



The Hon. Paul Edbrooke MP

Minister for Police
Minister for Crime Prevention
Minister for Emergency Services
Minister for Multicultural Affairs

50 Lonsdale Street
Melbourne Victoria 3000
Telephone: (03) 9136 2888

Our ref: 26050099

Your ref: COR 2021 005523

Coroner Catherine Fitzgerald
Coroners Court of Victoria
65 Kavanagh Street
SOUTHBANK VIC 3006

By email: [REDACTED]

Dear Coroner Fitzgerald

Thank you for your office's letter regarding the investigation into the death of Mr Nick Panagiotopoulos. Your investigation has provided valuable insights into the circumstances surrounding the death of Mr Panagiotopoulos. I also wish to extend my sincere condolences to Mr Panagiotopoulos' wife and broader family.

As you know our government provided record funding and a program of legislative reform to ensure that when Victorians call triple zero, their calls are answered quickly and effectively. I am pleased to advise that thanks to our investment and policies Triple Zero Victoria has met its call-taking performance benchmarks every month since 2022.

You recommended that the Minister for Emergency Services considers reviewing the nature of the assurance role of the Inspector General of Emergency Management relating to its monitoring of performance standards applicable to Triple Zero Victoria, to assess whether this monitoring is sufficiently protective in nature, whether it adds sufficient value, and whether it is in accordance with best practice in emergency management.

I am also pleased to confirm that as part of these reforms we have delivered on your recommendation.

As you note, the legislative arrangements for Triple Zero Victoria (TZV) and the Inspector General of Emergency Management (IGEM) have recently been reconsidered. The *Triple Zero Victoria Act 2023* (TZV Act) commenced in December 2023 and addressed the primary conflict identified in Mr Graham Ashton's *ESTA Capability and Service Review*, namely that the combined function of standard-setting and monitoring sat with the IGEM. Performance standards for TZV are now set by the Emergency Management Commissioner and endorsed by the Minister for Emergency Services before each new standard is introduced. The role of the IGEM in monitoring TZV remains unchanged.

The new legislative arrangements also establish new oversight arrangements. Section 72 of the TZV Act requires the CEO of TZV to provide the Minister, DJCS Secretary and IGEM with advice on any issues of public concern affecting TZV, including performance of TZV against agreed performance standards. In addition to these new oversight arrangements, the IGEM's ongoing monitoring role will complement these obligations by providing independent oversight of TZV's adherence to its performance standards.

The Government will continue to closely evaluate the effectiveness of these recent reforms, using existing performance, assurance and review mechanisms, having regard to your findings and recommendation.

I thank the Court for its dedication to protecting the dignity of Victorians who die in reportable circumstances, and to reducing distress and trauma for friends and family engaging with the coronial system. A copy of this letter has been provided to the IGEM, TZV and the Emergency Management Commissioner.

Yours sincerely



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16/10/ 2026

CC: [REDACTED]
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