

# Family Responsibilities Commission

*Report to the Family Responsibilities Board*

## Quarterly Report

**No. 68**

**April 2025 to June 2025**



*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 April to June 2025.

Quantified in the table below are the activities undertaken by the Commission during quarter 68 with comparisons shown to the previous quarter.

**Table 1:** Activity from 1 January 2025 to 30 June 2025

<b>Activity for the quarter</b>	<b>Qtr 67</b>	<b>Qtr 68</b>
Total number of notices assessed by the Commission <sup>2</sup>	1,544	1,791
Number of notices within jurisdiction	1,077	1,120
Number of notices not within jurisdiction	467	671
Number of clients notified to the Commission from notices within jurisdiction	661	641
Total number of notices received by the Commission which were unable to be assessed for jurisdiction	1	8
<b>Conferences</b>		
Conferences conducted	174	241
Number of clients served to attend conference	140	193
Attendance percentage for conferences	59%	69%
Non-attendance percentage with acceptable (reasonable) excuse for conferences	37%	37%
<b>Conference outcomes</b>		
Agreements to attend community support services	33	58
Orders made to attend community support services	23	33
Referrals to service providers from Family Responsibilities Agreements and Family Responsibilities Orders <sup>3</sup>	65	105
Agreements for Conditional Income Management (CIM)	0	0
Orders made for CIM	7	6

<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 67</b>	<b>Qtr 68</b>
Conferences for domestic violence matters	37	60
Referrals from domestic violence conferences	24	31
CIM's from domestic violence conferences	3	2
<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	0	3
Accepted	-	67%
Refused	-	33%
<b>Voluntary Agreements</b>		
Voluntary agreements for a voluntary case plan (VCP)	94	54
Voluntary referrals to service providers	95	55
Voluntary agreements for Voluntary Income Management (VIM)	35	33
<b>Amend/end decisions for Voluntary Agreements</b>		
Number of amend/end decisions for Voluntary Agreements	2	4
Accepted	100%	75%
Refused	0%	25%
<b>Other activity</b>		
Applications to Amend or End received	3	10
<b>Information as at the last day of the quarter</b>		
Number of clients case-managed through current non-voluntary case plan	129	135
Number of clients subject to a current CIM	16	9
Number of clients on a current VIM	56	67

### **Inquiry into Elder Abuse**

On 10 April 2025, the FRC made a comprehensive submission to the Education, Arts and Communities Committee's Inquiry into Elder Abuse in Queensland. The submission highlights the FRC's unique perspective and role in addressing elder abuse within remote First Nations communities and provides recommendations to improve responses for this vulnerable cohort, including making voluntary income management available to people in other locations across the State.

On 14 May 2025, the Education, Arts and Communities Committee held a hearing on the Inquiry in Cairns, and the FRC were invited to appear. Local Commissioner Doris Poonkamelya travelled from Aurukun to give evidence to the Inquiry and was supported by Cara Marks, Local Registry Coordinator for Aurukun and Camille Banks, Manager, Compliance and Legal Policy. Commissioner Poonkamelya and Ms Marks have been working closely with older clients and community members, in partnership with the Aurukun Chivaree Aged Care Centre in Aurukun to support those experiencing or at risk of financial abuse.

At the hearing, the FRC highlighted issues of financial abuse, particularly humbugging, that are common in FRC communities, and explained that cost-of-living pressures and internet banking exploitation exacerbate elder abuse. The SmartCard was discussed as a tool to manage income and protect elders from financial exploitation. Commissioner Poonkamelya shared her experience of

using the SmartCard to safeguard her pension and manage her finances. Ms Marks discussed the lack of banking infrastructure and digital literacy issues that hinder financial independence for elders.

Commissioner Poonkamelya explained that gambling, particularly internet-based gambling, is a significant issue in communities like Aurukun. The FRC emphasised the need for better financial support, education, and awareness programs tailored to First Nations communities. Addressing systemic issues like addiction and poverty among perpetrators of abuse was also recommended.

### **Education, Arts and Communities Committee**

On 28 April 2025, by invitation, Commissioner Williams and Registrar Helen Weedon appeared in person at a Public Hearing of the Education, Arts and Communities Committee of the Queensland State Parliament. The purpose of the hearing was to assist the Committee with its oversight of the functions and performance of the Commission. At the hearing the Registrar gave an opening address to the Committee before Commissioner Williams and the Registrar responded to a number of questions from Committee members on the operation of the Commission.

### **Domestic and Family Violence Protection and Other Legislation Amendment Bill 2025 (DFVOLA Bill)**

The FRC has concerns regarding the proposed introduction of Police Protection Directions (PPDs) under the DFVOLA Bill. On 30 May 2025, the Commission made a submission to the Education, Arts and Communities Committee, highlighting the potential impact of PPDs on the Commission's ability to fulfil its role in supporting victim-survivors and addressing domestic and family violence (DFV) in culturally appropriate ways.

The FRC's recommendations to the Committee were to:

1. Amend section 43(1) of the FRC Act to ensure the FRC is notified of all PPDs issued within its jurisdiction.
2. Carefully consider the broader impacts of PPDs on victim-survivor support, early intervention, and the overrepresentation of First Nations people in incarceration.

On 3 June 2025, the FRC were again invited to expand on the submission at a hearing on the Inquiry into the DFVOLA Bill in Cairns. Deputy Commissioner Curtin, and Camille Banks, Manager, Compliance and Legal Policy, gave evidence at the hearing. Deputy Commissioner Curtin highlighted that the introduction of PPDs, as currently proposed, would hinder the FRC's ability to intervene early in domestic and family violence cases. The lack of recognition of PPDs as agency notices under the *Family Responsibilities Commission Act 2008* limits the FRC's jurisdiction and ability to act effectively.

The FRC recommended amending section 43(1)(a) of the FRC Act to classify PPDs as agency notices. This change would enable the FRC to provide culturally appropriate support, facilitate community engagement, and address underlying issues such as addiction, trauma, and violence. Deputy Commissioner Curtin reiterated the concern that the current form of the bill could exacerbate the over-representation of First Nations people in the criminal justice system. He emphasised the importance of culturally sensitive interventions and the role of Local Commissioners in supporting victim-survivors and addressing the root causes of violence.

The FRC concluded by urging the committee to carefully consider its recommendations to ensure the proposed legislation supports effective intervention and reduces harm within communities.

## **Increased Statutory Compliance Requirements**

As a Queensland Public Sector entity, the FRC is obligated to ensure compliance with Queensland Government legislation. As one of the smallest Public Sector entities, the FRC faces a considerable legislative burden, commensurate with central agencies. Recent legislative amendments have significantly increased the compliance and governance obligations placed on the Commission.

To support these enhanced requirements, the FRC was awarded a grant of \$595,000 from the Department of Women, Aboriginal and Torres Strait Islander Partnerships and Multiculturalism (DWATSIPM). This funding will assist the Commission in meeting its legislative compliance obligations and supporting general administration. Key initiatives include work required to fulfil responsibilities as a child safe entity and reporting under the *Child Safe Organisations Act 2024*, including training for staff and Local Commissioners.

The grant, provided as a one-off payment during the 2024-25 financial year, is available for use over the subsequent two financial years (2025-26 and 2026-27).

The Commission extends its gratitude to DWATSIPM for their generous support and for providing this critical funding to enable the FRC to meet its compliance and governance responsibilities effectively.

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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 30 June 2025.

## 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 68, 586 clients (91%) were notified to the Commission with only one type of trigger notice. The remaining 55 clients (9%) 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 April 2025 to 30 June 2025

Type of Different Types of Agency Notices Received	Number of clients
1	586
2	46
3	9
4	0
<b>Total</b>	<b>641</b>

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

- 70% received a school attendance (EQ) notice
- 9% received a Magistrates Court (MAG) notice
- 7% received a domestic violence order (DVO) notice
- 3% received a child safety and welfare (CS) notice
- 1% received a Childrens Court (CHI) notice
- 1% received a Housing tenancy breach (HT) notice.

The remaining sole trigger notices assessed as within jurisdiction for Commission clients during the quarter were 3 clients with a domestic violence breach (DVB) notice and 1 client with a school enrolment (SEN) notice.

Table 3 shows the combination of trigger notices assessed as within jurisdiction for the 55 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 April 2025 to 30 June 2025<sup>4</sup>

Type of Agency Notice/s	Number of clients
CHI, EQ	2
CHI, EQ, MAG	2
CHI, MAG	3
CS, DIS	1
CS, DVO	1
CS, DVO, MAG	1
CS, EQ	12
CS, EQ, HT	1
CS, EQ, SEN	1
CS, HT	1
CS, MAG	1
DVB, DVO	1
DVB, DVO, MAG	2
DVB, EQ, MAG	2
DVB, MAG	8
DVO, EQ	1
DVO, MAG	4
EQ, MAG	11
<b>Total</b>	<b>55</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 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.

<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 April 2025 to 30 June 2025<sup>5</sup>

<b>Voluntary Agreements</b>			
	<b>VCP</b>	<b>VIM</b>	<b>Total</b>
<b>Total</b>	<b>54</b>	<b>33</b>	<b>87</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 April 2025 to 30 June 2025<sup>5</sup>

<b>Decisions by Agreement</b>			
<b>Community</b>	<b>CP</b>	<b>CIM</b>	<b>Total</b>
AU	34	0	34
CO	1	0	1
DM	6	0	6
HV	10	0	10
MG	7	0	7
<b>Total</b>	<b>58</b>	<b>0</b>	<b>58</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 April 2025 to 30 June 2025<sup>5</sup>

<b>Community</b>	<b>CCP</b>	<b>CCP &amp; CIM Concurrently</b>	<b>CCP, Rescheduled</b>	<b>CIM</b>	<b>No Further Action</b>	<b>Recommend Support Service</b>	<b>Reprimand</b>	<b>Total</b>
AU	2	1	0	3	11	20	0	<b>37</b>
CO	0	0	0	0	1	0	0	<b>1</b>
DM	21	0	3	1	8	10	0	<b>43</b>
HV	5	1	0	0	4	8	1	<b>19</b>
MG	0	0	0	0	0	1	0	<b>1</b>
<b>Total</b>	<b>28</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>24</b>	<b>39</b>	<b>1</b>	<b>101</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 April 2025 to 30 June 2025<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>0</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>3</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 April 2025 to 30 June 2025<sup>5</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>2</b>	<b>1</b>	<b>4</b>

During quarter 68 the number of interactions highlighted in tables 4 to 8 related to a total of 217 clients (145 female and 72 male). To clarify the variability of client interactions, the following may occur during the reporting period:

- A client may be placed on a case plan at the beginning of the quarter to one service provider and then referred to another service provider later in the same quarter.
- A client may be placed on a CIM order quarantining 60%, 75% or 90% of their welfare payments and then have their percentage of income management reduced or increased later in the quarter.

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

- 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 68 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 April 2025 to 30 June 2025 support our assertion:

- 54.8% 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, 50% of clients specifically entered into a voluntary agreement;
- 27.2% 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;
- 0.5% 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:

- 13.8% of clients were ordered to attend a support service under a case plan;
- 1.8% of clients were placed on a CIM order;
- 0.9% of clients were placed on a CIM order and ordered to attend a support service.

## Notices

In quarter 68 the Commission assessed 1,791 agency notices<sup>6</sup> for jurisdiction. Some individuals may have been the subject of more than one agency notice. Of that figure 1,120 notices (63%) relating to 641 clients were within the Commission's jurisdiction, and 671 notices (37%) were outside the Commission's jurisdiction.

**Table 9:** Notices in jurisdiction by type and community 1 April 2025 to 30 June 2025

Type of Notice	AU	CO	DM <sup>7</sup>	HV	MG	Total
Supreme Court notices	0	0	0	0	0	<b>0</b>
District Court notices	5	0	0	0	0	<b>5</b>
Childrens Court	91	0	0	1	9	<b>101</b>
Magistrates Court notices	116	2	0	39	23	<b>180</b>
Domestic Violence Breach notices	7	2	0	7	2	<b>18</b>
Domestic Violence Order notices	34	1	0	16	5	<b>56</b>
School Attendance notices	193	18	336	142	22	<b>711</b>
School Enrolment notice	0	0	0	2	0	<b>2</b>
Child Safety and Welfare notices						
Child Concern Reports	13	5	8	6	0	<b>32</b>
Finalised Child Protection Investigations	0	0	6	3	0	<b>9</b>
Housing Tenancy notices	0	0	0	6	0	<b>6</b>
<b>Total</b>	<b>459</b>	<b>28</b>	<b>350</b>	<b>222</b>	<b>61</b>	<b>1,120</b>

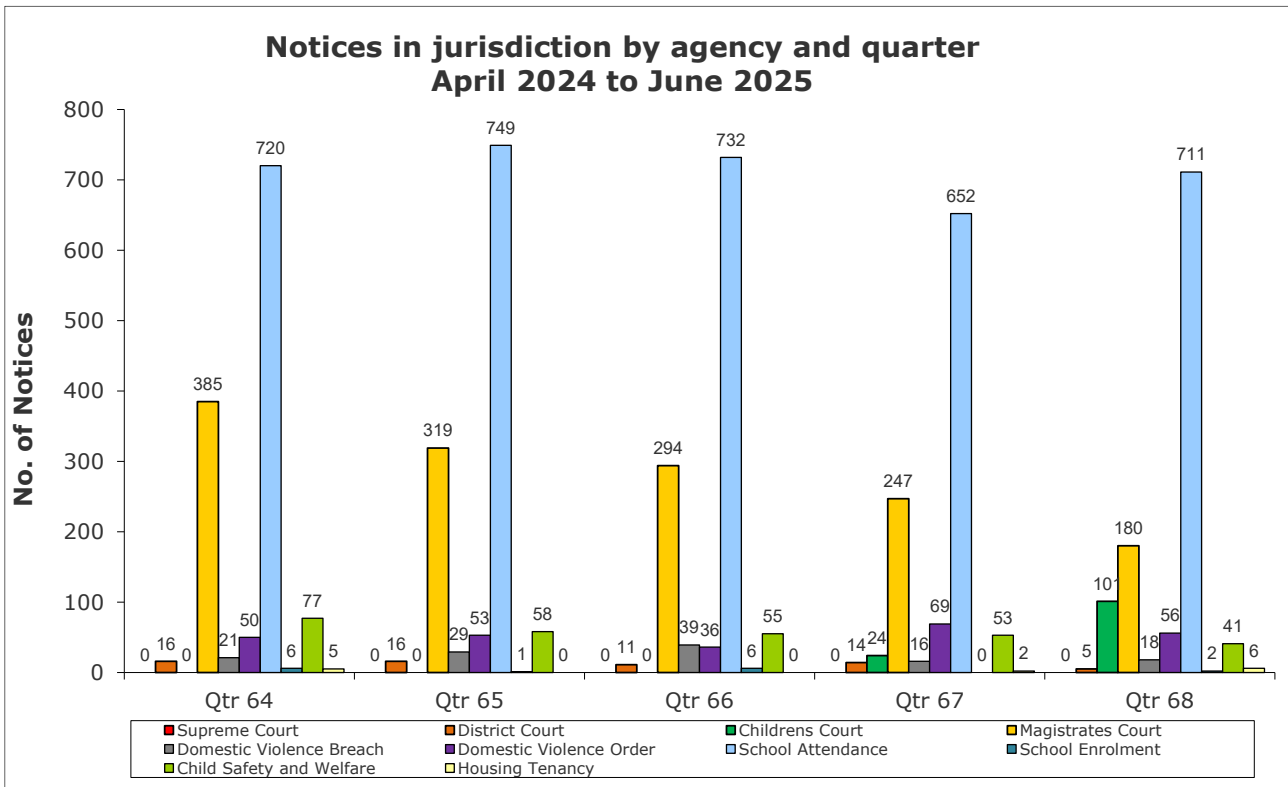
### Further details of notices within jurisdiction for each community are set out below:

- 459 notices were assessed as within jurisdiction for Aurukun relating to 230 clients (145 female and 85 male)
- 28 notices were assessed as within jurisdiction for Coen relating to 21 clients (12 female and 9 male)
- 350 notices were assessed as within jurisdiction for Doomadgee relating to 225 clients (161 female and 64 male)
- 222 notices were assessed as within jurisdiction for Hope Vale relating to 141 clients (85 female and 56 male)
- 61 notices were assessed as within jurisdiction for Mossman Gorge relating to 24 clients (15 female and 9 male).

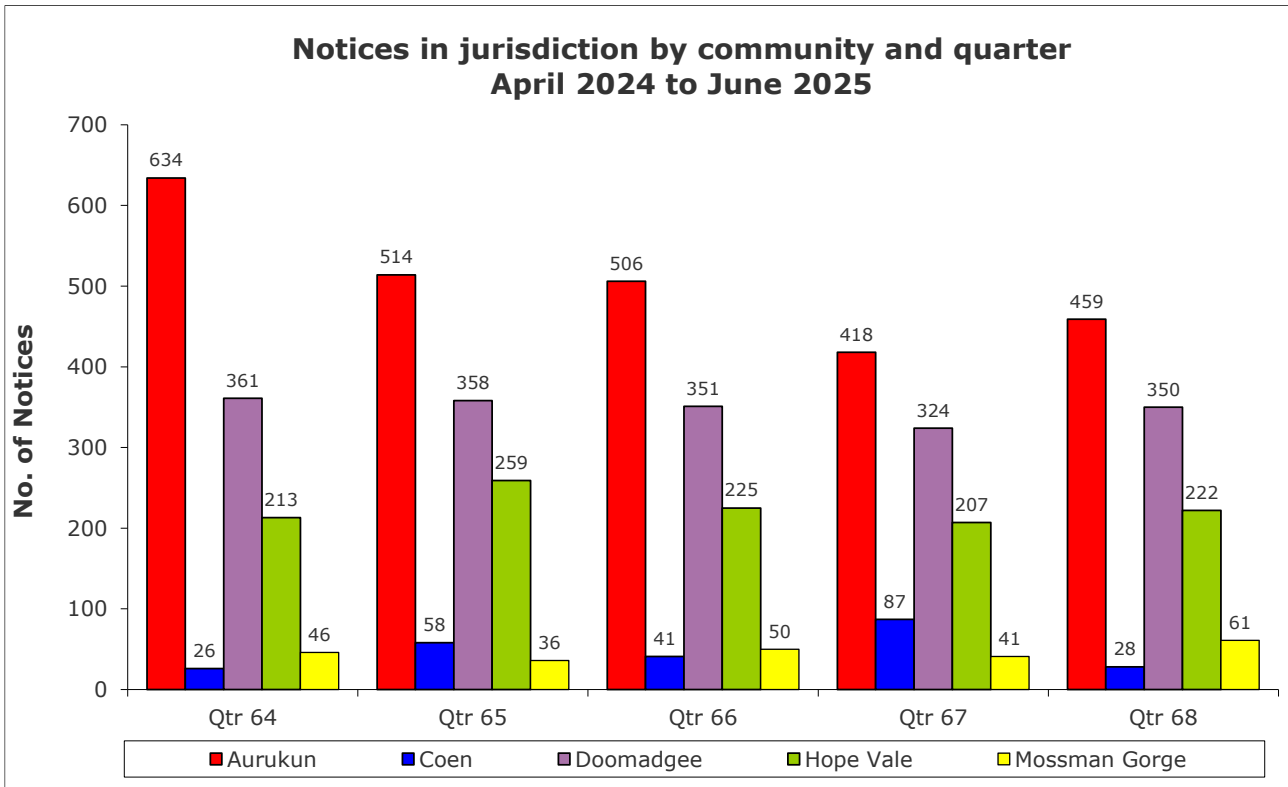
For quarter 68, 38% of clients were assessed as receiving more than one notice within jurisdiction. Frequently this illustrates multiple child school absences for the one family, or multiple Magistrates Court notices relating to one incident. This may also be suggestive of the complexity of behaviours experienced by a significant proportion of our clients. Conversely, it is important to note the majority of FRC clients (62%) were assessed as receiving only one notice within jurisdiction during the reporting period. Twenty-four new clients were added to the Commission's database during the quarter.

<sup>6</sup> Counting rules are that an agency notice is counted on the basis of the 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>7</sup> 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 April 2024 to 30 June 2025



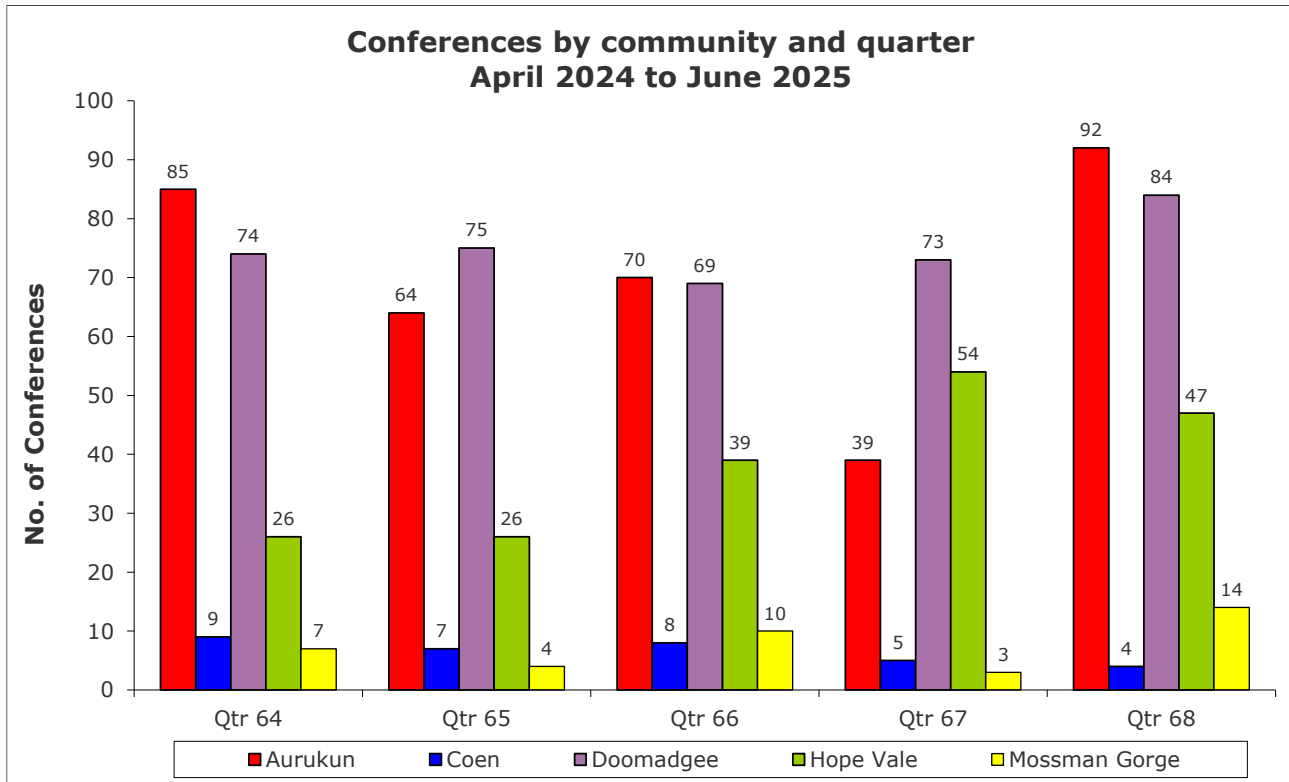
**Graph 2:** Notices in jurisdiction by community and quarter 1 April 2024 to 30 June 2025

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

The Commission received eight Childrens Court notices that could not be assessed for jurisdiction due to a lack of parent information recorded by the Court. The Commission was unable to generate a Services Australia Personal Information Disclosure (PID) for the child record (as they were under 16 and not receiving a welfare payment).

## Conferences

In quarter 68 241 conferences<sup>8</sup> were held across the five communities (relating to 193 clients served to attend conference). Attendance at conference increased from 59.2% in quarter 67 to 68.9% in quarter 68.



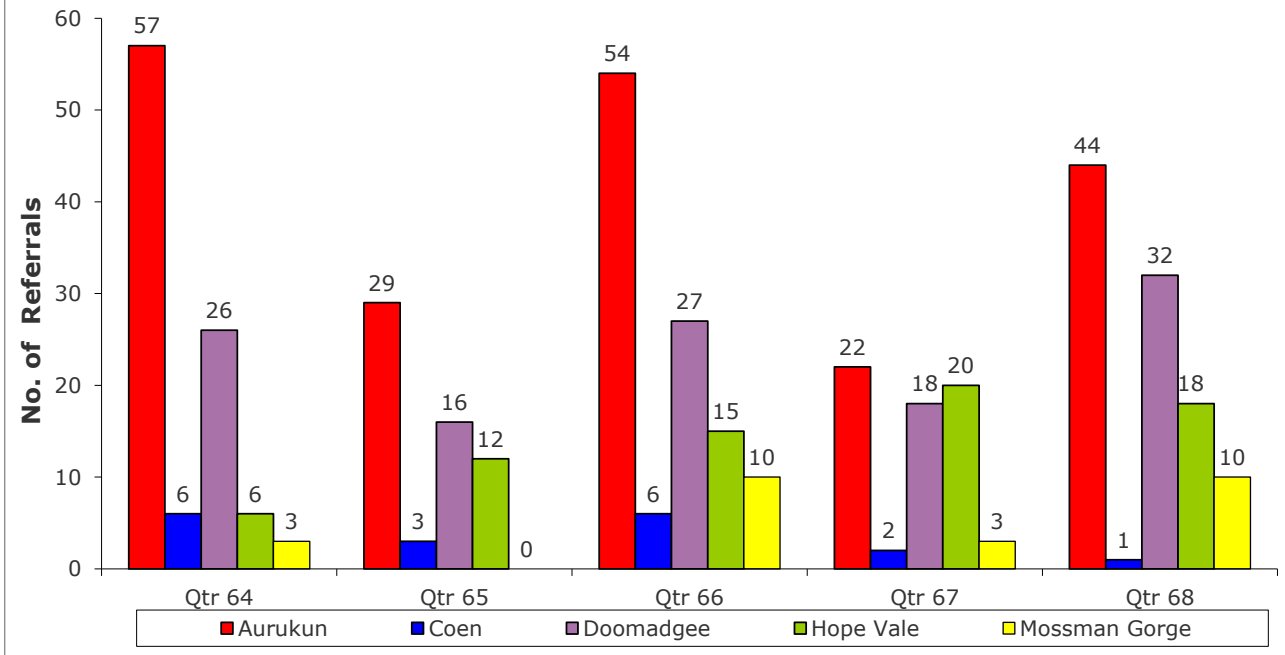
**Graph 3:** Conferences by community and quarter 1 April 2024 to 30 June 2025

## Referrals from 'Family Responsibilities' Agreements and Orders

A total of 105 referrals (to service providers from 'Family Responsibilities' Agreements (FRAs) and Orders) relating to 91 clients were made in quarter 68. 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.

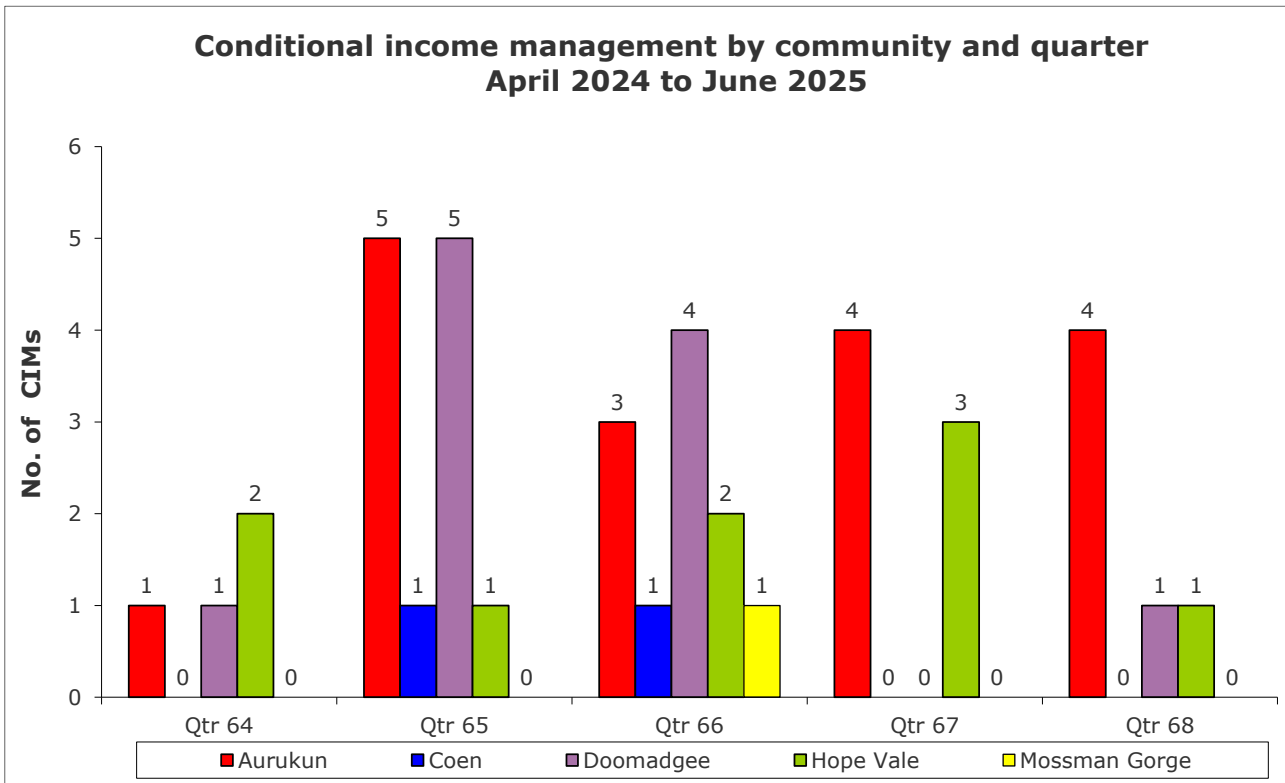
<sup>8</sup> The number of conferences held relates to the number of conferences listed, which includes where a client was served with a Notice to Attend Conference and subsequently failed to attend.

### Referrals from Family Responsibilities Agreements and Family Responsibilities Orders by community and quarter April 2024 to June 2025



**Graph 4:** Referrals by community and quarter 1 April 2024 to 30 June 2025

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



**Graph 5:** Conditional income management by community and quarter 1 April 2024 to 30 June 2025

Local Commissioners continue to use Conditional Income Management (CIM) as a decision of last resort. A total of 6 new CIMs (orders) relating to 6 clients were made in quarter 68 with 50% set at 60% quarantining of welfare payments (see graph 8) and 67% set for a 3-month duration (see graph 6).

As at 30 June 2025 there were 9 clients subject to a current CIM who were responsible for 20 children in their care (12 of whom were school aged children). Of the 9 clients 44% were income managed at 60%, 44% were income managed at 75% and 12% were income managed at 90% whilst duration ranged from 34% for a 3-month duration, 44% for a 6-month duration, 11% for a duration of 9 months and 11% 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**

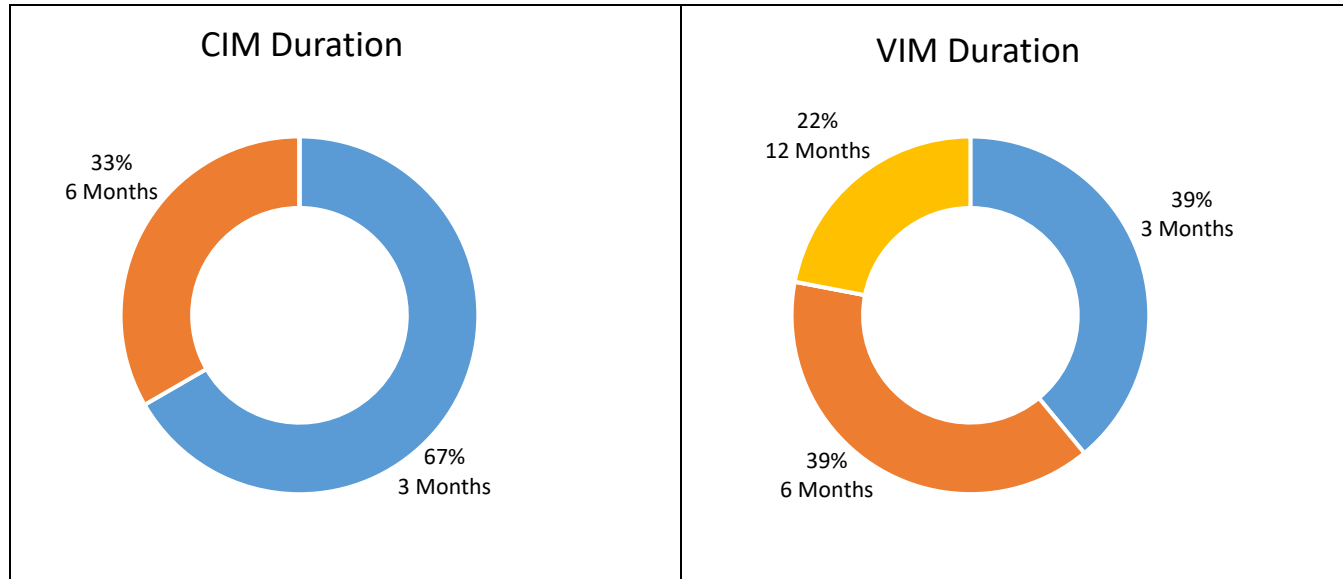
The FRC Act sets out a process under which a community member can voluntarily seek help from the Commission for a referral to a community support service through a voluntary case plan (VCP) or be subject to voluntary income management (VIM). During quarter 68, 54 VCPs were entered into for 55 community support services under a case plan relating to 51 clients.

**Voluntary Income Management**

During this reporting period the Commission processed 33 VIM agreements with 91% of agreements quarantining 60% of welfare payments (see graph 9) and 39% set for both a duration of 3 months and 6 months (see graph 7). As at 30 June 2025 there were 67 clients on a current VIM agreement who had 51 children in their care (32 of whom were school aged children).

**Status of the SmartCard in FRC Communities for quarter 68**

Thirty-nine SmartCards (6 for CIM and 33 for VIM) were processed for the period 1 April 2025 to 30 June 2025, including orders and agreements that were still awaiting Centrelink action as at 30 June.

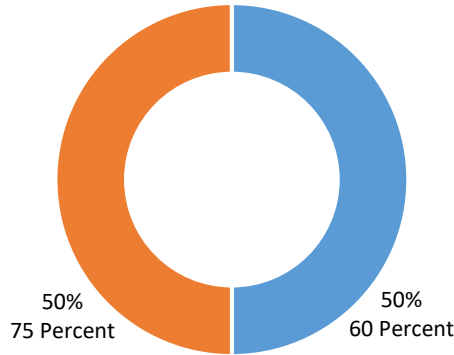


**Graph 6:** Breakdown of CDC CIMs by duration 1 April 2025 – 30 June 2025

**Graph 7:** Breakdown of CDC VIMs by duration 1 April 2025 – 30 June 2025

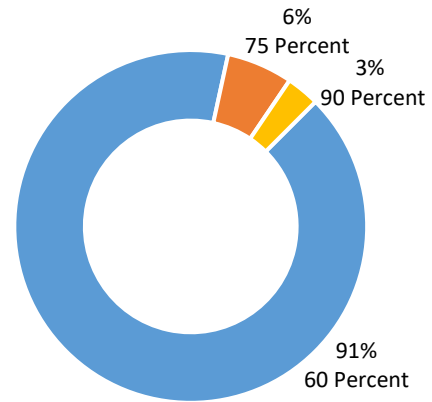
Although initially (March 2021) 66% of VIM applications entered into were for a 3-month duration, the VIM chart above for quarter 68 shows that 39% were entered into for a 3-month duration, 39% were entered into for a 6-month duration and 22% were entered into for a 12-month duration.

**CIM Percentage**



**Graph 8:** Breakdown of CDC CIMs by percentage 1 April 2025 – 30 June 2025

**VIM Percentage**



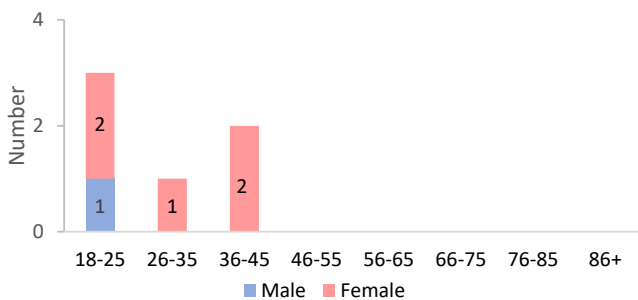
**Graph 9:** Breakdown of CDC VIMs by percentage 1 April 2025 – 30 June 2025

This quarter saw 91% of VIM orders issued quarantining 60% of a client’s welfare payment with 6% quarantining 75% of a client’s welfare payment and 3% quarantining 90% of a client’s welfare payment.

This quarter female community members accounted for the majority of the CIMs with 83% relating to female clients . No community member older than 55 years was conditionally income managed by the FRC during the quarter.

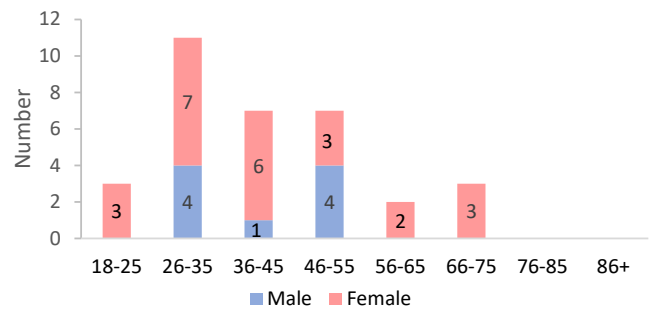
The majority of community members voluntarily participating in voluntary income management this quarter were from the 26 to 35 year age group. Females accounted for 73% of the VIMs. Overall females accounted for 74% of all SmartCards (voluntary and conditional) in quarter 68.

**CIMs by Age Cohort and Gender**



**Graph 10:** Breakdown of CDC CIMs by age cohorts and gender 1 April 2025 – 30 June 2025

**VIMs by Age Cohort and Gender**



**Graph 11:** Breakdown of CDC VIMs by age cohorts and gender 1 April 2025 – 30 June 2025

Reasons for applying for the SmartCard were primarily to buy food (64%), to budget (58%), to save for something they needed (45%), to pay for bills (42%) and to protect their payments (15%). Circumstances given by voluntary income management participants when applying for the SmartCard were to support themselves (88%), they needed to support their children (39%), they need to support their family (36%) and they liked the SmartCard (24%). Please note, a client may choose one or more options to reflect their individual reasons and circumstances for participating in voluntary income management.

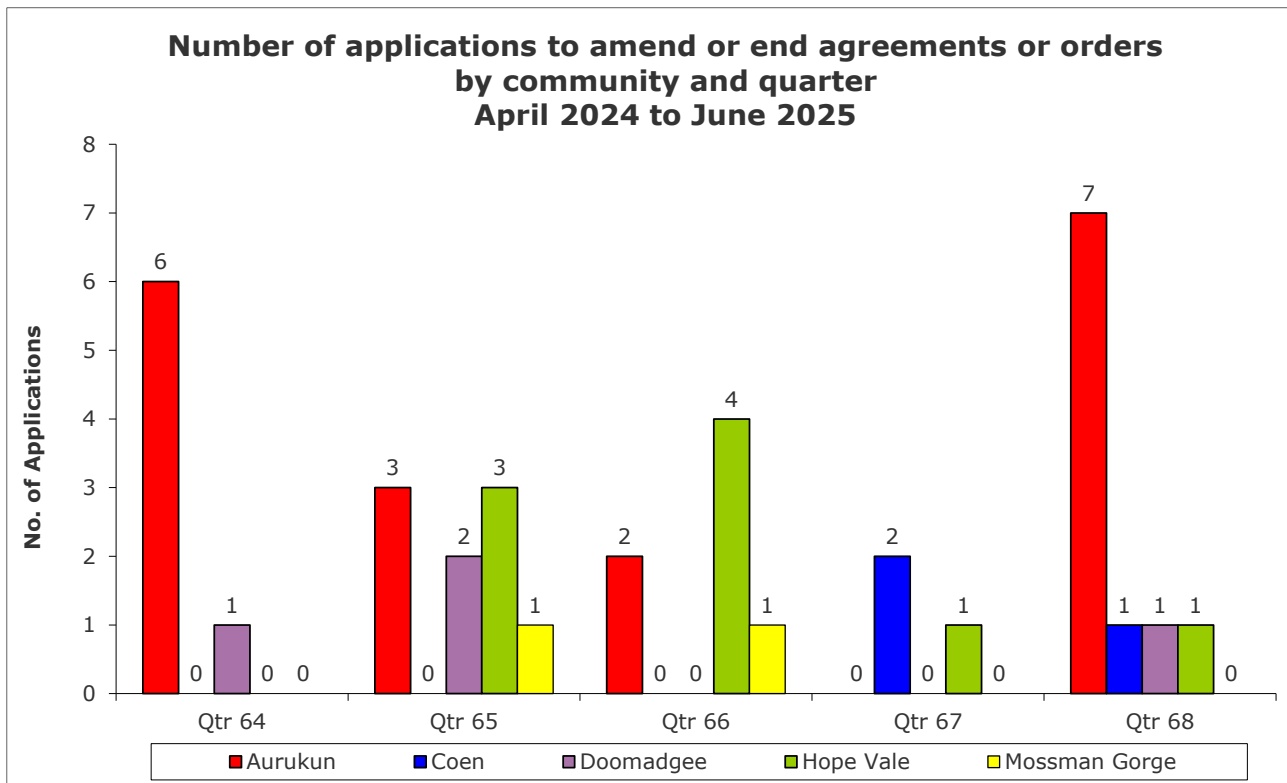
## Case Management

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 30 June 2025, 135 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.

Ten applications relating to 10 clients (6 female and 4 male) to amend or end an Agreement, Order or Voluntary Agreement were received in quarter 68. 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 April 2024 to 30 June 2025

## **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 3 amend/end applications for a Family Responsibilities Agreement or Family Responsibilities Order were decided in quarter 68 with 2 out of the 3 applications made by the clients accepted by the FRC. A breakdown of the accepted decisions of the applications is as follows:

- 2 Applications were accepted and conditional income management orders ended.

Four amend/end applications for voluntary agreements were decided in the reporting period with 3 out of the 4 applications made by clients accepted by the FRC. A breakdown of the accepted decisions of the applications is as follows:

- 2 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 April 2025 to 30 June 2025

Information for the quarter	Female Count	Male Count	Female Average age	Male Average age
Clients for whom a notice was assessed as within jurisdiction <sup>9</sup>	418	223	38	39
Clients conferenced <sup>10</sup>	129	64	36	39
Clients referred through Family Responsibilities Agreements and Family Responsibilities Orders <sup>11</sup>	61	30	36	40
Clients placed on CIM <sup>12</sup>	5	1	31	25
Clients referred through a Voluntary Agreement for a case plan <sup>13</sup>	34	17	39	34
Clients who chose to participate in VIM <sup>14</sup>	24	9	42	39
Clients who submitted an amend/end application <sup>15</sup>	6	4	39	47

### Estimated resident populations:

**Aurukun:** The community of Aurukun had an estimated resident adult population of 813 people as at 30 June 2024<sup>16,17</sup>.

**Coen:** The township of Coen had an estimated resident adult population of 208 people as at 30 June 2024<sup>16,18</sup>.

**Doomadgee:** The community of Doomadgee had an estimated resident adult population of 929 people as at 30 June 2024<sup>16,17</sup>.

**Hope Vale:** The estimated resident adult population of Hope Vale was 677 people as at 30 June 2024<sup>16,17</sup>.

**Mossman Gorge:** The Mossman Gorge community had an estimated resident population of 102 people as at 30 June 2024<sup>16,19</sup>.

<sup>9</sup> 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.

<sup>10</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>11</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>12</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>13</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>14</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>15</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>16</sup> 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.

<sup>17</sup> Note: Adults 18 years and over provided by the Queensland Government Statistician's Office (QGSO), Queensland Treasury, based on the Australian Bureau of Statistics (ABS) unpublished preliminary Estimated Resident Population (ERP) data by age and sex at the Local Government Area level for 30 June 2024.

<sup>18</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 2024.

<sup>19</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 2024.

## 2. Future Direction and Challenges

### **Inquiry into Elder Abuse**

On 10 April 2025, the FRC made a comprehensive submission to the Education, Arts and Communities Committee's Inquiry into Elder Abuse in Queensland. The submission highlights the FRC's unique perspective and role in addressing elder abuse within remote First Nations communities and provides recommendations to improve responses for this vulnerable cohort, including making voluntary income management available to people in other locations across the State.

The submission underscores the importance of a cohesive, culturally sensitive, and community-driven approach to addressing elder abuse, with the FRC positioned as a critical partner in these efforts.

It sets out that the FRC's experience supporting clients in the communities of Aurukun, Coen, Doomadgee, Hope Vale and Mossman Gorge suggests that elder abuse, in particular, financial elder abuse is common and normalised. The circumstances of remoteness and entrenched disadvantage also make the impacts of this abuse severe. The perpetrators of this abuse are usually family members.

There is a critical lack of education and awareness campaigns and other initiatives that are specifically tailored to the needs and perspectives of older people in remote First Nations communities. However, there are strong protective factors that already exist in FRC communities, and these can be utilised to develop and implement tailored education and awareness campaigns.

There are significant service gaps specifically responding to elder abuse in remote communities. Older people who are the subject of financial elder abuse in FRC communities require intensive and cohesive support. Resources need to be directed to enabling a central support mechanism, such as an Adult Safeguarding Network, in communities that leverages existing infrastructure, including the FRC.

Whilst preventative measures and systemic and programmatic social support for elder abuse are imperative, making voluntary income management available to a broad range of people is a fast and effective way of empowering older people to protect their payments.

The recommendations made in the submission were that the Committee:

1. Notes in its final report the learnings of the FRC over 16 years of working in partnership with remote First Nations communities: that while there are significant risk factors for elder abuse and barriers to accessing support, there are also strong protective factors that can be harnessed and grown.
2. Recommends the Queensland State Government funds the development and implementation of evidence based, culturally appropriate elder abuse education, and awareness campaigns:
  - tailored for remote First Nations contexts
  - delivered in-person in communities
  - using existing infrastructure and relationships, including the FRC.
3. Recommends the Queensland State Government directs funds to ensure that culturally appropriate and accessible in-person services to provide financial management tools, but also to help navigate family and community relationships, are available in remote First Nations communities. The Commission supports the establishment of local Adult Safeguarding Networks, as proposed by the Public Advocate.

4. Recognises the unique role of the FRC, as a Queensland public sector entity, and recommends legislative amendments to the *Family Responsibilities Commission Act 2008* to enable VIM to operate state-wide, administered by the FRC to empower vulnerable older Queenslanders to self-refer and utilise the benefits of voluntary income management.

On 14 May 2025, the Education, Arts and Communities Committee held a hearing on the Inquiry in Cairns, and the FRC were invited to appear. Local Commissioner Doris Poonkamelya travelled from Aurukun to give evidence to the Inquiry and was supported by Cara Marks, Local Registry Coordinator for Aurukun and Camille Banks, Manager, Compliance and Legal Policy. Commissioner Poonkamelya and Ms Marks have been working closely with older clients and community members, in partnership with the Aurukun Chivaree Aged Care Centre in Aurukun to support those experiencing or at risk of financial abuse.

At the hearing, the FRC highlighted issues of financial abuse, particularly humbugging, that are common in FRC communities, and explained that cost-of-living pressures and internet banking exploitation exacerbate elder abuse. The SmartCard was discussed as a tool to manage income and protect elders from financial exploitation. Commissioner Poonkamelya shared her experience of using the SmartCard to safeguard her pension and manage her finances. Ms Marks discussed the lack of banking infrastructure and digital literacy issues that hinder financial independence for elders.

Commissioner Poonkamelya explained that gambling, particularly internet-based gambling, is a significant issue in communities like Aurukun. The FRC emphasised the need for better financial support, education, and awareness programs tailored to First Nations communities. Addressing systemic issues like addiction and poverty among perpetrators of abuse was also recommended.

### **Education, Arts and Communities Committee**

On 28 April 2025, by invitation, Commissioner Williams and Registrar Helen Weedon appeared in person at a Public Hearing of the Education, Arts and Communities Committee of the Queensland State Parliament. The purpose of the hearing was to assist the Committee with its oversight of the functions and performance of the Commission. At the hearing the Registrar gave an opening address to the Committee before Commissioner Williams and the Registrar responded to a number of questions from Committee members on the operation of the Commission.

Topics discussed included:

- the strategic evolution of the FRC
- the empowerment and leadership of the Local Commissioners and FRC clients
- voluntary income management
- challenges faced by the Commission, including the uncertainty of short-term funding arrangements.

### **Domestic and Family Violence Protection and Other Legislation Amendment Bill 2025 (DFVOLA Bill)**

The FRC has concerns regarding the proposed introduction of Police Protection Directions (PPDs) under the DFVOLA Bill. On 30 May 2025, the Commission made a submission to the Education, Arts and Communities Committee, highlighting the potential impact of PPDs on the Commission's ability to fulfil its role in supporting victim-survivors and addressing domestic and family violence (DFV) in culturally appropriate ways.

The submission's key points included:

1. Impact on FRC operations:

- PPDs, being distinct from court-ordered protection orders, would not trigger court advice notices to the FRC under section 43(1) of the FRC Act. This would significantly reduce the FRC's visibility of DFV matters and limit opportunities for early intervention, culturally safe conferencing, and referrals to support services.
- The FRC emphasised that its model, which involves Local Commissioners and community-based approaches, is critical for addressing DFV in remote First Nations communities.
- In 2023-24, the FRC received 221 court advice notices for DFV orders, held 210 related conferences, and made 142 referrals to support services. A shift to PPDs could significantly reduce these activities, undermining the FRC's ability to intervene early and provide culturally appropriate support.

2. Concerns for First Nations Communities:

- The Commission also gave the view that PPDs may exacerbate the overrepresentation of First Nations people in the criminal justice system due to limited understanding of PPD conditions and lack of access to legal or financial support.
- The severity and normalisation of DFV in remote communities make it challenging to identify those most in need of protection, potentially reducing the effectiveness of PPDs.

The FRC's recommendations to the Committee were to:

3. Amend section 43(1) of the FRC Act to ensure the FRC is notified of all PPDs issued within its jurisdiction.
4. Carefully consider the broader impacts of PPDs on victim-survivor support, early intervention, and the overrepresentation of First Nations people in incarceration.

On 3 June 2025, the FRC were again invited to expand on the submission at a hearing on the Inquiry into the DFVOLA Bill in Cairns. Deputy Commissioner Curtin, and Camille Banks, Manager, Compliance and Legal Policy, gave evidence at the hearing. Deputy Commissioner Curtin highlighted that the introduction of PPDs, as currently proposed, would hinder its ability to intervene early in domestic and family violence cases. The lack of recognition of PPDs as agency notices under the *Family Responsibilities Commission Act 2008* limits the FRC's jurisdiction and ability to act effectively.

The FRC recommended amending section 43(1)(a) of the FRC Act to classify PPDs as agency notices. This change would enable the FRC to provide culturally appropriate support, facilitate community engagement, and address underlying issues such as addiction, trauma, and violence. Deputy Commissioner Curtin reiterated the concern that the current form of the bill could exacerbate the overrepresentation of First Nations people in the criminal justice system. He emphasised the importance of culturally sensitive interventions and the role of Local Commissioners in supporting victim-survivors and addressing the root causes of violence.

The FRC concluded by urging the committee to carefully consider its recommendations to ensure the proposed legislation supports effective intervention and reduces harm within communities.

### **Increased Statutory Compliance Requirements**

As a Queensland Public Sector entity, the FRC is obligated to ensure compliance with Queensland Government legislation. As one of the smallest Public Sector entities, the FRC faces a considerable legislative burden, commensurate with central agencies. Recent legislative amendments have significantly increased the compliance and governance obligations placed on the Commission.

To support these enhanced requirements, the FRC was awarded a grant of \$595,000 from Department of Women, Aboriginal and Torres Strait Islander Partnerships and Multiculturalism (DWATSIPM). This funding will assist the Commission in meeting its legislative compliance obligations and supporting general administration. Key initiatives include work required to fulfil its responsibilities as a child safe entity and reporting under the Child Safe Organisations Act 2024, including training for staff and Local Commissioners.

The grant, provided as a one-off payment during the 2024-25 financial year, is available for use over the subsequent two financial years (2025-26 and 2026-27).

The Commission extends its gratitude to DWATSIPM for their generous support and for providing this critical funding to enable the FRC to meet its compliance and governance responsibilities effectively.

### **Policy Review Project**

The FRC is committed to building and maintaining robust and integrated corporate governance that will assure stakeholders that the FRC is pursuing its objectives and fulfilling its responsibilities with due diligence and accountability.

The Policy Review project was identified as a major project for the Commission's Compliance and Legal Policy team during the 2024-25 financial year. The project involves the review, update and development of the entire suite of the FRC's operational (Human Resources and Corporate) policies for relevance, currency and overall compliance with Queensland Government's legislative/regulative requirements and best practice.

In addition to ensuring robust corporate governance, the review is focused on establishing the FRC's legislative compliance and discharging its obligations under new requirements in the *Public Records Act 2023*, *Public Sector Act 2022*, *Information Privacy and Other Legislation Amendment Act 2023*, and the *Child Safe Organisations Act 2024*.

A policy development framework has been established, outlining the project methodology and incorporating a policy hierarchy and map that illustrates the relationships between policies, procedures and supporting documents. The team is progressing its work program in a series of prioritised tranches determined by urgency of upcoming legislative changes and operational requirements. The first tranche of policies is currently undergoing review and development with active consultation involving key internal and external stakeholders to ensure alignment with organisational needs and compliance obligations.

The FRC is participating in a trial of the Queensland Government's AI chatbot, QChat, offered to public authorities. QChat has so far been successful in generating efficiencies in the Policy Review Project. As part of the QChat trial, the FRC is undertaking a Foundational AI Risk Assessment, and developing guidance for staff in the use of Generative AI for work purposes.

### **Accounting Software Replacement**

The FRC accounting software system is now outdated, inefficient and labour intensive, falling short of effectively meeting the accounting needs of the Commission. During the 2023-24 financial year additional audit issues with the current system were identified prompting approval to initiate a project aimed at assessing the FRC's accounting functional requirements and exploring alternative software solutions.

A leading Australian audit and accounting organisation were engaged to support the FRC with the process of documenting the Commission's requirements and supporting the implementation of a replacement system. The FRC's functional requirements were distributed to potential suppliers who were invited to provide a submission, and an Accounting Software Evaluation Panel was established to evaluate and assess the submissions.

A successful supplier was identified and approval to proceed to implementation was granted by the Commissioner at the end of May 2025.

The new accounting software system is expected to be implemented during the 2025-26 financial year.

### 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 68 the FR Board's membership consisted of the following members:

- Ms Kathy Parton Deputy Director-General, Department of Women, Aboriginal and Torres Strait Islander Partnerships and Multiculturalism (Chair) – Board Chair until 16 June 2025
- 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 April 2025 to 30 June 2025) totalled \$1,463,382. This income consisted of:
  - \$896,500 Queensland Government funding
  - \$515,000 Australian Government funding
  - \$51,862 interest received
  - \$20 sundry income.

The balance of available funds in the bank as at 30 June 2025 is \$4,664,923.

### Expenditure:

- Expenditure for the quarter (1 April 2025 to 30 June 2025) was \$1,252,274

**Table 11:** Expenditure in quarter 68

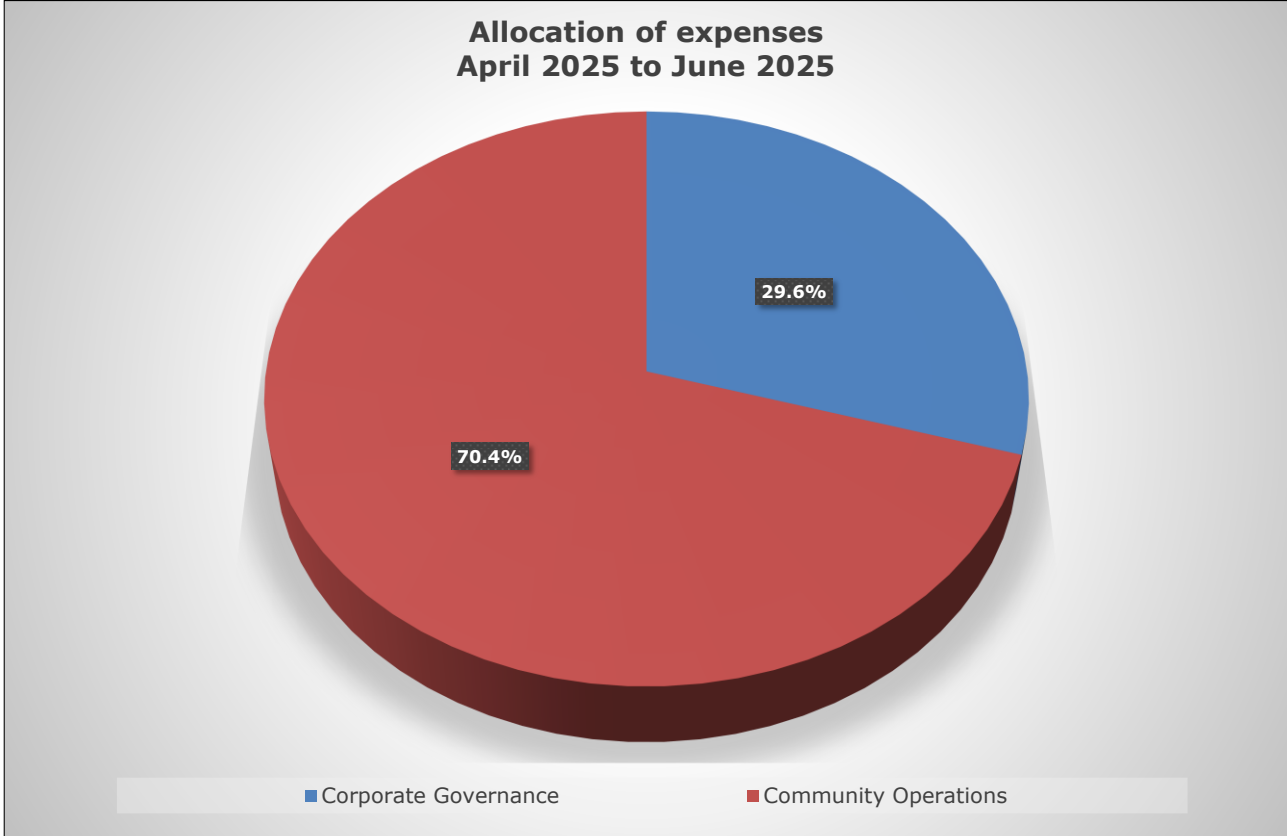
1 April 2025 to 30 June 2025	Expenditure Qtr 68	1 April 2025 to 30 June 2025	Expenditure Qtr 68
Employee expenses – FRC staff	\$743,177	Travel	\$74,936
Employee expenses – Local Commissioners	\$141,792	IT and Communications	\$50,964
Other employment costs (Agency)	\$79,472	Property	\$89,963
Other supplies and services	\$71,970	<b>Total</b>	\$1,252,274

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, prepare and monitor income management orders and agreements and undertake client engagement activities.
  - **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, hearings and client engagement activities, assisting with the ongoing 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, information technology, training and other administrative functions to ensure the effective and efficient operations of the Commission.

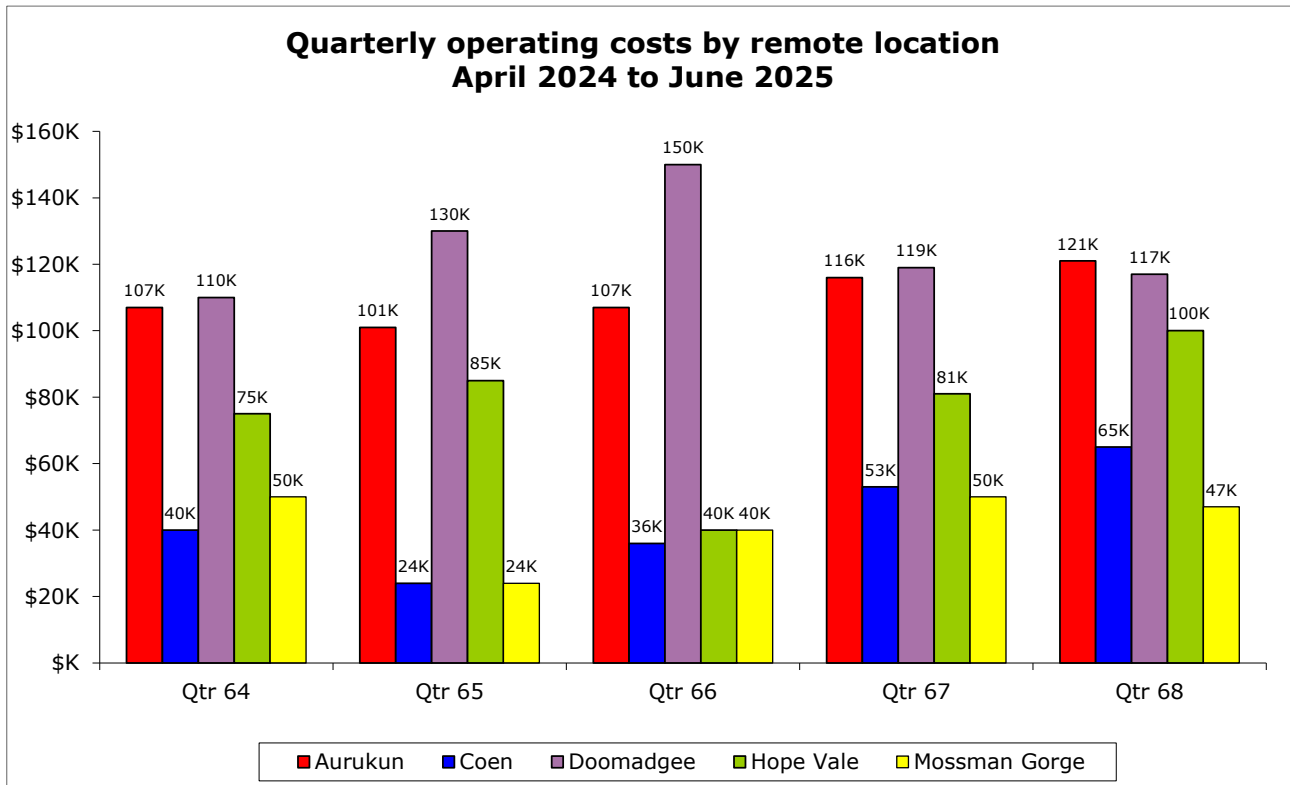
The functions of corporate governance and conference and hearing facilitation are conducted primarily in the registry office in Cairns with frequent visits to community by staff. Community operations are conducted by Local Registry Coordinators and Local Commissioners, resident in their respective communities, 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 68, the largest allocation during the reporting period is in relation to community operations (70.4%).



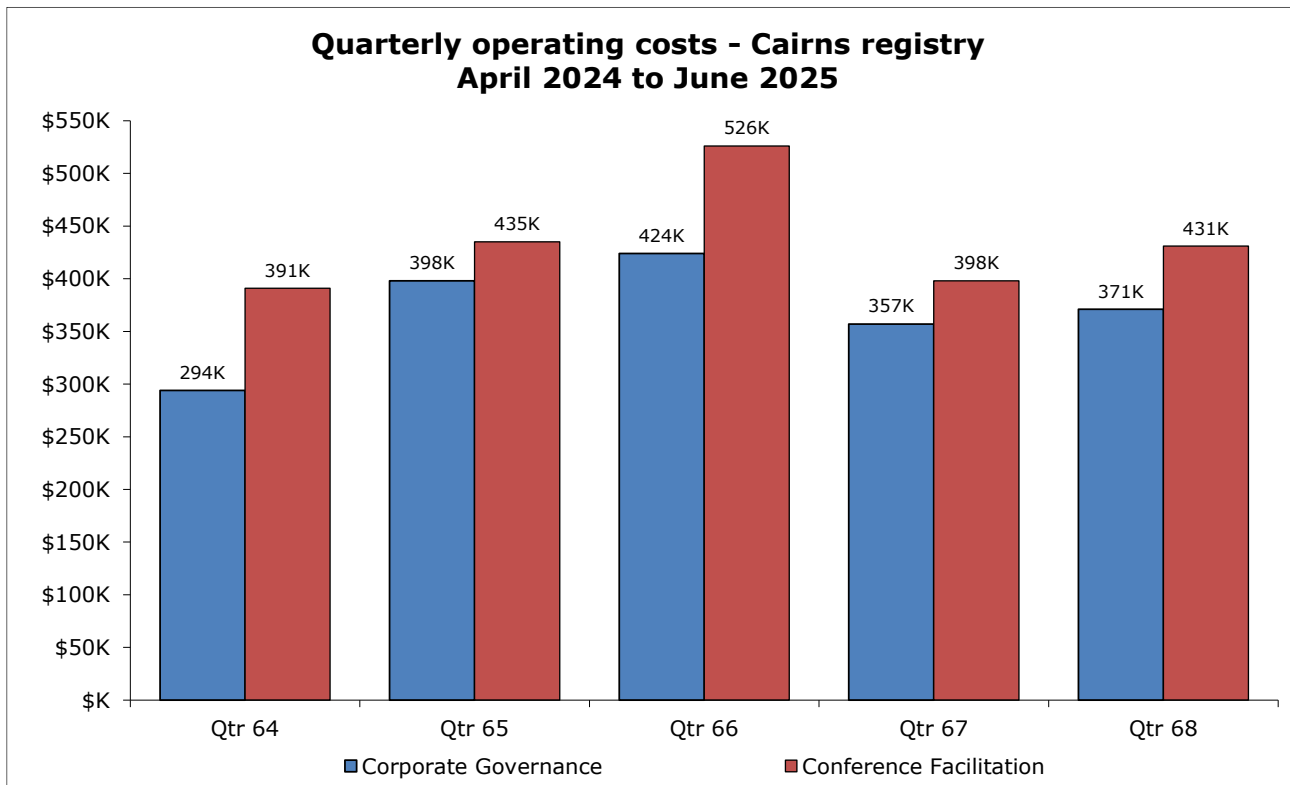
**Graph 13:** Allocation of expenses 1 April 2025 to 30 June 2025

Regional operational expenditure by location and quarter.



**Graph 14:** Operating costs by remote location 1 April 2024 to 30 June 2025

Cairns Registry expenditure for quarter 68 compared to the previous four quarters.



**Graph 15:** Quarterly operating costs Cairns 1 April 2024 to 30 June 2025

**APPENDIX A**



**SITTINGS AND CLIENT ENGAGEMENT CALENDAR 2025  
FAMILY RESPONSIBILITIES COMMISSION  
1 January 2025 to 30 June 2025**



Week Beginning	Monday	Tuesday	Wednesday	Thursday	Friday	Other
30 December			Public Holiday			1 New Year's Day Public Holiday
6 January						Cooktown Circuit Hope Vale Circuit
13 January		14 CE	15 CE	16 ½ day CE		Aurukun Cape B & Coen Cape A Circuit
20 January		21 CE	22 CE	23 CE		Doomadgee Circuit
		21 CE	22 CE	23 CE		
		21 CE	22 CE	23 CE		
		21 CE	22 CE	23 CE		
		21 CE	22 CE	23 CE		
27 January	Public Holiday					27 Australia Day Public Holiday
3 February	3 ½ day CE	4 CE	5 CE	6 ½ day CE		Cooktown Circuit Hope Vale Circuit
	3 CE	4 CE	5 ½ day CE			
		4 ½ day CE				
10 February	10 ½ day CE	11 CE/ATSILs	12 CE/ATSILs	13 CE/ATSILs		Aurukun Cape B Circuit Doomadgee Gulf Circuit
	10 ½ day CE	11 CE	12 Conf	13 Conf		
		11 CE	12 Conf	13 Conf 13 CE		
17 February	17 ½ day CE	18 CE	19 CE	20 ½ day CE		
24 February	24 ½ day CE	25 CE	26 Conf	27 Conf		
		25 CE	26 Conf	27 CE		
		25 ½ day Conf 25 ½ day CE				
3 March	3 ½ day CE	4 Conf	5 Conf	6 ½ day CE		Cooktown Circuit
10 March	10 ½ day CE	11 CE	12 Conf	13 Conf		Aurukun Cape B & Coen Cape A Circuit Doomadgee Gulf Circuit
		11 CE	12 CE	13 CE		
		11 CE	12 Conf	13 CE		
17 March	17 ½ day CE	18 Conf	19 Conf	20 ½ day CE		
		18 CE	19 Conf	20 ½ day CE		
24 March	24 ½ day CE	25 CE	26 Conf	27 Conf		
		25 CE	26 Conf	27 CE		
31 March	31 ½ day CE	1 Conf	2 Conf 2 CE	3 ½ day CE		Cooktown Circuit Doomadgee Gulf Circuit
7 April		8 CE	9 CE	10 ½ day CE		
14 April			16 ½ day CE		Public Holiday	18 Good Friday Public Holiday
21 April	Public Holiday				Public Holiday	21 Easter Monday Public Holiday 25 Anzac Day Public Holiday
28 April	28 ½ day CE	29 CE	30 Conf	1 Conf		Cooktown Circuit Hope Vale Circuit
		29 CE	30 CE	1 CE		
		29 CE	30 Conf	1 ½ day CE		

Week Beginning	Monday	Tuesday	Wednesday	Thursday	Friday	Other
5 May	Public Holiday	6 ½ day CE	7 Conf	8 ½ day CE		5 Labour Day Public Holiday
12 May	12 ½ day CE	13 CE	14 Conf	15 ½ day CE		Aurukun Cape B & Coen Cape A Circuit Doomadgee Gulf Circuit
	12 ½ day CE	13 ½ day Conf 13 ½ day CE	14 Conf	15 CE		
			14 CE	15 Conf		
19 May	19 ½ day CE	20 Conf	21 Conf	22 ½ day CE		
		20 CE	21 CE	22 ½ day CE		
26 May	26 ½ day CE	27 CE	28 Conf	29 Conf		Cooktown Circuit
	26 CE	27 CE	28 Conf	29 CE		
		27 Conf				
2 June	2 ½ day CE	3 Conf Special Holiday – DM Only	4 Conf	5 ½ day CE		3 Mabo Day - DM
9 June	9 ½ day CE	10 CE	11 CE	12 ½ day CE		Aurukun Cape B Circuit Doomadgee Gulf Circuit
	9 CE	10 CE	11 Conf	12 Conf		
		10 CE	11 Conf	12 CE		
16 June	16 ½ day CE	17 Conf	18 Conf	19 ½ day CE		20-21 Mount Isa Show
		17 ½ day CE	18 CE	19 ½ day CE		
23 June	23 ½ day CE	24 ½ day CE	25 CE	26 ½ day CE	Special Holiday – CO Only	27 June Laura Rodeo, Campdraft and Races Weekend
		24 Conf		26 Conf		
		24 CE	25 Conf	26 CE		
30 June						Cooktown Circuit Hope Vale Circuit

**LEGEND**

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

<b>OFFICE</b>	<b>CONTACT NAME</b>	<b>Phone</b>	<b>Mobile</b>	<b>Facsimile</b>
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)	Michelle Stewart	4081 8410	0438 195 342	4041 0974
Aurukun Local Registry Coordinator	Cara Marks	4060 6185	0428 985 106	4041 0974
Aurukun Local Registry Coordinator	Willy Smith	4060 6185	0417 798 392	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	Linda Saunders	4081 8410	0477 621 580	4041 0974