



Queensland Government

## Family Responsibilities Commission

### OPEN DATA STRATEGY 2022-2025

#### Executive Summary

On 9 October 2012 the Queensland Premier announced an “open data revolution”, committing to providing the public with data from across all sections of government. This data is to be provided on the basis that it can be republished without copyright restrictions or patents and utilised for the benefit of all Queenslanders. The data provided must be non-personal data (data which does not reveal identifying information about individuals). The Queensland Government’s aim of providing government data is to encourage the innovative use of government data for practical applications, and for the benefit of society generally.

The purpose of the Family Responsibilities Commission (the Commission) is to support welfare reform community members to restore socially responsible standards of behaviour, local authority and wellbeing for themselves and their families. In fulfilling this purpose, the Commission’s service charter statement reflects the Government’s open data revolution intention of encouraging innovation in the use of information:

*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 State and Australian Governments that achieve the outcomes sought for the welfare reform communities. In doing so, we will nurture a spirit of inquiry and innovation, and will embrace the challenge of sourcing unconventional and creative solutions to address the complex problems that confront our communities.*

#### Strategic Overview

The objective of the Commission’s Open Data Strategy is to identify data that can be readily made available to the public, and to make this data available in machine readable format. The purpose of releasing this data to the public is to comply with the Queensland Government’s open data revolution, and in particular to augment future decisions in regard to welfare reform.

The longer-term goal of the Commission’s Open Data Strategy is to seek an expansion of the data to be made available for publication, bearing in mind privacy and legislative constraints, and to identify methods to de-identify data to facilitate this further publication.

The *Family Responsibilities Commission Act 2008* (the FRC Act) is the core legislation that authorises the collection, use and disclosure of personal information by the Commission. At the time of receiving an agency notice the Commission determines whether the person/s named on the notice is deemed a community member and falls within the jurisdiction of the Commission according to sections 7 and 8 of the FRC Act. Part 8 of the FRC Act provides for information exchange about community members between the Commission and other entities to assist the Commission to make decisions under the FRC Act and to support cohesive and coordinated service provision to community members. These particular provisions include what information the Commissioner may give to other entities, information requirements made by the Commissioner, the giving of protected information and interaction with other laws.



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Apart from Child Welfare and Safety notices, section 141 of the FRC Act sets out the parameters within which certain documents must be destroyed. If the Commissioner is satisfied no relevant person for an agency notice is deemed a community member, the agency notice is determined to be not within the jurisdiction of the Commission. Such an agency notice, and any other documents obtained by the Commission or Commissioner for the purpose of deciding whether any relevant person falls within the jurisdiction of the Commission, is placed on a destruction register. Under 141(3) the Commissioner must destroy the agency notice and any other documents as soon as practicable after the Commissioner is satisfied no relevant person for the agency notice is a community member. The Commission creates two destruction registers each year 1 January – 30 June and 1 July – 31 December. Documents on the destruction register are then destroyed twice a year, six months after the end of the 30 June register and six months after the end of the 31 December register. In June 2018 a freeze on the disposal of Child Safety and Welfare notices was implemented in response to recommendations arising from the *Final Report of the Royal Commission into Institutional Responses to Child Sexual Abuse*.

The Family Responsibilities Commission respects and protects people's privacy and collects, stores, uses and discloses personal information responsibly and transparently. Where legislation does not provide direction for the collection, management, use and disclosure of personal information, the Commission will operate in accordance with the 11 Information Privacy Principles (IPPs) set out in the *Information Privacy Act 2009*.

In the performance of its functions, the Commission holds records containing personal information to assist it to:

- identify community members who are failing to comply with their welfare obligations relating to school enrolment and attendance, child safety and welfare matters, domestic violence orders, unlawful activity and compliance with tenancy obligations
- decide who is within the jurisdiction of the Commission
- decide who the Commission should have a conference with
- decide on appropriate conference outcomes and
- monitor compliance with Family Responsibilities Agreements, Orders and Case Plans.

The Commission receives the following data extracts from the Commonwealth Government:

- Data is obtained by the Commission on clients with addresses registered in the five welfare reform communities through access to the Business Online Human Services network (PRODA) which provides personal information disclosures including address and payment histories, partner and dependent child details and enables upload of income management information.



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For all agency notices determined to be within jurisdiction the Commission maintains records of the agency notices, which are given to the Commission in the following circumstances:

- a person's child is absent from school within a welfare reform community for all or part of 3 school days in a school term, without reasonable excuse
- a person's child is absent from school outside of a welfare reform community for all or part of 3 school days in a school term, without reasonable excuse and the principal is aware that the parent lives, or has at any time since the commencement of section 40 lived in a welfare reform community area
- a person has a child of school age who is not enrolled in school without lawful excuse and the Chief Executive Officer of the Department of Education is aware that the parent, or their child lives, or has at any time since the commencement of section 41 lived in a welfare reform community area
- a person is the subject of a Child Safety and Welfare notice and the Chief Executive Officer of the Department of Children, Youth Justice and Multicultural Affairs is aware that the notice relates to conduct that occurred in a welfare reform community area, or that the person, the subject of the allegation lives or has at any time since the commencement of section 42 lived in a welfare reform community area
- a person is convicted of an offence, or has a protection order made against them in a Court in a welfare reform community, Cooktown or Mossman, or another Queensland Court when the Registrar/Clerk of the Court has been advised that the offender (or parent of a child) lives, or has at any time since the commencement of section 43 lived, in a welfare reform community area or
- a person breaches his or her tenancy agreement in relation to social housing in a welfare reform community – for example, by using the premises for an illegal purpose, causing a nuisance or failing to remedy rent arrears.

The Commission maintains records of conference proceedings and outcomes, including (but not limited to):

- notices to attend a conference
- records of conferences
- Family Responsibilities Agreements
- Family Responsibilities Orders and
- Family Responsibilities Case Plans.

The Commission maintains records prepared in monitoring a person's compliance with a Family Responsibilities Agreement, Order and Case Plan, such as Progress Reports from service providers to which Commission clients have been referred under a Case Plan, and case notes relevant to the client.



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The Commission also maintains records prepared in relation to community members who seek voluntary referral to the Commission and enter into voluntary income management arrangements.

Relevant information about individuals who are notified to the Commission and are within the jurisdiction of the Commission is maintained on an electronic client database. The database may include the following personal information:

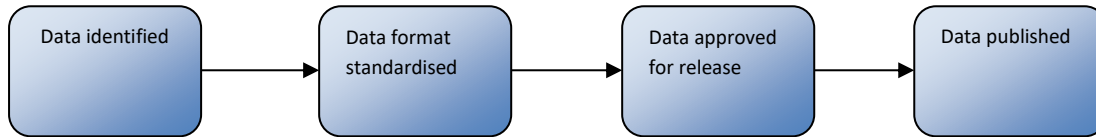
- client name, alias, date of birth, address history, family details, Centrelink payment history and income management information
- school information inclusive of children's names, date of birth, school being attended, school attendance data, details of carer/parent/grandparent/guardian and addresses
- Court information inclusive of details of convictions, plea and sentence, community service orders/probation orders, DV orders and bail conditions
- Child Safety and Welfare notices inclusive of substantiated and unsubstantiated allegations, investigation details, details of Intervention and Parental Agreements, Case Plans, Child Safety history and individual's details contained within the Child Safety and Welfare notice
- tenancy notices inclusive of lease details/occupant details, arrears of rent and damage to property
- Queensland Corrective Services information inclusive of record of imprisonment and release, dates and details of corrective courses completed
- Queensland Corrective Services, Probation and Parole information including further details on community service orders and probation orders
- conference information inclusive of conference dates, times, names of support persons present, outcomes of conference and decision-making process
- service provider information inclusive of client attendance at support services/programs
- compliance/non-compliance with Case Plans, details of goals and actions to be completed in the Case Plans and details of appeals or amendments sought to Commission orders/agreements.

Physical client files are also maintained for each individual who has been notified to the Commission and who falls within the jurisdiction of the Commission. The physical client files contain information as detailed above, including additional correspondence.



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The following describes the Commission's proposed release process:



### Data

The Commission will release de-identified data as provided for under sections 143 and 144 of the FRC Act. For further information refer to Appendix A.

It is anticipated that the publication of Commission data on the Government's Open Data website will:

- improve services to the community
- inform future government decisions in regard to welfare reform
- facilitate customer feedback on the types of data sought and
- identify improvements in managing datasets and maintaining the integrity of data quality.

Currently the Commission does not generate a charge or cost recovery for the provision of information.

### Future program

The Commission will review data held on an annual basis in order to determine whether data not released may be released at a later stage, and what new datasets have been established which could be released to the public. Feedback from stakeholders and customers will be utilised to inform this process.

Instructions issued by the Queensland Government regarding the open data revolution encourage agencies to provide data in a raw state. Due to the population demographic in the welfare reform communities, some of this raw data may compromise our privacy legislation. Due to these legislative constraints, the Commission will be required to review any future release of raw data.

This Open Data Strategy will be reviewed on an annual basis and the Commission will commit to continuously improving the quality of our datasets.



## Appendix

### Datasets to be released and release timeline

Dataset name	Description of data	Target date of publishing (i.e. month & year)	Frequency of update (eg daily, monthly, quarterly, annually)	End of release date (if applicable)	Open licence? (Yes or No)
Notices received	Notices received which fall within the Commission's jurisdiction	October 2018	Quarterly		Yes
Conferences	Conferences held across the five welfare reform communities	October 2018	Quarterly		Yes
Conference Outcomes	Types of conference outcomes e.g. a client enters into a Family Responsibilities Agreement or is placed on a Conditional Income Management order	October 2018	Quarterly		Yes
Referrals from conference	Referrals issued to a client to attend support services	October 2018	Quarterly		Yes
Show cause hearings	Show cause hearings held across the five welfare reform communities	October 2018	Quarterly		Yes
Applications to amend or end agreements or orders	Applications received from clients to amend or end their agreement or order and outcome of the applications	October 2018	Quarterly		Yes
Consultancies	Consultancies expenditure broken down in categories relevant to the Family Responsibilities Commission and total cost of consultancies for the financial year.	February 2022	Annual		Yes