



Secretary

Department of Health

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Sofia Hajdari
Coroner's Registrar
Coroners Court of Victoria

Via e-mail: cpuresponses@coronerscourt.vic.gov.au

Dear Ms Hajdari

Thank you for providing the findings of Deputy State Coroner Paresa Spanos dated 1 July 2026 (COR 2024 004704) into the death of GRA. I offer my condolences to GRA's family and loved ones.

Coroner Spanos made the following recommendation to the Chief Psychiatrist of Victoria at the Office of the Chief Psychiatrist (OCP):

I recommend the Chief Psychiatrist of Victoria considers developing a guideline for public mental health services about the safe use of online or virtual mental health care services by consumers, including the need for public mental health services to discuss the use of online or virtual mental health care services with consumers during discharge planning and at the point of discharge.

The OCP acknowledges the importance of education to consumers regarding safe use of online or virtual mental health care services and will implement the purpose of the Coroner's recommendation by providing advice to the sector.

The Chief Psychiatrist has carefully considered your recommendation. To implement the purpose of the Coroner's recommendation, the OCP will provide advice to the mental health sector through the Chief Psychiatrist Quality and Safety Bulletin (the Bulletin), which will be publicly available via the Department of Health website. This Bulletin update will include the following:

- provide an overview of the coronial findings into the death of GRA, recommendations made and key learnings for clinical practice and policy;
- advise services to consider adopting the National Safety and Quality Digital Mental Health Standards, developed by the Australian Commission on Safety and Quality in Healthcare (ACSQHC) to ensure sound clinical governance of virtual/online programs they deliver;
- advise services that the ACSQHC will be developing new national standards for virtual care that will provide specific guidance to services on the safe use of virtual/online services;
- advise services to review the relevant AHPRA guidelines and the RANZCP position statement; and

- advise the mental health sector to reference these resources and outline a process for discussing the safe use of online and virtual services during the episode of care into existing local policies, procedures and care pathways. By recommending to the sector that this advice be integrated into their internal care pathways, this will ensure that the advice reaches consumers at discharge, as intended by the Coroner's recommendation.

I trust this response is of assistance to the Court.

Yours sincerely



Jenny Atta PSM

Secretary

05/10/2026