

What to do when someone one dies..

Here is a list of items that can help with this situation

- 1. Death in Hospital or at a home
- 2. Registering the death
- 3. Doctors Certificate and Death Certificate
- 4. Organ Donation
- 5. Is there a will or pre-paid funeral arrangements
- 6. Appointing a Funeral home and funeral service
- 7. Legal requirements, Taxes and Who to notify
- 8. Seeking Government Assistance
- 9. Removing names from Mailing lists
- 10. Social Media Accounts
- 11. Coping with grief

1. Death at a hospital or nursing home

Many of the institutions have protocols in place to deal with most formalities. Staff will be able to assist families with what to do after in terms of preparing funeral arrangements.

Public and **Private Hospitals**, a majority have their own mortuary to hold your deceased until suitable arrangements with a funeral director are made

The majority of **Nursing Homes** and **Smaller Hospitals** do not have these facilities at hand, so a funeral home will need to be engaged as a priority

Death at Home

If a loved one passes at home, then its critical to stay calm and not be overwhelmed by the moment.

Expected passing: If the passing of your loved one has been expected then the GP needs to be called again as soon as possible. If a doctor is unavailable, then the best alternative is to call the Police.

Unexpected passing:

If your loved one is suddenly unresponsive dial 000 and ask for an ambulance, take the time to outline the situation and the circumstances.

If the person is already deceased, then the Police must be called.

2. Registering the Death

All deaths in Australia must be registered in the local state or territories office of Births Deaths and Marriages when the death has occurred.

Use this link to find your local Births, deaths and marriage registry [office](#).

3. Doctors Certificate and Death Certificate

To make things clearer see the description below:

Doctors Certificate – this is also known as the Medical Cause of Death Certificate and outlines the reason (and any contributing factors) for the death of the departed and is used to explain the cause of a death, it is also required by funeral director before any arrangement can continue.

Official Death Certificate – This is an official document created by the Dept. of Births, Deaths and Marriages in respective states, which shows official proof that the departed is no longer living and is used to show legally that the departed is deceased. This document is used by your chosen legal representative to show proof to any utility companies, institutions and organisations, and close accounts or collect monies from companies such as Superannuation, Insurances including any Funeral Benefits etc.

4. Organ donation

If the deceased had wished to donate their organs it's important to move quickly as the process of donation needs to happen soon after death.

Death at a hospital - staff can check that the person is a registered donor via the Australian **Organ Donor Register**

If you are not aware whether the departed wants to donate, then the next of kin are required whether or not to donate the departed's organs. (for further information, read more about **organ donation**)

5. If there is there a will or pre-paid funeral arrangements

Check with immediate family or next of kin about the existence of a will or any pre-paid funeral service or nominated funeral home.

6. Appointing a Funeral Home and Funeral Service

Be aware that the choice of funeral home is yours to choose

Preferred Funeral Director – If the departed or family has a preferred Funeral Home determined, simply contact them to arrange transport of your departed.

No Preferred Funeral Director – If the departed has not indicated or the family hasn't chosen a funeral director then one will need to be determined.

Choosing a suitable funeral home amongst others can be complicated, due to the many Service Levels, Religious Customs, Options and Price points available.

Our website makes it easy to compare funeral homes and also get a feel for their offerings in order to make a clear decision quicker, as well as assist organising the whole funeral process and assist with. Matters of Estate for executors as well.

go to - <http://www.yourdeparted.com>

Either start by:

1. Click the link *Organise a funeral* to;
 - a. start using our customised planning tools including our funeral home directory
 - b. use an auto-created perpetual memorial page for the departed that is available for others to share images and videos and post tributes for
 - c. planning tool has unique functionality to notify invitees via SMS Email or Social Media to the funeral including Map Guidance

or..

2. Search the service directory and choose the category for funeral homes.

Notes on choosing a funeral home

- Look for an indication of cost? While a funeral home may not be able to give you a solid quote, a ball park cost including what services are included is really helpful. Some basic services are required for any funeral and these can be compared (Transfer of Remains & Hearse fees, Professional fees, Death Certificate and Casket/Coffin Cost)
- Did they offer enough information about what you need to do and what procedures need to be followed? Equally, was the funeral home engaged and prepared to listen to your requirements?

Funeral Services

There are many optional considerations which can be included into a funeral service.

According to ASIC the fees for a basic cremation can start from \$4,000 to around \$15,000 for an elaborate casket, burial and flowers (not including a cemetery plot).

To assist with a checklist of items that are often included in a typical funeral you can use our [Funeral Planning Checklist](#).

Paying for a funeral

Besides the actual service of the day and considering overall finances it is often best to plan the **total funeral journey** most often consisting of burial or cremation plus interment costs. (i.e. Cemetery Plot + Optional Monument or Niche for Cremation - *these are separate costs*).

Depending on your circumstances, the following funds may be available:

- Insurance or funeral bond payouts
- Money in the deceased's bank account
- Superannuation funds
- Government allowances or bereavement payments
- Bereavement payments for veterans or Indigenous Australians
- Assistance from clubs, trade unions, or associations that the deceased was a member of

Funeral finance is also worthwhile considering, many funerals loans can be paid out easily once money from the estate is settled, however prior to these disbursements becoming available then the potential benefits of using finance include:

- Having access to cash immediately, so that levels of funeral service are not restricted or limited by immediate funds available.
- If the departed has a joint account with a spouse, the account is immediately frozen until probate is completed.
- Avoiding dipping into funds which are used elsewhere e.g. offset accounts or home-loans
- Time taken for Probate and Estate matters can be variable

7. Legal Matters and Who to Notify

Legal Matters: there may already be a legal firm who is a point of contact if a will exists, alternatively a new representative may need to be appointed in order to prepare probate and matters of the estate.

Check YourDeparted.com - search directory which has a list of businesses offering Legal assistance.

Who to notify: The Department of Human Services has a handy [checklist](#) of some of the more common organisations you'll need to notify.

If there was a business: If a business is owned by the departed, then it is possible that it may be taken on by another family member if there are tangible/intangible assets of value or alternatively the business and goodwill may be sold if there is a market for such goods and services offered. Lawyers and Accountants will be required to establish the value of the business and assist with the legal transition of the business entity. Alternatively, if the business is not transferrable or is not offered for sale then the business will need to be closed and all relevant business taxes and personal taxes will again need to be filed using the help of an accountant and legal representative.

Death Taxes: On a final note it is worthwhile observing the following taxes that will likely need to be lodged in Australia for a Deceased and/or Deceased Estate (First 2 points are relevant if the departed is the owner of a business)

- Update Business Activity Statements (BAS Statements)
 - Lodge final Business Income Tax Return
 - Lodge Final Personal Income Tax Return
 - Lodge Tax Return for (Deceased Estate's) Estate*
- *requires separate Tax File Number (TFN) and needs additional legal documents

8. Seeking government Assistance

You may be eligible for government assistance depending on your relationship with the deceased; the Department of Human Services has a detailed [list](#).

9. Removing names from Mailing lists

Following the funeral, you can reduce unsolicited mail from being sent to the departed's address by registering with the *Association for Data-driven Marketing and Advertising* by simply registering using this link [do-not-mail](#) or send a written request to the address below:

ADMA - Sydney Office
Level 6, 50 Carrington Street,
Sydney NSW 2000
Contact: +61 2 9277 5400

ADMA - Melbourne Office
Level 17, 600 Bourke Street,
Melbourne VIC 3000
Contact: +61 436 191 323

10. Social Media Accounts

Social media networks usually have procedures in place to deal with the accounts of deceased members. As these procedures can differ between networks the best thing to do is to search the 'help' section of the network in question if you wish to close an account.

11. Coping with Grief

During such an emotional and busy time, it's easy to lose yourself or put yourself last during the business of organising a loved one's funeral.

Some of the departments and organisations you can contact for help include:

- [Beyond Blue](#)
- [Goodgrief](#)
- [Griefline](#)
- [Redkite](#)
- [Lifeline](#)

We hope that you have found this resource for what do when someone dies to be helpful and we welcome any comments in the comments section below.

Alternatively, for any questions on any of the material contained in this resource then welcome to email us at your convenience at support@yourdeparted.com