

Forming a postvention response team

Depending on the size of your workplace, other people leaders, human resources (HR), health and safety (H&S) and communications personnel (and potentially your EAP provider) may need to be notified and involved in planning your postvention response.

Postvention roles and responsibilities chart

Role	Tasks
Team lead	Establishing facts about the situation; coordinating and leading the team and workplace response.
Staff support	Coordinating initial support for staff (e.g. EAP services, counsellors, resources, etc.); booking rooms and other practical support; organising the blessing; acting as the ongoing contact for staff seeking additional support for themselves and other team members. NB: This person would also be responsible for supporting a bereaved staff member.
Communications (including social media)	Coordinating all communications about the death both internally/externally; acting as the media contact; overseeing social media channels and response.
Whānau support	Primary contact for whānau; representing the organisation directly or assigning a close colleague of the person who died as direct liaison; coordinating any correspondence; updating whānau; organising support for whānau.
Emergency services & agencies contact	Liaising with emergency services (e.g. police, ambulance, fire services) and other response service (e.g. Victim Support, Suicide Prevention and Postvention Coordinator (SPPC), WorkSafe, etc.).
Scene of death support (if applicable)	Securing the site; initially supporting witnesses or discoverers; sensitively returning the site to use after the body is removed.