

During sad news and sorry business

.....
Information for family



Proudly supported by
Queensland Health's
**Clinical
Excellence
Queensland**





Artwork produced for Queensland Health by Gilimbaa.

Acknowledgement

‘During sad news and sorry business’ 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.

“When a relation dies, we wait a long time with the sorrow. We own our grief and allow it to heal slowly.”

— Elder Miriam-Rose Ungunmerr-Baumann,
Aboriginal activist, educator and artist

When a loved one is passing or passes away, it can be a very difficult and confusing time. We hope this booklet will give you support and direction during your sad news and sorry business.

This booklet has information and practical ideas about things to do before and after an adult passes away in Queensland. While some processes may be different in other states and countries, you may find this information useful regardless of location.

The booklet is divided into the following sections:

1. In preparation for passing away Page 4
2. First steps Page 7
 - a) Passing on country or at home
 - b) Passing away in a hospital, palliative care unit, hospice or residential aged care facility
3. What you can do next Page 10

Tasks and contact list – *tear out section*
4. Caring for yourself and others Page 15
5. Support services contact list Page 19
6. Definitions Page 22

Take your time and check each section to see if the information is important to you and your family. Read what seems useful now and leave the rest until you're ready. To find out more visit qld.gov.au/careatendoflife

Sad news and sorry business

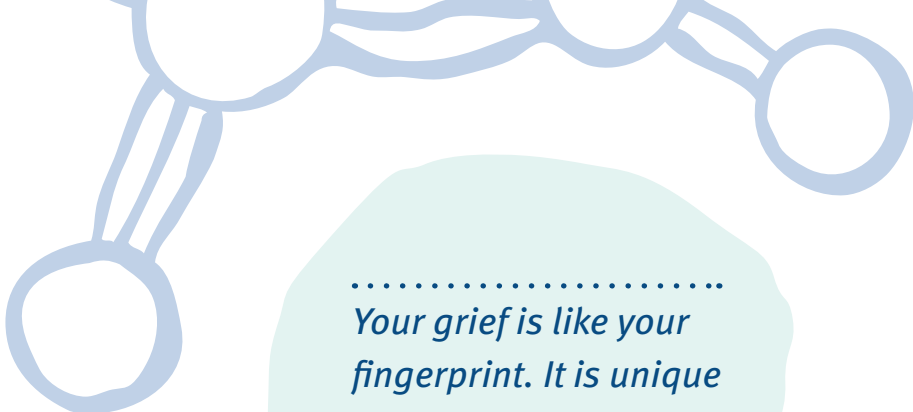
.....

Many Aboriginal and Torres Strait Islander people mourn the loss of a family member by following traditional ceremonies and practices, often known as ‘sad news’ or ‘sorry business’.

Sad news and sorry business are important times of mourning when your community has responsibilities and obligations to attend funerals and take part in other cultural events, activities or ceremonies.

You might not be able to do this on your own. Asking for help is okay. You can contact your spiritual or cultural leader, Aboriginal and Torres Strait Islander health worker, social worker, family or friends.





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

About grief during sad news and sorry business

Ceremonies and mourning periods last days, weeks and even months depending upon the beliefs of the language group and social status of your loved one. Time is essential in your healing process.

It's important to know:

- grief happens when you lose someone close to you
- it could be a partner, friend, family member or a person from the Aboriginal and Torres Strait Islander community who has had an impact on your life, such as a Community Elder
- grief is not just to do with someone passing away. You can grieve for the loss of your culture, country, language, traditions, health, relationship or anything important to you
- grief can affect people, families and communities in different ways
- grief affects everyone at some time in their life
- grief can feel overwhelming; take one moment, one step and one day at a time
- you can ask for help if you need it.

Remember to look after yourself, spend time with family and share your grief. See *Caring for yourself and others*, page 15 for more information.

SECTION 1

In preparation for passing away

At any time, we can yarn and prepare for passing away. It can be even more important when someone is very sick and not going to get better. This may help make the experience more comfortable and peaceful, and you may feel a greater sense of control when it happens.

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

- start advance care yarning with family, Aboriginal and Torres Strait Islander health workers, hospital liaison officers or other health professionals. Write down their wishes, values, beliefs and preferences for future medical treatment (visit mycaremychoices.com.au or dyingtotalk.org.au for more information)
- talk with family about the wishes of your loved one, so everyone understands what will happen
- let family, Aboriginal and Torres Strait Islander health workers and hospital liaison officers, and other health professionals know if you need spiritual or emotional support, including any important cultural practices
- speak with health professionals about what might happen during and after the passing away process
- decide where they would like to be cared for when they pass, 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.

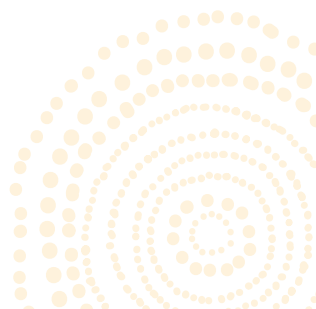
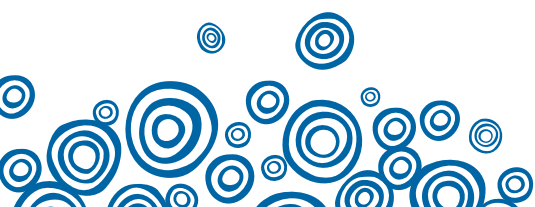
- prepare for death on country or at home (if possible). Find out which doctor will issue the cause of death certificate, when the time comes
- appoint an Attorney for personal, health and/or financial matters via an Enduring Power of Attorney form (see *Definitions*, page 22)
- write a will and make sure it is up-to-date and easy to find. The Public Trustee of Queensland (ph 1300 360 044) offers a free will-making service for Queenslanders
- talk about palliative care services and support (if needed) with Aboriginal and Torres Strait Islander health workers or hospital liaison officers, doctors or other health professionals
- start funeral planning if you can, and talk about who will be the point of contact for organising the funeral
- make sure there is enough money to pay for the funeral (see *Paying for a funeral*, page 13). This may include:
 - ~ setting up a savings account
 - ~ life insurance or superannuation arrangements
 - ~ buying a funeral benefit product, such as a prepaid funeral, funeral bonds or funeral insurance.
- make a list of the following details and put them in a safe place:
 - ~ personal documents (birth certificate, copies of driver's licence, passport, Medicare and Centrelink cards)
 - ~ bank accounts
 - ~ investments
 - ~ insurance policies

It can be difficult to talk about sad news and sorry business. Yarning about these things should be done with honesty, sensitivity and respect.

- ~ leases
 - ~ superannuation
 - ~ property
 - ~ utility companies
 - ~ people to notify
 - ~ passwords (email, Facebook, Instagram, mobile phone and computer)
 - ~ social media accounts – before your loved one passes away, they can add a ‘legacy contact’ to Facebook to allow someone they trust to manage their account after they pass.
- talk about organ and tissue donation. This is a personal choice. Your loved one may want to yarn with someone first to understand what’s involved before letting their family know their wishes. For more information visit **donatelife.gov.au**
 - write letters, record videos, create photo albums or put together keepsakes for family and friends. 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 passing away can be stressful. Think about contacting support groups for yourself or your loved one. 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 passes away. 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. 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 11.

Passing away on country or at home

When it is expected

When people pass away 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 on one spot. They may also lose control of their bladder and bowel.

An expected, natural death at home is not an emergency (see *Definitions*, page 22). There's usually no need to rush. You can have time with the person who has passed away 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. You may also wish to contact a close friend or relative, spiritual carer or cultural advisor to be with you.

After the person has passed away, a clinical assessment to verify that death has occurred needs to be completed and documented. A *cause of death certificate* or *life extinct form* will then be issued.

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 *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.

When it is unexpected

Call an ambulance on 000.

The paramedics will complete documentation and contact your loved one's doctor to issue a *cause of death certificate*. Your loved one may then be taken into the care of your chosen funeral director.

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

If your loved one passes away 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 your loved one 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 health professionals, Aboriginal and Torres Strait Islander health workers and hospital liaison officers are there to support you. Make sure staff are aware of any end-of-life rituals, such as what needs to happen to your loved one in preparation for burial or cremation, so that arrangements can be made before your loved one is transferred.



Usually, the following things will happen shortly after someone passes:

- 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, your loved one may be transferred to the mortuary or another suitable room
- any belongings your loved one had with them at the facility will be given to a representative of the family by nursing staff
- your loved one 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 your loved one can stay at the facility. Different places have different processes. An Aboriginal and Torres Strait Islander health worker or hospital liaison officer can help with this.

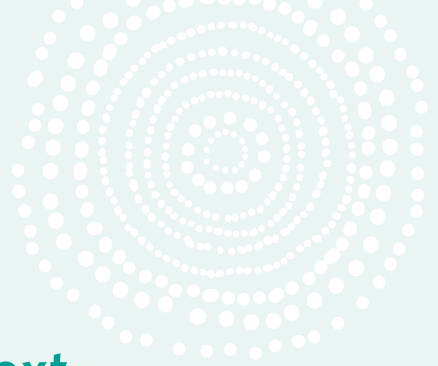
Visiting your loved one

Some people find it helpful to see their loved one after they've passed away. This is called a viewing. Deciding whether to visit is a personal choice. You can talk about this with a health professional, Aboriginal and Torres Strait Islander health worker or hospital liaison officer who may come with you to see them.

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.

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 19.



SECTION 3

What you can do next

.....

Gather key information about your loved one

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

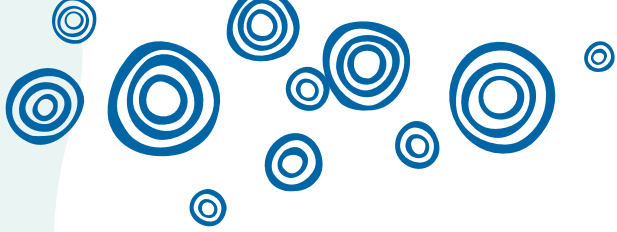
The *Tasks and contact list* may help you keep track of who to contact. Getting important information and paperwork together can help make these tasks easier. Information could include:

- full legal name (birth name or legal name at the time of passing away; 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)
- date and place of birth (town and state if born in Australia and country if born overseas); 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 pass away without one. A will needs to be written before a person passes away.

If your loved one 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 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 your loved one.

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 your loved one
- the service, including the cremation or burial, in consultation with faith group leaders
- returning your loved one to country
- 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
- returning your loved one to country
- music, decorations, flowers or symbols of your loved one'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.

One option to reduce funeral costs is to consider 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 your loved one
- 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 your loved one's bank account
- the person's superannuation fund – this can take time and will be executed through their will. If the passing happens in a hospital, social workers can assist
- 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 family cannot pay for their funeral. Applications can be made at your local Magistrates Court (eligibility criteria applies) (see *Support Services*, page 21).

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

For more information about paying for a funeral go to moneysmart.gov.au/indigenous/paying-for-funerals.

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 your loved one 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 your loved one'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.



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 Justice of the Peace, Commissioner for Declarations, 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)	<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 4

Caring for yourself and others

Grief can come with a lot of strong feelings.

There is no right or wrong way to feel.

During sad news and sorry business you may experience some of the following emotions:

- **sadness** – sad the person is gone and sad for your family
 - **regret** – at not being able to pay respects properly to your loved one's family, and about things you didn't say or do
 - **hurt** – because what happened wasn't fair
 - **loneliness** – you may feel alone and feel like no one understands
 - **fear** – you may feel scared, afraid or worried about the future
 - **shock** – like a bad dream; hard to believe what has happened, especially if it was unexpected
 - **helplessness** – you might feel out of control and not know how to comfort family
 - **emptiness** – you might not feel anything or feel that there is nothing left.
- 



It is normal to feel pain or discomfort when you are grieving. You may feel the following:

- pain in the head, back, neck and shoulders
- exhausted and tired
- tense and sick
- slack, flat without energy
- heavy and weighed down
- nausea and lack of appetite.

If your loved one has been suffering, you could even feel better because their suffering has ended.

You might not feel any of these things, or just some of them. It is normal for people to experience grief in different ways. Your grief is like your fingerprint: unique and personal to you.

Spiritual, cultural and emotional care

It is important to take notice and listen, share memories and find ways to say goodbye to your loved one. Let health professionals or Aboriginal and Torres Strait Islander health workers know if you would like spiritual or emotional support, or if you have important cultural practices.



Caring for yourself

It's important to look after yourself when you have lost someone.

There are things you can do to begin healing:

- 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
- spend time yarning or sharing memories with family
- practice your own spirituality, culture or religion – this might include praying and yarning with elders, chaplain, faith leaders or traditional healers
- visit your country and talk to your ancestors
- listen to music, do some artwork or writing, or something you find relaxing
- avoid drinking, smoking or using drugs
- give yourself time to feel better – grieving takes time
- talk to your employer about what support might be available, such as bereavement leave and flexibility to return to work when you are ready.

There are many organisations that can help you understand and cope with grief and loss. A list of contacts is at the end of this booklet. Don't be afraid to ask for help.

It's okay to cry and express your emotions. Don't feel compelled to be strong or put on a brave face. Grief is an expression of sorrow and you are not meant to feel happy all the time.

For some people, the feeling of being unable to cope does not go away and they feel too low to do things they need, want or enjoy. If this happens to you (or others around you) and these feelings continue, it may be helpful to talk to a GP or an Aboriginal and Torres Strait Islander health worker.

How to help someone through grief


During sad news and sorry business it can help to ask other family members if they are okay. It's important to look after yourself and know your limits too. You may help someone by:

- acknowledging their loss and the need for taking time for sad news and sorry business
- asking the person how you can help
- asking them how they are going and letting them know you care
- letting them tell their story and listening when they need to yarn
- not telling them how to feel as grief is different for everyone
- yarning about help seeking, healing and recovery with someone they trust and feel comfortable with, if they are ready
- suggesting ways to keep their mind and body busy with sports, hobbies and other healthy activities
- encouraging expressions of grief through dance, storytelling or artwork.

Never make comparisons with your grief and the grief of others. Acknowledge their grief and their feelings of loss. Families are often comforted in the weeks immediately following the passing, be sure to check in on a regular basis, until you know the person is moving through the grief. When everyone leaves is typically the time that grief can escalate.

Talking to children about passing away

Children will feel and talk about grief in different ways depending on their age, development, personality, family culture, understanding of death and past experiences of loss. Take the time to talk and listen to your children following the passing away of a family member. Answer their questions about passing away in a truthful and similar way. For more information, visit the Australian Centre for Grief and Bereavement website: grief.org.au

You can offer families support by: looking after children and taking them to school, doing some housework, or cooking them a meal.

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.

Dying to Talk

dyingtotalk.org.au | Information about advance care planning.

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

Grief Australia

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.

Gallang Place

gallangplace.org.au | 07 3899 5041
Counselling and support services for Aboriginal and Torres Strait Islander people.

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

suicidecallbackservice.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

servicessaustralia.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.

Contact information is correct at time of publication

SECTION 6

Definitions

.....

Advance care planning – means making plans for your future in case you lose the ability to make decisions for yourself about your belongings, money, where you live and health care. You can also have your say about medical treatment near the end of life (see *Support services*, page 19).

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 piece of writing or speech 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 of 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).

Making Tracks artwork story

This artwork represents Aboriginal and Torres Strait Islander cultures in Queensland. It speaks of the importance of traditional and cultural sensitivities, how these are communicated in the modern day health system and how health professionals can best provide health services for Aboriginal and Torres Strait Islander Queenslanders through best practice. The central circular motif represents Health in Queensland and the meeting place where people come to trade knowledge about best health practices and procedures.

The pathways leading both in and out of this central motif represent people travelling from different professions, different communities and different country, and the importance of everyone contributing equally to this journey. A journey of change and growth for a brighter, healthier and happier future for all Aboriginal and Torres Strait Islander Queenslanders.

The surrounding markings and motifs represent the important network of people from these communities, their connection to each other, and how they work together to empower Aboriginal and Torres Strait Islander Queenslanders to have long, healthy, productive lives.

