

Tasks and contact list

We have created this checklist as a prompt to guide tasks to carry out and people/organisations to contact.

* Eligibility criteria apply. Check each section to see if it is information you want or need.

** This information is specific to Queensland—different processes and contact details may be applicable in other states and countries.

	PERSON/ORGANISATION TO BE CONTACTED	TASKS (if relevant)	CONTACT DETAILS
First steps	First responders (e.g. palliative care service, GP, ambulance)	<input type="checkbox"/> Contact	
	Family and friends	<input type="checkbox"/> Notify	
	Funeral director	<input type="checkbox"/> Contact	
	Executor of the will	<input type="checkbox"/> Enact as documented	
	Support services (e.g. cultural / religious / spiritual advisors / counselling service)	<input type="checkbox"/> Contact if required	
Bereaved support	Your employer / education provider	<input type="checkbox"/> Seek compassionate leave	
	Centrelink	<input type="checkbox"/> Apply for bereavement allowance / payment * <input type="checkbox"/> Seek exemption from mutual obligations / activity test requirements	132 300 servicesaustralia.gov.au
	Department of Veterans' Affairs	<input type="checkbox"/> Apply for bereavement allowance / payment *	1800 555 254
	** Queensland Government mortgage relief loan	<input type="checkbox"/> Apply for a mortgage relief loan / bond loan / rental grant *	1300 654 322
Financial, social and welfare	Australian Electoral Commission	<input type="checkbox"/> Notify	132 626 aec.gov.au
	Australian Taxation Office	<input type="checkbox"/> Finalise income tax returns	132 861 ato.gov.au
	Banks, credit unions and credit card providers	<input type="checkbox"/> Close / transfer accounts <input type="checkbox"/> Discuss loan repayment options	
	Centrelink	<input type="checkbox"/> Notify (<i>will be shared with Medicare and Child Support</i>) <input type="checkbox"/> Cancel payments	132 300 servicesaustralia.gov.au
	Certified copies of the death certificate (e.g. with a JP, solicitor)	<input type="checkbox"/> Arrange	
	Child Support	<input type="checkbox"/> Notify (<i>will be shared with Centrelink and Medicare</i>)	131 272 servicesaustralia.gov.au
	** Death registration within 14 days (a funeral director will usually do this)	<input type="checkbox"/> Register the death with the Registry of Births, Deaths and Marriages	13 QGOV (137 468)
	Department of Veterans' Affairs	<input type="checkbox"/> Notify	1800 555 254 dva.gov.au
	Foreign pension authority and/or embassy/consulate	<input type="checkbox"/> Notify	
	Insurance providers (e.g. health, property, car, life, funeral, boat)	<input type="checkbox"/> Claim as documented in the will / cancel	
	Medicare	<input type="checkbox"/> Notify (<i>will be shared with Centrelink and Child Support</i>)	132 011 servicesaustralia.gov.au
	Professional services (e.g. solicitor, accountant, financial advisor)	<input type="checkbox"/> Notify	
	** Queensland Carer Business Discount Card	<input type="checkbox"/> Cancel	13 QGOV (137 468)
	** Queensland Health Patient Travel Subsidy Scheme (for return transport if a person has died in a hospital away from their home)	<input type="checkbox"/> Apply *	health.qld.gov.au/ptss
	** Queensland Seniors Card	<input type="checkbox"/> Cancel	13 QGOV (137 468)
	Superannuation fund	<input type="checkbox"/> Claim as documented in the will / close	
	** The Public Trustee of Queensland	<input type="checkbox"/> Notify	1300 360 044 pt.qld.gov.au

	PERSON/ORGANISATION TO BE CONTACTED	TASKS (if relevant)	CONTACT DETAILS	
Employment and education	Australian Business Registration (ABN)	<input type="checkbox"/> Cancel	139 226 abr.gov.au	
	Education providers (e.g. child care, school, TAFE, university)	<input type="checkbox"/> Notify <input type="checkbox"/> Inform child/ren may be absent		
	Employer/s	<input type="checkbox"/> Notify		
	Professional affiliations (e.g. associations, union)	<input type="checkbox"/> Notify		
Utilities and mail	Australian Bereavement Register	<input type="checkbox"/> Stop unwanted direct mail	1300 887 914 tabr.com.au/register	
	Australia Post	<input type="checkbox"/> Re-direct mail / cancel PO Box	13 POST (137 678)	
	Telecommunications and network providers (e.g. mobile, landline, internet)	<input type="checkbox"/> Close / transfer accounts		
	Utilities providers (e.g. electricity, gas)	<input type="checkbox"/> Close / transfer accounts		
Transport	** Department of Transport and Main Roads	<input type="checkbox"/> Cancel / transfer vehicle registrations <input type="checkbox"/> Cancel driver's licence <input type="checkbox"/> Cancel disability parking permit	132 380	
Health services	GP and hospital	<input type="checkbox"/> Notify / cancel appointments		
	Health services (e.g. dentist, optometrist, psychologist)	<input type="checkbox"/> Notify / cancel appointments		
	My Aged Care	<input type="checkbox"/> Notify	1800 200 422 myagedcare.gov.au	
Lifestyle and personal	Community groups / clubs / memberships (e.g. library, RSL, sports clubs, gambling)	<input type="checkbox"/> Cancel		
	** Livestock brands or earmarks	<input type="checkbox"/> Transfer / cancel	132 523	
	Pet care	<input type="checkbox"/> Notify vet / animal kennel <input type="checkbox"/> Cancel / transfer pet registration (local council)		
	Social media accounts (e.g. Facebook, Instagram, Twitter)	<input type="checkbox"/> Memorialise / close		
	Subscriptions to ongoing payments (e.g. Netflix, gym, loyalty programs)	<input type="checkbox"/> Cancel / transfer		
	** Weapons licence	<input type="checkbox"/> Update / surrender	(07) 3015 7777	
Housing and property	Landlord / real estate agent / tenants	<input type="checkbox"/> Notify / end lease		
	Local council	<input type="checkbox"/> Update for rates notices		
	** Office of State Revenue	<input type="checkbox"/> Claim land tax exemption	1300 300 734	
	** Public housing	<input type="checkbox"/> Apply for a change of tenancy	Housing Service Centre	
	** Queensland Titles Registry	<input type="checkbox"/> Update land title		13 QGOV (137 468)
		<input type="checkbox"/> Update water allocation ownership		