

Secretary

Department of Health and Human Services

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Audrey Jamieson
Coroner
Coroner's Court of Victoria
65 Kavanagh Street
SOUTHBANK VIC 3006

Dear Coroner Jamieson

I refer to your Findings without Inquest into the death of Mr Steven Pimblett, in which you found Mr Pimblett died of pneumonia.

I thank you for the recommendation on page 7 of your Finding "*With the aim of providing appropriate services to people with disabilities and preventing the occurrence of like circumstances, I recommend that the Department of Health and Human Services, if it has not already done so, review its processes for maintaining a knowledge base about the needs of people requiring such services*".

In accordance with section 72(3) of the *Coroners Act 2008 (Vic)*, I advise my department's response is as follows:

The department has reviewed our processes for maintaining an updated knowledge base of our clients and as a result of the department's clients transitioning to the NDIS, a new knowledge base will not be established. We will, however, forward your recommendation to the National Disability Insurance Agency.

In Victoria, the National Disability Insurance Scheme (NDIS) is being progressively implemented over three years from 1 July 2016 until 30 June 2019, using a staged geographical approach based on the seventeen Department of Health and Human Services (the department) areas. As each area transitions to the NDIS, department clients also transition and become NDIS clients. By the end of 2017, nine of the department's 17 areas will have transitioned or commenced transition to the NDIS with the remaining eight areas transitioning in 2018 and 2019.

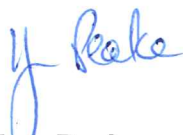
The transition to the NDIS will impact on many organisations including the department. The department's role as a system steward, regulator, funder and provider of disability will also shift. Many aspects of these roles will transfer to the National Disability Insurance Agency or the Commonwealth Government.

We have also developed new practice advice for disability case managers and outreach workers to use to support clients until they transition to the NDIS.

This new practice advice requires a review of an individual's support needs be undertaken before case closure can be considered. Case closure needs to be approved by a team manager or supervisor.

The practice advice also requires that on closure of services, contact details for the department, the National Disability Insurance Agency or other relevant support agencies be provided to the person and their family or carers. This new practice advice has been distributed to all department disability case management and outreach staff and will be discussed at team meetings to ensure staff are aware of their responsibilities.

Yours sincerely



Kym Peake
Secretary

22/9/2017