



Department of Justice and Community Safety

Secretary

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Our ref: 21084029
Your ref: COR 2016 6105

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 12 August 2021 regarding the death of [REDACTED] who tragically died [REDACTED] following an assault committed by his partner, [REDACTED]. Both [REDACTED] and [REDACTED] were subject to a Community Correction Order (CCO), supervised by Community Correctional Services (CCS) at the time of this incident.

I note your recommendation on the introduction of an electronic case management system for offenders is the same as one made by Deputy State Coroner English in the Kylie Cay Inquest. You also made this recommendation in your investigation into the death of Ms Simone Quinlan and your investigation into the death of Mr Ashley Phillips. The recommendation was directed to Corrections Victoria (CV), now Justice Services, a Division of the Department of Justice and Community Safety. The Department's response to the recommendation is as follows:

Recommendation 1

I endorse the recommendation of Deputy State Coroner English in her findings into the death of Kylie Cay and recommend that Corrections Victoria introduce an electronic case management system to enhance Community Correctional Services management of an offender's compliance with their Community Correction 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 Department's written responses to the court on 30 September 2019 (our reference CD/19/45385) and 12 March 2021 (our reference CD/21/115609) providing information about this case, since the time [REDACTED] and [REDACTED] commenced their CCOs in 2016, 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. The 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.

Should you require any further information, please do not hesitate to contact Jenny Roberts, Director, Community Operations and Parole, Department of Justice and Community Safety, on 0448 342 435 or jenny.roberts@justice.vic.gov.au.

Yours sincerely



Rebecca Falkingham
Secretary

08/11/2021