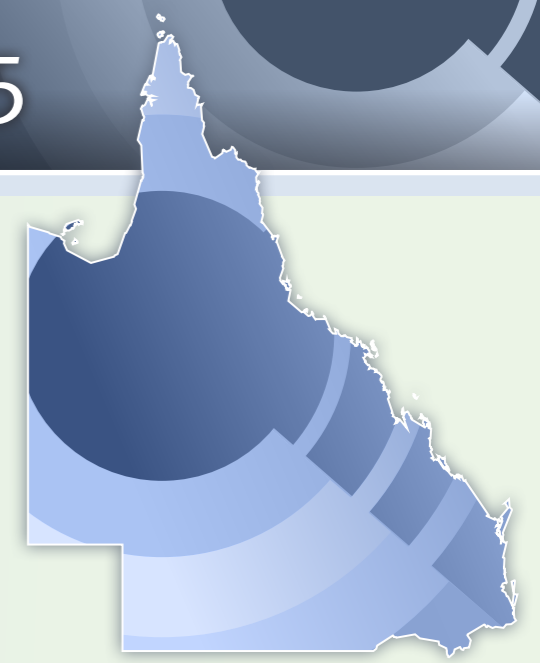


Coronial Services System Delivery Framework 2021–2025



Our shared vision

Coronial services that partner to deliver independent, family-centred and timely investigations.

Our shared purpose

Independent death investigation providing answers to families and informing the community about death prevention to advance public health and safety.

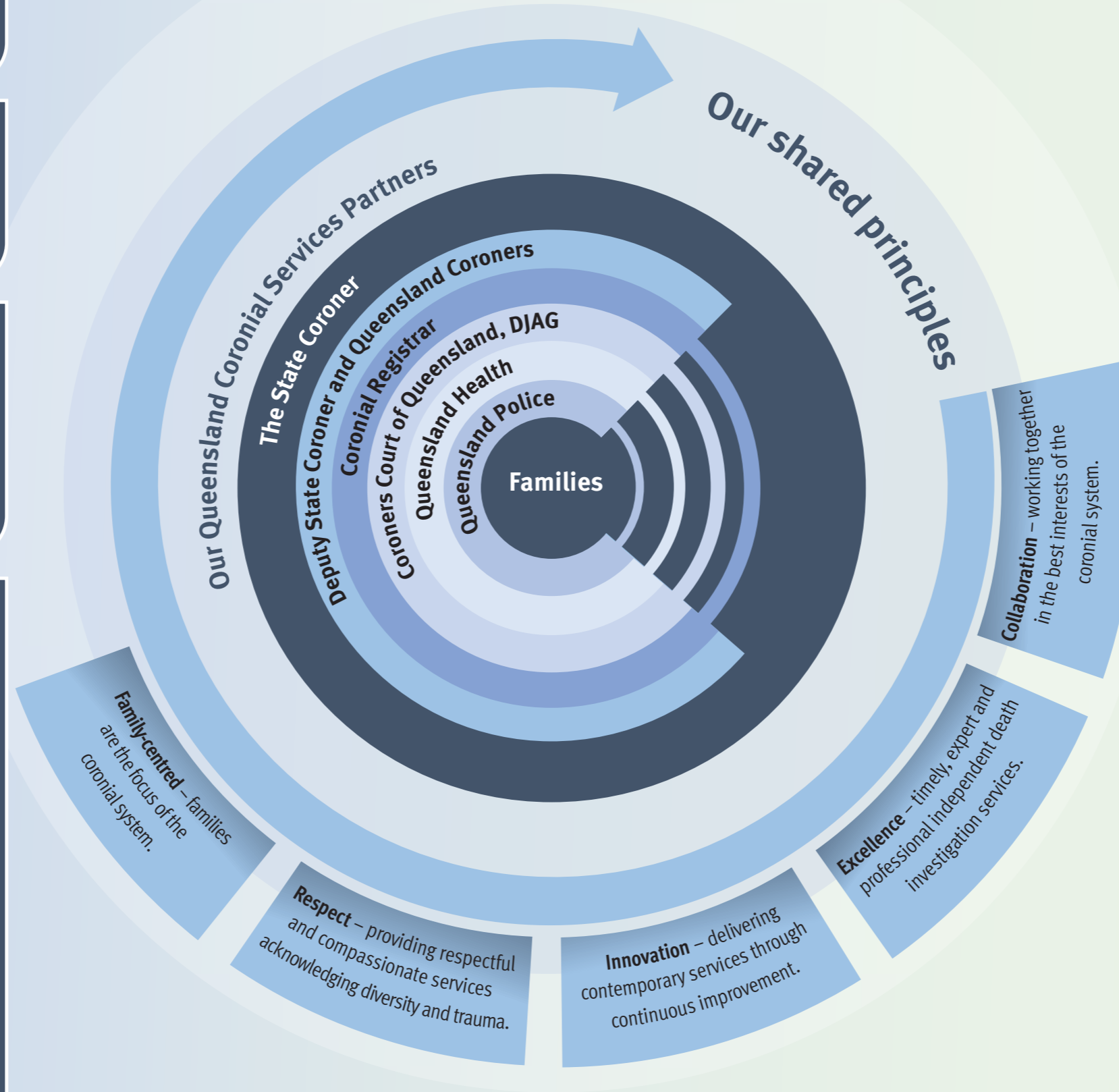
Our shared priorities

- » Family-centred coronial services
- » Consistent state-wide coronial services
- » Sustainable and dynamic coronial system
- » A whole-of-system approach to coronial services delivery
- » Enhanced public value of the coronial system

Our shared approach

We operate as an interconnected and interdependent system. Each partner has specialist skills and expertise applying at different stages in the coronial process. Together we:

- » Commit to operating as a single coronial system using our shared principles.
- » Pursue coronial system excellence through our actions, skills and expertise.
- » Optimise available resources with integration, innovation and continual improvement.
- » Collaborate with openness and integrity; working to remove organisational barriers.
- » Recognise the strength and resilience of families from all social and cultural backgrounds and their diverse service needs.
- » Communicate with families in a sensitive, aware and empathetic way respectful of loss and trauma.



Our shared principles

Supporting Government objectives for the community

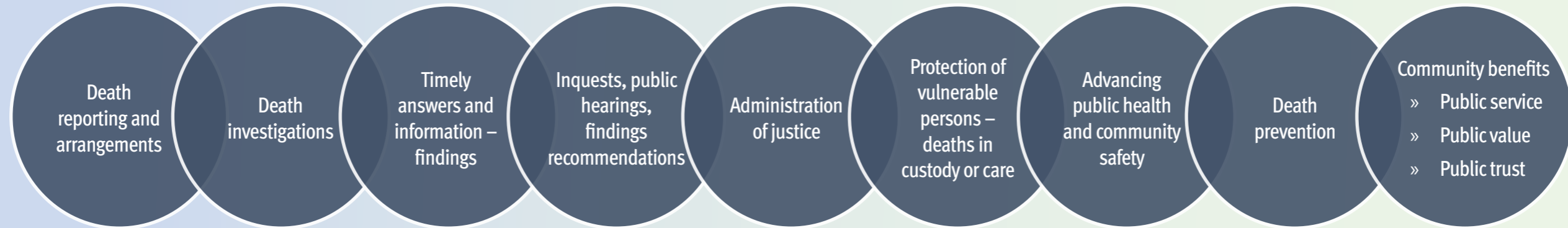
- Safeguarding our health.
- Backing our frontline services.

Our contribution

- Human rights
- Patient safety, mental health, suicide prevention
- Law reform, justice
- Road and transport safety
- Domestic and family violence prevention
- Education, knowledge
- Workplace health and safety

Coronial Services System Delivery Framework 2021–2025

Our coronial services work



Our shared obligations

- » **To families** we recognise the circumstances that lead families to interact with the coronial system and are mindful of this setting and its responsibilities.
- » We respect the cultural traditions and spiritual beliefs of all families.
- » We respectfully acknowledge Aboriginal and Torres Strait Islander peoples as Traditional custodians of this country and recognise their continuing cultural and spiritual connection to land, sea and community and pay our respects to Elders past, present and emerging.
- » **To the public** we provide independent answers, understanding and knowledge to improve community safety, health and well-being.
- » **To stakeholders** we deliver robust, accountable and responsive services.

Our key responsibilities

Queensland Police Service	Queensland Health	Coroners Court Of Queensland	Coroners
Timely family notifications, effective death scene investigation, identification and frontline management, appropriate death reporting, ongoing coronial investigation responsibilities.	Timely family information and high-quality support, expert forensic, scientific and medical services informing coronial investigations and reporting obligations, the administration of justice and death prevention.	Timely, high-quality and effective case management, death reporting and triaging, related contract management and supports, provision of legal and specialist support to coroners for coronial understanding and death prevention.	Timely guidance, advice and decisions, independent investigation outcomes, timely findings, death prevention learnings and administration of justice.

Our shared objectives

Coronial services are culturally appropriate and trauma-informed.	Equitable access to coronial services across Queensland.	Effective and efficient investigations with timely decisions.	An interconnected coronial system driving innovation, improvement and performance.	A safer and healthier community with fewer preventable deaths.
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Our coronial system outcomes

A responsive coronial system meeting the needs of families, stakeholders and partners.	An effective and efficient coronial system.	Coronial services operating as a single coronial system.	Improved public health and safety.
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Our success indicators

Contemporary coronial system through effective strategic leadership and governance arrangements.	Enhanced system integration through shared accountability – performance monitoring and evaluation.	Timely and compassionate family notifications, death scene investigations. Strengthened death reporting and liaison.	Strengthened preliminary examination and coronial services across regional Queensland.	Timely coronial decisions – continued clearance rate and backlog reduction success.	Setting of clear service standards at specific stages during a coronial investigation.	Death investigation recommendations resulting in reforms.	High quality service user, and staff, satisfaction.
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Our strategic risks

