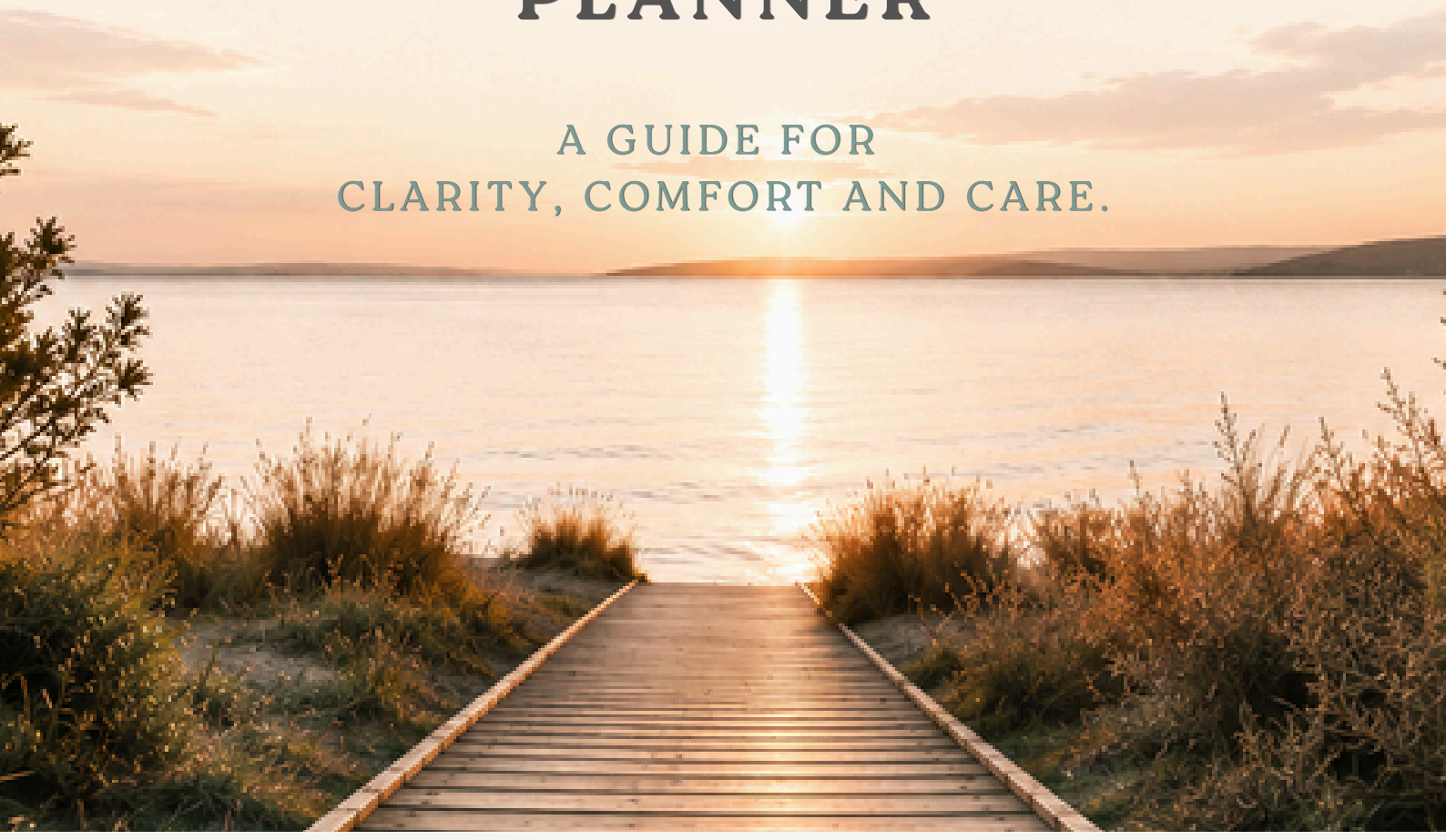
THE PEACE OF *Knowing* PLANNER

A GUIDE FOR
CLARITY, COMFORT AND CARE.



MY WISHES

IMPORTANT INFORMATION

FOR MY LOVED ONES

MEMORIES & MESSAGES

PEACE OF MIND

A final act of love for those who matter most.

DISCLAIMER

This planner is designed to support conversations, organisation, and peace of mind. It does not replace legal, medical, or financial advice. Please seek professional guidance when preparing legal documents.

Privacy & Safe Keeping

The Peace of Knowing Planner contains important and confidential personal, medical, financial, and family information.

Please keep it in a safe and secure place and let a trusted family member, friend, or support person know where it is stored.

You may also wish to keep copies of important legal documents alongside this planner, such as your Will, Enduring Power of Attorney, Advance Health Directive, funeral preferences, and insurance details.

Review and update this planner regularly to ensure the information and wishes recorded remain current.

Review Dates:

_____

_____

_____

THIS PLANNER BELONGS TO

This planner has been created to help my family and loved ones during one of life's most difficult times. It contains important information, personal wishes, memories and messages that I hope will make decisions easier and provide comfort after I am gone.



A final act of love is leaving guidance for those who matter most.

The Peace of Knowing Planner has been created to help individuals record their wishes, important information, memories, and messages for loved ones in one safe and thoughtful place.

It is designed to bring peace of mind, encourage meaningful conversations, and reduce stress for family during difficult times. More than a planner, it is a final gift of love, clarity, and care for the people who matter most.



The people listed below have been told about this planner:

Name: _____ Contact: _____

Name: _____ Contact: _____

Name: _____ Contact: _____

Name: _____ Contact: _____

The Peace of Knowing

Planner



MY WISHES

MY WISHES

PERSONAL INFORMATION 01

Recording important personal information to help loved ones easily access what they may need.

EMERGENCY CONTACTS 02

Keeping important emergency and support contacts together in one place to help loved ones respond quickly when needed.

HEALTH INFORMATION 03

Recording important medical information, medications, specialists, health history, and care preferences to support informed decisions and future care.

FINANCIAL INFORMATION 04

Recording important financial information such as insurances to support informed decisions and future care.

DATA & DOCUMENTS 05

Keeping passwords, digital accounts, legal documents, and important information organised and easy for loved ones to locate.

END OF LIFE WISHES 06

Sharing your personal wishes for care, comfort, and the way you would like to be supported and remembered.

MY LETTERS 07

A place to write personal messages, memories, gratitude, and words of love for the people who matter most.

RESOURCES 08

Helpful support services for planning, legal information, care, grief, and family wellbeing.

Hervey Bay Neighbourhood Centre

HBNC
Creating Connected Communities

Wide Bay Burnett Community Legal Service (WBBCLS)
The Wide Bay Burnett Community Legal Service provides free legal advice, information, referrals and community legal education for people across the Fraser Coast, Bundaberg, Gympie and North Burnett regions. This free service assists with a range of legal matters, including family law, domestic and family violence, child protection, tenancy, consumer issues, employment, elder law and more, helping people experiencing hardship or disadvantage access justice.

Seniors Legal and Support Service (SLASS)
The Seniors Legal and Support Service (SLASS) provides free and confidential legal advice, advocacy, counselling and support for people aged 60 years and over who are experiencing, or are at risk of, elder abuse, mistreatment or financial exploitation. The service also offers community education, referrals and outreach to help older people protect their rights, independence and wellbeing.

Personal Information

Location of Key Documents

Will

_____

Passport

_____

Birth Certificate

_____

Address Book

_____

Keys

_____

Phone

_____

PERSONAL INFORMATION

FULL NAME:

ADDRESS:

MOBILE NO.:

MEDICARE NUMBER:

PENSION NO.:

EMAIL:

DATE OF BIRTH:

RELIGIOUS AFFILIATION:

TAX FILE NUMBER:

DRIVER LICENCE NO.:

PASSPORT ID:

SUPERANNUATION DETAILS:

OTHER INFORMATION:

EMERGENCY CONTACTS

EMERGENCY CONTACT - _____

Mobile: _____

Telephone: _____

Email: _____

EPOA - _____

Mobile: _____

Telephone: _____

Email: _____

HOSPITAL EMERGENCY - _____

Mobile: _____

Telephone: _____

Email: _____

FAMILY DOCTOR - _____

Mobile: _____

Telephone: _____

Email: _____

BANK - _____

Mobile: _____

Telephone: _____

Email: _____

EMERGENCY CONTACTS

SOLICITOR - _____

Mobile: _____

Telephone: _____

Email: _____

EXECUTOR OF WILL - _____

Mobile: _____

Telephone: _____

Email: _____

PHARMACY - _____

Mobile: _____

Telephone: _____

Email: _____

VETERINARIAN - _____

Mobile: _____

Telephone: _____

Email: _____

MEDICAL INSURANCE - _____

Mobile: _____

Telephone: _____

Email: _____

EMERGENCY CONTACTS

SPECIALIST - _____

Mobile: _____

Telephone: _____

Email: _____

SPECIALIST - _____

Mobile: _____

Telephone: _____

Email: _____

OTHER - _____

Mobile: _____

Telephone: _____

Email: _____

OTHER - _____

Mobile: _____

Telephone: _____

Email: _____

OTHER - _____

Mobile: _____

Telephone: _____

Email: _____

Contact List

Family & Friends

Name:
Phone:
Email:
Address:
Relationship:

Name:
Phone:
Email:
Address:
Relationship:

Name:
Phone:
Email:
Address:
Relationship:

Name:
Phone:
Email:
Address:
Relationship:

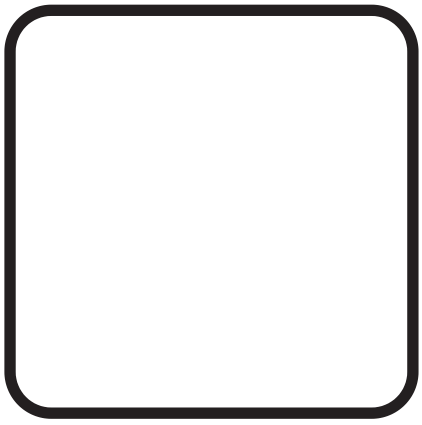
Name:
Phone:
Email:
Address:
Relationship:

Name:
Phone:
Email:
Address:
Relationship

Name:
Phone:
Email:
Address:
Relationship:

Name:
Phone:
Email:
Address:
Relationship:

PETS



Name: _____

Registration: _____

Birthday: _____

Sex: _____

Breed: _____

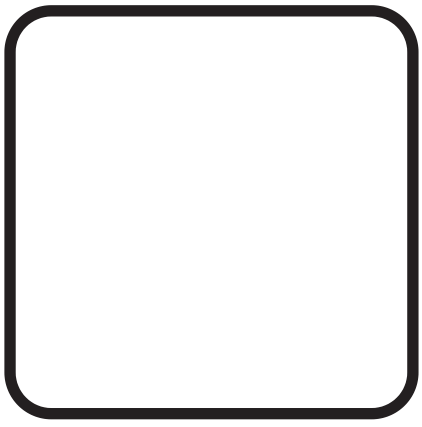
Caregiver: _____

Medical Condition/s: _____

_____

Feeding Instructions: _____

_____



Name: _____

Registration: _____

Birthday: _____

Sex: _____

Breed: _____

Caregiver: _____

Medical Condition/s: _____

_____

Feeding Instructions: _____

_____

HOW I LIKE
MY FAVOURITE THINGS

TEA/COFFEE:

FAVOURITE FOODS:

FAVOURITE COLOUR:

OTHER FAVOURITE THINGS & ROUTINES:

Health Information

Location of Medical Information

Doctor

_____

Contact Details

_____

Pharmacy

_____

Medications in Home

_____

Medical

PERSONAL INFORMATION

BLOOD TYPE:

HEALTH INSURANCE:

ORGAN DONOR:

OTHER INFO:

FOOD, DRUG AND OTHER ALLERGIES		
ALLERGIES	TREATMENTS	NOTES

MY MEDICATIONS AND SUPPLEMENTS

MEDICATION/ SUPPLEMENT	TAKEN FOR	DOSAGE

Medical

PERSONAL INFORMATION

HEARING AIDS

DENTURES:

GLASSES:

OTHER INFO (MOBILITY AIDS):

My Notes

Financial Information

Accountant

_____

Contact Details:

_____

Bank

_____

Contact Details:

_____

Financial

PERSONAL INFORMATION

BANK & CREDIT CARD DETAILS

BANK NAME	ACCOUNT TYPE	ACCOUNT NUMBER

Financial

PERSONAL INFORMATION

INVESTMENTS & STOCKS		
TITLE	LOCATION	DETAILS

Financial

PERSONAL INFORMATION

SUPERANNUATION

SAFE DEPOSIT BOX:

SAFE:

OTHER INFO:

HOME INSURANCE - _____

Details: _____

Telephone: _____

Email: _____

CAR INSURANCE - _____

Details: _____

Telephone: _____

Email: _____

LIFE INSURANCE - _____

Details: _____

Telephone: _____

Email: _____

OTHER INSURANCE - _____

Details: _____

Telephone: _____

Email: _____

OTHER INSURANCE - _____

Details: _____

Telephone: _____

Email: _____

OTHER INSURANCE - _____

Details: _____

Telephone: _____

Email: _____

Possessions Assignment

Name:
Phone:
Email:
Address:
Details of Gift:

Name:
Phone:
Email:
Address:
Details of Gift:

Name:
Phone:
Email:
Address:
Details of Gift:

Name:
Phone:
Email:
Address:
Details of Gift:

Possessions Assignment

Name:
Phone:
Email:
Address:
Details of Gift:

Name:
Phone:
Email:
Address:
Details of Gift:

Name:
Phone:
Email:
Address:
Details of Gift:

Name:
Phone:
Email:
Address:
Details of Gift:

Data & Documents

Online Social Media Accounts

Phone Pin

_____

Facebook

_____

Subscriptions & Memberships

_____

_____

_____

_____

Password Tracker

MyGov	
Login	
Password	

Centrelink	
Login	
Password	

Aged Care Provider	
Login	
Password	

Internet	
Login	
Password	

Do not complete this part if you do not have a secure space to store your information.



PASSWORD TRACKER

Login	
Password	

Login	
Password	

Login	
Password	

Login	
Password	

Do not complete this part if you do not have a secure space to store your information.



Services to Cancel

Name:
Phone:
Email:
Address:
Details:

Name:
Phone:
Email:
Address:
Details:

Name:
Phone:
Email:
Address:
Details:

Name:
Phone:
Email:
Address:
Details:

My Notes

End of Life Wishes

"What would bring me peace?"

"What do I want my family to remember?"

"My greatest achievements..."

"My biggest life lesson..."

"My favourite memories..."

"What made me laugh?"

"What gave my life meaning?"

MY STORY

PLACE OF BIRTH:

PLACES I HAVE LIVED:

PARENTS:

PLACE PARENTS ARE BURIED:

FAMILY (HUSBAND/WIFE & CHILDREN)

Things I would like included in my obituary

Things I would like included in my obituary

CELEBRATION
OF MY LIFE

PLACE OF SERVICE:

OFFICIANT OR CELEBRANT:

DRESS CODE:

CELEBRATION
OF MY LIFE

SONGS:

READINGS:

OTHER SPECIAL TRADITIONS:

CELEBRATION
OF MY LIFE

FLOWERS (DONATION INSTEAD OF FLOWERS):

LIVE STREAM FOR FAMILY & FRIENDS:

ADDITIONAL REQUESTS:

I want the people below notified and invited to my memorial service.

Name	Phone

I want the people below notified and invited to my memorial service.

Name	Phone

If I am unable to communicate,
this is what I would like you to know

Final Messages

Some things are too important to leave unsaid. These pages are a place to share your love, gratitude, memories, wisdom and hopes with the people who matter most.

My MESSAGES

My MESSAGES

My MESSAGES

The Peace of Knowing *Planner*



RESOURCES

Your guide to using the Peace of Knowing Planner

YOUR GUIDE TO USING THE PEACE OF KNOWING PLANNER

CONVERSATIONS 01

How to talk to your loved ones about your wishes with openness, clarity, and care.

LEGAL 02

Understanding Wills, EPOAs, Advance Health Directives, and the documents that help protect your wishes and loved ones.

FUNERAL PREFERENCES 03

Sharing your wishes for your farewell, service, music, memories, and your options on how you would like to be remembered.

SUPPORT 04

A guide to the services, supports, and people who can assist you and your loved ones through planning, care, and grief.

This may be one of the last things you do for your loved ones and one of the most meaningful.

This planner has been created to help families navigate one of life's most difficult seasons with greater clarity, compassion, and peace. When important wishes, documents, and decisions are not discussed or recorded, families can be left carrying uncertainty, emotional stress, and sometimes conflict during periods of grief.

Research shows that disputes around estates, funeral arrangements, medical and end of life decisions, and unclear wishes can place significant strain on relationships at an already emotional time. Grief can affect communication, decision-making, and family dynamics, particularly when loved ones are unsure what a person truly wanted.

The purpose of this planner is to reduce that burden by encouraging thoughtful conversations and documenting important information in advance. It provides an opportunity to clearly communicate your wishes, values, preferences, and practical details so your loved ones can work together with understanding and confidence.

More than organising paperwork, this planner is about creating reassurance. It is a final act of care that can help minimise confusion, prevent unnecessary conflict, and allow families to focus on what matters most – supporting one another, honouring memories, and grieving with connection rather than uncertainty.

By preparing ahead, you are helping turn difficult decisions into guided conversations grounded in love, clarity, and dignity.

CONVERSATIONS

HOW TO TALK TO YOUR LOVED ONES ABOUT YOUR WISHES

The process of preparing everything needed to guide your loved ones after you are gone is likely to be challenging both emotionally and practically. However, it is an invaluable resource if you can leave them with clear directions to support them in both honouring and celebrating your life.

Completing the Planner will:

1. Reduce stress for loved ones by:

- Helping family understand your decisions
- Preventing confusion and disagreements
- Clarifying roles and responsibilities
- Ensuring everyone knows where documents are kept

2. Support different family reactions by:

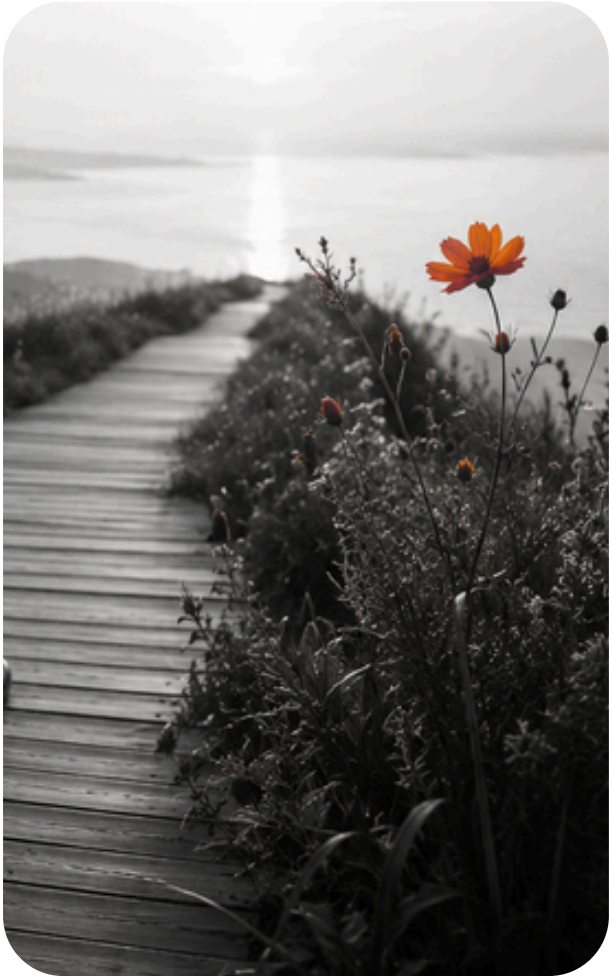
- Managing emotional conversations
- Respecting different coping styles and strategies
- Encouraging open and honest communication

Before you talk with your loved ones think about:

- Why these conversations matter
- Who should be involved
- How you will update them if you change your wishes
- Choosing the right time and setting
- Beginning gently and without fear
- How to explain why you completed this planner

When sharing your wishes:

- Talk about values, not just paperwork
- Share what matters most to you at the end of life
- What medical care and treatment preferences you have decided on
- Where you would like your funeral and memorial wishes
- Any cultural, spiritual, or religious wishes you would like
- Who you would like to care for your pets (short term and long term)
- How you would like your social media accounts and digital photos handled.



Helpful Prompts

You could also include simple prompts such as:

- “One thing I want you to know is...”
- “What matters most to me is...”
- “I hope this planner helps you...”
- “The kind of support I would value is...”
- “My wishes come from a place of love because...

THINGS TO KNOW BEFORE YOU GO?



WHAT IS A WILL?

A legal document that explains:

- who receives your assets and belongings
- who manages your estate (Executor)
- guardianship arrangements (if relevant)

Why it matters

Without a valid Will, decisions may be made according to state laws rather than your wishes, which can lead to stress, delays, and family conflict. A legacy or trust for the future of your loved pet can be included in your Will.

You could include:

- Where my Will is stored
- Name of solicitor
- Executor details
- Date last updated

Important information is often stored with a Will.

For example, passwords or instructions about how you want your digital assets treated.



WHAT IS AN EPOA, AHD STATEMENT OF CHOICE?

Enduring Power of Attorney (EPOA)

What is it?

An Enduring Power of Attorney allows someone you trust to make:

- financial decisions
- legal decisions
- personal and health decisions

on your behalf if you become unable to do so yourself.

Why it matters

Without an EPOA, families may need to go through lengthy legal processes to help manage finances or important decisions. You could include:

- Who I appointed
- Contact details
- Where the document is stored
- When it takes effect

Note: An EPOA terminates on your death.

Advance Health Directive (AHD)

What is it?

A legal document outlining your wishes for future medical and end of life treatment if you cannot communicate them yourself. You can upload this to your My Health Directive.

This may include:

- life support wishes
- resuscitation preferences
- palliative care wishes
- preferred comfort measures

Why it matters

It helps loved ones and medical teams understand your preferences clearly during difficult times.

Statement of Choice

What is it?

A less formal document than an Advanced health Directive which outlines the same information. It records your values, wishes and preferences for future healthcare if you become seriously ill or unable to communicate your decisions. It helps guide your family, substitute decision-maker and healthcare team when making decisions on your behalf.

Why it matters

A Statement of Choices helps ensure your loved ones and healthcare team understand what is most important to you. While it is not a legally binding document like an Advance Health Directive, it provides valuable guidance and can make difficult decisions easier for those supporting you.

You could include:

- Where the document is stored
- The date it was completed
- Who has a copy of the document
- Whether it has been discussed with your family and healthcare team

Queensland Probate Laws and Process

What is Probate?

Probate is the legal process of validating a person's Will and confirming the authority of the Executor to administer the estate. Not every estate requires probate, but it is often needed when dealing with banks, financial institutions, shares or property.

Why it matters

Obtaining probate allows the Executor to collect assets, pay debts and distribute the estate according to the Will. If there is no valid Will, different legal processes apply under Queensland succession laws.

Centrelink Bereavement Support

Following the death of a partner or loved one, Services Australia may provide financial assistance and practical support depending on your circumstances. This may include bereavement payments, pension adjustments and help updating personal records.
Contact: 132 300

My Aged Care

My Aged Care is the Australian Government's gateway to aged care services. It helps older Australians access information, assessments and funded support to remain living independently at home or to access residential aged care when needed. Services may include home care, personal care, domestic assistance, nursing, respite care, allied health, meals and social support. Visit: www.myagedcare.gov.au.



FUNERAL PREFERENCES

My preferred farewell

□ Burial
□ Cremation (Ashes to be _____)
□ Natural (Green) Burial
□ Aquamation (Water Cremation / Alkaline Hydrolysis)
□ Donate my body to medical science
□ No preference – I trust my family to decide
□ Other: _____

Burial
A traditional burial in a cemetery, memorial garden or family plot. Families may choose a headstone, plaque or memorial garden.

Cremation
The most common choice in Australia. Ashes can be kept, buried, interred in a memorial site, or scattered (subject to local regulations).

Natural (Green) Burial
An environmentally friendly burial using biodegradable materials with minimal environmental impact. Usually takes place in a dedicated natural cemetery without embalming or concrete vaults.

Aquamation (Water Cremation)
Also known as alkaline hydrolysis or water cremation, this process uses water and an alkaline solution instead of flame. It has a significantly lower environmental footprint than traditional cremation. (Availability is still limited in Australia.)

Body Donation
Donating your body to a university or medical research program. After study, the remains are usually cremated and returned to the family, depending on the institution's policies.

SUPPORT SERVICES

Palliative Care Australia
Palliative Care Australia is the national peak body for palliative care. It provides information about improving quality of life for people with life-limiting illnesses, managing symptoms, supporting families and carers, and accessing palliative care services. Visit: https://palliativecare.org.au.

Advance Care Planning Australia
Advance Care Planning Australia helps people understand, discuss and document their future healthcare wishes. It provides practical information and resources to support conversations with loved ones and healthcare professionals about planning ahead.
Visit: https://www.advancecareplanning.org.au

Carers Queensland
Carers Queensland supports people who provide unpaid care to family members or friends due to illness, disability, mental illness or ageing. Services include counselling, education, advocacy, respite information and practical support for carers. Visit: https://carersqld.com.au.

Dementia Australia
Dementia Australia provides information, education and support for people living with dementia, their families and carers. It offers practical advice, counselling, support groups and resources to help people navigate diagnosis, care and planning for the future. Visit: https://www.dementia.org.au.

Cancer Council
Cancer Council provides trusted information and support for people affected by cancer, including patients, families and carers. Services include cancer information, emotional support, practical assistance, transport programs and financial guidance. Visit: https://cancerqld.org.au.

Grief Australia
Grief Australia provides specialist grief counselling, education and support for individuals and families experiencing loss. It helps people understand the grieving process and offers resources to support healing after the death of a loved one. Visit: https://www.grief.org.au.

Lifeline Australia
Lifeline provides 24-hour crisis support and suicide prevention services for anyone experiencing emotional distress. It also offers resources to help individuals and families cope with grief, loss and difficult life events. Visit: https://www.lifeline.org.au.

eSafety Commissioner
The Australian eSafety Commissioner provides practical advice on planning your digital legacy and managing online accounts after death. Visit: https://www.esafety.gov.au.

The services listed below are businesses that have free information and guides online. Please note we are not endorsing their services just recommending their factsheets (eg: Pets).

Willed
An Australian online estate planning service that provides information about writing a Will, appointing an Enduring Power of Attorney, Advance Care Planning, probate, funerals, digital assets and what families need to do after someone dies. Their guides explain complex legal and practical topics in easy-to-understand language and can help individuals and families prepare for the future. Visit: https://www.willed.com.au.

Queensland Estate Lawyers
A specialist legal practice focusing on wills, estate planning, probate, estate administration and estate disputes. Their website provides information to help people prepare important legal documents, protect their wishes and guide executors and families through the legal process after someone dies. Visit: https://qldestatelawyers.com.au.

Reflection

THINGS I NEED TO DO TO BE PREPARED AND WHO I NEED TO TALK WITH:

1

2

3

4

5

6

7

8

9

10

This planner has been created to help families navigate one of life's most difficult season with greater clarity, compassion, and peace. When important wishes, documents, and decisions are not discussed or recorded, families can be left carrying uncertainty, emotional stress, and sometimes cause conflict during periods of grief.

Research shows that disputes around estates, funeral arrangements, medical decisions, and unclear wishes can place significant strain on relationships at an already emotional time. Grief can affect communication, decision-making, and family dynamics, particularly when loved ones are unsure what a person truly wanted.

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Everything your loved ones need
to know, all in one place.

HBNC
Creating Connected Communities