



Department of Justice and Community Safety

Secretary

Level 26
121 Exhibition Street
Melbourne Victoria 3000
Telephone: (03) 9915 3759
www.justice.vic.gov.au
DX: 210077

Our ref: EBC 21074902
Your ref: COR 2015 004974

04 October 2021

His Honour John Cain
State Coroner
Coroners Court of Victoria
65 Kavanagh Street
SOUTHBANK VIC 3006

Dear State Coroner Cain

I refer to your findings and recommendations made on 6 July 2021 regarding the death of Ms Simone Quinlan, who tragically died on 25 August 2015 as a result of multiple injuries inflicted by her partner Mr Brendan Neil and his associate, Mr Wayne Marmo. Both were subject to a Community Correction Order, supervised by Community Correctional Services (CCS) at the time of this incident.

I note you two of your recommendations are the same as those made by Deputy State Coroner English in the Kylie Cay inquest, directed to Corrections Victoria (CV), now Justice Services, a business unit of the Department of Justice and Community Safety (DJCS). The DJCS response to the recommendations is as follows:

Recommendation 1

To introduce an electronic case management system to enhance Community Correctional Services' management of an offender's compliance with their Community Corrections Order. The system needs to address issues identified in this case such as the lack of awareness of non-compliance, lack of supervision and the supervisors' awareness of non-compliance, and the ability to address non-compliance early. The system should allow case managers the ability to create a schedule outlining how each condition will be completed and contain key milestones that must be reached. This will ensure that starting at induction, case managers and offenders will have a clear case plan to complete and comply with conditions. The system should also allow supervisors the ability to oversee the management of serious offenders with an automated overview of their compliance which allows early interventions to occur when non-compliances are logged.

The recommendation is supported in-principle.

Further to the DJCS's written response to the court dated 31 July 2020 (our reference CD/20/433937), and Mr Neil's and Mr Marmo's management in 2015, CCS' management of

offenders has been significantly strengthened through the *CCS Expansion and Reform Program*. The reform program overhauled the service delivery model and improved workforce capability and capacity. Reforms that have been implemented that are particularly relevant to the issues identified in this case include: major redevelopment of CCS staffing structures; enhanced risk assessment and case management practices which serve to strengthen the level of case management provided to offenders; and the oversight of offender files by CCS practitioners, supervisors and managers.

Alongside this work, a suite of reforms has also been embedded across the CCS service delivery model to strengthen the management of family violence perpetrators, in line with legislative changes made in response to the recommendations arising from the 2016 Royal Commission into Family Violence.

In relation to the functionality proposed as part of the recommended electronic case management system, the implementation of any new electronic case management system will necessarily be subject to Government budget decision making processes. While largely underpinned by paper-based processes, the current CCS case management framework does capture specific activities relating to case planning, goal setting, monitoring and response to non-compliance. CV's existing electronic offender management system also supports the recording of non-compliance events such as missed appointments and existing operating procedures outline the requirements for the investigation and action required in response to non-compliance.

Recommendation 2

To implement training for all Community Correctional Services staff state-wide who are involved in preparation of Judicial Monitoring reports, regarding their composition and contents to improve the quality and accuracy of these reports.

The recommendation is accepted. Report writing is to be incorporated into future training programs to be delivered to court case management and court advice practitioners. This will support CCS in the preparation of all written reports for the judiciary, including judicial monitoring reports.

Should you require any further information, your office can contact Jenny Roberts, Director, Community Operations and Parole, DJCS, on 0448 342 435 or jenny.roberts@justice.vic.gov.au.

Yours sincerely



Rebecca Falkingham
Secretary

04/10/2021