



# Pinegrove Funerals

***(Inc. Lethborg Funerals)***

**Office, Chapel & Refreshment Centre**

163 Steele Street, Devonport

Phone 6423 4000



*Mersey Gardens Crematorium*

20-24 Stony Rise Road, Devonport

6423 4000

*The Caring Alternative*

## *Introduction*

The purpose of this booklet is to make you familiar with the legal requirements surrounding death, to give sound advice on the decisions that must be made at the time of a person's death and to inform you of the services we provide.

We, at Pinegrove Funerals hope that through this information we can open our doors to you and your family in your time of need.

Pinegrove Funerals offer you genuine care and understanding at all times.

We are local people, and have been committed to the funeral industry on the North-West Coast for over 30 years.

If you feel there are ways this booklet may be improved, we would appreciate your input.

## About Us

*Denise and husband Dennis Waterman own and operate Pinegrove Funerals and Mersey Gardens Crematorium, Devonport. Pinegrove Funerals have over the years incorporated Harry Clarke Funerals, Queenstown, Jack Woodward Funerals, Somerset and Lethborg Funerals, Burnie and Devonport.*

*We first started work in the funeral industry at Murphy McKay Funerals in William Street, Devonport for a short period before purchasing the business in late 1983. Murphy McKay Funerals moved to 15 Forbes Street, Devonport, before we built the chapel and funeral home at 117 Forbes Street, Devonport.*

*We changed the funeral industry greatly with a softness not seen at funerals. We were the first to have a female funeral director who arranged and conducted funerals, to place chairs at the graveside, to bring flowers for families to place on the coffin, to introduce the remembrance book to the North West Coast for family and friends to place their names in, and to have a marquee at the graveside.*

*Murphy McKay Funerals became one of the largest funeral firms on the North West Coast and was bought in 1995 by Vincent Funeral Services.*

*We retired, but due to many requests to conduct funerals and our desire to help people, we joined Lethborg Funerals, Burnie in 1998. We went on to purchase Lethborg Funerals, Burnie in 1999. Our home base was always Devonport and in late 1999 we purchased the Devonport Gentleman's Club at 163 Steele Street, Devonport.*

*The name Lethborg Funerals was changed to "Pinegrove". Pinegrove has a lovely warm chapel looking onto a natural garden with seating for 200. The refreshment lounge also opens into the garden and has a wood fire for cold winter days. There is excellent parking, with dual access off Steele and Tasman Streets.*

*Pinegrove Funerals have an office in Devonport, with coffin display room, and private viewing area for families.*

*We also have our beautiful Mersey Gardens Crematorium Chapel and Memorial Garden at 20-24 Stony Rise Road, Devonport with seating for 300 people and our Garden Lounge for refreshments.*

*We strive to be "The Caring Alternative at a sensible price".*

## **Funeral Directors - Service Fee**

This fee is charged by Funeral Directors to cover the entire funeral arrangements and conducting the funeral.

This fee also provides for: -

24 hour, 7 days a week attendance at funeral homes.

Trained staff to guide and assist with funeral arrangements.

Transfer of the deceased statewide into our care.

Preparation of deceased person by trained staff.

Obtaining the necessary papers from doctors, hospitals the coroner and cremation forms.

Placing of notices in paper (local and interstate).

Arranging floral tributes.

Liaising with the minister and church of all denominations, celebrant, organist or clubs.

Chapel and refreshment facilities.

Viewing at our facilities (Devonport) or at family home.

Provision of modern hearse and mourning car (if required).

Provision of lowering device, chairs and marquee at graveside.

This fee varies with each funeral firm.

(The following is a guide to service fees charged [including GST] of some funeral firms):-

Pinegrove Funeral Service Fee **\$3,150.00**

*We offer a discount of \$450.00 off the funeral account if settled within the discount period*

Parkside Funeral Service Fee **\$2,960.00** (Approx)

Vincent Funeral Service Fee **\$3,200.00** (Approx)

*(which also own and operate funeral firms - Lusted, Wynyard - Murphy McKay, Devonport 1995 - Minty Family Funerals, Latrobe 1999 - Blake's, Smithton - JR Broadfield, Ulverstone).*

Coffins or caskets offered by each funeral company also vary enormously. Again we encourage you to visit a funeral home and ask to see their coffin selection. Many of the funeral homes buy the coffins from the same supplier but have a different price structure.

## **Preparation - A Wise Choice**

Throughout our lifetime we are faced with many decisions. We normally have the opportunity to discuss our decisions with family and friends.

We plan birthdays, holidays, weddings, our children's schooling, the car we drive and the house we live in. The list is endless - but we do not usually plan for our funeral.

Death is a fact of life and yet the fear that surrounds one's death is such that most people choose not to think about it. As a result, when a death occurs many people are totally unprepared for the important decisions that they are faced with.

## **Why Have A Funeral**

A funeral service is to allow family and friends the opportunity to farewell a loved one. The funeral service should help bring closure to that person's life and allow family and friends to share their memories.

## **Choosing Your Funeral Director**

A Funeral Director should be selected in the same manner you would choose your family doctor. The funeral director should have a good reputation within the community, be understanding, courteous and honest and available at any time.

All funeral directors and their staff are trained to assist you. If your family should be touched by the death of a loved member of your family, you should feel comfortable with the funeral director and the firm you choose.

# What Do I Do When Death Occurs?

There are many different ways that a family may be touched by death. If the person dies within the private or public hospital or nursing home, the attending doctor would normally issue a death certificate.

If the person has been in palliative care, the doctor may be called or the nursing staff may state that life is extinct. The doctor would still be informed of the death and would arrange to see the deceased either at the place of death or at the funeral premises. Legally, a death certificate must be signed by the attending doctor or by someone within the practice who has access to the deceased's details.

If the death is accidental or sudden it is necessary for the coroner to be notified. The coroner is a government officer appointed to investigate the death where a doctor is unable to sign a death certificate.

When a sudden death is reported, the police or ambulance are called. The police will then notify the coroner. The deceased person will be transferred by a government appointed person to the hospital. This person may be associated with a funeral company. They are not supposed to approach families in regard to funeral arrangements.

You may call the funeral director of your choice. They will contact the coroner and keep you informed and advise on what steps need to be taken.

It is important to inform family members of the death, so they can be there to support you through this traumatic time.

# What To Do When A Loved One Dies At Home

Firstly, take your time to think about what you really want to do next - for even an expected death, is still a huge shock at this time.

Sit with your loved one. If you desire to, even cuddle and kiss them. This is not easy to do, but they are still the same person you loved in life.

Arrange for the doctor to come and formally verify life is extinct.

If you have home carers, they will contact the doctor and arrange for the life extinct to be completed. (Funeral director will ask you when you phone if you have the blue life extinct form)

You may phone the funeral director of your choice to advise them that a death has occurred. It may assist the funeral director if you can advise them if the funeral will be a burial or cremation.

There is no rush for funeral directors to attend - the deceased person may stay at home for many hours.

You may wish to do the following, but it is important to remember you do not have to do anything.

(Your carers or the funeral director can do these for you).

To make your loved one more comfortable, you may wish to wash them or put on clean clothes.

Place a pillow under their head to raise slightly.

Comb their hair.

Teeth may be cleaned and replaced. If teeth have been removed for some time, you may wish to place them with the clothes for the funeral director to attend to.

Roll up a towel and place under the chin, this will assist to close the mouth.

Call your funeral director when you feel you are ready for your loved one to go into their care.

# Making Funeral Arrangements

Once you have contacted your funeral director, they will arrange to visit you in your own home, or if preferred, you may come to the office.

We will need to obtain personal information from the family. This is so the deceased person's death can be registered with Births, Deaths and Marriages. We ask these questions in a gentle manner, because at times this information will bring forth a wealth of memories.

Details of the type of service you want would be discussed with gentleness. You do not have to make any immediate decisions. Some of the details you need to consider are:~

Burial, cremation or donation of the body to science?

Double or single grave?

If burial - have you or your spouse been married prior? If so, is there a grave reservation with the 1st spouse? Do you wish to use this reservation? Would you or your spouse wish to be buried with the 1st spouse? (Often this is not discussed with children or current spouse. Children often expect their parents to be buried together). This is a MOST important issue to discuss with your family or spouse.

Church or chapel service (open or private service)?

The kind of casket or coffin & choice of flowers for coffin?

Clothing for your loved one to be dressed in?

To have a viewing or not?

The hymns to be sung or music to be played?

The death notice for the newspaper?

If you would like donations collected for a charity of your choice.

We offer our expertise (30 years) so that the service you have for your loved one creates a special memory for you and the family in the years to come.

# What Type Of Funeral Service?

If the wishes of the deceased person are known beforehand, arrangements can be attended to accordingly.

We can assist in all arrangements for burial or cremation, private, public or state funerals.

The following options are a guide to the type of service you may have.

A service in a church or chapel followed by an interment or committal at the cemetery or crematorium.

A service in a church or chapel followed by a private (family only) interment or committal for cremation at our crematorium, "Mersey Gardens".

A service and committal for cremation in a church or chapel and the funeral director removes the coffin at the end of the service for a private cremation.

A service and committal in the crematorium chapel.

A service and interment at the graveside.

A burial or cremation prior to the service, then followed by a Thanksgiving Service in a church or chapel.

A service at another venue, e.g. local hall, sports club, RSL, family home, beach or park. (Some of these would require Council approval).

Today, with our busy lifestyles, people are tending towards the service at one venue, which allows family and friends time to share in fellowship and refreshments at the chapel or church hall, at the conclusion of the service.

# How Can We Make A Funeral Special

Unfortunately, at some time in our lives we may be faced with a funeral to organise. Often we only have a short time to arrange the details. You want the funeral to be very special and you do not want to feel pressured into making decisions.

Should you have prior knowledge that a death may be imminent, it is helpful, if a funeral director has been chosen, to contact them and discuss your thoughts.

Indicating your ideas or wishes will help you and the director to understand what type of service you are thinking of. This allows time for arrangements to be discussed fully and to be prepared.

You may wish to consider any of the following to help you create a special funeral.

Personalised service sheet

Photograph on coffin

Personal effects displayed

Piper in church, chapel or graveside

Vocalist to sing

Releasing of balloons

Music/songs played

Recording of the service

Photographs taken in church, chapel or graveside

Some of the above may have additional costs involved.

# Viewing Of The Deceased

Although it is not something you think about, spending time with your loved one can be very beneficial in the long term.

If the death has occurred at home, feel free to spend time with your loved one before contacting us. We want you to be given every opportunity to fulfil your needs at this time.

The viewing can be arranged on a day or evening suitable to the family. Our caring staff will prepare and guide you and will be available to help you during this time.

If at our premises, we encourage people to spend time with their loved one if they feel they would like to. No pressure is placed on anyone. This is entirely up to each individual.

We encourage families to consider bringing their children to the viewing. They need to be a part of the funeral and to say their goodbyes.

If you are unsure, discuss your concerns with your funeral director.

Families may, at this time, place personal mementos in the coffin. There are some items that would not be appropriate. You would need to discuss this with your funeral director.

We do allow the deceased to be taken to the family home prior to the day of the funeral (if requested).

# How You Can Help A Family Touched By Death

## *Listen*

Often people may just want to talk. They may talk about the deceased, their life together, or what influence they had on their life, their ups and downs, the good and sad times.

They may repeat things many times. This is okay - in the early stages of grief they will not remember what they have said or to whom.

## *Offer Your Support*

By being available and offering your support in any way, will help the family through this difficult time. You may be able to put a family member up, or supply extra bedding, or answer the phone and take messages. You may take care of the animals if they have any, or do some shopping for them or simply cook a meal or cake.

## *Talk About The Deceased*

This is very important. Many people will avoid this, "in case they upset the family". But they need to talk about their loved one, they want to share their memories. You may have your own personal memories that you could share with them.

## *Allow Them Space*

When a death occurs, many family and friends will visit and sometimes the family needs time out. It is important to allow them this time. Perhaps you could screen calls and take messages. Have a book available to write down details of who called.

## **Centrelink Assistance**

The following is provided as a guide only, may differ in some circumstances and is subject to change without notice.

Are you aware, generally, a pensioner whose pensioner spouse dies, will receive a bereavement payment from Centrelink of approximately 14 weeks of the normal pension for that person. This payment is made to you in a lump sum payment, following the death of a partner.

This lump sum payment is also available if you are on a carer's pension, caring for a partner.

If you are a single pensioner, then the next full payment only is made to the deceased person's bank account.

## **Veterans' Affairs Pensions**

Veterans whose deaths are accepted as being caused by war service and those on DVA pensions may be eligible for additional assistance.

Help may also be provided by the Office of Australian War Graves for a plaque for a returned service person.

If a deceased person was receiving a Veterans' Affairs or Centrelink pension or other benefits, the appropriate Department should be notified of the death within 14 days.

## *Other options*

### **Pre Paid and Pre Arranged Funerals**

When faced with a funeral, making decisions are the last thing on your mind. You are trying to come to terms with your loss, without being asked to make important decisions.

This burden can be eased by pre-arranging or pre-paying ahead of the need of our services. Either initiative takes a great weight off the grieving family and can make the funeral easier to deal with when you know that the arrangements are exactly what the person wanted.

We can arrange to come to your home and discuss all the funeral options with you.

If you pre-arrange a funeral, you are given a cost at today's prices and the funeral information is placed on file. You and your family would receive a copy of the information. Funeral costs would rise with normal CPI.

If you decide to pre-pay the funeral, the costs are given at today's prices. Once this amount is paid, there would be no increase to pay (other than items not included in the initial pre-paid funeral cost).

All information is placed on file. You and your family would receive copies and a contract stating what has been arranged and paid for. We place your pre-paid money in a secure investment fund. You will be given an investment advice stating where your funds are.

This is most important to know your pre-paid funeral money is placed independently of the funeral firm.

## **Payment of the Funeral Account**

Although everyone is aware that the funeral account has to be paid, we at Pinegrove usually forward the account out the week after the funeral has taken place.

In some instances, the expenses will be paid from the estate. If advised, we will forward the account direct to the solicitor administering the estate.

We offer a substantial discount if the account is settled within the discount period.

## **Coping with your loss**

Some bereaved people feel in need of additional support beyond that which is given by family and friends. We can put you in touch with a counsellor should you require their support.

We make ourselves available for family to contact us at any time. We are only a phone call away.

We have available many books and brochures to assist families understand the emotional turmoil that they may be going through. We also have books available for children.



Denise and Dennis Waterman  
Directors



Vanessa



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Amber



Rick