

Coroners Registrar  
Coroners Court of Victoria  
65 Kavanagh Street  
Southbank VIC 3006

**By** **email:**  
**cpuresponses@coronerscourt.vic.gov.au**

Date  
29 July 2022

Dear Registrar

**COR 2019 002142 – Recommendations will be implemented**

We write to respond to Coroner Bracken’s Finding without inquest into the death of Gwyneth Miles dated 11 May 2022 (the **Finding**). This letter provides the actions that have been, or will be, taken by Arcare Pty Ltd (**Arcare**) to address the Coroner’s recommendations.

**1 Recommendations**

Under section 72(2) of the Coroners Act 2008, the Coroner recommended that:

- (a) Arcare Brighton consider reviewing staffing and infrastructure arrangements at the front door of their premises with a view to having doors which automatically open to allow people to enter the facility and thereby allow residents to leave, directly monitored by staff (Recommendation One); and
- (b) Arcare Pty. Ltd consider such a review at other of their facilities with the view to maximising residents’ liberty and at the same time optimising their safety (Recommendation Two).

**2 Recommendation One**

Arcare Brighton has reviewed staffing and infrastructure arrangements and have on and from 28 June 2022 and following the Finding of the Coroner, implemented measures to address the recommendations of the Coroner.

**2.1 Staffing arrangements**

- (a) Provision of a directive to staff members that staff on reception must not leave reception unattended.

- (b) If a staff member is required to leave reception, then as best as possible and subject to staff availability another staff member will monitor the front door of the facility until the first staff member (or any other staff member) returns.

## 2.2 ***Infrastructure arrangements***

- (a) The screen at reception was lowered to eye height so as to not obscure and to enhance the receptionist's line of sight.
- (b) The sensors to the main entrance to the facility were altered so that they could only be triggered from the inside of the building through entering a code to open the doors. Any person who needs to enter the building from the outside must contact reception who will monitor the door whilst letting visitors in.
- (c) A trial of facial recognition technology has commenced that uses biometric data of clients to send an alarm to an Arcare-issued phone, held by senior clinicians, when a client is approaching any exit in the building providing staff with sufficient time to approach and redirect the client away from the exit or accompany them outside where time and the elements permit.

## 3 **Recommendation Two**

On and from 28 June 2022, following the Finding of the Coroner, Arcare implemented changes to the staffing and infrastructure arrangements of each of its facilities as follows:

### 3.1 ***Staffing arrangements***

Implementing the staffing arrangements of the Brighton office, described at paragraph 2.1 of this letter.

### 3.2 ***Infrastructure arrangements***

After business hours (including weekends), visitors will be required to use a buzzer to contact After Hours Supervisors to gain access to any Arcare facility other than for those facilities that provide dedicated access to certain family members by swipe card or keypad.

Arcare considers the above measures sufficiently maximise the residents' liberty and optimise his or her safety.

Arcare also takes an individualised approach when assessing the needs of each client, including the management of how a client moves around and outside of its facilities, by way of conducting individual risk assessments and case conferences with each client and family members to identify risks pertaining to that client and training staff on how to minimise those risks.

– Yours sincerely



**Colin Singh**  
**Chief Executive Officer**