

Practical tasks after a death

The paperwork and people to notify — in plain words.

These are reminders, not demands. There's no need to do them in order, and some won't apply. Work through them over weeks, not days.

DOCUMENTS AND LEGAL

- ☐ **Find the will**
Often with a solicitor, the Public Trustee, or in a home safe.
- ☐ **Apply for the death certificate**
Usually lodged by the funeral director with the state Births, Deaths and Marriages registry.
- ☐ **Order 5–10 certified copies**
You will need them for banks, super and government agencies.
- ☐ **Find out if probate is needed**
Ask the deceased's bank or a solicitor — small estates often don't need it.
- ☐ **Cancel passport**
Australian Passport Office can cancel by post or online.
- ☐ **Cancel driver's licence**
Through your state transport authority.

GOVERNMENT

- ☐ **Notify Services Australia**
One call to 13 23 00 covers Centrelink and Medicare. Ask about bereavement payment.
- ☐ **Notify the Australian Taxation Office**
A final tax return will be needed; an accountant can help.
- ☐ **Notify the Australian Electoral Commission**
To remove the deceased from the electoral roll.
- ☐ **Update vehicle registration**
Transfer or cancel through your state transport authority.
- ☐ **Notify Department of Veterans' Affairs**
If they were a veteran or DVA cardholder.
- ☐ **Notify the NDIS**
If they were an NDIS participant.

MONEY

- ☐ **Notify their bank(s)**
Ask for the bereavement team — most things can be done by phone.
- ☐ **Notify each superannuation fund**
Super doesn't automatically form part of the estate — each fund decides who receives it.

- ☐ **Check for life insurance**
Including any insurance attached to super accounts, which is easy to miss.
- ☐ **Claim any funeral bond or prepaid funeral**
Check paperwork or contact the funeral director — they can look it up.
- ☐ **Settle final bills**
No rush — work through them over weeks, not days.
- ☐ **Apply for Bereavement Payment if eligible**
Ask Services Australia what you may be entitled to.

EVERYDAY ACCOUNTS

- ☐ **Notify landlord or mortgage provider**
The tenancy doesn't end automatically. If they had a mortgage, call the bank.
- ☐ **Notify utilities (power, gas, water)**
Call each provider with the death certificate number. Most are straightforward.
- ☐ **Notify telco and internet provider**
Check contracts for early exit fees — most waive them for bereavement.
- ☐ **Set up Australia Post mail redirection**
There's a special deceased estate redirection.
- ☐ **Cancel subscriptions**
Streaming, gym, papers, magazines.
- ☐ **Decide what to do with social media**
Most platforms allow memorialisation or deletion.
- ☐ **Decide what to do with email accounts**
Keep active briefly for recovery and contacts. Then close or memorialise.

YOU

- ☐ **Eat something today**
Even toast counts.
- ☐ **Drink water**
Grief dehydrates you.
- ☐ **Rest, even if you can't sleep**
Lie down. Close your eyes. Your body still needs it.
- ☐ **Tell one person how you're really doing**
Not "I'm fine." The real answer. One person is enough.
- ☐ **Book a GP visit if it's been weeks of struggle**
A Mental Health Care Plan can give you up to 10 subsidised sessions.