
Schedule 11

ROLES AND RELATIONSHIPS PROCEDURES

1. General Roles and Relationships Procedures

1.1 Establishment

The Commissioner must ensure that a Strategic Planning Group and a Contract Management Group are established to provide direction on strategic and operational issues that affect the Management Agreement.

1.2 Functions

The Strategic Planning Group will deal with issues such as:

- (a) providing strategic direction and high level implementation for the services;
- (b) making recommendations to the Department;
- (c) resolving policy and strategic changes that affect Services;
- (d) resolving issues presented to it or not resolved by the Contract Management Group.

1.3 Responsibilities

The Contract Management Group will be responsible to the Commissioner for issues such as:

- (a) resolving Service issues with the Department and the Operator to ensure the effective and efficient delivery of the Services;
- (b) implementing changes to the Services;
- (c) monitoring and administering specific Contract issues which are identified by the Contract Manager;
- (d) building a relationship between the Department and the Operator;
- (e) ensuring that, as changes occur and issues are resolved, they are clearly communicated to the Department, the Operator Personnel and other stakeholders as appropriate; and
- (f) liaising with the Operator to ensure a safe working environment for Operator Personnel.

2. Meetings

2.1 The Strategic Planning Group (SPG)

The Strategic Planning Group shall include the Contract Manager, the Contract Monitor and the Operator Representative in addition to representatives from the Department and Justice Health.

The membership of the SPG may vary from time to time during the term of the Management Agreement. The Operator shall attend meetings of the SPG as required by

the Commissioner. The forum for meetings of the SPG shall be determined by the Commissioner.

The SPG must hold meetings, which may be held concurrently with other scheduled meetings if convenient and/or reflect the volume and urgency with which issues must be addressed.

The SPG meetings must have a published agenda issued by the Commissioner sufficiently in advance of the meeting to allow participants a reasonable opportunity to prepare for the meeting. Meeting minutes must be issued by the SPG within fourteen days after the meeting. The final minutes will be considered at the beginning of the next meeting.

The SPG meetings must be held in person, unless members decide that the meetings may be held by means of telephone or video conference. All "in person" meetings will be held at a place nominated by the Commissioner. Participation of the Operator's Representative at SPG meetings shall be at the cost of the Operator. Non-members may be invited from time to time to participate at SPG meetings to discuss specific issues. Attendance of non-members must be borne by the party inviting such persons.

2.2 Contract Management Group (CMG)

The convenor of the CMG shall be the Contract Manager, and the other members shall be the Contract Monitor, the Operator Representative and other nominees of the Department or the Operator. The quorum for meetings of the CMG shall be three members consisting of two representatives of the Department and one of the Operator.

The Contract Manager will chair the meetings, and any member may be represented at a meeting by the member's designated delegate if that member is unable to attend the meeting in person.

The CMG must hold regular meetings which may be held concurrently with other scheduled meetings if convenient, and shall reflect the volume and urgency in which issues must be addressed.

The CMG meetings must have a published agenda issued by the Contract Manager sufficiently in advance of the meeting to allow participants a reasonable opportunity to prepare for the meeting. Minutes of the meeting shall be taken and must be issued by the CMG within fourteen days after the meeting. Final minutes must be considered at the beginning of the next meeting.

The CMG meetings must be held in person, unless members decide that the meetings are to be held by means of telephone or video conference. All "in person meetings" will be held at a place nominated by the Contract Manager. Participation of the Operator's Representatives at CMG meetings shall be at the cost of the Operator. Non-members may be invited from time to time to participate at CMG meetings to discuss specific issues. Expenses of attendance of non-members must be borne by the party inviting such persons.

2.3 Notice of meetings

Notices between the parties must be in writing and shall be served by and upon the Contract Manager and the Operator Representative, as the case may be. Notices must be served by either hand delivery or facsimile transmission.

3. Meetings and Other Events

Attendance of Operator Personnel at meetings and at all other events which are an inherent part of the Department's approach to the provision of the Services shall be at the cost of the Operator unless otherwise stated or agreed.