Metropolitan Memorial Parks

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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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.