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myGov tutorials at **youtube.com/mygovau**



the myGov help desk operates 7 am–10 pm  
Monday to Friday, and 10 am–5 pm Saturday to  
Sunday. Call **132 307** and select **Option 1**

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September 2017

Needing help after  
someone has died?



**centrelink**



Click  Done

Click online and it's  
as good as done.



Australian Government  
Department of Human Services

**humanservices.gov.au**

Person or organisation to be contacted (if applicable)	Notification of death (Yes/no)	Contact person, phone number and address (if needed)	Details of person who died (for example, account number, Medicare number, member number)
Foreign pension authority (if authority's details are unknown contact Centrelink's International Services)		131 673	
Funeral Director			
Funeral bond			
Funeral insurance			
Health professionals (e.g. doctor, physiotherapist, dentist, podiatrist, optometrist)			
Hearing centre			
Hospital			
Insurance companies			
Landlord, tenants			
Local council			
Mailing lists			
Medicare services		132 011	
Phones and internet service provider			

Person or organisation to be contacted (if applicable)	Notified of death (Yes/No)	Contact person, phone number and address (if needed)	Details of person who died (for example, account number, Medicare number, member number)
Prepaid funeral			
Private health fund			
Professional bodies (e.g. Chamber of commerce etc.)			
Public Services (e.g. library)			
Public Trustee			
Religious advisor			
Social media (e.g. Facebook)			
Social worker			
Solicitor			
Superannuation fund			
Utilities (e.g. gas and electricity companies)			
Vehicle registration and licensing authorities			

Person or organisation to be contacted (if applicable)	Notified of death (Yes/No)	Contact person, phone number and address (if needed)	Details of person who died (for example, account number, Medicare number, member number)



## Help in other languages

If you need an interpreter or documents translated for your business with us, we can arrange this for you free of charge. To speak to the Department of Human Services in languages other than English, call the multilingual phone service on **131 202** for Centrelink payments and services, or the Translating and Interpreting Service (TIS National) on **131 450** for Medicare and Child Support services. Call charges apply. For information in languages other than English visit [humanservices.gov.au/yourlanguage](http://humanservices.gov.au/yourlanguage)

### ARABIC

إذا كنت بحاجة إلى مترجم شفهي أو تحتاج إلى ترجمة مستندات من أجل عملك معنا، يمكننا ترتيب ذلك لك بدون مقابل. للتحدث إلى وزارة الخدمات الإنسانية Department of Human Services بلغات غير الإنجليزية، اتصل بخدمة الهاتف متعددة اللغات على الرقم **131 202** لمفوضيات وخدمات Centrelink، أو بخدمة الترجمة والترجمة الشفوية Translating and Interpreting Service (TIS National) على الرقم **131 450** لخدمات Medicare و Child Support. تنطبق أسعار المكالمات للمعلومات بلغات غير الإنجليزية برجاء زيارة الموقع الإلكتروني [humanservices.gov.au/yourlanguage](http://humanservices.gov.au/yourlanguage)

### CHINESE

如果我们接触过程中，你需要口译服务或文件翻译服务，我们可以为你免费安排。欲以英文以外的其他语言与 Department of Human Services 联系，请使用多语言电话服务，拨打 **131 202** 了解 Centrelink 福利与服务的相关信息，或拨打 **131 450** 联系 Translating and Interpreting Service (TIS National)，了解 Medicare 和 Child Support 服务。拨打以上号码将产生通讯费用。欲获得英文以外的其他语言版本相关信息，请访问 [humanservices.gov.au/yourlanguage](http://humanservices.gov.au/yourlanguage)

### PERSIAN (FARSI)

اگر شما به یک مترجم شفاهی نیاز دارید یا می خواهید اسناد کسب و کار خود را با ما ترجمه کنید، ما می توانیم این کار را برای شما رایگان ترتیب بدهیم. برای صحبت با Department of Human Services به زبان های غیر از انگلیسی، به خدمات تلفن چند زبانه به شماره **131 202** برای پرداختی ها و خدمات Centrelink، یا به Translating and Interpreting Service (TIS National) به شماره **131 450** برای Medicare و Child Support زنگ بزنید. هزینه تماس اعمال می شود. برای اطلاعات به زبان های غیر از انگلیسی از سایت زیر بازدید کنید [humanservices.gov.au/yourlanguage](http://humanservices.gov.au/yourlanguage)

### VIETNAMESE

Nếu cần thông dịch viên hoặc phiên dịch giấy tờ để giao dịch với chúng tôi, chúng tôi có thể sắp xếp việc này cho quý vị miễn phí. Muốn nói chuyện với Department of Human Services bằng các ngôn ngữ khác tiếng Anh, quý vị hãy gọi cho dịch vụ điện thoại đa ngữ qua số **131 202** để được biết về các khoản trợ cấp và dịch vụ của Centrelink, hoặc Translating and Interpreting Service (TIS National) qua số **131 450** để được biết về các dịch vụ của Medicare và Child Support. Có tính cước gọi. Muốn biết thông tin bằng các ngôn ngữ khác tiếng Anh, quý vị hãy truy cập [humanservices.gov.au/yourlanguage](http://humanservices.gov.au/yourlanguage)

This brochure 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 receive will depend on the Centrelink payment you get and your relationship with the person who has died.

To find out more go to [humanservices.gov.au/bereavementpayment](http://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 go to [humanservices.gov.au/bereavementallowance](http://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 go to [humanservices.gov.au/pensionbonusscheme](http://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 go to [humanservices.gov.au/widow](http://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 go to [humanservices.gov.au/bereavementpayment](http://humanservices.gov.au/bereavementpayment)

## Help when a child has died

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

Your family may be eligible for Parental Leave Pay and Dad and Partner Pay for a stillborn baby or a baby who dies after birth.

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

If you receive or are eligible to receive Family Tax Benefit for a child who has died or a baby who has died after birth, you will be eligible for a Family Tax Benefit Bereavement Payment.

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

## Notifying us

To make it easier for you it's important that you tell us when someone has died. This is so we can update their Centrelink, Medicare and Child Support records.

You can tell us by:

- calling **132 300**
- completing an *Advice of death* form (SA116A) and posting it to:

**Department of Human Services**

**PO Box 7800**

**Canberra BC ACT 2610**

- faxing it to us on **1300 786 102**, or visiting 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 can help you care for children who are orphans. You may also be eligible if:

- one parent has died and the other parent can't care for the child due to special circumstances, or
- the child is a refugee who can't be cared for by their parents.

## Payment rates

For the latest payment rates information go to [humanservices.gov.au](http://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 go to [humanservices.gov.au](http://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 matters.

For more information go to **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 back of this brochure for people and organisations you may also need to contact.

## Notifying the department of a deceased person

To notify the department of a deceased person, please complete the *Advice of death* form (SA116A) located on our website at **humanservices.gov.au/forms** and return this form by either:

- faxing it to **1300 786 102**
- posting it to the  
**Department of Human Services,  
PO Box 7800, Canberra BC ACT 2610**
- visiting a service centre.

## Update your Medicare Card

We don't automatically issue you with a replacement Medicare card after we've received notification of a deceased person.

A replacement card can be requested by:

- using your Medicare online account or Medicare Express Plus mobile app. For more information go to **humanservices.gov.au/medicareonline**
- calling us on **132 011**
- visiting a service centre.

## 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 and Advertising to do this for you. To register the details go to [adma.com.au](http://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 and prepaid funerals are exempt from the assets test. A funeral bond may be exempt from the assets test depending on the value and provided you have not prepaid for your funeral expenses. If you find that the person who died had a funeral plan or funeral bond, contact the funeral provider or funeral director for more information and assistance.

## Early super release

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

For more information go to [humanservices.gov.au/earllysuper](http://humanservices.gov.au/earllysuper) 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, Medicare or Child Support business, you can authorise a person or organisation to deal with us on your behalf. You can find out more information 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 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** or call **1300 224 636**.

**depressioNet**—provides a comprehensive resource for Australians with depression and their families and friends. Go to **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** or call **1800 007 007**.

**GriefLine**—a free, confidential service that provides support and counselling services to individuals and families. Call **1300 845 745** to speak to a counsellor or go to **griefline.org.au**

**Headspace**—is the national youth mental health foundation and helps young people who are going through a tough time. Go to **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** or call **Freecall™ 1800 551 800**.

**Lifeline**—provides a range of services including a free counselling service. Go to **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**

**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** or call **1300 308 307**.

**Solace Association**—provides support for people who have lost their partner. Go to **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** or call **1800 641 091**.

## Getting started

You will need a Customer Reference Number (CRN) to claim Centrelink benefits and use our online accounts or the Express Plus Centrelink mobile app. If you don't have one, visit a service centre to provide your identity documents and get a CRN.

You'll need a Medicare card to claim Medicare benefits and use our Medicare online accounts or the Express Plus Medicare mobile app. If you don't have a Medicare card go to **humanservices.gov.au/medicarecard** to find out how to get one.

To use Centrelink and Medicare online accounts you'll need a myGov account. Create one at **my.gov.au**

You'll also need to link your Centrelink or Medicare accounts to myGov. Sign in to myGov, select **Services** and then **Centrelink** or **Medicare**. You will need to answer some questions so we link the correct record to your myGov account.

For help creating and linking your myGov account, read our online guides **humanservices.gov.au/onlineguides**

You can also watch our tutorials on YouTube, **youtube.com/mygovau**

## Express Plus mobile apps

Use your Express Plus mobile apps to do business with us 24 hours a day, 7 days a week.



## Express Plus Centrelink

Use the app to:

- report employment income
- get reporting reminders
- view your payments and transaction history
- update details
- view your online letters
- upload documents
- track your claim
- view and update your family income estimate and payment choices
- view, reschedule or cancel appointments
- manage your BasicsCard if you're income managed
- view your digital concession cards.

## Express Plus Lite

The Express Plus Lite mobile app is available to report your income in Arabic, Chinese, Persian (Farsi) and Vietnamese.

## Express Plus Medicare mobile app

Use the app to:

- view your Medicare card details and current card members
- update your contact details
- update your bank account details
- order a replacement or duplicate Medicare card
- submit claims for most services
- view, download, print or email your Medicare Claims History Statements for the last three years
- view your Medicare Safety Net balance
- view, download, print or email Immunisation History Statements for yourself or your child under the age of 14
- register or change your Australian Organ Donor Register decision

- request a new Australian Organ Donor Register card
- view a digital copy of your Australian Organ Donor Register card
- locate your nearest service centre.

For more information on our apps go to [humanservices.gov.au/expressplus](http://humanservices.gov.au/expressplus)

## Online security

Keep your information safe online. Go to [humanservices.gov.au/onlinesecurity](http://humanservices.gov.au/onlinesecurity) to find out how.

## Keeping up to date

To find out about changes being made to payments and services:



visit our news service online for up-to-date information at [humanservices.gov.au](http://humanservices.gov.au)



like us on [facebook.com/HumanServicesAU](https://www.facebook.com/HumanServicesAU) and ask us a question



follow us on Twitter @Centrelink

## Information in other formats

Some information is available in audio CD/DVD, large print, Braille and e-text. Call us on **132 717** with your request.

If you are deaf or have a hearing or speech impairment call TTY Enquiries on **1800 810 586** or use [relayservice.gov.au](http://relayservice.gov.au)

Aboriginal and Torres Strait Islander Australians can call the Indigenous Call Centre on **Freecall™ 1800 136 380**.

**Note:** calls from your 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 (if applicable)	Notified of death (Yes/No)	Contact person, phone number and address (if needed)	Details of person who died (for example, account number, Medicare number, member number)
Accountant			
Australian Electoral Commission		<b>132 326</b>	
Australian Taxation Office		<b>132 865</b>	
Australia Post		<b>137 678</b>	
Banks, credit unions			
Centrelink payments		<b>132 300</b>	
Child Support services		<b>131 272</b>	
Clubs (e.g. the RSL)			
Credit card/hire purchase			
Department of Veterans' Affairs		<b>133 254</b>	
Employer			
Executor of the Will			
Family and friends			