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| Purpose | To ensure that name of service manages the passing away of a service user in line with legislative and cultural requirements. Additionally the service will support the family/whānau of the service user who passed away. |
| Scope | Current service users. This document only specified the specific processes related to a death. The other processes that need to be implemented are specified in the Adverse Event Management policy/procedure. |
| References |
| Legislation | [Births, Deaths, Marriages, and Relationships Registration Act 1995](http://www.legislation.govt.nz/act/public/1995/0016/latest/DLM359369.html)[Burial and Cremation Act 1964](http://www.legislation.govt.nz/act/public/1964/0075/latest/whole.html)[Burial and Cremation Amendment Act 2016](http://www.legislation.govt.nz/act/public/2016/0074/8.0/DLM6983801.html)[Coroners Act 1988](http://www.legislation.govt.nz/act/public/1988/0111/latest/DLM134197.html)[Cremation Regulations 1973](http://www.legislation.govt.nz/regulation/public/1973/0154/latest/DLM39376.html)[Health and Disability Services (Safety) Act 2001 (Sect31)](http://www.legislation.govt.nz/act/public/2001/0093/latest/DLM120564.html?search=sw_096be8ed8150f153_death_25_se&p=1&sr=0) |
| Guidelines | [A guide to death funerals and small estate](http://www.broadbentandmay.co.nz/wp-content/uploads/2011/06/a_guide_to_death_funerals_and_small_estates_2010.pdf)[Death: CAB General information](http://www.cab.org.nz/vat/fp/d/Pages/Generalinformation.aspx)[Get help after someone dies](https://coronialservices.justice.govt.nz/the-familys-rights/get-help-after-someone-dies/)[Getting help after someone dies from an injury](http://www.acc.co.nz/PRD_EXT_CSMP/groups/external_communications/documents/publications_promotion/wcm000948.pdf)[Guidelines for verifying death](https://www.health.govt.nz/system/files/documents/publications/guidelines-verifying-death-jul15-v2.pdf)[What you need to do when someone dies](https://www.govt.nz/browse/family-and-whanau/death-and-bereavement/what-you-need-to-do-when-someone-dies/)[When somebody dies suddenly](https://www.justice.govt.nz/assets/Documents/Publications/when-someone-dies-suddenly-booklet.pdf) |
| name of service policies/procedures | Adverse event management |

**Service user passes away**

**Within 24 hours**

**Natural death**

**Person in charge**

**Inform:**

* Service user’s general practitioner (GP).
* Funding agency
* Clinical responsible service.
* Family/whānau.
* Power of attorney.
* Persons specified in the advanced directives.
* [Complete a section 31 form and send it to HealthCERT](http://www.health.govt.nz/our-work/regulation-health-and-disability-system/certification-health-care-services/information-providers-health-care-services/notifying-incident-or-other-matter-required-under-section-31)

**If relevant initiate:**

* Completion of a death certificate by the service user’s GP – in order that the body can be released.



**The *Medical Certificate of Causes of Death* must accompany the body whenever it is moved.**

**Support:**

* The service user’s family/ whānau.
* The processes to release the body.
* [Cultural relevant processes](http://amemorytree.co.nz/customs.php).
* Tikanga Māori processes specifically relevant to the service user, their whānau and staff.
* Other service users.

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* A violent or unnatural cause (e.g. drowning, a car crash, poisoning).
* The cause of death is unknown.
* The person dies “in care.
* The person appears to have taken their own life.
* The person dies during or following a medical procedure.

**Service user passing away**

**Unexpected death**

**Person in charge**

**Immediately when the death is discovered**

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* Call immediately 111.
* The death has to be reported to the [coroner](https://coronialservices.justice.govt.nz/contact/#report-death).
* The coroner will decide on the processes that are required.
* If there is a coroner’s inquest name of service might be ordered to prepare a report and/or attend the inquest meeting(s).
* Funding agency.
* Complete a [Section 31 form and send it to HealthCERT](http://www.health.govt.nz/our-work/regulation-health-and-disability-system/certification-health-care-services/information-providers-health-care-services/notifying-incident-or-other-matter-required-under-section-31)



**A Medical Certificate of Causes of Death cannot be issued by a medical practitioner unless the coroner directs them to do so.**

**Support:**

* The service user’s family/ whānau.
* The coroners processes.
* For details of the coroners processes check the [guideline](http://www.broadbentandmay.co.nz/wp-content/uploads/2011/06/a_guide_to_death_funerals_and_small_estates_2010.pdf).
* Other service users.
* Staff.

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**Person passing away was a service user of name of service within the past three months**

**Within one month**

Participates in the investigation of the service responsible

or/and

applies the Adverse Event Management processes.

**Person in charge**

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**As soon as possible after the person had died**

**Safety measures**

**Kaumatua/Kuia/Service Manager/CEO**

It is of utmost importance that:

* Relevant Tikanga/rituals are implemented by Mana Whenua.
* name of service enables the cultural processes that are required as determined by Mana Whenua and the service users’ whanau/hapu/iwi.
* name of service will support any other cultural processes.
* Service users and staff are invited to participate in de-brief processes.
* If appropriate, the service will support service users and staff attending Tangi or other funeral arrangements.

# Consultation

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| Group/Role | Date |
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