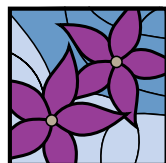


# The First 24 hours

A guide to arranging a loved one's funeral.



**FINNEY**  
FUNERAL SERVICES

TRUST | CARE | SUPPORT



# Celebrate life the way you want.

For over a century, Finney Funeral Services has provided Tasmanian families with caring, practical advice on arranging funerals. We offer support at the time of impending death, up to and during the funeral.

We also help you find the best way of celebrating the life of your loved one with a range of individual ideas for the funeral ceremony.

Every life is unique, and the way people respond to the loss of a loved one is unique too. They experience a range of feelings from sadness to shock, from disbelief to despair. One thing is certain; no two people react the same way.

However, they do have to deal with the same practicalities. There are things to be done when someone dies; decisions that need to be made and that is what this booklet is about.

In this booklet, you will find clear, precise information on what needs to be done when arranging a funeral. You will also find some advice on coping with grief and bereavement.

We hope that you find it useful.

## What do I do now?

### First steps to arranging a funeral

The first thing to do is to find someone who can help take care of the necessary responsibilities. You can have complete trust and confidence in Finney Funeral Services, a long-established, Tasmanian family-owned funeral service company. Our practical knowledge, expertise and understanding will relieve you of many concerns.

We will arrange a personal discussion with the family or Executor, either in our office or at the family home. At this meeting, the wishes of the family will be discussed, including the various statutory documents and forms which need to be completed and signed.

### What information needs to be made available to funeral directors?

State Law requires all deaths to be registered. The funeral director will take care of this for you. The following information should be provided to the funeral director:

- Deceased's full name and address
- Occupation (former occupation, if retired)
- Sex and age
- Date and place of death
- Date and place of birth





- Period of residence in Australia, if not born in Australia
- Name of father (in full) and occupation
- Name of mother (in full) with maiden surname and occupation
- Deceased's marital status at time of death
- Where married
- To whom
- Age at marriage
- When the deceased has been married more than once, the particulars of each marriage are required
- Names and dates of birth of children and those legally adopted, living and deceased

## What happens when a death occurs interstate or overseas?

As an accredited funeral director, Finney Funeral Services can arrange repatriation of your loved one to or from anywhere in the world. Our company is a member of the Australian Funeral Directors Association and Australian Institute of Embalming. Our skilled and qualified personnel can also arrange for cremated remains to be repatriated.

## How are funeral expenses made up?

### **Professional Service Fee**

- 24 hour availability transfer of the deceased from place of death into our care at Finney's.
- Professional mortuary care with experienced and qualified staff.
- Provision of a church, chapel and/or advice on other suitable venues.  
Finney Funeral Services own and operate two locations both with full catering facilities which can accommodate services of all sizes:
  - The Finney Centre (Kings Meadows).
  - Franklin Grove Chapel and Franklin Grove Centre (Youngtown).
- A fleet of suitable mourning cars.
- Arranging the lodgement of newspaper notices.
- Attending to registration of the death and necessary paperwork.
- Making cemetery or crematorium arrangements.
- All necessary staff, vehicles and equipment prior to, and on the day of the funeral.
- Liaising with florists, caterers, musicians, clergy or a civil celebrant and having them deliver services required by the family.
- Provision of our facilities for all funeral arrangements and follow-up aftercare.



## **The Coffin or Casket**

Proudly, Finney Funeral Services manufacture right here in Tasmania. All coffins and caskets provide quality design and craftsmanship. The cost depends on the construction quality, finish and style. Our range extends from a basic care coffin and custom wood coffins through to highly finished solid timber caskets. We have a selection of Coffins and Caskets on display and have the added advantage of being able to personalise coffins to your requirements.

## **Cemetery, Cremation and Memorialisation**

All cemeteries within Tasmania are owned and operated independently under the *Burials and Cremation Act (Cemetery), 2005*.

Conveniently Finney Funeral Services are located right next door to the Carr Villa Cemetery, Launceston's oldest and most established Cemetery. Finney staff can make the necessary arrangements for interment in any of Tasmania's cemeteries, prices will vary based upon this choice.

Finney Funeral Services also operate our own private Crematorium, Franklin Grove.

Finney Funeral Services are able to assist with supply and installation of monuments and memorials in all Tasmanian Cemeteries. We will work to ensure a quality product is delivered within a suitable time frame.

We can provide assistance in relation to memorials, lawn memorial, mausoleums, ashes blocks, majolica ware and inscriptions and will work with you to ensure your needs are met at the most competitive prices.

## **Third Party Disbursements**

Dependant upon arrangements made for the funeral there may be a number of third party disbursements. Typically some of these would be:

- Newspaper notices
- Floral arrangements
- Clergy/Celebrant fees
- Church fees
- Musician fees
- Catering charges



## Finney Funeral Services can provide:

- 24 hour service every day of the year.
- Transfer of the deceased to our premises or mortuary.
- A private and confidential discussion of funeral arrangements with the family.
- Arrangements with clergy, cemetery and crematorium regarding time, place and type of service in funeral chapel, church or other venue.
- Arrangements in compliance with every religious denomination or arrangements for a civil funeral service.
- Preparation of text and insertion of press notices in local, city, country, or interstate publications.
- Collating of medical certificates for handing over to relevant authorities.
- Procuring of necessary medical certificates for cremation, and payment of prescribed fees on your behalf.
- Complete set of forms required for the registration of death, ensuring certified copies are available on request.
- Preparation of the deceased.
- Ordering of floral tributes, their display at the church and/or funeral chapel, collection and return of all cards to the family.
- Transport of the deceased and family to funeral services.
- Suitable motor vehicles.
- Courteous, experienced and efficient staff.
- No obligation advice on the range of memorials available after cremation.
- Follow up bereavement support, if requested.
- Preparation of a memorial book.

The funeral is arranged in full cooperation with you, in accordance with your budget and requirements. We do not force charges that are unnecessary or unwanted.



## Finney Funeral Services Locations

You have a choice of venues in beautiful locations with seating to accommodate services of all sizes. All our venues are fully licensed and have catering options to suit any requirements.

### **Finney Centre, 34 Nunamina Avenue, Kings Meadows**

A beautifully appointed chapel with modern screens and sound system. A private lounge is convenient for family members to meet prior to the service and an intimate viewing room enables last farewells to be made.

Our reception area is light and airy for guests to mingle and share their thoughts and memories. This area leads onto a tranquil garden for quiet reflection and peace. From the moment you arrive you will be made to feel at ease.

### **Franklin Grove Centre, 502 Hobart Road, Youngtown**

The Franklin Grove Centre is truly beautiful, a newly built contemporary funeral facility. It is located on Hobart Road, in Youngtown on 4 acres with a view of serene countryside and extensive gardens through tall windows.

Guests will be stunned by the elegance of the new funeral centre as they enter the foyer which leads to the chapel, entertainment and bar area. A new outdoor reflection garden has been built and every design and thought has been carefully planned to give our clients the feeling of privacy in a comfortable and extremely spacious environment.

This venue is the only one of its kind in Northern Tasmania.

### **Franklin Grove Chapel, 502 Hobart Road, Youngtown**

A second, smaller private chapel is also located at Franklin Grove which caters perfectly for small or private funerals and are held in a charming, colonial style building.

You can also take advantage of the liquor license and catering facilities at this venue.

## Payment of funeral account

Payment is normally made on receipt of the account, and within the agreed period. The funeral account may be presented to a bank or building society holding funds in the name of the deceased for payment.



## Rebate and allowance claims

**Veterans' Affairs** – If the deceased was an ex-service person, his or her family may be entitled to claim a funeral allowance from the Department of Veterans' Affairs.

**Pension** – The Australian Government may make an allowance for funeral expenses dependent on your financial circumstances.

**Unions, Lodges, Medical Benefit Funds** – Some of these organisations offer members mortality benefits.

**Victim Support Unit** – Offers assistance to those in need.

**MAIB** – Offers assistance in the case of a motor vehicle death In Tasmania.

**Funeral Insurance and Investments** – Families should check if there is any pre-arranged funeral bond/contract or funeral insurance in place.

## Do I need a copy of the Death Certificate?

Most institutions (for example, banks, solicitors, and insurance companies) require a death certificate to finalise the estate of the deceased. We would be pleased to obtain the original for you from the Registrar of Births, Deaths and Marriages.

## What happens after the funeral?

As soon as you feel able, thank you cards and notes may be sent to those who gave you personal assistance, or sent flowers, letters or cards.

# Will I always feel this sad?

## Grief and bereavement

Grief is a natural response to loss. Each one of us, however, may experience it quite differently. It is a painful process with thoughts, feelings, and behaviours that may be difficult for us to understand.

Family and friends may experience a range of emotions and behaviours including denial, fear, anger, guilt, lack of sleep and low self-esteem.

Bereavement describes the period after the death of a loved one. It's a time in which we learn to live without them, when we struggle to adjust to a new situation. There is no time limit to this process but the following may influence the length of our bereavement:

- Was the death sudden or unexpected?
- Was death preceded by a long illness?
- What was your relationship with the deceased?
- What has been your previous experience with grief? How did you cope?
- What support systems are available? (family, friends, community, church, counselling)



## A living grief

When a loved one is placed into nursing care, a sense of guilt or relief may accompany more expected feelings, like sadness.

Over the months and sometimes years in care, we may see many challenging changes in our loved one. For those whose loved one has dementia, a different grief may arise, that of a living grief. Learning to love the new person, and letting go of what they once were, is an emotionally draining experience.

Grandchildren may find it difficult to visit the person in hospital, especially if they cannot communicate. Try talking about 'what grandma did when she was your age', and to look at old photographs to piece together the loved one's life.

As life comes to a close, a million thoughts and memories come to us about the life lived and our future without that person. We tend to go into 'busy mode' – telephoning people, making funeral arrangements, organising food, wondering how we are going to survive the weeks, even years, after the death.

At this time, we encourage you to think about yourself as well as your family and friends. This is a time not to be hurried, a time to take care of yourself.

## Looking after yourself

When there is a death, you may find the following helpful:

- Don't rush into organising everything yourself.
- Accept support and help from family, counsellors and the community (for example, your church group or your local doctor).
- Call your funeral director for their support and direction.
- Talk about the life of the deceased. Share your experiences of them with others. Each person will have a different relationship and different stories to tell.
- Write your thoughts down in a journal.
- Encourage young children to write or draw their memories about the deceased. Give them photographs so they can make their own book.





## Who needs to be advised of a death?

A number of people, government bodies, organisations and service providers need to be advised when a death occurs. You may find the following checklist useful, although it may not be exhaustive.

- The deceased person's doctor
- Family members, relatives and friends
- Funeral director
- Employers
- Executor of the Will
- Solicitor
- Banks and other institutions
- Superannuation funds
- Place of religious affiliation
- Home care nursing services (e.g. Meals on Wheels etc)
- Landlord
- Dentist
- Clubs (e.g. RSL, Masonic, Rotary, Lions, tennis, golf, bowls, etc.)
- Taxation office
- Centrelink and/or Veterans' Affairs
- Insurance companies (e.g. Life, house, car, health, etc.)
- Department of Transport (re: licence and car registration)
- Hire purchase companies
- Electoral office
- Utility providers (e.g. Gas, water, electricity, telephone)
- Medicare
- Local authorities (e.g. Councils, state authorities)
- Public services (e.g. Libraries)
- Post Office



# Funeral Estimate

To be completed by your funeral director if information and/or prices are required.

Applicant Name:	<input type="text"/>
Service at:	<input type="text"/>
Burial/Cremation at:	<input type="text"/>

## Professional Fees

Professional services fees	\$ <input type="text"/>
Transfer of Deceased	\$ <input type="text"/>
Estate fee (deducted if the account is paid within the agreed terms)	\$ <input type="text"/>
<b>Total - Professional Fees</b>	\$ <input type="text"/>

Preferred Coffin or Casket	<input type="text"/>	\$ <input type="text"/>
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## Cemetery, Cremation and Memorialisation Fees

Cremation	\$ <input type="text"/>
Burial Fees including Grave Digging	\$ <input type="text"/>
Memorialisation	\$ <input type="text"/>
<b>Total - Cemetery, Cremation and Memorialisation Fees</b>	\$ <input type="text"/>



## Third Party Disbursements

### Newspaper Notices

	Examiner	Mercury	Advocate	Other	TOTAL
Death notice	\$ <input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>
Funeral notice	\$ <input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>

Catering	<input type="text"/>	\$ <input type="text"/>
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Floral tributes	<input type="text"/>	\$ <input type="text"/>
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Officiant, Clergy/Celebrant	<input type="text"/>	\$ <input type="text"/>
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Order of Service	<input type="text"/>	\$ <input type="text"/>
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Organist/Soloist	<input type="text"/>	\$ <input type="text"/>
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Cremation Certificate		\$ <input type="text"/>
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Medical Referee		\$ <input type="text"/>
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Registered Death Certificate		\$ <input type="text"/>
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Extras	<input type="text"/>	\$ <input type="text"/>
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<input type="text"/>	\$ <input type="text"/>
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<input type="text"/>	\$ <input type="text"/>
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<b>Total - Third Party Disbursements</b>	\$ <input type="text"/>
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<b>TOTAL FUNERAL SERVICE FEE</b>	\$ <input type="text"/>
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## NOTES

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# Frequently asked questions

## How is my loved one cared for whilst in the hands of Finney Funeral Services?

Finney's staff will treat every person in their care with great respect. They are treated as if the family were present at all times.

## What clothing should I provide for my loved one?

The decision of the type of clothing you may like to see your loved one dressed in can be based on a lot of different ideas. What did they like to wear? Was there something that was a favourite? What were they comfortable in? Should I bring underwear and shoes? Our funeral directors can guide you with this information. At Finney's, if the family choose not to provide clothing we will use an appropriate shroud.

## What is the difference between a coffin and a casket?

The difference is basically one of design. Coffins are tapered at the head and foot and wide at the shoulders. Caskets are rectangular in shape and are usually constructed of high quality timbers and feature a high standard of craftsmanship. The decision to select a coffin or casket is made by the family according to their personal/financial preference. Many people regard the coffin or casket as an important tribute to the deceased and select these with care.

## During cremation, what happens to the coffin or casket?

At Finney's, the only thing removed from the coffin or casket prior to a cremation is the nameplate. This stays with the remains to ensure correct identification whilst at the crematorium. The coffin and its hardware are cremated entirely.

## What happens with jewellery?

It is the family's choice whether jewellery items be removed as a keepsake or left on their loved one. If a cremation is chosen and the choice is made to leave jewellery on your loved one, given its soft compound it will disintegrate in the cremation process.





## Embalming: is it necessary and who carries this out?

Embalming may be required if the deceased is to be transferred overseas or interstate, placed into an aboveground vault or if there is going to be a considerable delay before a funeral can be held. Your funeral director will advise you of this process.

Our policy at Finney Funeral Services is to prepare every person irrespective of a viewing being undertaken by the family or not.

Should the circumstances warrant it, we do have the facilities to undertake complete embalming. This is carried out by our qualified staff who are members of the Australian Institute of Embalming. This ensures the highest standards of care for your loved one are strictly maintained.

## Should young children attend funerals?

There are no set guidelines. Generally children, in the company of their parents and other family members, are comfortable participating in this family occasion and may even be curious. Use the funeral to help the child learn about the impact of death and the rituals we use to help us respond to bereavement. Children can often contribute creatively to a funeral, perhaps by placing a special flower on the coffin or casket, or reading or writing something that can be incorporated into the service.

## How soon after a cremation are the ashes available?

Usually within a day after cremation, however special arrangements can be made for the ashes to be collected on the same day as the cremation if requested.

## What is the difference between a public and a private funeral?

A public funeral service is announced in the press and anyone is welcome to attend.

A private service is only open to people who are invited by the family. A press announcement is often made after the service.

## What is the difference between a traditional and a lawn type grave?

A traditional grave is one that has granite monumental work and kerbing over the top of the grave site. A lawn grave cannot be enclosed with kerbing and is located within a grassed area with a headstone or bronze plaque placed at the head of the grave.



## When is the Death Certificate issued?

It may take up to three weeks for the Registrar of Births, Deaths and Marriages to process the information and send the Death Certificate. In some cases, such as coronial inquiries, it can take longer. A certificate is not automatically issued, and your funeral director can apply for this on your behalf. Alternatively, you can apply directly with Service Tasmania.

If required, a 'Priority Certificate' can be requested from Service Tasmania. This service will incur a charge but means that the certificate will be provided within 24 hours.

## Is money 'frozen' after someone dies?

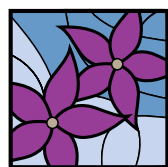
Bank accounts in joint names should not be affected by the death of one of the owners.

Accounts held solely by the deceased may still be able to be accessed, and presentation of a funeral account is often all that is required to release funeral funds to pay for the funeral out of the deceased person's estate.

## The wonderful Web

We trust this brochure has been of some help to you. If you would like to find out more, visit our website **[finneyfunerals.com.au](http://finneyfunerals.com.au)** where you will find a great deal more detail and many more questions explained.

Please don't hesitate to call us, any time, night or day, if you need assistance.



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