



Steps to take following the passing of a loved one

Losing someone you love is among the hardest things in life, but understanding the steps that can be taken after a loved dies can help make a difficult time a little bit easier.

At Olsens Farewells, we want to help make a trying time less stressful. Planning can help, allowing you to grieve, and also helping other family members whilst you move through the steps of honouring your loved one who has died. We know it can be a difficult time. We've rounded up some steps you can take after the death of a loved one. This guide is broken down into two sections: the first section offers all the basic information that should be handled, and the next section provides a timeline of sorts as to what you can focus on before, during, and after the funeral takes place.

Secure the necessary documents

When a loved one dies in a Hospital or Nursing Home

The staff will arrange for a doctor to take care of issuing the medical death certificate to then pass onto your chosen funeral director.

In the event of a death at home

Contact the treating doctor (or police depending on the circumstances). The doctor will issue a medical death certificate or the body will be transferred to the Coroner.

Your funeral director

Phone Olsens on **(02) 9545 3477**. We are open 24 hours, 7 days a week and are here to help you through this difficult time.



We will arrange transport of your loved one

Once you are ready, we will organise transfer into our care. Wherever the location, we will ensure that your loved one gets proper transport to Olsens.

Reach out to notify family and friends

For family and friends that have not yet been notified or were not present at the time of death, now is the time to reach out to them. You can call, email, see them in person, or reach out to them in any way that you feel comfortable with. Just let them know, and ask them to pass along the message to other family members and friends who will also want to be aware of the death.

Planning the service

After a loved one passes, many things need taking care of. At Olsens, we make the funeral arrangement process as smooth as possible, offering guidance throughout the entire journey. Our team of experienced professionals know how to listen as well as support.

You'll work directly with one of our experienced arrangers to help to create a funeral service as unique as your loved one. We believe in bringing individuality to all funerals, which is why we cater for everyone in the community and all spiritual beliefs. If you have any ideas you would like to share, or need help personalising a funeral, call us anytime.



Organising a farewell has a number of steps

1

Choosing between burial or cremation

2

Pick a date of service

3

Where will the service be held

4

Decide on the type of service – traditional, contemporary, religious or non-religious.

5

Responsibilities and who should be involved

6

Details about viewing

7

Design the service details – presentation, music, flowers, vehicles

8

Planning the wake

Inform family and friends of your plans, and ask them to help you reach out to others

When you have the service or memorial plans set, that's a good time to reach out to family and friends again. Let them know what the plans are, and make sure you ask for their help in notifying other people.



What to do on the day of the service

Olsens will take care of everything on the day of the service, so you don't have to worry about anything not getting done. When you work with us, we understand that the only thing you want to focus on during the service is honouring your loved one. Make that your priority and we will handle everything else.

After the service is over

Notify various people and organisations of your loved one's passing.

Look for the will, birth and marriage certificates, insurance policies, and bank account information.

Coping with loss

Coping with loss can be a difficult process and it can take some time. You need to take care of yourself, and Olsens will be there to offer you support.

Please see this resource for more information on [how to cope with grief and loss](#).

Reach out to us at [Olsens Farewells](#) today, and let us help you focus on what matters during a difficult time. We understand that losing a loved one is painful and stressful. Olsens will be there for you and your family during your time of need.

This personal information form will be required when making arrangements

Personal details

Family Surname

Family Surname at birth
(Maiden Name)

Given Name(s)

Date of birth

Residential Address

Suburb

Postcode

Occupation

(if retired former occupation)

Retired and Type of Pension

Place of Birth

If not born in Australia,
Year of Arrival

Aboriginal or Torres
Strait Islander (Y/N)

Marriages

Marital Status

Location and/or Suburb of Marriages

Age when Married

To Whom Married

Same details for any other marriages

This personal information form will be required when making arrangements

Children

Full Name

Gender

Date of birth

Mother

Mother's Given Name(s)

Mother's Surname,
Family Name at birth (Maiden Name)

Mother's Occupation

Father

Father's Given Name(s)

Father's Surname and
Family Name at birth

Father's Occupation

Signature

Date