

# BURSTOWS COMPLETE FUNERAL CARE



*Professional Advice from the Region's Most  
Experienced & Most Trusted Funeral Company*



## *Dear Friend,*

Welcome to *Burstows Complete Funeral Care*.

You have many choices of firms to care for you, your family, and friends and we are grateful you have chosen Burstows.

You may not be aware that standards in funeral service are largely self-governed and therefore vary greatly between firms.

Grief professionals across Australia continue to recognise Burstows for excellence in service, facilities and training within the funeral industry, a standard you, your family and friends will appreciate at one of life's most difficult times.

Burstows has been awarded with one of the highest honours in the industry—membership in the internationally recognised association, Selected Independent Funeral Homes (SIFH). We are proud to be one of only two Queensland companies to be awarded membership, particularly as admission to the SIFH is by invitation only.

At Burstows, everything we do, we do to honour life, and to ensure the funeral experience brings comfort and healing.

We assure you that the Burstow level of care will make these times for you and your family comforting and full of meaning. When you call on us, you will be served as one of our family. There is no higher measure.

*Sincerely,*

*Trevor and Don Burstow*





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# *W*HAT MAKES BURSTOWS UNIQUE

## THOMAS STEPHEN BURSTOW



Our founder and former Mayor of Toowoomba who established the company in 1900. Following his death, the business was carried on by his son, A.E. (Alf) Burstow.

1858 - 1928

## ALFRED ERNEST BURSTOW



Alf Burstow was well known and respected for his active involvement with his Church and his music. He was a foundation member of the Toowoomba Musical Union, now known as the Toowoomba Choral Society Inc. He was a member of and tireless worker for the Toowoomba Sub-Branch of the R.S.L. Many people of the Downs will remember him as compère of the 4GR Diggers Session over a number of years.

1896 - 1960

## Tradition continues since 1900

TS Burstow Funerals was founded in 1900 by T.S. Burstow, a former Mayor of Toowoomba, and has remained in his family's hands ever since. Now run jointly by Trevor and Donald Burstow, our founder's great-grandsons, the company continues to meet the needs of the community with the same commitment to understanding and sensitivity on which the company was founded.



## JOHN ALFRED THOMAS BURSTOW



John was the third generation to take over the management of the family company. He rose to this position in 1960 following the death of his father. During his 42 years service to the Funeral Industry, he was recognised as a leader in the field. John Burstow was a sensitive man of very high ethics and his approach and caring attitude will long be remembered by many families on the Downs. Since his death in 1988, the business has been co-managed by his sons, Trevor and Donald.

1924 - 1988

## TREVOR AND DONALD BURSTOW

This is the fourth generation of the Burstow family to serve the community as Funeral Directors and to direct their family company. Both Trevor and Donald are determined in their resolve to maintain the high standards of service and professionalism created by their predecessors.



## Fifth generation family owned

In this region, Burstows is renowned as the only funeral company who refused the multi-national millions to remain family-owned. We believe it is important to remain answerable to you, our local families, rather than to distant shareholders. The Burstow family and co-workers are caring professionals committed to doing whatever it takes to serve you with excellence and help you grow through the experience of loss.



The fifth generation of the Burstow family actively involved in providing funeral service excellence.

SCOTT, LAURA AND BEN BURSTOW

## Your personal wishes are our primary concern

We will listen, suggest, organise and plan a ceremony that is comforting and full of meaning. Audiovisual inclusions are making ceremonies more personal and memorable. Burstows has developed an in-house professional audiovisual department for producing service sheets, photographic tributes and thank you cards.

A web streaming service is also available for ceremonies held in the TS Burstow Chapel.

In addition to having access to the region's most comprehensive range of services, options and expert guidance, you will enjoy complete freedom to make decisions that are appropriate for you and your family.

## Complete funeral care - here to help every step of the way

At the conclusion of the ceremony, a remembrance book containing details of the funeral and the names of each person who attended is prepared for the family. Our services can also be digitally recorded at the family's request, providing an invaluable memento for those unable to attend the ceremony or for family wanting to revisit it at a later date. These small tokens create an historical record of the occasion and bring value and meaning to the family long after the ceremony.

At Burstows, we recognise that the funeral is often only the beginning of the healing process. A funeral is a time of shared mourning for the loss of a loved one, as well as an important occasion in which families, friends and community can focus their feelings with the help of ceremony. We also understand the importance of having a social component to the service, in which friends and family can share fellowship and relax after the formalities of the ceremony. The Pioneers Room is a dedicated full-catering facility conveniently located alongside the TS Burstow Chapel.





## The Burstow attention to detail

Whether you are attending a funeral in our care, inspecting our facilities or professional vehicles or simply appreciating a glass of cool water that has been offered, Burstows' meticulous attention to detail is evident.

This attention to detail sets Burstows apart and ensures that you, your family and friends are served with excellence during one of life's most challenging times.

## Help beyond the funeral

Grief is not an illness but a natural response to the loss of a loved one. Only through a lengthy healing process can the pain and emptiness begin to give way to hope and optimism. There is no simple remedy.

Where it is apparent that mourners require additional support, Burstows can arrange professional counselling or for the clergy who officiated at the ceremony to visit.

Our bereavement support specialist also provides regular training sessions for nursing professionals, teachers, clergy and carers throughout our region.

A resource library is available providing a quiet place which offers an extensive range of resources, giving support, encouragement and understanding to bereaved families and caregivers.

A complimentary thoughtful handbook entitled *Eight Critical Questions for Mourners* written by Dr Alan D Wolfelt PH.D, explores some of the questions that emerge when we are grieving.

In addition, a Christmas service takes place each year for those families who are facing their first Christmas without a loved one. This beautiful and uplifting ceremony has helped many families cope with seasonal festivities far better than they thought possible.







# *U*NDERSTANDING FUNERALS





In today's society, death remains a feared and almost taboo subject, host to a variety of myths and superstitions.

For those nearing the end of their life, death may bring a fear of the unknown, the prospect of unresolved issues and a recognition of the fact that the relationships they currently hold dear will soon end.

For family and friends, there is the devastating sense of loss that will endure long after the funeral service has taken place.

By reading through the following pages, you will start to unravel some of the myths surrounding death and bereavement. You will learn what options are available to you in the event of a death in the family or in planning your own funeral and discover a range of practical ways in which you can make the funeral significant for both yourself and your loved ones.

Our guide is not a comprehensive exploration of funerals, death and bereavement. It may not give relief or immunity from the impact of loss and grief, but we hope that it will provide valuable advice and direction at a time when you may need it most.

## After the death of a loved one

The period following the death of a loved one is traumatic and it is important that you do not feel rushed into making funeral arrangements.

Many people find it difficult to think about funeral arrangements in the immediate aftermath of a death in the family. Allow yourself time to absorb the enormity of your loss before concerning yourself with practicalities.

Remember that the timing of the funeral is entirely up to you. There is a misconception that there are only a few days in which to arrange a funeral. In fact, delayed ceremonies have grown increasingly common in recent years.

At Burstows, we encourage grieving families to take time to consider the funeral arrangements carefully. It is advisable to contact a funeral director as soon as possible after a death occurs, but detailed arrangements can be delayed until you feel able to make them.

The funeral occupies an important place in the grieving process and the time taken to ensure that the arrangements are well organised and appropriate





is well spent. What seems like a good idea immediately following your loved one's passing may give way to a better idea or a more suitable tribute, upon reflection.

Arrangements prior to a funeral take some time to coordinate. Mourners may have to travel from interstate or overseas and it can take time to compose fitting eulogies. By delaying the funeral just long enough to ensure that all details are carried out correctly, you may later find comfort in a final farewell that is both personal and appropriate.

During this period, family members can take comfort from the fact that your loved one will be treated with care and dignity until laid to rest.

## Why hold a funeral?

For thousands of years, communities have commemorated their dead with funeral rituals. It is a tradition that is found in every culture and society on earth. These ceremonies help communities to retain hope throughout a difficult time, while bringing order and structure to life's most unsettling experience. It remains a meaningful rite of passage.

By the time the funeral is arranged, there is nothing further that can be done for the deceased. Instead, the funeral focuses on the important psychological, spiritual and social needs of the survivors.

The absence of an appropriate funeral service can worsen what is already a very difficult time. Friends and family members may be left feeling isolated and unable to express their sense of loss. A well-planned and relevant funeral service can bring a great deal of comfort to family members. Providing spiritual direction at a time when it is needed most is one of the significant benefits of a funeral service.

The primary role of the funeral service is to encourage acceptance of the death. Healing and understanding occur as a natural part of the grief journey, but recognising that a loved one will not return must come first. A funeral also enables family members to give a place in history to their loved one. Remembering a friend or relative through shared experience enables survivors to find comfort in circumstances that no longer include this person.





The benefits of holding a funeral service extend to the wider community. The process of re-integration into the community is an important aspect of reconciling grief and begins with the funeral service.

Most importantly, an appropriate service creates a context for the feelings of grief and loss that are experienced. The funeral ceremony can help you to validate these emotions as a wholly natural part of the grief journey.

The loss of a loved one can be a devastating event but growing through that loss is an important aspect of the recovery. The importance of the funeral lies in this painful, but invaluable, lesson.

## The need to mourn

Grief and mourning are not the same experience. Grief is the internal experience of loss—the way we think and feel when we lose someone we love. Mourning is the outward expression of that grief.

Mourning is essential if we are to love and live wholly again. We cannot heal unless we openly express our grief, sharing it outside ourselves.

The funeral is one of our first opportunities to mourn within a supportive group. Attending the funeral begins the healing process.

## Planning a meaningful funeral

It is important that a funeral is an appropriate tribute to your loved one. There is no such thing as a ‘typical’ funeral and many of the rituals or traditions that you might associate with funerals are no longer considered compulsory at modern-day services.

Mourning symbols have grown increasingly rare at modern funerals and black is no longer considered the only choice for clothing. Accompanying music is another aspect of the service in which tradition is making way for personal preference. Pieces of music or poems that were particularly relevant to the deceased have grown popular in recent years, though the final selection is usually left to family members, in consultation with funeral officials.

However you choose to commemorate the life of your loved one, the most important objective of the service is to ensure that it gives comfort to family and friends. Above all else, the service should



*In the deserts  
of the heart,  
Let the healing  
fountain start.*

*W.H. Auden*

surround grieving family and friends with a safe and secure environment in which to express their personal sense of loss. A funeral service is carried out largely for the benefit of these survivors and, because of this, is a very important aspect of the healing process. If this sense of comfort is achieved, the ceremony will have been a success.

## Calling the funeral director

The funeral director's role is to give practical help with all aspects of the funeral arrangements. The funeral director is an important resource for grieving parties and can be a comforting presence during this difficult time.

A death in the family requires a host of tasks to be coordinated in a short space of time. Leaving these tasks in the hands of a trained professional can be a welcome relief to people in the initial stages of bereavement. It will also ensure that they are carried out competently and according to your wishes.

An initial meeting is held to discuss arrangements for the funeral. Your funeral director will help you

plan events over the following days.

In addition to answering any questions you may have, your funeral director will also listen to your suggestions and detail the available options. While your funeral director may make suggestions, decisions will only be made in line with the family's wishes or, more specifically, the wishes of the executor.

At Burstows, we believe that a funeral director should be contacted as soon as possible after the death. Even if you are planning on having the funeral a week or more after the passing, the initial call should not be postponed. A funeral director can be contacted at Burstows 24 hours a day, 365 days a year.











# ARRANGING A FUNERAL



3



## Planning a meaningful funeral

When you are grieving the loss of a loved one, the responsibility of planning their funeral can be overwhelming. Take heart, for you are not alone. We at Burstows are here to help you, every step of the way.

This chapter will guide you through the process of planning your loved one's funeral. When you are ready, allow us to help you with the final details. Together, we can create a beautiful tribute to your loved one.



## Before you meet with your funeral director

We encourage you to read this chapter with your family so that each of you may share your thoughts and ideas for the funeral. By inviting everyone, including children, to help plan or take part in the service, you show them that their feelings matter.

This is a time to be understanding of each other's needs. You are each experiencing grief and loss in your own way—be gentle with each other. Accept each other's feelings and use this opportunity to share them.

You may face the challenge of balancing your loved one's dying wishes with your own needs as mourners. Know that it is okay to put the needs of your family first. Seek to fulfil the essence of your loved one's wishes, rather than the specific details.

## Allow yourself time

You may feel that you need to put the funeral behind you as quickly as possible. If so, we encourage you to rethink that approach. Sometimes, families see the funeral as a painful experience and simply want it to be over. It helps to understand that the loss of our loved one has caused our pain; the funeral can and should be the instigator of our healing. In deciding on a day and time for the ceremony, be sure you have allowed enough time to consider and carry out all your preferred options.

## Considerations that may require additional time

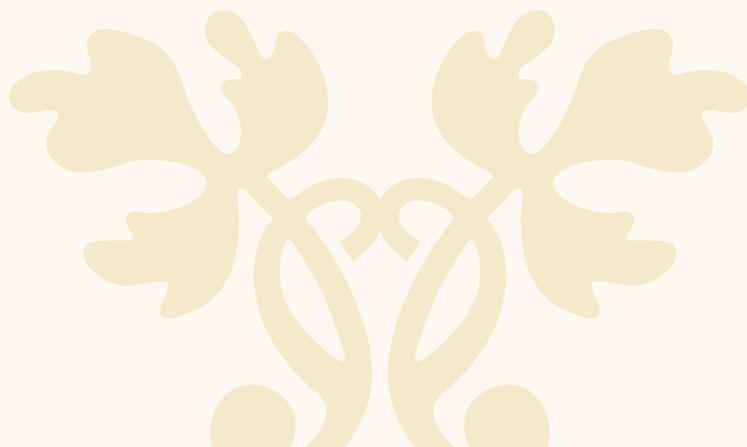
- relatives needing to travel
- opportunities to view your loved one
- preparing service sheets
- preparing memory displays
- compiling a photo story
- preparing the eulogy.

## Information required by law

When a death occurs, there is a legal obligation to register the death with the Registrar of Births, Deaths and Marriages in that state. The Registrar asks for information as part of the process of registering the death.

Information to assemble before meeting to discuss arrangements:

- date of birth and birthplace of the deceased
- marriage details - where, when and to whom
- children(s) names and ages
- parents' full names and occupations.



## Burial or cremation

The wishes of the deceased are followed, if they are known. A cremation cannot take place if there are written instructions to the contrary.

Cremation is sometimes chosen as a lower-cost option, especially in metropolitan areas, where cemetery fees are very high. In regional areas, cemetery fees tend to be less expensive, so cost is not usually the main reason families choose cremation.

Cremation is a respectful, dignified process that feels right for many of today's families. If you would like to know more about this process, your funeral director will explain it for you.

## What to do with the ashes

There is no necessity in law to inter the ashes or keep them in an urn. 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
- 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 give you a range of options when you're ready to discuss this. That may be some weeks after the funeral ceremony.

If the ashes are to be placed in a columbarium wall, the niche size will need to be confirmed.



## Cemetery options

If you are arranging a burial, you may already know the cemetery that is to be used. Your family member may have even pre-purchased the cemetery plot.

Feel free to drive through the cemeteries in your area. You will see the different choices within them, such as:

- lawn areas where the plaque is recessed into the lawn
- historic headstone sections
- headstone lawn areas, where a more traditional headstone is erected on a concrete strip or within a garden area.

Your funeral director will have information on all cemetery options and can arrange a time for you to meet with the cemetery official, if you wish to select a particular location within it.

## Pre-purchasing additional cemetery plots

It can be difficult at this time of sadness to discuss future family deaths. However, if it's important that other family members be buried alongside your loved one, you may need to consider pre-purchasing adjoining plots now.



## Choosing an appropriate venue

If you or the person who has died attended a church or other place of worship, this may be the natural choice for the funeral ceremony. This is particularly appropriate when a family wishes to arrange a ceremony of traditional religious significance, such as a funeral mass.

Possible venues are only limited by your imagination and can include:

- the funeral director's chapel
  - a cremation chapel
  - the graveside
  - a garden setting
  - a rural property
  - a private residence
  - a school assembly hall
  - parkland.
- If you choose a venue other than a church building, a member of the clergy, or, if you prefer, a celebrant, can be arranged to officiate at the ceremony.
- Some points to consider when choosing the venue for the funeral ceremony:
- How many people will be accommodated? Is the facility large enough or perhaps too large?
  - Is there adequate seating?
  - Do you require special facilities, for example, video projection, room for musicians, on-site catering?
  - Will the service be conducted completely in one location or move in cortege to the cemetery or crematorium?
  - Is the venue easy to find?
  - Is there adequate parking?
  - Are there time restrictions in using the facility?





TS BURSTOW CHAPEL



ST PATRICK'S CATHEDRAL



HUMERIDGE



Commemorating a life at

*Gabbinsbar*







Exclusively through Burstows, farewell commemorations can now be held week days at Gabbinbar.

Farewelling a loved one is an important historic moment for a family, and how appropriate to reflect on a life in a location with such a rich history. Gabbinbar was the home of Reverend William Nelson, his son Sir Hugh Nelson (Premier of Queensland 1893 – 1898), and the summer residence/resort for numerous Queensland Governors.

The timeless elegance of the sitting rooms and magnificent ball room give great opportunity to display family portraits, albums, images and memorabilia adding significantly to the opportunities to reflect and honour a life.

Gathering and catering options are many, due to the variety of exquisite outside locations and the perfectly appointed spaces within the homestead itself, including the stunning 'Conservatory' with its glass ceiling. The entire Gabbinbar estate is exclusively reserved for you and your guests during the time of your booking, providing opportunity to linger, and allow the timeless elegance of this peaceful estate to sooth your soul.



## Funeral service formats

You can choose from a variety of funeral service formats. There is no one 'right' way to hold a funeral. A funeral should simply 'fit' the person who died and the family and friends who survive that person. To help you in your planning, here are the most often asked-for formats for a funeral:

- A service held in a church or chapel, followed by a full cortege to the place of burial or cremation where the committal will take place.
- A service held in a church or chapel, followed by a private cortege to a place of burial or cremation, where only the family is present to witness the committal.
- A service and committal in a church or chapel, with no cortege. The funeral directors remove the coffin or casket from

the church during the singing of the final hymn.

- A service and committal in a crematorium chapel or funeral director's chapel.
- A service and committal at the graveside.
- A memorial or thanksgiving service. No coffin or casket is present at the church or chapel. A memorial or thanksgiving service usually follows a private graveside or crematorium committal.
- The service choice may be either public or private.

## Who will officiate or lead the ceremony?

If you or a loved one has an association with a church fellowship, your clergy will be the obvious choice. You may have not attended a church for many years

but would still appreciate a clergy person to officiate at the ceremony. Your funeral director can easily arrange this. You may prefer a celebrant to lead the ceremony. This, too, can easily be arranged by your funeral director.

You or the person who has died may already know the clergy or celebrant. However, this is often not the case and it will be important for the clergy or celebrant and your family to meet and discuss the life of the person who died, the ceremony and your wants and needs.



## The eulogy: a loving tribute

The eulogy is a speech in celebration of your loved one, a very personal account of the way they have touched your life and others. Writing and delivering the eulogy is a special task, for the eulogy helps survivors say goodbye and can begin the healing process for all.

Anyone can deliver a eulogy—a family member, friend or clergy person—and it is best delivered by one who has known and loved the deceased. The eulogy may even be shared, with a number of people contributing words of remembrance and poetry.

Here are some hints that will help you create a eulogy worthy of your loved one.

### Hints for writing and delivering the eulogy

At this time, when they are so important, the eulogy brings memories to the surface to be re-lived. In preserving and sharing these memories, you create a gift for others and yourself. Embrace this task you've been given. It means the world to those who share your grief.

## Writing the eulogy

In writing the eulogy, it helps to break it down into three parts: introduction, body and conclusion. With your opening words, introduce your listeners to the ideas you intend to elaborate on. For example, ‘Today, we unite to honour and remember our loved one, who touched us all with her kindness and generosity’. The body of the eulogy is where you share the stories that demonstrate the qualities named in your introduction.

Be sure to keep your theme in mind as you write and use linking sentences between each story so the eulogy flows. Use the conclusion to summarise the ideas raised in your speech and to reiterate what your loved one has meant to you.

## Hints for writing

- Write as though you are talking to a friend, for that is what you will be doing—talking to a loving, supportive group.
- Compose your speech on a computer if possible so that you can edit along the way.
- Don’t be afraid to use humour where appropriate. Remember, the eulogy is a celebration of the life of your loved one.
- You may want to use a special quote to open or close your speech. Look to poetry, songs and historical speeches for inspiration.
- Once you have completed your first draft, ask a trusted friend or family member to read it over and suggest any changes.
- When you are happy with your speech, type or write it out in large print with space between the lines so it is easy to read.





## Preparing to write

Before you begin to write, here is a simple strategy that will help you prepare. Know that you are not alone in your task; you have the support of family and friends.

### 1 BEGIN WITH THE PERSON'S HISTORY

Note the significant events of the person's life in chronological order: childhood, education, jobs, marriage, children, places lived and so on.

### 2 GATHER YOUR STORIES

Jot down the stories that you remember—the ones that capture your loved one's character. Ask family and friends for their stories as well.

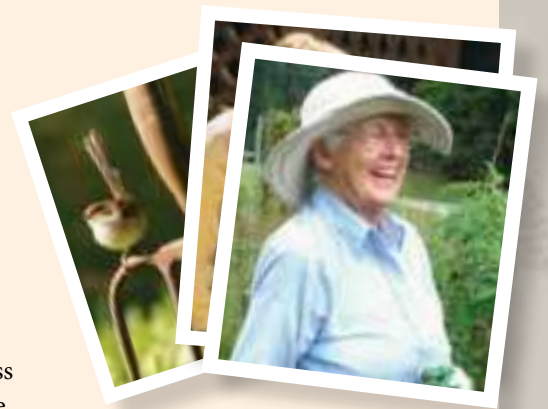
These questions may help get you started:

- How did you first meet and become close?
- What did you love and admire about the person?
- What did they do that made you smile?
- What will you miss most?

Even the simplest stories are worthwhile. Remembering someone's laugh or their love of sweets, for example, can be as moving as recalling their kindness and generosity. Be sure to include stories that at least some of your listeners will remember.

### 3 LOOK AT PHOTOS

Going through photo albums may remind you of important qualities and memories of the person who died.

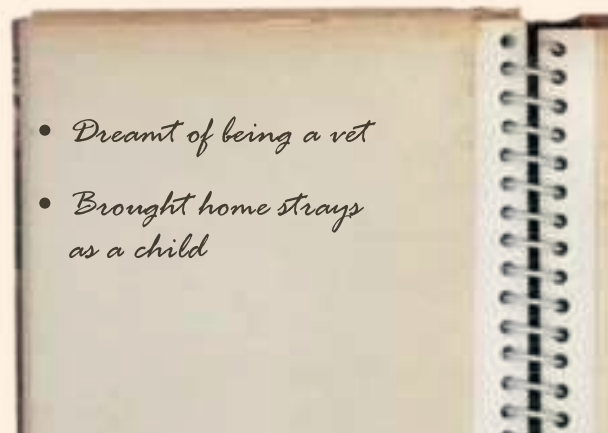


#### 4 FIND A THEME

By now you may see certain themes emerging. For example, your collection of stories may reveal the person's deep love of animals, the strays she brought home as a child, her dreams of becoming a vet and the joy she experienced at opening her own practice. Writing your eulogy to a theme will help it flow and is ideal for illustrating the character of your loved one.

#### 5 ARRANGE YOUR NOTES

Now you have a chronology, stories and a theme, you can put your notes in point form. We suggest arranging your material on cards, with a different story or idea on each card. Once you have placed the cards in order, you can begin to write your speech.



## Delivering the eulogy

Public speaking can be frightening. You need to be brave. Know that your listeners are supportive and loving. Know that it's okay to make mistakes. No one expects you to be a great speaker and certainly not at this difficult time. It is your words, and the sentiment behind them, that matter the most.

*When the  
time comes,  
be yourself.*

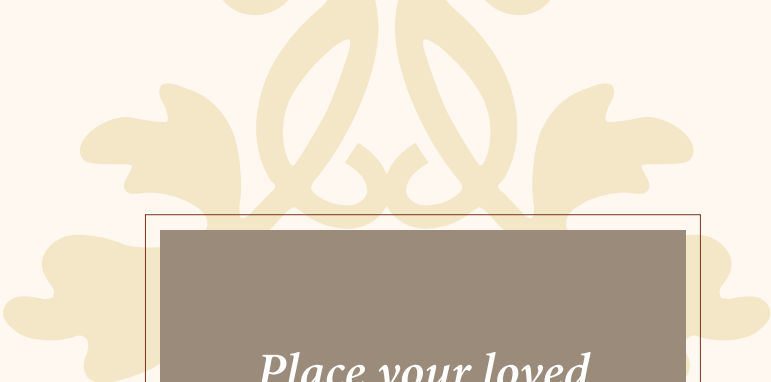
## Hints for speaking

- Before the day, practise in front of a mirror, imagining your listeners before you.
- If you fear that you might break down, arrange for a backup speaker to be on hand with a copy of your speech. Simply knowing they are there may get you through.
- When the time comes, be yourself. Imagine you are talking to a good friend.
- Speak clearly and project your voice so everyone can hear you.
- If you feel yourself becoming choked up with emotion, pause and take a deep breath to collect your thoughts. Your listeners will understand.

## Creating a meaningful funeral service

You can create a funeral that reflects the unique and special qualities of your loved one. The secret is to add personal touches. Here are some suggestions:

- Add your personal touch to the funeral notice in the paper. You may wish to mention your loved one's most memorable qualities or include a few lines from a meaningful poem.
- Provide a memory book for guests to sign at the gathering. This is a lovely way for mourners to share their memories and feelings. It will become a cherished memento of your loved one.
- Place your loved one's favourite things close by. These will have special meaning to all who share your loss.
- Light a candle. The flame of a candle represents the spirit. For some, it also represents life's continuation beyond death.
- Give guests an order of service, including the eulogy. Personalise it with special memories, photos or lines from a poem.
- Project photo images of the person's life during the ceremony.
- Select flowers that were meaningful to the person who died. Perhaps you can think of something more appropriate than flowers to be displayed on the coffin or casket.
- Don't be afraid to use humour, where appropriate. Remember, the eulogy is a celebration of the life of your loved one.



*Place your loved one's favourite things close by. These will have special meaning to all who share your loss.*



- Create a memory display at the viewing, ceremony or gathering. Encourage family and friends to contribute their favourite photos. This is a wonderful opportunity to share special memories.
- Fill the room with your loved one's favourite music—music that is special to the whole family. You may choose to use pre-recorded music or bring in musicians to honour your loved one.
- Include poetry or scripture that may have special significance for you or the person who has died. Involve organisations that the person was involved in, for example, the RSL, Rotary or Masonic Lodge. Some of these organisations have their own short ceremony that can be included, or you may invite them to form a guard of honour or help as pallbearers.
- Choose a meaningful funeral cortege or procession. This is the procession from the service venue to the cemetery or crematorium. The procession is a symbol of public honouring of the death. It is usually led by the hearse containing the coffin or casket. You may ask that the procession pass a significant place, for example, the family home or place of business.
- Escort the cortege with significant vehicle(s).
- Place a flower or cast petals into the grave at the completion of the committal.
- Release balloons, doves or butterflies at the graveside.





## Writing the funeral notice

There are two ways to approach writing the funeral notice. Both approaches are equally correct—just consider what is right for you and the person who has died.

- 1 You can provide the ‘who, what, where, when’—that is, only the necessary facts.
- 2 You can provide an historical statement, a notice that many will cut out from the paper and keep. In addition to the who, what, where, when, this type of notice generally includes dates of birth and death, all immediate family names and may be worded in a way that reflects something of the essence of the person and the relationship others had with them.

On the following pages you will see examples of funeral notices and meaningful phrases. Your funeral director is also available to help you write a notice. Based on your preferences a death notice can also be placed on your family’s behalf.



## JEAN ANNABELLE SMITH

Late of Toowoomba and formerly of Tara, passed away at the St Andrew's Hospital, Toowoomba on the 7th February 2012, aged 78 years.

Loving wife to Bob. Loving Mother and Mother-in-law of Ben and Elaine, Susan and Mick, Sian and Mitch, John and Mavis, Bevan and Anna, Bob and Joan, Rick and Joanne, Arianne and Peter, Kev and Jane, James and Kari and Terry and Fay.

Nanna to 31 Grandchildren and 2 Great-Grandchildren. Sister and Sister-in-law to Bob (dec'd) and Jean, Anna and Tom, Julie and Tommy (dec'd), Lorna and Phil, Zane and Lannah (both dec'd), Peter (dec'd) and Liza, Mick and Pippa, and Mike and Rowena. And Aunt to many much loved Nieces and Nephews.

Relatives and Friends are respectfully invited to attend Jean's funeral, to be held at the TS Burstow Chapel, 1020 Ruthven Street (south) Toowoomba. Service commencing at 10.00am Tuesday 14th February 2012, followed by interment at the Garden of Remembrance. In lieu of flowers, donations may be made to the Heart Foundation, gift envelopes available at the chapel.

*"Peacefully in God's Care"*

Ph 4636 9600

**BURSTOWS**  
Since 1900

## JONES, Robert James

Late of Toowoomba, passed away peacefully on 18th January 2012, aged 80 years.

Loved Brother and Brother-in-law of Matthew and Kelly; Peter and Beryl. A loved Uncle of their respective families.

Relatives and Friends are respectfully invited to attend Robert's funeral, to be held at the TS Burstow Chapel, 1020 Ruthven Street (south), Toowoomba, Service commencing at 12:30 pm Monday 23rd January 2012. Service complete at the Chapel.

Ph 4636 9600

**BURSTOWS**  
Since 1900



## NATHAN WILLIAMS

Late of Clifton, and formerly "Green Acres" Laidley, passed away peacefully on 14th February 2012.

Beloved Husband of Joelle. Dearly Loved Father and Father-in-law of John (dec'd); Max and Freya; Bob and Terri; Mitch and Lannah. A loving Grandfather to their families.

Relatives and Friends are respectfully invited to attend Nathan's funeral, to be held at St Andrew's Presbyterian Church, John Street, Clifton Service commencing at 10:30am Monday 20th February 2012, followed by interment at the Clifton Cemetery.

*"At Peace"*

Ph 4636 9600

**BURSTOWS**  
Since 1900

## Finding the right words

The following phrases, verses and poems may help you prepare the funeral notice, service sheet or bookmark:

1. Rest in peace
2. Always remembered
3. Remembered with love
4. At rest
5. Peace at last
6. A patient sufferer at rest
7. Requiescat in pace
8. Forever in our hearts
9. Peace after suffering
10. The pain of our loss shows us what he's given us
11. The long day closes
12. Goodbye my darling
13. So mote it be
14. Lest we forget
15. Cherished memories
16. Love does not end
17. Real love does not die
18. In God's care
19. Safe in the arms of Jesus
20. God has you in his keeping.  
We have you in our hearts.
21. I go and prepare a place for you
22. In heavenly love abiding
23. The busy world hushed,  
the fever of life is over
24. Beyond the sunset, eternal joy
25. May the light of God surround  
you, the love of God enfold you
26. Gone too soon
27. Peace, perfect peace
28. So dearly loved, so sadly missed
29. Death is only a horizon
30. Laughter will follow tears
31. Thanks for the memories
32. Will be sadly missed
33. Till we meet again
34. We'll meet again



35. We have so many happy  
memories—you will be forever  
in our hearts
36. Your memory is my greatest  
treasure, to have to hold in my  
heart forever
37. Death is the golden key that  
opens the place of eternity
38. A special person, a special  
face, a special someone we  
cannot replace
39. After the night is done the sun  
will shine again
40. There is no endless joy and yet  
no endless sorrow
41. I'll still walk beside you in the  
land of dreams
42. Fly away from this night, go  
now, find the light

## You Can Shed Tears

You can shed tears that I am gone  
Or you can smile because I have lived.

You can close your eyes and pray that I'll come back  
Or you can open your eyes and see all I've left.

Your heart can be empty because you can't see me  
Or you can be full of the love we shared.

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

You can remember me and only that I have gone  
Or you can cherish my memory and let it live on.

You can cry and close your mind,  
Be empty and turn your back,

Or you can do what I'd want:  
Smile, open your eyes, love and go on.



## Preparing an order of service

43. A laugh, a grin, a joke or two,  
that's the way we'll remember you
44. Cross over to the other  
shore where there's peace  
for evermore
45. You were beautiful and we have  
loved you more dearly than the  
spoken word can tell
46. One of nature's true gentlemen,  
the world is a sadder place  
without him
47. In peace you are resting and  
locked in my heart, memories  
I'll treasure while we are apart
48. The face we love is missing, the  
voice we love is still
49. To live in the hearts of those we  
love is not to die
50. Words are few, thoughts are  
deep, memories of you we will  
always keep (or, memories of  
you are ours to keep)
  - a photo image
51. He was always unselfish,  
helpful, and kind, what  
beautiful memories he  
left behind
  - a meaningful poem or passage
52. Weep not that she has gone but  
smile that she has been
  - a message to those attending
53. To the world you were but one,  
to us you were our world
  - the eulogy
54. This day will be remembered  
and quietly kept, no words are  
needed, we will never forget  
*Please allow yourself time to*
55. A tender thought that brings a  
tear, a silent wish that you were  
here. No longer in our lives to  
share but in our hearts you'll  
always be there.
56. Your memory we will always  
treasure, in our hearts you will  
stay forever
57. A fleeting moment to  
remember forever
58. Silent thought of time together  
hold memories that will  
last forever
59. Sweet is the sleep that ended the  
pain, we would not wake you to  
suffer again
60. In our hearts you will always  
stay, loved and remembered,  
every day
61. Love knows not its depth until  
the hour of separation
62. Deep in our hearts memories  
are kept of a friend we will  
never forget
63. My heart aches with sadness,  
my secret tears flow, for what it  
means to lose you no one will  
ever know

### Cancer is Limited

Cancer is so limited...  
It cannot cripple love,  
It cannot shatter hope,  
It cannot eat away peace,  
It cannot destroy confidence,  
It cannot kill friendship,  
It cannot shut out memories,  
It cannot silence courage,  
It cannot invade the soul,  
It cannot reduce eternal life,  
It cannot quench the spirit,  
It cannot lessen the power  
of the resurrection.



### God's Garden

God looked around his garden  
And he found an empty place.  
And then he looked down upon the earth,  
And saw your tired face.

He put his arms around you,  
And lifted you to rest.  
God's garden must be beautiful,  
He always takes the best.

He knew that you were suffering,  
He knew you were in pain,  
He knew that you would never  
Get well on earth again.

He saw the road was getting rough,  
And the hills were hard to climb,  
So he closed your weary eyelids,  
And whispered "Peace be thine."

It broke our hearts to lose you,  
But you didn't go alone,  
For part of us went with you,  
The day God called you home.



64. If I could have a lifetime wish,  
a wish that would come true, I  
would want to wish with all my  
heart for yesterday and you

65. Let me not beg for the stilling  
of my pain but for the heart to  
conquer it

66. It's not what we write, it's  
not what we say, it's how we  
remember you in our own  
special way

67. Life's race well run, life's work  
well done, life's victory won,  
now cometh rest

68. Death will not part us or  
distance divide, forever and  
always you will be by my side

69. Every leaf in the forest lays  
down its life in its season as  
beautifully as it began

70. Rest peacefully in some place  
green, some place nice, some  
place that's called paradise

71. I am very happy to have found  
you. I will always find you in  
the beauty of life.

72. Tired and weary you made no  
fuss, you tried so hard to stay  
with us, you suffered so much  
and told so few, you didn't  
deserve what you went through

73. May the winds of love blow  
softly and whisper for you  
to hear, that we will love and  
remember you and forever keep  
you near

74. Her little soul touched us all,  
and while she could not stay,  
her spirit changed each one of  
us before it sailed away

75. Like the rolling tide life goes on.  
Our heartaches, our joys are  
all intertwined.

76. A grandma is a special gift  
and one you think will stay.  
You never dream the day will  
come when she will go away.  
For those who have a grandma,  
cherish her while you may,  
because I would give the world  
to have her here today.

77. His pleasures were simple, his  
needs were few, if his family was  
happy he was too





### After Glow

I'd like the memory of me  
To be a happy one.  
I'd like to leave an after glow  
Of smiles when life is done.

I'd like to leave an echo  
Whispering softly down the ways,  
Of happy times and laughing times  
And bright and sunny days.

I'd like the tears of those who grieve,  
To dry before the sun,  
Of happy memories that I leave  
When life is done.



### The Final Flight

Don't grieve for me; for now I'm free,  
I'm following the path God laid for me.  
I took his hand when I heard his call;  
I turned my back and left it all.

I could not stay another day,  
To laugh, to love, to work, to play.  
Tasks left undone must stay that way.  
I've found that peace at the end of the day.

If my parting has left a void,  
Then fill it with remembered joy.  
A friendship shared, a laugh, a kiss,  
Ah, yes, these things I too will miss.

Be not burdened with times of sorrow,  
I wish you the sunshine of tomorrow.  
My life's been full, I savoured much,  
Good friends, good times, a loved one's touch.

Perhaps my time seemed all too brief;  
Don't lengthen it now with undue grief.  
Lift up your heart and share with me,  
God wanted me now, he set me free.

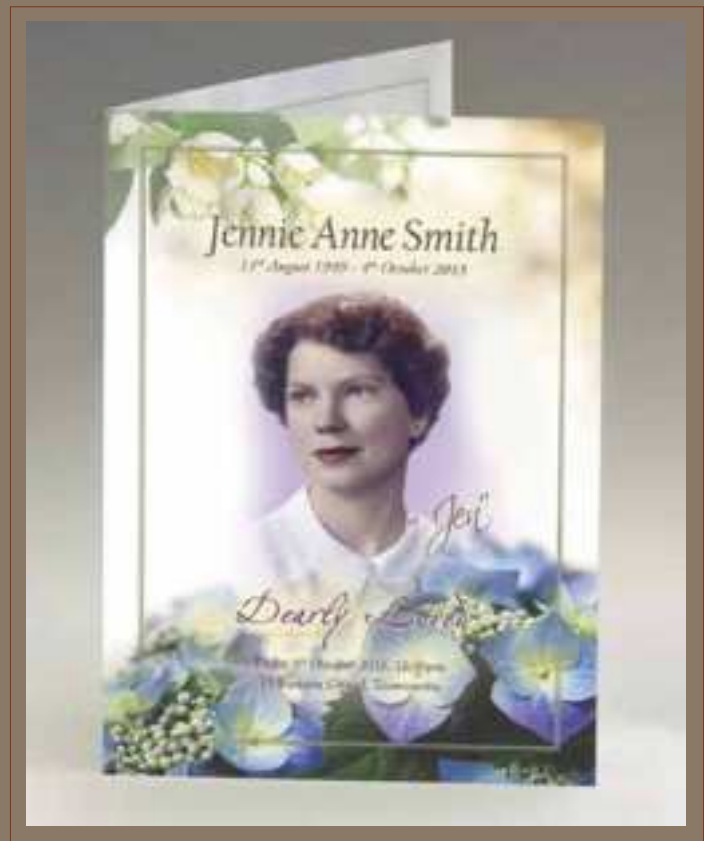


## Preparing an order of service

The order of service can be very simple or more involved. Feel free to include any of the following:

- a photo image
- songs or hymns to be sung
- anecdotes
- a meaningful poem or passage of scripture
- a message to those attending
- the outline of the ceremony
- the eulogy.

Your funeral director can arrange prompt preparation of the service sheet. However, allow yourself time to gather the information and then proofread the draft before it is printed.



## Choosing clothing and arranging times to view your loved one

The choice of clothing is yours. Choose clothing that reflects the tastes and personality of the person who died. Where clothing is not supplied, the funeral director will provide an appropriate shroud.

## The viewing

The viewing is a time for family to support one another in their grief. The body is present in an open coffin or casket, allowing you and others who loved the person who has died to acknowledge the reality of the death and to say goodbye.

The decision to view is an individual one. Mourners should not be prevented from viewing, nor should they be forced to do so.

You may consider giving close friends the opportunity to be involved in the viewing.

If possible, try not to leave the viewing till the day of the funeral. Allow enough days between the death and the day of the service to benefit from the viewing.

## Don't forget the children

Often children are excluded from aspects of a funeral because parents want to protect them. 'The funeral is painful', they reason, 'so I will protect the children from its pain.'

Yes, pain is expressed at funerals but children also have a need to participate.

You can help by explaining what will happen before, during and after the ceremony. Explain the reason for participating in a viewing. Give as many details as the child seems interested in hearing, but be honest. Do not tell fairytales or suggest 'grandma is just sleeping'. You may suggest that the children draw a picture or write a note to be placed in the coffin at the viewing.





## Choosing the coffin or casket

### 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 are wide at the shoulders. Caskets are rectangular in shape and are usually constructed of better quality timbers and feature higher standards of workmanship. Many people regard the coffin or casket as an important tribute to the deceased and they are therefore selected with care. However, to spend so much that it would mean financial difficulties for those left behind would be misguided.

### PERSONALISING THE COFFIN OR CASKET

If you wish, you may personalise the coffin. Here are ideas others have used:

- use folk art, decoupage or colour
- apply significant stickers or adornments
- choose a special fabric interior
- invite friends to sign the coffin at the ceremony.

Your funeral director can show you photographs of a range of coffins and caskets. However, we recommend that you also make a visit to see the items at the funeral home.



### THE REMEMBRANCE BOOK

A beautiful remembrance book will be prepared as a permanent record of the day.

### ASHES URNS

Urns are available in a range of materials and designs, including bronze, ceramic and timber.

### BRONZE ORNAMENTATION

Standard ornamentation on caskets is plastic; however, a range of solid bronze mementos is available. These mementos can be removed after the ceremony and kept by the family as a keepsake.

### MEMORIAL JEWELLERY

A collection of unique jewellery is available as a keepsake, designed to hold a precious memento of your loved one. The range includes items such as necklaces, keepsake beads and key rings which can hold cremation ashes, dried flower petals or a lock of hair. This lovely memorial or keepsake jewellery is individually crafted and meets the highest standards to hold your memento safely, discreetly and close to your heart. Some design options can also be engraved.





## Choosing a venue for refreshments after the funeral

Most funerals are followed by a gathering of friends and family. This is an important time, where the formalities of the ceremony are over and your family and friends are more relaxed and can share fellowship and reflect. Funerals are often times of reunion and you will gain much by hearing the stories and tales that will continue as new and old acquaintances reflect on the life that has been honoured.

This gathering may be held at home, or in a church hall or at a specialised catering facility. Your funeral director can arrange all your catering needs. Alternatively, friends may have that well in hand.

The Pioneers Room, located on the grounds of the TS Burstow Funeral Home and Chapel, is a private venue to meet in after the funeral. The Pioneers Room is a friendly and uplifting environment.

Full catering facilities are available. Beautiful food, beautifully presented and served by people who understand your needs at this time.

A range of menus are available at a price per head. The pricing allows for a smorgasbord of the many items selected. To comply with health regulations, food cannot be packaged and taken away.

## Transport and parking on the day of the funeral

Your funeral director can arrange transport for you. Their driver will call for you, take you to the funeral and return you home at its completion. In addition to convenience, this service is offered as a safety precaution, for those who believe their driving skills may be affected by their grief.

You may prefer to use your own vehicles, in which case your funeral director should advise you of your parking options on the day of the ceremony. When in cortege (in procession), please travel with low beam headlights on.



## Convenient ways to settle the funeral expenses

Your funeral director is responsible for ensuring the smooth running of the funeral service.

An important aspect of this responsibility is arranging payments on your behalf for the purchase of all goods and services associated with the funeral. These services might typically include cemetery plots, cremation fees, floral tributes, funeral notices, catering services, clergy and musician fees.

By arranging for all expenses to be itemised on one account, billing is kept as convenient as possible. Our own services will be detailed on the same invoice. Finance options can be discussed if required.

Payment can be made by cash, cheque or credit card. If the person who has died held a bank account with sufficient funds to cover funeral expenses, the funeral director's account can be presented to the bank for direct payment.

Although during a time of sadness it may seem awkward to talk about costs, open and honest discussion is necessary during the planning stages of the funeral. It is important to balance emotional decisions with practical common sense. When your funeral director addresses the issue of funeral expenses during the planning stage of the funeral, they are acting in your best interests.



## NOTES



T. E. DUNSTONS FUNERALS PTY LTD  
ESTABLISHED 1900

STOP DOWN  
AREA



# OUR SERVICES

4



## Facilities

Burstows facilities in Toowoomba, Dalby, Warwick and Gatton have been designed to create a comfortable environment during a difficult time. The Burstow attention to detail can be seen at any of these facilities and continues in areas often unseen by the public. Your inspection of our entire facility is always welcome.

Our full range of facilities at Toowoomba include an airconditioned indoor chapel, professionally manicured gardens and waterfalls, on-site car park, private viewing rooms, a detached reception room with full catering facilities, personal consulting rooms, a casket selection room, state of the art mortuary, in-house audiovisual department with professional grade technology and full printing and graphic design services.



The development of a 250 to 400 seat chapel, expanded car park, cafeteria and redeveloped audiovisual studio is going through the final phases of planning and will be built on the adjoining property.





## TS BURSTOW CHAPEL

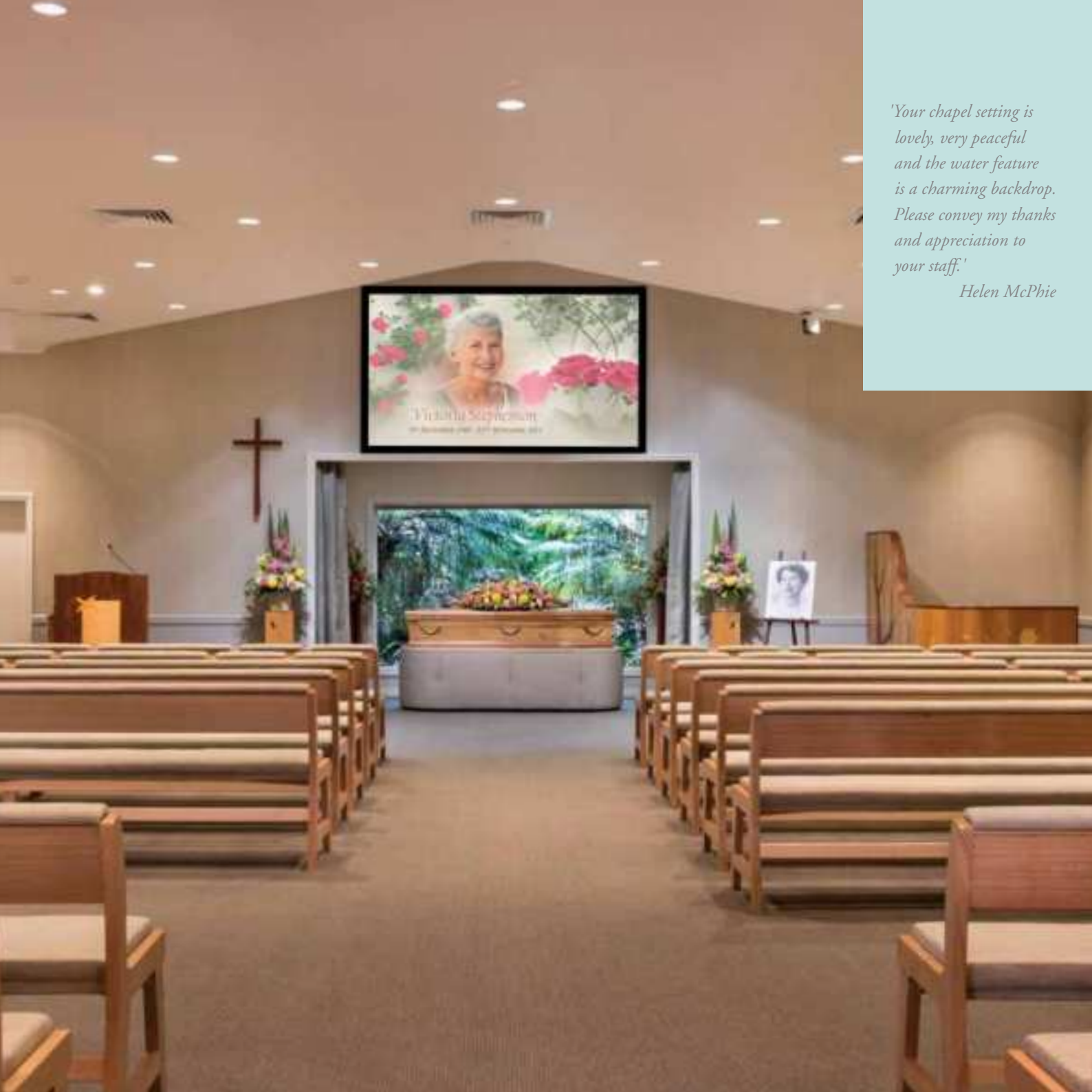
Opened in 2000 as part of our centenary celebrations, the TS Burstow Funeral Home and Chapel were designed as a place for quiet contemplation and reflection, for celebration and reunion.

The airconditioned chapel, seating at least 150 people, provides a beautifully peaceful atmosphere, with stained glass features and specialised lighting. Set among manicured gardens, these facilities enable family members of all belief systems to bid farewell to their loved ones in a dignified and peaceful environment, while a cascading waterfall in the outdoor garden creates the backdrop for the coffin during the service.

All services held in the TS Burstow Chapel include a complimentary introduction screen and visual tribute, designed and developed by our professional audiovisual department. Web streaming options are also available for no additional charge, if you have family or friends who are unable to attend the service.

Conveniently situated opposite the Garden of Remembrance at Toowoomba, many of our families find the Chapel to be a comfortable alternative to traditional graveside or crematorium services.





*'Your chapel setting is lovely, very peaceful and the water feature is a charming backdrop. Please convey my thanks and appreciation to your staff.'*

*Helen McPhie*





## THE PIONEERS ROOM

The Pioneers Room, Burstows' catering facility, is located on-site but separate from the Chapel and Funeral Home. This facility provides a private venue to meet after the funeral where the atmosphere is friendly and uplifting. The Pioneers Room has been the setting for many gatherings where family and friends have laughed, cried and begun the healing together.

A wide range of menu choices are available and all but the cheesecakes are freshly prepared and baked on-site on the day of your gathering.







## Our branches

Our attention to detail and commitment to high quality care can be seen throughout our unique and beautifully-presented facilities. Since 1900, Burstows tradition to serve the families and communities of the Toowoomba, Darling Downs, Lockyer, Brisbane valley, and Southern and Western Downs region has remained steadfast.

Our main facility is located in Toowoomba and we have designed and developed comforting facilities in Warwick, Dalby and Gatton to ensure we can deliver exceptional standards of care for those in need across the region.

We are dedicated to serve you and your family with compassion and understanding every step of the way. Our experienced team will guide and support you by providing a complete funeral care service during this very difficult time in life's journey.



GATTON



DALBY



WARWICK FUNERALS

### CHAPEL

The Warwick Funerals airconditioned chapel, situated within lovely garden surrounds provides seating for up to 125 people. The chapel has been fully equipped with first class audio and media equipment to incorporate personalised photographic tributes, service recordings and web streaming facilities as part of the services offered to families.

The chapel can also facilitate a committal service for cremations to enable the family to say their farewell within this serene and private setting.

### RECEPTION CENTRE

The reception centre is conveniently located alongside Warwick Funerals chapel. This private refreshments lounge provides a relaxed and comfortable atmosphere to gather for fellowship and reunion.



## VIEWING ROOMS

Our viewing rooms give family and friends privacy to say their goodbyes. This is a very personal time and our rooms reflect this, creating an atmosphere of comfort and support.



## ARRANGEMENT ROOMS

Arranging a funeral involves making a lot of decisions. Our arrangement rooms provide privacy and comfort where you can contemplate decisions without distraction. We are also able to assist with home arrangements if more convenient.

## MORTUARY CARE

The care of your loved one is very important to us. Although most families will not want to inspect our mortuary areas, our professionally qualified staff ensure that dignity is paramount while a loved one is in our care.



## CREMATORIUM

At Burstows, everything we do we do to honour life. This is also reflected in the care and respect taken when we deal with a loved one throughout the cremation process. Within our Toowoomba facility we have an on-site private crematorium which undertakes cremations on behalf of our client families.



## Personalised services

At Burstows, we understand that each person is unique. For this reason, we have developed the most extensive options to help you honour a life well lived.

### ASHES URNS

We have a wide variety of urns available, ranging in colours, materials and designs to meet the individual needs of our families. The majority of our urns come in bronze, ceramic and timber and viewing the full assortment can be arranged through your funeral director.

### COMMEMORATIVE CABINETS

Seeking to better meet the needs of our families, we have developed commemorative cabinets designed to showcase your loved one and what they stood for. Within the cabinet, you can display photographs and treasured mementos. In the rear of the cabinet, a sealed compartment enables you to keep safe certificates, letters and personal documents or ashes.

### BRONZE ORNAMENTATION

Standard ornamentation on caskets is plastic; however, a range of solid bronze mementos is available. These mementos can be removed after the ceremony and kept by the family as a keepsake.

### COFFIN PERSONALISATION

To make the funeral experience relevant, we welcome your input in creating a coffin that reflects the character of your loved one. In the past, we have helped with the following personal approaches:

- decoupage the coffin
- choose a favourite colour or favourite sporting team colours
- apply significant stickers or adornments
- choose a special fabric interior, such as denim, hessian, flannels or Italian cotton
- invite friends to sign the coffin at the ceremony
- consider a country theme coffin made of rustic fence palings or corrugated iron.

Your funeral director can show you photographs of our range of coffins and caskets. We also have a showroom featuring coffins and caskets and personalising options.



1860 HORSE DRAWN HEARSE



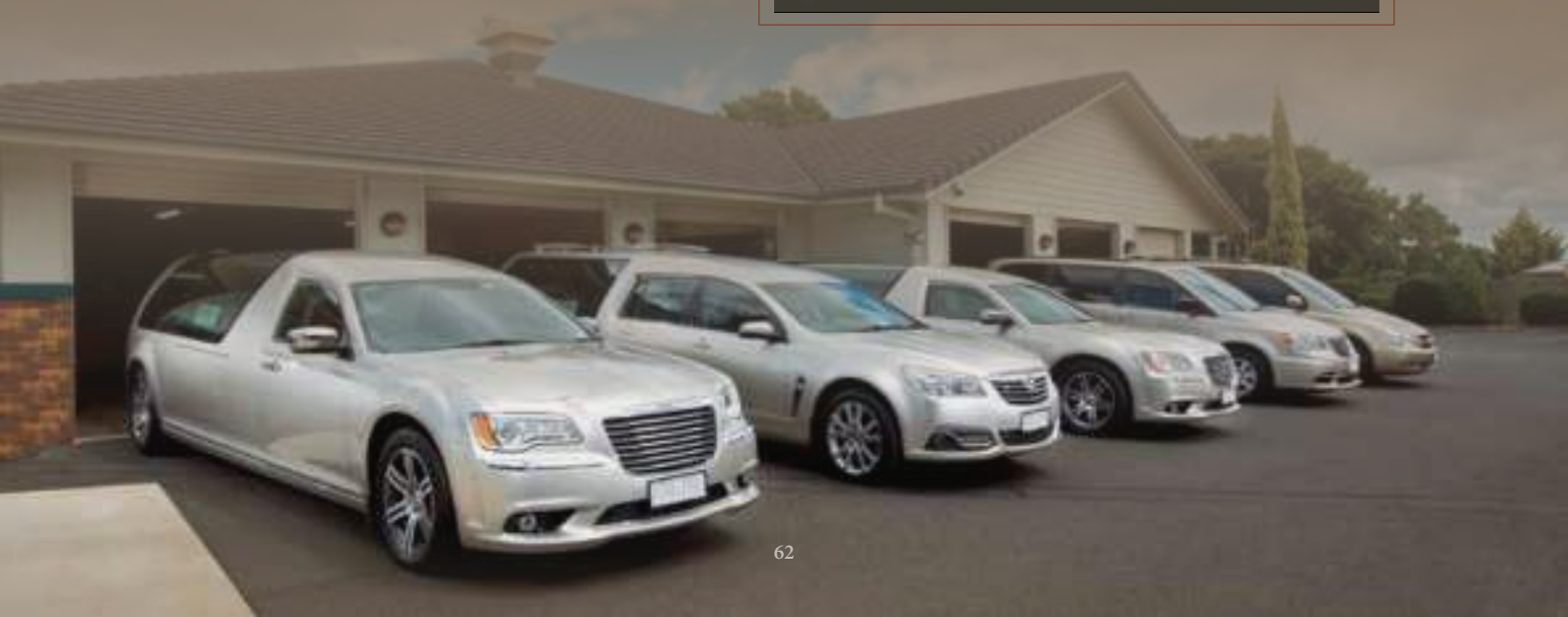
HARLEY DAVIDSON ROAD KING CLASSIC

## The fleet

At Burstows, we have a fleet of professionally coach-built vehicles designed in every aspect to reflect the dignity of the occasion. From its subtle colours to the premium interiors, our fleet has the versatility to meet any special request you may have.



1934 FORD HEARSE







## TREVOR AND DON'S 1924 MASTER BUICK HEARSE

This beauty is believed to be originally owned by Hislop Funerals. Trevor and Don Burstow found the Buick under a house in Sandgate and, recognising the vehicle's potential, immediately made the purchase.

With parts sourced far and wide and unavailable, broken or missing parts painstakingly reproduced, this vehicle

has been built by hand from the ground up over four years. From the firewall back, the timberwork and the extensive repairs to panels, including brasswork, the body has been hand fabricated by the tradesmen at Classic Ridz. Trevor and Don are proud to put this piece of history back into service.

## Audiovisual and media options

### PERSONALISED SERVICE SHEETS

So many families now acknowledge the value of a beautiful service sheet. Once a document simply used to allow attendees at the funeral to follow the service, the Burstows-prepared service sheet now reflects the uniqueness of a loved one and has become a cherished memento.

Because we value making every service personal, all our showcased designs can be modified to accommodate colour schemes and text in accordance with your wishes. Most of our designs have interchangeable backgrounds, enabling you to exchange them for personal images.

Alternatively, our qualified designers can develop a completely new design to meet your wishes. As this requires significant extra time, a small additional fee will apply in these cases.





## THANK YOU CARDS

Our client families value our personalised thank you card service. There is great healing in sending a thoughtful message to those you wish to thank.

Folded into small, four-sided cards, these thank you cards can be modified to contain as much or as little text as you wish. All our cards come with special envelopes.







## INTRODUCTION SCREEN

A beautifully designed image helps all who attend the service to reflect on and honour the life of your loved one.

Professionally displayed via the TS Burstow Chapel's widescreen projector and external plasmas, the introduction screen also adds a personal touch as people arrive for the service. The introduction screen is a complimentary service provided for all services held in the Chapel.

*'Perfectly presented,  
caring and knowledgeable.  
We felt nothing was too  
much trouble for them.'*  
Ian Thompson

## VISUAL TRIBUTE

This type of commemoration is especially meaningful and does much to help family and friends appreciate the life that has been lived.

Your chosen photos and videos are carefully edited and crafted into a visual presentation accompanied by music. This three to five minute presentation uses light, sound, music, imagery and motion to create a powerful and moving tribute that tells the story of a life and leaves loving impressions of the person who has died.

Now complimentary with all services held in the TS Burstow Chapel, following the service you will also receive this presentation on a USB, as a keepsake. Additional copies are available through our reception.

## HOW TO PREPARE YOUR PHOTOS

Firstly, choose the photos and videos you would like to use. Number your photos in the order you would like them to appear. Indicate the footage from the video and the beginning and end times. Then either e-mail them to your funeral director or give the hard copy (that is, USB, DVD, portraits) along with any notes you may have for the design of the tribute.





## PROFESSIONAL AUDIOVISUAL TECHNICIAN

A professional audiovisual technician attends every service held in the TS Burstow Chapel to ensure the audiovisual aspects of the service, such as sound levels, photographic tributes and recordings proceed smoothly.



## SERVICE RECORDINGS

All services held in the TS Burstow Chapel are digitally recorded. Professional quality video cameras are strategically placed to capture the stories, tributes and messages of those who attend.

This service is invaluable for those unable to attend and for family wanting to view the ceremony and those who attended, at a later date. A recording is complimentary for services held in the TS Burstow Chapel. Additional copies of the recorded service are available.

## WEB STREAMING

Sometimes, no matter how hard we try, we just can't be there. If you have family or friends who are unable to attend a service being held in the Chapel, we can accommodate their needs by using one of the many benefits of the internet.

Provided your friends and family have a standard online connection and a basic understanding of the internet, they will be able to play a live video (known as streaming) of your loved one's service on their computer from anywhere in the world.

For families wishing to use this service, the funeral will be recorded inside the TS Burstow Chapel and edited live by one of our audiovisual technicians from within the Chapel.

The video is then uploaded onto the internet in real time so that anyone who has been provided with direct access is able to see and hear the service as it proceeds.

At Burstows, we understand the importance of the funeral and, as a tangible help to those separated by distance, web streaming is now available as a complimentary service for all funerals held in the TS Burstow Chapel.

*'I watched the service yesterday and I thought the whole experience was wonderful.*

*The reception, sound and pictures were really good. I had been very distressed when I realised I was unable to attend but this was the next best thing. I really felt part of the service, sang along to the hymns...'*

*Lauraine Rose*







# COPING WITH LOSS

# 5





## Coming to terms with grief and mourning

Grief and mourning: how can simple words convey the overwhelming range of emotions that you feel when you lose a loved one? There are no words that reflect the emptiness and anguish that you contend with.

Grief and mourning are often confused and refer to different aspects of the bereavement process. Put simply, grief encompasses the thoughts and feelings that are experienced internally, while mourning represents the public expression of these feelings.

However these experiences are defined, the process of coming to terms with the loss of a loved one is one of life's most valuable lessons. The hurt that you feel and the way in which you learn to reconcile your pain can give a depth of learning and understanding that is unrivalled by any other life experience.

Grief is a wholly natural response to a shattering upheaval in your life, but it is not an ordered or structured process. There is no right or wrong way to grieve and all expressions of grief reflect a very real sense of pain and loss. Any response that conveys a natural expression of grief is preferable to the rigid guidelines that society often seeks to impose. You don't need permission from anyone to mourn.

Nor is there an acceptable timeframe for the grieving process. Many people find that the symptoms of grief remain for years and appear in a variety of guises. Society's expectation of a standard grieving process is inconsistent with the variety of ways that people actually express their sense of loss.





*I am the resurrection  
and the life. He who  
believes in me will live,  
even though he dies;  
and whoever lives and  
believes in me will  
never die.*

*John 11:25-26*

## The symptoms of grief

Immediately following the loss of a loved one, bereaved family members may typically be struck by a sense of disbelief and distress. A loss of self-esteem and confidence may also occur. Many bereaved people may also experience a bewildering range of emotions, such as relief, guilt, laughter, anguish and anger.

The support of family and friends during this time is an invaluable resource. Encourage the bereaved to express these emotions. Give them the opportunity to talk, allow them to cry and, when the conversation reveals some happy memories, don't be afraid to laugh.

Any or all of these emotions are typical reflections of the confusion and disruption that is being felt inside and should be treated as a valuable part of the grief journey.

Physical symptoms of grief are also common and may include sleeplessness, loss of appetite, tummy upset or chest pains. A sense of numbness or disconnection may also be experienced.

The months after the initial impact will usually prove to be a difficult and emotional time. The sense of disbelief has expired and support from family and friends begins to ebb away. It can be difficult to cope without this support.





## Let the healing begin

While bereavement is one of life's most challenging experiences, the grief it brings is not something that you should expect to overcome. Instead, it is something that needs to be experienced. Some people move away from grief before they are ready.

As time passes, the majority of people slowly start to see improvements in their outlook. Gaps in daily life become filled and confusion and pain gradually becomes less acute. There's no set time for this adjustment, beginning in the early weeks for some and lasting for several years for others.

It's during this period that rising ripples of optimism and energy will be experienced and you may draw strength from the healing that has occurred to this point. While the pain may never leave you altogether, it will generally become more manageable in time.

It is important to understand that bereavement has the power to change us. We may never return to the same mental and spiritual position that we occupied before the loss of our loved one, but we will move on to occupy a new position, one that has absorbed the trauma and loss that we have experienced.

## A child's perspective

The death of a loved one affects everyone in the family, including children. During this difficult time, children will confront many of the same emotional challenges as adults. Terminal illness and a death in the family may force family members to spend time away from their children.

While these absences are usually an essential duty of care for adults, they can often be seen as neglect in the eyes of a young child. Reassuring children at this stage will help to displace any sense of guilt or frustration that may be felt.



It is important that the child's sense of loss is recognised in the period following the death of a loved one. There is a tendency for adults to try and protect children from the pain but they, too, must be allowed to come to terms with their new circumstances.

The funeral provides an important opportunity for children to adjust to their loss and to say their own goodbyes. An explanation of the events that will take place should be offered so that children can be encouraged to share the funeral experience, accept the death and reconcile their grief with the rest of the family and friends.

Encouraging children to be open with their feelings is central to reconciling any symptoms of grief. Recognising that these symptoms may be related to your own will help you to give comfort and allay their fears.

Taking time to answer children's questions about death is an important stage in their grieving process. While many of these questions may appear simplistic or naïve, they are legitimate concerns for the child.

In order to help parents care for grieving children, Burstows has available a guide that has been written specifically to answer some of the questions that are frequently asked.

This free guide gives an informative reference for younger children that will introduce them to some of the important issues surrounding death and bereavement.







BURSTOWS

Since 1900





# TESTIMONIALS

# 6

‘As a registered nurse and educator in the aged care sector, I believe high quality care for elderly residents and their families is paramount. From my many educational visits to Burstows Funeral Home, I am assured and comforted that the same high level of care is continued at Burstows, especially in areas normally unseen by the public.’

***Sue Radecker***

RN, BNursing, Grad Dip FET, Cert IV WTA





*‘The family’s choice for over eighty-two years.’*

*Henry and Ruby Taylor,*  
Toowoomba

*‘The care we received when we called at reception  
with young children was magical.’*

*J Thomas,*  
Cambooya

*‘The way in which the funeral was conducted  
exceeded our expectations. As a medical  
practitioner, I have always been impressed by the  
staff’s efficiency and willingness to accommodate.  
I dread to think how we would have managed  
without your suggestions, arrangements,  
punctuality and total cooperation.’*

*Dr R Vickers,*  
Toowoomba

*The following comment was in response to the  
question about the fairness of our costs:*

*‘Yes I do. But the care and compassion we  
received is without price. To me your service is  
exemplary, you were so easy to talk to and were so  
understanding of our needs.’*

*Helen Hall,*  
Toowoomba



‘The phone call I received from your staff members really gave me a lift. I realised that someone else cared. The gift and card you personally sent was a real reminder of others’ care.’

*Dulcie Higgins,*  
Toowoomba

‘It is always gratifying to conduct or participate in a Burstows funeral service. You and your staff have a genuine empathy plus a professionalism which is second to none.’

*Reverend George Stewart,*  
Toowoomba

‘... it is quite obvious your firm is not just a money making organisation, but genuinely helps people in grief, with back-up long after the initial loss.’

*Chas Hudson-Gard,*  
Dalby







‘There isn’t just one thing—it is the whole package—you’ve made such a sad time into a beautiful and memorable experience.’

*S Sheehan,*  
Toowoomba

‘The compassion of your staff and how peaceful and serene the whole place is—especially the Chapel with its beautiful backdrops. Gives a feeling of “safeness” for your loved one.’

*Warren S,*  
Toowoomba

‘Patience was always present, never were we to feel rushed, every single staff member was like an extension of our family, nothing was too much trouble.’

*M Sullivan,*  
Toowoomba

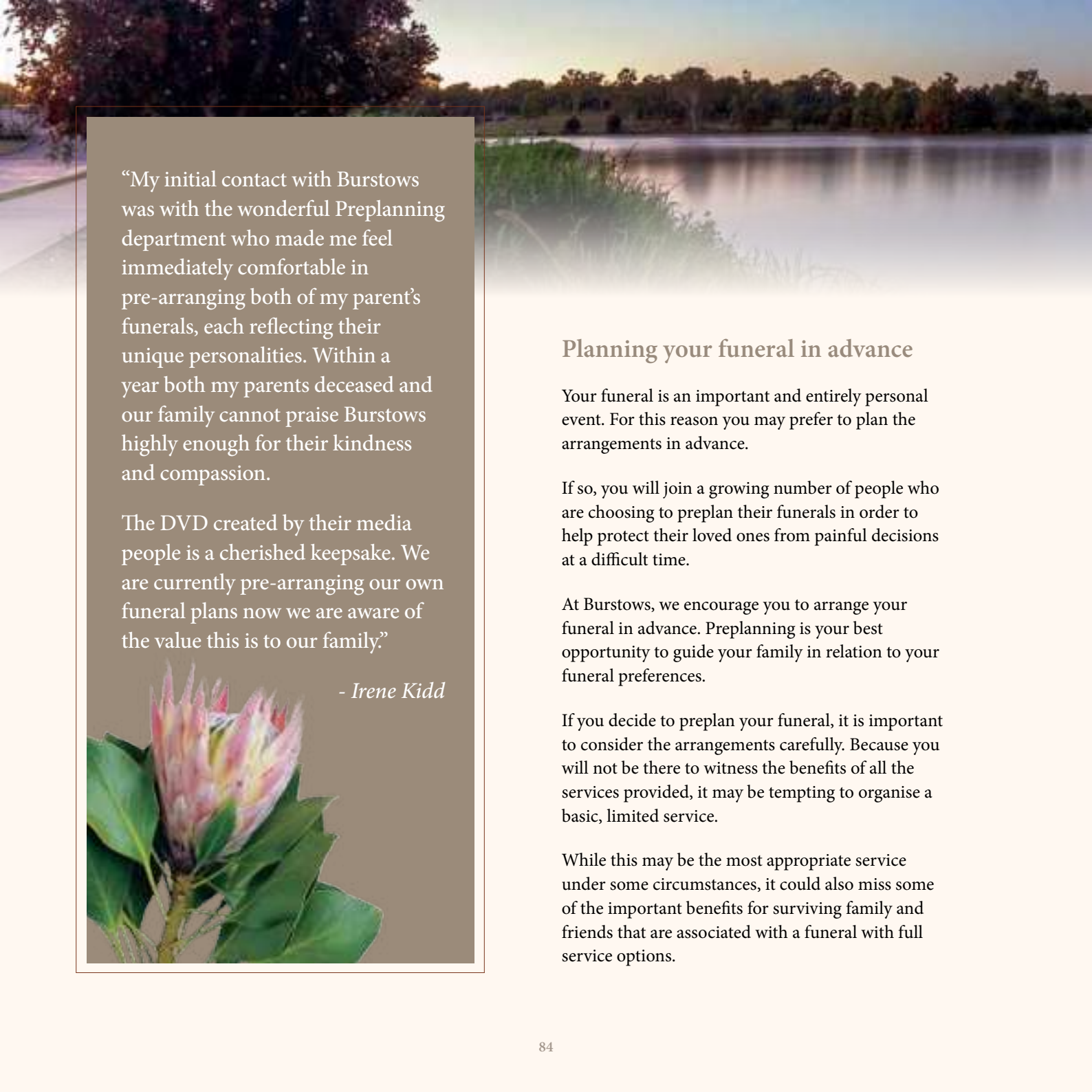






# *P*LANNING AHEAD

# 7



“My initial contact with Burstows was with the wonderful Preplanning department who made me feel immediately comfortable in pre-arranging both of my parent’s funerals, each reflecting their unique personalities. Within a year both my parents deceased and our family cannot praise Burstows highly enough for their kindness and compassion.

The DVD created by their media people is a cherished keepsake. We are currently pre-arranging our own funeral plans now we are aware of the value this is to our family.”

- Irene Kidd



## Planning your funeral in advance

Your funeral is an important and entirely personal event. For this reason you may prefer to plan the arrangements in advance.

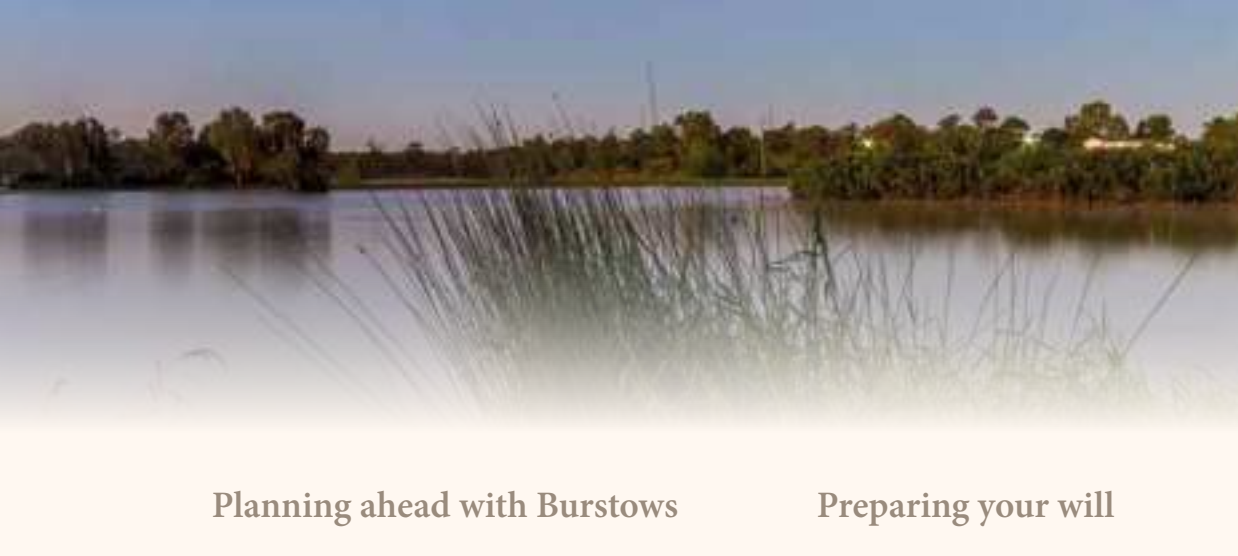
If so, you will join a growing number of people who are choosing to preplan their funerals in order to help protect their loved ones from painful decisions at a difficult time.

At Burstows, we encourage you to arrange your funeral in advance. Preplanning is your best opportunity to guide your family in relation to your funeral preferences.

If you decide to preplan your funeral, it is important to consider the arrangements carefully. Because you will not be there to witness the benefits of all the services provided, it may be tempting to organise a basic, limited service.

While this may be the most appropriate service under some circumstances, it could also miss some of the important benefits for surviving family and friends that are associated with a funeral with full service options.





*...neither death nor life, neither angels nor demons, neither the present nor the future, nor any powers, neither height nor depth, nor anything else in all creation will be able to separate us from the love of God that is in Christ Jesus, our Lord.*

*Romans 8: 38-39*

## Planning ahead with Burstows

At Burstows, we remind our preplan clients that the funeral service takes place for the benefit of the survivors. Providing comfort to survivors through a dignified service is an important consideration.

Beyond this consideration, we encourage you to plan exactly the type of service that you would like. If you would appreciate a traditional service with floral tributes, hymns and prayers, you are free to plan just such a ceremony. If you prefer popular songs and poetry, or simply a silent commemoration, the service can be arranged accordingly.

Because the cost of funeral services is constantly rising, there are worthwhile financial incentives of preplanning a funeral. Simply by organising and paying for your funeral in advance, you can lock in prices and pay funeral expenses once and for all. No more to pay, ever. This is an inflation-proof investment.

At Burstows, our experienced staff will be happy to discuss options for preplanned and prepaid funerals with you. Appointments can be made either at home or at our premises, if that is more convenient. Consultations with our preplanning staff are free of charge.

## Preparing your will

The importance of preparing a will cannot be overstated. If you are over the age of 18, you should have one prepared. The legal implications for not leaving a will when you die can be expensive and prolonged, often causing unnecessary upset to family members in the process.

When someone passes away without a will, there is no guarantee that the estate will be distributed according to their wishes.

Many people falsely assume that assets and property will pass automatically to their spouse upon their death. This is not necessarily the case, however, as the rights of the spouse of a person who dies intestate will vary according to whether the intestate person was also survived by other relatives.



In Queensland, there are very specific laws that apply to the distribution of an estate in the event that a person should die intestate. Closer examination of these provisions will highlight the importance of drafting a will. They will also indicate the problems that can arise if a person fails to do so.

Proper preparation of a will is the only way to ensure the desired distribution of your estate.

### Proper preparation

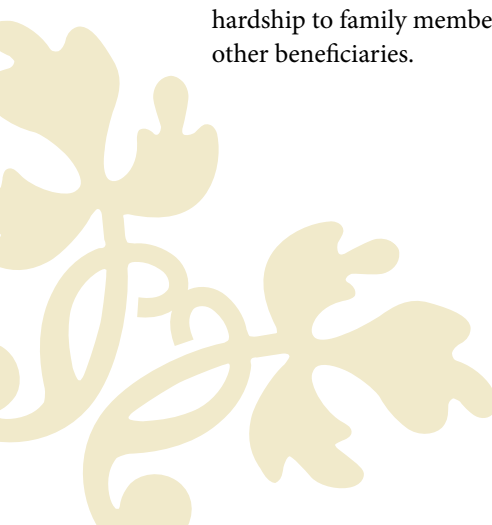
It is essential that a will be properly prepared. Some people draft their own wills, inadvertently causing distress, disappointment and financial hardship to family members and other beneficiaries.

A well-planned will informs relevant parties quickly and simply who is to benefit, when they are to benefit and to what extent.

In the majority of cases, it is a relatively straightforward task to create a legally binding document. Typically, there are not huge amounts of money or many different types of assets to be dispersed and beneficiaries are usually readily located.

Whether a will is simple or complex, it will require planning, clear thinking and legal help in order to avoid disappointing surviving family members.

The primary purpose of any will is to benefit surviving loved ones and this should not be put at risk through a lack of foresight or planning. Leaving your hard-earned assets to family and friends should always be a source of personal satisfaction to a will maker.



# My Funeral Preferences & Personal Reflections

*In the event of my death, I have recorded the following information here to help family members organise my funeral.*

*I hope that, in providing this information, I am able to give you, my loved ones, insight to my thoughts and preferences.*

*You may face the challenge of balancing my wishes with your own needs as mourners. Know that it is okay to put your needs first. Seek to fulfil the essence of my wishes, rather than the individual details.*

*Remember, my funeral is held principally for your benefit, not my own. So if you would like to make choices for my funeral and disposition that will better help you and others mourn after I have died, please do so. You have my permission and my blessing.*

*With love,*

NAME:

DATE:



## MY DETAILS

My given names are:

---

My surname is:

My date of birth is:

---

I would like my funeral to leave from/be held at (name and address of church, funeral chapel etc.):

---

---

I have an allotment in

Cemetery. Details are as follows:

---

---

The last person buried in this allotment was:

---

on (date):

---

I have no ground but would like to be buried in

Cemetery.

---

I request that I am cremated at

Crematorium,

---

and that my ashes be:

---

## REGISTRATION OF DEATH

The following information is required by government authority for registration of death:

---

My given names:

---

My surname:

---

Occupation:

---

Former occupation, if retired:

---

Old age, military or invalid pension (state which):

---



My date of birth is: \_\_\_\_\_ I was born at: \_\_\_\_\_

If widowed, please state date and place of death of wife or husband: \_\_\_\_\_

Date: \_\_\_\_\_ Place: \_\_\_\_\_

### MY PARENTS' DETAILS

My father's given names: \_\_\_\_\_

My father's surname: \_\_\_\_\_

Trade, profession or occupation is/was: \_\_\_\_\_

My mother's given names: \_\_\_\_\_

My mother's maiden name: \_\_\_\_\_

### MY MARRIAGE DETAILS

I was married at (1st):      Town:      State:      Country

I was married at (2nd)      Town:      State:      Country

My age when I was married was: \_\_\_\_\_

1st:      years

2nd:      years

I married:      Given names in full (1st):

\_\_\_\_\_  
Surname (1st):

\_\_\_\_\_  
Given names in full (2nd):

\_\_\_\_\_  
Surname (2nd):

MY CHILDREN’S DETAILS

My living children from my first marriage:

Name:	Date of birth:	/	/
Name:	Date of birth:	/	/
Name:	Date of birth:	/	/
Name:	Date of birth:	/	/
Name:	Date of birth:	/	/

My living children from my second marriage:

Name:	Date of birth:	/	/
Name:	Date of birth:	/	/
Name:	Date of birth:	/	/
Name:	Date of birth:	/	/
Name:	Date of birth:	/	/

My deceased children were:

By my first marriage:

Males:	Females:
--------	----------

By my second marriage:

Males:	Females:
--------	----------

## LEGAL DETAILS

My will is lodged with:

\_\_\_\_\_

\_\_\_\_\_ who are to be notified as soon as possible.

My solicitor is:

I would like the following persons to be notified of my passing:

Name:	Relation:	Phone:
_____	_____	_____
Name:	Relation:	Phone:
_____	_____	_____
Name:	Relation:	Phone:
_____	_____	_____
Name:	Relation:	Phone:
_____	_____	_____
Name:	Relation:	Phone:
_____	_____	_____

I have a funeral benefit plan with:

I have a life insurance policy with:

## NOTES AND REQUESTS

\_\_\_\_\_

\_\_\_\_\_



### PREPLANNING ENQUIRIES LINE - Ph (07) 4636 9680

Our local professional team are available to help you complete your future requirements. Phone (07) 4636 9680 to arrange an appointment in your home or at the Burstows Funeral Information and Preplanning Centre.

FLORAL TRIBUTE

- ☐ No flowers please. I would prefer a donation go to this charity:
- ☐ I love flowers and hope you would like to honour me with a floral tribute.
- ☐ I particularly like the following flowers (type/colour):
- ☐ I really would not want:

MUSICAL PREFERENCES

- I would like:
- ☐ Organist
  - ☐ Singer
  - ☐ Piper
  - ☐ Recorded music
  - ☐ Other

- I would like the following music, hymns and/or songs at my funeral:
- 1
  - 2
  - 3
  - 4
  - 5



REQUESTS

If available, I would be honoured if these people could be my pallbearers:

	Yes	No	Family to decide
Viewing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Printed service booklets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bookmarks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Photo tribute	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Photoboard	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Candle lighting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Balloon release	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dove release	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Refreshments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other personal touches:

PERSONAL REFLECTIONS

I offer the following personal reflections to help those preparing my eulogy.

Some special childhood memories are:

My first job was:

How I met my spouse:

My favourite family memories (e.g. holidays, gatherings):

Something that most people don't know about me (could be embarrassing moments or phobias etc.):

---

---

---

---

Some of my personal achievements are:

---

---

---

---

---

Some of the proudest moments in my life are:

---

---

---

---

---

My life was significantly influenced by (may be people or events):

---

---

---


---

---

---







# *F*REQUENTLY ASKED QUESTIONS

# 8

## 1 | What is the cost of a funeral?

Because there is no such thing as a 'typical' funeral, there is no one answer to this question. In general, a funeral that is more complex to plan and carry out will cost more than one that is simple in structure. The quality of the coffin or casket will also affect the overall cost.

When a funeral advisor meets with your family, they will discuss many of the options available to you, giving you the freedom to select the services that are most appropriate to your needs.

It is normal for the cemetery or crematorium costs and the various disbursements (such as doctors fees, clergy or celebrant fees, registration costs, press notices, flowers and so forth) to be included in the one account, along with the funeral company fees.

We also understand our client families appreciate value and honesty. We welcome a value comparison and invite you to visit us to obtain an accurate cost proposal without obligation.



## 2 | Is burial more expensive than cremation?

In most locations, the cost of purchasing a lawn cemetery plot, interment fee and plaque will cost more than a cremation fee.

The difference in Toowoomba, Gatton, Warwick and Dalby can easily be as much as \$1,800.00 more for the burial option. However, we can provide detailed cost comparisons on all cemetery and cremation options.

## 3 | I have been told it can be wise to allow yourself more time prior to the funeral. Why is this so?

If your initial desire is to put the funeral behind you as quickly as possible, we encourage you to reconsider this approach. Sometimes, families see the funeral as a painful experience and feel that the sooner it's over, the sooner life will return to normal. We must understand that the loss of our loved one has caused our pain. The funeral can and should be the instigator of our healing. Allow yourself enough time to consider and carry out all your options.

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

The difference between a coffin and a casket is basically one of design. Coffins are tapered at the head and foot and are wide at the shoulders. Caskets are rectangular in shape and are usually constructed of better quality timbers and feature higher standards of workmanship.

The decision to select a coffin or a casket is made by the family according to their personal preference. Many people regard the coffin or casket as an important tribute to the deceased and therefore select it with care. However, to spend so much that it would mean financial difficulties for those left behind would be misguided.

## 5 | Cremation or burial?

The wishes of the deceased are followed, if they are known. A cremation should not take place if there are written instructions to the contrary.

Cremation is a respectful, dignified process that feels right for many of today's families. Should you wish to know more about cremation, your funeral director will give you more details.

## 6 | In cremation, what happens to the coffin or casket?

Fears that the coffin or casket is not burned but is used again are completely unfounded. The coffin or casket is always cremated with the body of the deceased.

## 7 | Will we have an opportunity to say our goodbyes?

An opportunity for family members to say a final goodbye can be arranged through a service call for a private viewing, usually held at the funeral home. It is up to the immediate mourners whether they wish to arrange or attend a private viewing.

Viewing a loved one after death can be beneficial for the family. As well as allowing a personal last goodbye, the viewing helps establish the reality of their loss. Our mortuary professionals carefully restore the dignity of the body. In this way, the viewing becomes an opportunity to grow through the experience of loss. When more than one viewing is required, appropriate times can be arranged with your funeral director.



## 8 | How should our loved one be dressed?

The majority of our families prefer to provide clothing of their choice. At Burstows, we encourage family members to determine what is appropriate under the circumstances. We suggest that you choose clothing that reflects the tastes and personality of the person who died, as this can have a considerable impact, especially when arranging a viewing. If the family is unable to provide clothing, then the funeral director will ensure a suitable shroud is provided.

## 9 | What should we do with the wedding ring and other jewellery?

If directions have not been left in a will, then this becomes a very personal decision and there is no right or wrong answer. Allow time to discuss this matter with your family.



## 10 | How should I explain to a child that someone has died?

In your explanation, it is important to use the words 'dead' and 'died'. Don't use words like 'gone to sleep' or 'gone away' as these can be confusing to children. As you talk about the death, give lots of physical and emotional support, talk about the person who has died and talk about them now as being a 'memory'.

Some adults are concerned about crying in front of children. This is a learning experience for the child and understanding that, when we are sad, we may cry is a helpful lesson for them. Explaining that the tears are because of sadness may help the child feel freer to express their own feelings.

Begin to focus on events and experiences that can be remembered by the child, talk about these and explore tangible ways of remembering the person. For more information, go to Burstows website at [www.burstows.com.au](http://www.burstows.com.au).



## 11 | Should young children attend funerals?

The death of a loved one affects everyone in the family, including the children. With a loving explanation of what the funeral is about and what will happen, children should be encouraged (though not forced) to share the funeral experience with the rest of the family and friends.

Adults have a tendency to try and protect children from pain, but children also need to be able to accept the death and resolve their grief, the pain of which no amount of protection, or 'fairytales', can eliminate.

Children need to be included in the funeral experience and not left out because they are 'too young to understand'. Children need to say their goodbyes, too.







# HELPFUL CHECKLISTS



## *Before the funeral*

Please do not advise family and friends of the funeral time until you have confirmed it with the funeral director.

### AT THE HOSPITAL OR NURSING HOME

- ☐ Hospital staff will notify the doctor for a certificate of death
- ☐ Notify family members
- ☐ Ring funeral director
- ☐ Sign the hospital transfer release form nominating your funeral director (if applicable)

### WHO TO NOTIFY INITIALLY

- ☐ Executor of the will
- ☐ Neighbours and close friends
- ☐ Relatives
- ☐ Home care nursing service, community or palliative care
- ☐ Nursing Home personnel about account and personal effects
- ☐ Solicitor or public trustee (check if funeral requests are contained in will)
- ☐ Meals on wheels
- ☐ Banks and financial institutions
- ☐ Funeral benefit fund, superannuation fund
- ☐ Landlord
- ☐ Employer(s)



## *Before meeting with the funeral director*

If possible, allow a half day or overnight to absorb what you have just experienced before the funeral arrangement. Do not rush the funeral. You will benefit by allowing a number of days in between the arrangement and the funeral.

### BEFORE YOU MEET, GIVE THOUGHT TO

- ☐ Burial or cremation
- ☐ Venue – church, chapel or other
- ☐ Venue for refreshments after the service
- ☐ Funeral notice and in which newspaper to display the notice
- ☐ Deceased's details of birth, marriage, parents (marriage certificate is helpful)
- ☐ Clothing—how you would like the deceased dressed. Bring clothing to the meeting.
- ☐ Jewellery or other items which you would like to remain with the deceased
- ☐ Allow one to two hours with the funeral director to plan the funeral and complete forms



## *Planning the funeral*

Allow yourself some quiet time to reflect and be still, others will want to care for you.

### PREPARING FOR THE FUNERAL SERVICE

- ☐ Eulogy—family members or friends—wording and delivery
- ☐ Select music, readings or poetry for the service
- ☐ Pallbearers—invite family and friends (four or six are required)
- ☐ Viewing—give all family members, young and old, the choice.  
Consider whether to place notes, cards and mementos in the coffin.
- ☐ Order of Service—arrange a time to speak with the minister to discuss an order of service. Choose a photo for the front cover.
- ☐ Compassionate airfares may be available for family members travelling by air to the funeral. Just speak to the airline representative.

### THE FUNERAL DIRECTOR WILL ARRANGE THE FOLLOWING, WITH YOUR ADVICE

- Most suitable time and day for the funeral
- Confirm availability of the minister and church
- Confirm timing with the cemetery or crematorium
- Transfer the deceased
- Registration of death form
- Cremation forms (if applicable)
- Type and fax the funeral notice(s)
- Provide envelopes and collection box for donations to a charity, if requested
- Arrange pallbearers to carry coffin, if required
- RSL—arrange personnel and provide Australian flag
- Arrange a time for a viewing
- Floral arrangement for the coffin
- Coffin selection
- Family will provide clothing or, if not, a shroud arranged
- Placement or removal of jewellery
- Order a copy of the death certificate, if requested (this takes four to six weeks to arrive)
- Cemetery plaque form, if applicable, and inscription
- Provide an estimate of the funeral cost (the bank may need an invoice for payment)
- Provide a remembrance book for signatures at the church
- Notify Centrelink or Veterans Affairs
- Prepare and dress the deceased



## *After the funeral*

### WHAT TO DO AFTER THE FUNERAL

- ☐ Complete cemetery plaque
- ☐ Consider options for headstone, photo and vase
- ☐ Reply to sympathy and flower cards
- ☐ Consider a thank you notice in the local paper
- ☐ Consider an obituary in the paper

### WHO TO NOTIFY IN DUE COURSE

- |   |  |
|---|--|
| <input type="checkbox"/> Accountant                   | <input type="checkbox"/> Local authorities               |
| <input type="checkbox"/> Ambulance                    | <input type="checkbox"/> Medical specialist              |
| <input type="checkbox"/> Australian Taxation Office   | <input type="checkbox"/> Medicare                        |
| <input type="checkbox"/> Centrelink                   | <input type="checkbox"/> Motor vehicle registry office   |
| <input type="checkbox"/> Clubs, organisations         | <input type="checkbox"/> Newsagent, home deliveries      |
| <input type="checkbox"/> Chemist                      | <input type="checkbox"/> Optometrist                     |
| <input type="checkbox"/> Electoral Office             | <input type="checkbox"/> Passport and visa               |
| <input type="checkbox"/> Electricity and gas supplier | <input type="checkbox"/> Post Office                     |
| <input type="checkbox"/> Dentist                      | <input type="checkbox"/> RACQ                            |
| <input type="checkbox"/> Department store cards       | <input type="checkbox"/> Solicitor about estate and will |
| <input type="checkbox"/> Health funds                 | <input type="checkbox"/> School or TAFE                  |
| <input type="checkbox"/> Hire purchase companies      | <input type="checkbox"/> Seniors Card                    |
| <input type="checkbox"/> Home secure and home assist  | <input type="checkbox"/> Stockbroker                     |
| <input type="checkbox"/> Insurers—life, house, car    | <input type="checkbox"/> Telephone company               |
| <input type="checkbox"/> Library                      |  |







# *C*ONTACT US

# 10



## Contacting Burstows

In the event of a death in the family, contact Burstows without delay. A funeral director is available 24 hours a day, 365 days a year and will provide help and guidance from the first contact.

### TOOWOOMBA

1020 Ruthven St (South)  
Toowoomba Qld 4350  
24 hour line 1800 803 196  
Phone 07 4636 9600  
Fax 07 4636 9655

### BURSTOWS FUNERAL INFORMATION AND PREPLANNING CENTRE

243A Margaret Street  
Toowoomba Qld 4350  
Phone 07 4636 9680  
Fax 07 4636 9683

### OAKEY

Henry Lorrimer Funerals  
Oakey Qld 4401  
Phone 07 4691 3233  
Fax 07 4636 9655

The funeral arrangements consultation can be held at your own home or at our premises. This consultation does not need to take place immediately and you may wish to await the arrival of other family members before proceeding with the arrangements.

If you are one of the growing numbers of people that would like to plan their funeral in advance, contact Burstows to arrange an appointment to speak with one of our trained consultants.

A range of useful literature is also available from Burstows. This information has given comfort and understanding to many of our client families and is available free of charge.

Additional copies of this publication can be obtained by contacting Burstows.

*Our 24 hour freecall  
number is 1800 803 196*

#### DALBY

9 Rochedale Street  
Dalby Qld 4405  
Phone 07 4679 8200  
Fax 07 4679 8201

#### WARWICK

48 Willi Street  
Warwick Qld 4370  
Phone 07 4667 8700  
Fax 07 4667 8702

#### GATTON

79 Cochrane Street  
Gatton Qld 4343  
Phone 07 5468 2900  
Fax 07 5468 2902









# GLOSSARY



## Autopsy

(or 'post-mortem examination')

A medical examination to discover the cause of death or the extent of disease

## Burial

(also called 'interment')

Placing the deceased body underground

## Casket or coffin

A receptacle of timber or metal into which the deceased body is placed

## Casket spray

The floral tribute placed on the lid of the coffin or casket

## Catafalque

(pron. 'katta-falk') A stand upon which the casketed remains rest, either during the viewing or during the ceremony

## Columbarium

An above ground structure for final disposition of cremated remains

## Committal

The act of final disposition, be that lowering into the grave or placing in the crematorium

## Coroner

An official who holds inquests into violent, sudden or suspicious deaths

## Cortege

The procession from the place of the funeral ceremony to the cemetery or crematorium, usually led by the hearse containing the casket or coffin. The cortege is a symbol of mutual support and a public honouring of the death. Mourners accompany one another to the final resting place of the person who has died.

## Cremation

Cremation involves reducing the body through heat to ashes

## Crypt

An above ground burial site (vault or room)

## Direct committal

(sometimes called 'direct disposition')

When a funeral director is instructed to deliver the casketed remains direct to the cemetery or crematorium, without ceremony

## Dual venue service

A funeral where the ceremony is held in one location, for example, church or chapel, and the committal follows at the cemetery or crematorium

## Embalming

Modern embalming is a specialised procedure carried out to preserve and sanitise the deceased. The procedure distributes the sanitising and preserving solution through the circulatory system and is similar to a blood transfusion. It helps restore the appearance of the deceased by arresting the physical changes and ensuring the highest standard of hygiene. Embalming is not mandatory.

## Eulogy

A brief speech that acknowledges the unique life of the person who died and affirms the significance of that life for all who shared in it

## Exhume

To remove the remains from the place of burial

## Grief

A natural response of the whole person to significant loss, either real or imagined

## Lowering device

A mechanism used for lowering the casket or coffin into the grave

## Memorial service

(sometimes called a 'thanksgiving service')

No coffin or casket is present at the church or chapel. A memorial or thanksgiving service usually follows a private graveside or crematorium committal.

## Mourning

Grief gone public. It is the outward expression of the internal thoughts and feelings we experience in grief. It is through mourning that we heal.

## Mourning coach

The vehicle provided by the funeral director for transporting the immediate mourners on the day of the funeral

## Niche

A space in a wall made for placing urns containing cremated remains

## Obituary

A biographical sketch of the person who has died, usually placed in the newspaper a short time after the funeral

## Pallbearers

The people who carry the coffin or casket from the ceremony to the hearse and from the hearse to the gravesite or crematorium chapel

## Pre-arranged funeral

(similar to writing a will)

Document prepared to give surviving family members relevant personal data and wishes relating to the funeral

## Remembrance book

Book made available by the funeral director for recording the names of people attending the ceremony. The remembrance book also includes personal details of the person who has died and details of the service.

## Requiem mass

(pron. 'rekwe-em')

(sometimes called 'thanksgiving' or 'funeral mass')

The mass is the celebration of the sacrament of the eucharist or Lord's supper and the chief act of Roman Catholic worship. The requiem mass is celebrated for the peace of the dead.

## Single venue service

A funeral where the ceremony and committal take place wholly in one venue, for example, in the funeral home chapel, or at the graveside or at the crematorium chapel

## Shroud

The garment the funeral director will place on the deceased if the family do not provide clothing

## Urn

A container into which cremated remains are placed; may be made of plastic, timber, metal, or ceramic or clay

## Viewing

An opportunity for family and friends to view the deceased in private, usually in a dedicated room within the funeral home

## Vigil

A Roman Catholic religious service held on the eve of the funeral service





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