

# DEATH IN SERVICE PROCEDURE

## SCOPE

This procedure applies to all staff, herein collectively referred to as 'you' for the purpose of this procedure.

## PROCEDURE STATEMENT

This procedure provides guidance and support to staff when the University has been advised of the death of a staff member. In recognition of the stressful impact this news may have, this procedure is guided by the following principles:

The University ('us', 'our' or 'we') is committed to staff wellbeing and will seek to provide appropriate assistance to the staff member's colleagues and work area as soon as possible after notification;

- we will seek to ensure that contact with the staff member's family is timely and sensitive;
- we will seek to manage the impact on clients and stakeholders; and
- we will complete all due HR process and ensure outstanding entitlements are paid as appropriate.

If a death occurs on campus, staff should immediately refer to the [Monash University Emergency Procedures](#) for the relevant campus. The following procedure can be used for response to a work area after an emergency has been addressed.

In addition to this procedure, there are guidelines available for Deans, Executive Directors and Heads of Unit and relevant guidelines for Monash HR in dealing with a death in service.

### 1. You notify supervisor and Group Manager

- 1.1 If you receive notification of the death of a fellow staff member, you should ask for the name of the family contact and their telephone number.
- 1.2 If the advice comes from someone other than a family member or next of kin, you should confirm that the family has been notified.
- 1.3 You should ensure that the deceased staff member's supervisor and Group Manager are notified as soon as possible.

### 2. Group Manager coordinates the process

- 2.1 From this point the Group Manager is responsible for ensuring smooth management of the process and will be the liaison point between the work area of the deceased staff member and central administration. The Group Manager will ensure that:
  - all other relevant parties are notified and provided with the information they need to complete their areas of responsibility;
  - communication between central administration and the work area is accurate and timely;
  - Student Administration is contacted to determine if the staff member was also a student; and
  - recommendations regarding communication and counselling for co-workers are carried out.
- 2.2 Key stakeholders may be personally affected by the death and the Group Manager should ensure everyone is comfortable performing the delegated tasks. For more information see [Group Manager Guidelines for Dealing with a Death in Service](#).

### 3. Manager, Employee Assistance, and Manager, Counselling and Mental Health Programs recommend communication and counselling

- 3.1 The loss of a staff member may be distressing for co-workers. We have wellbeing mechanisms and support services in place to respond to such situations via the [Employee Assistance Program \(EAP\)](#) and University Counselling Services. In addition, you can refer to the [Mental Health Procedure](#) for further guidance and information on the support available.
- 3.2 Recognising that each work area is different, the Manager, Employee Assistance (Monash HR), and Manager, Counselling and Mental Health Programs will work with the Group Manager and recommend how best to communicate the news to co-workers, and what form of counselling is most appropriate under the particular circumstances.

3.3 Refer to the [Employee Assistance \(Monash HR\) Guidelines for Dealing with a Death in Service](#).

## 4. Communication with the staff member's family

4.1 The Dean, Executive Director or Head of Unit is responsible for contacting the staff member's family to offer condolence, and to seek their wishes regarding further communication from us. For more information see [Guidelines for a Dean, Executive Director or Head of Unit dealing with a Death in Service](#).

## 5. Visas, superannuation and payroll

5.1 If the deceased staff member held a temporary working visa, Monash HR will ensure all administrative tasks relating to the visa are completed including notification to the Department of Immigration and Border Protection

5.2 Administration of superannuation will be managed in compliance with the relevant super fund and deceased staff member's account specifications.

5.3 In order to make a final payroll payment we require:

- the Grant of Probate; or
- Letters of Administration.

5.4 In the absence of a Grant of Probate or Letters of Administration and the final payroll payment is less than \$10,000, we may make payment on the provision of:

- [a statutory declaration](#) in accordance with the linked template; and
- a certified copy of a death certificate; and
- a certified copy of the deceased's Will (where available).

5.5 Payroll may then proceed with payment to the estate.

5.6 For more information see [Monash HR Guidelines for Dealing with a Death in Service](#).

## 6. External contacts

6.1 Often staff have external networks and contacts as part of their role at the University. In many situations it will be necessary to formally advise these contacts of the death of the staff member.

6.2 The supervisor will compile a list of contacts and the Dean or Executive Director will notify the contacts accordingly (refer to [Guidelines for a Dean, Executive Director or Head of Unit Dealing with a Death in Service](#)).

## 7. End of employment process

7.1 The Group Manager will provide guidance and work with the Dean, Executive Director and/or the Head of Unit to ensure the appropriate cessation of employment procedures are carried out. These may include the return of University property, access to the staff member's emails, calendar, handover requirements and other administrative duties (refer to [Group Manager Guidelines for Dealing with a Death in Service](#) and [Guidelines for a Dean, Executive Director or Head of Unit Dealing with a Death in Service](#)).

## 8. Breach of procedure

8.1 We treat any breach of our policies or procedures seriously. We encourage reporting of concerns about non-compliance and manage compliance in accordance with the applicable Enterprise Agreement or contract terms.

## DEFINITIONS

Dean or Executive Director	The Dean or Executive Director or, where applicable, a person acting as their nominee.
Head of Unit	The head of unit/school/department/centre or director or, where applicable, a person acting as their nominee. For the purposes of this procedure, if a work area has a Dean, and a head of school and a head of unit, and a school manager all must be notified.
HR Business Partner	A key member of the Monash HR Business Partnering community and provides strategic advice, guidance and solutions that underpin key client goals, HR strategy and organisational vision to a particular client group.
Group Manager	A leader within Monash HR who provides strategic guidance to a portfolio of client groups across key aspects that relate to organisational and HR strategy.
SAP	The University's Human Resource Information System with staff personal and employment information, including pay and leave details, organisational reporting structures, training records, probationary periods and incremental approvals.
Staff member	Includes all University staff.
Supervisor	The person who is responsible for the supervision of employee(s) and in most cases this will be the immediate line manager.

## GOVERNANCE

Parent policy	<a href="#">Employment conditions</a>
Supporting schedules	
Associated procedures	<a href="#">Mental Health Procedure</a> <b>Procedure forms</b> <ul style="list-style-type: none"> <li>• <a href="#">Exit Checklist</a></li> <li>• <a href="#">Guidelines for a Dean, Executive Director or Head of Unit Dealing with a Death in Service</a></li> <li>• <a href="#">Monash HR Guidelines for Dealing with a Death in Service</a></li> </ul>
Legislation mandating compliance	Administration and Probate Act 1958 (Vic)
Category	Operational
Approval	Chief Human Resources Officer as delegate of the Chief Operating Officer – 18 October 2018
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Procedure owner	Director, Workplace Relations
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Content enquiries	<a href="#">ask.monash</a> or phone Monash HR on (03) 990 20400