

11 November 2025

Coroner Judge John Cain
Coroners Court of Victoria
65 Kavanagh Street
Southbank VIC 3006

Via email: cpuresponses@coronerscourt.vic.gov

Dear Coroner

**Investigation into the death of [REDACTED] Coroners Court reference
COR 2021 003484**

Thank you for your correspondence of 25 August 2025 advising the MAV of recommendations directed to it from the investigation of the tragic death of [REDACTED]

Pursuant to section 72(2) of the *Coroners Act 2008*, Coroner Judge John Cain made the following recommendation:

“(i) That the Department of Health work with the Municipal Association of Victoria (MAV) and all local councils and associated MCHNs to review their policies to ensure that they all have documented processes of follow-up and assessment where a family has previously been engaged with EMCHN and then disengages.”

The coroner’s recommendation to the MAV has been partly implemented. The MAV intends to continue working with the Department of Health to fully implement the coroner’s recommendations.

The Department of Health created the Parent, Carer and Family Active Engagement Practice Note (the Practice Note). Following sector feedback to Version 1 of the Practice Note, the Department of Health engaged with the MAV and councils in the development of Version 2 of the Practice Note, which was implemented on 1 December 2024. The Practice Note outlines best practice to promote continued engagement of all family, parents and carers as active partners in accessing MCH Services, particularly for families at risk of disengagement. The Practice Note is scheduled for review in November 2025.

The Practice Note is mandatory and requires MCH services to have processes to identify vulnerable children, carers and families, support a flexible approach to meet individual needs of the child and family, to strengthen opportunities for engagement with MCH and appropriate services. It includes processes of follow-up and assessment where a family has previously been engaged with MCH services and then disengages.

The MAV will engage with the Department of Health and consult with councils, as part of the review of the Practice Note, to consider any enhancements that can be made to strengthen guidance around disengagement and follow up with families that disengage from either MCH services or Enhanced MCH services. The MAV proposes to reconvene a focus group of councils that was formed to contribute to the development of the Practice Note for this review.

Following the review, the MAV proposes that the updated practice note be jointly branded with the Department of Health and the MAV, to demonstrate a coordinated sector response to the coroner's recommendation.

Should you have any queries about this matter, please contact Helen Lees [REDACTED]
[REDACTED]

Yours sincerely



Kelly Grigsby
Chief Executive Officer