



Department of Justice and Community Safety

Secretary

Level 26
121 Exhibition Street
Melbourne Victoria 3000
Telephone: (03) 8684 0501
justice.vic.gov.au

Coroner Giles
Coroners Court of Victoria
65 Kavanagh Street
SOUTHBANK VIC 3006

By email: cpuresponses@coronerscourt.vic.gov.au

Dear Coroner Giles

Finding into the death following Inquest – Mr Zoran Alic – COR 2019 002147

I refer to your findings and recommendations delivered on 6 December 2024 into the death of Mr Zoran Alic at Marngoneet Correctional Centre on 29 April 2019.

The Department of Justice and Community Safety (**DJCS**) accepts the two recommendations made which were directed to Justice Health. Implementation of both recommendations will be completed by 1 July 2025.

Recommendation 1 –

- a. **That Justice Health collaborates with Forensicare to ensure that the timeframe measuring how long a prisoner has been waiting for a non-urgent psychiatric appointment is:**
 - i. **Measured in respect of every referral; and**
 - ii. **Routinely available to the Regional Clinical Coordinator role that triages and schedules all referrals from primary mental health service providers**
- b. **That Justice Health collaborates with Forensicare and provides the appropriate training, knowledge transfer and support in respect of the functionality within JCare software that generates timeframe data between referral and psychiatric consultation for individual prisoner**

JCare, the custodial electronic medical record overseen by Justice Health, currently has the functionality to support the collection and reporting of timeframe data between a referral and appointment.

Justice Health will continue to work with Forensicare to take actions to improve JCare referral data quality and will offer further education to Forensicare staff regarding JCare referral wait time data and reporting.

This will be implemented by 30 May 2025.

Recommendation 2 –

- a. **That Justice Health reviews resourcing of forensic mental health services at regional prisons to enable Forensicare to achieve compliance with a prescribed timeframe within which non-urgent referrals for psychiatric consultations are to occur (whether that be according to the current KRA 4.4 or any newly negotiated performance target); and**



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- b. That Justice Health, in consultation with primary health service providers and Forensicare, develops a clear process to ensure that:**
- i. A prisoner waiting for a non-urgent psychiatric consultation with the forensic mental health service, continues to be monitored and reviewed by the primary mental health service provider, to ensure care is escalated to the forensic mental health service when clinically indicated; and**
 - ii. The above process should include that where a non-urgent referral for a psychiatric consultation does not occur within a prescribed timeframe or within a timely manner, that the prisoner be re-reviewed by the primary health service provider**

The contract between DJCS and Forensicare for the delivery of secondary mental health services is currently being recommissioned. As part of this recommissioning, all Key Reporting Areas are being reviewed (including KRA 4.4) and performance targets are being negotiated.

The new Services Agreement (which will include new Service Specifications and a Performance Framework for the delivery of secondary mental health services in Victorian public prisons) will include a key performance measure on timeframes for referrals from primary mental health to secondary mental health services. This will be in place from 1 July 2025.

As part of the recommissioning process, Justice Health will work with Forensicare and primary mental health service providers to ensure each provider's remit is clearly defined and that robust processes are in place to ensure people in custody are reviewed at clinically indicated intervals and concerns are escalated in a timely manner.

As part of this process, Justice Health will ensure that primary health service provider policies, procedures, and guidelines covering the management, review, and escalation of patients waiting for non-urgent psychiatric consults are updated if necessary to align with the new secondary mental health services model.

For further information, please contact Justice Health [REDACTED]

Yours sincerely

Kate Houghton PSM
Secretary

11/03/2025