



14 August 2024

Rachel Nicol
Coroner's Registrar
Coroners Court of Victoria
65 Kavanagh St
Southbank VIC 3006

Your ref: COR 2022 0655

Dear Rachel

**Investigation into the death of Victor Dale Fenech
Coroner's Court Proceeding Number: COR 2022 0655**

1. We refer to your letter dated 13 May 2024.
2. We confirm the Court has requested that Triple Zero Victoria respond to the recommendations outlined in Coroner Lorenz's Finding without inquest into the death of Victor Fenech dated 13 May 2024 (**Finding**).
3. Her Honour made the following recommendations in the Finding:
 - (1) Triple Zero Victoria consider mechanisms to confirm the type of dwelling, or that additional address information is required, when verifying the address of an event to prompt direct questioning of this information.
 - (2) Ambulance Victoria, in consultation with Triple Zero Victoria, consider:
 - (i) 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
 - (ii) reinstating the inbound call warm transfer process as the primary means of facilitating secondary triage.
4. I respond as set out below on behalf of Triple Zero Victoria.

Recommendation (1)

5. The Coroner's recommendation has been implemented.
6. In response to the recommendation, on 1 July 2024 Triple Zero Victoria updated the annual refresher training courses for call takers across all Emergency Service Organisations (**ESOs**) (i.e. including police, fire and ambulance).

7. The annual refresher courses now include a scenario that focuses specifically on unit number verification methods in the Computer Aided Dispatch (**CAD**) system. The scenario reminds call takers to:
 - (1) verify the address requiring emergency response;
 - (2) check the map as it appears on CAD and consider the type of dwelling located at the address;
 - (3) ask the caller if they are in a unit complex if evident from the map that the dwelling is a large complex;
 - (4) update the event verification on CAD; and
 - (5) confirm full address with the relevant ESO through the comments section in CAD.
8. The annual refresher training courses for 2024/2025, which include this scenario focusing on unit number verification methods in CAD, are now live and available to all call takers and must be completed as part of their ongoing employment requirements.

Recommendation (2)

9. Triple Zero Victoria remains committed to working with Ambulance Victoria in relation to this Recommendation.
10. In relation to Recommendation 2(i), Triple Zero Victoria is working closely with Ambulance Victoria to update call closure scripts. These updates will be included in Ambulance Victoria Communications Standard Operating Procedures and in Triple Zero Victoria Ambulance Standard Operating Procedures (**Triple Zero Victoria Ambulance SOPs**). At this stage we are not able to confirm when these updates will take effect.
11. In relation to Recommendation 2(ii), from 3 April 2023, Triple Zero Victoria and Ambulance Victoria agreed to reinstate the warm transfer process for Priority 2 REFCOMM events, deemed suitable for secondary triage by Ambulance Victoria. Effective from 9 August 2024, this process is a permanent state Business as Usual procedure, which will be included in Triple Zero Victoria Ambulance SOPs in a future update. This warm transfer process allows 000VIC ambulance call-takers to provide improved customer service to callers by connecting them directly to Ambulance Victoria's Referral Service Triage Practitioners, who are trained health professionals.

Please do not hesitate to contact me should you require any further information.

Yours sincerely



Alice Felman
Triple Zero Victoria – Director Legal Services