

Alicia Quartermain

From: Alicia Quartermain
Sent: Friday, 20 November 2020 2:28 PM
To: Cathie Allen
Subject: RE: Complusory Closure 2020/2021

Good afternoon Cathie,

I have just been having another read over this email from you (I have been so busy – but this afternoon I am giving myself some time to look at a few things that I've been meaning to deal with!)

The figures in the graph you have provided seem really high. When you mention outstanding results, what is that referring to specifically? From a reporting perspective, we only ever really seem to have ~500 samples either waiting to be interpreted, or waiting to be reviewed, and we are the last link in the chain to cap the TAT for samples. Is it taking 20 days from receipt at Property Point until result review in reporting? I remember Kylie sending my team an email awhile ago showing how our KPI output (of interpretation and review) has dramatically increased since around April, so I just can't get my head around where the bottleneck is to cause this TAT increase from 10 to approximately 20 days...

Is it possible to get TAT data that is team specific? This may help us work out what area needs to have some time put into it to resolve this issue. Perhaps QPS need some assistance with their datamining? Is this something we could help them with so that the figures they are looking at to determine TAT are accurate?

I'm just trying to come up with some ideas here... more of a brain dump really! I just know how hard we all work, and I don't like to think our client is dissatisfied with the way we are working. Given it could be as simple as reassessing the way, or type of data that is being collected to generate these figures, it may be worth looking into.

Thank you for your time here. I know reading and addressing things like this can be time-consuming, and I do appreciate you looking into all of this.

I hope you have a lovely weekend. 😊

Kind regards,
Alicia

From: Cathie Allen [REDACTED]
Sent: Wednesday, 4 November 2020 2:16 PM
To: Alicia Quartermain [REDACTED]
Cc: Justin Howes [REDACTED]
Subject: RE: Complusory Closure 2020/2021

Hi Alicia

Thanks for your email. I'd like to add some context, from my perspective, to your email with some information from the QPS and the FR.

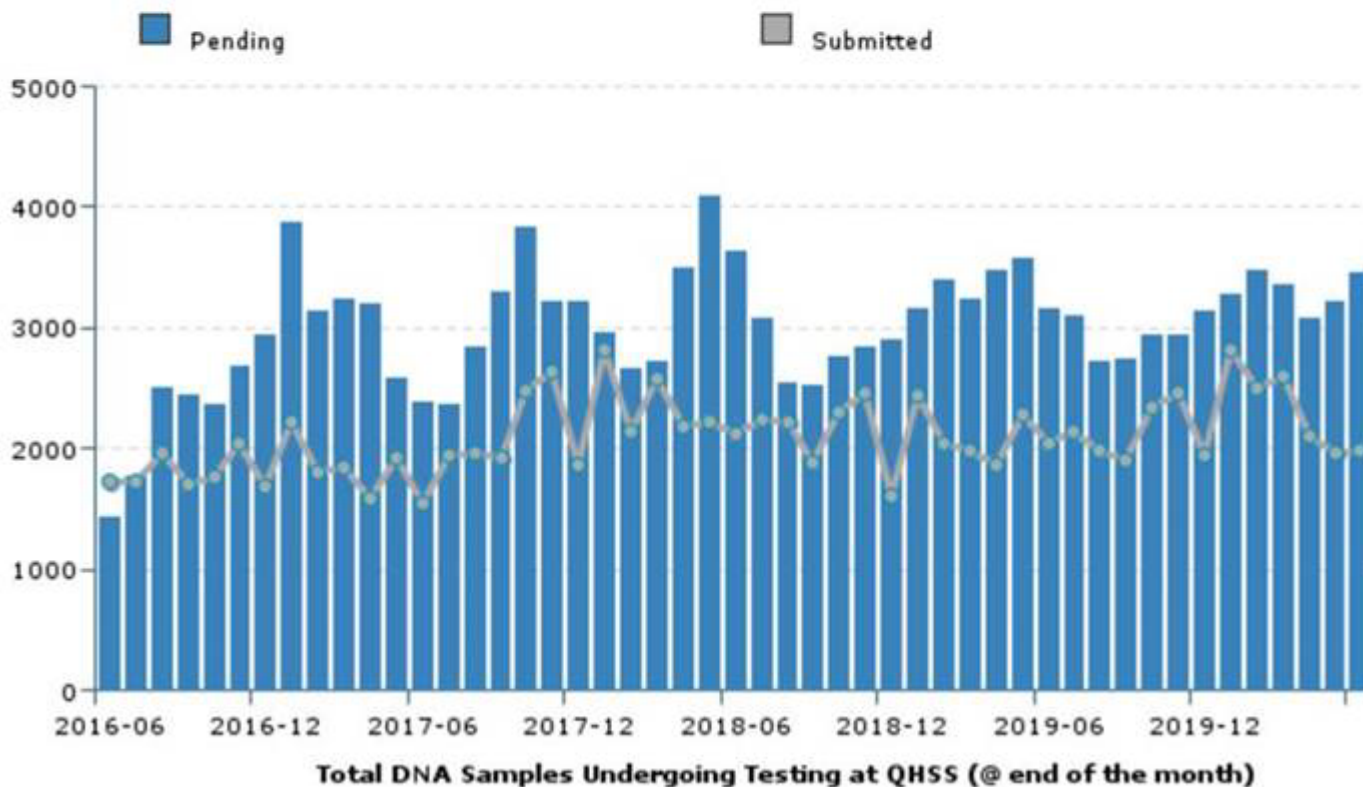
Recently, the QPS provided feedback to Forensic DNA Analysis that the turnaround time for results has been longer than they would like. The TATs had been sitting at about 10 days, however they are more than double that, as at the beginning of November. Whilst the QPS didn't put forward a formal complaint, they have requested twice in the

past 2 weeks, that we return the TAT to about 10 days. John Doherty was in the meeting with me when the QPS expressed their view so he is aware of the current TATs and the QPS' dissatisfaction with them.

The current number of outstanding results sits at 3,798 results, with the majority of those items being Major Crime. The number of outstanding results has increased for the past 5 months since April, despite the QPS submitting roughly the same number of items each month during that period – about 2,000 items per month.

Current QHSS Auslab Case Status @ 04/11/2020

Status	Crime Type	Cases	Samples
RECEIVED	MAJOR	3	3
STARTED	MAJOR	1467	3070
STARTED	VOLUME	476	575



January is always a busy time due the Compulsory Closure and items not being able to be received at FSS. We usually find that the January TATs are longer than we'd like due to the increased number of items that we receive on the first few days of January. In January 2020, we received 2,821 items, which is about 600 items more than the monthly average.

The organisation expects that the work unit operates on the 24th of December as it would on any other work day (excluding the compulsory closure period). There will be items to process, results to interpret, results to review, statements to write or review and work can be completed on that day and the staff attendance rate needs to be in line with the workload. Given the workload situation, we won't be able to relax the attendance rate.

I understand that you're thinking of others with your email and I really appreciate your positive perspective on this, so thank you for expressing that to me. Please let me know if you have any other questions.

Cheers
Cathie



Cathie Allen
Managing Scientist

Social Chair, Organising Committee for 25th International Symposium of the Australian and New Zealand Forensic Science Society (ANZFSS), Brisbane, 11 – 15 Sept 2022

Police Services Stream, Forensic & Scientific Services
Health Support Queensland, Queensland Health



Queensland Health acknowledges the Traditional Owners of the land, and pays respect to Elders past, present and future.



From: Alicia Quartermain [redacted] >
Sent: Wednesday, 4 November 2020 10:09 AM
To: Cathie Allen [redacted]
Subject: FW: Complusory Closure 2020/2021

Good morning Cathie,

I was just thinking about your below email regarding Christmas Eve. Do you think there could be a relaxation of the 75% attendance, and perhaps drop it to 50%? As we are able to successfully address our client's needs during the closure period while the lab is shut, I'm sure we are more than capable of doing the same thing on the 24th of December with a 50% attendance rate. As it stands, I am working on the 24th, and I am ok to do so if it means more of my team can spend that time with their families at this special time of the year.

Just a thought, anyway 😊

Kind regards,
Alicia

Subject: Complusory Closure 2020/2021

Hi Everyone

HSQ has just circulated the attached Compulsory Closure Advice. John Doherty advised that he will not be seeking an exemption from the Compulsory Closure. As such, the FSS campus will be closed between Friday, 25th of December and Friday, 1 January 2021. Normal operations will commence on Monday, 4th of January.

Thursday, 24th of December is considered a normal work day, so it is expected that staff attendance is line with other normal work days, eg staff attendance being at 75%, given our client, the QPS, work 24/7/365. Please ensure that teams don't exceeded the maximum number of staff that can be on leave for this period in December and January.

The QPS have requested that staff be available for urgent cases, as this has worked well for them in the past. Please begin to canvas staff regarding being On Call over this Compulsory Closure (the Clan Lab Group are excluded from this given they already have an On-Call roster in place). Please ensure that staff who participated last year are not approached this year so that this is shared amongst other staff members. Staff who volunteer to be On-Call will not be debited leave for the Compulsory Closure, will be able to use the Concessional Day at another time during the year, will be paid an On-Call Allowance and will be contacted by SSLU if urgent items are requested for testing during this period.

Please let me know if you have any questions regarding this.

Cheers
Cathie



Cathie Allen
Managing Scientist

Social Chair, Organising Committee for 25th International Symposium of the Australian and New Zealand Forensic Science Society (ANZFSS), Brisbane, 11 – 15 Sept 2022

Police Services Stream, Forensic & Scientific Services
Health Support Queensland, Queensland Health



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