



Helping someone who is dealing with the death of a loved one

Contact us

If you've been asked to act on behalf of the spouse or child of a person who was in a CSC scheme, we'll need their **authority** so that we're able to release information to you. However if you just need to notify us, you don't need an authority.

It's important that you or your client let us know as soon as possible that the person has died. We have a dedicated team of experts who are here to help. You can call us directly on **02 6192 9521** or, if you'd prefer to send an email, you can contact the team directly at LHS@csc.gov.au or notify us online on our **website**.

Make an application

Once you've let us know, you'll have a single case manager to assist you. Your client can also have another family member with them at this time.

We will work with you and your client to explain how to make an application. The most common supporting documents we'll ask for are:

- Identification (e.g. a photo/photocopy of their driver's licence or passport, or certified proof of age card).
- A death certificate, or medical cause of death certificate.
- Relationship certificate (e.g. a copy of the marriage, registered partnership and/or civil union certificates).
- A document with both names/addresses to show confirmation of the deceased living with their spouse/child together.
- Birth certificates for any children applying.
- An up-to-date Will (however scheme rules mean we may not pay in accordance with the Will).

The application is assessed

Your case manager will use all the information available to make sure that we can process the claim in line with the relevant scheme legislation. If they need more information, they will contact you directly.

Once your case manager has determined that the application satisfies the legislative requirements, they will set up the spouse and/or children pension/s, or, if there are multiple payment options available, they'll ask your client how the benefit should be paid (e.g. as a lump sum or pension). Your client may also wish to seek financial advice before making a decision.

More detailed eligibility and benefit examples, can be found the relevant **'Death benefit'** factsheets on our website csc.gov.au

Payment

Any lump sum payment will usually be made within five business days, and pension payments will begin from the next available payday. The case manager will send a letter or email to confirm that payment has been made to both you and your client.

They will also be in touch after the payment has been made, to make sure everything has been handled as expected.

