

Family Responsibilities Commission

Report to the Family Responsibilities Board

Quarterly Report

No. 66

October 2024 to December 2024



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

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.¹ This report sets out the Commission's key operational matters for the period October to December 2024.

Quantified in the table below are the activities undertaken by the Commission during quarter 66 with comparisons shown to the previous quarter.

Table 1: Activity from 1 July 2024 to 31 December 2024

Activity for the quarter	Qtr 65	Qtr 66
Total number of notices assessed by the Commission ²	1,806	1,690
Number of notices within jurisdiction	1,225	1,173
Number of notices not within jurisdiction	581	517
Number of clients notified to the Commission from notices within jurisdiction	698	655
Total number of notices received by the Commission which were unable to be assessed for jurisdiction	0	7
Conferences		
Conferences conducted	176	196
Number of clients served to attend conference	153	171
Attendance percentage for conferences	61%	75%
Non-attendance percentage with acceptable (reasonable) excuse for conferences	34%	18%
Conference outcomes		
Agreements to attend community support services	36	63
Orders made to attend community support services	16	30
Referrals to service providers from Family Responsibilities Agreements and Family Responsibilities Orders ³	60	112
Agreements for Conditional Income Management (CIM)	0	0
Orders made for CIM	12	11

¹ Section 144 *Family Responsibilities Commission Act 2008*

² 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.

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

Domestic Violence statistical information as a subset from the total number of conferences conducted, referrals made and CIMs put in place	Qtr 65	Qtr 66
Conferences for domestic violence matters	25	49
Referrals from domestic violence conferences	13	33
CIM's from domestic violence conferences	1	5
Amend/end decisions for Family Responsibilities Agreements and Family Responsibilities Orders		
Number of amend/end decisions for Family Responsibilities Agreements and Family Responsibilities Orders	2	2
Accepted	100%	50%
Refused	0%	50%
Voluntary Agreements		
Voluntary agreements for a voluntary case plan (VCP)	13	22
Voluntary referrals to service providers	14	22
Voluntary agreements for Voluntary Income Management (VIM)	13	16
Amend/end decisions for Voluntary Agreements		
Number of amend/end decisions for Voluntary Agreements	7	6
Accepted	57%	100%
Refused	43%	0%
Other activity		
Applications to Amend or End received	9	7
Information as at the last day of the quarter		
Number of clients case-managed through current non-voluntary case plan	126	134
Number of clients subject to a current CIM	14	20
Number of clients on a current VIM	51	40

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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
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 2024.

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 assessed as within jurisdiction by individual clients during the reporting period. During quarter 66, 572 clients (87%) were notified to the Commission with only one type of trigger notice. The remaining 83 clients (13%) received more than one type of trigger notice.

Table 2: Number of clients by number of different types of agency notices assessed as within jurisdiction 1 October 2024 to 31 December 2024

Type of Different Types of Agency Notices Received	Number of clients
1	572
2	70
3	13
4	0
Total	655

Investigations reveal the following information regarding the types of sole trigger notices assessed as within jurisdiction by Commission clients during the quarter:

- 67% received a school attendance (EQ) notice
- 13% received a Magistrates Court (MAG) notice
- 3% received a child safety and welfare (CS) notice
- 3% received a domestic violence order (DVO) notice
- 1% received a domestic violence breach (DVB) notice.

The remaining sole trigger notice assessed as within jurisdiction for Commission clients during the quarter was 1 client with a school enrolment notice (SEN).

Table 3 shows the combination of trigger notices assessed as within jurisdiction for the 83 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) assessed as within jurisdiction from 1 October 2024 to 31 December 2024⁴

Type of Agency Notice/s	Number of clients
CS,DVB	2
CS,DVO,EQ	1
CS,EQ	17
CS,EQ,MAG	4
CS,EQ,SEN	1
DIS,DVB	1
DIS,DVO	1
DVB,DVO	1
DVB,DVO,MAG	2
DVB,EQ	2
DVB,EQ,MAG	3
DVB,MAG	10
DVO,EQ	1
DVO,EQ,MAG	2
DVO,MAG	7
EQ,MAG	26
EQ,SEN	1
MAG,SEN	1
Total	83

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 of community members 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 to those 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 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 are demonstrating early insight into the affect those actions have on others.

⁴ 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 2024 to 31 December 2024⁵

Voluntary Agreements			
	VCP	VIM	Total
Total	22	16	38

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 2024 to 31 December 2024⁵

Decisions by Agreement			
Community	CP	CIM	Total
AU	42	0	42
CO	1	0	1
DM	10	0	10
HV	4	0	4
MG	6	0	6
Total	63	0	63

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 2024 to 31 December 2024⁵

Community	CCP	CCP & CIM Concurrently	CCP, CIM, Rescheduled	CCP, Rescheduled	CIM	CIM, Rescheduled	No Further Action	Recommend Support Service	Reprimand	Total
AU	2	1	0	0	1	1	1	3	1	10
CO	1	0	1	1	0	0	0	2	0	5
DM	12	3	0	0	1	0	3	17	3	39
HV	6	2	0	0	0	0	2	7	5	22
MG	1	0	0	0	0	1	0	1	0	3
Total	22	6	1	1	2	2	6	30	9	79

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 2024 to 31 December 2024⁵

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

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 2024 to 31 December 2024⁵

Decisions of Voluntary Amend/End Applications				
Community	VIM Amend	VIM End	VIM No Further Action	Total
Total	0	6	0	6

During quarter 66 the number of interactions highlighted in tables 4 to 8 related to a total of 168 clients (109 female and 59 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.

⁵ Refer to the descriptions of abbreviations on the Table of Contents page.

⁶ Refer to the descriptions of abbreviations on the Table of Contents page.

- 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 66 reinforce the Commission's belief that a cohort of 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 2024 to 31 December 2024 support our assertion:

- 52.4% 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, 27% of clients specifically entered into a voluntary agreement;
- 21.4% of clients were issued with a no further action on their matter/s, or they were recommended to attend a support service with or without successfully applying to amend or end their voluntary agreement with no other action types;
- 5.4% of clients were issued with a reprimand with or without a decision for no further action or recommendation to attend a support service or successfully applied to amend or end their voluntary agreement.

There also 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:

- 13.1% of clients were ordered to attend a support service under a case plan;
- 1.2% of clients were placed on a CIM order;
- 3.6% of clients were placed on a CIM order and ordered to attend a support service.

Notices

In quarter 66 the Commission assessed 1,690 agency notices⁷ for jurisdiction. Some individuals may have been the subject of more than one agency notice. Of that figure 1,173 notices (69%) relating to 655 clients were within the Commission's jurisdiction, and 517 notices (31%) were outside the Commission's jurisdiction.

Table 9: Notices in jurisdiction by type and community 1 October 2024 to 31 December 2024

Type of Notice	AU	CO	DM ⁸	HV	MG	Total
Supreme Court notices	0	0	0	0	0	0
District Court notices	5	0	0	6	0	11
Magistrates Court notices	219	6	0	52	17	294
Domestic Violence Breach notices	16	1	0	16	6	39
Domestic Violence Order notices	22	3	0	11	0	36
School Attendance notices	214	29	334	130	25	732
School Enrolment notice	6	0	0	0	0	6
Child Safety and Welfare notices						
Child Concern Reports	21	2	16	10	2	51
Finalised Child Protection Investigations	3	0	1	0	0	4
Housing Tenancy notices	0	0	0	0	0	0
Total	506	41	351	225	50	1173

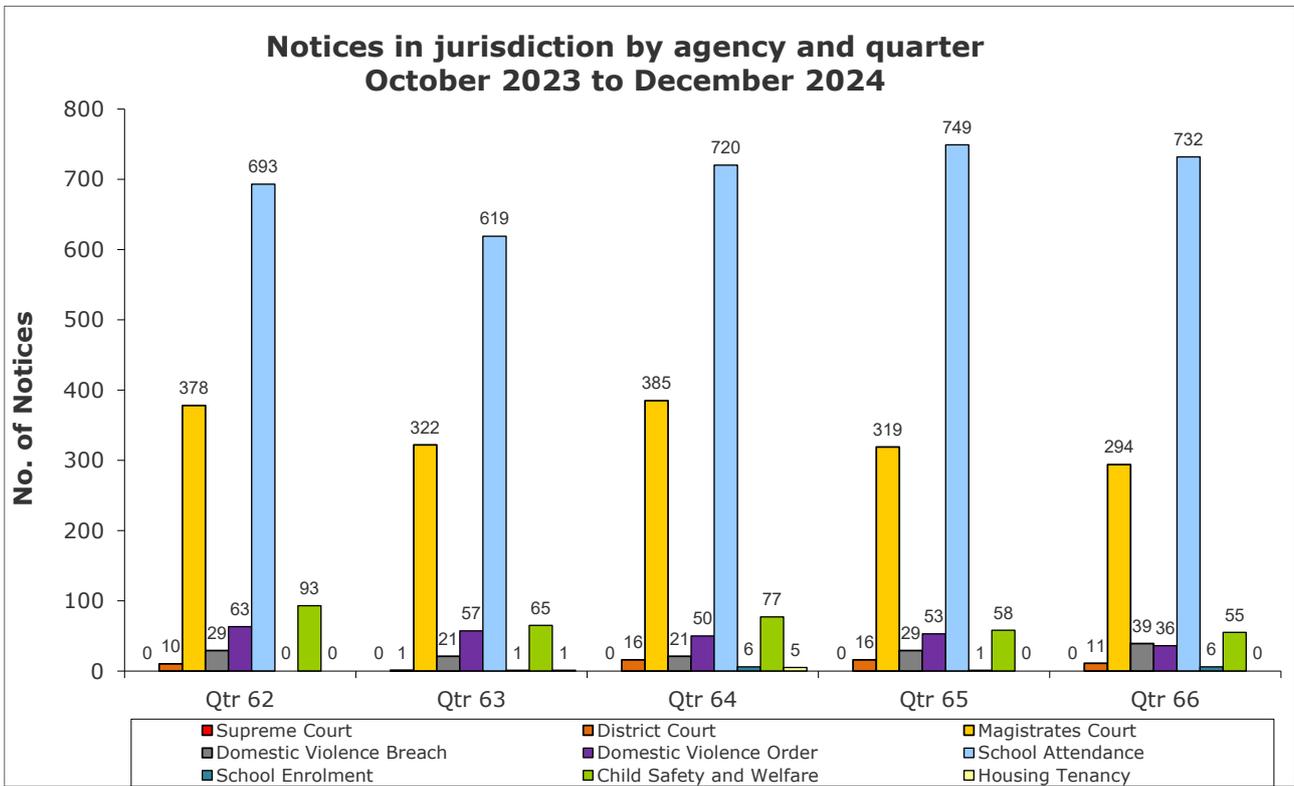
Further details of notices within jurisdiction for each community are set out below:

- 506 notices were assessed as within jurisdiction for Aurukun relating to 249 clients (155 female and 94 male)
- 41 notices were assessed as within jurisdiction for Coen relating to 32 clients (20 female and 12 male)
- 351 notices were assessed as within jurisdiction for Doomadgee relating to 212 clients (154 female and 58 male)
- 225 notices were assessed as within jurisdiction for Hope Vale relating to 137 clients (83 female and 54 male)
- 50 notices were assessed as within jurisdiction for Mossman Gorge relating to 25 clients (14 female and 11 male).

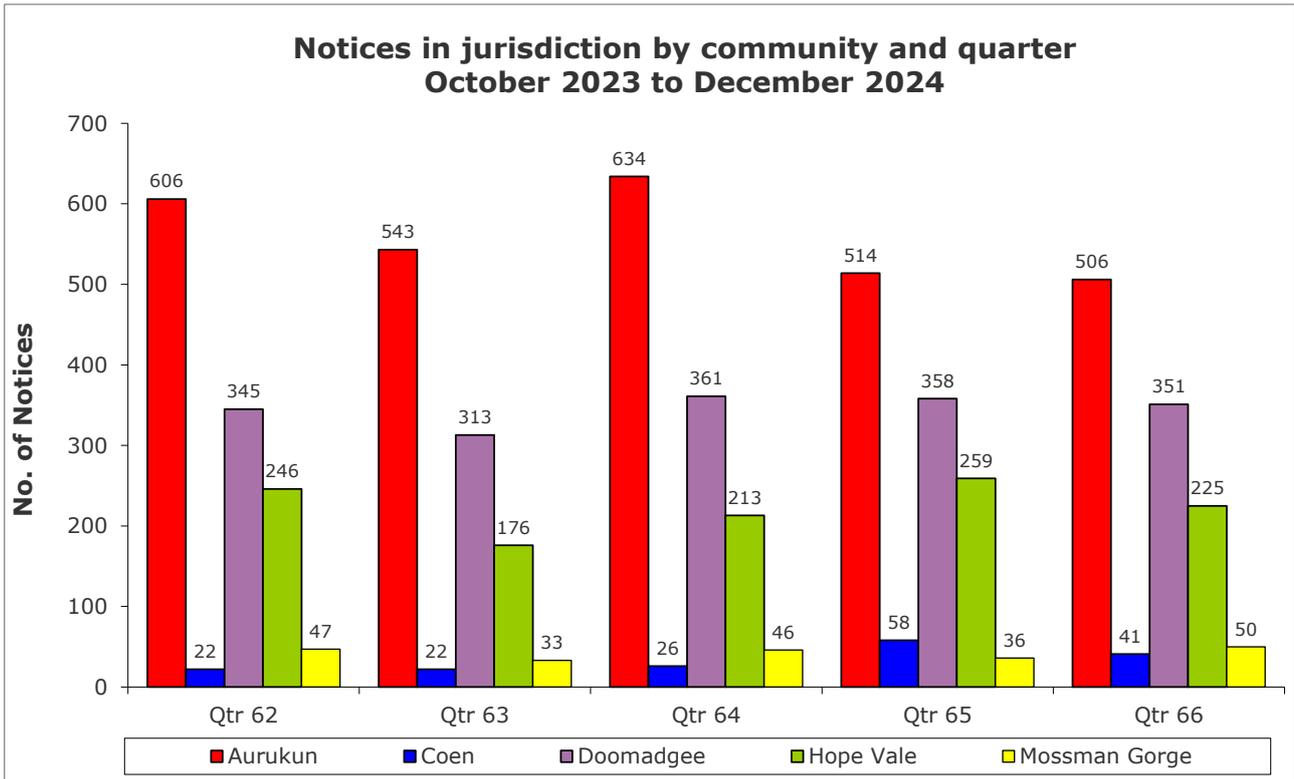
For quarter 66, 42% of clients were assessed as receiving more than one notice within jurisdiction. Frequently this illustrates multiple child school absences for the one family, or multiple Magistrates Court notices relating to one incident. This may also be suggestive of the complexity of behaviours experienced by a significant proportion of our clients. Conversely, it is important to note the majority of FRC clients (58%) were assessed as receiving only one notice within jurisdiction during the reporting period. Twenty-six new clients were added to the Commission's database during the quarter.

⁷ 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.

⁸ Agency notices for the community of Doomadgee are presently received from the Department of Education and the Department of Families, Seniors, Disability Services and Child Safety only.



Graph 1: Notices in jurisdiction by type and quarter 1 October 2023 to 31 December 2024



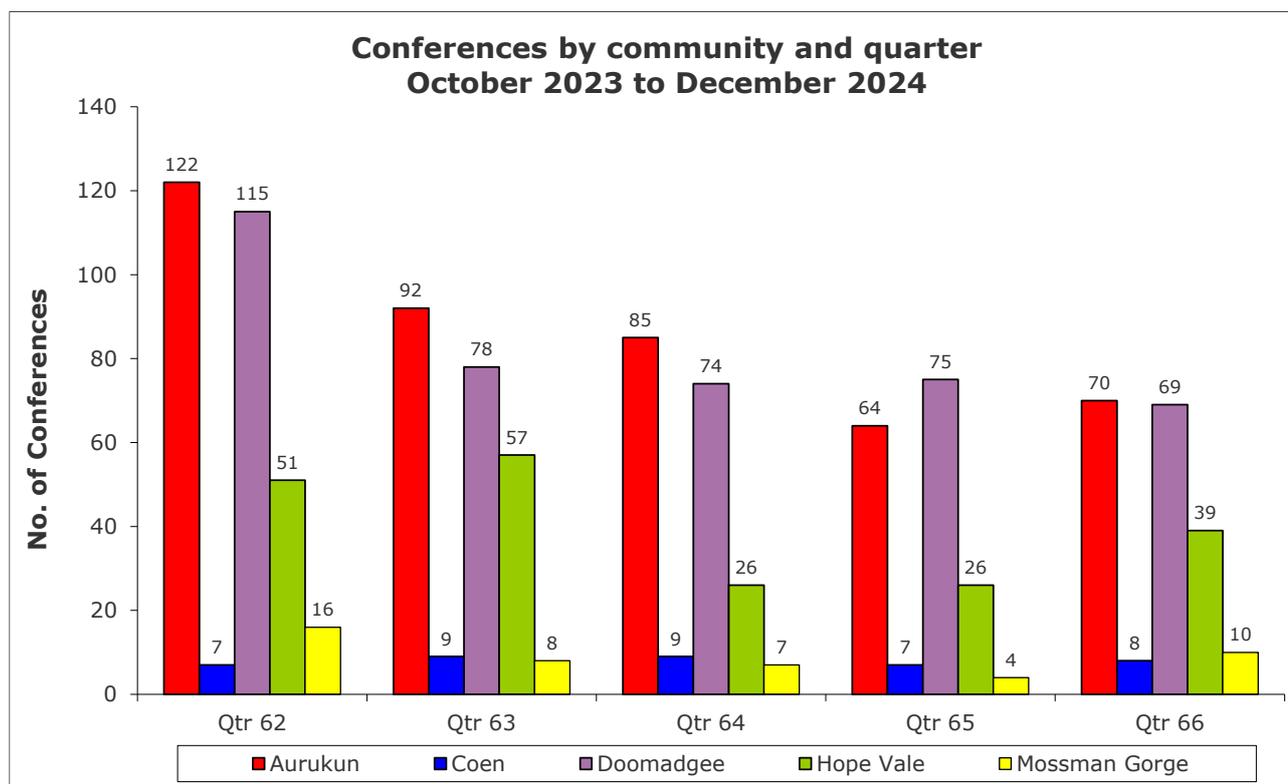
Graph 2: Notices in jurisdiction by community and quarter 1 October 2023 to 31 December 2024

Notices received by the Commission which were unable to be accessed for jurisdiction

This quarter the Commission received 7 Magistrates Court notices on 24/12/2024 relating to one client for which jurisdiction could not be assessed. Services Australia Business Hub has the client listed as restricted and due to changes in SA policy the Commission is no longer able to be granted temporary access to generate a personal information disclosure (PID). The PID lists address information and welfare payment eligibility used to assess whether the client is within jurisdiction at the time the Commission received the notice.

Conferences

In quarter 66 196 conferences⁹ were held across the five communities (relating to 171 clients served to attend conference). Attendance at conference increased from 61.4% in quarter 65 to 74.5% in quarter 66.

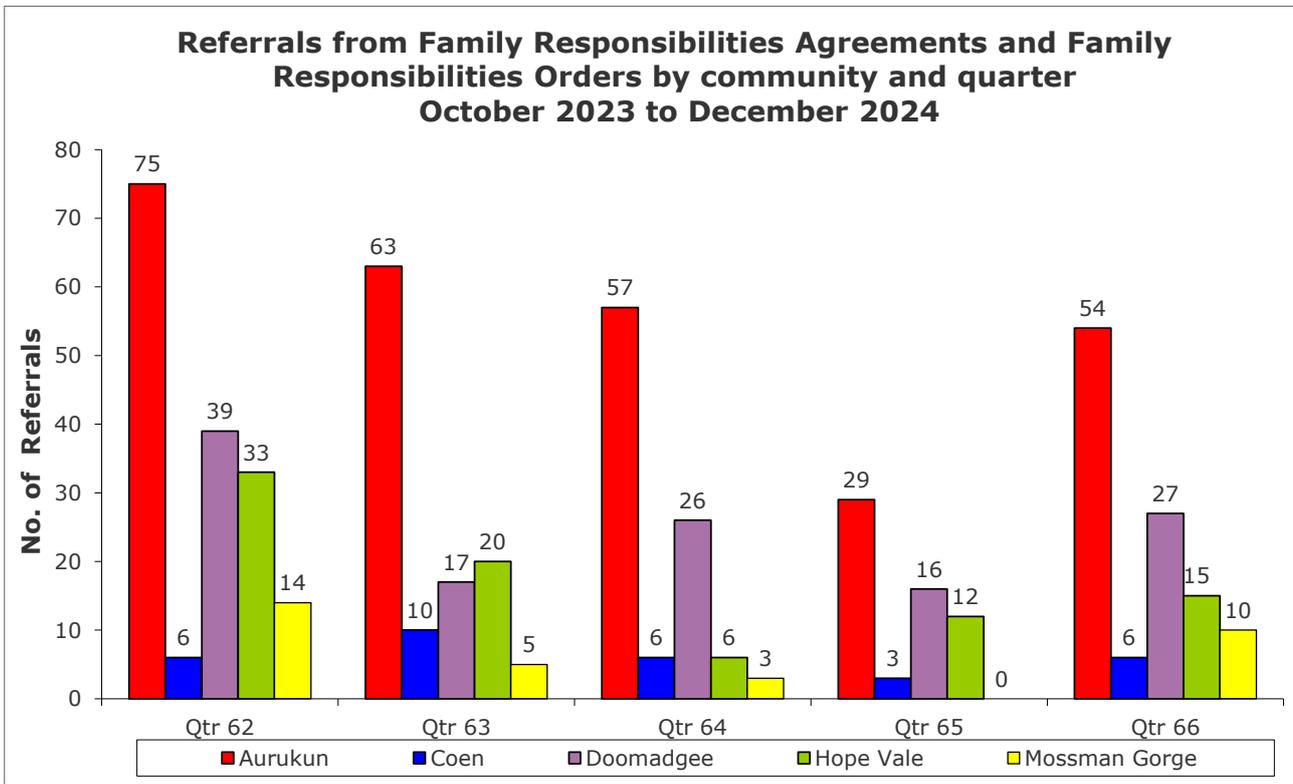


Graph 3: Conferences by community and quarter 1 October 2023 to 31 December 2024

Referrals from 'Family Responsibilities' Agreements and Orders

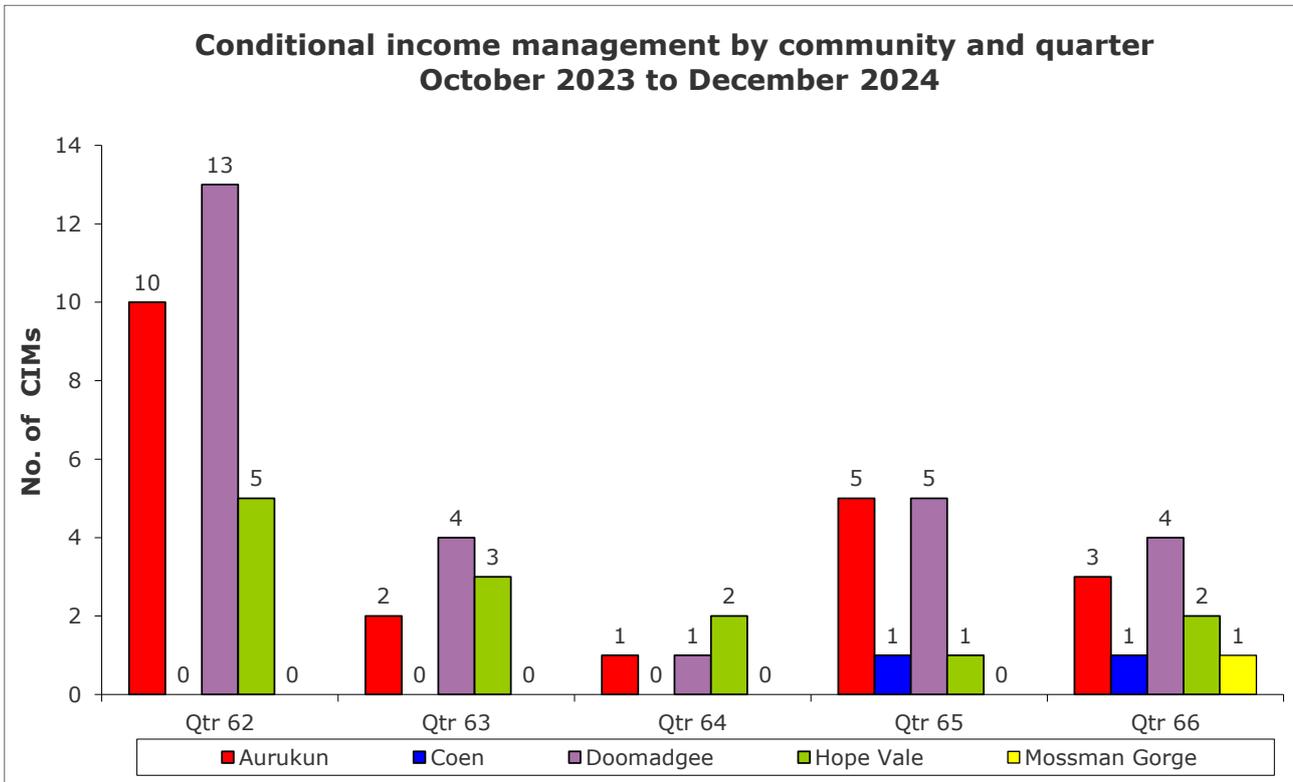
A total of 112 referrals (to service providers from 'Family Responsibilities' Agreements (FRAs) and Orders) relating to 92 clients were made in quarter 66. The Local Commissioners continue to raise concerns regarding the availability of appropriate perpetrator intervention programs suitable for client 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.

⁹ 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 2023 to 31 December 2024

Conditional Income Management from 'Family Responsibilities' Agreements and Orders



Graph 5: Conditional income management by community and quarter 1 October 2023 to 31 December 2024

Local Commissioners continue to use Conditional Income Management (CIM) as a decision of last resort. A total of 11 new CIMs (orders) relating to 11 clients were made in quarter 66 with 82% set at 60% quarantining of welfare payments (see graph 8) and 73% set for a 6-month duration (see graph 6).

As at 31 December 2024 there were 20 clients subject to a current CIM who were responsible for 38 children in their care (27 of whom were school aged children). Of the 20 clients 40% were income managed at 60%, 40% were income managed at 75% and 20% were income managed at 90% whilst duration ranged from 10% for a 3-month duration, 80% for a 6-month duration, 5% for a duration of 9 months and 5% for a duration of 12 months. 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

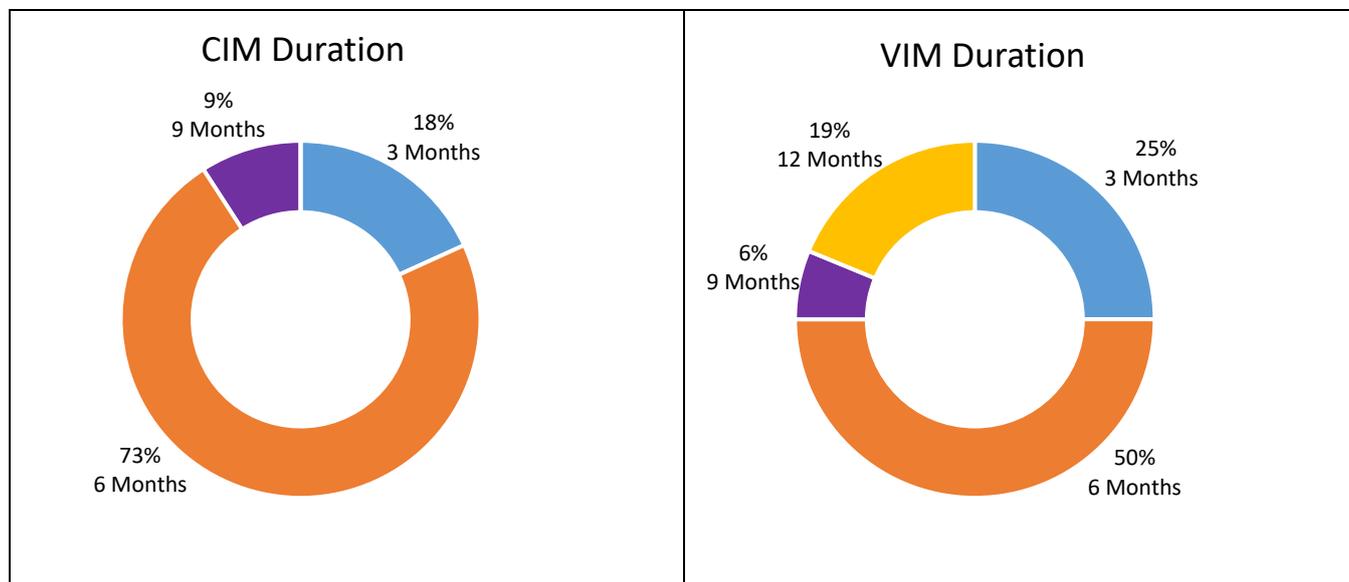
The FRC Act sets out a process under which a community member can voluntarily seek help from the Commission for a referral to a community support service through a voluntary case plan (VCP) or be subject to voluntary income management (VIM). During quarter 66, 22 VCPs were entered into for 22 community support services under a case plan relating to 19 clients.

Voluntary Income Management

During this reporting period the Commission processed 16 VIM agreements with 75% of agreements quarantining 60% of welfare payments (see graph 9) and 50% set for a duration of 6 months (see graph 7). As at 31 December 2024 there were 40 clients on a current VIM agreement who had 36 children in their care (21 of whom were school aged children).

Status of the SmartCard in FRC Communities for quarter 66

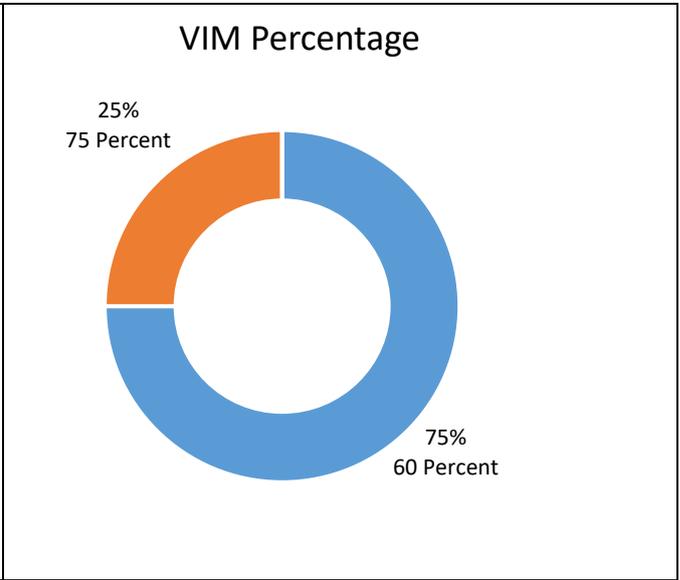
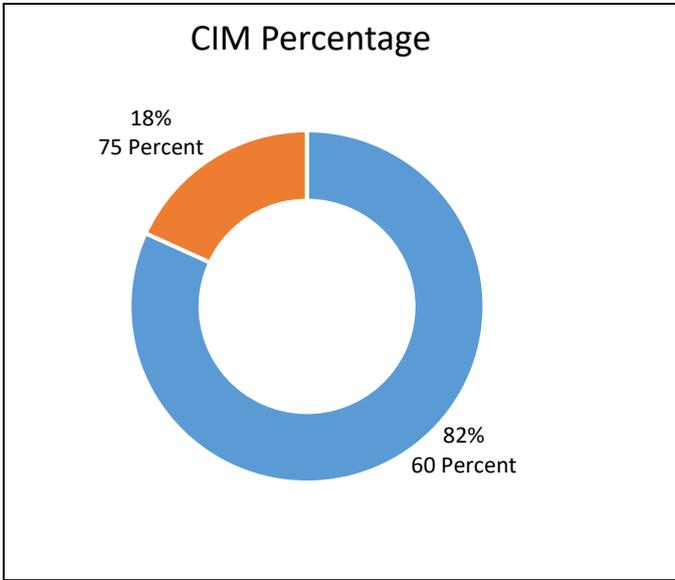
Twenty-seven SmartCards (11 for CIM and 16 for VIM) were processed for the period 1 October 2024 to 31 December 2024, including orders and agreements that were still awaiting Centrelink action as at 31 December.



Graph 6: Breakdown of CDC CIMs by duration 1 October 2024 – 31 December 2024

Graph 7: Breakdown of CDC VIMs by duration 1 October 2024 – 31 December 2024

Although initially (March 2021) 66% of VIM applications entered into were for a 3-month duration, the VIM chart above for quarter 66 shows that 25% were entered into for a 3-month duration, 50% were entered into for a 6-month duration, 6% were entered into for a 9-month duration and 19% were entered into for a 12-month duration.



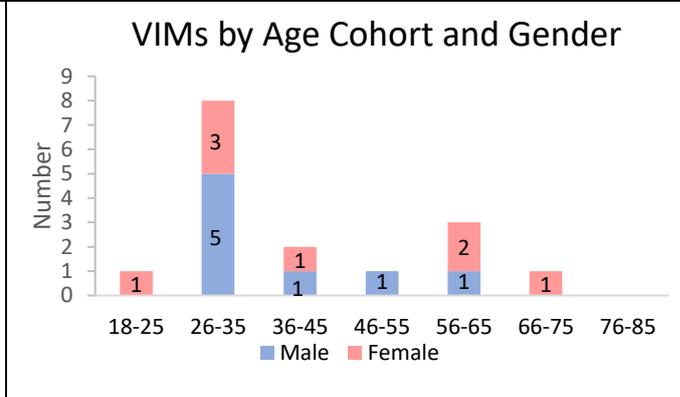
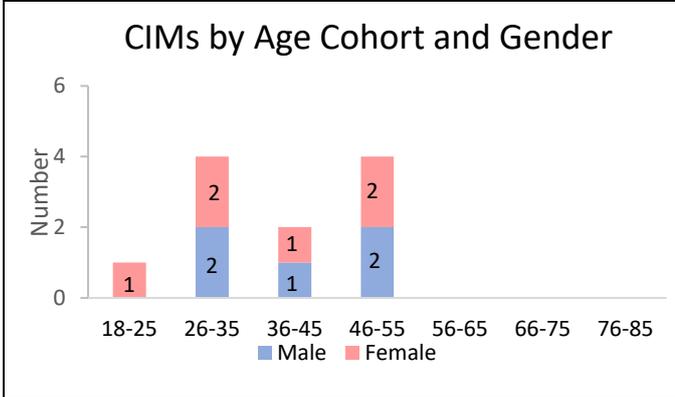
Graph 8: Breakdown of CDC CIMs by percentage 1 October 2024 – 31 December 2024

Graph 9: Breakdown of CDC VIMs by percentage 1 October 2024 – 31 December 2024

This quarter saw 82% of CIM orders issued quarantining 60% of a client’s welfare payment with 18% quarantining 75% of a client’s welfare payment. The preference by clients to enter into a VIM at 60% remains the popular option with 75% of VIM agreements entered into at 60% for the quarter.

This quarter female community members accounted for the majority of the CIMs with 55% 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 50% of the VIMs. Overall females accounted for 52% of all SmartCards (voluntary and conditional) in quarter 66.



Graph 10: Breakdown of CDC CIMs by age cohorts and gender 1 October 2024 – 31 December 2024

Graph 11: Breakdown of CDC VIMs by age cohorts and gender 1 October 2024 – 31 December 2024

Reasons for applying for the SmartCard were primarily to buy food (88%), to pay for bills (69%), to budget (63%), to save for something they needed (38%) and to protect their payments (19%). Circumstances given by voluntary income management participants when applying for the SmartCard were to support themselves (88%), they needed to support their children (25%), they liked the SmartCard (25%) and they need to support their family (19%). Please note, a client may choose one or more options to reflect their individual reasons and circumstances for participating in voluntary income management.

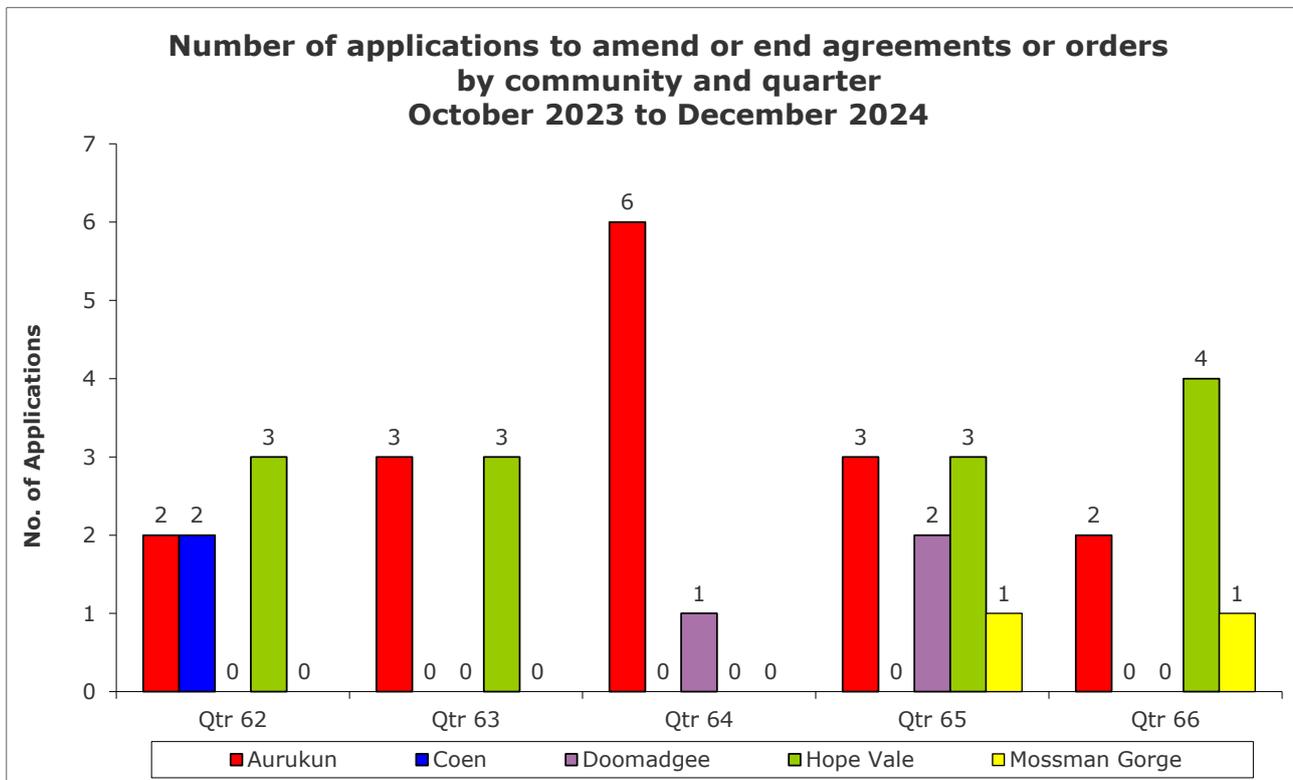
Case Management

Commissioners are guided by the FRC Act, sections 4 and 5, to encourage community members to engage in socially responsible standards of behaviour, 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 2024, 134 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 6 clients (4 female and 2 male) to amend or end an Agreement, Order or Voluntary Agreement were received in quarter 66. 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 2023 to 31 December 2024

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 (2 to end a CIM) were decided in quarter 66 with one application accepted and one application refused by the FRC.

Six amend/end applications for voluntary agreements were decided in the reporting period with all 6 applications made by clients accepted by the FRC. A breakdown of the accepted decisions of the applications is as follows:

- 6 Applications were accepted and voluntary income management agreements ended.

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 2024 to 31 December 2024

Information for the quarter	Female Count	Male Count	Female Average age	Male Average age
Clients for whom a notice was assessed as within jurisdiction ¹⁰	426	229	37	39
Clients conferenced ¹¹	114	57	35	38
Clients referred through Family Responsibilities Agreements and Family Responsibilities Orders ¹²	55	37	36	38
Clients placed on CIM ¹³	6	5	37	41
Clients referred through a Voluntary Agreement for a case plan ¹⁴	12	7	36	37
Clients who chose to participate in VIM ¹⁵	8	8	44	37
Clients who submitted an amend/end application ¹⁶	4	2	45	52

Estimated resident populations:

Aurukun: The community of Aurukun had an estimated resident adult population of 808 people as at 30 June 2023^{17,18}.

Coen: The township of Coen had an estimated resident adult population of 204 people as at 30 June 2023^{17,19}.

Doomadgee: The community of Doomadgee had an estimated resident adult population of 918 people as at 30 June 2023^{17,18}.

Hope Vale: The estimated resident adult population of Hope Vale was 667 people as at 30 June 2023^{17,18}.

Mossman Gorge: The Mossman Gorge community had an estimated resident population of 102 people as at 30 June 2023^{17,20}.

¹⁰ Average age of a client who had a notice assessed as within jurisdiction for the quarter is calculated at the date of the first notice assessed for the client during the quarter.

¹¹ 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.

¹² 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.

¹³ 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.

¹⁴ 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.

¹⁵ 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.

¹⁶ 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.

¹⁷ Note: Australian Statistical Geography Standard Edition 3, July 2021 – June 2026 boundaries for local government areas of Aurukun, Doomadgee and Hope Vale, and statistical areas level 1 (SA1s) of 31501139616 for Coen and 30604116408 for Mossman Gorge.

¹⁸ 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 2023.

¹⁹ 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 2023.

²⁰ 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 2023.

2. Future Direction and Challenges

Inability to determine jurisdiction for notices received

For the first time in over 16 years the FRC has been unable to determine jurisdiction for some notices received during the quarter. This quarter the FRC received 7 Magistrates Court notices on 24/12/2024 for one client for which jurisdiction could not be assessed.

Under section 7 of the FRC Act the meaning of a community member states: A person is a community member if –

- (a) the person is a welfare recipient; and
- (b) either
 - (i) the person's usual place of residence is, or was on the commencement of this section, in a welfare reform community area; or
 - (ii) the person has, at any time after the commencement of this section, lived in a welfare reform community area for at least 3 months.

Section 8 of the FRC Act relates to the definition of a welfare recipient.

The FRC determines jurisdiction each time a notice is received for a client through access to the Services Australia Business Hub where a personal information disclosure (PID) is generated, listing address information and welfare payment eligibility.

Services Australia (SA) occasionally applies restrictions to customer accounts for reasons relating to security (both for the customer and SA). The FRC was advised by SA that it will no longer be granted access to the records of these customers. The Commission is trying to resolve this matter and to understand the basis upon which the FRC's access has been restricted.

As the FRC is unable to pull a PID for this client, we are unable to assess if the Magistrates Court notices the Commission received are within or not within jurisdiction. The matters are therefore unable to progress to conference.

This has caused the Commission to change its own recording and reporting practices in our CRM database where all notices for a quarter will be reported on the date of verification not the date of receipt. The FRC will now include separate reporting for the number of notices for which it has not been unable to assess jurisdiction.

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. During quarter 66 the FR Board's membership consisted of the following members:

- Ms Kathy Parton Acting Director-General, Department of Women, Aboriginal and Torres Strait Islander Partnerships and Multiculturalism (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 2024 to 31 December 2024) totalled \$1,259,040. This income consisted of:
 - \$660,500 Queensland Government funding
 - \$515,000 Australian Government funding
 - \$83,522 interest received
 - \$18 sundry income.

The balance of available funds in the bank as at 31 December 2024 is \$6,202,722.

Expenditure:

- Expenditure for the quarter (1 October 2024 to 31 December 2024) was \$1,323,453.

Table 11: Expenditure in quarter 66

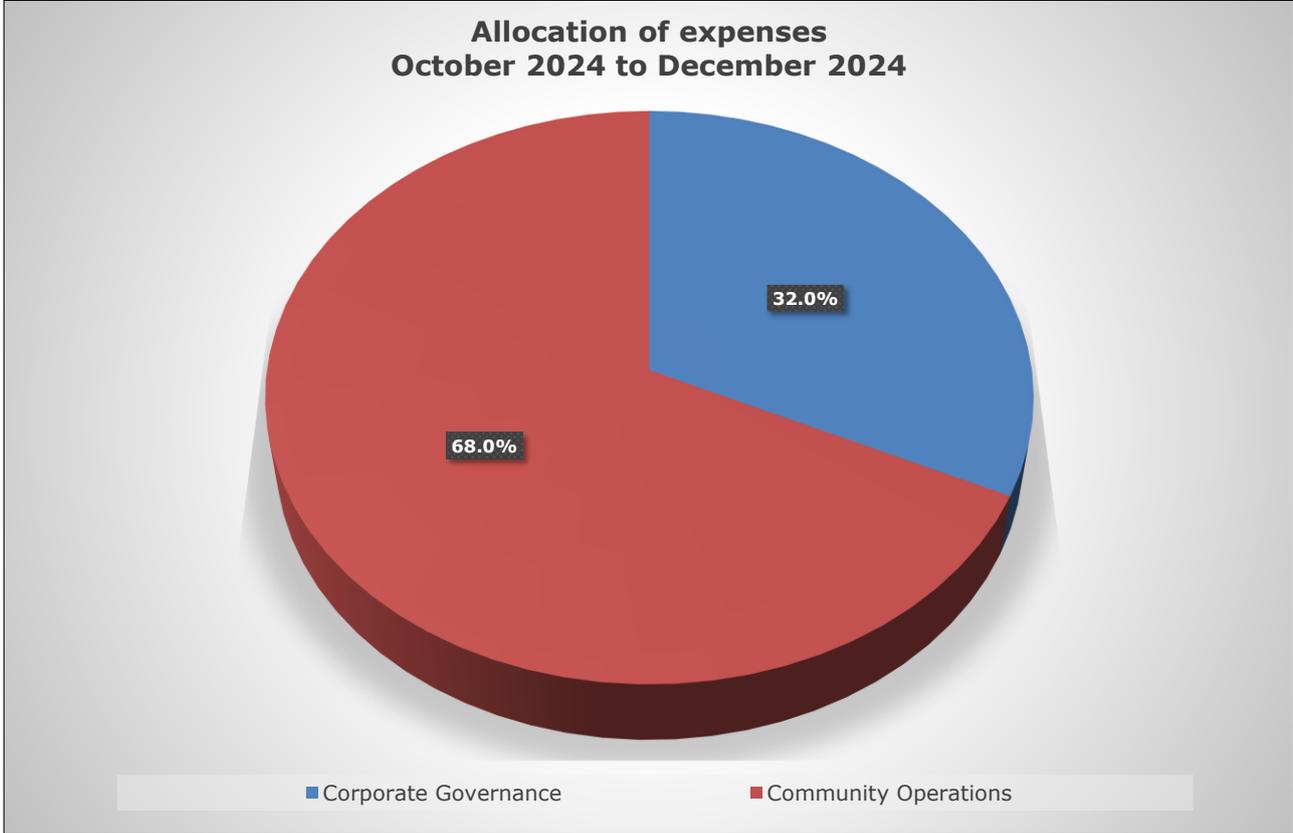
1 October 2024 to 31 December 2024	Expenditure Qtr 66	1 October 2024 to 31 December 2024	Expenditure Qtr 66
Employee expenses – FRC staff	\$801,068	Travel	\$73,750
Employee expenses – Local Commissioners	\$141,792	IT and Communications	\$39,722
Other employment costs (Agency)	\$43,166	Property	\$67,610
Other supplies and services	\$156,345	Total	\$1,323,453

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, IT, training and other administrative functions to ensure the effective and efficient operations of the Commission.

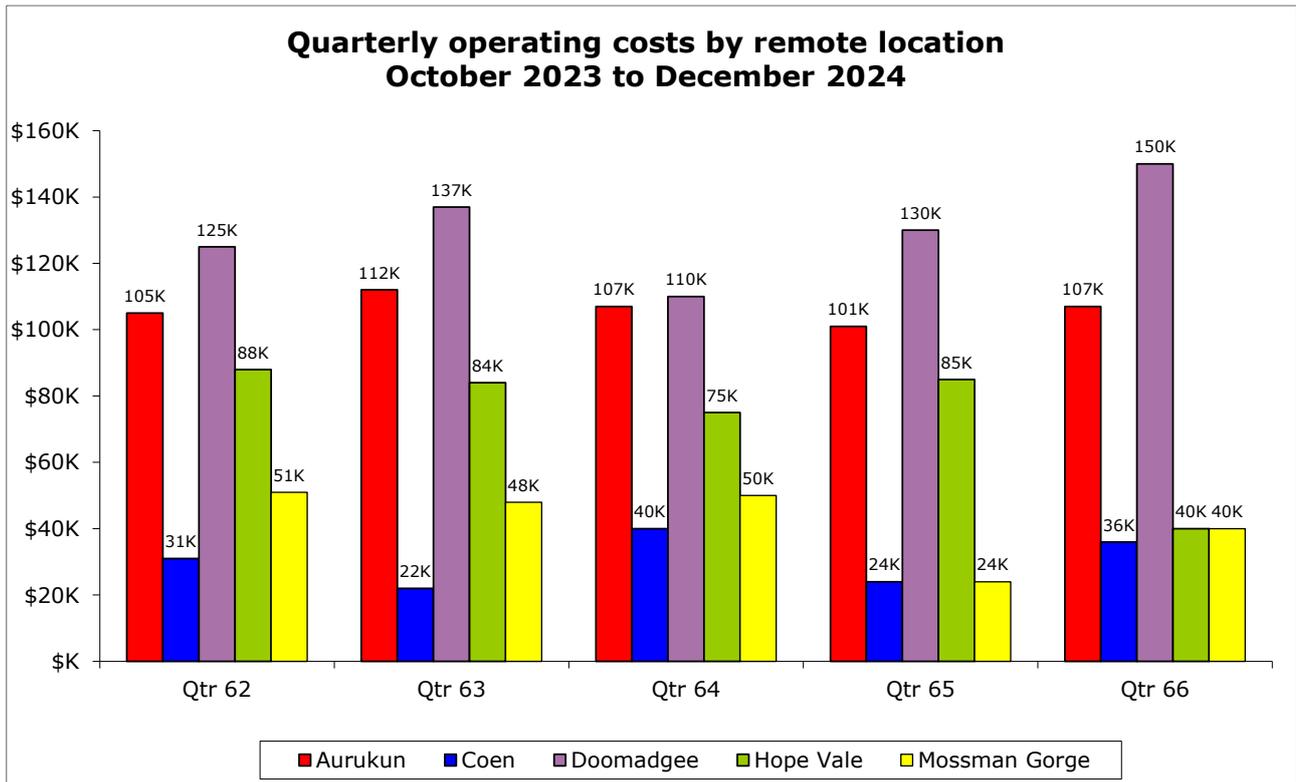
The functions of corporate governance and conference and hearing facilitation are conducted primarily in the registry office in Cairns with frequent visits to community by staff. Community operations are conducted by Local Registry Coordinators and Local Commissioners, resident in their respective communities, 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 66, the largest allocation during the reporting period is in relation to community operations (68.0%).



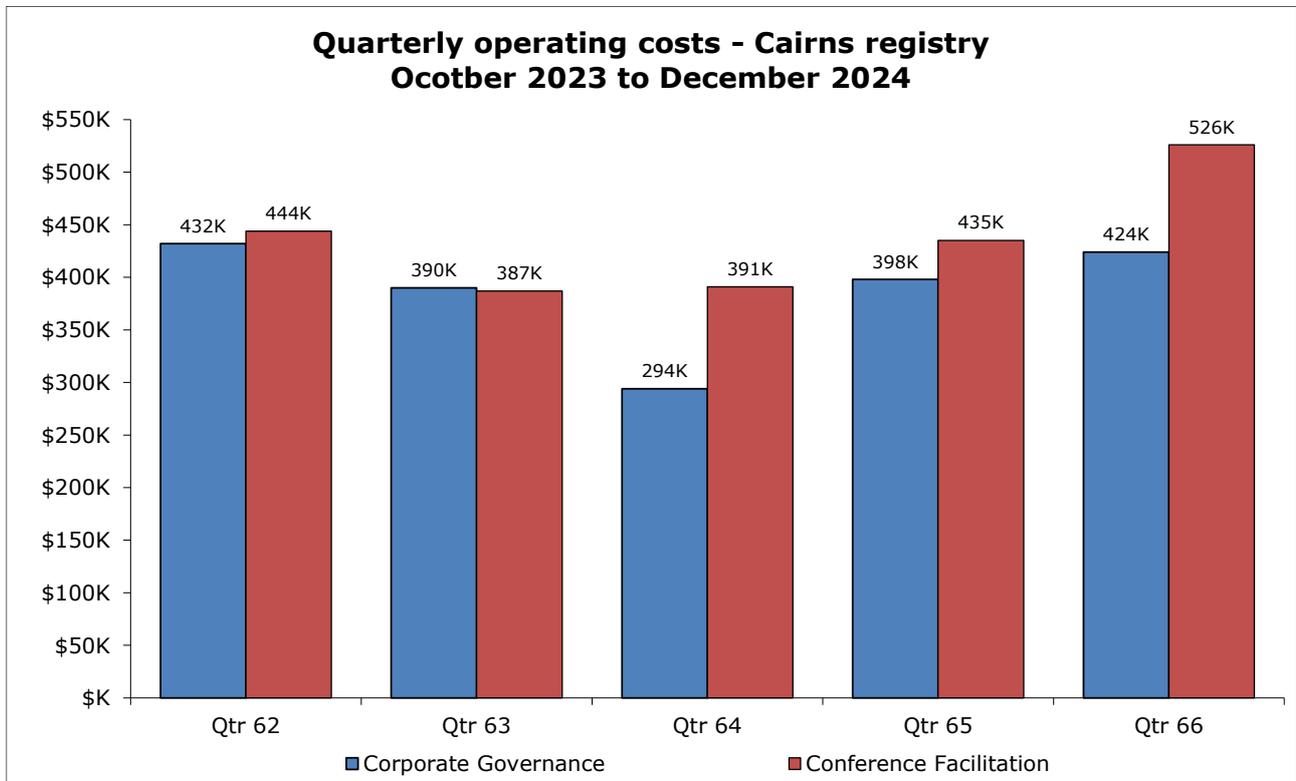
Graph 13: Allocation of expenses 1 October 2024 to 31 December 2024

Regional operational expenditure by location and quarter.



Graph 14: Operating costs by remote location 1 October 2023 to 31 December 2024

Cairns Registry expenditure for quarter 66 compared to the previous four quarters.



Graph 15: Quarterly operating costs Cairns 1 October 2023 to 31 December 2024

APPENDIX A



**SITTINGS AND CLIENT ENGAGEMENT CALENDAR 2024
FAMILY RESPONSIBILITIES COMMISSION
1 July 2024 to 31 December 2024**



Week Beginning	Monday	Tuesday	Wednesday	Thursday	Friday	Other
1 July						Cooktown Circuit Hope Vale Circuit
8 July	8 CE	9 CE 9 CE	10 Conf 10 Conf 10 CE	11 Conf 11 CE	Special Holiday – DM Only	12 NAIDOC Day - DM Aurukun Cape B & Coen Cape A Circuit
15 July		16 Conf	17 Conf	18 CE	Show Holiday	19 Cairns Show Day Doomadgee Gulf Circuit
22 July	22 CE Show Holiday – MG Only	23 CE 23 CE	24 Conf 24 Conf	25 Conf 25 ½ day CE		22 Mossman Show Day
29 July	29 CE 29 CE	30 Conf 30 CE	31 Conf			Estimates: Friday 26/07/2024 – Thursday 1/08/2024
5 August	5 CE	Special Holiday – AU Only 6 CE 6 ½ day Conf	7 Conf	8 Conf		6 Aurukun Day Special Holiday Estimates: Tuesday 6/08/2024 – Thursday 8/08/2024 8-11 Mount Isa Mines Rodeo Cooktown Circuit
12 August	12 CE	13 Conf	14 CE 14 Conf	15 ½ day CE		Aurukun Cape B Circuit Doomadgee Gulf Circuit
19 August	19 CE 19 CE	20 CE 20 CE	21 Conf	22 Conf		
26 August	26 CE	27 Conf 27 CE	28 Conf 28 Conf	29 ½ day CE	Special Holiday – DM Only	30 Doomadgee Day Special Holiday
2 September	2 CE	3 Conf	4 ½ day CE	5 ½ day CE		Cooktown Circuit Hope Vale Circuit
9 September			11 CE	12 ½ day CE		Aurukun Cape B & Coen Cape A Circuit Doomadgee Gulf Circuit
16 September			Special Holiday – AU Only			18 Aak Ngamparam Special Holiday - AU
23 September	23 ½ day CE	24 Conf	25 Conf	26 ½ day CE		
30 September	30 Training Day	1 Training Day	2 Training Day			Cooktown Circuit Hope Vale Circuit
7 October	Public Holiday	8 CE	9 Conf	10 Conf		7 King's Birthday Public Holiday
14 October	14 CE	15 Conf 15 CE	16 Conf 16 Conf			Aurukun Cape B Circuit Doomadgee Gulf Circuit
21 October	21 CE	22 Conf 22 CE	23 Conf 23 Conf			
28 October	28 CE	29 Conf 29 Conf	30 Conf 30 Conf	31 CE ½ day		

Week Beginning	Monday	Tuesday	Wednesday	Thursday	Friday	Other
4 November		5 CE	6 CE 6 Training Day	7 Training Day		Cooktown Circuit
11 November				Youth Justice Training ½ day		Aurukun Cape B & Coen Cape A Circuit Doomadgee Gulf Circuit
18 November	18 CE 18 CE	19 CE	20 Conf	21 Conf 21 CE		
25 November		26 Conf 26 Conf	27 Conf 27 Conf			
2 December	2 CE	3 Conf 3 Conf	4 Conf 4 ½ day Conf	5 ½ day CE 5 CE		Cooktown Circuit Hope Vale Circuit
9 December		10 CE	11 CE	12 ½ day Conf		Aurukun Cape B Circuit Doomadgee Gulf Circuit Mossman schools finish 13/12/2024
16 December			18 ½ day CE			
23 December			Public Holiday	Public Holiday		Public Holidays 25 Christmas Day and 26 Boxing Day, 27, 30, 31 Office closed for XMAS
30 December			Public Holiday			1 New Year's Day Public Holiday

LEGEND

	Office Days/School Holidays
	Public/Bank Holidays
	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 – Registrar	Helen Weedon	4081 8412	0409 461 624	4041 0974
Cairns – 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
Aurukun Local Registry Coordinator	Cara Marks	4060 6185	0428 985 106	4041 0974
Coen Local Registry Coordinator	Linda Saunders	4081 8410	0477 621 580	4041 0974
Doomadgee Local Registry Coordinator	Brenden Joinbee	4745 8111	0418 666 204	4041 0974
Hope Vale Local Registry Coordinator	Kate Gooding	4060 9153	0408 482 026	4041 0974
Mossman Gorge Local Registry Coordinator	Willy Smith	4081 8410	0417 798 392	4041 0974