



Secretary

Department of Health

50 Lonsdale Street  
Melbourne Victoria 3000  
Telephone: 1300 650 172  
GPO Box 4057  
Melbourne Victoria 3001  
[www.health.vic.gov.au](http://www.health.vic.gov.au)  
DX 210081

BAC-BR-34178

Niels Gabriels  
Coroner's Registrar  
Coroners Court of Victoria  
**Via e-mail:** [cpuresponses@coronerscourt.vic.gov.au](mailto:cpuresponses@coronerscourt.vic.gov.au)

Dear Mr Gabriels

**COR 2022 1175 – Jason Hosier – Finding into death following inquest  
Response to recommendations directed to the Department of Health**

Thank you for providing the findings of Coroner Audrey Jamieson dated 10 November 2025 into the death of Jason Hosier. I offer my condolences to Mr Hosier's family and loved ones.

Coroner Jamieson made three recommendations, each of which are directed to the Department of Health (the department). They are as follows.

- (i) *With the aim of promoting public health and safety and preventing like deaths, I recommend that the Victorian Government/Department of Health implement Recommendations 62a and 62c of the Royal Commission into Victoria's Mental Health System as a matter of priority (**Recommendation 1**).*
- (ii) *With the aim of promoting public health and safety and preventing like deaths, I recommend that the Victorian Government/Department of Health consider whether legislative amendment should be made to allow medical staff working in Victorian Emergency Departments to access the Client Management Interface/Operational Data Store (**Recommendation 2**).*
- (iii) *With the aim of promoting public health and safety and preventing like deaths, I recommend that the Victorian Government/Department of Health and Ambulance Victoria continue to explore ways in which Ambulance Victoria paramedics may be able to access Client Management Interface/Operational Data Store (**Recommendation 3**).*

My responses to the recommendations are set out below.

**Recommendation 1**

Recommendation 1 recommends that the department implement Recommendations 62a and 62c of the Royal Commission into Victoria's Mental Health System (Royal Commission).

Relevantly, the Royal Commission recommendations were that the Victorian Government 'develop, fund and implement modern infrastructure for Information and Communications Technology (ICT) systems including':

*62a: a new statewide Electronic Mental Health and Wellbeing Record for mental health and wellbeing services to replace the current Client Management Interface/Operational Data Store (CMI/ODS) system.*

*62c: a new Mental Health Information and Data Exchange that allows interoperability between the proposed Mental Health and Wellbeing Record and other services' major ICT systems to support information sharing in real time within and across services and sectors.*

The department is in the process of implementing these recommendations, which focus on the redesign of information technology and information sharing capabilities within the mental health system. Planning, designing and implementing these capabilities is a complex and ongoing project due to the variety of legal and business requirements that must be factored into the new system design.

Designated mental health service providers in Victoria currently use the Client Management Interface (CMI) and Operational Data Store (ODS) Information Technology (IT) system, commonly known as CMI/ODS. The CMI system is a local client information management system used by each designated public mental health service. The ODS is a statewide database that receives and sends data to/from all local CMI databases across the state in real time.

To implement these recommendations, the department is working to replace CMI/ODS with a new IT system known as the Mental Health and Wellbeing Client Management System (CMS). The CMS aims to create a contemporary statewide Electronic Mental Health and Wellbeing Record within a new information sharing platform that will be connected to the Victorian Health Information Exchange (CareSync Exchange). CareSync Exchange is a secure health information sharing system that allows clinicians to access patient information at the point of care. The department is progressively rolling out CareSync Exchange across Victoria, with the rollout anticipated to be completed by June 2028. The CMS will share specific clinical information with CareSync Exchange to allow clinicians to provide integrated care by permitting them to securely access and share relevant consumer information, including mental health information.

The CMS is currently under development, with full implementation scheduled to be completed by June 2028. The remaining work over the next two years will focus on the delivery and support to the state's providers to ensure that onboarding and implementation of the new platform is comprehensive and successful.

## **Recommendation 2**

The department is currently reviewing and updating Victoria's mental health IT systems and is in the process of establishing and implementing the CMS to replace CMI/ODS.

The CMS will operate differently to CMI/ODS and will provide emergency department clinicians with streamlined access to mental health information through integrated digital platforms. This will ensure that all staff permitted to use CMS and CareSync Exchange are able to access a person's physical and mental health information, along with contemporaneous data, when providing care. The integration of these systems will support timely decision-making and improve the continuity of care provided to consumers by ensuring that critical mental health data is readily available at the point of care. As outlined above, the CMS is scheduled to be fully implemented by June 2028.

Given this, the department is not currently considering legislative amendments to allow medical staff working in Victorian Emergency departments to access CMI/ODS.

### **Recommendation 3**

Ambulance Victoria (AV) is now able to access CMI/ODS when providing emergency services to a person, or in relation to exercise of AV's functions under the Act.

AV was granted access to CMI/ODS via the *Mental Health and Wellbeing Amendment Regulations 2025* which commenced on 23 December 2025 and had the effect of prescribing AV as an emergency service provider for the relevant parts of the *Mental Health and Wellbeing Act 2022*. AV's mental health nurses now have "read only" access to view a patient's mental health record on CMI/ODS at the time of providing emergency triage care.

This change ensures that an informed and timely clinical response is provided to mental health and wellbeing consumers (who are being attended on and/or receiving care from AV) and is provided at the point of contact. This enables faster and safer clinical decisions in a crisis and reduces unnecessary and avoidable emergency department presentations.

I trust this response is of assistance to the Court.

Yours sincerely



**Jenny Atta PSM**  
Secretary

13/02/2026