



# 失去亲友后需要帮助?

本资料将介绍亲近的人离世后，人们可能可以得到的福利和支持。它提供了你需要采取的措施的信息，以及可获得的情感和财政支持。

## 可能有资格获取的福利

### Bereavement Payment

Bereavement Payment 帮助人们在失去伴侣、自己所照顾的子女或他人后，进行调整以适应改变了的财务状况。你所以领取的 Bereavement Payment 类型将由你领取的 Centrelink 福利以及你预示着的关系决定。

欲了解更多英文版本相关信息，请访问 [humanservices.gov.au/bereavementpayment](https://humanservices.gov.au/bereavementpayment) 拨打 132 300 来电咨询或前往服务中心。

### Bereavement Allowance

Bereavement Allowance 是一项支付给最近失去伴侣的人，以帮助他们调整适应伴侣去世的短期收入支持福利。

欲了解更多英文版本相关信息，请访问 [humanservices.gov.au/bereavementallowance](https://humanservices.gov.au/bereavementallowance) 拨打 132 300 来电咨询或前往服务中心。

### Pension Bonus Bereavement Payment

Pension Bonus Bereavement Payment 是一项针对去世伴侣为 Pension Bonus Scheme 成员但生前未成功申请到 Age Pension 和 Pension Bonus 的人群的非应税一次性福利。

欲了解更多英文版本相关信息，请访问 [humanservices.gov.au/pensionbonusscheme](https://humanservices.gov.au/pensionbonusscheme) 拨打 132 300 来电咨询或前往服务中心。

### Widow Allowance

Widow Allowance 是为出生于 1955 年 7 月 1 日及以前，在年满 40 岁后丧偶、离异或与伴侣分居，并且近期没有工作经验的女性提供的经济援助。

欲了解更多英文版本相关信息，请访问 [humanservices.gov.au/widow](https://humanservices.gov.au/widow) 拨打 132 850 来电咨询或前往服务中心。

### 照顾者丧亲援助

如果你照顾的人去世，你可继续领取 14 周的 Carer Payment。但是，你所照顾的人去世时，你就不再符合领取 Carer Allowance 的资格。

欲了解更多有关照顾者丧亲援助的信息，请访问 [humanservices.gov.au/bereavement](https://humanservices.gov.au/bereavement)

## 痛失爱子后的援助

遭遇死胎或孩子死亡的不幸事件后，可能有财政援助给你提供帮助。

如果你先前有资格获得 Parental Leave Pay、Dad and Partner Pay 或 Family Tax Benefit，你可能仍可以获得其中的一项或多项福利。

如果你不符合领取 Parental Leave Pay 的资格，你可能有资格领取 Stillborn Baby Payment。

欲了解更多英文版本相关信息，请访问 [humanservices.gov.au/bereavementpayment](https://humanservices.gov.au/bereavementpayment) 拨打 **136 150** 来电咨询或前往服务中心。

## 子女抚养费

如果你支付或领取子女抚养费所抚养的子女去世了，请拨打 **131 272** 联系我们。如果你正在处理某人的身后事，而此人生前支付或领取子女抚养费，你也应该致电我们。

## Double Orphan Pension

Double Orphan Pension 为照顾孤儿或在某些情况下无法由父母照顾的儿童提供经济援助。

欲了解更多英文版本相关信息，请访问 [humanservices.gov.au/orphanpension](https://humanservices.gov.au/orphanpension) 拨打 **136 150** 来电咨询或前往服务中心。

## 福利金费率

欲了解英文版本的最新福利金费率信息，请访问 [humanservices.gov.au](https://humanservices.gov.au) 或前往服务中心。

## 其他信息

### 更多收入支持选择

根据你的情况，你还可以申请其他福利，如 Newstart Allowance、Parenting Payment 或 Youth Allowance，如果你仍然需要收入支持。

欲了解更多英文版本关于以上福利的详细信息以及申请要求，请访问 [humanservices.gov.au](https://humanservices.gov.au)

## 社会工作者

Department of Human Services 的社会工作者可以提供短期咨询、支持和信息以帮助你度过这个困难时期。社会工作者还可以介绍你获得其他有帮助的支持和服务。你可以拨打 **132 850** 要求跟社会工作者交谈或前往本地的服务中心。

## Financial Information Service

所爱之人去世后，你可能需要更多地了解你所拥有的投资或其他资产情况。

我们的 Financial Information Service 工作人员可以免费提供中立的信息，以帮助你做出有关投资和金融问题的明智决策。

欲了解更多英文版本相关信息，请访问 [humanservices.gov.au/fis](https://humanservices.gov.au/fis) 或拨打 **132 300** 预约与一位 Financial Information Service 工作人员当面咨询。

## 亲友去世后应该做什么

有人去世后，医生必须签署一份证明，确认死亡。只有医生签署并颁发此证明（一般称为 *Doctor's Certificate of Cause of Death*）后，才能完成葬礼安排。殡葬公司也方可接手开始为逝者服务。

负责安排葬礼的殡仪员将收集所有死亡登记所需的信息，并将其发送至相关州与领地政府办公室。殡仪员还可以协助处理如在报纸刊登讣告、鲜花和宗教仪式等事宜。如果你不知道联络谁，**Australian Funeral Directors Association**（澳大利亚殡仪员协会）可以帮助你。

如果葬礼安排不是由殡仪员主持，则负责死者最终安排的人有责任为死者进行死亡登记。

有人去世的消息需要告知许多人和组织。某人去世后，告知我们此信息十分重要。在你开始联系各方之前，最好检查一下看看逝者是否留下任何个人记录 and 文件。这些记录也许包含须联系的个人或组织可能需要的重要参考号码。你可以使用本手册末尾所附清单查看需要联系的个人和机构。

## 删除邮件列表中逝者的名字

如果你不想再收到寄给逝者的邮件，你可以要求 **Association for Data-Driven Marketing & Advertising** 为你完成。欲登记详细信息，请访问 **adma.com.au** 致电 **(02) 9277 5400**，或写邮件至 **contact@adma.com.au**

## 社交媒体账户

社交媒体网站通常有程序来处理已故会员的账户。由于各个网站的此类程序各有不同，最好在相关网站的“help”部分搜索如何关闭账户。

## 保险合同

有时私人医疗保险、疾病保险、意外保险或人寿保险可以帮助支付葬礼及其他费用。如果你发现逝者有保险，致电该保险公司，询问是否有可用援助。

## 葬礼计划和葬礼债券

有些人会提前计划他们的葬礼，并提前支付葬礼费用。这可能包括预先购买墓地、预付葬礼费用或投资葬礼债券。资产审查时，墓地不计算在内。预付的葬礼费用或投资的葬礼债券也可能不计入资产审查。

## Early super release

有时候，你可以因值得同情的理由提前领取退休金，用以支付伴侣或子女的葬礼费用。

欲了解更多英文版本相关信息，请访问 **humanservices.gov.au/earllysuper** 或拨打 **1300 131 060** 来电咨询。

## Will

**Will**（遗嘱）是一份说明逝者去世后其财物如何分配的法律文件。**Will**（遗嘱）执行人负责将逝者的财产分配给 **Will**（遗嘱）中指定的人。财产分配须在所有债务偿还完毕后进行。

如果逝者未留 **Will**（遗嘱），其遗产将根据法律规定的公式由继承人共享。如果逝者没有亲人，其遗产可能将归州或领地政府所有。

## 亲友去世后的支持

失去亲近的人后，有各种援助可帮助你适应生活。你的 **Citizens Advice Bureau** 或当地社区信息中心可以帮你联系加入互助团体。

## 哀悼

哀悼是失去亲近的人后自然的过程，因此调整适应新情况可能需要一段时间。我们的社会工作者可以将你转介至哀悼心理咨询服务。你也可以通过社区卫生服务中心、**National Association for Loss and Grief** 或 **Lifeline** 等组织联系咨询师。

## 孤独感

刚开始，加入社会团体和参加活动对你来说可能很困难。你可以希望周围有人陪伴，也可能希望独处。

随着时间的推移，其他人的陪伴可以帮助你开发新的兴趣。你当地市政厅、社区卫生服务中心，或我们的社会工作者可以帮你联系当地的社区的各种服务以及如 **Rotary**、**Lions** 或 **Apex** 等组织。这些组织很需要你的支持。你也可以加入他们的活动和郊游。

## 身体健康

保障你的饮食和坚持日常运动可以帮助你重新建立生活规律。如有必要，我们可以安排社区护士前去照顾你。就医或寻求专业人士的帮助也可以帮助你顺利度过哀悼期。如果你觉得你可能需要专业人士的帮助，请联系你的医生或支持组织获得信息和转介。社区团体或地方市政厅可安排帮助照顾房子或花园的服务。有些服务是免费的，有些服务可能需要在对你的需求进行评估后提供。

## 住所

你可能想要留在你原来的家。但是，如果留在原来的住所对你来说很困难，在你决定改变住所前，最好仔细想想你所有的选择。太快搬家未必是最好的解决办法。你可以跟我们的 **Financial Information Service** 人员讨论，他们可以告诉你各种决定将会如何影响从我处得到的各种福利的信息。

## 金融事务

如果你需要帮助制定预算、管理你的财务事务，或者遇到财务困难，你可以通过以下各种方式联系财务顾问咨询：

- 你当地的 **Community Information** 和 **Referral Service**
- **Rural Financial Counselling Service**
- **Financial Counselling Australia**
- **ASIC's MoneySmart**。

## 未偿清的债务

逝者的亲戚及朋友不必替逝者偿还债务，除非债务是联名债务。债务可使用遗产支付。

## 财务状况的改变

亲人去世后，你可能需要更多地了解你自己的投资状况。配偶去世后，通常遗属将继承先前两人联名持有的资产。如果你的伴侣有退休金，你可能还有权获得退休金。联系相关的退休金组织，了解你是否符合资格获得任何福利款项。

收入和/或资产状况的任何改变都应告知我们，因为它们可能影响你领取的各种 Centrelink 福利，也可能让你有资格领取新的福利项目。你也应该慎重考虑将资产转移给你的孩子、其他家庭成员和朋友，或自己放弃继承的后果，因为这会影响你的资产状况，并可能导致福利费率改变。

## 找其他人代表你与我们接洽

如果你更希望让别人处理你的 Centrelink、Child Support 或 Medicare 事务，你可以授权某个个人或组织代表你与我们接洽。欲了解有关此类安排的更多英文版本信息，可访问 [humanservices.gov.au/nominees](http://humanservices.gov.au/nominees) 致电我们或前往服务中心。

## 相关组织和有用信息

有一系列政府组织和社区组织提供可能对你有帮助的支持服务和英文版有用信息。你的通讯录有所在州或领地此类组织的详细信息。

**Australian Centre for Grief and Bereavement**—为个人、夫妻、家庭、儿童和青少年，以及互助团体提供哀悼心理咨询及支持服务。位于墨尔本，可以通过拨打 **Freecall™ 1800 642 066** 或访问 [grief.org.au](http://grief.org.au) 进行咨询预约。

**Australian Funeral Directors Association (AFDA)**—请访问 [afda.org.au](http://afda.org.au) 或拨打 **1300 888 188** 联系所在州或领地的组织。

**beyondblue**—提供抑郁、焦虑和药物滥用障碍相关的各种信息。请访问 [beyondblue.org.au](http://beyondblue.org.au) 或拨打 **1300 224 636**。

**depressioNet**—为患有抑郁症的澳大利亚公民及他们的家人和朋友提供全面的资源。请访问 [depressionet.org.au](http://depressionet.org.au)

**Financial Counselling Australia**—是澳大利亚的最权威财务顾问机构，可提供有关财务顾问可为遇到财务困境的人提供哪些支持并为他们正确权利的相关信息。请访问 [financialcounsellingaustralia.org.au](http://financialcounsellingaustralia.org.au) 或拨打 **1800 007 007** 咨询。

**Headspace**—是一个全国性的青少年心理健康基金，为经历困难的年轻人提供帮助。请访问 [headspace.org.au](http://headspace.org.au)

**Kids Helpline**—为 5 岁至 25 岁的儿童和青少年提供 24 小时免费、保密的电话咨询和在线咨询。请访问 [kidshelp.com.au](http://kidshelp.com.au) 或拨打 **Freecall™ 1800 551 800**。

**Lifeline**—提供包括免费心理咨询服务等一系列服务。请访问 [lifeline.org.au](http://lifeline.org.au) 或拨打 **131 114**。

**Mindhealthconnect**—为寻求精神健康有关的疾病帮助的人们提供信息和支持。请访问 [mindhealthconnect.org.au](http://mindhealthconnect.org.au)

**National Association of Loss and Grief**—重点关注有关失去亲人及哀悼问题的组织。欲了解更多信息，请联系你所在的州或领地的分部。

**Red Nose Grief and Loss**（前 SIDS and Kids）—为经历婴幼儿突发或意外死亡之痛的个人和家庭提供信息和支持。请访问 [rednosegriefandloss.com.au](http://rednosegriefandloss.com.au) 或拨打 **1300 308 307**。

**Solace Association**—为失去伴侣的人提供支持。请访问 [solace.org.au](http://solace.org.au)

**The Compassionate Friends**—帮助因各种原因子女早逝的父母、兄弟姐妹、祖父母建立友谊，相互理解的组织。请访问 [compassionatefriendsvictoria.org.au](http://compassionatefriendsvictoria.org.au) 或拨打 **1800 641 091**。

## 欲了解更多信息

- 访问 [humanservices.gov.au/bereavement](http://humanservices.gov.au/bereavement) 获取更多英文版本信息
- 访问 [humanservices.gov.au/yourlanguage](http://humanservices.gov.au/yourlanguage) 获取你自己语言班版本的文本、音频、视频格式信息
- 拨打 **131 202** 使用你自己的语言向我们咨询 Centrelink 福利与服务
- 拨打 **131 450**，致电 Translating and Interpreting Service (TIS National)，使用你自己的语言向我们咨询 Medicare 和 Child Support 福利与服务
- 前往服务中心。

注意：在澳大利亚境内用家庭电话拨打“13”开头的号码均按照固定费率收费。该费率可能与本地通话费率不同，并且不同电话服务供应商收取的费率也可能不同。使用家庭电话可免费拨打“1800”开头的号码。使用公共电话和移动电话拨打可能会按较高费率计时收费。

## 免责声明

本出版物中包含的信息仅作为福利和服务的指南。是否申请福利并根据自身具体情况提出申请由你自己决定。

## 亲友去世后你可能需要联络的个人和机构

| 需要联系的个人和机构   | 已告知离世是/否 | 联系人、电话号码及地址(如需要) | 逝者信息 (如账号、Medicare号) |
|--|----------|------------------|----------------------|
| 会计   |          |                  |                      |
| Australian Electoral Commission                              |          | 132 326          |                      |
| Australian Taxation Office                                   |          | 132 865          |                      |
| Australia Post   |          | 137 678          |                      |
| 银行、信用社   |          |                  |                      |
| Centrelink 福利  |          | 132 300          |                      |
| Child Support 服务中心   |          | 131 272          |                      |
| 俱乐部 (如 RSL)  |          |                  |                      |
| 信用卡/分期付款   |          |                  |                      |
| Department of Veterans' Affairs                              |          | 133 254          |                      |
| 雇主   |          |                  |                      |
| Will (遗嘱) 执行人  |          |                  |                      |
| 家人及朋友  |          |                  |                      |
| 国外养老机构 (如不知该机构联系方式, 可联系 Centrelink's International Services) |          | 131 673          |                      |
| 殡仪员  |          |                  |                      |
| 葬礼债券   |          | 是/否              |                      |
| 葬礼保险   |          | 是/否              |                      |
| 专业医疗人员 (如医生、物理治疗师、牙医、足病医生、验光师)                               |          |                  |                      |
| 听力中心   |          |                  |                      |
| 医院   |          |                  |                      |

|                 |  |         |  |
|-----------------|--|---------|--|
| 保险公司            |  |         |  |
| 房东、租客           |  |         |  |
| 地方市政厅           |  |         |  |
| 邮件列表            |  |         |  |
| Medicare 服务中心   |  | 132 011 |  |
| 电话、互联网服务提供商     |  |         |  |
| 葬礼预付            |  | 是/否     |  |
| 私人健康基金          |  |         |  |
| 专业机构（如商会等）      |  |         |  |
| 公共服务（如图书馆）      |  |         |  |
| 公营信托受托管理人       |  |         |  |
| 宗教顾问            |  |         |  |
| 社会工作者           |  |         |  |
| 律师              |  |         |  |
| 退休基金            |  |         |  |
| 房屋水电（如天然气和电力公司） |  |         |  |
| 车辆登记和发牌机关       |  |         |  |





# Needing help after someone has died?

This factsheet lets people know about the payments and support available after someone close to them dies. It offers information on the steps that need to be taken and the emotional and financial support available.

## Payments you may be eligible for

### Bereavement Payment

Bereavement Payment helps people adjust to changed financial circumstances after the death of their partner, child or the person they were caring for. The type of Bereavement Payment you may get will depend on the Centrelink payment you get and your relationship with the person who has died.

To find out more in English go to [humanservices.gov.au/bereavementpayment](https://humanservices.gov.au/bereavementpayment) or call us on **132 300** or visit a service centre.

### Bereavement Allowance

Bereavement Allowance is a short-term income support payment paid to recently widowed people to help them adjust following the death of their partner.

To find out more in English go to [humanservices.gov.au/bereavementallowance](https://humanservices.gov.au/bereavementallowance) or call us on **132 300** or visit a service centre.

### Pension Bonus Bereavement Payment

The Pension Bonus Bereavement Payment is a tax-free lump sum paid to the surviving partner of a deceased member of the Pension Bonus Scheme who did not make a successful claim for Age Pension and Pension Bonus before they died.

To find out more information in English go to [humanservices.gov.au/pensionbonusscheme](https://humanservices.gov.au/pensionbonusscheme) or call us on **132 300** or visit a service centre.

### Widow Allowance

Widow Allowance provides financial assistance to women who were born on or before 1 July 1955, who have become widowed, divorced or separated after they turned 40, and have no recent workforce experience.

For more information in English go to [humanservices.gov.au/widow](https://humanservices.gov.au/widow) or call us on **132 850** or visit a service centre.

### Bereavement assistance for carers

If the person you care for has died, Carer Payment may continue for 14 weeks. However, your eligibility for Carer Allowance ceases when the person dies.

For more information about bereavement assistance for carers go to [humanservices.gov.au/bereavement](https://humanservices.gov.au/bereavement)

## Help when a child has died

In the event of stillbirth or the death of a child, financial assistance may be available.

If you were eligible for or receiving Parental Leave Pay, Dad and Partner Pay or Family Tax Benefit, you may still get one or more of these payments.

If you're not eligible for Parental Leave Pay, you may be eligible for the Stillborn Baby Payment.

To find out more in English go to [humanservices.gov.au/bereavementpayment](https://humanservices.gov.au/bereavementpayment) or call us on **136 150** or visit a service centre.

## Child support payments

If you pay or receive child support for a child who has died, call us on **131 272**. You should also call us if you're looking after the affairs of a person who has died and they paid or received child support.

## Double Orphan Pension

Double Orphan Pension provides help with the costs of caring for children who are orphans or are unable to be cared for by their parents in certain circumstances.

For more information in English go to [humanservices.gov.au/orphanpension](https://humanservices.gov.au/orphanpension) or call us on **136 150** or visit a service centre.

## Payment rates

For the latest payment rates information in English go to [humanservices.gov.au](https://humanservices.gov.au) or a service centre.

## Other information

### More income support options

Depending on your circumstances, you can apply for another payment such as Newstart Allowance, Parenting Payment or Youth Allowance if you continue to need income support.

For more information about these payments and their requirements in English go to [humanservices.gov.au](https://humanservices.gov.au)

### Social workers

A Department of Human Services social worker can provide short-term counselling, support and information to help you through this difficult time. Social workers can also direct you to other supports and services to assist you. You can ask to speak to a social worker by phoning **132 850** or by visiting your local service centre.

### Financial Information Service

Following the death of a loved one, you may need to understand more about the investments or other assets you own.

Our Financial Information Service officers can provide free and independent information to help you make informed decisions about your investment and financial issues.

For more information in English go to [humanservices.gov.au/fis](https://humanservices.gov.au/fis) or to arrange an appointment with a Financial Information Service officer, call **132 300**.

## **What to do after someone has died**

When someone dies, a doctor must sign a certificate that confirms the death. Funeral arrangements can't be completed until the doctor has signed and issued this certificate (generally called a *Doctor's Certificate of Cause of Death*). The funeral company can then take the deceased into their care.

The funeral director in charge of the funeral arrangements will collect all the information needed for registering the death and send it to the relevant state or territory government office. The funeral director may also help with things such as newspaper notices, flowers and religious services. If you don't know who to contact, the Australian Funeral Directors Association can help you.

If a funeral director is not involved with the funeral arrangements, the person who manages the final arrangements for the deceased is responsible for registering the death.

When someone dies, a number of people and organisations need to be told. It's important we are informed when someone has died. Before you start making these contacts it's worth checking to see if the person who died left any personal records and documents. These records could contain important reference numbers that people or organisations may need. You can use the checklist at the end of this factsheet for people and organisations you may also need to contact.

## **Removing someone's name from mailing lists**

If you want to have the name of the deceased person removed from mailing lists, you can ask the Association for Data-Driven Marketing & Advertising to do this for you. To register the details go to [adma.com.au](https://adma.com.au) call **(02) 9277 5400** or email them at [contact@adma.com.au](mailto:contact@adma.com.au)

## **Social media accounts**

Social media networks usually have procedures in place to deal with the accounts of deceased members. As these procedures can differ, the best thing to do is to search the 'help' section of the network to find out how to close an account.

## **Insurance policies**

Sometimes private health, sickness, accident or life insurance policies may help to pay funeral and other expenses. If you find that the person who died had insurance, call the company and ask if help is available.

## **Funeral plans and funeral bonds**

Some people plan and pay for their funerals in advance. This can include pre-purchasing a burial plot, pre-paying funeral expenses or investing in funeral bonds. Burial plots are exempt from the assets test. Prepaid funerals or funeral bonds may also be exempt from the assets test.

## **Early super release**

Sometimes you can access your super early on compassionate ground to cover expenses for a partner or child's funeral.

For more information in English go to [humanservices.gov.au/earlysuper](https://humanservices.gov.au/earlysuper) or call **1300 131 060**.

## **The Will**

A Will is a legal document that states how the deceased person's belongings are to be distributed after their death. The executor of the Will is responsible for distributing the person's assets to the people named in the Will. This happens after any debts are paid.

If the person has not left a Will, the estate is shared under a formula set by law. If there are no close relatives there is a chance the estate could be paid to a state or territory government.

## **Support for you after someone has died**

There is help available to help you adjust to life after you have lost someone close. Your Citizens Advice Bureau or local community information service can put you in touch with support groups.

## **Grieving**

Grieving is a natural part of losing someone close to you so adjusting to your new circumstances may take time. Our social workers can refer you for grief counselling. Counsellors can also be contacted through organisations such as community health centres, the National Association for Loss and Grief or Lifeline.

## **Loneliness**

It may seem difficult at first to take part in social groups and activities. You may, or may not want people around you.

With time, the company of others may help you develop new interests. Your local council, community health centre, or our social workers can put you in touch with services in your local community and with organisations such as Rotary, Lions or Apex. These organisations would value your assistance. You can also join in their activities and outings.

## **Health**

Taking care with your diet and regular exercise can help you re-establish a routine. We can arrange for visits by a community nurse if necessary. Seeing your doctor or seeking professional help can also help with the grieving process. If you feel you might need professional help, contact your doctor or a support organisation for information and referral. Community groups or local councils may arrange services to help care for your house or garden. Some of these services are free and some may only be provided after your needs have been assessed.

## **Housing**

You may want to stay in your family home. However, if this is difficult, think about all the options carefully before you decide on a change. Moving too quickly may not be the best solution. You can talk to one of our Financial Information Service officers who can give you information about how decisions you make could affect the payment you get from us.

## **Financial matters**

If you would like assistance in working out a budget or managing your financial affairs or if you're in financial trouble, you can speak to a financial counsellor by contacting any of the following:

- your local Community Information and Referral Service
- Rural Financial Counselling Service
- Financial Counselling Australia

- ASIC's MoneySmart.

## Outstanding debts

Relatives and friends do not have to pay the debts of the person who has died unless the debts are in joint names. Debts can be paid from the estate.

## Changes to your financial circumstances

Following the death of a loved one, you may need to understand more about investments you own. When a member of a couple dies the survivor usually inherits assets previously held in joint names. If your partner had superannuation, you may also be entitled to a superannuation payment. Contact the relevant superannuation organisation and find out if you are eligible for any payments.

You should advise us of any changes to your income and/or assets as they may have an effect on any Centrelink payment you get or become eligible for. You should also carefully consider the implications of passing on assets to children or other family members and friends and bypassing yourself, as this can affect your asset position and may result in changed payment rates.

## Getting someone to deal with us on your behalf

If you would prefer to have someone else handle your Centrelink, Child Support or Medicare business, you can authorise a person or organisation to deal with us on your behalf. You can find out more information in English about these arrangements at [humanservices.gov.au/nominees](http://humanservices.gov.au/nominees) or by calling us or visiting a service centre.

## Organisations and useful information

There is a range of government and community organisations that provide support services and useful information in English you may find helpful. Your phone book has details of these organisations in your state or territory.

**Australian Centre for Grief and Bereavement**—provides a bereavement counselling and support service for individuals, couples, families, children and adolescents, as well as support groups. Located in Melbourne, an appointment can be made by calling **Freecall™ 1800 642 066** or go to [grief.org.au](http://grief.org.au)

**Australian Funeral Directors Association (AFDA)**—contact the organisation in your state or territory, go to [afda.org.au](http://afda.org.au) or call **1300 888 188**.

**beyondblue**—provides information about depression, anxiety and related substance misuse disorders. Go to [beyondblue.org.au](http://beyondblue.org.au) or call **1300 224 636**.

**depressioNet**—provides a comprehensive resource for Australians with depression and their families and friends. Go to [depressionet.org.au](http://depressionet.org.au)

**Financial Counselling Australia**—is the peak body for financial counsellors in Australia and provides information about how financial counsellors can support and advocate for people experiencing financial difficulty. Go to [financialcounsellingaustralia.org.au](http://financialcounsellingaustralia.org.au) or call **1800 007 007**.

**Headspace**—is the national youth mental health foundation and helps young people who are going through a tough time. Go to [headspace.org.au](http://headspace.org.au)

**Kids Helpline**—provides free, confidential 24 hour telephone and online counselling for children and young people aged between five and 25 years. Go to [kidshelp.com.au](http://kidshelp.com.au) or call **Freecall™ 1800 551 800**.

**Lifeline**—provides a range of services including a free counselling service. Go to [lifeline.org.au](http://lifeline.org.au) or call **131 114**.

**Mindhealthconnect**—provides information and support for people seeking help for mental health related illnesses. Go to [mindhealthconnect.org.au](http://mindhealthconnect.org.au)

**National Association of Loss and Grief**—an organisation that focuses on issues related to loss and grief. For more information contact the association in your state or territory.

**Red Nose Grief and Loss** (formerly SIDS and Kids)—provides information and support to grieving individuals and families, following the sudden or unexpected death of a baby or young child. Go to [rednosegriefandloss.com.au](http://rednosegriefandloss.com.au) or call **1300 308 307**.

**Solace Association**—provides support for people who have lost their partner. Go to [solace.org.au](http://solace.org.au)

**The Compassionate Friends**—an organisation offering friendship and understanding to bereaved parents, siblings and grandparents where a son or daughter has died at any age, from any cause. Go to [compassionatefriendsvictoria.org.au](http://compassionatefriendsvictoria.org.au) or call **1800 641 091**.

## For more information

- go to [humanservices.gov.au/bereavement](http://humanservices.gov.au/bereavement) for more information in English
- go to [humanservices.gov.au/yourlanguage](http://humanservices.gov.au/yourlanguage) where you can read, listen to or watch videos with information in your language
- call **131 202** to speak with us in your language about Centrelink payments and services
- call the Translating and Interpreting Service (TIS National) on **131 450** to speak with us in your language about Medicare and Child Support payments and services
- visit a service centre.

Note: calls from your home phone to '13' numbers from anywhere in Australia are charged at a fixed rate. That rate may vary from the price of a local call and may also vary between telephone service providers. Calls to '1800' numbers from your home phone are free. Calls from public and mobile phones may be timed and charged at a higher rate.

## Disclaimer

The information contained in this publication is intended only as a guide to payments and services. It's your responsibility to decide if you wish to apply for a payment and to make an application with regard to your particular circumstances.

## People and organisations you may need to contact if someone has died

| Person or organisation to be contacted   | Notified of death<br>Yes/No | Contact person, phone number and address (if needed) | Details of person who died (for example, account number, Medicare number) |
|--|-----------------------------|--|---|
| Accountant   |                             |  |   |
| Australian Electoral Commission  |                             | 132 326  |   |
| Australian Taxation Office   |                             | 132 865  |   |
| Australia Post   |                             | 137 678  |   |
| Banks, credit unions   |                             |  |   |
| Centrelink payments  |                             | 132 300  |   |
| Child Support services   |                             | 131 272  |   |
| Clubs (e.g. the RSL)   |                             |  |   |
| Credit card/hire purchase  |                             |  |   |
| Department of Veterans' Affairs  |                             | 133 254  |   |
| Employer   |                             |  |   |
| Executor of the Will   |                             |  |   |
| Family and friends   |                             |  |   |
| Foreign pension authority (if authority's details are unknown contact Centrelink's International Services) |                             | 131 673  |   |
| Funeral Director   |                             |  |   |
| Funeral bond   |                             | Yes/No   |   |
| Funeral insurance  |                             | Yes/No   |   |

|   |  |         |  |
|---|--|---------|--|
| Health professionals (e.g. doctor, physiotherapist, dentist, podiatrist, optometrist) |  |         |  |
| Hearing centre  |  |         |  |
| Hospital  |  |         |  |
| Insurance companies   |  |         |  |
| Landlord, tenants   |  |         |  |
| Local council   |  |         |  |
| Mailing lists   |  |         |  |
| Medicare services   |  | 132 011 |  |
| Phone and internet service provider   |  |         |  |
| Prepaid funeral   |  | Yes/No  |  |
| Private health fund   |  |         |  |
| Professional bodies (e.g. Chamber of commerce etc.)                                   |  |         |  |
| Public services (e.g. library)  |  |         |  |
| Public trustee  |  |         |  |
| Religious advisor   |  |         |  |
| Social worker   |  |         |  |
| Solicitor   |  |         |  |
| Superannuation fund   |  |         |  |
| Utilities (e.g. gas and electricity companies)  |  |         |  |
| Vehicle registration and licensing authorities  |  |         |  |