

When Someone Passes Away Guide



CORNERSTONE



FUNERALS

Your Local Funeral Directors

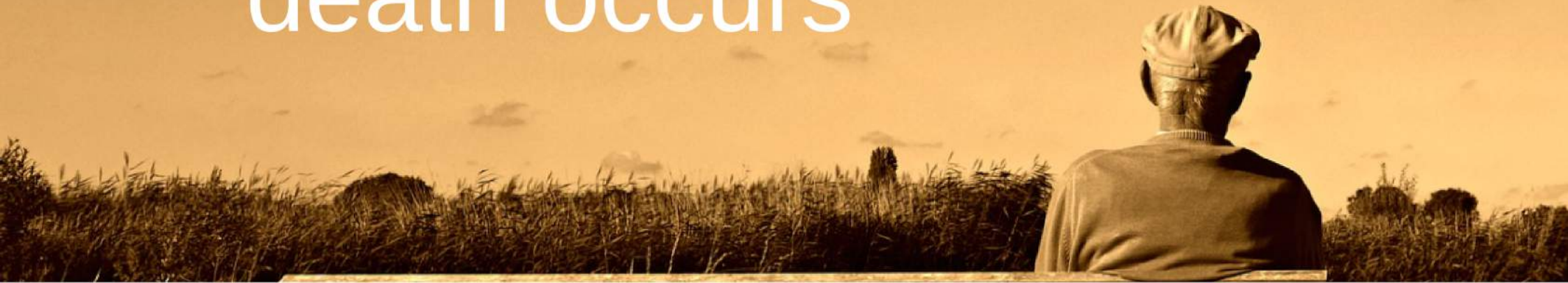


info@cornerstonefunerals.com.au



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What to do when a death occurs



Coping with the passing of a loved one is an intricate and profoundly personal journey, unique to each individual and family. In the wake of such a loss, emotions run deep, ranging from profound sorrow to moments of solace found in cherished memories. Amidst this emotional whirlwind, practical responsibilities loom large, demanding attention and careful management.

From arranging funeral rites to handling legal and bureaucratic obligations, the tasks at hand can seem overwhelming. To navigate these turbulent waters with clarity and support, we offer this comprehensive guide, aiming to provide insight, guidance, and practical assistance during this challenging chapter of life.

Please note the following guide is a basic summary of the process and different circumstances that alter and change the course of action. Its important to note that different states and territories as well as local government areas, care facilities and funeral homes all have their own procedures. If you are ever unsure, even if we aren't looking after your loved one, call Cornerstone Funerals for guidance.



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When Someone Passes away At Home

When a loved one passes away at home, it can be an emotionally challenging experience. However, it's essential to know that you have options for how to proceed. If you've discussed end-of-life wishes beforehand, you may already have a plan in place, providing some comfort and guidance during this difficult time.

The typical first step is to contact emergency services, who will attend the scene and provide confirmation of the death. They will then determine if further investigation by the coroner is necessary. If coroners are involved, a specialized team will handle the transfer of your loved one to their facility. If not, emergency staff will contact the GP who cared for the deceased to issue a Medical Cause of Death Certificate.

In cases not requiring coroner involvement, emergency services will advise you to contact a funeral home to arrange the collection of your loved one's body. It's recommended to use a service like Tender Transfer Services, available 24/7, to facilitate the transfer to a holding mortuary facility.

Emergency service personnel will provide a Life Extinct Form, granting temporary authority for the transfer. Once the transfer team is contacted, they will guide you through the process and address any hazards present. They will ensure the deceased is treated with dignity and respect during the transfer.

While waiting for the transfer team, it's advised to clear paths in the home to facilitate access. Once the team arrives, they will explain the process and address any concerns. Removal from a home may present challenges, but experienced teams like Tender Transfer Services can handle this with professionalism and care.

If you have questions or concerns, you can reach out to our team at Cornerstone Funerals for assistance and guidance.



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When Someone Passes Away in a Hospital or Nursing Home

When a loved one passes away in a hospital or nursing home, the staff will provide assistance and guidance to help navigate the next steps. They are experienced in handling these situations and can offer support to both the family and the deceased.

Hospitals and nursing homes are equipped to handle these situations, which usually makes the process of transferring the deceased easier compared to residential locations. It's important to note that different facilities may have varying procedures. We recommend discussing with the facility and referring to this guide to ensure the best outcome for you and your family during this difficult time.

In most cases, medical staff will disconnect any medical equipment and remove personal belongings from the deceased's person and room. They may assist you in contacting a funeral director if arrangements haven't already been made. If you're unsure who to contact, teams from Tender Transfer Services can provide assistance with experienced staff and appropriate tools.

You may be given time and space to gather with family and friends in designated areas provided by the facility. This allows for mourning and saying goodbye before the deceased is transferred to a funeral director's premises.

It's essential to communicate your preferences and any cultural or religious practices to the hospital or nursing home staff. They can accommodate your needs and ensure a smooth process during this challenging time.

Hospitals usually have their own mortuary facility, so contacting a funeral director isn't immediately necessary. However, nursing homes may require you to nominate a funeral director for the transfer. We recommend using Tender Transfer Services to arrange the transfer to a holding mortuary facility, allowing time to choose a funeral provider.



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Dealing with Sudden or Traumatic Deaths

When a loved one passes away suddenly or due to traumatic circumstances, it can be even more overwhelming to cope with the aftermath. In these situations, there are additional considerations to take into account.

If the cause of death is unclear or requires further investigation, an autopsy may be necessary. This process is conducted by medical professionals at the coroners to determine the cause of death accurately.

In cases where the coroner is involved, they will oversee the transfer of the deceased with their own specialised Transfer Team from the place of death to their premises. This ensures that proper procedures are followed, and any necessary investigations can be carried out.

During this time, it's important to lean on your support network and seek professional assistance if needed. Coping with sudden or traumatic deaths can be incredibly challenging, and it's okay to ask for help. We recommend speaking with your chosen Funeral Director about grief counselling services they know of in the area who can assist you. The Coroners will also have a team of counsellors that are there to assist you with questions you may have about the process.

Here is a link to the QLD Coroners Family Services Page:
[CLICK HERE](#)



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Handling Overseas Deaths (Repatriation)

Dealing with the death of a loved one overseas presents unique challenges, including logistical and bureaucratic hurdles. If you find yourself in this situation, it's essential to understand the process and requirements for Repatriating the deceased back to Australia. It's important to note that some circumstances may mean that it can be a number of days or even weeks before your loved one has made it back into Australia.

Firstly, you'll need to notify the relevant authorities both in the foreign country and in Australia. This may include contacting the Australian embassy or consulate for assistance. If your loved one has travel insurance contact them as soon as possible as they will have contacts able to assist with the handling of your loved one.

Depending on the country's regulations and the cause of death, there may be specific procedures to follow, including obtaining an overseas death certificate and completing importation papers.

Transporting the deceased back to Australia involves coordination with various agencies, including the Australian Quarantine and Inspection Service (AQIS). Health regulations regarding embalming and transportation containers must be adhered to.

It's advisable to seek assistance from a funeral director experienced in handling repatriations to ensure that all requirements are met and the process runs smoothly. They can provide guidance and support every step of the way. Generally a funeral director in the counter

An alternative option that can reduce the time and potential issues is to opt for the cremation of your loved one in the country that they passed. The process of transporting ashes back to Australia is a lot easier and more affordable than Repatriation of a deceased. Check with your funeral director who can assist you with the options.



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WHAT'S NEXT?

After the initial shock and grief of losing a loved one, there are practical matters that need to be addressed. This includes registering the death and obtaining a Death Certificate, which is usually arranged by the funeral director. This step is not able to be completed until after the burial or cremation has occurred.

It's important to inform relevant parties about the death, including family, friends, employers, and any organizations the deceased was affiliated with. This ensures that everyone who needs to know is informed and can offer support.

If the deceased had a will, it's crucial to locate it as soon as possible. This document outlines their wishes regarding their estate and funeral arrangements, providing guidance for the next steps.

Additionally, seeking help and support from friends, family, or professional counsellors can be beneficial during this time. Grieving is a natural process, and having a support network can make it more manageable.



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Who To Notify Checklist

Below is a list of general organisations you may need to contact to advise the passing of a loved one.

- Australian Electoral Commission
- Australia Taxation Office
- Banks or Credit Unions Etc
- Centrelink
- Child Support Services
- Clubs / Public Services (ie: RSL, Libraries etc)
- Department of Veteran Affairs
- Executor of the will
- Family and Friends
- Funeral Bond/Insurance
- Health Funds
- Health Professionals: doctors, physios etc
- Insurance Companies
- Landlord
- Local Council
- Main Roads (Vehicle registrations etc)
- Professional Services: ie Lawyers, Accountants
- Public Trustee
- Subscription Services (Netflix, Magazines etc)
- Superannuation Fund
- Telecommunication Services (Phone, Internet)
- Utilities (Electricity, Water etc)
- Other:

6 Needs of Mourning

During our journey through grief and mourning, we all encounter six needs we must meet if we are to heal:

- 1 - Acknowledge the reality of the death
- 2 - Embrace the pain of the loss
- 3 - Remember the person who died
- 4 - Develop a new self-identity
- 5 - Search for meaning
- 6 - Receive support from others

(Author, educator, and grief counselor Dr. Alan Wolfelt.)

Losing a loved one is incredibly tough. You may feel shock, denial, anger, guilt, sadness, or numbness. It's important not to suppress these emotions. Everyone grieves differently; there's no right or wrong way.

Sharing your feelings with trusted friends, family, or a counselor can help. Talking about your emotions and memories of the deceased can provide comfort. If you're struggling to cope, reach out for help. Helplines and support groups offer assistance and guidance when you need it most.

Some Helpful Organisations:

- <http://www.griefline.org.au>
- <http://www.grief.org.au>
- <http://www.suicidecallbackservice.org.au>
- <http://www.beyondblue.org.au>



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Cornerstone Funerals is a locally owned and operated funeral home on the Redcliffe Peninsula, starting in 2021 we strive to help families navigate through all the challenges that come when needing to organise a funeral.

With years of experience and a trusted team of locals, we aim to provide quality care when you need it most providing high-quality care and service.

Our commitment to you is that we will be open and trustworthy with how we conduct our business and how we care for your loved ones.

Cornerstone Funerals is involved in many local community projects giving back to the area. This includes working with nursing homes and local clubs to provide a safe and happy community.

Our team can assist you with organising funerals, wakes, burials, cremations and memorials. We are ready to provide guidance and assurance during difficult times.

We thank you for trusting us with your loved ones.

Kind Regards,

Sam Major

Owner / General Manager



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ABOUT US

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My Funeral Wishes

- Cremation
- Burial (cemetery): _____

- No Service
- Funeral Service
- Memorial Service
(like a funeral service but with no coffin present with cremation or burial happening before)

If you're wanting a service where would you like it held?

Venue:

I'd like the service to be facilitated by:

- Celebrant
- Clergy
(if you have someone in mind note their name here)

- No Flowers
- Flowers (list below the type colour etc):

My Favourite Colour Is: _____

Songs I Like:

My Favourite Memories:

Other Notes:

*Scan to Pre-Arrange Your
Funeral Wishes With our
friendly team!*



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**YOUR FUNERAL
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Do you have a current legal will in place?? _____

If Yes, Who is the executor on your will? _____ Contact #: _____

Where is your Will Located / Which Solicitor helped make your will?: _____

My Funeral Wishes

First Names: _____ Surname: _____ Gender: Male Female

Date of Birth: ____ / ____ / ____ Usual Occupation when working: _____

Place of birth (town/city and Australian state or town/city and country if born overseas): _____

If born overseas, in what year did you first arrive in Australia? : _____

Fathers First Names: _____ Fathers Surname: _____ Occupation: _____

Mothers First Names: _____ Mothers Surname: _____ Occupation: _____

Marriages

Place of Marriage	Date of Marriage	First Name Partner at that time	Surname of Partner at that time
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Children

List names in order of their birth (from oldest to youngest). If the child is deceased enter 'D' in brackets next to their name. If not born alive enter 'SB' in DOB. If more than five children, attach a separate sheet with their details. Include legally adopted children. If no children write 'None'.

Child Name _____	Date of Birth _____
Child Name _____	Date of Birth _____
Child Name _____	Date of Birth _____
Child Name _____	Date of Birth _____



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