

11 November 2025

Ms Katrina Sonneveld  
Coroner's Solicitor  
Coroners Court of Victoria  
65 Kavanagh St  
Southbank VIC 3006

**By email only:** [cpuresponses@courts.vic.gov.au](mailto:cpuresponses@courts.vic.gov.au)

Dear Ms Sonneveld,

**Request for response to Coroner's Recommendation – Miss Aluel Ajak (DOB: 18/07/2013)**

**Your reference: COR 2023 003665**

**Our reference: LEX 71682**

Thank you for your correspondence to the National Disability Insurance Agency (Agency) dated 29 July 2025, which provided Coroner David Ryan's Finding without inquest into the death of Aluel Ajak and requested a response from the Agency to the Coroner's Recommendation in relation to the Agency:

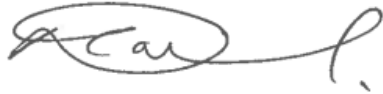
*That the National Disability Insurance Agency review its guidelines for processing requests for housing improvements for Victorian participants to require prompt and active liaison and coordination with Homes Victoria [2]*

**Agency response to the recommendation**

1. The Agency thanks the Coroner for the opportunity to respond to the recommendation.
2. The Agency is working on ensuring that expectations of what is required of support coordinators is clarified to ensure they are aligned with the Agency expectations and fully understand their obligations under the relevant legislation.
3. These expectations will be included in the request for service document that is sent to support coordinators at the start of a plan period.
4. The Agency Government Relations team is working to develop a communication pathway between Housing Victoria and the Agency to ensure clear lines of communication.

Please do not hesitate to contact us, should you have any queries regarding this matter.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'D. Poel', with a stylized flourish at the end.

**Damian Poel**  
**General Manager, Victoria/Tasmania Regional Services**  
**Service Delivery**  
**National Disability Insurance Agency**