

BOYNE TANNUM FUNERALS & CREMATIONS

Time To Plan Booklet



A family's guide for funerals and pre-planning

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



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Code of Ethics and Practice

Boyne Tannum Funerals & Cremations
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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1 - About this guide

Boyne Tannum Funerals and Cremations 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 all of us.

However, when a loved one passes during our own lifetime, it is very real. 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.

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 passes away. 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

In Australia today, most people pass away 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.

When someone dies in a nursing home

The nursing home staff will call the nominated Funeral Director that the family have requested to come and pick up their loved one up from the facility and be

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 Boyne Tannum Funerals and Cremations:

- Professional staff to organise funerals in the Gladstone Shire, Banana Shire, Livingstone and Rockhampton Shires, Brisbane, country, interstate and overseas.
- Conveyance of the deceased from home or hospital into our care, 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.
- Photographs of coffins will be shown to families making arrangements.
- Obtaining the Cause of 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 and web site.
- 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 Boyne Tannum Funerals & Cremations is a true professional – sensitive, understanding and dedicated to the preservation of human dignity at all times.

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

5 - Types of funeral services

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 which may be conducted by a Celebrant or Minister.

- **Burial: (including chapel or church service):** followed by a full cortege to the place of burial or cremation, where the committal takes place. Or a service held in a chapel or church followed by a private cortege to a place of burial or cremation, where only the immediate family is present to witness the committal.
- **Cremation: (including crematorium chapel service):** service and committal at a crematorium in the chapel, coffin stays at crematorium for cremation.
- **Graveside Burial Service:** *(This may be public or private)* service and committal at graveside only.
- **Memorial Service.** A memorial service is usually held after someone has had a private cremation (ashes present in chapel at memorial service) or memorial service in a chapel or church (no coffin present) after a private family burial.

These formats of Funeral Service are printed as a guideline and to stress that there is no one correct way of conducting a funeral.

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 a wedding ring or any other jewellery remain with the deceased or are forwarded on to the next generation. Naturally this decision must be made prior to the Funeral.
- **ASSISTANCE WITH CATERING AFTER THE FUNERAL.** Families are discovering the value of gathering for light refreshments away from the family home. Caterers can provide the light refreshments at a very reasonable cost at a venue that suits you. The main advantages here are obvious particularly as it is quite possible to be catering for up to 100 people. Our staff can assist you with venue and catering contacts.



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 crematoriums 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 civilizations. 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 Boyne Tannum Funerals & Cremations 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 viewing room is available at our office 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 clothing or shroud to be provided.

“What should we do with the jewellery?”

This is a very personal decision, and there is no right or wrong answer. Allow time to discuss this matter with your family. Let our Staff know of your decision so the jewellery is able to be returned to the family as soon as possible.



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 includes

- The administration, preparation and conducting of a funeral, requiring a minimum staff involvement of 32 hours;
- The provision of specialty vehicles, eg Hearse
- The provision and maintenance of appropriate facilities and equipment;
- Availability of a 24-hour work force.
-

The Coffin or Casket

Boyne Tannum Funerals & Cremations offers 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 council cemetery or crematorium fees, funeral notices, minister or celebrant fee, flowers and catering.



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.

If the deceased has an existing bank account and the family would like to access this account to pay the funeral expenses it is only a matter of enclosing the official paperwork and the itemized account from the funeral director to the bank institution. The bank institution will then generally access funds from the deceased's account and pay funeral expenses on behalf of the family.



10 – On the day of the funeral

The Funeral Director is there to organise and supervise the entire service. You can safely leave everything to us and our trained staff.

Floral tributes are delivered to the funeral home. Our staff will arrange this with the florist.

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 body.

With the modern facilities available through Boyne Tannum Funerals & Cremations 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 is 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 may arise, so place yourself in our hands with confidence.



11 – What preparations can be made to ease the burden on your family?

Preparing your will

The importance of preparing a Will cannot be overstated. If you are over the age of 18, you should have one prepared. The legal implication for not leaving a Will when you die can be expensive and prolonged, often causing unnecessary upset to family members in the process.

When an individual dies intestate (without a Will), there is no guarantee that the estate will be distributed in line with his or her wishes.

Many people falsely assume assets and property will pass automatically to their spouse upon their death. This is not necessarily the case, however, as the rights of the spouse or a person who dies intestate will vary according to whether the intestate person was also survived by other relatives.

In Queensland, there are very specific laws that apply to the distribution of an estate in the event that a person should die intestate.

Closer examination of these provisions will highlight the importance of drafting a Will. They will also provide an indication of the problems that can arise if a person fails to do so.

A Will that is well planned and clearly thought out in advance tells all concerned very quickly and very simply who is to benefit, when they are to benefit and to what extent. Professional advice is a necessity. Leaving hard-earned resources to loved ones should be a source of personal satisfaction to a Will-maker. Don't make it a source of personal anguish for your beneficiaries.



Enduring power of attorney can help when mental health deteriorates

In September 1990, the Legislative Assembly of Queensland made changes to the Property Law Act which introduced the Enduring Power of Attorney.

The changes did not create news headlines and passed relatively unnoticed by the majority of the community but the ramifications for anyone who considers it important to protect his or her family and assets in the event of illness or serious injury are quite significant.

Prior to the amending legislation, a Power of Attorney could only allow a person to empower someone else to act on his or her behalf until such time as the person giving the power became mentally incapable. This meant that, in the event of illness or an accident rendering one mentally incapable, the attorney was unable to act on their behalf at a time when their assistance was needed most. In these cases the Public Trustee would assume responsibility for the person's affairs.

The new Enduring Power of Attorney amendments provide for an individual's wishes to be carried out by their appointed attorney at a time when they are no longer able to conduct their own affairs. The incapacity may be temporary or permanent, but in either situation the Enduring Power of Attorney remains legally valid for the period of the incapacity. It "endures" until it is revoked following an individual's recovery or by their death. It thereby ensures that the Attorney or Attorneys appointed can act on an individual's behalf to fulfill their wishes. It can also alleviate the bureaucratic complications which can otherwise create unnecessary financial burdens for their family.

Professional advice should be sought in relation to the legal implications of the preparation and execution of an Enduring Power of Attorney.

Planning your funeral in advance

Your funeral is an important and entirely personal event. For this reason you may prefer to plan the arrangements in advance.

If so, you will join a growing number of people who are choosing to pre-plan their funerals in order to help protect their loved ones from painful decisions at a difficult time.

At Boyne Tannum Funerals & Cremations you can arrange your funeral in advance. Pre-planning represents your best opportunity to retain control over your funeral arrangements and to ensure that they are carried out in line with your wishes.

If you decide to pre-plan your funeral, it is important to consider the arrangements carefully. Our staff can assist you with these arrangements.



Planning ahead with Boyne Tannum Funerals & Cremations

There comes a time in all of our lives when it's natural to think about when we won't be here. Pre-arranging your funeral is simply arranging your funeral in advance

We remind our pre-planned clients that the funeral service takes place for the benefit of the survivors. Providing comfort to the family members through a dignified service is an important consideration.

Beyond this consideration, we encourage you to plan exactly the type of service that you would like. If you would appreciate a traditional service with floral tributes, hymns and prayers, you are free to plan such a ceremony. If you prefer popular songs and poetry, or simply a silent commemoration, the service can be arranged accordingly.

When you die the cost of your funeral will place an immediate financial burden on your family. Organising a funeral plan can ease this financial stress which means your family will be able to make your funeral arrangements with confidence.

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

- Allow 1-2 hours with the Funeral Director to plan the funeral and complete all necessary forms.
- Deceased's details of birth, marriage, parents (marriage certificate is helpful)
- How you would like the deceased dressed — bring clothing to the arrangement
- Any jewellery or other items which you would like to remain with the deceased
- The wording of a funeral notice and which newspaper to display the notice

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 day.)
- Ring your Funeral Director as soon as possible – for initial advice and planning

(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.

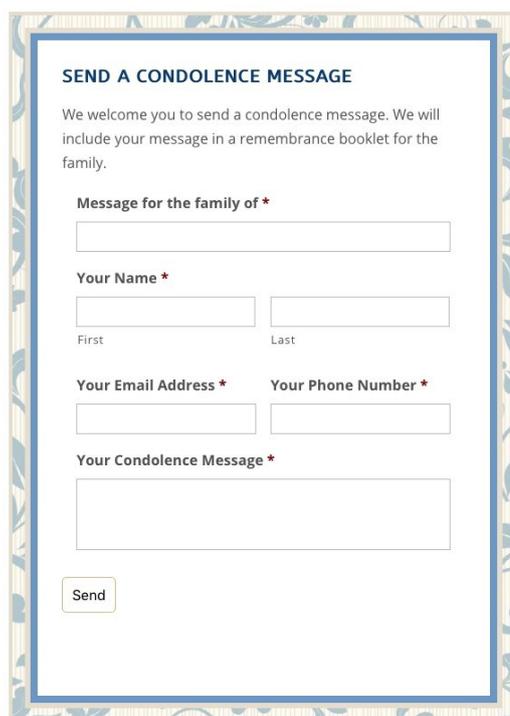
Who you may need to notify initially

- Executor of the will.
- Neighbours, close friends of the deceased.
- Relative on both sides of the family.
- Home care nursing service, community care, 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
- Landlord.
- Employer(s).

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
- Discussing an order of service with the celebrant/minister
- Consider the placement of notes, cards, mementos in the coffin at the viewing
- Where to gather for refreshments after the service.
- Immediate family should enquire about compassionate airfare with airlines (contact Funeral Director to do a letter of compassion for you)
- Allow yourself some quiet time to reflect when others will want to care for you.
- Condolence Messages can be sent from our webpage (funeral notices section) These messages come to us and we then print them off and placed in the back of the Memorial Book for family to view and respond to when they are ready.

Friends and family can easily send you a condolence message from the our Funeral Notices section of the web page
www.boynetannumfunerals.com.au



SEND A CONDOLENCE MESSAGE

We welcome you to send a condolence message. We will include your message in a remembrance booklet for the family.

Message for the family of *

Your Name *

<input type="text"/>	<input type="text"/>
First	Last

Your Email Address * Your Phone Number *

<input type="text"/>	<input type="text"/>
----------------------	----------------------

Your Condolence Message *

Send

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 celebrant or minister
- Confirm timing with the cemetery or crematorium staff
- Transfer the deceased to the Funeral Home
- Complete and lodge for the death certificate
- Email newspapers of the funeral notice(s) and place on our web site
- Provide envelopes and collection box for Donations to a Charity if required.
- 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
- Floral arrangement for the coffin – notify selected florist
- Coffin that family have selected
- Family to provide clothing
- Jewellery (placement or removal of)
- Plaque or Headstone choosing of inscriptions, motifs and ceramic photo
- Provide an estimate of the Funeral cost
- Provide a Memorial Book for signatures at the funeral service
- Notify Centrelink, Medicare or Veteran's Affairs

What to do after the Funeral

Reply to sympathy and flower cards

Consider Thank You Notice in the newspaper

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
- ◇ 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 regarding estate and will
- ◇ Stockbroker
- ◇ Telephone Company
- ◇ Electoral Commission

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 estate
9. Pay Legacies and Hand Over Specific 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 to you. If there are any questions are left unanswered by this booklet, please feel free to contact us at any time either by:-

- ◇ phone - (07) 4973 2002
- ◇ email — admin@boynetannumfunerals.com.au
- ◇ web site- www.boynetannumfunerals.com.au

We would be pleased to discuss any matter arising without cost or obligation.

When the need arises, Boyne Tannum Funerals & Cremations 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 us for assistance.



My funeral arrangements

In the event of my death, the following information has been recorded here to help family members organize my funeral. The information collected here will help ensure that the funeral service is carried out in line with my wishes.

I hope that in providing this information, I am able to spare you, my loved ones, from potentially difficult decisions at what I understand may be a troubling time. It may also serve to reassure you that the funeral service that you are arranging is as I would have wanted.

Personal Information

Full Name _____ Date _____

Address _____

Date and Place of Birth _____

Religion _____

Local Church _____

Profession / Occupation _____

Are you of Aboriginal or Torres Strait Islander Origin Yes No

Nationality

By Birth _____

By Naturalisation _____

Date of Naturalisation _____

Resident of Australia Since _____

Wife/Husband

Full (Maiden) Name _____

Date of Birth _____ Place of Birth _____

Date of Death _____ Place of Death _____

Date & Place of Marriage _____

Details of Previous Marriage(s)

Full (Maiden) Name Spouse _____

Date and Place of Marriage _____

Date of Death _____

Parents

Father's Name and occupation _____

Mother's First and Maiden Names and Occupation _____

Children

Full Name	Date of Birth	Date of Death

Other relevant contacts

Name and address of Family Doctor _____

Date and Location of last Will _____

Name and Address/s of Executor/s _____

Funeral Wishes

It is my desire that my funeral service be held at (Chapel, Church etc)

Flowers/No Flowers _____

Donations in Lieu of Flowers to _____

Burial/Cremation at _____

Cortege __ Yes __ No

Grave Details/Ashes Placement _____

Preferred Clergy/Minister/Celebrant _____

Hymns, songs or special requests _____

Type of service required _____

Other special instructions _____

In the event of death

Please notify the following person(s) immediately:

Name	Relationship	Address	Telephone

Membership

List of clubs and organisations and significant public offices held

Other information

Home _____

Owned singly/Jointly by _____

Mortgaged to _____

List any insurance policies on the property _____

Bank accounts

Name & Branch of Bank	Account Name	Account No.

Superannuation

Name and Address of Fund

Life Assurance

Name and Address of Company _____

Policy No _____ Face amount _____

Life assured _____ Premium _____

Name and Address of Company _____

Policy No _____ Face amount _____

Life assured _____ Premium _____

Name and Address of Company _____

Policy No _____ Face amount _____

Life assured _____ Premium _____

Pension(s) received from _____

Centrelink File No _____

Taxation File No _____

Veterans Pension No. _____

File No. _____

Service No. _____

Hospital Benefits/Friendly Society

Name and address of Association/Society _____

Location of important papers

Birth Certificate(s) _____

Marriage Certificate(s) _____

Savings Bank Book & Cheque Book _____

Securities/Share certificates/Bonds etc _____

Personal insurance policies _____

Medical Benefits/Friendly society/Medicare card _____

Superannuation papers _____

The original and any copies of your will _____

Cemetery or cremation deed _____

The deed for each piece of real estate:

To your home _____

On other pieces of real estate _____

The insurance policies on your property:

On your home _____

On other pieces of property _____

Service record and discharge certificate _____

Location of any other documents (specify) _____

Prepayments or funeral investments _____

Funeral assurance _____

The information given by you in the previous pages should be kept in a safe place known to at least two of your family members or returned to Boyne Tannum Funerals & Cremations and we will keep your details on file.



Funeral Director Liza Glass and staff know the importance of delivering the utmost professional service to you and your loved one in your time of grief.

We strive for excellence in all aspects, we provide a professional and well planned funeral bringing a great deal of comfort to the family. We are focused completely on ensuring your needs and wishes are listened to and acted upon.



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