



HALL & PRIOR
Health & Aged Care Group



After a *Loved One* has Died

A GUIDE BY HALL & PRIOR HEALTH & AGED CARE GROUP

We are sorry for your loss.



Our team extends our deepest sympathy to you and all those affected by the death of your loved one. It has been an honour to care for them.

We understand how difficult this time can be, and that there might be a lot of decisions to be made. We hope that you find this brochure helpful as you navigate the next steps.



WHAT HAPPENS NOW?

At Hall & Prior, we respect your last precious moments as your loved one is dying. Take your time. At our residential aged care homes, we respect your wishes so please advise your Director of Nursing if you wish for staff and residents to give you privacy during this time.

Let us know if you wish to discuss any spiritual or cultural needs of your loved one or if you wish to have a spiritual leader from any spiritual denomination present. For example, if your loved one identifies as Aboriginal or Torres Strait Islander there may be some cultural considerations that are important to you. Please speak to our team to ensure that these are honoured.

If the death occurred at a Hall & Prior health & Aged Care Group residential aged care home, staff may be able to assist you in following any wishes of your loved one that may have been recorded in their Advance Care Plan. After you have said your goodbyes at the home your loved one will be taken into the care of the Funeral Director.

Following the death of your loved one, we understand that there will be many arrangements to think about. Speak to our staff about how long you require to pack the room up, we are here to help.

Other tasks to consider:

- Notification of people and organisations
- Funeral arrangements
- Financial assistance
- Looking after yourself and family during this transitional time



NOTIFYING PEOPLE AND ORGANISATIONS AFTER YOUR LOVED ONE HAS DIED



Registering the death

A doctor confirms the death and issues a Medical Certificate Cause of Death. In most cases, the Funeral Director will register the death with NSW Registry of Births, Deaths and Marriages, which must be completed within seven days of death. The funeral director will ask for some personal information about the person's birth, death, occupation, marital status and family members.

If a Funeral Director is not completing the death registration process for you, you can register a death, if you are Person Responsible, The Executor of the estate or a relative of the person. Refer to the NSW Registry of Births, Deaths and Marriages for more information on 13 77 88 or www.nsw.gov.au/departments-and-agencies/births-deaths-marriages

Following your loved ones death, any arrangements around Enduring Guardian and Power of Attorney

are voided and the Executor's role is in place. The Executor or Person Responsible is usually responsible for notification to other parties. The Executor will also need to locate the Will as part of their role and may need to present this to other parties.

Notifying others

1. Family and friends are usually the first to be notified. If you don't know their contact details, you can check your loved ones email or phone contacts or ask police or family members for help. You could send a group text, email or make individual calls.
2. We have included a checklist for organisations that need to be contacted. You can find it at the end of this brochure. Once you receive the Death Certificate, make multiple copies of the document and have it certified by a Justice of the Peace as you will need to provide a certified copy when informing some organisations.

There are no laws about who must be notified, but you may need to notify:

- Phone, energy, water companies, Australia Post, Roads & Maritime Services (take the persons drivers licence with you if they still have one), banks, superannuation and insurance companies.
- Government departments such as Medicare, Services Australia, Taxation office.
- Professional services such as doctors, dentist, solicitors
- Online accounts (email and social media) – see below.

3. Online accounts such as email and social media will usually continue to exist even when not being used. Accounts can be deactivated or deleted to avoid family and friends continuing to get notification about the person who has passed away, which can be upsetting.

Online companies each have their own rules around deactivation or deleting accounts after someone has passed. In general, to deactivate a social media account you can use the password to access the account via the 'Account Menu' and look under 'Edit' or 'Settings'. For example, to deactivate a Facebook account,



go to 'Settings' then 'Security' then 'Deactivate your account'. To delete an Instagram account, go to 'Edit' then 'I'd like to delete my account'.

If you don't have your loved ones passwords, it is often possible to delete accounts on request. Instagram can delete someone's account if they receive a request with appropriate documentation, and Facebook can deactivate or memorialise an account on request.

You may find it useful to go to Australian Death Notification service at deathnotification.gov.au to notify participating institutions simultaneously (such as government, banks, superannuation, phone, energy and water providers).



FUNERAL ARRANGEMENTS

You may have an idea of your loved ones wishes for the funeral, or you may be able to ask family members. Also check for any written instructions in their Will or other paperwork.

Funeral Directors can help with plans for the funeral, burial or cremation.

The costs of a funeral can cover a broad range, so we suggest you complete some research of local funeral homes to see what meets the needs of everyone involved.

If a funeral home is a registered Centrepay business, you may be entitled to Centrelink or Veterans Affairs benefits to help pay for funeral costs. You can get a bank cheque from your loved one's bank if you present the Funeral Home's documentation.

Things to consider:

- Burial or cremation
- Is there already a family plot or purchased site
- Venue for funeral
- Type of service – religious or a celebrant
- Transportation needs for family and friends
- Viewing or embalming
- Catering following the funeral – at the venue or at home
- Specific request of your loved one

For more information on funerals or to find a funeral director, please visit: National Funeral Directors Association. www.nfda.com.au



FINANCIAL ASSISTANCE

Check with Centrelink for bereavement assistance such as Pensioner or Carer Allowance Bereavement Payment. Assistance may also be available through the persons superannuation fund.

If your loved one was in the Defence Force or the partner of a veteran, financial help with the costs of the funeral may be available. You can contact the Department of Veterans Affairs or a Welfare Officer at your RSL sub-branch for this information.

Check if your loved one had private health insurance cover that may include funeral benefits.

Some people choose to pre-pay funeral costs. Contact the funeral home directly to discuss pre-arranged funerals.





GRIEF

Grief is a natural and normal response to loss. It can affect every part of life including our thoughts, behaviours, emotions and physical health. It influences the way we see the world including our beliefs and relationships. Grief is an individual and personal experience and everyone grieves in their own way.

After a death, we may experience a range of intense feelings such as sadness, anger, anxiety, disbelief, panic, relief, irritability or numbness. Grief can also affect our thinking. We may think we will never get over this, or that we are going crazy. Sometimes grief can also cause difficulty in sleeping and physical symptoms such as headaches, nausea, aches and pains. If physical symptoms persist, check with your GP to exclude other causes.

Grief doesn't have a timeline

Grief can be triggered at any time, and it's not unusual for grief to be felt over an extended period of time. It's okay to admit you are struggling with your grief, whether it be weeks, months, years or even decades after the death.

Life grows around grief

It is a common myth that people 'get over' grief. The reality is, a part of us will always grieve the loss of our loved one. With time, the pain will lessen, but the sorrow we feel will always be a part of us. When people grieve they are coming to terms with what has changed in their lives. There is no 'return to normal'; rather, we have to learn to live around a new kind of normal – re-learning the world and re-learning ourselves within it.



LOOKING AFTER YOURSELF



When grieving, or supporting someone who is grieving, it can be all-too easy to neglect our own needs. Taking the time to look after yourself can make a big difference in your ability to function on a day-to-day basis, especially in the longer term. Below are some suggestions about how to get through some of the difficult times.

Privately and personally

- Try to delay major decisions that cannot be reversed for 6–12 months, e.g. disposing of belongings.
- Keep a diary or journal.
- Create a memorial – do or make something to honour your loved one.
- Develop your own rituals, e.g. light a candle, listen to special music, make a special place to think.
- Allow yourself to express your thoughts and feelings privately.
- Write a letter or a poem, draw, collect photos, cry etc.
- Exercise – do something to use pent-up energy, e.g. walking, swimming, cycling, gardening.

- Draw on your religious or spiritual beliefs and practices.
- Explore other people's experiences through books, movies, articles, etc.
- Do things that are relaxing and soothing.
- Some holistic or self-care ideas that may assist include meditation, distractions, relaxation and massage.
- To help with sleeplessness: exercise, limit alcohol and caffeine and try to maintain a routine, especially around bedtime.

Remember that sharing with other people can reduce the sense of isolation and loneliness that comes with grief.

If your grief is overwhelming talk with a counsellor to focus on your unique situation, to find support and comfort, and to find other ways to manage, especially when your life or your grief seems to be complicated and particularly difficult.

BEREAVEMENT CARE

General Practitioner

A good starting point is to talk to your local doctor about how you are feeling. In some circumstances, where grief is more complex, they may refer you to a health professional for counselling and further support.

Griefline - 1300 845 745

The Griefline helpline is a free service and provides telephone support nationwide 365 days a year.

Grief Australia: 1800 642 066 / info@grief.org.au

A guiding voice through the universal human experience of grief

TELEPHONE AND ONLINE COUNSELLING SERVICES:

Beyond Blue – 1300 22 46 36

Their free telephone and online counselling service is open 24/7 for everyone in Australia.

Lifeline – 13 11 14

Crisis support and suicide prevention services.

MensLine – 1300 78 99 78

MensLine Australia is a free telephone and online counselling service offering support for Australian men anywhere, anytime.



Sources

Services Australia: What to do when someone dies - Death of a loved one - Services Australia

National Funeral Directors Association of Australia: NFDA | National Funeral Directors Association of Australia

Grief Australia: Grief_Australia Grief Australia

Griefline: Griefline Helpline – Nationwide Grief Support Line

FOR MORE INFORMATION

Please contact our palliative care team:

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Disclaimer: This booklet has been produced as a general resource for Hall & Prior residents and their families or carers. The information is not intended to be a substitute for legal, financial or other professional advice. All information is correct at time of printing. July 2026



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