

SYDNEY MEMORIAL CREMATIONS

DIGNITY, CLARITY AND CARE

What to Do When Someone Dies at Home in NSW

A practical, step-by-step checklist for families navigating an expected passing at home.

Discovering or experiencing a passing at home can feel overwhelming. Please remember: **unless the passing is sudden or unexpected, there is no immediate rush.** You are legally allowed to take some time to sit quietly, breathe, and gather your thoughts. When you are ready, follow this guide to arrange the initial steps safely and legally.

1. Immediate Steps at Home

Take a gentle breath

Allow yourself and present family members a few moments of quiet reflection. Do not feel rushed to make calls instantly.

Adjust the room environment

Turn off any electric blankets, heaters, or heavy lighting. If possible, turn on the air conditioning or open a window to keep the room cool.

Notify close family or a trusted support person

Reach out to a relative or friend who can come over to sit with you so you do not have to manage these hours completely alone.

2. Medical Verification & Paperwork

Contact the treating medical team

Call their General Practitioner (GP) or Palliative Care Nurse to report the passing. If it occurs overnight, you may choose to keep the room cool and wait until morning to call their regular doctor.

Obtain the initial verification (For Immediate After-Hours Transfer)

If you wish for your loved one to be transferred into professional care during the night, contact your palliative team or an ambulance. A registered nurse or paramedic can visit to complete a *Verification of Death (VOD)* form.

3. Coordinating the Transfer

Call Sydney Memorial Cremations (02 9759 9759)

Contact our care team at any hour. Once we confirm that a nurse, paramedic, or doctor has completed the initial paperwork (VOD or MCCD), our professional transfer team will arrive at your home.

□ **Allow our team to source the final MCCD**

If a nurse or paramedic completed the initial verification, you do not need to worry about tracking down the doctor. We will liaise directly with the treating GP on the next business day to secure the formal *Medical Certificate of Cause of Death*.

⚠ **What if the passing was completely unexpected?**

If the death was sudden, accidental, or the person did not have a known medical condition, call Emergency Services (000) immediately. Paramedics and NSW Police must attend, and the matter will be referred to the Coroner. You can still contact us right away, and we will coordinate directly with the Coroner's office for their eventual release.

Natasha, Caroline & Our Caring Team

Sydney Memorial Cremations

Phone: 02 9759 9759 | Web: www.sydneycremations.com

Supporting Sydney families with dignity, clarity and care.