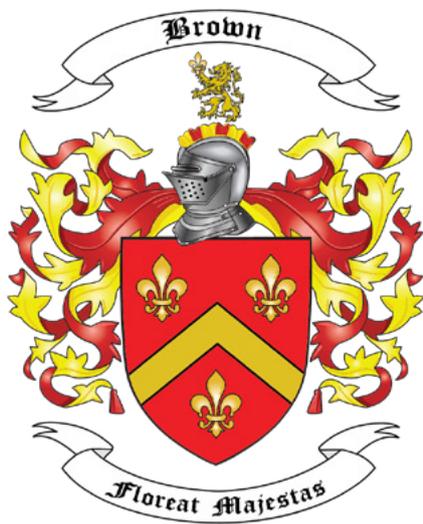


PLANNING AHEAD GUIDE



**ANTON BROWN
FUNERALS PTY LTD**

Proudly Queensland Owned



I would like to introduce myself, Anton and Sally Brown to you and thank you for considering Anton Brown Funerals to assist you and your family in your time of need.

The purpose of this booklet is to make you familiar with the legal requirements surrounding death, to give you sound advice on the decisions that must be made and the services we can offer you.

We, at Anton Brown Funerals, trust that through this information we can take away some of the myths surrounding death and the role of the Funeral Director in assisting your family in their time of need.

Anton Brown.

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ABOUT ANTON BROWN FUNERALS

Anton Brown Funerals Pty Ltd was formed in 1995 by Anton and Sally Brown with a vision to provide professional, honest, and dignified funeral services to Queensland families. Anton's service in the funeral profession began in 1982 and he has developed a reputation of honesty and integrity with both our clients and within the Queensland funeral community. These traits are reflected in his staff who share his vision and professionalism.

"This is a family business, and we are available any time of the day or night. Many people may not realise that when someone passes away, they can ring us first."

When you need funeral services, Anton Brown Funerals can make all the necessary arrangements to suit your personal preferences and needs.

Anton understands that many people prefer to discuss funeral arrangements in the comfortable surrounds of their own home, so our funeral arrangers will travel as far as the North Coast, west to Toowoomba and south to the border.

"We take special care of our families and like to fulfil people's special wishes. We offer a range of high-quality services, at the right price, and it shows by the heart-felt thanks and recommendations we receive."

"I know my price is right, and I am concerned when I hear that some people may have been taken advantage of at their time of grief. Do not be embarrassed to check prices with other companies. We recommend you do check prices from other funeral directors, you may be surprised at some of the variations. We promise to make all the necessary arrangements on your behalf at the right price."

Anton Brown Funerals is a proudly 100% Queensland Family Owned company. We support local business and regularly sponsor local events and charities. Anton is a member of Rotary Association, Australian Funeral Directors Association, National Funeral Directors Association and Patron of the Gold Coast TPI.

Anton's commitment to family can be noticed from the first moment you become involved with the company. The tartan tie that all our staff wear is the Brown Family Tartan, and it is the Brown Family Crest that is displayed with pride on all our company literature.

If you would like to pre-plan your own funeral service, or to discuss that of a loved one, please telephone for a personal consultation either in your home or in our offices located at Aspley or Woolloongabba.

WOOLLOONGABBA

57 Balaclava Street
Ph: (07) 3217 3088
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ASPLEY

1285 Gympie Road
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www.antonbrownfunerals.com.au

24 HOURS A DAY 7 DAYS A WEEK- WE ARE HERE TO HELP.

WHAT TO DO WHEN SOMEONE DIES

Understandably not many people know what to do when someone dies. What you do depends on how and where a person dies.

Whatever the circumstances at the time of death, it is important that you contact us as soon as possible. This will allow us to assist where possible and begin the funeral arrangements.



AT A HOSPITAL OR NURSING HOME

In this instance the Director of Nursing or the Nurse in Charge will help you with what happens in their facility. They will organise the doctor to issue a death certificate, or a locum doctor may issue an interim certificate.

Anton Brown Funerals are available **24 hours a day, 7 days a week** to undertake this most precious of duties.

You will need to notify them of your choice of funeral director, and if at a nursing home they will notify the funeral director to arrange the transfer of the deceased person to their funeral home.

If the deceased is at a hospital, then the transfer into our care will occur during normal business hours after a Cause of Death Certificate has been issued.



AT HOME

If someone dies at home, and they have been under the regular care of a doctor for the past three months, the first person you should contact is the person's doctor.

If the death is expected and they can confirm the cause of death, then they will issue a Medical Cause of Death Certificate. You can then contact us to arrange the transfer of the deceased person to our funeral home. If the person has not seen a doctor in the past three months and the death is unexpected then the police need to be notified.

WHEN SOMEONE DIES SUDDENLY

If the death is sudden or the result of an accident and the cause of death is not confirmed, then the doctor will need to notify the police. The Ambulance Service may do this if they have attended at the place of death.

It is important that the body not be moved or disturbed until police have finished their initial investigations. The police will notify the government appointed undertaker to transfer the deceased to the State Mortuary. In Brisbane this is the “John Tonge Centre” near the QEII Hospital at Coopers Plains. At this point the deceased person is under the care of the Coroner.

The Coroner will then investigate and determine the cause of death. This may involve a post-mortem, and the police will give you details of counsellors at the State Mortuary that you can contact to discuss this process further.

Once the deceased person has been transferred to the State Mortuary you can contact us to make funeral arrangements. We will liaise with the Coroner to ascertain when the person can be released into our care and when a funeral can take place. You have the right to contact your funeral director of choice, and you are under no obligation to use the government appointed undertaker that transferred the deceased person to the State Mortuary at the time of death.

INTERSTATE OR OVERSEAS

If a death occurs while travelling, or holidaying at a location away from home, you should contact us as soon as possible so that we can make the necessary arrangements to have your loved one returned home.

Depending on where the death occurred this may be undertaken via air transfer or by road by a specialist mortuary transfer company.

If the deceased person requires transfer overseas, you may contact us, and we will undertake the necessary processes with the relevant local and overseas government agencies. We will prepare and process the necessary paperwork on your behalf in accordance with your requests.

WHAT HAPPENS NEXT

Whatever the circumstances of the death, you are required to contact a funeral director as soon as possible to discuss arrangements for the funeral. Our professional staff at Anton Brown Funerals are available 24 hours a day, 7 days a week to assist you at this time.

When planning a funeral there are many options to consider. Once you have contacted us, we will arrange a time for you to meet with one of our funeral directors to assist you.

Whilst we attend to every detail, there are many thoughts and ideas you will have on how you would like the service to be conducted and how to honour the deceased person. We encourage the thoughts and ideas you may have to help make this a memorable experience for your family and friends.

As a funeral home we will attend, but are not limited to, the following services:

- ◆ The transfer of the deceased to our funeral home, 24 hours a day, 7 days a week.
- ◆ We will meet with you at a time and place convenient to you to discuss the funeral arrangements.
- ◆ Our staff are available by phone, all hours, if you need to discuss arrangements.
- ◆ We will contact the doctor to collect the Medical Cause of Death Certificate.
- ◆ We will complete the necessary government requirements for the registration of a person's death and arrange for you to receive a certified copy of the death certificate when it is available.
- ◆ Arrange floral tributes and newspaper notices as required.

THE FUNERAL ARRANGEMENT

Once you have contacted us, we will arrange a time and place convenient to you to discuss the funeral arrangements. We will make this process as simple as we can for you to help ease your burden at this time.

Things that will be discussed at the funeral arrangement are:

- ◆ If it will be a burial or cremation.
- ◆ Your preferred location, time and date for the service.
- ◆ If you require us to arrange a minister, celebrant, or if a family member is to conduct the service.
- ◆ If you would like morning or afternoon tea provided at the cemeteries or crematoriums that offer these services.
- ◆ We will complete the necessary form required for the registration of the person's death with the Registrar of Births, Deaths and Marriages.
- ◆ We will help you write a funeral notice for inclusion in the newspaper of your choice. We will place this notice on your behalf.
- ◆ We will present you with our range of coffins and caskets available and discuss their benefits with you so that you can make the choice right for you.
- ◆ We will discuss flowers and other tributes that can be included in the service to help make this a memorable reflection of the person's life.

This list is not everything, however, remember that this funeral service is your time and should match the wishes of the deceased person, do not be afraid to discuss any thoughts and ideas you may have. You may be surprised at what is available to personalise a funeral service.

THE FUNERAL CELEBRANT

When arranging a funeral service, you will need to think about who you would like to conduct the service on the family's behalf. You may like to consider the following choices:

- ◆ A priest or minister of religion known to the family, or from the church the family or deceased person attended.
- ◆ A priest or minister of religion not known to the family, if the deceased person wanted a religious service in a church that they did not regularly attend, we can assist in liaising with the necessary church, or can recommend a priest or minister to conduct the service.
- ◆ A funeral celebrant. These are people that are non-denominational and can conduct a service on your behalf. They act as a master of ceremonies for the funeral. We can recommend someone to you.
- ◆ A family member or a family friend can conduct the service. We are able to assist them in their planning if required and can discuss the requirements needed for the conducting of the service this way.

Whoever you choose to conduct the service, they will meet with the family in most cases to discuss how you would like the service to be performed. Things that you would discuss with them would include:

- ◆ Music to be played. In a church, this would probably include hymns that will be played by the church organist, for churches without an organist, music can be played from a CD player. For a service in a crematorium chapel or similar venue then music is played from a CD player. Most services allow for up to 3 songs, one as you enter the church, one as a reflection time during the service and one as everyone leaves the chapel. Music is a personal choice and can reflect the DAY character of the deceased person.
- ◆ Eulogies. In tribute of the deceased person, many services include a eulogy. This is sometimes spoken by members of the family or a friend. It may include highlights of the person's life, amusing stories, or a special poem. If the family feels they cannot do the talking then it may be given to the celebrant or minister for reading.
- ◆ Poems or Verses. There may be particular religious verses or a piece of poetry that you would like.
- ◆ Other tributes, that may include photographs, video slide shows, order of service handouts or the display of memorabilia in the church or chapel.

Many churches, funeral celebrants, organists or singers will require some remuneration for their services we normally include this fee in your funeral account.

CATERING

After the funeral service, some families like to invite those who attend to a venue for light refreshments and to “catch up”. Many of the crematoriums and cemeteries have catering facilities that can assist.

For many this is a preferred option to save having to prepare food and have everyone back to the family home. We can show you the options available, they are normally charged per person. We can book it for you and the charges can then be included on your funeral account.

You may arrange catering yourself at another venue, such as a church hall, or bowls club. An announcement can be made at the funeral inviting people to attend.

WRITING A EULOGY

A eulogy is a very personal piece of writing used to acknowledge people who have passed away and to remember them in a special way.

Eulogies provide information about the deceased person including personal quotes and stories, but most of all with the affection that the reader had, and always will have, for that person. Eulogies are different in many ways. Some eulogy writers may write a serious piece of work, while others may make it humorous and witty.

Some of the more personal eulogies have humour in them, it will help you relax. Deliver it in a style that you are more comfortable with, and it will make the moment easier for your audience. When you write your eulogy, make sure that it is clear and understandable, you want your audience to understand and recognize what you are saying.

If you include a memory that you don't think your audience will remember, use “I remember when” or “I can remember.” It is easier to say something, a personal quote, a story or a saying that the audience will remember about the person and one that they can relate to.

In your eulogy you should always acknowledge the person you're writing about in an honest and positive manner. Provide memories and details that you and the audience can remember about this person. When you are reading your eulogy, talk to the audience as though you were talking to a friend.

Get the audience involved in what you are telling them. Make them laugh, make them cry, make them happy and to be a part of this tribute. When writing your eulogy, recognize the person that you are writing about for who they were. Do not make up stories of what that person did. Write about the memories you had with this person and mention the memories that everyone in your audience will remember.

DAY OF FUNERAL

Every funeral is different so there are no set rules on what will happen on the day. The following are points that can help lessen some of the stresses and worries on the day of the funeral, and remember our professional staff will be there to assist you and your family and friends as best they can. Please remember that these are generalised thoughts and ideas, each service is tailored to your requirements and we are flexible to change on the day of the service.



CHURCH SERVICES

- ◆ We would normally arrive at the church 30min before the service start time. This allows us to position the coffin and prepare our memorial books and other items ready for the arrival of family and friends.
- ◆ There is usually no need for family to be at the church more than 15 or 20 minutes before the service starts. Getting there early can sometimes just add to the anxiety that can build up before a service. We would ask that you be ready to be seated about 5 minutes before the service.
- ◆ If you are having a viewing prior to the service, this will normally be in the 15 minutes before the service begins with the coffin being closed around 5 minutes before the service.
- ◆ If you have photographs for placing on the coffin, or other memorabilia and music, present these to your funeral conductor on your arrival for placement.
- ◆ If you have printed orders of service, our staff can distribute them amongst those attending.
- ◆ If you have pall bearers to escort the coffin from the church then tell the funeral conductor, it is normal to get these people together before the service so that we can discuss their responsibilities, the format of the service and when they will be required.

Our staff will be there to guide and assist you where necessary to ease some of your anxiety on the day.



CREMATORIUM SERVICE

- ◆ We would arrive at the crematorium 30min before the service start time. This allows us to position the coffin and prepare our memorial books and other items ready for the arrival of family and friends.
- ◆ We usually get access to the chapel 15 minutes before the start time of the service. There is usually no need for family to be there much before this. Getting there early can sometimes just add to the anxiety that can build up before a service. We would ask that you be ready to be seated about 5 minutes before the service.
- ◆ If you are having a viewing prior to the service, this will normally be in the 15 minutes before the service begins with the coffin being closed around 5 minutes before the service.
- ◆ If you have photographs for placing on the coffin, or other memorabilia and music then present these to your funeral conductor on your arrival for placement.
- ◆ If you have printed Orders of Service, our staff can distribute them amongst those attending.
- ◆ A normal booking at the crematorium is for 1 hour. This includes the 15 minutes prior to the start of the service, and 15 minutes at the completion of the service for family and friends to move away. This allows approximately 30 – 35 minutes for the actual service.

During discussions with the celebrant please keep this in mind when planning eulogies, tributes, and music.

If you feel the service will go longer than this due to the number of people who will want to speak then contact us as soon as you can so we can see about having a double booking of the chapel. This is also something to consider when we are discussing the funeral arrangements with you so we can make a double booking at the time we book the service.

If you have refreshments arranged in the condolence rooms after the service, we will escort you there after we have left the chapel. It is best to go straight into the rooms after the service rather than standing outside the chapel talking, you can get a drink and relax with friends in a comfortable environment.

If you do not have this planned, then we ask that you move away from the chapel as soon as possible. Sometimes there may be a service directly after ours so we need to make way for the people attending that service and allow them to make their necessary preparations.

AFTER THE FUNERAL

Cremation:

Once you have decided what you would like to do with the cremated remains, then you need to contact the crematorium and discuss it with them. You may collect the ashes, or you may elect to have them placed in a memorial wall or garden. The costs for the cremation do not include any charges for placement, or the plaque at a crematorium.

Burial:

After the funeral you will need to contact the cemetery to discuss what sort of plaque or monument is required. The cemetery staff will show you what is available and any applicable fees or charges for these services.

THE FUNERAL ACCOUNT

The person who engages us to conduct the funeral, signs the necessary paperwork and signs the funeral contract, is responsible for the payment of the account. During the funeral arrangements all costs involved will be discussed and you will be given an estimate of the final costs.

The three main components of a funeral are:

- ◆ **Disbursements:** These represent any payments made on behalf of the family for items such as flowers, church fees, cemetery fees, fees for the issue of cremation certificates and death certificates, and press notices. This list may cover more items depending on how much you personalise the funeral and add other services. All these things will be discussed with you at the time of the funeral arrangement.
- ◆ **The Anton Brown Service Fee:** This is designed to cover all the costs for services offered directly by Anton Brown Funerals. These relate to items such as the use of facilities, the supply of staff and hearses, liaising with clergy or celebrants, the booking of cemeteries and crematoriums, and the placement of newspaper notices and the ordering of flowers.
- ◆ **Cost of Coffin or Casket:** This choice is a very personal one and one that can reflect the type of person your loved one is. We offer a range of coffins or caskets for you to choose from.

We have seven-day payment terms. This means that you have seven days after the funeral to pay the full balance owing on the account.

Payment outside of the Seven-day period will incur an estate fee.

In some instance the deceased person or their family may have no assets, or means to pay for the funeral, in this case an application can be made to the local courthouse for a government assisted funeral. If the application is successful, then the applicant will be directed to contact the government appointed undertaker. They will then provide a simple service in accordance with the guidelines set down for government assisted funerals.

Centrelink offers a range of bereavement payments if you are an Australian citizen. A brief description is included here, but please be aware that benefits can change, and you are advised to contact Centrelink to check your eligibility for any payments.

The Department of Veterans' Affairs and some other service organisations you have been involved with in the past may contribute towards the costs of a funeral. Check with them and see what is available. Please check our "Who to Notify" section on the next page to help jog your memory on those that may assist you.

WHO TO NOTIFY

There are many people or organisations you will need to notify when someone passes away. This list may help you to remember who you may need to advise. All of these may not be applicable in every circumstance, and there may be others that are not listed here.

- Doctor
- Employer
- Church
- Clubs / Organisations
- Solicitor / Public Trustee
- Accountant
- Centrelink (Pensions)
- Telephone Company
- Electricity Company
- Gas Company
- Landlord / Rental Agent
- Banks / Building Societies
- Medicare
- Post Office
- Chemist
- Hospital
- Dept. of Transport
- Chiropodist
- Physiotherapist
- Optometrist
- Meals on Wheels
- Blue Nurses
- Insurance Funds
- Superannuation Funds
- Local Council (Rates)
- Dept of Veterans' Affairs
- R.S.L
- Taxation Department
- Electoral Office
- School / University
- Library
- Cancel Appointments
- Trade Unions
- Dentist
- Home Delivery Services
- Home Appliance Rental
- Household Services
- Health Benefit Funds
- _____
- _____
- _____
- _____
- _____
- _____

FUNERAL PRE-PLANNING

Death is a fact of life and yet the fear and dread that surrounds one's passing is such that most people do not want to think of it. As a result, when one does pass away, many people are unprepared for the important decisions and arrangements that need to be made.

It is wise to choose your funeral director in advance. Such a selection is not morbid, in fact it is very wise. When a death occurs, there is little time for comparisons and selecting a funeral director you are, and your family are comfortable with. Pre-planning helps prevent hasty decisions being made that may be regretted later.

Once you have chosen your funeral director you can take the next step and pre-plan your funeral service. This is simply the recording of your wishes and other necessary information ahead of the time it is required. There is information required for the registration of a person's death with the Registrar of Births, Deaths and Marriages that may be difficult to recall at a time when a family is coming to terms with their loss. You can also record the type of service you would like and where you would like it held.

Understandably, this takes a great load off grieving family and friends and gives them the opportunity to mourn without the additional stress of arranging the funeral.

We have produced a pre-planning guide that is available to assist you in recording your wishes.

If you want to talk to one of our staff about your requirements then please feel free to contact us at our Aspley or Woolloongabba offices.

QUESTIONS TO ASK

When you contact us, you will have a lot of questions to ask.

Make notes here so you do not forget anything.