

*your guide to planning
a beautiful funeral.*



in this guide...

We look at the many things that go into planning a beautiful funeral.

Funerals can happen suddenly or they can be planned years ahead. The many decisions involved may seem overwhelming, so a good place to start is by asking yourself five simple questions:

1. Will the funeral end with a burial or a cremation?

2. Where will the service be held?

3. Do you have anyone in mind to lead the service?

4. Do you have any special traditions or ideas about the style of funeral you would like to have?

5. What are your thoughts around viewing the body?

It doesn't matter if you can't answer all or any of these right now. The answers will become clear as we plan this special day together.



1

preplanning a funeral

Planning a funeral in advance might sound strange at first, but giving yourself the time to make decisions with a clear head can be a surprisingly liberating experience.



'Once we start chatting, people see that it's actually a very creative process.'

*Wade Downey
General Manager*

Whether it's for yourself or for a loved one, there are many excellent reasons to preplan a funeral.

It's satisfying knowing that your wishes are being fulfilled and that your loved ones won't be faced with difficult decisions at an emotional time.

You may have reached a later stage in life, be living with a terminal illness or simply like to have things under control.

For any funeral, there are many things to think about; from the location and the service, to details like flowers and catering or tidying up financial, legal and digital matters.

We'll take you through the many things to consider when planning a funeral. You can use it as a checklist and you are always welcome to visit and chat with us over a coffee.

That personal touch is what makes Dil's special. We listen and work with you to ensure that everything is just the way you want it.

2

burial or cremation?

The first big decision you'll face when planning a funeral is a relatively simple one.

Deciding what to do depends on a number of factors, which can include your religious beliefs, cultural practices, family tradition and your budget.



*'We take the time with people to talk over the options.
It helps to know you've made the right decision.'*

*David Edlington
Funeral Director
and Crematorium Supervisor*

what are your options?

New Zealanders have four options to choose from when it comes to how they want their body taken care of: cremation, burial, medical school donation and burial at sea.

cremation

Simple and cost effective, cremation is the most popular option, accounting for 70% of funerals. One of the advantages of cremation is having the flexibility of what to do with the ashes, which can be scattered, kept at home, or buried. Because ashes are sealed and portable, it's also easier to transport them overseas.



The cremation process takes two to four hours, during which a person's ashes are then reduced to a fine sand-like consistency and returned to the family in a small container.

burial

For some, the tradition of burial provides a certain level of comfort, knowing that there is a place where they can visit their loved one and tend their grave. Unlike ashes which can be scattered in many places, a person can only legally be buried in official cemeteries or urupa.

Burial fees are set by the local cemetery authority and include purchasing the plot and an interment fee, covering the cost of preparing the grave and ongoing maintenance.



3

the funeral service

The service is a special time for people to gather and share their memories of their loved one.

It's a celebration of a life, made up of many important elements, both big and small. Having time to think about and plan the service can make the experience all the more satisfying.



'The smallest details can be of huge comfort and really bring people together.'

*Chelsea Brown
Funeral Director*



the location

From your family church to our welcoming chapels, a beautiful beach or even the familiar surroundings of the back yard, where you hold the service is entirely up to you. If it feels right, we can make it happen.



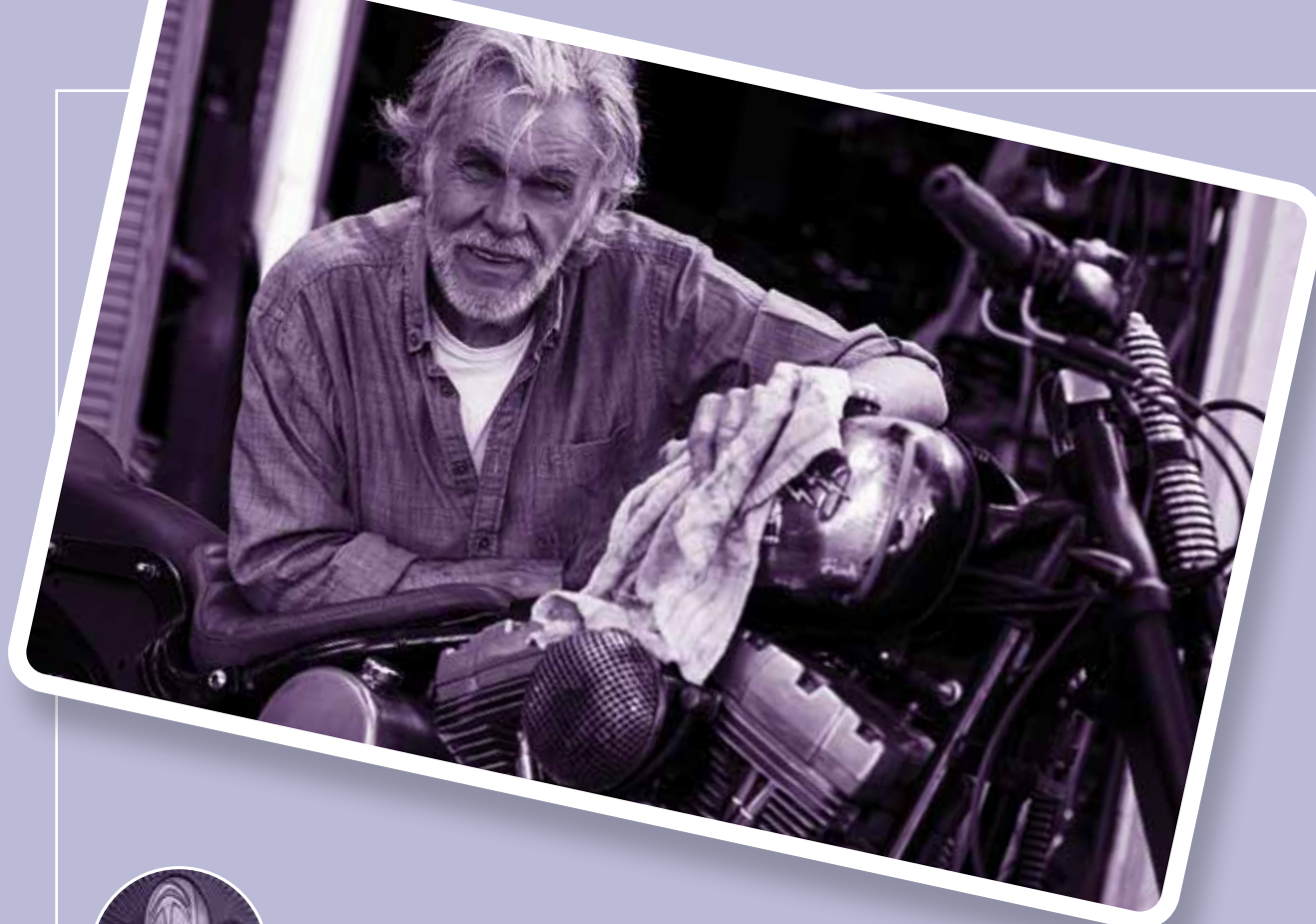
leading the service

There are no legal restrictions on who can officiate at a funeral. Still, it's a good idea to choose someone who is comfortable with public speaking as many people find speaking difficult in such an emotional time. If you belong to a particular religion, you might choose a leader from your church. If you don't have your own minister or celebrant, we can help you find someone that fits best with you and your family.



bearing the casket

How you would like the casket to enter and leave the service? It may be awaiting guests in the chapel or can be brought in once people are seated. If there are to be pallbearers, think about who you'd like to carry the casket .



choosing a theme

We all have something special that makes us unique. Some people have a lifelong association with a sport or club. For others it's a hobby they were passionate about. The ways in which you can celebrate the unique aspects of someone's life are limited only by your imagination. They can include photographs, artworks, and sports trophies, or tributes such as a musical performance or some special decoration on the casket.



viewing your loved one

For many families, viewing allows them a moment to say goodbye and is very helpful in coming to terms with their loss. Viewing can take place in one of our dedicated viewing rooms or if you prefer, in your own home.

4 *the details*

There are many elements that go into planning a funeral service. While it may all seem a bit overwhelming, we make it easier by guiding you through the decision making process, step by step.



'It's nice to provide a little moment of relaxation when people need it most.'

*Angie Tamatoa
Catering Manager*



the casket

From simple or stately, to personalised with custom colours and pictures, we offer a wide range of caskets to suit every personality. We also have an expanded range of eco caskets. Visit our website to see the full range: www.dils.co.nz



clothes, dressing and viewing

Before viewing is possible, you'll need to select a casket and the clothing you'd like your loved one to wear. If you'd like to help dress them or add any personal touches, we'll make a time with you after we have completed our preparations.



flowers

Flowers add a natural beauty to the service and we offer a huge selection, including custom arrangements. After the service, flowers may be left with the casket or taken home and we'll make sure that all cards from the floral tributes are collected for you.



music

Music plays a key role in making a funeral personal and unique and it can be a great source of comfort. The options are endless, although we suggest checking the playlist, just to make sure it will be suitable for everyone attending.

As well as recorded music, you might know a talented musician, singer or dancer who would love to honour the service with a live performance.



catering

Getting together over a cuppa after the service gives people time to relax and find comfort in company. Our lounges make it easy to move from the service to the reception, but we can work with you to cater at almost any location. We offer a wide range of menus, including delicious options for dietary or cultural requirements.

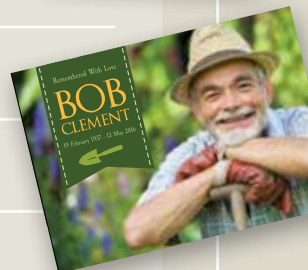
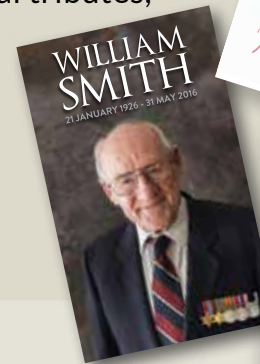


printing and multimedia

Funerals today are true multimedia presentations, combining internet, print and audio. We'll take care of everything; from the order of service to webcasting the funeral, ensuring that everyone gets to share in this special occasion.

Dils offers a complete range of printing and multimedia services, including custom designed service sheets, to visual tributes, thank you cards, and a memorial book.

We can guide you through all of the options and take care of the design and production.



5

embalming

When someone has passed away, you want to know that they are getting the best of care.

Embalming helps to preserve the body and ensures that the person looks as much as you remember them in life.



'Families put their trust in us to care for their loved one. It's more than a profession. It is an absolute privilege.'

*Tim Brown
Embalmer/Funeral Assistant*



what is embalming?

Embalming is a medical process which preserves the body, from the time of death until burial or cremation, making it safe for those coming into contact with it.

The embalming process involves injecting a solution of preservatives, sanitizers, disinfection agents and other additives into the circulatory system to temporarily delay the natural decomposition process and restore a natural appearance to the deceased.

Choosing embalming gives families time to view and say goodbye to their loved one in their own time and gives them a more natural appearance after illness or injury.



is embalming essential?

Embalming isn't usually compulsory but it's certainly preferable, especially if there will be a delay until the funeral. A body must be embalmed if it is going to be transported overseas by air.

If the person is not to be viewed, or is to be buried or cremated immediately, you may wish to not have them embalmed. We'll give you all the information you'll need to make that decision.

At Dil's, our embalming is carried out to the highest level of skill and professionalism to the standards set by the New Zealand Embalmers Association (NZEA). We will take time to explain the benefits of embalming so you can make an informed decision.

At all times, we ensure that your loved one is treated with respect and dignity.

6

your will and estate

A will not only sets out how your property and belongings are to be distributed, it can also provide us with guidance for how your funeral should be conducted.

Making a will is relatively simple and inexpensive and even if you already have one, it's a good idea to review and update it every few years to make sure it still reflects your wishes.



'We're not lawyers, but we recommend that people have an up-to-date will. It makes things a lot simpler.'

*Kirsten Lloyd
Funeral Director*



why is having a will so important?

At the time of your funeral, having a current will makes things a lot simpler, especially if you have a complicated estate or a complex family situation, such as more than one marriage, or children from different partners.

As your funeral directors, the will makes it nice and clear who we need to take our instructions from.

If your estate is extensive or family relationships are complex, you should get legal advice to ensure your will is valid and less likely to be successfully challenged.

Most people use a lawyer or the Public Trust to draw up their will, or you can use a do-it-yourself 'will kit'.

If you should pass away without a will, your estate is divided up according to the law.

the role of the executor

If there is a dispute over funeral arrangements, the executor of your will is the person we take our instructions from. That person should be someone you trust to carry out your wishes and who will actually be involved in making the funeral arrangements.

Often, people will choose their lawyer and a family member to administer the estate together. Just remember that lawyers charge a fee to execute your will and you can specify that these costs are to be met by your estate.

managing your digital legacy

Today it's almost impossible not to have some kind of presence online. From our social media profiles to our banking information, everything is recorded and can live on indefinitely.

This can be both positive and a negative so it's important to give some thought to what you want to remain in cyberspace after you are gone.



'A lot of people are surprised when we mention their digital legacy. We don't realise just how much of our lives are lived online.'

*Carl Dooley
Funeral Director*

Our online footprint is usually larger than we think and tidying up the loose ends can be quite daunting. The easiest approach is to sort your digital estate-planning into four main categories which can then either be closed down or passed to family members to manage for you.

1. Your logins/passwords
2. Online bank accounts and financial services
3. Email addresses and social media
4. Digital assets, like photos or music.

These days, our lives revolve around passwords and there can be quite a few. The best way to store passwords securely is to use an encrypted app or cloud service. Google's Password Manager and Apple's Keychain can both be used to store passwords or you can use one of the many mobile apps available.



8

prepaying your funeral

At Dil's we go to great lengths to provide outstanding value and quality in every aspect of our service.

Even so, holding a funeral is a considerable financial commitment and while the cost is often covered by a person's estate, the option to pay for a funeral in advance can offer a number of advantages.



'People get a genuine sense of relief knowing their arrangements are all sorted.'

*Stacey McCormick
Funeral Director*

prepaying your funeral

You can choose to pay all or part of a funeral's expenses in advance for a number of reasons.

While people appreciate the peace of mind pre-payment brings, a pre-paid funeral is also a legal way of reducing your assets for Asset Testing purposes; such as to qualify for the Residential Care Subsidy.

the Funeral Trust

- At Dil's, we offer The Funeral Trust; a prepaid funeral plan owned by the Funeral Directors' Association of New Zealand.
- Your money is held in trust until the time of your death.
- The amount you have paid into the Funeral Trust is then used to pay your funeral expenses.
- If the balance doesn't cover all of your funeral expenses, your estate covers the outstanding amount.
- Likewise, any money left over after funeral costs have been met will be returned to your estate.
- Your funeral director will be happy to explain the details of prepayment in person.

To find out more or to apply for the Funeral Trust online visit www.thefuneraltrust.co.nz



9

grieving and support

Losing someone close is something that none of us are ever completely prepared for.

Grief is our natural response to loss and we all express it in our own way.

The one thing we all need as we grieve is support and understanding.



'Helping people in their time of grief can be heart-wrenching, but it's the reason I do what I do.'

***Angéle Russell
Funeral Director***



sadness is just one part of grief

You also might feel any or several of these emotions:

- Shock or numbness
- Anger
- Relief
- Loneliness
- Resentment
- Guilt
- Confusion
- Overwhelmed
- Panic or anxiety
- Gratitude
- Peace

When someone you love dies, it can be difficult to deal with and accept. Your world may be turned upside down and feelings see-saw from shock and numbness to anger, disbelief, loneliness or even depression.

How we express those feelings varies from person to person. We may cry, be silent, talkative or withdrawn. We may busy ourselves with a host of tasks and activities to fill the gap; or we may go quietly about our lives as if nothing has happened.

Grief is the collection of the many different feelings and emotions and one important aspect of a funeral is to provide an opportunity for you to outwardly express your grief in a supportive and caring environment.

While things can't be as they were before the person was gone, in time, we learn to move forward with life.

bereavement support service

Often it's only when the service is over and family and friends have returned to normal life that the loss of a loved one really hits you.

Our Bereavement Support Service can be invaluable in those difficult times. Delivered on our behalf by The Grief Centre - a specialist provider of grief and loss services.

Bereavement Support is free of charge and available to any members of the family who may benefit from extra support. The Bereavement Support Team will be in touch a few weeks after the funeral to see what assistance might be required. However, if you wish to talk to someone sooner, please feel free to contact us.

10

registration information

When someone passes away, their death needs to be registered. You can use this page to fill out the information in advance and keep it on file for when it is needed.



Surname _____

Given Names _____

Name at birth if different from your current name

Address _____

Occupation _____

(if retired what was your former occupation)

Ethnic Origin _____

Are you descended from NZ Maori (Yes/No/Don't know) _____

Information regarding my birth and parents is as follows:

Date of Birth _____

Place of Birth _____

If not born in New Zealand what year did you arrive in New Zealand _____

My Mother's full name _____

My Mother's maiden name _____

My Mother's occupation _____

My Father's full name _____

My Father's occupation _____



Information regarding my marriage is as follows:

My spouse/partner's full name _____

Maiden name _____ Date of birth _____

Where married _____

My age at marriage _____

My marital status is _____

(e.g. married, civil union, marriage/civil union dissolved, de facto relationship, spouse/partner deceased, separated from de facto partner, permanently separated, single or other).

(if you have been in one of the above listed relationships more than once please record the details on a separate piece of paper)

Information regarding my children is as follows:

The names and dates of birth of my daughters are _____

The names and dates of birth of my sons are _____

Other information:

Are you a marriage celebrant (Yes/No) _____

Are you a Justice of the Peace (Yes/No) _____

Do you hold any honours (if yes, what) _____

Are you a Returned Service Person (Yes/No) _____

Service Number _____

Rank attained _____

Regiment or Unit assigned _____

11

who should be notified after my death



You can use this section to list the people and organisations that should be advised after your death. This will help make it easier for your family to finalise your affairs. Please record the name, phone number or other contact and membership numbers, etc. where appropriate.

Clubs and Associations (AA, RSA, Rotary, Sports, Bowls etc)

Financial Services:

Banks		
Investments		

Professionals:

Solicitor		
Public Trustee		
Accountant		
Doctor		
Dentist		
Medical		
Specialists		

Services:

House Insurance	
Contents Insurance	
Vehicle Insurance	
Life Insurance	
Medical Insurance	
Power Supplier	
Internet Provider	
Phone Services	
Landlord	
Local Authorities	
Public Library	
Newspaper Del	
Direct Debits	



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