

*About Funerals...*

*Gladstone Valley*

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**F U N E R A L S**

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## **Introduction**

At some time, we will all have to face the reality of death. For many people, this can be an unpleasant and disturbing thought. It is part of our nature to put unpleasant thoughts, such as death, out of our mind. Recognising death means becoming aware of our own mortality. The result is that, when a death does occur, family and friends are often unprepared for the decisions and arrangements that have to be made.

When there is a death, important decisions have to be made.

This book has been designed to help you understand the choices available to you. On the pages that follow, you will find helpful advice and information which will assist to lighten the burden for those who survive you, or free you from extra worry when someone near to you dies.

# Section 1 - Your guide to funerals

## The Funeral

There is probably no other experience in life which can compare with the finality of losing a loved one through death. However, the pain of grief can be considerably eased once death has been accepted. This acceptance of death is often achieved through the ceremonies associated with a funeral.

Many people rush into a funeral in the mistaken belief that once the funeral service is over, they can get on with their lives as before. Unfortunately nothing could be further from the truth. Grief cannot be rushed, pushed aside, toughed-out, or ignored. Unresolved grief does not go away. If left alone it will fester and come out in some form.

Grief is the price we pay for love. It hurts to walk through the valleys of grief, but in the long run it pays dividends.

Throughout the world the funeral serves three fundamental purposes; the committal of the deceased through burial or cremation; a time to pay tribute to the one who has died; and a time to provide support for the bereaved. A funeral is an occasion when grief can be shared.

If the funeral is to achieve the above purposes satisfactorily, certain decisions will have to be made. The first and one of the most important decisions is that of choice of the funeral director.

### Choosing a Funeral director

Adele and Wade Hughes are professional business people. Their role as funeral directors, and that of their highly qualified staff, is one of service.

It is important that you feel comfortable and confident with your choice of funeral director. At Gladstone Valley Funerals, our staff are here to assist you in a time of need and offer considerate, compassionate, and at all times discreet and confidential service and advice.

## What to do when a death occurs

When a death occurs many people are unsure of who to contact and when they should contact them. Most deaths take place in one of three places: at home, in a nursing home, or in a hospital. The procedures involved differ slightly, and each is explained below.

### At Home

Many terminally ill patients are opting to die at home, and providing the family are able to nurse and support their loved one, this can be a time of great love and commitment to go through together. However, the family must, at some stage, initiate procedures for when the patient dies.

For those families who are receiving care from the Palliative Care Team, arrangements should already be in place.

Contact your family doctor and inform them of your loved ones request, and ask them who to call at the time of death. Some doctors will give you their private home number, and request that you phone them whether they are on call or not. Others will inform the doctor on call of the impending

death, so that this doctor is aware of the situation.

**In this instance, do not call the ambulance or police when death occurs.**

The staff at Gladstone Valley Funerals can be contacted 24 hours a day, 7 days per week.

**Sudden Death**

If the death is sudden or unexpected, your doctor has a duty to inform the Police; they will report it to the Coroner, who may call for a post-mortem, and may arrange for an inquest. An inquest is simply an enquiry to find out the cause of death. You should not be alarmed by this; in most cases, it is purely a formality.

The Government contracted funeral director will be notified by the police to transport the deceased to the nearest Mortuary. In Gladstone this is situated at the Gladstone Hospital.

If the Coroner deems it necessary for a Post Mortem to be performed, this is usually performed at the Rockhampton Base Hospital, which is where all Post Mortems in the Central Queensland area are now performed. The Government contracted funeral director will be notified by the Coroner's office to transport the deceased to Rockhampton, and then return the deceased to Gladstone.

**In a Hospital**

In Australia today, most people die in a hospital, or a nursing home. In this instance you will be dealing with the sister or staff nurse in charge. They will handle the medical necessities and formalities and will make the necessary arrangements for the doctor to issue the death certificate.

**In a Nursing Home**

In some nursing homes advance notification must be given, upon admission, as to who the preferred funeral director is. Whilst this is not yet the case in Gladstone, family will still be asked to consider this question.

Advice can be given to the Sister-in-Charge at the Nursing Home that Gladstone Valley Funerals is your preferred funeral home.

**The Funeral Arrangements**

The staff at Gladstone Valley Funerals can be contacted 24 hours a day, 7 days per week.

For the majority of people, arranging a funeral is an entirely new experience. It can seem to be a daunting task, and most people do not know where to begin. This is why you need to contact your funeral director as soon as possible. We can help you with advice and practical preparations concerning a funeral arrangement and will be able to help and advise you on anything that you are unsure of.

## **Decisions that you must make**

Although the staff at Gladstone Valley Funerals can arrange many aspects of the funeral on your behalf, you must still make the decisions as to the type of service you would like for the deceased. We will need to know whether there is to be a burial or cremation.

### **Your options in the case of burial in Gladstone are:**

The Old Gladstone Cemetery situated on Dawson Highway, beside the K-Mart shopping centre, is now “closed”, and burials will only be conducted there, where graves have been reserved and a reservation fee has been paid. If you are unsure, the staff at Gladstone Valley Funerals will be able to assist you in procuring this information.

The Port Curtis Lawn Cemetery is situated on Aerodrome Road. All graves at this Cemetery are made for double interment, unless specifically advised otherwise by the family. Therefore the grave may be used by another family member in the future, if desired.

Other Cemeteries in our area are situated at Boyne Island, Calliope, Mt Larcom and Bororen.

### **Your options in the case of cremation in Gladstone are:**

The Boyne Tannum Memorial Parklands Crematorium is situated at the end of Pioneer Drive, Boyne Island.

A double service can be held, with the main service taking place in a Church or similar venue here in Gladstone. Then at a pre-determined time later that day the committal service can be held at the BTMP Crematorium in Boyne Island. This committal service can be open to the public; a much smaller “invitation only” service; or a very intimate, “family only” service.

A single service cremation can also be held. There can be a service held in a Church or similar venue here in Gladstone, where the final committal prayers are all said, and the service finishes there. Then only the funeral director proceeds to the BTMP Crematorium for the cremation.

Or the entire service may be held at the beautiful Chapel at the BTMP Crematorium.

### **Further decisions you must make**

Questions will be asked about celebrant, the type of service, cars, flowers, newspaper notices and so on.

A decision is also required regarding the choice of a coffin or casket. The difference between the two is one of design. A coffin is tapered at the head and foot and is wider at the shoulders, where as a casket is rectangular and usually constructed of a better timber, or metal. At Gladstone Valley Funerals we have a large number of different styles of caskets and coffins from which you can choose. Their prices can vary markedly, so your choice will in turn affect the overall cost of the funeral.

## The cost of a Funeral

Once our staff at Gladstone Valley Funerals has obtained the information necessary to go ahead and arrange the funeral according to your wishes, we will then help to advise you regarding:

- The structure of the service, floral tributes, fees, gratuities etc.
- The methods of payment; assistance with payment.

The cost of a funeral can vary according to the type of service that is arranged for the deceased. People often ask about the average cost of a funeral, but this question cannot be answered fairly, as there really is no average funeral: each is different and relevant to the circumstances, needs and wants of the people involved. At Gladstone Valley Funerals we are able to offer a low-cost service together with the option of more traditional funerals. However, cost ultimately controls the style and content of the funeral service.

Once the funeral arrangements have been made, an estimate for the likely cost can be given to you. This is not an invoice, it is merely given to you as a guide.

Seeing the estimate cost will enable you to make any changes that you deem necessary.

In all cases, the type of funeral (and hence the cost) should be tailored to suit the needs of the individual. Should you be worried or unclear on any matter concerning the funeral, please do not hesitate to ask our staff at Gladstone Valley Funerals.

### **Comprehensive service**

Few people realise the extent of a funeral director's service. It begins when we are called and ends only when the funeral is as perfect and complete as we can make it. Over 38 man-hours go into the arrangements and direction of each funeral, regardless of its cost. The following is a general list of services we provide each family.

1. Secure information for legal firms, Government Departments, death certificate, Veterans' and or Social Security forms.
2. Record information for funeral notice to newspapers.
3. Consult with family about funeral arrangements and details of service.
4. Complete post-mortem permission forms and deliver, if applicable.
5. Liaise with clergy or celebrant regarding day, time and place of service.
6. Arrange for pallbearers.
7. Arrange for printing of Orders of Service and Memorial Booklet.
8. Arrange for interment in local or out-of-town cemetery, if applicable.
9. Arrange for cremation, if applicable.
10. Arrange funeral plot. Arrange for musical selections, organist, bagpiper etc.

11. Notify fraternal organisations.
12. Procure medical cause of death certificate from attending physician.
13. Secure burial permit.
14. Obtain original and certified copies of death certificate, if desired.
15. Obtain flags for Veteran's services.
16. Arrange for deceased to be transported to Gladstone from out-of-town, if necessary.
17. Arrange for services of out-of-town funeral director, when needed, interstate or overseas.
18. Consult with family about preferences for funeral home viewing hours.
19. Greeting and directing relatives and friends during viewing hours.
20. Caring for and placing of flowers received.
21. Directing sequence and procedure of care in the cortege to the cemetery and within it.
22. Conveying flowers to the grave site.
23. Assisting at church/chapel or cemetery ceremonies.
24. Delivery of memorial register, flower cards, notes or cards of condolence, mass cards or spiritual bouquet folders to the family.

**Mortuary services include:**

1. Prompt removal of deceased from home, nursing home or hospital to funeral home at any time of the day or night.
2. Immediate skilful preparation for burial, cremation or shipment to a distant point, by licensed personnel.
3. Bathing, hairdressing, manicuring, cosmetology (when appropriate).
4. Dermosurgery (restoration) if required.
5. Clothing and arranging the body in the coffin or casket.
6. Placing the coffin or casket properly in the Chapel.
7. Making available the unlimited services of our staff members for whatever period needed.

# Paying for the Funeral

The cost of a funeral is, of course, dictated by the style and content of the services provided by Gladstone Valley Funerals.

There are three distinct parts of the funeral account:

1. The funeral director's charges or professional service fee;
2. The fees paid on your behalf (e.g. cemetery/crematorium, newspapers, clergy/celebrant, floral tributes etc.)
3. The cost of the coffin or casket.

When making funeral arrangements, there are always various immediate expenses, such as the crematorium or cemetery fees. For this reason, your funeral director may ask for a deposit to cover those initial costs. However, if the payment of a deposit creates difficulty, you should discuss the matter with our staff immediately.

In many cases, the total cost of the funeral will not have to be paid by family or friends. In most instances, the funeral director's statement of account can be given to the deceased person's bank, and a bank cheque will be made out to the funeral director from the deceased person's bank account/s, if those accounts are held with major credit unions, building societies or banks.

## Can you pay by cheque/EFTPOS?

Yes, at Gladstone Valley Funerals we accept payment by personal cheque, debit or credit card, cash, or a combination of any.

## What if you are unable to pay?

If you think you will be unable to meet the costs of a funeral, you should discuss it with our staff. They are there to help you, and will be able to provide a number of lower-cost alternatives. You may also be eligible for Government Assistance.

## Bereavement Payment

Bereavement Payment helps people adjust to changed financial circumstances after the death of their partner, child or the person they were caring for. The type of Bereavement Payment you may receive will depend on the Centrelink payment you get and your relationship with the person who has died. To find out more go to [humanservices.gov.au/bereavementpayment](https://humanservices.gov.au/bereavementpayment) or call Centrelink on **132 300** or visit a service centre.

## Bereavement Allowance

Bereavement Allowance is a short-term income support payment paid to recently widowed people to help them adjust following the death of their partner. To find out more go to [humanservices.gov.au/bereavementpayment](https://humanservices.gov.au/bereavementpayment) or call Centrelink on **132 300** or visit a service centre.

## **Pension Bonus Bereavement Payment**

The Pension Bonus Bereavement Payment is a tax-free lump sum paid to the surviving partner of a deceased member of the Pension Bonus Scheme who did not make a successful claim for Age Pension and Pension Bonus before they died. To find out more go to [humanservices.gov.au/pensionbonusscheme](https://humanservices.gov.au/pensionbonusscheme) or call Centrelink on **132 300** or visit a service centre.

## **Widow Allowance**

Widow Allowance provides financial assistance to women who were born on or before 1 July 1955, who have become widowed, divorced or separated after they turned 40, and have no recent workforce experience. To find out more go to [humanservices.gov.au/widow](https://humanservices.gov.au/widow) or call Centrelink on **132 300** or visit a service centre.

## **Bereavement Assistance for Carers**

If the person you care for has died, Carer Payment may continue for 14 weeks. However your eligibility for Carer Allowance ceases when the person dies. To find out more go to [humanservices.gov.au/bereavementpayment](https://humanservices.gov.au/bereavementpayment) or call Centrelink on **132 300** or visit a service centre.

## **Help when a Child has died**

In the event of stillbirth or the death of a child, there may be financial assistance available. Your family may be eligible for Parental Leave Pay and Dad and Partner Pay for a stillborn baby or a baby who dies after birth. If you're not eligible for Parental Leave pay for a stillborn baby you may be eligible for the Stillborn Baby Payment.

If you receive or are eligible to receive Family Tax Benefit for a child who has died or a baby who has died after birth, you will be eligible for a Family Tax Benefit Bereavement Payment. To find out more go to [humanservices.gov.au/bereavementpayment](https://humanservices.gov.au/bereavementpayment) or call Centrelink on **132 300** or visit a service centre.

## **Notifying Centrelink**

To make it easier for you it's important that you tell Centrelink when someone has died. This is so they can update their Centrelink, Medicare and Child Support Records. You can tell Centrelink by:

- Calling **132 300**
- Completing the *Advice of Death* form (SA116A) and posting it to:  
**Department of Human Services**  
**PO Box 7800**  
**Canberra BC ACT 2610**
- Faxing it on **1300 786 102**, or visiting a service centre.

## **Child Support Payments**

If you pay or receive child support for a child who has died, call Centrelink on **131 272**. You should also call if you're looking after the affairs of a person who has died and they paid or received child support.

## **Payment Rates**

For the latest payment rates information go to [humanservices.gov.au](http://humanservices.gov.au) or a service centre.

## **Repatriation Allowance**

The family of a deceased ex-serviceman is entitled to make a claim to the Repatriation Department for an ex-serviceman's burial allowance – it is not an automatic allowance but most T.P.I. ex-servicemen are eligible. In some circumstances also a transport allowance is made for death in a Military Hospital. Memorial stonework, or plaque is provided by the War Graves Commission in certain circumstances, in particular when death is a result of war injuries.

## **Can I pre-arrange and pre-pay for my Funeral?**

### **Pre-arranging your Funeral**

Yes, you can. Pre-arranging a funeral is simply an extension of making a Will and there is really no need to feel uncomfortable about it. In the same way that a Will instructs your Executor to carry out your wishes, a funeral pre-arrangement plan sets out your wishes regarding your funeral.

Not only will a pre-arrangement plan relieve your family and friends from the burden of making difficult decisions in their time of grief, you will be secure in the knowledge that your wishes will be carried out exactly as you would want them to be.

Gladstone Valley Funerals staff will discuss with you, at your convenience and, without stress or sadness, the kind of funeral arrangements you think may be appropriate.

Your requirements are recorded in detail and filed for future reference.

Having listed your funeral arrangements, you can then enjoy peace of mind, secure in the knowledge that you have left clear instructions to ease the burden of the decision-making on those loved ones left behind.

### **Pre-paying your Funeral**

There are also a great many benefits to be had from pre-paying for your funeral. It can relieve the financial worries and potential embarrassment often caused to families when faced with the funeral account.

Pre-paying ensures that ....

- Your family or friends are relieved of the financial burden and stress of having to make arrangements in a state of grief or distress.
- Your pensions and pension benefits are safe because the money paid in to the plan cannot be considered part of your assets.
- You pay for your funeral at today's prices, including the GST component. Overall, pre-arrangement and pre-payment can bring peace of mind to the individual who cares about and is considerate towards those who are left behind.

## **What happens when someone dies interstate or overseas? Is insurance available?**

Due to the large number of people travelling interstate and overseas today, it is inevitable that death will sometimes occur away from home. In the event that this may happen, you should contact Gladstone Valley Funerals at your earliest convenience. We will be able to make arrangements anywhere in the world to bring the body of the deceased home.

In these circumstances there is usually an additional fee for the transportation of the deceased. For a small premium however, your funeral director can arrange for you to be insured against these additional costs if you die whilst holidaying interstate or travelling more than 70kms from your normal place of residence, within Australia. Unfortunately the costs involved in bringing a deceased person back to Australia from overseas can be quite inhibitive. You must check your travel insurance details in this regard.

For more information, ask the staff at Gladstone Valley Funerals about available travel protection insurance and its applicable conditions.

It is also quite common for many Australians of foreign origin to want to send the deceased back to their homeland for burial. Again, you should contact Gladstone Valley Funerals as the procedure for this involves many hours of liaison with Australian Government Departments, and Consulate Generals of their homeland. We can prepare and process the necessary documentation on your behalf, in order for this procedure to go ahead.

### **The process of embalming**

Embalming may become necessary when a body is to be transferred overseas or is brought to Australia from overseas. The process is also necessary where the deceased is to be interred in a vault or in an above-ground mausoleum in cemeteries in Australia.

### **Should the body be viewed?**

The wish to view the deceased is a very personal decision that must be made by the individual. You should not feel obliged to view the deceased, just as you should never be forced to do so.

In many instances, viewing the deceased can be an important part of the grieving process. It allows the bereaved to pay their last respects to the deceased. It can help you to face the reality of death, particularly if it was sudden or unexpected.

At Gladstone Valley Funerals we will have viewing facilities available for your use and we will be there to support and assist you in this procedure.

### **Store all your documents in one place**

So that your family can easily find the information they need, keep all your personal documents and keys in order and in one place. Also make sure that all your bank accounts are in joint names and at least two people you trust know exactly where to find details of your financial and business affairs as well as your personal wishes for your funeral.

# Section 2 - Looking towards the future

## Coping with death and grief

In the pages that follow, you will be guided through the many stages of grief in order to help you to understand how healing does eventually take place.

Although preparation does not help us fully comprehend the impact of the death of a loved one, it does enhance our survival skills, and may enable us to seek the support we need to facilitate the mourning process. There is great comfort, for instance, in expressing your emotions openly, and talking about your grief with those who will listen and share.

### **Bereavement**

With the loss of a loved one, we are forced to face one of the strongest emotions that we will ever have to bear – grief. Few of us have the knowledge or preparation to help deal with the death of a loved one or partner, despite the fact that death is one of the certainties in life.

Many people rush into a funeral in the mistaken belief that once the funeral service is over, they can get on with their lives as before. Unfortunately nothing could be further from the truth. Grief cannot be rushed, pushed aside, toughed-out, or ignored. Unresolved grief does not go away. If left alone it will fester and come out in some form. It hurts to walk through the valleys of grief, but in the long run it pays dividends.

Grief, however painful, is a normal and natural process and we cannot hide from it. Although it can be expressed in many different forms, it is common to everyone; it is the only way we know how to respond to a loss in our lives. Grief is the price we pay for love.

### **The death of a loved one**

The death of a loved one surely causes the most severe grieving. It produces a sense of total loss and overwhelming sadness, and creates an ache so deep that it is almost unbearable. It leaves you feeling confused and disillusioned.

The death of the loved one affects each individual in different ways, and it is an event that is unique and traumatic to each person. Grief is a process, not a state. There is no right or wrong way to grieve – and above all, it takes time to work through.

## **The need to grieve**

It is a vital part of the ultimate recovery process to openly mourn the death of a loved one. Being upset is healthy and helpful, not harmful. We need to allow ourselves the time to mourn and to grieve and we should allow it in others and seek to help them.

### **The Stages of grief**

When worked through, grief can be illustrated by what is termed a “Grief Trough”.

Every stage illustrated in the trough will vary with each individual, and each stage may not follow in sequence. People often encounter some setbacks during the grieving.

Reminders of the person you have lost may constantly occur and you may find yourself reverting to earlier stages illustrated by the trough, and see-sawing through bouts of sadness, anger and depression, all in a short space of time. Although this may seem unusual, it is not - it is just a normal part of the grieving process.

# Expressions of grief

Grief is not a feeling of constant depression, but instead it is a combination of bursts of anger, sadness, guilt, depression, denial, fear, panic and loneliness. These feelings, although bewildering, are common and natural and are ways of finding relief and release.

## Shock

The first of the grief stages is shock. The person who suffers the loss is at first stunned and often disbelieving – especially if the death is sudden or unexpected. This sense of disbelief is a natural reaction which serves to unconsciously cushion you against the loss until you find a way to cope with the grief that will follow. When the shock begins to wear off, and the time comes to say goodbye, to let go, that is when the grief begins.

## Emotional release

The next stage of the grieving process involves emotional release. Letting go of your emotions and expressing your feelings aids the healing process, and is a big step in the right direction towards re-adjustment. Crying, shouting, remembering, sharing memories – these are all natural reactions to a loss.

## Depression and apathy

Emotional release leads to feelings of depression, apathy and loneliness. It is a time when we finally realise the deceased is gone forever. Feelings of loneliness can be overwhelming and the spirit is at its lowest ebb.

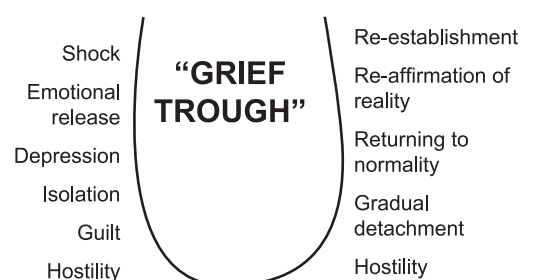
## Isolation

Remembering the past with your loved one is another natural part of the grieving process. Remembering is painful and often results in a feeling of inability to cope with today and tomorrow. It is a time when all the good times that you shared with the deceased become a constant thought and you become trapped with your feelings. Your pre-occupation can become so intense that you begin to see the face of your loved one in a crowd; you cry when you hear a special song or find a favourite belonging of theirs. Remembering can be both happy and painful, as it brings back both good and bad memories. However, both the good and the bad are a normal part of the process which leads to eventual recovery.

Once again, it does help if you share your memories with others, and talk about the life and death of the deceased. Although this may seem to hurt more, it can bring relief.

## Guilt

Another painful expression of grief is guilt. “If only I’d been there for her”, and “If only I hadn’t let him go there”, are thoughts that constantly cross our minds. We tend to blame ourselves for things not done while the loved one still lived. Although these feelings are normal reactions, we cannot take the blame for something that is out of our control.



## **Hostility**

It is normal to experience anger and aggression when working through the grieving process – anger that you have become the victim of a loss (“Why did he leave me like this?”), or anger at people such as doctors and nurses (“Why didn’t they do something?”) – and anger that other people don’t seem to understand (“You don’t know how I feel”). Don’t bottle your anger up – if you do so, it will gnaw away at you and rob you of peace of mind. When these feelings of anger start to emerge, don’t fight them. Talk to someone you can confide in, someone who will listen without criticism or judgement.

## **Physical demands**

Grief is one of the most all-encompassing emotions that we will ever feel and it makes enormous physical demands on us. Certain physical symptoms may occur in the normal course of grief. Your body may ache with tension, which could lead to sleeplessness, headaches, low-energy, poor appetite and so on. Try to take it easy and give your body a chance to get back into a normal pattern again. Take the time to look after yourself. Eat properly, exercise regularly and try to get a normal night’s sleep. Don’t resort to drugs to help you through; fresh air and exercise will help you relax and ease the tension far better. It may be a good idea to visit your doctor for a check-up.

## **Signs of recovery**

It will take time to work through the grieving process, but eventually you will start to recover and begin to pick up the threads of your life again. Gradually, life will become bearable, but it will never be the same. Grief will change you, but it may change you into a person with deeper understanding of life and living, a person with more meaningful values and ideas.

It is again important to reach out to people at this stage in the grieving process, as they will help to guide you through this difficult time.

## **The future**

As said earlier, grief changes people forever. This section has been merely an introduction to bereavement. We can’t tell you the right or the wrong way to grieve, just as we can’t tell you how to respond to those overwhelming emotions. Grief must be worked through, step by step, by the individual, with the help of family, friends and counsellors. Eventually, you will begin to re-adjust and re-shape your own life.

## **Keep up your contacts**

Keep in contact by letter, phone or visits with your family and friends.

Plan your social engagements ahead and try to have something to do next month.

Invite your family and friends around for coffee and tea.

Go and stay with friends or family who live some distance from you.

Think about going on holiday.

## **Make new friends**

You may like to buy a pet, such as a cat or dog.

Keep a diary – it will help you follow and understand your path through the grieving process.

If you feel your health has been neglected.

## Practical 'do's' and 'don'ts'

- **Do** express your emotions openly
- **Do** talk to a close friend, counsellor or member of the family about your feelings
- **Do** look after your health. Eat properly and get regular daily exercise and you will find sleep will come to you a little easier at night
- **Do** see your doctor for a check-up
- **Don't** hide your feelings
- **Don't** make any important decisions while you are grieving i.e., selling the house, or throwing out your loved ones possessions
- **Don't** turn to drugs to help you through this difficult time without first consulting a professional
- **Don't** allow the funeral to be rushed
- **Don't** try and hurry the grieving process. It must be worked through, step by step.

## Section 3 - Your personal record

Personal Information	
My will is lodged with:	
My solicitor or Trustee Company is:	
My accountant is:	
My Pension Number is:	
My Medicare Number is:	
My Bank Accounts are at:	
I have shares, deeds, debentures, promissory notes, etc. at:	
My Life Insurance/Superannuation policies are with:	
My regular doctor is:	Phone No:
About my Funeral	
I would like my funeral handled by <b>Gladstone Valley Funerals</b>	
I do / do not have a Pre-arranged / Pre-paid / Funeral Bond with:	
Service to be held at:	
Cortege / No cortege to:	
<b>BURIAL:</b> <input type="radio"/> Reserved Grave <input type="radio"/> Re-open Grave <input type="radio"/> New Grave	
Grave No:	Previous Interment Name:
Date of previous interment (approx):	
<b>CREMATION:</b> <input type="radio"/> Reserved Niche / Site <input type="radio"/> Non Reserved Niche/Site	
My wishes for my Ashes are:	
Preferred Clergy or Celebrant:	
Music Requested (Pre-recorded, musician or sung):	
Family or Friends to be Pall Bearers: <input type="radio"/> Y <input type="radio"/> N	
Viewing: Yes / No / Family to decide:	
Choice of Clothing:	
Jewellery:	
Make-up:	
Choice of Flowers:	
Press Notices – Newspapers:	
R.S.L / Lodges / Clubs:	
Special Instructions:	

**Information required to effect registration of a death**

<b>Surname:</b>	<b>Given Names:</b>
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**Address:**

<b>Religion:</b>	<b>Date of Birth:</b>
------------------	-----------------------

**Town, State & Country of Birth:**

**If you were not born in Australia, when did you immigrate to Australia?:**

**Usual Occupation during working life/majority of lifetime:**

**Are you of Aboriginal or Torres Strait Islander descent?**     Y     N     A     TS     Both

**Present Marital Status:**     Married     Divorced     Never Married     Widow/er

**Details of all marriages starting with the first marriage (not defacto relationships)**

<b>Name of City/ Town where Married</b>	<b>Age When Married</b>	<b>Name of Spouse</b> <small>(incl. Surname prior to marriage if applicable)</small>

**Your Father's Name:**

**Your Father's Occupation:**

<b>Your Mother's Name:</b>	<b>Your Mother's Maiden Name:</b>
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**Your Mother's Occupation for the majority of lifetime:**

**All Children from Current and Previous Marriages**  
(Including legally adopted children, and any who may be deceased - please mark 'D' beside name)

<b>Full Christian Names</b>	<b>Dates of Birth</b>

<b>Personal Information</b>	
My will is lodged with:	
My solicitor or Trustee Company is:	
My accountant is:	
My Pension Number is:	
My Medicare Number is:	
My Bank Accounts are at:	
I have shares, deeds, debentures, promissory notes, etc. at:	
My Life Insurance/Superannuation policies are with:	
My regular doctor is:	Phone No:
<b>About my Funeral</b>	
I would like my funeral handled by <b>Gladstone Valley Funerals</b>	
I do / do not have a Pre-arranged / Pre-paid / Funeral Bond with:	
Service to be held at:	
Cortege / No cortege to:	
<b>BURIAL:</b> <input type="radio"/> Reserved Grave <input type="radio"/> Re-open Grave <input type="radio"/> New Grave	
Grave No:	Previous Interment Name:
Date of previous interment (approx):	
<b>CREMATION:</b> <input type="radio"/> Reserved Niche / Site <input type="radio"/> Non Reserved Niche/Site	
My wishes for my Ashes are:	
Preferred Clergy or Celebrant:	
Music Requested (Pre-recorded, musician or sung):	
Family or Friends to be Pall Bearers: <input type="radio"/> Y <input type="radio"/> N	
Viewing: Yes / No / Family to decide:	
Choice of Clothing:	
Jewellery:	
Make-up:	
Choice of Flowers:	
Press Notices – Newspapers:	
R.S.L / Lodges / Clubs:	
Special Instructions:	

**Information required to effect registration of a death**

**Surname:** \_\_\_\_\_ **Given Names:** \_\_\_\_\_

**Address:**  
 \_\_\_\_\_  
 \_\_\_\_\_

**Religion:** \_\_\_\_\_ **Date of Birth:** \_\_\_\_\_

**Town, State & Country of Birth:** \_\_\_\_\_

**If you were not born in Australia, when did you immigrate to Australia?:** \_\_\_\_\_

**Usual Occupation during working life/majority of lifetime:** \_\_\_\_\_

**Are you of Aboriginal or Torres Strait Islander descent?**     Y     N     A     TS     Both

**Present Marital Status:**     Married     Divorced     Never Married     Widow/er

**Details of all marriages starting with the first marriage (not defacto relationships)**

Name of City/ Town where Married	Age When Married	Name of Spouse <small>(incl. Surname prior to marriage if applicable)</small>

**Your Father's Name:** \_\_\_\_\_

**Your Father's Occupation:**  
 \_\_\_\_\_

**Your Mother's Name:** \_\_\_\_\_ **Your Mother's Maiden Name:** \_\_\_\_\_

**Your Mother's Occupation for the majority of lifetime:**  
 \_\_\_\_\_

**All Children from Current and Previous Marriages**  
(Including legally adopted children, and any who may be deceased - please mark 'D' beside name)

Full Christian Names	Dates of Birth

We trust the information contained in this booklet will be of assistance to you, your family, friends or organisation.

Upon request, we are available to speak to individuals, community groups, clubs and organisations at no cost.

Should you have an enquiry please do not hesitate to contact us at any time.

With Compliments

Gladstone Valley Funerals

## 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 not of such nature 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 estimate of charges and a copy of funeral details at the conclusion of the funeral arrangement.
10. To provide clients with an itemised account for all goods supplied and for services rendered.
11. To address complaints from clients in the shortest practical time.

*Gladstone Valley*

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**F U N E R A L S**

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