



## Department of Justice and Community Safety

Secretary

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Our ref: EBC  
Your ref: COR 2020 000670

His Honour John Cain, State Coroner  
Coroners Court of Victoria  
65 Kavanagh Street  
SOUTHBANK VIC 3006

By email to: [cpuresponses@coronerscourt.vic.gov.au](mailto:cpuresponses@coronerscourt.vic.gov.au)

**WARNING: this letter contains references to an Aboriginal person who has passed away.**

Dear Coroner Cain

I refer to your findings and recommendations made on 13 November 2024 in the inquest into the passing of Noeline Dalzell who tragically died on 4 February 2020.

You made two recommendations directed to the Department of Justice and Community Safety (DJCS) and made one recommendation directed to both DJCS and the Department of Families, Fairness and Housing (DFFH). The department's response to these recommendations is as follows:

### Recommendation 7

*DJCS and DFFH take immediate steps to complete work on recommendation 2 of the Multi-Agency Review and identify who is to take the leadership role, including identifying and implementing a central contact person or agency with responsibility for coordinated oversight of family violence perpetrators, affected family members, and associated service providers. Given the rate of family violence perpetrated on First Nations women and children, this approach needs to include First Nations community organisations, and incorporate expertise from those with lived experience.*

### Department's response

An alternative to the Coroner's recommendation is being implemented.

Consistent with the recommendations of the 2015 Royal Commission into Family Violence, the Government has implemented a system in which relevant agencies work together under the common Family Violence Multi-Agency Risk Assessment and Management (MARAM) Framework and take the lead as and when the interests of a particular family require it. This is the approach behind the referral pathways that are offered through The Orange Door and the approach which the Family Violence Information Sharing Scheme (FVISS), Central Information Point (CIP) and MARAM make possible.

The Government has taken steps to complete work on recommendation 2 of the Multi-Agency Review with respect to addressing matters where there is a serious family violence risk, but which do not meet the Risk Assessment and Management Panel (RAMP) eligibility.

DJCS will also explore opportunities through work progressing on the landmark perpetrator study on perpetrator behaviours and motivations and options for supporting more holistic perpetrator interventions.

Community Correctional Services' (CCS) practice guidance has and continues to be updated in line with the MARAM framework. This work has entailed developing two distinct family violence practice guidance – *Managing Adults Using Family Violence* and *Working with Victim Survivors of Family Violence*, which were issued on 29 April 2024. The guidance makes it clear that CCS practitioners should request and proactively share 'risk relevant information' and collaborate with all relevant services, including The Orange Door, to assist with assessing and managing the safety of the victim survivor(s). The practice guidance specifies that release from prison is risk relevant information where CCS is supervising community-based dispositions commencing upon the release from custody of the adult using family violence. The practice guidance also specifies that CCS staff will work closely with The Orange Door, for example through referrals, secondary consultations and by sharing CCS family violence risk assessments and risk management plans; and where other services are involved with the adult using family violence, CCS practitioners are to schedule regular care team meetings with all service providers.

The practice guidance was further updated on 6 November 2024 to provide guidance and instruction to CCS practitioners in accordance with the MARAM framework including, requirements for CCS practitioners to liaise with Victoria Police where the affected family member is subject to Family Violence Management Plans to ensure information sharing. Further guidance on safety plans and risk management plans was also included, as was guidance and business rules regarding CCS practitioners use of the L17 Portal.

## **Recommendation 10**

*DJCS Corrections Victoria work in partnership with Court Services Victoria to investigate a fast-track procedure for processing family violence offenders when they plead guilty to an offence that breaches a CCO imposed for family violence offending. Consideration be given to:*

- *Enabling service of charge-sheet and summons prior to release;*
- *Facilitating an assessment with the offender, where possible, to assess reasons for non-compliance and suggested options for improving compliance (i.e., offender might not have transportation options or housing stability); and*
- *Empowering the judicial officer hearing the plea for the breaching offence to amend the CCO order in any way that the Court considers necessary to mitigate the risk of further offending during the period of delay until the determination of the CCO breach proceeding. Such powers to include for example, geographical exclusion orders.*

### Department's response

This recommendation is accepted and implementation has commenced.

DJCS and Court Services Victoria (CSV) are currently investigating fast-track procedures for family violence offenders who plead guilty to an offence that breaches a CCO imposed for family violence offending. The focus of this work is on operational enhancements including:

- updating practice guidance to support listing contravention matters at the earliest opportunity once guilty pleas have been entered, and
- exploring opportunities to prioritise the processing of high risk CCO contraventions (an internal Prioritised Listing Working Group has been established to progress this work in 2025).

## **Recommendation 11**

*Corrections Victoria implement a digital, non-paper-based system for Corrections warrants that will enable them to be processed without relying on mail or DX.*

### Department's response

The Coroner's recommendation is under consideration.

DJCS, in concert with CSV, are exploring the use of a non-paper-based system for CCS warrants. Implementation of a digital non-paper-based system for CCS warrants requires consideration of operational and budgetary impacts, as well as exploring the feasibility within existing and future IT systems.

Should you require any further information, please do not hesitate to contact Bill Kyriakopoulos, Deputy Secretary, Police, Racing, Victims and Coordination, DJCS at [REDACTED]

Yours sincerely



**Kate Houghton PSM**  
Secretary

02 / 04 / 2025