



Australian Government  
Comcare

# After a workplace death

## Who can you reach out to for support?



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## **Enquiries**

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# Introduction

You may be reading this guide because your loved one has died suddenly and unexpectedly at work. We extend our sincere condolences for your loss. Coping with the loss of someone close to you is never easy, but when it is sudden and connected with work activities, it can be particularly difficult and confusing.

This guide provides you with information about the support that is available to you and your loved ones and how to access those supports.

You do not need to read this guide all at once – use it as a resource when you need it. Some of the information will be useful soon after the incident, other information will not be applicable until a later date. The Comcare Family Liaison Officer is available to help you navigate this guide and answer any questions you have.

## What support is available to you?

### Emotional and Psychological

There is no right or wrong way to grieve. After the loss of a loved one, you may find that you are overwhelmed with emotion and struggle to meet your basic needs. There are many emotional and psychological support services available to you. Some services may require a written referral from your General Practitioner (GP) and others accept self-referral.

Support services include psychologists, psychotherapists, counsellors, social workers, wellness coaches, religious mentors, support groups, telephone helplines and many more. We have included a list of national emotional and psychological support services in this guide. See our website for [state-based crisis support services](#).

### Financial

You may require financial assistance or advice if your loved one supported you financially, you need time off work following the incident, or have been left with unexpected financial responsibilities. There are services that may be able to provide financial support or assistance.

Financial support may include:

- > Financial payments from government (for example Services Australia);
- > Assistance from community-based support services; and
- > Support and advice from financial advisors and planners.

You may be entitled to claim compensation from your loved one's insurer or the appropriate workers' compensation authority. If your loved one was a Commonwealth employee, Comcare may be the responsible compensation authority. Your Family Liaison Officer can help you to contact the appropriate compensation authority. See our website for more information on [entitlements following a work-related death](#).

A list of national financial support services is available in this guide. See our website for [state-based financial support services](#).

## Legal

Legal support and advice may be needed after the death of a loved one. This may be due to the content of a Will, or lack thereof. While Comcare is not able to provide you with legal advice, there are services that may be able to provide you with legal advice and support should you need it.

National legal support services are listed in this guide. See our website for [state-based legal support services](#).

## Victim Support

Victim support services in each state provide a range of practical, therapeutic, and financial support to people impacted by crime. While they may not be able to assist directly, they have links to a broad range of state-based services that might be helpful.

- > Victim Support ACT: [www.victimsupport.act.gov.au](http://www.victimsupport.act.gov.au)
- > Victims Services NSW: [www.victimsservices.justice.nsw.gov.au](http://www.victimsservices.justice.nsw.gov.au)
- > Victims of Crime NT: [www.victimsofcrime.org.au](http://www.victimsofcrime.org.au)
- > Victim Assist Qld: [www.qld.gov.au/law/crime-and-police/victims-and-witnesses-of-crime](http://www.qld.gov.au/law/crime-and-police/victims-and-witnesses-of-crime)
- > Victim Support Service SA: [www.victimsa.org](http://www.victimsa.org)
- > Victims Support Services Tas: [www.justice.tas.gov.au/victims](http://www.justice.tas.gov.au/victims)
- > Victims of Crime Victoria: [www.victimsofcrime.vic.gov.au](http://www.victimsofcrime.vic.gov.au)
- > Victim Support and Child Witness Service WA: [www.victimsofcrime.wa.gov.au](http://www.victimsofcrime.wa.gov.au)

# National Support Services

## Emotional and Psychological support

### **Grief Australia**

Grief Australia provides a counselling service, access to grief support groups and a range of other resources to assist individuals following the death of someone close to them.

Phone: 1 800 642 066

[www.grief.org.au](http://www.grief.org.au)

### **Beyond Blue**

Beyond Blue provides information and support to help everyone in Australia achieve their best possible mental health, whatever their age and wherever they live.

Phone: 1 300 224 636

[www.beyondblue.org.au](http://www.beyondblue.org.au)

### **Kids Help Line**

The Kids Helpline provides a free 24-hour telephone counselling service for children and young people.

Phone: 1 800 551 800

[www.kidshelpline.com.au](http://www.kidshelpline.com.au)

### **Lifeline**

Lifeline provides all Australians experiencing a personal crisis with access to 24 hour crisis support and suicide prevention services.

Phone: 13 11 14:

[www.lifeline.org.au](http://www.lifeline.org.au)

### **Open Arms**

Open Arms offers mental health support to Navy, Army and Air Force Personnel, veterans and their families. They have face-to-face counselling and a 24 hour support line.

Phone: 1 800 011 046

[www.openarms.gov.au](http://www.openarms.gov.au)

### **Head to Health**

Head to Health helps all Australians access the mental health and wellbeing services that are right for them. It makes it easier to navigate and choose the most suitable care options, whether that's face-to-face, via phone, or online.

Phone: 1 800 595 212

[www.headtohealth.gov.au](http://www.headtohealth.gov.au)

## Financial

### Services Australia

Information on eligibility and how to apply for Australian Government Support.

Phone 13 27 17

[www.servicesaustralia.gov.au](http://www.servicesaustralia.gov.au)

### Financial Counselling Australia

Provides resources, support and free financial counselling.

Phone 1800 007 007

[www.financialcounsellingaustralia.org.au](http://www.financialcounsellingaustralia.org.au)

## Legal

### Legal Aid

State and territory Legal Aid offices provide independent information, legal advice and support to the public.

[www.nationallegalaid.org](http://www.nationallegalaid.org)

## Practical

Following the death of a loved one, you may be struggling to complete everyday tasks such as cooking, cleaning and caring for other loved ones. Although there may not be specific support services available to help with these tasks, you may find reaching out to your friends, family, spiritual and/or religious leaders, or neighbours may help.

Many people are unsure how to support someone after their loved one has died. Be open and share with those around you how they can best support you. It could be as simple as a cooked meal, help with shopping, or dropping the children to school. Here are a few ways you can ask for help from your support network:

- > I'm having a tough day today; do you think you'd be able to come over for a chat?
- > I'm struggling to keep up with the housework, would you have time to help me out one day?
- > I have a few errands to run tomorrow, do you think you'd be able to watch the children for a little while?
- > Thank you for checking in on me, I don't feel like talking today, but if you could check on me tomorrow I'd really appreciate that.
- > I'm feeling really angry today, would you be able to go for a walk with me?

The Family Liaison Officer can guide you through this process, and can be contacted on [familyliaison@comcare.gov.au](mailto:familyliaison@comcare.gov.au).

# Checklist – Who to Contact

This is an extensive list of people or organisations that you may need to contact. Every person's needs and requirements are different, it is unlikely that you will need to contact all of these organisations.

Please note that some of these organisations will require a copy of a certified death certificate.

	Person / Organisation to be contacted	Tasks (if relevant)	Contact Details
<b>First steps</b>	Funeral director	Contact	
	Family and friends	Notify	
	Executor of the Will	Enact as documented	
	Support services (e.g., cultural/religious/spiritual advisors/counsellors)	Contact if required	
<b>Bereaved support</b>	Your employer / education institution	Seek compassionate leave	
<b>Financial, social, and welfare</b>	Australian Electoral Commission	Notify	132 626 <a href="http://www.aec.gov.au">www.aec.gov.au</a>
	Australian Taxation Office	Finalise income tax returns	132 861 <a href="http://www.ato.gov.au">www.ato.gov.au</a>
	Banks, credit unions and credit card providers, PayPal, other buy now pay later services	Close / transfer accounts and discuss loan repayment options	
	Centrelink, Child support, Medicare	Notify one agency – they will share with others	132 300 <a href="http://www.servicesaustralia.gov.au">www.servicesaustralia.gov.au</a>
	Department of Veterans Affairs	Notify	1800 555 254 <a href="http://www.dva.gov.au">www.dva.gov.au</a>
	Foreign pension authority / or embassy / consulate	Notify	
	Insurance providers (e.g., health, ambulance, property, vehicle, life, funeral)	Claim as documented in the will / cancel	
	Professional services (e.g., solicitor, accountant, financial advisor)	Notify	
Superannuation fund	Claim as documented in the will / cancel		



	Person / Organisation to be contacted	Tasks (if relevant)	Contact Details
<b>Employment and education</b>	Australian Business Registration (ABN)	Cancel	139 226 <a href="http://www.abr.gov.au">www.abr.gov.au</a>
	Education providers (e.g., childcare, school, TAFE, university)	Notify and Inform child/ren may be absent.	
	Professional affiliations	Notify	
<b>Utilities and mail</b>	Australian Bereavement Register	Stop unwanted direct mail	1300 887 914 <a href="http://www.tabr.com.au/register">www.tabr.com.au/register</a>
	Australia Post	Redirect mail / cancel PO Box	13 POST (137 678)
	Telecommunications and network providers (e.g., mobile, landline, internet)	Close / transfer accounts	
	Utilities providers (e.g., water, electricity, gas)	Close / transfer accounts	
<b>Transport</b>	Department of Transport in your state	Cancel / transfer vehicle registrations Cancel driver's licence Cancel disability parking permit	
<b>Health services</b>	GP and hospital	Notify / cancel appointments	
	Health Services (e.g., dentist, optometrist, psychologist, pharmacist)	Notify / cancel appointments	
	My Aged Care	Notify	1800 200 422 <a href="http://www.myagedcare.gov.au">www.myagedcare.gov.au</a>

	<b>Person / Organisation to be contacted</b>	<b>Tasks (if relevant)</b>	<b>Contact Details</b>
<b>Lifestyle and personal</b>	Community groups / clubs / memberships (e.g., library, RSL, sports clubs, Unions)	Cancel membership	
	Pet care	Notify vet / animal kennel Cancel / transfer pet registration (local council)	
	Social media accounts (Facebook, Instagram, Twitter)	Memorialise / close	
	Subscriptions to ongoing payments (e.g. Netflix, gym, loyalty programs)	Cancel / transfer	
	Weapons Licence	Update / surrender	
<b>Housing and property</b>	Landlord / real estate agent / tenants	Notify / end lease	
	Local council	Update for rates notices	



