

THE PARSONS' *difference*

**Our core beliefs, and what we think we
do differently and better than anyone else**



- ✓ Locally family owned, not a corporation listed on the ASX
- ✓ No staff are employed on a commission basis
- ✓ Full price disclosed for all costs include GST where applicable
- ✓ Employ local staff and reinvest back into the Illawarra
- ✓ High quality facilities, equipment and friendly helpful staff
- ✓ Aim to provide value by including more complimentary services and products not included by other providers
eg. web streaming, memoriam book, after business hours transfers into our care, life story video presentations (when applicable)



THE PARSONS *difference*

For over 130 years, H.Parsons has cared for our community as the only 100% locally owned and family operated funeral director. Our team are the experts in caring for you and your loved ones. The following are our core beliefs and what we think we do differently and better than anyone else.

We believe in...

Providing You More Time

We understand every family and every situation is unique so we give more time to make the experience just right. We are available to meet with you anytime you need us. We aim to see you at least twice before the funeral to confirm every important detail.

Giving You More Choice

We will never pressure you into any decision, we simply provide you choice. From the simplest of farewells to a more elaborate send off - you are in charge, and are free to create the funeral experience just right for you and your family.

Giving You More Ways To Connect

We include complimentary creation of Life Story Presentations and free webstreaming of the funeral service so friends and family can join you in the celebration of a life from anywhere in the world (conditions apply).

Giving You Greater Service

Our team are consummate professionals. We are experts at finding solutions. We employ over 50 Illawarra locals to provide you the very best in personalised service – before, during and after the funeral service. Our job is to make this final celebration of a life as smooth for you and your family as possible.

Giving You More Space

No funeral is too large or too small, we will find the right location suitable for you.

H.Parsons has four beautifully appointed chapels across the Illawarra. We can provide the most suitable location for the funeral service and your catering needs.





Giving You Greater Availability

We are available 24 hours a day, every day of the year. We believe it is fundamentally unfair to charge a family more to transfer their loved one into our care if they happen to pass away after business hours. If your loved one has passed away in the Illawarra, you will not be charged for any transfer fee.

Providing Our Utmost Care For Your Loved One

Everyone who comes into our care will receive attention from our fully trained technicians. They will provide dignified, caring and professional mortuary care so you can be assured your loved one is well looked after.

Alternatively, we can assist you in personally dressing and preparing your loved one in private surroundings.



Parsons Ladies have served our community for over 30 years. We believe that women can provide a unique and special kind of compassion during a time of need. Unlike other providers, we can guarantee that from mortuary care right through to the funeral service, your loved one will only be in the care of the female employees of H.Parsons.



Giving You Better Value For Money

H.Parsons believe in including much more as a standard part of our service. Many items termed as 'optional extras' by other providers are included in our price. We are confident you will find us to be the best value. We believe in showing the full cost inclusive of GST for each item.

Unlike some other funeral providers, we proudly refuse to accept sales commissions or mark up the costs from our suppliers such as florists, doctors and cemeteries. We believe that arranging for these items is part of our service to you.



Providing You With Account Transparency

We aim to be the Illawarra's most transparent funeral director. You should receive an accurate and detailed quotation; you should know where you stand. We dislike surprises as much as you do. You can ask us any question and you should receive honest and fearless answers.

Supporting Our Local Community and Businesses

H.Parsons have always been a part of the Illawarra community. We proudly support over 50 local charities and community sporting groups. Critically, we also support a 'Buy Local' policy, where over 95% of our products and services are purchased from other locally owned and operated businesses. This way, we help to support jobs and the sustainability of our region.

Giving More Payment Options

H.Parsons believe it is inconvenient to you and distasteful to request payment prior to or at a funeral service. We are one of the last funeral directors in the country to not expect any payment up front in most circumstances. We believe in being honest and in the honesty of our local Illawarra community. We will always tailor a funeral service to what you can afford. We will not upsell products or services and will never pay sales commission to our employees. We will not be beaten on price for an equivalent funeral service.



Proud Of Our Heritage and Focussed On Our Future

H.Parsons have served our community for over 130 years as a local family owned and operated business. Our longevity has provided us with a profound knowledge of our contribution to the history and stories of the Illawarra. Our sense of community runs deep.

We do not believe in resting on our laurels. We are proud of our many innovations and will always invest in our people, our business and our community to present new ways to serve you better.



Call 4228 9622

 /H.ParsonsFunerals

www.hparsons.com.au

info@hparsons.com.au

WOLLONGONG • BULLI • WARILLA • DAPTO