



Believing In
Children,
Young People,
Families &
Their Future.

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23 February 2024

Coroner Peterson
c/o - Nick Boesten
Coroner's Registrar
Coroners Court of Victoria

Dear Coroner Peterson

Berry Street Victoria - Coronial investigation (JZA) - COR 2017 002564

I write in response to the Coronial findings into the passing of JZA, and recommendations made to the Berry Street Victoria and Department of Fairness, Families and Housing.

Coroner Peterson made five recommendations that require a direct response from Berry Street Victoria.

I provide the following responses to each recommendation on behalf of Berry Street Victoria.

Recommendation one

I recommend that BSV reviews the staff handover process to ensure workers are allocated sufficient paid time to read all relevant materials prior to commencing a shift;

Berry Street Victoria supports this recommendation in-principle. Berry Street Victoria is undertaking a full review of its handover processes, templates, and practices for workers. This includes, but is not limited to, access to crisis management plans, as well as use of time allocation for workers to review the relevant materials. Berry Street Victoria anticipates this will be completed by June 2024.

Recommendation two

I recommend that BSV considers how to develop a system to better support residential care workers, including new or agency workers, to quickly comprehend a client's key risk factors during handover, for example through extracting key information from incident reports, monthly reports, and care team meeting minutes into a regularly updated crisis management plan;

Berry Street Victoria supports this recommendation in-principle. Berry Street is putting in place access, permissions, and summary views for all workers, including agency staff, involved in the care of a young person. This will be incorporated into Berry Street Victoria's new client information system (including client records, individual safety, and crisis management plans) and digital workplace (including policies and procedures). This will also include hyperlinking of critical information across platforms to ensure ease of access. Phase one of this project is anticipated to be implemented by July 2024, and phase two is anticipated to be implemented by December 2024.

Recommendation three

I recommend that BSV and DFFH jointly review the Care Team Meeting process to ensure there is a clear designation of roles and responsibilities, including the taking and dissemination of minutes

Berry Street Victoria supports this recommendation in-principle. Berry Street Victoria is now meeting with DFFH in relation to the Care Team Meeting process and intends to provide information to DFFH for the updating of critical guidelines and child protection manuals, which will outline roles and responsibilities of Berry Street Victoria and DFFH/Child Protection workers, including the taking and dissemination of minutes of the meeting. Berry Street Victoria anticipates this will be completed by March 2024.

Recommendation four

I recommend that BSV reviews the delivery of its training modules, particularly with respect to monitoring substance affected youths, and implements measures to ensure that:

- a) *Workers are allocated dedicated, paid time to complete all required training modules;*
- b) *Workers are assessed on their comprehension of training content; and*
- c) *Workers receive appropriately spaced refresher training to ensure the substance of training remains at the forefront of a worker's mind.*

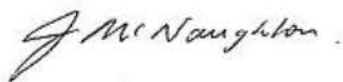
Berry Street Victoria supports this recommendation in-principle. Berry Street Victoria is reviewing all mandatory learning for residential care workers to assess new evaluation and competencies measures, and which modules will be included in annual refresher training for all Berry Street Victoria residential care workers. Berry Street Victoria anticipates this will be completed by June 2024. In line with the roll-out of Berry Street Victoria's Teaching Family Model for all residential care homes, quarterly training and staff feedback on competencies will be mandatory. Berry Street Victoria anticipates this will be implemented by December 2024.

Recommendation five

I recommend that BSV considers implementing measures to overcome potential knowledge gaps which may be faced by agency workers, including with regard to key policy requirements.

Berry Street Victoria supports this recommendation in-principle. Berry Street is reviewing digital access for agency workers to the Berry Street Victoria online environments. Further, Berry Street Victoria is in the process of designing a new dedicated section of its Online Residential Care Manual, specifically for agency staff. This will include summaries of key Berry Street Victoria policies and procedures. Berry Street Victoria anticipates this will be completed by June 2024.

Should you have any queries, please contact Dr Jane Daniels Executive Director Organisational Effectiveness [REDACTED]



Jenny McNaughton



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