



Your Complete Guide to Planning or Arranging a Funeral.

Your Local
Community Funerals



Conveniently located offices in Cairns, The Tablelands and Mossman

We are here to help you every step of the way

Personal | Professional | Available 24 hours every day

Our Locations:



14 Sawmill Road, Mossman 4873
P: 07 4098 2655
E: info@communityfunerals.com.au
www.communityfunerals.com.au



35 Mount Milman Drive, Smithfield 4878
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180 Walsh Street, Mareeba 4880
P: 07 4092 4774
E: info@communityfunerals.com.au
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P: 1300 781 084
E: info@communityfunerals.com.au
www.communityfunerals.com.au

Our Company

- ☑ Accredited by the Australian Funeral Directors Association.
- ☑ Offices throughout Far North Queensland for your convenience.
- ☑ Arrangements in our offices or in your home - the choice is yours.
- ☑ Locally owned and operated.
- ☑ We do not engage in pressure selling. We honour your budget and respect your choices.
- ☑ We give back to the local community by employing local people, supporting local businesses and donating to local charities and organisations.

Our promise

- ☑ Every staff member is committed to making this difficult experience as easy for you as possible.
- ☑ Every staff member will care for the deceased person with the utmost dignity and professionalism.
- ☑ We will help you every step of the way.
- ☑ It's the little things that make the difference. We pride ourselves on our attention to detail.
- ☑ We are compassionate, caring, open and honest.
- ☑ You'll receive clear and straightforward information to help you make informed choices.
- ☑ We are transparent about our fees and there are no hidden extras.
- ☑ We won't rush you.

What you need to do

Often the first thing that is said to us when someone has died is 'I don't know what to do'. It is usual for people to be unsure of what to do in the immediate aftermath of a bereavement. We take you through the initial steps and provide advice on other things you may need to think about when someone you know dies.

We understand that you may not have been in this position before. We will help you every step of the way. **The first step is to phone us.** One of our staff will take some simple information such as name, place of death and contact phone numbers. We will then start the arrangements and will keep you informed every step of the way.

What if the coroner is involved?

Under certain circumstances a death must be reported by the police, doctor or hospital to the coroner. This means that there may be an investigation, post-mortem examination or inquest and you may have to delay your plans for the funeral. In this case there will be no Cause of Death Certificate. These legal processes take time and can not be rushed.

- We will organise everything for you including the required legal paperwork.
- We will apply to the coroner to have the person released into our care.
- We will keep you informed.
- We will advise you of an appropriate time line for when a funeral may take place.

Caring for the deceased

Once you have entrusted your loved one to us we will take care of them with respect and professionalism. Your loved one will be taken from their place of death to our mortuary.

We wash and dress everyone in our care and some people like to provide us with items such as your loved ones' favourite clothes. We will carry out your wishes carefully and respectfully. In rare circumstances embalming may be required and that delays the natural processes that take place after death. We will inform you if there is a legal requirement for embalming and arrange this for you.

Preparation for meeting the Funeral Director

We have developed a comprehensive list of questions that will help guide you through the process. You do not need to answer any or all of the questions prior to meeting with the Funeral Director.

These questions will help focus your discussions with other family and friends as you prepare for the meeting with the Funeral Director.

Questions to consider before meeting with your Funeral Director:

1. Which family member, partner or friend will be the main contact for arranging the funeral?
2. Do you have the information required to register the death? Your Funeral Director will register the death on your behalf and help you locate any missing information. A Death Registration form can be found on our website www.communityfunerals.com.au
3. Does the deceased person have a written funeral plan of their wishes or any funeral information in their will?
4. Does the deceased person have any Funeral Insurance or a Funeral Bond? If so, do you have a copy of the policy or do you know the name of the provider?
5. Is there a preference for burial or cremation?
6. Where would you like to hold the funeral service? Would you prefer a church, funeral chapel, community venue, outdoor venue or a private service?
7. If burial is preferred, what cemetery is to be used?
8. If burial is preferred is there an existing plot, reservation or preferred part of the cemetery?
9. If burial is preferred would you prefer a headstone or a plaque in the lawn section?
10. Who would you like to conduct the funeral ceremony? Would you like to use our Funeral Celebrant or do you have a preferred minister, priest or celebrant?
11. Would you like a viewing of the deceased person? When would you like to hold the viewing?
12. What clothing would you like the deceased person dressed in and who will provide this to the Funeral Director?
13. Is the deceased wearing any jewellery, rings or other valuables that you would like returned?
14. Do you have any special items to place in the coffin or casket eg. religious symbols, photos, letters or personal belongings?
15. What variety, colour or style of flowers would you like placed on the coffin or casket?
16. Would you like any charities mentioned in the funeral notice or at the service? Some people prefer donations in lieu of flowers and we can have donation envelopes available at the service.
17. Would you like to nominate Pall Bearers to carry the coffin or casket?
18. Would you like a printed service sheet or booklet?
19. Would you like any newspaper notices? What newspapers would you prefer?
20. Is there any special music that you would like played at the service?
21. Would you like a musician, piper or organist to play at the service?
22. Will a eulogy be read at the service? Who will write the eulogy and who will read it?
23. Is the deceased a War Veteran or previous member of the services, and would you like the RSL involved in the service?
24. Would you like to involve any clubs or social groups in the service?
25. Would you like an audiovisual presentation at the service? Please note that audiovisual presentations are not appropriate in some venues.
26. Would you like a release of balloons or butterflies at the service?
27. Would you like the funeral service professionally recorded?
28. If cremation is preferred would you like to purchase an urn for the ashes?
29. Are you holding a wake or gathering after the service? If so, where will you hold the gathering and who will be responsible for organising this?

Registration & the Death Certificate

Registering the death is a legal requirement. Your Funeral Director will do this for you and ensure that you receive a copy of the State Death Certificate as soon as it is available. If there has been a Coronial investigation the Death Certificate may be delayed.

It is helpful to bring copies of any Birth and Marriage certificates to the meeting if they are available. To assist the Funeral Director register the death you need to have the following information:

Deceased Details

First & middle names:

Family name:

Gender: M / F Date of birth:/...../.....

Date of death:/...../..... Age:

Place of death:

Residential address:

.....

.....

Main occupation or profession during life:

Place of birth:

Year arrived in Australia (if born overseas):

Aboriginal: Y / N Torres Strait Islander: Y / N

Current marital status:

Number of marriages in total:

Place of marriage:

Age at time:

Name of spouse:

Father's full name:

Father's occupation:

Mother's full maiden name:

Mother's occupation:

Total number of children of deceased:

All first names & dates of birth of children:

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What type of service would you like ?

We are renowned for creating original and memorable funeral services. We can customize services to meet your needs and create a truly memorable and fitting occasion. Below is a list of common funeral choices that may help you with your planning. Please call us to discuss any ideas that you have.

Full funeral service followed by burial This service usually takes place at a church, chapel or other venue. A minister or celebrant usually conducts the service and the coffin is present. Following the service the family or friends have the opportunity to carry the coffin to the hearse. The hearse travels to the chosen cemetery where the family and friends gather at the graveside for a committal service. The service concludes with the placement of petals and the playing of music.

Graveside burial service The funeral service is held at the graveside. Family and friends have the opportunity to carry the coffin from the hearse to the grave. A minister or celebrant usually conducts the service. The service concludes with the placement of petals and the playing of music.

Full funeral service followed by cremation This service usually takes place at a church, chapel or other venue. A minister or celebrant usually conducts the service and the coffin is present. The committal takes place at the service venue. Following the service the attendees will be given an opportunity to place petals on the coffin. Close family and friends will have additional time to say goodbye. The service concludes at the service venue and private cremation usually follows.

Memorial service following a private cremation This service usually takes place at a church, chapel or other venue. A minister or celebrant usually conducts the service. The ashes may or may not be present at the service. Following the service the attendees will be given an opportunity to place petals on the ashes urn or on a photo if the ashes are not present.

Unattended cremation A formal funeral service is not held and the cremation is unattended. A very simple coffin is used to minimise costs to the family or friends. A viewing can be held prior to the service but this will be at an additional cost.

Remember

We will not limit your ideas and will give you advice that will help make your plans a reality. We will work with you to make a truly memorable and beautiful service.

Burial or Cremation

Your Funeral Director will need to know if the deceased had left any instructions for burial or cremation and if not, what is the preference of the next of kin? A cremation can not take place if there are written instructions to the contrary.

If you are arranging for a burial you need to consider the following:

- Has the deceased already reserved a plot?
- What is the preferred cemetery location?
- Is there a preference for the lawn cemetery or for a headstone cemetery?
- Are additional reservations needed for other family or significant others?

If you are arranging for a cremation, you need to consider the following:

- Has the deceased left any written instructions about cremation?
- Are there any persons who are likely to oppose a cremation?
- Does the deceased have a pacemaker? If so, the Funeral Director will arrange to have this removed.
- Is there any urgency in the return of the ashes?
- Would you like to purchase an urn?
- What will be done with the ashes?

You may wish to create a memorial for your loved one in a specially designed garden or wall of remembrance, create your own memorial at home or on a property or have the ashes scattered at a location of significance.

This is a decision that doesn't need to be made straight away. Your Funeral Director will discuss a range of options when you're ready to talk about this.

A Celebrant or Clergy to officiate

Your Funeral Director will arrange a celebrant or religious representative of your choosing.

If you choose Religious Clergy or an external celebrant, your Funeral Director will arrange this and work directly and collaboratively with this person to ensure a seamless and professional service.

Alternatively, you can use our own highly respected celebrant, Stephen Oldham. Stephen has conducted hundreds of services and is renowned for developing personal and meaningful services. By using our in-house Funeral Celebrant you greatly reduce the amount of time and stress needed to arrange the service as the Funeral Director and the Funeral Celebrant work together.

Using our Celebrant relieves you of the burden of organising the service content at a time of bereavement and grief. You will be fully supported throughout the arrangement, planning and delivery of the service.

Some personal touches that you may like to include are:

- Choosing a special and memorable location or venue for the service.
- Organising favourite music, recordings or a live performance.
- Placing personal items on the coffin during the service.
- Placing personal items inside the coffin such as photos, letters or drawings.
- Placing a photo on the coffin for the service.
- Arranging for clubs or organisations to attend or form a guard of honour.
- Writing and reading a eulogy.
- Inviting family and friends to become directly involved by delivering a eulogy, delivering a reading or poem.
- Arranging for family/friends to carry the coffin.
- Placing flower petals on the coffin or into the grave as part of the service.

Viewing

The viewing is a time for family, partners, friends and significant others to support one another in their grief. The body is present on a specially designed bed or in an open coffin or casket.

Having a viewing is a personal choice and you should not feel pressured to attend. A viewing allows those who loved the person to say goodbye, to touch for the last time, to come together as a family or group of friends and to grieve in a private and supportive environment.

The choice of clothing is yours. Choose clothing that reflects the tastes and personality of the person who has died. Some people choose very simple clothes, others choose very bright and vibrant clothes and others prefer a traditional suit - there are no rules.

You can bring items to the viewing that you would like placed in the coffin or casket.

Choosing a coffin, casket or urn

You will need to decide the type of coffin, casket, or urn you want. We have a catalogue with a range of coffins, caskets and urns and we can discuss this with you when you make the arrangements.

You can obtain a copy of our coffin, casket or urn catalogue from your Funeral Director and it is also available to download on our website www.communityfunerals.com.au

Newspaper notices

You may want to place an announcement in a local or national newspaper to tell people about the death and the details of the funeral. We can help you with drafting and sending a death announcement to a newspaper.

After the funeral you can also place a thank you message in a newspaper to thank those who attended and sent donations or flowers.

Writing a Funeral Notice

On the next page is a general guide to writing a Funeral Notice. Simply fill in the blank spaces with appropriate wording.

Family name (LAST NAME)

First name/s

Known as (Nickname) "....."

Nee (Maiden name)

late / formerly of,

passed away peacefully / suddenly / other on (date).....

ataged years

Beloved wife / husband of

Devoted or Dearly loved Mother / Mother-in law / Father / Father-in law of

.....

Cherished Grandmother / Great-Grandmother / Grandfather / Great-Grandfather of

.....

Loving Daughter / Daughter-in law / Son / Son-in law of

.....

Loved Sister and Sister-in law / Brother and Brother-in law of

.....

and loved Aunt, Great Aunt, / Uncle, Great Uncle of

..... and their families.

Relatives and friends are respectfully invited to attend (First Name)

.....'s funeral to be held at

with Service / Prayers / Requiem Mass commencing at

(Time am/pm/midday)

on (Day & Date)

followed by interment / committal at

Private family committal / service at

No flowers by request, donations (in lieu) to preferred.

Please check the spelling of all names.

Flowers and donations

Many people choose flowers that were a favourite of the person who has died. This is another way of making the funeral more personal. Your Funeral Director will talk you through the options. We can also introduce you to the florist who can show you many options and advise of any seasonal specialities and limitations.

Some people choose to have flowers from the family only and choose an organisation for people to give a donation to. It is worth remembering that sending flowers can be a healing gesture for people who have lost someone close. Therefore, it might be worth giving people the choice of sending flowers or donating money to a charity, or both.

We will ensure cards from the wreaths and bouquets are collected and provided to you. We can also collect donations on your behalf, and record who they are from.



A service booklet

You may like to provide an order of service booklet to those who attend the funeral. These are helpful for mourners and can be sent to people who can't make the service.

An order of service may include a photo or photos of the deceased, the hymns or songs, readings and anything else you would like. We will arrange this for you. If you wish you can meet with the printer to help design a truly personalised booklet.

After the funeral we can arrange for printing of thank you cards for you to send to people who gave flowers and donations.

Online memorialisation - eTributes

At no additional charge we can create a webpage for the deceased. This can include:

- Funeral dates, times and details
- Photos
- Ability to add tributes and messages that will be seen by family and friends.
- Ability to place Symbols of Love and record Messages of Condolence in text, audio, photographic or video formats.
- Ability to view or listen to eulogies.
- Ability to view any printed materials from the service, such as the eulogy or service booklet.
- Subscribers to an individual's eTribute receive updates, on an immediate, daily or weekly basis, when content or comments are posted.

Its easy to share a link to the eTribute with family and friends using email, Facebook or any other social media service. This service is free and and is not available from any other funeral company in Far North Queensland.

The eulogy

A eulogy is a speech in celebration of the deceased's life. It can be very formal, very simple or can even be funny. A eulogy gives an opportunity to say goodbye and gives those attending the funeral a time to reminisce and remember.

Anyone can deliver a eulogy - a family member, friend or the celebrant. It is best delivered by someone who has known and loved the deceased. The best eulogies are often a collaboration - a collection of stories and memories from those who were close to the person, so sharing the responsibility of writing and delivering the eulogy is fine. It is never easy to condense a life down to a few words, but the following ideas will give you somewhere to start.

Describe their personality

- Think of their achievements and their community involvement.
- What was their sense of humour like? Their political beliefs and philosophical views?
- Did they travel or love being in nature? Or maybe they hated both.
- Think of their family, of course, and work colleagues and friends.
- What did they like or dislike?
- How will this person be remembered?

For a more formal or historical approach, you may like to include the following:

- Where was the deceased born?
- Nicknames, Parent's names, Brothers and Sisters.
- Early childhood.
- Awards gained.
- Academic or trade qualifications and achievements.
- Details of any war or military service.
- Details of marriages, divorces, children, significant relationships.
- Details of grandchildren/great grandchildren.
- Details of any Club memberships, positions held.
- Details of sporting achievements.
- Details of any hobbies or interests, travel, crafts etc.
- Beloved pets.



Music

Music is an important element of the Funeral Service and gives you an opportunity to personalise the service.

For formal church services you will need to discuss your choice of hymns or music with the priest or minister. We can arrange an organist or have recorded music available for you.

If you are using a Funeral Celebrant then the Celebrant will discuss the music with you. Usually you need to consider three pieces of music for the service - two for reflection during the service and one following the committal at the end of the service

We can obtain the music for you. If you are providing the music, we will need to have the music the day prior to the service so it can be tested.

You may also like to consider live music such as a piper or professional singer.

Audiovisual presentations

Some venues have the capability to play photo presentations with music. Your Funeral Director will advise what venues have the appropriate equipment.

We strongly recommend that you use a professional designer to design the presentation. If you are creating your own photo presentation you should talk to our staff prior to creating the presentation. We can advise use about the approved media format for your chosen venue.

Please have the presentation finished and a copy available for us at least 24 hours prior to the service so we can test that the presentation will play.

Funeral cost information

All funeral directors charge a professional fee for their services. This fee includes:

- Availability of professionally trained staff 24 hours a day, 365 days of the year, to care for your family's needs.
- Safe, secure and respectful care of your loved one in properly secured and accredited facilities.
- Washing, dressing and preparation of the deceased.
- Private facilities for viewing your loved one.
- Necessary vehicles.
- Conducting, managing and attending to your loved one's funeral at the place of your family's choosing.
- Liaising with clergy, celebrants, cemetery and crematoria facilities, florists, newspaper publications, musicians and caterers.
- Attending to registration of the death and adhering to local and state government statutory requirements.
- Local, secure and professional transportation of your loved one from the place of death into our care.
- Ongoing care and support for you and your family - as the need arises.

All other fees are dependent on the choices that you make. The major costs will include:

- Coffin or casket
- Flowers
- Newspaper notices
- Celebrant fee
- Venue fee
- Musician or organist fee
- Order of Service or booklet printing

We will give you a full estimate of fees at the time of arrangement or feel free to meet with us and we can write you a quote based on your proposed needs.

Pre-planned funerals

Pre-planning your own funeral will ensure it reflects exactly what you want and will remove a burden from your family and loved ones. Once you have decided what you would like it is important that you give a copy to your family or significant others, attach it to your will and give a copy to your Funeral Director.

My funeral wishes

Start by completing the registration form on page 7 and 8 of this booklet. This information will be needed at the time of the funeral arrangement.

Name and contact details of person that you nominate to organise the service:

.....

I would like a burial service: Y / N
(please nominate cemetery and grave number if pre-purchased):

.....

I would like a cremation service: Y / N

My ashes are to be dealt with as follows:

.....

I would like my service to be held at:

.....

I would like the service conducted by:

My coffin / casket choice is (please nominate):

I would like a private viewing Y / N

The songs I would like played at my service are (please nominate):

.....

.....

In regard to flowers at the service I would like the following varieties and/or colours (please nominate):

.....

I would prefer people did not send flowers and request they instead make a donation to this nominated charity:

.....

The clothes I would like to be dressed in are:

.....

I would like my funeral notice to appear in the following newspapers:

.....

I would like to have pallbearers to carry my coffin at the service (please nominate 4-6 people):

.....

.....

I would like a booklet printed for guests at the service Y / N

I am a Previous Services member/veteran and like RSL involvement: Y / N

Other requests (Please detail in full - attach additional pages if required):

.....

Notification checklist

We offer the following checklist as a guide if you are responsible for the affairs of someone who has died:

- | | |
|---|--|
| <input type="checkbox"/> Solicitor | <input type="checkbox"/> Banks |
| <input type="checkbox"/> Centrelink | <input type="checkbox"/> Dep. of Veterans Affairs |
| <input type="checkbox"/> Medicare | <input type="checkbox"/> Hospitals |
| <input type="checkbox"/> Finance companies | <input type="checkbox"/> Local government – rates |
| <input type="checkbox"/> Electricity / gas providers | <input type="checkbox"/> Home nursing service |
| <input type="checkbox"/> Insurance companies | <input type="checkbox"/> Credit card providers |
| <input type="checkbox"/> Professional associations | <input type="checkbox"/> Social clubs including RSL |
| <input type="checkbox"/> Medical practitioners | <input type="checkbox"/> Dep. of Transport – registrations |
| <input type="checkbox"/> Meals on Wheels | <input type="checkbox"/> Public Trustee |
| <input type="checkbox"/> Superannuation funds | <input type="checkbox"/> Australian Taxation Office |
| <input type="checkbox"/> Dentist | <input type="checkbox"/> Electoral office |
| <input type="checkbox"/> Accountant | <input type="checkbox"/> Gardening/mowing services |
| <input type="checkbox"/> Health insurance fund | <input type="checkbox"/> Employer |
| <input type="checkbox"/> Church | <input type="checkbox"/> Pharmacist |
| <input type="checkbox"/> Australia Post | <input type="checkbox"/> Home delivery services |
| <input type="checkbox"/> Telephone / internet providers | |

Go On

You can shed tears that they are gone,
Or you can smile because they lived.

You can close your eyes and pray that they will come back,
Or you can open your eyes and see all that they have left.

Your heart can be empty because you can't see them,
Or you can be full of the love that you shared.

You can turn your back on tomorrow and live yesterday,
Or you can be happy for tomorrow because of yesterday.

You can remember them and only that they are gone,
Or you can cherish the memory and let it live on.

You can cry and close your mind, be empty and turn your back,
Or you can do what they would want:

Smile, Open Your Eyes,
Love and Go On!

(Author unknown)



Mossman & Port Douglas Community Funerals

(formerly Crimmins Funerals)

07 4098 2655

Tablelands Community Funerals

07 4092 4774

Atherton Community Funerals

Proudly part of Tablelands Community Funerals

1300 781 084

Trinity Community Funerals, Cairns

07 4031 5566

Email: info@communityfunerals.com.au

www.communityfunerals.com.au
