



**Department of
Education
and Training**

CONDOLENCE LETTER GUIDELINES

EFFECTIVE: 19 AUGUST 2008

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1 BACKGROUND

The Director General and the Corporate Executive are responsible for passing on the sympathy/condolences of the Department of Education and Training (the Department) to the family/next of kin at the occasion of the death of:

- current employees;
- former employees;
- immediate relative of current employees (defined as spouse, parent or child);
- students in public schools; and
- significant contributors/volunteers to education and/or training in Western Australia.

Sympathy/condolences are also passed on to the family/next of kin when a serious injury or illness has been suffered by:

- current employees;
- former employees;
- immediate relative of current employees (defined as spouse, parent or child);
and
- significant contributors/volunteers to education and/or training in Western Australia.

All condolence correspondence should be dealt with in a timely manner.

2 PROCESSES

2.1 PROCESS FOR CONDOLENCE LETTERS AFTER A DEATH

DEATH	SCHOOL OR BRANCH	STAFFING	DISTRICT EDUCATION OFFICE	CORPORATE COMMUNICATIONS AND MARKETING (CCM)	OFFICE OF DIRECTOR GENERAL
CURRENT EMPLOYEE	<p>Schools provide details of the death of teaching employees to Staffing Branch.</p> <p>Central Office branches provide details of the deaths of employees to CCM.</p>	<p>Staffing consultants provide details of the deaths of teaching employees and central office employees they are aware of to CCM</p>	<p>Provides details of the deaths of non-teaching school employees and district employees to CCM.</p> <p>Provides additional details of the deaths of teaching employees to CCM on request.</p>	<p>Drafts letter of condolence to family/next of kin for Director General.</p> <p>Prepares death notice and lodges it in <i>The West Australian</i>.</p> <p>Organises flowers if appropriate and approved of by the Director General.</p> <p>Ensures Provision of Gifts – Including Promotional Give Aways form is completed.</p>	<p>Director General signs condolence letter.</p> <p>Deputy Director General, Schools approves death notice.</p> <p>Office of Director General sends out condolence letter.</p>
FORMER EMPLOYEE (RESIGNED OR RETIRED WITHIN LAST 12 MONTHS)	<p>Schools provide details of the death of former employees to CCM.</p> <p>Central Office branches provide details of the deaths of former employees to CCM.</p>		<p>Provides details of the deaths of former non-teaching school employees and district office employees to CCM.</p> <p>Provides additional details of the deaths of former teaching employees to CCM on request.</p>	<p>Drafts letter of condolence to family/next of kin for Director General.</p> <p>Prepares death notice and lodges it in <i>The West Australian</i>.</p> <p>Organises flowers if appropriate and approved by the Director General.</p> <p>Ensures Provision of Gifts – Including Promotional Give Aways form is completed.</p>	<p>Director General signs condolence letter.</p> <p>Deputy Director General, Schools approves death notice.</p> <p>Office of Director General sends out condolence letter.</p>

DEATH	SCHOOL OR BRANCH	STAFFING	DISTRICT EDUCATION OFFICE	CORPORATE COMMUNICATIONS AND MARKETING (CCM)	OFFICE OF DIRECTOR GENERAL
IMMEDIATE RELATIVE OF A CURRENT EMPLOYEE (SPOUSE, PARENT OR CHILD)	Provides details to CCM.		Provides details to CCM	<p>Drafts letter of condolence to current employer for Director General.</p> <p>Director General may prefer to sign a sympathy card. Cards for this purpose are kept by CCM.</p>	<p>Director General signs condolence letter or card.</p> <p>Office of Director General sends out condolence letter or card.</p>
STUDENT IN A PUBLIC SCHOOL	<p>School provides details to CCM.</p> <p>Principal is advised by CCM to send condolence letter to parent/s on behalf of school.</p>		Provides additional details to CCM on request.	<p>Drafts letter of condolence to family for Director General.</p> <p>Prepares death notice and lodges it in <i>The West Australian</i>.</p> <p>Organises flowers if appropriate and approved by the Director General.</p> <p>Ensures Provision of Gifts – Including Promotional Give Aways form is completed.</p>	<p>Director General signs condolence letter.</p> <p>Deputy Director General, Schools approves death notice.</p> <p>Office of Director General sends out condolence letter.</p>
SIGNIFICANT CONTRIBUTOR OR VOLUNTEER TO EDUCATION AND/OR TRAINING IN WESTERN AUSTRALIA	Provides details to CCM.		Provides details to CCM.	Drafts letter of condolence to family/next of kin for Director General.	<p>Director General signs condolence letter.</p> <p>Office of Director General sends out condolence letter.</p>

2.2 PROCESS FOR CONDOLENCE LETTERS FOR SERIOUS INJURY / ILLNESS

SERIOUS INJURY/ILLNESS	SCHOOL OR BRANCH	STAFFING	DISTRICT EDUCATION OFFICE	CORPORATE COMMUNICATIONS AND MARKETING	OFFICE OF DIRECTOR GENERAL
CURRENT EMPLOYEE	Provides details to CCM.		Provides details to CCM.	Drafts letter to employee for Director General. Director General may prefer to sign a get well card. Cards for this purpose kept in CCM.	Director General signs letter or card. Office of Director General sends out letter or card.
FORMER EMPLOYEE	Provides details to CCM.		Provides details to CCM.	Drafts letter to former employee for Director General. Director General may prefer to sign a get well card. Cards for this purpose kept in CCM.	Director General signs letter or card. Office of Director General sends out letter or card.
IMMEDIATE RELATIVE OF A CURRENT EMPLOYEE	Provides details to CCM.		Provides details to CCM.	Drafts letter to employee for Director General.	Director General signs letter. Office of Director General sends out letter.
SIGNIFICANT CONTRIBUTOR OR VOLUNTEER TO EDUCATION AND/OR TRAINING IN WESTERN AUSTRALIA	Provides details to CCM.		Provides details to CCM.	Drafts letter to employee for Director General.	Director General signs letter. Office of Director General sends out letter.

2.3 CONDOLENCE RECORD

TRIM NO.

NAME AND DETAILS OF SITUATION

NAME:	
Details of death:	
NEXT OF KIN AND RELATIONSHIP eg: HUSBAND	
CONTACT NUMBER (OF NEXT OF KIN)	
HOME ADDRESS	
DATE OF DEATH	
SCHOOL	
PRINCIPAL	
TEL	
DIRECTOR SCHOOLS	
WHO ADVISED AND DATE	

CHECKLIST

NOTICE FOR PAPER	
FUNERAL	
FLOWERS SENT	
LETTER FROM DG	

3 CONTACT INFORMATION

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