Metropolitan Memorial Parks

Funeral assistance for First Nations families

Metropolitan Memorial Parks is committed to supporting First Nations communities by providing a respectful, culturally safe and compassionate experience when engaging with us. We recognise the significance of Sorry Business, the cultural practices and responsibilities that follow the passing of a loved one, and the importance of supporting families during this time.

This guide highlights financial assistance programs and support services that may help First Nations families in New South Wales navigate funeral-related expenses. For broader information about available assistance and support options, you can also refer to our Support after loss: Financial Services in NSW guide.

NSW Aboriginal Land Council (NSWALC) Funeral Fund

NSW Aboriginal Land Council represents 120 Local Aboriginal Land Councils across New South Wales and provides funeral assistance grants to help eligible Aboriginal families with funeral expenses. Depending on eligibility, payments are made directly to funeral service providers under this community benefits scheme.

Phone: 1800 647 487
0418 151 538
Website: www.alc.org.au
Email: funeralgrants@alc.org.au

Aboriginal Affairs NSW Stolen Generations Funeral Assistance Fund

The Stolen Generations Funeral Assistance Fund supports eligible Stolen Generations survivors with funeral-related costs. Assistance may be used for a range of expenses associated with funerals, including burial rights, headstones, memorials, death notices, memorial events, and travel or accommodation for people attending the funeral.

Phone: 1800 019 998
Business hours: 9am - 5pm, Monday to Friday
Address: Level 6, 201 Coward Street, Mascot NSW 2020
Postal address: PO Box 207, Mascot NSW 1460
Email: enquiries@aboriginalaffairs.nsw.gov.au

Transport for NSW - Aboriginal Funeral Transport Program

Transport for NSW provides transport assistance for Aboriginal community members travelling to attend a funeral within New South Wales. Support is generally available where the travel is more than 150 km and may include return public transport tickets, or limited fuel assistance in some circumstances.

Phone: Chandler Macleod Managed Training Services (MTS): 1300 361 787
For more information, please contact Donna Coady, Aboriginal Service Development Officer
Email: donna.coady@transport.nsw.gov.au

We recommend contacting your Local Aboriginal Land Council (LALC) for further support, cultural guidance and connections to other community services.

Lifeline

For free confidential counselling, connect with Lifeline 24/7

Call 13 11 14 | Text 0477 131 114

To speak with an Aboriginal and Torres Strait Islander Crisis Supporter call 13 92 76 (13YARN)

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Support after loss: Financial Services in NSW

Metropolitan Memorial Parks is committed to providing all customers with a supportive and respectful experience when engaging with us. This guide outlines financial assistance programs and services that may help families in New South Wales (NSW) manage funeral-related expenses.

The organisations listed below offer different types of support. Eligibility requirements and application processes may vary, so we recommend contacting each organisation directly for more information.

Services Australia - Centrelink bereavement payment Services Australia has a comprehensive range of financial assistance available after the death of a partner, child or someone you cared for.	**Phone: 13 23 00** **Website:** servicesaustralia.gov.au/death-loved-one
NSW State Insurance Regulatory Authority- Compulsory Third Party (CTP) Scheme for funeral expenses If a person dies in a motor vehicle accident in NSW, the CTP Scheme covers the cost of their funeral, regardless of fault. Applications should be made within three months of the accident.	**Phone: 1300 656 919** **Email:** fatalitysupport@sira.nsw.gov.au
Commonwealth Department of Veterans Affairs (DVA)- Bereavement and funeral support As part of the *Veterans' Entitlements Act 1986*, DVA offers a range of support services if the deceased is a returned service person. Veterans may also be eligible for an official commemoration through War Graves.	**Phone: 1800 838 372** **Email:** bereavement.sa@dva.gov.au wargraves@dva.gov.au
Department of Communities and Justice - Victims Support Scheme NSW The Victims Support Scheme provides assistance to family members of someone who has died as a result of a crime in NSW.	**Phone: Victims access line 1800 633 063** or **Aboriginal Contact Line 1800 019 123** **Email:** vs@dcj.nsw.gov.au
NSW Health, Local Health Districts- Destitute Funerals A destitute funeral is a last-resort option provided by the NSW Government for individuals who have passed away without any financial resources or family members willing to arrange a funeral.	**Phone: 1300 066 055** For more information on how to apply for a destitute funeral in NSW, contact the Local Public Health Unit.
AFRM Claims Advocacy (ACA) AFRM Claims Advocacy (ACA) help families who have lost a loved one, by making it easier and quicker for them to receive the life insurance and super death benefit. AFRM can help you access your loved one's life insurance claim and manage the process each step of the way, until the insurance and super money is released to the family / beneficiary.	**Phone: 1300 013 328** **Email:** aca@afrm.com.au

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Support after loss: Financial Services in NSW

Salvation Army- No Interest Loan Scheme (NILS) The Salvation Army is one of many not for profit organisations who are accredited providers of the No Interest Loan Scheme that can be used to support the cost of funerals.	**Phone: 02 6241 0518** **Email:** nils@salvationarmy.org.au
icare NSW Workers Compensation benefits If you're the dependant of a worker who has died due to a workplace accident or a dust disease, you may be entitled to support.	**Phone: 13 77 22** **Website:** portal.icare.nsw.gov.au/claim/make-a-fatality-claim

Other options that may be available to provide some financial assistance include:

Charitable organisations such as St Vincent de Paul, Anglicare and The Salvation Army.

The estate – apply for a release of funds from the bank account or employer (from unpaid salary or entitlements, if applicable) for the deceased person to be used to pay for funeral expenses before probate is granted.

RSL NSW, registered clubs, associations and trade union provident funds.

Service NSW – more information is available at service.nsw.gov.au/guide/death-and-bereavement or by calling 13 77 88.

Legal Aid NSW – available to guide you through financial options and application processes on 1300 888 529.

Lifeline

For free confidential counselling, connect with Lifeline 24/7 Call **13 11 14**
Text **0477 131 114**

We recommend also speaking to your selected Funeral Director for further guidance and support for funeral and bereavement costs.

This information is intended as a guide and is current as of August 2026. Eligibility criteria and funding arrangements may change. Please contact the organisation directly to confirm current assistance available.