



VICTORIA
POLICE FORCE

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Coroner Caitlin English
Coroners Court of Victoria
65 Kavanagh Street
SOUTHBANK VIC 3006

Subject: Teresa Mancuso - Finding into death without inquest
Court Reference: COR 2013 3101
Date of Recommendation: 10 March 2021

Dear Deputy State Coroner English,

Victoria Police response to recommendation arising from the Investigation into the death of Teresa Mancuso

This document provides the response to your recommendation directed to the Chief Commissioner arising from the Investigation into the death of Teresa Mancuso (without inquest), delivered on 10 March 2021.

Recommendation

Pursuant to section 72(2) of the Act, I make the following recommendation:

1. *Victoria Police amend the current Code of Practice for the Investigation of Family Violence and the current Victoria Police Manual Policy Rules - Family Violence to provide clear instructions to Victoria Police members responding to reports of family violence incidents received via telephone and make reference to the updated VPM - Crime and event reporting.*

Victoria Police is supportive of this recommendation.

Victoria Police has implemented the above recommendation through significant changes to the Victoria Police Manual (VPM).

As of 19 February 2021, the current *Victoria Police Manual - Family Violence* ('VPM Family Violence') provides clear instructions to Victoria Police members responding to reports of family violence received via telephone.

Specifically, section 3.3 requires that on receipt of a report of family violence by phone (including a contravention of an intervention order), an assessment must be made regarding the need for police attendance. If satisfied that there is no risk of harm to any party, a member of the rank of Sergeant or above must grant approval to complete the Family Violence Report (L17) over the telephone. The L17 is completed in LEDR MK2 and automatically uploaded into LEAP.

Whilst the *VPM Family Violence* does not refer back to the *Victoria Police Manual: Crime And Event Reporting And Recording ('VPM Crime Reporting')* it adequately duplicates and expands on the relevant instructions to record all reports of family violence in LEDR MK2 to address the Coroner's recommendation without cross reference. The *VPM Crime Reporting* and *VPM Family Violence* are consistent on this subject.

Additionally, in December 2020 Victoria Police developed the *Victoria Police Practice Guide: Taking Reports of Family Violence By Telephone* in response to other coronial recommendations handed down in 2019. This Practice Guide supports frontline and investigative units to specifically comply with the *VPM Family Violence* when responding to family violence related calls.

The Code of Practice will be updated by the end of 2021 to reflect these VPM changes noting the VPM and the practice guide are the main reference documents for members in response to family violence.

Yours sincerely



Shane Patton APM
Chief Commissioner

22/6/21