



Checklist 1: The first 12 hours after notification or discovery: Response planning

If the death was on-site: Locate the body, contact emergency services and secure the location. Identify a well-respected team member to help with team liaison. See page 9 for more guidance on this scenario.

Before communicating with all team members, ensure you and/or the postvention response team have:

- Formed a postvention response team. Assigned roles and responsibilities (see page 10).
- Gathered the facts about the death. Be clear about what can and cannot be shared.
- Assigned a whānau liaison.
- Contacted whānau (once they have been informed), to offer condolences and support.
- Asked the whānau what information can be shared about the person's cause of death.
- Identified people who may be particularly impacted by news of the death (e.g. close colleagues or people recently bereaved or who have experienced a significant life event).
- Considered how to inform staff on leave or out of the workplace.
- Organised an all staff meeting. Listed all invitees, including volunteers, board members, etc.
- Sent the all staff meeting invitation. Remembered to respect the person's privacy by not sharing what the meeting is about.
- Arranged catering for after the meeting.
- Prepared how you'll communicate the news. Used safe language guidelines and templates. Be guided by whānau on what information can be shared.
- Made decisions on how the workplace will operate on the meeting day. What leave or time-out spaces will you offer (e.g. setting a room aside)? Will you need temporary or relief workers?
- Contacted an EAP provider or another support agency. Arranged for counsellors to be on-site and/or available to staff.
- Sought guidance from your HR and/or H&S teams and your peak body or sector-specific organisation.
- Ordered wellbeing resources for staff (see page 34).
- Identified any external contacts of the person who died and determined who will contact them.
- Looked after yourself and other members of the postvention response team. Talked to people you trust about how you are feeling.