	12		34	37
Clients referred through a Voluntary Agreement for a case plan <sup>16</sup>	6	0		42	0
Clients who chose to participate in VIM <sup>17</sup>	47	20		50	52
Clients who submitted an amend/end application <sup>18</sup>	2	1		48	31

<sup>11</sup> 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.

<sup>12</sup> 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.

<sup>13</sup> 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.

<sup>14</sup> 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.

<sup>15</sup> 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.

<sup>16</sup> 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.

<sup>17</sup> Average age of a VIM'd client for the quarter is calculated at the start date of the agreement where the client was placed on a VIM during the quarter.

<sup>18</sup> Average age of a client who submitted an amend/end application for the quarter is calculated at the received date of the application 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<sup>19,20</sup>.

**Coen:** The township of Coen had an estimated resident adult population of 260 people as at 30 June 2019<sup>19,21</sup>.

**Doomadgee:** The community of Doomadgee had an estimated resident adult population of 829 people as at 30 June 2019<sup>20,20</sup>.

**Hope Vale:** The estimated resident adult population of Hope Vale was 735 people as at 30 June 2019<sup>20,20</sup>.

**Mossman Gorge:** The Mossman Gorge community had an estimated resident population of 87 people as at 30 June 2019<sup>19,22</sup>.

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<sup>19</sup> 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.

<sup>20</sup> 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.

<sup>21</sup> 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.

<sup>22</sup> 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

### Local Commissioner appointments

In May 2021 the Commission sought approval from DSDSATSIP for the appointment of new Local Commissioners for the communities of Aurukun, Doomadgee, Hope Vale and Mossman Gorge. Twelve new Local Commissioner applications were forwarded for consideration to mitigate natural attrition and to target more appropriate gender and age diversity.

Section 50A of the FRC Act allows for a conference to be constituted by three Local Commissioners.

*"Constitution of Commission for particular conference*

*If the Commissioner considers it appropriate in the circumstances, the Commissioner may, for a particular conference, direct the Commission to be constituted by 3 Local Commissioners appointed for the welfare reform community area in which the Commissioner considers the person the subject of the conference lives or lived."*

This is a particularly crucial section of the FRC Act which allows for Indigenous authority to be exercised in order to meet one of the FRC Act's main objects – "...to support the restoration of socially responsible standards of behaviour and **local authority** in welfare reform community areas..."

The Commission experiences difficulties on frequent occasions, particularly with Mossman Gorge and Coen, in securing the attendance of three Local Commissioners to meet the requirements of holding s50A conferences. The following information was provided to DSDSATSIP for consideration.

- The Commission advised that one of the Mossman Gorge Local Commissioners was not seeking reappointment, leaving only two Local Commissioners appointed for the community to conduct conferences. This situation will necessitate the assistance of Commissioner Williams or Deputy Commissioner Curtin to sit in conference with the Mossman Gorge Commissioners on every occasion. Conferences under s50A are unable to be held in Mossman Gorge.
- Of the current Local Commissioners most have work obligations which affect their availability to sit in conference. Of those Local Commissioners who are employed in their communities, many have fulltime responsibilities and must request leave from their employer to attend conference. Several have work commitments that take them out of community on frequent occasions which can make them difficult to contact.
- Although only three Local Commissioners are required to sit in conference under s50A, in larger communities it is necessary that different clans are represented in those Commissioners present, therefore it is necessary on many occasions to have a pool of Commissioners available for conferencing.
- Gender diversity is an important element in conferencing as cultural protocols can require that women and men interact in particular ways in particular circumstances. Of the 26 Local Commissioners appointed from 1 July 2021, 20 are female and only 6 are male.
- Age diversity for Local Commissioners is lacking in most communities and it would be beneficial to have younger Local Commissioners in each community who are able to identify with, and more easily engage with, younger clients and those with young children (particularly in Aurukun). It is crucial that we capture the experience of our long-standing Local Commissioners and provide every opportunity for them to impart their considerable knowledge and expertise to these emerging community leaders.
- Across the communities more than half of the Local Commissioners are either elderly or have health concerns which affect their lives and their availability for conferencing.

- Many of the Local Commissioners have been with the Commission since 2008. As has been previously reported, the work of the Local Commissioners is such that their responsibilities do not finish when they leave conference for the day. They live every day in their communities with the clients they have dealt with at conference; celebrating the achievements of the clients, and sometimes suffering criticism and abuse for the decisions they have made. Many have stated they would take a break from conferencing were there a sufficient pool of Commissioners to service conferencing requirements.
- Where an extra Local Commissioner is available to collect clients to attend on conference days, client attendance improves greatly. A Local Commissioner has the authority and influence on community members to direct their attendance.
- The Commission reported the resignation of three Local Commissioners during this reporting period, Local Commissioner Port from Coen, Local Commissioner Jupiter from Doomadgee and Local Commissioner Shuan from Mossman Gorge.

DSDSATSIP advised at the FR Board meeting held on 4 May 2021 that the proposed nominations of additional Local Commissioners was noted, and that subject to a new Memorandum of Understanding being agreed between the Queensland and Australian Governments, new appointments may be considered in the first quarter of a new FRC funding term.

The Commission considers it crucial that not only should natural attrition be matched by recruitment, but new appointments should be made in order to maintain operational efficiencies, support business continuity and client engagement, and promote local Indigenous authority.

### **Memorandum of Understanding**

The Commission's strategic partners in Welfare Reform, the Queensland Government, Australian Government and Cape York Institute, continue their discussions on the future of Welfare Reform and the Commission. Currently there is no agreement between the parties beyond 30 June 2021, however, there is no current stated intention to cease operations of the Commission. The Australian Government has released advice stating its support for an extension of the Commission for a period of three years to 30 June 2024, whilst the Queensland Government has confirmed an extension of twelve months to 30 June 2022.

### **A review of the FRC**

The Commission has been advised by the Honourable Craig Crawford MP, Minister for Seniors and Disability Services and Minister for Aboriginal and Torres Strait Islander Partnerships of an upcoming independent review that DSDSATSIP will be commissioning of the FRC, including the governance mechanisms provided by the Family Responsibilities Board during the extension period to inform decision making on the future of the FRC. The Minister further advised, *"The review will include community engagement with the FRC, its clients and other community members in each of the five Welfare Reform communities, as well as local service providers, to ensure the outcomes of the review are reflective of community views, aspirations and needs. Broader stakeholder engagement will be undertaken with notifying agencies and the National Indigenous Australians Agency (NIAA) and Cape York Institute (CYI).*

The Commission looks forward to assisting with the review as deemed appropriate and recognises the importance of ensuring that its strategic objectives are able to reflect changing social dynamics and take advantage of opportunities to more fully address and/or expand its mandate. The FRC's model is governed by a unique legislative framework which enshrines Indigenous self-determination. It is a key initiative enabling tangible and measurable outcomes in keeping children safe, impeding the escalation of serious offending behaviour, improving social responsibility and restoring local Indigenous authority as attested to in the significant events and achievements section of this report. It is a scalable model

suitable for expansion into other communities that recognise the benefits afforded by the FRC model of social change.

### 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 Senior, Disability Services and 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 April 2021 to 30 June 2021 totalled \$1,046,050. This income consisted of:
  - \$426,500 Queensland Government funding
  - \$163,250 Queensland Government funding – Doomadgee
  - \$450,000 Australian Government funding
  - \$6,145 interest received
  - \$155 sundry income

The balance of available funds in the bank as at 30 June 2021 is \$3,541,004.

### Expenditure:

- Expenditure for the period 1 April 2021 to 30 June 2021 was \$1,009,602.

**Table 13:** Expenditure in quarter 52.

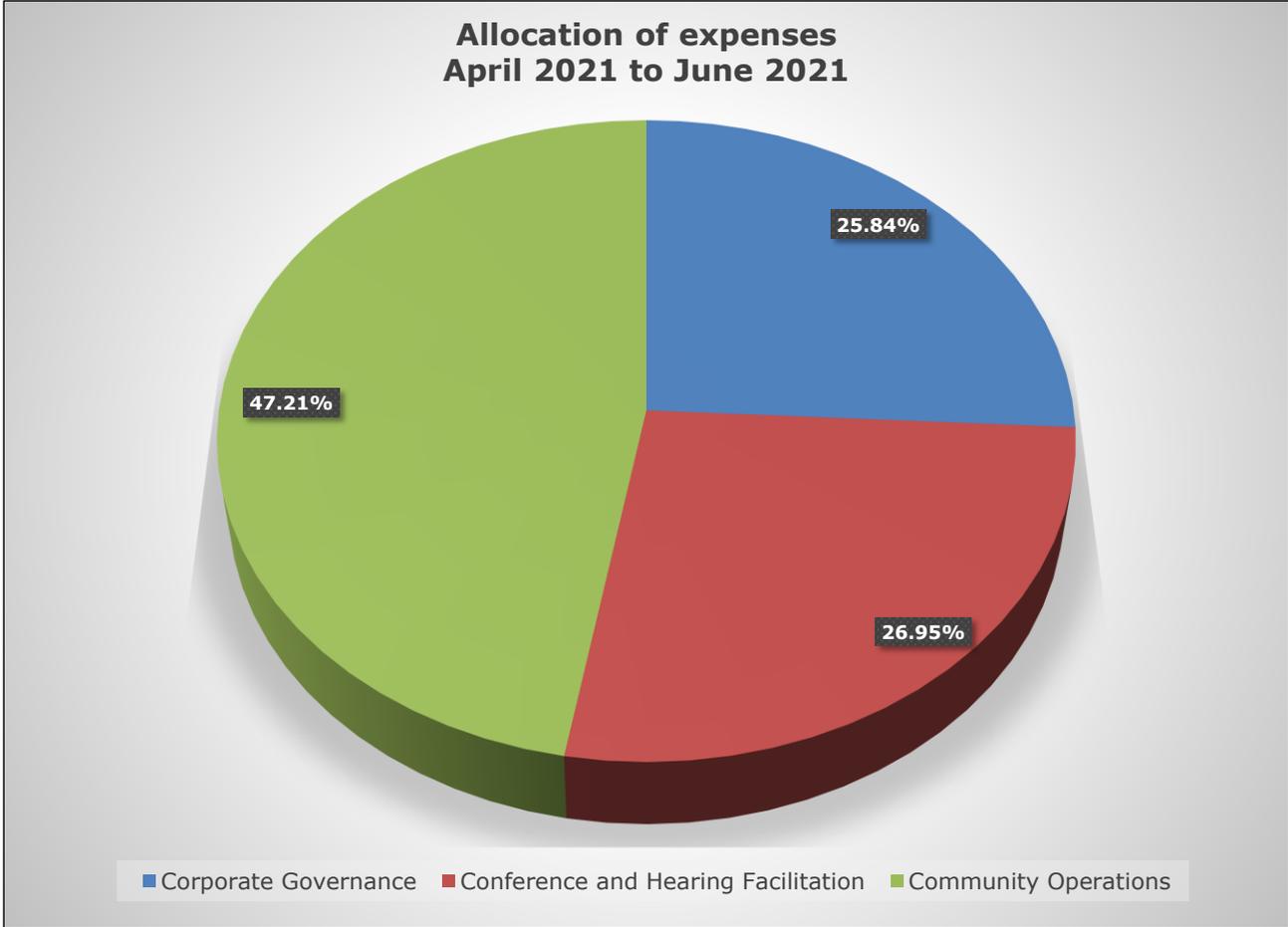
1 April 2021 to 30 June 2021	Expenditure Qtr 52	1 April 2021 to 30 June 2021	Expenditure Qtr 52
Employee salaries – FRC staff	510,566	Internet & IT	55,721
Employee salaries – Local Commissioners	109,975	Motor vehicle	10,251
Employee on costs – FRC staff	99,153	Property	43,142
Employee on costs – Local Commissioners	15,901	Travel	85,702
Other employment costs	1,809	General operating	48,482
Communications	3,514	Other expenses	25,386
		<b>Total</b>	<b>1,009,602</b>

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 and hearings, prepare and monitor case plans for clients for attendance at community support services and prepare and monitor income management orders.
- **Conference and Hearing Facilitation:** including to facilitate the holding of conferences and hearings in the five communities, provide support to the Local Commissioners and Local Registry Coordinators to hold conferences and hearings, 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.

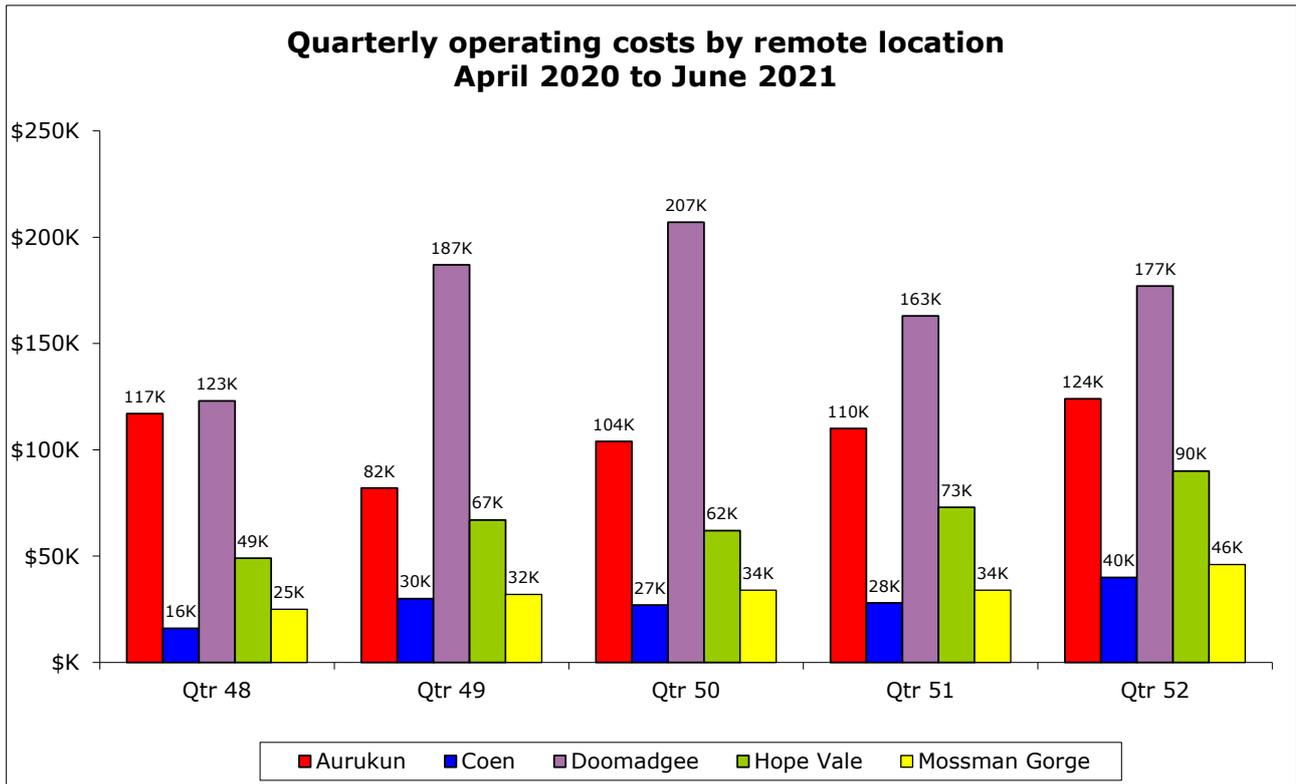
The functions of corporate governance and conference and hearing facilitation are conducted primarily in the registry office in Cairns with frequent visits to community by staff. Community operations are conducted by Local Registry Coordinators and twenty-nine Local Commissioners, resident in their respective 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 52 based on the above core functions is:



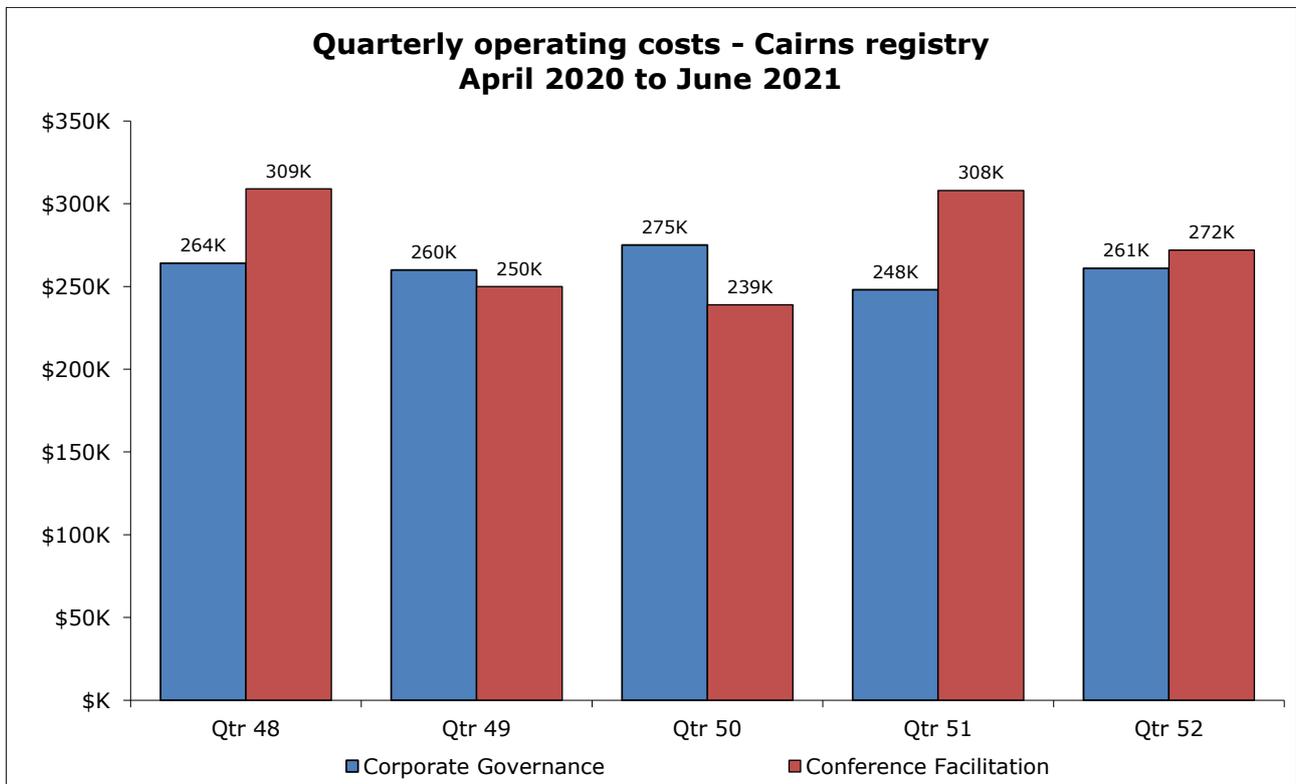
**Graph 11:** Allocation of expenses 1 April 2021 to 30 June 2021.

Regional operational expenditure by location and quarter.



**Graph 12:** Operating costs by remote location 1 April 2020 to 30 June 2021.

Cairns expenditure for quarter 52 compared to the previous four quarters.



**Graph 13:** Quarterly operating costs Cairns 1 April 2020 to 30 June 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 - DM 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
Doomadgee Local Registry Coordinator	Mr Brenden Joinbee	4745 8111	0418 666 204	4041 0974
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