

# Family Responsibilities Commission

*Report to the Family Responsibilities Board*

## Quarterly Report

**No. 62**

**October 2023 to December 2023**



*Report prepared by the Family Responsibilities Commission under the leadership of Commissioner Tammy Williams and presented to the Family Responsibilities Board pursuant to section 144 of the Family Responsibilities Commission Act 2008.*

*The Family Responsibilities Commission publishes annual and quarterly reports on the Commission's website in line with its policy and commitment to open data available to the public. For more details see: [www.frcq.org.au](http://www.frcq.org.au)*

## Executive Summary

The Family Responsibilities Commission (FRC) is a key mechanism to support welfare reform community members and their families to restore socially responsible standards of behaviour and establish local authority.

The *Family Responsibilities Commission Act 2008* (FRC Act) provides for the establishment of the Family Responsibilities Board (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 Commissioner must as soon as practical after each quarter, give the FR Board a written report about the Commission's operations during the period.<sup>1</sup> This report sets out the Commission's key operational matters for the period October to December 2023.

Quantified in the table below are the activities undertaken by the Commission during quarter 62 with comparisons shown to the previous quarter.

**Table 1:** Activity from 1 July 2023 to 31 December 2023

Activity for the quarter	Qtr 61	Qtr 62
Total number of notices received by the Commission <sup>2</sup>	2,075	1,920
Number of notices within jurisdiction	1,434	1,266
Number of notices not within jurisdiction	641	654
Number of clients notified to the Commission from notices within jurisdiction	721	673
<b>Conferences</b>		
Conferences conducted	228	311
Number of clients served to attend conference	184	244
Attendance percentage for conferences	60%	60%
Non-attendance percentage with acceptable (reasonable) excuse for not attending conference	40%	32%
<b>Conference outcomes</b>		
Agreements to attend community support services	52	94
Orders made to attend community support services	22	36
Referrals to service providers from Family Responsibilities Agreements and Family Responsibilities Orders <sup>3</sup>	92	167
Agreements for Conditional Income Management (CIM)	0	0
Orders made for CIM	13	28

<sup>1</sup> Section 144 *Family Responsibilities Commission Act 2008*

<sup>2</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 from school for all or part of any three school days during a school term, this counts as three individual School Attendance notices against each person listed on the notice). Counting rules also stipulate that where multiple charges are received on a court notice each charge is counted as an individual notice.

<sup>3</sup> An agreement and a decision can have multiple case plans which in turn can have multiple referrals where a service provider has multiple programs.

<b>Domestic Violence statistical information as a subset from the total number of conferences conducted, referrals made and CIMs put in place</b>	<b>Qtr 61</b>	<b>Qtr 62</b>
Conferences for domestic violence matters	59	60
Referrals from domestic violence conferences	34	42
CIM's from domestic violence conferences	3	4
<b>Amend/end decisions for Family Responsibilities Agreements and Family Responsibilities Orders</b>		
Number of amend/end decisions for Family Responsibilities Agreements and Family Responsibilities Orders	1	2
Accepted	100%	100%
Refused	0%	0%
<b>Voluntary Agreements</b>		
Voluntary agreements for a voluntary case plan (VCP)	27	31
Voluntary referrals to service providers	27	36
Voluntary agreements for Voluntary Income Management (VIM)	32	28
<b>Amend/end decisions for Voluntary Agreements</b>		
Number of amend/end decisions for Voluntary Agreements	5	5
Accepted	100%	100%
Refused	0%	0%
<b>Other activity</b>		
Applications to Amend or End received	6	7
<b>Information as at the last day of the quarter</b>		
Number of clients case-managed through current non-voluntary case plan	162	195
Number of clients subject to a current CIM	32	45
Number of clients on a current VIM	62	63

### **Quarterly trends**

Quarter 62 saw a significant increase in the number of agreements to attend support services made at conference. The increase from 52 in quarter 61 to 94 in quarter 62 represents an over 80 per cent increase. There was also a modest increase in the number of voluntary agreements for case plans, from 27 in quarter 61 to 31 in the current reporting period. The FRC considers that this continuing trend towards outcomes by agreement, and voluntary engagement with the Commission demonstrates growing motivation among clients to change through personal responsibility.

Concurrently, decisions by order both for referrals to support services and conditional income management (CIM) also increased. The number of conditional income management orders increased from 13 in the last quarter, to 28 in the current reporting period. It is notable that 27 of the 28 CIM orders were put in place after clients failed to attend their conference with 23 of these clients failing to attend at least two conferences on the matters. This demonstrates that Commissioners remain willing to make use of the levers that are sometimes necessary to engage clients to come and discuss their matters at conference.

### **Annual report**

The Commission's Annual Report for 2022-23 was provided to the Hon Leeanne Enoch MP, Minister for Treaty, Aboriginal Torres Strait Islander Partnerships, Communities and the Arts on 20 October

2022. As the Annual Report is produced entirely in-house, the hard work of the Registry staff, and particularly Ms Michelle Synott, Senior Advisor (Statistics and Research) must be acknowledged.

### **ICT Upgrade**

During quarter 62 the FRC successfully upgraded its phone system to a more modern platform, streamlining the telecommunications infrastructure. This transition eliminated the need for additional network-specific services and equipment, reducing overall costs. The system now operates using the existing internet service.

Additionally, the FRC completed a migration to its own Microsoft tenant, enhancing control over cloud data and significantly improving security and compliance capabilities. This enables the customisation of security measures and compliance protocols to meet the FRC's specific needs.

### **2023 Core Agreement**

On 23 October 2023, the *State Government Entities Certified Agreement 2023* (2023 Core Agreement) was certified by the Queensland Industrial Relations Commission (QIRC). The agreement included a 4 per cent wage increase from 1 July 2023 and a Cost of Living Adjustment (COLA) payment of 3 per cent of base wages.

The COLA payment, and back pay to 1 July 2023 on the wage increase were paid to staff in early November 2023. These payments contributed to an increase in expenditure from quarter 61.

### **All Staff Training**

On Monday 6 November 2023, the FRC held a training day for all staff. Local employment law expert Julie Bosel presented to staff on the FRC's important conduct policies, including Bullying, Harassment and Discrimination, the Code of Conduct, and Internet, Intranet and Email usage. Other topics for the day included data security, incident reporting, and further development of the FRC's values, in line with the Strategic Plan.

### **Annual School Awards**

The Commission's annual School Awards ceremonies were conducted in November and December in each of the five communities. Prizes were awarded for attendance achievements and included certificates, medals and other incentives. Each year the Local Commissioners participate in the awards to provide positive recognition and support for those students (and their families) who regularly attend school, to provide an incentive for those students who wish to improve their school attendance and to maintain a focus on the importance of education for the future of the community.

The Doomadgee State School Awards were held on Wednesday 29 November 2023. Local Commissioner Chris Logan presented the FRC Attendance Awards up on stage, with most of the Doomadgee Local Commissioners in attendance in the audience.

The Aurukun State School's 2023 Wik Awards, a highlight of the school calendar, unfolded on Wednesday 29 November 2023. The evening commenced to the rhythmic beats of the Aurukun school drummers. Elders and community members captivated attendees with a display of traditional Wik dance. Amidst the festivities, a poignant tribute was paid to those returning to the Aurukun community after graduating from Year 12 boarding school, underscoring the school's commitment to nurturing its students' journey to success. Aurukun Mayor, Keri Tamwoy, expressed her fervent desire to witness every student reach the pinnacle of their educational journey. Local Commissioners Doris Poonkamelya, Dereck Walpo, and Edgar Kerindun presented exemplary students with FRC medals. The evening finished with a delightful surprise: a staff video featuring teachers and staff in

a heartwarming "Tik Tok" compilation, eliciting jubilant cheers from the children, who relished this parting gift from their educators.

Hope Vale CYAAA School Awards and Performance night was held on Thursday 30 November 2023. FRC Local Commissioner Robert Gibson and Hope Vale Registry Coordinator presented the Prep to Year 6 Excellent Attendance Awards donated by the FRC. For many years members of the Hopevale community have suggested that every student is acknowledged at the awards night, with a small gift, in addition to the students receiving the main academic and attendance awards. In 2023 the Thurrpiil Community Justice Group approached stakeholders for contributions/donations for the "Encouragement Awards". The FRC donated beach towels for each student in Prep and Year 1.

The Coen CYAAA School Awards event was held on Thursday 30 November 2023. FRC Commissioners Elaine Liddy and Ramana Walker attended the event and assisted in presenting the School Awards. The FRC contributed 16 awards for students with over 90 per cent attendance, and a further 10 awards for students with the most improved attendance.

The Mossman Gorge School Awards event scheduled for 13 December 2023 was postponed due to Tropical Cyclone Jasper. The event has been re-scheduled to 7 February 2024.

### **Cyclone Jasper**

After closely following Queensland Government warnings, an Incident Management Team (IMT) was convened and formally activated the FRC's Business Continuity Plan (BCP) in preparation for Cyclone Jasper. The FRC's Cairns office was closed from 12pm on Tuesday 12 December 2023, to enable staff to make final preparations for the cyclone. Tropical Cyclone Jasper crossed the Queensland coast as a category 2 system in the vicinity of Wujal Wujal at around 8 pm AEST on the evening of 13 December 2023. The FRC's Cairns office remained closed on Thursday 14 and Friday 15 December 2023. Local Registry Coordinators and the Executive Management Team continued to support the Local Commissioners and clients during this time.

Tropical Cyclone Jasper was then associated with an extraordinary flooding event causing large-scale isolation, widespread power outages across north Queensland, and significant impacts to agriculture, animal welfare, small business and tourism. Whilst the FRC Cairns' office remained physically unaffected, along with most Cairns residents FRC staff were affected by extended power outages, flooding and isolation. The flooding event occurred between Sunday 16 and Tuesday 19 December 2023. As major roads began to reopen, and where it was safe for staff to travel, the FRC Cairns' office reopened from Wednesday 20 December 2023.

The FRC's Mossman office had been suffering from existing mould infestation. Cyclone Jasper and the associated extraordinary flooding event has seen a further increase in the mould infestation in the office. The matter has been formally raised with Bamanga Bubu Ngadimunku (BBN), the lessor, and the FRC awaits a response. Alternative premises are being used at the Mossman Gorge Gateway on a temporary basis for conferencing until the building can be assessed as to its suitability for ongoing occupancy. This has resulted in the FRC incurring additional expenses in this interim period.

During the cyclone and flooding event, the IMT met regularly and provided regular advice and support to staff. The immediate aftermath of the event also required flexibility and support as staff engaged in cleaning and recovery efforts and faced challenges with further power outages and changes to regular childcare. The event represented a significant disruption to the Cairns registry office, but as always, FRC staff responded with flexibility and resilience, and maintained their support of the Local Commissioners and FRC clients during this time.

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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
DSDSATSIP	Department of Seniors, Disability Services and 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 31 December 2023.

## 1. Activities and Trends

### Client issues and 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 welfare dependency and multi-generational poverty have resulted in communities with high numbers of individuals and families with complex needs.

### Many clients experience a complexity of issues.

Data collected by the FRC provides insight into the complexity of the issues faced by many clients. Table 2 sets out the different types of agency notices received by individual clients during the reporting period. During quarter 62, 577 clients (86%) were notified to the Commission with only one type of trigger notice. The remaining 96 clients (14%) received more than one type of trigger notice.

**Table 2:** Number of clients by number of different types of agency notices received 1 October 2023 to 31 December 2023

Type of Different Types of Agency Notices Received	Number of clients
1	577
2	87
3	9
4	0
<b>Total</b>	<b>673</b>

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

- 59% received a school attendance (EQ) notice
- 14% received a Magistrate Court (MAG) notice
- 7% received a child safety and welfare (CS) notice
- 5% received a domestic violence order (DVO) notice.

The remaining sole trigger notices received for Commission clients during the quarter were 3 clients with a District court notice (DIS) and 3 clients with a Domestic Violence Breach notice (DVB).

Table 3 shows the combination of trigger notices received for the 96 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 3:** Number of clients with a combination of different types of 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 October 2023 to 31 December 2023<sup>4</sup>

Type of Agency Notice/s	Number of clients
CS,DVB	1
CS,DVB,EQ	1
CS,DVB,MAG	1
CS,DVO	2
CS,EQ	25
CS,MAG	5
DIS,DVB	1
DVB,DVO,MAG	3
DVB,EQ,MAG	1
DVB,MAG	12
DVO,EQ	6
DVO,EQ,MAG	3
DVO,MAG	11
EQ,MAG	24
<b>Total</b>	<b>96</b>

**Client interactions with the Commission fall within a continuum of decisions available.**

The following data (tables 4 to 8) provides an overview of interactions that have taken place with clients during this reporting period, consisting 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 the Commissioners making a determination.

The role of the FRC is to work with the most vulnerable, disadvantaged group who engage in anti-social behaviours. Of this extremely vulnerable cohort who engage in anti-social behaviours there are a range of clients who fall within a spectrum of willingness to take personal accountability for their actions and accept support to address behaviours. The vast majority are prepared to accept support and demonstrate a degree of insight into their behaviours, however, there is a cohort of clients who are resistant to change.

Shown on the next page 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 on an amend/end application. The Commission is still seeing a number of interactions by clients on a less intrusive and more proactive basis, i.e. where engagement is on a voluntary basis (Table 4), or where acceptance of the Commission’s decision for a referral to a support service or income management is by agreement with the client (Table 5). 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 affect those actions have on others.

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

**Table 4:** Number of voluntary agreements (where a client has agreed to a voluntary case plan or voluntary income management) entered into from 1 October 2023 to 31 December 2023<sup>5</sup>

<b>Voluntary Agreements</b>			
	<b>VCP</b>	<b>VIM</b>	<b>Total</b>
<b>Total</b>	<b>31</b>	<b>28</b>	<b>59</b>

**Table 5:** Number of decisions by agreement (where a client has agreed to a case plan or conditional income management) entered into from 1 October 2023 to 31 December 2023<sup>5</sup>

<b>Decisions by Agreement</b>			
<b>Community</b>	<b>CP</b>	<b>CIM</b>	<b>Total</b>
AU	56	0	<b>56</b>
CO	1	0	<b>1</b>
DM	19	0	<b>19</b>
HV	12	0	<b>12</b>
MG	6	0	<b>6</b>
<b>Total</b>	<b>94</b>	<b>0</b>	<b>94</b>

**Table 6:** 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 October 2023 to 31 December 2023<sup>5</sup>

<b>Community</b>	<b>CCP</b>	<b>CCP &amp; CIM Concurrently</b>	<b>CIM</b>	<b>No Further Action</b>	<b>Recommend Support Service</b>	<b>Reprimand</b>	<b>Total</b>
AU	2	0	10	7	3	3	<b>25</b>
CO	3	0	0	0	0	0	<b>3</b>
DM	15	2	11	19	3	4	<b>54</b>
HV	5	4	1	10	0	0	<b>20</b>
MG	5	0	0	0	1	1	<b>7</b>
<b>Total</b>	<b>30</b>	<b>6</b>	<b>22</b>	<b>36</b>	<b>7</b>	<b>8</b>	<b>109</b>

**Table 7:** Number of decisions on applications from a Decision by order and a Decision by agreement (where a client seeks to alter or end their original FRC decision because their circumstances or behaviours have changed) from 1 October 2023 to 31 December 2023<sup>5</sup>

<b>Decisions on Order and Agreement Amend/End Applications</b>						
<b>Community</b>	<b>CCP End</b>	<b>CCP End &amp; CIM End</b>	<b>CIM Amend</b>	<b>CIM End</b>	<b>No Further Action</b>	<b>Total</b>
<b>Total</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>2</b>

**Table 8:** 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 October 2023 to 31 December 2023<sup>6</sup>

<b>Decisions of Voluntary Amend/End Applications</b>				
<b>Community</b>	<b>VIM Amend</b>	<b>VIM End</b>	<b>VIM No Further Action</b>	<b>Total</b>
<b>Total</b>	<b>1</b>	<b>4</b>	<b>0</b>	<b>5</b>

During quarter 62 the number of interactions highlighted in tables 4 to 8 related to a total of 242 clients (152 female and 90 male). To clarify the variability of client interactions, the following may occur during the reporting period:

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

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

- 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 quarantining 60%, 75% or 90% of their welfare payments 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.

**The nuanced decision-making of Commissioners at conference is reflective of each client's individual circumstances.**

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. The Commissioners, when making decisions, consider a variety of options. These may include not putting clients on case plans when they already have an appropriate referral in place, not making a referral because of the limited availability of appropriate support services to address the client's specific needs and the use of 'No Further Action' being made. The latter decision can be ordered in circumstances where the Commission is satisfied clients are already showing insight into their own behaviours and have taken personal responsibility to address the issue of concern before the matter proceeded to conference. 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 62 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 families. The following highlights for the period 1 October 2023 to 31 December 2023 support our assertion:

- 55% of clients at some point during the quarter may have done one or more of the following: self-referred to the FRC for a VCP or a VIM; entered into a Family Responsibilities Agreement; successfully applied to end or amend their decision by order or agreement;
  - As a subset of the above, 29% of clients specifically entered into a voluntary agreement;
- 16.9% of clients were issued with a no further action on their matter/s, or they were recommended to attend a support service with no other action types;
- 2.9% of clients were issued with a reprimand with or without a decision for no further action or recommendation to attend a support service.

There remains a cohort of clients who come before the Commission who struggle to develop insight into their actions and are less inclined to change their behaviours. The nuanced decision-making of Commissioners for these clients may include (as an option of last resort) a decision to income manage the client. These orders are issued as a means of holding the clients to account (and to create some stability in their lives, particularly if they are responsible for children).

The Commissioners have made the following decisions in conference for this cohort of clients:

- 12% of clients were ordered to attend a support service under a case plan;
- 9.1% of clients were placed on a CIM order;
- 2.5% of clients were placed on a CIM order and ordered to attend a support service.

## Notices

In quarter 62 the Commission received 1,920 agency notices<sup>7</sup>. Some individuals may have been the subject of more than one agency notice. Of that figure 1,266 notices (66%) relating to 673 clients were within the Commission's jurisdiction, and 654 notices (34%) were outside the Commission's jurisdiction.

**Table 9:** Notices in jurisdiction by type and community 1 October 2023 to 31 December 2023

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	8	0	0	0	2	<b>10</b>
Magistrates Court notices	300	2	0	59	17	<b>378</b>
Domestic Violence Breach notices	18	1	0	9	1	<b>29</b>
Domestic Violence Order notices	37	2	0	22	2	<b>63</b>
School Attendance notices	203	16	315	135	24	<b>693</b>
School Enrolment notice	0	0	0	0	0	<b>0</b>
Child Safety and Welfare notices						
Child Concern Reports	34	1	30	13	1	<b>79</b>
Finalised Child Protection Investigations	6	0	0	8	0	<b>14</b>
Housing Tenancy notices	0	0	0	0	0	<b>0</b>
<b>Total</b>	<b>606</b>	<b>22</b>	<b>345</b>	<b>246</b>	<b>47</b>	<b>1266</b>

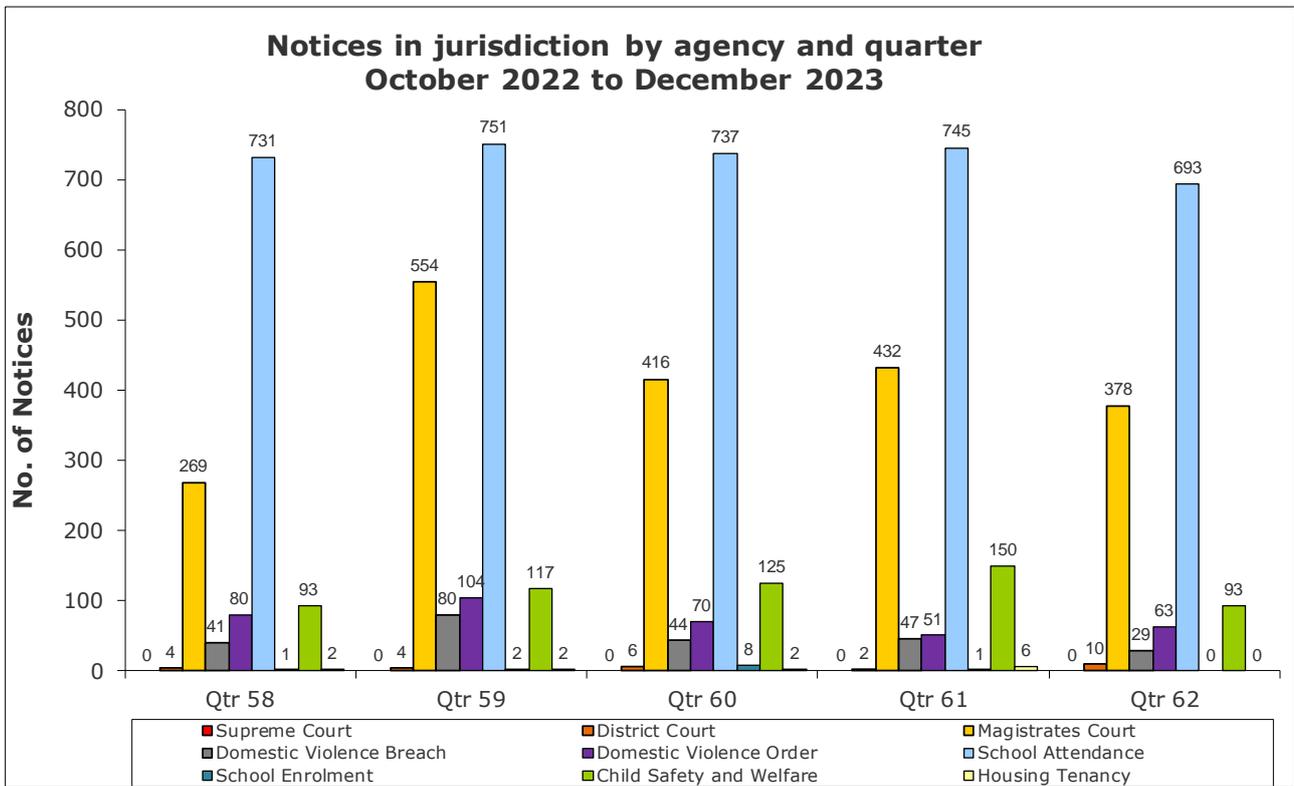
### Further details of notices within jurisdiction for each community are set out below:

- Aurukun received 606 notices relating to 271 clients (168 female and 103 male)
- Coen received 22 notices relating to 19 clients (10 female and 9 male)
- Doomadgee received 345 notices relating to 216 clients (155 female and 61 male)
- Hope Vale received 246 notices, relating to 142 clients (84 female and 58 male)
- Mossman Gorge received 47 notices relating to 25 clients (15 female and 10 male).

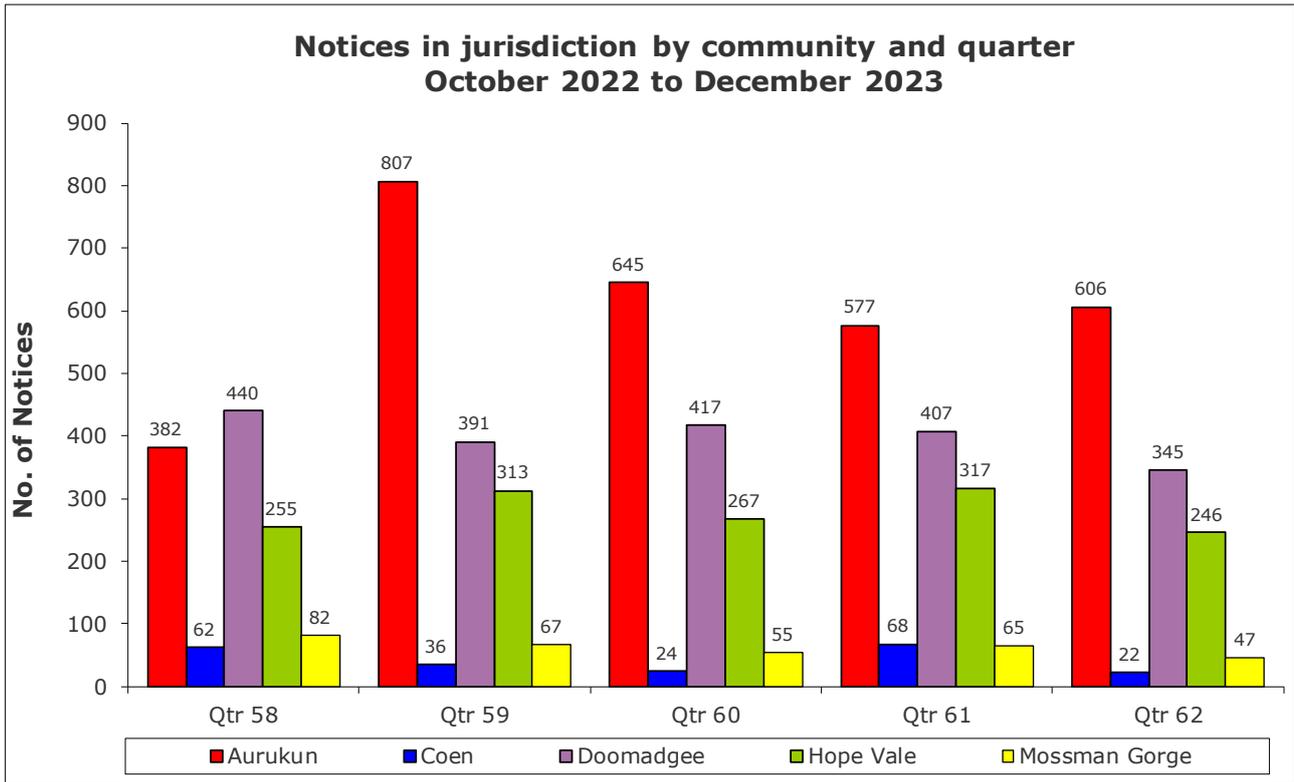
For quarter 62, 46% of clients received more than one notice. Frequently this illustrates multiple child school absences for the one family, or multiple Magistrates Court notices relating to one incident. This may also be suggestive of the complexity of behaviours experienced by a significant proportion of our clients. Conversely, it is important to note the majority of FRC clients (54%) have received only one notice during the reporting period. Eighteen new clients were added to the Commission's database during the quarter.

<sup>7</sup> Counting rules are that an agency notice is counted on the basis of number of 'people' named on the notice. For example 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 from school for all or part of any three school days during a school term, this counts as three individual School Attendance notices against each person listed on the notice). Counting rules also stipulate that where multiple charges are received on a court notice each charge is counted as an individual notice.

<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.



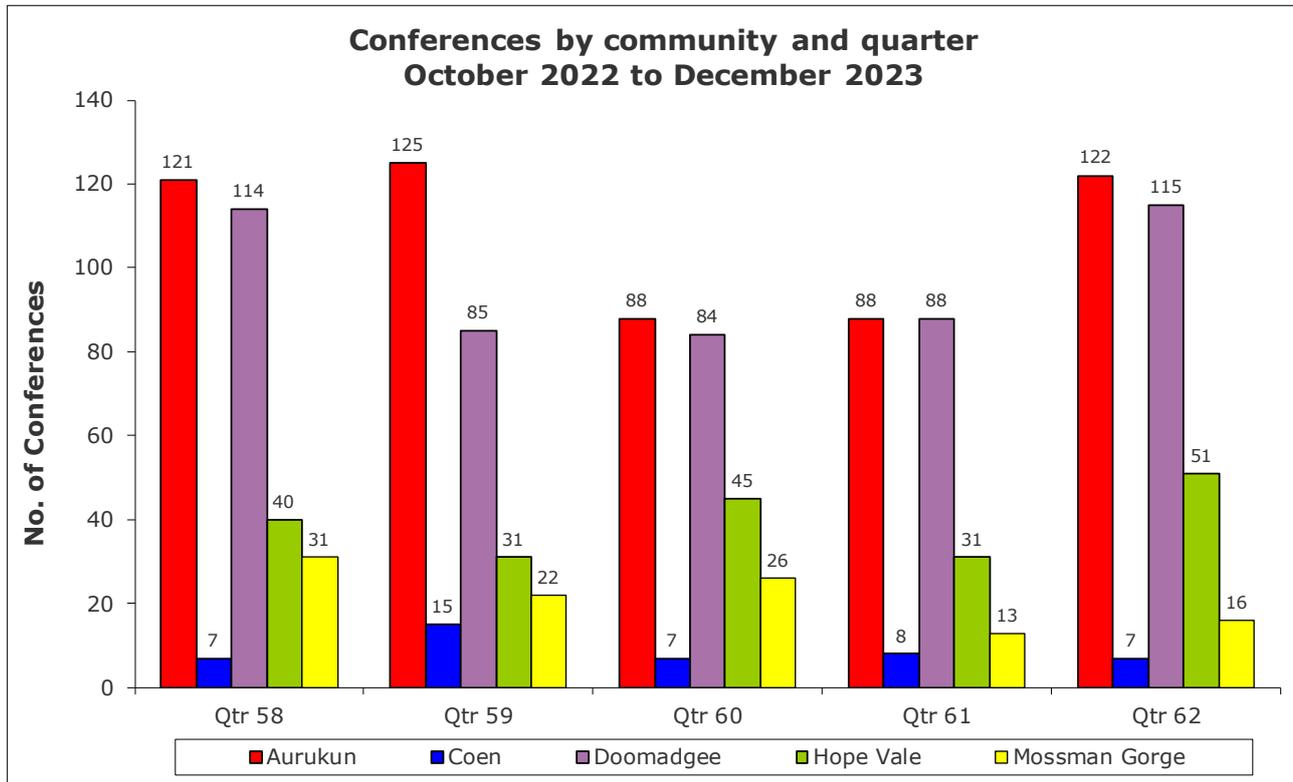
**Graph 1:** Notices in jurisdiction by type and quarter 1 October 2022 to 31 December 2023



**Graph 2:** Notices in jurisdiction by community and quarter 1 October 2022 to 31 December 2023

## Conferences

In quarter 62 311 conferences<sup>9</sup> were held across the five communities (relating to 244 clients served to attend conference). Attendance at conference increased from 59.6% in quarter 61 to 60.1% in quarter 62.

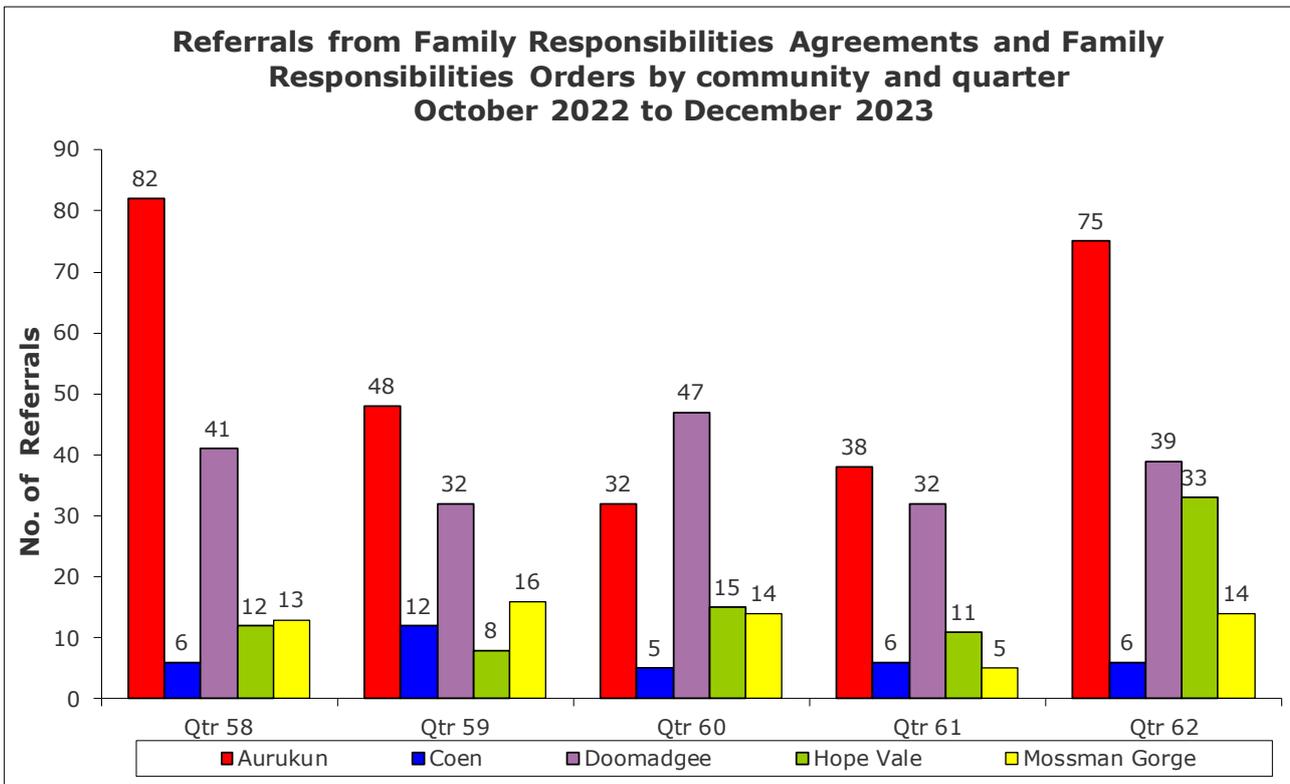


**Graph 3:** Conferences by community and quarter 1 October 2022 to 31 December 2023

## Referrals from 'Family Responsibilities' Agreements and Orders

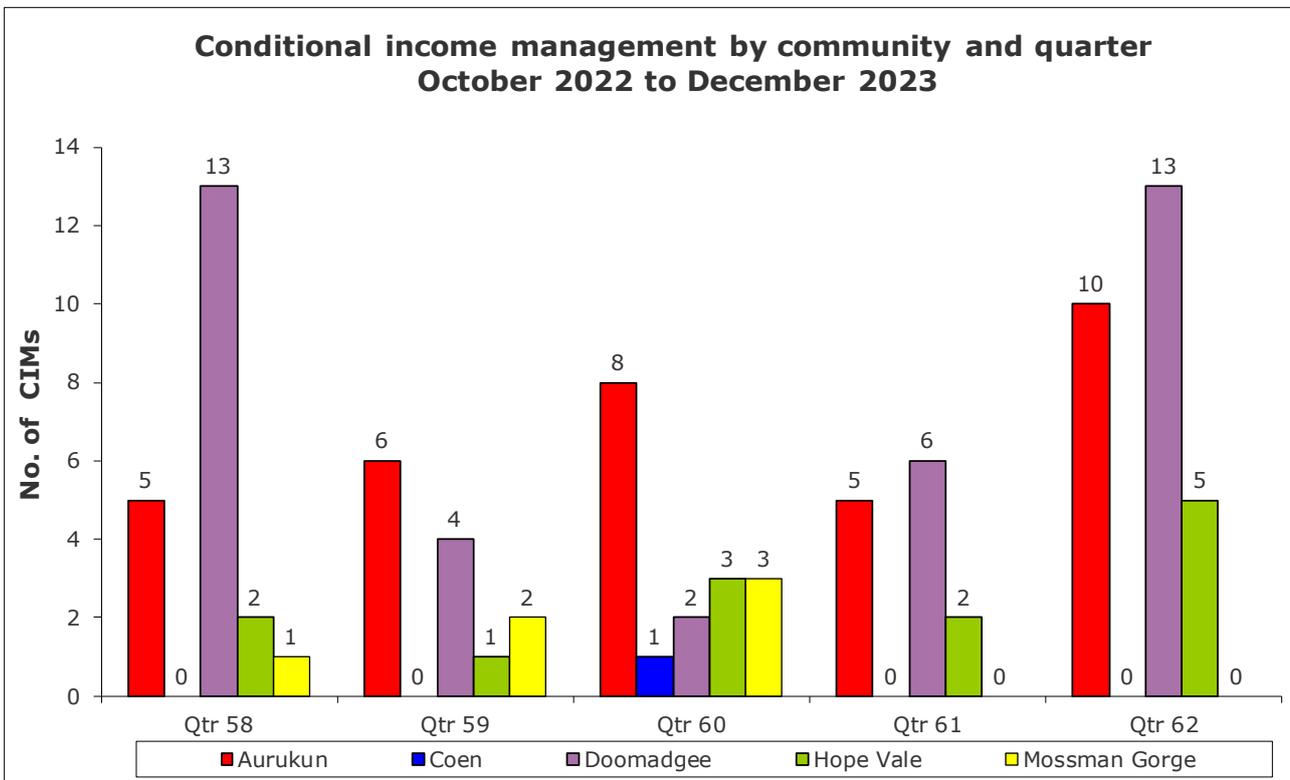
A total of 167 referrals (to service providers from 'Family Responsibilities' Agreements (FRAs) and Orders) relating to 129 clients were made in quarter 62. The Local Commissioners continue to raise concerns regarding the availability of appropriate perpetrator intervention programs suitable for client referrals so community members can be supported to address domestic violence behaviours. The broader social impacts of domestic and family violence are set out in Table 3 with an analysis illustrating the nexus between Court convictions and domestic violence orders/breaches with school attendance issues and to a lesser degree child safety issues.

<sup>9</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 4:** Referrals by community and quarter 1 October 2022 to 31 December 2023

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



**Graph 5:** Conditional income management by community and quarter 1 October 2022 to 31 December 2023

Local Commissioners continue to use Conditional Income Management (CIM) as a decision of last resort. A total of 28 new CIMs (orders) relating to 28 clients were made in quarter 62 with 39% set at 60 percent quarantining of welfare payments (see graph 8) and 71% set for a 6-month duration (see graph 6).

As at 31 December 2023 there were 45 clients subject to a current CIM who were responsible for 82 children in their care (46 of whom were school aged children). Of the 45 clients 35% were income managed at 60%, 38% were income managed at 75% and 27% were income managed at 90% whilst duration ranged from 16% for a 3-month duration, 71% for a 6-month duration, 2% for a 9-month duration and 11% 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.

**Voluntary self-referrals from clients to the Commission**

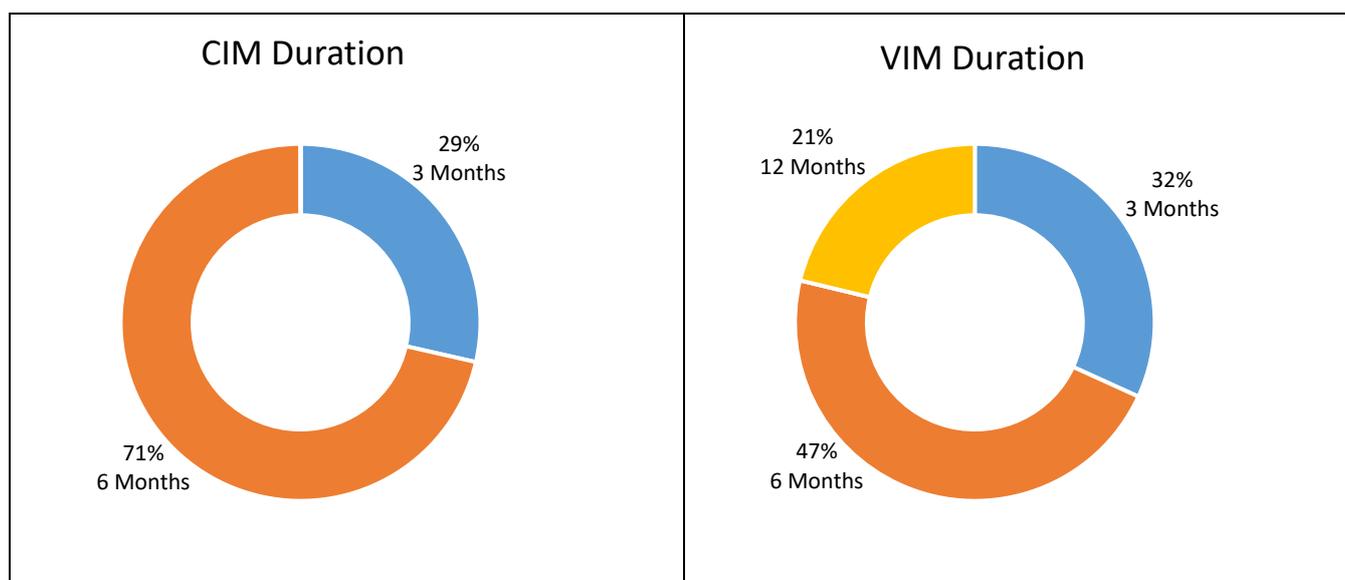
The FRC Act sets out a process under which a community member can voluntarily seek help from the Commission for a referral to a community support service through a voluntary case plan (VCP) or be subject to voluntary income management (VIM). During quarter 62, 31 VCPs were entered into for 36 community support services under a case plan relating to 29 clients. Although the number of clients who have engaged with the FRC on a voluntary basis remain small, it is nonetheless consistent with a broader trend of clients – specifically those entering into Family Responsibility Agreements – who are exhibiting a heightened 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 28 VIM agreements with 96% of agreements quarantining 60 percent of welfare payments (see graph 9) and 47% set for a duration of 6 months (see graph 7). As at 31 December 2023 there were 63 clients on a current VIM agreement who had 49 children in their care (29 of whom were school aged children).

**Status of the SmartCard in FRC Communities for quarter 62**

Fifty-six SmartCards (28 for CIM and 28 for VIM) were processed for the period 1 October 2023 to 31 December 2023, including orders and agreements that were still awaiting Centrelink action as at 31 December.

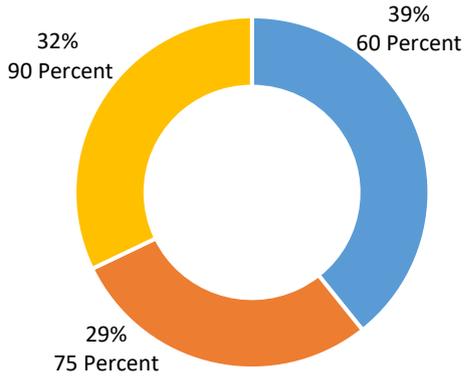


**Graph 6:** Breakdown of CDC CIMs by duration 1 October 2023 – 31 December 2023

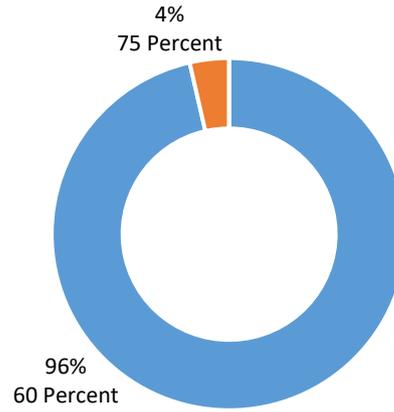
**Graph 7:** Breakdown of CDC VIMs by duration 1 October 2023 – 31 December 2023

Although initially (March 2021) 66% of VIM applications entered into were for a 3-month duration, the VIM chart above for quarter 62 shows that 32% were entered into for a 3-month duration, 47% were entered into for a 6-month duration and 21% were entered into for a 12-month duration.

**CIM Percentage**



**VIM Percentage**



**Graph 8:** Breakdown of CDC CIMs by percentage 1 October 2023 – 31 December 2023

**Graph 9:** Breakdown of CDC VIMs by percentage 1 October 2023 – 31 December 2023

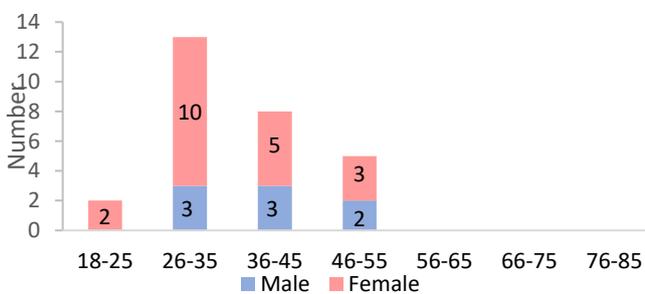
This quarter saw 39% of CIM orders issued quarantining 60% of a client's welfare payment, 29% quarantining 75% of a client's welfare payment and 32% quarantining 90% of a client's welfare payment. The preference by clients to enter into a VIM at 60% remains the popular option with 96% of VIM agreements entered into at 60% for the quarter.

This quarter female community members accounted for the majority of CIMs with 71% relating to female clients. No community member older than 55 years was conditionally income managed by the FRC during the quarter.

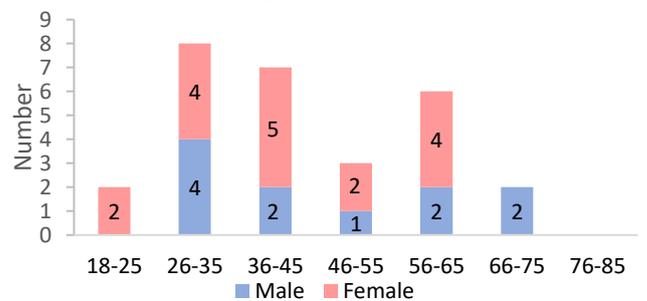
The majority of community members voluntarily participating in voluntary income management this quarter were from the 26 to 35 year age group. Females accounted for 61% of the VIMs. Overall females accounted for 66% of all SmartCards (voluntary and conditional) in quarter 62.

Reasons for applying for the SmartCard were primarily to buy food (89%), to budget (75%), to pay for bills (71%) and to save for something they needed (57%). Circumstances given by voluntary income management participants when applying for the SmartCard were to support themselves (86%), they needed to support their families (57%), they needed to support their children (43%) and they liked the SmartCard (29%). Please note, a client may choose one or more options to reflect their individual reasons and circumstances for participating in voluntary income management.

**CIMs by Age Cohort and Gender**



**VIMs by Age Cohort and Gender**



**Graph 10:** Breakdown of CDC CIMs by age cohorts and gender 1 October 2023 – 31 December 2023

**Graph 11:** Breakdown of CDC VIMs by age cohorts and gender 1 October 2023 – 31 December 2023

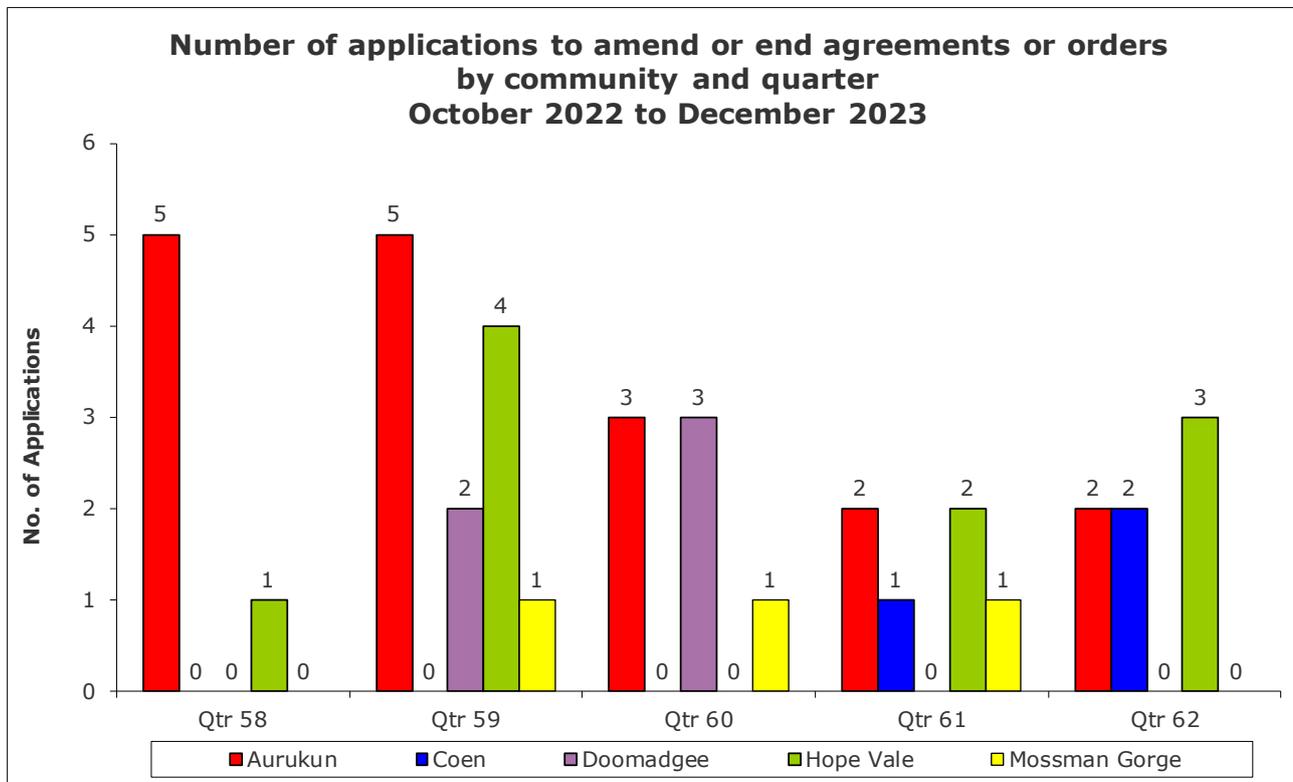
## Case Management

Commissioners are guided by the FRC Act, sections 4 and 5, to encourage community members to engage in socially responsible ways, and in doing so, make appropriate use of community support services. The Commissioners use the referral pathways available in each community to strengthen the client’s resilience to face the challenges they experience, and to ensure the wellbeing and safety of children and vulnerable people through broad-based counselling and education. After conference and for the duration of a case plan referral, the FRC registry liaises with clients and support services to monitor the client’s progress against meeting case plan goals. Where appropriate, clients are encouraged to make an application to amend or end their case plan to ensure their evolving needs are met. Commissioners then consider each application to ascertain whether the client has made sufficient progress to justify approving the application and in doing so must consider whether any detriment might impact the welfare of relevant children and/or vulnerable persons. As at 31 December 2023, 195 clients were being case-managed through a current non-voluntary case plan.

## Applications to amend or end Agreements or Orders inclusive of Voluntary Agreements

Applications to amend or end an agreement or order are considered an important means of ensuring that FRC decisions remain applicable to the changing needs and circumstances of clients. This mechanism affords clients an opportunity to apply to the Commission to amend or end their agreement or original order by providing their reasons for making the application. Commissioners view the hearing of the applications as an opportunity to engage with clients.

Seven applications relating to 7 clients (6 female and 1 male) to amend or end an Agreement, Order or Voluntary Agreement were received in quarter 62. 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 12:** Applications to amend or end agreements or orders by community and quarter 1 October 2022 to 31 December 2023

## **Application decisions**

Each application follows a transparent process and is considered by the Commissioners on its own merit whilst observing the principles of natural justice. A timely decision on the application is made under the FRC Act pursuant to section 99 for a family responsibilities agreement (FRA) or order, or section 109 for a voluntary agreement, and may include either agreeing or refusing to amend or end an agreement or order, or if the Commissioners deem the application for an FRA or order frivolous or vexatious, dismissing the application. For an application received under section 97 of the FRC Act, if the Commission fails to make a decision within two months of receipt of the application section 101 of the FRC Act determines that the failure is taken to be a decision by the Commission to refuse to amend or end the FRA or order. For an application to amend or end a voluntary agreement section 109(2) of the FRC Act states: "The Commissioner must amend or end a voluntary agreement as requested by the person, unless the Commissioner is satisfied the amendment or ending would be detrimental to the interests, rights and wellbeing of children and other vulnerable persons living in a welfare reform community area". The opportunity afforded in hearing these applications is utilised by the Commissioners to encourage clients to continue to address any remaining challenges and to exercise personal responsibility in their lives.

It should be noted that a hearing for an amend/end application may not take place in the same quarter as the application was received, especially where an application was received towards the end of a quarter with the resulting hearing scheduled for the following quarter.

A total of 2 amend/end applications for a Family Responsibilities Order (1 to end a CIM and 1 to end a conditional case plan and CIM) was decided in quarter 62 with the applications accepted by the FRC.

Five amend/end applications for voluntary agreements were decided in the reporting period with all applications made by clients accepted by the FRC. A breakdown of the decisions of the applications is as follows:

- 4 Applications were accepted and voluntary income management agreements ended.
- 1 Application was accepted and voluntary income management agreement amended from 60% to 75% for the remaining period of the existing agreement.

The Commission continues to encourage clients to participate in the amend or end process. Commissioners consider that the participation of clients in the amend/end process is indicative of 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 10:** FRC client population by gender and age 1 October 2023 to 31 December 2023

Information for the quarter	Female Count	Male Count		Female Average age	Male Average age
Clients for whom a notice was received <sup>10</sup>	432	241		37	38
Clients conferenced <sup>11</sup>	160	84		36	36
Clients referred through Family Responsibilities Agreements and Family Responsibilities Orders <sup>12</sup>	81	48		35	36
Clients placed on CIM <sup>13</sup>	20	8		36	39
Clients referred through a Voluntary Agreement for a case plan <sup>14</sup>	19	10		40	37
Clients who chose to participate in VIM <sup>15</sup>	17	11		42	47
Clients who submitted an amend/end application <sup>16</sup>	6	1		55	18

### Estimated resident populations:

**Aurukun:** The community of Aurukun had an estimated resident adult population of 795 people as at 30 June 2022<sup>17,18</sup>.

**Coen:** The township of Coen had an estimated resident adult population of 201 people as at 30 June 2022<sup>17,19</sup>.

**Doomadgee:** The community of Doomadgee had an estimated resident adult population of 918 people as at 30 June 2022<sup>17,18</sup>.

**Hope Vale:** The estimated resident adult population of Hope Vale was 652 people as at 30 June 2022<sup>17,18</sup>.

**Mossman Gorge:** The Mossman Gorge community had an estimated resident population of 101 people as at 30 June 2022<sup>17,20</sup>.

<sup>10</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>11</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>12</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>13</sup> Average age of a CIM client for the quarter is calculated at the first conference date held where the client was placed on a CIM during the quarter.

<sup>14</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>15</sup> Average age of a VIM 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>16</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.

<sup>17</sup> Note: Australian Statistical Geography Standard 2021 boundaries used are local government areas for Aurukun, Doomadgee and Hope Vale, and statistical areas level 1 (SA1s) of 31501139616 for Coen and 30604116408 for Mossman Gorge.

<sup>18</sup> Note: Adults 18 years and over provided by the Queensland Government Statistician's Office (QGSO), Queensland Treasury, based on the ABS unpublished preliminary Estimated Resident Population (ERP) data by age and sex at the Local Government Area level for 30 June 2022.

<sup>19</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 2022.

<sup>20</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 2022.

## 2. Future Direction and Challenges

### **ATSILS Partnership**

In quarter 61, the FRC reported on the MOU signed between the FRC and the Aboriginal and Torres Strait Islander Legal Service (ATSILS). The MOU sets out the parameters for the provision of FRC client information to ATSILS with the consent of the client.

The FRC holds valuable information about whether clients are positively engaging with the FRC and community support services which may be useful to Magistrates' and Judges' sentencing considerations and they may otherwise not have access to.

FRC clients appearing in court may not always be the best advocates for themselves, and where clients have been exhibiting help seeking behaviours, are volunteering for income management, or are engaging with service providers, this information may assist to reduce penalties or even avoid terms of imprisonment.

During quarter 62, the relevant forms and internal procedures were finalised, and the project officially launched in early December 2023. Due to disruptions to the Aurukun court circuit during Tropical Cyclone Jasper, no requests for information were received during the quarter, but the FRC looks forward to reporting on the progress of this important project in the next quarterly report.

### **Submission on Domestic and Family Violence Perpetrator Strategy**

In September 2023 the FRC made a submission to the Queensland Department of Justice and Attorney-General's consultation on a Queensland Domestic and Family Violence Perpetrator Strategy. The FRC does not purport to be expert in the field of domestic and family violence, and does not provide domestic and family violence support services per se. However, the Commission considered it could provide a unique perspective as a novel bi-cultural institution supporting both person/s using violence and victim-survivors, on what is needed for an effective perpetrator strategy in FRC and other First Nations communities.

The Commission made the following recommendations to the consultation:

#### ***Early Intervention***

1. The Strategy should include greater use of the FRC, and other established bodies or services supporting people with multiple risk factors, to capitalise on opportunities to provide early support to those using, or at risk of using violence.
2. The FRC's children's court trigger should be operationalised to support young people already using or at risk of using violence.

#### ***Strengthening perpetrator interventions***

3. The Strategy should urgently provide for the funding and implementation of accessible, evidence-based, culturally appropriate perpetrator interventions both:
  - on the ground in First Nations communities; and
  - in correctional centres for prisoners with shorter sentences or on remand.
4. The strategy should include capacity building for Police and others in the justice system, to reduce the application of standard, long-term conditions on protection orders in First Nations

communities. The Strategy should include greater support for First Nations respondents in remote communities to navigate the justice system.

### **Systemic reform**

5. The FRC is an existing model of community accountability, which provides a fulcrum to support both systemic and individual accountability. The Strategy may consider like models in other geographic locations.

The FRC looks forward to further contributing to the development of the Perpetrator Strategy should the opportunity arise. The FRC's contribution to the consultation highlighted another example of how operationalising the Childrens Court Trigger could support young people in FRC communities either using violence or at risk of using violence. The FRC's submission highlighted the close correlation the FRC observes between Domestic Violence Orders and Breaches, and other notice types including Child Safety and School Attendance notices. This demonstrates the broad impact of domestic and family violence in the fabric of daily life.

Against this backdrop, the FRC submitted that:

*Operationalising the Children's Court trigger under the FRC Act would enable the FRC to provide an early and effective response to young people using or at risk of using, violence. The FRC would be able to provide a holistic and family intervention which is lacking in other jurisdictions where parents are not mandated to shoulder responsibility for their children's offending behaviour. Additionally, the FRC conferencing process would enable broader family issues to be identified and discussed during conferences and could enable the referral of both parents and children to support services to effect change of behaviour and support early intervention at the family level.*

## 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:

- Ms Clare O'Connor Director-General, Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts (Chair)
- Ms Jody Broun 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 of the Commission attributable to the quarter (1 October 2023 to 31 December 2023) totalled \$1,216,515. This income consisted of:
  - \$641,250 Queensland Government funding
  - \$500,000 Australian Government funding
  - \$75,246 interest received
  - \$19 sundry income.

The balance of available funds in the bank as at 31 December 2023 is \$5,876,370.

### Expenditure:

- Expenditure for the quarter (1 October 2023 to 31 December 2023) was \$1,276,035.

**Table 11:** Expenditure in quarter 62

1 October 2023 to 31 December 2023	Expenditure Qtr 62	1 October 2023 to 31 December 2023	Expenditure Qtr 62
Employee salaries – FRC staff	585,158	Internet & IT	61,343
Employee salaries – Local Commissioners	96,275	Motor Vehicle	10,117
Employee on costs – FRC staff	102,903	Property	95,276
Employee on costs – Local Commissioners	14,032	Travel	43,082
Other employment costs	198,466	General Operating	47,362
Communications	9,449	Other expenses	12,572
		<b>Total</b>	<b>1,276,035</b>

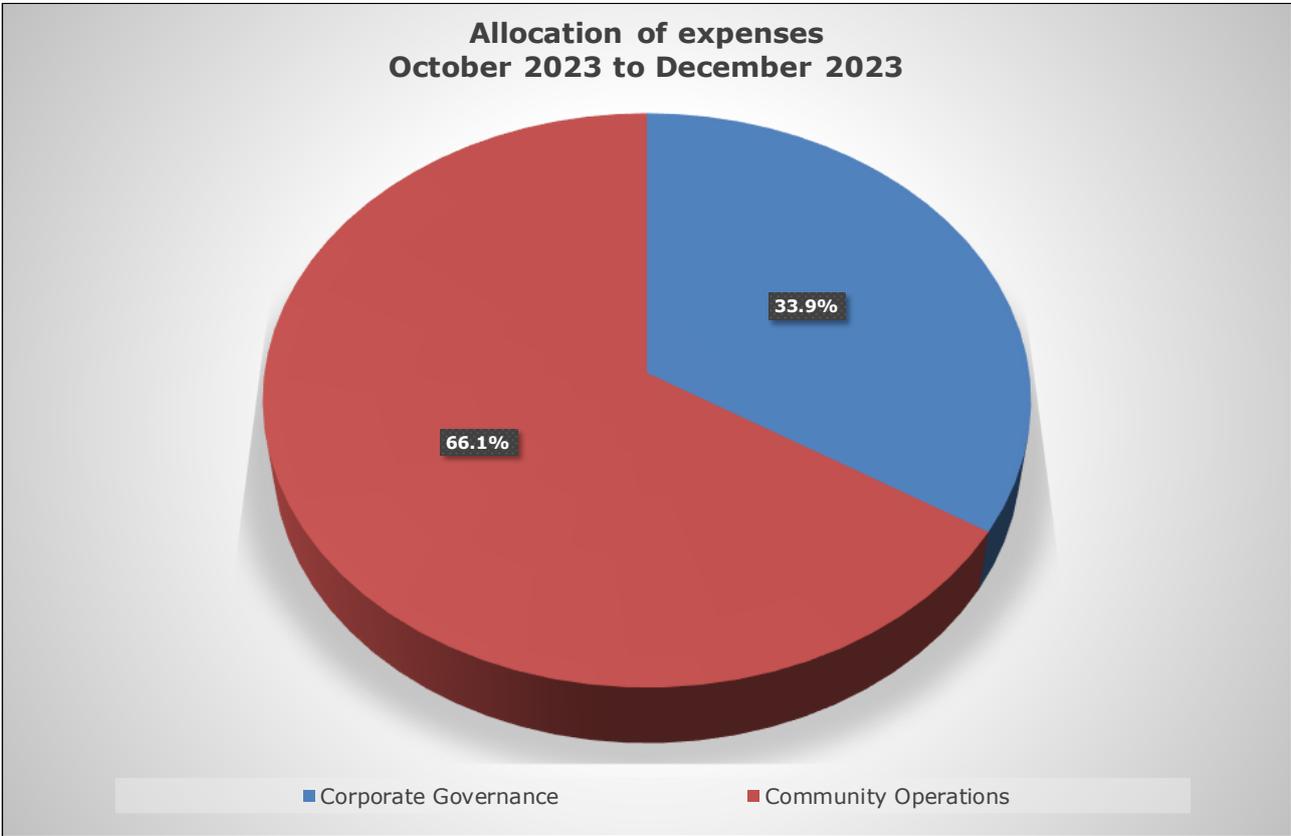
The expenditure of the FRC can be categorised as follows:

- Community operations** – further broken down into:
  - On-the-ground community operational expenses** including the operational expenses 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 and agreements.
  - Support and facilitation expenses** including costs associated with facilitating the holding of conferences and hearings in the five communities, providing support to the Local Commissioners and Local Registry Coordinators to hold conferences and hearings, assisting with the on-going monitoring of case plans for clients through the provision of data and other information and processing income management orders and agreements.
- Corporate governance** includes finance, statistical reporting, corporate governance, compliance, training and other administrative functions to ensure the effective and efficient operations of the Commission.

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 Local Commissioners, resident in their respective

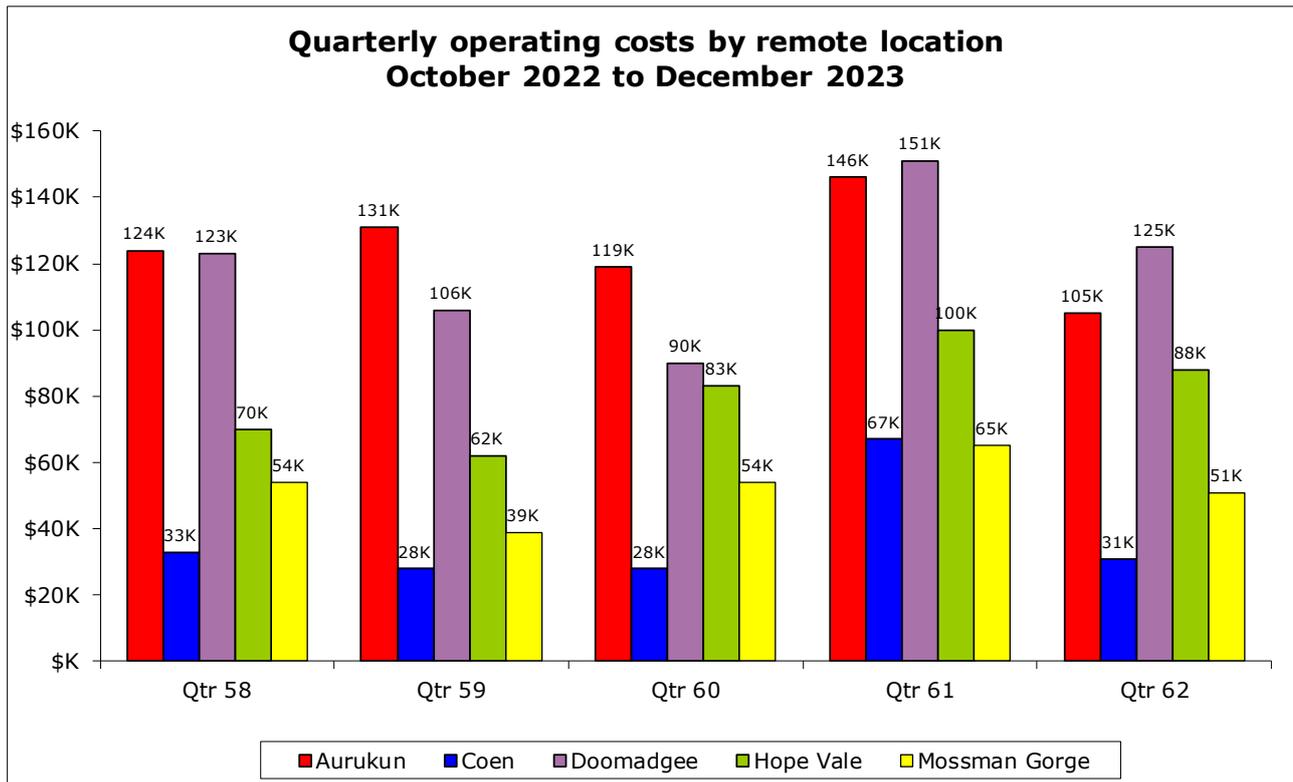
communities, who are paid as sessional sitting Commission members for conferencing, serving notices, meetings and professional development.

As can be observed in Graph 13 below which displays the allocation of FRC costs across the core functions in quarter 62, the largest allocation during the reporting period is in relation to community operations (66%).



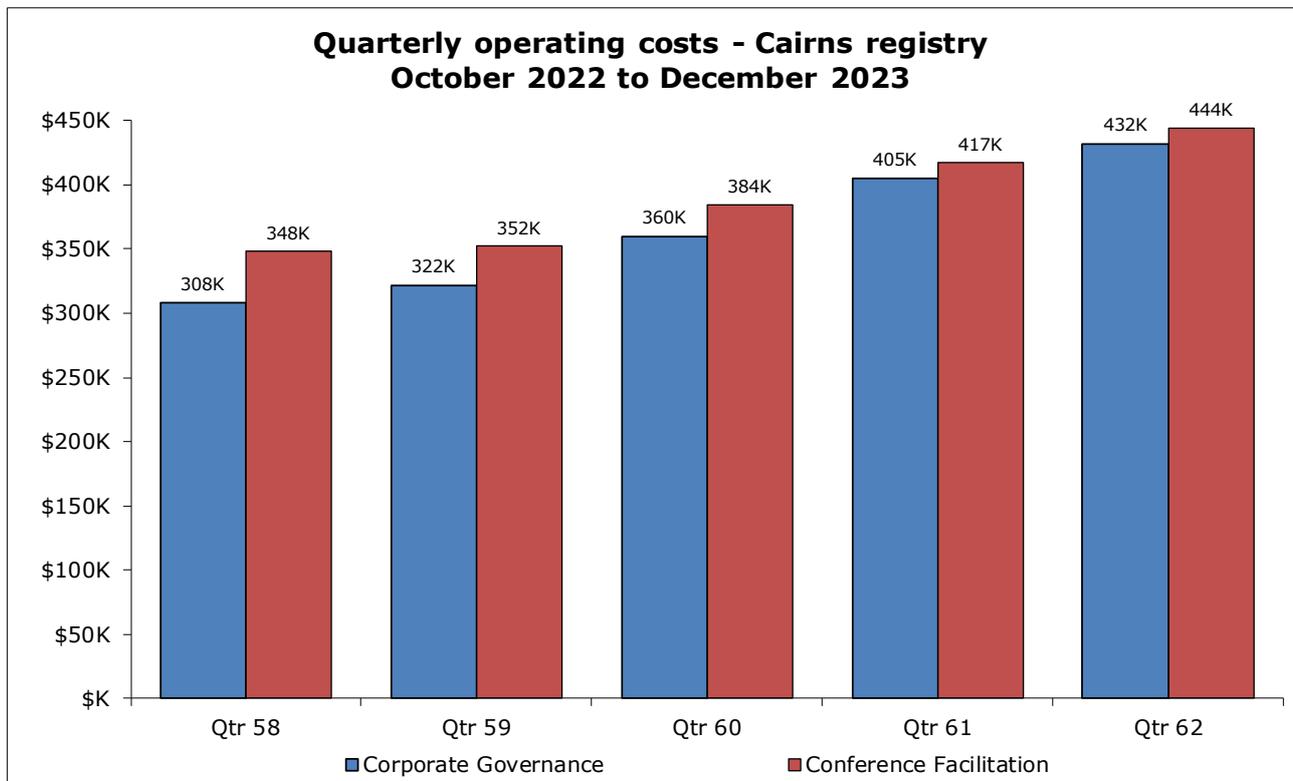
**Graph 13:** Allocation of expenses 1 October 2023 to 31 December 2023

Regional operational expenditure by location and quarter.



**Graph 14:** Operating costs by remote location 1 October 2022 to 31 December 2023

Cairns Registry expenditure for quarter 62 compared to the previous four quarters.



**Graph 15:** Quarterly operating costs Cairns 1 October 2022 to 31 December 2023

**APPENDIX A**



**SITTINGS CALENDAR 2023  
FAMILY RESPONSIBILITIES COMMISSION  
1 July 2023 to 31 December 2023**



Week Beginning	Monday	Tuesday	Wednesday	Thursday	Friday	Other
3 July					Public Holiday – DM Only	7 - NAIDOC Day - DM Cooktown – Circuit
10 July		11 ICM 11 ICM	12	13 ICM		Doomadgee Gulf Circuit
17 July		18	19 19 ICM	20	Public Holiday	21 - Cairns Show Day Aurukun Cape B & Coen Cape A Circuit
24 July	Public Holiday – MG Only	25	26 26 ICM	27 ICM 27 ½ day ICM		24 - Mossman Show Day
31 July		1	2 ICM 2	3 ICM	Public Holiday – AU Only	4 - Aurukun Day Public Holiday Estimates: Tuesday 1/08/2023 – Friday 4/08/2023
7 August						Cooktown – Circuit 10-13 Mount Isa Mines Rodeo Estimates: Tuesday 8/08/2023 – Thursday 10/08/2023 The FRC will appear before the committee on the morning of 10 August 2023.
14 August		15 ½ day Conf 15 ½ day ICM	16 16 16	17 17 ICM		Doomadgee Gulf Circuit Aurukun Cape B Circuit
21 August		22 22 ½ day Conf 22 ½ day ESR/ICM	23 ½ day Conf 23 ½ day ESR/ICM	24 ICM	Public Holiday – DM Only	25 - Doomadgee Day Public Holiday 25-27 Camooweal Drivers Camp Festival
28 August		29 ICM	30 30	31 ICM	Student Free Day	
4 September		5	6	7		Local Commissioner Development Week Cooktown – Circuit Doomadgee – Gulf Circuit
11 September		12 ICM	13 ICM 13	14		Aurukun Cape B & Coen Cape A Circuit
18 September	Public Holiday – AU Only					18 – Aak Ngamparam Public Holiday - AU
25 September	25 ICM	26 ICM	27 ICM	28 ICM		
2 October	Public Holiday		4 ICM	5 5		2 King's Birthday
9 October		10 10	11	12 ICM		Cooktown – Circuit Doomadgee – Gulf Circuit
16 October		17 ½ day ICM	18 18	19 19 ½ day ICM		Aurukun Cape B Circuit
23 October		24 ICM	25 ICM	26 ICM		
30 October		31 31 ICM	1 1 1	2 ½ day Conf 2 ½ ICM		

Week Beginning	Monday	Tuesday	Wednesday	Thursday	Friday	Other
6 November		7 ½ day ICM	8 ICM	9 ½ day ICM		Cooktown – Circuit Doomadgee – Gulf Circuit
13 November			15 15	16		Aurukun Cape B & Coen Cape A Circuit
20 November		21 21	22	23		
27 November		28 28 28 ½ day ICM & serving	29 29 ½ day Conferencing 29 ½ day ICM 29	30 ICM 30 30 ½ day ICM 30		
4 December		5 ½ day ICM 5 ½ day Pre-conference	6 6 ICM	7		Cooktown – Circuit Doomadgee – Gulf Circuit Mossman schools finish 8/12/2022
11 December						Aurukun Cape B Circuit
18 December						
25 December	Public Holiday	Public Holiday				Mon 25 <sup>th</sup> & Tue 26 <sup>th</sup> Christmas Day and Boxing Day, 27, 28, 29 Office closed for XMAS

### LEGEND

	Office Days/School Holidays
	<b>Public/Bank Holidays</b>
	Aurukun Sitting
	Coen Sitting
	Doomadgee Sitting
	Hope Vale Sitting
	Mossman Gorge Sitting

OFFICE	CONTACT NAME	Phone	Mobile	Facsimile
Cairns – Commissioner	Tammy Williams	4081 8413	0447 739 137	4041 0974
Cairns – Deputy Commissioner	Rod Curtin	4081 8400	0419 647 948	4041 0974
Cairns – Acting Registrar	Helen Weedon	4081 8412	0409 461 624	4041 0974
Cairns – Acting Executive Officer (Corporate)	Wayne Massey	4081 8411	0429 495 353	4041 0974
Cairns – Manager (Compliance and Policy) (Tue, Wed, Thu morning)	Camille Banks	4081 8407	0400 355 040	4041 0974
Cairns – Manager (Case Management and Monitoring)	Anne Crampton	4081 8414	0458 041 191	4041 0974
Cairns – Senior Advisor (Statistics and Research)	Michelle Synott	4081 8404		4041 0974
Cairns – ICT Administrator	Mark Doktor	4081 8406	0427 954 870	4041 0974
Cairns – Manager (Coordination)	Sandi Rye	4081 8410	0438 195 342	4041 0974
Acting Aurukun Local Registry Coordinator	Cara Marks	4060 6185	0428 985 106	4041 0974
Acting Coen Local Registry Coordinator	Kate Gooding	4081 8410	0417 798 392	4041 0974
Doomadgee Local Registry Coordinator	Brenden Joinbee	4745 8111	0418 666 204	4041 0974
Hope Vale Local Registry Coordinator	Josephine Pinder	4060 9153	0408 482 026	4041 0974
Acting Mossman Gorge Local Registry Coordinator	Kate Gooding	4081 8410	0417 798 392	4041 0974