

OFFICIAL



Funeral AssistanceSA

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1 Purpose

Document name	Funeral AssistanceSA (FASA) Policy	
Purpose	This policy defines the eligibility criteria, application and assessment processes, and service delivery for FASA, which is administered by Concessions and Support Services (CASS) within the Department of Human Services (DHS).	
Responsible	Minister for Human Services	
Custodian	Director CASS	
Version	1.0	
Approval date	13 December 2021	
Version comments	1.0	Newly developed policy reflecting existing program.

2 Definitions

Aboriginal People means people who identify as Aboriginal.

Advocate means a person or organisation nominated by an Applicant to interact with FASA on their behalf.

Agency means any government, non-government or private body or organisation that has a legitimate interest in a FASA application.

Applicant means the person applying to FASA; for example, a close relative or friend of the deceased, or the executor of the deceased's estate.

Approved Venue means a venue that FASA has agreed is suitable for delivering a cremation or burial service as part of an approved full contract funeral.

Assets means cash, property, shares, bonds, life insurance (excluding unrealised life insurance payable from a superannuation fund), funeral plans and funds, and real estate. It does not include money raised by crowdfunding.

Contracted Funeral Director means a company or funeral director responsible (by virtue of being the signatory to DHS's current FASA service agreement) for ensuring that a full contract funeral takes place as approved by FASA.

Death Benefit means superannuation and life insurance once realised and paid to a beneficiary or beneficiaries.

Dependant means child under the age of 16 years, full-time students aged 16 to 21 years who attend school, college, or university, and children aged 16 to 18 years who are in receipt of Youth Allowance or Special Benefit.

Engaged Funeral Director means the funeral director that provides an approved FASA full contract funeral. This may be a Contracted Funeral Director, one of their FASA approved consortium members (if applicable), or one of their FASA approved sub-contractors (if applicable).

Estranged means an Immediate Relative who cannot be contacted or refuses to engage with FASA, the Applicant or an Agency as required for FASA to complete either a standard eligibility assessment or decision-making about funeral arrangements. Applicants or Agencies may submit a statutory declaration for consideration (see 5.7 Use of statutory declarations).

FASA Webpages means the page or pages within www.sa.gov.au where CASS provides information about FASA.

Immediate Relatives means the deceased's Spouse, parents, and adult children.

Intestate means the status of a person who has died without a valid Will; for example, because there was no Will, because the Will was not properly executed, or it was revoked.

Low-income Earners means a person whose income from all sources is not more than the low income provisions published at www.sa.gov.au/topics/care-and-support/concessions-and-grants/concessions/low-income-earners-income-limits

Religious or Cultural Requirement means a practice that is appropriate to or in accordance with the principles of a religion or culture that is recognised in Australia, including religious observances or the traditional practices of Aboriginal People.

Spouse means a person related to the deceased because they were married, in a registered relationship, or in a de facto or domestic partnership (includes same and opposite sex de facto relationships, and people who live together as close companions or life partners).

Stillborn Baby means a baby born at 20 or more weeks' gestation or at least 400 grams weight at delivery, that has not had a heartbeat or breathed since delivery, and where a birth certificate specifies stillbirth.

Two-point Service means conducting funeral services at two locations in accordance with Religious or Cultural Requirements; for example, in both a church, chapel or other Approved Venue and at the burial site or graveside.

Unclaimed Person means a deceased person referred to FASA by the Public Trustee, in accordance with Appendix B, who either:

- has no known Immediate Relatives, other family members, or friends and has no other Agency willing to assist with the arrangement of a funeral, or

- has known Immediate Relatives or other family who refuse to accept responsibility for arranging a funeral and managing the deceased's estate.

Will means a formal and signed statement of instructions about property and/or remains after a person's death, or a legal document containing this statement.

3 Program Summary

3.1 Current program

FASA supports people who have recently experienced the death of a South Australian family member or friend and are unable to cover the cost of a basic funeral. There are two service offerings for eligible people.

3.1.1 Full contract funeral

A full contract funeral is a basic, dignified funeral - FASA arranges and funds all services that are legally necessary or deemed essential. FASA may recoup the funeral cost from the deceased's estate.

The deceased's family or friends may pay for non-essential extra items or upgrades of included items by private arrangement with the Engaged Funeral Director.

3.1.2 After-the-event payment

An after-the-event payment (ATE) may be available when an Applicant who would otherwise have been eligible for a full contract funeral has already engaged a funeral director. Information will be available on the FASA Webpages.

3.2 Funerals outside FASA's scope

3.2.1 Victims of crime

If the deceased was a homicide victim, a claim may be made for reimbursement of funeral expenses from the SA Commissioner of Victims' Rights. Grief compensation may also be payable. FASA should suspend any such application and refer affected people to Victims of Crime South Australia.

3.2.2 Motor vehicle accidents

If the deceased died in a motor vehicle accident, funeral expenses may be covered by Compulsory Third Party (CTP) insurance, depending on the circumstances of the accident and who was at fault. FASA should suspend any application and refer affected people to the South Australian CTP Insurance Regulator.

3.2.3 Interstate requests

FASA is not responsible for South Australians who resided and died interstate or overseas.

However, FASA will consider applications for assistance if the deceased resided in South Australia and died interstate or overseas but is to have a funeral within South Australia.

If FASA approves such an application, it will be subject to the Applicant first arranging and paying to transport the deceased to a funeral home within South Australia, or to a South Australian airport, as agreed by FASA.

4 Eligibility

4.1 Standard criteria

To be eligible for assistance, Applicants must demonstrate all the following:

- The deceased was a South Australian resident.
- The deceased received a Centrelink or Department of Veterans' Affairs (DVA) pension or benefit or was a Low-income Earner. If the deceased is a Dependant (including Stillborn Babies), the parents or guardians of the deceased must meet this eligibility criterion.
- The deceased's Assets are estimated to be valued at less than \$3,000 when liquidated. If the deceased is a Dependant (including Stillborn Babies) this eligibility criterion applies to the parents' Assets.
- The deceased's Immediate Relatives (if known) receive a Centrelink or DVA pension or benefit or are Low-income Earners.
- The deceased's Immediate Relatives (if known) do not have enough funds to cover the funeral expenses (less than \$3,000 in accessible funds) and have exhausted all options to obtain credit.

4.1.1 Full contract funeral

In addition to the standard criteria, to be eligible for a full contract funeral, Applicants must not have privately engaged a funeral director.

4.1.2 After-the-event payment

In addition to the standard criteria, to be eligible for an after-the-event payment, Applicants must also provide an itemised tax invoice showing that:

- The cost and inclusions of the contracted funeral are moderate (as a guideline, moderate means a cremation service costing up to \$7,000 or a burial service costing up to \$12,000).
- Some of the account has been paid, or an attempt has been made to pay, but the account has not been paid in full.

5 Applications

5.1 Applying to FASA

FASA accepts applications online, by post or by email. The FASA application form is available at sa.gov.au/concessions or by request. Applications must be signed by the Applicant or by an Agency with the Applicant's permission to act on their behalf. The Applicant may also nominate another person to act as their Advocate.

If there are no known Immediate Relatives, other family or friends, other Agencies may apply on behalf of the deceased, as the Applicant:

- The Agency will be responsible for assisting FASA with assessment and be the contact for the Contracted or Engaged Funeral Director if a funeral is approved.
- This includes collecting the deceased's cremated remains, if applicable.
- Alternatively, the Agency may, instead of applying to FASA, refer the deceased person's case to the Public Trustee as a potentially Unclaimed Person.

5.2 Applications for SA Housing Authority residents

FASA will notify the SA Housing Authority upon receipt of an application if the deceased person is known to be a SAHA tenant.

5.3 Public Trustee referrals

5.3.1 Unclaimed persons

If the Public Trustee reasonably estimates the Assets of an Unclaimed Person to be less than \$3,000, the Public Trustee is responsible for applying to FASA in accordance with Appendix B: Referral of Unclaimed Persons.

5.3.2 Referral of Public Trustee clients

If the Public Trustee reasonably estimates the Assets of a client to be less than \$3,000, the Public Trustee may apply to FASA as an Agency in accordance with 5.1. As part of this application, the Public Trustee must confirm that the deceased's residence and possessions were included in the estimation of the estate's value.

5.4 Standard documents required for assessment

The Applicant must submit:

- current bank statements for the deceased showing at least one month of transactions, or bank account details
- current bank statements for all Immediate Relatives, showing at least one month of transactions (by agreement with FASA, Applicants may submit Centrelink income statements instead)
- the deceased's Will, if applicable

- an itemised tax invoice from their privately engaged funeral director (for after-the-event payment applications only).

5.5 Property

If the deceased or their Immediate Relatives own property, the Applicant must provide evidence that the owner cannot leverage the property to pay for the funeral. For example, the Applicant could submit a letter from the relevant bank confirming that they will not lend money to the property owner.

FASA may also undertake a search of the South Australian Integrated Land Information System (SAILIS) to verify the property ownership status of the deceased or Immediate Relatives.

5.6 Paid employment

If the Applicant or any of the deceased's Immediate Relatives are in paid employment, FASA may ask for additional information to demonstrate that they have insufficient funds and are unable to obtain credit. For example, FASA may request three recent pay slips to confirm that people are in casual employment or are Low-income Earners.

5.7 Use of statutory declarations

If any of the deceased's Immediate Relatives are Estranged from the deceased or do not respond to requests to provide financial information, the Applicant must provide FASA with a statutory declaration that clearly explains the circumstances:

- The provision of a statutory declaration does not guarantee that FASA will approve an application.
- FASA does not accept statutory declarations in lieu of a tax invoice for after-the-event payment applications.

6 Approved funerals

6.1 Full contract funerals

For each approved full contract funeral, FASA will instruct a Contracted Funeral Director what legally necessary and specifically authorised products and services are to be provided (see section 8: Full contract funerals). The Contracted or Engaged Funeral Director will contact the Applicant or Advocate to arrange the approved funeral service.

6.2 After the event payments

For each approved after the event payment, FASA will inform the Applicant of the approved amount and ask them to notify their privately engaged funeral director.

The approved amount must not exceed the balance of the funeral account. If the approved amount is less than the maximum \$625, FASA will provide reasons.

FASA will arrange payment of the approved amount, directly to the privately engaged funeral director, within five business days of approving the payment.

6.3 Special circumstances

The Director CASS can approve either a full contract funeral or an after-the-event payment where an application does not meet FASA eligibility criteria but there are deemed to be special circumstances. Requests are assessed on their individual merits and do not set precedents for future requests.

7 Declined applications

For each declined FASA application (full contract funerals and after the event payments), FASA will inform the Applicant in writing, providing reasons for the decision.

7.1 Reviews

Applicants may request a review of a decision by writing to FASA for consideration by the Director CASS. If the Director CASS was involved in the original decision (for example, if they rejected a special circumstance request), the responsible Executive Director should undertake the review.

Subject to any need for FASA to request additional information to clarify a review request, FASA will make all reasonable attempts to inform the Applicant of the outcome within two working days:

- If a review is upheld, FASA will inform the Applicant immediately and then proceed according to the type of assistance approved.
- If a review is rejected, FASA will inform the Applicant in writing, with the reasons for the decision.

Applicants may request further action in line with the DHS Customer Feedback and Complaints Policy.

7.2 Abandoned applications

FASA can determine an application to be abandoned where:

- the application is incomplete and
- FASA has made every reasonable effort to get the Applicant or Advocate to complete the application.

Where FASA has determined an application to be abandoned, FASA must contact:

- the Applicant or Advocate who submitted the application, and

- the Agency or funeral director that has possession of the deceased
- to inform them that FASA has determined the application to be abandoned, and it will therefore take no further action. FASA must contact the parties in writing if possible.

Where an application is determined by FASA to be abandoned, the original Applicant may resume the application at any time, or another person may submit a new application.

8 Full contract funerals

8.1 Service type

FASA provides a cremation unless:

- the deceased's Will states they wished to be buried
- the deceased holds a plot in their name
- FASA agrees that a burial is a Religious or Cultural Requirement, or
- the deceased is an Unclaimed Person.

8.2 Service location

FASA supports full contract funerals taking place in the locality of the deceased's normal place of residence, subject to availability of an Approved Venue, but does not support a choice of location or venue:

- FASA may restrict funerals in metropolitan Adelaide to certain venues, which may be subject to change by negotiation with its Contracted Funeral Director(s).
- Where practicable, FASA will maintain current information about venues used on the FASA Webpages and in the FASA online application form.
- FASA will make appropriate arrangements for the location of funerals in regional South Australia.

8.3 Service inclusions

8.3.1 Transfer to approved funeral location

If the deceased died away from their usual place of residence (excepting if they died interstate or overseas) FASA will authorise transportation of the deceased to the approved funeral location. The mode of transportation (road or air) will be at the discretion of FASA's Contracted Funeral Director(s).

Where a FASA Applicant has had to arrange transfer of the deceased out of hours to a local funeral home, if their application is approved, FASA will fund the original out of hours transfer and a subsequent transfer to the Contracted or Engaged Funeral Director.

8.3.2 Transfer and burial of Aboriginal People

FASA will approve specific arrangements for Aboriginal People:

- transfer to their Country, within South Australia, and a culturally appropriate burial service.
- burial in a particular Adelaide cemetery, if their family have already been buried in that cemetery.
- transfer from Alice Springs to the appropriate burial location in South Australia if an eligible deceased person lived in South Australia but necessarily travelled to Alice Springs for medical treatment or to reside in a nursing home.

8.3.3 Standard services

These are the standard service inclusions for FASA full contract funerals.

Standard cremation	Standard burial
<ul style="list-style-type: none"> • professional services 	<ul style="list-style-type: none"> • professional services
<ul style="list-style-type: none"> • transfer of the deceased 	<ul style="list-style-type: none"> • transfer of the deceased
<ul style="list-style-type: none"> • a basic coffin 	<ul style="list-style-type: none"> • a basic coffin
<ul style="list-style-type: none"> • doctors' cremation certificates 	<ul style="list-style-type: none"> • cemetery fee, including a tablet or headstone
<ul style="list-style-type: none"> • cremation permit 	<ul style="list-style-type: none"> • a weekday service at an Approved Venue
<ul style="list-style-type: none"> • cremation fee 	<ul style="list-style-type: none"> • Two-point Service fee
<ul style="list-style-type: none"> • a weekday service at an Approved Venue 	<ul style="list-style-type: none"> • hearse
<ul style="list-style-type: none"> • hearse 	

If deemed necessary by FASA, a full contract cremation or burial service may also include any of:

- cultural dressing, visitation, and prayers
- church or chapel hire
- celebrant, clergy, or minister's fee
- oversize and bariatric coffins and cremations
- shrouds, body bags, or transportation cartons
- after-hours transfer fees or transfers from another funeral director
- embalming of the deceased
- storage of the deceased.

8.4 Collection of cremated remains

Cremated remains must be collected by the Applicant or Advocate from the Engaged Funeral Director within six months of the date of the funeral. After this point, the Engaged Funeral Director will dispose of the cremated remains in an appropriate manner.

8.5 Burial interment rights

8.5.1 Issue

The deceased’s remains will be buried in a leased plot in a FASA approved cemetery. The plot lease (interment right) will be issued in DHS’s name. The exception is interment rights for children, which will be issued in the name of the parents or guardians if permitted by the relevant cemetery authority.

Interment rights will be of the standard duration for the relevant cemetery authority according to DHS’s contractual arrangement with its Contracted Funeral Director(s).

8.5.2 Expiry and transfer

When the interment right expires (typically after 25 or 50 years), ownership will revert to the relevant cemetery authority, in accordance with the Burial and Cremation Act 2013 (SA).

Alternatively, the Applicant or family may request to purchase the interment right from DHS prior to its expiry. If someone other than the Applicant makes the request, FASA will require information showing the requestor’s connection to the Applicant and the deceased.

FASA will calculate a purchase price based on the full years remaining on the interment right. For example:

Item	Cost
Original interment right	\$2,000
Duration	50 years
<i>Average annual value</i>	<i>\$40</i>
Full years remaining	25 years
<i>Applicant interment right cost</i>	<i>\$1,000</i>
Original headstone cost (if applicable)	\$500
Applicant purchase cost	\$1,500

FASA may add to the Applicant purchase cost any administrative fees incurred; for example, State Records search or retrieval fees, and any fees charged by the relevant cemetery authority.

The Applicant purchase cost may be reduced or waived by approval from the Director CASS. Factors considered may include where there would be a small purchase cost or where a significant proportion of the original funeral cost has already been recouped from the deceased estate.

8.6 Burial arrangements

8.6.1 Burial stated in deceased's Will

If FASA is satisfied that the deceased's Will clearly states that the deceased wanted to be buried, this will take place at a FASA Approved Venue.

FASA will not pay for a non-approved cemetery specified in the deceased's will unless the deceased or an Immediate Relative already owns a burial plot (see paragraph 8.6.2 'Deceased person or Immediate Relative holds a plot').

8.6.2 Deceased person or Immediate Relative holds a plot

If the deceased or an Immediate Relative holds a burial plot in South Australia, the Applicant may elect to use the plot, regardless of its location, provided the lease holder has the original lease and that they provide FASA with written consent to the use of this burial plot.

If there is no original lease, the Applicant may be charged for a replacement lease. FASA will not be responsible for the headstone (for example, removal of any existing monument to access the grave, additional monumental work, or purchase of a replacement headstone).

8.6.3 Religious and Cultural Requirements

If FASA agrees that there is a Religious or Cultural Requirement for a burial, FASA will instruct a Contracted Funeral Director to provide a Two-point Service, if requested by Applicant.

If FASA is uncertain whether there is a Religious or Cultural Requirement - or whether particular service inclusions are necessary - FASA will make reasonable attempts to seek confirmation. For example, FASA may ask the Applicant to submit a letter of advice from a priest or relevant senior community figure.

Where a culture or religion has a practice of both burial and cremation, FASA provides a cremation.

FASA will make reasonable attempts to have access, through its Contracted Funeral Director(s), to Approved Venues that can provide a funeral that meets the Religious or Cultural Requirements.

If FASA cannot arrange a funeral at one of its Approved Venues, an alternative acceptable location may be approved on a case-by-case basis, by the Director CASS.

8.6.4 Deceased is an Unclaimed Person

If FASA accepts the referral of an Unclaimed Person from the Public Trustee (see Appendix B: Referral of Unclaimed Persons), FASA will instruct a Contracted Funeral Director to provide an unattended burial service unless there is evidence that the deceased wanted a cremation.

9 Financial and estate management

9.1 Recouping monies from estates

Funeral expenses legally have first claim on an estate. After paying the relevant Contracted Funeral Director in full for the service provided, FASA will seek to recoup costs from the deceased estate where funds are available, noting:

- recoups are only sought for full contract funerals
- FASA will request the recoup from the executor, if applicable
- if FASA is managing the deceased estate, FASA will seek a recoup directly from the deceased's bank
- FASA will not recoup costs from the deceased estate if there are surviving Dependents of the deceased, or from a joint account held by the deceased.

Applicants must sign a declaration that they will repay FASA the cost of the funeral if they are a beneficiary of any superannuation entitlement or life insurance payment for the deceased.

9.1.1 Superannuation

Superannuation is a Death Benefit, not an estate asset; therefore, FASA cannot recoup funeral expenses directly from a deceased person's superannuation fund. FASA can only recoup costs if Death Benefits are paid to the Applicant (not to any other beneficiaries).

9.2 Delegation of Authority from the Public Trustee

9.2.1 Requesting bank statements

The Program Manager CASS and Program Coordinator CASS have the delegated authority (Appendix A) to obtain the bank balances of Intestate deceased people who are the subject of a FASA application to assist with determining their financial eligibility.

9.2.2 Estate management

The delegation also authorises those CASS staff to undertake estate management for the deceased, including paying funeral costs from their estate, if they have received a FASA service.

Estate management can extend to CASS being able to sell the deceased's assets and cleaning and clearing their place of residence. CASS will only undertake this function in exceptional circumstances, by negotiation with the Public Trustee upon their referral of an Intestate deceased person where the Public Trustee cannot reasonably undertake that function themselves. With the approval of the Director CASS, FASA will (by engagement of an estate management provider):

- clear and clean (not forensic cleaning) the deceased person's premises of personal items and liquid assets, if necessary

- forward funds from the sale of any assets to FASA to offset the cost of the funeral
- dispose of any personal items deemed of little value, except for the deceased's credit cards, bank cards, and membership cards which will be returned to the appropriate financial institutions and companies
- provide any urns containing a deceased person's remains found on the premises to the relevant Contracted Funeral Director for appropriate disposal.

10 Disputes

If FASA becomes aware that a party with a clear connection to the deceased objects to a prospective or approved funeral under the program, FASA will act immediately and in accordance with the status of the application.

Indicatively, disputes may relate to contesting a Will, or the nature of an approved or prospective funeral service. People may dispute the location of the service, the type of funeral (burial or cremation), or the Religious or Cultural Requirements for the service.

If possible, FASA will first assess whether the dispute includes a request to change the funeral service to something that would or may not be eligible under the program. For example, someone wants a burial that is not a Religious or Cultural Requirement, or a service location that FASA would not support.

10.1 FASA application not yet approved

If FASA becomes aware of a disputing party before an application is approved, FASA will immediately notify all parties, in writing if possible, that:

- the FASA application is suspended
- (if applicable) the dispute does, or may, relate to a request that is not eligible under FASA
- FASA will not mediate the dispute but, upon request, may provide information about the program
- FASA will not resume assessing the application until satisfied either that the dispute is resolved or that there is a clear way forward for FASA
- the disputing parties must explain the resolution by each providing FASA with a statutory declaration.

FASA will notify the Applicant, the Advocate (if applicable), the relevant Contracted Funeral Director (or its agent) and any other Agency party to the application. At the discretion of the Director CASS, FASA may also notify, or seek to notify, the disputing party.

FASA may at any stage also seek urgent advice from the Crown Solicitor's Office (CSO) about the dispute or the reported resolution.

10.2 FASA application approved

If FASA becomes aware of a disputing party after approving an application, FASA will immediately notify all parties in writing, if possible that:

- the FASA funeral is suspended
- FASA will not mediate the dispute
- FASA will not allow the funeral to proceed until satisfied either that the dispute is resolved or that there is a clear way forward for FASA
- the disputing parties must explain the resolution by each providing FASA with a statutory declaration.

FASA will notify the Applicant, the Advocate (if applicable), the relevant Contracted Funeral Director (or its agent), the Agency holding the deceased (if applicable), and any other Agency party to the application. At the discretion of the Director CASS, FASA may also notify, or seek to notify, the disputing party.

Unless there is a clear alternative path to resolution, FASA will also immediately seek urgent CSO advice on how to act.

10.3 FASA funeral service has taken place

If FASA becomes aware of a disputing party after a funeral service has taken place, FASA will respond on a case-by-case basis, seeking urgent CSO advice if necessary.

Appendix A: Public Trustee Delegation

Pursuant to the authority vested in me by section 8 of the Public Trustee Act 1995, I delegate the following persons the following powers, authorities, duties and functions:

To the Program Manager Concessions and Support Services and Program Coordinator Concessions and Support Services, Department of Human Services on behalf of the Public Trustee pursuant to section 45 of the Administration and Probate Act 1919

1. obtain the balance of accounts as at the date of death together with the balance at the time of request plus bank statements for 3 months prior to the date of death.

and when:

1. a deceased person has no Will and total assets of \$3,000 or less:

and

2. The Department of Human Services has undertaken a funeral for the deceased

to:

1. administer the estate of the deceased including collecting and authorising the sale of the deceased person's assets
2. authorise the cleaning and clearing of the deceased person's place of residence
3. authorise and undertake the payment of accounts for the cleaning and clearing of the deceased person's place of residence, funeral expenses and debts due as at the date of death of the deceased from the deceased person's assets.

13 February 2020

Appendix B: Referring Unclaimed Persons

If the Public Trustee reasonably estimates that an Unclaimed Person's Assets are worth less than \$3,000, they may apply to FASA on behalf of the deceased, with a full application, in line with one of the following two scenarios.

The Public Trustee must keep the deceased's file open until FASA notifies them in writing that the application is closed. Where a funeral is approved, notification will include the funeral cost, any amount recouped by FASA from the deceased's bank account, and any funds remaining in the deceased's estate, if known.

If funds are remaining, the Public Trustee is responsible for appropriate settlement of the deceased's estate.

1. Deceased has no known family

If the Public Trustee cannot identify any Immediate Relatives.

Public Trustee:

- Submits FASA application, with the Public Trustee named as the Applicant, and include at least these supporting documents:
 - a current bank statement for the deceased, showing at least one month of transactions
 - South Australia Police (SAPOL) report or a referral from the State Coroner
 - confirmation of the deceased's Centrelink status, including banking details.
- Confirms that the deceased's residence and possessions, if applicable, were included in the estimation of the estate's value or were declared as abandoned goods and of no value.
- Confirms that no extended family member or friend can act as an Advocate.
- If Estranged Immediate Relatives are found, provides a statutory declaration that outlines the estrangement.
- Confirms that the Public Trustee undertook searches for the deceased's Wills and for superannuation beneficiaries, and the outcomes of those searches.
- If the deceased has a Will, provide a copy and evidence that the Public Trustee has exhausted all reasonable avenues to contact any named persons.
- Provides details of any advertisement or death notice placed in The Advertiser (Adelaide).

FASA:

- If no death notice has been placed, undertakes this before finalising assessment.

2. Deceased's known family will not engage with the Public Trustee

If a deceased person is in the custody of a Government body and Immediate Relatives, family, friends or other associates are unwilling or unable to make funeral arrangements,

will not submit a statutory declaration to that effect, and at least 12 months have passed since their death.

Public Trustee:

- Submits FASA application, with the Public Trustee named as the Applicant, and includes at least these supporting documents:
 - a current bank statement for the deceased, showing at least one month of transactions and covering periods including the date of death and the date of referral to FASA
 - SAPOL report or a referral from the State Coroner
 - Confirmation of the deceased's Centrelink status, including banking details.
- Confirms that the deceased's residence and possessions, if applicable, were included in the estimation of the estate's value or were declared as abandoned goods and of no value.
- Provides details of the death notice (or equivalent) that the Public Trustee placed in The Advertiser (Adelaide), and any response.
- Confirms that the Public Trustee undertook searches for the deceased's Wills and for superannuation beneficiaries, and the outcomes of those searches.
- Provides the date that the Public Trustee sent a letter to the known next of kin and confirm that there was no response.
- Provides full contact details for all known next of kin.

FASA:

- Writes to the known next of kin by registered or express post, requesting a response within seven days.
- Places a further death notice in The Advertiser (Adelaide).
- Considers further action if bank statements show the removal of significant funds from the deceased estate.

Appendix C: Program history

There have been several iterations of South Australian (SA) Government funeral programs.

1960-1969

Destitute Burials Program

1970 to early 1980s

Burial of Persons with Insufficient Resources Program

1985–1988

Burials Assistance Program

1988

The Funeral Assistance Program (FAP) was introduced to “provide for the interment of persons who have died with insufficient resources to cover the cost of a funeral and/or where no close relatives could be identified”.

1998

The Public Trustee first delegated authority to the SA Department of Human Services (DHS) to administer Intestate estates where the deceased meets funeral program criteria. This delegation endures, subject to occasional review.

2006

FAP introduced provision of headstones as a standard inclusion for burials. For burials that took place prior to 2006, families could ask FAP for permission to erect a headstone at their own cost.

2016

DHS renamed FAP to Funeral AssistanceSA (FASA) as part of the public rebranding of Concessions and Support Services to ConcessionsSA.

2019

On 1 July 2019, DHS introduced sustainability measures to FASA, including:

- set venues for burial and cremation services in metropolitan Adelaide
- ceasing provision of urns, interment of cremated remains, and posting of cremated remains
- ceasing Two-point Services unless there is a Religious or Cultural Requirement
- withdrawing provision of some non-essential items, such as flowers, memorial books, DVD presentations, and advertisements.