



The Funeral Journey

Planning a funeral service, burial or cremation

ALBERT & MEYER FUNERAL DIRECTORS

AUSTRALIAN FAMILY OWNED & OPERATED

Albert & Meyer Funeral Directors have been caring for families since 1967. With over 50 years of experience in caring for grieving families we've seen many changes, yet our philosophy has remained the same: to provide our clients with the highest quality service and understanding.

Albert & Meyer are different. In recent times many smaller funeral homes have been monopolised by larger US-based companies with centralised operations.

Albert & Meyer is a family concern. Our size, family values, and traditions allow us to provide support and guidance in a caring and personal manner.

OUR CORE VALUES

We constantly strive to be Australia's best funeral care provider. This is achieved through the establishment of a great company culture that supports and enables staff to deliver the highest grade of customer service experiences.

1 Put People First

Take care of staff and suppliers, they will take care of our client families.

2 Go The Extra Step

Take actions that build lasting connections and loyalty.

3 Foster A Team Approach

Work calmly as a team across all areas of the company.

4 Solid Business Integrity

How we do business is as important as the business we do.





Welcome

We understand that the death of a loved one or friend can be a profoundly upsetting, life-changing event. During this time you will have to consider and make a number of important decisions.

Albert & Meyer are here to give you the help and support you need to manage at this difficult period in your life.

This guide is designed to answer many of the questions you will have throughout your funeral journey. We have broken the information into easily read sections, each of which is relevant to a step on your funeral journey.

Should you have any questions that are not answered in this guide, please contact us directly or visit our website for more information.



The Stages of The Journey

The process of arranging a funeral can be a daunting and emotional one and in order to help you find the information you need during this difficult time, we have divided this guide to The Funeral Journey into 5 key stages. Each stage is designed to provide important and relevant information when you need it most.

Remember that no matter what stage of the journey you are in, our team of dedicated and understanding professionals are here 24 hours a day, 7 days a week to guide and support you in any way we can.

1

Planning Ahead

- This is the time to get your **affairs** in order
- **Carefully select** your funeral director
- **Record** your wishes and any other information

- **Plan** the details of your funeral service
- **Relieve** the **burden** on your family
- **Pre-payment** makes **financial sense**, with possible pension maximization and aged care cost minimisation
- **Protect** your family and yourself from rising funeral costs

2

Time of Death

- Get the **support** of family and close friends
- At the time of death, **contact Albert & Meyer** for immediate guidance
- We will **guide you** through the transfer of your loved one into our care

- Our staff **will contact you** to begin the process of arranging the funeral service
- Our staff will **be available** to **support** and **guide you** through the funeral arrangement and service

3

The Funeral Arrangement

- There is **no need to rush** when planning a funeral
- Most funerals take place **3 - 7 days** after death
- **Carefully** collect required information in advance of the arrangement
- Consider **clothing, music** and **photos** before the arrangements are made
- Consider **where** and **when** to meet
- Think about whether you want a **burial** or **cremation**
- Consider whether you would like a **religious** or **non-religious service**
- Consider **who will come to make the arrangements** with you

4

The Funeral Service

- The funeral is for **those who are left behind**
- Funerals **honour** the memory of a loved one
- **Surround yourself** with family and friends
- Inform **family** and **friends** of the service time and location
- **Communicate** with your **celebrant** or **clergy** to plan the structure of the service
- **Write** and **practice** the **eulogy**. If you are having a family member or friend read the eulogy, consider who would be best to do so

5

After The Funeral

- **Contact us** earlier if you need immediate support
- There are **no right or wrong ways to grieve**
- The **death certificate** is usually received within **3 weeks after the funeral service**
- In the case of cremation, ashes are generally available **48 hours after the cremation takes place**
- **Liaise with the crematorium or cemetery** to organise any memorialisation, such as plaques or urns

Why pre-plan your funeral?

We all like to plan ahead – we plan for holidays, marriage, kids, education and retirement. Unfortunately, there is one thing that most of us avoid thinking about and planning for – our funeral.

Death is inevitable and just as important a part of life as being born. While no-one wants to think about their death, pre-planning your funeral gives you the peace of mind to know that when the time comes your family will be guided with professional support, providing a much-needed sense of comfort.

THE BENEFITS OF PRE-PLANNING

There are many benefits for preparing and pre-planning a funeral. There is a peace of mind that comes with knowing all the important decisions regarding your funeral have been made as you want them.

Pre-planning helps guide your family who would otherwise have to make difficult decisions without your support. Also, by making payment provisions, you are taking responsibility for the financial aspects of your funeral. This will relieve your family of this expense at the time of your death.

Having made the very important choice of funeral company the next step is to record your specific funeral instructions and other necessary information.

You will find some simple forms at the end of this book which you can use to record your preferences. These forms, once completed, should be stored in a safe place along with any other important documents.



Writing A Will

A Will is a legal document that sets out how your property is to be divided after your death. Under the Will an executor is appointed who will look after your estate. The executor must:

1. Collect all your assets
2. Pay all your debts
3. Distribute your estate in accordance with your Will

Laws covering the legal requirements for preparing a valid legal Will vary from state to state, however, in all states you must:

1. Be over 18 years old and understand what you are doing
2. Ensure that your specific wishes are in writing. Verbal instructions are not enough
3. Have the document signed in the presence of two witnesses in order for your Will to be valid

To find out more, contact your solicitor or legal representative.

Contacting the Funeral Home



General Manager Rebecca Pincott

The initial telephone call made to a funeral home is known within the funeral industry as the **First Call**.

During this call we obtain basic information about you and your loved one and try to guide and prepare you for your next steps.

This will essentially be preparing you to attend a meeting with one of our funeral arrangers in order to plan for the funeral.

Depending where the death occurred, we may also need to arrange bringing your loved one into our care.

Our funeral staff are on call 24 hours a day and will be able to guide you through the funeral arrangement process and answer any questions you may have at this time.

IF YOU NEED IMMEDIATE ASSISTANCE CALL

02 9484 3992

24 HOURS A DAY, 365 DAYS A YEAR

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Initial steps

Few of us are prepared when a death occurs and we often need support and assistance both at the initial time of death and throughout the funeral planning process, as well as continued support as we come to terms with the loss.

WHAT DO I DO?

Most are unsure of what to do when a death occurs in their family, so it is important to contact us as soon as possible so we can advise you of the correct course of action. The majority of deaths are from natural causes and can occur in Hospitals, Aged Care Facilities or in the family home. In most cases, a *Cause of Death Certificate* will be issued by the attending Doctor.

WHO SHOULD I CALL?

Once you have contacted Albert & Meyer, we would recommend that you contact close family or friends to be with you if it is possible at this time. In our experience having someone close-at-hand is invaluable as you are likely to benefit from the support and help during the immediate hours following the passing of a loved one.

SEEK IMMEDIATE SUPPORT

When the death of a loved one occurs feelings of panic and helplessness may be overwhelming but remember that you are not alone.

It is important to reach out to close relatives, friends, and professionals for the help, support and comfort you need.

Common scenarios

The initial steps you need to take when a death occurs vary according to the location of the deceased and the circumstances surrounding their death. Here are a few common scenarios and the typical outcome of each:

HOSPITAL

If the death occurs in hospital, the initial contact to Albert & Meyer is usually made by the family.

AGED CARE

Most aged care facilities require families to nominate their preferred funeral director when their family member becomes a resident of the facility. In this case, the staff will contact Albert & Meyer once the family have been notified. Should you wish to nominate Albert & Meyer as your preferred funeral director, a detachable **Funeral Director Nomination Form** can be found at the end of this guide.

AT HOME

Should an expected death occur at a private residence, the initial contact should be to the attending doctor. From there he / she will officially confirm the death and issue a *Life Extinct Certificate* or *Cause of Death Certificate*.

You can then notify Albert & Meyer and we can bring your loved one into our care. If a doctor is unavailable and your loved one has been under palliative care, you may use the services of a palliative care nurse who is able to issue an interim certificate.

UNEXPECTED OR SUDDEN DEATHS

In some cases, particularly when a death is sudden or unexpected, a Doctor may not be able to issue the Cause of Death Certificate and the Coroner needs to be notified. This usually means that the New South Wales Police Service will be required to attend. This does not necessarily mean the death is suspicious but rather it is simply a necessary procedure to be followed in order to prepare a report for the Coroner to establish the cause of the death. This Coronial process also applies to all unnatural deaths caused by accident, suicide, murder or misadventure.

Understandably, this process usually takes a little longer than when a Doctor simply issues a Cause of Death Certificate. We will communicate with the New South Wales Police Service and the Coroner's Office in an effort to minimize the delay.

*Death leaves a heartache
no-one can heal,
Love leaves a memory
no-one can steal*



Why have a funeral?

A funeral service is the customary way to recognise death and provide an element of closure on the life of a loved one. Simply put, a funeral service is a recognised ritual that allows us to honour and show respect for the dead and to help those left behind through the grieving process. It is well documented by grief professionals that funerals are an essential part of the healing process.

When a loved one dies, we often see that people want to get on with funeral planning as quickly as possible; they want closure and think that the pain will go away once the funeral has been held. Some people even feel they do not want a funeral at all, or that they want a small, simple service aimed at sheltering themselves and their family from more pain. It is true that funerals can be emotionally difficult, but a good funeral will provide the opportunity to share memories and gather support.

Not only do funerals celebrate the life of your loved one, it is the coming together of families and friends that makes the difference. This specifically created support network is a source of comfort and strength, both during the funeral and immediately afterwards.

Although families may be hesitant to choose a funeral service that means coming together, we often find it is exactly from this which people benefit most. The funeral ceremony helps to publicly acknowledge the reality of the death and when shared with friends and family it encourages the expression of grief.

This experience actually helps to begin a healthy mourning process.



Benefits of a well delivered funeral

Rituals are symbolic activities that help us, together with our families and friends, express our deepest thoughts and feelings about life's most important events. Baptism celebrates the birth of a child and that child's acceptance into the church family. Birthday parties honour the passing of another year in the life of someone we love. Weddings publicly affirm the private love shared by two people.

The funeral ritual, too, is a public, traditional and symbolic means of expressing our beliefs, thoughts and feelings about the death of someone loved. Rich in history and rife with symbolism, the funeral ceremony helps us acknowledge the reality of the death, gives testimony to the life of the deceased, encourages the expression of grief in a way consistent with the culture's values, provides support to mourners, allows for the embracing of faith and beliefs about life and death, and offers continuity and hope for the living.

Telling others about the funeral

You may want to put an announcement online or in a local or national newspaper to advise people about the death and provide details of the funeral service. We can assist you with drafting a death or funeral notice and will liaise with the newspaper company on your behalf.

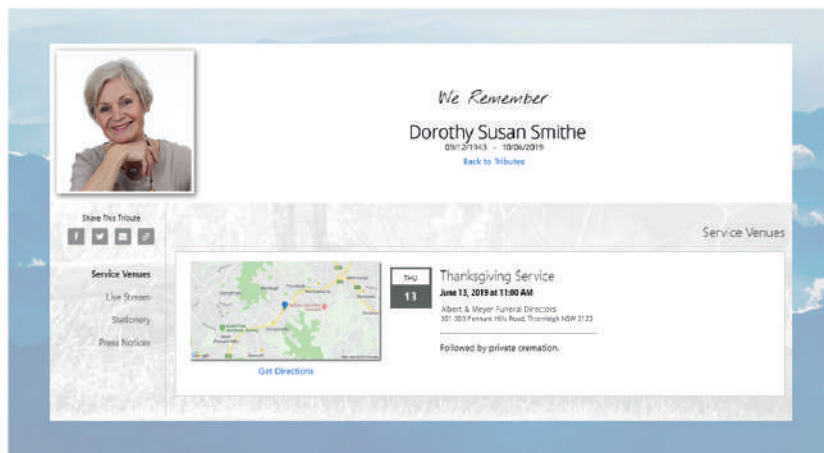
If you would prefer a more personalised online funeral tribute we have a dedicated team of professionals who can design and publish this at your request on our Tribute Centre. Each Tribute can include a copy of the service recording for those who are not able to attend, photo displays and a comprehensive set of funeral service details including location maps and times.

Our online Tribute Centre also includes the ability for you to share the details of the funeral service across all popular social media networks to easily send the most important information to your friends and family.



You can visit our Tribute Centre by scanning the code above with your smart device or by visiting:

www.albertmeyer.com.au/tribute-centre



The Funeral Arrangement



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Funeral service considerations

FUNERAL TYPES

It's important to remember that there is no "right" way to hold a funeral. A funeral should simply reflect and celebrate the person who has died, as well as the family and friends who survive that person. We pride ourselves in delivering care and services that fit each family we serve. Not only do we guide you in making your decisions, we help you design a service that best expresses and celebrates the life of the one you love.

As far as the actual type of funeral service is concerned, most people choose from one of a variety of common formats. Here are some of the more common service types held:

Single venue service with cremation or burial

A service is normally held in a chapel, church or other external venue and is followed by a non-attended cremation or burial.

Multiple venue service with cremation or burial

A service is normally held in a chapel, church or other external venue and is followed by an attended committal service at the crematorium or graveside.

Graveside service

An attended service is held at the graveside and incorporates the burial.

Memorial service

Normally held in a chapel, church or other external venue some time after a non-attended burial or cremation. Sometimes this service is held at the time of memorialising ashes.

Unattended service

A private cremation or burial with no-one in attendance.

BURIAL OR CREMATION

Whether it is simply a matter of personal preferences or due to cultural or religious reasons, the choice between burial or cremation can be particularly emotional. Some people feel that burial is the most fitting way to lay a loved one to rest and some religions strictly require burial, while other religions prefer cremation. Whatever your situation or preference is, we are here to offer guidance and assistance in order to help you through this difficult decision.

SHOULD I CHOOSE A COFFIN OR CASKET?

The terms "coffin" and "casket" are often used interchangeably however, contrary to popular belief, a coffin and a casket are not the same thing. While both a casket and a coffin serve the same general purpose, the difference between the two is found in the design, where a coffin tapers toward the feet and head whilst being wider at the shoulders a casket is usually a rectangular shape and has a hinged lid.

CHOOSING AN OFFICIANT

For those who follow a faith it may be appropriate to have a clergy officiate, whilst others may be more comfortable with a celebrant. The choice will always be yours. Should you not have anyone in mind to officiate we can make some suggestions according to your personal requirements.

Whether you choose a member of the clergy or a celebrant to officiate your service, both groups often perform several duties as part of their care including:

- Meeting with your family
- Acting as master of ceremonies
- Opening, leading and closing the service
- Offering words of encouragement or eulogy

Service options

Funerals are made up of a number of components, each designed to help personalise the funeral. The aim of including these extra components is to enhance your plans and develop a more meaningful funeral experience unique to the individual.

You may want to think about the variety of things you can do to make the funeral reflect the life of the person who has died and of course, we will do our best to arrange anything we can for you.

Some of the options that are often considered are:

- Funeral location and venue set up
- Celebrant or Clergy
- Flowers and other symbol selections
- Music and tribute displays
- Eulogy and readings
- Modern Hearses
- Releasing doves, butterflies or lanterns
- Online Funeral Livestreaming
- Post-Service Catering/Refreshments

PERSONALISE AND CELEBRATE

By taking each of these components and delivering them to the highest of standards we aim to create an atmosphere whereby you can reflect and share memories.

CATERING AND GATHERING AFTER THE SERVICE

For many people the time spent sharing some light refreshments following the funeral is most beneficial. Joining together in an environment of support and love allows us to gather ourselves after an emotional farewell.

OUR FACILITIES

Our Function Centre is an ideal venue for a small to medium post funeral gathering and has the flexibility to creatively accommodate your needs.

- Functional, intimate & stylish catering for small to medium groups.
- The space can be themed, with decorations and audio visual options available.
- We provide a wide array of menu choices from hot and cold finger food, substantial buffet style food, to lighter options such as sandwiches, sweets and pastries.



HIGH QUALITY STATIONERY

Funeral stationery can be as unique and personalised as the funeral service itself.

Our dedicated team of multimedia professionals will liaise with your arranger and using professional software and equipment, produce high quality stationery for your service.

We currently offer several stationery options, including:

■ **Memorial Book**

A personalised book which can be signed by attendees at the service

■ **Orders of Service**

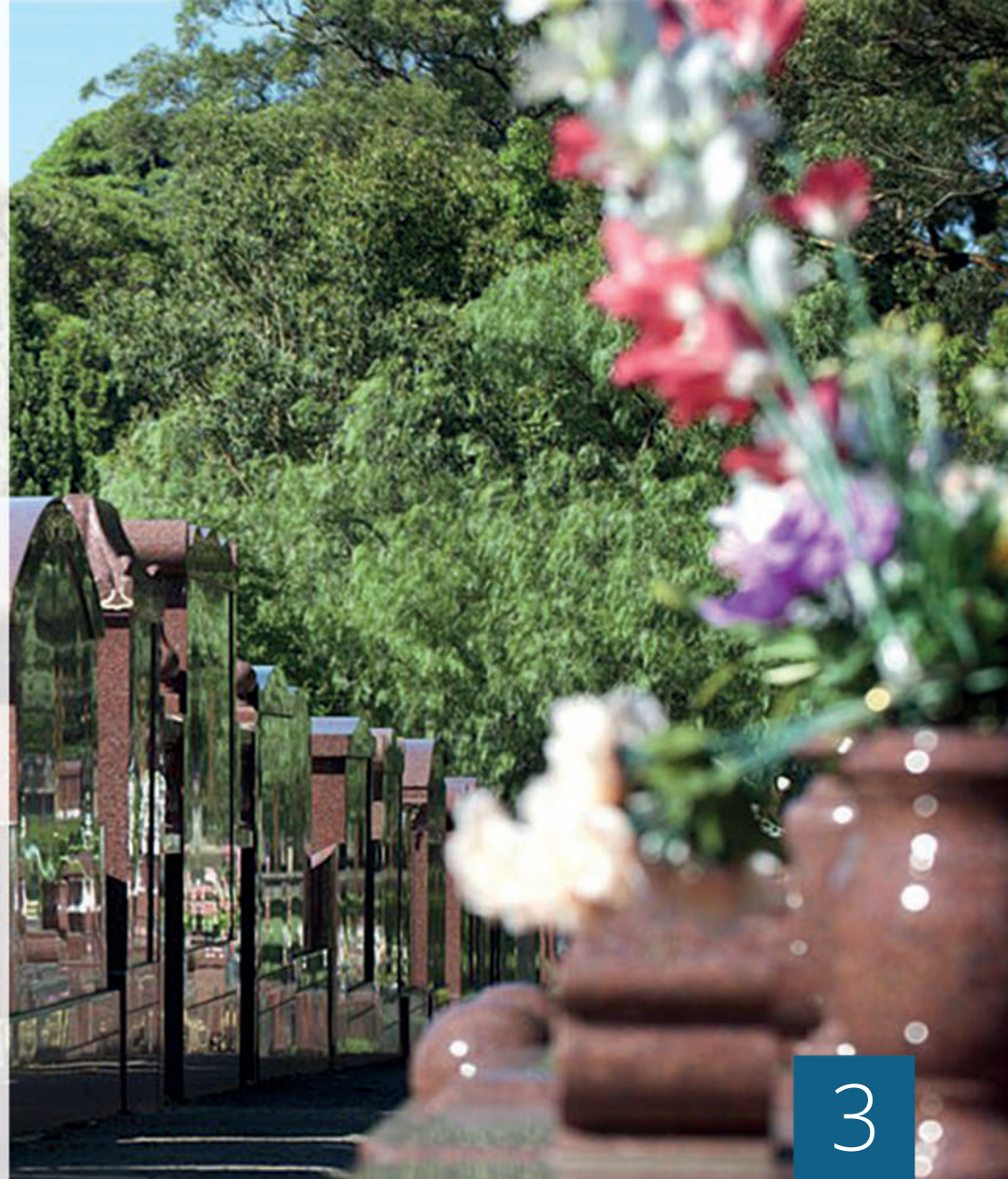
Personalised booklets outlining the order of your funeral service

■ **Thank You Cards**

High quality printed cards and envelopes are an ideal way to show your appreciation for assistance, both practical and emotional, during this time

GATHERING RESOURCES

Gathering the photos and text for funeral stationery items, such as an order of service or media presentation can be an overwhelming task and you might want to employ the assistance of family members to choose appropriate pictures, songs and poetry or scripture that may be used. Our staff can assist with sourcing photos that can be used as a backdrop for the text as well as offer design layout and graphic art advice.



Preparing for the funeral arrangement

In order to prepare for your funeral arrangements, we recommend that you consider gathering special photos, memorabilia, religious passages or even favourite songs or musical selections. All of these details are helpful in expressing the life of your loved one through personalisation.

Your funeral arranger can suggest meaningful ways to create a service which follows your express desires. Considerations may include:

- Where and when you would like the funeral service?
- Would you like a viewing to say a final, physical goodbye? If so, what clothes would you like your loved one to wear?
- Is there a particular celebrant or clergy member who you would like to conduct your service?
- Consider all service options for a memorable and fitting service.
- Would you prefer cremation or burial?
- Consider and reflect on some of your loved one's favourite music to incorporate into the service

The funeral service is the key element of the funeral process and while the funeral arrangement is designed, ultimately, to plan the details of your loved one's funeral, it is important to note that these are *your* funeral wishes. We are simply here to facilitate your wishes and guide you through the journey.

Grief and loss professionals believe that a memorable funeral helps families to come to terms with their loss and move on through the immediate grieving process. It is our aim to deliver your wishes, and this is one of the differences that we feel stands us out from other funeral service providers.

There are many documents and forms that are important sources of information when arranging a funeral. Here is a brief list of some paperwork that you should keep in a safe location.

- Birth & Marriage Certificates
- Your Will
- Taxation Records
- Lease Agreements and Property Deeds
- Insurance Policies
- Life Insurance / Superannuation Policies
- Documents Relating to Assets
- Details of Bank Accounts and Other Financial Investments

What do we need?

When preparing to make funeral arrangements, the following information and items may be required in order to complete the arrangement, or prearrangement process:

- Full legal name
- Home address
- Date of birth
- Place of birth
- Father's full name and occupation
- Mother's full name, including maiden name and occupation
- Recent photograph
- Occupation
- Place of burial (if applicable)
- Details of existing or pre-arranged burial plots (if applicable)
- Clothing
- Next of kin (name, relationship, etc.)
- Insurance policies (if applicable)

Bereavement Payments

You may be eligible for Bereavement Payment if either:

- your partner dies and when they died you were both receiving:
 - a pension from Centrelink or the Department of Veterans' Affairs, or
 - a benefit such as Newstart Allowance or Parenting Payment for at least 12 months
- you are caring for an adult who dies and you were receiving Carer Payment for them
- you are receiving Carer Allowance for an adult who dies, and also an income support payment other than Carer Payment that does not qualify you for a Bereavement Payment, or
- your partner was a member of the Pension Bonus Scheme and died before making a claim for the bonus

For some payments, such as Carer Payment, Wife Pension and Partner Allowance, the payment may continue for 14 weeks following the death to give you time to seek other income support if necessary.

See www.humanservices.gov.au for more information

Public speaking

For some people, it can be even more intimidating to deliver the eulogy than to write it. Public speaking, especially under such emotional circumstances, is a common fear and feeling nervous before delivering your eulogy is natural. Being chosen to eulogize the recently departed is a great honour for which you should be proud. That being said, there are a few tips to follow that will help you get through the delivery of your eulogy:

- Memorise and practice as much as you can in the days prior to the service
- Choose some people in the audience and make eye contact with them during the eulogy – this not only makes them feel included, but helps you to gather yourself
- Take deep breaths and speak slowly
- Have access to both tissues and water
- If the emotion becomes too much, stop. Take a breath and try to regain your composure. If you are unable to continue, defer to your back-up person

Writing a eulogy

Funerals serve to gather family and friends to celebrate a person's life and while a eulogy is often seen as one of, if not the most important part of the service, they can be intimidating to write.

The most important thing to remember when writing a eulogy is that you should always be honest and authentic about the person. You can approach the eulogy in a purely chronological way, that is a recounting of the life of the person from birth to death, however many people prefer to deliver a characterisation of the person, or an overall picture using anecdotes or stories about fond moments.

Eulogies are different for everyone, but here are some points to keep in mind when writing one:

- How did you first meet and become close? Think of their achievements and their community involvements.
- What did you love and admire about the person?
- What did they do that made you smile – did they have a good sense of humour?
- Did they travel or love being in nature? Maybe they disliked both.
- Think of their family, work colleagues and friends. What did they like or dislike?
- What was their favourite time of day or TV show?
- How will this person be remembered?
- What will you miss most?



Preparing for the service

SPENDING TIME WITH YOUR LOVED ONE

Prior to the funeral service, some family members often find it helps to spend time with their loved one and like to bring small gifts or a photograph to put on or in the coffin or casket. It's a personal choice and we can talk about this and guide you through the steps.

PHONE CALL PRIOR TO SERVICE

Our funeral staff will contact you the day prior to service to confirm details and key timings. This communication is essential and aims to provide you with the reassurance that we have catered for all your requirements and provides you with an opportunity to deliver any final instructions.

ON THE DAY

With all the preparation and hard work that goes in to planning a funeral, many people find that they are emotionally drained and exhausted by the time the actual service takes place. By knowing what's expected of you and how you can equip yourself to get through it, you can take more time to grieve and take part in the proceedings.

Look to Your Funeral Director for Support

Your need to rely on a funeral director is the number one reason why it's a good idea to choose a funeral service provider, like Albert & Meyer, to ease the burden and uncertainty surrounding funeral arrangements.

Come Prepared

Bring tissues, extra water, snacks, and anything else that might help you keep up your strength for the day ahead.

When to Arrive

Depending on whether you are having a viewing, visitors may begin arriving 30 minutes before the service starts. You are welcome to arrive before visitors if you would like to join our staff in greeting attendees.

Where to Sit

Family members typically sit in a reserved area during a funeral service, often in the front rows of the available seating. Visitors arriving, who may need assistance, will be directed to appropriate seats by our staff.

Transportation

If your service includes a burial at a cemetery, you will need to take some transportation from the service venue to the cemetery. If you've arranged transport with your funeral director, they will guide you to your vehicle after the service. If you are providing your own transport, your funeral director will discuss how best to travel to the cemetery, especially if you are travelling in a cortege following the hearse.

At the cemetery

When you arrive at the cemetery, everything is typically set up for you. Again, seating is generally reserved for family and the elderly. You may have another ceremony as the body is laid into the ground.

Once the funeral is completed, you may leave the cemetery in your own time and depending on your plans, you may go from the cemetery to an after-funeral gathering or wake.

Coping after the funeral

COPING WITH GRIEF

Losing a family member, friend or someone you deeply care about is very painful. During this time, you may experience a number of emotions as you respond to the pain and sadness you are feeling. While this time is difficult, it's important to remember that these are normal emotions that people experience as part of their loss. There is no right or wrong way to grieve but there are healthy ways to cope as you journey through grief.

There are many resources that you can use to help understand and cope with grief. *Coping with Grief* by **Mal McKissock** and *Experiencing Grief* by **H. Norman Wright** are two books that we recommend.

COPING WITH LOSS AFTER SUICIDE

Losing a loved one through suicide can bring up many different and unique emotions. We have put together a short list of resources that can assist you with trying to understand your loss and hopefully to begin to help you heal:

- www.supportaftersuicide.org.au
- www.standbysupport.com.au
- www.kidshelp.com.au
- www.mindhealthconnect.org.au/grief-loss

The Six Needs of Mourning

During our journey through grief and mourning, we all encounter six needs we must meet if we are to heal:

- 1 Acknowledge the reality of the death
- 2 Embrace the pain of the loss
- 3 Remember the person who died
- 4 Develop a new self-identity
- 5 Search for meaning
- 6 Receive support from others



Author, educator, and grief counselor Dr. Alan Wolfelt is known across North America for his inspirational teaching gifts. His compassionate messages about healing in grief speak not only to the intellect, but to the hearts of all who hear him. To find out more, scan this QR Code with your smart device or visit <http://bit.ly/29WHp3Z>

Common myths surrounding grief

■ Grief and mourning are the same experience

Grief is the internal thoughts and feelings we experience when someone we love dies. Mourning, on the other hand, is taking the internal experience of grief and expressing it outside ourselves.

■ The pain will go away faster if you ignore it

Trying to ignore your pain or keep it from surfacing will only make it worse in the long term. For real healing, it is necessary to face your grief and actively deal with it.

■ It's important to be "be strong" in the face of loss

Feeling sad, frightened, or lonely is a normal reaction to loss. Crying doesn't mean you are weak. You don't need to "protect" your family or friends by putting on a brave front. Showing your true feelings can help them and you.

■ If you don't cry, it means you aren't feeling sorrow

Crying is a normal response to sadness, but it is not the only one. Those who do not cry may feel the pain just as deeply as others. They may simply have other ways of showing it.

■ Grief should last about a year

There is no specific time frame for grieving to begin or end. How long it takes can differ from person to person.

Remember that grief and mourning is a **process**,
not an event.



5

Coping After The Funeral

Who do I need to notify?

The following is a list of the people and organisations you may need to contact if someone has passed away:

- ☐ Australian Electoral Commission
- ☐ Australian Taxation Office
- ☐ Banks, credit unions
- ☐ Centrelink payments
- ☐ Child Support services
- ☐ Clubs (e.g. the Returned and Services League)
- ☐ Credit card/hire purchase
- ☐ Department of Veterans' Affairs
- ☐ Employers
- ☐ Executor of the will
- ☐ Family and friends
- ☐ Foreign pension authority
- ☐ Funeral bond
- ☐ Funeral insurance
- ☐ Health benefits fund
- ☐ Health professionals (doctor, physiotherapist, dentist, podiatrist, optometrist)
- ☐ Hearing centre
- ☐ Hospital
- ☐ Insurance companies
- ☐ Landlord, tenants
- ☐ Local council
- ☐ Medicare services
- ☐ Local post office
- ☐ Preferred funeral director
- ☐ Prepaid funeral
- ☐ Public Services (e.g. library)
- ☐ Professional bodies (e.g. solicitor, accountant)
- ☐ Public Trustee
- ☐ Religious advisor
- ☐ Social Worker
- ☐ Superannuation fund
- ☐ Telecommunication providers (e.g. phones, internet)
- ☐ Utilities (e.g. gas, electricity and phone companies)
- ☐ Vehicle registration and licensing authorities



Nominate your funeral director

I, _____ hereby express that at the time of my passing, Albert & Meyer Funeral Directors are to be engaged to assist my family in determining my funeral arrangements.

Date of Birth: / / Religion: _____

Next of Kin: _____

Relationship: _____

Address: _____

Post Code: _____

Phone: _____

Signature: _____ Date: / /

In the event that I am unable to sign, I give authority for the below mentioned to sign on my behalf:

Name of authorised signatory: _____

Signature: _____ Date: / /

Please hand this form to the Director of Nursing where applicable.



Funeral Director Nomination

ALBERT & MEYER FUNERAL DIRECTORS

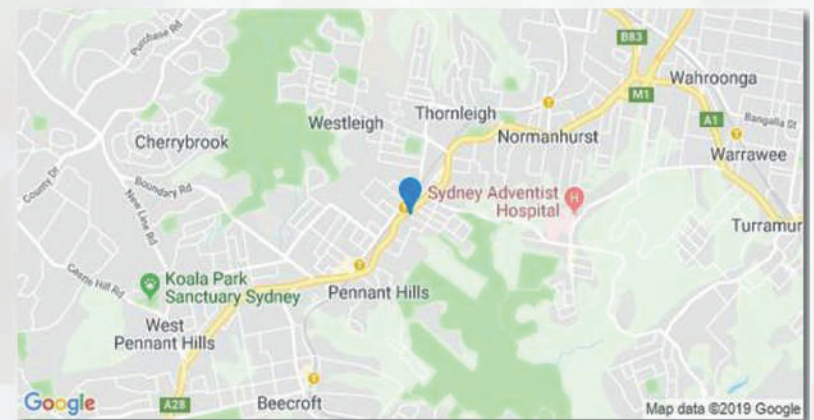
AUSTRALIAN FAMILY OWNED & OPERATED

IF YOU NEED IMMEDIATE ASSISTANCE
CALL 02 9484 3992
24 HOURS A DAY, 365 DAYS A YEAR

Albert & Meyer Funeral Directors

301-303 Pennant Hills Road
Thornleigh NSW 2120

Visit Us Online
www.albertmeyer.com.au/



Proudly Serving Northern Suburbs of Sydney

My funeral preferences

PERSONAL DETAILS

Title: _____ Given Name(s) _____

Last Name: _____ Marital Status: _____

Address: _____

Suburb: _____ Post Code: _____

Phone: _____ Email: _____

Place of Birth: _____ Date Of Birth: / /

Usual Occupation: _____ ☐ Retired

Name of Wife / Husband / Partner: _____

Contact Details: _____

MARRIAGES

List all marriages or registered relationships of the deceased starting with the earliest.
Do not include details of de facto relationships.
Please indicate whether a Marriage (**M**) or a Registered Relationship (**R**).

Place of Event <small>Town/city and Australian State or town/city and country if overseas</small>	Marriage or Registered Relationship	Age at Event <small>Years</small>	Full name(s) of spouse / registered partner <small>At time of event</small>

CHILDREN

If deceased, please indicate with a **D** next to the name

Name	Date of Birth	Sex

PARENTS

Father's Given Name(s): _____

Surname: _____ Occupation: _____

Mother's Given Name(s): _____

Maiden Surname: _____ Occupation: _____

NEXT OF KIN

Name: _____

Contact Details: _____

EXECUTOR

Name: _____

Contact Details: _____

ALBERT & MEYER FUNERAL DIRECTORS

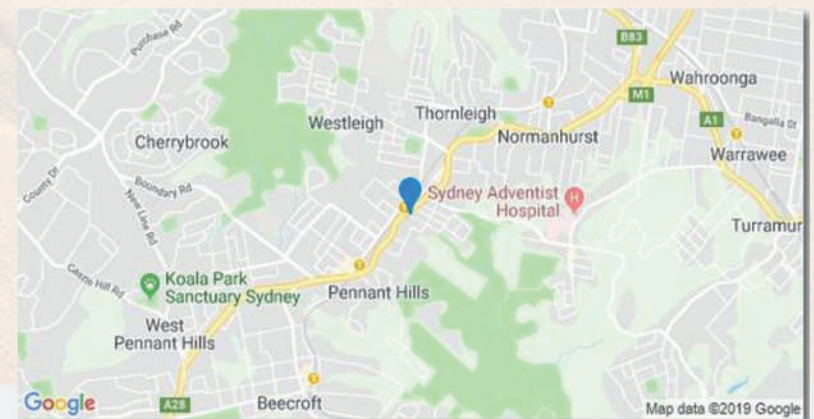
AUSTRALIAN FAMILY OWNED & OPERATED

IF YOU NEED IMMEDIATE ASSISTANCE
CALL 02 9484 3992
24 HOURS A DAY, 365 DAYS A YEAR

Albert & Meyer Funeral Directors

301-303 Pennant Hills Road
Thornleigh NSW 2120

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MY FUNERAL PREFERENCES

Service Instructions

I would like: ☐ A burial service ☐ A cremation service

I would like my service to be held at: _____

I would like my service to be conducted by: _____

I would like a flag on my coffin: ☐ Australia ☐ New Zealand ☐ Union Jack

☐ Other: _____

Coffin Instructions

I would like: ☐ A coffin ☐ A casket Selection: _____

Ashes Instructions

☐ Urn ☐ Placement ☐ Scatter (Location): _____

Viewing Instructions

☐ I do not want a viewing or open coffin

☐ I want a viewing for ☐ Family only ☐ All

I would like to be dressed in:

☐ A favourite outfit ☐ Uniform ☐ Nightwear ☐ Costume

☐ Other: _____

I would like to wear the following jewellery / accessories:

Transport

I would like my family to be transported in:

☐ Provided vehicles ☐ Their own vehicles

Flowers

☐ I would like these varieties: _____

☐ Instead of flowers, I would prefer donations to a charity / charities:

Memoriabilia

I would like the following items to be displayed at my service:

☐ Medals ☐ Trophies ☐ Musical instrument _____

☐ Artwork: _____ ☐ Photos: _____

☐ Other: _____

Pallbearers

☐ I would like the following pallbearers at my service:

1. _____ 2. _____

3. _____ 4. _____

5. _____ 6. _____

Funeral Notice Instructions

I would like my funeral notice to appear in:

☐ Newspaper(s): _____

☐ Albert & Meyer's Tribute Centre

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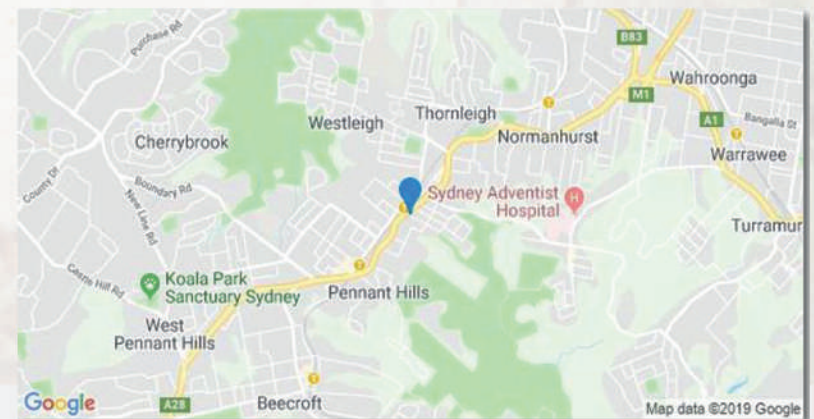
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Multimedia Preferences

- ☐ I would like a pictorial presentation of my life shown at the service
- ☐ I would like an Order of Service produced for handing out at the service
- ☐ I would like the theme of the Order of Service to be: _____

I would like this music to be played at the service:

☐ Live music by:

☐ Organist / Pianist ☐ Bagpiper ☐ Musician

☐ Bugler ☐ Other

☐ Pre-recorded songs:

1. _____ 2. _____
3. _____ 4. _____

After Service Celebrations

I would like my family and friends to celebrate my life at:

- ☐ A catered gathering at the chapel
- ☐ A function at a family member's home
- ☐ A catered gathering at a club or similar: _____

☐ Other: _____

☐ I would prefer that there is no after service celebration

Other Requests

Please make any other requests here:

IMPORTANT INFORMATION

This document only covers a few of the potential funeral service options available to you. If you would like to discuss your options further, please contact us and we will arrange for a company representative to meet with you to talk about your preferences in more detail.

Once you have completed this document please ensure that you keep it in a safe place with all of your other personal documents. It is also a good idea to make at least two other friends and / or family members aware of its location. In addition, if you would like to provide a copy of the document to us, we will store it for you as a safe-keeping measure. In this case, be sure to let your family / friends know that we have a copy for safe-keeping. Also, should you provide us with a copy of your preferences, it is important that you notify us of any changes in your preferences, or circumstances, so that we always have the latest information available when required.

AUTHORISATION

The above preferences are my wishes at this time.


Signature: _____ Date: / /

Witnessed: _____ Date: / /

To do...


Task	Due date
<input type="checkbox"/> _____	_____
<input type="checkbox"/> _____	_____
<input type="checkbox"/> _____	_____
<input type="checkbox"/> _____	_____
<input type="checkbox"/> _____	_____
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Task	Due date
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Thank you for taking the time to read our Funeral Journey Guide.
We sincerely hope it has given you some insight into the funeral
process and has helped you to feel more at ease and prepared.

Should you have any questions, suggestions or feedback on our
services or products, please do not hesitate to contact us.





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