



5 May 2026

Coroner David Ryan  
c/- Coroners Prevention Unit  
Coroners Court of Victoria  
65 Kavanagh Street  
**SOUTHBANK VIC 3006**

By email: [cpresponses@courts.vic.gov.au](mailto:cpresponses@courts.vic.gov.au)

Dear Coroner Ryan

**Coronial investigation into the death of Max McKenzie | COR 2021 4394**

We refer to Your Honour's finding into Max McKenzie's death with inquest, dated 5 February 2026, in which Your Honour made two recommendations directed to Ambulance Victoria (**AV**):

- (i) *That Ambulance Victoria review its separate guidelines for the treatment of asthma and anaphylaxis to ensure consistency in relation to adrenaline therapy.*
- (ii) *That Ambulance Victoria ensure that graduate paramedics undergo emergency driving training during their induction period before entering on-road clinical practice.*

Please find AV's response to each recommendation below.

**Recommendation (i)**

***That Ambulance Victoria review its separate guidelines for the treatment of asthma and anaphylaxis to ensure consistency in relation to adrenaline therapy.***

Recommendation (i) has been implemented.

AV undertook a planned update of its Asthma Clinical Practice Guideline (**CPG**) A0601 in November 2025.

As part of this update, adrenaline therapy in AV's Asthma CPG was aligned with adrenaline therapy in the Anaphylaxis CPG to ensure consistency between the two guidelines.

Prior to the update, there was a maximum stipulated for repeat doses of adrenaline in the Asthma CPG. This maximum has been removed. The two guidelines are now consistent.

All of AV's current CPGs are available online at: <https://cpg.ambulance.vic.gov.au>.

**Recommendation (ii)**

***That Ambulance Victoria ensure that graduate paramedics undergo emergency driving training during their induction period before entering on-road clinical practice.***

An alternative to recommendation (ii) will be implemented.

Driving ambulances presents one of the most significant organisational risks to Ambulance Victoria, given the combination of high vehicle mass, complex traffic environments, time pressure, and the need to make rapid decisions while simultaneously managing clinical cognitive load. For this reason, emergency driving is treated as a high-risk, specialist capability that must be developed and assessed in-service, rather than assumed at entry, and graduate paramedics are not signed off to engage in independent emergency driving on commencement, to protect staff, patients, and the public.

The AV Driver Training Program is a structured, competency-based learning pathway designed to ensure all operational staff develop, maintain, and demonstrate safe, compliant, and professional driving skills across both non-emergency and emergency contexts.

The program aligns with the AV Driver Competency Standard and is reinforced through the Driving Standards Policy.

The program is divided into five core competency units, taught and assessed across six sequential steps. In summary:

**Units 1–4: Non-Emergency Driving**

Participants learn the foundations of safe, low risk, professional driving:

- Low risk driving behaviours
- Manoeuvring, spatial awareness
- Vehicle checks and management
- Operating safely in varied environments

**Unit 5: Emergency Driving (Attend Emergencies)**

This unit covers driving under lights and sirens, including:

- Emergency legal exemptions and responsibilities
- High risk decision making
- Traffic negotiation
- Safe emergency response driving behaviour

**Restrictions**

AV's graduate paramedics cannot drive under lights and sirens until they receive Unit 5 training and assessment from a Driving Standards Facilitator, except in documented exceptional circumstances (being circumstances where a clinical instructor or qualified clinician deems the level of care required by a patient exceeds that able to be provided by the graduate ambulance paramedic or where a graduate is driving a routine response and is upgraded to an emergency response, and it is unsafe to change drivers).

In response to Your Honour's recommendation (ii), AV's driver training team is working to implement changes to improve AV's graduate paramedics' ability to drive under emergency conditions. The changes include:

1. Increasing preparedness for emergency driving during the induction driver training and education phase.
2. Formalising approval for graduates to drive under emergency conditions if directly supervised and coached by their clinical instructor once they have completed induction.
3. Allowing for sign-off of emergency driving at an earlier stage in the program (after a minimum 4-week period of driver consolidation).
4. Providing improved learning materials to better support emergency driving for graduate paramedics and resources for those supporting them.

Once AV implements the proposed changes, it will align with most other Australian jurisdictional ambulance services in terms of emergency driving under direct supervision.

If the Court requires further information from AV, please contact AV's Coronial Lead via email to: [avlegal@ambulance.vic.gov.au](mailto:avlegal@ambulance.vic.gov.au).

I wish to express my sincere condolences to the family of Max McKenzie for their loss.

Yours sincerely



**Jordan Emery**  
Chief Executive Officer