



Department of Justice and Community Safety

Secretary

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Your ref: COR 2016 2831

12 August 2021

Her Honour Caitlin English
Deputy State Coroner
Coroners Court of Victoria
65 Kavanagh Street
SOUTHBANK VIC 3006

Dear Deputy State Coroner English,

I refer to your findings and recommendations made on 25 May 2021 regarding the death of Ms Kylie Cay, who tragically died on 22 June 2016 following an assault committed by Mr Justin Turner. Mr Turner was under the supervision of Community Correctional Services (CCS) at the time of this incident.

You made two recommendations directed to Corrections Victoria (CV), a business unit of the Department of Justice and Community Safety (DJCS). Responsibility for CCS has recently transferred from CV to Justice Services, another business unit in DJCS. The DJCS response to the recommendations is as follows:

Recommendation 5

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.

As the court heard in submissions made by DJCS, since Mr Turner's management in 2015 and 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. 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 6

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, please do not hesitate to 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

12/08/2021