



When someone dies

A practical guide for family and friends



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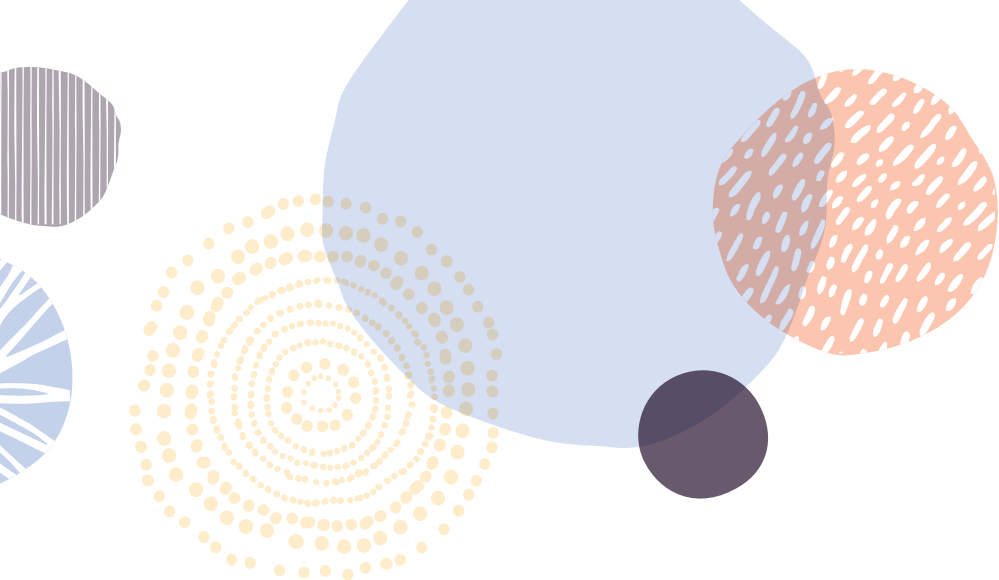


Acknowledgement

This booklet was researched and developed by Queensland Health's Care at End-of-Life Project team in consultation with an extensive group of clinicians, consumers and content experts from across Queensland, the Aboriginal and Torres Strait Islander Cultural Capability Team and their statewide network; and Health Consumers Queensland. The authors extend their sincere thanks to these contributors for generously providing their advice and feedback.

We acknowledge the Traditional Owners of the lands and waters of Australia and the Torres Strait. We respect all Aboriginal and Torres Strait Islander people, their customs and their beliefs. We also pay our respects to Elders past and present.

Aboriginal and Torres Strait Islander people should be advised that this document refers to material of a sensitive nature.



“Death is not the opposite of life, but a part of it.”

– Haruki Murakami, Japanese novelist

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When someone is dying or has died, it can be a very difficult and stressful time. This booklet is meant to offer you practical direction and support as you navigate the days before and after the death. Taking care of what needs to be done while you're grieving can take time. Please be prepared that you might not be able to do this on your own. Asking for help is completely okay.

Reaching out to your family, friends, a social worker, or a spiritual or cultural leader can be helpful. Having the person's key personal papers and details on hand to manage the next steps is important for the next steps. Remember that taking things one step at a time is part of this journey.

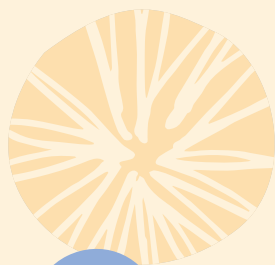
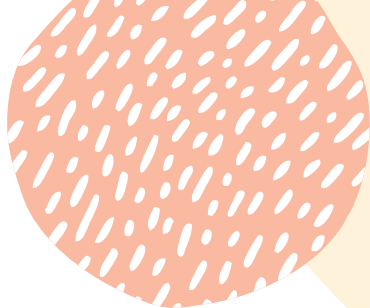
To find out more visit: qld.gov.au/health/support/palliative-care



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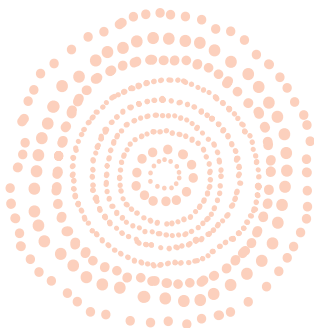
*Take your time and check each section to see if it is information, you want or need.
Read what seems useful now and leave the rest until you're ready.*



Grief is a normal and natural response when we experience loss.

Grief can affect our lives in a number of ways, but it also allows us to slowly adjust to our loss and continue to go about our lives.

There is no right or wrong way to grieve (*see Caring for yourself and others, page 15*).



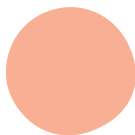
Section 1

Preparing for death

We can all plan, discuss and prepare for the end of life at any time. This may help make the experience more comfortable and provide a greater sense of control when it happens.

If someone close to you is nearing the end of life, you can help them to:

- discuss wishes, values, beliefs and preferences for future medical treatment and complete advance care planning with health professionals, family and friends (*see Support services contact list, page 18*). If **Voluntary Assisted Dying** is being considered as an end of life choice, please refer to the [Queensland Voluntary Assisted Dying Handbook](#) for guidance
- let health professionals know if emotional and/or spiritual support is needed, and to talk about any important cultural practices
- speak with health professionals about what to expect during and after the dying process
- organise to see a chaplain or faith leader leading up to death
- decide where they would like to be cared for as they approach the end of life, if possible. This may include:
 - in their own home
 - on country
 - in hospital
 - in a palliative care unit or hospice
 - in a residential aged care facility
- talk with family about the person's wishes, so everyone understands what will happen
- prepare for the person's death at home or on Country (if applicable). Discuss and plan this with your health professionals, and determine which doctor will issue the *cause of death certificate*, when the time comes
- appoint an Attorney for personal, health and/or financial matters using an Enduring Power of Attorney form (*see Definitions, page 22*)
- write a will and ensure it is up-to-date and easy to find



- talk with a doctor or healthcare professional about available palliative care services and supports. Visiting facilities beforehand may also be helpful
- consider future care arrangements for children, dependants and pets
- if appropriate, begin discussing funeral or memorial arrangements and decide who may help coordinate these plans
- consider how funeral costs may be managed (*see Arranging a funeral or memorial service, page 12*), including savings, insurance, superannuation or prepaid funeral options
- gather important personal information, documents and account details. Keep them in a safe place. The *Tasks and contact list* in this booklet may help
- locate key personal papers and store them securely (*see Gather key information, page 11*)
- consider adding a trusted 'legacy contact' to social media accounts to help manage them in the future

- discuss organ and tissue donation wishes and share these with family members. For more information, visit [DonateLife](#)
- create meaningful keepsakes for loved ones, such as letters, recorded messages, photo albums or cards for future occasions.

The journey towards death can be sudden and uncertain. While the above list is focused on practical tasks, it is also important to spend meaningful time with loved ones. Try to prioritise time for everyday activities, connection, reminiscing, important relationship talks or saying goodbye.

Supporting someone nearing the end of life can be emotionally and physically demanding. For ways to care for yourself during this time, see *Caring for yourself and others, page 15*.



Section 2

First steps

This section has information about things that happen soon after a person dies. Not all will be relevant to your situation.

Appointing a funeral director

Most people in Queensland use a funeral director to help organise a funeral or memorial service. While not compulsory, funeral directors can make the process easier. You can find one through online searches, recommendations from family or friends, or the Australian Funeral Directors Association website. Many people choose a local funeral director, as several visits may be needed. If you are considering a home funeral, visit [*Australian Home Funeral Alliance*](#).

Always check what the quote includes and doesn't include. Many funeral directors can take calls 24 hours a day, 7 days a week. For more information, see *Arranging a funeral or memorial service*, page 12.

Dying at home or in the community

Expected death

When people die, they stop breathing and their heart stops beating. They will not respond to any stimulation and their mouth may fall slightly open. Their eyes may be open, but the pupils will be large and fixed in one spot. They may also lose control of their bladder and bowel.

An expected death at home is not an emergency (see *Definitions*, page 22). You can spend time with the person who has died before taking any next steps. If the death occurs overnight, you may wait until morning if you feel comfortable doing so. You may also wish to contact a close friend, relative, spiritual carer, or cultural advisor for support.

After an expected death, it can be arranged to keep the person at home, if the body and space can be kept cool. A Funeral Director, End of Life Support Services, or the Australian Home Funeral Alliance can guide you. This allows family and friends time to visit and say goodbye.



A *cause of death certificate* is a legal document that notifies the Registry of Births, Deaths and Marriages of a person's death. It must be completed within two business days of a person's death. Any doctor who can certify the cause and manner of death can complete a *cause of death certificate*. They do not have to examine the person to complete the form.

A *medical certificate for cause of death (form 9)* is different to what most people think of as the *death certificate*. The *death certificate* is the official record of a person's death issued by the Registry of Births, Deaths and Marriages and may be used for proof of death purposes.

A *death certificate* is not automatically supplied – a person's death must be registered and then an application for a *death certificate* can be submitted to the Registry of Births, Deaths and Marriages. It can take several weeks before the *death certificate* is received. A funeral director may be able to assist (see *Arranging a funeral or memorial service*, page 12).

A *life extinct form* is only completed when a *cause of death certificate* cannot be issued quickly. It allows the deceased person's body to be removed and transported by the funeral director.

A nurse or paramedic can complete a *life extinct form*. When a *cause of death certificate* exists, a *life extinct form* is not required.

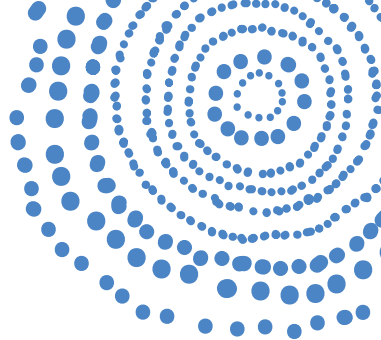
If dying at home is expected, it is important to have spoken with the person's doctor about who to contact to complete the *cause of death certificate* or *life extinct form*.

When you are ready, the person may be taken into the care of your chosen funeral director.

Unexpected death

Call an ambulance on 000.

The paramedics will complete a *life extinct form* and contact the person's doctor to issue a *cause of death certificate*. The person may then be taken into care of your chosen funeral director.





Dying in a hospital, palliative care unit, hospice or residential aged care facility

If the person dies in a hospital or facility, the staff will help you to understand the process and what you need to do.

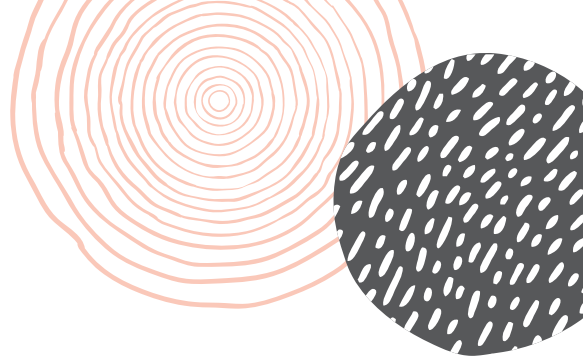
There's usually no need to rush. You can have time alone with the person who has died before anything needs to be done. Your family may want to wait until other relatives have a chance to say goodbye.

Ask questions

If you need more information or support, or do not agree with something, please ask. The Healthcare team are there to support you. Make sure staff are aware of any end-of-life rituals, such as what needs to happen to the body in preparation for burial or cremation, so that arrangements can be made before the person is transferred.

Usually, the following things will happen shortly after death:

- health professionals will complete documentation
- a doctor will complete the *cause of death certificate*. If the doctor is unsure whether a *cause of death certificate* can be issued, they can contact the coroner. This will generally be related to concerns around treatment and care. The coroner will work with a team of independent doctors to determine whether the death is reportable
- after discussions with you, the person may be transferred to the mortuary or another suitable room
- any belongings the person had with them at the facility will be given to a representative of the family by nursing staff
- the person may remain at the facility until the funeral director is chosen and plans are made to move them to the funeral home
- if family are coming to say goodbye, talk to the staff about how long the person who has died can stay at the facility. Different places have different processes.



Visiting a person who has died

Some people find it helpful to see the person after they've died. This is called a viewing. Deciding whether to visit is a personal choice. You can talk about this with a health professional.

It is important to note that not all facilities have a mortuary for viewings but may make a room available for you. Viewings may also be arranged at the funeral home or at home.

Before appointing a funeral director, check whether the funeral home allows viewing as part of their service. There may be an associated cost.

Organ and tissue donation

In an intensive care unit

You may have been asked to consider organ donation. A DonateLife Specialist Coordinator will meet with the family, seek consent from the appropriate person and assess medical suitability for transplantation. The DonateLife Specialist Coordinator and healthcare team will step you through the process. For more information, visit donatelife.gov.au.

In other locations, including hospital wards, residential aged care facilities or at home

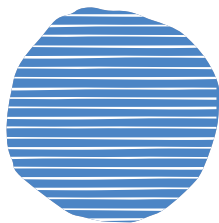
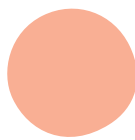
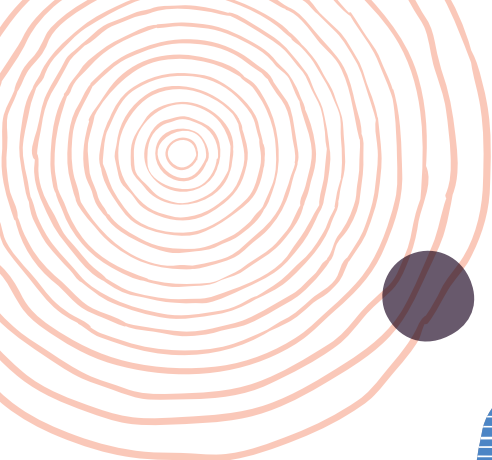
The person may be able to donate tissue. A DonateLife Specialist Coordinator or the healthcare team can step you through this process.

Body bequests

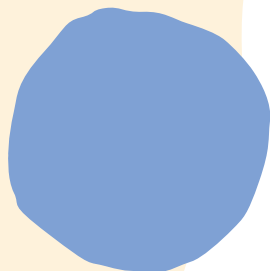
The person may have prearranged donation of their body to a university. The university will need to be notified of the death in order to assess suitability and arrange transportation as soon as possible. Transportation is typically managed by the university's contracted funeral director.

Where to get help

Not all situations are straightforward, and some people may need extra support to work through complicated matters. You can find a list of services that can help with grief, financial, legal, advocacy and other issues in *Support services contact list, page 18*.



It can be difficult to talk about death and dying. Everyone responds in their own way. Dying should be discussed with honesty, sensitivity, and respect.



Tasks and contact list

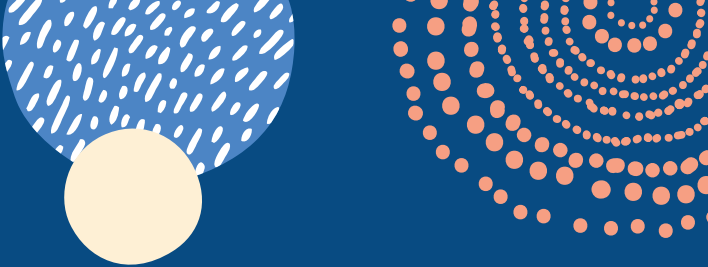
* Eligibility criteria apply. Check each section to see if it is information you want or need.

** This information is specific to Queensland—different processes and contact details may be applicable in other states and countries.

Priority	Person/Organisation	Tasks (if relevant)	Contact Details and Context (add details where needed)
Immediate Actions	First responders	☐ Contact palliative care, GP, Nurse Practitioner	
	Family and friends	☐ Notify family and friends	
	Funeral Director	☐ Make funeral arrangements	
	<i>Remember self-care: Eat, rest, and accept help from family and friends with immediate tasks</i>		
First Steps (within the first 2–5 business days)	Your employer/education provider	☐ Seek compassionate or bereavement leave	Manager/Human Resources or Administration Department
	Centrelink	☐ Apply for bereavement allowance or payment (one-off, non-taxable payment for eligible partners, carers, or pensioners) ☐ Seek exemption from mutual obligations/activity tests	Phone: 132 300 Website: servicesaustralia.gov.au
	Department of Veterans' Affairs (DVA)	☐ Apply for bereavement allowance/payment*	Phone: 1800 555 254
	**Queensland Government	☐ Apply for a Mortgage Relief loan/bond loan/rental grant (interest-free loan to help meet home loan repayments during hardship)	Phone: 1300 654 322 Website: qld.gov.au/housing
	**Burial Assistance, Queensland Government	☐ Apply for Burial Assistance if you cannot afford funeral costs and the deceased's assets will not cover them	Website: coronerscourt.qld.gov.au/for-families/funeral-assistance-scheme
	**Patient Travel Subsidy Scheme (PTSS), Queensland Health	☐ Apply for the PTSS for return transport if a person passed away in a hospital far from home	Website: qld.gov.au/health/services/travel/subsidies
Next Steps (within 14 business days)	Banks, credit unions and credit card providers	☐ Close/transfer accounts ☐ Discuss loan repayment options	
	**Death registration within 14 days (a funeral director will usually do this)	☐ Register the death with the Registry of Births, Deaths and Marriages	Phone: 13 QGOV (137 468)
	Certified copies of the death certificate (e.g. with a JP, solicitor)	☐ Arrange	
	Centrelink/Medicare/Child Support	☐ Notify Services Australia to cancel any payments	Phone: 132 300 Website: servicesaustralia.gov.au
	Department of Veterans' Affairs (DVA)	☐ Notify	Phone: 1800 555 254 Website: dva.gov.au
	**Queensland Public Trustee	☐ Notify	Phone: 1300 360 044 Website: pt.qld.gov.au

Contact information is correct at time of publication

Priority	Person/Organisation	Tasks (if relevant)	Contact Details and Context (add details where needed)
Next Steps (within 14 business days) <i>Continued</i>	Insurance providers (e.g. health, property, car, life, funeral, boat)	☐ Claim as documented in the will/cancel	
	Superannuation fund	☐ Claim as documented in the will/close	
Follow-Up Steps (over the next months)	Australian Business Registration (ABN)	☐ Cancel	Phone: 139 226 Website: abr.gov.au
	Landlord/real estate agent/tenants	☐ Notify/end lease	
	Local council	☐ Update for rates notices	
	Professional affiliations (e.g. associations, union)	☐ Notify	
	Australian Bereavement Register	☐ Stop unwanted direct mail	Phone: 1300 887 914 Website: tabr.com.au/register
	Australia Post	☐ Re-direct mail/cancel PO Box	Phone: 13 POST (137 678)
	Telecommunications and network providers (e.g. mobile, landline, internet)	☐ Close/transfer accounts	
	Utilities providers (e.g. electricity, gas)	☐ Close/transfer accounts	
	Subscriptions to ongoing payments (e.g. Netflix, gym, loyalty programs)	☐ Cancel/transfer	
Other considerations (as relevant)	Education providers (e.g. childcare, school, TAFE, university)	☐ Notify/inform child(ren) may be absent	
	Community groups/clubs/memberships (e.g. library, RSL, sports clubs, gambling)	☐ Cancel	
	**Livestock brands or earmarks	☐ Transfer/cancel	Phone: 132 523
	Pet care	☐ Notify vet/animal kennel ☐ Cancel/transfer pet registration (local council)	
	Social media accounts (e.g. Facebook, Instagram)	☐ Memorialise/close	
	**Weapons license	☐ Update/surrender	Phone: (07) 3015 7777
	**Office of State Revenue	☐ Claim land tax exemption	Phone: 1300 300 734
	**Public housing, Housing Service Centre	☐ Apply for a change of tenancy	Website: qld.gov.au/housing
	**Queensland Titles Registry	☐ Update land title ☐ Update water allocation ownership	Phone: 13 QGOV (137 468)



Section 3

What you can do next

Gather key information

There can be a lot of things to do after someone dies.

The *Tasks and contact list* may help you keep track of who to contact. Getting important information and paperwork together can help make these tasks easier. Information could include:

- the person's full legal name (birth name or legal name at the time of death; avoid using nicknames)
- last residential address
- the original or certified copies of their driver's license and passport
- any names previously used, including maiden surname
- their Medicare number, Tax File Number and Centrelink Customer Reference Number (if relevant)
- the person's date and place of birth (town and state if born in Australia and country if born overseas) and date of arrival in Australia if born overseas
- marriage and/or divorce certificates, or date of marriage/civil partnership if certificate not available
- name, occupation and birth date of the surviving spouse
- financial information, including loan details, house title/lease documents, superannuation and insurance
- any pre-planned funeral paperwork.

This might feel intrusive or upsetting, but it is important to do. When giving information, you can ask why it is needed and how it will be used.

Wills and estates

Some people have a will* and others die without one. A will needs to be written before a person's death.

If the person who died has a will, the executor* of their estate* needs to be informed. If there is uncertainty about the will's validity, or other support is required, you may choose to seek:

- independent legal advice
- advice from Queensland Public Trustee
- probate* from the Supreme Court of Queensland.

If a will is unavailable, letters of administration* will be required to manage the estate.

See *Definitions*, page 22 if you need more information about terms marked with *.

Funerals and wills can be a source of conflict in families due to differences in opinions and beliefs, and complex family relationships. Keep communication open and get help if required.

Arranging a funeral or memorial service

The way we acknowledge the death of a person can look different between cultures and families.

A funeral is usually held at a funeral home, cemetery, crematorium, church or place of worship. Funerals involve the burial or cremation of the body of the person that has died.

A memorial service can be held anywhere (often in someone's home). Memorial services do not involve burial or cremation. They are usually organised by the closest relative. If there is any dispute over who is organising the service, seek legal advice.

If you have chosen to appoint a funeral director, they will usually organise:

- transport, care and viewing of the deceased person
- the service, including the cremation or burial, in consultation with faith group leaders

- returning the deceased's remains to either home, interstate or overseas
- registration with the Registry of Births, Deaths and Marriages
- certified copies of the *death certificate* to be posted to the authorised person (family/friend/solicitor). It may take up to 4–6 weeks to receive the official copy.

The funeral director **may ask about:**

- date, time and venue of the service and what to do with the ashes or place of burial
- music, decorations, flowers or symbols of the person's life
- cultural or religious customs and practices
- the eulogy (*see Definitions, page 22*)
- if you would like a member of the clergy to give a graveside service (fee may be payable)
- content for funeral announcement or death notice in the newspaper (fee may be payable).

You can get more information about arranging a funeral from your local council.

Paying for a funeral

Funerals in Queensland can vary significantly in cost. The price you pay depends on the cost of your funeral director and the type of service. If you have any concerns about cost, ask your funeral director for a quote that breaks down each item cost.

The least expensive option is a cremation without an official service. This is sometimes called direct or unattended cremation. Unattended burials may also be available.

Funeral costs may be covered by:

- pre-paid funeral plan/bonds taken out by the person who has died
- funeral insurance or a savings account for their funeral
- family and friends
- the person's estate – the bank may pay a funeral account, if there are available funds in the person's bank account
- the person's superannuation fund – this can take time and will be executed through their will
- Department of Veterans' Affairs, or their trade union
- funeral assistance (*see Funeral assistance, page 14*).



Funeral assistance

The Queensland Government may organise a simple burial or cremation of a person whose assets cannot cover the cost of their funeral, and whose relatives/friends cannot pay for their funeral. Applications can be made at your local Magistrates Court (eligibility criteria apply) (*see Support services contact list, page 18*).

If you need other financial assistance, contact Services Australia (eligibility criteria applies).

Notify agencies and cancel or transfer services

Once you have the *death certificate* you can start notifying agencies and organisations. The processing time for the *death certificate* varies and this may take several weeks. You may need to give information about the person, such as:

- personal details
- proof of your identify and relationship to the person
- certified copy of the *death certificate* (*see Definitions, page 22*). It's a good idea to get several copies certified at the same time.

This booklet contains a checklist of tasks to carry out and people/organisations to contact (*see Tasks and contact list*).

Some things will not be relevant to you or the person's circumstances. Check each section to see if it is information you want or need.

Notifying Centrelink

If the person who died was receiving a payment from Centrelink, it is important to notify Centrelink as soon as possible so the estate is not overpaid, requiring a repayment. For members of a couple, a bereavement allowance may be available.

Notifying the bank

Financial institutions have different processes for managing a deceased estate.

- Sole account** – After you call, the bank will freeze the person's bank accounts. Banks will generally pay funeral expenses from the person's account when given an original tax invoice from a funeral director. You will need to ensure all direct debits have been stopped to avoid dishonour fees.
- Joint account** – Transactions from joint accounts should continue as normal. Joint bank accounts may be transferred into the name of the remaining joint account holder.

Section 4

Caring for yourself and others

Understanding grief

Grief affects our thoughts and feelings, how we do things and our relationships with others. It can also have a physical impact. It's important to know that grief is normal, and it affects people in different ways including:

- crying and sadness (or a reluctance to cry)
- anger and irritability
- regret
- feeling numb
- difficulty sleeping and having nightmares
- changes to appetite
- difficulty concentrating and making decisions
- feeling tense, sick and difficulty breathing
- losing interest in family, friends and hobbies
- disorientation and confusion
- nausea and headaches.

There are lots of other reactions to grief. If the person has been in extreme suffering it is common and natural to even feel a sense of relief that their pain has ended. You might not experience all of these feelings, but if you do, they will not necessarily come in any particular order.

Your grief is like your fingerprint. It is unique and personal to you.

Grief has no timeline

The amount of time spent grieving is different for everyone, and that's okay.

Grief may be felt over a long period of time, even for many years. At first, people often feel grief more strongly.

As time passes, we learn to include grief into our lives. Sometimes, after a period of feeling good, we find ourselves feeling sadness, despair or anger. This is a natural response of grief and it may happen repeatedly.

Taking care

It's important to remember that everyone grieves in their own way, and may go about caring for themselves in different ways as well.

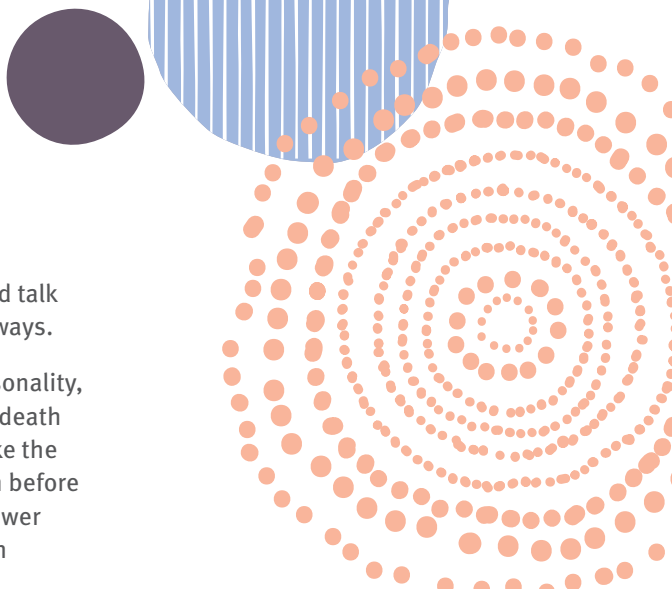
There are many ways to care for yourself and others while you grieve:

- get enough sleep – people often have trouble sleeping during times of grief. If you find it hard to sleep on a regular basis, speak to your nurse or doctor

- eat a healthy diet and do exercise
- talk to your employer about what support might be available, such as compassionate leave and flexibility to return to work when you are ready
- delay making big decisions
- create a memorial or do something to honour the person who has died
- do something for yourself every day, and do your usual activities as much as you can
- keep in contact with friends
- practice your own spirituality, culture or religion – this might be meditation, yoga, prayer or talking with your chaplain or faith leader.

You may be able to talk about your emotions and find comfort with the help of family and friends, or you may need some extra help. There are many organisations that can help you. A list of support services is provided on page 18 of this book. Don't be afraid to reach out.

Feelings of grief may be overwhelming over a long period of time and impact on things you need, want and enjoy. If this happens to you and these feelings continue, you may want to talk to your general practitioner (*see Support services contact list, page 18*).

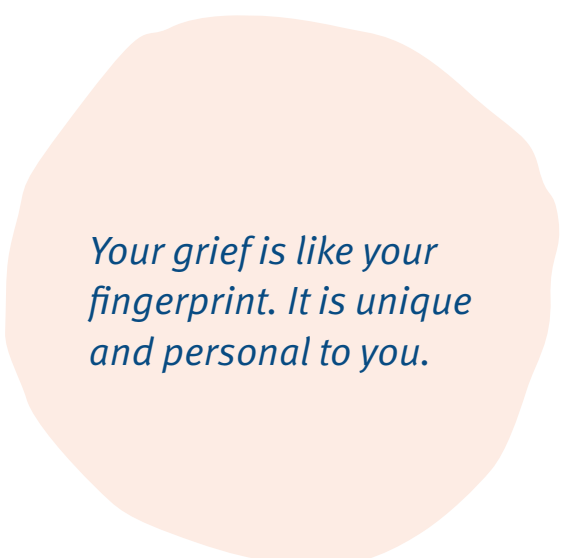


Talking to children about death and dying

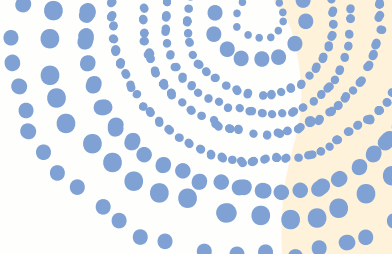
Children will feel, understand and talk about grief and loss in different ways.

This is because of their age, personality, family culture, understanding of death and past experiences of loss. Take the time to talk and listen to children before and after someone has died. Answer their questions about death in an honest and consistent way.

For more information, visit the *Australian Centre for Grief and Bereavement – children and grief handouts* website: grief.org.au.



Your grief is like your fingerprint. It is unique and personal to you.



Section 5

Support services contact list

If you need an interpreter, call the Translating and Interpreting Service on 131 450.

Care at end of life

Queensland Palliative Care Clinical Network

qld.gov.au/health/support/palliative-care

Email: qldpalliativecarenetwork@health.qld.gov.au

Queensland Health information about care at the end of life.

Caresearch

caresearch.com.au

Ph: (08) 7221 8233

Information and resources about living with or caring for someone with a serious illness, preparing for the end of life, how to manage bereavement, grief and loss.

DonateLife Network resources

donatelife.gov.au

Ph: (07) 3176 2350

Information about organ and tissue donation.

Managing affairs after a death

manage-affairs-after-death.services.qld.gov.au

Ph: 13 74 68

Queensland Government service to create a customised checklist and find specific information about tasks to complete after a death.

My Care, My Choices

qld.gov.au/health/support/advance-care-planning

Ph: 1300 007 227

Queensland Health information about advance care planning.

Palliative Care Australia

palliativecare.org.au

Ph: (02) 6232 0700

Palliative care resources for people living with a terminal condition and their carers, family and community.

13 HEALTH

Ph: 13 43 25 84

24-hour phone service providing health advice.

Counselling and grief support

Grief Australia

grief.org.au

Ph: (03) 9265 2100

Information for adults and children experiencing grief, including the MyGrief App.

Beyond Blue

beyondblue.org.au

Ph: 1300 224 363

24-hour telephone counselling service. Online and email counselling available 7 days a week.



Canteen

canteen.org.au

Ph: 1800 835 932

Support service for people aged 12–25 living with cancer, including patients and their siblings, and young people with parents or carers with cancer.

Grief Line

griefline.org.au

Ph: 1300 845 745

7-day telephone counselling service for people experiencing grief.

GriefLink

grieflink.org.au

Resources for the bereaved and grieving, their carers, friends and colleagues, and for health and welfare workers.

Kids Helpline

kidshelpline.com.au

Ph: 1800 55 1800

Telephone and online counselling service and crisis support for young people aged 5–25.

Lifeline

lifeline.org.au

Ph: 13 11 14

24-hour telephone and online counselling service.

MensLine Australia

mensline.org.au

Ph: 1300 78 99 78

Telephone and online support and referral service for men with family and relationship concerns.

National Carer Counselling Program

carersqld.asn.au

Ph: 1800 242 636

Short-term counselling for carers.

Parentline

parentline.com.au

Ph: 1300 30 1300

7-day telephone counselling and support service for parents and carers of children.

ReachOut Australia

au.reachout.com

Support, tools and tips for young people and their parents.

Relationships Australia

relationships.org.au

Ph: 1300 364 277

Relationship support services and counselling.

Suicide Call Back Services

suicidecallbackservice.org.au

Ph: 1300 659 467

24-hour telephone and online counselling for people affected by suicide.

The Compassionate Friends

compassionatefriendsqld.org.au

Ph: 1300 064 068

24-hour helpline and support groups for parents, grandparents and siblings who have experienced the death of a child.

Your general practitioner

To find a general practitioner in Queensland go to qld.gov.au/health/contacts/service-finder.



Financial assistance

Centrelink

servicesaustralia.gov.au

Ph: 13 27 17

Information on eligibility and how to apply for Australian Government support.

Financial Counselling Australia

financialcounsellingaustralia.org.au

Ph: 1800 007 007

Information about financial counselling and help to find a qualified counsellor.

Queensland Public Trustee

pt.qld.gov.au

Ph: 1300 360 044

Statutory authority that provides support including will-making, enduring powers of attorney, and managing deceased estates.

Funerals

Funerals Australia

funeralsaustralia.org.au

Ph: (03) 9859 9966

Funeral planning information and a directory to find a funeral director.

Australian Securities and Investment Commission

moneysmart.gov.au/paying-for-your-funeral

Information about paying for a funeral.

Funeral assistance

coronerscourt.qld.gov.au/for-families/funeral-assistance-scheme

Information on eligibility and how to apply for funeral assistance.

Legal and advocacy matters

Community Legal Centres Queensland

clcq.org.au

Ph: (07) 3392 0092

Legal centres providing free information, legal assistance, education and advocacy for vulnerable clients and communities facing legal problems.

Legal Aid Queensland

legalaid.qld.gov.au

Ph: 1300 651 188

Legal help for financially disadvantaged people.

Multicultural Australia

multiculturalaustralia.org.au

Ph: (07) 3337 5400

Support for new Queenslanders, including refugees, migrants, international students and people seeking asylum.

Queensland Courts

courts.qld.gov.au

Provides general guidance on wills, estates (probate) and grants of administration.

Queensland Law Society

qls.com.au

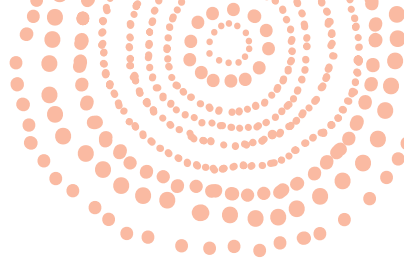
Ph: 1300 367 757

Legal resources and a directory to find a solicitor.

Contact information is correct at time of publication



No





Section 6

Definitions

Advance care planning – involves thinking and making choices now to guide your future health care. It is also a process of communicating your wishes. You can do this by having a conversation with those close to you and writing down your preferences (*see Support services contact list, page 18*).

Autopsy or post-mortem – an examination of the body conducted by a pathologist.

Cause of death certificate – a legal document completed by a doctor that certifies the manner and cause of death. This is different to the *death certificate*.

Certified copy – a copy of an original document that has been verified as a true copy by an authorised person, for example a Justice of the Peace or a Commissioner of Declarations.

Coroner – an official person who is responsible for investigating the deaths of people who have died in a sudden, violent, or unusual way.

Death certificate – the official registration of the death. The funeral director will usually assist with this, or you can contact the Queensland Registry of Births, Deaths and Marriages.

Enduring Power of Attorney (EPOA) – a legal document that gives another person/people the authority to make personal and/or financial decisions on your behalf.

For personal and health matters, your attorney's power begins only if and when you lose capacity to make those decisions. For financial matters, your attorney's power begins whenever you want it to and you nominate the start date. You can still continue to make any of your own decisions while you are capable of doing so.

Estate – the property and assets (such as vehicles, investments and bank accounts) owned by a person at the time of death.

Eulogy – a speech or piece of writing given at a funeral to remember the life of the person who died.



Executor – if you are named as executor in someone’s will, you are responsible for carrying out the terms of the will when they die.

Funeral director – arranges for care of the person who has died, offers guidance/support to the family, makes arrangements for the funeral service, and provides professional advice.

Intestate – if a person dies without a valid will, there is no executor and therefore they have died intestate. For more information, see Queensland Public Trustee and Queensland Courts in the *Support services contact list*, page 18.

Letters of administration – the next of kin, such as a spouse, takes on the role of administering the person’s estate if they die intestate. Letters of administration shows that the court has examined the relevant documents and is satisfied that the person named in the grant is authorised to administer the estate. Contact Queensland Courts for further information.

Mortuary – a room or health facility used for storage of a person who has died prior to autopsy, burial or cremation. Some (not all) mortuaries will include a viewing area.

Natural death – a death caused by a disease’s natural progression and not due to external causes, such as accidents, injury, homicide, or uncertain circumstances.



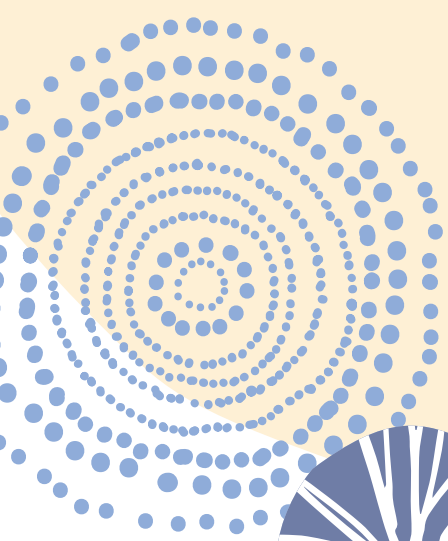
Palliative care – healthcare that focuses on improving quality of life for people of any age living with a life-limiting illness. It includes responding to physical, psychological, emotional, social, cultural and spiritual needs. It does not aim to slow down or speed up the dying process.

Probate – the Supreme Court of Queensland’s official recognition of a will as legally valid. Probate is often needed before the executor of a deceased estate can take control of the estate’s assets (administer the estate).

Queensland Public Trustee – offers a free will-making service and can give general information on wills and estates, and the administration of deceased estates.

Unnatural death – a death caused by accident, injury or homicide rather than a disease’s natural progression.

Will – a legal document that states what a person would like to happen to their money, belongings and other assets when they die; names who they want to give their estate to (beneficiaries); and who they would like to administer their estate when they die (executor).



*The amount of time
spent grieving is
different for everyone,
and that's okay.*



qld.gov.au/health/support/palliative-care