



8 May 2026

Coroner Sarah Gebert
c/- Marde Bevan
Coroner's Registrar
Coroners Court of Victoria
65 Kavanagh St
SOUTHBANK VIC 3006

Via Email: [REDACTED]

Dear Coroner, Gebert

Investigation into the death of [REDACTED] (Pseudonym Miss RST)

COR 2021 002294

Triple Zero Victoria (TZV) refers to the Coroner's Findings into the death of Miss RST, delivered on 5 February 2026.

TZV acknowledges the death of Miss RST and extends its condolences to Ms RST's family, friends and loved ones.

In the Finding, the Coroner made the following Recommendation to TZV:

Recommendation 4: *TZV confer with appropriate stakeholders including other relevant emergency service providers to consider whether the software used in response to Triple Zero calls can be improved so that an upwards change in priority in a Multi-Agency Event is flagged in a conspicuous manner for all relevant agencies.*

Response to Recommendation

TZV accepts the recommendation and has commenced discussions with Victoria Police and Ambulance Victoria to consider whether the software used in response to Triple Zero calls can be improved so that an upwards change in priority during a multi-agency event is flagged as clearly and conspicuously as possible for all relevant agencies. TZV remains committed to continuous improvement to support emergency response and community needs.

Triple Zero Victoria

33 Lakeside Drive,
Burwood East VIC 3151

T (+61 3) 8656 1200
triplezero.vic.gov.au

ABN 42 630 709 818

TZV thanks the coroner for the recommendation.

Yours sincerely,



David Clayton APM
Chief Executive Officer
Triple Zero Victoria