

Preparing for and managing bereavement

The Department of Internal Affairs is working with other government agencies and non-government organisations (including the Funeral Directors Association of New Zealand) to make it easier for people to deal with government and other services during the difficult time of bereavement.

We want to improve services to better meet the needs of people who need to deal with government and other services during a bereavement. To help us achieve this we'd like to involve people in our project who have experienced bereavement and arranged the funeral or managed the estate of a family member or friend.

Understanding your experience

We'd like to talk to ideally a range of people who have been through a bereavement and had to arrange a funeral and/or manage the affairs for a family member or friend, within the last few years. We want to understand what it was like dealing with various companies, government agencies, departments and other necessities.

We'd also like to talk to people who may be preparing and organising some of their affairs e.g. funeral preferences, letting next-of-kin know where their will is stored and what their financial arrangements are. We're interested in knowing if this is something people plan for, in order to make it easier for next-of-kin to know their wishes.

We appreciate this is a very difficult subject and can be tough to talk about. If you feel more comfortable, we're happy to provide a list of questions that you could provide a written response to.

Seeking feedback on service ideas

We'd also like to get feedback on the service ideas we're developing. This would involve looking at some paper-based or digital mock-ups of service ideas and giving feedback on these.

Sessions will be one-on-one (not group sessions- however, if a group session is preferred this may be considered) and will last approximately 45 mins to 1 hour. Everything you say in the session remains confidential. You can choose to stop or leave the session at any time. You're also welcome to bring a support person/s to the session.

Time frames

We're planning to talk to people over the next 6 weeks. We're flexible and can meet with you on a day and time (during business hours) that suits you. We can meet with you in your home or at another location e.g. our office. We're also looking at travelling outside of the Wellington region.

If you can help

If you think you might be able to help, please send an email to **Srimal.DeCosta@dia.govt.nz** with your contact details and when it would suit you to meet. We'll then be in touch.

Further information

If you need further information or have any questions, please contact:

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