

When a loved one passes away

The death of a loved one is a very difficult time. We understand it is a time full of emotion, grief and stress. At Peter Mac, we are here to support and help you. The information below aims to help you understand what happens, what you need to know and what you need to do when your loved one passes away.

What happens after a death at the hospital?

A Peter Mac doctor will certify the death of your loved one. Your funeral director will register the death with the Office of Births, Deaths and Marriages and give you the death certificate after the funeral.

Before leaving the hospital, nursing staff will prepare your loved one for transfer to a funeral home. You are welcome to take part if you wish. We respect religious and/or cultural traditions that are important to you. Please let us know about these so we can provide you with any support you need.

It is hard to say goodbye and leave the hospital after your loved one has passed away. Often this takes time and we will help you through this. Having friends, family or other support people with you at this time can be helpful.

The next step is to start organising funeral arrangements for your loved one.

Before you leave the hospital, we will ask if you or the deceased loved one have a preferred funeral director.

We invite you to contact them and organise for your loved one to be transferred to a preferred mortuary. This usually occurs within two hours of notifying the funeral director.

Please let staff know if you need help to contact your chosen funeral director.

If your preferred funeral director is unable to take care of your loved one within two hours, or you have no arrangements in place, Peter Mac will call and ask Le Pine Funeral Services to transfer your loved one to their Coburg mortuary until funeral arrangements have been finalised.

These special arrangements are in place to support people who have no existing plans or where they do not have a preferred funeral director.

What if you need support?

When a loved one passes away, you may wish to have people around you to help you through this difficult time.

Support people can include:

- family
- friends
- members from your religion, tradition or faith
- Peter Mac Pastoral Care staff
- any other Peter Mac staff member.

Let us know what you need and we will help you contact the people you may require for support.

What happens after you leave the hospital?

If Le Pine Funeral Services have transferred your loved one to their mortuary while you take time to finalise your preferred funeral arrangements, we will let you know.

The Pastoral Care Department will call and let you know your loved one has been taken into the care of Le Pine Funeral Services.

When our Pastoral Care member calls you, they will ask which funeral director you wish to engage for the funeral of your loved one and will let Le Pine Funeral Services know what you have decided.

Your loved one will stay in the care of Le Pine Funeral Services until you hire a funeral director. Family members who wish to view their loved one while in the care of Le Pine Funeral Services can do so. This can be arranged by calling Le Pine Funeral Services on 03 8587 5720. Peter Mac has an arrangement with Le Pine Funeral Services for this at no cost.

There is no cost to you while Le Pine Funeral Services help you in these early stages of your loss and there is no obligation at all that you then choose to use Le Pine Funeral Services to manage the funeral.

How do you choose a funeral director?

If your loved one has left no instruction or pre-arranged the funeral, you will need to hire a funeral director. What funeral director you select is your choice. Ask a friend or relative to help you collect information so you can compare the costs and services.

Some helpful resources for finding a funeral director are:

- The Yellow Pages
www.yellowpages.com.au
- Australian Funeral Directors Association
www.afda.org.au
Ph: 1300 888 188

What does a funeral director do?

A funeral director will guide and assist you with many things.

Some things they do are:

- Arrange the time and place of the funeral service. (If you are thinking about a public place, you will need permission from the relevant authority.)
- Help place notices in newspapers of your choice.
- Provide transportation of the coffin or casket on the day of the funeral, as well as cars for the family.

It is recommended you speak to your preferred funeral director to understand what services they provide and associated costs.

For more information and support from Peter Mac, please contact:

Pastoral Care Department

During business hours on 8559 5231

Or after hours via switchboard on 8559 5000

If you have any feedback or suggestions to improve this information brochure, please contact:

Quality and Safety Unit on 8559 7510

or www.petermac.org.au

We thank you and your family for your care for your loved one and the support you provided to our team.