



Response to the announced inspection:

Court Custody Centres and Fiona Stanley Hospital Secure Facility

February 2019

The Department of Justice welcomes the inspection of Court Custody Centres and the Fiona Stanley Hospital Secure Facility as part of the Inspector's announced scheduled of inspections 2018-19.

The Department has reviewed the report and noted a level of acceptance against the six recommendations.

Appendix A contains comments for your attention and consideration.

Response to Recommendations

1 Ensure that regional courts receive on-site monitoring.

Response:

Compliance Reviews at regional prisons and regional court locations are undertaken biennially. Additional resources would be required for additional monitoring.

Level of Acceptance: Not Supported
Responsible Business Area: Operating Standards and Procedures
Proposed Completion Date: N/A

2 Develop a CBD Courts Contract audit plan, and conduct regular audits of the service agreement.

Response:

Regular audits of various aspects of the contract are already conducted. However, an audit plan will be developed.

Level of Acceptance: Supported
Responsible Business Area: Higher Courts Directorate
Proposed Completion Date: 30 April 2019

3 Improve on-site monitoring of the CBD Courts Contract.

Response:

The contract manager and contractor currently meet weekly to resolve any contractual issues that arise. Western Liberty Group and their sub-contractors are very consultative when dealing with matters affecting service delivery. Contract management also hold regular meetings with various stakeholders and the service providers to ensure both parties are aware of issues affecting service provision. The contract manager not only relies on self-reporting, but receives reports of service failures from various stakeholders (i.e. the Judiciary and court staff are not backward in advising contract management of service delivery/performance issues).

Random on-site monitoring of services other than custodial are conducted on an ad-hoc basis by contract management. Additional resources would be required for additional monitoring.

Level of Acceptance: Not Supported
Responsible Business Area: Higher Courts Directorate
Proposed Completion Date: N/A

4 The CSCS Contract Management Board should meet quarterly.

Response:

The Department acknowledges that contract meetings should occur quarterly and while these were scheduled in 2018, two did not occur due to the unavailability of attendees. In future, proxies will be nominated to ensure the meetings occur as scheduled.

Quarterly meetings have been scheduled for 2019 and will continue to be scheduled quarterly at the commencement of each calendar year.

Level of Acceptance:	Supported
Responsible Business Area:	Operating Standards and Procedures
Proposed Completion Date:	Completed

5 Establish a formal contract management plan for the CSCS Contract.

Response:

The CSCS team have a compliance calendar and other mechanisms for managing the contract. However, the Department agrees to establish a formal contract management plan for the CSCS contract and will consider the existing plan for the CBD Courts Contract as a guide.

Level of Acceptance:	Supported
Responsible Business Area:	Operating Standards and Procedures
Proposed Completion Date:	June 2019

6 Improve the CSCS monthly service payment data validation process.

Response:

This recommendation is already an existing departmental identified initiative and action had already been undertaken prior to the inspection.

The CSCS contract management team is working with Knowledge, Information and Technology (KIT), Courts, and Finance to develop an appropriate data validation process to verify monthly service payments.

A Business Needs Assessment (BNA) was submitted by the contract management team in December 2017 to consider a more effective system that can deliver better data and reporting capability to facilitate data validation. The BNA is scheduled for completion in April 2019. Implementation of the resulting data integrity recommendations from the BNA are expected to be finalised by August 2019.

Level of Acceptance:	Supported
Responsible Business Area:	Operating Standards and Procedures
Proposed Completion Date:	August 2019