



## 身边亲人离世后需要获得帮助?

本情况说明书介绍了身边亲人离世后可申领的津贴和帮助。您将了解有关如何联系相关机构以及获取帮助的信息。

### 通知我们

一旦身边有亲人离世，请务必立即告诉我们，以便我们更新逝者的 Centrelink、Medicare 和 Child Support 记录。您也有可能获得相关支持津贴和服务。您可通过以下方式告知我们：

- 请拨打 **132 300** 联系我们，电话接通后说 **bereavement**。此电话线路的开放时间为周一至周五上午 8 点至下午 5 点
- 请访问 [servicesaustralia.gov.au/sa116](https://servicesaustralia.gov.au/sa116) 打印并填写英文版的 **Advice of Death** 表格
- 到访服务中心。

您可在致电或到访服务中心时告知我们您是否需要口译员。我们将免费安排口译员。

### 您可能有资格申领的津贴

根据您的个人以及逝者的情况，您可能有资格向我们申领抚恤金。

#### Bereavement Payment

Bereavement Payment 可在您的伴侣、孩子或所照顾的人去世后为您提供帮助。您可能申领的 Bereavement Payment 类型取决于您领取的 Centrelink 补助金以及您与逝者的关系。

如需了解更多英文信息，请访问 [servicesaustralia.gov.au/bereavement](https://servicesaustralia.gov.au/bereavement)

#### Pension Bonus Bereavement Payment

Pension Bonus Bereavement Payment 是向参加 Pension Bonus Scheme 的逝者伴侣支付的一次性免税抚恤金。如果您的伴侣在去世前没有领取 Age Pension 和 Pension Bonus，您可能有资格申领该津贴。

如需了解更多英文信息，请访问 [servicesaustralia.gov.au/pensionbonusscheme](https://servicesaustralia.gov.au/pensionbonusscheme)

#### 为照顾者提供丧亲援助

如果您所照顾的人离世，您的 Carer Payment 可能会持续发放 14 周。当此人离世后，Carer Allowance 则会马上停止发放。

如需了解更多英文信息，请访问 [servicesaustralia.gov.au/bereavement](https://servicesaustralia.gov.au/bereavement)

## 为丧子家长提供的援助

在新生儿死产或孩子死亡的情况下，家长可能获得经济帮助。

如果有资格或正在领取 Parental Leave Pay、Dad and Partner Pay 或 Family Tax Benefit，则在新生儿死产或孩子死亡后仍可领取其中一项或多项津贴。

如果没有资格领取 Parental Leave Pay，则可能有资格领取 Stillborn Baby Payment。

如需了解更多英文信息，请访问 [servicesaustralia.gov.au/bereavement](https://servicesaustralia.gov.au/bereavement)

## Double Orphan Pension

Double Orphan Pension 用于支付孤儿或在某些情况下无法由父母照顾的儿童的费用。

如需了解更多英文信息，请访问 [servicesaustralia.gov.au/orphanpension](https://servicesaustralia.gov.au/orphanpension)

## 更多收入支持选项

根据个人情况，可能有资格申领收入补助金。

如需详细了解这类津贴及其要求（英语），请访问 [servicesaustralia.gov.au/paymentfinder](https://servicesaustralia.gov.au/paymentfinder)

## 子女抚养费

如果孩子不幸离世，并且您之前是支付或接受子女抚养费的一方，则请致电 **131 272** 与我们联系。

如需口译服务，请告诉我们，我们将免费为您安排口译员。如果您正在料理已故人士的身后事并且该人生前支付或接受子女抚养费，则也应致电通知我们。

## Services Australia 提供的其他支持

### 社工

我们的社工可以提供短期咨询、支持和信息，帮助您度过这段困难时期。社工还可告诉您其他可以帮助到您的支持和服务。请致电 **132 850** 要求与社工交谈。如需口译服务，请告诉我们，我们将免费为您安排口译员。

### Financial Information Service

亲人去世后，您可能需要深入了解他们的投资或其拥有的其他资产。

我们的 Financial Information Service 办事员可提供免费且中立的信息，帮助您做出有关财务和资产的明智决策。

如需了解更多英文信息，请访问 [servicesaustralia.gov.au/fis](https://servicesaustralia.gov.au/fis) 或致电 **132 300** 预约 Financial Information Service 办事员。如需口译服务，请告诉我们，我们将免费为您安排口译员。

## 亲人去世后该怎么办

### 登记死亡

人死后，医生必须签署死亡证明。必须在医生签署并签发死亡证明（通常称为 *Doctor's Certificate of Cause of Death (死因医生证明)*）后，才可安排葬礼事宜。在此之后，殡葬公司才会接手逝者遗体。负责葬礼安排的丧葬承办人将收集登记死亡所需的所有信息，并将其发送至相关州或领地政府办公室。丧葬承办人还可帮助办理报纸通报、鲜花和宗教仪式等事宜。如果不知道该联系谁，Australian Funeral Directors Association 可为您提供帮助。

如果不使用葬礼承办人安排葬礼，那么料理逝者身后事的人须负责办理死亡登记。

### 通知相关机构

当有人去世时，需要将死讯告知许多人和机构。如果身边亲人去世，请务必告诉我们。在开始联系相关机构和个人之前，最好检查一下逝者是否有任何个人记录或文件。这些记录中可能包含某些人员或机构可能需要的重要参考编号。

Australian Death Notification Service 是一项免费的政府服务，可帮助您联系多个机构。请访问 [deathnotification.gov.au](https://deathnotification.gov.au)，了解更多英语和其他语言版本的信息。

### 葬礼规划和葬礼保证金

有些人在生前就会计划并支付丧葬费用。其中包括预先购买墓地、预付丧葬费用或投资丧葬保证金。

### 保险政策

有时，私人健康保险、疾保险病、事故保险或人寿保险都可能有助于支付葬礼和其他费用。如果死者有保险，请致电保险公司并询问是否可以提供帮助。

### 遗嘱

遗嘱是一份法律文件，规定了死者死后财产的分配方式。这些财产有时被称为遗产。遗嘱执行人负责将死者的资产分配给遗嘱中指定的人。分配需要在偿还所有债务后才会发生。

如果该人没有留下遗嘱，则需根据法律来决定遗产的分配。如果没有近亲，遗产可能会支付给州或领地政府。

## 从银行支付丧葬费用

有时，银行会从死者的银行账户中偿还丧葬费用。银行可能会在遗嘱执行人仍在料理其余遗产时就这样做。遗嘱执行人需要联系银行并询问这项服务和可行的选项。

## 提前发放退休金

有时，可出于办理丧事的原因提前支取退休金，以支付伴侣或孩子的葬礼费用。

Australian Taxation Office 负责管理出于办理丧事的原因而提前发放退休金的事宜。

如需了解更多英文信息，请访问 [ato.gov.au/early-release](http://ato.gov.au/early-release) 或致电 131 020。

## 从邮寄列表中删除某人的名字

如果希望将死者的姓名从邮寄列表中删除，则可要求 The Australian Bereavement Register 为您执行此操作。如需注册详细信息，请访问 [tabr.com.au](http://tabr.com.au) 或致电 1300 887 914。

## 亲人去世后为可以获得的支持

### 财务事宜

如果因继承遗产而导致收入和资产发生任何变化时，请务必告知我们。这包括之前是联名持有的资产，但现在只归您名下的情况。资产价值的变化可能会影响您领取津贴的金额或申领资格。可与我们的 Financial Information Service 办事员讨论您的决定将如何影响您的津贴申领资格。如果将资产给予孩子、其他家庭成员或朋友，这有可能对您所领取的津贴产生影响。

您应确认死者是否是国防军人或退伍军人的伴侣。如果是的话，国防军可能会协助支付部分费用或安排葬礼服务。请检查以下网站，看看是否可以获得帮助：

- [dva.gov.au](http://dva.gov.au)
- [rslaustralia.org](http://rslaustralia.org)

请访问 [servicesaustralia.gov.au/manageyourmoney](http://servicesaustralia.gov.au/manageyourmoney)，了解有关管理钱财的英文或其他语言版本的更多信息。

### 服刑人员

服刑人员可能有资格获得恩恤假，参加家庭成员或亲属的葬礼。

## 未偿债务

除非债务是联名的，否则亲属和朋友无需偿还死者的债务。债务可用遗产来偿还。

## 指定代理人

如果希望找人代您处理与 Centrelink、Medicare 或 Child Support 有关的事宜，则可授权某个人或机构代表您与我们进行交流。

更多英文信息，请访问 [servicessaustralia.gov.au/nominees](https://servicessaustralia.gov.au/nominees)

## 其他机构提供的信息和帮助

其他政府和社区机构可提供支持服务和实用的英文信息。如需此类机构的列表及其联系方式，请访问 [servicessaustralia.gov.au/bereavement](https://servicessaustralia.gov.au/bereavement)

## 更多信息

- 请访问 [servicessaustralia.gov.au/bereavement](https://servicessaustralia.gov.au/bereavement) 了解更多英文信息
- 请浏览 [servicessaustralia.gov.au/yourlanguage](https://servicessaustralia.gov.au/yourlanguage)，获得中文版文本、音频或视频信息
- 请致电 **131 202**，使用中文咨询 Centrelink 福利金和服务的相关信息
- 欲办理 Medicare 事宜，请致电 **132 011**；欲办理 Child Support 事宜，请致电 **131 272**。如需口译服务，请告诉我们，我们将免费为您安排口译员
- 到访服务中心。

注意: 从澳大利亚任何地方用座机拨打“13”打头的电话号码，费用固定。该费率可能与本地通话费用有所不同，也可能会因电话服务提供商不同而有所差异。座机拨打“1800”号码免费。如果使用公共电话或移动电话，电信提供商可能会对您的通话计时并收取较高费用。

## 免责声明

本出版物所包含信息仅用作福利金和服务指南。您有责任决定是否要申请福利金，并针对您的具体情况提出申请。



# Needing help after someone close to you has died?

This factsheet lets you know about payments and help available after someone close to you dies. You will find information about who you may need to contact and how you can get help.

## Let us know

It is important to tell us as soon as someone close to you dies, so we can update their Centrelink, Medicare and Child Support records. You may be able to get payments and services to help you. You can let us know, by:

- calling us on **132 300** and saying **bereavement**. This phone line is open Monday to Friday 8 am to 5 pm
- going to **servicessaustralia.gov.au/sa116** to print and complete the **Advice of Death** form in English
- visiting a service centre.

You can let us know if you need an interpreter when you call or visit us. We will arrange one for free.

## Payments you may be eligible for

You may be able to get a payment from us depending on your situation and the situation of the person who died.

### Bereavement Payment

Bereavement 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 are getting and your relationship with the person who has died.

For more information in English, go to **servicessaustralia.gov.au/bereavement**

### Pension Bonus Bereavement Payment

The Pension Bonus Bereavement Payment is a tax-free lump sum paid to the surviving partner of a person who died who was part of the Pension Bonus Scheme. You may be eligible for this payment if your partner did not claim their Age Pension and Pension Bonus before they died.

For more information in English, go to **servicessaustralia.gov.au/pensionbonusscheme**

### Bereavement assistance for carers

If the person you care for has died, your Carer Payment may continue for 14 weeks. Carer Allowance does not continue when the person dies.

For more information in English, go to **servicessaustralia.gov.au/bereavement**

### Help when a child has died

If there is a stillbirth or a child dies, financial help may be available.

If you were eligible for or getting Parental Leave Pay, Dad and Partner Pay or Family Tax Benefit, you may still get one or more of these payments.

If you are not eligible for Parental Leave Pay, you may be eligible for the Stillborn Baby Payment.

For more information in English, go to [servicessaustralia.gov.au/bereavement](https://servicessaustralia.gov.au/bereavement)

## Double Orphan Pension

Double Orphan Pension helps with the costs of caring for children who are orphans or cannot be cared for by their parents in certain circumstances.

For more information in English, go to [servicessaustralia.gov.au/orphanpension](https://servicessaustralia.gov.au/orphanpension)

## More income support options

Depending on your circumstances, you may be eligible for an income support payment.

For more information about these payments and their requirements in English, go to [servicessaustralia.gov.au/paymentfinder](https://servicessaustralia.gov.au/paymentfinder)

## Child support payments

If you pay or get child support for a child who has died, call us on **131 272**. Let us know if you need an interpreter and we will arrange one for free. You should also call us if you are looking after the affairs of a person who has died and they paid or received child support.

## Other support from Services Australia

### Social workers

Our social workers can provide short-term counselling, support and information to help you through this difficult time. Social workers can also tell you about other support and services to help you.

You can ask to speak to a social worker by calling **132 850**. Let us know if you need an interpreter and we will arrange one for free.

### Financial Information Service

Following the death of a loved one, you may need to understand more about their investments or other assets they owned.

Our Financial Information Service officers can provide free and independent information to help you make informed decisions about finances and assets.

For more information in English, go to [servicessaustralia.gov.au/fis](https://servicessaustralia.gov.au/fis) or call **132 300** to book an appointment with a Financial Information Service Officer. Let us know if you need an interpreter and we will arrange one for free.

## What to do after someone has died

### Registering the death

When someone dies, a doctor must sign a certificate confirming the death. Funeral arrangements cannot be completed until the doctor has signed and issued this certificate (generally called a

*Doctor's Certificate of Cause of Death*). The funeral company can then take the person who died into their care.

The funeral director in charge of the funeral arrangements will collect all the information needed for registering the death and send it to the relevant state or territory government office. The funeral director may also help with things such as newspaper notices, flowers and religious services. If you do not know who to contact, the Australian Funeral Directors Association can help you.

If a funeral director is not involved with the funeral arrangements, the person who manages the final arrangements for the person who died is responsible for registering the death.

## Notifying organisations

When someone dies, you need to tell a number of people and organisations. It is important you tell us when someone has died. Before you start making these contacts, it might be useful to check if the person who died had any personal records or documents. These records could contain important reference numbers that people or organisations may need.

The Australian Death Notification Service is a free government service to help people to contact multiple organisations. Go to **[deathnotification.gov.au](http://deathnotification.gov.au)** for more information in English and other languages.

## Funeral plans and funeral bonds

Some people plan and pay for their funerals before they die. This can include pre-purchasing a burial plot, pre-paying funeral expenses or investing in funeral bonds.

## Insurance policies

Sometimes private health, sickness, accident or life insurance policies may help to pay for the funeral and other expenses. If the person who died had insurance, call the company and ask if help is available.

## The will

A will is a legal document that states how the belongings of the person who died are to be distributed after their death. These belongings are sometimes called an estate. The executor of the will is responsible for distributing the person's assets to the people named in the will. This happens after any debts are paid.

If the person has not left a will, the law determines the distribution of the estate. If there are no close relatives, the estate may be paid to a state or territory government.

## Payment of funeral costs from banks

Sometimes a bank will repay funeral expenses from the bank account of the person who has died. They may do this while the executor of the will is still preparing the rest of the estate. The executor will need to contact the bank and ask about this service and the options available.

## Early release of superannuation

Sometimes you can get your superannuation early on compassionate grounds to cover expenses for a partner or child's funeral.

The Australian Taxation Office manages early release of superannuation on compassionate grounds.



For more information in English, go to [ato.gov.au/early-release](https://ato.gov.au/early-release) or call **131 020**.

## Removing someone's name from mailing lists

If you want to have the name of the person who died removed from mailing lists, you can ask The Australian Bereavement Register to do this for you. To register the details go to [tabr.com.au](https://tabr.com.au) or call **1300 887 914**.

## Support for you after someone has died

### Financial matters

You should tell us about any changes to your income and assets caused by inheriting assets from an estate. This includes assets that were held in joint names but are now in your name only. The value of assets may affect the payment you get from us or become eligible for. You can talk to one of our Financial Information Service Officers about how your decisions can affect the payment you are eligible for. If you give assets away to children or other family members and friends this may affect the payment you get.

You should check if the person who died was in the defence force or a partner of a veteran. If they were, the defence force may help with some of the costs or arrange the funeral services. Check the following websites to see if they can help:

- [dva.gov.au](https://dva.gov.au)
- [rslaustralia.org](https://rslaustralia.org)

Go to [servicessaustralia.gov.au/manageyourmoney](https://servicessaustralia.gov.au/manageyourmoney) for more information about managing your money in English and other languages.

### Family in prison

People in prison may be eligible for Compassionate Leave to attend the funeral of a family member or an extended family member.

### Outstanding debts

Relatives and friends do not have to pay the debts of the person who has died unless the debts are in joint names. Debts can be paid from the estate.

### Getting someone to deal with us on your behalf

If you would prefer to have someone else handle your Centrelink, Medicare or Child Support business, you can authorise a person or organisation to deal with us on your behalf.

For more information in English, go to [servicessaustralia.gov.au/nominees](https://servicessaustralia.gov.au/nominees)

### Information and help from other organisations

Other government and community organisations provide support services and useful information in English. For a list of these organisations and their contact details go to [servicessaustralia.gov.au/bereavement](https://servicessaustralia.gov.au/bereavement)

## For more information

- go to [servicesaustralia.gov.au/bereavement](https://servicesaustralia.gov.au/bereavement) for more information in English
- go to [servicesaustralia.gov.au/yourlanguage](https://servicesaustralia.gov.au/yourlanguage) where you can read, listen to or watch videos with information in your language
- call **131 202** to speak with us in your language about Centrelink payments and services
- call **132 011** for Medicare and **131 272** for Child Support. Let us know if you need an interpreter, and we will arrange one for free
- visit a service centre.

Note: calls from your home phone to '13' numbers from anywhere in Australia are charged at a fixed rate. That rate may vary from the price of a local call and may also vary between telephone service providers. Calls to '1800' numbers from your home phone are free. Calls from public and mobile phones may be timed and charged at a higher rate.

## Disclaimer

The information contained in this publication is intended only as a guide to payments and services. It's your responsibility to decide if you wish to apply for a payment and to make an application with regard to your particular circumstances.