



3 February 2026

Ms Keely Keene
Coroner's Registrar
Coroners Court of Victoria
65 Kavanagh Street
SOUTHBANK VIC 3006

Your Ref: COR 2021 000596

Dear Ms Keene

Investigation into the death of [REDACTED]

1. We refer to your letter dated 3 November 2025 to Triple Zero Victoria (TZV) enclosing a copy of Coroner McGregor's Finding without inquest into the death of [REDACTED] dated 28 October 2025 (**Finding**).
2. We are saddened at the death of [REDACTED] and extend our condolences to her family and friends.
3. His Honour directed a recommendation to TZV (and others):
*(1) That **Victoria Police** and **Triple Zero Victoria** work together to implement a system which automatically extracts family violence-related Computer Aided Dispatch (CAD) information into FVR L17s, while excluding it from the subsequent referrals to family violence services.*
4. We write to provide TZV's response to this recommendation pursuant to section 72(3) of the *Coroners Act 2008* (Vic) (**the Act**).

Response to Recommendation 1

Background to CAD

5. TZV was established on 15 December 2023 under the *Triple Zero Victoria Act 2023* (Vic) (**TZV Act**). Upon its establishment, TZV replaced the Emergency Services Telecommunications Authority (**ESTA**) which had existed since 1 July 2005. Like its predecessor, TZV is vested with responsibility for the provision of emergency communications services across Victoria, including for Ambulance Victoria (**AV**), Victoria Police (**VicPol**), Country Fire Authority (**CFA**), Fire Rescue Victoria (**FRV**) and the Victoria State Emergency Service (**VICSES**) (collectively, the Emergency Services Organisations (**ESOs**)).
6. TZV provides the link between the Victorian community and the ESOs by providing State-wide around the clock emergency call-taking and dispatch services for the ESOs via the triple zero Emergency Communications Services (**000 Service**).

Triple Zero Victoria

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7. Telstra currently provides the emergency call service which is the first answer point for calls to 000 (**Telstra's E000 Service**). When calls to 000 are made, they are presented to Telstra's E000 service and answered by the first available Telstra Triple Zero Emergency Call Service Operator (**Telstra E000 operator**). The Telstra E000 operator will then transfer the call for assistance within Victoria through to an appropriate TZV call-taker based on the emergency service area nominated by the caller or to a police call-taker if the caller does not nominate an emergency service area.

General police call-taking and dispatch procedure

8. During a 000 call, a TZV call-taker will enter into CAD information obtained from the caller, including what the caller says is the location VicPol are required to attend, and why VicPol are required (**CAD data**). In relation to family violence related information, such information could include, for example, a description of who is being harmed, the type of violence being used, whether there are weapons involved, who is alleged to be using violence, the number of people involved and their relationship to the alleged perpetrator of violence, the relationship of the caller (if any) to the victim/s, whether anyone has sustained injuries and whether there are any relevant court orders in place.

VicPol current access to CAD data

9. TZV understands that VicPol has access to real time CAD data, including for VicPol members operating in the field, through their Integrated Real-time Information System (**IRIS**) devices, and through VicPol's operation of a Situational Awareness Monitor (a real-time operational display system used to give VicPol officers a live overview of what is happening across the State).
10. TZV also understands that FVR L17s are housed in VicPol's Law Enforcement Assistance Program (**LEAP**) system over which TZV has no control.

Conclusion

11. TZV respectfully submits that VicPol already has access to the relevant CAD data needed to effect Coroner McGregor's recommendation, and is best placed to review CAD data, determine its relevance to family violence events and implement arrangements to extract relevant CAD data into FVR L17s.
12. TZV is content to engage further with VicPol regarding this recommendation, as appropriate.

If the Court requires further information from TZV, please contact Amira Kafka, Senior Legal Counsel,

Yours sincerely



David Clayton APM
Chief Executive Officer
Triple Zero Victoria