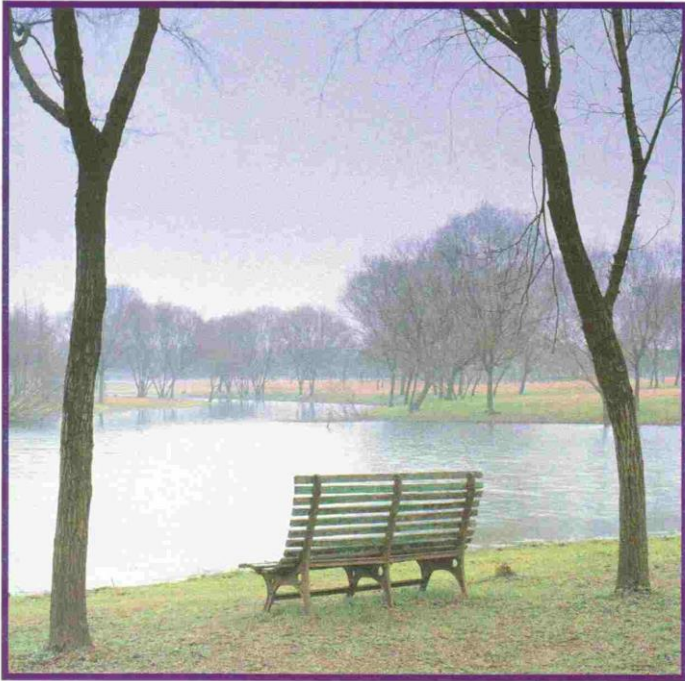




**Tony Hollands
FUNERALS**

Funeral Information Booklet



.... Taking care of you

100% QUEENSLAND FAMILY OWNED



ALL AREAS - 24 HOURS

(07) 3272 9011

Contents

Introduction	2
Our Code of Conduct	3
Your Funeral Director	4
Before Death Occurs	5
When Death Occurs	6
Grief and Loss	8
Funeral Arrangements	9
Funeral Costs	10
Your Funeral Choices	11
Settlement of Account	17
Who to Notify	18
Prearranging a Funeral	19
Conclusion	19
Personal Information	20
Death Registration Details	21
My Funeral Wishes	22
Notes	24

Introduction

At Tony Hollands Funerals we are leaders in all aspects of funeral care. We pride ourselves on service excellence and providing families with options that will make the funeral a memorable experience for all the right reasons. Tony Hollands Funerals is a Company of very high standard based on the values laid down by the Principal. This is made possible by experienced staff, who personally attend to your needs when the time arises. We have our own Code of Conduct for all staff. This is our personal assurance that you will receive the highest representation of service and support.

The purpose of this booklet is to give you general information on how to arrange a funeral and what is required when death occurs. There are legal matters to consider as well as some personal choices that are offered. At this stage some of this information may seem confronting but the advice given in this booklet is a guide to what you will face at the time of someone's death and what follows closely after. We will endeavour to guide you through making these decisions and also give you some alternatives that, through our experience you may wish to utilize.

Please fill in the personal information section at the back of the booklet. Keep this booklet with your personal papers and advise a reliable person of its location or forward it to Tony Hollands Funerals where it will be kept on file. If this information helps to relieve the stress and apprehension of arranging a funeral for yourself or for someone you care for, it is well worth your reading.

Our Code of Conduct

1. To respect in all circumstances the confidentiality and trust placed in us by our clients and members of the public.
2. To maintain in all matters to the highest standards of business, professional, and personal conduct.
3. To provide information concerning the range of services available, the prices of these services, and the functions and responsibilities accepted on behalf of our clients.
4. To respect the personal choice of clients and have regard for their diversity of beliefs in religious and cultural practices.
5. To give a written estimate of all funeral charges and disbursements to be made on a client's behalf at the time of taking instructions, or as soon as possible.
6. To ensure that all staff are qualified and competent.
7. To ensure that facilities are adequate for all services rendered to the community.
8. To ensure that all advertising is in good taste and directed to informing the public.
9. To be thoroughly conversant with the laws as they apply to funeral service and allied industries and professions.
10. To provide access to a clients' advisory service with conciliation and arbitration arrangements available to help resolve any disputes which may arise between Tony Hollands Funerals and our clients.

Your Funeral Director

Death is a reality and in most cases all of us will be affected by the death of someone we love or cherish in some way during our lives. Most of us find it difficult to accept and generally don't talk about it unless we are faced with the daunting task of arranging someone's funeral, or having to attend a funeral of an individual whom we love or knew well. Trying to decide the right outcome for all concerned can sometimes be too much of an ordeal.

The funeral is a time for you, your family and friends to say goodbye in a way which best suits that person's, and your own, personality. Tony Hollands Funerals is the link between your wishes and making it happen. We can be called on 24 hours a day, you will feel comfortable with us and we will treat your requests with the utmost dignity and respect. Tony Hollands Funerals is willing to offer you or your family all available options and in a pleasant manner. We are professional people providing a service to fulfill the wishes requested by you or your family.

At Tony Hollands Funerals we operate under strict guidelines and constantly upgrade our facilities, and train our staff to a high quality and professional standard. It is always wise to be prepared, so choosing Tony Hollands Funerals in advance is a wise decision. It is possible that complications can arise if you are not prepared.

Before Death Occurs

Prearranging the service, or something as simple as selecting the funeral company that will take care of the arrangements prior, will alleviate stress at the time. Don't just use the funeral director that the family has used for years. This decision may cost your family in more ways than just price. By all means ring your usual funeral director but also ring 2 others and ask for a funeral quote. At Tony Hollands Funerals we encourage this because we believe that once you have spoken to others you will be happy to use our service. When someone enters a Nursing Home/ Aged Care Facility it is a requirement that a funeral director is nominated. Tony Hollands Funerals provides a service to these facilities that if a family has not selected a funeral director, we will transfer the deceased into our care at no charge to the family, so that the family may make the decision of which funeral director to use without the stress of a hasty decision. Most funeral directors have an After Hours Transfer Fee and some even have a Mortuary Preparation Fee. At Tony Hollands Funerals we don't have any fee for South East Queensland transfers night or day, nor do we have Mortuary Preparation Fees. We don't believe that you or your family should be penalized if the death occurs after business hours.

When Death Occurs

When someone dies it can be difficult to know what to do. If you feel overwhelmed, take the time to call a family member, or a friend, who can support you at this time. What you do next depends on where the person died, and how the death occurred. If you are not sure, please call Tony Hollands Funerals, at any time of day or night, on (07) 3272 9011, and we will help you.

If someone has passed away at a Nursing Home or Private Hospital, and you are not already there, then the staff will usually contact the next of kin, and the nominated Funeral Director. If you wish to spend time with your loved one, or you would like to wait until other friends or relatives arrive, then inform the staff so that they can pass this information on to the nominated Funeral Director. If you have not nominated a funeral director, do not feel pressured into a decision, call Tony Hollands Funerals on (07) 3272 9011 at any time, as we do not charge you for transfers, and you are under no obligation to use our services. All we require is a Cause of Death Certificate (signed by the attending Doctor) or a Life Extinct Certificate (usually signed by a Registered Nurse) in order to transfer the deceased into our care. Transfer of the deceased into the care of our funeral home will usually take place soon after, because most Nursing Homes and some Private Hospitals do not have their own holding facilities.

If death occurs at a Public Hospital, the hospital administration will complete formalities such as the Cause of Death Certificate; however it will be up to the family of the deceased to contact a Funeral Director such as Tony Hollands Funerals. As most public hospitals have a holding facility, transfer of the deceased into our care would occur during weekday business hours.

If someone appears to have passed away at home, call an ambulance on 000. Ambulance personnel can verify that death has occurred, and they will usually advise you on the next course of action. The general rule is, if your loved one's passing was expected (due to age or illness) then you would call their attending doctor. If the doctor is prepared to sign a Cause of Death Certificate, then once the doctor has left, and you are ready, contact Tony Hollands Funerals on (07) 3272 9011. We require a Cause of Death Certificate (signed by the attending Doctor) or a Life Extinct Certificate (usually signed by a Registered Nurse) in order to transfer the deceased into our care. However, if the death is of a sudden or unexpected nature, or the treating doctor is unwilling or unable to sign the Cause of Death Certificate, then the Police will need to be called. The Coroner will arrange to hold a Post Mortem (Autopsy) in order to determine the cause of death. In this case, the deceased will be transferred by a funeral director that is contracted with the Government. They will convey the deceased person to the Government Mortuary for the purpose of the Post Mortem. You do not have to use this funeral director for a funeral service, as their role is just to transfer the deceased. Once the Post Mortem has been performed, the deceased is available for release using a Coroner's Order for either burial or cremation. At any stage of this process you can call Tony Hollands Funerals on (07) 3272 9011 and we will provide you with support, advice and guidance.

In fact, during any of these scenarios you can contact Tony Hollands Funerals on (07) 3272 9011 and we will take care of obtaining the necessary documents on your behalf. When you contact us, or when we contact you, we will try to set up a time that is convenient for you to organise the funeral service with us. We will require information about the deceased such as: full name, residential address, date of birth, date of death, place of death, and if possible, some funeral service details.

Tony Hollands Funerals will also need to know who will authorise us to carry out the funeral service. This person is known as the Applicant, and will be legally and financially responsible for the funeral arrangements. Details of the Applicant we require include: full name, residential address, contact numbers, and we will need to sight photo identification (including date of birth) at the time of the arrangement. It would also be helpful if you gathered the information that is required to register a death in Queensland. These details and other useful information regarding funeral arrangements can be noted in the back of this booklet (pages 20-24).

Grief and Loss

Loss and grief are emotions that can and will strike each and every person many times during their life, whether it is loss of a job, precious possession or coping with the loss of someone that you love. How we cope with the loss is determined by many factors. Grief is a natural way for us to accept the reality of what has occurred. Some feelings that we may experience are sadness, anger, guilt anxiety, loneliness, shock, helplessness and even relief. A funeral director is a person who holds a position unlike any other in the community. They are people of which you have to call on at a very emotional time. At Tony Hollands Funerals we are able to refer, on request, individuals who wish for counselling or support to either a member of the clergy or a professional counsellor.

Funeral Arrangements

The funeral arrangements generally are comprised of three parts.

Part 1. Information for the Registrar of Births, Deaths and Marriages.

Information is collected at the time of arrangement regarding family history and is sent to the Registrar so that the deceased person referred to can be referenced to confirm identity. From this information proof of identity is made, Government statistics compiled, genealogical statistics collected, the death is registered and if requested, a copy of the Registered Death Certificate is issued. You will require this certificate to close Bank Accounts, Settle Estates, Insurance and changing Deeds to name a few. All other relevant documents will be completed at the time of the arrangement.

Part 2. Organising the details of the funeral service.

Burial or Cremation, Church, Chapel or Garden service, Minister or Celebrant, Viewing and/or Dressing, Casket or Coffin type, Floral tributes or Donations, Death and/or Funeral notices are all items that you will have to consider. There are a number of other questions that will be asked as in pallbearers, catering and music or hymns. As you can see there is a lot of decisions that go into funeral arrangements so it is wise to think about them early.

Part 3. The funeral service itself.

This is the point that all the decisions that you have made are put into place and are attended to in a timely and dignified manner. During the funeral Tony Hollands Funerals attends to all details so you don't have to worry or be distracted. It is our aim to give our clients the very best care and personal attention we can provide.

Funeral Costs

As each family is different, each funeral service is also different, so the question of cost is difficult to answer. Your decisions regarding the multitude of choices available, and the extent of services provided, will determine the final account. Whether the funeral is simple or elaborate, Tony Hollands Funerals will accommodate any reasonable request. We have covered most of the costs involved and they are as follows.

Disbursements are the monies paid by Tony Hollands Funerals on your behalf such as, the Cremation or Cemetery fees, floral tributes, press notices, Death Certificate, and Minister or Celebrant fees. This sum can be substantial, so we ask these initial disbursement costs be covered by way of a deposit.

Tony Hollands Funerals Professional Service Fees. Our professional fees are designed to cover the numerous professional services and facilities associated with our role as funeral directors. Including our availability at any hour, day or night, providing highly trained personnel, advice and services. Liaise with cemeteries, crematoria, Clergy, newspapers and florists etc. Use of relevant facilities and equipment, supplying specialized vehicles. It also must proportionately recoup our administrative expenses such as wages, rates, taxes, motor vehicle expenses, telephone, light and power, insurances, depreciation, repairs and maintenance etc. Lastly, a comparable return on the very considerable capital investment demanded by our calling.

Late Settlement Fee is added to the account if not finalised within 14 days from the date of the Funeral Service. This is a fee placed on the account by Tony Hollands Funerals to cover ongoing expenses. These expenses include bank charges, taxes and administration fees.

Your Funeral Choices

Burial Cemeteries have their own set fees. Your family may wish to purchase a new Gravesite or Crypt or the deceased is to be buried with a family member in an existing Grave. As you can see there are differences that have a relevant fee associated with it. New graves are generally more expensive than re-opening an existing grave, and crypts are more expensive again. Your preference will determine the final cost. This will be allocated to disbursements on the funeral account.

Cremation Crematoria have their own set fees. The funeral service may be held in the Crematorium Chapel if you wish or the service held at another location and Tony Hollands Funeral staff convey the casket or coffin to the crematorium for private cremation. You may also, after a service elsewhere, follow the casket to the crematorium for a committal service. Your family may already have an existing Wall Niche that you would like to use or you may wish to secure a Niche by talking to the staff at your selected Crematorium. Government procedures and certificates are required as indicated previously.

Selection of Casket or Coffin is one variable that has a considerable impact on the final outcome of the funeral account. At Tony Hollands Funerals we will give you the choice of selecting from our display booklet or from our Selection Room. We also have the price and description of its construction to allow you to make an informed and personal choice for both your financial and ceremonial requirements.

Floral tributes/Donations Tony Hollands Funerals will arrange casket sprays through our selected florists as they give consistent quality of arrangements or you can organise the tribute with your own florist if you wish. The flowers maybe

as simple as a single rose or elaborate enough to cover the entire top of the Casket/Coffin. A Donation in lieu of Floral Tributes to the deceased's nominated charity is another option we can arrange.

Minister/Celebrant is your choice depending on your spiritual or non-religious beliefs and if you do not have contact with your own minister or celebrant, Tony Hollands Funerals can arrange this aspect on your behalf. During the funeral planning your choices may vary again. Family members may wish to participate in the Service. Soloist, Organist, taped music, reading a poem and eulogies are some options that you may wish to consider. It is a good idea to advise Tony Hollands Funerals staff so they can inform the Minister or Celebrant of your decisions.

Viewing, Dressing and Personal Items are decisions of a private or religious nature that Tony Hollands Funerals is sensitive to and can guide you through. A viewing of the person who has died can be beneficial but this is an area that is purely personal choice. In some instances the viewing may be of great benefit as the person who has died may have been out of contact for some time, they may have lived in a different state or country or the death may have been sudden or unexpected. The viewing serves the purpose of allowing the family and friends time to say goodbye and can be a step towards acceptance of death. However, it is perfectly acceptable not to have a viewing.

In the area of dressing, at Tony Hollands Funerals we have trained professional staff who handle this with dignity and respect. The deceased can be dressed in any item of clothing that you wish from shorts and t-shirt to a full suit or a wedding dress the combinations are endless. If it is your custom or you wish to perform the duty of dressing the deceased, you are able to do so with the supervision and assistance of our Mortuary Technician, please advise our arranger at the earliest time if you require this facility.

It may be a wish that you or your loved one be buried or cremated with a favourite piece of jewellery or other personal items. Discuss this with our arranger and advise us of your decision. At the point of us receiving the item we will document it and ask you to sign a receipt to confirm it is in our possession. If you are viewing you may wish to place the item with the deceased yourself. If you choose this option you will still be required to sign the personal item receipt before the coffin is sealed. At any stage you may request to see this document for your own peace of mind. If the deceased is transferred from a nursing home or hospital, the responsible person releasing the deceased into our care will also sign this personal item receipt. This will then be presented to you at the time of arrangement for your confirmation and advice.

Press Notices It is not law that a funeral notice is placed in the newspaper but they are an effective way of informing family, friends and even work colleagues of the day, time and place of the funeral service. It is advised a funeral notice be placed in newspapers at least 1 day prior to the funeral to allow those who wish to attend time to organise family and work commitments. This can also help stop many phone calls at home as the notices will show Tony Hollands Funerals as the Funeral Director. Due to some funeral services being private gatherings, there would be no need for a funeral notice but a death notice could, if required be placed after the service.

A Memorial Book is available as a keepsake of those relatives and friends who attended the funeral and will also contain information of the date, time and place of the service. A memorial book is prepared for each family as standard or if you wish you may select from our variety of styles from the simple to the elaborate.

Mourning Cars can be organised by Tony Hollands Funerals to transport family members to and from the funeral service where required. Costs will vary depending on style of vehicle, time requested and distance travelled. We have also organised buses for large groups so please advise Tony Hollands Funerals staff if either is needed.

Catering for after the Funeral Service You can discuss this with Tony Hollands Funerals at the time of making arrangements and we will present all options available. Most catering centres operate on a per head basis so an estimate of people attending will have to be determined.

Transportation of Deceased Tony Hollands Funerals will make arrangements for regional, interstate and international transfers of the deceased if required by the family. We will organise for the deceased to be prepared under strict regulations and procedures that are required for transfers and contact the funeral director receiving the deceased. If the funeral is to be in another state and you do not know of a funeral company. We can suggest interstate funeral directors that have the same code of conduct as Tony Hollands Funerals and have proven to us worthy of our recommendation.

Embalming is an important custom for many cultures and families. It is required if the deceased is to be transported by air out of Australia. Embalming is sometimes necessary for hygiene or if the final resting-place is in an above ground Mausoleum. This process involves preparing the deceased using special techniques ensuring preservation for an extended period. If embalming is required, we have modern facilities and experienced professionals who will carry out this procedure. For general funeral services for either burial or cremation, embalming is not necessary.

Cremation Urns are used if you are going to keep all (or a portion) of the ashes. After cremation takes place, the crematorium will place the cremated remains in a sealed, plastic urn about the size of a large tissue box. If you are going to scatter the cremated remains in bushland or the ocean etc, you do not need to purchase another container unless you are going to keep a portion. If the crematorium is supplied with an urn they will transfer the ashes immediately. When the cremated remains are collected, the sealed urn is accompanied with the Cremation Certificate, and the Name Plate from the coffin or casket.

Cremation urns can be purchased from Tony Hollands Funerals at any time, although this is usually done after the funeral arrangements but before the service. To view a selection of urns or download the complete brochure, you can visit our website www.tonyhollandsfunerals.com.au. Our usual supplier is R.H.Minter who does not sell direct to the public, so if you find an urn you like just call our office on (07) 3272 9011 and we will check the availability and cost. Most urns have two or three sizes so it will be easy to have a keepsake even after the ashes are scattered or placed in a memorial at a crematorium. There are even biodegradable cremation urns, so if it is the deceased's request to be scattered at sea, these make for an environmentally friendly alternative. There are even a number of Jewellery items that are specifically designed to have a very small amount of ashes placed in them.

If the ashes are to be taken to another country you will need to check with the airline and the Consulate as to the legal requirements. In most cases, a sealed cremation urn with a Cremation Certificate and a Statutory Declaration supplied by the crematorium is sufficient. It is advisable to take the remains on the flight as hand luggage so it is easier to show customs.

Orders of Service, Music and Photo Presentations are becoming a more popular part of funeral services. Tony Hollands Funerals can produce any or all of these products at a cost determined at the time of the funeral arrangements. We provide you with an information sheet that outlines the best format for all these products, regardless of whether you use us to create them.

An order of service usually has a photo and details of the deceased on the front, an outline of the funeral service inside, and the remainder filled with a choice of poems, prayers, song lyrics, hymns, other photos, or catering details, to name a few. This printed booklet is handed out as people are gathering at, or entering, the venue of your choice. These booklets can be either a simple folded a4 sheet of paper or as elaborate as a small book. If the funeral is to be held in a church, the minister often provides the order of service, and some celebrants are also able to offer this product.

All crematoriums have the facilities to play music on compact disc. It is the recommendation of Tony Hollands Funerals that you play the original CD that the artist recorded. If you download the music from a reputable source such as iTunes, then once the song is burnt to disk, check that it plays in the CD player at the facility being used for the funeral service.

Many funeral services contain a photo presentation of the deceased person's life. These presentations usually consist of about 30 photos that are synchronized with 1 song and then burnt to a DVD disk. Check that it plays in the DVD player at the facility being used for the funeral service.

Some facilities have computers which can play multiple formats of music or presentations, but you must contact the facility to confirm.

Settlement of Account

At the point of the arrangement payment responsibilities will be confirmed, and that person will receive an itemised estimate of the total account. At this stage a part payment will also be accepted. Part payment allows us to service all the payments that Tony Hollands Funerals is required to make on the families behalf on and prior to the funeral day. It also allows us to maintain our excellent service at a lower than expected cost.

After the funeral service, we will forward an itemised account, which will detail all the final costs associated with the funeral, and the various methods of payment. The account should be settled within 14 days from the date of the funeral service, otherwise the **Late Settlement Fee** will apply. Obviously in some cases this will prove to be difficult, please discuss this with us at the time of arrangement so as not to cause distress.

Who to Notify

The following list is to be used as a guide only:

Family & Friends	Funeral Director
Executor of Will	Public Trustee
Centrelink	Veteran's Affairs
Accountant	Banks and other Financial Institutions
Employers	Hire Purchase Companies
Insurers (e.g. Life and Super Funds)	Home Care Nursing Services
Australian Taxation Office	Solicitor
Doctors and Dentists	Medicare
Health Funds	Electoral Office
Post Office (e.g. redirection of mail)	Motor Vehicle Registry
Landlord	Telephone
Electricity	Gas or other utilities
Clubs and Societies	Public Services (e.g. Libraries)
Passport Authority	Trade Unions
Gardener	Newspaper/Milk delivery
Ambulance Service	School/College
Home/Medical Aid Companies	Church or Religious Organisation
Local Government (e.g. Rates/Fire etc)	

Prearranging a Funeral

As funeral arrangements are a daunting task, many families and individuals have asked us, to preplan a funeral to ease the strain of arranging a service when people are at their most emotional. This is a helpful option, as it will take away the tendency to make and regret emotional driven choices and decisions. If you take away the strain by preplanning the service you have time to consider all of the options. At Tony Hollands Funerals we have a number of prepayment plans with secure established financial institutions to suit your requirements, so talk to one of our helpful staff. Once you have completed these arrangements you should keep this information with your personal papers and advise family members or friends of its location or you can forward it to Tony Hollands Funerals. We guarantee to keep these arrangements indefinitely for your peace of mind and you may review the information contained with us at any time.

Conclusion

In writing this booklet we have endeavoured to inform you of the many questions and decisions that you will face when you make funeral arrangements. If you wish to discuss any information in this booklet or wish to preplan a funeral, please talk to our friendly staff at any hour on (07) 3272 9011. More information is available on our website: www.tonyhollandsfunerals.com.au or you can send an email to: info@tonyhollandsfunerals.com.au.

Personal Information

My full name

I have prearranged my funeral with **Tony Hollands Funerals** Y / N

My general practitioner's (attending doctor's) name

is _____ Phone: _____

My will is located

at _____

My executor's name

is _____ Phone: _____

My solicitor's name

is _____ Phone: _____

Location of personal

papers _____

Location of important personal

items _____

My bank account details are with

Important people to advise are

Death Registration Details

Full name _____

Gender _____ Date of Birth _____ Marital Status _____

Occupation during working life _____

Place of Birth _____ State _____

If born overseas, what was the year of arrival in Australia _____

Marriage Details

1. Town / Place _____ State _____

Country _____ Age at marriage _____

To whom _____

2. Town / Place _____ State _____

Country _____ Age at marriage _____

To whom _____

Children's Details

1. _____ Date of birth _____

2. _____ Date of birth _____

3. _____ Date of birth _____

4. _____ Date of birth _____

Father's Details

First names _____

Surname _____

Occupation during working life _____

Mother's Details

First names _____

Maiden name _____

Occupation during working life _____

Please note this information is required to register a death in Queensland and the information will be asked for at time of arrangement.

If you are not sure or don't know any of this information it is best to write unknown in the space provided.

My Funeral Wishes

My preferred Funeral Director is: **Tony Hollands Funerals**

I, _____,

wish to have a Funeral Service. Yes / No

If yes, my preferred venue is Church Chapel Graveside

Church / Chapel Name _____

Church / Chapel Address _____

Service Prayers Requiem Mass Non Religious

RSL Service RSL Sub Branch _____

Clergy / Celebrant Name _____

Denomination (optional) _____

Readings / Poems by _____

Eulogy by _____

Entrance Song / Hymn _____

Reflection Song / Hymn _____

Farewell Song / Hymn _____

Donations to _____

Special requests _____

Club / Associations involved in _____

I Wish / I Do Not Wish to have a

Memorial Service Wake Catering at the place of Service

Location _____

My wishes are for Burial / Cremation

Burial

Cemetery Name _____

Cemetery Address _____

I have an allotment in the Cemetery

Portion / Area _____ Grave No. _____

Previous Interment Name _____

Date _____ Relationship _____

OR my preferred allotment in the Cemetery would be

Portion / Area _____

Cremation

Crematorium Name _____

Crematorium Address _____

I wish for my cremated remains to be (placed in an urn, wall niche, scattered etc)

at (location) _____

I, _____,

request that my wishes be carried out as listed.

Signed _____ Dated _____



Rocklea: (07) 3272 9011

Alderley: (07) 3855 5555

Victoria Point: (07) 3820 6930

Jimboomba: (07) 5543 8833

Ipswich: (07) 3812 0022

100% QUEENSLAND FAMILY OWNED

A small, light purple outline map of the state of Queensland is positioned behind the word 'QUEENSLAND' in the text above.

www.tonyhollandsfunerals.com.au

Email: info@tonyhollandsfunerals.com.au