

At Peace in the Redlands

A handbook of practical advice
and information on issues of
death and dying, grief and loss



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Reporting a death

What to do when a person has died?

If a doctor has seen, examined or considered the medical history of the deceased and they are satisfied that they can establish the cause of death, a Cause of Death Certificate may be issued.

If the doctor is unable to issue a certificate, the coroner will become involved. A police officer will then attend the scene of the death on behalf of the coroner.

- Contact a funeral home. The funeral home will help you through the process and will guide you in what to do.
- Contact family/friends.
- Locate the Last Will and Testament; the deceased may have left special instructions regarding their funeral.
- Contact the executor of the Will.

When a person dies in a medical facility?

- When a death has occurred in a medical facility (e.g. hospital), staff will contact the family/friends and will help in organising the certificate.
- If the person is to be cremated, the family/friends will need to advise the nursing staff immediately so that the doctor will be able to complete the additional paperwork, which is needed when someone is to be cremated.

How does the coronial system work?

The coroner is usually a magistrate in your community. The coroner is responsible for investigating certain deaths to find out the circumstances surrounding the death, determine the cause of the death and identify any public health or safety issues that caused the death.

It is the coroner's responsibility to investigate deaths under the *Coroners Act 2003* that are "unnatural", such as accidents, suicides and homicides; have occurred in prison or in care and/or have unknown causes.

Police will conduct an investigation in relation to these deaths, arrange for the transportation of the body to a mortuary, arrange for the formal identification of the deceased and make a report to the coroner.

There is also a state coroner who is responsible for the coordination of the Queensland's coronial system.

The coroner will request an autopsy in most cases to help determine the cause of death. An autopsy involves the examination of the body. The coroner will decide what type of autopsy is needed based on the circumstances of the person's death. The types of deaths are; external, partial internal and full internal examination.

Following the examination of the reports, the coroner will decide whether to hold an inquest or hand down findings without the need for an inquest.

The next of kin will be asked if they have any concerns they wish to raise with the coroner, and further investigation may be conducted. Once the investigations have finished, the next of kin will receive a copy of the coroner's findings.

Where can I get more information?

For information about the investigation

Contact your local Queensland Police Station or visit the website www.police.qld.gov.au/Forms/contact

For information about the coronial system

Office of the State Coroner
Level 1 363 George Street
GPO Box 1649 BRISBANE QLD 4000
Telephone: (07) 3239 6193 or 1300 304 605 (local call)
Facsimile: (07) 3239 0176
Email: state.coroner@justice.qld.gov.au or website: www.justice.qld.gov.au/courts/coroner/home

For information about your local coroner

Contact the nearest courthouse or visit the website for a list of Queensland Magistrates Courts at: www.justice.qld.gov.au/courts/contacting/add_mag.htm

For copies of the Death Certificate

Registry of Births, Deaths and Marriages
110 George Street
PO BOX 15188 CITY EAST Q 4002
Telephone: (07) 3247 9203 or 1300 366 430 (local call)
Facsimile: (07) 3247 5818
Email: bdm-mail@justice.qld.gov.au

Coronial Counselling Service

John Tonge Centre
Queensland Health Pathology and Scientific Services
39 Kessels Road
COOPERS PLAINS Q 4108
Telephone: (07) 3274 9111 or 1800 449 171 (tollfree)
Facsimile: (07) 3274 9166

Contacting the Registrar of Births, Deaths and Marriages

The appointed funeral director will notify the Registrar of Births, Deaths and Marriages to inform of the death.

Registrar General - Registry of Births, Deaths and Marriages

110 George Street
BRISBANE QLD 4000
PO Box 15188
CITY EAST QLD 4002
Phone: 1300 366 430

Notification will involve filling out a *Death Information Form: Certificate of Death - Form C*.

This form is compulsory and must be submitted within 30 days of the death.

The information on Form C will then be matched with the doctor/hospital's *Medical Cause of Death - Form D*.

Information may also be matched with a coroner's report before a death certificate will be released.



Services to be contacted when someone dies

When someone has died, the family/friend or the appointed executor of the will is responsible for informing the relevant services of the person's death.

A list of services, which might need to be contacted, includes:

- Australian Taxation Office
- bank, credit union, building society or mortgage provider
- business licences
- Centrelink (if the deceased was receiving any social security payments)
- clubs and organisations
- dentist
- Department of Immigration (if the deceased person is a visitor from another country)
- Department of Natural Resources (Land Titles)
- Department of Veteran Affairs (if the deceased person is an ex-serviceman)
- doctor
- electricity and gas utilities (to finalise accounts)
- employers
- hire purchase companies
- home care nursing services, Meals on Wheels etc.
- insurers (life insurers and superannuation funds)
- landlord
- local authorities (councils, state authorities)
- Medicare phone: 13 20 11
- passport office
- police or the courts (if the deceased was involved in legal proceedings)
- post office
- private medical insurance companies
- professional association or trade union
- public Services (Libraries)
- Queensland Electoral Commission (it is necessary to take the deceased person's name off the electoral roll - local, state and federal government)
- Queensland Transport (to cancel driver's licence and to make amendments to the person's car registration)
- Residential Tenancies Authority (if the deceased person has been renting a property)
- solicitor
- telephone company (to finalise bills)
- tertiary education institution
- Youth Allowance or Austudy/Abstudy (if the deceased was receiving one of these allowances).

Bereavement allowance and funeral benefits

In some cases people are eligible for a bereavement payment from Centrelink. This agency provides a number of payments that may assist people during this time.

Payments can assist the bereaved to adjust to changed financial circumstances following the death of a partner, child or person for whom they may have been caring.

For more information contact:

Centrelink (Capalaba)
42 Redland Bay Road
CAPALABA QLD 4157
13 10 21

Centrelink (Cleveland)
159 Bloomfield Street
CLEVELAND QLD 4163
13 10 21

Refer to the Yellow Pages for the telephone number applicable to the benefit that you or your loved one may receive.

For example, for the Aged Pension, you would need to contact the Retirement Line - 13 23 00.

Website: www.centrelink.gov.au

- Enquiries in languages other than English: 13 12 02
- Enquiries for hearing impaired (freecall): 1800 810 586

The Department of Veterans' Affairs may also provide bereavement payments, funeral benefits and continuing financial assistance to eligible veterans and their families in times of bereavement.

For more information contact:

Department of Veterans' Affairs
Bank of Queensland Centre
259 Queen Street
BRISBANE QLD 4000
Phone: 133254
Freecall: 1800 555254
Website: <http://www.dva.gov.au>

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Redlands Office: 3821 4570

Newstead Office: 3852 1501

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“The Executor Funeral Plan – A Guide to Thoughtful Funeral Pre-Planning” contains all the information you need to know about arranging or pre-arranging a funeral. Record your personal information and funeral details in this guide and you will have a permanent record ensuring peace of mind for you and your family.

For your free copy of the guide call into our branch office, 4/17 Middle St (Crm Waterloo St) Cleveland, Phone 3821 4570 or visit us online at www.alexgowfunerals.com.au



AGREY/AVI

www.alexgowfunerals.com.au

The role of the funeral home

When someone has died, it is important to contact a funeral home as soon as possible.

All funeral home services operate 24 hours, seven days a week.

If the death has occurred within a home, contact the funeral director to make arrangements, once the doctor has authorised you to do so.

The funeral director will be able to proceed with funeral arrangements once the cause of death is confirmed.

Before any deceased person is removed from their location, a doctor must authorise and complete a *Form D (Medical Cause of Death Certificate)*.

The funeral director will fill out the details of the deceased person and arrange for transportation to the funeral home.

The funeral director will arrange a time and place to meet with the family/friends responsible for organising funeral arrangements.

Embalming

Not all deceased persons are embalmed. For instance an embalming is required for interment in an above ground vault at the cemetery.

If you choose this, or it is a legal requirement, the funeral home will arrange this service.

If someone has died overseas

If someone has died overseas and the family/friends or the Last Will and Testament dictate that the person is to be buried/cremated within the Redlands, the funeral director will contact the authorities responsible for the care of the deceased person.

Sometimes the coroner may become involved once the deceased person has arrived back in Australia.

The coroner may require a post mortem to be conducted if he/she is not satisfied with the cause of death.

The funeral director will then organise the transportation and collection of the body, as well as the relevant documentation, which may need to be processed through the home embassy/consulate.

Sometimes consulates/embassies are required to sight the body and/or the accompanying documentation.

The funeral director will contact the family/friends when the body has arrived and will organise the funeral arrangements from there.

Transport of a deceased person from Australia

The funeral director will contact the authorities overseas and will organise the delivery of the body.

The body will need to be embalmed and sealed according to the regulations of the receiving country.

The airline/carrier, customs and the overseas authorities will require documentation, such as, a certified copy of the Death Certificate; a non-infectious certificate from the local hospital or doctor; a non-infectious certificate from the State Health Department; along with an embalming and a sealing certificate; as well as a number of other certificates.

If you would like further information, the funeral home will be able to provide you with the relevant information.

Viewing the body

It may be important for family/friends to view the body.

The funeral home will arrange a private room where the coffin will be open and family/friends can be alone with their thoughts for as long as they feel comfortable.

You may wish to have the coffin at home prior to the funeral. If you would like a viewing just ask the funeral director to arrange this for you.

Some cultures believe it is important to have an open casket, where the top half of the casket is left open until the final interment.

The funeral director will advise on the availability and cost of these caskets.

The dressing of the deceased person

After consultation with the funeral director, family/friends may be able to participate in the dressing of the body. This may be done in the chapel.

If family/friends would like to prepare the body of their loved one, the funeral home attendants will assist in guiding them through the process.

The family/friends may choose to have their loved one buried/cremated in something that they feel is sentimental or of spiritual importance.

The funeral home attendants are sensitive and willing to accommodate different personal, religious, spiritual and cultural requests.

If requested the funeral home is able to provide clothing for the body.

Families/friends are able to provide items of sentimental value to be put into the coffin/casket.

Death of a child

As a compassionate service, some funeral homes may offer a free service to parents/carers when their child has passed away between the ages of 20 weeks gestation to eight years of age.

By law, a child's birth/death has to be registered from the age of 20 weeks gestation, or if a baby weighs more than 400 grams and is under 20 weeks gestation.

The funeral homes that offer their service free include the coffin, flowers, all services related to the mortuary care, transportation, and the collection of the certificates.

The costs that the parents/carers incur are the costs of advertising the funeral service and the cost of digging the grave.

Costs of funeral arrangements

There are considerable costs involved in the burial/cremation of a body.

These cover such things as:

- professional service fee for collection and preparation of the body; including preparation for viewing and dressing the body
- fees for service after hours
- coffin/casket
- mourning cars
- floral tributes
- cemetery/cremation fees
- clergy/celebrant offering
- organist/musician/soloist
- copy of the Death Certificate
- doctor's fees
- cremation permit
- any press notices.

The funeral director will do their utmost to fulfil the wishes of the family/friends and any requests made by the deceased person in their Last Will and Testament.

If you are experiencing financial hardship, discuss your options with your funeral director.

Pre-planning for funerals

Prior preparation helps to relieve some of the emotional and financial pressure that the deceased person's family may go through.

Most funeral homes are willing to organise a pre-arranged funeral plan. There are generally options to pay for the funeral up-front or to pay instalments.

In the planning process you are able to make a record for future reference.

You may like to organise a copy of your wishes to be given to the executor of your Will and/or family/friends.

To find out more information contact the funeral homes as listed in the following section.

Funeral directors within and surrounding Redlands

Alex Gow Funerals
4/17 Middle Street (cnr Waterloo street)
Cleveland QLD 4163
Phone: (07) 3821 4570

JG Lohrisch Funeral Directors
Phone: (07) 3287 2030
Fax: (07) 3807 8084

George Hartnett Funerals
137 Queen Street
Cleveland QLD 4163
Phone: (07) 3286 5069

Gail Webb Funeral Services
3/312 Colburn Avenue
Victoria Point QLD 4165
Phone: (07) 3820 6930

Metropolitan Funerals
109 Queen Street
CLEVELAND QLD 4163
Phone: (07) 3245 4358

For other listings refer to the Yellow Pages. Another useful website for detailed listings is www.obits.com.au

Funeral services

It is highly recommended that family/friends check the Will of the deceased person before proceeding with funeral service arrangements, as information relating to the service may be documented within the Will.

Generally, the funeral service is conducted within a week of the death. If there is a need for a post mortem examination, the funeral may be delayed.

Funeral services can be held before, or after, the burial/cremation depending on the expressed wishes of those concerned.

For a listing of the available churches in the Redlands contact the Council's Customer Service Centres (Cleveland and Capalaba), or refer to the Yellow Pages.

Funeral celebrants are also listed in the Yellow Pages.

The funeral director will also be able to provide you with a listing of available services. As part of their role, they will generally organise a meeting with the funeral celebrant/clergy.

Funeral celebrants or ministers of religion

The funeral director will generally contact the clergy once the family has given the funeral home the relevant information.

Sometimes the family/friends will contact the funeral celebrant or minister of religion before their loved one has died, or soon after death.

Funeral notice

If the family chooses to publish a funeral notice, the funeral home will place a notice stating that the person has died, along with information relating to the funeral service.

Only a funeral home can place funeral notices in newspapers.

Music

The funeral homes are able to organise music for the funeral service such as an organist, musician, or soloist.

Music can be very evocative and specific pieces can remind us of those who have died.

Some people pre-arrange their funeral service and the music that they would like played at the service.

Readings and poetry

The deceased person may have some personal words written with their Will that they request to be spoken at the funeral service.

Or you may have a hymn or a poem or a saying you would like to use.

Flowers

The funeral director will generally organise the flowers after they have consulted with the family/friends.

There are many local florists in the Redland Shire that cater for funerals. For a full listing consult the Yellow Pages.

Donations to charitable services

It is popular to ask that instead of flowers people could make a donation to a particular charity.

The family/friends, or the Last Will and Testament of the deceased person, may specify what is desired.

Funeral homes have an assortment of envelopes from different charitable organisations that can be placed at the entry to where the funeral service is to be held. These can be deposited into a box provided on the day of the service. The funeral home or the family/friends will deliver the proceeds to the charitable service.

These will generally be acknowledged with a receipt and letter of appreciation.

Refreshments and wakes

The funeral home may also offer a refreshment service that can be offered at the completion of the funeral service, or people may choose to hold a wake at one of the homes of the family/relatives.

There are a number of different locations for wakes that people may choose for different religious, spiritual or cultural reasons.

Keeping the ashes of loved ones

Family and friends can hold cremated ashes at their home for as long as they wish.

Special urns or containers can be purchased through the funeral directors or a purpose built container can be privately purchased.

Crematoria

There are no crematoriums in the Redlands.

The closest crematoria are located at:

- Great Southern Garden of Remembrance, Carbrook, phone (07) 3829 9999
- Hemmant, phone (07) 3407 8830
- Mt Gravatt, phone (07) 3407 2397

For information about other crematoriums in the wider Brisbane area, please refer to the Yellow Pages. Another resource available on the internet is www.obits.com.au.



Cemeteries in the Redlands and their locations

Mainland cemeteries in the Redlands

There are two mainland council cemeteries in the Redlands. These are located at Cleveland and Redland Bay. They are large and spacious and are graced by the breezes of Moreton Bay.

These cemeteries contain the remains of many of the early pioneers.

Cleveland Cemetery

Russell Street

CLEVELAND QLD

(Entrance opposite the swimming pool)

Redland Bay Cemetery

19-27 Gordon Road,

REDLAND BAY QLD

North Stradbroke Island (Minjerribah) cemeteries

North Stradbroke Island (Minjerribah) has three historical cemeteries in Dunwich, echoing the different historic periods of the island. The Myora Aboriginal Cemetery and the Lepers Cemetery are no longer used. The Dunwich Cemetery is the only remaining cemetery in use.

Dunwich Cemetery

Cnr Yabby Street and East Coast Road,

NORTH STRADBROKE ISLAND QLD

For further information about all the cemeteries, the Council's Interment Services has produced a pamphlet, *"Cemeteries of the Redlands: Redlands - a Place of Rest"*.

This pamphlet can be collected at the Council's Customer Service Centres at Cleveland and Capalaba.

If you would like the pamphlet mailed to you contact the Council's Interment Service on 3829 8570.

The pamphlet particularly explains types of interment or memorialisation facilities available.

The Council's Customer Service Centres are listed below:

Customer Service Centre
91-93 Bloomfield Street
CLEVELAND QLD 4163

Customer Service Centre
Capalaba Place
Noeleen Street
CAPALABA QLD 4157

The general postal address for the Council is:
PO Box 21
CLEVELAND QLD 4163

Interment, Immunisation and Health Promotions Services

Phone: (07) 3829 8570

Website <http://www.redland.qld.gov.au>



The role of Interment Services within Council

When someone has passed away and the deceased person needs to be buried, it is generally the funeral home that will contact the Council's Interment Services.

The funeral director will inform Interment Services that a burial needs to take place within the Redlands.

The funeral director will ask Interment Services if they are able to hold the burial on a given date at one of the three cemeteries in the Redlands.

Interment Services will then allocate a plot, if not already reserved, and will organise with the Sexton for the preparation of the plot.

When someone has passed away, either interstate or overseas, and his or her body needs to be buried within the Redlands, the funeral director will organise the transportation of the body to the final resting place.

When the body arrives at the funeral home, they will contact Interment Services and the same procedures as above will follow.

As a compassionate service, the Council provides free plots when a person under the age of sixteen has passed away and the family wishes the child to be buried.

The relatives of the child need only to pay for the cost of digging the plot. The family pays this fee to the funeral home.

Within Cleveland Cemetery there is a small area for remembrance for babies and young children.

Your child may be memorialised in this little garden at anytime after the loss.

Placing of ashes

Generally, if a person has been cremated, the ashes are collected by the family/friends from the funeral home or the crematorium. The family/friends are then able to decide what they will do with the ashes.

There is the option of placing ashes in a niche or under rocks within an ornamental garden in three cemeteries in the Redlands. A plaque is placed near the cremated remains for memorialisation and identification.

Funeral homes will direct the family to Council when there is already an existing family niche in which the deceased ashes will be placed.

The ashes can be delivered to Council by the family/friends or the funeral home, or held by the family/friends and taken to the cemetery on the day when the plaque is to be placed.

The ashes can be held by Interment Services, in Council, while a memorial plaque is organised by the family/friends.

Most of the standard Columbarium Wall niches will only accept the small size boxes of ashes, but today most ashes are placed in larger boxes. Where family/friends have reserved a standard size wall niche and ashes are in a larger box, the funeral director, or the crematorium can be contacted to transfer the ashes into a smaller size box. Council does not normally perform this function.

When ashes are transferred to a smaller container, there may be extra ashes to consider. Council can have these scattered in the cemetery gardens, or placed within a vault at the cemetery, or the family may wish to keep the ashes themselves.

Where a single standard size niche has been reserved in a wall, the family can transfer interment to a single niche in the Randall Memorial Wall, which has been built to take the larger boxes of ashes. This does incur a cost for the difference between positions.

Scattering of ashes at sea

If you would like to have your loved one's ashes distributed at sea you can contact Geoff Stanhope on 0403 991 789.

Geoff owns a Cruise Company in the bay side, "Blue Dolphin Charters". Geoff is also able to organise catering (to restaurant standards) on request for your guests.

Reservations of burial plots, columbarium niches and rocks

For a burial, people can choose to reserve a plot. Council's Interment Services will advise on available options.

If a plot is chosen, it can be reserved for a reservation fee. Plots are unable to be purchased outright.

For a cremation, full purchase price is required for a columbarium niche or rock.

Memorial plaques

Memorial plaques can be placed on the Columbarium Wall, the lawn and monumental graves or rock positions.

Plaques can be organised privately or with Council's Interment Services.

Council's staff will arrange the wording and the cost of the plaque with the family/friends.

Before plaque orders are raised, payment in full is required.

Orders take between five and six weeks to be completed and delivered to Interment Services. The plaque is then photographed and a record kept on file for historical and administrative purposes.

Families are then advised the plaque is ready to be placed.

If the family wish to be present for the placement, arrangements will be made for a time and date to suit the family and the Sexton.

There are no pre-orders taken for plaques.

Stonemasons

Council will provide a list of stonemasons for the customer to contact directly, if a customer would like a stonemason to create monumental work for them. A list of stonemasons can be found in the Yellow Pages.



Record keeping

Interment Services keeps an up-to-date record of all the burial/cremation positions within the three Council cemeteries.

If a person wishes to find a deceased relative or friend in the Redlands, Interment Services will search their computer system or the hard copy for the location of the deceased person.

A photocopy of the record and directions to the location will be provided on request.

Legal issues

Last Will and Testament

Anyone of sound mind over the age of 18, or 16 to 18 and married, ought to have a Will.

If you have a Will, you are able to alter or revoke your Will at any time, provided you have the capacity to do so.

In the event of a death, the nominated executor of the Will would need to be contacted as soon as possible.

It is important to insert in your Will, and to discuss with your relatives or next of kin, your intentions if you are to be a whole body or organ and tissue donor.

It is also wise to provide a copy of your wishes in regard to these matters to your next of kin.

The updating of your Will is necessary if you marry, have children, or divorce.

It is important to update your Will if one of the beneficiaries dies, or if one of your beneficiaries has changed their name.

It is also important to change your Will if you have changed your name.

The absence of a Will

A person who dies without making a valid Will is said to have died Intestate.

What are the intestacy rules?

Intestacy rules are the rules which determine the manner in which the estate of a deceased person is distributed when, or to the extent that, the deceased fails to make a Will. Intestacy rules can also be likened to the Will the Law would expect a member of an average family to make if he or she got around to it. The rules provide for a distribution of the deceased's estate to the spouse (or de facto partner) and issue (i.e. children, grandchild etc) of the Intestate (the deceased) and, if there is no spouse or issue, then provision is made for the intestate's parents, brothers and sisters, nephews and nieces, the grandparents, then uncles and aunts, then cousins. There is no provision for a distribution of the Intestate's estate to relatives more remote than first cousins of the Intestate.

Meaning of a de facto partner

The term "de facto partner" is defined as "either one of two persons who are living together as a couple on a genuine domestic basis but who are not married to each other or related by family".

To share in the estate of a deceased partner who dies Intestate the relationship **must have been in existence** for a continuous period of at least two years ending on the deceased's death.

Since 1 April 2003, the gender of a partner is no longer relevant and the term de facto partner covers same sex couples.

In deciding whether two persons are living together as a couple on a genuine domestic basis, any of the circumstances including the following may be taken into account:

- The nature and extent of common residence.
- The length of the relationship.
- Whether or not a sexual relationship exists or existed.
- The degree of financial dependence or interdependence.
- Ownership use and acquisition of property.
- The degree of mutual commitment to a shared life.
- The care and support of children.
- The performance of household tasks.
- The reputation and public aspects of the relationship.

Executor of the Will

Executors of Wills have considerable duties to perform to ensure that the deceased person's wishes are fulfilled. The role is vitally important and there are legal ramifications if the executor strays from the Will's purpose and intent whilst administering it.

In appointing an executor/executors, you should choose a person/persons you would trust to manage your estate wisely. The executor will need to have the necessary skills to administer the estate commensurate with the likely complexity of the task.

The administration of some Wills requires an understanding of numerous fields, such as law, taxation, accounting and business.

If a person is unable to decide who they feel would make a good executor of their Will, or they would just like to pass the responsibility to an objective professional, they may like to use a solicitor, or The Public Trustee.

Contact details for The Public Trustee are listed as follows:

The Public Trustee

Head Office - Trustee House
444 Queen Street, BRISBANE QLD 4001
GPO Box 1449, BRISBANE QLD 4001
Phone: (07) 3213 9288
www.pt.qld.gov.au

The Queensland Law Society Incorporated will supply contact details for solicitors on (07) 3842 5842.

The Adult Guardian

The role of the Adult Guardian is to protect the rights and interests of adults who are not able to make decisions for themselves. These adults have impaired decision making capacity caused by intellectual or psychiatric disability, dementia, acquired brain injury or temporary impairment such as delirium or unconsciousness.

As an independent officer appointed by the government, the Adult Guardian operates independently and without interference by non-government and government organisations. The Adult Guardian has power to intervene in situations where the interests of those with impaired capacity are at risk. Office of the Adult Guardian staff are employed by Queensland's Department of Justice and Attorney-General and support the Adult Guardian.

The Adult Guardian may be appointed by the Guardianship and Administration Tribunal to act as the guardian of an adult in certain situations such as, when there is a need for a decision that cannot be made on an informal basis or where the adult has been abused, neglected or exploited. Additionally, the adult guardian may be appointed where there is such serious conflict in the adult's family about decisions that need to be made for the adult and the tribunal decides it is best for someone external to the family or supportive network to act as the adult's guardian.

The Adult Guardian may delegate specific functions to these officers, who act independently of other organisations in carrying out their functions. The Adult Guardian and officers may act as the adult's decision maker in certain circumstances, may consent to health care issues for the adult and may investigate allegations of abuse, neglect or exploitation against the adult by his/her guardian, attorney/s, administrator or others acting under informal decision making arrangements.

The Adult Guardian and officers may also make representation on behalf of the adult, to service providers, government and non-government agencies, and may seek help from them. Additionally, the Office of the Adult Guardian has a role in educating and giving general advice about the operations of the *Power of Attorney Act 1998* and the *Guardianship and Administration Act 2000*.

Power of Attorney

A Power of Attorney is the legal power to make decisions on someone else's behalf. There are two types of Power of Attorney; General Power of Attorney and Enduring Power of Attorney. An attorney must be over eighteen years of age, must not be a current paid carer or health care provider and must not be bankrupt or insolvent.

General Power of Attorney

A General Power of Attorney is given to a person or persons (the attorney) by another person while they have capacity (the principal) so that the attorney can make financial decisions on the principal's behalf when they are absent (e.g. if they are overseas and need someone else to sell their house, pay their bills etc). The attorney/s power will come to an immediate end if for some reason the principal loses capacity to make decisions. This can be very awkward if the attorney/s is in the process of conducting business affairs for the principal.

Where there is more than one attorney appointed, the principal may appoint them to act severally (any one of them may decide), jointly (unanimously) or as a majority. The principal may set terms on the attorney/s power. In section 5, the principal may state whether he/she wants the attorney/s power to start immediately, on a specific date or on a specific occasion. If section 5 is not completed, the power begins immediately.

This general power of attorney gives the attorney/s power to do, on the principal's behalf, anything that the principal could lawfully do, other than a personal/health matter, subject to any terms stated in the document. Any adult may witness the principal's signature. However, if the General Power of Attorney is required to be registered under the *Land Titles Act*, the witness must be a Justice of the Peace, a Commissioner for Declarations, a lawyer or a notary public.

Enduring Power of Attorney

An Enduring Power of Attorney is an important legal document a person (the principal) prepares to give someone else (the attorney/s) the power to make personal and/or financial decisions on their behalf. To prepare an Enduring Power of Attorney, the principal must be an adult with the capacity to make personal and financial decisions and he/she must be able to understand the nature and effect of a decision freely and voluntarily make that decision and communicate the decision in some way.

'Enduring' simply means that the attorney/s power continues even if the person giving it (the principal) loses capacity to make decisions. The principal may not always be able to make decisions when they need to. They may be too ill to make choices about their medical treatment, or they could suffer a disability (such as a stroke) that prevents them telling others what decisions they want made.

However, appointing an attorney/s does not prevent the principal from continuing to make their own decisions while they are capable of doing so. During this time, the attorney/s must act on the principal's instructions.

The principal should appoint someone whom they trust and has the competence to carry out their instructions for their care and protection. As a last resort, the principal can ask the Adult Guardian to agree to be his/her personal attorney if the principal feels he/she does not have anyone more able, willing or appropriate to act for them.

Personal/health matters may include where and with whom the principal lives, where they work or undertake education or training, whether they apply for a licence or permit, day-to-day issues like diet and dress and whether to consent, refuse to consent or withdraw consent to particular types of health care for the principal. In relation to health care, the attorney/s must ensure that any decision made for the principal contributes to their health and wellbeing, is the least intrusive method of treatment and takes into account the views and wishes of the principal, his doctor and other health care providers.

An example of a financial matter is deciding how the principal's income should be invested. In relation to financial matters, an attorney/s must keep records and accounts of dealings and transactions, keep the principal's property separate from their own (unless it is jointly owned). The attorney/s must not give away the principal's property but can make only reasonable gifts for birthday or Christmas presents or donations that the principal would normally have made.

An attorney/s cannot be given power to make decisions about special personal matters (making a will, appointing someone as an attorney, voting at elections, consenting to adoption or marriage) or special health matters (donation of body tissue, sterilisation, termination of pregnancy, research or experimental health care or certain psychiatric or other health care as specified in the regulations).

An attorney/s can consent to the withdrawing or withholding of life-sustaining medical treatment or procedures, if for instance, the principal became terminally ill or went into a state of permanent or persistent unconsciousness.

The principal can limit the attorney/s powers or specify decisions that he/she does not want their attorney/s to make. The principal can also include particular instructions about what they would like the attorney/s to do. The attorney/s must act in accordance with the principal's instructions.

With personal/health matters, the attorney/s power to make decisions does not begin until (if ever) the principal is incapable of understanding the nature and foreseeing the effects of a decision, and of communicating that decision. With financial matters, the principal may nominate when their attorney/s power is to begin. If they do not name a date or an occasion, it begins immediately. On the other hand, if the principal loses the capacity to make such decisions before the date or occasion stated, the power begins at the point of incapacity.

Once the power to make a decision begins, the attorney/s will have full control over that decision unless the principal explicitly limited the power in the document. Where allegations have been made that an attorney/s has not adequately protected the principal's interests or has abused, neglected or exploited the principal, the Adult Guardian may investigate the attorney/s actions and take measures to protect their interests.

The attorney/s may be required to account for their actions or to produce a summary of receipts and expenditure or more detailed accounts. If necessary, the attorney/s power can be suspended. An application can also be made to the Guardianship and Administration Tribunal for an order appointing someone else as the principal's guardian and/or administrator.

Alternatively, if someone acting in the principal's best interests believes that the attorney/s is not making appropriate decisions for the principal, he/she can apply directly to the Guardianship and Administration Tribunal for an order appointing a guardian and/or administrator.

The principal may change or revoke the enduring power of attorney, so long as he/she is capable of understanding what he/she is doing. In other words, so long as the principal has the capacity to make an enduring power of attorney, he/she also has the capacity to change or revoke it. When this happens, the attorney/s must be informed.

There are several other circumstances which will bring an enduring power of attorney to an end (e.g. principal's marriage, divorce, death, an inconsistent document or where the attorney/s die, withdraw, become the principal's paid carer or health care provider, become bankrupt, insolvent or incapable).

Advance health directives

An Advance Health Directive is a formal way that an adult (the principal) who has capacity can give instructions about his/her future health care. When someone is seriously ill, unconscious or incapable of communicating their health care wishes, critical decisions may need to be made for them by someone else.

The purpose of an Advance Health Directive is to ensure that the principal's preferences are known and can be acted on. The document only comes into effect if the principal is unable to make his/her own health care decisions.

Knowing that a person may be admitted to hospital, or if the person suffers from a medical condition which may impair his/her ability to make or communicate decisions, are reasons for everyone to consider making an Advance Health Directive.

The scope of such directives includes:

- treatments the principal does not wish to have
- special medical conditions that the principal's doctor or other medical staff should know about (e.g. diabetes, allergy to certain medications)
- religious, spiritual or cultural beliefs that could affect the principal's treatment (e.g. blood transfusion)
- whether or not the principal's life should be sustained or prolonged artificially (e.g. cardio-pulmonary resuscitation, assisted ventilation, artificial feeding and hydration).

A doctor can only give treatment that aims to maintain or improve a patient's health and well being. If treatment cannot achieve this, a doctor can lawfully and ethically withdraw or withhold treatment provided this is not inconsistent with good medical practice. However, such directives cannot authorise interventions to hasten death. Euthanasia is illegal. Nobody, including a person's doctor, may give him/her anything that is intended to hasten his/her death or to assist them to hasten their death. In an Advance Health Directive, a person can ask to be given only palliative care.

Advanced Health Directive forms can be bought at newsagencies or legal stationers in Queensland. They can also be downloaded from the Adult Guardian website at: <http://www.justice.qld.gov.au/guardian/forms/health.pdf>. A medical doctor must be consulted during the completion of the document, as they are authorised to discuss the medical terms and implications of Advance Health Directives. There is a section in the form that must be completed by a doctor.

Besides the principal and the doctor, there must be a witness who is aged 21 and over and is a Justice of the Peace, Commissioner for Declarations, lawyer or Notary Public. The witness cannot be the principal's attorney for personal matters, a relative or a relative of the attorney, a current health provider, a current paid carer or a beneficiary under the principal's will. It is also important to discuss the Advance Health Directive with family members and/or friends.

The wishes as stated in an Advanced Health Directive are not final - the principal can change them at any time provided he/she still has the decision making capacity to do so. It is wise to review the directive at least every two years or if health circumstances change. The principal may also revoke the directive at any time. This must be done in writing. No specific form is required and the person witnessing the principal's signature does not have to be a Justice of the Peace, Commissioner for Declarations or a lawyer.

For more information contact:

Office of the Adult Guardian

PO Box 13554

GEORGE STREET

Brisbane QLD 4003

Phone: (07) 3234 0870 or 1300 653 187 outside the Brisbane area

For a range of fact sheets, annual reports and documents, access the Office of the Adult Guardian's website at: <http://www.justice.qld.gov.au/guardian/ag.htm>

Donating of organs and tissue

People can register their intention to donate their organs (kidneys, heart, lungs, liver and pancreas) or tissue (heart valves, bone tissue, skin and eye tissue).

More than 30,000 Australians have received life improving and life-saving transplants over the last 60 years.

If you support organ and tissue donation, there are two important actions you need to take.

1. **Talk to your family** about your intention to donate your organs and tissues. Your next of kin will be asked what your intentions were. If you have discussed donation they can easily answer this question and honour your wishes.
2. **Register your intention to donate** through the Australian Organ Donor Register. Information and registration forms can be collected from your local Medicare office, or contact:

Australian Organ Donor Register
Medicare Australia
GPO Box 711
HOBART TAS 7001

You can also register online at www.medicareaustralia.gov.au or call 1800 777 203

For more information about organ and tissue donation contact:

Queenslanders Donate

Princess Alexandra Hospital

Ipswich Road,

WOOLLOONGABBA QLD 4102

Phone: (07) 3240 2350

E-mail: queenslanders_donate@health.qld.gov.au

Website: www.health.qld.gov.au/queenslandersdonate



Donating your body to science

The University of Queensland, School of Biomedical Sciences receives many enquiries from people wishing to donate their bodies, for the purpose of teaching and research.

Donations can be made to the University's Cadaver Bequest Programme by a donor setting down in writing, his or her consent and applying to:

The Bequest Programme Manager
Anatomy and Developmental Biology
School of Biomedical Sciences
The University of Queensland
ST LUCIA QLD 4072

The letter should state 'I wish to leave my body to the University of Queensland, after death, for teaching and research purposes'.

This letter is very important as without this request and an acceptance from the University, you will not be accepted into the Cadaver Bequest Programme.

The decision to donate your body should be discussed with your Executor and next-of-kin as the University requires receipt of the body as soon as possible after death.

The University will organise an undertaker to transport the deceased to the University. The cost is covered by the University.

Family or friends may choose to arrange a funeral service after the death without the body.

After two years the donor's bodily remains are cremated at a Brisbane crematorium and the family is notified to collect the ashes or dispose of them in accordance with the donor's wishes. The cost of the cremation is covered by the University.

A special Thanksgiving Service is held each year at the University, to express the University's gratitude for the generosity displayed by those who have donated their bodies, for the purpose of teaching and research. Relatives and friends of donors, as well as students and staff of the School of Biomedical Sciences and the University community are invited to attend this service.

A Book of Remembrance listing donor names is permanently displayed in the foyer of Anatomy and Developmental Biology, School of Biomedical Sciences.

For further information please contact the Anatomy and Developmental Biology at the above address or telephone (07) 3365 2703, or e-mail anatsci@uq.edu.au.



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Open weekends by appointment **Ph 07 3207 6509**

Email: dstacey@iorfriendly.com.au

Web: www.iorfriendly.com.au/retirement.html

PEP 125

Cemeteries of the Redlands



We are here to help you

Redland City Council is committed to providing all the help and assistance you require when organising a burial or memorialisation. If you would like more information, please contact our helpful staff.

Redland City Council - Human Services

PO Box 21 Cleveland QLD 4163 Phone: 3829 8570
Fax: 3829 8667 Email: rcc@redland.qld.gov.au



**Gail
Webb**



Funeral Director

Phone: 3820 6930



**Tony Hollands
FUNERALS**

312 Colburn Ave, Victoria Pt. QLD. 4165

Support organisations for grief and loss

Following the death of a loved one, there will be instances where a person will feel like they cannot overcome the feelings of grief and loss. This is where it is important to reach out for support. Here is a list of services and organisations that can provide support.

Southside Health Service District (Bayside)

Southside Health Service District (Bayside) is part of Queensland Health. It provides healthcare services to the residents of Redland Shire, Wynnum-Manly and surrounding Bayside suburbs.

Counselling services are provided by social workers as part of the Family Health Service.

The social worker team specialises in bereavement, grief and loss counselling for all age groups.

Services are also available to families who have experienced an early pregnancy loss.

The social work team may be contacted by phoning:
Redland Health Service Centre on (07) 3488 4222
Wynnum Health Service Centre on (07) 3893 8111

Blue Care - Redland (Southern Region)

Blue Care meets the needs of its clients through holistic care, which includes spiritual, physical, intellectual and emotional aspects.

It provides a diverse range of services to promote maximum independence for clients/carers, and enhancement of their quality of life.

This includes bereavement support for families and friends. This may start with palliative care and extend past the funeral service.

An essential part of the service that Blue Care offers families, friends, and loved ones is helping them to understand what is happening and assisting them to come to terms with their loss and grief.

Ministers of religion, and other appropriately qualified staff, provide pastoral support, spiritual care, counselling and bereavement support.

Blue Care helps many people including those from diverse cultural and linguistic backgrounds, people of Aboriginal and Torres Strait Islander backgrounds, people with mental illness, younger people with a disability and frail, older people.

To access the service you will need a referral from one of the following:

- Hospital
- Medical practitioner
- Health agency
- Self or carer

Some treatments will need a written referral from your doctor.

Blue Care

Joe Wood Court

ALEXANDRA HILLS QLD 4161

Phone: (07) 3824 4555

E-mail: redland.ds@bluecare.org.au

Website: www.bluecare.org.au

Centrelink

Centrelink provides a free social work service for those who would like to discuss their concerns after a death.

The social worker offers counselling and support, advice about community services, and referrals to other support organisations.

Advice is also at hand about payment and services. Help with future options, such as employment; training or volunteer activities are also available.

If you would like to speak with a social worker, or would like to make an appointment to meet one, phone 13 10 21.

Centrelink can also provide Indigenous Customer Service Officers and Interpreting Services. There is also a Centrelink Multilingual Service. For assistance, call 13 12 02.

Centrelink provides a booklet, "Needing help after someone has died?" as a guide to assist people in coping with and preparing for bereavement.

For a copy of the booklet, contact the Centrelink Retirement Line: 13 23 00.

Centrelink (Capalaba)

42 Redland Bay Road

CAPALABA QLD 4157

Telephone: 13 10 21

Centrelink (Cleveland)
159 Bloomfield Street
CLEVELAND QLD 4163
Telephone: 13 10 21

Look in the Yellow Pages for the telephone number applicable to the benefit that you or your loved one may receive.

For example, for the Aged Pension, you would need to contact the Retirement Line - 13 23 00.

Website: www.centrelink.gov.au

- Enquiries in languages other than English: 13 12 02
- Enquiries for hearing impaired (freecall): 1800 555 677

Emotions Anonymous

Emotions Anonymous (EA) is a non-denominational fellowship of people of all ages and backgrounds who meet to share personal experiences as they work toward recovery from various emotional difficulties.

The focus is on learning a new way of life using a Twelve Steps program to help find serenity and peace of mind. It focuses primarily on the emotions as the core of people's difficulties. People are able to attend meetings and openly talk about their emotions.

EA is a confidential organisation and discussions in meetings are respected and not repeated to anyone else. This anonymity creates freedom for people to share their thoughts and feelings. Meetings provide a warm and accepting environment, free of criticism.

Through attending these meetings people gain strength in the knowledge that they are not alone and that there are people willing to help them help themselves.

EA is a non-profit, self-help organisation and is supported by voluntary members. Health professionals do not operate EA, nor does it provide counselling. It is an international organisation that has helped thousands of people worldwide.

If you would like to attend a meeting, these are held every Saturday at 11.00am and Wednesday at 7.30pm on Level 3, "Biala", 270 Roma Street, Brisbane.

You can attend meetings weekly or as you feel necessary. There is also a 24 hour call service, run by volunteers.

All mail can be directed to:

Emotions Anonymous

PO Box 1468

BRISBANE QLD 4000

Phone 24 hours: 0500 567 766 (discontinued April 08)

E-mail: info.eabrisbane@yahoo.com.au

Website:www.emotionsanonymous.org

Kinections Family Relationships and Community Services

Amongst numerous other services, Kinections offers counselling and education programs to individuals, families, children, businesses and communities in the Redland Shire.

Through their Relationship Education Program, they are also able to establish grief and loss counselling for groups.

Kinections Family Relationships & Community Services

5 Reid Street

WOOLLOONGABBA QLD 4102

Phone: (07) 3435 4333

Website: www.kinections.com.au

Lifeline Counselling Services

Lifeline 24 hour seven days a week Crisis Counselling Line is available at 13 11 14 with trained telephone counsellors offering support any time of the day or night.

A team of professionally qualified counsellors provide personal counselling for individuals, couples, children and families and group programs. Financial counselling is also provided.

Lifeline offers a free, confidential counselling service.

Counselling is provided between 9.00am and 5.00pm weekdays.

Additional services are listed under the heading, "Services that provide support for children and young people".

Lifeline Redlands Counselling Centre

Capalaba Place

29 Loraine Street

CAPALABA QLD 4157

Phone: (07) 3823 2555

Fax: (07) 3823 2544

GriefLink

'GriefLink' www.grieflink.asn.au is an information website resource for those bereaved and grieving, their carers, friends and colleagues, and health and welfare workers.

GriefLink provides information to the bereaved about death related grief topics.

It also provides references of available resources, such as books and videos, as well as links to other grief-related websites.

GriefLink does not provide a chat facility or a notice board.

Parentline

Parentline offers a confidential and anonymous, free telephone counselling service, which provides professional counselling and support for parents and primary care givers.

Parentline is a Queensland and Northern Territory service only. Parents, caregivers and adults can access Parentline via email as well as the telephone counselling service. All Parentline counsellors are Triple P accredited and highly trained.

The aim of Parentline is to "assist people develop strategies and skills which enable them to more effectively manage their own lives".

The option for either a male or female counsellor is available and provision to speak to the same counsellor when making future calls is possible.

The parent is treated with respect, and if necessary, is provided with information about relevant support services in the caller's local community.

Parentline

Phone: 1300 30 1300 (cost of a local call)

(8.00am - 10.00pm, seven days a week)

Email: parentline@boystown.com.au

Website: www.parentline.com.au

Self Help Queensland

Self Help Queensland is a network of self help and support groups in Queensland.

If you would like help in locating a particular group, Self Help Queensland will check their database to see if there is an existing group.

If there is no existing support group in line with your specific issue or concern, Self Help Queensland could help you start your own group.

Self Help Queensland provides a broad range of information to individuals, service providers and organisations through its quarterly newsletter.

For more information please phone the office first to ensure a project officer is available:

Self Help Queensland
PO Box 353
SUNNYBANK QLD 4109
Phone: (07) 3344 6919
E-mail: selfhelp@gil.com.au

Spiritus

Spiritus offers a 24 hour seven days a week palliative care telephone oncall service to assist those coping with advanced and terminal illness.

The service has a client/family centred approach, and provides continuing support for the person in need of care as well as the carer and family.

Bayside Palliative Care Carers Support Group workshops: Spiritus runs workshops throughout the year for carers of persons with a life-limiting illness (from diagnosis to end-stage). These workshops provide the carer with strategies for self-coping and also planning care for their loved ones.

Bayside Care4U further offers bereavement support for carers throughout the bereavement phase.

Chronic Conditions Self Management workshops: These are run for persons living with a chronic disease who would like to maintain or improve their independence by learning strategies and setting their own self-management goals.

This extends from time of diagnosis, to the bereavement period. Your general practitioner continues to provide the primary care in collaboration with a multidisciplinary team, which includes many of the following:

- Registered Nurse from your local branch
- Clinical Nurse to consult and plan your care with the primary nurse
- Physiotherapist
- Personal care workers, pastoral carer, can refer to Translators Interpreter Services

As well as comprehensive nursing care in the home, Spiritus also offers Monday to Sunday in-home respite to family members and carers. This includes respite Monday to Friday (day, evening and community outing); and Friday 6.00pm to Sunday 6.00pm (weekend overnight inhome respite).

Referrals can be made to the service by a general practitioner, public and private hospitals, outpatient clinic, self, family or friends and other community services.

Spiritus - Bayside Community Care

133 Shore Street West, Cleveland Qld 4163

PO Box 313, Cleveland Qld 4163

Phone: (07) 3488 8444

Website: www.spiritus.org.au

Carers Queensland

Carers Queensland provides state wide services, including a Carer Advisory Centre that provides information and a range of counselling services through freecall number 1800 242 636.

The telephone staff on this line are highly experienced in providing emotional support and practical information to suit each carer's specific needs. The centre also has a library with valuable resources on a range of caring situations.

Carers Queensland offers counselling services state wide via phone, face-to-face or group sessions. The organisation also provides Advocacy Service, a program for Young Carers (under the age of 25), and a range of education and training programs aimed at improving carer's skills. There are also other support initiatives including a mentoring program and a number of carer support groups throughout Queensland.

Queensland Association for Healthy Communities Inc

Promoting the health of lesbian, gay, bisexual and transgender Queenslanders.

Our vision; A Queensland where all lesbian, gay, bisexual and transgender people achieve the best possible health and well being and participate fully in the life of communities, free from stigma and discrimination.

Our mission: To enable lesbian, gay, bisexual and transgender people to increase control over and improve their health; as a resource for social, economic and personal development and an important dimension of quality of life.

For more information contact:

Queensland Association for Healthy Communities Inc

30 Helen Street, NEWSTEAD QLD 4006

Postal Address:

PO Box 1372, Eagle Farm BC Qld 4009

Phone: (07) 3017 1779

Fax: (07) 3852 5200

Statewide Administration: 1800 177 434

Men's Sexual Health Infoline: 1800 155 141

E: info@qahc.org.au W: www.qahc.org.au

Someone at risk of suicide

Research tells us that 80 per cent of persons who have successfully ended their lives reached out for help in the months prior to their death.

Most people who complete suicide do not wish to die. They are ambivalent about life and death, often leaving it for others to 'save' them from their impending tragedy. Suicide attempts are often a means of communicating intense despair, pain and suffering.

Completed suicide is often precipitated by a shameful or humiliating experience, such as an arrest, a perceived failure at school or work, or a rejection from a romantic partner, or parent.

What to do and not to do when you think someone is contemplating suicide

1. Learn to recognise the warning signs. Take all threats seriously.
2. 'Are you having thoughts of suicide?' Be direct and talk openly about suicide. Ask about suicide - this will not give them the idea. This is the best way to check out if someone is contemplating suicide.
3. Involve yourself. Show interest and offer support. Be available and accessible. Communicate your care for the person.
4. Listen to the person. Offer empathy, not sympathy. Don't minimise or negate the depth of their pain of feelings.
5. Be non-judgmental. Don't lecture on the value of life or try to tell them how much they've got to live for. They don't see it this way.
6. Don't use guilt to prevent suicide. Don't ridicule or dismiss their feelings and thoughts.
7. Seek their permission to get help. If they don't want you to, then it may be necessary to do it without their permission. Better an angry friend, than a dead one.
8. Stay with the person until help arrives or someone else is available.
9. Focus on short-term goals. Handling one hour/day/problem at a time.
10. Identify and activate the person's support networks. This may include family, friends, counsellor or doctor.
11. Generate hope that the person can get through this. Explore previous coping/survival strategies. Discuss in detail.
12. Don't be sworn to secrecy. Confidentiality does not apply to suicide.
13. Avoid offering platitudes like: 'everything will be alright' or 'you'll pull through, you always do'.
14. If there is immediate risk, take action. Remove the means and seek help.
15. Seek support for yourself and others who are helping support the suicidal person.

What to look for - danger/warning signs

Behavioural changes

- hopelessness or helplessness - 'I'm tired of it all, I never succeed'
- social withdrawal, isolation
- lack of involvement in interests and activities
- increased risk taking - especially by young males
- increased/heavy use of alcohol and drugs
- decreased work or academic performance.

Depression

- a noticeable departure from normal behaviour
- frequent lateness
- unexplained absences
- absent from work, college or other usual activities
- neglect of appearance
- eating much more or less than normal
- inability to concentrate or think rationally
- sleeplessness or sleepiness
- personality changes, such as increased irritability or anger, boredom or apathy
- crying easily, moodiness, uncommunicative, withdrawal from family and friends
- lethargy, exhaustion
- extreme anxiety or panic
- feelings of being a burden, having let parents or others down
- feeling of having no control over their lives
- unexplained headaches, dizziness, nausea
- exaggerated fear of a disease.

Threats

- statements that family and friends would not miss them
- indirect threats - 'I might as well kill myself'
- notes of suicide left to be found before or after attempt
- direct threats - 'I have a plan to kill myself'.

Check for previous suicide attempts or gestures/pre-occupation with death

- talking about death, the hereafter, suicide
- reminiscing about a person who has died (check if loss by suicide)
- making final arrangements
- giving away prized possessions
- reading and writing about death
- creating artwork about death.

Who to contact

- Emergency Services: 000
- Local general practitioner
- Redland Hospital: (07) 3488 3111
- Mental Health Service and the Child and Youth Mental Health Service.
- **Bayside Health Service District**
Redland Health Service Centre
Weippen Street, Cleveland Qld 4163
Phone: (07) 3488 4222
- **Marie Rose Health Centre**
Dunwich, North Stradbroke Island Qld 4183
Phone: (07) 3409 9059
- Lifeline Redlands Counselling Centre: 13 11 14 or (07) 3823 2555

Lifeline Redlands Counselling Centre provides counselling and guidance for persons concerned about a family member who is suicidal, and for persons who may be feeling suicidal.

Lifeline can provide a risk assessment and appropriate referrals as well as providing ongoing support and therapy.

- Kids Helpline: 1800 55 1800
- Poisons Information Centre: 13 11 26
- VVCS - Veterans and Veterans Family Counselling Service: 1800 011 046
- Salvo Care Line: 1300 36 36 22

Survivors of Suicide Bereavement Support Association Inc (SOSBSA)

SOSBSA is a non-profit charity supporting those bereaved by suicide.

It also offers hope to those 'at risk' of suicide. SOSBSA helps to educate the general population and government through their publications, forums, workshops and counselling services.

SOSBSA has numerous brochures, pamphlets and books including "The Nature of Words: Guidelines for Communicating with the Bereaved by Suicide". This booklet deals with one of the most important issues on the subject of suicide bereavement: effective communication. It is perhaps the single most important step in helping the bereaved by suicide.

The booklet "Facilitating a Bereaved Employee: Guidelines for Employers", addresses the tribulations a bereaved person may experience from employers and colleagues. It provides an insight into 'grief' and 'bereavement' for all employers and colleagues of the bereaved person.

There is also a booklet called "Self Healing Tools". This booklet was written not only for the bereaved by suicide but all those suffering the trauma of grief. SOSBSA also produces a bi-monthly newsletter.

SOSBSA runs a support group meeting every fortnight at the Mt Gravatt Community Centre, 1693 Logan Road, Mt Gravatt (almost opposite the Tri-Care Nursing Home).

SOSBSA

E-mail: sosbsa@yahoo.com / Website: <http://www.geocities.com/sosbsa/>



Death of a child

One of the greatest tragedies is when a child dies. There are many organisations that provide support to families and friends who have lost a child. Some of these organisations are listed below:

The Compassionate Friends

The Compassionate Friends is a voluntary self-help organisation which provides information and support to bereaved parents, siblings, grandparents and their families about grief on the death of a child at any age and from any cause.

They offer a bi-monthly newsletter, leaflets, grief literature, telephone contacts, support meetings, a borrowing library of relevant books and tapes, and an annual Loss and Grief Seminar.

The Compassionate Friends, Queensland Inc

Drop-In Centre:

505 Bowen Terrace

New Farm QLD 4005

(Open Monday, Tuesday and Friday 9.00am - 3.00pm)

Phone: (07) 3254 2657

E-mail: tcfqld@powerup.com.au

Website: <http://www.uq.net.au/tcfbrisbane>

Bonnie Babes Foundation

The foundation is a national charity which is established for the health and well being of families across Australia. Bonnie Babes Foundation is the only charity of its type in Australia with a charter focussing on **perinatal** medicine. The word 'bonnie' is derived from the meaning of happy healthy **babies** which is what we hope for in the future through our medical research.

All proceeds the Foundation raises are for **perinatal medicine, vital medical research projects**, and for our **24 hour, seven day per week telephone Family Counselling Services**. The Foundation is a **non-profit charity** run by **Executive and Medical Committee members** and **volunteers**. Our aim in time is to create a future with more bonnie, healthy babies.

We -

- Provide medical equipment to hospitals for premature babies struggling for life in intensive care.
- Assist vital medical research projects.
- Provide education and training for health professionals.
- Provide 24 hour, seven day per week family help lines for those who have lost a baby through miscarriage, stillbirth or prematurity. Our grief counsellors are trained by the Bonnie Babes Foundation Honorary Psychologist, Diane McGreal.

Publications available

- *You are a part of our lives and will always live in our hearts*
- *A Dad's Story*
- *But how did our baby die? - Talking to Children about Grief and Loss*

Support groups -

- Tugun, Gold Coast QLD
- Chermerside, Brisbane

Bonnie Babes Foundation Inc

PO Box 5843

Stafford Heights Qld 4053

Phone: (07) 3353 6285

Email: enquiry@bbf.org.au

Website: www.bbf.org.au

SIDS and Kids Queensland bereavement support services

SIDS and Kids Queensland provides bereavement support services to families who have experienced the death of a baby or child, six years and under, regardless of the cause. Their services include:

- counselling (face to face or telephone)
- bereavement support literature
- 24 hour freecall *Child Death Support Line*
- monthly support groups
- Enigma Magazine
- email newsletters
- website www.sidsandkids.org/qld

SIDS and Kids Queensland education

SIDS and Kids Queensland also provide education on **Infant Safe Sleeping** to the community, new and expectant mothers, childcare providers and health care professionals. The infant safe sleeping campaign has been instrumental in reducing the rate of SIDS and sleeping accidents by 85 per cent over the past eleven years. The resources available include:

- information brochures
- poster, door hangers
- Infant Safe Sleeping DVD or video
- educator to present to your group or organisation on how to sleep baby safely
- Safe Sleeping Frequently Asked Questions

SIDS and Kids Queensland
68 Creek Road
MOUNT GRAVATT QLD 4122

Telephone: (07) 3849 7122
Facsimile: (07) 3849 7121
24 hour Child Death Support Line: 1800 628 648

Website: www.sidsandkids.org/qld
Email: queensland@sidsandkids.org
Office hours: Monday to Friday 9.00am to 5.00pm

Stillbirth and Neonatal Death Support (Qld) Inc. (SANDS) including miscarriage support

SANDS provides mutual support, information, education and advocacy for parents and their families who have experienced the death of a baby from causes relating to early pregnancy loss, interruption of pregnancy for abnormalities, stillbirth, neonatal death and other reproductive losses.

SANDS is a volunteer based organisation and provides support services -

- monthly newsletter
- support meetings - night support meetings, coffee mornings and afternoons
- library - accessible by mail or in person
- website
- telephone listeners on 24 hour call
- booklets and pamphlets associated with the death of a baby
- drop-in centre
- contacts throughout Queensland
- 1800 number for bereaved parents who live outside the Brisbane Metro area.

SANDS Qld Inc.
PO Box 934
NEW FARM QLD 4005

505 Bowen Terrace
NEW FARM QLD 4005

Telephone: (07) 3254 3422
Fax: (07) 3358 2533
E-mail: sandsqld@powerup.com.au
Website: www.sandsqld.com

Children and young people and their feelings of grief and loss

Like adults, children experience a wide range of feelings associated with irretrievable loss, including feelings of helplessness, overwhelming sadness, anger and confusion.

The intensity of these emotions varies depending on the age of the child, the nature of the loss and how the adults around them are responding.

The loss of a treasured pet, moving away from friends, family separation and divorce, the breakdown of a relationship, or the death of a family member, or peer, can all trigger intense emotional reactions.

Younger children will want to know what death means, and why it happens.

It is important that adults explain death honestly and kindly, responding to the child's readiness to raise the topic, and allowing the child time to understand and ask further questions.

In the case of grief resulting specifically from a death, adults may project their own culturally determined attitudes to death on to children. This can take the form of encouraging children to be brave and strong and not to express emotions.

It is important that young people who attempt to discuss their loss are not met with a lack of understanding and visible discomfort from their parents, friends or counsellors.

Adults can encourage children to talk openly about their grief, and more importantly, to share their feelings with children and not exclude them under the guise of protecting them.

As children can have the added disadvantage of being excluded from occasions for ritualising grieving, such as funerals, they may not have the same opportunities as adults to legitimately express their grief.

It is important to explain what will happen at a funeral and give children and young people a choice of attending such occasions in order that they can participate at the level they feel comfortable with.

The following services specifically provide support for children and young people:

In-SYNC

The In-SYNC Youth Service provides support to young people aged 12 to 18 years and their families.

They offer:

- general counselling
- support
- mediation
- information
- assistance in finding accommodation
- medium term accommodation for young males 16-17 years
- transitional accommodation for young people 16-25 years.

In-SYNC is also involved in community projects including Youth Week.

In-SYNC

Shop 4, 18-24 Middle Street
CLEVELAND QLD 4163
Phone: (07) 3286 8555
E-mail: In-Sync@Spiritus.org.au

Kids Help Line

Kids Help Line can play a vital role in the support and exploration of the grieving process.

Kids Help Line is a national 24 hour seven days a week, telephone and online counselling service for children and young people between the ages of five to 25. Calls from a landline, Optus, Virgin or Vodafone mobile are free.

Children and young people can choose to speak to a male or female professional counsellor and are able to speak to the same counsellor if future calls are made. Counsellors help children and young people to work through issues that are troubling them and the counsellors offer a non-judgmental, confidential and anonymous counselling service.

To assist each caller, the counsellor will try to clarify the young person's concerns to help them work out their options. The counsellors can also assist them to develop an action plan to try to help resolve their concerns.

Young people are able to express themselves freely as counsellors are open and willing to talk about any issue that is of concern. Such issues may be peer, family or partner relationships, bullying, homelessness, grief, or sexual and physical abuse.

If the young person is in need of additional help, counsellors can refer them to local services.

By providing a safe and confidential counselling environment, counsellors can assist children and young people to try to identify, explore and accept the feelings they are experiencing as a result of a loss, at their own pace.

Kids Help Line

24 hour seven days a week phone counselling service: 1800 55 1800

Website: www.kidshelp.com.au

Kinectons Family Relationships and Community Services

In addition to Kinectons' previously listed services, they conduct counselling and educational programs for families and children.

Kinectons Family Relationships and Community Services

5 Reid Street

WOOLLOONGABBA QLD 4102

Phone: (07) 3435 4333

Website: www.kinectons.com.au

Lifeline child and family counselling services

Lifeline Capalaba provides child and family counselling.

Counselling staff specialise in working with children and the centre has a purpose built play therapy room to cater for this purpose.

Counsellors undergo extensive training to enable them to work with children and young people in the areas of grief and loss by:

- Supporting the family and child in coming to terms with the reality of their loss.
- Identifying the normalisation of the experience of loss and the grief process.
- Facilitating the learning about and expression of emotions that accompany a loss.
- Helping children and young people develop appropriate coping mechanisms for dealing with their loss.
- Focusing on building a positive sense of family and self.

Counsellors acknowledge that each person will have their own unique response to loss and therefore all interventions are individually developed according to need and age.

Lifeline Redlands Counselling Centre

Capalaba Place, 29 Loraine Street

CAPALABA QLD 4157

Phone: (07) 3823 2555

Fax: (07) 3823 2544

Silky Oaks Children's Haven

Silky Oaks Children's Haven is a Christian based community organisation, which provides a range of services to children and families.

Silky Oaks' Family Therapy Service provides assessment, counselling and therapy services to children and their families in the Bayside and adjacent areas. Services are free although donations are accepted.

The Family Therapy Service works with children and families to address emotional and behavioural concerns, parenting, grief and loss, trauma and attachment issues.

The service operates Monday to Friday from 9.00am to 5.00pm. Enquiries are made by contacting an intake officer on 3906 8888. Accepted clients may be required to place their names on a waiting list for services.

For further information contact the Family Therapy Service on (07) 3906 8888

Silky Oaks Children's Haven

218 Manly Road, Manly QLD 4179

PO Box 5157, Manly QLD 4179

Phone: (07) 3906 8888

Fax: (07) 3906 8899

E-mail: haven@silkyoaks.org.au



Aboriginal and Torres Strait Islander perspectives on death and dying

Issues of death and dying are very spiritual to Aboriginal and Torres Strait Islander people.

Aboriginal people wrapped their loved ones when they died in bark, then were put into an open grave where all families kept a vigil overnight, then the process of the burial would proceed the next day.

Aboriginal people generally prefer to be buried in cemeteries rather than be cremated. This is because land is very significant to Aboriginal people. It is their Mother from where they came and their last wish is always to go home to the land where they were born to be given back to Mother Earth and to be buried in the land they loved. Because of this, it is not traditional for Aboriginal and Torres Strait Islander people to donate their organs or their bodies to science. Some difficulty also lies in the fact many of Australia's indigenous peoples have been displaced from their traditional country.

Traditionally, funeral services were always conducted at the gravesite. Aboriginal people were wrapped in bark and buried in a foetal position. Large stones, shells and coral adorned all graves, along with white quartz, which distinguished the person's standing. Fresh bush flowers and ferns were gathered and also placed on the graves.

It is important to note that in Aboriginal culture, once an Aboriginal person has been buried their name is not usually mentioned or carried on. Although, whilst a person is alive their name may be carried down through generations.

In Aboriginal and Torres Strait Islander families, it is considered very important to take care of family members that are sick or elderly, at home.

If someone were suspected of being at risk of suicide, an elder or member of the family, or a minister of religion would be called to console and to do whatever they can to help.

When someone has died, and children are experiencing feelings of grief and loss, the family will rally to console the children. An elder that the child may be familiar with may provide comfort, as well as help in explaining where the deceased person has gone. Young people look to family and friends for support when they are experiencing grief and loss.

When someone dies in an Aboriginal and Torres Strait Islander community, they contact next of kin, and everyone rallies together to provide support.

There are many organisations on Stradbroke Island, which offer support and help in some way to the bereaved family.

(The Minjerribah Moorgumpin Elders in Council provided the information for this section)

Minjerribah Moorgumpin Elders in Council Aboriginal Corporation

2 Mitchell Crescent

DUNWICH QLD 4183

Phone: (07) 3409 9723



Multicultural support organisations for grief and loss

The Redlands community is made up of people from diverse cultural, religious and spiritual backgrounds. While death is a common experience to us all, the associated rituals, traditions, attitudes and emotional responses are reflected in these diverse backgrounds. Understanding and attending to the unique beliefs, cultural and spiritual needs of the dying person and their family can provide significant peace and comfort. In a similar way this understanding is also important for those individuals and families who are experiencing grief and loss from the death of a friend or family member.

When someone dies, it is important for family/friends to discuss the cultural and spiritual needs of the deceased person and themselves. If it is appropriate, this can be done with the help of a funeral celebrant, minister of religion or spiritual leader. The funeral director will accommodate these needs within the health and safety guidelines.

The following list provides culturally appropriate services that may be of assistance:

Diversicare

Diversicare is a community based, coordinated in-home service specifically tailored to provide culturally inclusive services for frail aged, younger disabled and carers from diverse cultural backgrounds.

Services include home help, personal care, carer support, in home and/or non-centre based respite.

Diversicare can be contacted by telephoning the Nurse Manager on 3846 1099.

Diversicare

49-51 Thomas St.

WEST END QLD 4101

Website: www.diversicare.com.au

Ethnic Communities Council of Queensland Ltd

Ethnic Communities Council of Queensland Ltd provides advocacy services, cross cultural training, community organisational development support, sexual health and chronic disease information and prevention programs, youth support programs, CALD community projects, aged care and home community care (HACC) services.

For information in relation to multicultural services and issues related to health, community development, advocacy, aged care and cross cultural training contact:

ECCQ House

253 Boundary Street
WEST END QLD 4101
Phone: (07) 3844 9166
E-mail: health@eccq.com.au
Website www.eccq.com.au

Kinnections Family Relationships and Community Services

Kinnections offers a multicultural counselling, personal and education service in areas of Brisbane that has a high proportion of culturally diverse groups.

Kinnections Family Relationships and Community Services

5 Reid Street
WOOLLOONGABBA QLD 4102
Phone: (07) 3435 4333
Website: www.kinnections.com.au

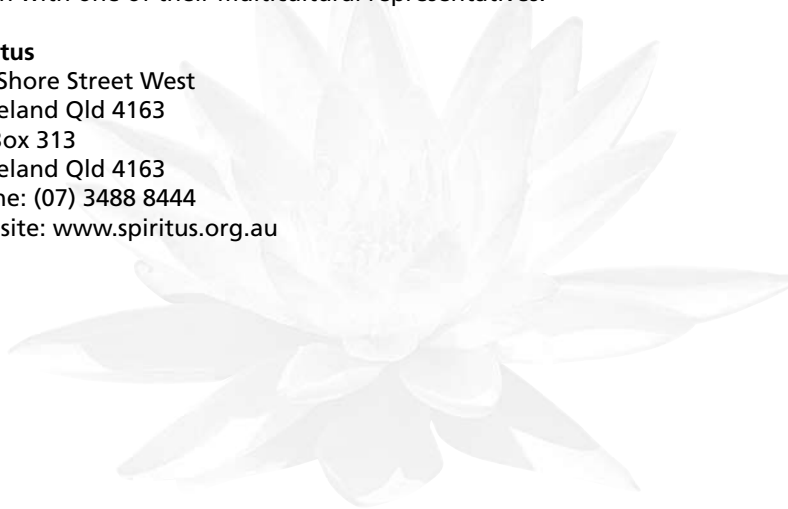
Spiritus

Care offered by Spiritus is sensitive to people who come from multicultural backgrounds.

For more information about their services contact Spiritus and ask to be put in touch with one of their multicultural representatives.

Spiritus

133 Shore Street West
Cleveland Qld 4163
PO Box 313
Cleveland Qld 4163
Phone: (07) 3488 8444
Website: www.spiritus.org.au



Glossary

Columbarium: A wall containing spaces (called niches) where ashes are stored (or interred) and a memorial plaque placed over the niche.

Embalming: Process of preserving the body of a deceased person. Present methods use artificial injection to preserve the body to prevent decay.

Intestacy: When a person has died without a Last Will and Testament.

Interment: The “final disposal” of human remains. A coffin may be interred in the ground or in an above ground vault. Cremated human remains (ashes) may be buried at a gravesite, under a memorial plaque, in a columbarium wall or scattered.

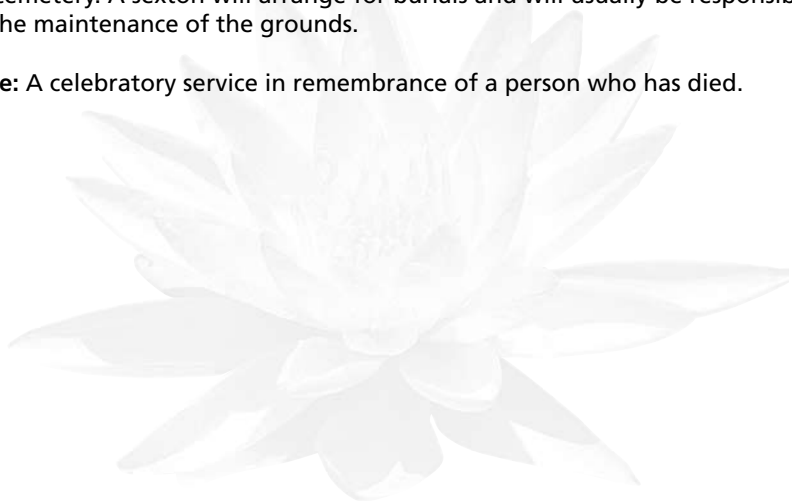
Interventions: Methods by which assistance is offered to prevent or modify negative impacts e.g. support, comfort, guidance and care.

Mortuary: A place where a dead person is stored and/or prepared prior to burial/cremation.

Plot: A small piece of land usually in a cemetery, where a body is permitted to be buried. In some places the plot is leased for a set number of years. In other places the land is held in perpetuity. It may be possible to have two or more bodies in the same plot. A plot may be in the monumental or lawn section of the cemetery.

Sexton: This is a term commonly used to describe the person who attends to the cemetery. A sexton will arrange for burials and will usually be responsible for the maintenance of the grounds.

Wake: A celebratory service in remembrance of a person who has died.



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Death registration details

Full name.....

Sex..... Date of birth.....

Occupation during working life.....

Place of birth..... State.....

If born overseas, what was the year of arrival in Australia?.....

Marital status.....

Marriage details

1. Town/place..... State.....

Country..... Age at marriage.....

To whom.....

2. Town/place..... State.....

Country..... Age at marriage.....

To whom.....

3. Town/place..... State.....

Country..... Age at marriage.....

To whom.....

Children's names

1..... Date of birth..... Sex.....

2..... Date of birth..... Sex.....

3..... Date of birth..... Sex.....

4..... Date of birth..... Sex.....

5..... Date of birth..... Sex.....

Death registration details cont.

Father's full name

First names.....

Surname.....

Occupation during working life.....

Mother's full name

First names.....

Surname.....

Occupation during working life.....

Personal information

My full name.....

I have pre-arranged my funeral with.....

.....

My general practitioner's name is.....

Phone.....

My will is located at.....

My executor's name is.....

Phone.....

My solicitor's name is.....

Phone.....

Location of personal papers.....

Phone.....

Death registration details cont.

Location of important personal items.....

.....

Phone.....

Important people to advise.....

.....

.....

My bank account details are with.....

Phone.....

Any other information.....

.....

Please note this information is required to register a death in Queensland and the information will be asked for at time of arrangement. If you are not sure or don't know any of this information, it is best to write 'unknown' in the space provided.





Richard & Vicky Lohrisch

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