

15 March 2022

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

Dear Coroner English

Investigation into the death of Geoffrey Allan Locks - COR 2019 000056

We refer to Your Honour's Proposed Recommendation into the death of Mr Locks, dated 28 October 2021.

On page 2 of the Proposed Finding, Your Honour makes the following recommendation:

*"I recommend that **MePACS (Peninsula Health)** develop a policy and procedure specifically for non-verbal clients. The policy should require a client's preferences regarding communication and the steps to be taken in a medical emergency to be recorded in their file and considered when MePACS responds to a medical emergency alert."*


In response to Your Honour's recommendation, we advise that Peninsula Health's Client On-Boarding Policy has been amended to capture each non-verbal client's communication preferences and personal instructions in the event of a medical emergency, which will be documented in the MePACS system. The Handling Medical Emergencies Policy has also been amended to include non-verbal clients and the steps MePACS staff must take in a medical emergency.

Furthermore, Peninsula Health has developed a policy specifically for non-verbal clients that outlines the actions MePACS staff must take to provide straightforward and effective communication when responding to a non-verbal client's request for assistance in a medical emergency.

Finally, we have reviewed all current MePACS clients who are non-verbal and updated their client records accordingly. We are also in the process of developing a report that will allow Peninsula Health to report on and maintain compliance with these policies.

I trust this information satisfies your request for a response to the recommendation under sections 72(3) and 72(4) of the *Coroners Act 2008* (Vic).

Yours sincerely



Felicity Topp
CHIEF EXECUTIVE