



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 help. We hope it will give you support and direction during this time. It has information and practical ideas about things to do before and after an adult family member or friend dies in Queensland.

You might not be able to do this on your own. Asking for help is okay. You could contact your spiritual or cultural leader, social worker, family or friends.


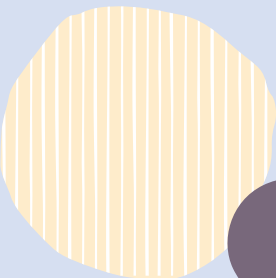
To find out more visit qld.gov.au/careatendoflife

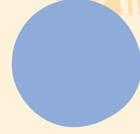
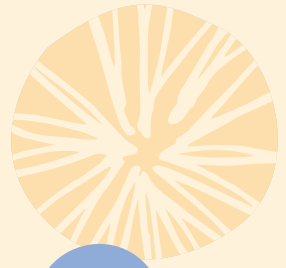
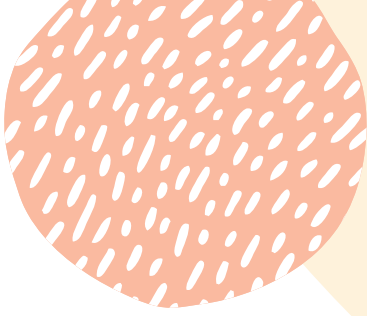


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Take your time and check each section to see if it is information you want or need. Read what seems useful now and leave the rest until you're ready.

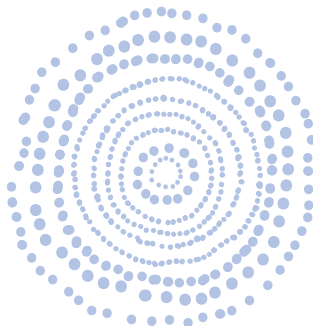






Grief is a normal and natural response when we experience loss.

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).





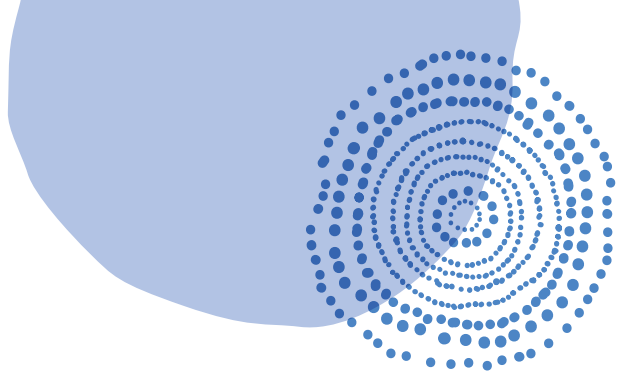
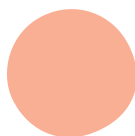
Section 1

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:

- carry out advance care planning with health professionals, family and friends to discuss their wishes, values, beliefs and preferences for future medical treatment (see *Support services*, page 18)
- 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 in the time leading up to death, including after hours
- 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 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 about palliative care services and support (if needed) with a doctor or health professionals—it can be helpful to visit facilities
- start funeral planning if possible, and talk about who will be the point of contact for organising the funeral
- think about how to pay for the funeral (see *Arranging a funeral or memorial service*, page 12). This may include:
 - setting up a funeral savings account
 - life insurance or superannuation
 - buying a funeral benefit product, such as a prepaid funeral, funeral bonds or funeral insurance. You can find more information about paying for funerals at The Australian Securities and Investment Commission website
- make a list of their personal details and passwords and store them in a safe place. You may choose to use the *Tasks and contact list* in the middle of this booklet to help you decide what information you might need
- add a ‘legacy contact’ to Facebook to allow someone they trust to manage their account after they pass
- talk about organ and tissue donation, understand what’s involved, and let their family know their wishes—for more information visit **donatelife.gov.au**
- write letters, record videos, create photo albums or put together keepsakes for loved ones. Some people may wish to write cards or arrange gifts for future birthdays or significant life events
- consider who will care for children, other dependents and pets
- say goodbye to those they love and care about.

Supporting someone who is dying can be stressful. For suggestions on how you can look after 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 related to your situation.

Appointing a funeral director

Most people in Queensland use a funeral director to help organise a funeral or memorial service. Funeral directors are not compulsory, but they make things easier. You can choose a funeral director by searching online, talking with family and friends or using the Australian Funeral Directors Association website. Typically, people choose local funeral directors as they may need to visit a few times.

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* on page 12.

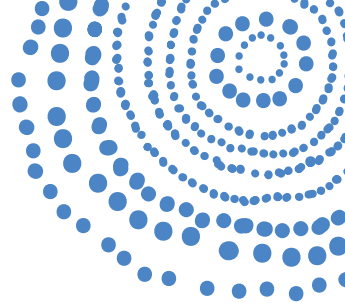
Dying at home or in the community

Expected death

An expected, natural death at home is not an emergency (see *Definitions*, page 23). There's usually no need to rush. You can have time with the person who has died before anything needs to be done. If this happens during the night, you can wait until the morning to carry out next steps, if you are comfortable with this.

If dying at home is expected, it is important to have spoken with the person's doctor about who to contact to issue the *cause of death certificate* when the time comes. The certificate needs to be completed within 48 hours of the person's death. Any doctor who knows the person's medical history and can certify the cause and manner of death is able to complete the *cause of death certificate*.

When you are ready, notify your doctor, palliative care service, or funeral director. The person may then 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 the care of your chosen funeral director.

Reportable deaths

Sometimes a *cause of death certificate* cannot be issued. This may happen if someone who appears to be healthy dies unexpectedly at home; the doctor cannot determine the medical cause of death; or the death is unnatural (see *Definitions*, page 23). The police are contacted in these circumstances. This may seem worrying or excessive, but it is a normal part of the process. The police will liaise with a team of independent doctors to determine whether a *cause of death certificate* can be obtained.

If a *cause of death certificate* cannot be obtained, the police will report the death to the coroner and arrange for the person to be transported to a health facility or mortuary by a government contracted funeral director.

The coroner will work with a team of coronial nurses and forensic pathologists to determine a probable cause of death through an autopsy or post-mortem (see *Definitions*, page 22). The coroner will release the body as soon as possible—almost always within three days of the person's death. The person may then be taken into the care of your chosen funeral director.

Other types of reportable deaths include those that happen in care or custody.

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 DonatLife Specialist Coordinator will meet with the family, seek consent from the appropriate person and assess medical suitability for transplantation. The DonatLife Specialist Coordinator and healthcare team will step you through the process. For more information, visit donatlife.gov.au.

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

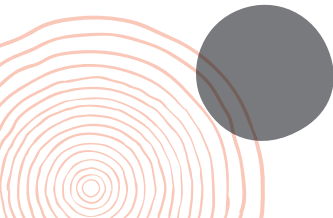
The person may be able to donate tissue. A DonatLife Specialist Coordinator or the healthcare team can step you through this process.

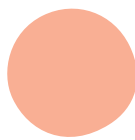
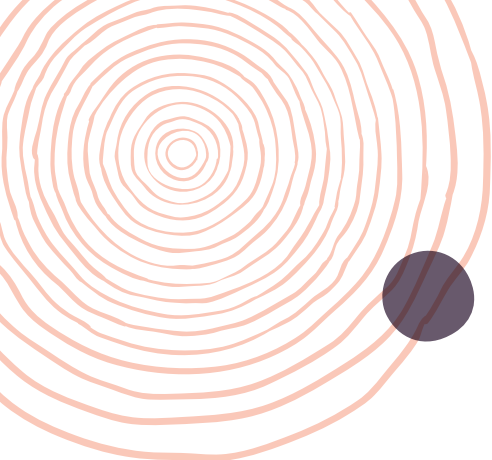
Body bequests

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.

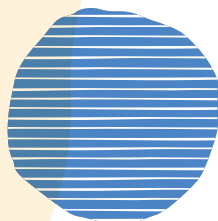
Where to get help

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

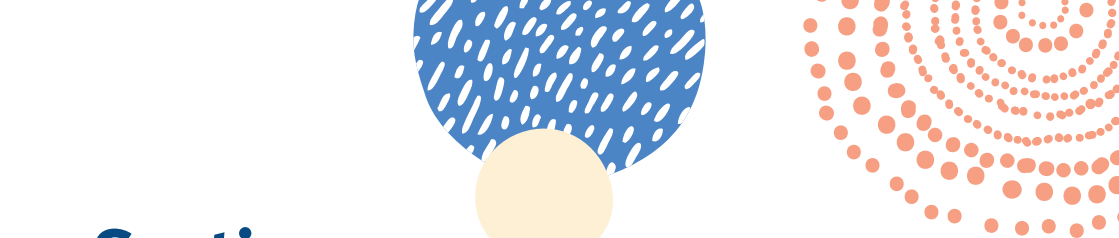
We have created this checklist as a prompt to guide tasks and people/organisations to contact.

* 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.

	PERSON/ORGANISATION TO BE CONTACTED	TASKS (if relevant)	CONTACT DETAILS
First steps	First responders (e.g. palliative care service, GP, ambulance)	<input type="checkbox"/> Contact	
	Family and friends	<input type="checkbox"/> Notify	
	Funeral director	<input type="checkbox"/> Contact	
	Executor of the will	<input type="checkbox"/> Enact as documented	
	Support services (e.g. cultural / religious / spiritual advisors / counselling service)	<input type="checkbox"/> Contact if required	
Bereaved support	Your employer / education provider	<input type="checkbox"/> Seek compassionate leave	
	Centrelink	<input type="checkbox"/> Apply for bereavement allowance / payment * <input type="checkbox"/> Seek exemption from mutual obligations / activity test requirements	132 300 servicesaustralia.gov.au
	Department of Veterans' Affairs	<input type="checkbox"/> Apply for bereavement allowance / payment *	1800 555 254
	** Queensland Government mortgage relief loan	<input type="checkbox"/> Apply for a mortgage relief loan / bond loan / rental grant *	1300 654 322
Financial, social and welfare	Australian Electoral Commission	<input type="checkbox"/> Notify	132 626 aec.gov.au
	Australian Taxation Office	<input type="checkbox"/> Finalise income tax returns	132 861 ato.gov.au
	Banks, credit unions and credit card providers	<input type="checkbox"/> Close / transfer accounts <input type="checkbox"/> Discuss loan repayment options	
	Centrelink	<input type="checkbox"/> Notify (<i>will be shared with Medicare and Child Support</i>) <input type="checkbox"/> Cancel payments	132 300 servicesaustralia.gov.au
	Certified copies of the death certificate (e.g. with a JP, solicitor)	<input type="checkbox"/> Arrange	
	Child Support	<input type="checkbox"/> Notify (<i>will be shared with Centrelink and Medicare</i>)	131 272 servicesaustralia.gov.au
	** Death registration within 14 days (a funeral director will usually do this)	<input type="checkbox"/> Register the death with the Registry of Births, Deaths and Marriages	13 QGOV (137 468)
	Department of Veterans' Affairs	<input type="checkbox"/> Notify	1800 555 254 dva.gov.au
	Foreign pension authority and/or embassy/consulate	<input type="checkbox"/> Notify	
	Insurance providers (e.g. health, property, car, life, funeral, boat)	<input type="checkbox"/> Claim as documented in the will / cancel	
	Medicare	<input type="checkbox"/> Notify (<i>will be shared with Centrelink and Child Support</i>)	132 011 servicesaustralia.gov.au
	Professional services (e.g. solicitor, accountant, financial advisor)	<input type="checkbox"/> Notify	
	** Queensland Carer Business Discount Card	<input type="checkbox"/> Cancel	13 QGOV (137 468)
	** Queensland Health Patient Travel Subsidy Scheme (for return transport if a person has died in a hospital away from their home)	<input type="checkbox"/> Apply *	health.qld.gov.au/ptss
	** Queensland Seniors Card	<input type="checkbox"/> Cancel	13 QGOV (137 468)
	Superannuation fund	<input type="checkbox"/> Claim as documented in the will / close	
** The Public Trustee of Queensland	<input type="checkbox"/> Notify	1300 360 044 pt.qld.gov.au	

	PERSON/ORGANISATION TO BE CONTACTED	TASKS (if relevant)	CONTACT DETAILS
Employment and education	Australian Business Registration (ABN)	<input type="checkbox"/> Cancel	139 226 abr.gov.au
	Education providers (e.g. child care, school, TAFE, university)	<input type="checkbox"/> Notify <input type="checkbox"/> Inform child/ren may be absent	
	Employer/s	<input type="checkbox"/> Notify	
	Professional affiliations (e.g. associations, union)	<input type="checkbox"/> Notify	
Utilities and mail	Australian Bereavement Register	<input type="checkbox"/> Stop unwanted direct mail	1300 887 914 tabr.com.au/register
	Australia Post	<input type="checkbox"/> Re-direct mail / cancel PO Box	13 POST (137 678)
	Telecommunications and network providers (e.g. mobile, landline, internet)	<input type="checkbox"/> Close / transfer accounts	
	Utilities providers (e.g. electricity, gas)	<input type="checkbox"/> Close / transfer accounts	
Transport	** Department of Transport and Main Roads	<input type="checkbox"/> Cancel / transfer vehicle registrations <input type="checkbox"/> Cancel driver's licence <input type="checkbox"/> Cancel disability parking permit	132 380
Health services	GP and hospital	<input type="checkbox"/> Notify / cancel appointments	
	Health services (e.g. dentist, optometrist, psychologist)	<input type="checkbox"/> Notify / cancel appointments	
	My Aged Care	<input type="checkbox"/> Notify	1800 200 422 myagedcare.gov.au
Lifestyle and personal	Community groups / clubs / memberships (e.g. library, RSL, sports clubs, gambling)	<input type="checkbox"/> Cancel	
	** Livestock brands or earmarks	<input type="checkbox"/> Transfer / cancel	132 523
	Pet care	<input type="checkbox"/> Notify vet / animal kennel <input type="checkbox"/> Cancel / transfer pet registration (local council)	
	Social media accounts (e.g. Facebook, Instagram, Twitter)	<input type="checkbox"/> Memorialise / close	
	Subscriptions to ongoing payments (e.g. Netflix, gym, loyalty programs)	<input type="checkbox"/> Cancel / transfer	
	** Weapons licence	<input type="checkbox"/> Update / surrender	(07) 3015 7777
Housing and property	Landlord / real estate agent / tenants	<input type="checkbox"/> Notify / end lease	
	Local council	<input type="checkbox"/> Update for rates notices	
	** Office of State Revenue	<input type="checkbox"/> Claim land tax exemption	1300 300 734
	** Public housing	<input type="checkbox"/> Apply for a change of tenancy	Housing Service Centre
	** Queensland Titles Registry	<input type="checkbox"/> Update land title <input type="checkbox"/> Update water allocation ownership	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 passes away.

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 licence 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 the Public Trustee of Queensland
- 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 the 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 you 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 cheapest 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 below).

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 applies) (see *Support Services*, page 20).



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.

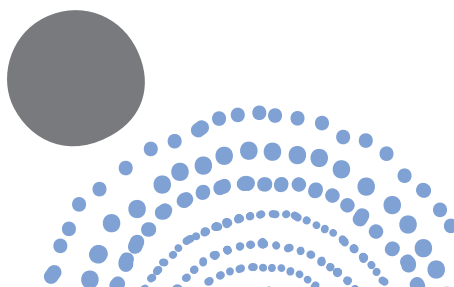
Notifying Centrelink

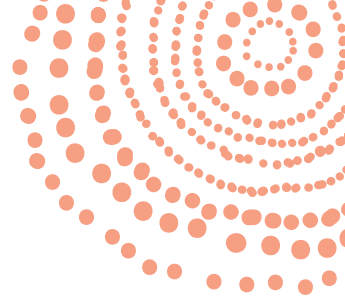
If the person who died was receiving a payment from Centrelink, it is important to notify Centrelink as soon as possible so the estate is not overpaid, requiring a repayment. For members of a couple, a bereavement allowance may be available.

Notifying the bank

Financial institutions have different processes for managing a deceased estate.

- a) **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.
- b) **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.





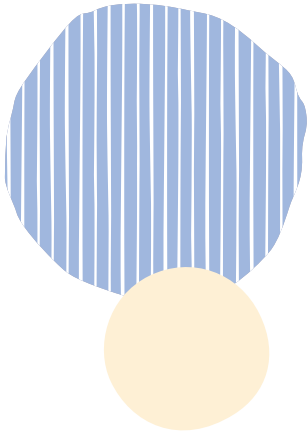
Section 4

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

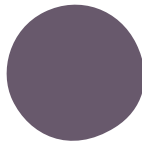
The amount of time spent grieving is different for everyone, and that's okay. Grief may be felt over a long period of time, even for many years. At first, people often feel grief more strongly. As time passes, we learn to include grief into our lives. Sometimes, after a period of feeling good, we find 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.



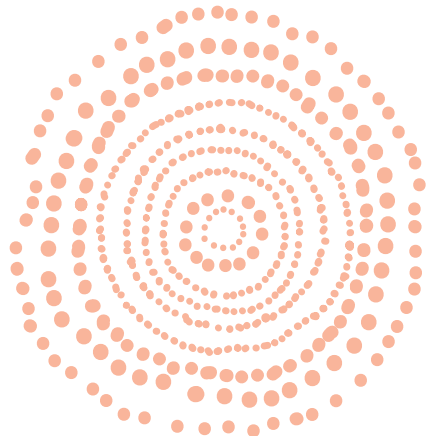
You may be able to talk about your emotions and find comfort with the help of family and friends, or you may need some extra help. There are many organisations that can help you. A list of support services is provided on page 18 of this book. Don't be afraid to reach out.

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*, 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

Care at End of Life

qld.gov.au/careatendoflife

Queensland Health information about care at the end of life.

Caresearch

caresearch.com.au | 08 7221 8233

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

DonateLife Network resources

donatelife.gov.au | 07 3176 2350

Information about organ and tissue donation.

Managing affairs after a death

qld.gov.au/manageaffairsafterdeath

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

mycaremychoices.com.au | 1300 007 227

Queensland Health information about advance care planning.

Palliative Care Australia

palliativecare.org.au | 02 6232 0700

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

13 HEALTH

13 43 25 84 | 24-hour phone service providing health advice.

Counselling and grief support

Australian Centre for Grief and Bereavement

grief.org.au | 03 9265 2100

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

Beyond Blue

beyondblue.org.au | 1300 224 363

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

Canteen

canteen.org.au | 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 | 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 | 1800 55 1800
Telephone and online counselling service and crisis support for young people aged 5–25.

Lifeline

lifeline.org.au | 13 11 14
24-hour telephone and online counselling service.

MensLine Australia

mensline.org.au | 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 | 1800 242 636
Short-term counselling for carers.

Parentline

parentline.com.au | 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 | 1300 364 277
Relationship support services and counselling.

Suicide Call Back Services

suicidcallbackservice.org.au
1300 659 467 | 24-hour telephone and online counselling for people affected by suicide.

The Compassionate Friends

compassionatefriendsqld.org.au
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 | 13 27 17
Information on eligibility and how to apply for Australian Government support.

Financial Counselling Australia

financialcounsellingaustralia.org.au
1800 007 007 | Information about financial counselling and help to find a qualified counsellor.

The Public Trustee Queensland

pt.qld.gov.au | 1300 360 044
Statutory authority that provides support including will-making, enduring powers of attorney, and managing deceased estates.

Funerals

Australian Funeral Directors Association

afda.org.au | 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

courts.qld.gov.au/courts/coroners-court/funeral-assistance
Information on eligibility and how to apply for funeral assistance.

Legal and advocacy matters

Community Legal Centres Queensland

communitylegalqld.org.au
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 | 1300 65 11 88
Legal help for financially disadvantaged people.

Multicultural Australia

multiculturalaustralia.org.au
07 3337 5400 | Support for new Queenslanders including refugees, migrants, international students and people seeking asylum.

Queensland Law Society

qls.com.au | 1300 367 757
Legal resources and a directory to find a solicitor.

Victims Assist Queensland

qld.gov.au/law/crime-and-police/victims-and-witnesses-of-crime
1300 546 587 | Business hours phone service for information and advice about support services, victims' rights, and financial assistance.

Contact information is correct at time of publication



Notes



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*, 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 – 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 (see Public Trustee Queensland and Queensland Courts for further information).

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 show 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 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.

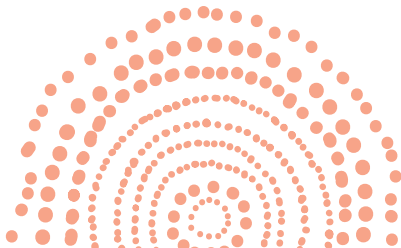
Palliative care – healthcare that focuses on improving quality of life for people of any age living with a life-limiting illness. It includes responding to physical, psychological, emotional, social, cultural and spiritual needs. It does not aim to slow down or speed up the dying process.

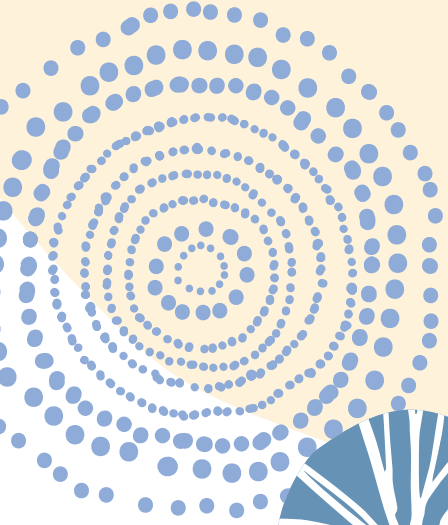
Probate – the Supreme Court of Queensland's official recognition of a will as legally valid. Probate is often needed before the executor of a deceased estate can take control of the estate's assets (administer the estate).

Public Trustee of Queensland – 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/careatendoflife