

20 April 2026

Sheean Werkmeister
Coroner's Registrar
Coroners Court of Victoria
65 Kavanagh Street
SOUTHBANK VIC 3006

Your Ref: COR 2020 001714

Dear Mr Werkmeister

Investigation into the death of Narisha Faye Cash

1. We refer to your letter dated 19 December 2025 to Triple Zero Victoria (**TZV**) enclosing a copy of Coroner Fitzgerald's Finding without inquest into the death of Narisha Faye Cash dated 19 December 2025 (**Finding**).
2. We are saddened at the death of Ms Cash and extend our condolences to her family and friends.
3. In the Finding, Her Honour directed Recommendations to TZV (and others):

***Recommendation 1:** That Triple Zero Victoria and Victoria Police review the Police Structured Call-Taking process across all event types, in respect of questions asking whether alcohol and/or drugs have been consumed, and consider if two separate and specific questions should be asked, in lieu of a single combined question, to encourage accuracy of information provided by the caller.*

***Recommendation 2:** That Triple Zero Victoria and Victoria Police review its policies, procedures and training to ensure there is clarity for Police Call-Takers in respect of when event types (i) '597-P-EME-THR ATTEMPT OR THREAT SUICIDE' and (ii) '594- PSYCHIATRIC PATIENT' should be selected, either alone or in combination, especially in circumstances where a person with a diagnosed psychiatric condition is experiencing a mental health crisis and threatening suicide/self-harm.*

Recommendation 3: That Triple Zero Victoria and Victoria Police review Police event types and associated event types, specifically in respect of overdoses in the context of self-harm/suicide, to ensure Triple Zero Victoria Ambulance call taking and dispatch functions are notified/activated.

Recommendation 4: That Triple Zero Victoria and Victoria Police review their policies, procedures and training in respect of the role and responsibilities of Police Dispatchers, to clarify whether it is the role of the Police Dispatcher to consider whether the following are appropriate:

- a. event type/associated event type; and
- b. priority; and
- c. ESOs notified.

Recommendation 5: That Triple Zero Victoria and Victoria Police consider amending the CAD system to introduce flagging/alerting of “threat of suicide” events that have been dispatch assigned and allocated to a unit, or to a supervising 251, and for which there has been no update or action for a set period of time.

Recommendation 8: That the Department of Health, Ambulance Victoria, Victoria Police, Triple Zero Victoria and the Department of Justice and Community Safety, in implementing Recommendation 10 arising from the Royal Commission into Victoria’s Mental Health System, review the circumstances of Nish’s passing (as detailed within the Finding into death after Inquest).

Recommendation 9: That the Department of Justice and Community Safety, Victoria Police, the Department of Health and Triple Zero Victoria separately publicly report on the specific actions taken to progress implementation of Recommendation 10 of the Royal Commission into Victoria’s Mental Health System, including revised implementation dates, and the reasons for any delays.

Recommendation 10: *That the Department of Justice and Community Safety, Victoria Police, the Department of Health and Triple Zero Victoria separately report on their websites the activities undertaken and the outcomes achieved as a result of funding received in the 2021–22 and 2023–24 Budgets to progress Recommendation 10 of the Royal Commission into Victoria’s Mental Health System, and any future funding received.*

4. We write to provide TZV’s response to these Recommendations pursuant to section 72(3) of the *Coroners Act 2008* (Vic) (**the Act**).

Response to Recommendations

Recommendation 1

5. TZV supports and has commenced preliminary work in relation to Recommendation 1.
6. TZV will need to consult with and obtain instruction from Victoria Police and any other relevant Emergency Services Organisation (**ESO**) (subject to the event type) with respect to the recommended review of the Police Structured Call-Taking (**Police SCT**) process and any proposed change to the Police SCT.
7. In this regard, on 3 February 2026, TZV met with Victoria Police, to discuss Recommendation 1. In these preliminary discussions, TZV and Victoria Police agreed to work together to undertake the recommended review.

Recommendation 2

8. TZV supports Recommendation 2.
9. Recommendation 2 relates to work already being undertaken as part of the broader, multi-agency response to the Royal Commission into Victoria’s Mental Health System (**RCVMHS**) Recommendations. This response is led by the Department of Health (**DoH**) in consultation with other agencies including TZV, the Department of Justice and Community Safety (**DJCS**), Victoria Police and Ambulance Victoria.
10. TZV is currently working with Victoria Police to review its policies, procedures and training regarding the relevant event types, and will require Victoria Police instruction with respect to any proposed changes.

Recommendation 3

11. TZV supports Recommendation 3.
12. Recommendation 3 also relates to work being undertaken through the response to the RCVMHS Recommendations led by DoH.
13. TZV is currently working with Victoria Police to review these processes.

Recommendation 4

14. TZV supports Recommendation 4.
15. TZV is currently working with Victoria Police to review the relevant policies, procedures and training in respect of the role of TZV Police Dispatchers.

Recommendation 5

16. TZV supports Recommendation 5.
17. Recommendation 5 is currently being considered by TZV and Victoria Police, and a proposed change will be explored and implemented, if viable.

Recommendation 8

18. TZV supports Recommendation 8.
19. DoH is currently leading a multi-year reform in partnership with the stakeholders identified above to respond to the RCVMHS Recommendations 8, 9 and 10 through a phased implementation process. TZV continues to participate as a partner in this process.
20. TZV will continue to review the circumstances of Ms Cash's death when working with other stakeholders named in Recommendation 8 to implement RCVMHS Recommendation 10.
21. TZV has confirmed that the DoH, as the implementation lead of the response to the RCVMHS Recommendations, also supports Recommendation 8.
22. TZV will continue to support the implementation of Recommendation 8, noting that full implementation is subject to various matters, including future government funding decisions.

Recommendation 9

23. TZV supports this Recommendation in principle.

24. The implementation of RCMHS Recommendation 10 requires an integrated system to respond to acute mental health episodes which involves multi-agency collaboration involving DoH, DJCS, Victoria Police, Ambulance Victoria and TZV.
25. In December 2024, the DoH published its Next Phase of Reform plan which includes updates on RCMHS implementation progress, including for Recommendation 10. Noting the linked actions and progress of implementation, TZV, DJCS and Victoria Police will work with the DoH to explore appropriate mechanisms for reporting.
26. TZV notes that the DoH reports annually on the status of the RCMHS-related reforms through the Chief Officer for Mental Health and Wellbeing Annual Report. TZV understands that DoH intends to continue to report on progress of the RCMHS Recommendation 10 through this channel.
27. TZV also notes that the DoH maintains web pages about each Recommendation of the RCMHS which are regularly updated.

Recommendation 10

28. TZV supports this Recommendation in principle.
29. TZV notes that funding from the 2021-2022 and 2023-2024 State Budgets has enabled the DoH with partner agencies to progress the implementation of RCMHS Recommendation 10.
30. TZV, together with DoH, DJCS and Victoria Police, will explore appropriate mechanisms to report on collective activities and outcomes achieved from funding received in support of implementing RCMHS Recommendation 10.

If the Court requires further information from TZV, please contact Amira Kafka, Senior Legal Counsel,



Yours sincerely



David Clayton APM
CEO, Triple Zero Victoria