



FUNERAL PLANNING

# Arranging a funeral

And help for afterwards





FUNERAL  
DIRECTORS

**H. PARSONS**





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ABOUT

# Arranging a Funeral



Arranging a funeral can feel overwhelming, so we will take as much time as you need to step through the necessary paperwork, explore your options, and confirm what is needed so you can share the funeral details with family and friends.

This booklet will help you to keep track of your decisions and further actions you may need to take. There is also some useful information to assist you after the funeral has taken place.

If you have questions or need additional support, please don't hesitate to **call us on (02) 4228 9622** in the Illawarra or **(02) 4423 2333** in the Shoalhaven.



# Five funeral arrangement steps

Whether you are planning ahead for yourself, or making arrangements after the passing of a loved one, we walk you through everything you need to know.

**01**

## Choose your committal option

Select from a Burial, Cremation or Crypt



**02**

## Choose the type of funeral service or memorial

Select funeral or memorial service that meets your cultural, religious or budget requirements



**03**

## Personalise the funeral

Music, photo presentations, flowers, coffin, catering, memorial stationery, hearses and more



**04**

## Announcing the funeral

How do you wish to announce the funeral? Will the service be public, private or no service.



**05**

## Payment options

We walk you through payment options, when and how to pay prior to the funeral



# Arrangement checklist



## Important information and decisions to be made:

The service venue has been confirmed at: \_\_\_\_\_

The date and time for the funeral will be: \_\_\_\_\_

Clergy/celebrant has been confirmed: \_\_\_\_\_

Viewing if required the date / time will be: \_\_\_\_\_

Viewing location: \_\_\_\_\_

Clothes have been provided for your loved one to wear: Y/N \_\_\_\_\_

If Yes, date to be delivered: \_\_\_\_\_

Music for entry, exit, and reflection: \_\_\_\_\_

Life story presentation to be created by: **family** or **funeral home** \_\_\_\_\_

Image for reflection wall selected (if applicable): \_\_\_\_\_

## People who will contact you:

Apple Tree Catering \_\_\_\_\_

Clergy / Celebrant \_\_\_\_\_

Dream Designs Studio / Stationery Provider \_\_\_\_\_

Musicians \_\_\_\_\_

H.Parsons Audio Visual Team \_\_\_\_\_

Crematoria / Cemetery \_\_\_\_\_

Other \_\_\_\_\_



*Our deep connections with the local area means that we understand the diverse communities in which we serve.*





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**Plan the  
funeral**

## STEP 1

# Choose your committal preference

The first decision in arranging a service is how your loved one will be laid to rest. This step outlines the main options: burial, cremation, or placement in a crypt, each offering a different way to honour and care for your loved one. It can also be helpful to check whether there are any pre-purchased arrangements, such as a burial plot, or any known wishes to guide your decision. Taking time to understand these choices can help you select the approach that feels most appropriate for your family and circumstances.



### Crypt

A funeral service followed by a crypt insertion.



### Burial

A funeral service followed by burial, with options for religious, cultural or personal traditions.



### Cremation

Cremation with the option of a service beforehand, a memorial service later, or a private cremation.

# H. PARSONS

# DIRECTOR

## FUNERAL DIRECTORS



*H. Parsons is a local fifth generation family-owned and operated business and has been delivering respectful and dignified funeral services for families on the NSW South Coast since 1893.*

**130+** YEARS OF TRUSTED SERVICE

# Choose the type of funeral service or memorial



We can help arrange a service that feels right for your loved one and those close to them. From traditional services to more flexible or personalised options, there are a variety of ways to gather and acknowledge a life.



## Traditional Funeral Service

A traditional funeral service is held with the coffin present, providing an opportunity to gather, reflect and farewell your loved one. This can take place in a chapel, church, function centre or another meaningful location.



## Non Traditional Funeral Service

We can arrange non traditional services in locations such as beaches, parks or other meaningful settings. Depending on the location, council approvals or permits may be required.



## Memorial Service

A memorial service is held without the coffin and usually takes place after burial or cremation. It allows family and friends to come together and remember your loved one in a setting that feels appropriate.



## Living Funeral

A living funeral is held while a person is still alive, giving them the opportunity to be part of the gathering. It can be a meaningful way to share memories and spend time together.

## STEP 3

# Personalise the funeral service



There are many ways to personalise a service, allowing you to reflect your loved one's personality, interests and life in a meaningful and individual way. We will discuss the best way to make your ideas happen.



## Catering



Apple Tree Catering has crafted a variety of menu options for funeral services and memorials.

Visit [appletreecatering.com.au](http://appletreecatering.com.au) or call (02) 4249 2222 to explore our menu options.



## Photo presentation



Playing a photo presentation during a funeral service is a wonderful way to celebrate your loved one's life and the memories you shared with them.

You can choose to make this presentation yourself or have our team create it for you (fees apply).

We recommend using 40 photos, which can be paired with one background song.

If you choose to make this presentation yourself, please embed your song of choice within the presentation and supply it to our team in MP4 format.

A title slide (example pictured below) should be placed at the beginning and end of the presentation, so please also consider which photo you would like to use for this purpose.

If you choose to have our experienced team create the presentation for you, please supply all photos in JPG format, numbered in the order you would like them to appear. We are also able to scan physical photos (additional charges apply).



## Music & imagery



A beautiful and simple way to personalise the funeral service is to play your loved one's favourite music and display photos and/or some of their favourite items from their passion or pastime.

If the service is being held in our Wollongong or Wandandian chapels, we can project a meaningful image onto our reflection wall.

Please advise what type of scene would best represent your loved one and we will source a suitable image for you. Alternatively, if you wish to supply an image yourself, please ensure the image provided is a high quality, landscape photograph that can be adapted to fit the wall's dimensions (ideally 450px x 1280px).

Our funeral directors will discuss moments during the funeral service where you might like to include a favourite song. As part of our service, we will assist in creating a playlist for you based on your music selections.



## PERSONALISE THE FUNERAL SERVICE

# Flowers



Floral arrangements can be selected in a range of styles and sizes to suit the occasion or family. Options include a coffin casket cover, wreaths, or simple single stems or bouquets. Your selection is created using quality seasonal flowers, with different blooms carrying their own meanings and significance. We work with a number of local florists to support local businesses.



# Memorial stationery



Printed items such as orders of service, prayer cards or thank you cards can provide a lasting tribute. These can be tailored with photos, colours and wording to reflect your loved one.

## PERSONALISE THE FUNERAL SERVICE

# Hearses



A hearse from our fleet will bring your loved one to the funeral service and onwards to the burial or cremation. If your preferences sit outside this options, we will guide you through alternatives.



# Coffins and caskets



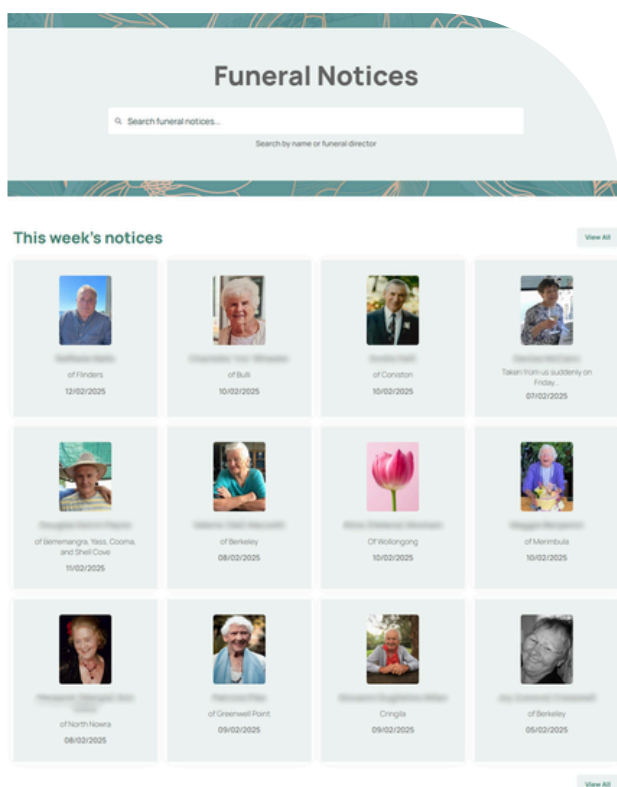
There are a range of coffins and caskets to choose from, with options in style and construction to suit your interment choice. You will be invited into the showroom at the end of your arrangement meeting to explore materials, colours and decorative details. Options are available across a range of budgets, and we are here to guide you through your selection.

## STEP 4

# Announcing the funeral

As part of our service, we will post a complimentary funeral notice on the NSW South Coast's leading funeral notice website **funeralannouncement.com.au**

This can serve as both a notification of the passing of your loved one and can also be shared as an invitation to attend the funeral or memorial service.



## How does it work?

1. With the families supplied photo of their loved one, we will assist you to select your preferred wording for your loved one's funeral announcement or the family can write their own.
2. Once you have approved the announcement, we will publish it on the Funeral Announcement website and Facebook page.
3. We will send you an email that provides you a web link to view the funeral notice that you can forward to friends and family

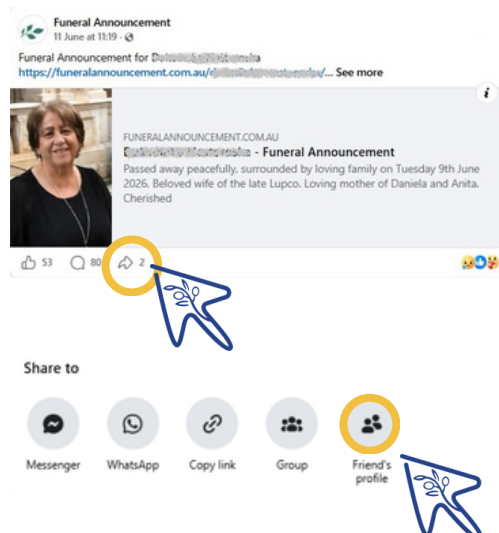
## Share on Facebook

[facebook.com/FuneralAnnouncement/](https://facebook.com/FuneralAnnouncement/)



You may also be able to share the Funeral Announcement Facebook post to the deceased persons' Facebook page to advise their Facebook friends of their passing and the funeral details. Their account must still be active or memorialised with posts allowed.

- Click "Share" on the Funeral Announcement post
- Select "Share to a friend's profile"
- Choose the deceased person's profile from your friends list.
- Add a short message and publish





## Payment options

Our compassionate and professional team will do everything possible to guide and support you to arrange a meaningful farewell to honour the life of your loved one - and that includes being transparent about our prices and payment processes.

To assist with the smooth delivery of the service, **full payment of known costs is required 48 hours prior to the service taking place**. Known costs are those discussed during the funeral arrangement and outlined in your quote.

There may be some costs that arise when a third party (florist or stonemason, for example) confirms their costs based on the work they do, or changes are made to the funeral service after the arrangement. Our team will call you to obtain your permission to proceed before adding any additional costs to your final invoice, which is payable within 21 days of the funeral service.

**When making a payment, please include your funeral number**, which your funeral director will share with you during the arrangement meeting.

Please also send the remittance advice (or proof of payment) to the email address on your quote. This helps us to ensure your payment is correctly allocated to your loved one's funeral.

We understand this can be an overwhelming time, so if you forget to include your reference number, don't worry. If we're unable to locate your payment, you may receive a friendly phone call from our team to confirm your payment has been received.

All payments can be made via credit card on the payment link on our website or over the phone with our team. You can also use electronic bank transfer, bank cheque, cash at any of our branches or Zip Pay (fees apply),.

# Mountain View Crematoria

If cremation has been chosen for your loved one, they will be cared for by the professional team at Mountain View Crematoria.

One of their friendly team members will contact you to explain options for receiving your loved one's ashes.

A wide array of urns and keepsakes is on display and available for purchase or you can view options and make a purchase online.



 [info@mvc.net.au](mailto:info@mvc.net.au)

 **Unanderra**, 21 Waverley Drive

 [mvc.net.au](http://mvc.net.au)

 (02) 4249 2221



## Questions families often ask us



### 01 What time should the family arrive at the funeral?

Families will often arrive 15-30 minutes prior to the beginning of the funeral service.

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### 02 What happens to your loved one's ashes after a cremation?

After the cremation, your loved one's ashes are stored in a secure area at Mountain View Crematoria (MVC) until further instructions are received from the nominated primary contact (known as the 'applicant'). You can visit the MVC website or call the MVC team on (02) 4249 2221 to find out more about:

- When to collect your loved one's ashes
- Placing your loved one's ashes in a memorial garden, wall placement, urn, scatter tube or memorial jewellery and other keepsakes
- Arranging to have MVC deliver your loved one's ashes to your home.

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### 03 Is it necessary to engage a lawyer?

The need to engage a lawyer is highly dependent on your situation. For small or well-defined estates, it may not be necessary. If there are more complicated aspects such as additional expenses, large estates or uncertainty, it may be beneficial to seek legal assistance. If you do involve a lawyer, they will generally require a copy of the Will, the Death Certificate, the funeral account, and information about the estate. If you are unable to provide any of these documents your lawyer will be able to assist you.

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### 04 When will I receive a Death Certificate?

The official certificate will be sent directly to you by the NSW Registry of Births, Deaths and Marriages via registered post. This is usually received within 2-4 weeks following the funeral.

## and their answers

**05 Can we personalise the funeral service?**

Absolutely. We encourage families to personalise the funeral in a way that honours and reflects their loved one's life. This can include music, readings, photos, videos, a personalised order of service, or incorporating cultural or religious traditions.

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**06 What should we bring to the arrangement meeting?**

It's helpful to bring photo identification for the deceased, any pre-paid funeral documents (if applicable), preferred clothing for your loved one, and any personal items or mementos you'd like included in the service.

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**07 What are our options if we don't want a traditional funeral?**

We offer a range of alternatives, including memorial services, private family gatherings, unattended cremations, or celebration of life events at our venues or anywhere you choose throughout the local region. Our team can guide you through the options and help you choose something that feels right for your family.

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**08 Do we need to register the death ourselves?**

No. As part of our service, we handle the official registration of death with the NSW Registry of Births, Deaths and Marriages. You will receive the official Death Certificate in the mail.

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**09 Is financial assistance available for funeral costs?**

Some families may be eligible for assistance through Centrelink, DVA, insurance policies, or superannuation funds. Our team can help you explore your options and provide the necessary documentation for claims.



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FUNERAL DIRECTORS





## Preplan your funeral

After planning a funeral for a loved one, we often find that family members wish to pre-pay or pre-arrange their own funeral for peace of mind. Pre-paying for your funeral can come with a number of benefits, including:

- Securing some of today's prices for a future funeral
- Potential pension or tax benefits as prepaid funerals are exempt from mandatory Centrelink asset tests
- Providing peace of mind for your loved ones because clear decisions have been made that ensure your wishes are honoured

Spending a small amount of time to plan ahead can make things significantly easier for your family and friends after you're gone. If you do not wish to pre-pay for your funeral, you can still contact us to pre-plan your funeral, which involves completing the paperwork required by Births, Deaths and Marriages, as well as documenting your funeral preferences.

We have a dedicated specialist who can meet with you to answer all your questions. Call us on **(02) 4228 9622** or email **info@hparsons.com.au** to make an appointment.



**Scan to learn more**

**Or visit**

[hparsons.com.au/funeral-pre-planning](https://hparsons.com.au/funeral-pre-planning)





## Support services

For some people, the shock of losing a loved one comes later, after the funeral planning or service has occurred.

Often, speaking with family and friends is beneficial but sometimes you may wish to seek the services of a bereavement professional.

Speaking to your GP is a good first step but here is a list of services that can also support you:

**Health Illawarra Bereavement Counselling Service - 1300 068 458**

**Beyond Blue ([beyondblue.org.au](http://beyondblue.org.au)) - 1300 224 636**

**Grief Australia ([grief.org.au](http://grief.org.au)) - 1800 642 066**

**Lifeline ([lifeline.org.au](http://lifeline.org.au)) - 13 11 14**

## Locating important documents



A number of organisations and service providers will need to be advised of your loved one's passing.

The government has an online service - **[deathnotification.gov.au](http://deathnotification.gov.au)** - to make the process of contacting organisations easier.

Details you will need to have before you use this service:

- Your loved one's death certificate
- The state or territory where your loved one passed
- Their last known address

The checklist on the following pages lists organisations that you may need to contact.



# Record of contact made

Contact	Contact Details	Account Details	Notified Y/N
Accountant			
ATO			
Banks / Credit Unions			
Blood Bank			
Centrelink			
Chamber of Commerce			
Charities			
Chemist			
Child Support			
Clubs eg. RSL			
Council Rates			
Education Provider			
Electoral Office			
Employer			
Executor of Will			
Foreign Pension			





# Record of contact made

Contact	Contact Details	Account Details	Notified Y/N
Health Benefit Funds			
Health Professionals			
Hearing Centre			
Home Nurses			
Hospital			
Insurance Provider			
Landlord			
Medicare			
My Aged Care			
Post Office			
Public Trustee			
Religious Advisor			
Social Worker			
Utilities Providers			
Vehicle Registration			
Veterans' Affairs			







100% Australian and local family owned since 1893

We take the  
 time to care

[hparsons.com.au](http://hparsons.com.au)

[info@hparsons.com.au](mailto:info@hparsons.com.au)

<b>Wollongong</b>	34 Belmore Street	—————	(02) 4228 9622
<b>Bulli</b>	278 Princes Highway	—————	(02) 4284 3163
<b>Warilla</b>	10 Woolworths Avenue	—————	(02) 4296 7834
<b>Dapto</b>	4 Princes Highway	—————	(02) 4262 0400
<b>Kiama</b>	125 Manning Street	—————	(02) 4232 2371
<b>Nowra</b>	52 North Street	—————	(02) 4423 2333
<b>Wandandian</b>	2650 Princes Hwy	—————	(02) 4423 2333