

# Tell us when one of your mob passes away

It's important to let us know when a loved one has passed away. We have payments and services to support you during this difficult time. We'll need to update their Medicare, Centrelink and Child Support records.

You can let us know by:

- calling us Monday to Friday between 8.00am and 5.00pm on **1800 136 380**
- using the *Advice of death* form (SA116) on our website at [servicessaustralia.gov.au/SA116](https://servicessaustralia.gov.au/SA116) and return it following the instructions on the form
- visiting a service centre.

We understand some communities have traditions and ceremonies when a loved one passes away. It's important you tell us if there's Sorry Business in your community. We'll make sure we're respectful and don't call, visit or ask questions at this time.

## Support from us

You may be eligible for a Bereavement Payment. This payment helps people after the death of their partner, child or the person they were caring for.

The type of Bereavement Payment you may get will depend on the Centrelink payment you're getting and your relationship with the person who's passed away.

You may also be able to get an urgent payment if you need to travel to the funeral of a family member.

To find out more go to [servicessaustralia.gov.au/bereavement](https://servicessaustralia.gov.au/bereavement) or call us on **1800 136 380**.

## Support for you

There's help available if you're having a hard time dealing with the passing of a loved one. We have specialist officers you can talk to.

### Remote visiting teams

Our remote visiting teams provide face to face and outbound phone service offer to remote communities. They can help you access a bereavement or urgent payment.

To find out when our teams are visiting your community, go to [servicessaustralia.gov.au/findus](https://servicessaustralia.gov.au/findus)

Our team won't visit when there's Sorry Business and the community has requested us not to attend. If you need to contact us, you can speak to a service officer by phoning **1800 136 380**.

### Social Workers

Our social workers can provide short-term counselling, support and information to help you through this difficult time.

You can contact a social worker by calling us on the same number you use to call Centrelink and asking to speak with one.

### Agents and access points

You can use the phones and computers at agents and access points to find out what payments and services are available to help you through this difficult time.

Specified personnel at agent sites are available during assisted hours to help you.

For more information go to [servicessaustralia.gov.au/agentaccesspoint](https://servicessaustralia.gov.au/agentaccesspoint)

## Financial Information Service

The Financial Information Service (FIS) is a free, independent service that provides education and information on financial matters.

Following the death of a loved one, you may need to understand more about how changes to your income or assets may affect any payments you get from us. You can talk to one of our FIS Officers about the support available.

For more information go to [servicesaustralia.gov.au/fis](https://servicesaustralia.gov.au/fis) or call us on your regular Centrelink payment line or on **132 300**. When we ask why you're calling, say 'Financial Information Service'.

FIS Officers aren't financial planners or financial counsellors. They don't sell or give advice, or deal with other agencies on your behalf. FIS Officers don't make decisions about your government payments.

## Support from other organisations

Your local community organisation or Aboriginal Medical Centre may be able to help you find culturally appropriate services and support.

Family in prison may be eligible to apply for Compassionate Leave to attend the funeral of a loved one.

To find out more, talk to the Aboriginal Legal Service or Department of Justice in your state or territory.

For more information about help with bereavement go to [servicesaustralia.gov.au/bereavement](https://servicesaustralia.gov.au/bereavement)

## Who else needs to be told?

You might need to tell other people and organisations that your loved one has passed away.

Before you start calling, check if your loved one left any personal records and documents. These could have important reference numbers you might need.

Some important documents to look for are:

- Will (including information about next of kin)
- birth and marriage certificates
- bank information (account details and loans)
- employment details
- Centrelink letters
- tax records
- housing loans or rent agreements (this may include letters from Aboriginal Housing Offices or community housing organisations)
- insurance policies (e.g. home, car etc.)
- any documents about prepaid funeral arrangements.

For more information go to [servicesaustralia.gov.au/bereavement](https://servicesaustralia.gov.au/bereavement)

## Other useful phone numbers:

Centrelink Indigenous Call Centre	<b>1800 136 380</b>
Medicare services	<b>132 011</b>
Aboriginal and Torres Strait Islander Medicare Access Line	<b>1800 556 955</b>
Australian Taxation Office	<b>131 030</b>
Child Support services	<b>131 272</b>
Australian Electoral Commission	<b>132 326</b>