

CALLIDE DAWSON
FUNERALS



BOYNE TANNUM
FUNERALS

A Family's Guide

Preparing for a funeral



Code of Ethics and Practice

Callide Dawson Funerals and Boyne Tannum Funerals subscribe to the following code of ethics.

1. To maintain the confidentiality of clients at all times.
2. To make fair and reasonable charges for goods supplied and for services rendered.
3. To provide clients and the general public with all relevant information and options about goods and services available.
4. To always behave in such a manner as to not bring the funeral service profession into disrepute.
5. To ensure that all advertising is in good taste and is not of such nature as to bring the funeral service profession into disrepute.
6. To ensure that no member, staff or agent of a member solicits for funerals or offers reward for any recommendation.
7. To ensure that all staff are properly trained and are competent in the funeral service profession.
8. To show proper respect and regard for all cultures and religious beliefs.
9. To always provide the client with a written estimation of charges and a copy of funeral details at the conclusion of the funeral arrangement.
10. To provide clients with an itemized account for all goods supplied and for services rendered.
11. To address complaints from clients in the shortest practical time.

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To everything there is a season,
and a time to every purpose under the heaven;
a time to be born, a time to die;
...a time to weep, and a time to laugh;
and a time to mourn, and a time to dance.

-Ecclesiastes 3:1-4

BOYNE TANNUM

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1 - About this guide

Callide Dawson Funerals and Boyne Tannum Funerals aims to provide you with helpful information about death, bereavement and funeral services.

Many people shun the thought of death. The difficulty is to acknowledge the reality of our own eventual death and this is common to almost all of us.

However, when a loved one dies during our own lifetime, their passing is very real and very immediate.

When this happens, we become the survivors. We cannot help the deceased, but we can honour them and share cherished memories and feelings with other survivors.

In this bond of compassion and respect we can lessen suffering, enabling those most affected to go forward in the knowledge that their grief is understood and shared.

This bond is usually forged at the funeral service.

In the words of a consulting psychologist:

“It is important to note, that in a sense the funeral has little to do with the deceased. The funeral is for the survivors.”

This book is presented with the hope that it will be a guide for those faced with a death in the family, and also inform you as to what preparation can be made for death, thus easing the responsibilities on those who survive you.

2 - What to do when a death occurs

Most people are unaware of who they should contact when someone dies. This decision will depend on where the person has died and the manner of death.

When someone dies at home

If a relative or friend dies at home, the first person you should contact is their doctor. If the doctor has treated the person recently, and he or she can confirm the cause of death, a death certificate will be issued. The next step is to contact us. We can arrange for the deceased to be transferred to our funeral home.

When someone dies suddenly

If the death is sudden or accidental, or the cause of death cannot be confirmed, it is the doctor's responsibility to notify the police. The police will arrange the transfer of the deceased from the place of death to the hospital morgue.

The coroner will investigate and ascertain the cause of death, which may involve a post mortem examination. This procedure may slightly delay the funeral arrangements until the necessary documentation is obtained.

When the coroner is involved, it is still your right and responsibility to contact us so we can assist you with the responsibilities of the funeral arrangements.

When someone dies in a hospital or nursing home

In Australia today, most people die in a hospital. In this instance, the Nurse in Charge will be able to help you with the formalities and will make the necessary arrangement for the doctor to issue the death certificate.

If the deceased wished to be cremated, it is helpful to advise the hospital or nursing staff immediately. Additional papers need to be prepared by the doctors, and advising them of this decision early may save possible delays.

When someone dies interstate or overseas

Considering the large number of people who travel today, it is inevitable that death will sometimes occur away from home.

If this happens, you should notify us immediately so we can make arrangements to transport the deceased home, and attend to any statutory or customs requirements.

It is also common for Australians who come from overseas to want to send the deceased back to their homeland for burial. Again you should contact us immediately, as this procedure involves many hours of liaison with Australian Government Departments and the Consulate General of the deceased's homeland. We can prepare and process the necessary documentation on your behalf.

When should you call us?

Regardless of the circumstances at the time of death, it is important that you contact us as soon as possible. We offer 24 hours a day service all year round.

We can then offer you our total support and can also advise and relieve you of the responsibilities of the funeral arrangements.

Our commitment to high standards of service ensures the arrangements are made with professionalism, empathy and respect for your wishes and those of the deceased.

3 - Why hold a funeral?

For thousands of years, communities have commemorated their dead with funeral rituals. It is a tradition that can be seen reflected in every culture and society on earth. These ceremonies help communities to retain hope throughout a difficult time, whilst bringing order and structure to life's most unsettling experience. It remains a meaningful rite of passage.

In addition to being a valuable ritual in our society, funerals also play a central role in the grieving process. By the time the funeral is arranged, there is nothing further that can be done for the deceased. Instead, the funeral addresses the important psychological, spiritual and social needs of the survivors.

The absence of an appropriate funeral service undermines what is already a very difficult time. Friends and family members may be left feeling isolated and unable to express their sense of loss.

A well planned and relevant funeral service can bring a great deal of comfort to family members. The provision of spiritual direction at a time when it is needed most is one of the most important benefits of a funeral service.

The primary role of the funeral service is to encourage acceptance of the death. Healing and understanding occur as a natural part of the grief journey, but a recognition of the fact that a loved one will not return must come first. A funeral also enables family members to allocate a place in history to their loved one. Remembering a friend or relative through shared experience enables survivors to find comfort in circumstances that no longer include their loved one.

The benefits of holding a funeral service extend to the wider community. The process or re-integration into the community is an important aspect of the grieving procedure and begins with the funeral service. Perhaps, most importantly, an appropriate service provides a context for the feelings of grief and loss that are experienced. During this time, the funeral ceremony can help you to validate these emotions as a wholly natural part of the grief journey.

4 - How the Funeral Director helps

Listed below are some of the services provided by Callide Dawson Funerals and Boyne Tannum Funerals:

- Professional staff to organize funerals in the Banana Shire, Brisbane, country, interstate and overseas.
- Conveyance of the deceased from home or hospital to our Mortuary, regardless of the hour of day.
- Qualified staff in a fully equipped mortuary to render necessary hygienic preparation, dressing the deceased and embalming when required.
- Compliance with and understanding of all legal requirements for burial and cremation, to ensure the protection of public health by safe, limited retention and ultimate disposal.
- Responsibility for arranging with the family the time and place for an appropriate funeral service by coordinating and liaising with the clergy and cemetery or crematorium officials.
- Provision of a Selection Room containing a range of coffins and caskets. Photographs of these items will be shown to families making arrangements in their home.
- Obtaining the death certificate and cremation certificate and permits from a doctor or coroner as required.
- Completion of the registration of Death Forms and lodging same with the Registrar and if required, applying for copies of the death certificate.
- Availability of our air-conditioned viewing lounge.
- Preparing funeral notices for insertion in city, country, interstate or overseas newspapers and preparation of radio announcements.
- Ordering floral tributes on behalf of family and friends.
- Collection of cards.
- Receiving and arranging of floral tributes from florists etc. at the church, chapel and graveside.
- Contacting clubs and associations the deceased was involved with.
- Provision of modern, dignified vehicles: such as the Hearse.

The funeral director you will meet at Callide Dawson Funerals and Boyne Tannum Funerals is a true professional – sensitive, understanding and dedicated to the preservation of human dignity at all times.

You will find him caring and most supportive and you can rely on his knowledge and experience to facilitate all arrangements. He will attend to every detail and help the family to cope with their loss.



5 - Types of funeral service

Each funeral we arrange is individual. We endeavor to make it appropriate and meaningful for the family concerned.

There are various formats a Funeral may follow; here are some formats that we are often asked to arrange:

- A service held in a Church or Chapel followed by a full cortege to the place of burial or cremation, where the committal takes place.
- A service held in a Church or Chapel followed by a private cortege to a place of burial or cremation, where only the family is present to witness the committal.
- A Service and Committal in a Church or Chapel. No cortege. Funeral Directors remove the coffin/casket from the Church during and singing of the final hymn.
- A Service and Committal in a crematorium Chapel (This may be public or private).
- A Service and Committal at the graveside (This may be public or private).
- Memorial Service. No coffin/casket present at the Church. A memorial Service usually follows a private graveside or crematorium committal.

These formats of Funeral Service are printed as a guideline and to stress that there is no one correct way of conducting a Funeral. The Funeral must be appropriate and meaningful for the family concerned.

6 - Helping you make the funeral more personal

The following thoughts are provided to help you in the planning stages.

- **MUSIC.** To many families the inclusion of a favorite piece of music can add meaning to a Funeral Service. Perhaps a soloist would add to the tribute.
- **FLOWERS.** A meaningful floral tribute can vary with each family, from a single rose for each member of the family or a spray of favourite flowers covering the entire top of the coffin. It is important to give the topic of flowers careful thought.
- **FLOWERS AT THE GRAVESIDE.** Some families have found it meaningful to throw a single flower into the open grave at the completion of the Funeral. This symbol can be very important to some. We can arrange all your floral requirements.
- **A REMEMBRANCE BOOK.** A remembrance book containing details of the Funeral and containing the names of all who attended is always prepared for each family. Additional copies can be duplicated if required.
- **PALLBEARERS (when required).** The question of pallbearers is important. It is the family's right to carry out this duty or offer this duty to close friends. Our staff are available to assist if required.
- **A PHOTO OR PORTRAIT.** Often a portrait on top of the coffin with the flowers is greatly appreciated by family and friends attending the service.
- **PLACEMENT OF ARTICLES INSIDE THE COFFIN.** Adults and children alike often find it helpful to place a note, a photo or other appropriate items inside the coffin at the viewing. If a viewing is not required our staff will see to it that the placements are made.

- **JEWELLERY.** It is a very personal decision as to whether wedding or other rings remain with the deceased or are forwarded on to the next generation. Naturally this decision must be made prior to the Funeral.
- **TYPES OF SERVICE FORMATS.** There is no one correct format a Funeral must follow. Please read section 5 of this booklet which outlines six different formats.
- **HOME SECURITY.** We can arrange security patrols of your home whilst you are attending the Funeral.
- **ASSISTANCE WITH CATERING AFTER THE FUNERAL.** Families are discovering the value of gathering for light refreshments away from the family home. Nowadays caterers will provide the venue and the light refreshments at a very reasonable cost. The main advantages here are obvious particularly as it is quite possible to be catering for up to 100 people. Home catering can also be arranged through Callide Dawson Funerals and Boyne Tannum Funerals.



7 - Your questions answered

In our experience there are a number of questions often asked by the bereaved and the general public. Here are some of the most common queries and our answers to them:

“What is the difference between a coffin and a casket?”

The difference is basically one of design. Coffins are tapered at the head and foot and are wide at the shoulders.

Caskets are rectangular in shapes and are usually constructed of better quality timbers and feature higher standards or workmanship. The decision to select a coffin or casket is made by the family according to their personal preference.

Many people regard the coffin or casket as an important tribute to the deceased and is therefore selected with care. However, to spend so much that it would mean future denial for those left behind would be misguided.

“In cremation, what happened to the coffin or casket?”

Fears that the coffin or casket is not burned and is used again are utterly without foundation. The coffin is always cremated with the body of the deceased person. All crematoria are controlled by Government regulations in all States.

“Burial or cremation... who chooses?”

If the wishes of the deceased are known they are followed in this matter. A cremation cannot take place if there are written instructions to the contrary. Usually, the person arranging the funeral makes this decision after consultation with the family.

“Embalming... is it necessary and by whom is it performed?”

Firstly, it needs to be said that modern embalming bears no relation to that practiced by ancient civilisations. Embalming is essential if the deceased is to be transferred overseas.

Some funeral directors regard embalming as essential in all cases because it fulfils the dual function of hygienic preservation and maintains the natural appearance of the deceased.

Our policy at Callide Dawson Funerals and Boyne Tannum Funerals is to prepare every deceased person to one very high standard. This means a viewing can be arranged without prior notice.

Should the circumstances warrant it, we do have the facilities to undertake complete embalming, and the high standards of the Australian Institute of Embalmers are strictly maintained.

“Should the body of the deceased be viewed?”

This decision is strictly a personal one. As a general rule, mourners should not be prevented from viewing, nor should they be forced to do so. As the viewing of a loved one after death can be of tremendous value to the survivors, we believe it to be necessary to restore the dignity of the body so that viewing may be a time of strengthening and assisting the family to face the reality of the death.

A private chapel is available for families wishing to pay their last respects. While this might not be beneficial to all, it is something that should be considered.

“How should our loved one be dressed?”

Some families prefer to provide specific clothing of their choice. It is up to family members to determine what is appropriate under the circumstances. Where clothing is not supplied by the family, the funeral director will arrange for a suitable shroud to be provided.

“What should we do with the wedding ring and other jewellery?”

This is a very personal decision, and there is no right or wrong answer. Allow time to discuss this matter with your family.



8 - What does a funeral cost?

This is the most commonly asked question of a funeral director, it is also impossible to answer accurately without first exploring your needs, however the main costs involved in a funeral are:

Our professional service fee which includes:

- The administration, preparation and conducting of a funeral, requiring a minimum staff involvement of 23 hours;
- The provision and maintenance of specialty vehicles, eg Mortuary Ambulance and Hearse;
- The provision and maintenance of appropriate facilities and equipment;
- A proportionate amount towards overhead costs including the payment of telephone, electricity, rates and taxes, insurances, compulsory superannuation, standby and penalty rates for the availability of a 24-hour work force.

The Coffin or Casket

Callide Dawson Funerals and Boyne Tannum Funerals offer a range of coffins and caskets. As with all the decisions that must be made at this time, we guarantee you a variety of options but most importantly, absolute freedom to choose what is right for you.

Disbursements or payments made on your behalf

These include such things as cemetery or crematorium fees, clergy, order of service, organists or singers, offerings, flowers and funeral notices.

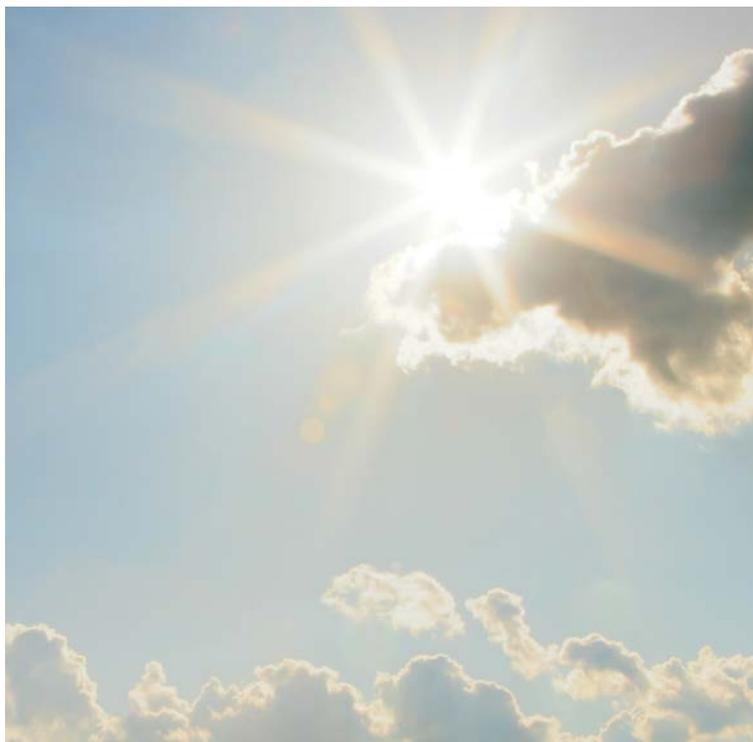
9 - Meeting the cost of a funeral

The funeral director is responsible for payments on your behalf for the purchase of cemetery plots, cremation fees, floral tributes, funeral notices etc.

This means you do not have the inconvenience of paying a number of separate accounts. All expenses are itemised on one account together with our own charges.

At the time of arranging the funeral you will be given a reasonably accurate idea of the total cost. However, items such as funeral notices can vary slightly from the original quote. In general, the person who signs the authorisation for the funeral to be conducted is the person legally responsible for the payment of the funeral account.

We understand that at a time when a family is suffering a bereavement, the added burden of funeral expenses can be a real worry. We suggest that if the family making the arrangements envisages a problem in early settlement, they should advise us immediately. Rest assured, we will do everything we can to assist in overcoming this worry.



10 - On the day of the funeral

The director is there to organize and supervise the entire service. You can safely leave everything to him and his trained staff.

Floral tributes are delivered to the funeral home. The director and his staff will arrange them and collect the cards after the funeral, so you can send notes of appreciation at a later date.

The actual date of the funeral is no longer governed, as it was in the earlier days, by the need to carry out the burial as soon as possible after death. This custom arose in Australia because of the climate and lack of suitable means of preserving the remains.

With the modern facilities available through Callide Dawson Funerals and Boyne Tannum Funerals there is no longer any need for a hasty burial, and should a delay be required to allow interstate or overseas relatives to arrive for the service, no problem arises.

Today's funerals are devoid of many of the trappings and formalities that surrounded the funerals of some years ago, which served no purpose other than to add to the distress of the family.

Mourning symbols have virtually disappeared and even black as a funeral colour is becoming less obvious. This trend had done much to make the service a more natural event than was previously the case and has saved a great deal of unnecessary expense that was formerly lavished on funerals.

Nevertheless, the funeral will not be without its emotional problems. Your funeral director is there to help you and to handle any situation which might arise, so place yourself in his hands with confidence.

11 - A family's guide – what to do when someone dies

At the hospital

- The hospital staff will notify the doctor for a certificate of death.
- Notify family members who live close by (Discourage family from rushing distances to see the deceased, as a viewing is available before the funeral.)
- Ring your Funeral Director as soon as possible – for initial advice and planning.
- If applicable, sign the hospital transfer release form nominating your Funeral Director.

(If possible, allow a half day or overnight to absorb what you have just experienced, before the funeral arrangement) Do not rush the Funeral, you will benefit by allowing a couple of days in between the arrangements and the funeral.

Please do not advise family and friends of a Funeral time until you have confirmed it with the Funeral Director.

Who you may need to notify initially

- Executor of the will.
- Neighbours, close friends of the deceased.
- Relative on both sides of the family.
- Home care nursing service, community care, and palliative care.
- Meals on wheels.
- Nursing home personnel re account and personal affects.
- Solicitor or Public Trustee (Check if special funeral requests).
- Funeral benefits fund, superannuation fund.
- Banks and financial institutions bankcard etc.
- Landlord.
- Employer(s).

12 - Preparation for the funeral service

- Family members might contribute to the wording of the Eulogy
- Who will deliver the Eulogy – family, relatives, friend
- Select music, readings or poetry for the service
- Invite family and friends to be pallbearers (4 to 6)
- Give all family members young and old a choice of attending the viewing
- Discuss an order of service with the minister – a photo for the front cover?
- Consider the placement of notes, cards, mementos in the coffin at the viewing
- Where to gather for refreshments and fellowship after the service
- Immediate family should enquire about compassionate airfare with airlines (then contact Funeral Director)
- Allow yourself some quiet time to reflect and be still, others will want to care for you.

Before you meet with the Funeral Director, give thought to:

- The wording of a funeral notice and which newspaper to display the notice
- Deceased's details of birth, marriage, parents (marriage certificate is helpful)
- How you would like the deceased dressed – in a shroud or personal clothing – bring clothing to the arrangement
- Any jewellery or other items which you would like to remain with the deceased
- Arrange a time to speak with the Minister about the service
- Allow 1-2 hours with the funeral Director to plan the funeral and complete forms

13 - A family's guide in preparing for the Funeral and afterwards

The Funeral Director will arrange the following with your advice

- The most suitable time and day for the Funeral
- Confirm the availability of the minister and Church
- Confirm timing with the cemetery or crematorium
- Transfer the deceased to the Funeral Home
- Complete the lodged registrar of Death Form
- Complete cremation forms (if applicable)
- Type and fax the funeral notice(s)
- Provide envelopes and collection box for Donations to a Charity if required.
- Confirm how many pallbearers to carry coffin or have coffin in place
- Contact RSL to arrange a service for ex-service personnel and provide Australia Flag
- Time for a viewing at the Funeral home or Church
- Floral arrangement for the coffin – notify selected florist
- Selection of a coffin
- Family to provide clothing? Or use shroud?
- Jewellery (placement or removal of)
- Order a copy of the death Certificate (if requested) – takes 4-6 weeks to arrive
- Cemetery plaque form (if applicable) choosing inscription
- Provide an estimate of the Funeral cost (the bank may need an invoice for payment)
- Provide a remembrance book for signatures at the Church
- Notify Centrelink or Veteran's Affairs
- Prepare and dress the deceased

What to do after the Funeral

- Complete Cemetery plaque form and return
- Consider options for headstone, photo, vase
- Reply to sympathy and flower cards
- Consider Thanks Notice in the newspaper
- An obituary in the local paper (if desired)

14 - Who family may need to notify in due course

- Accountant
- Ambulance
- Australian Taxation Officer
- Centrelink changes of entitlements
- Chemist
- Clubs, organization
- Dentist
- Department Store cards
- Electoral Office
- Electricity and Gas supplier
- Health Funds
- Hire purchase companies
- Home secure and home assist
- Insurers – life, house and contents, car etc
- Library
- Local authorities – Council
- Medical Specialist
- Medicare
- Motor Vehicle registry office – Drivers license
- Newsagent, other home deliveries
- Optometrist
- Passport and visa
- Post Office
- RACQ
- School of TAFE
- Seniors Card
- Solicitor re estate and will
- Stockbroker
- Telephone Company

15 - The duties of an Executor

1. Locate and peruse Will
2. Make funeral arrangements
3. Conduct preliminary conference with Family, Legal and Business Associates
4. Advise beneficiaries and ascertain immediate needs of family
5. Protect assets – insure all property; protect business interests; collect valuables and income; keep surplus funds invested.
6. Determine assets and debts – cash; business interest; personal effects; securities; real estate; property out of state; debts due and owing.
7. Issue instructions to Solicitors to obtain Grant of Probate and attend to legal formalities – realize assets to pay liabilities, including income tax to date of death; prepare accounting and tax information for beneficiaries.
8. Distribution of estate
9. Pay Legacies and hand over dpecific bequests – obtain receipts
10. Transfer cash or assets to beneficiaries – prepare final statements for beneficiaries.
11. Establishment of trusts
12. Continuing administration and asset management.



Thank you

We do trust this booklet has been of use and service to you. If any questions are left unanswered by this booklet, please feel free to contact us at any time. We would be pleased to discuss any matter arising without cost or obligation.

When the need arises, Callide Dawson Funerals and Boyne Tannum Funerals are committed to offering you excellence of service with care and compassion.

We believe our task is not only to ensure that funeral arrangements are completed with professional efficiency and calmness, but also to understand and respect the feelings of the people concerned and to ensure the funeral arrangements are meaningful and appropriate. Thank you for looking to our firm for assistance.



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