

NORTH EAST *Funerals*

The last goodbye is the hardest one to say... Let Us Help You

PRE-PLANNING & BEREAVEMENT GUIDE

Wangaratta (03) 5722 2525

Welcome to the North East Funerals Pre-Planning and Bereavement Guide.

As part of our continued support of the communities we serve, we are honoured to offer this guide to assist families after the loss of a loved one, or as a resource for planning your own funeral.

We prioritise choice, flexibility and open access to information, supporting you to make the decisions that are best for you. Our team will do what is needed to serve and honour your loved one with dignity – no matter your situation.

We are proud to provide the very best in service, facilities and value. We have a team that is unrivalled in passion for serving the families who grant us the privilege.

At North East Funerals, we're by your side every step of the way.

NORTH EAST Funerals

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Our Story

A CLOSE-KNIT FAMILY

At North East Funerals we understand that families require flexibility in making decisions about funerals and our professional service reflects this. From an intimate service to a large-scale celebration, we are able to assist families to create a final goodbye for their loved one that is meaningful to them. Whether you want to have a horse and carriage to carry the casket, a cavalcade of vintage cars, special décor or a unique location, we can arrange a meaningful funeral for your loved one.

We will create a funeral experience that will honour your loved one, your relationships and the memories that you want to share. Our kindness, compassion and attention to detail will ensure that you won't feel alone.

Our team works as a close-knit family, embracing the unique requirements and needs of your family and friends.

OUR HISTORY

North East Funerals began its life in Wangaratta initially established as Bell Brothers Funerals. It changed hands and became Matthew Ryan Funerals and then Tate Funerals. John and Christine Haddrick bought the business and in 2018 changed the name to North East Funerals to reflect the area in which we service.

John and Christine Haddrick's eldest daughter, Katrina with her husband Ben, joined the family business in 2023. Together they, along with with their caring, professional team, continue the reputation of being North East Victoria's most trusted funeral home.

Arranging a funeral can be a difficult time. People can often become confused and overwhelmed. John and Christine Haddrick and their team provide professional care to families, continuing a tradition of exceptional service for over 50 years.

As accredited members of The Australian Funeral Directors Association (AFDA), North East Funerals abides by a strict code of ethics set out by this governing body in the funeral industry.

LOCATION AND FACILITIES

North East Funerals is located on the corner of Greta Road and Mason Street with easy access to the Wangaratta Cemetery. North East Funerals is based in Wangaratta, North East Victoria, with a fresh approach to funerals. Our services stretch far into the King Valley, Alpine areas and the rural towns surrounding Wangaratta.

Our modern, bright, warm and free flowing facilities include a service venue and function area that can accommodate more than 350 people seated, which then flows into our refreshment area, all under one roof. We have the unique ability to also create an intimate space for smaller gatherings. Our sealed all-weather parking on site accommodates all mobility needs.

As the only family owned and operated funeral home in Wangaratta we look forward to continuing this service.







Elise Oats
Office Manager
Care Consultant



Chris Walker
Mortuary Supervisor
Care Consultant



Sharon Bihun
Care Consultant



Kat Watts
General Manager
Care Consultant



Ben Watts
Funeral Assistant

Getting Started

Even if the death you are dealing with was expected and the funeral was pre-paid, it's not very often that it was pre-planned. A very focused process is required to make sure that final goodbyes can be said sooner rather than later – and said beautifully – with meaning, authenticity and respect.

Once you've chosen the Funeral Home you trust to care for you and for your special person, the planning process begins.

1. One of our Care Consultants will take the lead, so that you will have one person to help you, guide you and answer all your questions with empathy, respect and deep understanding.

2. We meet with you to commence Funeral Arrangements, held as soon as is feasible. This Arrangement appointment is held where suits you – at your home, at a community location or at one of our peaceful offices.

3. The Funeral Arrangement can take 1-2 hours, and covers a wide range of legal, administrative and event planning areas.

4. During the Funeral Arrangement, you will plan the service: collecting and collating stories, memories and photos; choosing music, and designing a funeral that is meaningful to you.

5. One key area is the choice of the Celebrant or Clergy, who will design the actual service with you – creating a ceremony that celebrates and commemorates the life your special person lived. Your personal Care Consultant will also ensure paperwork, relating to legal requirements is completed.



THE FUNERAL ARRANGEMENT

Your Funeral Arrangement will explore all aspects of the funeral for your loved one. We can offer many options to assist you in planning a meaningful farewell, and it is our responsibility to help you make those choices that are right for you.



HOW TO PREPARE

Your personal Care Consultant will guide and support you throughout the planning process. It will be useful to bring – or have on hand:

- Information to complete the death certificate, if possible. This includes family details such as children's names and dates of birth. The Care Consultant will register the death at Births, Deaths & Marriages on your behalf.
- The clothes that your special person will be dressed in.
- Any information you have about what your loved one wanted and the communities they were part of over their life.
- A photo of your loved one that brings a smile to your face.





What Will Be Discussed

Your Care Consultant will help you decide on the overall nature and flow of your funeral, as well as the practicalities. Discussion will include:

- A single or multiple ceremony process? Will you celebrate in a favourite place, and then move to a cemetery? Will you simply say goodbye from the ceremony's venue? Will some want to attend a planned cremation? Perhaps a private family funeral then a later public memorial?
- The location of the ceremony. Where will it be most meaningful to celebrate your loved one's life? For some, it's in their church or our funeral home chapel. For many people today, the right location is one with personal significance, so we've helped them organise celebrations in sports clubs, in a park, or in a much-loved back yard.
- The timing of the ceremony, both in terms of the date and the time of day. We'll work with you to select a time that meets the needs of you, your family, and your community.
- Viewings of the body. Some people want or need (and some culturally expected) an open coffin or opportunities for individual goodbyes.
- Burial or cremation? And if it's burial – where and how? Today, there are a whole range of burial possibilities as well as cremation. Our deep experience in the funeral industry means that we understand and can deliver a wide range of uncommon and culturally appropriate services.
- Your Celebrant for the ceremony. You can choose your own Celebrant, if you don't know someone you want, we've carefully selected exceptionally talented people who understand and create ceremonies that are truly meaningful to you. They come from all walks of life: social workers, carers, the funeral industry and former clergy. Each one has a common wish to help families at life's most difficult time, and they have the ability to create an experience that you can reflect back on with peace.
- Coffin or Casket selection. We supply a large range suited to a variety of cultures. From highly sustainable wicker and cardboard alternatives to traditional timber. If you want a non-standard item or colour, it may take up to 3 days to customise an item – but it can be time well worth investing.
- Press notices and announcements. There are many ways to let people know about the funeral today. Would you like a notice in the paper? Your Care Consultant can help you decide what best suits your family.
- Discussion of key elements of the ceremony to prepare for, such as music, eulogies, memory boards and personal forms of commemoration. Your chosen Celebrant or Clergy will be the key person ensuring an authentic celebration, but there are tasks that only family can do. With an early understanding, you can be collecting ideas and material in preparation for meeting with your chosen celebrant.
- The family tasks to be organised typically include music selection; selection of pictures for display or for a photo slideshow; catering and menu selection; order of service finalisation; provision of clothing; specific personal touches.
- Other details such as transport, embalming, and final disposition may also be on the agenda, depending on your family, culture, time frame and location specifics.
- You may find your Funeral Arrangement will be intense – and you will have all the time, the support and the deep understanding you need to make good decisions at this most difficult time.

With our supportive, respectful staff, you can create a unique farewell experience, one that truly celebrates and commemorates:

- The life your special person lived.
- Their beliefs and values.
- The influences that formed their life.
- The mark they left in the world.
- The people they affected over their life.

OUR PROFESSIONAL SERVICES:

- Cremation
- Single Service
- Dual Service Transportation
- Mortuary Care
- Coffins & Caskets Crematorium & Cemetery Legal Documents Viewings
- Semi-balming
- Additional Service Options Memorialisation

PHOTOS, VIDEOS, MUSIC

Today's Funeral services lend themselves to more of a modern-day service with inclusions of photo slideshows (photos of life's journey), selection of favourite musical choices and displays of personal items, telling the complete story of someone's life, making it truly a "Celebration of Life". Funerals are about remembering what has been shared as a family and sharing some smiles at old memories that may have been forgotten. Our Care Consultants at North East Funerals help make arrangements easier for you with their professional and friendly guidance- stepping you through all aspects of planning with personal care and attention to details.





Pre-Planning / Planning Ahead

"Is this what they would have wanted?"

At North East Funerals, we believe pre-planning your funeral is an opportunity to explore your thoughts and options, even more importantly, it is an opportunity to share your personal reflections.

TO PLAN AHEAD IS TO SHOW YOU CARE.

Planning for a funeral is a very thoughtful thing you can do for your loved ones.

Pre-arranging your funeral is about making some decisions now about how you would like your funeral to feel, and look. It means that your loved ones won't be guessing what you might like whilst they are grieving your loss, and it provides you with peace of mind that your wishes will be fulfilled.

WHY PRE-PLAN?

While everyone who makes the decision to pre-plan has their own reasons for doing so, we are often told the greatest motivator is the desire to protect one's family by ensuring they won't face the difficult task of making arrangements at a time of loss. We advocate pre-planning because our experience has shown that not only is planning ahead virtually stress-free, but people have the time and information needed to make carefully considered, pressure free decisions that are the right choices for themselves and their families.

There is no financial commitment and no locked-in contract when pre-arranging a funeral. Although, you might like to invest some funds for your funeral within this process to ensure that those left behind really do have nothing to worry about.

For many people, ensuring that your loved ones are not left with a financial burden can be the most important consideration. This can be achieved in conjunction with a documented pre-arranged funeral simply by setting funds aside.

A Funeral Bond allows you to set money aside for the specific purpose of funding your funeral service.
There are many benefits to a Funeral Bond:

- It gives you the ability to set aside money for your loved ones to cover your funeral expenses, and for it to be easily accessed at the time of death.
- It is capital guaranteed investment and the bond grows in value as it enjoys annual bonuses.
- You can maximise your pension, your investment is not counted in your assets test for payments from Centrelink, thus you can improve or maintain Centrelink entitlements whilst reducing tax.
- You can allocate any amount you wish which will be paid towards your funeral expenses at the time.
- It provides freedom and flexibility as you are not locked into any contracts and the investment is portable. It is an investment in your name, and should you move your place of residence your investment goes with you.

WHAT ABOUT PRE-FUNDING?

For many people, funeral pre-planning has become an extension of the estate planning process. It is simply one more thing they choose to take care of as they plan for retirement and the next stage in their lives.
With some forethought, you can relieve your family of any future financial burden of funeral expenses.

HOW TO PRE-PLAN YOUR FUNERAL

There are many different ways to begin the planning ahead conversation. You know your family and how they might best respond to the topic. For some families, it might be a casual conversation over dinner or family gathering. For other families, a formal meeting might be better suited. Regardless of your approach, the conversation is usually much easier to have when death is not imminent. Bringing up the subject with loved ones earlier in life when they are younger and most likely healthier, makes the topic easier to discuss and keeps the focus on the celebration of life rather than an impending loss.

When you're ready to make a plan, call or send us an email and we will have one of our Care Consultants call you to set up an appointment.



HERE ARE SOME TIPS THAT MAY HELP YOU START THE ADVANCE PLANNING CONVERSATION WITH YOUR LOVED ONES:

Whether you're sharing plans for your own final arrangements with loved ones or encouraging loved ones to make and share their plans with you, the conversation about planning ahead is an important one that every family should have. While no one wants to think about their death or the death of a loved one any sooner than they must, having the conversation in advance alleviates the need for potentially unpleasant or difficult conversations in the future.

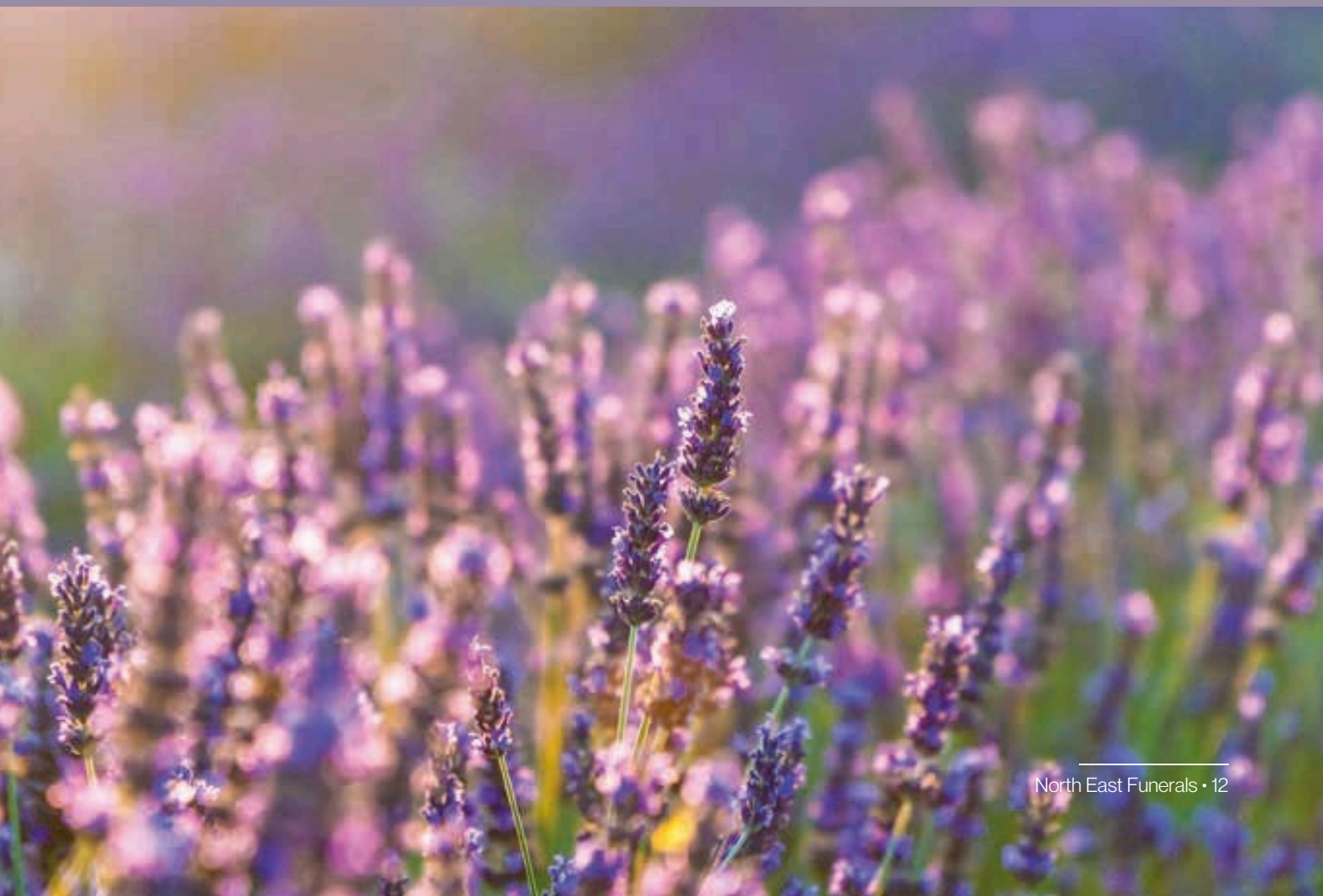
Set a time to have the conversation with those people that are important to you. Schedule uninterrupted time with your loved ones, where you can share your wishes and plans with them.

Take advantage of funeral-related opportunities. Attending the funeral of a friend, family member, or colleague can give you the opportunity to talk about what you liked or didn't like about the service..

Tell your parent or loved one that you want to ensure their final arrangements are made according to their wishes and you need their help to make that happen. Ease into the conversation. A question such as "What type of funeral would you like to have?" may open the discussion to more details about your loved one's wishes.

Tell your children or loved ones that because you care for them so much, you don't want to burden them with difficult decisions when you're gone. Tell them you've made your own final arrangements and give them a copy of what they are.

Make it a family affair. Schedule an appointment with the funeral home and invite your children along to participate in the selection of services, funeral details and any additional personal requests.



YOUR FUTURE PLANNING

Proper estate planning and getting an understanding about wills, powers of attorney, guardianship and estates is good, prudent planning.

Once you have clear and effective legal documents in place, you will be confident that both you and the people you care about most will be in the best position going forward.

There are a lot of myths about preparing for possible future ill-health and what happens when you die. Many of these myths can cause unnecessary grief and hardship for the people you care about. Knowledge and good advice allows you to make careful and informed decisions. There are basic legal matters to be dealt with. Most importantly, this is best done when you are healthy and well enough to make informed decisions and before the possibility of ill-health or loss of cognitive capacity. It also acknowledges the fact that we all must pass away at some time.

It need not be as confronting as you may think. Solicitors who specialise in this area can give advice about your options, and the implications of your choices. You can get assistance to find solutions to what may seem like difficult planning problems. Once you put your affairs in order this can relieve a lot of unnecessary stress. Most people find that once they

have seen a solicitor and put a plan in place a weight is taken off their shoulders. Some of your questions relating to Wills, powers of attorney and guardianship, the role of Executors and how estates are settled are set out below.

GUARDIANSHIP AND ENDURING POWERS OF ATTORNEY

An enduring guardianship document covers the situation where you lack capacity and are unable to give directions as to your own future care. By appointing a guardian, you ensure the person or persons you trust to look after you will be able to undertake that role.

Personal decisions such as what medical treatment you receive and where you live can then be made by your appointee rather than someone appointed by a Tribunal. You can give advanced medical directions in your Guardianship Form as well if you choose to do so.

A Power of Attorney is separate to the appointment of a guardian. You can also choose who will hold your Power of Attorney to make decisions concerning money matters and legal matters. Your attorney should be a trusted person or persons, commonly a relative or close friend. An attorney in this context does not have to be a lawyer. Your attorney is obliged to make sure that your financial and legal matters are dealt with for your benefit solely. You should consider having “enduring” Power of Attorney which continues to be effective even if you lack legal capacity.

It is vitally important that your Enduring Powers of Attorney document be drafted especially to meet your individual circumstances. An experienced solicitor can identify risk and advise you about ways those risks can be dealt with, and can ensure that your Power of Attorney is effective to arm your attorney with the powers you want them to have when your attorney is making decisions for you. The power you give to your attorney ends when you die.

WILLS

Wills are important legal documents. They are the best way to ensure that what you want to happen after you die, does in fact happen. It is a legal document that outlines how you want your estate handled after you pass away.

If you do not have a Will then the relevant State laws of intestacy apply and additionally your estate will be more difficult to administer. The rules of intestacy mean that your wishes may not take effect.

Every person has different family relationships, and different needs, assets and liabilities. The best way to ensure that what you want with your property after your death actually happens is to have in place a Will that has been prepared just for you. A Will that has been prepared especially for you is more likely to carry out your intentions than a will-kit or online checklist, because it will take into account your unique circumstances.

Wills may not be sufficient to deal with all of your assets. This is because of the nature of financial resources like superannuation and insurance, or the way you own property (including bank accounts and household items) when you own it with another person. A good solicitor will work with you to ensure that these financial resources are directed to the beneficiary of your choice.

EXECUTORS

Your Will must nominate an Executor. The Executor represents your estate after death. It is important to choose the right person for the job when you select the person to be the Executor of your Will. The role of an Executor is significant because your Executor will be your legal representative after your death. Executors should be responsible, capable, diligent, wise and practical.

The Executor's fundamental role is to uphold the Will and to put into effect the deceased's wishes as expressed in the Will. This usually requires the Executor to obtain a Grant of Probate from the Supreme Court. The grant proves to the rest of the world the Executor has power to deal with the deceased's assets.

Your Executor main role is dealing with your assets and settling your affairs and distributing your assets to the people you want to receive it. There is a high degree of responsibility that comes with being an Executor. When appointing an Executor you need to consider whether they will have the time and capacity to fulfill this role. It is not uncommon for there to be claims made on estates, particularly at this time where considerable wealth such as houses and superannuation may need to be dealt with. An Executor must deal with any claim carefully and prudently. An Executor has a strict duty to properly and effectively administer the deceased's estate and can be personally liable for breach of that duty. Executors are entitled to have costs of administering the estate paid out of the estate.

A prudent Executor will seek appropriate professional advice and part of that advice is to enable the Executor to perform all duties properly and to ensure that as a result the Executor's own personal position is quarantined from any personal liability.

Information For Your Executor

You can facilitate the cost-effective administration of your estate by recording important details such as the location of your Will, details of your assets and liabilities, your accounts and a summary of important aspects of your affairs. You should also keep a copy of your Will with your private papers. This will be of significant benefit for your Executor who might otherwise have to go on a hunt through your personal papers and/or have to try to find out how to get into your computer to access information that is needed.

You can help your family by leaving information about the type of funeral you would like to have, including the details of the arrangements you would like, such as whether you wish to have a church service, or a wake. If you have a strong wish, it is preferable that you tell your solicitor when you are making your Will and tell your loved ones in advance. Your solicitor can draft appropriate provisions in your Will regarding your funeral, including your preference or choice relating to funeral or cremation.

HOW DOES AN EXECUTOR GET STARTED?

Your Executor does not have to get advice from the same solicitor who helped you with your estate planning, but if you are satisfied with the service you received during that process, there will be benefits as your solicitor can pass on any information you want to give your Executor. Alternatively, your Executor should seek out a solicitor with the skills and experience to advise them about their important job.

There is one more myth to mention. The Will readings you see in the movies rarely occur - because these days most people can read and there are easier ways of communicating rather than trying to get everyone in the same room. It does remain necessary for the effect of a Will be explained to your Executor or your beneficiaries by a solicitor who can also advise about the Will's practical application.

Deaths must be registered, in the same way that births are registered.
It is important that your funeral home is given correct information for the death registration form that will be sent to the Death Registry, so you can help by making a list of details of your spouse, children and parents' full legal names.

There are various time requirements regarding distribution of estates. Generally, an Executor should not distribute an estate until at least six months after death. That includes any items such as jewellery or motor vehicles, even where they are gifts in your Will.

We hope this helps you with a list of matters for you to action, and provides answers to some of the questions that you may have and lets you know that there are professionals available to help you deal with your own personal circumstances.



What To Do First: A Checklist

When a death occurs, there are so many things to consider and decisions to make. These lists can help you navigate through them.

WHEN A DEATH OCCURS:

At Home: Should an expected death occur at a private residence, the initial contact should be to the attending doctor or nurse. From there, he/she will officially confirm the death and issue a Life Extinct Certificate or Cause of Death Certificate. North East Funerals can then be called to begin arrangements.

At a hospital: Contact North East Funerals to begin arrangements.

Aged Care Facility: Notify the staff you have selected North East Funerals; they will then notify us on your behalf.

UNEXPECTED OR SUDDEN DEATHS

In some cases, particularly when a death is sudden or unexpected, a doctor may not be able to issue the Cause of Death Certificate and the Coroner needs to be notified. This usually means that the Police Service will be required to attend.

It does not necessarily mean the death is suspicious, it is simply a necessary procedure to be followed in order to prepare a report for the coroner to establish the cause of death.

This Coronial process further applies to all unnatural deaths caused by accident, suicide, suspected homicide, or misadventure.

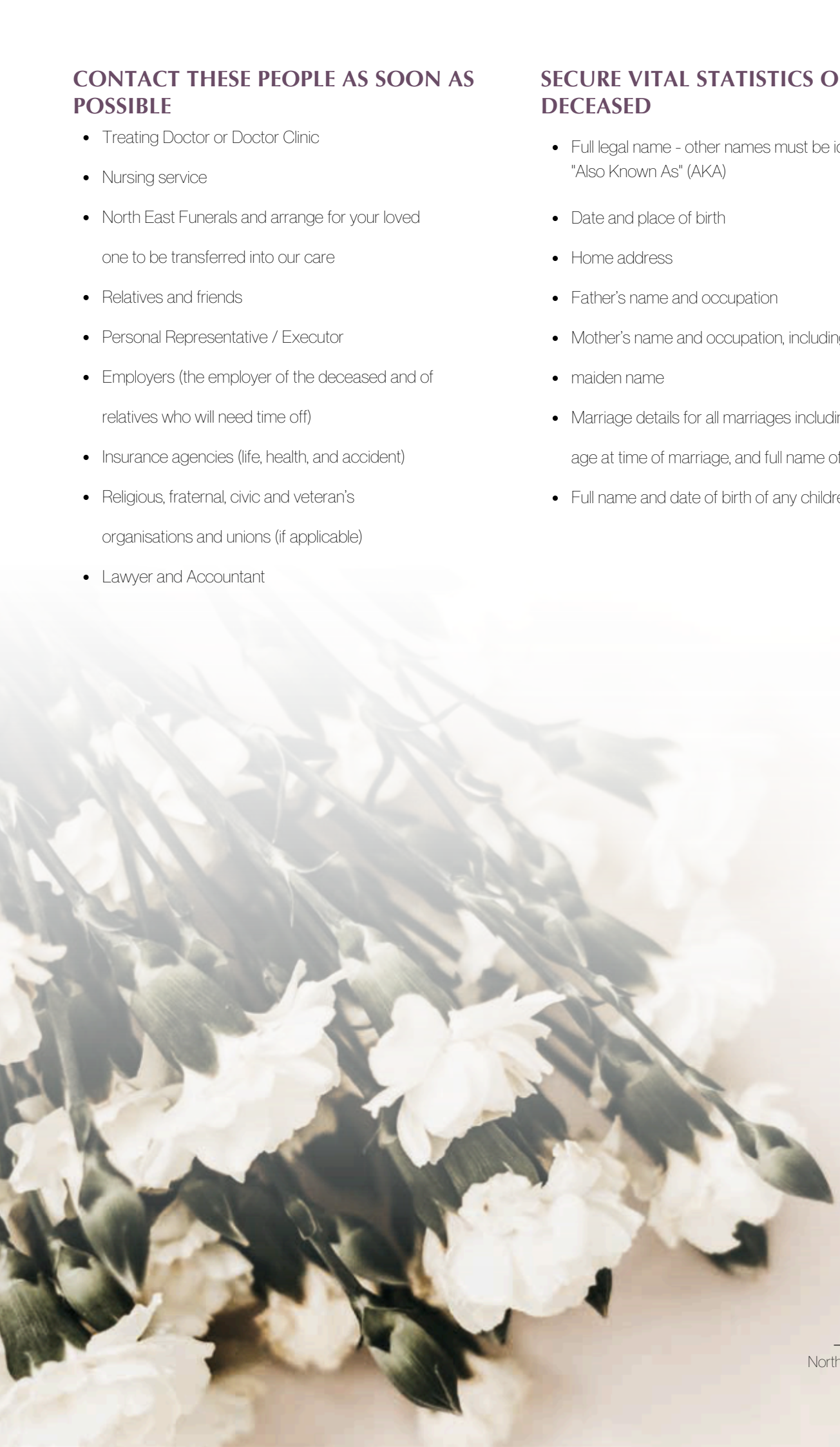
Understandably, this process usually takes a little longer than when a doctor simply issues a Cause of Death Certificate. North East Funerals will communicate with the Police Service and the Coroner's Office in an effort to minimise the delay.

CONTACT THESE PEOPLE AS SOON AS POSSIBLE

- Treating Doctor or Doctor Clinic
- Nursing service
- North East Funerals and arrange for your loved one to be transferred into our care
- Relatives and friends
- Personal Representative / Executor
- Employers (the employer of the deceased and of relatives who will need time off)
- Insurance agencies (life, health, and accident)
- Religious, fraternal, civic and veteran's organisations and unions (if applicable)
- Lawyer and Accountant

SECURE VITAL STATISTICS OF THE DECEASED

- Full legal name - other names must be identified by "Also Known As" (AKA)
- Date and place of birth
- Home address
- Father's name and occupation
- Mother's name and occupation, including
- maiden name
- Marriage details for all marriages including place, age at time of marriage, and full name of spouse(s)
- Full name and date of birth of any children



Tips For Writing A Funeral Notice With The Guidance Of Your Care Consultant

You may choose to have a funeral notice printed in the newspaper and/or on the funeral home's website. When you make arrangements at the funeral home, Your Care Consultant will be glad to assist you in composing the funeral notice and will make arrangements with the newspaper for you.

The following information is customarily included in a funeral notice:

- Full name of the deceased (nickname is often included).
- City or town of residence.
- Birth and passing dates.
- List of immediate family members of the deceased, specifying if they are alive or deceased.
- Locations and times for the funeral or memorial service or graveside service.
- Any memorable way of honouring the deceased, as by mentioning personal achievements, hobbies and interests, military service, etc.
- A favourite or special charitable organization for people to donate to in memory of the deceased.
- A photo is optional.

Burial or Cremation

CREMATION VS BURIAL THE PROCESS

Most people are familiar with the burial process, where the body is washed, dressed, and placed in a coffin or casket before being interred, usually below ground in a cemetery or above ground in a vault. However, not everyone is familiar with the cremation process. How does cremation work? During a cremation, the body is transferred to a crematorium either in a coffin or casket. Staff remove the nameplate and any metal parts from the coffin and place the coffin into the cremator.

The full cremation process can take anywhere between 1-2 hours. After the cremation, any remaining metallic objects (such as coffin nails and prostheses) are removed from the cremated remains which are then transferred to a processor to reduce the bone fragments into a fine, granular consistency.

The “ashes” are then placed in a sealed urn and returned to North East Funerals where they will follow the family’s instructions. They are usually ready for collection 5 to 10 days from cremation.

In the instance that there are short timelines to consider, North East Funerals will liaise with the crematorium to meet the needs of the family to the best of their ability.

COST

The cost of burials has been steadily increasing over the past decade as the available space in cemeteries continues to fill up. Currently in Australia, the average cost of a burial service including the grave plot and headstone can vary between $12,000 - $20,000 depending on selections and options.

In contrast, the average cost of a cremation service is $5000-$15000.

THE ENVIRONMENT

There have been numerous studies into whether

burial or cremation is better for the environment. Most studies show that cremation is more sustainable and eco-friendly, but not always by as much as you might think.

Approximately 160kg of carbon dioxide is created by

a cremation, almost four times more than a burial. However, when you consider that graves in cemeteries need to be maintained, watered, and fertilised in perpetuity, they actually have a larger carbon footprint. Studies estimate cremations to be anywhere between 10-50% better for the environment.



Coffins And Caskets

The coffin matters. Without a coffin or casket, you have a memorial service, not a funeral.

The coffin is a focal point for your goodbyes – a physical presence that embodies your loved one and a reference point for individuals to farewell.

In addition to traditional designs in timber and MDF coffins and caskets, we offer cardboard, solid pine (from renewable plantations) and even wicker.

MEANINGFUL VENUES

Like any social event, you need a certain minimum infrastructure to make it happen. Power for a sound system, lighting that will let a photo slideshow be visible (an increasingly common way of sharing memories), and permission to make sure you don't have any unexpected or unwanted impacts.

Butwith these basics met, there's still huge scope for creating a truly authentic celebration in a place that holds personal meaning.

Some of the places we've held amazing celebrations include:

- In parks and gardens.
- In homes and backyards.
- In our peaceful chapel.
- In crematoriums and cemeteries.
- Places of special significance.

