

## WHICH ORGANISATION IS MOST APPROPRIATE FOR YOUR CONCERNS?



Coroners Court  
of Victoria

The role of the Coroner is to investigate certain deaths and fires to work out how and why they happened, so that similar deaths and fires can be prevented. It is their role to find out, if possible, the identity of the person who has died, the cause of death, and the circumstances in which the death occurred.

The scope of the coronial investigation is limited to the facts, matters and issues that are sufficiently proximate to and connected with the death. This generally includes:

- the immediate circumstances in which the death was discovered.
- the events immediately leading up to the death and the actions of any individuals involved in those events.
- any relevant aspect of the deceased's circumstances, situation, or history.
- the role of any emergency services that were involved in the incident.

The scope does not extend to facts or circumstances that did not cause or contribute to the death.

Some common concerns can include:

### **My loved one was prescribed or administered the wrong medication / the wrong dose of medication.**

Administration of medication will fall within the coronial scope if the medication caused or contributed to the death. If the administration of medication did not contribute the death, but you are concerned about the medication prescribed to your loved one, you should talk with the doctor or health service directly. If you are uncomfortable doing this, or if you are not satisfied with their response, you can contact the Health Complaints Commissioner or the Australian Health Practitioner Regulation Agency (AHPRA).

### **I did not like the way the medical staff spoke to me.**

While the medical treatment provided by a doctor may be the subject of a coronial investigation, their manner does not fall within the coronial scope. If you are concerned about a doctor's behaviour, you should talk about your concern with the doctor or health service directly. If you are uncomfortable doing this, or if you are not satisfied with their response, you can contact the Health Complaints Commissioner.

### **The medical staff did not listen to my concerns.**

This will generally not fall within our scope unless it contributed to the death of your loved one. If you are not satisfied with the response provided by the doctor or health service to your concerns, you can contact the Health Complaints Commissioner.

### **The carers did not provide a high level of care to my loved one.**

If the care provided caused or contributed to the death of your loved one, it will be considered within the scope of the coronial investigation. In cases where the care provided did not contribute to the death of your loved one, you should discuss your concerns with the health service provider, residential aged care or disability service directly. If you are not satisfied with their response, you can lodge a complaint with the Health Complaints Commissioner, Mental Health and Wellbeing Commission, Aged Care Quality and Safety Commissioner or the NDIS Quality and Safeguards Commission.

If your concerns fit within the coronial scope, please complete the [Request for Consideration of](#)

[Concerns form](#). Please feel free to contact the Coroner's Court if you want to discuss whether your particular concerns fit within the coronial scope.

If your concerns do not fit within the coronial scope, then it may be that another organisation is better-placed to respond to your concerns. Depending on the concerns you have, you may consider contacting the following organisations:

### **AGED CARE**

Aged Care Quality and Safety Commission  
Ph. 1800 951 822  
<https://www.agedcarequality.gov.au/consumers>

### **DISABILITY SERVICES**

Disability Services Commissioner - for concerns about provision of a disability service by a regulated Victorian service provider ie DFFH or TAC funded service. Ph. 1800 677 342  
<https://www.odsc.vic.gov.au/>

NDIS Quality and Safeguards Commission - for concerns about an NDIS funded service.  
Ph. 1800 035 544  
<https://www.ndiscommission.gov.au/complaints>

### **HEALTH & MEDICAL**

Australian Health Practitioner Regulation Agency (AHPRA)  
Ph. 1300 419 495  
<https://www.ahpra.gov.au/>

Health Complaints Commissioner (HCC) Ph. 1300 582 113  
<https://hcc.vic.gov.au/>

Should you direct your concerns to APRHA or HCC?  
<https://www.ahpra.gov.au/Notifications/Concerned-about-a-health-practitioner.aspx>

### **MENTAL HEALTH**

Mental Health & Wellbeing Commission  
Ph. 1800 246 054  
<https://www.mhwc.vic.gov.au/>

### **VICTORIAN PUBLIC ORGANISATIONS**

Victorian Ombudsman – if you think you've been treated wrongly by a Victorian public organisation  
<https://www.ombudsman.vic.gov.au/complaints/>

Independent broad-based anti-corruption commission (IBAC) – for public sector corruption and police misconduct.  
<https://www.ibac.vic.gov.au>

### **OTHER**

Freedom of Information (FOI) - Allows you to request access to government-held information.  
Ph. 1300 363 992  
<https://ovic.vic.gov.au/freedom-of-information-for-the-public/>