

Principal Program Officer – Family Liaison

Coroners Court of Queensland

Under the *Coroners Act 2003* (the Act), coroners are responsible for investigating reportable deaths that occur in Queensland which are reported to the Coroners Court of Queensland (CCQ). This investigation seeks to determine the identity of the deceased person, when and where they died, how they died and the cause of death. If an inquest is held, the coroner may make recommendations about public health and safety or the administration of justice aimed at preventing similar deaths from occurring in the future.

The Act establishes a Mining and Resources Coroner who must investigate and hold an inquest into any mining related reportable death. This includes accidental deaths occurring at mines, coal mines and quarries, and certain sites where petroleum and gas works are carried out. The Principal Program Officer – Family Liaison (Family Liaison officer) supports the Mining and Resources Coroner by assisting families who have lost a loved one from a mining related fatality.

Purpose of the Family Liaison officer

The Family Liaison officer helps improve the experience of families navigating the coronial system. The role ensures families receive compassionate, trauma-informed, and culturally sensitive support throughout the coronial investigation and inquest process. The role does not provide direct counselling or therapeutic support.

This role works in the CCQ registry with the Mining and Resources coronial team. We collaborate with coroners, court staff, coronial partner agencies, and external stakeholders, to improve referral pathways and communication and provide tailored support to families.

We aim to ensure families involved in the coronial system are provided consistent, supportive, high-quality, and trauma-informed communication throughout the entire process.

How the Family Liaison officer supports families

We understand that losing a loved one and going through a coronial investigation or inquest can be distressing and confusing. The Family Liaison officer is here to support you with care, respect, and clear communication.

Direct support to families

Every family's experience is different. The Family Liaison officer offers direct, trauma-informed, and culturally sensitive support to help you navigate challenges that may arise during the investigation. From the investigation's early stages to an inquest, the Family Liaison officer ensures you receive consistent, clear, and compassionate communication and support about your loved one's case.

Working together with other services

The Family Liaison officer maintains strong relationships with a range of government and coronial partner agency organisations to ensure families are connected to the right services, including specialist family support, counselling, and advocacy services.

Improving the system for families

We listen to feedback from families and use it to improve the experience for others going through the coronial system. We monitor how support is delivered and gather feedback and data to help improve how we work with families so your experience helps create a better, more responsive coronial system.

How to contact the Family Liaison officer:

We are here to support you throughout the coronial process.

Phone: (07) 4280 6116 M: 0438 997 066

Email: CCQFamilySupport@justice.qld.gov.au

Website: <https://www.coronerscourt.qld.gov.au/>

24/7 crisis contacts:

Lifeline 13 11 14

Suicide Call Back Service 1300 659 467

Beyond Blue 1300 224 636

MensLine Australia 1300 789 978

Kids Helpline 1800 551 800

1800 Respect 1800 737 732

13 YARN - 13 92 76 - for Aboriginal and Torres Strait Islander people

