

When Someone Passes Away Guide

At Home



CORNERSTONE



FUNERALS

Your Local Funeral Directors

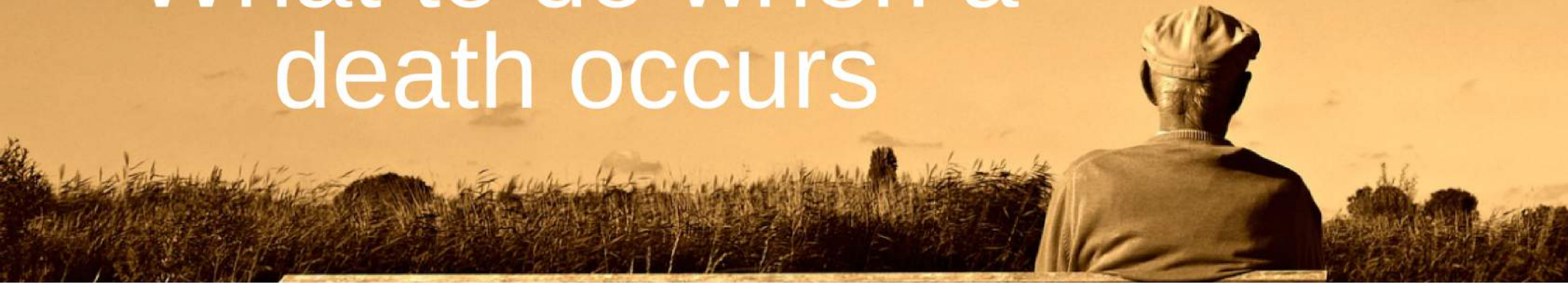


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What to do when a death occurs



Coping with the passing of a loved one is an intricate and profoundly personal journey unique to each individual and family. A result of such a loss, emotions run deep, ranging from profound sorrow to moments of peace from cherished memories. Alongside the emotional whirlwind, there are responsibilities to ensure the body is prepared, transported and cared for and that all legal documents are accurately completed.

The tasks at hand can seem overwhelming, from arranging funeral rites to handling legal and bureaucratic obligations. The Funeral director's role is to guide staff, and families through the process, and ensure the after-life arrangements are maintained to the highest integrity and respect.

Please note the following guide can contain information that is graphic or confronting in nature. To view a guide that is simplified and does not contain the more graphic information please [click here](#).



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When Someone Passes Away at Home

When Someone Passes Away in a Home:

When a loved one passes away at home, it can be a shock and an emotionally charged experience. However, it's important to know that you have options regarding how to proceed. If you've discussed end-of-life wishes beforehand, you may already have a plan in place, which can provide some comfort and guidance during this difficult time.

First and foremost emergency services need to be contacted to arrive on scene and confirm the death. They will also provide the necessary paperwork required for the team to look after the deceased.

The role of the Funeral Director commences when they are contacted to undertake transport of the deceased from their location.

To prepare for the transfer, the following needs to be completed:

Emergency services need to assess the deceased and confirm the death and complete the Life Extinct Form. If the death does not appear suspicious they must contact the doctor of the deceased to confirm they will complete the cause of death certificate (Form 9). If the doctor is not willing or unable to do this then the matter will be referred to the coroners who have a specialised team that will conduct the pickup.

Essential Forms to be completed:

- **Life Extinct (LX Form)** - enables the body to be moved and cared for until the Cause of Death Form 9 certificate is issued. To assist the funeral provider please ensure the doctor who is issuing the Form 9 is noted on this form with their contact details.
- **Property Receipt** - This is to be signed by transfer staff noting any items on the deceased that are being transported with them.



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Emergency Staff Should do the following:

- Disconnect any medical equipment and remove it from the body if present.
- Personal belongings are removed from the deceased person at the families request, though this task may be passed onto the Transfer Team.
- The deceased body is prepared for transport to the after-life-care facility. This may include positioning the body with the head slightly elevated, hands by their side, or resting on the stomach and legs straight and slightly bent at the knees. Some emergency services may decline to do this however if possible this is best practice to ensure the deceased is cared for.
- Assist or advise the family if the death is requiring the coroners or if they should engage a funeral home.

Family, or those present on-site, may be required to stay with the deceased if emergency services must leave to attend another call. Ask the emergency services if they have any further advice. At this point

The nominated Funeral Home or Transfer Service is contacted by the family or the facility to coordinate the transfer of the body to the mortuary facilities.

It is vital relevant details of the deceased are provided to the Transfer Team on the initial call:

- Person's full name, details of their date of birth and death.
- Approximate weight and height (to ensure the correct equipment and staff are allocated for the transfer.
- If the deceased is a contamination risk or has internal medical instruments - pacemaker etc.
- The exact location where the deceased will be received from and any hazards that may be present (animals, stairs etc).
- The person on sites contact number and also the Family contact person's details.
- **Correctly completed forms.**
 - **Life Extinct Form.** Ensure this form is given to the transfer team on pickup.
 - **Property Receipt.** Transfer Team and Facility staff to sign on what property is being transferred with the deceased.



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Summary:

- The person is declared deceased by emergency services
- The Regular Doctor of the deceased has been contacted and has advised they will complete the Form 9 Medical Cause of Death Certificate. (if not then the coroners transfer will conduct the pickup)
- The **Life Extinct Form** is completed and is ready to provide to the transfer Team and a **Property Receipt** issued for any items that will be transported.
- Any hazards or objects that may make the pickup difficult have been identified and or removed/moved.
- The body is prepared for transfer.
- The Family has engaged a funeral home or Transfer Service to complete the pickup.

When the deceased has been transferred from the home, the following steps take place.

Next Steps:

The deceased is entrusted to the chosen Funeral for after-life care and to support the family through the funeral preparations and completion of the deceased/family's wishes.

The funeral director will speak with the family to discuss the deceased's wishes if a pre-arrangement is available. If a pre-arrangement is not available, the senior next of kin or nominated executor of the will of the deceased will be guided through the planning and decision-making process of the deceased's funeral.

Additional Guides, See:

- Elements of the Celebration in Educational Portal
- Funeral Options



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WHAT'S NEXT?

After the initial shock and grief of losing a loved one, there are practical matters that need to be addressed. This includes registering the death and obtaining a Death Certificate, which is usually arranged by the funeral director. This step is not able to be completed until after the burial or cremation has occurred.

It's important to inform relevant parties about the death, including family, friends, employers, and any organizations the deceased was affiliated with. This ensures that everyone who needs to know is informed and can offer support.

If the deceased had a will, it's crucial to locate it as soon as possible. This document outlines their wishes regarding their estate and funeral arrangements, providing guidance for the next steps.

Additionally, seeking help and support from friends, family, or professional counsellors can be beneficial during this time. Grieving is a natural process, and having a support network can make it more manageable.



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6 Needs of Mourning

During our journey through grief and mourning, we all encounter six needs we must meet if we are to heal:

- 1 - Acknowledge the reality of the death
- 2 - Embrace the pain of the loss
- 3 - Remember the person who died
- 4 - Develop a new self-identity
- 5 - Search for meaning
- 6 - Receive support from others

(Author, educator, and grief counselor Dr. Alan Wolfelt.)

Losing a loved one is one of life's most challenging experiences, and it's normal to feel a range of emotions during the grieving process. You may experience shock, denial, anger, guilt, sadness, or a sense of numbness. It's essential to allow yourself to feel these emotions and not suppress them. Everyone grieves differently, and there's no right or wrong way to mourn the loss of a loved one.

Sharing your feelings with trusted friends, family members, or a professional counselor can be helpful in processing your grief. Talking about your emotions and memories of the deceased can provide comfort and support during this difficult time. If you find yourself struggling to cope with grief, don't hesitate to reach out for help. There are helplines and support groups available to provide assistance and guidance when you need it most.

Your employer may have a grief and counselling service available, otherwise accessing online services such as:

Some Helpful Organisations:

griefline.org.au	1300 845 745
grief.org.au	1800 642 066
suicidecallbackservice.org.au	1300 659 467
beyondblue.org.au	1300 224 363
lifeline.org.au	13 11 14



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Cornerstone Funerals is a locally owned and operated funeral home on the Redcliffe Peninsula, starting in 2021 we strive to help families navigate through all the challenges that come when needing to organise a funeral.

With years of experience and a trusted team of locals, we aim to provide quality care when you need it most providing high-quality care and service.

Our commitment to you is that we will be open and trustworthy with how we conduct our business and how we care for your loved ones.

Cornerstone Funerals is involved in many local community projects giving back to the area. This includes working with nursing homes and local clubs to provide a safe and happy community.

Our team can assist you with organising funerals, wakes, burials, cremations and memorials. We are ready to provide guidance and assurance during difficult times.

We thank you for trusting us with your loved ones.

Kind Regards,

Sam Major

Owner / General Manager



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ABOUT US

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My Funeral Wishes

☐ Cremation

☐ Burial (cemetery): _____

☐ No Service

☐ Funeral Service

☐ Memorial Service

(like a funeral service but with no coffin present with cremation or burial happening before)

If you're wanting a service where would you like it held?

Venue:

I'd like the service to be facilitated by:

☐ Celebrant

☐ Clergy

(if you have someone in mind note their name here)

☐ No Flowers

☐ Flowers (list below the type colour etc):

My Favourite Colour Is: _____

Songs I Like:

My Favourite Memories:

Other Notes:

*Scan to Pre-Arrange Your
Funeral Wishes With our
friendly team!*



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**YOUR FUNERAL
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Do you have a current legal will in place?? _____

If Yes, Who is the executor on your will? _____ Contact #: _____

Where is your Will Located / Which Solicitor helped make your will?: _____

*My Funeral
Wishes*

First Names: _____ Surname: _____ Gender: ☐ Male ☐ Female

Date of Birth: ____ / ____ / ____ Usual Occupation when working: _____

Place of birth (town/city and Australian state or town/city and country if born overseas): _____

If born overseas, in what year did you first arrive in Australia? : _____

Fathers First Names: _____ Fathers Surname: _____ Occupation: _____

Mothers First Names: _____ Mothers Surname: _____ Occupation: _____

Marriages

Place of Marriage	Date of Marriage	First Name Partner at that time	Surname of Partner at that time
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Children

List names in order of their birth (from oldest to youngest). If the child is deceased enter 'D' in brackets next to their name. If not born alive enter 'SB' in DOB. If more than five children, attach a separate sheet with their details. Include legally adopted children. If no children write 'None'.

Child Name _____	Date of Birth _____
Child Name _____	Date of Birth _____
Child Name _____	Date of Birth _____
Child Name _____	Date of Birth _____



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