



**NDIS Quality
and Safeguards
Commission**

Coroner's Registrar
Coroner's Court of Victoria
65 Kavanagh St
SOUTHBANK VIC 3006
cpuresponses@coronerscourt.vic.gov.au

31 May 2024

RE: Investigation into the death of Vivianne May Rodger - COR 2019 000309

The purpose of this letter is to provide a formal response on behalf of the NDIS Quality and Safeguards Commission (NDIS Commission) to *Recommendation 1* made in accordance with section 72(3) of the Coroner's Act 2008.

Recommendation 1:

That the NDIS Quality and Safeguards Commission ensure that training and information provided to service coordinators and providers includes information regarding the importance of ensuring appropriate fire safety measures are put in place for clients, including hardwired smoke alarms connected to monitored personal alarm devices.

NDIS Commission response:

While the NDIS Commission was not yet in operation in Victoria at the time of the death of Ms Rodger, we are committed to ensuring that all NDIS providers and service coordinators are adequately informed about the importance of fire safety measures, including the use of smoke alarms connected to monitored personal alarm devices, where available.

We will do this by:

- Developing guidance material focusing on your findings, NDIS provider responsibilities and the importance of fire safety measures for NDIS participants.
- Distributing the guidance to providers and service coordinators via email and the NDIS Commission external website.
- Providing a link to this guidance material in our provider newsletter.
- Developing engaging content for social media on the importance of fire safety measures, to be shared on the NDIS Commission's social media profiles.

The NDIS Commission has also reached out to Fire Rescue Victoria (also named in the Findings) and the National Disability Insurance Agency (NDIA) and is awaiting responses around any further opportunities for collaboration to ensure safe outcomes for all NDIS participants in relation to fire safety.

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Should you have any queries or wish to discuss this response please contact Carrie Sutcliffe
A/Director Compliance Monitoring: [REDACTED]

Yours sincerely

A handwritten signature in black ink, appearing to read 'Tim Eaton', is centered on the page.

Tim Eaton

Assistant Commissioner Compliance and Enforcement