



Forensicare

ABN 32 807 323 885

Yarra Bend Road
Fairfield Victoria 3078

T +61 3 9495 9100

E info@forensicare.vic.gov.au
www.forensicare.vic.gov.au

21 March 2025

Coroner's Registrar
Coroner's Court of Victoria
Via email - cpuresponses@coronerscourt.vic.gov.au

Dear Madam

Coronial inquest into the death of Zoran Alic COR 2019 002147

I write in response to the findings made by Coroner Giles on 6 December 2024 following the inquest into the death of Zoran Alic.

First, I wish to express my sincere condolences to the family and friends of Mr Alic.

Forensicare have completed a detailed review of the findings and recommendations and welcomes the opportunity to provide this update to Her Honour in respect of each of the recommendations.

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; and
- (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 prisoners.

Response:

Forensicare continues to engage in discussions with Justice Health, as the responsible lead for delivering on Recommendation 1.

The Electronic Medical Record (EMR) utilised in custodial settings, currently JCare, is owned and managed by Justice Health and consequently changes to functionality are not within the control of Forensicare. However, Forensicare has engaged with Justice Health in discussions to identify the required developments in JCare to facilitate waitlist monitoring and reporting to Justice Health for non-urgent referrals of prisoners to Forensicare services. As yet, Justice Health has not progressed these developments to enable JCare to produce a 'report' for Forensicare that measures the wait time between referral and appointment for a non-urgent psychiatric clinic appointment. However,

Forensicare continues to liaise with Justice Health to assist them in achieving the required functionality.

All training on the use and functionality of JCare is the responsibility of Justice Health and is provided to Forensicare by Justice Health. At the time of providing this response, Forensicare has been provided with general JCare training regarding use of JCare software. Forensicare has made this available to all staff and at present, 88% of employees that use JCare have completed this training. Forensicare welcome the opportunity for any further training and detailed work instructions in relation to new functionality within JCare when developed.

Forensicare has provided further direction to all Clinical Coordinators regarding linking referrals to Forensicare outpatient services to an appointment within JCare and will continue to provide updated direction when Justice Health makes it aware of changes to the JCare software functionality having been implemented.

Justice Health has advised Forensicare of a planned upgrade to JCare which will be completed in mid-2025. Whilst there is ongoing liaison between Justice Health and Forensicare about this, the details and changes in functionality are not yet known.

Recommendation 2:

(b) That Justice Health, in consultation with primary health service providers and Forensicare, develops a clear process to ensure that:

- (A) 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
- (B) 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.

Response:

Forensicare is currently in negotiations with Justice Health regarding a new multi-year forensic mental healthcare services agreement, with an updated quality framework and performance monitoring framework to be implemented from 1 July 2025. Forensicare strongly advocates for adequate forensic mental health resourcing at regional locations and welcomes the opportunity to continue to liaise with Justice Health to implement recommendation 2(b) if it is recommissioned as the relevant primary health service provider.

At this stage, Forensicare understands that one of the new key performance measures (**KPMs**) will be in relation to timely access to care (non-urgent referrals). The particulars of this KPM are still being negotiated and Forensicare has requested that the reporting requirement for this KPM be supported within JCare's functionality. This will ensure the streamlining of reporting and enable Forensicare to compile the relevant data without the significant administrative burden of manually collating this data retrospectively.

I am happy to provide additional information if this would assist the Court.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Colman O'Driscoll'. The signature is fluid and cursive, with the first name 'Colman' written in a larger, more prominent script than the last name 'O'Driscoll'.

Adj Professor Colman O'Driscoll
Chief Executive Officer