



Queensland Government
Fifth Progress Report

Delivery of Recommendations

Commission of Inquiry into
Forensic DNA Testing in Queensland

September 2024



Queensland
Government

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Message from the Chair of the Forensic Science Queensland Advisory Council

Work to implement the 123 recommendations made in the Final Report of the Commission of Inquiry into Forensic DNA Testing in Queensland is continuing. An impressive number of 65 recommendations, over half of the recommendations made in the Inquiry's Final Report, have now been implemented. Work has also commenced on the implementation of 47 further recommendations.

An important milestone reached during this reporting period was the commencement of the *Forensic Science Queensland Act 2024* (the FSQ Act) on 1 July 2024. The FSQ Act is a critical foundation for the delivery of high quality, reliable and independent forensic services for the administration of criminal justice in Queensland.

The FSQ Act establishes the Forensic Science Queensland Advisory Council (the FSQ Advisory Council), whose main function is to monitor and review FSQ policies and procedures as they relate to the administration of criminal justice in Queensland. I am very pleased to be able to continue to play a part in this important work, having been appointed as the Chairperson of the inaugural FSQ Advisory Council.

I am impressed by the level of expertise and seniority of members on the FSQ Advisory Council, consisting of distinguished experts in the fields of criminal justice, victim advocacy and forensic sciences. The FSQ Advisory Council has hit the ground running, having already met twice to determine how to discharge its statutory functions and to consider implementation progress of the Inquiry recommendations. Members have already been incredibly generous with their time and advice and I look forward to working with them to deliver forensic service reform in Queensland.

I am incredibly grateful to all members of the FSQ Advisory Council's predecessor, the Interim Advisory Board, for their guidance, advice and expertise, which has been invaluable in building the foundations for the FSQ Advisory Council.

I would also like to congratulate Dr Wilson-Wilde on her appointment as the Director of FSQ, and I look forward to continuing a productive partnership to continue to deliver the high-standard forensic DNA services that Queenslanders deserve.

Julie Dick SC

Chair, FSQ Advisory Council

Foreword by the Director of Forensic Science Queensland

On 1 July 2024, Forensic Science Queensland (FSQ) transitioned from Queensland Health (QH) to the Department of Justice and Attorney-General (DJAG) (now the Department of Justice (DoJ)) on commencement of the FSQ Act. This marks a significant occasion for the Queensland justice system and community. It is also a significant event for the Australian forensic science community with Queensland being the first Australian jurisdiction to formally recognise forensic services through legislation in this way.

I am incredibly honoured to have been successful in the recent recruitment process for the role of Director of FSQ, which is a statutory position established by the FSQ Act. As Director of FSQ, I am responsible for leading the provision of forensic services in Queensland. This is not something I can achieve alone. It is the dedication and hard work of staff right across FSQ and the collaboration with stakeholders that has made the reform agenda achievable.

It is important to acknowledge that FSQ's pursuit of becoming a world class forensic laboratory is a journey and not a sprint. That said, FSQ has made significant gains toward implementation of the reforms, and I am confident the work FSQ is producing now is of the highest quality.

The FSQ Advisory Council was also established under the FSQ Act, and with its first meeting held on 28 August 2024, I was incredibly proud to showcase FSQ's achievements to date with FSQ Advisory Council members.

While there is still a way to go on FSQ's journey to becoming a world class forensic laboratory and rebuilding public confidence in the laboratory, it is remarkable to reflect on what has been achieved in a relatively short space of time.

FSQ staff and its stakeholders are united in their commitment to the reform agenda and restoring the public's faith in the laboratory and the criminal justice system.

Dr Linzi Wilson-Wilde OAM

Director of Forensic Science Queensland



Introduction

Following the Commission of Inquiry into Forensic DNA Testing in Queensland (Sofronoff Inquiry), FSQ has been tasked with implementing a significant reform agenda that goes beyond the recommendations made in the Sofronoff Inquiry Final Report, in the pursuit of becoming a world class forensic laboratory.

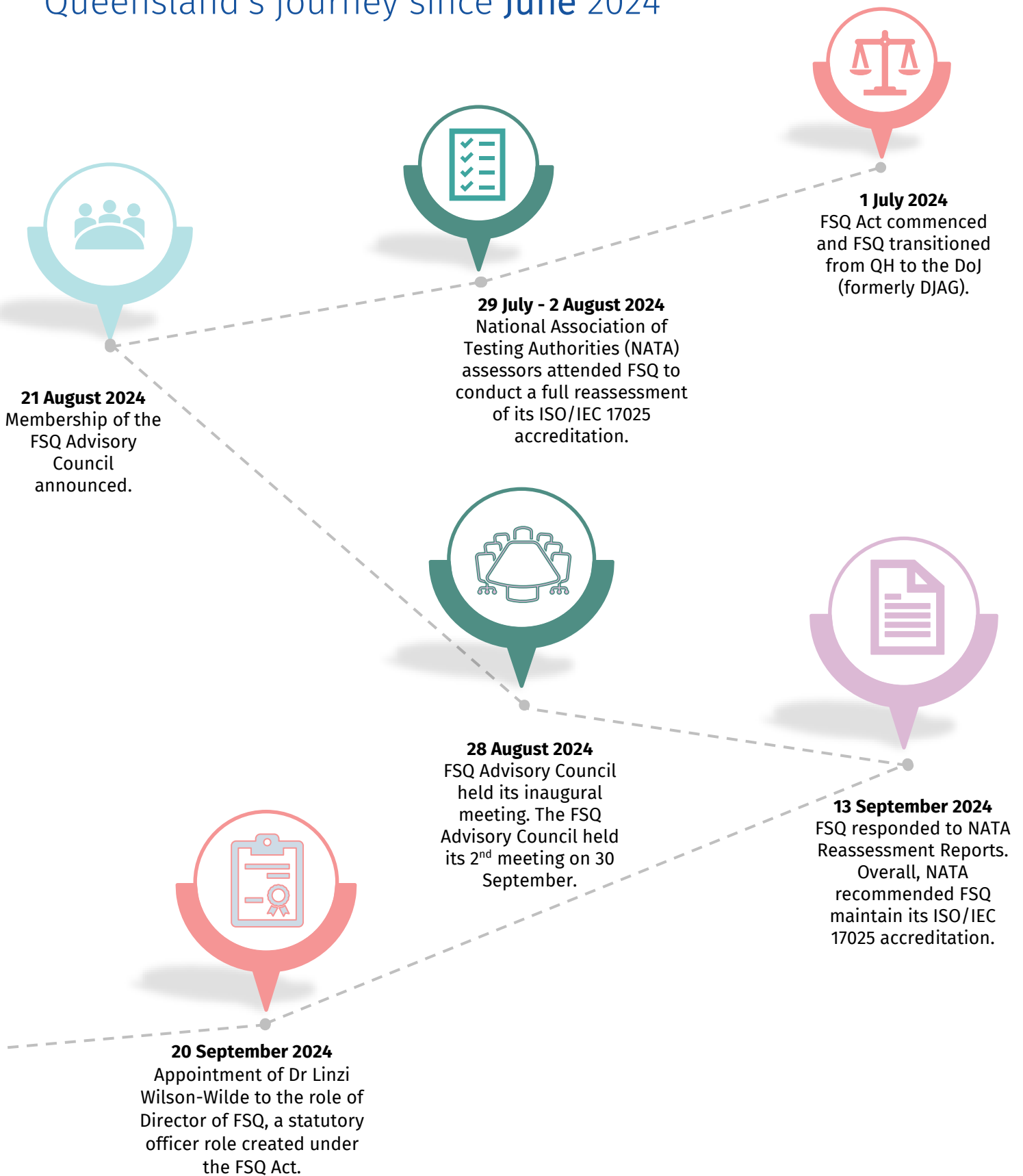
A subsequent Commission of Inquiry (Bennett Inquiry) made two recommendations that are effectively an extension of the recommendations from the Sofronoff Inquiry. These recommendations are being implemented concurrently.

Since its establishment, FSQ has made considerable progress toward the reform agenda, including work to implement the 123 recommendations made in the Sofronoff Inquiry Final Report. Sixty-five recommendations are fully implemented, 9 recommendations have been implemented and are awaiting formal closure and a further 38 are underway – equating to over 90% of all recommendations. This progress has been documented in the first four Progress Reports tabled in Parliament.

This fifth Progress Report provides a snapshot of actions taken by the Queensland Government since the Sofronoff Inquiry to address the recommendations made in the Interim and Final Reports as well as the Bennett Inquiry and broader reform agenda. It highlights the continued efforts of Queensland Government agencies and stakeholders to deliver quality, timely, and innovative forensic DNA services that support the integrity of the Queensland justice system.



Queensland's journey since June 2024



Delivery of recommendations

This fifth progress report provides a snapshot of the activities undertaken to implement the recommendations of the Sofronoff Inquiry.

As at 30 September 2024, implementation of 38 recommendations have actively commenced, 9 recommendations are complete awaiting formal closure, with another 65 formally complete.

Key implementation activities include:

- The commencement of the FSQ Act and transition of FSQ from QH to DoJ.
- Key appointments made to the statutory officer role of Director of FSQ and membership of the FSQ Advisory Council.
- Development of a new Early Evidence Collection Kit (EEK) as a mechanism to support the dignity of victims of sexual violence and to ensure that evidence, that may otherwise be lost, can be self-collected by the victim-survivor with guidance from medical staff.
- Development of a revised Forensic Biology Statement of Witness template and new accompanying annexures and drafting guidelines to ensure Statements are written in plain language to enhance readability in court proceedings.
- Strengthening critical stakeholder relationships with Pathology Queensland and Coronial Services to facilitate attendance of FSQ scientists to the mortuary to assist Forensic Pathologists in optimal selection of post-mortem samples.

Element one: Organisational reform

Element one comprises 10 recommendations that are aimed toward establishing structural reform of Queensland's forensic DNA laboratory to achieve its vision of becoming a world leader in quality, timely and innovative forensic DNA services that support the administration of justice and the integrity of the Queensland justice system.

Summary of recommendations

8

Recommendations formally closed

0

Recommendations complete awaiting closure

2

Recommendations in progress

Progress spotlight*

Growing and enhancing Forensic Science Queensland capabilities

Over the previous 18 months, FSQ has undergone significant change largely as a result of recommendations implemented from the Sofronoff Inquiry Final Report.

Two previous Business Cases For Significant Change (BCFSC) have successfully established FSQ as a separate business entity of QH, embedded key leadership roles including that of the Chief Executive Officer, and created the organisational structures and business processes necessary to facilitate the augmentation of forensic science services in Queensland.

A third BCFSC integrated the Scientific Services Liaison Unit (SSLU) and Forensic Property Point (FPP) team from QH into FSQ. Both SSLU and FPP provide services essential to the delivery of FSQ's scientific services. Whilst both teams support other business units on the Coopers Plains campus for QH, it is noted the vast majority of their work is FSQ focused. Their integration into FSQ prior to its transition to DoJ was regarded as crucial to ensure the continued provision of timely and high-quality exhibit management and stakeholder liaison services to FSQ. Importantly for the substantive position holders within these teams it facilitated the transfer with the same employment protections as provided in the FSQ Act to the existing cohort of FSQ staff.

In line with recommendations from the Sofronoff Inquiry, the FSQ Act commenced on 1 July 2024 and the new statutory arrangements for forensic services in Queensland formally began. Coinciding with these arrangements, was the transition of FSQ from QH to the DoJ, under a Machinery of Government (MoG) process.

The FSQ Act created the statutory officer role of Director of FSQ who is responsible for overseeing the delivery of forensic services to support the criminal justice system. Following an extensive international recruitment process, Dr Linzi Wilson-Wilde OAM was appointed to the role. Dr Wilson-Wilde is a widely recognised international and national leader and expert in forensic science and her permanent appointment to the role of Director of FSQ is recognition of the significant reform journey FSQ has been on since Dr Wilson-Wilde commenced as FSQ's interim Chief Executive Officer in January 2023.

Recruitment for the role of Deputy Director of Forensic Operations (which replaces the position of Chief Operating Officer) is also underway (Recommendation 122).

Forensic Science Queensland Advisory Council

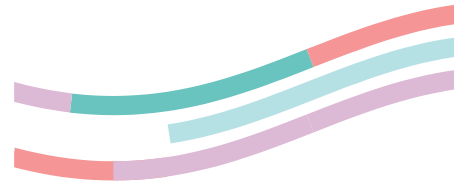
The FSQ Act also established the FSQ Advisory Council which is responsible for monitoring and reviewing the policies and procedures of FSQ relating to the administration of criminal justice.

The FSQ Advisory Council membership was selected following a highly competitive international search. Eleven members have been appointed to the FSQ Advisory Council, including highly respected former District Court Judge Julie Dick SC as Chair.

The appointment of the FSQ Advisory Council marks the beginning of a new chapter in the governance of forensic services in Queensland.



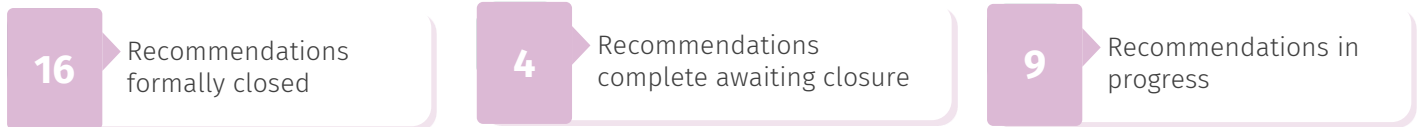
* Achievements refer to fully implemented recommendations, components of other recommendations partially implemented and other achievements not encapsulated within a formal recommendation.



Element two: Culture, quality and innovation

Element two comprises 32 recommendations aimed at establishing a culture that is focused on the scientific integrity and excellence of the laboratory through continuous improvement, proactive compliance monitoring, effective quality management and strong sector engagement.

Summary of recommendations



Progress highlights*

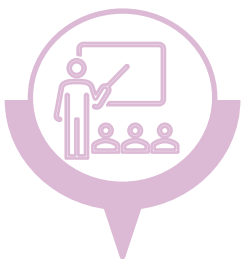
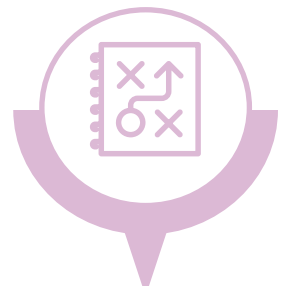
Culture

Building a robust workplace culture focused on staff wellbeing continues to be a priority for FSQ. This is particularly crucial during this period of significant change. As a public sector agency FSQ takes part in the annual Working for Queensland (WfQ) Survey.

Following on from the 2023 WfQ survey, FSQ introduced its own internal 'Pulse Survey' designed to seek FSQ staff views on how well FSQ is working toward establishing a positive, engaging and rewarding workplace. The Pulse Survey was also designed to explore whether the initiatives and priorities implemented by FSQ to address the areas identified for improvement in the 2023 WfQ survey are hitting the mark. FSQ recently took part in the 2024 WfQ survey and is still awaiting the results. Once received, these results will be benchmarked against the 2023 results to identify further opportunities for improvement.

FSQ and DoJ have also been working closely since FSQ's transition from QH to ensure FSQ is integrated and represented across the broader DoJ networks focused on supporting a culture of inclusivity and respect.

FSQ is also focused on embedding a collaborative culture with its stakeholders. Forensic science service delivery is not isolated to FSQ; however, FSQ plays an integral role in the provision of forensic science services, but the entire forensic science service delivery system spans a number of other key stakeholder agencies including the Queensland Police Service (QPS), the Office of the Director of Public Prosecutions (ODPP) and QH. To this end, FSQ has enhanced its stakeholder feedback mechanisms to ensure there are regular opportunities for stakeholders to provide their perspective on improvements that can be made by FSQ for the benefit of the whole end-to-end forensic system.



Training

On 13 August 2024 the FSQ Training Team formally launched our new FSQ Training Framework. This represents a complete re-build of the training programs, modules and courses across the organisation.

The FSQ training framework is designed to develop the knowledge, skills, and expertise required for staff to become good forensic citizens. It consists of both technical and non-technical training programs which document the specified training modules and courses staff shall complete before they can be awarded authorisations relevant to the forensic services conducted by our various teams.

Quality

On transition to DoJ, FSQ applied for and was issued its own independent ISO/IEC 17025 accreditation number by NATA. FSQ now also appears as an accredited organisation on the NATA website:

- Accreditation No: 21438
- Site No: 25791

NATA has been undertaking efforts to benchmark their services compared to other similar accreditation bodies in other parts of the world. NATA advised all Australian forensic laboratories they will be making changes to the way they conduct reassessments.

FSQ recently underwent a full reassessment of its accreditation under ISO/IEC 17025. FSQ was one of the first forensic laboratories to undertake NATA's new and improved reassessment process.

NATA assessors attended FSQ during 29 July – 2 August 2024 and undertook a comprehensive assessment of FSQ's Quality Management System, Forensic Biology, Forensic Chemistry, and some corporate functions including the management of conflicts of interest and contracts.

On 16 August 2024 FSQ received NATA's reassessment reports which FSQ responded to by the deadline of 13 September 2024. Overall, FSQ received positive feedback regarding the transparency and cooperation of FSQ staff during the reassessment visit and NATA have recommended that FSQ maintain its ISO/IEC 17025 accreditation.

The FSQ Quality Team have also been working to finalise the FSQ Quality Manual having prepared sections to address:

- Risk assessment and root cause analysis of quality issues (**Recommendation 53**);
- The conduct of internal audits (**Recommendation 61**); and
- The process for controlling management system documents, including Standard Operating Procedures (SOPs) (**Recommendation 62**).

Additionally, the FSQ Quality Team has triaged current SOPs with a risk-based lens and all FSQ Divisions have been systematically reviewing SOPs in line with this approach.

Innovation

The FSQ Innovation Division has finalised a number of key documents to guide project related work, including:

- The FSQ Validation Manual which provides guidance for conducting validation and verification studies to demonstrate new techniques, equipment and capabilities as fit-for-purpose and scientifically valid (**Recommendations 21a-c, Recommendation 23b-d, and Recommendation 54a,c**).
- The FSQ Project Approval Framework which outlines a standardised approach to project methodology (**Recommendation 54a**) and is also supported by a Project Proposal form and Experimental Design template. Project approval formally demonstrates, via consideration and acceptance of the detailed project plan, FSQ's commitment to projects being adequately resourced and completed in a timely manner (**Recommendation 21d**).
- The FSQ Implementation Framework which ensures that new FSQ systems operate effectively to support a forensic science service to the Queensland justice system. This is achieved by considering various impacts with a multi-divisional lens, including compatibility with existing workflows, any implications for throughput, cost effectiveness and legislative requirements (**Recommendation 103a-b**). The framework also ensures any necessary training, amendments to standard operating procedures and/or critical communications (i.e., go live dates) are planned and actioned prior to implementation (**Recommendation 23d, Recommendation 39a-b**).

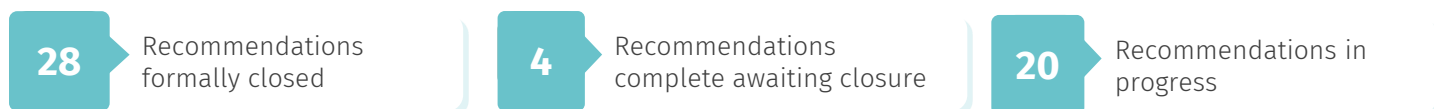
The FSQ Innovation Division has also prepared a training pathway for project related work which includes topics on scientific writing, experimental design and appropriate statistical analyses (**Recommendation 54b**).



Element three: Scientific service delivery

Element three comprises 58 recommendations aimed at raising technical processes and practices to a best practice standard.

Summary of recommendations



Progress highlights*

Forensic Medical Examination Kit processing

With the rollout of the new Forensic Medical Examination Kits (FMEK) on 31 July 2023, FSQ started to receive these new kits for processing from October 2023.

FSQ has been working diligently on new workflows associated with the FMEKs and investing in opportunities to streamline these by exploring advanced technologies. For example, FSQ has acquired the MetaSystems Sperm Searcher system, an automated AI-assisted platform for analysing slides to detect sperm. The efficiencies offered by this platform will help FSQ realise its commitment to delivering high-quality and timely results. The platform will be implemented after a rigorous validation, which will be reviewed by an independent expert.

FSQ has also made a significant investment in training its staff to meet the standards required for processing of the new FMEKs. FSQ collaborates closely with the QPS to ensure the prioritisation of the examination and analysis of FMEKs meets investigative need. Priority FMEK cases are finalised within five days. Additionally, FSQ works in close partnership with the ODPP to give precedence to FMEKs that have upcoming court dates, ensuring that results are prepared in advance of the trial.

FSQ has conducted extensive recruitment activities, including an international campaign, attracting case managers proficient in managing complex cases, such as those involving sexual assault. Through this campaign, nine additional case managers have been recruited.

Forensic Medical Examination Kit six-month review

During the six-month implementation review of FMEKs, an opportunity arose to maximise the collection of other non-biological/DNA evidence types. Lubricants were identified as an evidence type of significance that can be used during an assault (including condoms, personal lubricants, or an agent capable of assisting penetration). Testing for lubricant residues can be important in investigations. Sometimes, DNA evidence may be absent, or condoms might be utilised to prevent disease or pregnancy.

Queensland introduced the *Criminal Law (Coercive Control and Affirmative Consent) and Other Legislation Amendment Act 2024*, which criminalised the act of removing a condom during a consensual sexual act without consent. In these situations, it may be important to test for both biological/DNA and lubricant evidence to support or refute this allegation.

In consultation with Forensic Medicine Queensland (FMQ) and FSQ forensic chemists, additional information has been included in the Examiner's handbook and Forensic Medical Examination Record regarding swabs for lubricants and/or condoms used in an assault. An additional four swabs are included in the FMEK solely for lubricant collection. The upgraded FMEKs are expected to be rolled out by the end of 2024.



* Achievements refer to fully implemented recommendations, components of other recommendations partially implemented and other achievements not encapsulated within a formal recommendation.



Early Evidence Collection Kits

FSQ, in collaboration with FMQ and QPS, developed an Early Evidence Kit (EEK) to enhance the trauma informed approach for victims of sexual violence (**Recommendation 92**). The EEK will complement the existing suite of modular examination kits available in Queensland for victims of sexual violence (including FMEKs).

An EEK is a mechanism to support the dignity of the victim-survivor and to ensure that evidence that may otherwise have been lost, can be self-collected by the victim-survivor with guidance from medical staff. The EEK is not designed to be a substitute for a full forensic medical examination but is a valuable tool to capture and collect limited types of forensic evidence, particularly in instances where a forensic examiner is not available within two hours of the victim-survivor's presentation or when the victim-survivor wishes to eat, drink, shower, or go to the toilet before an examination can occur.

The EEK is anticipated to be rolled-out across Queensland in early 2025.

Statements

FSQ developed a revised Forensic Biology Statement of Witness template with accompanying Statement Annexures for each type of DNA testing performed at FSQ and new drafting guidelines to guide reporting scientists in the preparation of a Statement of Witness. Collectively, these documents aim to describe, in layman's terms, the true situation of testing, including transparent detailing of testing limitations (**Recommendation 119**). These documents also ensure FSQ Forensic Biology's statements of witness comply with Supreme Court Practice Direction 14, 2024, that now applies from 15 July 2024.

Specifically, the Statement Annexures 'Foundations of DNA Profiling and Interpretation – PowerPlex® 21', and 'Foundations of DNA Profiling and Interpretation – PowerPlex® 21 and Profiler Plus' sought to adequately explain the way the number of contributors was arrived at by the reporting scientist and provide guidance on the impact overestimation or underestimation of number of contributors has on likelihood ratios (**Recommendation 33**). One of these two annexures will accompany all Forensic Biology statements. Additionally, FSQ addressed practices that previously led to overestimation of the number of contributors through staff training and the implementation of new DNA profile interpretation guidelines on 1 May 2023.

In circumstances where there is an irreconcilable difference of opinion between reporting scientists, FSQ has adopted a process whereby two separate statements of witness will be issued that will transparently disclose the differing opinions (**Recommendation 37**).

Alternative testing methods

FSQ has engaged the Institute of Environmental Science and Research in New Zealand to provide alternative testing methods, not currently offered by FSQ including, but not limited to, Y-STR analysis, LCN analysis, mitochondrial DNA analysis and mRNA body fluid identification. FSQ has prepared Standard Operating Procedures and trained its staff to ensure case managing scientists consider alternative testing strategies (not currently offered by FSQ) and inform QPS of alternative testing methods that may be of benefit to the case.

FSQ has now validated Yfiler™ Plus PCR Amplification Kit (utilised in Y-STR Testing) and is working toward implementation of Y-STR testing, including new SOPs, staff training and stakeholder education (**Recommendations 40, 41 and 42**).

FSQ staff access to the Mortuary

The Sofronoff Inquiry identified a policy (dated 27 November 2020) that prohibited Forensic DNA Analysis staff from attending the mortuary to assist pathologists with the optimal selection of post-mortem samples, including bone, for DNA analysis. The Sofronoff Inquiry raised concerns and challenged the rationale underpinning this decision, noting that the exclusion of DNA scientists from the mortuary has the potential to impact the laboratory's ability to obtain a usable DNA profile.

FSQ, Forensic Pathology and Coronial Services have since agreed on development of a Memorandum of Understanding (MoU) and supporting SOP to facilitate attendance of a DNA scientist in the mortuary to support forensic pathologists as required, in acknowledgement of the clear benefits of this approach. Importantly, the MoU will require FSQ maintain a register of staff who meet the requirements (vaccinations, training etc) to access the mortuary in the interests of the health and safety of staff (**Recommendation 111**).

Element four: Historical case review

Element four comprises 9 recommendations aimed at the need to work with QPS to undertake a historical case review to determine triaging of any cases that may require further testing. Historical case review will encompass several broad categories of sample cohorts and include assessing the need for potentially undertaking additional DNA testing where appropriate.

Summary of recommendations

2

Recommendation formally closed

0

Recommendations complete awaiting closure

5

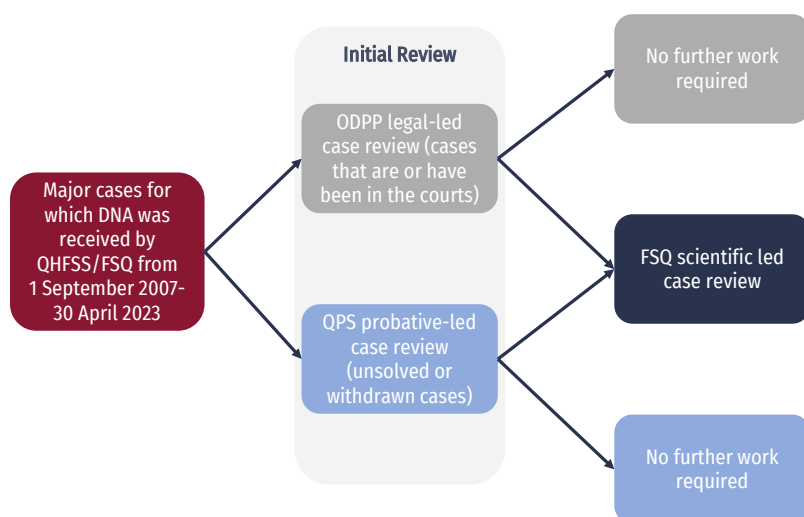
Recommendations in progress

Progress highlight*

At its final meeting in June 2024, the FSQ Interim Advisory Board endorsed the 'Historical Case Review Principles' which were developed in accordance with Recommendation 14 of the Sofronoff Inquiry Final Report. The 'Historical Case Review Principles' are published on FSQ's website.

The principles were carefully crafted in consultation with key stakeholders, including victim support organisations, and are designed to guide FSQ, the ODPP and the QPS in their reviews of historical criminal cases impugned by both the Sofronoff and Bennett Inquiries.

It is intended that every case impugned by the Sofronoff and Bennett Inquiries will be subject to the historical case review process. These reviews will apply to all major crime cases analysed by FSQ (or its earlier iteration as part of QH Forensic and Scientific Services (QHFSS)) from 1 September 2007 to 30 April 2023. The process is summarised by the following diagram:



The historical case review team also finalised the issuing of addendum statements and letters to rectify samples incorrectly reported as "DNA insufficient for further processing" (DIFP) or as "No DNA detected" (NDNA) in line with **Recommendation b** in the Sofronoff Inquiry Interim Report.

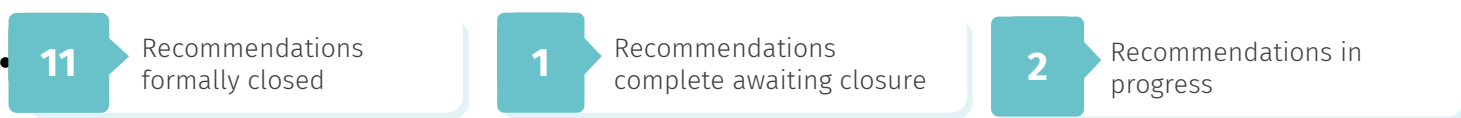
* Achievements refer to fully implemented recommendations, components of other recommendations partially implemented and other achievements not encapsulated within a formal recommendation.

Element five: Queensland Police Service operations' recommendations

Element five comprises 14 recommendations to improve detection, presumptive screening, and subsampling activities undertaken by QPS prior to sample submission to FSQ. It is critical that these processes meet the highest standards due to their impact on the success of downstream laboratory examinations.

Fourteen recommendations were made by the Sofronoff Inquiry relating to improving case management, quality management and training activities. QPS also has some shared implementation responsibilities with QH.

Summary of recommendations



Progress highlights*

The Sofronoff Inquiry made fourteen recommendations relating to these activities which include improvements to case management, quality management and training. To date the QPS has finalised eleven recommendations (**Recommendations 3, 78, 79, 82, 85, 98, 99, 100, 101, 102 and 115**). The FSQ Advisory Council has given provisional support to close **Recommendation 83**. Work is underway on the remaining recommendations.

Case Management

Recommendation 78

The DNA Liaison and Major Crime unit has been established at FSQ to triage and prioritise testing and to review the results in the context of the case to determine if further work is required.

Recommendation 83

The courier delivers sexual assault kits to the laboratory in under 24 hours, servicing all places in Queensland where a QPS forensic laboratory is located.

Bespoke cold-chain shipping containers were manufactured to keep the kits at the appropriate temperature to prevent degradation. The containers have been validated to maintain the temperature for over 24 hours regardless of ambient temperature.

A detailed training package has been developed by QPS State Property Unit to instruct on packaging, labelling and requirements to arrange delivery.

Deliveries have commenced and been received at FSQ. A group of stakeholders from FSQ and QPS continue to meet and monitor the implementation of Recommendation 83.



Quality Management

Recommendations 79, 80 and 81

Working with FSQ, the QPS has substantially completed work towards validating or verifying methods used to detect and sample DNA and other forensic evidence (**Recommendations 80 and 81**). Phase one of the validation of swabs and wetting agents is complete, demonstrating as fit-for purpose, with phase two to continue validation across further surfaces. Only one detection method validation remains ongoing, with experimental work now complete (**Recommendation 81**). Funding has been approved to implement independent positions to conduct internal audits (**Recommendation 79**). The process to appoint two unsworn members to the audit roles is in progress.

The QPS has restored the Inspector position responsible for the oversight of all DNA related activities. Additionally, the position descriptions of the Superintendent, Forensic Services Group and Inspector, DNA Management have also been amended to include role specific criteria for appropriate qualifications to be held (**Recommendations 101 and 102**).

Training

Recommendation 85

The QPS has implemented new sampling kits and procedures to enhance the collection of reference samples.

Recommendations 98, 99 and 100

The QPS has developed a 'DNA Evidence Awareness' training product that is compulsory for all investigative officers, intelligence officers and forensic officers and civilians who deal with DNA in their role.



** Achievements refer to fully implemented recommendations, components of other recommendations partially implemented and other achievements not encapsulated within a formal recommendation.*



Future focus

Twenty-one months have passed since the delivery of the Sofronoff Inquiry's Final Report and significant steps have been made toward improving forensic science service delivery in Queensland. Notwithstanding the progress made over a short period, particular implementation areas, known as 'Future Focus Areas', have been identified for prioritisation as delivery continues.

Future focus areas are geared toward those areas of reform that have been identified as necessary to achieve FSQ's vision of becoming a world leader in the delivery of high-quality, timely and innovative forensic services, that support the administration of justice and integrity within the Queensland criminal justice system.

The future focus areas for implementation of recommendations can be broadly categorised across the three agencies (QH, QPS and DoJ) as follows:

Ensuring forensic services are trauma informed and considerate of victim's rights established under the Charter of Victims' Rights. This includes the establishment of a robust complaints management process to identify, capture, respond and report on any complaints regarding victim's rights.

Ongoing engagement and collaboration regarding the operating model for forensic science services in Queensland with a view to reaching an agreement and developing a roadmap to an improved model in the near future.

Continued streamlining of FSQ's core business processes to ensure FSQ is providing timely and high-quality forensic services to the Queensland justice system.



Any person who requires confidential counselling and support, including concerned victims, can contact:

Queensland Police Service hotline

1300 993 191

Anytime

Forensic Support Service:

1300 264 827

9am – 6pm, Monday to Friday

Queensland Homicide Victims Support Group

1800 774 744

Anytime

DVConnect Sexual Assault Helpline

1800 010 120

7:30am – 11:30pm, 7 days a week

Victim Connect

1300 318 940

Anytime

Office of the Victims' Commissioner

1800 714 100

8:30am – 4pm, Monday to Friday

WWILD

3262 9877

9am – 5pm, Monday to Friday

PACT

1800 449 632

8:30am – 4:30pm, Monday to Friday

54 Reasons

1800 874 996

8:30am – 4:30pm, Monday to Friday

