

Who to notify?

Shortly after someone dies people often contact:

- Family and friends
- Funeral Director
- Religious Adviser
- Funeral insurance/
Prepaid funeral company
- Executor of the Will

The following table lists organisations you may need to notify in the weeks and months that follow.

This list can appear overwhelming – consider taking your time to make these notifications and asking friends and family to help you. A number of these organisations will need a copy of a death certificate (it can take up to a few weeks for this to be issued by the Registry of Births, Deaths and Marriages). It is often useful to have several photocopies of this certificate (certified by a Justice of the Peace) to give to organisations as they are required.

It may be important to prioritise notifying certain organisations for financial and/or legal reasons. The Australian Death Notification Service, (ADNS - <https://www.service.nsw.gov.au/transaction/australian-death-notification-service-adns>) provides people with a single online location to notify multiple organisations that someone has died.

When the deceased's details are entered, the ADNS validates them against the Australian Death Check (ADC) and you choose the relevant institutions and services to inform and provide your own contact details for any next steps. Anyone can be a notifier, but a NSW death certificate needs to have been issued for the person who has died, in order to progress the notification.

Person or organisation to contact	Contact details (e.g. phone number)	Details of deceased (e.g. account number)	Notes
Australian Electoral Commission (AEC)	132 326		The Births, Deaths & Marriages Registry also provides information to AEC
Australian Taxation Office	132 861		
Banks, credit unions			
Centrelink	132 300		
Charities			
Child Support Services	131 272		
Clubs (e.g. RSL)			
Department of Immigration			
Department of Veterans Affairs	133 254 or 1800 555 254		
Department Store Accounts			
Educational institution (e.g. university, TAFE)			
Employers (paid, voluntary)			

Person or organisation to contact	Contact details (e.g. phone number)	Details of deceased (e.g. account number)	Notes
Foreign pension authority			
GP			
Health Fund			
Health professionals (e.g. GP, dentist, optometrist)			
Insurance companies (e.g. home and contents, car, pet)			
Landlord			
Local council			
Loyalty cards (e.g. air miles)			
Mailing lists	www.adma.com.au/ do-not-mail		
Medicare	132 011		
Pharmaceutical Benefits Scheme	132 290		
Professional services (e.g. solicitor, accountant)			
Public services (e.g. library)			
Social media (e.g. Facebook, LinkedIn)	Info. available on each provider's website		
Subscriptions (e.g. magazines)			
Superannuation fund			
Telecommunications providers (e.g. phones, internet)			
Utilities (e.g. gas, electricity, water)			
Vehicle registration and licensing authorities	RMS: 132 213		
Service NSW (Registry of Births, Deaths & Marriages)	13 77 88		

Adapted from the Australian Government Department of Human Services 'Who to notify' checklist.