

ANNUAL REPORT

12



ANNUAL REPORT 2011-12

FAMILY RESPONSIBILITIES COMMISSION



The Annual Report of the Family Responsibilities Commission summarises the Commission and its financial and corporate performance for the period from 1 July 2011 to 30 June 2012.

Only limited copies of this Annual Report will be available in hard copy. To obtain a copy please contact:

Family Responsibilities Commission
PO Box 5438
Cairns QLD 4870
Ph: (07) 4057 3870
Fax: (07) 4041 0974

Alternatively you can visit the following website:
www.frcq.org.au



The Queensland Government is committed to providing accessible services to Queenslanders from all culturally and linguistically diverse backgrounds. If you have difficulty in understanding the Annual Report, and need an interpreter, please call the Translating and Interpreting Service (TIS National) on 131 450 and ask them to telephone the Family Responsibilities Commission on (07) 4057 3870.

Front cover: Tiana Marbendinar, Aurukun

© **State of Queensland (Family Responsibilities Commission) 2012**

ISSN – 1837-4565

Painting by Dale Ampeybegin (Dec.) representing the five clans of Aurukun coming together printed with the permission of the family.



The Commission recognises we are visitors to the country we travel across and work in and that many of our Local Commissioners are Traditional Owners and Elders of their communities. The Commission acknowledges and pays our respects to the Traditional Owners, Elders and Teachers of these lands; to those of the past whose unseen hands guide the actions and decisions of the Commissioners today; to those of the present working for their communities setting the example for the next generation and to those of the future, the Elders not yet born who will inherit the legacy of our efforts.

Rosheta Roughsey, Verona Platt, Bianca Clarmont, Kiara Thompson and Hoby Liddy at the Coen Campus of CYAAA Academy Awards



27 September 2012

The Honourable Glen Elmes MP
Minister for Aboriginal and Torres Strait Islander
and Multicultural Affairs and Minister Assisting the Premier
GPO Box 15397
CITY EAST QLD 4002

Dear Minister Elmes

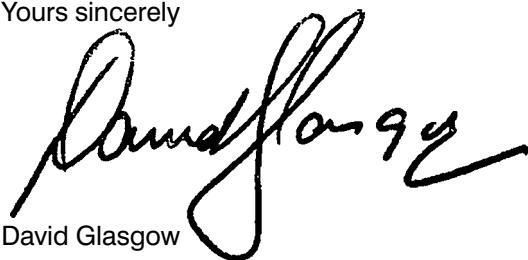
I am pleased to present the Annual Report 2011-2012 for the Family Responsibilities Commission.

I certify that this Annual Report complies with:

- the prescribed requirements of the *Financial Accountability Act 2009* and the *Financial and Performance Management Standard 2009*, and
- the detailed requirements set out in the *Annual Report Requirements for Queensland Government Agencies*.

A checklist outlining the annual reporting requirements can be accessed at
<http://www.frcq.org.au> after 30 October 2012.

Yours sincerely



David Glasgow
Commissioner
Family Responsibilities Commission

CONTENTS



Preamble – Noel Pearson	6
Commissioner Glasgow's Message	7
Strategic Overview	10
How the Family Responsibilities Commission Works	15
Building Relationships Story	19
Who Makes Up the Commission	21
Local Commissioners' Year in Review - Aurukun	26
Local Commissioners' Year in Review - Coen	28
Local Commissioners' Year in Review - Hope Vale	30
Local Commissioners' Year in Review - Mossman Gorge	32
Registrar's Year in Review	34
Local Commissioner Profile - Aurukun	38
School Attendance Awards	40
Client Profile - Sometimes It Is Hard To Be Honest	43
Local Commissioner Profile - Coen	44
Our Performance - Review of Operations	46
Local Commissioner Profile - Mossman Gorge	58
Challenges and Outlook	60
Local Commissioner Profile - Hope Vale	64
Governance	66
Client Profile - Only Brainy Kids Go To School	73
Moving Forward - How Our Communities Have Changed	74
Client Profile - Words Can Be Walls	80
Financial Statement	82
Appendices	117
Glossary of Terms	121
Contact Details	122

FAMILY RESPONSIBILITIES COMMISSION

Cairns Commonwealth Centre
Level 3, 107 Lake Street, Cairns
PO Box 5438, Cairns Qld 4870
Ph: 07 4057 3870
Fax: 07 4041 0974
enquiries@frcq.org.au
www.frcq.org.au

Wabal Wabal Dancers, Mossman Gorge





PREAMBLE - NOEL PEARSON

"The FRC is a key component of the Cape York Welfare Reform Agenda and is proving that community-driven initiatives can change lives.

Local Indigenous authority has been restored; expectations have been set around education and parenting responsibility; school attendance and community safety have improved.

Indigenous Authority is central to the CYWR Agenda and I pay my respects to you as Local Commissioners, respected community members who have stepped forward to take responsibility. You have worked with and had frank discussions with individuals to ensure they make the most of the choices and opportunities available to them in order to change their circumstances.

I continue to be impressed by your personal motivation to implement change. Your role in the conferencing process as well as your influence through role modeling and leadership in community is a sound foundation on which to build further change. Your efforts together with CYWR supported self-help services such as MPower, are supporting individuals and families to achieve real, positive sustainable outcomes within their own lives and within their communities.

There is more work to be done. Government service delivery needs to be normalised and the FRC needs to be empowered to have the authority to hold service providers to account.

Our work must continue.

*Nganhdhaan gurra burrbuur-manadhi.
(We have become stronger)."*

Noel Pearson



COMMISSIONER GLASGOW'S MESSAGE



From the Conference Room

This report, the fourth of the Commission, was to have been its last under the provisions of the *Family Responsibilities Commission Act 2008* (the Act). On 19 August 2011 the Queensland Government, with the active support of the Australian Government, extended the life of the Commission to 31 December 2012.

Our challenge for the past year has been to build upon the successes of the past and continue with our objectives of assisting with and building upon the restoration of socially responsible standards of behaviour in the communities, and in particular, assisting with and building upon the restoration of local Indigenous authority.

The leadership shown by each of the Local Commissioners in carrying out these changes has been exemplary. Their own commitment and work ethic has been an example to all.

Each of the five Commissioners in Hope Vale is employed fulltime within their community, as are the four Commissioners in Mossman Gorge. Two of the four Coen Commissioners are similarly permanently employed; one is in part-time employment whilst also the approved Child Safety Carer in Coen, and the other is retired, still active in his role as an Elder and Local Commissioner and living in a pensioner unit in Coen. Three of the Aurukun Commissioners were elected to the Local Council this year and each had fulltime employment prior to their election to Council. One of the Commissioners has retired from Queensland Health after 29 years of fulltime service at the Aurukun Clinic and is now, together with her partner, the carer of three young children. Another Commissioner is the leader of her clan, represents Aurukun on land issues, is a carer for a number of grandchildren and produces high quality art.

The majority of our Local Commissioners have leadership roles in their schools and men's and women's groups, and are active in traditional owner organisations, as well as numerous community organisations and activities.

Their advice and opinion is actively sought by Government and visitors who provide services to their communities. They are regularly consulted by officers of State and Australian Government departments and organisations for their views and advice. A number of Local Commissioners have taken on mentoring roles encouraging other community members to follow in their footsteps.

The past year has reaffirmed my often stated view that the strength of the Commission and its success is attributable to the leadership and determination of our Local Commissioners. The leadership and commitment of these individuals to bring education and safety to every child, and lasting improvements to the lives of community members has left an indelible mark on their communities.

Retiring and new Local Commissioners

Three Local Commissioners retired in the past year. I acknowledge their dedication and assistance during their time as Local Commissioners. We welcome the following new Local Commissioners, Hope Vale Commissioners Ivan Deemal and Erica Deeral, and Mossman Gorge Commissioners Karen Gibson and Karen Shuan.

Commission clients

I acknowledge the many clients who have decided to make real and sustainable changes in their lives and have embraced the opportunities offered through engagement with the Commission.



COMMISSIONER GLASGOW'S MESSAGE

It is easy to speak of the need for an individual to make a change, but change is hard work and requires determination and resilience. The Local Commissioners and I acknowledge the pressures on individuals and families to conform with standards of behaviour expected by other community members. Those who step outside this expectation and make decisions to improve their family life and the future of their children by addressing their own behaviours are courageous and demonstrate admirable strength of character. I congratulate and continue to support those clients who have taken up the challenge that demands a lifelong commitment.

Community services

I am pleased to report that government representatives in the communities, in particular Department of Community Safety (Queensland Corrective Services), Department of Communities, Child Safety and Disability Services (Child Safety Services), Queensland Police Service, Department of Housing and Public Works (Housing Services), Department of Justice and Attorney-General, Queensland Health and Department of Education, Training and Employment continue to maintain and improve their high standard of delivery of services with their mutually cooperative approach to the delivery of services and a genuine commitment to the identification of, and the removal of, costly duplication.

The Cape York Aboriginal Australian Academy (CYAAA) continues to surprise me with the improvement in the quality and effectiveness of education to each child of the communities. The dedication of these women and men who continue to provide each community with an ever increasing standard of care and services is acknowledged by all of us who regularly visit and live in these remote places.

Commission service providers

I have been reminded by the evaluators of the Cape York Welfare Reform (CYWR) trial of the time it takes for service providers to establish their respective services and gain acceptance by local people in remote communities. I am also aware of the enormous cost of delivery to such places which are regularly cut off from road access for months at a time in the wet season.

My impatience at this delay is in part motivated by the limited life of the Commission and the pressing need for assistance of many community members. The solution is not as easy as I originally thought but also, in my view, need not be as complicated as it seems to have become. If more engagement strategies are undertaken initially, and thorough consultation held with community members before any program is implemented, many of the problems faced by the service provider would simply not occur. Much could be learnt by service providers adopting the Cape York Partnerships (CYP) engagement approach.

After four years operating in the communities, I am certain those who choose to live and work in communities are, in the main, genuine and dedicated people who hope their time and efforts are of value to the people they serve.

Retirement of Registrar Tammy Sovenyhazi

In October 2011 our Registrar, Tammy Sovenyhazi, retired from her position. Tammy joined me in June 2008 and together we, on 1 July 2008, opened the Commission's office in Cairns with one other staff member.

The fact that I was able, with Local Commissioners, to commence sittings in Coen on 12 August 2008, Aurukun on 13 August 2008, Hope Vale and Mossman Gorge the week following, and maintain our schedule since, is a tribute to Ms Sovenyhazi's remarkable management and organisation skills, and dedication and commitment to the objectives of our unique project.

COMMISSIONER GLASGOW'S MESSAGE



I acknowledge the huge commitment made by her. I would not have been able to keep up my rigorous schedule without the loyalty and continuous support of Ms Sovenyhazi to myself and our community based staff, nor would the Commission have achieved the successes it has without her contribution.

Commission staff

Our Local Coordinators in the field have continued with their dedicated efforts over the past year to allow the Commission to meet the objectives we are charged to pursue. I acknowledge their high standard of service to our clients in communities given without complaint and in circumstances at times which would try anyone's patience. I acknowledge Dellis Gledhill, Michael Miller, Brenden Joinbee and Amy Barden for their dedication and enthusiasm.

The Commission's continuing heavy workload has been maintained with the enthusiastic support and commitment of our small Cairns based staff which is ably lead by our new Registrar Rob White, Executive Officer Alison Kollmorgen and Principal Case Manager Sharon Newcomb.

We continue to work under significant time constraints and in remote environments which can prove to be challenging and difficult. Our staff have never failed to deliver. I thank Rob White for his valued leadership and commitment to maintaining the high standards we have set for ourselves.

Passing of the Mayor of Aurukun

I acknowledge the passing of our good friend and outstanding Indigenous leader in Cairns this year – the Mayor of Aurukun. He was an outstanding and vocal supporter of the Commission and Welfare Reform, and told me he could see the changes his people had made since its introduction. He was adamant that the children of the communities must use the opportunities they had to obtain a good education and improve their lives.

His leadership within the Indigenous communities of Queensland was well recognised by his peers as well and those in places of influence in the state. He was a good friend of the Commission whose operations he followed with great critical interest. His partner, Sarah Wolmby, is a Local Commissioner in Aurukun and one of the original six appointed when the Commission commenced operating in 2008. His passing has been a great loss, not only to his family, but also to his community of Aurukun and the Indigenous peoples of Australia.

The Commission's future

Readers of this Annual Report should be aware that this report has been written with the prospect of the Commission ending its operations on 31 December 2012, as currently legislated. The planned closure affected Commission operations throughout the financial year and the impact of this closure has been accurately reflected in various sections.

On 31 August 2012 the Queensland Government announced the extension of the Commission until 31 December 2013.

I am certain we, who have been charged with the responsibility to implement this innovative and world first project of Noel Pearson, on a fair accounting and evaluation of our efforts, will be proved worthy of the task.

David Glasgow
Family Responsibilities Commissioner



STRATEGIC OVERVIEW

Our Vision

Vibrant Cape York Welfare Reform communities that are responsible, healthy, safe and sustainable.

Our Purpose

Supporting Cape York Welfare Reform community members to restore socially responsible standards of behaviour, local authority and wellbeing for themselves and their families.

Our Objectives

- Provide effective and efficient client services and influence the wider acceptance of socially responsible standards of behaviour at the individual, family and community level.
- Strengthen collaborative cross agency partnerships to support local Indigenous authority and influence the wider acceptance of socially responsible standards of behaviour at the individual, family and community level.
- Enhance community engagement and promote understanding of our role to support local Indigenous authority and promote the wider acceptance of socially responsible standards of behaviour so that each Cape York Welfare Reform community is a more caring and safer place to live.

Service Charter Statement

The Family Responsibilities Commission knows that you value good customer service. Our aim is to give you the best service we can. We will work with clients and stakeholders to deliver outputs for the Queensland and Australian Governments that achieve the outcomes sought for the Cape York Welfare Reform trial communities. In doing so, the Commission nurtures a spirit of inquiry and innovation. We will take up the challenge of unconventional or creative thinking that may be needed to address the complex problems that confront our communities.



Local Commissioners from Aurukun, Coen, Hope Vale and Mossman Gorge with Commissioner Glasgow, Registrar Rob White, Principal Case Manager Sharon Newcomb, Aurukun and Coen Local Coordinator Dellis Gledhill, Hope Vale Local Coordinator Brenden Joinbee and Active Family Pathways Officer Raymond Lennox. Absent: Mossman Gorge Local Coordinator, Amy Barden

STRATEGIC OVERVIEW



The creation of the Family Responsibilities Commission

In early 2006 the Australian Government agreed to fund the development phase of the CYWR trial proposed by the Cape York Institute for Policy and Leadership (the Institute). The Queensland Government also agreed to participate in the development and provided in kind support and assistance throughout the development period.

The Institute subsequently released an interim report titled “From Hand Out To Hand Up” in May 2007 and a two volume final report with the same title in November 2007. The report outlined the Institute’s proposal for the CYWR trial to be implemented in the communities of Aurukun, Coen, Hope Vale and Mossman Gorge. The objectives of the CYWR trial are the restoration of social norms and local Indigenous authority. In addition, the program aims to facilitate and support a positive change in social norms and community behaviours that have developed in response to chronic levels of welfare dependency, social dysfunction and economic exclusion within these communities.

In December 2007, the Queensland Government agreed to contribute \$40 million and the Australian Government \$48 million to finance the implementation of the CYWR trial over four years.

The four broad objectives of the CYWR trial Agenda are:

- restoring social norms by attaching reciprocity and communal obligation to welfare payments
- redesigning welfare delivery mechanisms to ensure there are appropriate incentives to work
- supporting engagement in the broader economy within and beyond the communities and
- moving from government sponsored housing to private home ownership through a range of incentives.

The CYWR trial is designed with a strong emphasis on partnership, capacity building, respect and use of local authority and the enhancement of services and appropriate service delivery mechanisms. The trial is implementing a range of policy, program and service delivery reforms and practical on-the-ground initiatives to help reduce welfare dependency and social dysfunction and provide pathways to participation in the real economy.

These include:

- increased and comprehensive responses to alcohol and drug misuse, gambling and addictive behaviours
- improved services to promote child, individual and family wellbeing, including intensive remedial support services and community wide universal programs
- interventions which target employment assistance, sponsor individual enterprise, increase education opportunities and encourage private home ownership
- increased investment in community capacity building through social and physical infrastructure, including ‘village hubs’ that support community, commercial, social, and civic activities as well as service co-location and
- income management of individuals where appropriate to assist them to manage their finances.

The CYWR trial also has an emphasis on early intervention in order to address issues and behaviours before they escalate. A key feature of the CYWR trial is the creation of the Family



STRATEGIC OVERVIEW

Responsibilities Commission as an independent statutory authority. The Commission is regarded as a critical mechanism to facilitate the rebuilding of intra-community social norms and to encourage behavioural change through attaching reciprocity and communal obligations to welfare and other government payments. The intention of the trial and of this Commission is to enhance and complement the existing responsibilities of Queensland and Australian Government agencies and service delivery and community organisations.

This philosophy is grounded in the Institute's view that people in receipt of welfare payments or who are participating in the Community Development Employment Projects (CDEP) program have an obligation to their community not to behave in ways which are detrimental to their family or to the wellbeing of the general community. At the commencement of the trial approximately 3,000 people were resident in the four communities. Of these, approximately 1,065 people were receiving welfare payments and 757 people were participating in the CDEP program.

Indigenous and non-Indigenous people living in the four communities receiving welfare or CDEP payments are subject to the Commission's jurisdiction. Jurisdiction continues if the individual relocates from the community.

The Act was passed in the Queensland Parliament with bipartisan support on 13 March 2008. The Commission commenced operating on 1 July 2008 and conferencing began on 12 August 2008, with the first sitting being held in Coen. As regulated by the Act the Commission was to cease operations on 1 January 2012. On 19 August 2011 the then Queensland Minister for Aboriginal and Torres Strait Islander Partnerships, the Honourable Curtis Pitt MP, together with the Honourable Jenny Macklin MP, Minister for Families, Housing, Community Services and Indigenous Affairs announced the extension of the CYWR trial until 31 December 2012 following extensive consultations with local communities.

About Us

As part of the broader Cape York Welfare Reforms, the Commission has the lead role in this unique trial aimed at restoring local authority and socially responsible standards of behaviour in Aurukun, Coen, Hope Vale and Mossman Gorge.

Local Commissioners are Elders or respected community members who encourage individuals appearing before the Commission to take the steps needed to make lasting changes which will benefit their health, wellbeing, home and community life.

The Commissioner and Local Commissioners meet regularly to conference clients and make referrals to community support services or in certain circumstances, to Department of Human Services, Centrelink for income management.

Policy context

Our activities support the Cape York Welfare Reforms and the Statement of Objectives for the Community published by the Queensland Government. The Commission contributes specifically to the Government's objectives 4 and 5, supporting a strong and independent public service and accountability in government by incorporating the fundamental principles of the Queensland Public Service Code of Conduct in our strategic plan and ensuring the principles are filtered through from the management team through to employee Performance Assessment and Professional Development Plans. The principles of natural justice, conflict of interest and confidentiality are established and strongly reinforced with employees and Local Commissioners through the Commission's Workplace Policy and Local Commissioner's Handbook.

STRATEGIC OVERVIEW



Our activities also specifically support the Department of Aboriginal and Torres Strait Islander and Multicultural Affairs goal of leading the Council of Australian Governments (COAG) “Closing the Gap” agenda and the National Indigenous Reform Agreement (NIRA):

- Safe communities – addressing the problem of violence, alcohol, criminal and anti-social behaviours
- Health – closing the gap in health and longevity
- Schooling - supporting the improvement of literacy and numeracy levels and Year 12 or equivalent attainment of children in our communities by providing guidance, encouragement and information to families on the requirement for children to attend school and by providing better access to educational services in relation to boarding schools
- Economic participation – closing the gap in employment outcomes between Indigenous and non-Indigenous peoples
- Healthy homes – addressing the problem of overcrowding in Indigenous households and providing infrastructure and other essential services
- Governance and leadership – enhancing government policies and systems to improve engagement mechanisms, developing and supporting community capacity and leadership and supporting the development of leadership for women and young people
- Supporting Queensland’s children and families at risk of entering the child protection system through early intervention and better access to a range of services
- Land and culture – promoting and affirming Aboriginal and Torres Strait Islander cultures.

Our challenge

The Commission delivers services to communities which are culturally unique and geographically remote. Each community is different, however each can be characterised by the entrenched disadvantage of Indigenous community members. Over-crowded housing, high rates of Indigenous welfare dependency and multi-generational poverty has resulted in communities with high numbers of individuals and families with complex needs.

Our challenge is to work collaboratively with partner agencies, as part of a linked service system to engage, empower and enable individuals, families and the wider community to make positive and lasting change.

Strategic objectives

The objectives of the Commission, the practical means of implementing each objective and the key performance indicators by which the Commission can introspectively assess performance and be independently evaluated are:

“We want our children to grow, prosper and embrace the two worlds. Through education and learning of both the old and new ways, our children will become adults who are knowledgeable and experienced, able to move between the worlds. They will have choices and they will become leaders.”

Mossman Gorge Commissioners



STRATEGIC OVERVIEW

Objective One

Provide effective and efficient client services and influence the wider acceptance of socially responsible standards of behaviour at the individual, family and community level.

Strategies

- Support Local Commissioners in their role.
- Continually improve performance through strong governance and management of resources.
- Develop and support staff.
- Process agency notices, conduct client conferences and undertake case planning, monitoring and Show Cause as required.

Performance Indicators

Local Commissioners report increased respect for their authority from community members and positive social norms make each community a more caring and safer place to live and:

- School attendance increases – notices from the Department of Education, Training and Employment decrease.
- Criminal offending decreases – notices from the Magistrates Court decrease.
- Children at risk of harm and/or actually harmed decreases – notices from the Department of Communities, Child Safety and Disability Services decrease.
- Breach of tenancy decreases – notices from housing providers decrease.

Objective Two

Strengthen collaborative cross agency partnerships to support local Indigenous authority and influence the wider acceptance of socially responsible standards of behaviour at the individual, family and community level.

Strategies

- Build and maintain partnerships with partner agencies and community support services based on a mutual understanding of agency mandates and the importance of cooperative, collaborative and coordinated service provision.
- Staff of the Commission, partner agencies and community support services recognise the importance of timely and lawful information sharing to enable quality case management.
- The Commission's service delivery is aligned with the *Family Responsibilities Commission Act 2008* and wider Cape York Welfare Reform objectives.

Performance Indicators

Local Commissioners report increased respect for their authority from community members and positive social norms make each community a more caring and safer place to live and:

- School attendance increases – notices from the Department of Education, Training and Employment decrease.
- Criminal offending decreases – notices from the Magistrates Court decrease.
- Children at risk of harm and/or actually harmed decreases – notices from Department of Communities, Child Safety and Disability Services decrease.
- Breach of tenancy decreases – notices from housing providers decrease.

Objective Three

Enhance community engagement and promote understanding of our role to support local Indigenous authority and promote the wider acceptance of socially responsible standards of behaviour so that each Welfare Reform community is a more caring and safer place to live.

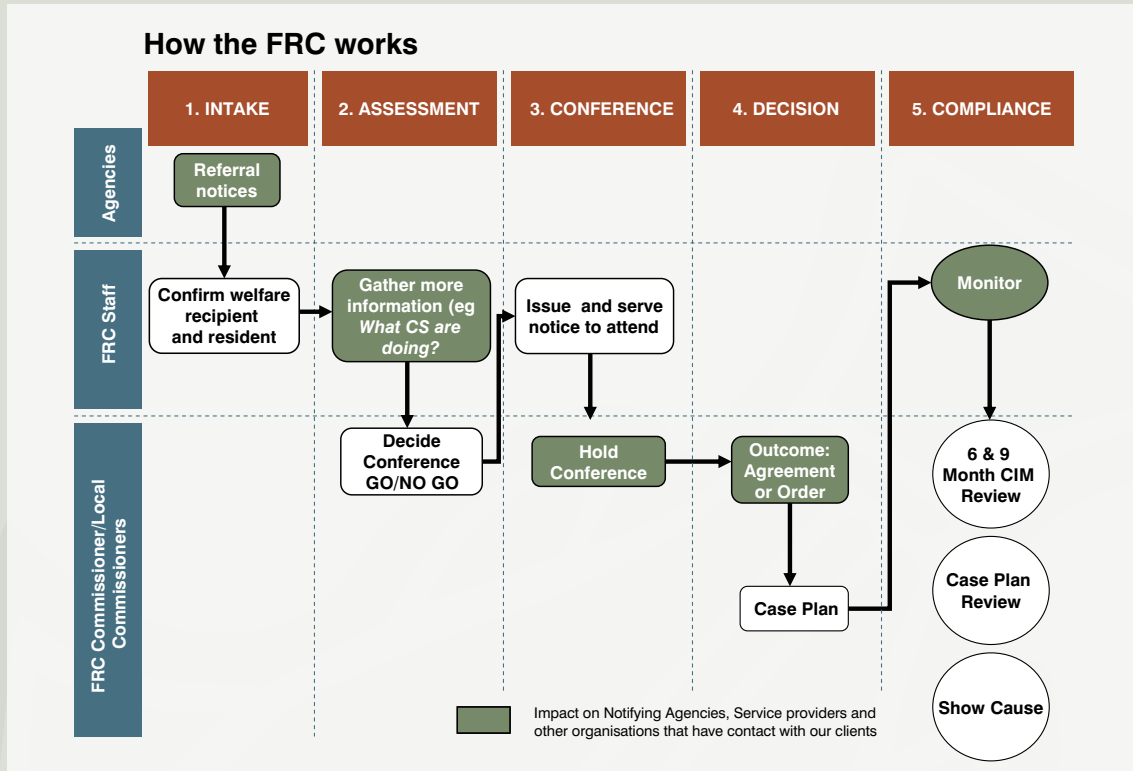
Strategies

- Promote understanding of our mandate to deal with matters in a way which supports local Indigenous authority, encourages positive social norms and which promotes the rights, interests and wellbeing of children and other vulnerable persons of the community.
- Promote understanding of the Commission as part of the Cape York Welfare Reform trial and as part of a wider service network aimed at enabling individuals and families to improve the quality of their life.

Performance Indicators

- Number and percentage of clients subject to more than one agency notice decreases.
- Number and percentage of clients attending conferences increases.
- Community respect for Local Commissioner authority increases.
- Number of engagement activities undertaken by the Commission in the community and regionally increases.

HOW THE FAMILY RESPONSIBILITIES COMMISSION WORKS



The objectives of the Commission, as set out in the Act, are primarily to hold conferences with community members and to encourage clients, individuals and families to engage in socially responsible standards of behaviour whilst promoting the interests, rights and wellbeing of children and other vulnerable persons living in the community.

The Commission can deal with a welfare recipient living in a CYWR trial community from 1 July 2008 (a community member), if the person, or their partner, is in receipt of certain welfare payments. The full list of payments subject to income management under the Cape York initiative is available at http://www.fahcsia.gov.au/guides_acts/ssg/ssguide-11/ssguide-11.2/ssguide-11.2.5.html.

Intake and Assessment

The Act, passed by the Queensland Parliament on 13 March 2008, sets out the statutory obligations of the relevant Queensland departments to notify the Commission when a community member is not meeting pre-determined obligations.

Agency notices are received from:

- The Department of Education, Training and Employment must submit a School Attendance Notice to the Commission if a child is absent for three full, or part, days of a school term without reasonable excuse, or submit a School Enrolment Notice where a child of compulsory school age is not enrolled to attend school.
- The Department of Communities, Child Safety and Disability Services must submit a Child Safety and Welfare Notice where the Chief Executive becomes aware of an allegation of harm or risk to a child.



HOW THE FAMILY RESPONSIBILITIES COMMISSION WORKS

- The Department of Justice and Attorney-General (Magistrates Court) must submit a Court Offence Notice if a person is convicted of an offence.
- The Department of Housing and Public Works or the provider of social housing, must submit a Tenancy Breach Notice if the tenant has breached their social housing tenancy agreement.

Once an agency notice is received, a determination is made as to whether the person/s notified are within the jurisdiction of the Commission in accordance with the Act. Section 49 of the Act provides that the Commission can deal with an agency notice relating to a community member. Section 7 of the Act defines a community member as being a person who is a welfare recipient and who also lives in one of the four CYWR trial communities or has lived there for a period of three months since 1 July 2008. Upon a determination that the matter is within jurisdiction, it is then referred to the Local Commissioners for a decision as to whether the client should be ordered to attend a conference and if other relevant persons should be invited or directed to attend the conference.

Service of Notice to Attend Conference

Following a determination to proceed to conference, the client is served with a 'Notice to Attend Conference' at which time the client is informed of the time, date and place of the conference, the purpose of the conference, what they can expect to occur and the ramifications if they fail to attend. The notice is served at least 7 days prior to the conference date. In the event that a client fails to attend as per the notice, the Commission re-schedules the conference and again a notice is served 7 days prior to the re-scheduled conference.

Conference

At the conference Commissioners discuss with the client the matter/s subject of the agency notice and any related problems the client wishes to raise. The conference is held in an atmosphere which is informal and confidential. Where the client's first language is not English, the conference is conducted in the local language of the client with Local Commissioners translating as required. Conferences are convened with a panel of either the Commissioner (or Deputy Commissioner) and two Local Commissioners, or in certain circumstances three Local Commissioners. All Commissioners have equal authority in the decision making process. The Commissioners must attempt to reach a unanimous decision. If a unanimous decision cannot be reached a majority decision is acceptable, however, the reasons as to why it was not unanimous must be documented. Decisions made at conference are made fairly and with the best interests of the client and their family in mind. At the conclusion of the conference Commissioners may decide that no action is necessary, reprimand the client, encourage the client to enter into an Family Responsibilities Agreement (FRA), direct the client to relevant community support services or place the client on a Conditional Income Management (CIM) order.

Referrals

During the conferencing process Commissioners may decide to refer the client to support services such as:

- Wellbeing Centres (WBCs) to address alcohol and/or drug misuse, gambling, parenting or social health related issues
- Parenting Programs to assist in implementing good parenting practices
- MPower, a money management component, to assist with budgeting and meeting priority financial needs of individuals and families

HOW THE FAMILY RESPONSIBILITIES COMMISSION WORKS



- Student Case Management Framework (SCMF) to assist parents to ensure children attend school
- Ending Family Violence (EFV) program to assist the client in addressing offending and violent behaviours, and misuse of drugs and alcohol or
- other appropriate support services.

Conditional Income Management

A conference decision may include the issue of a notice to Department of Human Services, Centrelink of a CIM order. Due consideration is given firstly to the individual circumstances of the client and whether it may be more appropriate to take alternative action. Primarily CIM orders are issued to stabilise a client's circumstances, particularly where children or other vulnerable people are concerned. CIM orders are also made where a client fails to attend two scheduled conferences, is not complying with their agreement or order, or the Commission is continuing to receive additional notices in relation to their behaviour. CIM orders are issued for a defined period (normally 12 months) with the Commissioners determining whether 60 or 75 percent of fortnightly welfare payments are managed.

Centrelink enacts the notice and meets with the client to discuss their priority needs and financial obligations such as rent and bills and allocates the remainder of funds to a BasicsCard for the purchase of food and other consumables. The client receives the remaining funds (25 or 40 percent) as discretionary spending. CIM orders are reviewed at the six and nine month point of the order. Some clients request extensions of the CIM order or a decrease of the percentage managed from 75 to 60 percent to ensure stability of their finances is maintained. Clients may also enter into a Voluntary Income Management (VIM) arrangement to assist them in managing their budgets and meeting the costs of everyday essentials.

Case Management

Clients who enter into an agreement, or who are ordered to attend community support services are case managed by the Commission. Service providers are required to submit a monthly progress report by the fifth day of each month, advising if the client has attended and engaged with the provider and the progress they are making towards achieving their goals. The Commission collaborates with service providers to maintain consistent reporting criteria, encourages each service provider to engage in a quality assurance process in regard to the quality of information provided in the monthly progress reports, and conducts information sessions and updates in the communities. Service providers are encouraged to attend conference proceedings in each CYWR trial community and discuss with the Commissioners the decision making processes.

Each agreement or order is monitored by the Commission for the period of the agreement/order. As a result of the progress reports received from service providers, clients are assessed to determine if they are fulfilling their obligations under the agreement or order. Additional information is sought from agencies and service providers which is used, together with local knowledge, to decide upon the best course of action for the client.

It should be noted that the number of clients case managed includes those who are incarcerated, out of community, in hospital and on probation orders. Their circumstances are monitored to ensure that where change occurs, such as release from prison, they are supported on their return to the community.



HOW THE FAMILY RESPONSIBILITIES COMMISSION WORKS

Active Family Pathways

The Active Family Pathways (AFP) framework is offered to select individuals and families requiring assistance and support to navigate services and agencies to access the personal assistance they require. The model is voluntary and a collaboration between the Commissioners, Local Coordinators and Case Management team, and encourages clients to identify strategies to restore their primary responsibility for improvement in their lives and that of their families.

The Commission anticipates that a key outcome of the AFP framework will be increased school attendance and clients addressing significant issues within their lives. It acknowledges, however, that issues such as addiction and violence are personal challenges which require the sourcing of solutions to effect permanent change.

Show Cause Notices

Where a client does not comply with their agreement or order, Show Cause proceedings may be initiated and the client ordered to attend before the Commission to explain reasons for non-compliance and if necessary an order for CIM may be made. The complexity of client obligations requires comprehensive information sharing and cooperation between the Commission, service providers and associated agencies to ensure clients can realistically meet the requirements of their agreements or orders. Each Show Cause is therefore assessed on a case by case basis to ensure that clients are treated in a fair and just manner.

Applications to Amend or End Agreements or Orders

Clients may submit an Application to Amend or End their Agreement or Order. Commissioners view the hearing of the applications as an opportunity to engage with clients. For some clients this may be their first conference attendance as the CIM order may have been invoked due to their non-attendance at two previous conferences. The client is encouraged to provide evidence as to why the application should be heard and each application is considered on its own merit. When CIM orders are revoked clients are encouraged to continue to address any remaining challenges and to exercise personal responsibility in their lives.



Aurukun Commissioners Wolmby, Pootchemunka, Woolla, Kerindun and Poonkamelya

BUILDING RELATIONSHIPS



QUEENSLAND POLICE SERVICE

The old people tell us that besides the missionaries, it was the police who were one of the first outsiders to come into community. Some were good and cared about the people; some were hard and determined to obey the rules at all times. Nowadays the Queensland Police Service is central to our communities and way of life. They live and work in our communities, their children go to school with our children and they face the same challenges of isolation as we do. The police have changed too. Before there was only ever men that were posted to the communities, but we now have female police, young and old, Indigenous and non-Indigenous. Most of the police are and have been good people, eager to learn and understand what the problems are and willing to protect the weak and vulnerable. It is a hard job for them and they are always getting criticised by someone in community. As Local Commissioners we know what that is like and can empathise with them.

When we first became Local Commissioners, the police were unsure of our role, as were we. Commissioner Glasgow took extra time to meet regularly with us and the police, to explain our roles and where law and lore started and finished. We don't get involved in police work, in arresting people and charging them, but we do support the work the police do in the communities. We work together on prevention when we can.

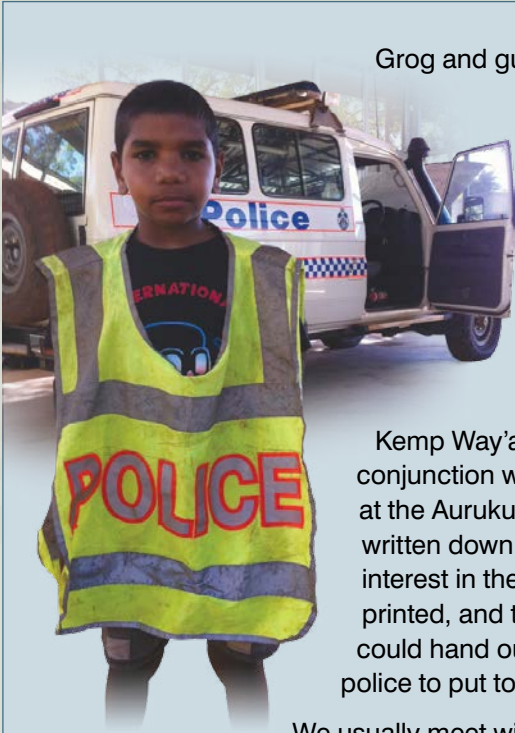
Teasing and bullying of students can lead to big problems in our communities. It starts with the children, then parents get involved, and very quickly old feuds and rivalries flare up. We have seen huge fights involving many people in the communities where weapons are used and significant injuries have occurred. We now work with the police to stop the bullying before the situation escalates. The police visit the schools to talk with students. When required the police come with us to talk to parents and then meet jointly with the parents and their children. Sometimes the police ride on the bus to school and they have helped the community shut down websites and chat rooms. We have also worked in collaboration with the police and visiting sporting organisations such as the Australian Football League and the National Rugby League, with well-known and respected players talking to parents and children about bullying and especially cyber bullying.



Aurukun Police Station and Courthouse



BUILDING RELATIONSHIPS



Grog and gunja are major problems for our people. Not only does the partying and drunkenness impact upon the health and school attendance of our children, it also impacts on the health of our people. Many of our people die too early, some by their own hand. All too often violence is a result of too much of both. The Aurukun Commissioners worked closely with the Queensland Police Service, Far Northern Region Drug Squad, under the 'Weed It Out' initiative to develop a booklet explaining the impacts of marijuana and the cultural taboo associated with the use of these drugs.

The booklet titled 'Chiik Wayanang Gunja Niiyan Kuchek a Kemp Way'an Yumpan (gunja not our way) Wik Mungan' was launched in conjunction with police representatives and the Aurukun Commissioners at the Aurukun town square. Although the Wik Mungan language is rarely written down as it is more often spoken, it was encouraging to see the interest in the booklet. Unfortunately only a limited number of booklets were printed, and there were more enquiries for copies of the booklet than we could hand out. The Hope Vale Commissioners would like to work with the police to put together a similar booklet in Guugu Yuthimi.

We usually meet with the police on a weekly basis to discuss community issues. When there is a lot of grog in the community with party houses going all night and young children running around all hours of the night causing vandalism, we try and help the police with their enquires. We inform the parents of the youths responsible and we also talk to the parents as Local Commissioners. We don't want vandalism and uncontrollable youths in our communities. The police have also assisted us and Transition Support Services (TSS) to get students back to boarding school. If the children stay in community and do not go to school, they get bored and often times get involved in law breaking activities. We value our relationship with the Queensland Police Service and consider it fundamental to the role we perform in our communities as Local Commissioners.

Family Responsibilities Commissioners

In a word the Family Responsibilities Commission (FRC) Local Commissioners have been 'outstanding'. The Local Commissioners stood up to be counted and supported the positive but hard task of dealing head on with sometimes unpopular challenges of change. Their actions have created communities with increased school attendance, improved nutrition for residents, increased community support for the Queensland Police Service, and they have demonstrated behaviour and leadership that a mentor and Elder should display. Under the supervision of Commissioner Glasgow the Local Commissioners have evolved an ability to utilise the skills they possess on all matters traditional and community specific. The mentor role has allowed the Local Commissioners to become reference points and advisors to many government and non-government agencies. The FRC has always had very close liaisons with the Queensland Police Service and it is very welcome to see that the Queensland Police Service is recognised as "central to our community and way of life". The FRC Local Commissioners will always be remembered as an example of how local individuals who have a strong will can make great positive changes.

Queensland Police Service Representative

THE COMMISSION — WHO MAKES UP THE COMMISSION



FAMILY RESPONSIBILITIES COMMISSIONER

Commissioner David Glasgow



David Glasgow was born and raised in Cairns, Far North Queensland. His legal career commenced when he joined McDonnell Harris and Co as an articulated clerk. In 1971 after being admitted as a solicitor appointed to the Supreme Court of Queensland and the High Court of Australia, he began a distinguished career in Townsville at solicitors Roberts Leu and North. Much of his working life was spent in Townsville until appointed as a Queensland Magistrate in 1998. During his Magistracy the Commissioner undertook the circuit court in many of Queensland's Indigenous communities including Bamaga, Thursday Island, Lockhart River, Coen, Aurukun, Kowanyama, Pormpuraaw and Palm Island. Commissioner Glasgow is deeply committed to ensuring Indigenous people receive fair and natural justice in a way that is appropriate to their language and culture. The Commissioner was a seminal influence in the formation of the Murri Courts system and the Indigenous Justice Network of North Queensland and became the Regional Coordinating Magistrate in Townsville with responsibilities for the Children's Court, Drug Court, Murri Court and Coroner's Court. In March 2008, he was appointed by the Premier to work with the Indigenous Government Coordination Office within the Department of the Premier and Cabinet to implement the Family Responsibilities Commission and was appointed to the role of Commissioner on 25 April 2008.



Aurukun Commissioners Wolmby and Poonkamelya at Mookai Rosie Bi-Bayan with teaching dolls

LOCAL COMMISSIONERS

Aurukun



Commissioner Edgar KERINDUN (Sara Clan) was born and raised in Aurukun, is a traditional owner of the area, was elected to the position of

Councillor in the Local Government elections conducted on 28 April 2012 and is currently employed by Queensland Health as an Engagement Officer. Aurukun Commissioner Kerindun was one of the original Community Police Officers in Aurukun and continues to promote justice and criminal rehabilitation. He and partner, Aurukun Commissioner Doris Poonkamelya, have for a number of years had in their care three children from their extended family. Aurukun Commissioner Kerindun has a strong belief that if you show respect to everyone, everyone will have more respect for you.



Commissioner Doris POONKAMELYA (Putch Clan) was born at the Kendall River Outstation and her family moved to Aurukun when she

was a child. Aurukun Commissioner Poonkamelya retired as a senior health worker from Queensland Health where she worked for 29 years. She is a founding member of the Aurukun Community Justice Group and is deeply committed to education as the pathway to employment and a promising future for young people.



Commissioner Sarah WOLMBY (Aplach Clan) was born and raised in Aurukun and has previously worked for 15 years as a health worker

with Queensland Health. Aurukun Commissioner Wolmby is an avid supporter of children receiving a strong education to allow them to successfully graduate from senior and tertiary education and gain employment either in Aurukun to enrich the community, or outside of Aurukun in their chosen career.



THE COMMISSION — WHO MAKES UP THE COMMISSION



Commissioner Ada Panawya WOOLLA (Wik-Munkan Clan) was born and raised in Aurukun, later leaving the community to attend boarding

school and business college. Aurukun Commissioner Woolla is employed as a Recognised Entity where she works closely with Department of Communities, Child Safety and Disability Services. She is also a foster and kinship carer, an office bearer in the church, a founding Member of the Aurukun Community Justice Group, a respected mediator and community Elder and was recently elected to the position of Councillor at the April 2012 Local Government elections.



Commissioner Dorothy POOTCHEMUNKA (Winchinam / Aplach Clans) was born, raised and educated in Aurukun and now has 10 children, 15

grandchildren and five great grandchildren. Aurukun Commissioner Pootchemunka's interests span the full spectrum of traditional activities including fishing, camping and the customary female craft of basket weaving using Pandanus and Cabbage Palm leaf. Aurukun Commissioner Pootchemunka is also a registered Wik interpreter and her expertise is utilised within the court system and also by the Department of Human Services.



Commissioner Vera KOOMEETA (Aplach Clan) was born in Aurukun, educated in her early years in community and then attended

boarding school for her senior school years. She is a Justice of the Peace (Magistrates Court) and a registered interpreter as well as a member of the Aurukun Community Justice Group. Aurukun Commissioner Koomeeta's experience assists in her ability to make independent and informed decisions as a Local Commissioner. She is the representative of her clan group, is involved in several committees and holds positions on a number of boards. On 28 April 2012 Aurukun Commissioner Koomeeta was elected to the position of Councillor in the Local Government

elections. When not working, the Aurukun Commissioner can be found spending time with her granddaughter, camping and fishing.

Coen



Commissioner Peter Pedro PETER (Lama Lama Clan) is an Elder of great significance within the Lama Lama Clan and the wider community. Coen

Commissioner Peter is a valued member of the Coen Men's Group who pass on their skills and knowledge in leatherwork and woodwork to the younger men and produce goods for sale. Coen Commissioner Peter teaches traditional carving of spears and woomeras, as taught by his Elders. Coen Commissioner Peter is currently the Deputy Chairperson of the Coen Justice Group and provides respect and leadership as a Local Commissioner.



Commissioner May Mary KEPPLE (Wik-Munkan Clan) is a member of the Coen Justice Group, a Murri Court Elder, a Justice of the Peace (Qualified)

and currently works part-time at Mulley's Market. Coen Commissioner Kepple enjoys painting on canvas and previously managed the Wunthulpu Visitor Centre in Coen. Coen Commissioner Kepple has been an accredited foster carer for the Department of Communities, Child Safety and Disability Services since 2007 and remains committed to the welfare of children ensuring they receive opportunities for self-development and a bright future.



Commissioner Garry Lloyd PORT (Lama Lama / Kuku Yalanji / Awapathu Clans) is from a well respected Coen family and son of Barry Port,

the famous Aboriginal tracker. Coen Commissioner Port is a Justice of the Peace (Qualified) and works fulltime as an Indigenous Administration and Support Worker for Australian Red Cross. He is deeply involved with supporting young people and ensuring they reach their full educational potential.

THE COMMISSION — WHO MAKES UP THE COMMISSION



Commissioner Elaine Louise LIDDY (Lama Lama Clan) was born in Cairns. Coen Commissioner Liddy is a fluent Umpithamu language speaker

and has contributed to a dictionary of the Umpithamu language. Coen Commissioner Liddy enjoys working fulltime as a Lama Lama Ranger on her homeland of Port Stewart, is a Justice of the Peace (Qualified) and is a highly respected leader of the Lama Lama Clan.

Hope Vale



Commissioner Brian COBUS (Nruurruumungu / Muuli Clans) is an Executive Board Member and Field Officer for the Cape York Land Council, Chairman

of Hope Vale Congress Aboriginal Corporation and an Executive Board Member of the Queensland Indigenous Family Violence Unit (Cape York, Townsville, Mt Isa, Charter Towers). Hope Vale Commissioner Cobus is an active member of the Hope Vale Men's Group and uses traditional skills to engage with young men experiencing difficulties.



Commissioner Victor Patrick GIBSON (Binthi / Bulcan Clans) is employed as a Cape York Partnerships Student Case Manager for the Cape

York Aboriginal Australian Academy in Hope Vale. Hope Vale Commissioner Gibson is also a member of the Hope Vale Men's Group and organiser of the Young Leadership Forum, encouraging young people to become the leaders of tomorrow.



Aurukun Commissioner Pootchemunka and Coen Commissioner Kepple with Maxine Lauriston at the Local Commissioner development week in Cairns



Commissioner Doreen HART (Binthi / Bulcan Clans) is employed by Balkanu Cape York Development Corporation as a Women's Enterprise

Development Officer, assisting women who are interested in setting up their own business. Her former roles include the Chief Executive Officer for the Apunipima Cape York Health Council and the Housing Officer for the Hope Vale Aboriginal Shire Council. Hope Vale Commissioner Hart until recently worked for the Local Program Office in Hope Vale assisting the Government Coordination Officer with coordination of services in the community. She is a Justice of the Peace (Qualified), a member of the Thurrbill Community Justice Group and the Local Advisory Group.



Commissioner Ivan DEEMAL (Thiitharr Clan) is employed as an Implementation Manager by the Hope Vale Aboriginal Shire Council. Hope Vale

Commissioner Deemal is also the Secretary for the Hope Vale Congress Aboriginal Corporation, a representative on the Local Program Office Welfare Reform Program and an active member of both the Local Action Group (LAG) for the Hope Vale Wellbeing Centre, and the Parent Focus Group.



Commissioner Erica DEERAL (Gamay Clan) is currently employed in an administrative/ accounts capacity with the Hope Vale campus of the Cape

York Aboriginal Australian Academy. Previous to this Hope Vale Commissioner Deeral held administrative positions with the Cook Shire and Hope Vale Aboriginal Shire Councils. Hope Vale Commissioner Deeral has been a long term representative for her traditional group on the Hope Vale Congress Aboriginal Corporation Board of Directors. She enjoys working at the school and seeing school attendance improve so that young children can obtain an education to better their futures.



THE COMMISSION — WHO MAKES UP THE COMMISSION

Mossman Gorge



Commissioner Loretta SPRATT (Olkola Clan) was born on Thursday Island and has lived in Mossman Gorge for fifteen years. Mossman Gorge

Commissioner Spratt who has previously worked in the areas of sport and recreation is currently employed by Bamanga Bubu Ngadimunku Incorporated (BBNI) in the horticulture area. Mossman Gorge Commissioner Spratt continues to work closely with the young people and women of her community.



Commissioner Daniel FISCHER (Kuku Yalanji Clan) was born in Mossman and enjoys rugby league, basketball, volleyball and

especially cricket. Mossman Gorge Commissioner Fischer works as a Chronic Disease Men's Health Worker for Apunipima Cape York Health Council, a Cultural Guide for the Mossman Gorge community and regularly conducts training sessions in multi-media traditional knowledge recording.



Commissioner Karen GIBSON (Nyungul / Kuku Yalanji Clans) was born and raised in the Mossman area, and today holds a very strong

connection with Mossman Gorge. Mossman Gorge Commissioner Gibson is an artist whose work has gained increasing recognition and exposure. As an artist Mossman Gorge Commissioner Gibson also enjoys inspiring other young artists to follow their dreams. Mossman Gorge Commissioner Gibson has held the positions of Vice Chairperson and Chairperson of Bamanga Bubu Ngadimunku Incorporated (BBNI) and is presently serving another two years as Chairperson. Other positions held include Board Member for the Cape York Land Council, Director of Kuku Yalanji Dreamtime Tours, Attendance Case Manager with Cape York Partnerships and Local Coordinator for the Family Responsibilities Commission, Mossman Gorge.



Commissioner Karen SHUAN (Kuku Yalanji Clan) was born on 15 August 1972. As a Kuku Yalanji woman, she is a traditional owner of the Mossman area and has resided in Mossman all of

her life. Mossman Gorge Commissioner Shuan completed Year 11 at Mossman State High School, gained a Certificate III in Tourism and is currently studying for a Certification III in Business. Mossman Gorge Commissioner Shuan has held the positions of Director, Vice Chairperson and Secretary for Bamanga Bubu Ngadimunka Incorporated (BBNI) and is presently the Gallery Attendant at the Mossman Gorge Gateway Centre. Mossman Gorge Commissioner Shuan is also employed in a customer service and administrative role by Kuku Yalanji Dreamtime Tours in Mossman Gorge, where she guides visitors through the local rainforest. As a custodian of the Kuku Yalanji culture the Mossman Gorge Commissioner led the Mossman Gorge girls in performance at the Laura Dance Festival.

DEPUTY COMMISSIONER

Deputy Commissioner Rodney (Rod) Curtin



Deputy Commissioner Rod Curtin is a Barrister-at-Law appointed to the Supreme Court of Queensland and the High Court of Australia since 1987.

Deputy Commissioner Curtin's practice

has been predominately in the jurisdictions of Family Law and Criminal Law. His experience has involved the conduct of circuits in the Cape York Peninsula and Torres Strait region for over 20 years. Deputy Commissioner Curtin is passionate in the pursuit of access to justice services for Indigenous people. He advocates for the advancement of programs to provide better resources and achieve better outcomes for Indigenous people who appear before the courts. Deputy Commissioner Curtin has been involved with the Cape York Peninsula Youth Justice Program and has been a strong advocate for Juvenile Justice issues. His service to the Indigenous communities has been acknowledged as dedicated and compassionate, having an in-depth knowledge of the cultural and social issues of people within those communities. Rod was appointed to the role of Deputy Commissioner in July 2010.

THE COMMISSION — WHO MAKES UP THE COMMISSION



Registrar Rob White



Rob White was appointed as the Registrar of the Family Responsibilities Commission on 14 November 2011. Prior to commencing with the Commission Rob's appointment was Regional Director, Far North Queensland, Department of Justice and Attorney-General (DJAG). During his 30 year career with DJAG Rob worked in many centres throughout Queensland including Brisbane, Ipswich, Coolangatta, Weipa, Innisfail, Atherton and Cairns. Rob has also travelled extensively throughout Cape York and the Torres Straits, and has worked in various Indigenous Justice programs with Community Justice Groups.

Rob's passion is rugby league and in particular assisting local players to develop their talents. He is the Manager of the Northern Pride Queensland Cup Team and works closely with young Indigenous players, mentoring them in life skills.

As the Registrar of the Family Responsibilities Commission, Rob manages the human resource, administrative, financial and logistic support of the Commission which is based in Cairns. His role enables the Commissioners to exercise their powers effectively and the Family Responsibilities Board to perform its advisory role to the Queensland and Australian Governments regarding the operations of the Commission.

The Executive Management Team, Registrar Rob White, Principal Case Manager Sharon Newcomb and Executive Officer Alison Kollmorgen



SUPPORT STAFF

Local Coordinators

A Local Coordinator has been appointed for each of the CYWR trial communities. The function of the Local Coordinators is to support, at the local level, the efficient and effective operation of the Commission in the CYWR trial community areas.

The Local Coordinators are:

Aurukun and Coen: Ms Dellis Gledhill
Hope Vale: Mr Brenden Joinbee
Mossman Gorge: Miss Amy Barden

The Cairns Registry

A central Registry office has been established in Cairns to provide administrative and logistical support to the Commissioners and Local Coordinators in community by ensuring the efficient and effective operation of the Commission. The Cairns Registry is comprised of 18 employees:

- Registrar
- Executive Officer
- Principal Case Manager
- Registrar Support Officer
- IT Support Officer
- Government Liaison Officer
- Finance Officer
- Active Family Pathways Support Officer
- Information Officers
- Case Management Support Officer
- Administration Officers.

"The parents, grandparents and carers deserve credit for bringing up their children to be good students and a positive influence on their community. We look forward to the successes they will have in the future in both education and the workforce."

Coen Commissioners



LOCAL COMMISSIONERS' YEAR IN REVIEW

Aurukun Local Commissioners' Report

We moved forward from 2011 into 2012 with the challenge of continuing to meet the high standards that we, as Local Commissioners, set for ourselves by building community partnerships, responding to local issues and putting in place solutions that suited our local needs. We are working together to build a better community because we value and intend to improve the wellbeing, education and career paths of our future generations. The outcomes we seek are not always able to be measured by statistical information. In performing our roles as Local Commissioners we have set an example to our children and our community. We look around the community and see how far we have come in the last four years through hard work and hard love with the people of Aurukun. Service providers come and go, but we live here and will do so for the rest of our lives. As Local Commissioners we have actively engaged the community on all levels to achieve positive outcomes. Others may try and claim our results, but the people know who has done the hard work and also the hard love at times to achieve this.

We are determined to improve parental responsibility, discourage welfare dependence and ensure family payments are spent in the best interests of children. We are also determined to increase community safety because Aurukun families have the right to live in safety, particularly in their own homes and around the community. We aim to do all this while also encouraging community members to gain employment. Assistance needs to recognise and target all of the causes and factors influencing social problems because there is not one simple solution. As a result of our conferences we are making referrals to ensure community members have every opportunity to attend programs to enable them to address their behaviour, financial issues, and to take personal responsibility for their lives.

Over the past four years we see that Aurukun has made progress with Child Safety and Welfare matters, and that there are fewer community children subject to substantiated child protection notices.

There has been a noticeable rise in school attendance. This is a solid improvement from where Aurukun was in 2008 and we hope this improvement has formed the foundation for increasing school attendance into the future.

From our perspective we believe that the high juvenile crime rate in our community is caused mainly by teenage youth, who have not had a good education due to truancy, seeking to draw attention to themselves in the community. We remain optimistic that with the large number of students attending boarding school and the low rate of school drop-outs, the juvenile crime rate will decrease and these youth will reach adulthood in a couple of years without criminal records. We encourage our children in community to get a good education and to draw attention to themselves through their positive achievements, not their negative actions.

Residents of Aurukun are aware that there are certain times of the year when there are flare-ups in the community due in part to the hot weather, influx of sly grog or shortage of money, and it has become apparent that during these times community members are now using the resources available to help them avoid being drawn into negative and self-destructive situations. When we see this, it gives us great hope because when community members seek assistance without us having to refer them, they are showing responsibility. When in years to come the perpetrators seek out these resources themselves, instead of initiating trouble, we will be very optimistic for the future.

From our experience as Local Commissioners, we see that the Wellbeing Centre staff, whose prime role is to engage the clients we refer to them, are often not doing what is required. The centre is getting involved in issues outside of its primary role and ignoring its core business. Sometimes we have received advice from the Wellbeing Centre that the client has met all requirements, but in conference the client states that they have never been to the referral agency. Aurukun people when asked will tell you the truth, so agencies that tell untruths in reports are not doing themselves any favours.

LOCAL COMMISSIONERS' YEAR IN REVIEW



We know what agencies work and which agencies do not. Clients must be engaged properly and consistently. We call it tough love, and you can do this by being fair but firm. Many times hard and unpopular decisions need to be made to assist someone, and to avoid making these decisions and trying to be friends with everyone is to sell yourself (and the client) out. No good will have been served at the end of the process. As Local Commissioners we draw the line. We can be a friend, but when it comes to work, our friendship does not cross the line. We would like to see the service providers engaging along these lines.

We are very proud of our achievements and what we have learnt during our time as Local Commissioners. Commissioner Glasgow gave us the reins and let us move forward at our own pace. We started at a walk, just by sitting and listening and speaking when we were spoken to. We then flicked the reins and commenced a fast walk, by engaging more when we needed to interpret and help the clients understand. We then gave the reins another flick and we started to trot, by reading out the reason for the client being brought before the conference. Next we took a solid hold of the reins and started to canter, fully engaging in the conference process and explaining to the clients about referrals and expectations. It was at this time that the clients began to understand that we were there to help them in any way we could and they were not there to be punished. We reached a gallop mid-way through 2011 when we commenced conferencing by ourselves without Commissioner Glasgow. Commissioner Glasgow worked hard to have the Act changed to enable us to sit in conference without him; he had the confidence that we could do it and we have not let him or ourselves down. It was then we became aware that we could actually ride this horse by ourselves and that is called empowerment. Proof of this empowerment was demonstrated on 28 April 2012 when Aurukun held its Local Government elections. Aurukun Commissioners Edgar Kerindun, Ada Woolla and Vera Koomeeta were successfully elected to council. We feel this success is recognition of our standing in the community.

We propose that service providers should give the people of Aurukun the tools to work with, train them to use the tools and then have the confidence to support them. Our work as Local Commissioners is providing the best example of sustainable outcomes for our community.

*Ngan inang-an Commissioners Kaangk aak thayanam piian pam a'wanch jiiman'nam
Ke-ngoongkam work'ang min yumpan*

*As Local Commissioners we value our people and our culture
and continue to work hard for progress*

Aurukun Commissioners Edgar Kerindun, Doris Poonkamelya, Sarah Wolmby, Ada Woolla, Dorothy Pootchemunka and Vera Koomeeta



Aurukun



Aurukun Justice Centre



LOCAL COMMISSIONERS' YEAR IN REVIEW

Coen Local Commissioners' Report

In July 2011, Mick Gooda, Aboriginal and Torres Strait Islander Social Justice Commissioner, took time out to speak with us. Commissioner Gooda spoke of lateral violence and the destruction it can cause to our communities, families and way of life. As Local Commissioners of the Family Responsibilities Commission we know what lateral violence is. We see it every day in our community, clans and families. We look it in the eye, we address it and we tackle it one person, one family and one clan at a time.

This year, as a group, we have consolidated the four years of hard work we have done in Coen. We have started to see signs of success from our years of community engagement. There were some hard times in the beginning. Many people in Coen did not understand our role and there was fear around attending conference. Now we are pulled up in the street or at the shop by concerned community members asking if we can do something to help a community member who is going through a tough time. We have community members turning up, asking to become clients so they can access our assistance.

Coen, like most small country towns, enjoys close relationships. Being a small town, these same close relationships and familiarity with neighbours and families also draws attention to those misbehaving or not fitting in with the majority of the community. We have learnt as Local Commissioners that not everyone is meant to fit into one shape. Some people have greater challenges, barriers and internal strengths than others. We work with these clients to find the right pieces to build the tower of strength they need. No longer do we just provide case plans and advice on what to do, we now provide answers to questions, options to consider and suggestions for a better future. We also follow-up and monitor the client's progress because it is our job to help them succeed.

There are now many services offered to the Coen community, some are located permanently in Coen and some are provided on a fly-in and fly-out basis. Our people have started to fill positions within these organisations and to develop work skills. We would like to see more of our young folk transitioning into real jobs such as in the mines, but we know they are limited in their training and skills. Many also have criminal records which may present a barrier to gaining employment. We give our clients as many chances as they need as long as they demonstrate that they are moving forward. We would like to see job agencies and service providers also give our people many chances before rejecting them. We see the service providers and agencies working in parallel, but not together. It is much easier to muster cattle when the riders, horses and dogs work together through whistles, hand signals and goodwill. We would like to see these services perform like good stockmen so our people all make it through the muster and no one gets left behind.

During the year we represented Coen, and the Commission, when meeting with national and state bodies, academic agencies and service providers. Coen Commissioner Port represented the Commission at the Symposium on Indigenous Sentencing, Punishment and Healing conducted on 5 July, 2011, by The Cairns



LOCAL COMMISSIONERS' YEAR IN REVIEW



Institute, James Cook University. The symposium brought together Indigenous and non-Indigenous activists, academics and practitioners with an interest in issues relating to the sentencing, punishment and healing of Indigenous people in Australia and elsewhere. Coen Commissioner Port discussed the responsibility of Indigenous decision makers within the Justice system.

We attended the two Local Commissioner development weeks in Cairns in July 2011 and May 2012 where we discussed our roles as Local Commissioners, reviewed the changes in our community and learnt from our fellow Local Commissioners what they have achieved in their communities since the commencement of the Commission in 2008. A highlight of our Local Commissioner development week in 2012 was a visit to the Lotus Glen Correctional Centre and farm. We spoke with prisoners and officers and toured the workrooms, accommodation and facilities. Our visit to the farm highlighted the many training options available for prisoners. Whilst it is never good when our young men go to prison, if they do, we are now aware of the conditions they will encounter and what facilities and programs are available to them.

At the same development week in May, Magistrate Black and the Gumba Gumba Justice Group invited us to attend the Murri Court. We see the Murri Court as an option for our people to avoid prison whilst still addressing the reasons that brought them to the attention of the law. There are many positives to assist our people now, and the more we understand the systems, the better we can advise our people who take a wrong turn in life.

As Local Commissioners we are grateful to be part of the trial including the Family Responsibilities Commission. We do not know what the future holds for the Commission or the CYWR trial, but we know that as Local Commissioners we have made a difference to the lives of our community members and especially to the lives of the children. We have gained much more than just legal knowledge from Commissioner Glasgow. We have gained dignity, self-respect and wisdom, and we have a greater appreciation of our culture and the lessons of our childhood. We apply our culture in all our decision making. We hear the voices of our Elders guiding us and when we mix it together with Commissioner Glasgow's leadership, we are strong, united and compassionate. We will remember our time as Local Commissioners and the importance of working with our people to ensure a bright and sustainable future for our community.

*Antyampa uwa antyangana wina wakara ayngkingkini ampunguna
ama natha ngyngka wakara*

*We pass on our wisdom to our people to make our children
strong for the future*

Coen Commissioners Peter Peter, May Kepple, Garry Port and Elaine Liddy





LOCAL COMMISSIONERS' YEAR IN REVIEW

Hope Vale Local Commissioners' Report

Over the past 12 months we have moved with strength. We have grown in strength as a team, as individuals and as a Commission. Since 2008 we have been growing, sometimes rapidly, sometimes slowly and every now and again we seemed at a standstill, but this year we are all strong. We're strong with resilience and confidence; we work together and support each other. We have the satisfaction of knowing that our work as Local Commissioners, even when the day is tough, is worth it. We know our strength is being passed on because we can see the changes in our people and in our community.

The community has a greater understanding of the Commission now. They know we are here for help and assistance; that sometimes we growl, but we are only interested in finding the best outcome for everyone. We see our community now respecting the rights of children to go to school and have a future with improved education outcomes. There are many community members coming to conference to talk about issues, ask questions and seek some direction on how to solve problems. We know there is some negative talk around the Commission and the CYWR trial and it is hard to respond, as we must preserve the confidentiality and privacy of those who we deal with. What we can say is we are working with many community members and Commission clients to make a better life through tools such as Income Management and referrals, but also through guidance, support and encouragement. We know some people cannot speak out loud about the Commission, and that most community members are just busy getting on with their lives. It saddens us that the loudest voice is sometimes taken as the only voice, or the right voice. We know and have seen that the positives are far greater than the negatives.

Our community is improving with greater pride in houses and gardens. The building upgrades provided by the Australian Government, the transition houses and the new houses have all helped build pride in the community. As Local Commissioners we are all striving to provide a home for the future on both traditional lands and in town. Hope Vale Commissioners Hart and Gibson have self-built a family home through the Bush Owner Builder program with hard work and volunteer labour. The Pride of Place program has consolidated this year and a number of houses now look like homes.

There are projects for employment and training in the community. The Indigenous Ranger Program is providing our young people with employment whilst treasuring our land and culture. We look forward to the opportunities the Business Service Centre, Multi-purpose Centre and banana farm will provide for business and employment, with a sustainable future for our community. We encourage the building of capacity in community based organisations, moving control from centralised organisations to those who will always live and work in the community.



Isabella Falls

LOCAL COMMISSIONERS' YEAR IN REVIEW



We know many clients and community members are voluntarily seeking assistance and services. They are seeking out counselling and programs to improve their lives and those of their children, but we see the agencies and organisations not cooperating with each other leading to roadblocks on outcomes. As Local Commissioners we appeal to agencies and organisations to work together, to link, discuss, form relationships, forget about old fights or new rules, and think of the clients. All too often we see a client fall away and go back to their old ways because navigating the complexities of the agencies is too difficult and challenging. We don't need more barriers for our people; they have enough of their own.

Our children, the future leaders of our community, are growing every day. Not just in height but also in learning and valuing school. There are more students in school and they are enjoying classes. We have more parents reading with their children, and the demand for books at the Indigenous Knowledge Centre continues to increase. We have our language, Guugu Yuthimi recorded and available at the Indigenous Knowledge Centre for generations to come. We congratulate the children, parents and carers of Hope Vale for valuing education.

As the Commission ends this year, we extend our deepest thanks and appreciation to Commissioner Glasgow. He has taught us a great deal since we became Local Commissioners, but with respect and a willingness to learn from us as well. He has shown us how to be role models with inner strength and to pick ourselves up when things are down. We also pass on our appreciation and thanks to Deputy Commissioner Curtin, our past Local Coordinator, Michael Miller, current Local Coordinator, Brenden Joinbee, and all the Registry staff. Just as we are now a strong and united team of Local Commissioners in the community, our supporters are part of that team.

*Our strength is our shared commitment to improving the lives of all
Hope Vale community members*

Hope Vale Commissioners Brian Cobus, Victor Gibson, Doreen Hart, Ivan Deemal and Erica Deeral



Elim Beach



LOCAL COMMISSIONERS' YEAR IN REVIEW

Mossman Gorge Local Commissioners' Report

In Mossman Gorge there are two trees growing that we call the six o'clock trees. Nobody remembers planting them. They arrived quietly from a bird. At first they were unremarkable, just growing slowly. One winter to our surprise, the most unusual looking tree blossomed. It is beautiful and unique. We see this tree as similar to our role as Local Commissioners. At first there was confusion around the purpose of the Commission and whether it would be a real authority amongst our community. With hard work both within the conference and outside we are now much more than just a Commission; we are leaders and supporters of our community. Once the six o'clock tree blossomed, the old people recognised it held a deeper worth. The leaves of the tree are a medicine for treating the skin. They can be rubbed on rashes and infections and heal the irritation or wound. Like the six o'clock tree, we Local Commissioners are here to heal our community, sometimes with tough love, but mostly with guidance and support to make wise decisions and to protect the vulnerable.

There have been a number of changes in Mossman Gorge in the last year. As Local Commissioners we have also individually and as a team gone through a great deal of change and growth since our last year in review report. We have welcomed two new Local Commissioners to our ranks, Mossman Gorge Commissioners Karen Shuan and Karen Gibson. The introduction of these two Local Commissioners has added to the depth of our local knowledge and broadened our ability to take conferencing to another level.

All of us have taken on new and more advanced roles within our community in the last 12 months. Mossman Gorge Commissioner Spratt, aside from her fulltime position in horticulture, is now a member of the Bayan Committee for Bamanga Bubu Ngadimunku Incorporated (BBNI), Mossman Gorge Commissioner Fischer has continued to advance his education in Men's Chronic Disease Management, Mossman Gorge Commissioner Shuan is employed at the Mossman Gorge Gateway Centre in the role of Gallery Attendant and Mossman Gorge Commissioner Gibson has taken up a new position with Cape York Partnerships within their Parenting Program as home crew and is the Chairperson for BBNI.

We believe that becoming Local Commissioners has given us the confidence to achieve the advances that we have made in our personal lives. We also believe that we have grown in our ability to stand strong as Local Commissioners within Mossman Gorge and more importantly to stand united. We know that we have contributed to the welfare of our community by educating our people in how to have pride in who we are as a people, and how to advance our own wellbeing. We have assisted



LOCAL COMMISSIONERS' YEAR IN REVIEW



families to use different methods of discipline in order to increase school attendance. We believe that this is a clear indication of our commitment to increasing school attendance in order to open up future opportunities for the young people.

A strong relationship has been developed and nurtured between ourselves and BBNI in recent months in regard to housing tenancy breaches. We have shown our commitment to support the enforcement of breach actions and this has led to a greater acceptance by community members of expected social norms and also a greater understanding of the consequences should breaches occur.

Mossman Gorge has also experienced economic development and job guarantees due to the opening of the Mossman Gorge Gateway Centre. We are very excited with the opportunities the centre offers the community. As Local Commissioners we continue to promote the 40 Indigenous job guarantees in all of our conferences. We have seen a number of Commission clients take up positions related to the development due to our encouragement. Our next aim is to ensure that these people are supported in their new positions and that career paths can now be generated to open further opportunities for the community. With improved economic conditions and newly gained confidence in our people, we will still continue to locate and support those who might fall backwards. Sometimes for every step forward there is a half step backwards. The social problems of drinking and violence will not just disappear because of the Mossman Gorge Gateway Centre, but it will provide the stairway for the future.

We have seen continuous positive changes since the Commission began in 2008 and we look forward to being involved in and creating more positive change in the future. We remind ourselves that we are here to promote and influence a change of norms which will lead to a better way of life. We know that it is our people who hold the solution in their hands. Only they can shape the future of Mossman Gorge for themselves and their families.

Nganjin janay junkurrugu

We stand strong and united

Mossman Gorge Commissioners Loretta Spratt, Daniel Fischer, Karen Gibson and Karen Shuan



Mossman Gorge



REGISTRAR'S YEAR IN REVIEW

From the desk of the Registrar

On 4 November 2011 amendments to the Act were passed by the Queensland Parliament. These amendments officially sanctioned the extension of the Commission until 1 January 2013. As at the end of this financial year, the Commission will have been operating in the communities of Aurukun, Coen, Hope Vale and Mossman Gorge for four years. The Commission has accomplished much in the way of empowerment for its Local Commissioners, who have in turn assisted Commission clients to implement changes to improve their wellbeing and the wellbeing of their families. Four years has seen the Local Commissioners grow into competent and dedicated leaders. The communities have witnessed improvements in their education standards, culture has returned to the schooling system, communities have become quieter and there is an increased understanding of the necessary elements to improve social standards. These improvements are of course due in large part to the CYWR trial as a whole, and the Commission is proud to have been a key player in the reform process.

It is vital for the Queensland and Australian Governments to assess the progress and effectiveness of the trial, and the evaluation of the CYWR trial is now underway. The aim of the evaluation is to measure the outcomes of the reforms and to assess whether the trial has achieved its objectives of changing social norms and rebuilding Indigenous local authority. Social change will be reflected through the general behaviour or attitude changes in the communities in regard to responsibility, economic opportunity, education and housing. The Social Policy Research Centre (SPRC) based at the University of New South Wales has been appointed as the evaluators of progress and outcomes. The Commission looks forward to the findings of the evaluation and hopes the outcomes will be utilised in the formation of future strategies to close the gap in not only the CYWR trial communities, but across other Australian communities.

The EFV program continues to target family violence, substance abuse and general offending of community members including mutual Commission and Department of Community Safety, Queensland Corrective Services (QCS) clients. The QCS, in partnership with the Royal Flying Doctor Service (RFDS) delivered the EFV programs from 1 June to 9 December 2011. The Local Commissioners are supportive of the EFV program recommencing and the Commission has sought to engage QCS to schedule programming in July 2012. QCS have recruited the appropriate personnel to conduct the programs, the continuation of which will benefit community members in assisting to reduce the incidence and impact of family violence, substance abuse and general offending.

The Commission achieved a significant amount of work throughout the past year conducting 1,587 conferences which resulted in 35 Family Responsibility Agreements, 205 Orders and subsequently 465 referrals to community support services. Sixty-seven conferences were conducted independently by Local Commissioners during the year. The ability and willingness to take responsibility in the conferencing process expands upon their leadership capacity whilst also cementing community respect for their authority.

During this year the Commission and Local Commissioners have reflected upon the changes in the communities since the commencement of the Commission, which strategies had been successful in improving their communities, and what challenges still remain on the road of welfare reform. Overwhelmingly the Local Commissioners wish to leave behind a legacy which provides a solid foundation for individual and social responsibility to flourish, building strong and vibrant communities into the future.

REGISTRAR'S YEAR IN REVIEW



I am privileged to have the opportunity to work with Commissioner David Glasgow. Whilst I was aware of his reputation for dedication to welfare reform, it was not until I saw firsthand his passion for his role and that of the Commission that I realised his commitment to improve the lives of those people living in the CYWR trial communities. He has shown an enormous capacity to achieve change for the betterment of those living in community. I thank him for his leadership by example and the inspiration which is evident in the high professional standards of the Commission.

I would like to thank the Local Commissioners for their friendship and the acceptance they have shown me since I joined the Commission. I have always felt welcomed and safe whenever I enter and stay in Aurukun, Coen, Hope Vale and Mossman Gorge. I am continually impressed by the high professional standards shown by the Local Commissioners in the roles they play. They should be proud of the achievements they have accomplished. They have formed the flagship of the Commission in driving social change in each of their communities.

It would be remiss of me not to acknowledge my predecessor, Tammy Sovenyhazi, who was with the Commission since its inception. I sit in awe of the work she did in building the Commission from the thoughts of few to become the wonderful asset it is today. Tammy's efforts should always be recognised.

I wish to also thank the staff of the Commission for the enthusiasm and assistance they have offered me in my role as Registrar. I greatly admire the dedication and expertise they bring and look forward to working with them to meet our objectives. I am confident that their time spent with the Commission will have been worthwhile, and the commitment they have shown will continue to influence positive change in the CYWR trial communities. The experiences they have gained with the Commission will no doubt benefit their future careers.

There are many government and non-government organisations who contribute towards assisting the Commission to meet its goals. There are too many to name, but my sincere thanks goes to all those who have worked so hard in community and in other associated areas.

I am thankful that I have been able to play a part in the role of the Family Responsibilities Commission and look forward to seeing its efforts rewarded in the future successes of children from these communities.

Rob White

Registrar

*Cairns based Registry Staff,
Local Coordinators for
Hope Vale and Mossman
Gorge and Active Family
Pathways Officer*





REGISTRAR'S YEAR IN REVIEW

Local Commissioners, networking within and beyond their community

Local Commissioners continue to play a vital role in the welfare reform process and have been working proactively toward expanding their roles within community and influencing the wider acceptance of welfare reform outside of their communities. Local Commissioners work within the conferencing and referral process to influence Commission clients to better their lives, and also work outside of the conferencing process by attending end of year school awards ceremonies to present awards for outstanding school attendance and academic achievement, participating in other community activities and representing the Commission when engaging with government and non-government organisations.

In July, the Local Commissioners travelled to Cairns to participate in a development week. The focus of the development week was to review the achievements of the Commission to date, the roles of the Local Commissioners within their communities, how the work of the Commission should transition into the future and an exit strategy for when the Commission ceases. Whilst in Cairns the Local Commissioners were invited to attend Mookai Rosie Bi-Bayan, Apunipima Cape York Health Council and the Red Cross facilities at Douglas House, all of which provide services to community members of Cape York.

To finalise the week the Local Commissioners were honoured to host an afternoon with Mick Gooda, Aboriginal and Torres Strait Islander Social Justice Commissioner and gained an insight into the role a high profile inspirational advocate of Indigenous affairs. Commissioner Gooda acknowledged and congratulated the Local Commissioners for their fortitude and courage, living and working in the communities in which their decisions are not always popular. Commissioner Gooda thanked the Local Commissioners for the sacrifices they make on a daily basis and recognised the personal impact of making tough decisions in regard to family and friends for the long term benefit of the children of the community.

In May 2012 the Local Commissioners attended a development week in Cairns which incorporated networking with various agencies. The Local Commissioners were invited to attend the Lotus Glen Correctional Centre and farm, Djarragun College, Gordonvale, and the Cairns Murri Court. An official welcoming ceremony was held by Magistrate Black and the Gumba Gumba Justice Group. A morning tea was then provided where the Local Commissioners personally met the Gumba Gumba Elders, Cairns Magistrates, Justice Henry and Judge Harrison. As the Local Commissioners move toward a fourth and final year of operations, key discussion points at the development week focused on achievements to date, their respective roles, outcomes sought for the future and further discussions on an exit strategy for when the Commission ceases operations.

Guidance was sought of the Local Commissioners from senior staff of the New South Wales Ombudsman's office who travelled to Hope Vale, Aurukun and Mossman Gorge in regard to relationships with government and the community when dealing with sensitive child protection issues. General discussions were held in regard to the CYWR trial agenda and the successes it has achieved in improving school attendance and educational outcomes.

Mossman Gorge and Aurukun Commissioners along with Commissioner Glasgow met with the Honourable Jenny Macklin MP, Minister for Families, Community Services and Indigenous Affairs; the first during a tour of the Mossman Gorge Gateway project in October; and the second, a visit to Weipa, in June. Both meetings centred on the accomplishments of the Local Commissioners, the progress of the CYWR trial, the objectives still to be achieved and the Local Commissioners views on the future of the Commission and their roles in community.

REGISTRAR'S YEAR IN REVIEW



The Opposition Leader, the Honourable Tony Abbott MP and his daughter spent four days in Hope Vale during October 2011. Mr Abbott spent time with Hope Vale Commissioners Hart and Gibson and their families during the building of their new family home. During this time he spoke to the Local Commissioners acquiring an overview on how the CYWR trial was progressing in their community and their roles as Local Commissioners.

Paul Hoolihan MP, the then Australian Labor Party (ALP) State Member for Kepple, and Peter Dowling MP, Liberal National Party (LNP) State Member for Redlands accompanied Commissioner Glasgow whilst he conducted conferences in Aurukun and Coen during October 2011. The Local Commissioners in each community hosted the dignitaries and provided them with an opportunity to observe the conferencing process. Visits were also conducted with service providers and classes were observed in progress at the CYAAA.

The Commission assisted representatives from the Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) and Colmar Brunton on the evaluation principles of the CYWR trial and the Commission. Local Commissioners provided advice and feedback on engaging with community members and relevant bodies in regard to the gathering of qualitative information to inform the review process.

Health Outcomes International sought the views of the Local Commissioners in each community during consultation sessions for the formulation of the Department of Health and Ageing review of the WBCs. The consultants met with the Local Commissioners and sought input as to best practice when engaging with community members and discussing sensitive personal matters regarding the WBCs.

Griffith University Youth Forensic Service have commenced an in-depth research project on the 'Prevention of Youth Sexual Violence and Abuse in Aurukun and Manoora'. The aim of this project is to develop a better understanding of youth sexual violence and abuse with a view to initiating community specific prevention strategies. The Aurukun Commissioners will meet regularly with the forensic psychologists conducting the research and provide advice and assistance with community protocols and engagement strategies.

Jennifer Albrecht, Intelligence Analyst for the National Indigenous Violence and Child Abuse Intelligence Task Force (NIITF) of the Australian Crime Commission, met with the Aurukun Commissioners seeking input into the identification of good practice in the prevention, detection and responses to violence and child abuse in Indigenous communities.

The Aurukun Commissioners will feature in a televised segment on the Special Broadcasting Service (SBS). The segment will highlight the Commission and the current CYWR trial evaluation. In compiling the segment journalist, Stefan Armbrust, conducted interviews with the Aurukun Commissioners and various community members including the Mayor and school principal. The Aurukun Commissioners provided insight into the achievements and challenges of the Commission over the past four years.

The Commission continued to strengthen cross-agency collaboration by assisting in the induction of new Child Safety Services team members. During these induction and training sessions the Local Commissioners provided an overview of the Commission along with the purpose and objectives of the Commission in Aurukun, Coen and Hope Vale under the CYWR trial and the role they play as Local Commissioners in assisting families and children to address adverse parenting practices.

The Commission will continue to work toward cementing strong relationships with its key stakeholders and looks forward to supporting the CYWR trial initiative to create a better life for the individuals and families living in Aurukun, Coen, Hope Vale and Mossman Gorge.



LOCAL COMMISSIONER PROFILE

LOCAL COMMISSIONER PROFILE

Profile: Aurukun Commissioner Edgar Kerindun

My name is Edgar Kerindun. My language name is Lingithi. My first language is Wik and I was born in Aurukun on 26 January 1950 into the Wikway clan with the Sara totem. The Sara totem is depicted by the black crow and cyclone. I am the first born of eight brothers and three sisters. My mother is still residing in Aurukun. On 16 February 1973 I married in Weipa; my wife has since passed away. I have five children, one boy and four girls, and six grand-children. As traditional owners we maintain our culture and land of the outstations and pass on the knowledge to our children and grandchildren. I have always acknowledged that our ancestors are our teachers and they taught us to respect everyone.

I attended Aurukun State School down on the beach, learning lessons through finger drawings in the sand. Later we used chalk and a slate, and then eventually pencils and paper. I had left school by the time biros were used. In my time children commenced school when they turned



Aurukun Commissioners Woolla, Pootchemunka, Poonkamelya and Kerindun with Kenneth Wolmby and Angela Cherathun at the Aurukun Campus of CYAAA Academy Awards

five. The boys lived in one building and the girls in another. We all wore calico around our waists; the young girls were naked on the top. I remember at the time being scared to come to live at the dorm. There were a lot of people living there and I was very shy. I was used to only having my family around me and had very little contact with other people. The supervisors had many rules and I had lived a very free life with my family, so I did not particularly like this way of living in the beginning. We learnt the basics of reading and writing and how to have respect and care for those less fortunate. I now look back on those days with fond memories as I made many friends and learnt a lot.

That is why I understand what the students must feel when they leave Aurukun for boarding school. Back in those days as soon as a boy was big enough to ride a horse he left school and started work as a stockman, so we would leave school around year five (ten years of age). I travelled all over Cape York working on cattle stations. I also worked in Weipa when work was available. People throughout the Cape still acknowledge me as a good stockman. As I grew older and stronger I was like a sponge, eager to learn more. I expanded my work skills and learned carpentry, heavy machinery driving, boiler making, and fitting and turning. I travelled to New Mapoon and assisted in building a new church.

Although I travelled a lot during my early working years, when I had my family I returned to Aurukun to settle down. I worked a number of jobs and I was recognised for my commitment to the community. I also worked as a community police sergeant in Aurukun for a number of years.

In 2008, I was asked to consider becoming a Local Commissioner with the Family Responsibilities Commission. Being part of the



LOCAL COMMISSIONER PROFILE



Commission during the past four years has taught me a lot about people and the law, and has given me the confidence to know that I can undertake anything I set my mind to. I thank the Commission for giving me this opportunity. From the day we started we have worked together as a team with Commissioner Glasgow and Local Coordinator Dellis Gledhill. We share our knowledge about culture, custom and community, and they keep us informed about the courts, government and legal issues. We all now know more about each other's know-how.

I am the only male Local Commissioner in Aurukun so it is very important that I provide leadership and support to my female Local Commissioners when dealing with the menfolk that come before the Commission. I ensure the men understand what is culturally correct and that breaking the law (both Indigenous law and common law) is wrong and there are no excuses. I can explain the consequences of actions, and that government agencies like Child Safety Services do not want to remove children, but continued bad behaviour has consequences and sometimes this can be the result. I make sure the men know what their responsibilities and obligations are under both culture and law. It is tough sometimes and there is abuse and offensive language, but it is worthwhile when you see the children at school, asking for books to read and smiling and laughing.

Ten years ago I met my partner, Doris Poonkamelya, who is also a Local Commissioner. She has enhanced me and shown me a good life. We are always together and I believe we will meet again after death. We care for three children, Daniel, Shekeena and Lewis who are very special and bring us great joy. I work with Queensland Health at the Aurukun clinic, assisting them to engage with the community and encouraging the community to get assistance whenever it is needed. In April, I was honoured to be elected as a Councillor of the Aurukun Shire Council. I intend to serve my community with integrity and ensure there are opportunities created for future employment, and education for all of Aurukun.



Aurukun Commissioners Poonkamelya and Kerindun with their grandson Lewis Koo'oila

I have worked hard all my life and want to see my community and the children have the benefit of education so they can work in whatever area they choose. I take pride in being a Local Commissioner. We are respected in our community and people come to us outside of conference to seek advice and direction. I don't know what the future will bring when the Commission is finished, however, I want to acknowledge that working with Commissioner Glasgow has been a highlight of my life and I am thankful for all I have learnt and the opportunity to assist the Aurukun community.

"Being part of the Commission during the past four years has taught me a lot about people and the law, and has given me the confidence to know that I can undertake anything I set my mind to."

Aurukun Commissioner Kerindun



SCHOOL ATTENDANCE AWARDS

School Attendance Awards

The Commission actively supports the communities of Aurukun, Coen, Hope Vale and Mossman Gorge, the Department of Education, Training and Employment and the CYAAA in educating the children in each community. The Commission strives to ensure that the children of these communities receive every opportunity to develop their capacity by obtaining the best education possible. Consistent school attendance is crucial for students to achieve academically and for students to obtain sufficient social skills to enable them to contribute to their community and pursue the career of their choice.

As Local Commissioners, we actively promote and encourage school attendance and we work on a daily basis with the parents, teachers and Student Case Managers to support students and their families to ensure they attend school every day. We congratulate the students at the annual school attendance award ceremonies held to recognise the achievements of our young people at school, and to recognise the support their families have given them enabling them to achieve their schooling outcomes. Each ceremony pays tribute to a boy and girl from every year level who achieved the highest attendance for the year by presenting an award recognising their consistent attendance. Awards are also presented in each community for the best overall school attendance and the most scholastically improved student.

We consider our contribution to be a positive step towards acknowledging the importance of education. The Aurukun, Coen and Hope Vale ceremonies followed a consistent theme with the students leading the audience on a journey through foreign lands to find the lost corroboree. Along the way the performers acknowledged various international cultures, uniting the world in dance, and eventually returning home to the culture of their ancestors.

Hope Vale Commissioner Hart opened the annual Family Responsibilities Commission presentation of school attendance awards at the Hope Vale campus of CYAAA academy awards presentation night on 30 November 2011.

Held in the Police-Citizens Youth Club building, the Hope Vale presentation evening commenced with a Guugu Yimithirr children's song about animals native to the area, performed and sung with the irresistible charm of the prep students. With handmade costumes and choreographed animal actions, the audience was enthralled. The students then transported the audience to China where a dragon snaked boldly amongst fan dancing geishas and kung fu warriors. The colour and flair of Bollywood followed, with a celebration of dance within a land of many cultures and religions. The students then presented the strong and proud Maori culture of the Poi (female) dance and Haka (male) war dance. The Poi dance performed by the females was especially skillful.



In the journey of learning and sharing, the students finally found where they belonged and performed the dances of the lost corroboree. With traditional clapping sticks the students danced and displayed their culture with pride. The grand finale had the students performing the universal song of acceptance, 'We are the World', after which they relaxed and the official awards ceremony commenced.

Jayerahnie Bowen-Connor, Tamika Bloomfield-Harrigan, Rodenta Burns and Louarna Deeral at the Hope Vale Campus of CYAAA Academy Awards

SCHOOL ATTENDANCE AWARDS



Hope Vale Commissioner Hart congratulated each student in turn and presented them with their awards. Hope Vale Commissioner Gibson served dual roles on the night as both a Local Commissioner and Student Case Manager, whilst Hope Vale Commissioner Hammett was present as a valued teacher of CYAAA.

The Hope Vale presentation was followed by the Aurukun and Coen academy awards presentations on 1 and 2 December with only slight variations on the international dance theme.

The Aurukun campus of CYAAA academy awards presentation night was well represented by the Family Responsibilities Commission. Commissioner Glasgow, Registrar White and outgoing Registrar Sovenyhazi attended, along with the Aurukun Commissioners and Local Coordinator.

The evening commenced with Councillor Patrick Koongotema providing the Welcome to Country. The presentation was held under the new sports annex which provided pleasant shelter from the rainy weather.

The Koolkan Early Childhood Centre young children and toddlers opened the performances bringing a smile to everyone's face. The students of CYAAA then followed with each class presenting their routines depicting the journey through foreign lands. The children similarly performed a finale with a medley of Michael Jackson songs whilst displaying outstanding moonwalking skills. Those present were impressed at the increasing number of the students achieving high attendance and the competition for the top achiever. The school catered for all attending with refreshments. Celebration t-shirts commemorating the occasion were also on sale.

Aurukun Commissioners Woolla, Kerindun, Poonkamelya, Pootchemunka and Wolmby presented students with best attendance awards for each year level, with Aurukun Commissioners Woolla and Pootchemunka providing words of encouragement and praise to the best overall attendee.



Shekeena Pahimbung, Talitha Walmbeng, Josphehine Korkatain and Sebastian Marbendinar performing at the Aurukun Campus of CYAAA Academy Awards



Kyiesha Zaro, Medina Hobson, Aurora Pratt, Katherine Creek, Emma Kulla Kulla, Rebecca Peter, Alaina Walker and Ratani Kepple at the Coen Campus of CYAAA Academy Awards

The Coen campus of CYAAA academy awards presentation was hosted by CYAAA Principal Jo Ross and held at the Coen sports hall which was decorated in a range of colours and smiles in preparation for the occasion. The students had spent the last term of 2011 learning a number of dance routines for their journey of discovery visit to foreign countries to find their culture. The girls had mastered the act of Bollywood dancing, displaying a rainbow of colours, whilst the boys



SCHOOL ATTENDANCE AWARDS

engaged in the power and discipline of kung-fu fighting. The students smiled and laughed, clearly enjoying the rhythm of dance and movement.

Coen Commissioner Kepple, together with Registrar Sovenyhazi, presented the Coen students with their annual awards. Students received an award for their academic achievement or attendance across the year and there was obvious delight from proud parents as each of their children got up on stage to accept their awards. After the official awards ceremony the students performed a corroboree on the school oval for their families and visitors. The Kalan Rangers had spent many hours teaching the students traditional dances and their efforts were well rewarded. Refreshments were then provided for all participants and visitors whilst children, students, parents, teachers and community members relaxed and celebrated the achievements of the Coen students.



Joseph and Kainen Buchanan at the Mossman Gorge School Attendance Awards

A sunny and cool afternoon was enjoyed by the Mossman Gorge community for their school attendance awards ceremony. Mossman Gorge Commissioners Gibson, Spratt and Shuan organised the presentation to congratulate the students and their parents and carers for the efforts they had made throughout the year. Students, parents, grandparents, community members and some visiting families gathered underneath the trees to cheer the prize winners. Anticipation filled the air with many of the students awaiting the ceremony from the early morning and eagerly watching the preparations.

With much excitement the prizes for excellent school attendance and most improved were announced and presented to each student. The crowd cheered and clapped as each student was congratulated and received their certificate and award. The Mossman Gorge Commissioners specifically acknowledged the importance of the parents and carers working together with the students every morning to ensure they were ready for school by providing the students with an opportunity to thank them through the simple gift of a rose. With a musical theme to the prizes, it was only a short time before the students tested out their prizes and the sound of instruments filled the air to provide the background entertainment for the barbeque lunch.

Commissioner Glasgow and Registrar White along with several service providers attended as guests to witness the celebration of achievement. At the conclusion of lunch the students, parents and carers were thanked for their commitment to education and the students were encouraged to think big and plan for a bright future.

We would like to thank everyone who worked tirelessly to make the celebrations happen and also those who participated in each ceremony, and extend our congratulations to the students, families and teachers for their efforts and achievements throughout the year. We would also like to acknowledge the following people who have demonstrated their ongoing commitment and support to the students of the CYWR trial communities: Danielle Toon, Chief Executive Officer of CYAAA, Cindy Hales, Executive Principal of CYAAA and Vicki Sparkes, Principal of Mossman State School.

CLIENT PROFILE



CLIENT PROFILE

Sometimes it is hard to be honest

Sometimes it is hard to be honest, to face up to what we have done. Sometimes we can do the wrong thing, but only see it from our point of view and think we are right. I was very mad and angry at the Local Commissioners when I received a notice to attend conference. I was told my partner and mother-in-law were asked to be there as well. I did not want to discuss private matters with these Local Commissioners. Some are family members, some are from traditionally opposing families, and then there are a few outsiders like the big Commissioner.

I was pretty sure I knew what they wanted to talk about. I told my partner and her mother to go in the morning and tell the Local Commissioners I was on a training course. My partner came home and said the Local Commissioners would wait until I had finished the course, that they would wait all day for me and the next day if needed. It made me even angrier to think that they thought their time was more important than mine. Grabbing the baby, we walked to the Commission building. Once we were inside I began telling them what I thought. Immediately they said to be quiet, sit down and listen, or go away and come back later when I was prepared to talk calmly. The yelling was not going to intimidate them. I decided to sit and listen.

The Local Commissioners asked my partner if I had hit her hard in the stomach while she was nursing the baby. She looked at me to answer the question, but they wanted her to answer instead. I was shamed when she said yes, and then she said I did it other times as well. Her mother came to our defence and said we had a good relationship and it did not happen often. The Local Commissioners said they knew what went on; they knew I lost

my temper and that I was a hothead. They looked me in the eye and said I didn't have the right to hit her. Then they told my partner she did not deserve to have it happen to her, no matter what I said.

There was some silence in the room whilst the words settled. They asked me what I liked about being a father, what I thought my job as a father was and what type of father I might be when my child is 10 years old. I had never thought about this. It was difficult. They then asked if I would want my child to be beaten like I hit my partner when she was grown up and in a relationship. I asked what I could do to make myself a better father and partner.

Since that day I have tried to make myself better. I attended the Alcohol, Tobacco and Other Drugs Service (ATODs) program and still go when I need to. I went to the Wellbeing Centre to do some anger control programs and to understand why I get frustrated and angry. Most of all I have stopped drinking grog. This was and remains the hardest thing I have ever done. My friends and family don't understand, but my partner and child are much happier. We hardly fight at all because I am more in control and there are no more money troubles caused by the grog. My partner also stopped drinking grog. We go to the homelands, fishing and hunting instead of staying in town with the drinking. We have gone back to the Local Commissioners a few more times and although they have to address the issues, they always praise me and tell me I am a good father for giving up the drinking. We leave there with a bit more confidence each time, determined only to return to let the Local Commissioners know how well we are doing – no more issues or problems for our family. Sometimes it is hard to be honest and face up to what you are doing wrong, but it has paid off for my family.



LOCAL COMMISSIONER PROFILE

LOCAL COMMISSIONER PROFILE

Profile: Coen Commissioner Peter Pedro Peter

My birth certificate says I was born in Port Stewart on 1 August 1945 but the old people tell me I was born long before that. As the records were destroyed in a fire many years ago, nobody really knows how old I am. I remember moving to Bamaga as a small boy because of the war, so I must have been born before 1945. Port Stewart is situated near the mouth of the Stewart River on the northern shores of Princess Charlotte Bay. My family belong to the Lama Lama clan and aside from my father, Walter Peter, and my mother, Maggie Peter, I have one brother and three sisters.

Everything I know was taught to me by my mother and father because in my day there was no schooling at Port Stewart. When I was very young

we were made to go away from our homelands. We arrived at a place called Bamaga and had to learn how to find food and shelter and live on this new land.

While we were in Bamaga, the family was always sad as we missed our homelands. We were eventually allowed to return to Lama Lama country after many years.

My father was a ringer and taught me on the land. He taught me how to fish and hunt and I later followed in my father's footsteps to become a ringer myself. My brother also became a ringer and we worked together for many years. In those days most men became ringers and lived on the land. Once a year we would walk in from the stations and homelands to the Laura Races. There the



*Back Row: Coen Commissioner Peter, Commissioner Glasgow, Darby Selas, Denzell Pratt and Shania Port
Front Row: Kieren Liddy, Amos Wilson and Lee Liddy*

LOCAL COMMISSIONER PROFILE



Coen Commissioner Peter at the Esplanade, Cairns

Superintendent of Aboriginals would allocate us a new set of clothes and boots, some tobacco and rations, and a little bit of cash to buy a new Akubra and belt buckles.

My job as a ringer was spent mostly at the Silver Plains homeland and I later travelled from station to station between Laura and as far as Bamaga. There was hardly a time that I was not on horseback. There were no bikes, motor vehicles or helicopters to muster cattle. Being a ringer meant you had to develop other skills as well so that you were self-sufficient in the bush. My other job was as the camp cook. I cooked damper and also hunted for tucker. My cooking skills must have been alright, as the men really looked forward to their meals at the end of a long, hot, hardworking day.

I have two children and an adopted daughter, who all still live and work in Coen. I met my partner, Hazel Banjo, when I retired and we live in Coen. Hazel and I spend our free time with our six grandchildren, going out to Port Stewart and teaching them culture and skills. I am very proud of their achievements, especially their school attendance and academic grades.

It was because of how my father taught me, and the many years of travelling from station to station

working with many people, that I am able to pass on skills for living in the country to young men through the Coen Men's Group. I really enjoy teaching young men leatherwork such as making bridles, whips and belts. I also teach them woodwork, carving traditional boomerangs, spears and woomeras. It is important to me that our culture is passed on to the young men so they can take the lead that is necessary for the community to prosper. They must teach their sons and daughters the skills so that our culture lives on and makes strong men and women.

I am now an Elder of my community and the Deputy Chairperson of the Coen Justice Group. I have been a Local Commissioner with the Family Responsibilities Commission since its commencement in July 2008. I have sat in many conferences and have witnessed my community gain strength, with people behaving better and taking more responsibility for their families. I was very pleased to become part of the Commission as it is important to me that I talk with people who are having problems, and convince people that alcohol does not have to be the future for themselves or their children if it is causing a problem. Through my work with the Commission I hope to continue making Coen a better community. I am proud of my people and feel that I have also grown as a person through my work as a Local Commissioner.

"I care very much about our culture and it is important to me that it is passed on to the young men so they can take the lead that is necessary for the community to prosper."

Coen Commissioner Peter



OUR PERFORMANCE — REVIEW OF OPERATIONS

Operational highlights

The Commission continues to manage the large number of notices received from notifying agencies in accordance with the Act. The Commissioners remain committed to assisting clients in improving decision making and utilising the availability of service providers through referrals and case plans. The use of Income Management to assist clients to stabilise the household and families within them remains the last option when working with clients to achieve change. Increasingly the Commissioners report conferencing of clients results in negotiated outcomes and personal actions to resolve the issues which have brought the client to the attention of the Commission. The Commission values a holistic approach when assisting clients to overcome challenges in their lives. Seeking involvement of family members in the conferencing process assists families who live in crowded housing, where care givers are not always mothers and fathers, but grandmothers, grandfathers, aunts, uncles and kinship carers.

The Local Commissioners are integral to their communities. As Elders and recognised leaders they are key decision-makers in the community. Clients and community members also seek advice, guidance and wisdom from the Local Commissioners outside of conference to assist in addressing the complex challenges in their lives.

School Attendance Rate for 2008-2012 Term 2

School Attendance Data	Term 2 2008	Term 2 2009	Term 2 2010	Term 2 2011	Term 2 2012
Aurukun – Overall	37.9%	63.2%	57.7%	70.1%	60.0%
Aurukun – Primary Sector	44.0%	68.8%	64.7%	73.2%	61.5%
Aurukun – Secondary Sector	19.8%	40.3%	32.7%	51.5%	17.4%
Coen	96.8%	93.6%	92.2%	86.6%	88.5%
Hope Vale	87.6%	86.9%	83.5%	78.6%	78.8%
Mossman Gorge	60.9%	81.6%	79.1%	79.5%	74.7%

Caution should be used when examining the percentage changes in attendance for both Coen and Mossman Gorge communities. Both these communities have relatively small numbers of students and a small numerical change can result in a large percentage difference in the overall attendance figures. Changes in record keeping practices over time may impact on the ability to compare school attendance across years.

“The students and their families work hard to make sure school is attended daily. Not only does every day of school provide the students with more knowledge, it prepares them for the future, to attend boarding school and tertiary education. The students are now comparing attendance to have the least number of missed days because they know there are rewards.”

Aurukun Commissioners

OUR PERFORMANCE — REVIEW OF OPERATIONS



Performance statement

Notices are received as a result of external triggers and are therefore difficult to predict. Estimates have been based on historical data available to the Commission and our current knowledge of events in the communities. For further information refer to the Queensland State Budget documents.

Performance Measures	2010-2011 Actual Result	2011-2012 Target Estimate	2011-2012 Actual Result
• Number of clients subject to agency notices	763	680	832
• Number of agency notices received	3,669	3,300	4,434
• Number of child safety and welfare notices received	248	220	183
• Number of school attendance notices received	1,418	1,340	1,982
• Number of school enrolment notices received	0	10	0
• Number of housing tenancy notices received	34	35	34
• Number of Magistrates Court notices received	1,969	1,730	2,235
• Number of notices of conference issued	1,745	1,560	1,587
• Number of clients who are on orders to attend support services	140	170	189
• Number of client service referrals	374	390	465
• Number of clients with conference outcomes recommending no further action	479	700	321
• Number of clients subject to Conditional Income Management (CIM)	223*	210	208

* Actual number of CIM orders in the 2010-2011 financial year.

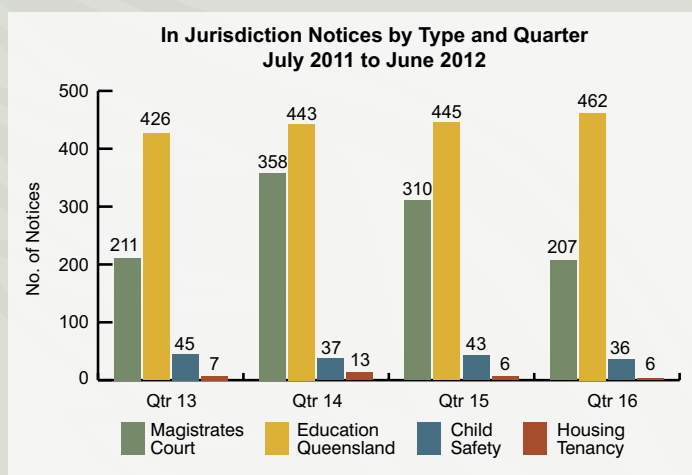
“Many of us had to leave our homes and go to school in the cities. We only learnt our own culture at home. Now, our children and grandchildren learn their own culture at school, and those of other people and countries. As Local Commissioners, parents, grandparents and community members we are all very proud of the students. At the school attendance awards concert performances we travelled around the world with the students and returned to the culture of our ancestors.”

Hope Vale Commissioners



OUR PERFORMANCE — REVIEW OF OPERATIONS

Notifications and Conferences by Community



**Graph 1: In jurisdiction notices by type and quarter
1 July 2011 to 30 June 2012.**

From 1 July 2011 to 30 June 2012, the Commission received a total of 4434 agency notices of which 3055 were in jurisdiction.

This comprises:

- 1086 Magistrates Court notices
- 1776 School Attendance notices
- 161 Child Safety and Welfare notices
- 32 Housing Tenancy notices

1379 notices were not within jurisdiction. This comprises:

- 1149 Magistrates Court notices
- 206 School Attendance notices
- 22 Child Safety and Welfare notices
- 2 Housing Tenancy notices

1587 conferences were held in the period.

Aurukun

Aurukun accounted for 1638 notices, 53.62 percent of the total notices that were in jurisdiction, comprising:

- 471 Magistrates Court notices
- 1106 School Attendance notices
- 49 Child Safety and Welfare notices
- 12 Housing Tenancy notices

95 Magistrates Court notices, 93 School Attendance notices, 2 Child Safety and Welfare notices and 2 Housing Tenancy notices were processed as not within jurisdiction.

964 conferences were held in Aurukun.

Coen

Coen accounted for 190 notices, 6.22 percent of the total notices that were in jurisdiction, comprising:

- 123 Magistrates Court notices
- 33 School Attendance notices
- 30 Child Safety and Welfare notices
- 4 Housing Tenancy notices

14 Magistrates Court notices, 11 School Attendance notices and 4 Child Safety and Welfare notices were processed as not within jurisdiction.

86 conferences were held in Coen.

Hope Vale

Hope Vale accounted for 988 notices, 32.34 percent of the total notices that were in jurisdiction, comprising:

- 350 Magistrates Court notices
- 567 School Attendance notices
- 71 Child Safety and Welfare notices
- 0 Housing Tenancy notices

108 Magistrates Court notices, 102 School Attendance notices and 15 Child Safety and Welfare notices were processed as not within jurisdiction.

353 conferences were held in Hope Vale.

Mossman Gorge

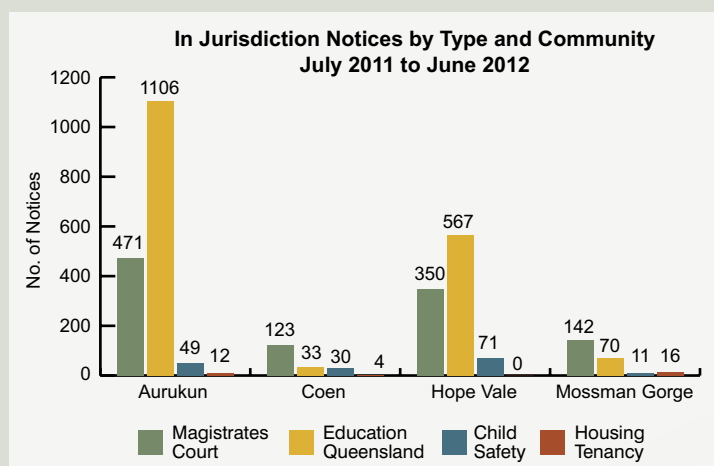
Mossman Gorge accounts for 239 notices, 7.82 percent of the total notices that were in jurisdiction, comprising:

- 142 Magistrates Court notices
- 70 School Attendance notices
- 11 Child Safety and Welfare notices
- 16 Housing Tenancy notices

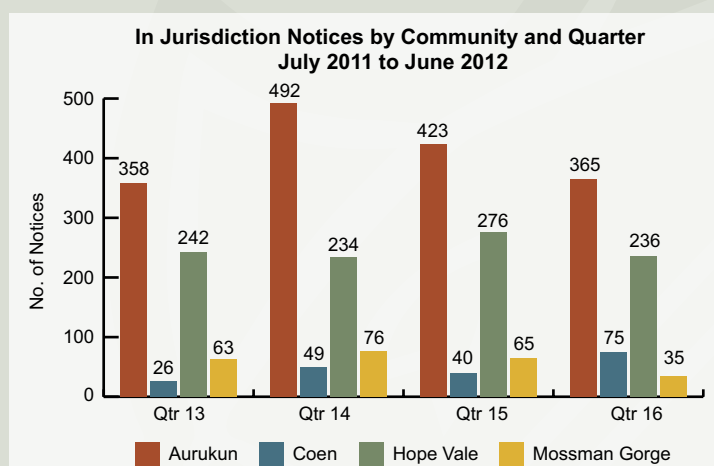
932 Magistrates Court notices and 1 Child Safety and Welfare notice were processed as not within jurisdiction.

184 conferences were held in Mossman Gorge.

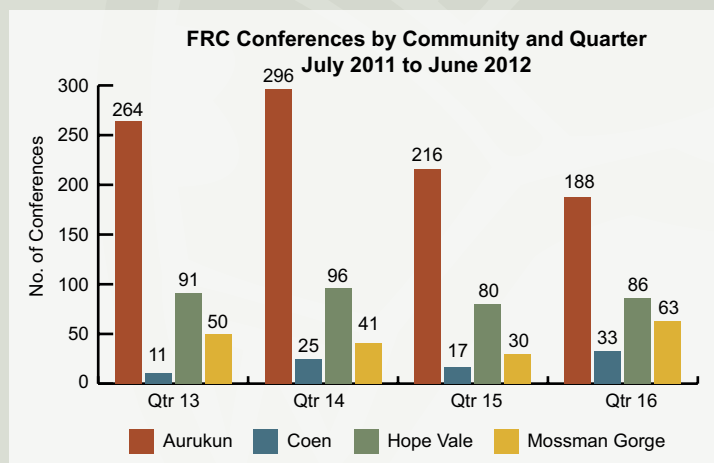
OUR PERFORMANCE — REVIEW OF OPERATIONS



**Graph 2: In jurisdiction notices by type and community
1 July 2011 to 30 June 2012.**

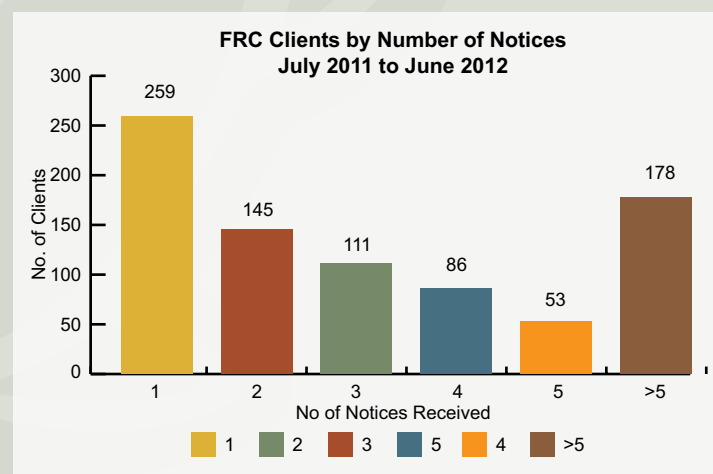


**Graph 3: In jurisdiction notices by community and quarter
1 July 2011 to 30 June 2012.**



**Graph 4: FRC conferences by community and quarter
1 July 2011 to 30 June 2012.**

The Commission continues to increase its client base therefore measured outputs include existing and new clients. From 1 July 2011 to 30 June 2012, 21.4 percent of the Commission's clients in the financial year received more than five notices. This reflects clients with multiple school absences or multiple Magistrates Court notices relating to one incident and those clients with complex needs that require long term engagement and assistance. The Commissioners report most repeat clients require the support and guidance of the Commissioners on a continual basis. This results in extensive conferencing and the need for specialised and intensive services and programs. The Commissioners advise there are clients who are embracing the options available and making changes that require ongoing support at the individual and family level. There is a smaller contingent of clients who are unable to contemplate changes due to the multiple, and at times overwhelming challenges they face in daily life. The Commissioners use all available programs and services and multiple conferences to assist these clients. The Commissioners are mindful of the limited timeframe of the Commission and work with family and community units to build the capacity and resilience of the clients and support persons to initiate and sustain efforts to address dysfunctional behaviour.



**Graph 5: FRC clients by number of notices
1 July 2011 to 30 June 2012.**

Note: Counting rules are that an agency notice is counted on the basis of number of 'clients' on the notice. For example a Child Safety and Welfare notice relating to two parents is counted as two notices.

Where multiple notices are received each notice is counted individually and each child's absence is counted individually. For example, if three children from one family were absent on one day that is counted as three individual notices.



OUR PERFORMANCE — REVIEW OF OPERATIONS

Referrals

From 1 July 2011 to 30 June 2012, 465 referrals were made to service providers.

The Commission's referral options are the SCMF, WBCs, EFV program, AFP Framework, MPower money management component and the Parenting Program. Service providers have advised all services and programs became fully operational and functional during this financial year. Whilst the Commission acknowledges the communities will now benefit from these services, the time taken to establish functional service delivery has affected Commission operations and been detrimental to the methodology supporting the Commission. Since the commencement of the Commission in 2008 over 50 percent of clients have been referred to service providers. The greatest number of clients to service providers were referred in the Commission's second year of operation, predominately in agreement with the client. The Commissioners are now aware that service providers were not fully operational at the time of the majority of the service referrals. The Commission encourages service providers to look to the future needs of the community and revise program and service delivery to meet these needs.

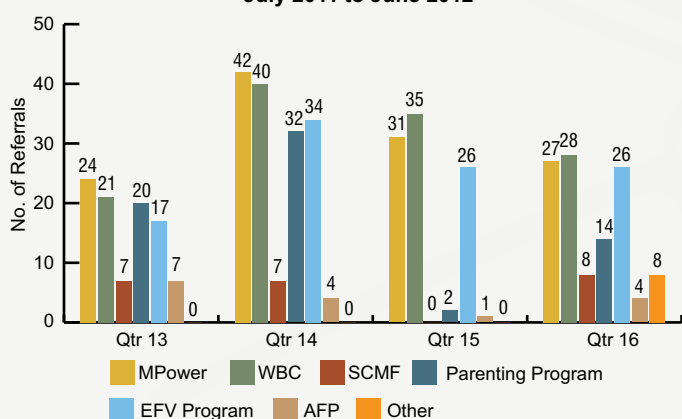
Conditional Income Management

From 1 July 2011 to 30 June 2012, 218 CIM orders were issued to 208 clients, reflecting a small proportion of the client population. The Commissioners report clients who have been issued with CIM orders have often attended conference on multiple occasions, discussed and negotiated with the Commissioners the actions required to address the notices relating to the behaviour and have not followed through with the negotiated actions.

Significantly, Commissioners report that the Commission's practice of issuing a CIM order for two non-attendances at conference has been enacted less frequently than in previous years. Commissioners report clients are more likely to be conditionally income managed for not complying with agreed actions which have been discussed over a number of conference appearances. The Commissioners perform a review at six and nine months for those clients on CIM.

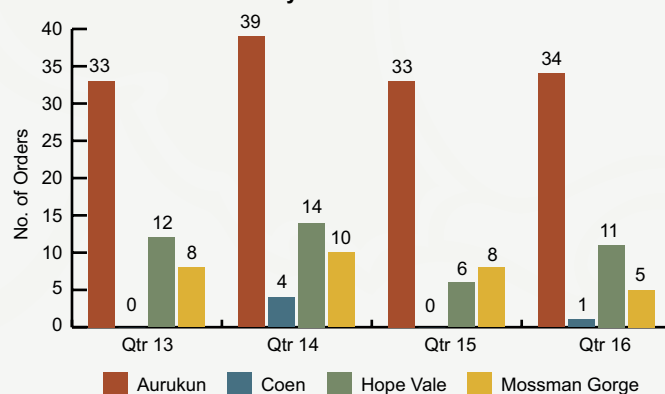
Commissioners also continue to report a significant number of clients requesting CIM orders and BasicsCards as a means of financial management and protection from family members. The reduction in available cash is a deterrent to those constantly pressuring individuals for cash on Centrelink paydays. Since the commencement of the Commission 47 community members have requested income management on a voluntary basis. The uncertainty of the future of the VIM option once the Commission ceases has been questioned by VIM clients and families.

**FRC Referral Pathways by Referral Type and Quarter
July 2011 to June 2012**



Graph 6: FRC referral pathways by referral type and quarter 1 July 2011 to 30 June 2012.

**Conditional Income Management Orders
by Community and Quarter
July 2011 to June 2012**



Graph 7: Conditional Income Management orders by community and quarter 1 July 2011 to 30 June 2012.

OUR PERFORMANCE — REVIEW OF OPERATIONS



Case Management

As at 30 June 2012, 175 clients were being case managed. The Commissioners continue to encourage clients to attend and engage with service providers under case plan referrals to obtain the benefits offered by programs and specialist staff. Whilst there is improved attendance at service providers as services are now fully functional, there is still reluctance by the clients to attend for the full 12 month period of the referral. The Commission continues to hold discussions with service providers on the need for engagement strategies with clients. During the year the Commissioners assisted clients to find practical and workable solutions to improving family life and individual dysfunction, often outside of the parameters service provider staff are instructed to operate.

The lack of continuity of staff remains a barrier to service provision which the Commission has highlighted on many occasions. The Commissioners have expressed disappointment that service providers have failed to establish corporate knowledge processes and procedures, induction training and succession planning despite the acknowledged barrier of poor staff retention.

The SCMF, WBCs, Parenting Program and MPower money management component have been fully functional in the four communities for the full year. The Commissioners report the delivery of the Parenting Program was on an intermittent basis from November 2011 until February 2012. The turnover of staff, inclusive of late recruitment and staff training in Cairns resulted in absences of staff in community. This impacted on client attendance especially as the programs were set between school terms and clients then had to commence at the start of the term. In recognising the community concern, this condition was changed to allow parents to begin the program at any time during the year.

The opening of Opportunity Hubs in Aurukun and Mossman Gorge has been welcomed by the communities and community members are starting to attend the hubs to conduct personal business. Clients continue to raise privacy concerns when dealing with banking issues but with greater education through MPower, clients are gaining improved financial literacy. The stability afforded by the engagement of Opportunity Hub managers with the authority to make local decisions has improved the service provision of CYP services in the communities.

The ongoing changes in the management structure of the WBCs and those in leadership positions has limited the growth of the WBCs over the past year. Whilst there have been some outstanding individual staff, the lack of cohesive policy direction and staff supervision has led to large staff turnovers especially in the Aurukun WBC. The Commissioners continue to express disappointment that the capacity and scope of the WBCs is underdeveloped, underperforming and lacking impetus to add value and enhance the communities. The Commissioners see the potential of the WBCs which have benefited from significant financial and specialist investment and question the lack of progress in client engagement and treatment after four years.

QCS provides the EFV program to assist offenders to deal with their behaviour which has previously resulted in family violence. From July through to December 2011, under the Memorandum of Understanding (MOU), 14 EFV programs were scheduled with 10 EFV programs conducted by QCS in partnership with the RFDS. Within the provisions of the MOU and funding arrangements, a three day workshop entitled 'Choices Workshop' which focused on binge drinking, cannabis use, traffic offending and illegal trading in alcohol and cannabis was simultaneously conducted by the WBCs. Thirty-four FRC clients completed the EFV program during the funding period.

The Commission has encouraged the EFV program to return to the administration of the Department of Community Safety since December 2011. There have been a number of recommencement delays in securing funding; appointing of staff; and a postponement due to the Queensland State Government elections. The EFV program with the complementary Ending Offending program will commence in July 2012.

The focus of the Commission is to promote the interests, rights and wellbeing of children and other vulnerable persons living in the CYWR trial communities but the lack of child and youth centric support services and coordinated agencies impedes the implementation of the Commission's objectives. Queensland Health and Queensland Mental Health worked with CYAAA to engage a school nurse in Aurukun who has commenced health checks on all students. Child and Youth Mental Health Services have also provided a family psychologist to engage with children and parents in Aurukun.



OUR PERFORMANCE — REVIEW OF OPERATIONS

The Commissioners strongly encourage agencies and services to provide support to these individuals and look forward to the establishment of similar positions in the remaining communities. The Commission recognises that too many disaffected youths of school age are present in the community who are either not enrolled or not attending school. Often bored and unsupervised, these youths tend to engage in minor criminal activity and cause tension in the family home. The Commissioners continue to work with all available services, especially TSS and the local school Principals to establish the status of enrolment of these youths and assist parents and carers to ensure they enrol and attend the local school on a daily basis.

Active Family Pathways

The AFP framework was reviewed in late 2011. As a result of the review the Commission modified its framework to encompass a broader client base. The Commission established three levels of case management assistance to meet client needs. The Commission continues to offer intensive case management in which the client attends conference, discusses the concerns with the Commissioners which brought them before the Commission, establishes a number of goals with the AFP Support Officer and works to achieve these goals. The second level of assistance is a voluntary agreement where the client agrees to the case management of a specific goal or issue. The client and the AFP Support Officer then work intensively toward achieving that goal. The third level of assistance focuses on assisting the client to achieve a result that is immediate and meets a pressing need.

The Local Commissioners have indicated a preference to focus on clients who have shown some positive behavioural changes rather than on those with multiple complex needs requiring highly specialised medical and psycho-social long term management. In each community the Local Commissioners have requested AFP Officers engage with vulnerable client groups such as young mothers seeking to enter the workforce or families with ongoing child behaviour issues impacting on family functionality. As a result of the review, it was acknowledged that the Local Coordinators were performing case management engagements with clients within their daily roles in the community which were not being formally recorded.

From 1 July 2011 to 30 June 2012 the Commission assisted 66 clients under the AFP framework and a total of 78 clients have been assisted within the AFP framework since its commencement in November 2010.

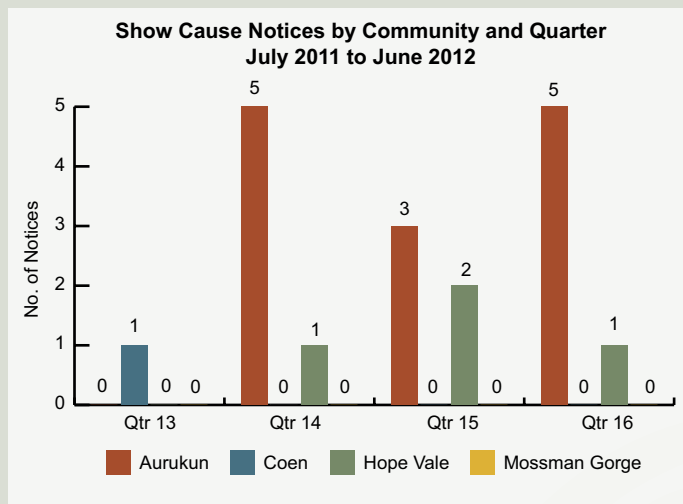
Show Cause Notices

Show Cause recommendations continue to be assessed on a case by case basis by the Commissioners. The preliminary assessment reviews the attendance, engagement and progress of the client from the service providers' monthly progress reports and requested summary reports. The Commission continues to experience difficulties with consistent and accurate monthly reporting from some service providers. The Commission offers ongoing training and feedback to service providers to ensure details such as dates of attendance and engagement attempts are provided. When details are lacking or service provider staffing changes lead to a loss of client information, the Commission's ability to bring clients back to conference under the Show Cause provisions of the Act is inhibited. The Registry and Commissioners continue to offer training and direction to service providers for the induction of new staff, provide feedback through audit and encourage staff to attend conference proceedings in each CYWR trial community. The Commission has supported regular meetings with senior management and community based staff throughout the year to ensure consistent and accurate details are provided to all service provider staff regarding the functions of the Commission and the Show Cause legislative process.

From 1 July 2011 to 30 June 2012, 18 Show Cause hearings were held. These matters resulted in:

- 5 Clients ordered to comply with a case plan
- 5 Clients received Income Management orders and ordered to comply with a case plan
- 3 Clients received Income Management orders
- 1 Client received an Income Management extension
- 2 Clients issued with a warning and ordered to comply with a case plan
- 1 Show Cause Notice pending client completing actions directed by the Commission
- 1 Client agreed to participate in the AFP Program.

OUR PERFORMANCE — REVIEW OF OPERATIONS



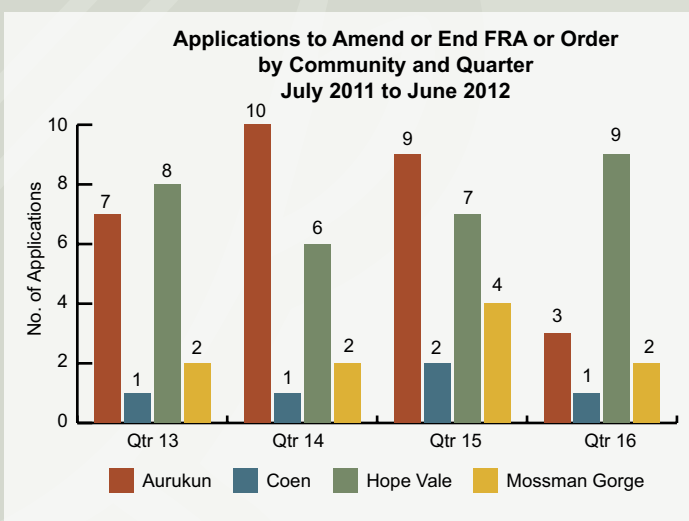
Graph 8: Show Cause Notices by community and quarter 1 July 2011 to 30 June 2012.

Amend or End Applications

The Act invites clients to apply for an amend or end of a decision or agreement. The Commissioners advise a growing number of clients are now preparing for their amend or end application conference and providing details of compliance or changed behaviours. The Commissioners report clients are gaining abilities and skills in negotiation and often agree to specific behaviours or service provider attendance to gain a positive end or amend ruling. In previous years, clients were more likely to be aggressive and disagreeable, without considering the impact of individual action and the effect of compromise to achieve the aims of the Commission in dealing with socially unacceptable behaviour. The Commissioners consider a number of options when determining the outcome of applications, including varying case plans, amending the Income Management percentage or ending the order or agreement. The Commission views the number of applications to amend or end agreements or orders as an indicator of client confidence in the Commission to provide a fair, just and equitable process.

From 1 July 2011 to 30 June 2012 a total of 74 Applications to Amend or End an FRA or Order were received. The applications resulted in:

- 47 Income Management agreements and orders revoked
- 17 Applications dismissed
- 5 Applications dismissed and the client ordered to comply with a case plan
- 1 Application dismissed and Conditional Income Management extended
- 1 Application dismissed, Conditional Income Management extended and client ordered to comply with a case plan
- 1 Conditional Income Management order percentage reduced from 75 percent to 60 percent
- 2 Applications received at the end of the financial year decisions pending



Graph 9: Applications to Amend or End FRA or Order by community and quarter 1 July 2011 to 30 June 2012.



OUR PERFORMANCE — REVIEW OF OPERATIONS

Financial summary

This financial overview is a summary of the financial performance and position of the Commission

The Commission's financial reporting framework

A comprehensive set of 2011-12 financial statements covering all aspects of the Commission's activities commences on page 82. These statements include explanatory notes and comparative figures for 2010-11.

Internal audits are performed by the Executive Officer to ensure efficiency and economy of systems and to identify financial, system and business continuity risks. Audit results are duly reported to the EMT to determine whether any remedial actions are required and to establish compliance with statutory requirements and best practice.

Administering department

The Commission was transferred from the stewardship of the Department of Communities to the Department of Aboriginal and Torres Strait Islander and Multicultural Affairs on 3 April 2012 as a result of the Administrative Arrangements Order (No 3) 2012.

Operating result

The operating result for 2011-12 was a deficit of \$0.221 million.

Income statement

Income Statement	30 Jun 2012 \$,000	30 Jun 2011 \$,000
Income	4,004	3,701
Less: Operating expenses	4,225	4,624
Net result for financial year – surplus/(deficit)	(221)	(923)

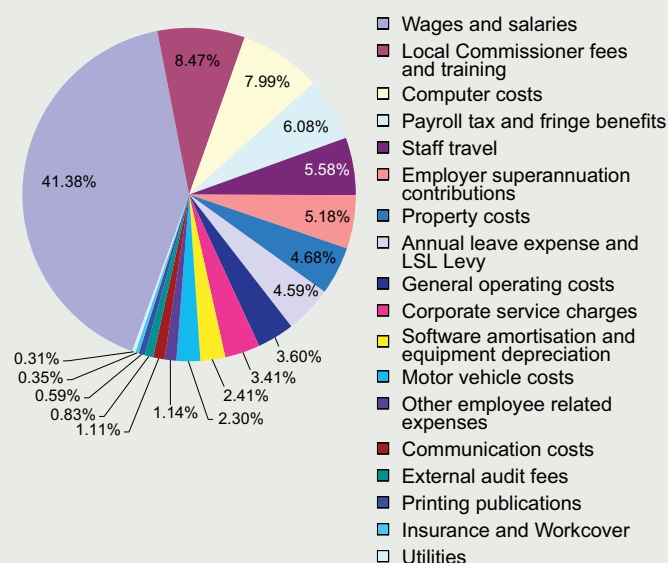
Income for the year was comprised of Queensland Government funding of \$3.412 million, Australian Government funding of \$0.5 million, \$0.049 million in bank interest received on the Commission's operating account and \$0.043 million in other expense recoveries.

Expenses

Expenses by type	30 Jun 2012 \$,000	30 Jun 2011 \$,000
Employee expenses	2,749	2,669
Supplies and services	1,328	1,746
Grants and subsidies		-
Depreciation and amortisation	102	169
Other expenses	46	40
Total	4,225	4,624

Actual expenditure of \$4.135 million was estimated and disclosed in the Commission's 2011-12 Service Delivery Statements for the 2011-12 financial year and increased by \$0.09 million. This is a result of increases incurred by a payroll tax debt and penalties as a result of incorrect payroll tax rebate claims in prior fiscal years and the accelerated rate of depreciation and amortisation of assets due to the limited lifespan of the Commission.

Total Operating Costs by Category 2011-2012



Graph 10: Expenses by category and percentage of total expenditure 1 July 2011 to 30 June 2012

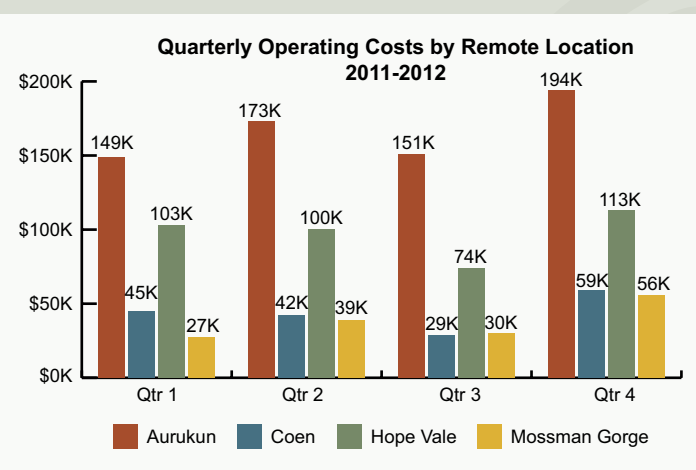
OUR PERFORMANCE — REVIEW OF OPERATIONS



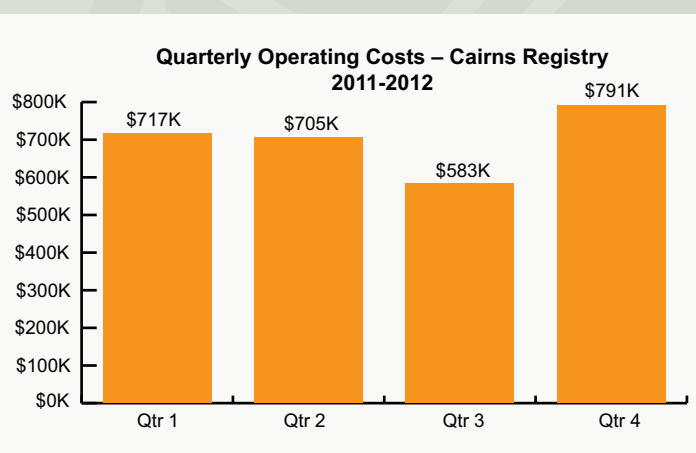
Cairns Registry and remote location expenditure

Regional operational expenditure includes Local Coordinators' salaries and Local Commissioner fees and training of \$396,035.

The increased operational costs across the remote communities in quarter four is due to the Local Commissioner development week. The Local Commissioners from all locations met in Cairns where discussions focused on achievements to date and their respective roles, with the opportunity to share and network with various agencies and their peers.



Graph 11: Operating costs by remote location, 1 July 2011 to 30 June 2012



Graph 12: Quarterly operating costs, Cairns Registry 1 July 2011 to 30 June 2012

Statement of Financial Position

Total assets at 30 June 2012 consisted of current assets of cash, receivables and other and non-current assets of intangible assets and property, plant and equipment.

Total liabilities as at 30 June 2012 consisted of payables and accrued employee benefits.

Statement of Financial Position	30 Jun 2012 \$,000	30 Jun 2011 \$,000
Current assets	1,565	1,478
Non-current assets	11	84
Total assets	1,576	1,562
Current liabilities	539	304
Total liabilities	539	304
Net assets	1,037	1,258
Retained equity	1,037	1,258

Cash flow statement

The cash flow statement shows the nature and amount of the Commission's cash inflows and outflows from all activities.

Cash Flow Statement	30 Jun 2012 \$,000	30 Jun 2011 \$,000
Operating activities	596	(1,261)
Investing activities	(28)	5
Net increase (decrease) in cash held	568	(1,256)
Cash at beginning of financial year	974	2,230
Cash at end of financial year	1,542	974



OUR PERFORMANCE — REVIEW OF OPERATIONS

Budget to Actual Comparative Statement of Financial Position for the year ended 30 June 2012

		Original Budget	Actual 2011-2012	Variance Budget to Actual
	Notes	\$000	\$000	\$000
Current Assets				
Cash and cash equivalents	1	60	1,542	1,482
Receivables		40	17	(23)
Other		-	6	6
Total Current Assets		100	1,565	1,465
Non Current Assets				
Intangible assets	2	26	-	(26)
Property, plant and equipment	3	2	11	9
Total Non Current Assets		28	11	(17)
Total Assets		128	1,576	1,448
Current Liabilities				
Payables	4	120	307	187
Accrued employee benefits		250	232	(18)
Total Current Liabilities		370	539	169
Total Liabilities		370	539	169
Net Assets		(242)	1,037	1,279
Equity				
Accumulated surplus		(242)	1,037	1,279
Total Equity		(242)	1,037	1,279

Explanatory notes for the Budget to Actual Comparative Statement of Financial Position

1 Cash and cash equivalents

The cash at bank balance increased at the end of the 2011-12 year due to carried over cash surplus, decreased receivables and the increase in the payables current liability.

2 Intangible assets

The intangible assets were amortised to a nil balance in 2011-12 due to the limited lifespan of the Commission.

3 Property, plant and equipment

The 2011-12 property, plant and equipment balance is the depreciated value of the Commission's computer servers.

4 Payables

The increase in payables in 2011-12 is due to the payroll tax debt and penalties incurred as the result of incorrect payroll tax rebate claims in prior years.

OUR PERFORMANCE — REVIEW OF OPERATIONS



Budget to Actual Comparative Statement of Comprehensive Income for the year ended 30 June 2012

		Original Budget	Actual 2011-2012	Variance Budget to Actual
	Notes	\$000	\$000	\$000
Income from Continuing Operations				
Revenue				
Grants and other contributions	1	2,860	3,912	1,052
Other revenue	2	75	92	17
Total Income from Continuing Operations		2,935	4,004	1,069
Expenses from Continuing Operations				
Employee expenses	3	2,446	2,749	(303)
Supplies and services	4	1,591	1,328	263
Grants and subsidies		-	-	-
Depreciation and amortisation	5	57	102	(45)
Other expenses		41	46	(5)
Total Expenses from Continuing Operations		4,135	4,225	(90)
Operating Result from Continuing Operations		(1,200)	(221)	1,159
Total Other Comprehensive Income		-	-	-
Total Comprehensive Income		(1,200)	(221)	1,159

Explanatory notes for the Budget to Actual Comparative Statement of Comprehensive Income

1 Grants and other contributions

The 2011-12 actual grants and other contributions revenue increased due to once off appropriations from the Queensland Government for the reimbursement of additional costs incurred of \$134,456 for additional conferences held in Aurukun during 2010-11 and \$32,564 towards the upgrade and maintenance of the Commission's computer system.

The Australian Government contributed funding of \$500,000 towards operating expenses.

2 Other revenue

The 2011-12 actual other revenue increased due to \$31,680 in expenditure that was recovered from 2010-11.

3 Employee expenses

In 2011-12 the actual employment expenses increased due to the transitioning the Local

Commissioners from the creditors system to the payroll system and due to a payroll tax debt and penalties incurred as a result of incorrect payroll tax rebate claims in prior fiscal years.

4 Supplies and services

The 2011-12 actual supplies and services decreased due to the transitioning of the Local Commissioners from the creditors system to the payroll system and due to multiple cost saving measures that were implemented. These measures included, but were not limited to, decreased expenditure in the areas of external IT support, agency staff, communication, printing and stationery and motor vehicles.

5 Depreciation and amortisation

The 2011-12 actual depreciation and amortisation were accelerated due to the limited lifespan of the Commission.



LOCAL COMMISSIONER PROFILE

LOCAL COMMISSIONER PROFILE

Profile: Mossman Gorge Commissioner Karen Shuan

I grew up sitting around camp fires, listening to the stories of the Elders and the history of our people. I was born in Mossman Gorge on 15 August 1972 to proud parents Judith Shuan and Norman Bloomfield. My mother and father have extended family from many remote areas. As some of our family were from the stolen generations, we have lost a little of our history and cannot say exactly where all of our family came from. I was raised as a proud Kuku Yalanji woman. My father was a cane farmer in Mossman Gorge and surrounding country, and my mother worked in culture in Mossman Gorge and other communities. I was the first born of three; I have two brothers, Norman Shuan and Robert Shuan. Unfortunately Robert is no longer with us.

I attended Mossman State School for my primary schooling and then Mossman High School for my secondary schooling. My parents always ensured that we attended school every day to obtain a

good education. There are many forms of education, and as well as my education at school, I grew up learning a lot from my mother. In

fact, the reason I am who I am today is because of my mother. My mother was a very strong and passionate woman. My mother learnt everything she knew from her mother and ensured that she passed that knowledge on to me. My mother could not speak English and only spoke in language. She taught me how to dance, how to pass on our culture and how to be a strong woman with a voice. My mother taught me to speak from my heart and from my place.

Growing up, there were two things I always wanted to do. I wanted to have a large family, and I also wanted to play basketball. The first I have accomplished, and as for basketball, I am still in love with the game and would love to play more. I have a life partner of 20 years, Patrick Stanley, and we have six beautiful girls including a set of twins. The youngest four are still at school, one



Mossman Gorge Commissioner Shuan with Hilda Kerr at the Mossman Gorge School Attendance Awards

LOCAL COMMISSIONER PROFILE



The Wabal Wabal Dancers performing at the opening ceremony of the Mossman Gorge Gateway Centre

is working as a teacher's aide and the other is a mum herself. I am passing on all of my knowledge and culture to my girls, as my mother did for me. I am passionate about dance and have taught them all how to dance, how to talk in language and I am also passing on our history so that they have confidence about who they are. With this confidence they can teach other children to be proud of who they are and where they come from. A lot of my children's friends ask them "How does your mother do it?" My daughters tell them, "With a lot of patience".

Throughout my life I have held a great range of jobs. My first job was as a baby-sitter for a local family. I then moved on to Community Development Employment Project jobs in the late eighties and for a number of years I was at home with my girls. Once all the girls were in school I returned to work in the tourism industry at Bamanga Bubu Ngadimunku Incorporated (BBNI). During this time I also held positions on the BBNI Board as the Vice Chairperson, Secretary and Director. I currently work in the position of Gallery Attendant at the Mossman Gorge Gateway Centre.

Traditional dance and culture has played a major role in my life. I lead the dance group for Mossman Gorge and have taken the group as far as the Laura Dance Festival which celebrates the culture of Cape York people through song and dance

performances. Our dance group has also performed in Cairns at professional engagements and National Aborigines and Islanders Day Observance Committee (NAIDOC) week. I am very passionate about my dance group and have engaged with the new Mossman Gorge Gateway Project to ensure that our group will be involved in their daily entertainment.

In my new role as a Local Commissioner, I feel that I am helping my people to start trekking along the right path. I appreciate being able to talk to them about their problems and help them to

work toward the right solution. I provide support to the Mossman Gorge service providers and also to family and community members who seek assistance from the service providers. Being a part of the Commission has brought me closer to my community and has provided me with the ability to engage with my people on another level. I like to encourage people and I make sure I tell them, "No-one can tell you that you can't do it". I enjoy working with the parents and talking with the children when they come to conference. I tell those children that I'd like to see them reach their goals in life. I share my dreams with them and encourage them to follow their own. I see the children in my community watching their parents with their addictions, and I hear them say that they don't want to end up like that. I still see some children take the wrong path in life and that is something I hope I can help change in my role as a Local Commissioner.

"In my new role as a Local Commissioner, I feel that I am helping my people to start trekking along the right path."

Mossman Gorge Commissioner Shuan



CHALLENGES AND OUTLOOK

Challenges

Community expectations

Since the commencement of the Commission on 1 July 2008, community expectations have evolved from initial confusion and resistance to the concept of what the Commission represents, to a willingness to engage with the Commission on many levels. Local Commissioners now interact with their communities outside of the scope of conferencing, displaying leadership and communicating a vision to inspire change. Many community members now express hope and positive expectations for the future. Social norms have shown a change for the better which has largely influenced community expectations. Tangible proof that community members are able to rise to the challenge and improve their lives has provided a momentum for change which has been inspirational for others. The Local Commissioners have played a significant role in this evolution, communicating their vision whilst remaining self-aware and insightful of their impact on others.

The CYWR trial communities now look toward December 2012 with uncertainty. All Commissioners agree there is still work to be done and there is concern expressed that in the event the Commission ceases, those community members who are demonstrating improved social behaviour and proactively seeking solutions to improve their lives may lose hope and revert back to their previous lifestyles prior to welfare reform.

The Commission working with the community

A notable challenge reported by Local Commissioners has been the increase in online social networking amongst children and adults. The pervasiveness of social networking, although having many positives, also has many negatives which adversely affect small communities ill-prepared to tackle cyber-bullying and harassment. Cyber-bullying behaviour takes several forms which include publicising private instant messages, text messages or emails, posting threatening messages, posting photos that will cause embarrassment and spreading rumours. Community families, like many families throughout mainstream Australia, who are already struggling to improve the attitude of their children toward schoolwork, now find they are facing the additional challenge of diverting children from social networking sites so they can spend valuable time on their homework.

Alcohol and illegal drug abuse resulting in family dysfunction and community violence remains a challenge to all CYWR trial communities. Local Commissioners have expressed the need for more access to community based rehabilitation and intensive support services as opposed to the counselling programs presently offered. For community members suffering addiction in these isolated and economically challenged communities, there is an inability to seek the range of support services provided in the larger cities, therefore not only is the problem magnified in these communities, but the potential to seek community based assistance is substantially reduced.

As progress has been achieved in improved behaviour and the re-establishment of social norms, further issues have arisen which present a challenge. Following four years of the CYWR trial, community members who have participated in Commission processes now fall into several categories, each of which requires differing levels of support. The challenge not only remains as to which Commission clients would most benefit from Commission processes, but how the Commission can influence community members who continue to display anti-social behaviour and remain recalcitrant to change. Local Commissioners emphasise the need to increase economic opportunities for those clients now progressing to become work-ready. Opportunities for employment and training remain limited and innovative solutions are required to maintain

CHALLENGES AND OUTLOOK



progress. Communities such as Hope Vale and Mossman Gorge that are experiencing increased employment opportunities will require parallel growth in support services such as childcare to assist community members to actively participate in fulltime work.

Although the CYWR trial communities have witnessed improved behaviour in Commission clients, and in many other community members, the challenge now facing the Local Commissioners in each community is how to positively influence those people who continue to display anti-social behaviour and who do not fall within the jurisdiction of the Commission. From the viewpoint of the Local Commissioners, these community members have slipped through the net of welfare reform and further tools and legislative support are required to enable the Local Commissioners to influence their behaviour. The identification of this challenge does, however, reflect positively on the progress achieved by the Local Commissioners over the past four years.

School attendance

School attendance statistics provided by the Department of Education, Training and Employment since the commencement of the CYWR trial illustrate that Coen and Hope Vale students have maintained a consistent attendance rate, whilst Aurukun and Mossman Gorge have not. Aurukun school attendance was significantly affected during the last quarter of the financial year by the deaths of prominent community members including the Mayor, his father and brother, and other Elders. The Local Commissioners in conjunction with the Student Case Managers continue to support and assist families and students to address absences related to various factors including funerals, public holiday periods and sporting events.

Compliance with agreements and decisions

The Act provides for a Show Cause procedure which is invoked in instances where a client has not, without valid reason and/or within a reasonable timeframe, complied with the terms of an agreement or a decision of the Commission. The difficulty experienced by many clients in accessing suitable services and complying with the scheduling of some programs continues to hamper the Commission's ability to meet its statutory obligations to properly assess a client's willingness to comply with their case plans. This has led to a continued decline in Show Cause proceedings as the Commission must always act with caution to ensure a client's progress is assessed in a fair and just manner.

Administrative challenges

All organisations working in remote locations have similar logistical and administrative challenges. The Commission has adopted a strategy that includes establishing close working relationships with organisations that face similar environmental and logistical difficulties, so that collaborative solutions can be achieved. The Commission has further met administrative challenges by adopting a continual improvement process in all aspects of operational management to achieve best practice and to create flexible, dynamic and more responsive processes.

With the prospect of the Commission ceasing operations on 1 January 2013, continual planning has been required to predict future workloads and staffing requirements, whilst giving due consideration to financial accountability. During this financial year the Commission has identified its critical business needs leading up to 1 January 2013, updated position descriptions, and inclusive of natural attrition, has reduced its employee complement by 4.0 Full Time Equivalent (FTE). In order to effect this reduction the Commission conducted operational reviews to ensure service provision and efficiencies were maintained.



CHALLENGES AND OUTLOOK

The necessity to reallocate and streamline role descriptions has challenged employees to meet new and expanding job requirements. The uncertainty for employees on employment contracts due to the limited term of the Commission has created its own challenges both for employees and the Commission. Retaining employees with expertise and corporate knowledge, as well as maintaining morale is a challenge. The uncertainty around the current Queensland budget further compounds this problem.

Changes of key staff in the Cape York Welfare Reform trial communities

Changes in key staff comprising WBC and Aurukun Parenting Program, school principals, police and health clinic staff in each community continues to have a considerable impact on Commission operations. Due to these ongoing and often unavoidable changes, there is a loss of corporate, operational and client knowledge regarding the Commission's mandate and working relationship with the relevant agency. When community members, and especially Commission clients, lose key service personnel with whom they have developed a mutual trust, they often become disengaged or disheartened in the process of re-establishing relationships and do not wish to attend services. Personnel changes, particularly if they are frequent, place the community in a continuous transition mode which is counter-productive to service delivery, continuity and direction. CYP now have measures in place, such as the use of client notes, process and procedures manuals and inductions to prevent against the loss of corporate, operational and client knowledge, and that these will be built upon over the coming year with the introduction of a database to manage information.

Outlook

External evaluations

The CYWR trial evaluation of progress and outcomes commenced during this fourth year of Commission operations. The evaluation comprises a number of components, each undertaken by various contractors to achieve an independent and balanced analysis of the CYWR trial. The aim of the evaluation is to measure the outcomes of the reforms for individuals, families and communities and to ascertain what progress has been made to date. The outcome evaluation is being conducted by the Social Policy Research Centre (SPRC) of the University of New South Wales who are analysing a range of quantitative and qualitative information collated from a wide range of data and administrative sources. The final outcome evaluation report will include the results of a Social Change Survey conducted by Colmar Brunton in each of the CYWR trial communities during 2011-12. SPRC will report the outcomes of the CYWR trial evaluation in September to the joint CYWR Steering Committee. The Commission is advised the evaluation will inform future Queensland and Australian Government welfare reform policy.

The Commissioners met with FR Board representatives conducting community consultations to assess a further 12 month extension of the CYWR trial throughout the four communities. Although the Australian Government committed funding for a 12 month extension of the CYWR trial in the 2012-13 Australian Budget, community consultation is a requirement for the extension to be considered. As at 30 June 2012 the Queensland Government had yet to announce a decision on further funding.

Future of the Cape York Welfare Reform trial communities

On 19 August 2011, following extensive consultations with the Aurukun, Coen, Hope Vale and Mossman Gorge communities, the Queensland and Australian Governments jointly announced the extension of the CYWR trial until 31 December 2012. Pursuant to the announcement, the

CHALLENGES AND OUTLOOK



Commission continues to plan and forecast strategies for closure. The Queensland Government and FR Board must ascertain the authority the executive will act under to wind up the Commission. Other areas for consideration are funding requirements to effect the closure, what employee complement will be required after 31 December 2012 to finalise records management and storage, plant and equipment liquidation and reporting obligations in regard to quarter 18 and the annual report for the first half of the financial year.

The outlook for Commission clients is of paramount concern to the Commission. As at the expiry of the Act on 1 January 2013 Income Management orders will cease, rendering BasicsCards ineffective and clients will lose the functionality of money management arrangements. Those clients who have entered into VIM arrangements, and wish to remain on this voluntary plan, are presently uncertain as to their options.

Continuing support for clients on case plans with service providers after the closure of the Commission will require consideration by the Queensland Government, the FR Board and service providers. Many clients who have been progressing well on case plans may wish to continue engaging, whilst others who would benefit with continuing engagement with service providers may utilise the opportunity to end their engagement. An effective communication procedure for the handover of Commission clients to service providers requires development and commitment. As many clients experience complex factors that impact upon their lives and rely on multiple service providers, without effective communication and collaboration the outcomes for these clients may be compromised and a duplication or loss of essential services may result.

The future service provision for clients notified to the Commission in the last quarter of operations is also uncertain. The effectiveness of referring clients to service providers when the case plans will end in such a short period is counterintuitive. The feasibility of phasing out orders and case plans in the last quarter to ensure a smooth transition for clients is currently being considered.

Local Commissioners, who play a pivotal role in the CYWR trial communities, seek to continue their leadership and mentoring roles in their communities. Four years of their lives have been dedicated to the CYWR trial agenda and although the Local Commissioners report their communities have improved, they believe initiatives need to continue to ensure the impetus for change and the rebuilding of the community social fabric is not stifled. Strategies to further their leadership and expand upon their roles within the communities will assist to continue generating positive changes into the future. These may include a role in assisting to transition released prisoners back into community, conducting programs in country with young offenders, liaising between service support agencies and community members to monitor progress and performing delegate roles in developing local responses to community issues to create real change. The opportunities to contribute value in regard to crime prevention, alcohol and drug management, policing strategies and justice strategies are many. With the support of government and non-government services, success will continue to be achieved in changing social norms. As demonstrated by the history of the Commission thus far, there is an essential role to be played by the respected Elders and community leaders on the ground. The dedication of these individuals is necessary in achieving positive results in the community.

The outlook for Commission clients and Local Commissioners will be dependent on how the closure and transition arrangements are framed by the tripartite partners and the FR Board and importantly the timeframe in which final decisions and directions are delivered.



LOCAL COMMISSIONER PROFILE

LOCAL COMMISSIONER PROFILE

Profile: Hope Vale Commissioner Ivan Deemal

Nguman, the brown snake, was a proud and sinister creature who spent his life terrorising the birds of the country and especially enjoyed eating all birds with colourful feathers. In particular he liked the rainbow lorikeet. Wandii, the sea eagle, and Nguman, the brown snake, fought a hard battle until finally the eagle ripped open the belly of the snake and his multi-coloured blood spilled onto the sand. This is the coloured sands of Elim Beach, the land of my family, the Thiitharr Warra people, and the land which now holds the stories of my childhood.



Hope Vale Commissioner Deemal at the Coloured Sands of Elim Beach

My father, Eddie Deemal, lives at Elim Beach in the caravan park which we manage together. At 86 years young he welcomes tourists, explains the country and culture, and runs minor repairs. It is the land of our forefathers which was at times in the past a settlement of the missionaries and now shapes part of the future of our children. The name Deemal was chosen by my grandfather when he and his young family were removed to Woorabinda and all families were required to have a last name. My father returned to the area and settled in the missionary town of Hope Vale, bringing a young bride named Lucy Wallace. They had four boys

and one girl together whose careers have taken them from one end of Australia to the other.

I was born on 17 January 1958 in the old Hope Vale hospital. Like my father who played rugby league into his 40s, my brothers and I were energetic and athletic children, running around mother and up for anything. It was just as well because when I was seven years old the family participated in the 'family orbit' set up by the Lutheran Church. We packed up and set out on an adventure, travelling through Woorabinda, the Sunshine Coast, Toowoomba and eventually living in Oakey for a year. We then moved again and settled in Nambour on the Sunshine Coast. As with most boys of my time, I enjoyed school but I was keen to commence a trade. After completing grade 10, I left school and commenced a carpentry apprenticeship.

Completing my apprenticeship opened many doors and career options for me. I have travelled and worked all over Australia in aspects of the building and construction industry. One of my most frequent and passionate roles has been working in the field of training and skills development, especially Indigenous training. Over the years I have returned to this and nurtured many young people to a career in various industries.

My parents left Nambour and returned to Hope Vale in the late 1980's. I then transitioned back and forth from Nambour to Hope Vale with my family of two girls and one boy. With the passing of my dear mother, my father returned to the traditional lands of Elim Beach. We then built a strong and reliable home and business. In 2006 I commenced in the role of Cape York Welfare Reform Local Program Office representative for the Hope Vale Aboriginal Shire Council. For the last two and half years I have diversified into other projects taking on the role of Implementation Manager for



LOCAL COMMISSIONER PROFILE



Hope Vale Commissioner Deemal with his father Eddie Deemal

the banana farm, commencing the development of the bio-diesel enterprise from the pongamia tree and providing horticultural and skills training and development for community members. For relaxation I write and play music of all types and genres. In 1993 I released an album and one day I plan to produce another.

I see the building of the economy and development of our people as aligning with the objectives of the Commission. Becoming a

Local Commissioner has allowed me to work with likeminded Commissioners to develop our community and draw out the best in our people. Many of our people are quiet and go about their everyday business without a loud voice. They need support to maintain their voice amongst those that are overwhelming our community. Just as we need to protect our land and water from unnecessary and senseless fishing to ensure the stocks of the future, we as Commissioners are providing our children, the old and the vulnerable, with protection and security for the future.

The Commission does not beat its chest. It works in the background without calling attention to itself, much like my family has always taught me.

“Becoming a Local Commissioner has allowed me to work with likeminded Commissioners to develop our community and draw out the best in our people.”

Hope Vale Commissioner Deemal



Hope Vale Commissioner Deemal at Elim Beach



GOVERNANCE

Family Responsibilities Board

Part 12 of the Act provides for the establishment of the Family Responsibilities Board (the FR Board). The FR Board consists of one person nominated by the Minister (chairperson of the Board), one person nominated by the Australian Government and one person nominated by the Institute. Board members are appointed by the Governor in Council and are appointed for the term stated in the member's instrument of appointment. Under section 117 of the Act, the FR Board has a mandate to give advice and make recommendations to the Minister about the operation of the Commission and to similarly give advice and make recommendations to the Commissioner about the performance of the Commission's functions and to consider the reports submitted by the Commission.

Composition of the Board

In accordance with section 123 of the Act the FR Board must meet at least quarterly and for a valid meeting of the Board, each member must be present at each of the meetings. A board meeting may be conducted utilising any technology which allows for sufficient and continuous communication. Section 118 of the Act sets out the membership of the FR Board, which is endorsed by the Queensland Governor in Council.

During the 2011-12 financial year a Queensland Government election was held which resulted in Campbell Newman MP being sworn in as the Premier of Queensland on 26 March 2012. Subsequently a new ministry was formed, the result of which was a new appointment to the position of Director-General, Department of Premier and Cabinet. The Commission would like to acknowledge Mr John Bradley, the previous Director-General, Department of the Premier and Cabinet, for his contribution and expertise which has guided the Commission in its endeavours up until the outcome of the election, and now welcomes Mr Jon Grayson, the new Director-General, Department of the Premier and Cabinet.

The current FR Board Members are:

- | | |
|-----------------|---|
| Mr Jon Grayson | Director-General, Department of the Premier and Cabinet |
| Mr Finn Pratt | Secretary, Australian Government Department of Families, Housing, Community Services and Indigenous Affairs |
| Mr Noel Pearson | Director, Cape York Institute for Policy and Leadership. |

Machinery of Government change

The Commission was transferred from the stewardship of the Department of Communities to the Department of Aboriginal and Torres Strait Islander and Multicultural Affairs on 3 April 2012 as a result of the Administrative Arrangements Order (No 3) 2012. The Commission's functions and strategic direction remain unchanged and the Commission will continue to meet the commitments made to the community in regard to safe communities, health, schooling, economic participation, healthy homes and governance and leadership under COAG and NIRA. Subject to the above changes the Commission is now responsible for supporting the Minister for Aboriginal and Torres Strait Islander and Multicultural Affairs and Minister assisting the Premier.



Executive Management Team

The Commission's Executive Management Team (EMT) is comprised of the Commissioner, the Registrar, the Executive Officer and the Principal Case Manager. The EMT plays a critical role in the corporate governance and service delivery of the Commission by:

- providing value-based leadership
- demonstrating and incorporating high standards of integrity and ethical behaviour
- ensuring transparency and accountability through effective decision making and communication with management, staff (including Local Commissioners) and service providers
- providing a clear future direction for the Commission and
- providing leadership and direction on:
 - » issues relating to the ongoing financial and non-financial operations of the Commission and the performance of its governance structure and
 - » the operation, performance and reporting of the Commission with regard to its obligations under the Act and other relevant legislation.

Due to the relative small size of the Commission, the role of the EMT also encompasses the corporate stewardship functions associated with the Commission's operational performance. In addition the EMT oversees the operations of finance, information management, human resources and planning, audit, risk management, systems review and workload and performance management. The EMT met on a regular basis throughout the 2011-12 year.

Participation in external governance groups

In addition to the internal governance arrangement of the Commission, the Commissioner and other delegated staff participated in several external governance groups:

- CYWR Pentagon
- Regional Leadership Group
- Non-Attendance at School in Welfare reform Communities (NASA) committee
- Regional Managers Coordination Network
- Indigenous Service Delivery Committee
- Wujal Wujal Government Champion visits
- Aurukun, Hope Vale, Mossman Gorge and Coen Service Delivery Working Groups.

Planning

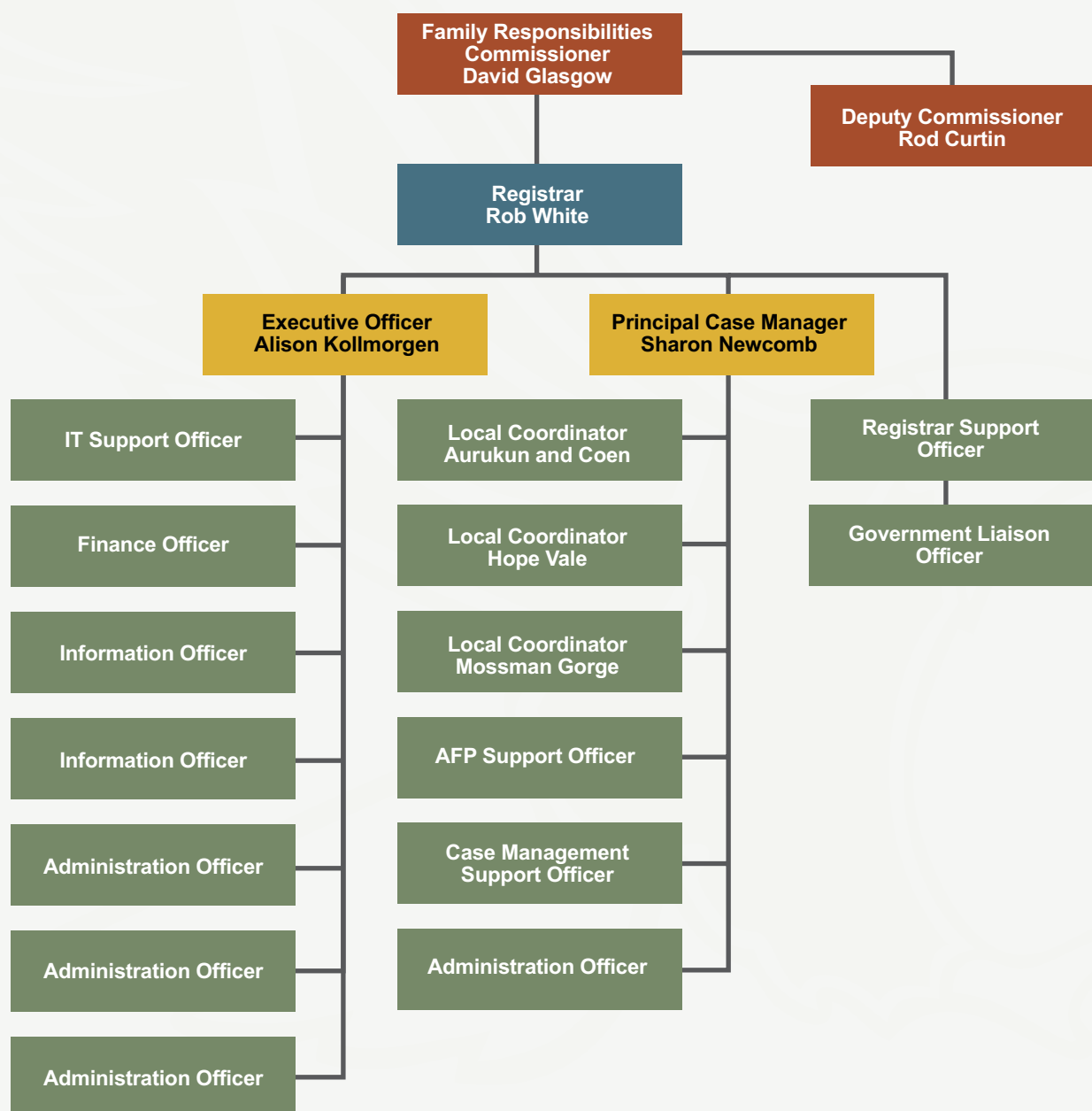
The Commission has adopted a strategic plan which has enabled the Commission to develop goals and strategies to fulfil the mandate of the Commission. These goals are consistent with current whole-of-government priorities, including targets set by COAG under NIRA and other key financial, socio-economic and demographic challenges identified through research and consultation. The strategic plan is reviewed on an annual basis to ensure currency of performance measures and that objectives adequately reflect the Commission's vision and purpose.



GOVERNANCE

Corporate structure

The Commission's organisational structure includes a central registry office based in Cairns and a remote office in each of the CYWR trial communities of Aurukun, Coen, Hope Vale and Mossman Gorge. Each of the Commission's remote community based offices has a Local Coordinator appointed to provide strategic, operational and administrative support to the Local Commissioners.





Remuneration statement

As disclosed in the Commission's 2011-12 financial statements, executive remuneration of \$395,000 was received by the Commission's Chief Executive Officer (the Commissioner). Remuneration is also reported for the Registrar, Executive Officer and the Principal Case Manager. The amount calculated as executive remuneration in the financial statements incorporates the direct and indirect remuneration including salary and allowances, movements in leave accruals, travel expenditure and the grossed up value of fringe benefits associated with accommodation and motor vehicles.

Human resource management

At 30 June 2012 the Commission had an employee establishment of 18 positions, including four positions servicing the remote communities, amounting to 17.69 FTE with one position currently vacant. Seventeen positions are based in the Cairns Registry office (including two Local Coordinators servicing Hope Vale and Mossman Gorge), and one position (Local Coordinator) based in Aurukun servicing both Aurukun and Coen. The Local Commissioners are employed on a fee for service basis. The Commission was initially established with a structure of ten positions (10.0 FTEs), six positions based in Cairns and four Local Coordinators, each based in one of the CYWR trial communities.

Since the establishment of the Commission employee levels and job classification levels have altered as a result of ongoing operational reviews and the completion of several Job Evaluation Management System analyses conducted on employee levels and job classifications. During this financial year the Commission has experienced a permanent retention rate of 81.5 percent, and a permanent separation rate of 37.0 percent.

The Commission promotes policies and activities to support a healthy work-life balance. Flexible work arrangements are actively accessed and employees are provided the opportunity to work from home where appropriate, part-time work opportunities and hours of work arrangements including the opportunity for purchased leave. These flexible arrangements are also offered in order to assist in balancing their work and carer roles where required.

Recruitment, selection and retention of employees

The Commission conducts all recruitment and selection processes in accordance with the merit-based requirements of the *Public Service Act 1996*, the relevant Public Service Commission policies and the Department of Industrial Relations Directives.

During the period 1 July 2011 to 30 June 2012 one seconded employee of the Commission (the Registrar) accepted a voluntary separation package offered by the substantive employer, Department of Justice and Attorney-General. During the period 1 July 2011 to 30 June 2012 no employees of the Commission were retrenched.

Professional development

A key priority of the Commission is to maintain an environment of continual professional development and learning for all employees and Local Commissioners.

The Commission is committed to providing professional development to the Local Commissioners on a continual basis for the life of the Commission to ensure it actively works to restore local authority. The Commission facilitated two internal development weeks for the Local Commissioners during the year which focussed on personal development, leadership capabilities, computer training, Code of Conduct, ethics and conflict of interest. In house mental health first aid certification was also provided to the Local Commissioners during the year.



GOVERNANCE

The broader focus of the Commission's professional development program for staff is on skill development, career enhancement, and supporting a culture of ongoing learning through participation in internal workshops, on the job training and courses conducted by specialist external training providers. To facilitate staff development, each employee together with their supervisor signs a Performance Assessment and Professional Development Plan. The plan sets out identified learning activities, supports the development of competencies, professional skills and personal attributes, and is designed to identify and record knowledge and skill gaps together with learning objectives. The plans link in to the Commission's strategic and operational objectives and are reviewed on a six monthly basis. During 2011-12 employee professional development, training, and workshops cost \$33,188. This investment provides a basis for the Commission to continually foster the development of new skills, and to improve business processes within the Commission.

During 2011-12 the Commission organised a number of internal and externally sourced training programs and staff training workshops to monitor, evaluate and continuously improve operations, internal administration and service delivery of the Commission. Training programs covered the key areas of:

- management and leadership
- team building
- project management
- Queensland Public Service Code of Conduct and ethics training
- 4WD Cape York defensive driving
- industrial relations in the Queensland public sector
- writing and presentation skills
- first aid and mental health first aid
- performance management
- workplace health and safety
- financial management
- fair work essentials incorporating a study of industrial awards and agreements
- risk management
- sustainability leadership – strategic thinking and planning for sustainability
- Diploma in Community Service Case Management
- Certificate IV, Business Administration and
- Certified Practising Accountant (CPA) training.

Through the provision of high quality and targeted professional development the Commission seeks to not only enhance the skills and competencies of its staff and Local Commissioners, but to also provide effective and efficient client service.

Public Sector Ethics Act 1994 and Code of Conduct

All employees of the Commission, with the exception of the Family Responsibilities Commissioners, the Deputy Commissioner and the Local Commissioners are employed under the *Public Service Act (Qld) 2008*.

To ensure ongoing training during this financial year, effective from April 2012 Commission staff were registered through the Institute of Public Administration Australia for the iQ Training

GOVERNANCE



Online Learning course covering the Code of Conduct for the Queensland Public Service. All staff completed the course prior to 30 June 2012 with a minimum pass of 80 percent. Training incorporated the four ethics principles together with their associated values of integrity and impartiality, promoting the public good, commitment to the system of government and accountability and transparency. New staff are provided with this training upon induction, and refresher training will be conducted annually for all Commission staff.

To further assist Commission staff with ethical decision making and in understanding the new Code of Conduct, the Commission has created a supplementary policy document titled 'Workplace Policy'. This policy presents a broad framework for ethical behaviour, supports the new Code and is consistent with the requirements of the *Public Service Act (Qld) 2008*, the *Public Sector Ethics Act 1994*, the *Family Responsibilities Commission Act 2008* (the Act), relevant Public Service policies and Department of Industrial Relations directives. The Code of Conduct and Workplace Policy are both available in hard copy at all Commission premises and are located on our webpage for access to both the public and staff.

Alignment with the ethics principles is further achieved through the Commission's Strategic Plan which incorporates three objectives based on enhancing and strengthening socially responsible standards of behaviour both within the Commission and in the four CYWR trial communities. Each of these objectives is then used as a basis for employee Performance Assessment and Professional Development Plans to link ethics priorities with service delivery.

Risk management

The Commission's risk management framework establishes a mechanism to identify, assess and manage real or potential risks. The framework supports a positive risk minimisation and management culture within the Commission which focuses on strategic risks (risks which present as challenges to the Commission's strategic direction and vision), and operational risks (risks which present as challenges to the daily activities of the Commission in delivering its services). In applying the risk management principles the Commission is developing a Business Continuity Plan (BCP). The framework of this plan incorporates five key elements – prevention, preparedness, response, recovery and review, and consists of a risk management and contingency plan, business impact analysis, incident response table and recovery plan. The plan states a shared legal responsibility and accountability between, and a commitment by, all employees to implement the BCP. Employees are individually responsible for contributing to the BCP and to the health and safety of others by reporting workplace injury, incidents, illness and hazards. Employees are also responsible for seeking to reduce the vulnerability of the Commission to internal and external events and influences that may impede achieving the goals of the Commission.

The Commission's BCP progresses from an integrated approach to managing all risks that impact on the achievement of the Commission's strategic and business objectives to reviewing and re-evaluating identified risks and reporting to the EMT regarding processes and recommendations.

The Commission recognises the importance of making informed decisions on protecting its staff and assets and has improved security access to premises and network security to protect confidential information.



GOVERNANCE

Professional conduct

All staff of the Commission are required to adhere to the values of the Commission and undertake their duties with professionalism, respect for diversity and courtesy whilst utilising ethics in all decision making. Staff are made aware of their ongoing responsibilities, duty of care and requirements under the core legislation governing the Commission and as outlined in Commission policies which are freely available to staff on the intranet. During the year the Commission has continued refining its strategies and processes to ensure its operations are effective and the strategic direction is maintained. The following policies, protocols and guidelines were revised to ensure efficiencies of process: Workplace Health and Safety Policy, Active Family Pathways Case Coordination Framework Protocol, Information Sharing Protocol, Local Commissioner's Handbook, Rural and Remote Area Incentive Policy, Complaints Management Policy, Financial Delegation Guidelines and the Procedures Manual.

Commission policies are required to be read and understood as part of the Commission induction process and in most cases a register must be signed acknowledging an understanding of the policies. The Commission complies with the following legislative requirements in performing its functions:

- *Family Responsibilities Commission Act 2008* (the Act)
- *Public Service Act (Qld) 2008*
- *Public Sector Ethics Act 1994*
- *Financial Accountability Act 2009*
- *Victims of Crime Assistance Act 2009*
- *Public Interest Disclosure Act 2010*
- *Anti-Discrimination Act 1991*
- *Information Privacy Act 2009*
- *Right to Information Act 2009*
- *Work Health and Safety Act 2011*
- *Work Health and Safety Regulation 2011*
- *Public Records Act 2002.*

Publication of information on line

For information regarding:

Information systems and recordkeeping, consultancies, overseas travel, corporate social responsibility including waste management and recycling policies, carbon emissions, *Carer's (Recognition) Act 2008*, the Queensland Government Reconciliation Action Plan 2009-2012, right to information and information privacy, complaints management, corporate services and workplace health and safety refer to the Family Responsibilities Commission's website at <http://www.frcq.org.au>.

Publications by the Commission during 2011-12

1. Annual Report 2010-11
2. Quarterly Performance Report 12
3. Quarterly Performance Report 13
4. Quarterly Performance Report 14
5. Quarterly Performance Report 15

All publications are available on the Family Responsibilities Commission's website: <http://www.frcq.org.au>.

CLIENT PROFILE



ONLY BRAINY KIDS GO TO SCHOOL

I thought school was only for brainy kids. When I went to school I was always bored because most of the time I did not understand what they were talking about. I just sat there trying to keep still because if you move around too much the teacher does something that brings you to the attention of others. I don't like getting attention and there is shame in being singled out. It was better not to go to school, so my brother and I would watch TV, or go down to the beach and hide in the scrub. We weren't the only ones, sometimes there were five of us, sometimes ten.

My mother always says she has lots going on and that she is busy. She has to make visits to other communities and there is always lots of family business that she has to help with that I don't understand. My dad lives with us some of the time and my sister is at boarding school. Sometimes we never had any adults around the house to tell us what to do. We have heaps of aunties and uncles in town and some of them give us a telling off about not going to school, but they always let us come over for a feed at night.

I think it was last year that our mother had to go to see the Commissioners at the FRC because I only went to school 9 days out of 48 school days. The Commissioners were unhappy with our mother about leaving us in the house and going away. They told her that as children we needed to be supervised and were not to be left alone, and she also needed to do more to get us to go to school. When she came home she was upset and told us we needed to go to school or she would end up with the BasicsCard. We didn't take it very seriously and just kept going down to the beach. The Commissioners kept making her come back and talk to them and they got her to agree to see some people and talk about us and the family. This went on for some time, and when we still didn't go to school, mum was given the BasicsCard.

After the BasicsCard, our mother started talking to us about school and asking us why we did not want to go. She had some meetings with the teachers and then talked to us about giving school a chance. She said that there was a different way of teaching

happening at the school and the teachers would give us more attention, but in a good way, not making us look silly because we did not know how to do our work. We started going there more and more each week. It was hard, and I felt dumb sometimes, but the teacher would come over and talk in a quiet voice. Our mother was staying home a lot more. She did not like the BasicsCard in the beginning, but then she liked having money for groceries for dinner every night and she did not have any cash to give family members when they came around asking for money. We didn't have to go to our aunties for food.

One Sunday I was in church and picked up the Bible, and then got a big surprise to find out that I could read most of the words in the Bible. I showed my mum the words I could read and she was very proud of me. Our dad has also began to tell us to go to school, and he told me how proud he was of both of us. Things were going well until mum had to go away again. At the same time my sister got kicked out of boarding school. This time though mum had talked to our aunty and she came to live with us. She was much harder than mum. She made us do homework every night and we had to clean up all the time. We were so glad when mum came home. We kept going to school and my brother told mum it was to keep away from aunty, but the truth was we liked going to school. My teacher tells me I am one of the best students and that I am setting an example to the others. I have improved in my reading and writing and I am learning sums now. I know my attendance is very good because last time the Commissioners spoke to mum they said I am one of the best attenders, I only missed 5 days out of 44 in the term and some were half days to go to the clinic.

When I am at school I get to ask questions and show I am smart. Mum and dad are getting better at listening and talking to me. Our mum still goes away but usually not for very long. She still needs to get better with some things, but even she says our home is much better and we are all a lot smarter. As a family we now know how important school is, and that you don't have to be brainy to go to school, but you have to go to school to become brainy.



MOVING FORWARD

HOW OUR COMMUNITIES HAVE CHANGED

These are the Local Commissioners views on the progress and change of their communities since the commencement of the Commission.

Aurukun

When we reflect on how our community has changed since the commencement of welfare reform we see the good things that have occurred in Aurukun, but for every improvement we see, we know there are improvements yet to be seen. Many of the good changes are difficult to measure, but they can be spoken. We acknowledge that we have commenced down a long road, and we are not yet at the end of the road. From the good changes we have seen, it is very important to us that the Commission continues into the future so that we can build on our achievements.

Our school attendance has increased overall since 2008. Attendance rates vary from term to term and we continue to promote the value of education, of students remaining in school and progressing onto further education. Attendance is not the only sign of improvement in our school system. The students now have cultural activities after school and many now wear their uniforms which were purchased through the Student Education Trust Scheme. Some parents accompany their children to school and sit in the classrooms to watch the lessons. The need to keep our children in school requires continual reinforcement, and unfortunately at present we are having difficulties with the high school and boarding school students. Homesickness for our boarding school students is a very real problem for us. Our children come from an isolated community and are not socialised to other cities and towns. The community needs to have a mentor who will visit these students and get them through the tough times, and this is something which we will work towards. We are advised funding is not provided for Student Case Managers to

monitor school aged students who should be attending high school in Aurukun and this has been an ongoing problem in the community. Students at boarding school who are expelled do not enroll at school in Aurukun on their return, and because of this the children are missing out on their education. This issue needs to be addressed.

The older children now participate in a football carnival which brings many Indigenous children from the Cape schools together. The children also have the opportunity to participate in athletics, swimming, soccer, tennis, the Northern Pride Rugby League (Take Pride Program) and Australian Football League (AFL) Auskick. The school is visited by expert coaches and the children engage well because many of these experts are their heroes.

The Aurukun Act for Kids SafeHouse is assisting to keep our children in the community while their parents receive the help they need. Although the community continues to experience Child Safety Welfare concerns, community members are reporting the concerns due to an increased understanding of how our children should be nurtured and how the system works. A fulltime Queensland Health school nurse is employed at our Cape York Aboriginal Australian Academy (CYAAA) campus and she ensures students' physical and emotional wellbeing is attended to and refers to community/health agencies should there be specific health concerns.

When we first started working as Local Commissioners we were often abused by community members who felt we did not have the right, or authority, to discuss personal issues with them. There is now a better understanding of the good work the Commission is doing in community and our authority is no longer challenged. Community members proactively seek help from us,

MOVING FORWARD



which is very heartening, and they feel more comfortable in discussing personal issues.

MPower has taught our people to budget, to do internet banking and works closely with the Pride of Place program which helps community members to complete home and garden improvements. Our community now looks tidier and shows more pride.

We would like to see the staff at the Wellbeing Centre in Aurukun go out into the community to engage, and we have encouraged them to do so. We have found it was helpful to pick up a number of clients and take them to the Wellbeing Centre, Parenting Program and MPower.

There continues to be a big problem with drugs. We have assisted in creating a book (in language) on marijuana to educate children and young offenders on the harm of substance abuse. Safety in our community still needs much improvement, but we see that the types of offences have become less severe in nature.

We have observed a difference in how visiting dignitaries, consulting organisations and people conduct themselves in Aurukun. These people talk to us now, and not as if we were not there which was the case in the past. We now feel a connection which had been lost in the past. Many people are becoming more aware of our culture and the spirit of our people, and understand that we wish to see our community progress.

As a community we have come a long way, but we need to keep pushing against the alcohol abuse and violence which occurs. We hope that one day our young people will be proud to say they were born and raised in Aurukun, and will be able to go out into the world and compete for jobs on an equal basis with non-Indigenous applicants. We will continue to move forward, and hope that the Australian and Queensland Governments will continue to support us in improving our community.

Coen

We have witnessed such a lot of change in Coen since 2008 that it is difficult to know where to start. We have seen business opportunities and training increase. Training opportunities in Coen have advanced from teaching the basic necessities of cleaning and cutting grass, to hairdressing and the operation of heavy machinery. The Working on Country ranger programs in Coen and on homelands have created many jobs and training opportunities for the young and old. We are not only protecting and managing our country, but by doing so, we are acknowledging, learning and teaching our own culture. Our connection to the country is very important to us, and is very important to pass on to our young people to keep them on the right path. Culture gives them an identity, strength and purpose so they do not become lost.

Not too long ago all community services were run by fly-in fly-out staff from Cairns. These days community services are employing and training local people to do the jobs, and lucky for all of us these local people are already culturally aware.

Over the past three years the services have really kicked in for our old people. We now have an Old People's Village from which the men conduct their Men's Group, making



Coen Commissioner Port with Ms Jeenie Little, panellists at the Symposium on Indigenous Sentencing, Punishment and Healing



MOVING FORWARD

leather goods, spears and woomeras, whilst the ladies make their jewelry down at the Home and Community Care building. They all meet together for morning teas and fishing trips.

We have seen our school redevelop the requirement of culture to form an important part of our children's education. In our day we would get into trouble for speaking language at school and now we (the Elders) are back in there teaching our children their culture. The ranger groups have even jumped on board with a Junior Rangers program, taking the children on country.

All the households in Coen received digital television last year. This was exciting new technology for Coen and brought a smile to faces both young and old. Coen is still struggling with overcrowding in most houses and really needs more new houses to be built. On a positive note, the introduction of the Pride of Place program has seen some of the old places around town spruced up with barbeques, furniture and new paint. Many of us are also looking at enlisting the assistance of Indigenous Business Australia to assist in providing the means to take up mainstream investment opportunities, with a vision to buy our own homes.

Our people now work hard together with the service providers to help their families. We, however, still struggle to get the service providers to work holistically, or in conjunction with other service providers. We are trying to get our service providers to talk less and provide more action to solve critical problems.

Our kids have always been fantastic at attending school, but sending them away to boarding school often makes them very homesick and they want to return home. This is something we need to work on. The first Coen school was at Port Stewart and the vision of our Elders is to reopen a school at Port Stewart in the near future.

We still experience identity loss for our children and we need to work with Child Safety Services to make sure our children are retained in community in a safe environment wherever that is possible. We welcome the opportunity to continue to educate Child Safety Services officers when they first enter our community, about our clan groups and cultural practices.

Some of our young parents have in recent years gained a better understanding of parenting. We believe that this has been due in part to the work we have done in the community as Local Commissioners and the push for parents to be accountable for their actions. Community families also support and educate their young ones on how to be a parent with the assistance of the Parenting Program.

Change is a strong word, and can be difficult to define. We would like to say that we have assessed our achievements from the way we are looked upon by our community. We have received a lot of negative feedback over the years, but we are starting to receive thanks and recognition for the work we have done. This thanks and recognition is how we assess our change and our impact on our community.

Hope Vale

The CYWR trial has done a great deal of good for our community. We have worked hard as Local Commissioners since 2008 to improve our community. Although infringement matters still occur, the police are now well accepted in the community. We have worked with parents and problem children alike to assist families to resolve their problems and keep the community from losing the children. Initially many in the community believed it was the Commission that brought these children to the notice of the Department of Communities, Child Safety and Disability Services, and this belief created a large amount of bad feeling toward the Commission. In conjunction with Child Safety

MOVING FORWARD



Services Officers, we have educated the community on how local children were coming to the attention of Child Safety Services, and this education has assisted us to keep children from being removed from community. Even though these children may cause a problem in the community and in some instances the lack of parenting skills has been the root of the problem, as a community we believe our children will gain most from being kept with their family and kin. Parenting education is the key to improving our families, and making them resilient.

We have shown the community that all members must take responsibility. We have explained that just because some community members do not have children does not mean they have no responsibility to the community; their parties may be keeping the children next door awake so that the next day they are unable to attend school.

Another improvement is that young men now attend the Men's Group. This may seem like an insignificant improvement, but it is the Elders who will guide our young men to a better life. The Men's Group is growing and weekly meetings have now been requested.

The high turnover of Wellbeing Centre staff has created trust issues with community members, and this has had a negative impact on our clients willing to attend the Wellbeing Centre. The Wellbeing Centre advises the Commission that they are receiving walk-in clients, which demonstrates to us that community members are now willing to seek solutions outside of the direct referral system.

We have found from our observations that teachers are committed, children are wanting to learn, and teachers are wanting to teach. Culture is now being taught in our school and our children are enjoying the direct instruction method. There are still behavioural issues



Hope Vale Commissioner Hart advising FRC Historian Gordon Dean

which need to be addressed, but major changes do not take place overnight. Although school attendance has fluctuated from term to term, attendance has been over 75 percent in Hope Vale and parents are reporting absences as they should. Parents are seeing the benefit of the CYWR trial including good school attendance.

The Student Education Trust Scheme has been successful in preparing children for school and people are also realising the benefits of MPower which is assisting them to budget and manage their finances to improve their living standard.

The Pride of Place program has improved the look of the town and the town is noticeably different from what it was prior to 2008. The Commission will be relocating to a new office in the Hope Vale Business Centre in August 2012. Housing is being upgraded and there are now transition houses for those unable to stay in their homes whilst renovations are underway. There is also a retirement and independent living centre that has been completed for our elderly community members.

Business enterprises have blossomed in the last four years with a banana farm commencing on 80 hectares of land. Over the next two years in the setup phase 50 to 70 people will be employed on this farm



MOVING FORWARD

with a permanent workforce of 40 people year round. Four hundred plants have been planted and are fruiting. A joint venture is being sought for packing and marketing with an overseas company, and a dam will be built for irrigation. Three hundred and sixty more plants were planted in June. A plantation of biodiesel pongamia trees on 2,000 hectares will also be planted in the near future. Hope Vale Commissioner Hart assists women to set up businesses in hairdressing, hospitality, photography, retail, cleaning and events coordination. Jobfind has created work in the development of the BMX track, football field upgrade, dam for Millers Block and the town swimming pool. As a community it is good to see this economic advancement.

We have accomplished much but still ask ourselves, "Where do we go from here?" We would like to see continued growth in our Parenting Program with mentoring for parents and emotional, social and intellectual development support for children. We would like to see more parents coming to see their children's activities at school and increased school attendance so that over 90 percent of our children are attending school every day. In our roles as community leaders, we would like to work more intensively with Child Safety Services to assist the families of Hope Vale. Service providers still operate in isolation and we would like to see the Government Coordination Officer strengthen information sharing between service providers and the Commission.

Finally, we would like to see the Commission extended until at least 31 December 2013. Through the CYWR trial over the last four years Hope Vale has changed, there are not as many drunks and our children are improving in their academic skills. Eventually we will need to take a back seat and let other community members and organisations become more proactive. We will then have been successful in empowering our community to continue moving forward.

Mossman Gorge

Mossman Gorge (the Gorge) is a different community than it was in 2008. In the past there was a lack of household basics in the Gorge as many community members were spending their money on alcohol. Due to the BasicsCard, access to alcohol has been limited and this has forced our people to spend their money on food instead. A food club is active at the Mossman State school, so our children attending school are getting lunches daily and this helps with their learning. MPower has also helped to educate some of our community members on how to follow a weekly budget and provide food for the household.

Community Development Employment Projects provided most of the employment for Mossman Gorge in the past, with few job opportunities for women. Very little training was conducted to prepare community members for the workforce. Since the CYWR trial there are now Green Corps job opportunities. Forty job guarantees have also been provided for the community through the Mossman Gorge Gateway Centre. Many of our community members have taken over positions which were previously occupied by non-community members. As Local Commissioners, we promote employment and not only talk to community members about the need to be employed, but actively seek to assist them in gaining job positions.

Our children were made to attend school many years ago by our Elders. However, when alcohol was introduced into our community school attendance dropped. Since the CYWR trial our school attendance has been in the 68 to 84 percent range. Health issues, both for parents and their children, were a major cause for school absences. Although school attendance is not perfect and is still impacted by alcohol fuelled parties and fights, we are working hard at continuing the improvement and now have Student Case Managers to encourage children to attend school, or at least

MOVING FORWARD



Mossman Gorge Commissioners Spratt and Shuan and Jacinta Baragud

ensure parents provide a reasonable excuse when the students cannot attend.

The Gorge has always had a high number of dogs. A large number of these animals were dumped on the community by outsiders. Dog attacks and fights were a frequent occurrence and health issues were caused from canine diseases, fleas and ticks. With the introduction of the CYWR trial we now have a veterinarian visiting on a frequent basis who attends to the health of the dogs and restricts breeding. The Department of Housing and Public Works have also enforced rules limiting the number of dogs community members are permitted on a property. We conference tenants to assist in ensuring community members meet their obligations under their tenancy agreements.

Domestic violence has in the past plagued our community. Many alcohol fuelled fights occurred in public places in full view of children. Fights would frequently end in imprisonment and hospital visits. Since the Commission commenced in 2008 fights still do occur, however, we believe they are less frequent and less violent. The BasicsCard has assisted in reducing the flow of alcohol and the ability for family members to humbug for money to buy alcohol. This has then flowed on to benefit health in general, which was

never a consideration or a priority previously. Due to the introduction of community based health clinics, community members have been trained and are working for these organisations, assisting and educating their community.

Everyone would agree with us when we say that Mossman Gorge was a drinking community. The implementation of Dry Houses has assisted community members to respect the

choices of others to have a home without alcohol. We are assisting and encouraging our community members to improve themselves, and to be constructive in their living habits, not destructive. Since 2008 there are no longer any excuses to continue with destructive behaviours, as there is on the ground assistance to help everyone.

We feel that as a community we have moved forward and that the Commission has been positive for Mossman Gorge. The negatives have not entirely disappeared, but they have reduced in number and severity. In our positions as Local Commissioners we have viewed the Commission as a ship, and all of us take a turn in steering the ship. Commissioner Glasgow has contributed to our efforts by showing us how to steer in the direction of the CYWR trial. He has helped us to float over the snags and has guided us through the shallow waters. When the ship became grounded, Commissioner Glasgow taught us that there are solutions out there. If the first solution does not seem to work, sometimes you just have to wait until the tide comes in. Then the ship will again be lifted from the shallow and sandy surface and move on in a forward direction.



CLIENT PROFILE

WORDS CAN BE WALLS

When the Commission first came to our community we all thought it was going to be just another person coming into community telling us what to do. Some of us already knew Commissioner Glasgow from court, but we did not understand why we should have to answer to him about our children and our day to day living. We then found out some of our aunties and uncles were now Local Commissioners and unlike in the Murri Court, they were equal decision makers. We did not think this could be true and believed that they were just token names on a committee.

Sure enough, my children missed some school and I was called up to the Commission. I was ready to tell these aunties and uncles that I thought they were showing off and trying to be better than the rest of us. I knew some of them had a past, and all of them had children and grandchildren that had not always been number one community members. When I got there it was not at all what I had expected. The Local Commissioners asked me questions and offered assistance. They seemed to understand the problems and also what it was like to deal with outsiders and filling in forms. They spoke to me in language and then spoke to Commissioner Glasgow in English, leaving out some of the really personal stuff.

I saw and heard the nasty things people said to them, the different words and actions to discourage them and make them resign. The Local Commissioners started attending meetings, having dignitaries and government people visit them. We also found out they got paid to say what they thought and to give recommendations. I knew they received training and information, and sometimes got to travel to Cairns and Brisbane. Like many other community

members I was jealous and thought they were getting to think they were better than the rest of us.

One day I attended conference again about school attendance. I told the Local Commissioners that it was okay for them because they had more money and personal possessions than I had. They challenged me and told me to try to do something for myself and not to be so negative because they worked hard for what they had. They pointed out to me the abuse and negative things that people had said over the years, and that these people had not stopped them from achieving what they had achieved, and continued to achieve. They remembered I had been a good student, that I was a good mother most of the time and asked me why I did not have a job. At first I was very mad at them and then I thought why am I mad at them? I was the one missing out.

I applied for a part-time job and could not believe it when they said I could start straight away. I was so happy I told everyone. It was then the wall of words came. The words were so negative and so cruel. The words were like a wall stopping me from taking the job. It was easier to say no to the job, and then everyone would know I was not trying to be different than they were.

I spoke with my partner and children, and to my surprise they encouraged me to take the job. "Look at some of your family who are Local Commissioners. They are strong, learning new things and understand both our culture and the outside culture. They work well in both worlds. Why can't you?"

I now work part-time and I am learning more and more each day. I have travelled by myself to the bottom of Queensland

CLIENT PROFILE



and stayed in hotels. I go to training and meetings, and people listen to me. They listen to me when I talk about Indigenous or community issues, and also about all things relating to my job. I am learning computer skills and can now email. I am more motivated to help the children with school work and my extra cash helps pay for fresh groceries.

Sometimes I still get the negative words, but I feel the wall has been cut down to a small fence. Just like the Local Commissioners told me, I say to others, "Well you could do better than me. Get a fulltime job." That usually makes them quiet and thoughtful.

It is a juggle getting the children to school now that I work. I have been back to the Local Commissioners about this. We talk about ways to get into a routine and they tell me what they do with their grandchildren. We are all working people talking at the same level.

I also see the Local Commissioners at meetings. I see how they listen and then speak confidently and with consideration to the long term future of our community. They are polite and respectful of others, even those that are here for a short time and tell us they are going to 'fix' everything. The Local Commissioners tell them what we really need and how it should operate, not just what they want to hear.

I hope one day when I am an older woman with traditional respect, that my courage and job skills will make me a Local Commissioner. I want to be a strong and smart woman doing the best for my children, family, clan and community.

Family Responsibilities Commission Financial Statements

for the financial year ended 30 June 2012

**Family Responsibilities Commission**

Cairns Commonwealth Centre
Level 3, 107 Lake Street,
PO Box 5438
Cairns Qld 4870
Ph: 07 4057 3870
Fax: 07 4041 0974
www.frcq.org.au

31 August 2012

The Honourable Glen Elmes MP
Minister for Aboriginal and Torres Strait Islander
and Multicultural Affairs and Minister Assisting the Premier
GPO Box 15397
CITY EAST QLD 4002

Dear Minister Elmes

I am pleased to present the Financial Statement for the Annual Report 2011-2012 for the Family Responsibilities Commission.

I certify that this Annual Report complies with:

- the prescribed requirements of the *Financial Accountability Act 2009* and the *Financial and Performance Management Standard 2009*, and
- the detailed requirements set out in the *Annual Report Requirements for Queensland Government Agencies*.

A checklist outlining the annual reporting requirements can be accessed at <http://www.frcq.org.au> after 30 October 2012.

Yours sincerely

David Glasgow
Commissioner
Family Responsibilities Commission

<u>Contents</u>	<u>Page No</u>
Statement of Comprehensive Income	85
Statement of Financial Position	86
Statement of Changes in Equity	87
Statement of Cash Flows	88
Notes To and Forming Part of the Financial Statements	89-113
Management Certificate	114
Audit Certificate	115-116

General Information

These financial statements cover the Family Responsibilities Commission (Commission). It has no controlled entities.

The Commission is an independent statutory body established under the *Family Responsibilities Commission Act 2008*.

The Commission is controlled by the State of Queensland which is the ultimate parent.

The head office and principal place of business of the Commission is:

Level 3, Commonwealth Building, 107 Lake Street
CAIRNS QLD 4870

A description of the nature of the Commission's operations and its principal activities is included in the notes to the financial statements.

For information in relation to the Commission's financial report, please call 07 40573870, email Alison.Kollmorgen@frcq.org.au or visit the Commission's internet site www.frcq.org.au.

Statement of Comprehensive Income for the year ended 30 June 2012

	Notes	2012 \$000	2011 \$000
Income from Continuing Operations			
<i>Revenue</i>			
Grants and other contributions	2	3,912	3,607
Other revenue	3	92	94
Total Income from Continuing Operations		4,004	3,701
Expenses from Continuing Operations			
Employee expenses	4	2,749	2,669
Supplies and services	5	1,328	1,746
Depreciation and amortisation	6	102	169
Other expenses	7	46	40
Total Expenses from Continuing Operations		4,225	4,624
Operating Result from Continuing Operations		(221)	(923)
Total Other Comprehensive Income		-	-
Total Comprehensive Income		(221)	(923)

The accompanying notes form part of these statements.



FINANCIALS

Statement of Financial Position as at 30 June 2012

		2012	2011
	Notes	\$000	\$000
Current Assets			
Cash and cash equivalents	8	1,542	974
Receivables	9	17	497
Other	10	6	7
Total Current Assets		1,565	1,478
Non Current Assets			
Intangible assets	11	-	78
Property, plant and equipment	12	11	6
Total Non Current Assets		11	84
Total Assets		1,576	1,562
Current Liabilities			
Payables	13	307	63
Accrued employee benefits	14	232	241
Total Current Liabilities		539	304
Total Liabilities		539	304
Net Assets		1,037	1,258
Equity			
Accumulated surplus		1,037	1,258
Total Equity		1,037	1,258

The accompanying notes form part of these statements.



Statement of Changes in Equity for the year ended 30 June 2012

	Accumulated Surplus \$000	TOTAL \$000
Balance as at 1 July 2010	2,181	2,181
Operating Result from Continuing Operations	(923)	(923)
Total Other Comprehensive Income	-	-
Balance as at 30 June 2011	1,258	1,258
Balance as at 1 July 2011	1,258	1,258
Operating Result from Continuing Operations	(221)	(221)
Total Other Comprehensive Income	-	-
Balance as at 30 June 2012	1,037	1,037

The accompanying notes form part of these statements.



Statement of Cash Flows for the year ended 30 June 2012

	Notes	2012 \$000	2011 \$000
Cash flows from operating activities			
<i>Inflows:</i>			
Grants and other contributions		4,377	3,159
GST collected from customers		52	2
GST input tax credits from ATO		143	181
Interest receipts		49	92
Other		43	6
<i>Outflows:</i>			
Employee expenses		(2,756)	(2,633)
Supplies and services		(1,086)	(1,856)
GST paid to suppliers		(128)	(176)
GST remitted to ATO		(52)	(2)
Other		(46)	(34)
Net cash from (used in) operating activities	15	596	(1,261)
Cash flows from investing activities			
<i>Inflows:</i>			
Advances		1	5
<i>Outflows:</i>			
Payments for property, plant and equipment		(29)	
Net cash provided by (used in) investing activities		(28)	5
Net increase (decrease) in cash held		568	(1,256)
Cash at beginning of financial year		974	2,230
Cash at end of financial year	8	1,542	974

The accompanying notes form part of these statements.



Notes To And Forming Part Of The Financial Statements 2011-12

	Objectives and Principal Activities of the Commission
Note 1:	Summary of Significant Accounting Policies
Note 2:	Grants and Other Contributions
Note 3:	Other Revenue
Note 4:	Employee Expenses
Note 5:	Supplies and Services
Note 6:	Depreciation and Amortisation
Note 7:	Other Expenses
Note 8:	Cash and Cash Equivalents
Note 9:	Receivables
Note 10:	Other Current Assets
Note 11:	Intangible Assets
Note 12:	Property, Plant and Equipment
Note 13:	Payables
Note 14:	Accrued Employee Benefits
Note 15:	Reconciliation of Operating Result to Net Cash from Operating Activities
Note 16:	Non-Cash Financing and Investing Activities
Note 17:	Commitments for Expenditure
Note 18:	Contingencies
Note 19:	Events Occurring after Balance Date
Note 20:	Financial Instruments
Note 21:	Going Concern



Notes To And Forming Part Of The Financial Statements 2011-12

Objectives and Principal Activities of the Family Responsibilities Commission

The Family Responsibilities Commission (the Commission) was established through the enactment of the *Family Responsibilities Commission Act 2008* on 13 March 2008. The Commission commenced operation on 1 July 2008, and is scheduled by its enabling legislation to cease operation on 1 January 2013.

The Commission is a key component of the Cape York Welfare Reform trial.

The Commission is an independent statutory body consisting of a Family Responsibilities Commission Governing Board which comprises representatives from the Queensland Department of Premier and Cabinet, Department of Families, Housing, Community Services and Indigenous Affairs and the Cape York Institute for Policy and Leadership. The Commission's Chief Executive is a legally qualified Commissioner. There are Local Commissioners for each Cape York Welfare Reform Trial community. All Commissioners were appointed by the Governor in Council. The Commission operates its central registry based in Cairns and regional offices in Aurukun, Coen, Hope Vale and Mossman Gorge.

The Commission supports the rebuilding of social norms in the four Cape York Welfare Reform communities by:

- Rebuilding local authority and promoting respect;
- Conducting client conferencing at which community values and the expected behaviour of individuals, families and households are discussed;
- Determining appropriate actions to address the dysfunctional behaviour of people in the community;
- Where appropriate, referring individuals to community support services to assist them to address their behaviours; and
- Where appropriate, directing the person's income to be managed by Centre-link to pay for the priority needs of their family.

The Commission is funded for the outputs it delivers by parliamentary appropriations to -

- (a) support the restoration of socially responsible standards of behaviour and local authority in welfare reform community areas; and
- (b) help people in welfare reform community areas to resume primary responsibility for the wellbeing of their community and the individuals and families of the community.

The objectives to be achieved by the Commission are -

- (a) holding conferences about Commission notices; and
- (b) dealing with the matters to which the notices relate in a way that -
 - (i) encourages community members who are the subject of a conference to engage in socially responsible standards of behaviour; and
 - (ii) to promote the interests, rights and wellbeing of children and other vulnerable persons living within welfare reform community areas.



1. Summary of Significant Accounting Policies

(a) Statement of Compliance

The Commission is a Statutory Body under the *Financial Accountability Act 2009* and these financial statements have been prepared in accordance with *section 43* of the *Financial and Performance Management Standard 2009*.

These financial statements are general purpose financial statements, and have been prepared on an accrual basis in accordance with Australian Accounting Standards and Interpretations. In addition, the financial statements comply with Treasury's Minimum Reporting Requirements for the year ending 30 June 2012, and other authoritative pronouncements.

With respect to compliance with Australian Accounting Standards and Interpretations, the Commission has applied those requirements applicable to not-for-profit entities, as the Commission is a not-for-profit authority. Except where stated, the historical cost convention is used.

(b) The Reporting Entity

The financial statements include the value of all revenues, expenses, assets, liabilities and equity of the Commission. The Commission does not have any controlled entities.

(c) Grants and Other Contributions

Grants, contributions, donations and gifts which are non-reciprocal in nature are recognised as revenue in the year in which the Commission obtains control over them. Where grants are received that are reciprocal in nature, revenue is recognised as the obligations under the funding agreement are fulfilled.

Contributed assets are recognised at their fair value. Contributions of services are recognised only when a fair value can be determined reliably and the services would be purchased if they had not been donated.

(d) Cash and Cash Equivalents

For the purposes of the Statement of Financial Position and the Statement of Cash Flows, cash assets include all cash and cheques receipted but not banked at 30 June as well as deposits at call with financial institutions.

(e) Receivables

Trade debtors are recognised at the amounts due at the time of sale or service delivery i.e. the agreed purchase/contract price. Settlement of these amounts is required within 30 days from invoice date.

The collectability of receivables is assessed periodically. No allowance for impairment has been made as at balance date. All known bad debts were written off at 30 June.

(f) Acquisitions of Assets

Actual cost is used for the initial recording of all non-current physical and intangible asset acquisitions. Cost is determined as the value given as consideration plus costs incidental to the acquisition, including all other costs incurred in getting the assets ready for use. However, any training costs are expensed as incurred.



1. Summary of Significant Accounting Policies (cont'd)

(g) Property, Plant and Equipment

Items of plant and equipment comprising leasehold improvements and computer equipment with a cost or other value equal to or in excess of \$5,000 are recognised for financial reporting purposes in the year of acquisition. Items with a lesser value are expensed in the year of acquisition. No property, plant and equipment assets have been classified as held for sale or form part of a disposal group held for sale.

(h) Intangible Assets

Intangible assets with a cost or other value equal to or greater than \$100,000 are recognised in the financial statements, items with a lesser value being expensed. Each intangible asset, less any anticipated residual value, is amortised over its estimated useful life to the Commission. The residual value is zero for all the Commission's intangible assets.

It has been determined that there is not an active market for any of the Commission's intangible assets. As such, the assets are recognised and carried at cost less accumulated amortisation and accumulated impairment losses.

No intangible assets have been classified as held for sale or form part of a disposal group held for sale.

Purchased Software

The purchase cost of this software has been capitalised and was amortised on a straight-line basis over the period of the expected benefit to the Commission.

(i) Revaluations of Non-Current Physical and Intangible Assets

Plant and equipment, comprising leasehold improvements and computer equipment are measured at cost in accordance with Treasury's Non-Current Assets Policies.

As disclosed in Note 1(h) above, it has been determined that there is no active market for any of the Commission's intangible assets, therefore these assets are measured at cost and are not subject to revaluation.

(j) Amortisation and Depreciation of Intangible Assets and Property, Plant and Equipment

All intangible assets of the Commission have finite useful lives and are amortised on a straight line basis.

Property, Plant and Equipment is depreciated on a straight-line basis so as to allocate the net cost or revalued amount of each asset, less its estimated residual value, progressively over its estimated useful life to the Commission. Depreciation methods, assigned estimated useful lives and residual values are reviewed at each reporting date and adjusted if future expectations differ from previous estimates.

Where assets have separately identifiable components that are subject to regular replacement, these components are assigned useful lives distinct from the asset to which they relate and are depreciated accordingly.

Any expenditure that increases the originally assessed capacity or service potential of an asset is capitalised and the new depreciable amount is depreciated over the remaining useful life of the asset to the Commission.



1. Summary of Significant Accounting Policies (cont'd)

(j) Amortisation and Depreciation of Intangible Assets and Property, Plant and Equipment (cont'd)

For each class of depreciable asset, where held, the following depreciation and amortisation periods are used:

<i>Class</i>	<i>Period *</i>
Plant and equipment	
• Leasehold improvements	2.08 years
• Computer Equipment	1.45 years
Intangible Assets	
• Software Purchased	1.84 years

* This period reflects the estimated useful lives for assets controlled by the Commission given the impending cessation of the Commission's term. Although leasehold improvements and software purchased were fully depreciated during the year, they were still being used by the Commission.

(k) Impairment of Non-Current Assets

All non-current physical and intangible assets are assessed for indicators of impairment on an annual basis. If an indicator of possible impairment exists, the Commission determines the asset's recoverable amount. Any amount by which the asset's carrying amount exceeds the recoverable amount is recorded as an impairment loss.

The asset's recoverable amount is determined as the higher of the asset's fair value less costs to sell and depreciated replacement cost.

An impairment loss is recognised immediately in the Statement of Comprehensive Income, unless the asset is carried at a revalued amount. When the asset is measured at a revalued amount, the impairment loss is offset against the asset revaluation surplus of the relevant class to the extent available.

Where an impairment loss subsequently reverses, the carrying amount of the asset is increased to the revised estimate of its recoverable amount, so that the increased carrying amount does not exceed the carrying amount that would have been determined had no impairment loss been recognised for the asset in prior years. A reversal of an impairment loss is recognised as income, unless the asset is carried at a revalued amount, in which case the reversal of the impairment loss is treated as a revaluation increase.

(l) Leases

A distinction is made in the financial statements between finance leases that effectively transfer from the lessor to the lessee substantially all risks and benefits incidental to ownership, and operating leases, under which the lessor retains substantially all risks and benefits.



1. Summary of Significant Accounting Policies (cont'd)

(l) Leases (cont'd)

Where a non-current asset is acquired by means of a finance lease, the asset is recognised at the lower of the fair value of the leased property and the present value of the minimum lease payments. The liability is recognised at the same amount. There were no finance leases during the year.

Operating lease payments are representative of the pattern of benefits derived from the leased assets and are expensed in the periods in which they are incurred.

(m) Payables

Trade creditors are recognised upon receipt of the goods or services ordered and are measured at the agreed purchase/contract price, gross of applicable trade and other discounts. Amounts owing are unsecured and are generally settled on 30 day terms.

(n) Financial Instruments

Recognition

Financial assets and financial liabilities are recognised in the Statement of Financial Position when the Commission becomes party to the contractual provisions of the financial instrument.

Classification

Financial instruments are classified and measured as follows:

- Cash and cash equivalents - held at fair value through profit or loss
- Receivables - held at amortised cost
- Payables - held at amortised cost

The Commission does not enter transactions for speculative purposes, nor for hedging. Apart from cash and cash equivalents, the Commission holds no financial assets classified at fair value through profit or loss.

All disclosures relating to the measurement basis and financial risk management of financial instruments held by the Commission are included in Note 20.

(o) Employee Benefits

Employer superannuation contributions and long service leave levies are regarded as employee benefits.

Payroll tax and workers' compensation insurance are a consequence of employing employees, but are not counted in an employee's total remuneration package. They are not employee benefits and are recognised separately as employee related expenses.

Wages, Salaries, Recreation Leave and Sick leave

Wages, salaries and recreation leave due but unpaid at reporting date are recognised in the Statement of Financial Position at the current salary rates.

For unpaid entitlements expected to be paid within 12 months, the liabilities are recognised at their undiscounted values. Entitlements not expected to be paid within 12 months are classified as non-current liabilities and recognised at their present value, calculated using yields on Fixed Rate Australian Government bonds of similar maturity, after projecting the remuneration rates expected to apply at the time of likely settlement.



1. Summary of Significant Accounting Policies (cont'd)**(o) Employee Benefits (cont'd)**

Prior history indicates that on average, sick leave taken in each reporting period is less than the entitlement accrued. This is expected to continue in future periods. Accordingly, it is unlikely that existing accumulated entitlements will be used by employees and no liability for unused sick leave entitlements is recognised.

As sick leave is non-vesting, an expense is recognised for this leave as it is taken.

Long Service Leave

Under the Queensland Government's long service leave scheme, a levy is made on the Commission to cover the cost of employees' long service leave. The levies are expensed in the period in which they are payable. Amounts paid to employees for long service leave are claimed from the scheme quarterly in arrears.

No provision for long service leave is recognised in the Commission's financial statements, the liability being held on a whole-of-Government basis and reported in those financial statements pursuant to AASB 1049 *Whole of Government and General Government Sector Financial Reporting*.

Superannuation

Employer superannuation contributions are paid to QSuper, the superannuation scheme for Queensland Government employees, at rates determined by the Treasurer on the advice of the State Actuary. Contributions are expensed in the period in which they are paid or payable. The Commission's obligation is limited to its contribution to QSuper.

Therefore, no liability is recognised for accruing superannuation benefits in the Commission's financial statements, the liability being held on a whole-of-Government basis and reported in those financial statements pursuant to AASB 1049 *Whole of Government and General Government Sector Financial Reporting*.

(p) Key Executive Management Personnel and Remuneration

Key executive management personnel and remuneration disclosures are made in accordance with section 5 of the Financial Reporting Requirements for Queensland Government Agencies issued by Queensland Treasury. Refer to note 4 for the disclosures on key executive management personnel and remuneration.

(q) Provisions

Provisions are recorded when the Commission has a present obligation, either legal or constructive as a result of a past event. They are recognised at the amount expected at reporting date at which the obligation will be settled in a future period. Where the settlement of the obligation is expected after 12 or more months, the obligation is discounted to the present value using an appropriate discount rate.

(r) Insurance

The Commission's risks are insured through the Queensland Government Insurance Fund, premiums being paid on a risk assessment basis. In addition, the Commission pays premiums to Workcover Queensland in respect of its obligations for employee compensation.

1. Summary of Significant Accounting Policies (cont'd)

(s) Services Received Free of Charge or For Nominal Value

Contributions of services are recognised only if the services would have been purchased if they had not been donated and their value can be measured reliably. Where this is the case, an equal amount is recognised as a revenue and an expense.

(t) Taxation

The Commission is a State body as defined under the *Income Tax Assessment Act 1936* and is exempt from Australian Government taxation with the exception of Fringe Benefits Tax (FBT) and Goods and Services Tax (GST). FBT and GST are the only taxes accounted for by the Commission. GST credits receivable from, and GST payable to the ATO, are recognised (refer to note 10).

(u) Issuance of Financial Statements

The financial statements are authorised for issue by the Commissioner and Executive Officer at the date of signing the Management Certificate.

(v) Judgements

The preparation of financial statements necessarily requires the determination and use of certain critical accounting estimates, assumptions, and management judgements that have potential to cause a material adjustment to the carrying amounts of assets and liabilities within the next financial year. Such estimates, judgements and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised and in future periods as relevant.

Estimates and assumptions that have a potential significant effect on depreciation and amortisation expense and the value of intangible assets and property, plant and equipment are outlined in Note 1(j).

The Australian Government passed its *Clean Energy Act 2011* in November 2011 with a start date of 1 July 2012. The legislation will result in the introduction of a price on carbon emissions made by Australian businesses from 1 July 2012.

The flexible market-based price phase of the carbon pricing mechanism will commence on 1 July 2015. It will be preceded by a three-year period during which the price of permits will be fixed at \$23 per tonne or carbon dioxide equivalent in year one, \$24.15 in year two and \$25.40 in year three.

On this basis and other information available, the introduction of the carbon pricing mechanism is not expected to have a significant impact on the Commission's critical accounting estimates, assumptions and management judgements.

(w) Rounding and Comparatives

Amounts included in the financial statements are in Australian dollars and have been rounded to the nearest \$1,000 or, where that amount is \$500 or less, to zero, unless disclosure of the full amount is specifically required.

Comparative information has been restated where necessary to be consistent with disclosures in the current reporting period.



1. Summary of Significant Accounting Policies (cont'd)

(x) Corporate Service Provider Arrangements

The Corporate Administration Commission (CAA) provides the Family Responsibilities Commission with corporate services under the "Shared Services Provider" model. The fees and terms of the services are agreed through a Service Level Agreement, negotiated annually and include:

- Financial systems and processing
- Human resources recruitment, payroll and consultancy
- Information systems and support in relation to records management.

(y) New and Revised Accounting Standards

The Commission did not voluntarily change any of its accounting policies during 2011-12. Only one amendment to an Australian accounting standard applicable for the first time for 2011-12 was relevant to the Commission, as explained below.

AASB 2010-4 Further Amendments to Australian Accounting Standards arising from the Annual Improvements Project (AASB 1, AASB7, AASB 101 & AASB 134 and Interpretation 13) became effective from reporting periods beginning on or after 1 January 2011. Given the Commission's existing financial instruments, there was only a minor impact on the Commission's financial instruments note (note 20), in relation to disclosures about credit risk. That note no longer needs to disclose amounts that best represent the maximum exposure to credit risk where the carrying amount of the instruments already reflect this. As this was the case with all the Commission's receivables as at 30 June 2012 (and as at 30 June 2011), receivables are not included in the credit risk disclosure in this year's financial statements.

As the Commission held no collateral or other credit enhancements in respect of its financial instruments, and did not renegotiate the terms of any financial assets, during the reporting periods presented in these financial statements, there were no other changes required to the Commission's financial instruments note arising from the amendments to AASB 7 *Financial Instruments: Disclosures*.

AASB 1054 Australian Additional Disclosures became effective from reporting periods beginning on or after 1 July 2011. Given the Commission's previous disclosure practices, AASB 1054 had minimal impact on the Commission. One of the footnotes to Note 8 Other Expenses, regarding audit fees, has been slightly amended to identify the Commission's auditor and clarify the nature of the work performed by the auditor.

AASB 2011-1 Amendments to Australian Accounting Standards arising from the Trans-Tasman Convergence Project (AASB 1, AASB5, AASB 108, AASB 121, AASB128, AASB 132 & AASB 134 and Interpretations 2, 112 & 113) also became effective from reporting periods beginning on or after 1 July 2011. The only potential implication for the Commission from this amending standard was the deletion from AASB 101 *Presentation of Financial Statements* of the requirement for disclosure of commitments. However Treasury Department's Financial Reporting Requirements require continuation of commitments disclosures, so this deletion from AASB 101 has no impact on the Commission's commitments note (note 17).



1. Summary of Significant Accounting Policies (cont'd)

(y) New and Revised Accounting Standards (cont'd)

The Commission is not permitted to early adopt a new or amended accounting standard ahead of the specified commencement date unless approval is obtained from the Treasury Department. Consequently, the Commission has not applied any Australian accounting standards and interpretations that have been issued but are not yet effective. The Commission applies standards and interpretations in accordance with their respective commencement dates.

At the date of authorisation of the financial report, no accounting standards and interpretations with future commencement dates are either applicable to the Commission's activities or have a material impact on the Commission.

AASB 2011-9 Amendments to Australia Accounting Standards - Presentation of Items of Other Comprehensive Income (AASB 1, 5, 7, 101, 112, 120, 121, 132, 133, 134, 1039 & 1049) applies as from reporting periods beginning on or after 1 July 2012. The only impact for the Commission will be that, in the Statement of Comprehensive Income, items within the "Other Comprehensive Income" section will need to be presented in different sub-sections, according to whether or not they are subsequently re-classifiable to the operating result. Whether subsequent re-classification is possible depends on the requirements or criteria in the accounting standard/interpretation that relates to the item concerned.

AASB 13 Fair Value Measurement applies from reporting periods beginning on or after 1 January 2013. AASB 13 sets out a new definition of "fair value", as well as new principles to be applied when determining the fair value of assets and liabilities. The new requirements will apply to all of the Commission's assets and liabilities (excluding leases) that are measured and/or disclosed at fair value or another measurement based on fair value. The potential impacts on AASB 13 relate to the fair value measurement methodologies used, and financial statement disclosures made in respect of, such assets and liabilities.

The Commission has commenced reviewing its fair value methodologies (including instructions to valuers, data used and assumptions made) for all items of property, plant and equipment measured at fair value to determine whether those methodologies comply with AASB 13. To the extent that the methodologies don't comply, changes will be necessary. While the Commission is yet to complete this review, no significant changes are anticipated, based on the fair value methodologies presently used. Therefore, at this stage, no consequential material impacts are expected for the Commission's property, plant and equipment as from 2013-14.

AASB 13 will require an increased amount of information to be disclosed in relation to fair value measurements for both assets and liabilities. To the extent that any fair value measurement for an asset or liability uses data that is not "observable" outside the Commission, the amount of information to be disclosed will be relatively greater.



1. Summary of Significant Accounting Policies (cont'd)

(y) New and Revised Accounting Standards

AASB 9 *Financial Instruments* (December 2010) and AASB 2010-7 *Amendments to Australian Accounting Standards arising from AASB 9 (December 2010)* [AASB 1, 3, 4, 5, 7, 101, 102, 108, 112, 118, 120, 121, 127, 128, 131, 132, 136, 137, 139, 1023 & 1038 and Interpretations 2, 5, 10, 12, 19 & 127] become effective from reporting periods beginning on or after 1 January 2013. The main impacts of these standards on the Commission are that they will change the requirements for the classification, measurement and disclosures associated with financial assets. Under the new requirements, financial assets will be more simply classified according to whether they are measured at amortised cost or fair value. Pursuant to AASB 9, financial assets can only be measured at amortised cost if two conditions are met. One of these conditions is that the asset must be held within a business model whose objective is to hold assets in order to collect contractual cash flows. The other condition is that the contractual terms of the asset give rise on specified dates to cash flows that are solely payments of principal and interest on the principal amount outstanding.

The Commission has commenced reviewing the measurement of its financial assets against the new AASB 9 classification and measurement requirements. However, as the classification of financial assets at the date of initial application of AASB 9 will depend on the facts and circumstances existing at that date, the Commission's conclusions will not be confirmed until closer to that time. At this stage, and assuming no change in the types of transactions the Commission enters into, it is not expected that any of the Commission's financial assets will meet the criteria in AASB 9 to be measured at amortised cost. Therefore, as from the 2013-14 financial statements, all of the Commission's financial assets are expected to be required to be measured at fair value, and classified accordingly (instead of the measurement classifications presently used in notes 1(n) and 20). The same classification will be used for net gains/losses recognised in the Statement of Comprehensive Income in respect of those financial assets. In the case of the Commission's current receivables, as they are short-term in nature, the carrying amount is expected to be a reasonable approximation of fair value.

The most significant impact of the new measurement requirements on the Commission is that the "held to maturity" investment described in notes 1(n) and 20 will need to be measured at fair value. In addition, that investment will no longer be classified as "held to maturity". The Commission is not yet able to reliably estimate what the fair value of this investment will be at the date of initial application of AASB 9. The difference between the carrying amount of this investment and its initial fair value will be recognised as an adjustment to the balance of Accumulated Surplus on initial application of AASB 9. In respect of this change, the 2013-14 financial statements will need to disclose a comparison between the previous measurement classification and carrying amount as at 30 June 2013 and the new classification and fair value amount as at 1 July 2013. AASB 9 allows an entity to make an irrevocable election, at the date of initial recognition, to present in "other comprehensive income."

1. Summary of Significant Accounting Policies (cont'd)

(y) New and Revised Accounting Standards (cont'd)

The following new and revised standards apply as from reporting periods beginning on or after 1 January 2013 –

AASB 10 *Consolidated Financial Statements* ;

AASB 11 *Joint Arrangements* ;

AASB 12 *Disclosure of Interests in Other Entities* ;

AASB 127 (revised) *Separate Financial Statements*

AASB 128 (revised) *Investments in Associates and Joint Ventures* ; and

AASB 2011-7 *Amendments to Australian Accounting Standards arising from the Consolidation and Joint Arrangements Standards* [AASB 1, 2, 3, 5, 7, 9, 2009-11, 101, 107, 112, 118, 121, 124, 132, 133, 136, 138, 139, 1023 & 1038 and Interpretations 5, 9, 16 & 17].

These standards cannot be applied by not-for-profit entities prior to their effective date, as the AASB is presently considering modifying them for application by not-for-profit entities in an Australian context. Any such modifications are likely to clarify how the IASB's principles should be applied by not-for-profit entities. Hence, the Commission is not yet in a position to reliably determine the future implications of these new and revised standards for the Commission's financial statements.

AASB 10 redefines and clarifies the concept of control of another entity, which is the basis for determining which entities should be consolidated into an entity's financial statements. Therefore, subject to any not-for-profit modifications yet to be made to AASB 10, the Commission will need to re-assess the nature of its relationships with other entities, including entities that aren't currently consolidated.

AASB 11 deals with the concept of joint control, and sets out new principles for determining the type of joint arrangement that exists – which, in turn, dictates the accounting treatment. The new categories of joint arrangements under AASB 11 are more aligned to the actual rights and obligations of the parties to the arrangement. Subject to any not-for-profit modifications yet to be made to AASB 11, the Commission will need to assess the nature of any arrangements with other entities to determine whether a joint arrangement exists in terms of AASB 11.

AASB 12 contains a wide range of new disclosure requirements in respect of interests in other entities, whether those entities are controlled entities, associates, joint arrangements, or structured entities that aren't consolidated. The volume and nature of disclosures that the Commission will be required to make as from its 2013-14 financial statements will depend on the Commission's eventual assessment of the implications of the new and revised standards listed above, particularly AASB 10, AASB 11 and AASB 128.

A revised version of AASB 119 Employee Benefits applies from reporting periods beginning on or after 1 January 2013. The revised AASB 119 is generally to be applied retrospectively. Given the Commission's circumstances, the only implications for the Commission are that the revised standard clarifies the concept of "termination benefits", and the recognition criteria for liabilities for termination benefits will be different. If termination benefits meet the timeframe criterion for "short-term employee benefits", they will be measured according to the AASB 119 requirements for "short-term employee benefits".



1. Summary of Significant Accounting Policies (cont'd)

(y) New and Revised Accounting Standards (cont'd)

Otherwise, termination benefits will need to be measured according to the AASB 119 requirements for “other long-term employee benefits”. Under the revised standard, the recognition and measurement of employer obligations for “other long-term employee benefits” will need to be accounted for according to most of the requirements for defined benefit plans.

AASB 1053 *Application of Tiers of Australian Accounting Standards* applies as from reporting periods beginning on or after 1 July 2013. AASB 1053 establishes a differential reporting framework for those entities that prepare general purpose financial statements, consisting of two tiers of reporting requirements – Australian Accounting Standards (commonly referred to as “tier 1”), and Australian Accounting Standards – Reduced Disclosure requirements (commonly referred to as “tier 2”). Tier 1 requirements comprise the full range of AASB recognition, measurement, presentation and disclosure requirements that are currently applicable to reporting entities in Australia. The only difference between the tier 1 and tier 2 requirements is that tier 2 requires fewer disclosures than tier 1.

Details of which disclosures in standards and interpretations are not required under tier 2 reporting are set out in amending standards AASB 2010-2, AASB 2011-2, AASB 2011-6 and AASB 2011-11 (which also apply from reporting periods beginning on or after 1 July 2013). However, Treasury Department's Financial Reporting Requirements effectively do not allow application of AASB 2011-6 in respect of controlled entities, associates or interests in jointly controlled entities.

Pursuant to AASB 1053, public sector entities like the Commission may adopt tier 2 requirements for their general purpose financial statements. However, AASB 1053 acknowledges the power of a regulator to require application of the tier 1 requirements. In the case of the Commission, Treasury Department is the regulator. Treasury Department has advised that its policy decision is to require adoption of tier 1 reporting by all Queensland government departments and statutory bodies (including the Commission) that are consolidated into the whole-of-Government financial statements. Treasury's policy also prohibits the early adoption of the arrangements outlined in AASB 1053 and its accompanying amending standards. Therefore, the release of AASB 1053 and associated amending standards will have no impact on the Commission.

All other Australian accounting standards and interpretations with future commencement dates are either not applicable to the Commission's activities, or have no material impact on the Commission.



FINANCIALS

	2012 \$000	2011 \$000
2. Grants and Other Contributions		
State and Federal Grants	3,912	3,607
Total	3,912	3,607
3. Other Revenue		
Interest	49	88
Other	43	6
Total	92	94
4. Employee Expenses		
Employee Benefits		
Wages and salaries	1,950	2,009
Recreation leave expense	178	203
Employer superannuation contributions	* 219	230
Long service leave levy	* 40	42
Employee Related Expenses		
Workers' compensation premium	* 10	9
Payroll tax and fringe benefits	* 303	113
Other employee related expenses	49	63
Total	2,749	2,669

* Refer to Note 1(o).

The number of employees including both full-time employees and part-time employees measured on a full-time equivalent basis:

	2012	2011
Number of employees:	18	22



4. Employee Expenses (cont'd)

Key Executive Management Personnel

The following details for key executive management personnel include those positions that had authority and responsibility for planning, directing and controlling the activities of the Commission during 2011-12. Further information on these positions can be found in the body of the Annual Report under the section relating to Executive Management.

Position	Responsibilities	Current Incumbents	
		Contract classification and appointment authority	Date appointed to position (Date resigned from position)
Commissioner	The Commissioner is responsible for ensuring the efficient and quick discharge of the Commission's business, ensuring the Local Commissioners and the staff of the registry receive regular and appropriate training, preparing the annual report, making commission guidelines and carrying out the activities the Commissioner reasonably considers necessary to achieve the objects, as per the <i>Family Responsibilities Commission Act 2008</i> .	Commissioner, Governor in Council under the Family Responsibilities Commission Act 2008	25-April-2008
Registrar	The Registrar is responsible for managing the registry and the administrative affairs of the Commission.	SO 2, Public service appointment under the Public Service Act 2008	02-June-2008 (30-November-2011) 14-November-2011
Executive Officer	The Executive Officer is responsible for finance, business administration and human resources.	AO8, Public service appointment under the Public Service Act 2008	22-February-2011
Principal Case Manager	The role of the Principal Case Manager is primarily to manage the coordination and monitoring of clients and case plans.	AO8, Public service appointment under the Public Service Act 2008	27-April-2009

Remuneration

The Commissioner's remuneration is set by the Governor in Council as provided for under the *Family Responsibilities Commission Act 2008* and the remuneration policy for Commission's other key executive management personnel is set by the Queensland Public Service Commission as provided for under the *Public Service Act 2008*. The remuneration and other terms of employment for the key executive management personnel are specified in employment contracts. The contracts provide for other benefits including motor vehicles.

For the 2011-12 year, remuneration for the Commissioner increased by 1.5% as provided for under the *Family Responsibilities Commission Act 2008*, other key executive management personnel increased by 2.5% - 4% in accordance with government policy.

Remuneration packages for key executive management personnel comprise the following components:-

- Short term employee benefits which include:

- Base - consisting of base salary, allowances and leave entitlements paid and provided for the entire year or for that part of the year during which the employee occupied the specified position. Amounts disclosed equal the amount expensed in the Statement of Comprehensive Income.

- Non-monetary benefits – consisting of provision of vehicle together with fringe benefits tax applicable to the benefit.

- Long term employee benefits include long service leave accrued.



Key Executive Management Personnel Remuneration (cont'd)

- Post employment benefits include superannuation contributions.
 - Redundancy payments are not provided for within individual contracts of employment. Contracts of employment provide only for notice periods or payment in lieu of notice on termination, regardless of the reason for termination.
- Total fixed remuneration is calculated on a 'total cost' basis and includes the base and non-monetary benefits, long term employee benefits and post employment benefits.

1 July 2011 – 30 June 2012

Position	Short Term Employee Benefits		Long Term Employee Benefits	Post Employment Benefits	Termination Benefits	Total Remuneration
	Base \$'000	Non-Monetary Benefits \$'000				
Commissioner	304	40	12	39	-	395
Registrar (14-November-2011 to 30-June-2012)	94	-	2	9	-	105
Registrar (1-July-2011 to 30-November-2011)	56	-	2	6	-	64
Executive Officer	119	-	3	13	-	135
Principal Case Manager	112	-	5	13	-	130
Total Remuneration	685	40	24	80	-	829

1 July 2010 – 30 June 2011

Position	Short Term Employee Benefits		Long Term Employee Benefits	Post Employment Benefits	Termination Benefits	Total Remuneration
	Base \$'000	Non-Monetary Benefits \$'000				
Commissioner	287	30	19	37	-	373
Registrar	126	-	4	15	-	145
Executive Officer (1-July-2010 to 25-February-2011)	76	-	9	8	-	93
Executive Officer (22-February-2011 to 30-June-2011)	40	-	1	4	-	45
Principal Case Manager	102	-	4	13	-	119
Total Remuneration	631	30	37	77	-	775

* The methodology used for calculating the base component of key executive remuneration changed in 2011-12 from that used in the prior year, therefore the 2010-11 comparative figures have been restated.

Performance payments

No performance payments are available or made to the Executive Management of the Commission.



	2012 \$000	2011 \$000
5. Supplies and Services		
Building maintenance	24	33
Corporate service charges	144	139
Utilities	47	72
Property security charges	-	13
Equipment and building refurbishment	17	32
Consultants and contractors	-	81
Materials and running costs	348	404
Operating lease rentals	144	159
Staff travel	235	261
Computer costs	338	500
Local Commissioner fees	31	52
Total	1,328	1,746
6. Depreciation and Amortisation		
Depreciation and amortisation were incurred in respect of:		
Computer equipment	18	-
Leasehold Improvements	6	12
Software	78	157
Total	102	169
7. Other Expenses		
Insurance	6	5
External audit fees	35	35
Bad debts expense	5	-
Total	46	40
<p>* Total audit fees paid to the Queensland Audit Office relating to the 2011-12 financial year are estimated to be \$35,000 (2010-11: \$35,000) and are paid to the Queensland Audit Office. There are no non-audit services included in this amount.</p>		
8. Cash and Cash Equivalents		
Imprest accounts	2	1
Cash at bank	1,540	973
Total	1,542	974

Interest earned on cash held with the Commonwealth Bank earned between 3.35% to 4.6% in 2011-12 (4.35% and 4.6% in 2010-11).



FINANCIALS

	2012 \$000	2011 \$000
9. Receivables		
Trade debtors	4	469
	<hr/>	<hr/>
	4	469
GST receivable	8	23
	<hr/>	<hr/>
	8	23
Interest receivable	5	5
	<hr/>	<hr/>
Total	17	497

10. Other Current Assets		
Prepayments	4	1
Advances	-	6
Other	2	-
	<hr/>	<hr/>
Total	6	7

11. Intangible Assets		
Software Purchased		
At cost	287	287
Less: Accumulated amortisation	(287)	(209)
	<hr/>	<hr/>
Total	-	78

Intangible Assets Reconciliation

	Software Purchased		Work In Progress		Total	
	2012	2011	2012	2011	2012	2011
	\$000	\$000	\$000	\$000	\$000	\$000
Carrying amount at 1 July	78	235	-	-	78	235
Amortisation for period	(78)	(157)	-	-	(78)	(157)
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
Carrying amount at 30 June	-	78	-	-	-	78

Amortisation of intangible assets is included in the line item 'Depreciation and Amortisation' in the Statement of Comprehensive Income.

12. Property, Plant and Equipment

Leasehold improvements at cost	25	25
Less: Accumulated depreciation	(25)	(19)
	<hr/>	<hr/>
	-	6
	<hr/>	<hr/>
Computer equipment at cost	29	-
Less: Accumulated depreciation	(18)	-
	<hr/>	<hr/>
	11	-
	<hr/>	<hr/>
Total	11	6



12. Property, Plant and Equipment (cont'd.)

Property, Plant and Equipment Reconciliation

	Computer equipment		Leasehold Improvements		Total	
	2012	2011	2012	2011	2012	2011
	\$000	\$000	\$000	\$000	\$000	\$000
Carrying amount at 1 July	-	-	6	18	6	18
Acquisitions	29	-	-	-	29	-
Depreciation for period	(18)	-	(6)	(12)	(24)	(12)
Carrying amount at 30 June	11	-	-	6	11	6
					2012	2011
					\$000	\$000

13. Payables

Trade creditors	38	-
Audit fees	29	24
Computer costs	10	-
Staff training	5	-
Accommodation	24	-
Payroll tax	188	
Motor vehicle related	2	14
Communications	2	5
Travel related	3	10
Other	6	10
Total	307	63

14. Accrued Employee Benefits

Current

Salary and wage related	10	8
Recreation leave	212	222
Long service leave levy payable	10	11
Total	232	241

15. Reconciliation of Operating Result to Net Cash from Operating Activities

Operating deficit	(221)	(923)
Depreciation and amortisation expense	102	169
Changes in assets and liabilities:		
(Increase)/decrease in trade receivables	465	(448)
(Increase)/decrease in interest receivables	-	4
Decrease in GST receivables	15	5
(Increase)/decrease in trade creditors	244	(103)
(Increase)/decrease in accrued employee benefits	(9)	35
Net cash from/(used in) operating activities	596	(1,261)



2012 2011
\$000 \$000

16. Non-Cash Financing and Investing Activities

No assets or liabilities were received or donated to / transferred by the Commission and recognised as revenues and expenses.

17. Commitments for Expenditure

(a) Non-Cancellable Operating Lease

Commitments under operating leases at reporting date are inclusive of anticipated GST and are payable as follows:

Not later than one year	37	100
Later than one year and not later than five years	3	24
Total	40	124

Operating leases are entered into as a means of acquiring access to office accommodation and office equipment for the Commission. Lease payments are generally fixed, but with inflation escalation clauses on which contingent rentals are determined.

Two of the leases have renewable options which is exercisable at market prices. No purchase options exist in relation to operating leases and no operating leases contain restrictions on financing or other leasing activities.

(b) Capital Expenditure Commitments

There are no material classes of capital expenditure commitments contracted for at reporting date.

18. Contingencies

There are no matters known to the Commission as at 30 June 2012 which would give rise to the recognition of a contingent asset or liability.

19. Events Occurring after Balance Date

There were no significant events occurring after balance date.



20. Financial Instruments**(a) Categorisation of Financial Instruments**

The Commission has the following categories of financial assets and financial liabilities:

Category	Note	2012 \$'000	2011 \$'000
Financial Assets			
Cash and cash equivalents	8	1,542	974
Receivables	9.	17	497
Total		1,559	1,471
Financial Liabilities			
Payables	13	307	63
Total		307	63

(b) Financial Risk Management

The Commission's activities expose it to a variety of financial risks - interest rate risk, credit risk, liquidity risk and market risk.

Financial risk management is implemented pursuant to Government and Commission policy. These policies focus on the unpredictability of financial markets and seek to minimise potential adverse effects on the financial performance of the Commission.

All financial risk is managed by Executive Management under policies approved by the Commission. The Commission provides written principles for overall risk management, as well as policies covering specific areas.

The Commission measures risk exposure using a variety of methods as follows -

Risk Exposure	Measurement method
Credit Risk	Ageing analysis, earnings at risk
Liquidity Risk	Sensitivity analysis
Market Risk	Interest rate sensitivity analysis

(c) Credit Risk Exposure

Credit risk exposure refers to the situation where the Commission may incur financial loss as a result of another party to a financial instrument failing to discharge their obligation.

The maximum exposure to credit risk at balance date in relation to each class of recognised financial assets is the gross carrying amount of those assets inclusive of any allowance for impairment.

No collateral is held as security and no credit enhancements relate to financial assets held by the Commission.



20. Financial Instruments (cont'd)

(c) Credit Risk Exposure (cont'd)

reduce the exposure to credit default by ensuring that the Commission invests in secure assets and monitors all funds owed on a timely basis. Exposure to credit risk is monitored on an ongoing basis.

No financial assets and financial liabilities have been offset and presented net in the Statement of Financial Position.

The method for calculating any allowance for impairment is based on past experience, current and expected changes in economic conditions and changes in client credit ratings.

No financial assets have had their terms renegotiated so as to prevent them from being past due or impaired, and are stated at the carrying amounts as indicated.

Aging of past due but not impaired as well as impaired financial assets are disclosed in the following tables:

2012 Financial Assets Past Due But Not Impaired

		Less than 30 Days	Overdue 30-60 Days	61-90 Days	More than 90 Days	Total
	Note	\$'000	\$'000	\$'000	\$'000	\$'000
Financial Assets						
Receivables	9.	1	-	-	3	4
Total		1	-	-	3	4

2011 Financial Assets Past Due But Not Impaired

		Less than 30 Days	Overdue 30-60 Days	61-90 Days	More than 90 Days	Total
	Note	\$'000	\$'000	\$'000	\$'000	\$'000
Financial Assets						
Receivables	9.	1	-	-	3	4
Total		1	-	-	3	4

Correction of error

Due to receivables that are not past due been included in the calculation of financial assets past due but not impaired above, the financial assets past due but not impaired balance has been overstated by \$493,000 for the year ended 30 June 2011.



20. Financial Instruments (cont'd)**(d) Liquidity Risk**

Liquidity risk refers to the situation where the Commission may encounter difficulty in meeting obligations associated with financial liabilities that are settled by delivering cash or another financial asset.

The Commission is exposed to liquidity risk in respect of its payables.

The Commission manages liquidity risk through the use of management reports. This strategy aims to reduce the exposure to liquidity risk by ensuring the Commission has sufficient funds available to meet employee and supplier obligations as they fall due. This is achieved by ensuring that sufficient levels of cash are held within the various bank accounts so as to match the expected duration of the various employee and supplier liabilities.

The following table sets out the liquidity risk of financial liabilities held by the Commission. It represents the contractual maturity of financial liabilities, calculated based on undiscounted cash flows relating to the liabilities at reporting data.

	Note	2012 Payable in			Total
		<1year \$'000	1-5 years \$'000	>5 years \$'000	\$'000
Financial Liabilities					
Payables	13	307	-	-	307
Total		307	-	-	307
	Note	2011 Payable in			Total
		<1year \$'000	1-5 years \$'000	>5 years \$'000	\$'000
Financial Liabilities					
Payables	13	63	-	-	63
Total		63	-	-	63

(e) Market Risk

The Commission does not trade in foreign currency and is not materially exposed to commodity price changes. The Commission is exposed to interest rate risk through its cash deposits in interest bearing accounts. The Commission does not undertake any hedging in relation to interest risk and manages its risk as per the liquidity risk management strategy.



20. Financial Instruments (cont'd)

(f) *Interest Rate Sensitivity Analysis*

The following interest rate sensitivity analysis is based on a report similar to that which would be provided to management, depicting the outcome to operating result if interest rates would change by +/-1% from the year-end rates applicable to the Commission's financial assets and liabilities. With all other variables held constant, the Commission's operating result and equity would have an increase/(decrease) of \$15,000 (2011: \$10,000). This is attributable to the Commission's exposure to variable interest rates on interest bearing cash deposits.

Financial Instruments	Carrying Amount	2012 Interest rate risk			
		-1%		+ 1%	
		Operating Result	Equity	Operating Result	Equity
		\$'000	\$'000	\$'000	\$'000
Cash	1,542	(15)	(15)	15	15
Overall effect on operating result and equity		(15)	(15)	15	15

Financial Instruments	Carrying Amount	2011 Interest rate risk			
		-1%		+ 1%	
		Operating Result	Equity	Operating Result	Equity
		\$'000	\$'000	\$'000	\$'000
Cash	974	(10)	(10)	10	10
Overall effect on operating result and equity		(10)	(10)	10	10

(g) *Fair Value*

The fair value of trade receivables and payables is assumed to approximate the value of the original transaction, less any provision for impairment.

The Commission has not offset any assets and liabilities.



21. Going Concern

Pursuant to section 152 of the *Family Responsibilities Commission Act 2008* (Act), the cessation date of the Commission is 1 January 2013. The Commission's ability to continue to operate beyond 1 January 2013 is dependent upon the amendment to the Act to extend the expiry date. As the Bill to amend this Act has not yet been introduced to Parliament, significant uncertainty exists over the Commission's ability to continue as a going concern. The Queensland Government has provided 'in-principle' support to the continuation of the Cape York Welfare Trial to 31 December 2013.

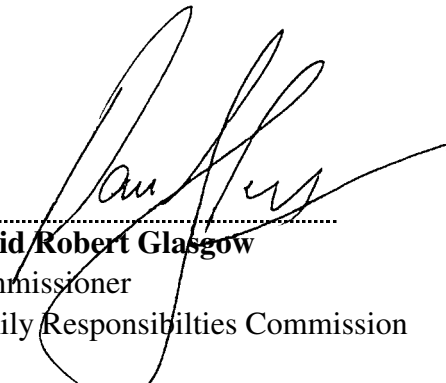
Management have therefore assessed that, while uncertainty exists in relation to the Commission's ability to continue as a going concern beyond 1 January 2013, it is appropriate to prepare financial statements on a going concern basis.



Certificate of the Family Responsibilities Commission


These general purpose financial statements have been prepared pursuant to section 62(1) of the *Financial Accountability Act 2009* (the Act), relevant sections of the *Financial and Performance Management Standard 2009* and other prescribed requirements. In accordance with section 62 (1)(b) of the Act we certify that in our opinion:

- (a) the prescribed requirements for establishing and keeping the accounts have been complied with in all material respects: and
- (b) the statements have been drawn up to present a true and fair view, in accordance with prescribed accounting standards, of the transactions of Family Responsibilities Commission for the financial year 1 July 2011 to 30 June 2012 and of the financial position of the Commission as at the end of that year.



.....
David Robert Glasgow
Commissioner
Family Responsibilities Commission

Date: 31 August 2012



.....
Alison Kollmorgen MPA, MBA
Executive Officer
Family Responsibilities Commission

Date: 31 August 2012

INDEPENDENT AUDITOR'S REPORT

To the Commissioner of the Family Responsibilities Commission

Report on the Financial Report

I have audited the accompanying financial report of Family Responsibilities Commission, which comprises the statement of financial position as at 30 June 2012, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and certificates given by the Commissioner and Executive Officer.

The Commissioner's Responsibility for the Financial Report

The Commissioner is responsible for the preparation of the financial report that gives a true and fair view in accordance with prescribed accounting requirements identified in the *Financial Accountability Act 2009* and the *Financial and Performance Management Standard 2009*, including compliance with Australian Accounting Standards. The Commissioner's responsibility also includes such internal control as the Commissioner determines is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

My responsibility is to express an opinion on the financial report based on the audit. The audit was conducted in accordance with the *Auditor-General of Queensland Auditing Standards*, which incorporate the Australian Auditing Standards. Those standards require compliance with relevant ethical requirements relating to audit engagements and that the audit is planned and performed to obtain reasonable assurance about whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation of the financial report that gives a true and fair view in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control, other than in expressing an opinion on compliance with prescribed requirements. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Commissioner, as well as evaluating the overall presentation of the financial report including any mandatory financial reporting requirements approved by the Treasurer for application in Queensland.

I believe that the audit evidence obtained is sufficient and appropriate to provide a basis for my audit opinion.

Independence

The *Auditor-General Act 2009* promotes the independence of the Auditor-General and all authorised auditors. The Auditor-General is the auditor of all Queensland public sector entities and can be removed only by Parliament.

The Auditor-General may conduct an audit in any way considered appropriate and is not subject to direction by any person about the way in which audit powers are to be exercised. The Auditor-General has for the purposes of conducting an audit, access to all documents and property and can report to Parliament matters which in the Auditor-General's opinion are significant.

Opinion

In accordance with s.40 of the *Auditor-General Act 2009* —

- (a) I have received all the information and explanations which I have required; and
- (b) in my opinion —
 - (i) the prescribed requirements in relation to the establishment and keeping of accounts have been complied with in all material respects; and
 - (ii) the financial report presents a true and fair view, in accordance with the prescribed accounting standards, of the transactions of the Family Responsibilities Commission for the financial year 1 July 2011 to 30 June 2012 and of the financial position as at the end of that year.

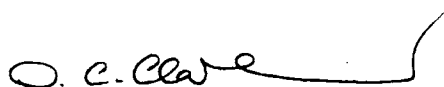
Emphasis of Matter - Material Uncertainty Regarding Continuation as a Going Concern

Without modifying my opinion, attention is drawn to Note 21 in the financial report which identifies that the *Family Responsibilities Act 2008* will expire on 1 January 2013. The Commission's ability to continue to operate beyond 1 January 2013 is dependent upon the amendment of the Act and extension of the expiry date. As the Bill to amend this Act has not yet been introduced to Parliament, significant uncertainty exists over the Commission's ability to continue as a going concern.

Other Matters - Electronic Presentation of the Audited Financial Report

This auditor's report relates to the financial report of the Family Responsibilities Commission for the year ended 30 June 2012. Where the financial report is included on the Commission's website the Commissioner is responsible for the integrity of the Commission's website and I have not been engaged to report on the integrity of the Commission's website. The auditor's report refers only to the subject matter described above. It does not provide an opinion on any other information which may have been hyperlinked to/from these statements or otherwise included with the financial report. If users of the financial report are concerned with the inherent risks arising from publication on a website, they are advised to refer to the hard copy of the audited financial report to confirm the information contained in this website version of the financial report.

These matters also relate to the presentation of the audited financial report in other electronic media including CD Rom.



OC Clare FCPA
as Delegate of the Auditor-General of Queensland



Queensland Audit Office
Brisbane

APPENDICES



APPENDIX A

Family Responsibilities Board – Schedule of Meetings

Date of FR Board Meeting	Venue	Attendees
15 August 2011	Executive Building 100 George Street Brisbane	Mr John Bradley, Director-General, Department of the Premier and Cabinet; Mr Noel Pearson, Director, Cape York Institute for Policy and Leadership; Mr Finn Pratt, Secretary, Families, Housing, Community Services and Indigenous Affairs.
21 November 2011	Cape York Room Level 8 Indigenous Coordination Centre Corner Sheridan and Spence Streets Cairns	Mr John Bradley, Director-General, Department of the Premier and Cabinet; Mr Noel Pearson, Director, Cape York Institute for Policy and Leadership; Mr Finn Pratt, Secretary, Families, Housing, Community Services and Indigenous Affairs.
14 May 2012	Executive Building 100 George Street Brisbane	Mr Jon Grayson, Director-General, Department of the Premier and Cabinet; Mr Richie Ah Mat, Board Member, Cape York Partnerships, representative for Mr Noel Pearson, Director, Cape York Institute for Policy and Leadership; Mr Finn Pratt, Secretary of Families, Housing, Community Services and Indigenous Affairs.

Note: The FR Board Meeting of 20 February 2012 was cancelled as the Queensland Government was in a caretaker period prior to the Queensland State election of the 24 March 2012.



APPENDICES

APPENDIX B - SITTING CALENDAR

Family Responsibilities Commission 1 July 2011 to 31 December 2011

Week Commencing	Coen	Aurukun	Hope Vale	Mossman Gorge	Cairns Office
4 July					NAIDOC Week
11 July		12, 13, 14			11, 15
18 July					Development Week 21 Estimates Hearing Brisbane 22 Cairns Show Day
25 July	25	26, 27, 28			29
1 August			2	3, 4	1, 5
8 August		9, 10, 11			8, 12
15 August			16, 17	18	15 FR Board Meeting 15, 19
22 August	22	23, 24, 25			26
29 August			30, 31		29 August, 1, 2 September
5 September		6, 7, 8			5, 9
12 September			13, 14	15	12, 16
19 September					Office week
26 September					Office week
3 October	3	4, 5, 6			7
10 October			11, 12	13	10, 14
17 October		18, 19, 20			17, 21
24 October			25, 26		24, 27, 28
31 October	31	1, 2, 3			4
7 November			8, 9	10	7, 11
14 November		15, 16, 17			14, 18
21 November			22, 23	24	25 FR Board Meeting 21, 25
28 November	28	29, 30, 1			2
5 December			6, 7	8	5, 9
12 December		13, 14, 15			12, 16
19 December					Office week
26 December	Public Holiday				27, 28, 29, 30 Office closed for Xmas

APPENDICES



Family Responsibilities Commission 1 January 2012 to 30 June 2012

Week Commencing	Coen	Aurukun	Hope Vale	Mossman Gorge	Cairns Office
2 January					Office week
9 January					Office week
16 January					Office week
23 January				Public Holiday	26 Australia Day 23, 24, 25, 27
30 January		31, 1, 2			30 Jan, 3 Feb
6 February			7, 8	9	6, 10
13 February	13	14, 15, 16			17
20 February			21, 22	23	20, 24
27 February		28, 29, 1			27 Feb, 2 March
5 March			6, 7		5, 8, 9
12 March		13, 14, 15			12, 16
19 March			20, 21		19, 22, 23
26 March	26	27, 28, 29			30
2 April				3	6 Good Friday
9 April	Public Holiday				9 Easter Monday
16 April	16	17, 18, 19			20
23 April			23, 24 Public Holiday	26	25 ANZAC Day 27
30 April					30 April, 1, 2, 3, 4 May
7 May	Public Holiday				7 May Day Development Week
14 May			15, 16	17	14, 18, 14 FR Board Meeting
21 May	21	22, 23, 24			25
28 May			29, 30	31	28 May, 1 June
4 June		5, 6, 7			4, 8
11 June	Public Holiday		12, 13	14	11 Queens Birthday 15
18 June	18	29, 20, 21			22
25 June					Office Week



APPENDICES

APPENDIX C

Cape York Welfare Reform

The Cape York Welfare Reforms are a partnership between four CYWR trial communities, the Queensland Government, Australian Government and the Institute. The Cape York Welfare Reforms aim to address passive dependence on welfare and rebuild social norms in the communities.

The participating communities

The CYWR trial communities are:

- Aurukun
- Coen
- Hope Vale
- Mossman Gorge.

Aurukun

Aurukun is on the western coast of Cape York and is approximately 900 kilometres northwest of Cairns, and about 200 kilometres south of Weipa. The community had an estimated resident adult population of 784 people as at 30 June 2010¹.

Coen

The township of Coen is about halfway between Cairns and the tip of Cape York. It is not a discrete Aboriginal community and is part of Cook Shire. The township had an estimated resident adult population of 193 people as at 30 June 2010².

Hope Vale

Hope Vale is situated on the Cape York Peninsula and is 46 kilometres northwest of Cooktown. The estimated resident adult population of Hope Vale was 588 people as at 30 June 2010³.

Mossman Gorge

Mossman Gorge is a small Aboriginal community 75 kilometres north of Cairns, 4 kilometres from Mossman (the nearest town), and approximately 25 kilometres by road from Port Douglas. It is not a discrete Aboriginal community and is part of the Cairns Regional Council area. The community had an estimated resident adult population of 104 people as at 30 June 2010⁴.

-
1. Note: Adults 17 years and over provided by Office of Economic and Statistical Research (OESR) from Australian Bureau of Statistics (ABS) Estimated Resident Population (ERP) figures.
 2. Adults 17 years and over provided by OESR. Estimated by applying the proportion of the ABS 2006 Census Collection District population aged 17 years and over to the total ERP. Due to the inherent uncertainty associated with population estimates of very small communities, the Coen population has been held constant at level estimates for 30 June 2006.
 3. Note: Adults 17 years and over provided by OESR from ABS Estimated Resident Population figures.
 4. Adults 17 years and over provided by OESR. Estimated by applying the proportion of the ABS 2006 Census Collection District population aged 17 years and over to the total ERP. Due to the inherent uncertainty associated with population estimates of very small communities, the Mossman Gorge population has been held constant at level estimates for 30 June 2006.

GLOSSARY OF TERMS



Abbreviations

ABS	Australian Bureau of Statistics
AFL	Australian Football League
AFP	Active Family Pathways
ALP	Australian Labor Party
ATODs	Alcohol, Tobacco and Other Drugs Service
BCP	Business Continuity Plan
BBNI	Bamanga Bubu Ngadimunku Incorporated
CDEP	Community Development Employment Projects
CEO	Chief Executive Officer
CIM	Conditional Income Management
COAG	Council of Australian Governments
CPA	Certified Practising Accountant
CYAAA	Cape York Aboriginal Australian Academy
CYP	Cape York Partnerships
CYWR	Cape York Welfare Reform
DJAG	Department of Justice and Attorney-General
EFV	Ending Family Violence
EMT	Executive Management Team
ERP	Estimated Resident Population
FaHCSIA	Department of Families, Housing, Community Services and Indigenous Affairs
FRA	Family Responsibilities Agreement
FR Board	Family Responsibilities Board
FRC	Family Responsibilities Commission
FTE	Full Time Equivalent
IT	Information Technology
LAG	Local Action Group

LNP	Liberal National Party
MOU	Memorandum of Understanding
NAIDOC	National Aborigines and Islanders Day Observance Committee
NASA	Non-Attendance at School in Welfare reform Communities
NIITF	National Indigenous Violence and Child Abuse Intelligence Task Force
NIRA	National Indigenous Reform Agreement
OESR	Office of Economic and Statistical Research
QCS	Queensland Corrective Services
RFDS	Royal Flying Doctor Service
SBS	Special Broadcasting Service
SCMF	Student Case Management Framework
SCM	Student Case Manager
SPRC	Social Policy Research Centre
TIS	Translating and Interpreting Service
TSS	Transition Support Services
VIM	Voluntary Income Management
WBC	Wellbeing Centre

Also:

Cape York Institute for Policy and Leadership
([the Institute](#))

Family Responsibilities Board ([the Board](#))

Family Responsibilities Commission ([the Commission](#))

Family Responsibilities Commission Act 2008 ([the Act](#))

Family Responsibilities Commission Registry
([the Registry](#))

Mr David Glasgow, Family Responsibilities
Commissioner ([the Commissioner](#))



CONTACT DETAILS

Family Responsibilities Commission

Cairns Central Registry

PO Box 5438, Cairns Qld 4870
Level 3, 107 Lake Street, Cairns
Ph (07) 4057 3870
Fax (07) 4041 0974
www.frcq.org.au

Aurukun

CJG Building, Wuungkah Street, Aurukun 4871
Ph (07) 4060 6185
Fax (07) 4060 6094

Coen

Coen Opportunity Hub, Taylor Street, Coen 4871
Ph (07) 4060 1037
Fax (07) 4041 0974

Hope Vale

Office 1, Hope Vale Business Service Centre, 3 Muni Street, Hope Vale 4895
Ph (07) 4060 9153
Fax (07) 4060 9137

Mossman Gorge

Lunde Street, Mossman Gorge 4873
Ph (07) 4098 1908
Fax (07) 4098 3594

For more information on the communities and population compositions, view the Quarterly Reports at: <http://www.indigenous.qld.gov.au/atsis/government/programs-and-initiatives/family-responsibilities-commission> and <http://statistics.oesr.qld.gov.au/qld-regional-profiles>





