



Executive Offices
Mental Health Services
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2 December 2019

Ms Colleen Bebbington
Coroner's Registrar
Coroner's Court of Victoria
65 Kavanagh Street
SOUTHBANK VIC 3006

Dear Ms Bebbington

RESPONSE TO CORONIAL RECOMMENDATIONS
COURT REFERENCE: COR 2016 1929

Coroner Olle's Finding without inquest into the death of Antonio D'Augello included two recommendations made under section 72(2) of the *Coroners Act* 2008 (Vic) directed to Bendigo Health.

Recommendation (para 65): Goulburn Valley Health and Bendigo Health Mental Health Service develop an agreement or understanding, accessible to clinical services which specifies that where possible timely and direct communication with the treating team of a case managed client of either's services occurs, with the intent of gathering collateral information to inform assessments and before treatment planning is completed.

The Coroner's recommendation will be implemented. Communication has taken place between the Clinical Director Bendigo Health Mental Health Services and the Additional Director of Psychiatry Goulburn Valley Health, with agreement that this recommendation will be implemented. It has been agreed that a written understanding (MOU or equivalent) will be developed by the two services, in consultation with consumer and carer representatives. It will be approved through the relevant hospital quality committee processes and will be signed, dated and implemented with appropriate communication to ensure awareness of relevant staff in both services.

Recommendation (para 66): Bendigo Health Mental Health Service review the requirement for the timely escalation of the care of a community case managed client who is experiencing a deterioration in mental state to facilitate timely access to a face to face review by a psychiatrist.



The Coroner's recommendation will be implemented. The Coroner's findings and recommendations will be formally reviewed through the Mental Health Services' Quality and Risk Committee, with a decision endorsed to implement this recommendation and allocate specific staff to this task within a given time-frame. Monitoring of this outcome to be undertaken by the Clinical Director Mental Health Services Bendigo Health.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Philip Tune', followed by a short horizontal line.

ASSOC PROF PHILIP TUNE
Clinical Director
Mental Health Services