



12 August 2024

Coroner Katherine Lorenz
Coroners Court of Victoria
65 Kavanagh St
SOUTHBANK VIC 3006

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

Dear Coroner Lorenz

Response to recommendations in the finding into the death of Victor Fenech | COR 2022 0655

I write in response to the recommendations directed to Ambulance Victoria in the finding into the death of Mr Victor Fenech, delivered 13 May 2024. The recommendations were:

That Ambulance Victoria, in consultation Triple Zero Victoria, consider:

- (a) providing information in closing scripts about when to call Triple Zero again in cases where callers are expecting a call back from another health professional, including what to do if the call back does not occur; and
- (b) reinstating the inbound call warm transfer process as the primary means of facilitating secondary triage.

Ambulance Victoria has considered the recommendations and provides the following statements of action in response to each, as required by section 72(4) of the *Coroners Act 2008 (Vic)*.

(a) Consider providing information in closing scripts about when to call Triple Zero again in cases where callers are expecting a call back from another health professional, including what to do if the call back does not occur

This recommendation will be implemented.

AV is currently working with Triple Zero Victoria to update the scripting used at the conclusion of these calls.

In developing updated scripting, AV and Triple Zero Victoria must balance the provision of additional information against the time required to provide the information to each applicable caller, as this directly impacts the availability of call-takers to answer the next incoming Triple Zero call.

Ambulance Victoria is working towards the inclusion of an agreed update to call closure scripting as part of the next update to ambulance Communications Standard Operating Procedures.

(b) Consider reinstating the inbound call warm transfer process as the primary means of facilitating secondary triage

This recommendation will be implemented.

Prior to the release of the finding into Mr Fenech's death, Ambulance Victoria and Triple Zero Victoria had already started exploring how to facilitate a return to the inbound warm transfer process for all secondary triage calls. This exploration recognises that since the inbound call transfer process was paused in response to the COVID pandemic, Ambulance Victoria has moved from a single-tier priority model for the categorisation of secondary triage suitable calls to a two-tier priority model.


The reinstatement of the inbound transfer process must therefore ensure that higher priority calls can be identified and prioritised for warm transfer, and that Ambulance Victoria has sufficient capacity within its Secondary Triage service to answer inbound calls.

Triple Zero Victoria have undertaken to provide Ambulance Victoria with requisite telephone data so that both agencies can assess the best way to reinstate this process. Triple Zero Victoria is also working with Ambulance Victoria to assess the feasibility of updating the Triple Zero Victoria telephone system to enable the identification and warm transfer of higher priority calls in preference to lower priority calls.

A process for the warm transfer of the higher priority calls remains in place, and Ambulance Victoria and Triple Zero Victoria have agreed to retain this process as a business-as-usual arrangement until such time as a full return can be implemented. However, at the time of writing, a 'go live' date for full implementation has not yet been agreed.

If you have any questions or concerns in relation to the details provided, please contact AV's Coronial Lead at [REDACTED] and we would be happy to assist further.

Yours sincerely



Anthony Carlyon
Executive Director Specialist Operations & Coordination