

15 January 2024

Coroner Audrey Jamieson
Coroners Court of Victoria
65 Kavanagh Street
Southbank VIC 3006

Via email: cpuresponses@coronerscourt.vic.gov

Dear Coroner

Investigation into the deaths of Refan Al Moarfeg and Meeram Bano, Coroners Court reference COR 2021 003519 and COR 2021 007009

Thank you for your correspondence of 21 September 2021 advising the MAV of recommendations directed to it from the investigation of the tragic deaths of Refan Al Moarfeg and Meeram Bano.

The Coroner's recommendation to the MAV will be implemented. The MAV Insurance business unit, which delivers public liability insurance to 78 Victorian councils, has been responsible for the implementation of the recommendations directed to the MAV. The one council that is not a current member of MAV Insurance, Moira Shire Council, will be invited to attend the seminar which will largely give effect to the actions taken by MAV to give effect to the recommendation.

Since the correspondence of 21 September, the MAV has undertaken the following actions to give effect to the recommendations:

- Reviewed the public liability claims data held by MAV Insurance to identify any similar events, which identified on additional death in close proximity to a council park.
- Met with Maribyrnong City Council's representative to understand the recommendations of SafeTNow, NTT Australia and Life Saving Victoria
- Drafted an agenda for a seminar session for Victorian council representatives which will include speakers from the MAV's public liability insurance division and Life Saving Victoria.

In addition, the MAV will undertake the following:

- Hold a seminar for representatives of all Victorian councils on 13 February or 15 February 2024 to present on the actions undertaken by Maribyrnong City Council in response to the tragic deaths of Refan Al Moarfeg and Meeram Bano and further advice on actions that can be undertaken to prevent similar deaths in waterways in public parks.
- Draft a guideline on the minimisation of drowning risks near and in public parks which will be available on the MAV's website for Victorian council use, which will address, among other matters, the actions taken by Maribyrnong City Council in response to the deaths of Refan Al Moarfeg and Meeram Bano.



- Meet with the Victorian Managed Insurance Authority to share the MAV's publications to enable their use by the VMIA in their risk management services for council-operated Committees of Management.

Should you have any queries about this matter, please contact the author of this correspondence

[REDACTED]

Yours sincerely



OWEN HARVEY-BEAVIS
General Manager, MAV Insurance