



Australian Government

Department of Foreign Affairs and Trade

DEATH OVERSEAS



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Every traveller, every trip.

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Each year around 1,000 Australians die overseas, usually through illness or accident. The death of a loved one is always distressing for family and friends and when the death occurs overseas, this can make the circumstances even more difficult.

The death of an Australian overseas can involve complications in organising the funeral, repatriation and other administrative arrangements and formalities. These processes can seem unfamiliar and unnecessarily demanding for the family or friends, whose priority is to bring their loved one home.

This brochure is designed to provide information to help you understand what consular staff in Australia and overseas can do to assist during this difficult time. It also provides guidance on what should be done when a relative or a travelling companion dies overseas.

When Australians travel abroad, they leave behind Australia's support systems, emergency service capabilities and medical facilities. The Australian Government will do what it can to help families and friends who have lost a loved one overseas. However, there are legal and practical limits to what can be done on their behalf. You should have realistic expectations about this.

Travel insurance

Travel insurance that covers costs incurred as a result of death can significantly reduce the stress on loved ones.

If an Australian dies overseas and has travel insurance, this can significantly reduce the stress on relatives and loved ones. Insurance companies will generally provide advice on, and take care of, most of the arrangements and costs associated with a local funeral or the return of the remains to Australia.

Unfortunately, many Australians travel overseas without adequate insurance cover. If an Australian dies overseas and is not covered by travel insurance, it becomes their family's responsibility to make the funeral arrangements and meet the costs involved, such as returning the remains to Australia.

We strongly recommend that all Australians travelling overseas take out travel insurance to cover the costs of hospitalisation and medical treatment should they become ill overseas, as well as costs incurred as a result of death.

What we can do

We'll do everything in our power to assist Australians who have lost a relative or friend overseas. We can often help with our knowledge and understanding of the local environment, but we must also work within the legal and administrative processes that apply in the foreign country.

We can:

- assist family and friends to understand the legal and administrative processes that apply in that country
- if required, liaise with representatives from the travel insurance company in both the overseas country and Australia
- provide a list of local funeral directors and lawyers
- liaise with the local funeral director so they are aware of Australian quarantine regulations

- provide guidance on obtaining translations if an English-speaking funeral service company is not available
- advise on the estimated cost of local burial, local cremation and transport of the remains back to Australia
- advise on the estimated cost of transporting any personal property back to Australia
- advise on how to transfer funds from Australia to meet any costs
- assist, if necessary, to identify the body
- assist with obtaining quarantine clearance for the return of the remains
- provide advice on managing media enquiries.

What we cannot do

We cannot:

- recommend a funeral director or lawyer
- investigate the death of an Australian citizen
- provide translation or interpreter services
- pay burial or cremation expenses
- pay for or organise the return of the remains to Australia
- take responsibility for freighting personal effects
- make legal representations or become involved in legal issues surrounding the circumstances of the death or matters relating to a deceased estate
- pay any outstanding debts the deceased may have.

Death of a family member

What happens if a family member dies overseas?

Under international law, the nearest Australian mission (embassy, consulate or high commission) should always be notified of the death of an Australian citizen.

If a tour company or a friend notifies us of the death of an Australian overseas, we'll always confirm the information with the local authorities in that country. We'll then contact the police in the relevant Australian state or territory, who will visit the family (or other contact nominated in the deceased's passport application) to inform them of the death and provide our contact details to them. We can then provide the family or nominated contact with further details about the death and advise the steps that need to be taken overseas.

It's important to understand that it's the responsibility of the funeral directors appointed overseas and in Australia to make repatriation and funeral arrangements on behalf of the family or nominated contact and in accordance with their wishes.

While consular staff will make every effort to ensure that relatives don't first learn of a death via the media, this cannot always be prevented. If you hear of the death from a journalist, a tour operator or any other third party, you should contact the 24-hour Consular Emergency Centre on **+61 2 6261 3305** (from anywhere in the world) or **1300 555 135** (local call cost within Australia). We'll seek to confirm the death with local authorities and provide advice to immediate family or nominated contacts on how best to manage media enquiries.

Does the family or nominated contact have to travel to the country?

It's not necessary for family or a nominated contact to travel to the overseas country unless they wish to. The Australian mission in the country can assist by providing the family or other nominated contacts with a list of local funeral directors, who will liaise with funeral directors on behalf of the family regarding funeral and repatriation arrangements on their behalf and in accordance with their wishes.

Death of a travelling companion

What should I do if my travelling companion dies?

It's important that the death of any Australian overseas is reported to an Australian mission. Contact details for Australian missions are available at www.dfat.gov.au/missions. A directory of Australian overseas missions also appears in the 'Getting Help Overseas' section of *Travel smart: hints for Australian travellers*. This booklet is issued with your passport and is also available online at smartraveller.gov.au.

Ideally, you'll need the following details about the deceased if you report the death:

- full name
- date of birth
- passport number, place and date of issue
- immediate family member or close friend
- whether they were suffering from any communicable illness
- whether they had travel insurance and if so, the name and contact details of the company.

If the death is unexpected and didn't occur in a hospital, the local police will be involved. If you haven't yet reported the death, the police should immediately notify the nearest Australian mission. The relevant state or territory police in Australia can help to notify the family or other contacts in Australia.

Dealing with the remains

What happens to the remains?

The family or nominated contact will be consulted on how to deal with the remains of the deceased, and the Australian mission and local funeral directors will make every effort to meet the wishes of the deceased or their nominated contact. However, in some countries and

in certain circumstances, local regulations and conditions may require a quick decision on what to do with the remains. In some cases, local regulations may require an autopsy before a death certificate or other documentation can be issued.

How long will it take for the remains to be returned to Australia?

The time required to return the remains to Australia depends on local regulations and circumstances. In some cases, it can take several weeks. It may take longer if, for example, there is a need for an autopsy or coronial enquiry to determine the cause of death.

Getting help overseas

The Australian Government will do what it can to help Australians in difficulty overseas, but there are limits to what can be done.

Consular services

The Department of Foreign Affairs and Trade (DFAT) provides assistance to Australians who find themselves in trouble overseas. This support is referred to as consular services; however, there are legal and practical limits to what can be done.

Consular services are provided through our headquarters in Canberra and through Australian embassies, high commissions and consulates.

The *Consular Services Charter* sets out the standards of service all Australians can expect to receive from consular staff, including what they can and cannot do, and is available at **smartraveller.gov.au**.

Contact details for Australian missions overseas are available at **www.dfat.gov.au/missions**. A directory of Australian missions also appears in the 'Getting Help Overseas' section of *Travel smart: hints for Australian travellers*. This booklet is issued with your passport and is also available online at **smartraveller.gov.au**.

What happens if the death occurs where there's no Australian diplomatic mission?

Australia has an agreement with Canada to provide consular assistance to Australians in some countries. Canadian missions providing consular assistance to Australians are also listed in the *Travel smart: hints for Australian travellers* publication.

Not all countries have an Australian or Canadian diplomatic or consular post, but there is usually one in the region. Informal arrangements also exist with other consular services, which can lend assistance to Australians in need.

The 24-hour Consular Emergency Centre in Canberra can be contacted for assistance from anywhere in the world on **+61 2 6261 3305** or **1300 555 135** (local call cost within Australia).

Contact the travel insurance provider

Travel insurance companies often have 24-hour assistance centres that you can contact from anywhere in the world. If your family member or travelling companion dies overseas, you should also contact their travel insurance provider as soon as possible. Consider leaving travel insurance policy details with family or friends back home in the case they need to access this information quickly.

For more information on insurance, read the 'Travel Insurance' section of this brochure.

Counselling services

Australians overseas who need counselling services can contact our Consular Emergency Centre on **+61 2 6261 3305** to be transferred to a Lifeline telephone counsellor.

Other Smartraveller publications

DFAT publishes a range of brochures with travel hints for specific travel groups, and information about how to cope with unexpected events, available at smartraveller.gov.au.

Titles include:

- Travel smart: hints for Australian travellers
- Consular Services Charter
- Arrested or jailed overseas
- Backpacking overseas
- Dual nationals
- Living and working overseas
- Sexual assault overseas
- Travelling with children
- Travelling seniors
- Travelling well
- Travelling women
- When someone is missing overseas

Copies of these brochures are also available at DFAT state and territory offices, Australian Passport Offices, and Australian missions overseas. You can also order copies online at smartraveller.gov.au.

The brochures *Travelling well*, *Travelling seniors* and *Dual nationals* are also available online in a number of community languages at smartraveller.gov.au.

Top 10 travel tips

1. Check the latest travel advice at **smartraveller.gov.au** and subscribe to receive free email notifications each time the advice for your destination is updated.
2. Take out comprehensive travel insurance and ensure it covers you for the places you plan to visit and the things you plan to do.
3. Before travelling overseas, register your travel and contact details online at **smartraveller.gov.au**, or at the local Australian embassy, high commission or consulate once you arrive so we can contact you in case of an emergency.
4. Obey the laws of the country you're visiting even if these appear harsh or unfair by Australian standards. Don't expect to be treated differently from the locals just because you're Australian.
5. Make sure you have the right visas for the countries you're visiting or transiting and check any other entry or exit requirements.
6. Make copies of your passport details, insurance policy, traveller's cheques, visas and credit card numbers. Carry one copy in a separate place to the original and leave a copy with someone at home.
7. Check with health professionals for information on recommended vaccinations and other health precautions. Remember that vaccinations can be an entry requirement to some countries. Also find out about taking medication overseas—certain medicines aren't allowed in some countries.

8. Make sure your passport has at least six months' validity from your planned date of return to Australia. Carry extra passport photos in case your passport is lost or stolen and you need to replace it while you're away.
9. Keep in contact with friends and family back home and give them a copy of your itinerary so they know where you are.
10. Check to see if you're regarded as a national of the country you plan to visit, and whether dual nationality will have any implications for your travel plans.

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1. **Register** your travel and contact details online at smartraveller.gov.au before you travel overseas—or at the local Australian embassy, high commission or consulate once you arrive—so we can contact you in an emergency.
2. Check the latest **travel advice** for your destination at smartraveller.gov.au before you go. **Subscribe** to receive free email notification each time the advice is updated.
3. Take out comprehensive **travel insurance** to cover hospital treatment, medical evacuation and any activities you plan to undertake in the countries you intend to visit.

While every care has been taken in preparing this brochure, neither the Australian Government nor its agents or employees, including any member of Australia's diplomatic and consular staff abroad, can accept liability for any injury, loss or damage arising in respect of any statement contained herein.

Consular Policy Branch
Department of Foreign Affairs and Trade, RG Casey Building
John McEwen Crescent
BARTON ACT 0221
Tel. (02) 6261 3305; 1300 555 135

Information for travellers and travel advisories are available from the Department of Foreign Affairs and Trade's Smartraveller website smartraveller.gov.au.

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