



THE ESTATE ORGANISER • AUSTRALIA

The Estate Conversation Kit

Seven conversations to have before you fill in the book. The talks that make everything else possible.

- The 7 conversations that make it real
- The 12 trigger events that break a plan
- The Silent-Killer Audit, in 20 minutes
- The executor letter, already half-written

"The grief isn't optional. But the confusion is."

THE ESTATE ORGANISER AUSTRALIA

theestateorganiser.com.au

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Why this kit exists

You bought the kit because at some point you thought: “I should get my affairs in order before my family has to.” Good. That puts you in the minority. Most Australians die without a current Will, without an up-to-date super nomination, and without ever telling their family where anything is.

Here's what I've learned building this whole system: the book isn't the hard part. Filling in a form is mechanical. The hard part is everything that has to happen before you open the book, the conversations you've been avoiding.

You can't name a guardian for your kids if you haven't actually asked the person you want. You can't write a binding super nomination without knowing whether your current one expired three years ago. You can't tell your family your funeral preferences if you haven't worked out what you want. You can't brief your executor if you haven't sat them down and told them what you're asking of them.

Every section of the book is easier to fill in once the conversations have happened. This kit is those conversations. Seven conversations. One script each. One set of prompts. One place to write down what you decided together.

Work through it over a few weeks. Don't try to do all seven in one sitting. Some of these are heavy, and the people you're having them with need to absorb them too.

Will

How to use this kit

ONE CONVERSATION AT A TIME

Pick the conversation that's most overdue. Do that one. Then come back for the next one when you're ready. Some of these can be done in 20 minutes. Others need an afternoon.

READ THE SCRIPT SECTION FIRST

Every conversation has a “how to open this conversation” script. Read it before you start. It will save you fumbling for words when the other person is staring at you wondering what you're about to say.

WRITE IT DOWN IMMEDIATELY

The end of each conversation has a page to record what you decided. The form fields are right on the page: type into them and save the file. Do it within 24 hours or you'll forget the exact wording. That page is what eventually flows into the book.

WHAT THIS KIT IS NOT

- This kit is not a Will. You still need one drafted by a solicitor.
- This kit is not an Enduring Power of Attorney. You still need one signed and witnessed.
- This kit is not legal or financial advice. Nothing here replaces a conversation with your solicitor, accountant, or adviser.

WHAT THIS KIT IS

- A set of structured conversations that make the organiser easier to fill in.
- A watchlist for the life events that silently break your existing estate plan.
- An audit for the things most Australians get wrong and never realise.
- The letter you hand your executor, already half-written.
- A way to walk into your solicitor's office already knowing what you want, so their time and your money go further.

If you landed here because someone just died

Close this kit. You don't need it right now. It's for people planning ahead, not for people in the first days of grief.

What you need right now is:

- The free First 48 Hours Checklist: theestateorganiser.com.au/first-48-hours
- The free Executor Toolkit: theestateorganiser.com.au/executor-toolkit. It's a month-by-month roadmap.
- A solicitor. Contact the one who drafted the Will. They'll guide you.
- Breathing. Grief is exhausting. The estate can wait a few days while you process.

If you're in crisis, please reach out: Lifeline 13 11 14 (24 hours), or Griefline on 1300 845 745. You don't have to do this alone.

When the estate is closed, months from now, possibly a year, you might come back to this kit. That's when it's for you: once you've been through it, you'll want to make sure nobody has to do for you what you just did for them.

Will

PART ONE

The 7 Conversations

The talks that make the book easier to fill in.

- 01 The Guardianship Talk
- 02 The Super Nomination Audit
- 03 The Funeral Preferences Conversation
- 04 The Executor Briefing
- 05 The Organ Donation Conversation
- 06 The Digital Legacy Talk
- 07 The Legacy Letter Starter

The Guardianship Talk

Have this conversation with: the person (and their partner) you want to raise your children if you and your partner both die.

WHY THIS MATTERS

If you have kids under 18, this is the single most important decision in your estate plan. More important than your Will. More important than your super. Because this is about who raises your children, not who gets your assets.

If you haven't named a guardian and you and your partner both die, a court decides. A court that doesn't know your family. A court that doesn't know your sister is patient and loving but your brother is going through his own divorce. A court that doesn't know your best friend already has a bond with your kids. They'll do their best, but it's a guess based on paperwork.

Naming a guardian is step one. Actually asking that person, and getting them to say yes, is what makes it real.

WHAT'S AT STAKE IF YOU SKIP IT

Without this conversation, your kids may end up in temporary foster care or passed between relatives for months while a decision is made. The person you assumed would raise them may say no when they're finally asked, because they were never consulted and their own circumstances have changed.

I know of families where a named guardian said no after the parents died, because nobody had asked them first. By then there were no parents to name a backup.

HOW TO OPEN THE CONVERSATION

Use this as a starting point. Make it sound like you.

There's something I need to ask you, and I want you to know upfront that it's completely fine to say no. If something happened to me and [partner], if we both died, would you be willing to raise [the kids]? I've thought about it, and you're the person I'd trust with this. But I know it's a huge ask. I don't need an answer today. Think about it. Talk to [their partner]. And whatever you decide is okay.

The Guardianship Talk (cont.)

QUESTIONS TO WORK THROUGH TOGETHER

- Are they willing and able to take this on, emotionally, financially, and practically?
- Does their partner (if they have one) agree? Both need to be on board.
- Where would the kids live? Would they have to move cities or schools?
- Education preferences: public, private, religious? Are your values aligned?
- Religion and faith upbringing: what matters to you, what matters to them?
- Discipline style: can you articulate how you'd want the kids raised?
- How would they fund it? Would life insurance, super, or the estate be enough?
- Who would be the backup guardian if this person couldn't do it in ten years?
- Which family members and friends do you want the kids to stay in contact with?
- Have they got specific questions about your kids you should answer in writing?

WHAT WE DECIDED

Fill this in within 24 hours of the conversation, while it's fresh.

DATE OF CONVERSATION

WHO WAS PRESENT

PRIMARY GUARDIAN (FULL NAME, PHONE, EMAIL, ADDRESS)

The Guardianship Talk (cont.)

BACKUP GUARDIAN (FULL NAME, PHONE, EMAIL, ADDRESS)

DID THEY SAY YES?

DID THEIR PARTNER ALSO SAY YES?

EDUCATION WISHES AGREED

RELIGION / VALUES WISHES AGREED

RELATIONSHIPS YOU WANT MAINTAINED (GRANDPARENTS, FRIENDS, GODPARENTS)

FUNDING PLAN DISCUSSED (LIFE INSURANCE, SUPER, ESTATE)

DATE YOU'LL REVISIT THIS CONVERSATION

The Guardianship Talk (cont.)

WHAT GOES INTO THE BOOK

When you open The Estate Organiser, these decisions flow into:

- Chapter 7, Guardianship of Children & Dependants (name primary and backup)
- Chapter 9, Insurance Policies (make sure life cover is sized for this)
- Chapter 11, Superannuation & Pensions (binding nomination aligned with guardianship)
- Chapter 33, Notes & Legacy Letters (write one to each child for the guardian to read)

NOTES

Anything else that came up in this conversation? Capture it here.

The Super Nomination Audit

Have this conversation with: yourself, then your partner, with your super fund on the phone.

WHY THIS MATTERS

Your super doesn't follow your Will. Let that sink in. It doesn't matter what your Will says, your super goes to whoever you've nominated directly with your fund. And if you haven't nominated anyone, the fund's trustees decide.

For most Australians, super is the second-biggest asset they own after the family home. Six-figure amounts. Sometimes seven. And the single most common mistake in Australian estate planning is assuming the Will takes care of it.

There's a second trap: most binding nominations expire after three years. If you signed one in 2022 and forgot about it, it's probably already void. That means you've effectively made no nomination at all, and the trustees decide.

WHAT'S AT STAKE IF YOU SKIP IT

A real scenario: a man had two super funds. One had \$95,000 with a binding nomination to his wife. The other had \$380,000, no nomination. When he died, the \$95k went where he wanted. The \$380k was split between his wife and his two adult children by the trustees. His wife ended up with less than half his super, because he'd never signed a piece of paper that would have taken fifteen minutes.

This is the biggest silent killer in Australian estates. And it's the easiest to fix.

HOW TO OPEN THE CONVERSATION

Use this as a starting point. Make it sound like you.

I want to do a quick audit together on where our super would go if something happened to one of us. I've just realised that super doesn't follow the Will, it follows whatever we nominated with the fund. And those nominations expire. Let's log in to each of our funds and check: who's nominated, what type of nomination, and when it expires. Fifteen minutes. It could save us a six-figure mess.

The Super Nomination Audit (cont.)

QUESTIONS TO WORK THROUGH TOGETHER

- Do you have a binding nomination? When was it signed? When does it expire?
- Does your fund offer a non-lapsing binding nomination? (Some do. Switch if yes.)
- Who is nominated, and in what percentages?
- If you're separated or remarried, does your nomination still reflect your current wishes?
- Have you got multiple super funds from old jobs? (Check myGov at ato.gov.au.)
- What insurance do you have through super? Who is it payable to?
- If you have an SMSF, is the binding nomination in the trust deed or signed separately? When does it expire?
- If your nomination is non-binding, do you understand that the trustees can override it?

WHAT WE DECIDED

Fill this in within 24 hours of the conversation, while it's fresh.

DATE OF CONVERSATION

WHO WAS PRESENT

FUND 1: NAME, MEMBER NUMBER, CURRENT BALANCE

FUND 1: NOMINATION TYPE (BINDING / NON-BINDING / NONE), DATE SIGNED, EXPIRY DATE

The Super Nomination Audit (cont.)

FUND 1: WHO IS NOMINATED AND IN WHAT PERCENTAGES

FUND 2: NAME, MEMBER NUMBER, CURRENT BALANCE

FUND 2: NOMINATION TYPE, DATE SIGNED, EXPIRY DATE

FUND 2: WHO IS NOMINATED AND IN WHAT PERCENTAGES

FUND 3 (IF APPLICABLE)

ACTION ITEMS (RENEW / SWITCH TO NON-LAPSING / CHANGE BENEFICIARIES)

DEADLINE FOR THE ACTION ITEMS

WHAT GOES INTO THE BOOK

When you open The Estate Organiser, these decisions flow into:

The Super Nomination Audit (cont.)

- Chapter 11, Superannuation & Pensions (record every fund, nomination, insurance)
- Chapter 5, Will & Testament (cross-check that super nomination aligns with Will intent)
- Chapter 9, Insurance Policies (for any life or TPD cover held through super)

NOTES

Anything else that came up in this conversation? Capture it here.

The Funeral Preferences Conversation

Have this conversation with: your spouse or partner, or whoever will be in charge on the day.

WHY THIS MATTERS

Funerals in Australia cost anywhere from \$4,000 to \$15,000 or more. Families without instructions almost always overspend, because they're scared of not doing enough, and funeral directors know it. But cost isn't the real reason to have this conversation. The real reason is that your family will be making dozens of decisions in the worst emotional state of their lives. Every decision you make now is one less argument, one less moment of paralysis, one less source of guilt three years later.

WHAT'S AT STAKE IF YOU SKIP IT

I know of a family that spent two days arguing whether to have a Catholic mass or a secular service. Half the family assumed the deceased wanted religious, the other half knew he hadn't been to church in thirty years. A single sentence from him would have ended the fight instantly.

Ashes sitting in a cupboard for years because nobody knew whether to scatter them, and if so, where. Wakes that cost \$8,000 because the spouse panicked and said yes to every upgrade. These are all avoidable.

HOW TO OPEN THE CONVERSATION

Use this as a starting point. Make it sound like you.

I want to tell you what I'd want if I died, and I'd love to hear what you'd want. I know it's not fun to talk about. But if either of us has to organise the other's funeral one day, I'd rather we'd already made these calls together so nobody is guessing.

QUESTIONS TO WORK THROUGH TOGETHER

- Burial, cremation, or something else (green burial, body donation to medical science)?
- Traditional funeral, memorial service, celebration of life, or direct cremation with no service?

The Funeral Preferences Conversation (cont.)

- Religious or secular? If religious, which faith or celebrant?
- Music: any specific songs you want played? Anything you absolutely do not want?
- Eulogy: who would you want to deliver it? Anything you'd want them to include?
- Dress code: formal, colourful, casual?
- Flowers or donations to a charity? If charity, which one?
- Open casket or closed?
- Wake or reception: yes, no, and where?
- If cremated: what should happen to the ashes? Scattered where? In an urn?
- Have you prepaid for anything? Is there a funeral bond or plan?
- Is there a specific funeral home you want used, or definitely avoided?

WHAT WE DECIDED

Fill this in within 24 hours of the conversation, while it's fresh.

DATE OF CONVERSATION

WHO WAS PRESENT

BURIAL / CREMATION / OTHER

SERVICE TYPE AND SETTING

RELIGIOUS OR SECULAR, CELEBRANT PREFERENCE

The Funeral Preferences Conversation (cont.)

MUSIC PREFERENCES (SPECIFIC SONGS / AVOID)

WHO GIVES THE EULOGY, FIRST, SECOND, AND THIRD CHOICE

DRESS CODE / TONE

FLOWERS OR CHARITY DONATIONS

OPEN OR CLOSED CASKET

WAKE / RECEPTION, YES OR NO, LOCATION

WHAT HAPPENS TO ASHES

PREPAID FUNERAL / BOND / INSURANCE, DETAILS AND WHERE THE PAPERWORK LIVES

The Funeral Preferences Conversation (cont.)

ANYTHING YOU WANT TO AVOID

WHAT GOES INTO THE BOOK

When you open The Estate Organiser, these decisions flow into:

- Chapter 8, Funeral Arrangements (every decision above goes here)
- Chapter 6, Estate Executor (so the executor knows these wishes exist)
- Chapter 26, Memberships & Subscriptions (if a prepaid funeral plan is active)

NOTES

Anything else that came up in this conversation? Capture it here.

The Executor Briefing

Have this conversation with: the person you've named as executor of your Will (and the backup).

WHY THIS MATTERS

Being an executor is one of the hardest, most thankless jobs you can ask someone to do. Most people say yes without understanding what they're agreeing to, and then they're stuck with six to twelve months of work, personal legal liability, and family politics. While grieving.

If you've named an executor and never briefed them, you've done the estate-planning equivalent of volunteering someone to run a marathon without telling them. They'll do their best, but they'll make expensive mistakes, and it'll cost your estate time and money.

An executor who's been briefed in advance does the job in half the time and with a fraction of the stress.

WHAT'S AT STAKE IF YOU SKIP IT

Executors can be held personally liable if they distribute assets too early, pay debts in the wrong order, or fail to identify a creditor. Not the estate, them personally. Most executors have no idea this is the case.

They also have to deal with pressure from beneficiaries who want money faster, who disagree with the Will, who think they deserve more. Without being told, in your own words, that you trust their judgement, they'll cave. And the estate pays.

HOW TO OPEN THE CONVERSATION

Use this as a starting point. Make it sound like you.

I want to walk you through what I'm actually asking of you as executor. I don't think I've ever properly explained it, and it's more work than people realise. I want to show you the organiser I'm filling in, where it's stored, and introduce you to my solicitor. I want you to know what I expect, what's not expected, and what you're entitled to. Can we sit down for an hour this month?

The Executor Briefing (cont.)

QUESTIONS TO WORK THROUGH TOGETHER

- Are they still willing? (Time passes. Life changes. Check.)
- Who is the backup executor, and does the primary know who it is?
- Where is the Will stored? Who drafted it? Contact details for the solicitor?
- Where will the organiser be stored? Who else knows?
- Will there be funds available immediately for urgent bills, or does probate need to be granted first?
- Are they comfortable hiring a solicitor and accountant? (They should, it's too complex to do alone.)
- Have they got specific questions about assets, beneficiaries, or special instructions?
- Do they understand they may be paid for their work, but that executor commission is not automatic in Australia, and has to be allowed by the Will, agreed by the beneficiaries, or approved by the court?
- What difficult family dynamics should they be prepared for?
- Have you introduced them to your solicitor and accountant?

WHAT WE DECIDED

Fill this in within 24 hours of the conversation, while it's fresh.

DATE OF CONVERSATION

WHO WAS PRESENT

PRIMARY EXECUTOR CONFIRMED YES, FULL NAME, PHONE, EMAIL, ADDRESS

The Executor Briefing (cont.)

BACKUP EXECUTOR CONFIRMED YES, FULL NAME, PHONE, EMAIL, ADDRESS

THEY KNOW WHERE THE WILL IS STORED

THEY KNOW WHERE THE ORGANISER IS STORED

THEY'VE MET / SPOKEN TO THE SOLICITOR (YES / NO, SCHEDULE IF NO)

THEY'VE MET / SPOKEN TO THE ACCOUNTANT (YES / NO, SCHEDULE IF NO)

SPECIFIC INSTRUCTIONS YOU GAVE THEM VERBALLY

DIFFICULT FAMILY DYNAMICS FLAGGED

COMPENSATION DISCUSSION, ARE THEY COMFORTABLE BEING PAID FOR THEIR TIME?

The Executor Briefing (cont.)

DATE YOU'LL REVIEW THIS CONVERSATION AGAIN

WHAT GOES INTO THE BOOK

When you open The Estate Organiser, these decisions flow into:

- Chapter 6, Estate Executor (the “Message to Your Executor” lives here)
- Chapter 5, Will & Testament (Will location and solicitor contact)
- Chapter 4, Key Contacts (solicitor, accountant, financial adviser details)
- Chapter 40, Common Executor Pitfalls (give them this page when it happens)

NOTES

Anything else that came up in this conversation? Capture it here.

The Organ Donation Conversation

Have this conversation with: your immediate family, spouse, adult children, siblings or parents.

WHY THIS MATTERS

Here's what most Australians don't realise: being registered as an organ donor is not enough. In Australia, your family is consulted before organ donation proceeds, even if you're on the register. If your family doesn't know your wishes, or if they disagree, your organs may not be donated.

Research from DonateLife shows that families who've had the conversation almost always honour the person's wishes. Families who haven't had the conversation say no about half the time, because in the middle of the worst moment of their lives, being asked to make an irrevocable decision they never discussed feels impossible.

Registration is step one. Telling your family is step two, and it's the step that actually matters.

WHAT'S AT STAKE IF YOU SKIP IT

If you want to be a donor and never tell anyone, there's roughly a 50% chance your organs won't be donated. If you explicitly don't want to be, and your family doesn't know, they may consent to it anyway because they assume you'd want to help. Either way, silence is the problem.

HOW TO OPEN THE CONVERSATION

Use this as a starting point. Make it sound like you.

I want to tell you where I stand on organ donation and I want to hear where you stand. I've just learned that in Australia, even if you're registered, your family gets asked, and if they say no, or if they don't know, the donation may not happen. I don't want any of us to be put in that position without having talked about it first.

QUESTIONS TO WORK THROUGH TOGETHER

- Are you registered as an organ donor? (Check at donatelife.gov.au or on your Medicare card.)
- Do you want to donate? Yes, no, or specific organs only?

The Organ Donation Conversation (cont.)

- Does your family know your preference and agree to honour it?
- Are you open to tissue donation (skin, bone, corneas) as well as organs?
- What about whole-body donation to medical research? (Different process, usually arranged while you're alive.)
- If you're not registered but want to be, are you willing to register this week?
- If you explicitly don't want to donate, have you told your family so they won't consent on your behalf?

WHAT WE DECIDED

Fill this in within 24 hours of the conversation, while it's fresh.

DATE OF CONVERSATION

WHO WAS PRESENT

YOUR PREFERENCE (DONOR / NOT / SPECIFIC ORGANS / TISSUE ONLY)

REGISTERED? (YES / NO, AND DATE IF YOU REGISTER NOW)

WHO IN THE FAMILY HAS BEEN TOLD

WHO HAS EXPLICITLY AGREED TO HONOUR YOUR WISHES

The Organ Donation Conversation (cont.)

WHOLE-BODY DONATION TO MEDICAL SCIENCE, INTERESTED? WHICH INSTITUTION?

ACTION ITEMS

WHAT GOES INTO THE BOOK

When you open The Estate Organiser, these decisions flow into:

- Chapter 3, Healthcare Directives & Organ Donation (record registration and family consent)
- Chapter 4, Key Contacts (who on your key contact list knows and agrees)

NOTES

Anything else that came up in this conversation? Capture it here.

The Digital Legacy Talk

Have this conversation with: your spouse, partner, or executor, whoever needs access to your digital life.

WHY THIS MATTERS

Twenty years ago, your affairs were physical. A filing cabinet. A chequebook. A box of photos. Now they're spread across forty platforms: your phone, your laptop, your cloud storage, your email accounts, your social media, your streaming subscriptions, your crypto wallets, your banking apps, your password manager.

Your executor can probably deal with your bank accounts using a death certificate and a Grant of Probate. They cannot unlock your iPhone. They cannot access your iCloud photos without your Apple ID password. They cannot recover your Bitcoin without your seed phrase. They cannot close your Facebook without you having memorialised the account or appointed a legacy contact.

Digital assets are the part of the modern estate that most families get completely wrong. Not because they're hard, because they're invisible.

WHAT'S AT STAKE IF YOU SKIP IT

Families regularly lose thousands of family photos because nobody could unlock the phone. Cryptocurrency worth more than the house has been lost forever because the seed phrase was in a notebook that got thrown out. Subscriptions keep debiting for years. Social media accounts get hacked and used to scam the family's friends.

The fix is a single conversation.

HOW TO OPEN THE CONVERSATION

Use this as a starting point. Make it sound like you.

I want us to think through what happens to my digital stuff if something happens to me: my phone, my computer, my passwords, my crypto if I have any, my photos, my social media. Right now if I got hit by a bus tomorrow, you couldn't even unlock my phone to find our photos. Let's walk through it and put a plan in place.

The Digital Legacy Talk (cont.)

QUESTIONS TO WORK THROUGH TOGETHER

- Do you use a password manager? (1Password, LastPass, Bitwarden, iCloud Keychain, Google.)
Where is the master password stored?
- Who knows your phone PIN, unlock pattern, or face ID backup code?
- Who knows your computer login password?
- Do you have an Apple Legacy Contact set up? (It's free: Settings, Apple ID, Legacy Contact.)
- Do you have a Google Inactive Account Manager set up?
- Do you have a Facebook Legacy Contact?
- Do you own cryptocurrency? Where are the seed phrases or private keys stored? Are they recoverable without you?
- What about photos: where are they backed up? Can someone else access them?
- Which subscriptions are debiting monthly or yearly? (Netflix, Spotify, gym, insurances, software.)
- Do you have an online business or creator accounts that generate income? Who inherits them?

WHAT WE DECIDED

Fill this in within 24 hours of the conversation, while it's fresh.

DATE OF CONVERSATION

WHO WAS PRESENT

PASSWORD MANAGER: WHICH ONE, MASTER PASSWORD BACKUP LOCATION

The Digital Legacy Talk (cont.)

PHONE PIN / UNLOCK, WHERE IS IT STORED SO IT CAN BE FOUND?

COMPUTER PASSWORD, SAME

APPLE LEGACY CONTACT: WHO, SET UP ON WHAT DATE?

GOOGLE INACTIVE ACCOUNT MANAGER: CONFIGURED?

FACEBOOK LEGACY CONTACT: WHO, SET UP ON WHAT DATE?

CRYPTOCURRENCY: SEED PHRASE / KEY STORAGE LOCATION, IS IT FINDABLE?

PHOTO BACKUP LOCATION(S) AND HOW TO ACCESS

CURRENT SUBSCRIPTIONS LIST (ATTACH SEPARATE PAGE IF NEEDED)

The Digital Legacy Talk (cont.)

INCOME-GENERATING DIGITAL ACCOUNTS AND WHO INHERITS THEM

WHAT GOES INTO THE BOOK

When you open The Estate Organiser, these decisions flow into:

- Chapter 20, Digital Assets & Online Accounts
- Chapter 21, Cryptocurrency & Digital Wallets
- Chapter 22, Devices & Access
- Chapter 23, Social Media & Memorialisation (the Legacy Contact instructions)
- Chapter 26, Memberships & Subscriptions

NOTES

Anything else that came up in this conversation? Capture it here.

The Legacy Letter Starter

Have this conversation with: yourself, with a notepad, alone, somewhere quiet.

WHY THIS MATTERS

This one's different. No other person in the room. Just you, a pen, and the people you love, in your head.

The legacy letters are the section of the book readers tell me matters more than any other. More than the bank accounts. More than the super. More than the insurance. This is where you write to the people you love, a letter they'll read when they miss you the most.

But almost everyone who tries freezes on the first sentence. They sit down, open a blank page, and think: "What do I say? Where do I start? This is too big."

The fix isn't to write better letters. The fix is to start. This conversation is with yourself, a series of prompts that unlock the letters without you having to face a blank page.

WHAT'S AT STAKE IF YOU SKIP IT

People die with letters unwritten. Constantly. Children grow up without the words their parent meant to write. Partners never know what the other most wanted them to remember. Grandchildren never read the story of how their grandparents met.

The letters don't have to be eloquent. They don't have to be long. They just have to exist.

HOW TO OPEN THE CONVERSATION

There's no script for this one. Just a question: who's the first person you'd write a letter to if you knew you had a week left? Start there.

QUESTIONS TO WORK THROUGH TOGETHER

- Who are the people you'd want to leave letters for? List them: spouse, children, parents, siblings, closest friends, anyone else.
- For each person: what's the one thing you've never said enough? Start there.

The Legacy Letter Starter (cont.)

- What are you proud of them for?
- What do you admire about them?
- What advice would you have given yourself at 20? At 30? At 40?
- What's a memory with them that makes you laugh? One that makes you cry?
- Is there an apology you've never made? An apology is a letter too.
- Is there forgiveness you've never offered? That's a letter too.
- If your grandchildren read this in 2070, what do you want them to know about who you were?
- What permission do you want to give them after you're gone? To move on? To remarry? To be happy?

WHAT WE DECIDED

Fill this in within 24 hours of the conversation, while it's fresh.

DATE OF CONVERSATION

WHO WAS PRESENT

LIST OF PEOPLE YOU'LL WRITE LETTERS TO

FIRST PERSON YOU'LL WRITE TO, WHEN WILL YOU START?

OPENING LINE IDEA FOR THAT FIRST LETTER (EVEN ONE SENTENCE IS A START)

The Legacy Letter Starter (cont.)

KEY THEMES / MEMORIES / MESSAGES FOR EACH PERSON (SHORT BULLETS)

YOUR DEADLINE FOR HAVING STARTED THE FIRST THREE LETTERS

WHAT GOES INTO THE BOOK

When you open The Estate Organiser, these decisions flow into:

- Chapter 32, Special Requests (personal items and heirlooms with stories)
- Chapter 33, Notes & Legacy Letters (the letters themselves go here)
- Chapter 34, Share Your Story & Family History
- Chapter 35, Values & Principles
- Chapter 36, Family Traditions (recipes, rituals, stories)

NOTES

Anything else that came up in this conversation? Capture it here.

PART TWO

The Trigger Events Watchlist

The 12 life events that silently break your estate plan.

Why they matter

You set up your Will. You signed your super nomination. You named an executor and a guardian. Ten years later, life has changed and the paperwork hasn't. Your Will still names your ex-spouse. Your super nomination expired six years ago. The executor you named has dementia. The guardian you chose moved to London.

This is the single most common failure mode of Australian estate plans. Not that they weren't set up, that they weren't updated.

The fix is simple: treat the twelve events below as hard triggers. When one happens, you open your estate plan within 30 days and review it. Not when you get around to it. Not next annual review. Thirty days, hard.

1. MARRIAGE

In most Australian states, marriage automatically revokes your existing Will unless it was drafted in contemplation of marriage. Without a new Will, you're effectively dying intestate. Update your Will, your super nomination, and your Power of Attorney.

2. DIVORCE OR PERMANENT SEPARATION

Divorce automatically revokes any gift to your former spouse in your Will in most states, but the rest of your Will might be structured around them in ways that no longer make sense. Separation without divorce usually does not revoke anything. Update everything and be explicit.

3. BIRTH OF A CHILD

You need to name a guardian. You should update your Will to include the child. You should review life insurance. You should check whether a testamentary trust for minor beneficiaries makes sense. If you already have kids, you still need to update the Will to include the new child specifically.

4. BIRTH OF A GRANDCHILD

Less urgent than your own children, but check whether your Will's per stirpes clauses still work the way you intended. A good time to start a legacy letter for this grandchild.

Why they matter (cont.)

5. DEATH OF A NAMED BENEFICIARY

If someone you've named in your Will dies before you, the gift may go to their descendants, revert to the estate, or fail entirely, depending on how the Will is worded. Review it.

6. DEATH OR INCAPACITY OF YOUR EXECUTOR, GUARDIAN, OR ENDURING POWER OF ATTORNEY

If the person you named can no longer act, you need to name a new one. Do not wait to see what happens.

7. BUYING PROPERTY (ESPECIALLY INTERSTATE OR OVERSEAS)

Property can complicate probate, especially across state lines or country borders. Talk to your solicitor about whether separate documents are needed.

8. STARTING A BUSINESS

Businesses have their own succession issues: shareholder agreements, buy-sell agreements, key person insurance, business continuity plans. Your personal Will cannot do this work alone.

9. RECEIVING A SIGNIFICANT INHERITANCE

You're now holding assets that need to be accounted for in your own Will. If the inheritance came with trust structures or conditions, those need recording too.

10. MOVING OVERSEAS OR RETURNING FROM OVERSEAS

Wills made in one country may or may not be recognised in another. If you split time between countries, get local advice. Foreign assets need specific handling.

Why they matter (cont.)

11. A SERIOUS ILLNESS DIAGNOSIS (YOURS OR YOUR PARTNER'S)

This is when the Advance Care Directive, the Enduring Power of Attorney, and the funeral preferences matter most. If they're not done, do them now. If they're out of date, update now.

12. RETIREMENT OR MAJOR CHANGE IN FINANCIAL POSITION

Retirement often means rolling super into pension phase, restructuring investments, setting up transition-to-retirement arrangements. Every one of these can change your nomination, your beneficiary structure, and your Will.

Your trigger event tracker

When one of the twelve happens, log it here, then review your plan within 30 days.

DATE	WHICH EVENT (1-12)	DOCUMENTS REVIEWED / UPDATED	DATE PLAN UPDATED
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PART THREE

The Silent-Killer Audit

One page in spirit. Run through it in 20 minutes. Flag anything red.

The audit

Go through each item. Write the status as green, amber, or red. Green = fine. Amber = needs checking. Red = fix immediately.

SUPER FUND 1, BINDING NOMINATION

When was it signed? Has it expired (usually 3 years)? Is the nominated person still who you want?

STATUS (GREEN / AMBER / RED) AND NOTES

SUPER FUND 2, BINDING NOMINATION

Same check. Many Australians have multiple funds from old jobs, each needs its own nomination.

STATUS (GREEN / AMBER / RED) AND NOTES

SUPER FUND 3, BINDING NOMINATION

If you have it.

STATUS (GREEN / AMBER / RED) AND NOTES

WILL, DATE OF LAST UPDATE

If more than 5 years ago, or before a life event on the trigger list, it's amber. If it still names an ex-spouse or a dead person, it's red.

The audit (cont.)

STATUS (GREEN / AMBER / RED) AND NOTES

WILL, ORIGINAL LOCATION

Does your executor know where it is? Is it with a solicitor, in a safe, or somewhere they'd never find it?

STATUS (GREEN / AMBER / RED) AND NOTES

LIFE INSURANCE, BENEFICIARY

Standalone policies, not through super. Is the beneficiary current? Still living? Still the person you'd want?

STATUS (GREEN / AMBER / RED) AND NOTES

LIFE INSURANCE THROUGH SUPER

Most Australians have this automatically. Do you know what sum is insured? Who it would pay to?

STATUS (GREEN / AMBER / RED) AND NOTES

ENDURING POWER OF ATTORNEY (FINANCIAL)

Do you have one? When was it signed? Is the attorney still appropriate? Is the document stored somewhere findable?

The audit (cont.)

STATUS (GREEN / AMBER / RED) AND NOTES

ENDURING POWER OF ATTORNEY (MEDICAL / PERSONAL)

Do you have one? Check the terminology for your state, it may be called a Medical Treatment Decision Maker, Enduring Guardian, or Substitute Decision-Maker.

STATUS (GREEN / AMBER / RED) AND NOTES

ADVANCE CARE DIRECTIVE

Do you have one? Is it stored where medical staff could find it quickly? Does your GP have a copy?

STATUS (GREEN / AMBER / RED) AND NOTES

GUARDIAN FOR MINOR CHILDREN

Named in the Will? Backup named? Actually asked and confirmed? Their own circumstances still stable (health, marriage, location)?

STATUS (GREEN / AMBER / RED) AND NOTES

JOINT ACCOUNT BUFFER

Your partner has their own account, or a joint account they can keep operating, with at least one month

The audit (cont.)

of expenses? When someone dies, the bank freezes accounts held in the deceased's sole name until probate is sorted. A joint account usually passes to the surviving holder and stays open, though the bank may put a short hold on it while records are updated. Make sure your partner has money they can reach straight away.

STATUS (GREEN / AMBER / RED) AND NOTES

DIGITAL ACCESS, PHONE

Someone can unlock your phone. PIN, password, or biometric backup code stored somewhere findable.

STATUS (GREEN / AMBER / RED) AND NOTES

DIGITAL ACCESS, PASSWORD MANAGER

Master password backup is somewhere your executor could find it.

STATUS (GREEN / AMBER / RED) AND NOTES

APPLE LEGACY CONTACT / GOOGLE INACTIVE ACCOUNT MANAGER

Set up on both (if you use both). Takes 5 minutes each.

STATUS (GREEN / AMBER / RED) AND NOTES

The audit (cont.)

CRYPTOCURRENCY SEED PHRASES

If you hold any crypto, someone can recover it without you. If the seed phrase is only in your head, that's an urgent red.

STATUS (GREEN / AMBER / RED) AND NOTES

ORGAN DONATION

Registered, and your family knows your wishes and has agreed to honour them.

STATUS (GREEN / AMBER / RED) AND NOTES

FUNERAL PREFERENCES

Documented somewhere your spouse or executor could find. Not just “they know what I want”.

STATUS (GREEN / AMBER / RED) AND NOTES

EXECUTOR BRIEFED

They know they're executor, they know where the Will is, they know where the organiser is, they've met your solicitor.

STATUS (GREEN / AMBER / RED) AND NOTES

The audit (cont.)

ANNUAL REVIEW DATE

You have a recurring calendar reminder to review your whole estate plan once a year.

STATUS (GREEN / AMBER / RED) AND NOTES

PART FOUR

The Executor Prep Letter

Print it. Tuck it into the front of the book.

How to use this letter

This is a one-page letter from you to your executor. It lives in the front of your organiser. When the time comes, it's the very first thing they read.

It's not legal. It's not binding. It's the human note that sits before the paperwork, the one that tells them you trust them, that you've made things as easy as you could, and that it's okay to hire help and to take compensation for their time.

Fill in the form fields below. Print the finished page. Hand it to them yourself, or tuck it into the front cover where they'll find it.

The letter

DATE

DEAR (EXECUTOR'S FIRST NAME)

If you're reading this, it's because something has happened to me and you've just taken on one of the hardest jobs anyone's ever asked you to do. Before you do anything else, I want to say this: thank you. I know what I asked of you when I named you. I know you said yes anyway.

Here's what I want you to know:

1. This organiser is your roadmap. Everything you need, my accounts, my insurance, my super, my passwords, my funeral wishes, my letters to the family, is in here. Start with the First 48 Hours Checklist. Then read the Message to You in the Estate Executor chapter. Then work through the sections as you need them.
2. Hire help. Do not try to do this alone. Call my solicitor and my accountant. They expect your call. They know what to do.

MY SOLICITOR (NAME)

SOLICITOR PHONE / EMAIL

MY ACCOUNTANT (NAME)

ACCOUNTANT PHONE / EMAIL

3. Take the time you need. Probate typically takes 6 to 12 weeks. The full estate typically takes 6 to 12 months. Rushing makes mistakes. Don't let anyone pressure you.

The letter (cont.)

4. It's okay to be paid for this. In Australia an executor can claim reasonable compensation for the work, often guided by a percentage of the estate (the court's upper limit is 5%) or an hourly rate. It isn't automatic though: it has to be allowed by my Will, agreed by the beneficiaries, or approved by the court, so check with my solicitor on the right amount and process. Don't feel guilty about it. This is real work.

5. Follow the Will. Not family pressure. If anyone tries to push you into decisions that conflict with what the Will says, refer them to my solicitor. That's what solicitors are for.

6. A FEW SPECIFIC THINGS I WANT YOU TO KNOW

7. CLOSE FRIENDS YOU CAN LEAN ON WHILE YOU DO THIS

Thank you. For this, and for everything else. With love,

SIGNED (YOUR FULL NAME)

What to do next

You've worked through the seven conversations. You've run the Silent-Killer Audit. You've drafted your Executor Prep Letter. You're now in a small minority of Australians who've actually done this work. Here's what happens next.

STEP 1, FILL IN THE BOOK

The Estate Organiser Australia is the fillable workbook that turns everything you've just worked through into a single document your executor and family can use. Every conversation you've had in this kit has a corresponding chapter in the book. The decisions are already made, you just need to record them.

The book covers everything the kit doesn't: personal details, medical information, healthcare directives, Powers of Attorney, all your financial accounts, super, trusts, property, insurance, debts, digital life, the executor pitfalls, the notification letter templates, and more.

\$79 AUD. Instant download. theestateorganiser.com.au/the-estate-organiser

STEP 2, IF THE BOOK FEELS LIKE A LOT, ADD THE COURSE

Most people open the book, feel a wave of overwhelm, and close it. The course exists because of that. It's 33 short video lessons (mostly 5 to 12 minutes each) where I walk you through each section, explain why it matters, and then pause so you can actually fill it in.

The pause-and-fill mechanic is the whole thing. If you just watch, you've got a nice video. If you pause and fill in, you've finished your estate plan by lesson 33.

\$197 AUD for the course including the book. theestateorganiser.com.au/the-estate-organiser-au-course

STEP 3, PUT IT SOMEWHERE, TELL PEOPLE

When the book is done, the single most important thing you can do is tell your executor and your spouse where it is. Every year, people fill in comprehensive estate plans and die without anyone knowing where the file is.

Text a photo of the cover to your executor today. Write the location on the inside cover. Set a recurring calendar reminder to review everything once a year.

And one thing the kit and the book can't do for you: make it legal. They get you clear and organised, but your Will, your Power of Attorney, and your other documents still need to be drawn up and signed

What to do next (cont.)

properly. Take what you've decided here to a solicitor and have them put it in place. That's the step that makes it count.

You've done more for your family in seven conversations than most people do in their entire lives. Thank you for taking this seriously.

Will, The Estate Organiser Australia. theestateorganiser.com.au