

Death of a Resident at Ainslie Village

Location	Ainslie Village, ACT
Policy Type	Social Housing Policy
Version	4.1
Issue Date	November 2021
National Regulatory Code	Performance Outcome 1- Tenant and housing services

1. OBJECTIVE

- 1.1. This policy sets out the values, principles and procedures that underpin Argyle Housing's response to the death of a Resident on site at Ainslie Village, and the bereavement process experienced by staff, residents, family and friends.
- 1.2. Argyle Housing recognises that the death of a resident may have an intense emotional impact on staff because of the relationships staff may have developed with residents over many years.

2. BACKGROUND AND SCOPE

- 2.1. Ainslie Village is a caring, non-violent and tolerant community that employs principles to maintain harmony among residents and with those who support them.
- 2.2. Argyle's Ainslie Village program promotes and respects the human rights and fundamental freedoms of all persons with a disability and provides a service to tenants in line with the principles of the NSW Disability Inclusion Act 2014, Disability ACT and the United Nations Convention on the Rights of Persons with Disabilities (CRPD).
- 2.3. Argyle Housing's Ainslie Village program is compliant with the ACT Human Rights Act.
- 2.4. Argyle Housing's Ainslie Village program supports and encourages a person-centered and culturally sensitive approach to service delivery.
- 2.5. Argyle Housing's Ainslie Village program promotes and respects the rights and freedoms of Aboriginal and Torres Strait Islander peoples.

3. DEFINITIONS

- 3.1 Refer Argyle Housing Policy: Policy Definitions.

4. POLICY DETAIL

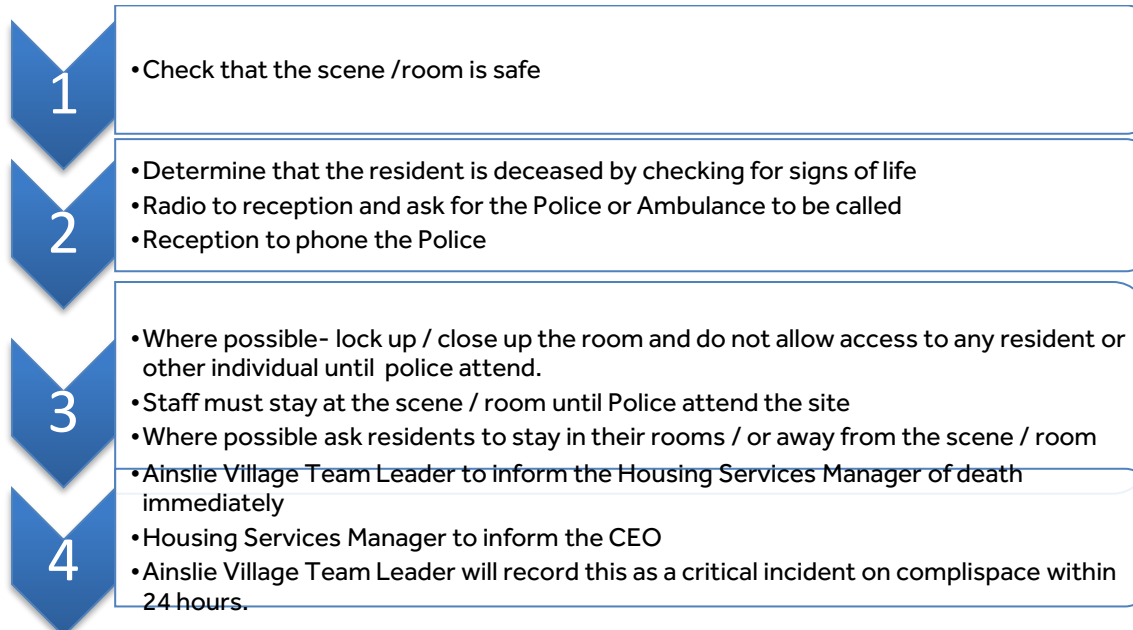
- 4.1. This policy applies to all Argyle Housing staff involved in working with Residents at Ainslie Village. In the case of a critical incident such as the 'Death of a Resident at Ainslie Village', instructions for reporting and follow-up assistance are set out in Death of a Resident at Ainslie Village procedures.
- 4.2. In the event of a critical incident- 'a death of a resident at Ainslie Village', Argyle Housing recognises that appropriate action and support must be in place to ensure:
 - Effective approaches to respond to the death of a resident



- Appropriate support and counselling services are made available to staff affected through Argyle Housing's EAP
- Appropriate support and counselling services available to residents of Ainslie Village

4.3. Immediate response to a critical incident- Death of a resident at Ainslie Village

When a body is discovered- Reporting to be followed



4.4. Argyle Housing responsibilities include:

- Work with appropriate authorities including Police, Ambulance, attending Medical Professionals, Coroners, Funeral Homes and other essential stakeholder to ensure requested information is provided in a timely manner.
- Ensure the room / scene is safe and clean following the removal of the body.
- Provide support to Argyle Housing staff following the event by arranging access to EAP services.
- Identify residents and arrange counselling for affected residents of the Village through organisations such as ACT's Critical Incident Stress Management (CISM) <http://www.act-cism.org.au/>
- Work effectively and collaboratively with next of kin of the deceased resident by providing information and access to personal belongings when requested.
- Argyle Housing Team Leader ACT will debrief with all staff to ensure their well-being

4.5 Argyle Housing will ensure that the room is forensically cleaned where this has been identified to be essential to ensure there are no hazardous particles remaining. This will be at Argyle Housing's expense.

5. RELATED POLICIES AND DOCUMENTS



5.1. Coroner's Act 1997

5.2. Work Health & Safety Act 2011

Version Control

Version No.	Review Date	Author	Position	Next Review Date
1.0	25/08/2014	T. Stiller	Operations Manager ACT	24/08/2015
2.0	08/05/2015	T. Stiller	Operations Manager ACT	07/05/2016
2.1	01/07/2016	M. Ward	GM Operations	01/03/2017
3.0	10/01/2018	J. Irwin	Regional Manager West	10/01/2019
4.0	30/08/2019	C. Tizzoni	Team Leader ACT	30/07/2022
4.1	12/11/2021	C. Tizzoni	Operations Manager	12/11/2022

