

Death in Service Protocol

Section 1 - Purpose

(1) This Protocol has been developed:

- a. to enable Australian Catholic University (ACU) staff to respond quickly and sensitively when advised of the death of a current staff member, conjoint or honorary appointment holder; and
- b. to identify key roles and responsibilities.

Section 2 - Scope

(2) This Protocol applies to all staff of ACU, as well as conjoint and honorary appointment holders at ACU.

(3) The [Critical Incident Management Policy](#) will apply in the event of a staff member's death on campus or at an off-campus, University-related activity, after which this protocol will apply.

(4) This Protocol will apply in all other cases of notification of the death of a current staff member, conjoint or honorary appointment holder.

Section 3 - Application of Protocol

Stage 1 - Notification

(5) Any staff member who is notified of, or becomes aware of, the death of another staff must immediately advise the Associate Director, P&C Business Partnering and Talent and the relevant Member of the Executive.

(6) Once advised of the death, the Associate Director, P&C Business Partnering and Talent or their nominee is responsible for notifying the following staff:

- a. the relevant Member of the Senior Executive ; and
- b. the relevant Campus Dean.

Stage 2 - Verification

(7) The Associate Director, P&C Business Partnering and Talent or their nominee will assign a People and Capability staff member to coordinate all required People and Capability actions and to be the point of contact for the deceased staff member's family in addressing matters related to their estate.

(8) The People and Capability staff member will seek official confirmation of the death:

- a. by letter / email from next of kin; or
- b. by published death notice or other forms of evidence, such as the funeral program or confirmation from the funeral director.

- c. confirm date of death;
- d. confirm the appropriate contact person for the family; and
- e. seek details regarding the funeral to be shared with the relevant Member of the Executive and staff (with the family's permission).

(9) The People and Capability staff member may also make available to the family of the deceased the [Employee Assistance Program](#) (EAP) where the staff member was an employee.

Stage 3 - Post-Verification

(10) Once the death has been verified the People and Capability staff member will liaise with Payroll Services regarding changes to payroll, leave and / or flextime records, superannuation, and visa arrangements if necessary and will ensure all necessary actions are completed in line with the [Death in Service Standard Operating Procedure](#).

Section 4 - Further Assistance

(11) Any staff member who requires assistance in understanding this Protocol should first consult their nominated supervisor who is responsible for the implementation and operation of these arrangements in their work area. Should further information or advice be required staff should visit [Service Central](#).

Section 5 - Associated Information

(12) For related legislation, policies, procedures and guidelines and any supporting resources please refer to the Associated Information tab.

Status and Details

Status	Current
Effective Date	27th August 2025
Review Date	27th August 2028
Approval Authority	Governance Officer
Approval Date	25th August 2025
Expiry Date	Not Applicable
Responsible Executive	Angelle Laurence Chief People Officer
Responsible Manager	Angelle Laurence Chief People Officer
Enquiries Contact	Bernardine Lynch ER and Safety Committees and Policy Officer People and Capability