Carers Information Booklet

for the South Burnett

Contents

Carers Information Sheet	2
Name Changes/Notifications	4
Planning Checklist	5
Information - where to get support	6
Information - help with the Funeral	7
Information - help when someone dies	9

This resource is funded by the Australian Government Department of Health and Ageing through the Southern Queensland Rural Division of General Practice

Carers Information Sheet

Who to call in an Emergency:

If you are caring for someone at home and there is an emergency you can call the following people:

- Queensland Ambulance Service on ring 000

NB: People who use a TTY (typewriter) or computer or modem to access the telephone network can call emergency services via the National Relay Service by dialling 106.

If it is not an emergency but you are concerned:

If you are caring for someone at home and you are concerned and it is not an emergency you can call the following people:

- Health Line (13 HEALTH): 13 43 25 84 – **available 24 hours**
- Your local doctor – **available 24 hours**
- Domiciliary Nurse – Blue Care or RSL Care - **available office hours**
- Community Health - **available office hours**
- Palliative Care Information Service **–** 1800 772 273 – **available office hours**

Financial Support:

If you are caring for someone you may be entitled to financial support contact Centrelink on 13 27 17 for more information on Carer Allowance, Carer Payment, Bereavement Payment and other income support options.

Telephone counselling lines/websites - if you need to talk to someone:

Kids Help Line: 1800 55 1800 http://www.kidshelp.com.au
Kids Help Line is a free, confidential and anonymous, 24-hour telephone and online counseling service specifically for young people aged between 5 and 18.

Lifeline: 13 11 14 http://www.lifeline.org.au
Lifeline's 24-hour telephone counselling service is staffed by trained volunteers.

Medicines Line: (9:00am -6:00pm): 1300 888 763 http://www.nps.org.au/consumers
The Medicines Line provides information and advice relating to the best use of medicines.

Poisons Information Centre: 131126
24 hour advice on all exposure to poisons, medicines, plants, bites/stings.

Salvo Care Line: 1300 363 622 http://www.salvationarmy.org.au/wa/homeless/SalvoCareLine/default.asp
The Salvo Care Line provides a listening ear for people experiencing a crisis. Services including: referral to emergency accommodation; food and welfare referral, telephone counselling; information and referral for other material needs.

This resource is funded by the Australian Government Department of Health and Ageing through the Southern Queensland Rural Division of General Practice

Things to think about to make your life easier:

Does your loved one have:

- A Will
- An Executor of his/her Will – the person who sorts out the will
- An Advanced Health Directive – a document outlining his/her wishes regarding the management of their health
- Power of Attorney – a person who manages his/her financial issues
- Enduring Power of Attorney – a person who manages his/her health related issues if s/he is unable to speak for themselves

Have you talked about:

- Whether your loved one wants to be buried or cremated
- Whether your loved one has any special requests in regard to his/her funeral

Have you thought about:

- Changing the signatory details on bank accounts so it is easier for the carer to access money
- Changing over ownership of property – for example it is easier and saves money if a car is "gifted" to the carer rather than trying to change registration details later.
- Changing names on accounts to one person - it is much easier to change details of accounts if both parties are available.

Support and Information Services:

Cancer Helpline and Counselling Service: (Mon to Fri 8:00am to 8:00pm): 13 1120
http://www.qldcancer.com.au
The Queensland Cancer Fund Cancer Counselling Service is a free and confidential cancer counselling service which provides information about cancer, and provides, support and referrals to other services.

Carers Queensland: 1800 242 636 http://www.carersqld.asn.au
Carers Queensland (also known as the Queensland Council of Carers) provides carers with information and services to support them in their caring role.

Children and Young People's Bereavement Centre: (07) 3891 9783
http://www.childbereavement.org.au
The Centre offers support school-aged children and young people aged 5 - 17 years who have been through the experience of a close family member dying from a terminal or long-term illness.

Home and Community Care: 1800 052 222 http://www.health.qld.gov.au/hacc/
Provides eligible people with services such as home help, personal care, home maintenance, delivered food services, transport etc.

Leukaemia Foundation: 1800 620 420 http://www.leukaemia.org.au
The Leukaemia Foundation provides information about leukaemia and related diseases, counselling and practical support including accommodation, transport or in special circumstances, financial assistance.

Young Carers Telephone Counselling: (Mon to Fri 5:00pm to 7:00pm): 1800 242 636:
http://www.youngcarers.net.au This service provides a telephone counselling line for young people who are the main carer for a friend or relative that has an ongoing health problem, disability, alcohol or substance abuse or mental illness.

This resource is funded by the Australian Government Department of Health and Ageing through the Southern Queensland Rural Division of General Practice

Name Changes/Notifications

It is important to organise as many of the following items!

Organisation/Service	**Tick when Completed**
• Australian Taxation Office	
• Bank Accounts	
• Car Registration	
• Centrelink – change of entitlements (check eligibility for Bereavement Support)	
• Clubs, Organisations	
• Credit Cards	
• Department Store Cards	
• Drivers Licence	
• Energex (electricity)	
• Electoral Role	
• Ergon (gas)	
• General Practitioner	
• Health Fund	
• Insurers – Life, House, Contents, Car	
• Local Authorities – Council Rates	
• Medicare	
• Passport Office	
• Post Office	
• Senior Card	
• School/TAFE/University	
• Solicitor	
• Telephone Company	
• Others:	

This resource is funded by the Australian Government Department of Health and Ageing through the Southern Queensland Rural Division of General Practice

Planning Checklist

When someone in the family is ill, it often helps to plan ahead. This checklist has been designed to help you think about some of the issues which may arise. Changing names on accounts often makes it much easier on the carer and can save money. Ensuring signatories are changed over on bank accounts can reduce financial issues.

Issue	Details	Notes	Date completed
Will and Executor of Will			
Power of Attorney (Health and Financial)			
Advanced Health Directive			
Centrelink Benefits: • Carers Allowance • Bereavement Assistance			
Funeral Director			
Information Required for Death Certificate:			
• Parents full names and occupation			
• Dates and place of marriage/divorce			
• If immigrant – date of arrival in Australia and country of origin			
Benefactor for Life Insurance Policies, Superannuation Policies			
Change Signatories on Accounts:			
• Banks and financial institutions			
• Credit Cards			
Name Changes/Notifications:			
• Australian Taxation Office			
• Bank Accounts			
• Car Registration			
• Centrelink			
• Clubs, Organisations			
• Credit Cards			
• Department Store Cards			
• Drivers Licence			
• Energex (electricity)			
• Electoral Role			
• Ergon (gas)			
• General Practitioner			
• Health Fund			
• Insurers – Life, House, Contents, Car			
• Local Authorities – Council Rates			
• Medicare			
• Passport Office			
• Post Office			
• Senior Card			
• Solicitor			
• Telephone Company			
• Others:			

This resource is funded by the Australian Government Department of Health and Ageing through the Southern Queensland Rural Division of General Practice

Information - where to get support

24 Hour Telephone Counselling Services/Websites

Health Line (13 HEALTH): 13 43 25 84: http://www.health.qld.gov.au/13health/default.asp
Qualified health professionals give you confidential, free advice 24 hours per day.

Lifeline: 13 11 14: http://www.lifeline.org.au
Lifeline's 24-hour telephone counselling service is staffed by trained volunteers.

Salvo Care Line: 1300 363 622
http://www.salvationarmy.org.au/wa/homeless/SalvoCareLine/default.asp
The Salvo Care Line provides a listening ear for people experiencing a crisis. Services including: referral to emergency accommodation; food and welfare referral, telephone counselling; information and referral for other material needs.

Counselling and Information Services (Business Hours)

Cancer Counselling Service: 13 11 20
The Queensland Cancer Fund Cancer Counselling Service is a free and confidential cancer counselling service.

Children and Young People's Bereavement Centre: (07) 3891 9783
The Centre offers support school-aged children and young people aged 5 - 17 years who have been through the experience of a close family member dying from a terminal or long-term illness.

Church Groups: contact through your nearest church

Community Health: (Monday to Friday 8:30am to 5:00pm)
Community Health has nurses, mental health services and social workers who can provide you will support. A nurse can come out to your house if necessary.

- **Cherbourg:** Barambah Avenue, **(07) 4169 8900**
- **Goomeri:** Moore Street, **(07) 4168 4466**
- **Kingaroy:** Glendon Street, **(07) 4162 9220**
- **Murgon**: Stephen Street, **(07) 4168 1661**
- **Nanango:** Brisbane Street, **(07) 4171 6750**
- **Proston:** Brigooda Road, **(07) 4168 9288**
- **Wondai:** Bramston Street, **(07) 4168 5558**

General Practitioner – visit your local GP

Leukaemia Foundation: 1800 620 420: http://www.leukaemia.org.au
The Leukaemia Foundation provides information about leukaemia and related diseases, counselling and practical support including accommodation, transport or in special circumstances, financial assistance.

Private Counsellor, Psychologist, Social Worker – look up local telephone book

Information - help with the Funeral

Before you go to the Funeral Director think about the following things:	**Tick when Completed**
➢ The wording of the funeral notice	
➢ The newspaper/s you would like the display the funeral notice (NB: notices in Metropolitan/City papers are often very expensive)	
➢ The deceased person's details (take certificates if possible): o Birth o Marriage/Divorce details (need details of all marriages/divorces) o Parents full names (maiden name of mother will be required) o Information about when the person arrived in Australia if they are a migrant	
➢ Clothes you would like the deceased to wear (a shroud can be provided if you wish)	
➢ Any jewellery or special items eg photos or mementos you would like to remain with the deceased	
➢ Whether you have any special requests eg donations to charity in lieu of flowers	
➢ If the deceased was a member of the RSL you may like to contact them to provide a flag.	
➢ Allow 1-2 hours with the funeral Director to plan the funeral and complete any necessary forms – if possible take someone with you to help with this.	
Planning the Funeral:	
The following things will be arranged with the Funeral Director:	
➢ Venue, time and day for the funeral	
➢ Availability of the Minister, Celebrant	
➢ Arrangements with the crematorium/cemetery	
➢ Transfer of the deceased from hospital/home to the Funeral Home	
➢ Selection of a coffin	
➢ Selection of flowers (if required)	
➢ Clothes for the deceased to be dressed in – a shroud can be provided if necessary	
➢ Determine who will dress the deceased	
➢ Time for viewing at the Funeral Home or Church	
➢ Completion and lodgement of the "Registrar of Death Form"	
➢ Completion of cremation forms (if appropriate)	
➢ Funeral Notice in the newspaper	
➢ Donation envelopes and collection box (if required)	
➢ Confirmation of who is to be pallbearers and how many are required	
➢ Ordering a copy of the Death Certificate (if required) – may take up to 6 weeks	
➢ Choose the inscription for the cemetery plaque – complete appropriate form (if applicable)	
➢ Remembrance book for signatures	
➢ Notification of Centrelink or Veteran's Affairs	
➢ Estimation of Funeral Costs.	

This resource is funded by the Australian Government Department of Health and Ageing through the Southern Queensland Rural Division of General Practice

After the Funeral:	
➢ Choose headstone/ vase/urn (if not previously done)	
➢ Send thankyou notes to people who sent sympathy cards and flowers – possibly place a thankyou notice in the local paper	
➢ Consider an obituary in the local paper (if desired)	
➢ Look after yourself – take some time out to grieve – don't expect to feel normal, seek help and support from whoever makes you feel better	

Notes

Information - help when someone dies

What to do at the hospital:	**Tick when Completed**
➢ The hospital staff will notify the doctor for a certificate of death	
➢ Family members who live close need to be notified – this maybe something someone else can do for you.	
➢ When you feel ready – ring the funeral director – do not rush the funeral planning, there is plenty of time to do this.	
➢ If appropriate sign the hospital transfer form nominating your funeral director	
Who to notify initially:	
➢ Executor of the will	
➢ Power of Attorney	
➢ Relatives, neighbours, close friends	
➢ Home care nursing service, community care services	
➢ Meals on wheels	
➢ Nursing home (if appropriate)	
➢ Solicitor or Public Trustee	
➢ Funeral benefit fund, Superannuation fund	
➢ Banks and financial institutions, credit cards	
➢ Landlord (if appropriate)	
➢ Employer (if appropriate)	
Things to think about when planning the Funeral:	
➢ What type of service you would like e.g. Minister of Religion or a celebrant – you do not have to have a service if you do not want to.	
➢ If you choose to have a service where you would like it to be e.g. church, park, funeral home, beside the grave etc.	
➢ Decide on what things you would like in the service eg do you want a eulogy, people speaking about the deceased, do you want music, flowers, etc	
➢ If you decide to go ahead with a eulogy you may like to invite family/friends to contribute – many funeral directors also have information to help you with this	
➢ Decide who will deliver the eulogy	
➢ Select the music, readings or poems – these do not need to be traditional they should reflect the life of the deceased person, eg you can have country music if you like	
➢ Decide whether or not you want photographs or a PowerPoint presentation – if you want a PowerPoint presentation get someone to prepare the presentation and organise the equipment (note - some funeral directors can provide equipment)	
➢ Decide who will be the pallbearers (4-6 people) – this can include the funeral directors if you like	
➢ Decide whether you would like a viewing – also offer the option of a viewing to other family members	
➢ Decide whether you want to have a gathering after the service – if you choose to do this decide where it will be and who will do the catering.	
➢ Decide on whether you want a printed “Order of Service” – this lists the order of events throughout the service – if you decide to do this you may like to select a photograph for the cover.	
➢ Have a break and take some time to think and cry if you need to whilst you are doing these things.	

This resource is funded by the Australian Government Department of Health and Ageing through the Southern Queensland Rural Division of General Practice