

# People and organisations to be notified after someone has died



The following checklist and attached template letter are aimed at assisting with the process of notifying the relevant organisations in the event of a death.

Services Australia website also contains useful information at [www.servicesaustralia.gov.au/death-loved-one](http://www.servicesaustralia.gov.au/death-loved-one). The myGov website features the page <https://my.gov.au/en/services/health-and-disability/experiencing-the-death-of-a-loved-one/who-to-tell-that-someone-has-died>.

The **Australian Death Notification Service** is a free government initiative to help people get in touch with multiple organisations using a single online notification. Participating organisations include banks, superannuation funds, utility providers, insurance companies, government, education and other services providers. A death certificate needs to have been registered with Births, Deaths and Marriages. This service only works when it can match the details provided to the record. For more information or to start a notification, visit <https://deathnotification.gov.au>.

For some Australian Government agencies and programs Services Australia provides a guide about the options to

<b>Person or organisation to be contacted</b>	<b>Contact person, phone number and address (if needed)</b>	<b>Details of person who died (for example, account/customer No.)</b>	<b>Notified (Yes / No)</b>
Australian Taxation Office	132 865		
Banks, credit unions			
Centrelink (payments)	132 300 (seniors) 132 717 (disability, carers)		
Clubs, associations, service organisations (e.g. RSL, seniors club/association)			
Credit card / hire / purchase / loyalty cards			
Department of Veterans' Affairs	133 254		
Australian Electoral Commission	132 326		
Executor of will			
Family and friends			
Funeral bond /insurance / prepaid			
Funeral director (preferred)			

<b><i>Person or organisation to be contacted</i></b>	<b><i>Contact person, phone number and address (if needed)</i></b>	<b><i>Details of person who died (for example, account/customer No.)</i></b>	<b><i>Notified (Yes / No)</i></b>
Health fund			
Health professionals (e.g. GP, specialist, physiotherapist, dentist, podiatrist, optometrist)			
Home care, community support providers (e.g. My Aged Care or NDIS and related and related service providers)	My Aged Care: 1800 200 422 NDIS: 1800 800 110		
Hospital			
Medicare	132 011		
Home delivery (e.g. newspaper, grocery)			
Insurance companies			
Landlord, tenants			
Libraries			
Local council			
Post office			
Professional services (e.g. solicitor, accountant)			
Social worker			
Superannuation fund			
Telecommunication providers (e.g. phone, internet)			
Utilities (e.g. gas, electricity, water)			
Concessions SA	1800 307 758		
Seniors Card Unit	1800 819 961		
Vehicle registration and licensing authorities			

Other relevant people / organisations (e.g. Land Services, Public Trustee, pharmacist, home appliance rental, disability/medical aids rental, employer, blood centre, cemetery plot renewal, religious advisor/ church, personal alarm providers, child support agency, hearing centre, school/college; if the person was a citizen of/resided in another country - consulate, foreign pension authority)

<b><i>Person or organisation to be contacted</i></b>	<b><i>Contact person/ phone number / address</i></b>	<b><i>Details of person who died (for example, account/customer No.)</i></b>	<b><i>Notified (Yes / No)</i></b>

If the person used web-based mail (e.g. Gmail, Outlook, Yahoo), social media or other digital platforms (e.g. Facebook, Paypal) they may have left details including passwords allowing a trusted person to close their accounts.

Updated July 2025

*Catalyst Foundation is supported by the Australian Government Department of Health, Disability and Ageing. Visit the website [www.sa.health.gov.au](http://www.sa.health.gov.au) for more information. Although funding for this publication has been provided by the Australian Government, the material contained herein does not necessarily represent the views or policies of the Australian Government.*

# LETTER TEMPLATE

TO WHOM IT MAY CONCERN

I wish to notify you of the death of:

Mr / Mrs / Miss / Ms

Surname

Given names

Date of birth

Street name and number

Suburb

State

Postcode

Date of death

I understand the above had dealings with your organisation.

The reference number/membership/client account for your organisation was

Please amend your records.

If you need to contact me for further information,

my name is

and my phone number is

Signature

Address

Relationship to the deceased

Date