



Let's talk about Bereavement

“ Who to notify
when someone dies. ”



Our Vision

To be Queensland's best provider of trustee and administration services.

Our Mission

To deliver a full range of professional, accessible and reliable trustee, financial and related services in a supportive, compassionate and ethical manner.

About The Public Trustee

We deliver a range of specialist services to the Queensland community including:

- Enduring Powers of Attorney
- Deceased Estate Administration
- free Will making
- property sales
- financial administration for people with incapacity.



When someone close to you dies, you may experience a wide range of emotions and find it difficult to cope with their loss.

When you are grieving it may be difficult to think about what steps to take and who to notify.

To assist you we have prepared a guide of people and organisations you may need to contact.

Locate **personal papers**

Before you start making calls, it's advisable you try to locate the deceased's personal papers. Look for documents such as:

- a Will
- pre-paid funeral plans
- birth certificates
- marriage certificates
- property deeds
- life insurance or superannuation policies
- bank account details.


Please note

This is a guide only and doesn't replace independent legal advice. It may not include all the organisations you are required to contact.



Who to **Contact**

In the first 24 hours it is suggested you contact:

- a doctor – if the person died at home
 - family and friends
 - preferred funeral director
 - minister of religion or civil celebrant
 - Executor, if known.
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Other organisations to consider

(some of these tasks may be completed by the deceased's Executor):

- landlord
- Centrelink or Veterans Affairs
 - if the person was receiving benefits
- pension authority from applicable country, if the person was receiving an overseas pension
- Medicare
- Australian Taxation Office
- gas, electricity and telecommunication providers
- local council for rates and water accounts
- Department of Transport – motor vehicle registration and drivers licences
- bank, building society or credit union
- Australian Electoral Office
- accountant
- insurance companies
- superannuation funds
- home nursing services
- Meals on Wheels
- health funds.

Planning for **your future**

It's important that you plan for your future with a valid Will and Enduring Power of Attorney.

The Public Trustee has been making Wills for Queenslanders since 1916.

We can assist you by preparing your Will for free and your Enduring Powers of Attorney for a competitive fee.



Protecting your **privacy**

The Public Trustee collects and manages personal information in the course of performing its activities, functions and duties in accordance with the *Public Trustee Act 1978* (QLD). We respect the privacy of the personal information held by us. The way in which The Public Trustee manages personal information is governed by the *Information Privacy Act 2009* (QLD).

This means there are restrictions on how we can use, and when we can disclose, your personal information. When you supply us with your personal information as part of providing us with feedback or lodging a complaint, we will generally use this information only to assist us to address your concerns.

We generally do not disclose your personal information outside of The Public Trustee unless we are required to do so by law or unless you have given us your consent to such disclosure. If you would like to read our Privacy Statement, please visit our website at www.pt.qld.gov.au

Contact Us

Your nearest Public Trustee Office

Brisbane

07 3213 9288

Bundaberg

07 4181 0800

Brendale

07 3142 1900

Cairns

07 4040 7300

Gladstone

07 4962 1100

Ipswich

07 3432 6611

Mackay

07 4969 4600

Maryborough

07 4183 0900

Mount Isa

07 4764 0500

Nambour

07 5444 9400

Redcliffe

07 3817 9100

Rockhampton

07 4999 3600

Southport

07 5588 5333

Sunshine Coast

07 5314 1800

Toowoomba

07 4631 8100

Townsville

07 4753 0111

We also offer a range of outreach services in other areas of Queensland. Phone us to find out about your nearest service centre.

1300 360 044

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www.pt.qld.gov.au

**Queensland
Wills
Week**

