

Forrest
FUNERAL SERVICES

Funeral Planning Guide





Contents

Welcome & Introduction	1
From Planning Ahead to Saying Goodbye	3
Pre-Planning	
Pre-Paid Funerals	
Prepayment Service	
What To Do When Someone Dies	
The Funeral Service	9
Arranging a Funeral	
Funeral Timing	
Visiting or Spending Time	
Online Memorial	
Newspaper Notices	
Personalising the Funeral Ceremony	
Burial or Cremation?	
Eulogy	
Design and Printing	
After the Funeral	17
Headstone and Plaques	
Death Certificate	
Payment Explained	
Financial Assistance	
Continuing Care	
Helpful Websites	22
Recording Your Choices	25

Welcome

Every day, the Forrest Team offer care and compassion to people at a difficult time in their lives. We understand that dealing with the loss of a loved one can be one of the hardest things someone will ever experience, which is why it is so important to be given the opportunity, the time, and the support to grieve.

Funerals play a very important role in helping us to cope with our grief. They are for the living - they provide us with an opportunity to say our goodbyes, to give and receive support, and to reflect and share the memories of the life of someone that mattered to us.

At Forrest Funeral Services we have helped many families to ensure the farewell for a loved one is a true reflection of who the person was and what they meant to others. This can be represented in many different ways and can include personal touches, wishes, a special colour, music, a theme, or holding the service in a special place. Whatever it means to you, the farewell you create provides a meaningful, relevant, unique, and special way to say your goodbye.

We trust this booklet will assist you and your family whether you are in the pre-planning stages or presently involved in arranging a funeral.

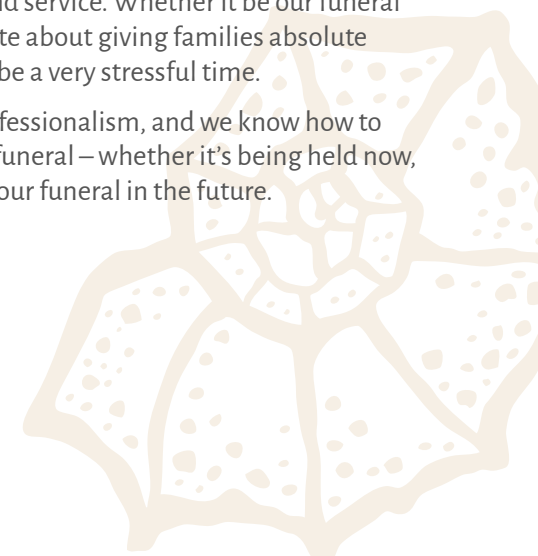
Leanne Little



Introduction

Part of the North Shore Community since 1978, Forrest Funeral Services has a reputation for caring, professional staff and service. Whether it be our funeral directors or support staff, we are passionate about giving families absolute assurance and peace of mind at what can be a very stressful time.

Forrest's approach is to provide caring professionalism, and we know how to take care of the details when arranging a funeral – whether it's being held now, or being preplanned or prepaid towards your funeral in the future.



MEMBER | **Funeral Directors**
ASSOCIATION OF NZ

Professional Organisation

The Funeral Directors Association of New Zealand (FDANZ)
established in 1937.

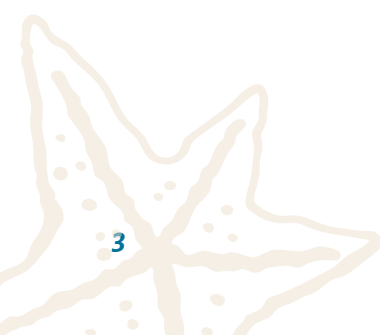
With FDANZ members you can be assured of receiving expert advice from an authority in the field from someone whose understanding of the costs, processes, and necessary care has been gained from industry experience.

Members are subject to a strict Code of Conduct, underpinned by the Code of Ethics to which FDANZ subscribes. Their adherence to these codes gives you both peace of mind and quality assurance.

Refer to **www.funeraldirectors.co.nz** for further information.



From Planning Ahead to Saying Goodbye



Pre-Planning

Planning ahead is a gift to your family. In a relaxed meeting we can record your preferences: burial or cremation, cultural rituals, music and readings, venue ideas, and people you'd like to speak.

You can complete our 'record your wishes' form at home or online and update it any time. We'll keep your plan safe on file and, with your permission, let your family know it exists so they can access it easily when needed.

We can meet you in person or online, and record your wishes together. We can also point you to practical and financial support.

Pre-Paid Funerals

We all try to plan for nearly every financial eventuality we may face in life - investing for retirement and having health, house and contents insurance. Yet when it comes to funerals, many of us don't like to think about them, let alone plan for them in advance.

Planning and paying for your funeral in advance may seem a difficult task to face, but like making a will, the ideal time to make these plans is well beforehand, without worry or stress.



Prepayment Service

Our experience has shown the benefits of planning funerals in advance. The Funeral Directors Association of New Zealand's Prepayment Service is a way of arranging your funeral in advance and setting funds aside at the same time.

Benefits of the Prepayment Service

- You are able to choose your own individual funeral service.
- Your family and friends are relieved of financial and some emotional burden.
- Peace of mind — knowing your affairs are in order.
- Flexibility — funeral arrangements can be altered if circumstances change.
- Should you move away from your current location, your plan is portable and an FDANZ funeral director anywhere in New Zealand may access the funds upon death.
- The money you prepay towards your funeral can be discussed with your FDANZ funeral director who will help tailor a funeral to suit your needs.
- Your wishes and preferences are carefully documented, and you receive a copy for your records.
- Prepayment Service funds are exempt from asset testing (under current government policy) when assessing eligibility for a subsidy for long-term residential care.

Visit their website at www.funeraldirectors.co.nz for further information.



What to Bring with You

Similar to requirements for setting up bank accounts or other major financial transactions, the Prepayment Service must comply with anti-money laundering identification requirements. Below describes the identification that you will need to provide us to adhere to these requirements.

Accepted Forms of Identification

- Passport (New Zealand or overseas)
- New Zealand Drivers Licence
- New Zealand Certificate of Identity
- International Driving Permit
- Firearms Licence
- Kiwi Access (18+) card
- Statutory Declaration of Identity

If you do not have any of the forms of identification above, please contact Forrest Funeral Services and we can work together to gather information that will be acceptable.

The Prepayment Service administrator will need to check all documentation before your plan is set up. This means you won't be able to pay money on the day you complete your application. Instead, once the paperwork is completed and the application approved by the Trustee, you'll receive an email advising how to make your first deposit.

Your funeral director will be able to help you understand the process and will also provide you with information about how to make additional future contributions.

What To Do When Someone Dies

Our caring team is here to guide you on what to do when someone dies; we are available 24/7 to assist and answer any of your questions.

Our priority is to support you in making choices that feel right for your family and to honour your loved one's memory.

As every situation is different it is best to call us so we can talk you through the first steps.

At Home

If the death occurs at home, we can give support and advice on how to proceed.

- The doctor will need to be notified and will arrange the necessary medical documentation.
- A transfer into the care of Forrest Funeral Services can be arranged at a time suitable for the family.
- A time will be confirmed to meet with a funeral director from Forrest Funeral Services to talk through the options.

Care Facility

If the death occurs in hospital, hospice, or a residential care facility the nursing staff will liaise with the family. They will contact the doctor to organise completion of the medical documentation. The nursing staff can contact Forrest Funeral Services team on your behalf or you can contact us directly to arrange:

- A transfer into the care of Forrest Funeral Services at a time suitable for the family.
- A time to meet with a funeral director from Forrest Funeral Services to talk through the options.

Coroner's Care

A death may be referred to the coroner when the death is sudden, unexpected, or the cause of death is unknown. When this happens the deceased will be transferred into the care of the coroner until a cause of death can be determined.

- Please notify Forrest Funeral Services for guidance and advice on how to proceed.





The Funeral Service

Arranging a Funeral

When your loved one is in our care, we will begin the process of planning a funeral. This can take place at Forrest in Orewa or Browns Bay – or in your own home – whichever is more convenient for you.

We'll guide you through the options in arranging a funeral, so the farewell fits your loved one's life and values. It can be difficult and upsetting to know what to do when someone dies, but our experienced team are here to help you through the funeral process every step of the way.

The funeral ceremony is an important time for family and friends to share their sorrow, and to celebrate the life of the person who has passed. It's a time to reflect on the good times, the humorous moments, their unique contributions, and to hear tributes and stories from people of all ages. We believe that a funeral should be personalised to create a special and meaningful celebration of your loved one's life.

At the Initial meeting we will discuss:

- Whether your loved one is to be cremated or buried.
- Options for caskets and urns, as appropriate.
- Clothing you'd like your loved one to be dressed in, and any personal items you'd like to place in the casket. You can bring these with you to the meeting if you wish.
- Family information that will be used on the official death certificate.
- If you wish, you may bring a recent photo of your loved one so we can style their hair and makeup in their preferred way.

Other elements that will be discussed are:

- Embalming and mortuary care
- Casket and urns
- Casket flowers
- Committal and venue flowers
- Funeral hearse hire
- Celebrant, Minister or Priest
- Newspaper notices
- Chapel or venue hire
- Service sheet options
- Photo tribute production
- Memorial books
- Funeral service recording and/or live streaming
- Reception venue
- Funeral catering

Funeral Timing

When to hold the funeral is entirely up to you. Some people believe three days after death is the correct timing; however, in law there is no set time. Given the many matters to consider in arranging a funeral, it is not uncommon for a funeral to be held five to seven days after the death. If necessary, it can even be held later to allow people coming from overseas to attend.

We can assure you it is far better not to rush the planning of a funeral. Allowing more time will help you make clear decisions. When people are rushed they may forget or overlook some things that may lead to regrets later.

Forrest Funeral Services can recommend a funeral celebrant or contact a member of the clergy to lead the service.

Celebrants can provide a service that is appropriate to the needs and cultural beliefs of the family. We are able to recommend someone we feel may be suitable for your family. Alternatively, a capable, willing family member or friend may want to lead the service.

If you wish to use a celebrant, you may find it helpful to meet with them before the person has died (if possible). In this way the celebrant has an opportunity to gain an understanding of the person's preferences in regard to the funeral service.

If the person who has died is a member of a religious denomination, a priest or minister may be asked to lead the service. You may contact them personally or we are able to contact them on your behalf.

The funeral director will maintain contact with all the people involved in the funeral service, to ensure everything is confirmed in time for the service.

Visiting or Spending Time

Should we see the body?

Many people who were hesitant at first have been helped in the grieving process by spending some time with their loved one before the funeral. It is important to be able to say goodbye and to fully accept the finality of death. While the experience varies for everyone, it is an opportunity to spend time and perhaps leave small mementos such as gifts, cards, letters, or other meaningful items.

Forrest Funeral Services offer private facilities for you and your family to say goodbye to your loved one. If you prefer, we may be able to arrange for their casket to be taken to your home in the days prior to the funeral.

Should children attend the funeral?

Dealing with the death of someone close is difficult at any age. Children and teenagers grieve too, although they may express it differently.

Whether they attend the funeral is up to the family. In general, children benefit from being involved, because it helps them to feel they are sharing their grief and honouring the person who has died.

Children often like to draw a picture or write a letter or poem to put in the casket.

Just being there can help them understand, even if it takes time for them to deal with what has happened and what it means.



Online Memorial

www.forrests.co.nz/upcoming-funerals

Our memorial page is a fitting way to remember someone close to you who has died.

With family permission, we can place a photo on the funeral notice with the details of the funeral service, add tributes sent to you or contributed at the funeral service; and provide information for family and friends wanting to send flowers or make donations.

A link for livestream can also be made available here.

Every funeral arranged by Forrest Funeral Services can be posted on this page at no extra cost.

Newspaper Notices

We will assist you to write a notice for the newspaper if you would like us to. Below is an example of what you may wish to consider.

SMITH, Robert Henry (Rob) - On February 25, 2024, peacefully at home, surrounded by the love of his family; aged 67 years. Dearly loved husband and best friend of....., loved and respected father and father-in-law of....., and fun uncle of all his nieces and nephews. Rob was loved and will be forever missed by all his extended family and friends. Special thanks to the staff of the Harbour Hospice for their care of Rob over the past few months. - A Service for Rob will be held in The Chapel of Forrest Funeral Services at 11.00am on Thursday, February 29, followed by a private cremation.

Personalising the Funeral Ceremony

Pre-funeral Location

Where would you like your loved one to be located leading up to the funeral?

They can be in our care - but there are many options. Some people choose to have them at home or on a marae. Our experienced team can talk you through the options relating to mortuary care, allowing time for family to travel and decisions to be made. It also preserves the dignity of your loved one until the funeral and can help ensure a more natural appearance.

Burial or Cremation?

If your loved one hasn't made their wishes known, it's up to the family to choose. Forrest Funeral Services can make all the arrangements for you. The options are:

Burial

Involves buying a burial plot, paying an interment fee, and buying a memorial or headstone.

Cremation

This provides greater flexibility in choosing a final resting place, as it's up to you if the ashes are scattered in a favourite place, buried, or split between different places. Forrest have a range of attractive urns for ashes to choose from.

Burial at Sea

There are specially designated areas off the New Zealand coast for burial at sea. We can show you these, and then help with the arrangements, including providing a special casket.

Eulogy

The eulogy is when we talk about the life of our loved one, and remember who they were. It's a summary that covers important or interesting aspects of their life. This can be as long or as short as you'd like it to be – aiming for 10 minutes is a good starting point.

Here are some topics to consider including:

- Birthplace and short details of their childhood.
- Educational and sporting achievements, military service, and their work/career.
- Marriage and family life.
- Hobbies, club memberships, and volunteer work.
- Personal qualities, and characteristic words and sayings – stories can work well to illustrate these.

Children and other family members may not be able to speak publicly themselves, so it's a good idea to ask them if there's anything they would like to include.

Movement

Consider how the casket will be brought in and taken out of the funeral service, and who will carry it. Will you provide 6 pallbearers, or would you prefer for Forrest to arrange this? Also consider whether you want special music, movement, dancing, or a guard of honour.

Music

What kind of music did your loved one enjoy that you'd like to play at the funeral service? This could be classical music, rock, country, hymns or pop music. You could consider incorporating music into an audio-visual show with photos and videos.

Symbols

Do you wish to include any elements that were meaningful to your loved one? For example, flowers from their garden, photographs, videos, toys or ornaments, books or poems, candles, shells, religious symbols, almost anything can be included.

Design and Printing

Service Sheets

A team of skilled graphic designers are available to create a service sheet and other media. Families are welcome to be involved in personalising service sheets for the funeral service. We produce high quality colour service sheets and photo enlargements. We will advise you of timeframes for you to provide us with photos and other content.

Thank You Cards

Thank you cards may feature the photo from the service sheets and can be printed for you to send out after the funeral. These cards can be a nice way of acknowledging the support of family and friends following a death.



After the Funeral

Headstones and Plaques

Monumental Services

At Forrest Funeral Services we are able to help with all aspects of choosing a memorial for your loved one. A memorial is as personal as you desire it to be.

With modern technology the choice of photographs and artwork, designs can depict the special interests in a person's life; and whether it be a traditional or contemporary design our team will create something unique and personal. Maybe there is an image that you have designed and want for the memorial, but if required we are able to design something specific for you.

Death Certificate

After the burial or cremation, Forrest Funeral Services registers the death online. Births, Deaths and Marriages then processes the application and usually sends the death certificate to us within five to ten working days. We will forward it to you or to your solicitor.

We gather the legally required information from you during the funeral arrangements, so it's important this is accurate.

If the death was referred to the coroner, the certificate will note 'subject to coroner's findings' until the final cause of death is confirmed. The certificate can be updated once the coroner has completed their enquiries.



Payment Explained

The Funeral Account

Every funeral invoice from Forrest Funeral Services is individualised. It will generally include professional service fees, mortuary services, vehicle transfers, and a casket. Other items may be included and will be itemised such as crematorium and cemetery fees, ashes and memorial fees, doctor's fees, newspaper notices, flowers, printing, catering, a death certificate, gratuities and donations, multimedia and audiovisual services, and monumental options.

An Estimate

With every funeral we will give you an estimate of the costs of the funeral that you have arranged with your funeral director.

Payment Due Date

An itemised funeral account will be sent three (3) working days after the funeral.

The due date for payment, which will be indicated on the invoice, will be fourteen (14) days after the funeral account is sent.

We will send you a reminder statement seven (7) days prior to the due date.

Timeline for Payment

Initial payment

An initial payment is required upon receipt of a written estimate.



Date of the funeral



Three working days after the funeral

The account is sent to the family and/or their solicitor as directed.



Payment of account is due 14 days from date of invoice

The account is due for payment.

Financial Assistance

We can advise on the range of assistance available for families requiring help with funeral costs. Assistance and advice can be given on the closing of bank accounts and applications for funeral grants from Work and Income and the Accident Compensation Corporation. (Criteria will apply)

Compassionate Airfares

Some airlines operating in New Zealand offer compassionate airfares to immediate family members travelling to a funeral. You should check with the airline you are travelling on whether the ticket you are travelling on is able to be discounted in this way.

If a discount is possible, we can supply you with a supporting letter from our company.

To write our supporting letter we need the following:

- The full names of the people travelling;
- Proof of your relationship to the person who has died;
- Travel departure point and destination.

Continuing Care

Although very important, the funeral is only the first step we take in 'saying goodbye'. As you begin to work through your grief, the road ahead may seem long and lonely. Relatives and friends will be especially helpful at the time of death and at the funeral. However, as the weeks and months pass after the death, they may not always be available to comfort you and to allow you to talk about the person you love and miss so much.

After the funeral, it's vital to allow time and space for grief, knowing that what you're feeling is normal and you're not alone. We're here to support you through this time, offering compassionate guidance and a range of helpful resources from grief support and advice to practical assistance so you don't have to face these early days without someone by your side.

Helpful Websites

www.forrests.co.nz

The Forrest Funeral Services website covers all aspects of funerals and procedure. In many respects the website is an electronic version of this book, although it provides more in-depth information and detail.

This website would also be helpful if you were planning a funeral in advance. Resources that can be downloaded to help with funeral planning include readings, poems, music and hymns.

www.forrests.co.nz/upcoming-funerals

All our funeral notices are placed on the website at no charge to our families. Placing the funeral notice on the internet allows it to be read at any time.

www.nzembalmers.org.nz

A group of like-minded, professional, qualified embalmers dedicated to the maintenance of the highest standards of professional conduct and ability.



www.funeraldirectors.co.nz

Forrest Funeral Services, is a proud member of FDANZ. The choice to join and be accepted into FDANZ means a commitment by members to provide a thoroughly professional and high quality service.

Caring professionalism best sums up the intention of a FDANZ funeral director. This stems from:

- A commitment to the code of ethics and code of professional conduct.
- A requirement that those on the FDANZ Register of Funeral Directors have a nationally recognised qualification in funeral directing.
- Mandatory ongoing training.
- The experience to provide practical assistance and considerate support to you and your family.
- A broad understanding of religious and ethnic customs.
- Familiarity with legal obligations and local authority regulations.
- Members are regularly monitored by the Association and ongoing education and training is promoted and coordinated through the industry training organisation, the Funeral Service Training Trust (FSTT).

www.catholicfunerals.co.nz

For those of the Catholic faith, we have designed the Catholic Funerals website with the support of the Archdiocese of Wellington. This website allows you to plan a Funeral Mass; it provides you with all of the approved Bible readings, as well as many hymns.

The website also sets out the Catholic Church's approved policies in relation to funerals within the Church.

As well as creating an electronic plan for a Funeral Mass with the 'Funeral Mass Planner Guide', you can save your plan to your computer, or email it to family, friends or the priest who is participating in the funeral.

www.skylight.org.nz

Supporting children, young people, and their whānau to navigate through tough times by building resilient individuals and communities.

www.mytrove.co.nz

A single place for people to be able to notify multiple organisations of a death and start the account closure process with each notified organisation.

www.workandincome.govt.nz

An organisation within the Ministry of Social Development (MSD) with a purpose to support New Zealanders by offering a number of payments and services on behalf of the government.

www.acc.co.nz

Everyone in New Zealand is covered by ACC's no-fault scheme if they're injured in an accident. This includes children, beneficiaries and students. It doesn't matter if they're working, unemployed or retired. It also includes visitors to New Zealand.



Recording Your Choices

There is certain information required by the Registrar-General of Births, Deaths & Marriages

Please complete this to ensure your personal details are accurately recorded and your wishes followed. Should you require guidance on any of the following information, please contact us.



MY PERSONAL DETAILS:

Title: Mr Mrs Ms Miss Dr

Your surname: _____

First names: _____

Name at birth: _____

Address: _____

Email address: _____

Phone: _____

Birth date: _____ Mobile: _____

Birth place: _____

Ethnicity: _____

Descended from NZ Maori: Yes No I don't know

If NOT born in New Zealand, what was the date of your arrival to New Zealand:

Profession / Occupation: _____

Do you hold an award / honours (not military) Yes No

Title: _____

Are you a Justice of the Peace: Yes No

Are you a Marriage Celebrant: Yes No

Fathers full name: _____

Occupation: _____

Mothers full maiden name: _____

Occupation: _____

RELATIONSHIP STATUS AT TIME OF DEATH:

Circle one:

Married | Civil Union | Divorced | De Facto | Widowed | Separated | Never Married

Details of MOST RECENT Spouse/Partner

Full Name (prior to marriage): _____

Place of marriage / union: _____

Age at the time: _____

If living, most recent spouse / partner's birth date: _____

Son/s names / birth date/s: _____

Daughter/s names / birth date/s: _____

Circle one:

Married | Civil Union | Divorced | De Facto | Widowed | Separated | Never Married

Details of NEXT MOST RECENT Spouse/Partner

Full Name (prior to marriage): _____

Place of marriage / union: _____

Age at the time: _____

If living, previous spouse / partner's birth date: _____

If there are any further relationships to note, please add them onto the notes section on page 32.

SERVICE RECORD:

Service Number: _____

Overseas / New Zealand service details: _____

War/s served in: _____

Rank: _____

Unit / Regiment: _____

MY FUNERAL DETAILS:

Name of kin / executor making the arrangements: _____

Address: _____

Phone: _____

Name of solicitor / person holding will: _____

Address: _____

Phone: _____

Name of Employer: _____

Name of Doctor: _____

Name of Funeral Director: _____

Is the funeral pre - arranged? Yes No

Pre - paid? Yes No

Preferred Priest / Clergy / Celebrant: _____

Venue of service: _____

Casket choice (if known): _____

Circle one:

Burial / Cremation Plot: None / New Single / Double Re - open

Preferred Cemetery / Crematorium: _____

Ashes placement: _____

Scatter Interment: _____

Flowers preferred: _____

OR in lieu of flowers, donations to: _____

Who would you like to speak / do a reading? _____

Special readings for the service (from the bible, verse, books):

Music preferences for the service: _____

Hymn or song choices for the service: _____

Who would you like to be pallbearers? (optional):

Forrest

FUNERAL SERVICES

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8 Glen Rd, Browns Bay, Auckland 0630

Hibiscus Coast | Ph 09 426 7950

39 Riverside Rd, Orewa, Auckland 0931

MEMBER

Funeral Directors
ASSOCIATION OF NZ