



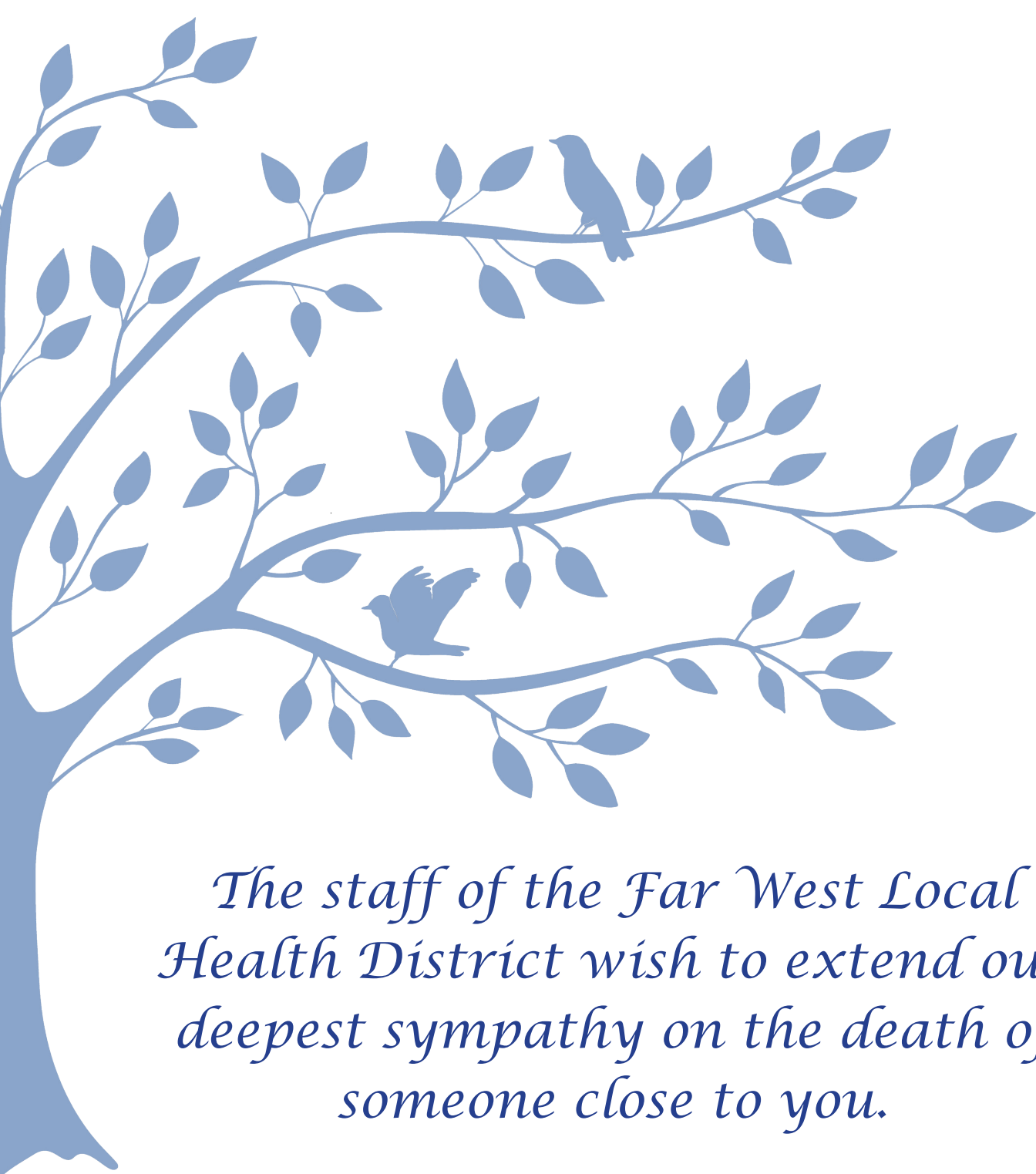
Health  
Far West  
Local Health District



# *Practical Assistance When Someone Dies*







*The staff of the Far West Local Health District wish to extend our deepest sympathy on the death of someone close to you.*

*Far West Local Health District acknowledges the traditional owners of the lands within its boundaries including the Barkanji, the Muthi Muthi, the Wilyakali, the Ngayampaa, the Wadigali, the Malyangaba, and the Wangkumara.*

*We acknowledge and pay respects to the Elders past and present and their ancient wisdoms. We also acknowledge the communities of today and the Aboriginal community members who are part of our communities.*

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# Why Have We Written This Booklet?

This booklet has been written for family members and friends of someone who has died.

We acknowledge that this could be a challenging time and that you may need practical guidance for those next steps, especially when this may be your first experience having someone close to you die, and you may be unsure of what you need to do.

This booklet aims to answer some commonly asked questions. However, this publication cannot answer every question you may have, or address every situation. It is a general resource that we hope helps guide you in what to do, and where to get assistance.

A notes page is included so that you can make a note of anything you need to ask or remember.

You may notice that we use the words 'die' or 'death' in this booklet. Some people, families or other cultures may use words such as 'passed away', 'passed' or 'finished up'. There is no right or wrong language.

Please note that this booklet does not specifically address the circumstances around deaths that are classified as Coroners Cases. However, some general information about Coroners Cases can be found on Page 21.



The information contained in this publication is current at the date of printing in June 2021.

## Notes

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## What Happens at the Time of Death?

Depending on where a person dies (in hospital, at home, or aged care facility) there may be slightly different processes, but the health professionals or other services involved will manage those initial processes, and advise you if there is anything you need to do. Firstly, there is generally no rush for you to do anything once someone has died. You might want to contact people who wish to be in attendance. You do not have to leave the room or hospital as soon as a person has died. You don't need to contact the Funeral Director straight away if the person has died at home. Spending time with someone after they die can be an important part of starting to believe what has happened and to begin to process your grief.

Some of these initial things that will occur may include:

- A health professional will verify that the person has died by doing a physical assessment.
- A doctor is required to sign a Medical Certificate of Cause of Death. This certifies the facts and circumstances of the death. The doctor or hospital will provide the certificate to your chosen Funeral Director.
- You will be asked if the person is for burial or cremation. A cremation certificate is also completed if this is relevant.
- You will be required to contact a Funeral Director of your choice and notify them of the person's name, date of birth, and where the person is located. Staff are unable to recommend a specific Funeral Director. Funeral Directors can be found in the phone book or on the Internet.
- The Funeral Director will take the person who has died into their care, usually to their Funeral Home.
- The Funeral Director registers the death with the NSW Registry of Births Deaths and Marriages and submits an application for the official 'Death Certificate' to the Registry of Births, Deaths and Marriages. You can expect to receive this certificate in the mail in approximately six weeks. You will need this certificate to attend to some of the practical matters outlined in this booklet. Some people find it rather unsettling when this certificate arrives in the mail. You may wish to open it with a support person present.
- If the person was transferred by RFDS or ambulance for treatment at a larger hospital either within the district or interstate, and later died at that hospital, contact the Broken Hill Isolated Patient Travel and Accommodation Assistance Scheme (IPTAAS) office on 08 80801433 as some assistance may be available in bringing the person back to their community.

## Arranging a Funeral

Organising a funeral can seem difficult at the time, and it can be helpful to accept offers of assistance from family or friends. Funeral Directors can assist you with planning the funeral service and the burial or cremation. While the Funeral Director can assist in organising most of the details, you may choose to make some of the arrangements yourself, e.g. flowers, clergy, the service etc.

Some people may have already planned and discussed their funeral arrangements with close family or friends. If funeral arrangements have not been pre-planned, it is usually the closest relative who will make the practical arrangements. If there are no identified close relatives, then the Executor of the Will or another family member or friend may organise the funeral.

## Viewing

The Funeral Directors can arrange a 'viewing' at the Funeral Directors premises if you, your family or significant others wish to see your loved one before the burial or cremation. The Funeral Directors should ideally explain what you will see during the viewing.

People sometimes have difficulty making a decision regarding a viewing. Some people have a deep need to see and spend time with the person after they have died to say some final private words of farewell, or come to a level of personal acceptance. Others may be fearful as they have never seen a deceased person before.

Within a family there may be different views on whether to have a viewing. Some will find viewing helpful to find some sense of closure, but others may not. It is a very personal decision, however, we do know that viewing a person after they have died actually assists in the grieving process.

The decision not to attend a viewing may result in feelings of regret at not seeing the person for the last time, or confirming the reality of their death. This is something that may be felt more often in cases of sudden death, due to the unexpected nature of the death and the feeling of unreality which is often associated with it. Some people simply feel they have said their goodbyes at an earlier time, and do not have a need for a viewing.

If children are to attend a viewing, explanations beforehand about what is going to happen will be important, and ensuring they are accompanied by an adult who will assist them to understand what they are seeing. A child's perception of death is determined by their developmental age and experiences, and they are usually curious about death. They may ask many questions and these should be answered with simple but honest explanations. The Funeral Director or a knowledgeable support person may be able to assist you.





## Funeral Costs

Funeral costs can vary considerably. Legally, all NSW Funeral Directors must provide you with an itemised quote. These quotes should make it easier for you to compare services and prices if you have multiple services you can choose from. It is important to discuss the costs and options for paying the account at the beginning of your discussions with the Funeral Director. The person who arranges the funeral is legally responsible for the account. Some typical cost items you'll need to consider when arranging a funeral include Funeral Director fees, transport, coffin, death certificate, burial or cremation costs, cemetery plot, celebrant or clergy fees, flowers, newspaper notices and the wake.

## Financial Assistance for a Funeral

Some private health, sickness, accident or life insurance funds may provide some assistance in meeting the cost of a funeral. If the person who died had insurance, contact the insurance company and ask if assistance is available. Some people pay for their funeral in advance. Funeral plans involve paying in advance for an agreed funeral service. Funeral bonds represent money a person has put aside to cover the funeral costs. If there was a prepaid funeral or funeral bond, details may have been left with someone such as the Solicitor or the Executor of the Will, or the Funeral Home that the person had chosen. The following services may also provide assistance:

### Claim for a Funeral Benefit for a Veteran

Department of Veterans Affairs may be able to cover the funeral cost of a deceased Veteran.

<https://www.dva.gov.au/about-us/dva-forms/claim-funeral-benefit>

Phone 1800 555 254

### Assistance for Aboriginal People

#### Moneysmart, ASIC, NSW Government

<https://moneysmart.gov.au/indigenous/paying-for-funerals>

A practical guide produced by Australian Securities and Investments Commission (ASIC) about options for paying for the costs of a funeral.

#### NSW Aboriginal Land Council

<https://alc.org.au/funeral-fund/>

Community benefits scheme offering funeral grants

Phone 02 9689 4444 or Toll free on: 1800 647 487

#### NSW Aboriginal Affairs

<https://www.aboriginalaffairs.nsw.gov.au/grants/funeral-grants/>

Ph 02 96894444 or Toll Free 1800 647 487

#### Transport NSW

<https://www.transport.nsw.gov.au/operations/community-transport-operators/aboriginal-funeral-transport-program>

Aboriginal Funeral Transport 'Sorry Business' fund can help with transport to attend funerals within NSW.

## Aboriginal Medical Services

Contact your local Aboriginal Medical Service as some organisations may offer financial assistance to support gatherings after the funeral.

## Other Sources of Information about Funerals

Fair Trading NSW provides practical information about funerals.

<https://www.fairtrading.nsw.gov.au/buying-products-and-services/buying-services/funerals>



## Notification of the Death

After someone dies, it is important to notify individuals, organisations, agencies and relevant government departments, but you don't have to do that immediately. In most cases, you will need to wait for the Death Certificate to be received in the mail before you can notify agencies. (More copies of the death certificate can be obtained for a fee by contacting the Registry of Births, Deaths and Marriages on 1300 366 430).

The process of notifying organisations can be daunting and often people comment that they feel like they are erasing their family member's existence at a time when they most want to hold on to them. It may be helpful to take your time to inform organisations, prioritising those that are most urgent, and have someone assist you to make these notifications. The following list provides some examples of services and organisations that need to be contacted:

- Associations
- Australian Electoral Commission
- Australian Taxation Office
- Banks and/or credit unions
- Centrelink
- Charities
- Child Support Services
- Clubs (e.g. RSL)
- Department of Immigration
- Department of Veterans Affairs
- Department Store Accounts
- Educational institution (e.g. University, TAFE)
- Employers (paid, voluntary)
- Executor/s of the Will
- Foreign Pension Authority
- Health Fund
- Health professionals (eg GP, Dentist)
- Insurance companies (e.g. home, contents, car, pet)
- Landlord
- Local council
- Loyalty cards
- Mailing lists
- Medicare
- Professional services (e.g. Solicitor, Accountant)
- Public services (e.g. library)
- Social media (e.g. Facebook, LinkedIn)
- Subscriptions (e.g. magazines)
- Telecommunications providers (e.g. phones, internet)
- Utilities (e.g. gas, electricity, water)
- Vehicle registration and licensing authorities

Listed below are some of the support services that can assist you in this process.

### The Australian Death Notification Service

<https://www.service.nsw.gov.au/transaction/australian-death-notification-service-adns>

The ADNS provides people with a single online location to notify multiple, participating organisations that someone has died. The ADC holds all the death registration data recorded by each Department of Births, Deaths and Marriages in Australia. Once the details are validated, the notifier chooses the relevant institutions and services to inform, and provides their own contact details for any next steps. Anyone can be a notifier, but a death certificate must have been issued to progress the notification.

## Services Australia

<https://www.servicesaustralia.gov.au/sites/default/files/who-to-notify-checklist.pdf>

Services Australia will share the information across Centrelink, Medicare and Child Support. Services Australia also provide assistance in a variety of areas including social work services and financial support.

## Your Life Assist

<https://yourlifeassist.com.au/>

Information to assist with advice for carers, putting affairs in order, end of life planning, organising and personalising a funeral and arrangements to be made in the weeks and months following a funeral.

## Removing Names from Mailing Lists

<https://www.adma.com.au/do-not-mail>

The Association for Data-Driven Marketing and Advertising can register to stop companies sending mail, by registering the name of the person who has died.

## Bereavement Register

<http://tabr.com.au/>

The Australian Bereavement Register stops unwanted direct mail going to the person who has died.

## Online Accounts, Mobile Apps and Social Media

Don't forget to close relevant online accounts, mobile apps and social media. You will need to contact companies who may give you access to relevant accounts. Some of the accounts might include:

- financial institutions (if they are not mentioned in the will or estate)
- myGov, Medicare or a Centrelink online account.
- online payment processing accounts like PayPal
- emailcloud storage
- social media such as Facebook and Instagram (see Social Media Afterlife below)

## Social Media Afterlife – Palliative Care Australia

[https://palliativecare.org.au/wp-content/uploads/2015/05/PCA001\\_Social-Media-Guide\\_FINAL.pdf](https://palliativecare.org.au/wp-content/uploads/2015/05/PCA001_Social-Media-Guide_FINAL.pdf)

## Services Australia – What to do when someone dies

<https://www.servicesaustralia.gov.au/individuals/subjects/death-and-bereavement/what-do-when-someone-dies>



**Will** A legal Will is a document that outlines a person's wishes regarding their Estate. The person who has made the Will nominates an Executor (or Executors).

**Executor of the Will** The executor is the person who is responsible for carrying out the instructions of the Will. The Public Trustee, a solicitor or lawyer can give advice about what to do if you are unsure about the Executor of the Will or if there is no Will.

**Intestate** If someone dies without a Will, they are said to have died intestate. If this happens, the Court appoints a suitable administrator to distribute the Estate. The administrator's duties involve arranging the funeral, collecting assets and distributing them after paying any debts and taxes.

**Probate** This is the court's official recognition that:

- The Will is legally valid
- The Will is the last written document
- The Executor is authorised to deal with the Estate

Note: the NSW Law Society can help you find a solicitor at <https://www.lawsociety.com.au/> or phone 02 9926 0333.

You can ask for a referral list or speak to a Social Worker.

The NSW Civil and Administrative Tribunal can provide more information.  
Phone 1300 006 228 or visit [www.ncat.nsw.gov.au](http://www.ncat.nsw.gov.au)

## Finalising the Estate

You can contact Centrelink once you have:

- Proof that you have the authority to act on the deceased person's estate
- A completed Executor/Administrator Request for information form (SS524).

This form can be found at [www.//C:/Users/60188758/Downloads/ss524-1901en-f.pdf](http://www.//C:/Users/60188758/Downloads/ss524-1901en-f.pdf)

Then this information can be given to:

- the Executor as named in the Will
- the Public Trustee
- a Court
- the Administrator of the estate.

### Rest Assured:

[www.legalanswers.sl.nsw.gov.au](http://www.legalanswers.sl.nsw.gov.au) provides a legal guide to Wills, estates and funerals in NSW:

### Law Access NSW link:

[https://www.lawaccess.nsw.gov.au/Pages/representing/after\\_someone\\_dies/after\\_someone\\_dies.aspx](https://www.lawaccess.nsw.gov.au/Pages/representing/after_someone_dies/after_someone_dies.aspx) or phone 1300 888 52

## **NSW Government Department of Justice and Attorney General, Justice Law Access:**

[www.lawaccess.nsw.gov.au](http://www.lawaccess.nsw.gov.au)

### **Motor Accident Authority-Claims Advisory Scheme**

Information and assistance in relation to financial compensation when a person has died as a result of a motor vehicle accident in NSW. Phone 1300 656 919

### **Banking Accounts**

- If an account is held in both names and is 'either to operate', the partner of the deceased person whose name is on the joint account can continue to use the account as usual until the Will is finalised.
- If the account is held in the deceased person's name only, the account is stopped by the Bank or Financial Institution. Only payments for Funeral costs are able to be withdrawn before the Will is finalised.

### **Power of Attorney**

A Power of Attorney is a person legally nominated to attend to financial affairs while someone is not able to manage for themselves due to illness or reduced capacity. A Power of Attorney held on behalf of someone is nullified when that person dies. The Executor (of their Will) becomes the nominated person to deal with the deceased person's estate.





## Financial Support

If financial support is required after someone dies, there are some support options available.

### Department of Human Services (DHS) Centrelink Support

[www.humanservices.gov.au](http://www.humanservices.gov.au)

DHS can help you with information and eligibility for financial support. You may be entitled to:

- **Bereavement allowance:** a short term income-support payment to recently widowed people to help with the financial adjustment following the death of a partner.
- **Bereavement payment:** to assist people to adjust to changed financial circumstances after the death of a partner, child or person they are caring for.

**Department of Human Services Financial Services.** Phone 132 300

### Department of Veteran Affairs

<https://www.dva.gov.au/about-us/dva-forms/claim-funeral-benefit>

One-off payment toward the funeral costs of veterans, and in some cases their dependents. This benefit helps with the cost of burial or cremation.

### Financial Counselling Australia

<https://www.financialcounsellingaustralia.org.au/>

**Welfare Rights Centre** Phone 1800 358 511

### National Debt Helpline

The free National Debt Helpline is open from 9.30am to 4.30pm, Monday to Friday. When you call, you'll be transferred to the service in your state. Phone 1800 007 007

### Small Business Support Line

If your small business is struggling because of COVID-19 or bushfires, call the Small Business Support Line on 1800 413 828.

### Superannuation

In most cases when a person dies, their Superannuation Fund will pay their remaining superannuation to their nominated beneficiary. This can be more than one person. If no one had been nominated, then the Trustee of the Superannuation Fund will decide how the benefit will be paid. Depending upon the trust deed, and the rules and regulations of the superannuation, the trustee may pay it to the deceased Estate. The Executor will then deal with it accordingly.

# Grief

## What is Grief?

Grief is a natural response to loss, while bereavement is the experience of loss following a death. There is no right or wrong way to grieve.

Reactions that people experience after the death of someone close to them may seem overwhelming, chaotic and unfamiliar. People may feel isolated or feel a shift in their sense of safety, meaning or identity.

## Some Normal Grief Reactions

Grief is a unique experience for each person, but there are some reactions that are considered “normal” reactions to grief. You may experience some of the following reactions:

**Emotions:** numbness, anger, fear, sadness, yearning, anxiety, loneliness, guilt, shock and relief.

**Physical:** tightness in the chest, restlessness, exhaustion, loss of appetite, headaches, insomnia, gastrointestinal (gut) disturbance.

**Behaviours:** withdrawal, impaired work performance or avoiding reminders.

**Social:** withdrawal from others, changes in relationships with others.

**Thoughts:** confusion, dreams, doubts, disbelief, forgetfulness, difficulty concentrating and making decisions.

**Spiritual responses:** questioning the purpose or meaning of life, loss of faith, questioning religious beliefs or experiencing a sense of the presence of the person who died.

## When Can Bereavement Counselling Help?

Bereavement counselling or support may be indicated when:

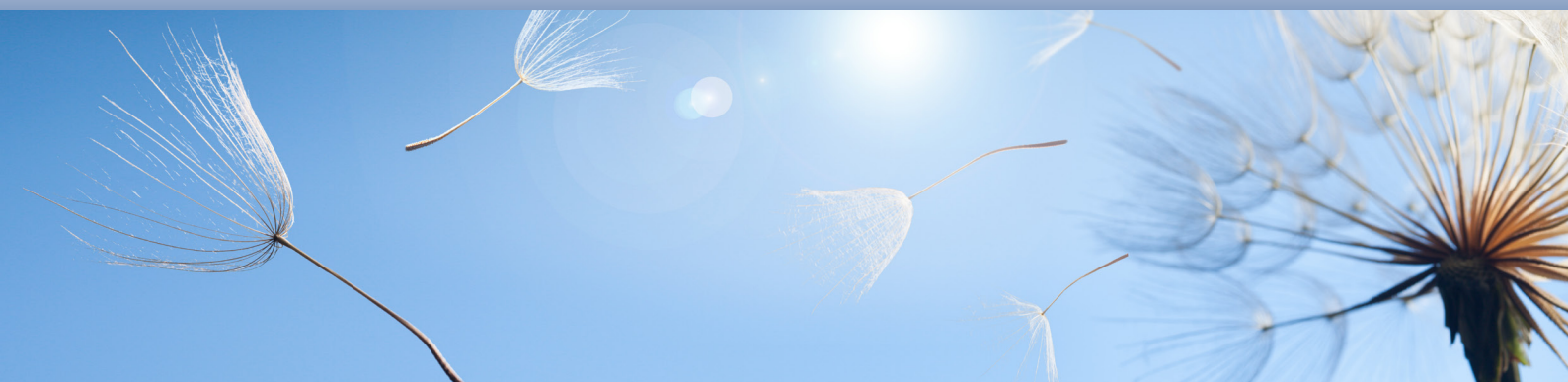
- You feel ‘stuck’ in your grief, or your grief feels like it is getting worse with time.
- Your relationships with others seem to be affected in negative ways.
- You feel isolated with your grief experience.
- You have distressing, persistent memories about the illness or death of someone close to you.
- There are other challenging issues that you would like to explore.



## Bereavement Tips

There is no 'recipe' for how to grieve. You will do this in your own way. There are however, a few tips that you may find helpful.

- Try to avoid making major decisions after someone has died, particularly in the first 12 months. Making big decisions when you are still very emotional and perhaps not thinking as clearly as you would normally, are often not the best decisions. Consider your options, plan ahead and seek advice.
- Not everyone grieves in the same way. You have a right to experience your own 'unique' grief.
- You have a right to talk about your grief and a right to be silent. Give yourself permission to seek support as needed.
- Feeling many different emotions is normal when someone dies. You may also find that there are temporary changes to your sleep patterns, appetite, mood or physical symptoms. Understand your physical and emotional limits and plan accordingly.
- There is no 'speed-grieving' or 'getting-over' someone who has died. Grieving is an ongoing process, not an event, and takes time and patience. The experience is different for everyone.
- Grief is not predictable and orderly. You may experience a wide variety of thoughts and feelings in a random, recurring way.
- Families may experience challenges as a result of the stress of grief and loss, role changes, conflict, different coping styles of individual family members, legal matters and secondary losses. You have a right to seek out professional counselling and advice.
- You may receive 'well-meaning advice' or experience clichéd responses to your loss. You have a right to search for your own meaning about the loss, to create rituals and treasured memories through time.
- Triggers and 'grief bursts' are common, natural and normal experiences but may also be unsettling. These sudden reminders of the person who have died may come in the many forms such music, smells, significant events and anniversaries etc and may elicit powerful surges of grief. Find someone who understands and can help you talk through these.
- Your spiritual beliefs and faith community are personal choices that may be a source of additional comfort and support during this time.



## Helping Children Deal with Grief

What you say about death to children, or when you say it, will depend on their ages and experiences. Children understand death and dying according to their level of cognitive and emotional development. Children from ages 1 to 5 years would have a limited understanding of death. Between the ages of 5 and 7 years, children begin to develop an understanding that death is permanent and irreversible.

Talking about death with children will also depend on your own experiences, beliefs, feelings, and the circumstances of the death. You may need to examine your own emotions and belief system so that you can talk to them as naturally as possible when the opportunities arise. Always answer their questions honestly as you can. If children don't have information, their imagination fills in the gaps, which often can be worse than reality.

Many of us avoid talking about something that is obviously upsetting, so children will often hesitate to bring up the subject or ask questions about it. We can make it easier for them to talk to us if we are open, honest, and comfortable with our own feelings, which is not always an easy thing to do.

A child can need as much time and space to grieve as an adult, so it is important to talk to them about their loss using words they understand, and to include them in conversations. By talking to your children about death, you can discover what they know and do not know, and if they have misconceptions, fears, or worries. You can then help them by providing information, comfort, and understanding.

It is also important to tell school teachers and carers what has happened so they can monitor for any changes you need to know about. Inform them of any changes you have observed in the child's personality or attitude, or specific concerns you want them to be aware of.

### Books/Resources to Help you Talk to Children about Death

Talking to children about death and grief

<https://www.sesamestreet.org/toolkits/grief/>

Lifetimes – how to explain death to children

<https://www.amazon.com/Lifetimes-Beautiful-Explain-Death-Children/dp/0553344021>

Books recommended by Megan Daley of Children's Books Daily

<https://childrensbooksdaily.com/dying-to-know-day-resources/>

Helping Children Deal with Grief Website

<https://yourlifeassist.com.au/helping-children-deal-with-grief/>

National Centre for Childhood Grief

[www.childhoodgrief.org.au](http://www.childhoodgrief.org.au)

Provides grief counselling and resources for bereaved children aged 3 -18 years.

Phone 1300 654 556



# Bereavement Services

## Lifeline

[www.lifeline.org.au](http://www.lifeline.org.au)

Provides short-term, confidential, one-on-one support for people who are in need of grief support. Phone 131 120

Broken Hill Phone (08) 8087 7525 (08) 8087 8408 or email: [reception@llbhc2c.org.au](mailto:reception@llbhc2c.org.au)  
Staff can assist with a referral to Lifeline or you can contact them yourself.

## National Centre for Childhood Grief

[www.childhoodgrief.org.au](http://www.childhoodgrief.org.au)

Provides grief counselling and resources for bereaved children aged 3 -18 years.  
Phone 1300 654 556

## National Association for Loss and Grief (NALAG)

<https://www.nalag.org.au/>

A not -for-profit organisation that provides free loss and grief support face-to-face or via phone, support and education for communities, families and individuals impacted by loss, grief and trauma. Phone (02) 6882 9222.

## MensLine Australia

[www.mensline.org.au](http://www.mensline.org.au)

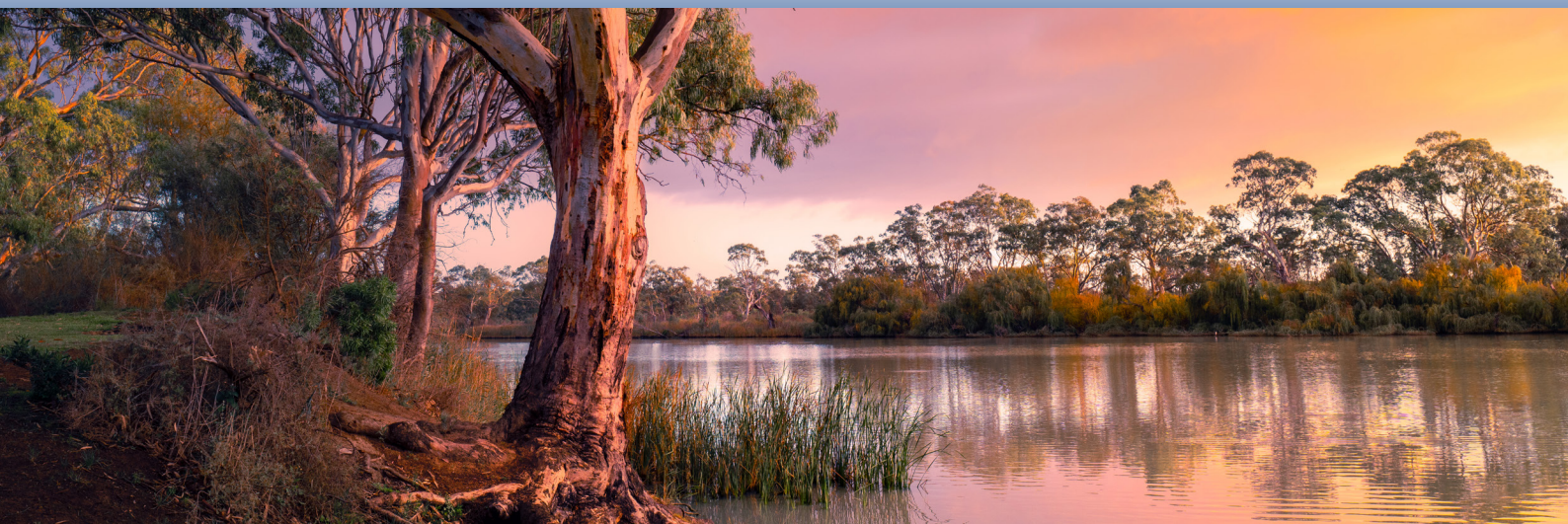
Counselling support for men  
Phone 1300 789 978

## GriefLine

<https://griefline.org.au/>

GriefLine is a free national helpline offering confidential telephone counselling 7 days a week, 365 days a year. Their website also has resources and moderated forums for bereaved people to access information.

Phone: 1300 845 745 (6am-midnight, 7 days a week)



# Grief Resources

## Australian Centre for Grief and Bereavement (ACGB)

ACGB has free grief information sheets. [https://www.grief.org.au/ACGB/ACGB\\_Publications/Resources\\_for\\_the\\_Bereaved/Grief\\_Information\\_Sheets.aspx](https://www.grief.org.au/ACGB/ACGB_Publications/Resources_for_the_Bereaved/Grief_Information_Sheets.aspx)

## Coping with Grief

5th edition 2018

Dianne McKissock, Mal McKissock

## My Grief App

From the Australian Centre for Grief and Bereavement. My Grief App is an online resource for grief and bereavement support.

## Understanding Your Grief (2016)

This brochure was developed by the NSW Clinical Excellence Commission (CEC) as part of the Last Days of Life Toolkit.

[http://www.cec.health.nsw.gov.au/\\_data/assets/pdf\\_file/0009/359325/LDOL-Toolkit-Understanding-Your-Grief.pdf](http://www.cec.health.nsw.gov.au/_data/assets/pdf_file/0009/359325/LDOL-Toolkit-Understanding-Your-Grief.pdf)

## Trauma, grief and loss resources

The Australian Institute of Family Studies have collated a suite of weblinks for various trauma grief and loss resources. <https://aifs.gov.au/cfca/topics/web-resources-trauma-grief-and-loss>

## Understanding Grief within a Cultural Context:

Grief information for people with cancer, their familiar and carers. <https://www.cancer.net/coping-with-cancer/managing-emotions/grief-and-loss/understanding-grief-within-cultural-context>

## Solace Australia:

Solace provides (peer/group) grief support for those grieving the death of their partner, with groups throughout Australia. <http://www.solace.org.au/nsw/>

## Aged Care Covid-19 Grief and Bereavement Service

Australian Centre for Grief & Bereavement

[https://www.grief.org.au/ACGB/ACGB\\_Publications/Resources\\_for\\_the\\_Bereaved/Grief\\_and\\_Bereavement\\_and\\_Coronavirus\\_COVID-19\\_.aspx](https://www.grief.org.au/ACGB/ACGB_Publications/Resources_for_the_Bereaved/Grief_and_Bereavement_and_Coronavirus_COVID-19_.aspx)

## Supporting LGBT+ people

Provides practical support and considerations for health professionals when caring for people who are LGBT+ at the end of life or when supporting LGBT+ people around bereavement.

<http://www.sad.scot.nhs.uk/bereavement/supporting-lgbtplus-people-around-bereavement/>



## Other circumstances and considerations

### Coroners Case

- In some situations the circumstances surrounding a death are reported to the Coroner to be investigated. There is specific NSW legislation which doctors and nurses must adhere to in relation to this process. You will be informed by hospital staff if this is required.
- As part of this process the police are notified of the death and will attend the hospital. The senior available next of kin is called upon to formally identify the deceased person. The police in turn are responsible for formally identifying the deceased to the Coroner.
- The Coroner will decide whether a post mortem (autopsy) needs to be performed. It is conducted by medical experts with a great amount of care for the deceased person. In certain cases you are able to object to an autopsy by informing the Coroner of your concerns in writing as soon as possible. You can also inform the police officer present of your objection.
- With a Coroners Case, there are usually limitations on the initial viewing of the person who has died, depending on the circumstances. Staff will work with families and the Coroner to facilitate what is permitted.
- You can begin making funeral arrangements even if the death has been reported to the Coroner. You will need to inform your Funeral Director that the death has been referred to the Coroner so they can liaise with the Coroner's Court.
- Counsellors are available at the Coroner's Court to assist relatives and friends by providing information, support and counselling. Police should also provide you with the booklet 'NSW Coroner's Court, A Guide to Services'. This information is also available online at: <https://coroners.nsw.gov.au/coroners-court/the-coronial-process.html>

### Post Mortem/Autopsy

- In situations where there is no need to report to the Coroner, but the medical team or senior available next of kin wish to find out further information about the person's illness or cause of death, a hospital post mortem may be discussed.
- A hospital post mortem (autopsy) does not proceed without consent from the senior available next of kin. A post mortem can be a limited or full examination of someone's body after they have died. It is conducted by medical experts with a great amount of care for the deceased.
- Results of the post mortem do take some time and will be sent to a doctor of your choice as well as the hospital's treating doctor. These doctors will be able to provide you with information as to the results and findings of the procedure. If you would like to speak with someone about hospital post mortems you can contact the Post Mortem Liaison Officer.

## Registering the Death if a Funeral Director is Not Involved

If a Funeral Director is not involved, a person who is managing the final arrangements must register the death. All deaths that occur in NSW need to be registered with the Registry of Births, Deaths and Marriages within 7 days of the burial or cremation. When someone dies in a NSW Health Facility, documentation required for a Death Certificate includes:

- Verification of death
- Medical Certificate of Cause of Death
- Coronial checklist

### What you need

- death registration form (from Registry of Births, Deaths and Marriages [www.bdm.nsw.gov.au](http://www.bdm.nsw.gov.au))
- surname and name of the deceased, date and place of death, gender, address, occupation, marriage details, details of children, full names of both parents
- medical certificate Cause of Death (issued by a doctor)
- details from the crematorium or cemetery (cremation or burial certificate) order advising on disposal of the body (if the death was referred to a coroner)

### How to register

Call 13 77 88 or visit a service centre (See below), and request a death registration form. Lodge the information in person, or mail it to Registry of Births, Deaths & Marriages GPO Box 30, Sydney NSW 2001

## Services for Death Registration in Far West LHD

Menindee Police Station	Police Station 38 Yartla Street Menindee NSW 2879
Broken Hill Service Centre	115 Bagot Street Broken Hill NSW 2880
Wentworth Service Centre	Shop 9, Lot 1 Sandwych Street Wentworth NSW 2648
Buronga Mobile Service Centre	Australia Post Car Park 6-10 Sturt Highway Buronga NSW 2739
Wilcannia Agency	Central Darling Shire Council 45 Reid Street Wilcannia NSW 2836
Ivanhoe Police Station	Police Station Corner of Columbus Street and Cook Street Ivanhoe NSW 2878
Balranald Agency	Balranald Shire Council 70 Market Street Balranald NSW 2715





**Health**  
Far West  
Local Health District

