



Australian Government
Department of Veterans' Affairs



Planning Ahead

A GUIDE TO PUTTING YOUR AFFAIRS IN ORDER
PREPARING FOR AND COPING WITH BEREAVEMENT



A checklist of papers which should be in order and kept in a safe place

- Birth certificates, marriage certificates & divorce papers**
These document important family details.
- Your will**
This is a legal document that expresses your wishes in regard to the distribution of your property after your death. It authorises a person (your executor) to act according to your wishes. It also prevents confusion arising among dependants, relatives and friends. Ensure that codicils are kept with your will. Your will should reflect your current wishes.
- Property deeds**
These include title to your house and land. They prove ownership of property. If the property is under mortgage, the original title will be held by the mortgagee (bank, building society etc.).
- Lease agreements**
These papers provide details of property that you are leasing.
- Taxation records**
You should keep copies of at least your most recent returns and assessments. This is necessary in deciding how to deal with financial affairs.
- Insurance policies**
Includes policies for house, contents, personal effects, income, loan renewal or cancellation.
- Life assurance/superannuation policies**
These provide a record of the payments and income to which you or your dependants are entitled.
- Papers detailing other assets: shares, debentures etc.**
These state your title to valuable property.
- Details of bank accounts, loans & other investments**
This provides information on your financial situation and location of funds.
- Personal information sheet**
This information sheet, in the centre of this book, summarises your personal, family, medical and investment details. It will help your family in dealing with your affairs and following your wishes.

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Foreword

Many members of the veteran community may be considering the impact that bereavement could have on their loved ones. In particular, they may be thinking about what they can do now to assist their loved ones manage such an event in the future.

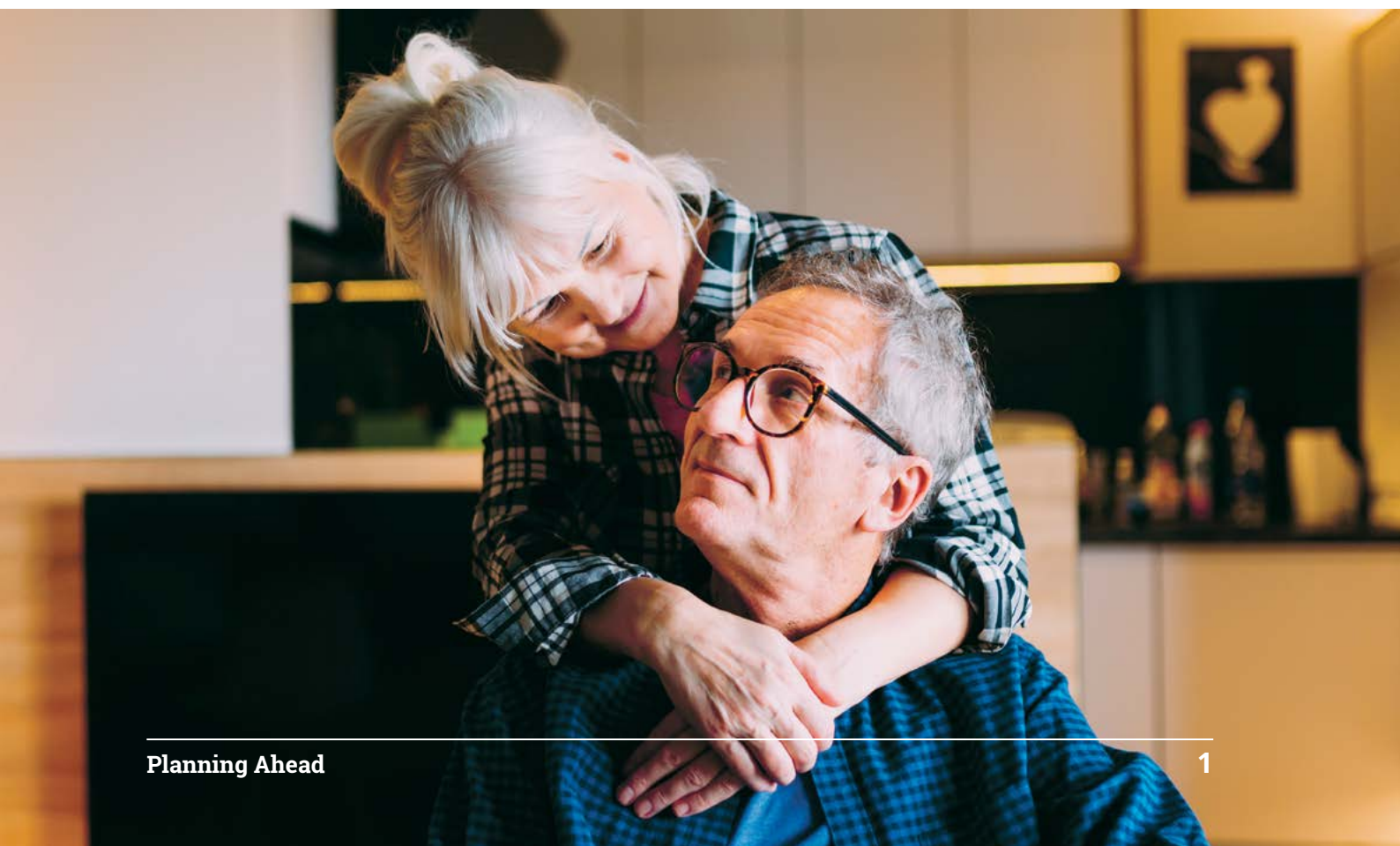
Planning Ahead has been designed to provide information to help veterans and their families prepare for bereavement. We hope that the information will be useful for you. The information in this guide is of a general nature and you should seek financial or legal advice to confirm the best options for you and your family.

The personal information and checklists included in this booklet will help ensure that important information is available to families when it is needed.

Many ex-service organisations and a number of other key organisations have assisted with this booklet, including the Public Trustee's Office, the Law Society of New South Wales, Tobin Brothers Funeral Directors, and the Australian Pensioners and Superannuants Federation. The cooperation and contribution of these organisations has been invaluable.

The services and organisations listed in the booklet, including the Department of Veterans' Affairs, are always ready to provide whatever assistance you may require.

You occupy a special place within the Australian community. The Australian Government and the Department of Veterans' Affairs are committed to listening to your needs and responding in a way that recognises your importance in Australia's past, present and future.



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Introduction

The purpose of this guide is to help you get your personal affairs in order and to provide information on the services available for family and friends after your death. This guide has been written for members of the veteran and defence force communities and their families. It contains information that will be useful to their carers and the people who act on their behalf or who help and advise them.

Losing a family member is one of the most distressing events that can happen to anyone. By ensuring that your personal affairs are in order, you can make it easier for your loved ones to manage at this difficult time.

How to use this guide

Planning Ahead can be used alongside your up-to-date personal records as a guide to the services available to family and friends after your death. The names of organisations that may be able to help at this time are also included.

It is useful for you to be aware of the information in this booklet and accompanying folder before there is a need for it. If you complete the personal information sheets, medical details form and checklists included, you can ensure the relevant information is available when it is needed.

If you have any questions about departmental services please feel free to raise them with your nearest Department of Veterans' Affairs (DVA) office. We would also be interested in your feedback regarding this package and any suggestions for improvements.

It is important to remember that information is valid at the time of publication but is subject to change.

The below forms are included as a removable handout in the middle of this booklet. We recommend to complete them and store them safely, remembering to let your family know where they are kept.

- Personal Information Sheet
This helps your family with all the details of your personal affairs.
- Medical Details of Veteran
This information might be of assistance for a claim for a war widow(er)'s pension.
- Planning Ahead – A Checklist for Notification
This lists all the key people to be contacted in the event of your death.



Help from the Department of Veterans' Affairs

The Department of Veterans' Affairs offers a range of services and information to entitled members of the veteran and service community, their dependants and carers. This includes:

- income support pensions, Veteran Payment and allowances for veterans and their eligible dependants
- Disability Compensation Payment (formerly known as Disability Pension) to veterans and members and former members of the Australian Defence Force
- medical treatment for veterans and members and their eligible dependants
- possible financial contribution toward the cost of funerals
- commemoration of the graves of eligible ex-service personnel
- assistance with finance for homes (buying, repairs and renovations)
- Veterans' Home Care
- respite care
- residential aged care
- home and contents insurance
- Home Equity Access Scheme (formerly known as Pension Loans Scheme)
- bereavement counselling through Open Arms – Veterans and Families Counselling for entitled persons and families.

This guide contains further details on some of these services.

If you have any questions, please telephone DVA on 1800 VETERAN (1800 838 372). The staff will be able to answer your questions and can provide you with the address of the DVA office closest to you.

DVA is unable to supply specific information on an individual to the individual's family without authorisation. If you would like to nominate a person to speak to DVA on your behalf please contact us to discuss. This privacy constraint ceases once an individual is deceased. If DVA cannot assist you with services or relevant information, we will put you in touch with someone who can.

Help from Ex-Service Organisations

Ex-service organisations provide help to ex-service personnel and their families. There are a number of ex-service organisations in the community – you may be a member of one or more. There are also organisations that help widows and widowers of ex-service personnel, such as Legacy and the War Widows' Guild.

There are many ex-service organisations that operate to support and assist veterans, war widows and widowers, serving and former Australian Defence Force members and their families. These organisations may provide assistance and advice with pension, compensation, rehabilitation and welfare matters, camaraderie, unit associations and other types of help and support. If you feel that an ex-service organisation may be of interest or assistance to you, they can be found in your local Yellow Pages telephone directory or on the internet.



Legal and financial issues

Your will

Why you need a will

A will is a legal document that enables you to exercise your right to select the relatives, friends and others (such as charitable organisations) who will inherit your assets when you die.

If you die without a will it may cause unnecessary hardship and distress to your family and friends.

What if you don't make a will?

If you don't make a will, your assets will be divided among qualifying relatives and dependants according to a formula set out in government legislation. This is known as intestacy. If you have no relatives, or they cannot be traced, your estate will be paid to the state government.

How to make a will

You may choose to make your own will. If you choose to do this you must ensure that it is a clear and valid will. A will is a legal document. Challenges to your will can be expensive and time consuming, and can cause distress to your family and friends. You may also choose to consult a solicitor, a public trustee or private trustee to assist you in drawing up your will. The will must be signed by yourself and two independent witnesses who are not beneficiaries. Your executor should be made aware of his or her appointment as your executor.

When drawing up your will you need to consider the following:

- the likely value of your estate
- beneficiaries
- special gifts
- disposal of the residue
- appointing an executor.

Professional trustees are entitled to a commission based on the value of your estate. This ranges between one per cent and four per cent depending on the estate's value.

Changing your will

Depending on where you live and your social circumstances, you may need to make a new will in any of the following events:

- if you move interstate
- if any beneficiaries die
- if you are a member of a couple and you and your partner separate
- if you become a member of a couple
- if you are separated, but not divorced, and you are living with someone else, your new partner may have no claim on your estate unless they are included in the will or have an entitlement under family provision legislation.

It is definitely necessary to change your will in two situations:

- when you marry. A will is automatically revoked when the person who made it marries, unless it was made in anticipation of a particular marriage or marriage in general
- if you divorce. In some states, termination of a marriage, although not revoking the whole will, will revoke a gift to a former spouse, and the appointment of that spouse as executor, trustee or guardian will be omitted from the will.

If you have a minor change to make to your will, for example, adding a legacy, you don't need to start all over again. You can do so by adding a codicil (a supplementary addition). Ensure that the codicil is kept with your will.

It is best to get advice from a solicitor, public trustee or private trustee if you are unsure about making or changing a will. Some organisations offer a free legal service with qualified legal advice and assistance.

Many organisations, such as the Law Society in your state, produce will kits and provide information on how to write a will. Your local DVA Office can advise you of such organisations in your area.

Ensure that your relatives or close friends know where your will is kept. If you use a safety deposit box ensure that someone else you trust has legal access to it and that a copy is held by your solicitor or accountant.



Power of attorney

Power of attorney

The laws in respect of powers of attorney differ in each state and territory. The following information is intended as a general guide only. It is important that you seek advice specific to your situation. This is best obtained from your solicitor or from the public trustee in your state or territory.

What is a power of attorney?

A power of attorney is a document giving another person the power to deal with your assets, financial affairs and/or medical decisions while you are still alive. This ensures that a trusted person attends to essential matters at the right time. A power of attorney gives a person the power to act on your behalf. This person nominated by you may be:

- a relative
- a friend
- a private or public trustee
- a solicitor or an accountant.

There are two types of power of attorneys, an enduring power of attorney and a limited power of attorney.

What is an enduring power of attorney?

An enduring power of attorney enables you to give another person or agency legal authority to make financial and/or legal decisions on your behalf. An enduring power of attorney begins operating from a specified time and continues to operate even if you are unable to make decisions for yourself at some time in the future. In some states, you can also authorise your attorney to consent to medical treatment, or to withhold or withdraw medical treatment, on your behalf while you are unable to manage your affairs.

Reviewing enduring powers of attorney

Most states have introduced guardianship laws which give guardianship boards or tribunals the power to review enduring powers of attorney if they consider the request for a review is in the best interest of the person who made the enduring power of attorney. These bodies have the power to remove an attorney from office or appoint a substitute attorney. They can reinstate an enduring power of attorney that has lapsed because the attorney is no longer able to act.

Why would I need an enduring power of attorney?

If you lose your decision-making ability through illness, accident or trauma and you have not made provision for another person or agency to manage your financial affairs on your behalf, it may be necessary for an administrator to be legally appointed to make those decisions for you. The guardianship and administration board of your state or territory chooses the administrator. The person or agency appointed by the board may not be the same as you would have chosen for yourself.

An enduring power of attorney enables you to take action now to ensure that your best interests are safeguarded if you are unable to make decisions for yourself at some time in the future.

What is a limited power of attorney?

A limited power of attorney allows a person to act on your behalf in specific circumstances only, for example in dealing with a specific financial matter such as the sale of a house. You specify what the person can do on your behalf and for how long. It applies only while you are capable of making your own decisions. If this capacity is lost, a limited power of attorney is no longer valid.

When should a power of attorney be considered?

If you are planning to travel overseas or if you are in failing health, it is wise to consider appointing a trusted relative, friend or adviser as an enduring or limited power of attorney to act on your behalf.

The power of attorney document must be signed whilst you are of sound mind. If you are unable to make reasonable decisions for yourself, you will not be able to sign a power of attorney and other methods of appointing a manager of your affairs will be required. This is usually through the appointment of a guardian or administrator. Remember that a power of attorney gives you the choice as to who will look after your financial and/or medical affairs.

Ending a power of attorney

While power of attorney can be ended verbally, it is good practice to also have written documentation. There is no set wording for this but some states have formal revocation forms available. A power of attorney is valid without registration unless it is in relation to a transaction affecting land. If it is to be used for land transactions it should be registered with the Land Titles Office or its equivalent. Where the power of attorney has been registered, a written revocation of the power should also be registered with the Land Titles Office, or its equivalent, when revoking power of attorney.

The power of attorney ceases to operate on your death. Your will then becomes the legal document to dispose of your assets.

What will it cost to establish a power of attorney?

Costs associated with establishing a power of attorney will vary depending on the type of service you choose. It is advisable to shop around for quotes and the service that will be offered for the price quoted. Some organisations offer a free legal service with qualified legal advice and assistance. In some states Chamber Magistrates provide assistance free of charge.

Where can I obtain more information about a power of attorney?

It is important to remember that power of attorney legislation is different in each state and territory. You can contact a solicitor, a private trustee or public trustee in your state to provide more information.

It is important to notify DVA should you appoint a power of attorney over your affairs and if there are any changes in the details of your power of attorney. You will need to provide the original documentation or a certified copy so that DVA can sight and record the power of attorney.



Advance health care planning

Often, families and medical professionals are faced with making difficult decisions about the health care of people who can no longer make their wishes known. Advance care planning is the term used for a variety of legal and informal options (including advance health care directives) available to ensure that your wishes will be respected in the future should you lose competence in decision-making (for example, in the case of advanced dementia, and critical or terminal illnesses).

You may want to consider what type of health care you would want to have in this situation. It can be hard to think about this possibility, but it could help your family, friends and medical professionals, as they will be aware of your wishes.

Written advance health care directives can ensure that your health and personal care choices will be known in the future.

You may decide, after talking over these issues with those closest to you, that written instructions are not necessary. However, should you need more information, your solicitor or general practitioner may be able to help you. In any case it can be useful to make these people aware of your views on your future care.

What is an enduring guardian?

Most states have enduring guardian arrangements available through the Public Trustees Office. An enduring guardian is a person you can appoint to make lifestyle decisions for you should you become mentally incapacitated – such as which doctor should treat you; what kind of treatment, surgery or medication you should have; whether you should see a dentist and what kind of treatment should be carried out; provide consent for you to enter a group home or residential aged care facility.

Appointing an enduring guardian is not the same as making an enduring power of attorney. An enduring power of attorney refers to the management of a person's financial and legal affairs whereas an enduring power of guardianship refers to making personal and lifestyle decisions for that person.

Financial issues

Bank accounts/investments

When planning your finances you may wish to consider what would happen should you or your partner pass away. This includes, looking at what bank accounts, investments or other assets are in joint names and whether either partner's signature can access these accounts. Ensure you have joint accounts, that is, the account is actually in both names and does not just have an 'either partner to sign' agreement. This will help to avoid difficulty in accessing accounts after the death of you or your partner.

You may also like to consider putting your home in joint names. Contact your financial institution (if you have a mortgage on your property), your solicitor or your local government offices (in regard to land titles) for more information.

Financial planning

After the loss of a partner you may need to reconsider your financial situation. It is most important that your investments continue to meet your altered future needs, and that you understand your options before you make any decisions.

Accountants, solicitors, bank managers and financial planners can all assist in financial decision-making.

Centrelink has a Financial Information Service available free of charge to answer questions about investments, their effect on pensions and the options available to you.

An appointment is required and can be arranged by phoning 132 300.

DVA staff regularly undertake visits to suburban and regional areas of Australia to keep you informed about DVA benefits and services. Staff are available for private interviews, provided appointments are made beforehand. The visits are usually held in the local RSL sub-branches or local community centres and are well publicised in the local press, on local radio and through the ex-service organisations themselves.





Living independently in your own home

Housing options

You may find it difficult, both physically and financially, to maintain a house and garden after the loss of your partner. One solution is to move to more manageable accommodation. This is a big decision, both emotionally and financially, but there are several options for older people to consider. Some of these are:

- a unit, a flat or a townhouse
- a 'granny flat' with relatives
- supported residential service
- hostel accommodation
- a retirement village.

Each option needs to be considered carefully and your decision will depend on your needs, financial situation and the social implications of moving.

If you are not interested in moving from your current home there are many community groups and government services that can help you to take care of yourself and your property. You may have to satisfy an income and assets test or a 'needs' assessment to have access to these services. It is important to note that some services are not free and, in the long term, can increase in expense. You will need to consider these factors carefully. Be sure to obtain competent professional advice.

Assistance around the home

Veterans' Home Care

There are services available that can support you to continue living in your home. Some of these services may be provided through community organisations and volunteers and others are provided through government programs.

Veterans' Home Care (VHC) is a DVA program that helps eligible Australian veterans, war widows and widowers with low-level care needs. Services are provided to Veteran Gold Card and Veteran White Card holders based on assessed need and include domestic assistance, personal care, safety-related home and garden maintenance, and respite care. You may also be referred to other services such as delivered meals, community transport and day centres through VHC.

Surviving partners of veterans who were receiving VHC domestic assistance or home and garden maintenance services at the time of their death can continue to receive those services for a period of 12 weeks.

To arrange an assessment for VHC services, you or a family member, carer or friend can contact your regional assessment agency by phoning 1300 550 450.

If you are not eligible to be assessed for VHC services, you may be able to access services through the Commonwealth Home Support Programme or other community organisations.

The My Aged Care website (www.myagedcare.gov.au) provides information on the services available in your home. You can also call My Aged Care on 1800 200 422 to discuss your care needs.

The social worker at your local community health centre or hospital can refer you to services available in your area.

The 'Age Page' of your local White Pages telephone directory (www.whitepages.com.au) has contact details to access a range of services.

You can also get information from the community advisers at your nearest DVA office.



Home loan assistance

Eligible veterans and their widowed spouses can access subsidies on housing loans through:

- Defence Service Homes (DSH) Scheme
- Defence Home Owner Scheme (DHOS) for veterans who first joined the ADF prior to 15 May 1985
- Defence Home Ownership Assistance Scheme (DHOAS) for veterans with service on or after 1 July 2008.

Some eligible clients may also be able to receive loans to assist with the cost of:

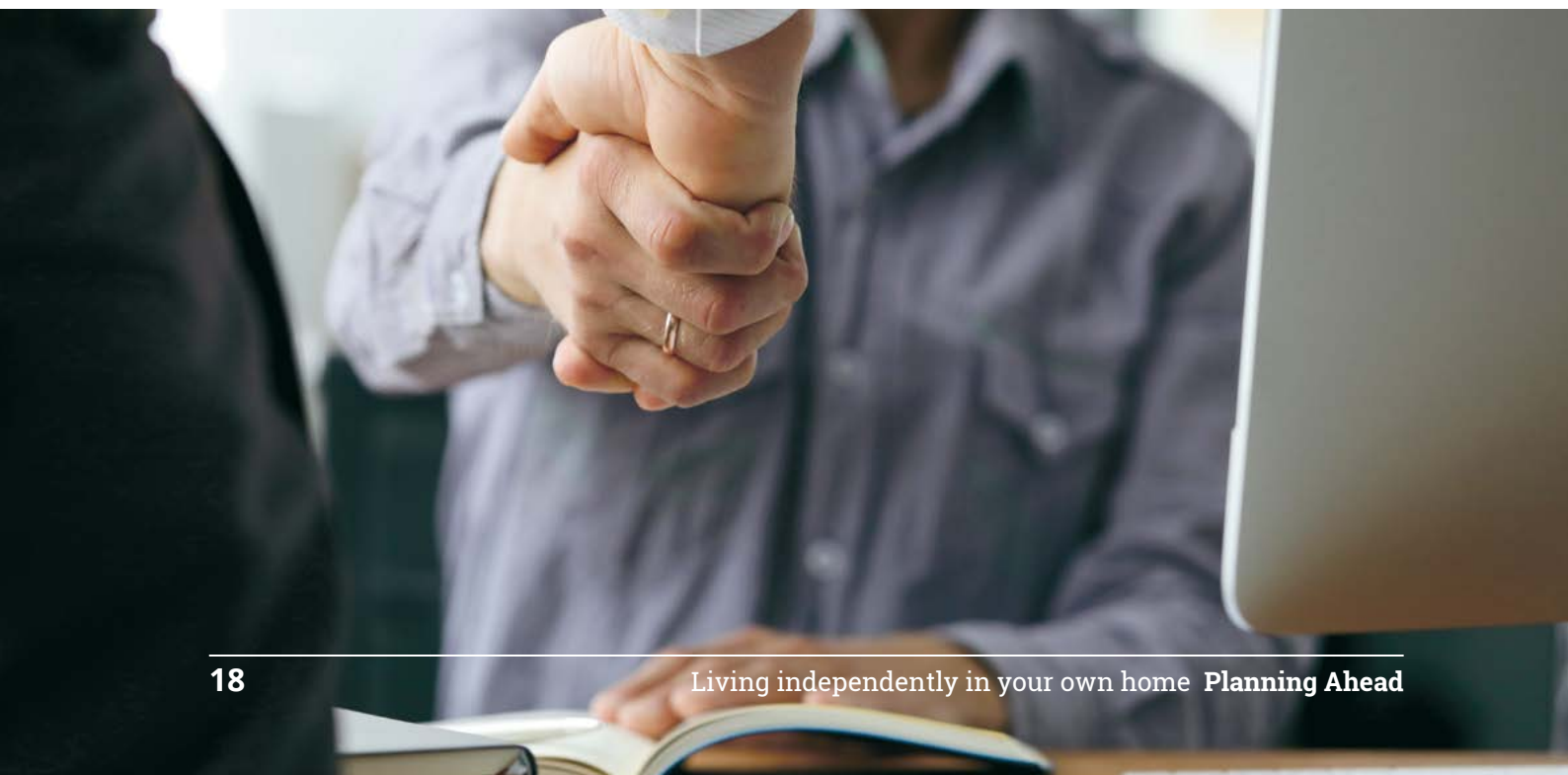
- necessary repairs to their homes
- rates, changes and other property-related costs
- maintenance and modifications or for any other housing related purpose that encourages independent living.

You can phone 1300 4 DHOAS (1300 434 627) or visit www.dhoas.gov.au for more information.

Defence Service Homes Insurance

All eligible Australian veterans, their widows or widowers can insure their homes with DSH Insurance. Building insurance policies are competitively priced and have quality benefits. Comprehensive contents insurance cover, designed especially for DSH Insurance, is also available to all members of the veteran and service communities.

For more information, visit DSH Insurance online at www.dsh.gov.au or contact your DSH Insurance office on freecall 1300 552 662.



Assistance for care givers

Respite care

Respite care gives a carer a break by temporarily relieving them of their caring responsibilities. A carer can be a friend, partner or family member who provides ongoing care to a person who is severely incapacitated or frail.

The types of respite care available include:

- **In-home respite.** In-home respite allows a carer to have a break while a substitute carer takes over the caring role.
- **Residential respite.** Residential respite provides short-term care in an Australian Government-funded aged care facility or another appropriate alternative. It can be used if a carer needs a break or if you require respite care, but do not have a carer.
- **Emergency short-term home relief (ESTHR).** ESTHR provides emergency care when a carer is unexpectedly unable to do so and general community services are not available.

Respite care can be provided in either residential facilities or in the person's own home. DVA will fund up to 196 hours of in-home respite or 28 days of residential respite or a combination of both, per financial year for Gold and White Card holders. DVA will also fund for up to 72 hours per episode of ESTHR, with a maximum limit of 216 hours, per financial year for Gold and White Card holders.

All DVA-funded respite care is accessed through the Veterans' Home Care (VHC) program. To access respite care, you will need to be assessed by a VHC assessor first. Most assessments are done over the telephone. To arrange an assessment, call your local Veterans' Home Care VHC Assessment Agency on 1300 550 450.

If you are considering residential respite, you must be first assessed by an Aged Care Assessment Team (ACAT) before contacting the VHC Assessment Agency. An ACAT will assess your need for residential respite. To arrange an ACAT assessment, call the My Aged Care national contact centre on 1800 200 422 or visit the My Aged Care website at www.myagedcare.gov.au.

If you need more respite care than provided by DVA, you may access other government programs, but you will need to pay any associated costs. For more information on other government programs, call the My Aged Care national contact centre on 1800 200 422 or visit the My Aged Care website at www.myagedcare.gov.au.

Other useful information

A family member or friend caring for an ill or disabled person may be entitled to a Carer Payment or Carer Allowance through Centrelink. For more information call the Centrelink Carers Line on 13 27 17. An Attendant Allowance may be payable from DVA to those with some categories of disabilities (not payable if the carer is receiving Carer Payment). For more information contact 1800 VETERAN (1800 838 372).

Residential aged care

If you are considering moving into residential aged care, you must first be assessed by an Aged Care Assessment Team (ACAT). An ACAT will assess your need for assistance to continue living at home or for residential care. If you need more information, call the My Aged Care national contact centre on 1800 200 422 or visit the My Aged Care website at www.myagedcare.gov.au.

Palliative care

What is palliative care?

Palliative care is given when treatment to cure an illness will no longer work. The aim of palliative care is to ease the pain, distress and related physical, emotional and spiritual problems that are present with a terminal illness, for both the individual and the family.

How is palliative care provided?

DVA provides a terminally ill person and their family with access to a wide range of palliative care services in all states and territories. These palliative care services can be provided in a hospital, hospice or community environment, or a combination of the three, as preferred by the terminally ill person and their family. The services, regardless of their location, are provided through a multi-disciplinary approach, with specialist nurses and doctors, allied health professionals, counsellors and volunteers working together to provide what is required to meet all of the individual needs of a terminally ill person and their family.

If you require palliative care services, please contact your Local Medical Officer or treating doctor in hospital who will arrange for these services to be provided for you as required.

When a death occurs

If a death occurs at home, a doctor, preferably the deceased person's own doctor, must be contacted. This must be done to obtain a death certificate (a legal requirement). Police are advised only if the death was due to an accident, occurred in unusual circumstances or if the doctor is unable to establish the cause of death. In some of these cases a coroner's inquiry may be necessary.

If a death occurs at a hospital or nursing home, the staff will notify the doctor. They can also give advice on some of the things that need to be done. The family minister or priest should be advised, if applicable, as soon as possible. They can often assist in matters relating to funeral arrangements and grief.

Other family, friends and the executor of the will (if there is a will) need to be advised. A funeral director needs to be contacted as soon as possible. Family and friends can assist with this. Funeral arrangements cannot be completed until the death certificate has been signed.

If you are unsure of what to do, contact one of the following organisations who may be able to help or guide you to the appropriate person:

- Veterans Line 24-hour crisis line, available through Open Arms – Veterans and Families Counselling (for all veterans and entitled people)
- ex-service organisations (local welfare officer)
- church
- community health centre
- hospital social worker or welfare staff
- Department of Veterans' Affairs.

It is important that the next-of-kin are guided by their own judgement during this time of bereavement.

As soon as possible after the death, someone should notify the various organisations and businesses with a financial interest. There is a checklist in the accompanying folder where contact details can be recorded. When the time comes, it will make this task easier for a relative or friend.

Ex-service organisations (ESOs) can help with arranging funerals by offering local information and assistance. They can also act as advocates when there are forms and other information required by the Department of Veterans' Affairs. Contact the local ESO welfare officer for further details. The deceased veteran's service history on the enclosed Personal Information sheet may assist in preparing an appropriate eulogy.



Funerals

Arrangements for the funeral should begin as soon as possible after death. Funeral arrangements are usually carried out by the executor of the will or the next-of-kin.

The deceased may have pre-paid or arranged their own funeral. In this case the funeral director will be able to guide you through the wishes of the deceased. These will be set out in the pre-paid funeral contract or other arrangements made. There may also be a funeral bond or insurance kept by the deceased person that can be of financial assistance at this time. Information about pre-planning funerals is outlined in the next section.

The most common types of funerals are burial or cremation. Either can be arranged through a funeral director or directly with the crematorium or cemetery.

As a guide, the main expenses include:

- casket or coffin
- flowers
- cremation fees or cemetery plot
- notices in newspapers
- memorial or church service
- funeral director's fees
- transport to the cemetery or crematorium
- headstone.

The funeral director will manage the funeral, including those aspects listed above. They will organise everything for the funeral, including the registration of the death and obtaining the death certificate.

There are two main associations of funeral directors in Australia, the Australian Funeral Directors' Association, www.afda.org.au phone 1300 888 188; and the National Funeral Directors' Association of Australia, www.nfda.com.au. The websites of both organisations provide contact details of their members in your area.

Although planning a funeral may be distressing, it is important to compare prices before making a commitment to any particular funeral director as costs may vary greatly. Even a standard funeral will cost several thousand dollars. Your local ex-service organisation can often assist you with information and funeral arrangements.

If the deceased person or the person arranging the funeral belongs to an organisation (for example, ex-service organisation, community service, senior citizens etc), that organisation may be able to help arrange the funeral. Some organisations have specially-trained members to assist in these circumstances. Social workers at local hospitals can also guide you through funeral arrangements and services available in your local community.

Some ex-service organisations also have a special 'funeral fund' that can help with financial assistance for those having difficulty meeting funeral expenses. In addition there is a funeral benefit available through the DVA for eligible veterans and dependants. More information about entitlement to funeral benefits is provided in the following section.

It is important to ensure that your wishes are known. Open discussions on funeral matters will ease the burden felt by grieving family and friends.

Pre-planning your funeral and pre-paid funerals

The decision to pre-plan your funeral and pay for your funeral is a personal one but it is becoming a popular choice for many reasons. Pre-planning your funeral provides your family with information, guidance and ideas about what is important to you and may prevent them from making costly choices that do not reflect your own desires. You may choose to include pre-plan details of your funeral in your will, discuss with a family member or prepare a written declaration and have a representative of your choice witness the document. There are up to 50 separate decisions that need to be made regarding funerals, many of them required by law.

Pre-paid funerals can offer the following advantages:

- You can select the type of service you want.
- Your bereaved family and friends don't have to make hasty decisions.
- It will give you peace of mind as you have made the arrangements in advance.
- Your family can be assured that this is the service that you wanted.
- Once you have paid for your funeral there are generally no further costs associated with it. You may want to make sure that the plan you take out is a guaranteed price plan and that there are no extra costs.
- Family and friends will be given the chance to add personal tributes to those you have already arranged (this may mean an additional charge to them).
- The person you have charged with arranging your funeral will have more time to be with other family and friends.
- Important information such as where you were born, your mother's maiden name and, if married, when and where you were married, will already be recorded.
- If you don't have the funds available to pre-pay your funeral but would like to pre-arrange your funeral, the funeral director may offer to keep a confidential record of your arrangements at no cost to you. This, in itself, can help to relieve the burden on relatives and friends.
- Under current legislation, where you have paid for any funeral expenses for yourself or your partner in advance, the amount paid is disregarded as an asset under the test applied for Service Pension, Age Pension and Income Support Supplement purposes.

Your pre-paid funeral plan should be transferable if you move to another area. If it is not transferable you should ensure that you are able to cancel the plan and recontract in another state.

A funeral director can provide more information on pre-paid funerals. Remember that there can be a big difference in the costs of funerals from one funeral director to another, so it is advisable to 'shop around'.

There are other options for ensuring that your funeral costs are covered, partially or fully, if you do not wish to pre-pay your funeral. These include funeral bonds and funeral insurance. The money goes to the person you nominate to manage your funeral arrangements. Make sure that the contract guarantees that the money is quickly made available, for example, within 24 hours of submitting the death certificate. It is advisable to speak to your financial planner, your local Veterans' Access Network office, your solicitor, a private or public trustee, or your local funeral director for more information on these options.

Funeral benefits

Automatic entitlement to veteran's funeral benefit

A funeral benefit may be granted in respect of funeral expenses of an Australian veteran who, at the time of death, was receiving any of the following payments:

- receiving Special (TPI) Rate Disability Compensation Payment
- receiving Extreme Disablement Adjustment (EDA) Disability Compensation Payment
- receiving Disability Compensation Payment plus an allowance under sub-section 27(1) of the *Veterans' Entitlements Act 1986* as a multiple amputee
- an ex-prisoner of war.

Where the veteran was in one of these categories, DVA will arrange payment of a funeral benefit direct to the estate of the deceased veteran. However, it may be necessary for a claim to be lodged, for example if the late veteran was an ex-prisoner of war and the veteran's service had not been recorded with DVA.

Others who are eligible for veteran's funeral benefit

A funeral benefit may be granted to a person responsible for the funeral expenses in respect of any of the following:

- a veteran who died from an accepted service-related disability
- a veteran or former member of the forces who died in needy circumstances
- a veteran or former member of the forces whose treatment was provided under DVA health care arrangements through the *Veterans' Entitlements Act 1986* (VEA) or the *Military Rehabilitation and Compensation Act 2004* (MRCA) and who died:
 - in an institution (for example: hospital, a nursing home or hostel, outpatient's clinic, a medical centre, or a rehabilitation or training establishment.)
 - travelling to or from an institution
 - after discharge from an institution in which the veteran was being treated for a terminal illness
 - while being treated for a terminal illness at home.

In these cases, an application must be made by the person responsible for the funeral expenses on the funeral benefit form within 12 months of the death, or within 12 months from the date death was determined to be war-caused, with the receipt or account for the funeral attached.

Dependant's funeral benefit

A funeral benefit may also be payable in respect of the funeral of a dependant (war widow(er), wholly dependent partner, child under 16 or full-time student under 25) of a deceased member where the dependant died in severe financial need.

The dependant's eligibility requires that either of the following conditions are met:

- the veteran's death was accepted as service related
- at the time of the veteran's death, the veteran was receiving
 - Disability Compensation Payment at the Special (TPI) Rate
 - an increased disability rate for blindness or an allowance under section 27 of the *Veterans' Entitlements Act 1986* for double amputees
 - the member's impairment was determined by the Military Rehabilitation and Compensation Commission to constitute 80 or more impairment points under the MRCA.

Application must be made by the person responsible for the funeral expense on the funeral benefit form within 12 months of the death, or within 12 months from the date death was determined to be war-caused, with the receipt or account for the funeral attached.

War Graves

The Office of Australian War Graves (OAWG) is a part of the Department of Veterans' Affairs. It provides and maintains, free of charge, official commemoration for eligible Australian veterans who die in war or conflict, or who die after service in a war or conflict of causes related to that service.

War service is an essential pre-requisite of eligibility

The following Veterans are eligible for official commemorations:

- A member of the Australian Defence Force who died whilst on War Service, Operational Service, Peacekeeping Service or 'Warlike' or 'Non-Warlike' Service
- A veteran whose death has been accepted by the Repatriation Commission or the Military Rehabilitation and Compensation Commission as being due to service in war or conflict
- A veteran in receipt of a Special Rate (TPI) Pension, an Extreme Disablement Adjustment (EDA), a Temporary Special Rate Pension (TSR or TTI) or an Intermediate Rate Pension (INT) at the time of death and where the veteran has seen service in a war or conflict
- A veteran who is a multiple amputee as defined in Section 27.1 of the *Veterans' Entitlements Act 1986* (VEA) on maximum pension rate where service in a war or conflict has been proven
- An ex-prisoner of war
- A Victoria Cross recipient.

When DVA is notified of the death of an eligible veteran, we will advise OAWG of the veteran's eligibility for official commemoration. The OAWG then forwards an Application for Official Commemoration form to the nominated contact. There are a number of ways in which an eligible veteran can be officially commemorated. These are either at the veteran's grave in a cemetery, by the placement of ashes in a crematorium or, alternatively, in an OAWG Garden of Remembrance.

All those who served, whether they are eligible for official commemoration or not, can use the appropriate service badge on their private memorial. Permission for Second World War, Korean War and Vietnam War veterans can be obtained from the Nominal Roll website: nominal-rolls.dva.gov.au/home. Permission for veterans of other wars and conflicts is obtained by contacting OAWG by emailing wargraves@dva.gov.au or by mail to:

The Office of Australian War Graves
GPO Box 9998
BRISBANE QLD 4001

The Office of Australian War Graves Information Brochure, detailing the services and official commemoration provided by the OAWG, may be obtained from DVA or by contacting the Office of Australian War Graves, on telephone 1800 VETERAN (1800 838 372).

More information about the OAWG can be found online at www.dva.gov.au/oawg

Notify the Department of Veterans' Affairs, Centrelink and Defence Service Homes

If the deceased person was receiving a pension or benefit from DVA or Centrelink, the relevant agency should be notified of the death promptly (at least within 14 days). This will help to avoid pension overpayments to the estate and ensure that any payments for entitled dependants are paid as soon as possible after the death. Information about bereavement payments can be found on the following pages.

If the deceased person was the owner or joint owner of a home with a subsidised home loan from Westpac under the Defence Service Homes Scheme, the following will also need to be done:

- notify the Westpac branch where the account is maintained
- arrange to continue making home loan repayments to Westpac
- notify the Defence Service Homes office of the death.

Bereavement payments and other pensions

Bereavement payments (VEA)

Bereavement payments help surviving partners meet immediate financial demands and in some circumstances also assist the estates of single veterans. Generally, no application is required as payment (often by lump sum), will be assessed automatically. Bereavement payments are non taxable.

Payments are made if the deceased was in receipt of an income support payment or Disability Compensation Payment from DVA or an income support payment from Centrelink at the time of death, and there is a surviving partner. If the deceased person was receiving both payments the surviving partner is entitled to two bereavement payments.

If the deceased veteran was receiving an income support payment from DVA but surviving partner is receiving an income support from Centrelink, the bereavement payment is payable by Centrelink.

For a bereavement payment to be made, the couple must have been living together at the time of death, or be a couple living separately because of medical reasons or residential respite care.

No bereavement payment is made in respect of war widow(er)'s pension.

Bereavement payment for members of a couple

The surviving member of a couple whose partner was receiving a Service Pension, Age Pension or Income Support Supplement may be eligible for a bereavement payment equal to 98 days entitlement (14 weeks) from day after death. The payment is based on the type of pension, support and allowances formerly paid to the deceased person. Special rules apply when the deceased was the member of an illness-separated couple.

Bereavement payment for single pensioners

For single rate Service Pension, Age Pension or Income Support Supplement recipients, an entitlement of 14 days (two weeks) pension from the day after the death may be paid to the pensioner's estate.

Disability Compensation Payment

This is a lump sum payable to the partner of a deceased Disability Compensation Payment recipient. It is equal to 12 weeks at the rate received by the veteran at the time of death.

The estate of a deceased single veteran in receipt of a Special Rate or Extreme Disablement Adjustment (EDA) payment who dies in severe financial need can apply for a bereavement payment.

Where a claim for Disability Compensation Payment is undetermined at the time of the veteran's death and a payment or an increase in the rate of payment is granted, the bereavement payment will be made at the new rate.

Carers

If a person is receiving a Centrelink Carer payment in respect of a person who is not their partner, and the care recipient dies, the person may be entitled to a bereavement payment from Centrelink.

Surviving partners receiving Income Support pension payments

Surviving partners will be re-assessed for income support pension at the single rate from the day after death. The new assessed rate of pension is subject to the income and assets limits applicable for a single person and is effective from the day after death.



War widow's and widower's pension

The war widow(er)'s pension is a means test exempt and non-taxable payment and entitles the recipient to a Veteran Gold Card. A war widow's and widower's pension is payable to the surviving partner of a veteran if the veteran's death was caused by war service or eligible defence service. From 1 July 2010 former Australian defence personnel who have suffered an injury/illness as a result of their participation in the British Nuclear Tests (BNT) Program in Australia are eligible to claim for compensation and health care benefits. Widows and dependant children may also make a claim in respect of the death of a defence participant.

When is war widow(er)'s pension granted?

There are a number of circumstances in which a war widow's pension will be automatically granted to the surviving partner of a veteran. These are:

- an ex-prisoner of war
- receiving the Extreme Disablement Adjustment
- receiving a Disability Compensation Payment at the Special Rate (including a veteran who was in receipt of a Special Rate Disability Compensation Payment for blindness in both eyes)
- receiving a Disability Compensation Payment at the Intermediate Rate
- receiving a Disability Compensation Payment at the Temporary Special Rate
- receiving a Disability Compensation Payment at an increased rate for a condition specified in any of items 1 to 8 of subsection 27(1) of the VEA (these items relate to double amputees who may also be blind in one eye).

If the deceased veteran did not fall into one of the above categories, and it is thought that the veteran's death was due to war service or eligible defence service, the surviving widow(er) should make a claim for war widow(er)'s pension.

Those eligible to make a claim are:

- a widow or widower – that is, a person who was legally married to, or was in a de facto relationship with an Australian veteran immediately before the veteran's death and has not since remarried, married or entered into a de facto relationship with another person
- another person on behalf of a widow or widower.

The widow or widower may also be required to provide certified copies of their own birth certificate, marriage certificate and the deceased veteran's death certificate.

For further information on war widow(er)'s pension, contact DVA on 1800 VETERAN (1800 838 372).

Income Support Supplement

Those receiving the war widow(er)'s pension may be eligible for the Income Support Supplement (ISS), subject to meeting an income and assets test. This is generally a taxable payment although if paid on permanent incapacity grounds the ISS is tax free until Age Pension age is attained. The ISS is available through DVA only as war widow(er)s cannot be granted an income support payment from Centrelink.

Widows may wish to contact, and receive assistance from, their local Legacy office or War Widows' Guild. These organisations have members who can act as advocates. Their contact details can be obtained from DVA.

Orphan's pension

An orphan's pension may be paid to the dependant child of a deceased veteran. A dependant child can include the natural or adopted child of a veteran, or a child who was wholly or substantially dependent on the veteran. Orphan's pension can be paid in the following circumstances:

- the veteran's death is accepted as being service related
- the veteran had been receiving any of the following:
 - a Special Rate Pension (TPI)
 - a Temporary Special Rate Pension
 - an Intermediate Rate Pension
 - an Extreme Disablement Adjustment
 - an increased rate of pension for amputations or blindness under items 1 to 8 of section 27 of the *Veterans' Entitlements Act 1986*
- the veteran was a former Australian prisoner of war
- the veteran had rendered operational service, but their death was not service related, and the child is not being maintained by a parent, adoptive parent or step-parent.

If a child is between 16 and 25 years old they must both:

- be receiving full-time education at a school, college or university
- not be receiving Veterans' Children Education Scheme, AUSTUDY, Youth Allowance or other education assistance or any other income support payment from the Australian Government.

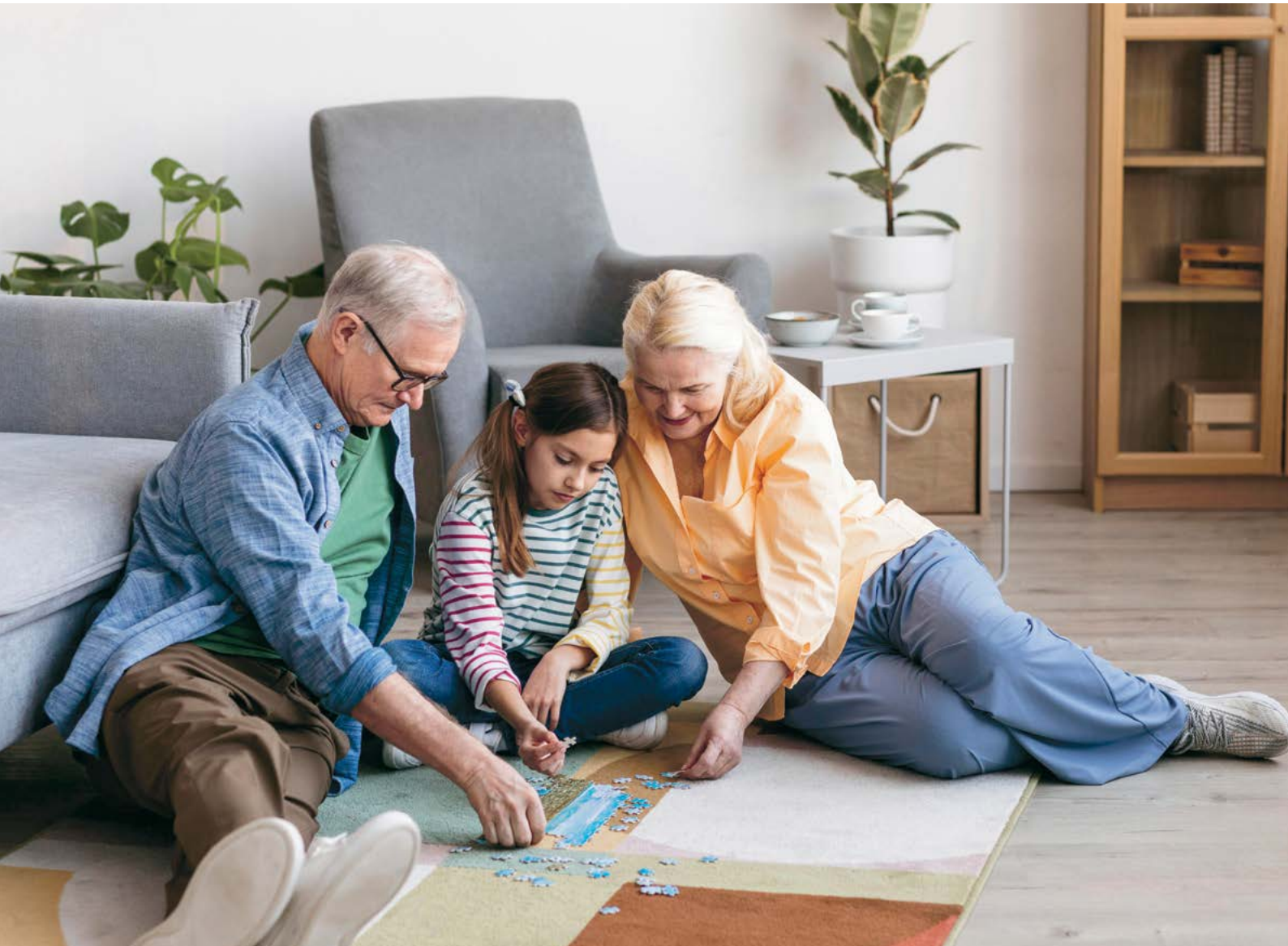
Pension rates – double orphan and single orphan

The higher of two rates is paid where a child's parents are both deceased or when an eligible veteran dies and the remaining parent, adoptive parent or step-parent is not supporting the child. The lower rate is paid if the veteran has died but the child has a surviving parent.

Veterans' Children Education Scheme (VCES)

Children receiving an orphan's pension and in full time education are eligible for assistance under this scheme.

Current rates and detailed information on all pensions and benefits are available from any DVA office or from the DVA website www.dva.gov.au.





Compensation and other benefits for dependants

Period of service and claim for compensation

Dependants of a member or former member of the Australian Defence Force (ADF) may be eligible to receive compensation and other benefits following the death of the member or former member. Where the service of the deceased is not covered by the VEA, the period of service will determine the compensation and benefits payable to eligible dependants.

If the deceased member or former member of the ADF had:

- service on or after 1 July 2004, compensation and other benefits payable to eligible dependants are determined under the *Military Rehabilitation and Compensation Act 2004* (MRCA)
- service between 3 January 1949 and 30 June 2004, compensation and other benefits payable to eligible dependants are determined under the *Safety, Rehabilitation and Compensation (Defence-related Claims) Act 1988* (DRCA), noting that a person may have dual eligibility under the *Veterans' Entitlements Act 1986* (VEA) and DRCA
- service between 10 June 1997 and 30 June 2004 additional benefits payable to eligible dependants are determined under the *Defence Act 1903*.

MRCA compensation and other benefits

Compensation for wholly dependent partner/spouse

Dependants of a member or former member of the ADF may claim compensation under the MRCA if the member had service on or after 1 July 2004 and any of the following apply:

- the death is being claimed as related to that period of service
- they were entitled to maximum permanent impairment compensation for accepted conditions under the MRCA immediately before their death
- they met the criteria for a Special Rate Disability Pension (SRDP) during some point in their life.

A wholly dependent partner (WDP) is defined under the MRCA as a person who was the partner of the member and who was both:

- married to, or in a de facto relationship with, the member immediately before the member's death
- wholly dependent on the member for economic support at the time of their death.

A partner is deemed to be wholly dependent on the member for economic support if they were either:

- living together immediately before the member's death
- living apart due to illness suffered by either, or both of them immediately before the member's death.

If the partner was not living with the member or former member under these circumstances, the partner will have to establish that they were wholly dependent on the member for economic support to be entitled to compensation as a wholly dependent partner.

Wholly dependent partners can receive either periodic payments for life equivalent to the rate of the war widow(er)'s pension under the VEA or its lifetime equivalent as a lump sum. The lump sum amount payable is determined by the age of the dependant (at their next birthday) at the time of the member's death. Calculations of aged based lump sum payments are made in reference to a person's age through the use of Life Tables provided by the Australian Government Actuary.

The surviving partner is encouraged to seek financial advice from a suitably qualified financial advisor before making the choice between payment types and may be eligible to be reimbursed up to a statutory limit for costs incurred in obtaining this advice.



MRCA additional compensation following death

If the death of the member is related to their service, a widow(er), who was a wholly dependent partner, may be entitled to an additional compensation payment. This lump sum tax free payment is in addition to the MRCA compensation following death that may be payable. The additional compensation payment is not payable where a payment of compensation for a member's death was payable because the deceased member met the criteria for the SRDP at some time in their life or had been assessed prior to the death as suffering an impairment of 80 or more impairment points.

The additional compensation payment is aged-based with the maximum amount being paid up to the age of 40, after which it decreases. The surviving partner must lodge a claim for compensation following death before it can be paid.

To find out the amounts that may be payable please contact DVA on 1800 VETERAN (1800 838 372).

All MRCA entitlements following death are in addition to any superannuation payments or private insurance payments.

Other assistance

Wholly dependent partners may also be entitled to:

- a Veteran Gold Card
- a fortnightly payment of MRCA Supplement
- Income Support Supplement and associated allowances – the payment of this supplement is subject to an income and assets test and is paid under the VEA.

Children or dependants under 25

An Eligible Young Person may be entitled to compensation for the death of a member or former member of the ADF if they:

- meet the definition of "dependant" in the MRCA; for example son, daughter, stepson, step-daughter, grandson, granddaughter, brother, sister, half-brother, or half-sister
- before the death they were wholly, mainly or partly dependent on the member or former member of the Defence Force.

An Eligible Young Person is a person who is under 16 years of age or aged between 16 and 25 years and undertaking full-time education (and is not in or engaged in full-time work on their own account).

Compensation for an eligible young person

All Eligible Young Persons who were wholly or partly dependent on the member or former member immediately before the member's compensable death receive:

- a tax free lump sum compensation payment which is payable at the rate applicable at the date of the member or former member's death
- education assistance under the Military Rehabilitation and Compensation Act Education and Training Scheme (MRCAETS) while they remain an Eligible Young Person.

An Eligible Young Person who was wholly or mainly dependent on the member or former member at the time of death may also be eligible to receive the following additional entitlements:

- a fortnightly payment which is payable for their benefit from the date of death of the member or former member
- a Veteran Gold Card which provides the Eligible Young Person with free access to treatment for all medical conditions until the earlier of ceasing full time education or turning 25 years of age
- a fortnightly MRCA supplement payment.

To find out the amounts that may be payable per fortnight, please contact DVA on 1800 VETERAN (1800 838 372).

Other dependants

Compensation may be payable to 'other' dependants who were wholly or partly dependent on the deceased member or former member for economic support immediately before the member's death, other than partners and eligible young persons who were wholly or partly dependent (such as: parents, grandparents, step-parents, step-children, brothers, sisters).

Compensation for other dependants

A maximum tax-free, lump sum payment will be available for distribution amongst all other dependants with a set maximum amount payable to each person. The amount of compensation payable to each other dependant is assessed having regards to:

- the financial loss or losses suffered by each dependant as a result of member or former member's death
- the degree of each person's dependency on the member or former member
- the length of time each person would have remained dependent on the member or former member but for the member's death.

Funeral expenses

Compensation can be awarded for the costs of the funeral of a deceased member if:

- liability for the death has been accepted under the MRCA
- the deceased member received the SRDP or was eligible to receive SRDP during some period of their life
- the deceased member was entitled to maximum permanent impairment compensation for accepted conditions immediately before their death (i.e. assessed at 80 or more impairment points).

The ADF currently meets all costs of a military funeral of ADF members who die while still serving. If the cost of a member's funeral is met by the ADF, no funeral expenses are payable under the MRCA.

A claim must be lodged before compensation to cover the cost of funeral expenses can be paid. The appropriate form, claim form D2053 – *Claim for Compensation for Dependents of Deceased Members and Former Members* can be obtained through the DVA website form section at www.dva.gov.au/about-us/forms, or by contacting DVA.

Funeral expenses can be paid directly to the person who made the claim. This can be either the deceased's dependant or a legal or personal representative. If the funeral expenses have not been paid, the MRCA provides that funeral expenses of up to the maximum amount payable can be awarded to the person or company which is either conducting, or has conducted, the funeral.

Bereavement payments

A wholly dependent partner of a deceased serving or former member is entitled to a bereavement payment where the member was receiving, or was entitled to receive, the following payments under the MRCA at the time of their death:

- incapacity payments
- permanent impairment periodic payments
- the Special Rate Disability Pension (SRDP) safety net payment.

If more than one partner was wholly dependent on the serving or former member at the time of their death, the bereavement payment will be split between the partners. The relative loss of financial support each person has suffered as a result of the member's death will be considered in deciding how the payment will be split. If there is no wholly dependent partner, the bereavement payment can be made to a dependent child or dependent children of the deceased.

The bereavement payment is equal to 12 times the weekly amount of the payment that the serving or former member was either receiving, or was entitled to receive, at the time of their death.

A bereavement payment is not payable where a permanent impairment entitlement was paid as a lump sum or in cases where periodic incapacity payments were redeemed by payment to member as a lump sum of compensation.

A claim must be made for bereavement payments. Claim form D2053 – *Claim for Compensation for Dependants of Deceased Members and Former Members* covers both a claim for bereavement payment and compensation for funeral expenses. The form is available from the DVA website forms section: www.dva.gov.au/about-us/forms, or by contacting DVA.

The partner of the deceased member can also lodge a claim in the form of a signed letter stating that the serving or former member has died. The letter should be accompanied by evidence that the partner was living with the member at the time of death, or if that was not the case, evidence to establish that the partner was wholly dependent on the serving or former member for the economic support at the time of death. Partners and Eligible Young Persons living with the member at the time of death are considered to be wholly dependent.

Evidence of financial dependency and/or of the partner's living with the member at the time of death can be made in the form of a properly completed Statutory Declaration. A claim for bereavement payment can also be made by or on behalf of a child or children who was or were wholly dependent on the serving or former member at the time of death if there was no wholly dependent partner at the time.

It is important that you let staff in DVA know of the death as soon as you feel that you can. They will then be able to offer whatever assistance is possible by way of entitlements arising from the member's death and bereavement payments. DVA staff may also direct those affected by the death to the counselling services that are available through the Department to provide assistance with coping with bereavement.

If DVA staff are not notified of the death, there could be an overpayment of any weekly compensation benefits that were being paid prior to the member's death. If payments made after death (due to the Department not being notified of the death) totalled more than the 12 weeks' entitlement to bereavement payments, it may be necessary for DVA staff to recover the amount that was overpaid.

DRCA and *Defence Act 1903* compensation and other benefits

DRCA and Defence Act benefits for eligible dependants

A person will qualify as a dependant of the former member under the DRCA if they were wholly or partly dependent upon the deceased for economic support at the date of the deceased's death and immediately before the death had a familial relationship with the deceased, such as partner, parent, grandparent, step-parent, step-child, brother, sister.

Dependants may be eligible for the following entitlements where the cause of death of the former member is compensable:

- lump sum compensation following death (DRCA) – compensation is payable at the rate applicable at the date of death
- additional compensation following death (Defence Act) – additional compensation following death is payable at the rate applicable at the date of death
- a further lump sum for each dependent child (Defence Act) – additional dependent child lump sum is payable at the rate applicable at the date of death
- a periodic payment for those children who were dependent upon you at the date of death and who are either under 16 years of age or are full-time students (up to 25 years of age) (DRCA)
- funeral expenses under the DRCA
- reimbursement for the cost of obtaining financial advice when the additional death benefits have been paid under the Defence Act.

Dependants are eligible to receive additional benefits under the Defence Act only when the cause of death of the former member is related to their service during the period 10 June 1997 and 30 June 2004 (inclusive). All benefits payable under the DRCA or the Defence Act are in addition to any superannuation pension or lump sum benefits that may be paid to dependants by the Commonwealth Superannuation Corporation.

Effect of compensation payments on other entitlements

A dependant who is eligible for a lump sum compensation payment following death under the DRCA may also have an additional entitlement to a war widow(er)'s pension under the VEA. Where this occurs and the widow(er) chooses to receive the DRCA lump sum, the war widow(er)'s pension under the VEA is offset so that the dependant is not compensated twice for the death.

Additional Death Benefit paid under the Defence Act does not fit the definition of a compensation payment, and therefore will not affect the rate of war widow(er)'s pension that can be paid under the VEA.

This means that the widow(er) may choose to receive the war widow(er)'s pension under the VEA and the Additional Death Benefit under the Defence Act.



Coping with bereavement

The experience of grief and dealing with it

The expression of grief is a normal response to loss. Denying emotion can cause problems.

Counsellors can often assist people who are grieving. Counsellors can be contacted through organisations such as:

- community health centres
- National Association for Loss and Grief
- Solace Association
- Lifeline.

These organisations may also be able to provide general information about grief. Some staff of these organisations are volunteers, others are paid professionals.

Some organisations offer one-to-one counselling while others offer a combination of this and group sessions along with social outings where people can begin to make new friends and find new interests.

Ministers of religion are trained and experienced in assisting people cope with grief. Many funeral directors offer free or low-cost sessions to help participants understand how grief can affect people and learn strategies to cope with grief.

There are many books and online resources available that can help you to cope with grief, if you feel uncomfortable with counselling. These resources can make you aware of what reactions you may expect to have as a part of the grieving process.

How Open Arms – Veterans & Families Counselling can help with grief

A counselling service is available for confidential counselling and assistance in dealing with family, work and all life issues, including grief. This service is available to all Australian veterans, peacekeepers, their families and those with personal ties to the veteran, from any theatre of war or peacekeeping mission with which Australia has been involved. The problem does not have to be service related. Open Arms is available 24 hours a day on 1800 011 046 from anywhere in Australia or at www.openarms.gov.au.

Loneliness

When a member of a couple dies the surviving partner may feel like withdrawing from social contacts and activities. It may seem like the social circles that were frequented prior to the death are full of couples and it may appear difficult to fit in as a single person. It is a normal reaction to want to withdraw from social activities but it is important to remember that the company of others, especially friends, can enrich your life.

You may choose to use your talents and skills to help others. You may do this on your own or through an organisation. There are many social and community service organisations looking for new and interested participants and members. You can obtain information on these organisations through your local community health centre, Council on the Ageing in your state or through your local Community Information Service. Staff at DVA, ex-service organisations, Legacy or the War Widows' Guild can help you find these organisations.

Joining chatrooms or forums on the internet is a new and easy way of meeting new friends with common interests from anywhere in the world. Use a search engine such as Google (www.google.com.au) to look for ones on topics that interest you. Memberships are usually free. If you do not have the internet at home your local library will be able to help.

It is important to remember that contact with others and developing new interests can help to make the adjustment to living without your partner a little easier.



Looking after your health

Losing someone close to you, especially your partner, can be one of the most stressful times in your life. It is very important to look after your health as this can be quickly undermined when you are under great stress.

When stressed, you may lose sleep, have reduced appetite, and reduced energy and will power to do normal day-to-day activities.

It is important to take good care of your diet and continue to exercise regularly. This can help you to get back into a routine. At first, family and friends may help you with shopping, cooking and other household tasks, but as time goes on, you may wish to start doing these things for yourself. Your doctor will be able to refer you to professionals or organisations for more information and advice about exercise and good nutrition to help you during this stressful time.

The dietician at your local community health centre or hospital can also help you. You can obtain resources from DVA that could be of value including *Recipes For Life*.

These and a range of other practical health related publications available for download from the DVA's website www.dva.gov.au/health-and-treatment/work-and-social-life-programs.

Assistance for families

On these pages, we provide some useful links for families who may require assistance.

ADF Family Health

The Government is committed to recognising the service and sacrifices of ADF personnel and the important and valuable role their families play in the achievement of the Defence mission. Further information can be obtained at their website at www1.defence.gov.au/adf-members-families/health-well-being.

Defence Member and Family Support (DMFS) Branch

Defence is dedicated to recognising the very important and valuable role of ADF members and their families in the achievement of the Defence mission. While carrying out their daily tasks, whether here in Australia or deployed overseas on operations, personnel need to be assured that their families are well cared for and have the support need. Further information can be obtained at their website at <https://www.defence.gov.au/members-families>.

Defence Member and Family Helpline

The Defence Member and Family Helpline was established to provide a 24 hour point of contact and information service for families of personnel deployed or in support of operations and designated exercises. Further information can be obtained by telephone on 1800 801 026 or visit the National Welfare co-ordination centre's website <https://defence.gov.au/members-families/Defence-Helpline.asp>.

Defence Personnel Portal

Provides access to personnel related information from across Defence, regardless of organisational structure. Further information can be obtained at their website at www.defence.gov.au.

The Defence Force Pay and Conditions Guide can be found at www.defence.gov.au/PayAndConditions/.

Defence Personnel Support and Amenities

Personnel Support and Amenities is an integral component in the retention and sustainment of ADF service men and women through the provision of welfare and amenity programs, products and services. For more information call DPSA through the Defence Switchboard 1300 333 362.

Defence Families Australia

Defence Families of Australia is a group formed to represent the views of Defence families. It's aim is to improve the quality of life for Defence families by providing a recognised forum for their views and by reporting, making recommendations and influencing policy that directly affects families. Further information can be obtained by telephone by contacting their Infoline at 1800 100 509 or visit the Defence Families Australia website www.dfa.org.au.

Defence Family Matters

Defence Family Matters news magazine is sent to all permanent ADF personnel or those on Continuous Fulltime Service who have one or more dependants. It is sent out three times a year and it is also available as a free subscription to interested parties. Defence Family Matters provides ADF families with a reliable information source relating to matters that directly affect them such as pay and allowance changes, support mechanisms for families and partners, housing, and advice and tips on dealing with posting issues. It also provides community support information from not for profit community focussed groups. Further information can be obtained through the Defence website via the family matters section <https://www.defence.gov.au/members-families/DFM/>.

Defence Special Needs Support Group

The Defence Special Needs Support Group is the only charity dedicated to providing support, information and assistance to Australian Defence Force families who have someone with special needs. Further information can be obtained by telephone 1800 037 674 or visit the Defence special needs Support Group website www.dsnsg.org.au.

Defence Housing Australia

Defence Housing Australia was established in 1987 to provide housing for serving members of the Australian defence Force and their families. Further information can be obtained by telephoning 139 DHA (139 342) or visit their website at www.dha.gov.au.

Estate and Infrastructure Group

Estate and Infrastructure Group is a consolidated service delivery organisation for Defence. Estate and Infrastructure Group provides a large range of products and services across Australia to support Defence capability in areas such as legal, health, garrison and personnel matters through to facilities and assets management. Further information can be obtained on the estate infrastructure group section of the defence website www.defence.gov.au/about/estate-infrastructure-group.

Transition Support Services

Assisting ADF members and their families with moving forward. The Transition Support Services website has been developed to assist ADF members and their families during the separation process. Further information can be obtained on their website www.defence.gov.au/members-families/Transition.

Supporting Defence Families in Times of Bereavement

In the event of the death of an ADF member while in service, Defence provides emotional and practical support to the family within 24 hours, through a Bereavement Support Team. This support is given to all bereaved Defence Families, regardless of the cause of the member's death.

For more information about Defence's bereavement support, contact the Defence Family Helpline on 1800 624 608 or visit their website www.defence.gov.au/members-families.





Reviewing financial arrangements

Superannuation, insurance and other financial matters

Superannuation

Most superannuation funds provide benefits, either regular payments or a lump sum, for dependants of superannuants who have died. It is important to notify the relevant superannuation fund as soon as possible after the death to access the fund's benefits. Often, forms will need to be completed. It is also important for the fund to be notified if the partner of a superannuant dies as it may be necessary to elect a new beneficiary.

Check with your superannuation fund and make sure that you, your partner and perhaps another family member or friend is aware of entitlements and the processes involved should any part of your situation change. Ask your superannuation fund administrators to clearly explain your entitlements and options.

For Information regarding the Military Super, DFRDB and ADF Super administered by the Commonwealth Superannuation Corporation, contact the Commonwealth Superannuation Corporation on 1300 001 877 or visit their website at www.csc.gov.au.

Insurance

It is important to notify insurance companies as soon as possible after the death of a person with any type of insurance policy in their name. The insurance company will inform you if there are any changes in premiums or conditions of the policy and if there is any sort of pay-out applicable, as in the case of life insurance.

There are a number of types of insurance that you will need to reconsider if your partner dies. These include:

- life insurance
- loan insurance
- health insurance
- income protection
- house and contents insurance
- motor vehicle, boat and caravan insurance.

It is important to know what your insurance policy covers and if any limits apply in the case of a claim. You should also be aware of what effect making a claim could have on your premium. Be sure to ask whether there are any reduced premiums payable if you are a pensioner or a senior citizen.

Other financial matters

Other financial matters you might consider are:

- to organise with your bank regarding payment of funds from the estate to cover expenses such as the funeral, loan repayments and other regular accounts
- the costs associated with any work you ask a solicitor, accountant or financial planner to undertake on your behalf.

Reassessing your needs

It is important for the surviving partner to take the time to reassess their needs.

Some of the things that will need to be considered include:

- housing options
- superannuation
- power of attorney
- insurance
- a new will
- financial planning.

Reference section

The Planning Ahead kit includes a number of checklists, information leaflets and forms to assist in your planning process.

Checklists

There are two checklists included with this kit :

1. *Planning Ahead – a Checklist for Notification*. It is recommended that this checklist be completed and kept in a safe place ensuring that your family and friends know of its whereabouts.
2. A checklist of papers which should be in order and kept in a safe place. It is recommended that you keep all the documents listed in this checklist together in a safe place and to inform a trustworthy person of their location.

Forms

1. *D8730 Medical Details of Veteran – Your private record*.

The completion of this form may assist the surviving partner should they decide to lodge a claim for a war widow(er)'s pension after your death. The completed form should not be sent to DVA but retained with your other important papers. An online version can be found at www.dva.gov.au/about-us/dva-forms/medical-details-veteran.

2. *D8729 Personal Information Sheet – Your private record*.

The completion of this form may assist your family to easily obtain the information that maybe required in the difficult time following bereavement. The completed form should not be sent to DVA but retained with your other important papers. An online version can be found at www.dva.gov.au/about-us/dva-forms/personal-information-sheet.

Department of Veterans' Affairs website

The DVA website (www.dva.gov.au) has information and resources to assist veterans and their families. A range of DVA publications are available for download at www.dva.gov.au/documents-and-publications.

Department of Veterans' Affairs

New South Wales

Tower B, Centennial Plaza
280 Elizabeth St, Surry Hills
Postal:
GPO Box 9998
BRISBANE QLD 4001

Queensland

Brisbane

480 Queen Street, Brisbane
Postal:
GPO Box 9998
BRISBANE QLD 4001

Townsville

1st floor 520 Flinders St,
Townsville
Postal:
GPO BOX 9998
BRISBANE QLD 4001

Victoria

The Argus Centre
300 La Trobe St, Melbourne
Postal:
GPO Box 9998
BRISBANE QLD 4001

Tasmania

Barrack Place
254–286 Liverpool St, Hobart
Postal:
GPO Box 9998
BRISBANE QLD 4001

Western Australia

AMP Building
140 St Georges Tce, Perth
Postal:
GPO Box 9998
BRISBANE QLD 4001

South Australia

Westpac House
91 King William St, Adelaide
Postal:
GPO Box 9998
BRISBANE QLD 4001

Australian Capital Territory

Veterans' Access Network Office
6 Bowes St, Woden
Postal:
GPO Box 9998
BRISBANE QLD 4001

Northern Territory

Unit 1, Winnellie Central
Corner Hickman St & Winnellie Rd
Winnellie
Postal:
GPO Box 9998
BRISBANE QLD 4001

Phone: 1800 VETERAN (1800 838 372)

Email: GeneralEnquiries@dva.gov.au

Warning: Please note that if you choose to use this email facility your e-mail to us may not be secure. Please do not use this link to send DVA personal information.

All information quoted here is current at time of publishing.

Acknowledgements and references

Public Trustees Office

Consumer Information Kit Tobin Brothers Funeral Directors

Ray Carnall Financial Services Pty Ltd.

Australian Association for Hospice and Palliative Care

The Law Society of New South Wales

Relative Concerns – a Resource for People with Older Relatives Australian Pensioners and Superannuants Federation





The purpose of this Personal Information Sheet is to help your family with personal information in the difficult time following bereavement.

This Personal Information Sheet is for your own personal record. **DO NOT** send this form to the Department of Veterans' Affairs (DVA) or your ex-service group. Keep this form in a safe place and let your family or friends know where it is kept.

Please note that this information sheet is NOT a legal document and DOES NOT replace a will. Be sure that you have made a will and that it is up to date.

Please fill in this sheet if you are:

- single or widowed
- members of a couple (both partners should fill in a form).

Please:

- fill in as much information as you can
- update these details when circumstances change.

Personal details

Surname

Given name(s)

Address
Postcode

Date of birth

Place of birth

Religion

Local church

Service number

Rank

Army Navy Air Force

Tax file number

In case of emergency please contact

Surname

Given name(s)

Address
Postcode

Telephone No. ()

Family details

Your Father's name

Father's
date of birth

Father's
place of birth

Your Mother's name

Mother's
date of birth

Mother's
place of birth

Full name of partner
(if applicable)

Other names used or known by partner
(e.g. maiden name, name at birth)

Date of marriage

Place of marriage

Full name(s)
of children

Medical details

Your Medical
Practitioner's name

Address

Postcode

Telephone number

Name of Private
Medical/Hospital Fund

Telephone number

Membership
number

Bank account details

1. Bank

Account
name

BSB

Account number

2. Bank

Account
name

BSB

Account number

3. Bank

Account
name

BSB

Account number

Other investments/loans

(including shares, stocks, debentures, property, personal loans, credit card debts)

You may wish to keep originals or copies of relevant documents with this form.

Superannuation details

Name of fund

Telephone number () Membership number

Life Insurance details

1. Company
Policy number

2. Company
Policy number

3. Company
Policy number

Veterans' Affairs and Centrelink pension details

Veterans' Affairs pension number

Centrelink Customer Reference Number

(if applicable)

Safe deposit details

Location

Location of key

House details

Ownership/
mortgage details

Location of
title(s)

Will details

Location of will

Executor's
name

Executor's
address

Postcode

Telephone No. ()

Solicitor's
name

Solicitor's
address

Postcode

Telephone No. ()

Funeral arrangements

Cemetery/crematorium
(including existing
allotment)

Burial
Cremation

Organ/tissue
donor? No
Yes

Note: Requests should be detailed in your will and your next of kin should be aware of your wishes.

Special requests
(e.g. no flowers etc.)

Other details:



Medical Details of Veteran Your Private Record

The purpose of this document is to record information about your medical details, which may eventually be of assistance concerning a claim for a war widow(er)'s pension. Keep this form in a safe place. If you need more space, please attach a separate sheet. **DO NOT** send this form to Department of Veterans' Affairs (DVA) or your ex-service group.

Full name

Address
Postcode

Service No. Rank

Army Navy Air Force

Did you drink alcohol

Before enlistment? No Yes How much?

During service? No Yes How much?

After discharge? No Yes How much?

Did you smoke tobacco

Before enlistment? No Yes How much?

During service? No Yes How much?

After discharge? No Yes How much?

Did you regularly take tablets or medicines

Before enlistment?

No Yes
 Type and purpose of tablets/medicine

During service

No Yes
 Type and purpose of tablets/medicine

After discharge

No Yes
 Type and purpose of tablets/medicine

Details of medical treatment before enlistment

Year	Illness or disability treated

Details of medical treatment during service

Year	Illness or disability treated

Details of medical treatment since discharge

Year	Name of hospital/clinic	Name of Doctor



Planning Ahead – A checklist for notification

Complete the details in the second column of this checklist and keep it in a safe place, ensuring that your partner, family or friends know of its whereabouts. It will make the task of notifying important people, businesses and organisations of your death much easier for your partner, relatives or friends.

My important documents are kept together in the following location:

.....
.....

Organisation or Business	Contact Person, Telephone number & relevant ID or member number	Notified of Death (Tick box)
Doctor		
Minister of Religion		
Preferred Funeral Director		
Pre-paid funeral - Yes/No		
Funeral Bond - Yes/No		
Funeral Insurance - Yes/No		
Dept. of Veterans' Affairs 1800 VETERAN (1800 372 838)		
Defence Service Homes		
Centrelink		
Ex-service organisation(s)		
Banks etc.		
Credit Card Accounts		
Solicitor		
Accountant		
Executor of Will		

Organisation or Business	Contact Person, Telephone number & relevant ID or member number	Notified of Death (Tick box)
Vehicle Registration & Licence		
Local Electricity Authority		
Gas Supply Company		
Local Council (Rates)		
Telephone Company		
Taxation Office		
Electoral Office		
Medicare		
Health Benefits Fund		
Professional Bodies		
Clubs		
Superannuation Fund		
Allied Health Professionals (Physiotherapist, Dentist, Podiatrist, etc)		
Insurance Companies: Personal and Property		
Department Store Accounts		
Public Services (library etc)		
Other		

The Australian Government and the Department of Veterans' Affairs are committed to listening to the needs of the veteran community and to responding in a way that recognises their importance in Australia's past, present and future.

The personal information and checklists included will help ensure that important information is available to families when it is needed.