

CORONERCOURT
OF QUEENSLAND

List of funeral resources and support services

CCQ Funeral Assistance Scheme

FAS-008



Counselling services

Lifeline provides all Australians experiencing emotional distress, support and suicide prevention services

13 11 14 Available 24/7
<https://www.lifeline.org.au/>

MensLine Australia is a national telephone and online support service

1300 789 978 free online chat service 24/7
<https://mensline.org.au/>

Griefline provides free counselling services and support to anyone experiencing grief, loss and/or trauma

1300 845 745 6am to midnight, 7 days a week <https://griefline.org.au/>

Beyond Blue provides information and support to help everyone in Australia achieve their best possible mental health

1300 22 4636 Available 24/7
<https://www.beyondblue.org.au>

The Compassionate Friends Queensland provide peer support for parents, siblings and grandparents after the death of a child – speak with someone else who has experienced child loss

1300 064 068 Available 24/7
<https://www.compassionatefriendsqld.org.au>

Queensland Health's collection of dealing with loss and bereavement resources

<https://www.qld.gov.au/health/support/loss>

Sands provides support to parents and families who experience miscarriage, stillbirth and neonatal and infant death

1300 072 637 24/7 phone and email
<https://www.qld.gov.au/health/support/loss/stillbirth>

Who to contact after a death occurs

Births Death & Marriages provides information on how to apply for a new death certificate

13 74 68
<https://www.qld.gov.au/law/births-deaths-marriages-and-divorces>

Australian Taxation Office can assist with information on how you may be able to access your superannuation early to pay for a funeral

13 28 65 <https://www.ato.gov.au/Individuals/Super/>

Clermont Aboriginal Community Development Fund provides assistance to the Wangan and Jagalingou people

<https://www.glencore.com.au/en/who-we-are/energy-products/clermont/Pages/acdf.aspx>

Queensland Government guides to help you manage and settle affairs after a death

13 74 68
<https://manage-affairs-after-death.services.qld>

The Law Society provides written information on the Executor's responsibilities

1300 367 757
<https://www.lawsociety.com.au/for-the-public/know-your-rights/being-an-executor/responsibilities>

Port Curtis Coral Coast (PCCC) provides assistance to members of the Byellee, Gurang, Gooreng Gooreng & Taribelang peoples

(07) 4167 0037
<http://www.pccctrust.com.au/programs/funeral-assistance/gov.au/#/>

The Public Trustee provides a written guide to help explain the process the Public Trustee goes through when administering an Estate including administering an Estate when someone else is appointed Executor but does not want to take on that role, or in the case where someone dies without a valid Will in place.

1300 360 044
<https://www.pt.qld.gov.au/media/1095/guide-for-beneficiaries.pdf>

Funeral planning resources

ASIC Money Smart provides planning options for a funeral to protect your family from funeral costs

1800 555 660 <https://moneysmart.gov.au/paying-for-your-funeral>

Office of Fair Trading provides information regarding pre-planning your funeral and your rights

13 74 68
<https://www.qld.gov.au/law/your-rights/consumer-rights-complaints-and-scams/buying-products-and-services/buying-services/arranging-a-funeral/pre-plan-your-funeral>

Financial support resources

Services Australia provides information on what to do following a death, registering a death, finalising an estate and looking after yourself. Services Australia may be able to provide a bereavement payment if you have lost a partner who received a Centrelink benefit

132 000 or 132 850
1800 136 380 Indigenous Call Centre
<https://www.servicesaustralia.gov.au/individuals/subjects/death-and-bereavement>

Victim Assist Queensland can reimburse or pay up to \$8,000 in funeral expenses if a person has died from an act of violence

1300 546 587
<https://www.publications.qld.gov.au/dataset/victim-assist-queensland-factsheets/resource/e78062fa-387b-45d8-88c2-28da6634723f>

National Debt Helpline provide guides based on the experience of financial counsellors who provide free information and advice

1800 007 007
<https://ndh.org.au/>

Services Australia provides a Pension Loans Scheme that lets older Australians get a voluntary non-taxable fortnightly loan to supplement your retirement income

<https://www.servicesaustralia.gov.au/individuals/services/centrelink/pension-loans-scheme>

No interest Loan Scheme (NILS) provides individuals and families on a low-income access to safe, fair and affordable credit programs run by local community organisations at over 600 locations across Australia.

3010 1029
<https://nils.com.au/>

Department of Veterans' Affairs may be able to assist veterans or former members of the Australian Defence Force with funeral costs

1300 55 1918
<https://www.dva.gov.au/>



Assistance from your bank

Always contact your bank to apply for assistance as in some cases, a financial challenge is temporary, and you might just need some time to get back on your feet. While in others, the challenge is more permanent. In those cases, you may need extra help to review and restructure your financial arrangements, such as loans and their repayment.

ANZ 1800 252 845

<https://www.anz.com.au/support/financial-hardship/>

BENDIGO 1300 236 344

<https://www.bendigobank.com.au/help/financial-difficulty-assistance/>

CBA 1300 720 814

<https://www.commbank.com.au/support/financial-difficulty.html>

CUA 1800 110 440

<https://www.cua.com.au/tools-and-services/unexpected-events/financial-stress>

HERITAGE 1300 726 100

<https://www.heritage.com.au/about/member-commitment/financial-hardship>

National Australia Bank 1800 701 599

<https://www.nab.com.au/personal/help-and-guidance/financial-hardship>

Suncorp 1800 225 223

<https://www.suncorp.com.au/banking/help-support/financial-difficulty.html>

Westpac 1800 067 497

<https://www.westpac.com.au/about-westpac/sustainability/initiatives-for-you/customers-financial-hardship/>

Human Rights Act 2019

The department is committed to respecting, protecting and promoting human rights. Under the *Human Rights Act 2019*, the department has an obligation to act and make decisions in a way that is compatible with human rights and, when making a decision, to give proper consideration to human rights. To the extent an act or decision under this document may engage human rights under the *Human Rights Act 2019*, regard will be had to that Act in undertaking the act or making the decision.

'A plain language guide to your human rights – English version' can be accessed at this link: <https://www.publications.qld.gov.au/dataset/a-plain-language-guide-to-the-human-rights-act-2019/resource/9ff883e6-afa9-4934-a153-7c9d42d4926d>. Additional versions in several other languages are also available at this website.

