

When someone dies — expected

Palliative care, hospice, or a known terminal illness.

Tick each step as you go. You don't have to do these in order, and not everything will apply. Take the time you need.

If the death was unexpected or sudden, call 000 first. This checklist is for an expected death — palliative care, hospice, or a known illness.

IMMEDIATE

- ☐ **Call the GP or palliative care team**
 If they were under palliative care or a treating doctor, call that team. They will confirm the death and issue the Medical Certificate of Cause of Death. Do NOT call 000 — an ambulance is not needed for an expected death.

FIRST HOURS
- ☐ **Sit with them if you want to**
 There is no rush to move the body. Many people stay for hours. This time is yours.

IF YOU WANT TO
- ☐ **Tell close family**
 Start with the inner circle. Ask someone to help with calls.

FIRST 24 HOURS
- ☐ **Arrange pet care**
 If they had pets, make sure someone is looking after them.

FIRST 24 HOURS
- ☐ **Notify employer**
 Yours and theirs. Ask about bereavement leave.

FIRST 48 HOURS

FIRST WEEK

- ☐ **Contact a funeral director**
 Or begin planning a home funeral if preferred.

FIRST FEW DAYS
- ☐ **Register the death**
 With Births, Deaths and Marriages in your state. Usually done by the funeral director.

WITHIN 14 DAYS
- ☐ **Find and secure the will**
 Check with their solicitor, Public Trustee, or home safe.

FIRST WEEK
- ☐ **Order death certificates (5–10 copies)**
 Banks, super, and government agencies all want their own copy.

FIRST WEEK

FIRST MONTH

- ☐ **Notify Services Australia (Centrelink + Medicare)**
 Call 13 23 00. Ask about Bereavement Payment.

WITHIN 28 DAYS
- ☐ **Notify banks**
 Call each bank. Ask for the bereavement team.

WITHIN 2 WEEKS
- ☐ **Contact super fund(s)**
 Claim death benefit. Check for life insurance inside super. Some funds have time limits.

ASAP

- | | |
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| ☐ Check for life insurance
Inside super AND standalone policies. | FIRST MONTH |
| ☐ Notify landlord or mortgage provider
If they rented, the tenancy doesn't end automatically. If they had a mortgage, call the bank. Just let them know — they'll tell you what happens next. | WITHIN 2 WEEKS |
| ☐ Notify utilities
Power, gas, water, internet, phone. | WITHIN 30 DAYS |
| ☐ Set up mail redirection
Australia Post deceased estate redirection. | WITHIN 30 DAYS |
| ☐ Cancel licence and vehicle rego
State transport authority. | WITHIN 30 DAYS |

MONTHS AHEAD

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| ☐ Apply for probate (if needed)
Check with the bank first — small estates often skip this. | 3-6 MONTHS |
| ☐ Lodge final tax return
Covering 1 July to date of death. An accountant helps. | BY NEXT TAX DEADLINE |
| ☐ Deal with property
Transfer, sell, or manage ongoing. | AFTER PROBATE |

WHEN READY

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|---|------------|
| ☐ Handle online accounts
Social media, email, subscriptions. | WHEN READY |
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