



Gregory & Carr
FUNERALS



About Us

The Story Of Our Company

When Royce Gregory founded Gregory & Carr in 1954, he changed the way people thought about a funeral service. At the time, most funerals were conducted in private homes.

Royce Gregory understood the need to relieve grieving families of the details of preparing their homes for the funeral and so many visitors. On that premise, Royce Gregory founded what was then known as a "Funeral Home and Chapel". Over the years Gregory & Carr Funerals have had the privilege of serving many Heads of State, Members of the arts and entertainment world and families from all walks of life.

Since 2011, the key to Gregory & Carr has been passed onto David Walker, a proud Australian 3rd-generation funeral specialist, and like Royce, David continues to instill in his staff an understanding of the value of courteous service and attention to detail — provided to all families.

OUR CORE VALUES

We constantly strive to be Australia's best funeral care provider. This is achieved through the establishment of a great company culture that supports and enables staff to deliver the highest grade of customer service experiences.

- 1 Put People First**
Take care of staff and suppliers, they will take care of our client families.
- 2 Go The Extra Step**
Take actions that build lasting connections and loyalty.
- 3 Foster A Team Approach**
Work calmly as a team across all areas of the company.
- 4 Solid Business Integrity**
How we do business is as important as the business we do.

Welcome

We understand that the death of a loved one, or friend, can be a profoundly upsetting, life-changing event. During this time you will have to consider and make a number of important decisions.

We at Gregory & Carr are here to give you the help and support you need to manage at this difficult period in your life.

This guide is designed to answer many of the questions you will have throughout your funeral journey. We have broken the information into easily read sections, each of which is relevant to a part of the journey where you may find yourself.

Should you have any questions that are not answered in this guide, please contact us directly or visit our website for more information.





A photograph of a wooden bench in a park. The bench is made of light-colored wood and has a slatted back. It is positioned in front of a large, thick tree trunk. The background is slightly blurred, showing more trees and a hint of a path. The lighting suggests it might be late afternoon or early morning.

Why Pre-Plan A Funeral

The benefits of pre-planning your funeral

Should you decide to pre-plan your funeral, it's important to plan the details of the type of service that you would like. Having chosen a funeral director, the next step is to record your wishes and other necessary information. Regardless of whether you would prefer a traditional religious service with hymns and prayers, or a more contemporary and personalized service it can be arranged accordingly.

Pre-planning a funeral often relieves the burden from grieving family and friends, enabling them to mourn their loss without the additional stress of arranging the funeral. We often hear how grateful a family is when a funeral has been pre-planned.

Why Pre-plan A Funeral?

We all like to plan ahead – we plan for holidays, marriage, kids, education and retirement. Unfortunately, there's one thing that most of us avoid planning for – our funeral.

Death is inevitable, and just as important a part of life as being born, and while no-one wants to think about their death, pre-planning your funeral gives you the peace of mind to know that when the time comes, your family won't have the added stress of organising your funeral for you.

Pre-Planning Options



Making a Pre-Planning Appointment

Individuals or family members are welcome to make an appointment with one of our experienced staff to discuss their future funeral requirements. Some people prefer to simply prearrange their funerals without prepaying, which alleviates families from decision making.

Other people prefer to prepay their funerals to further alleviate financial concerns. Either way, planning ahead allows you to document exactly what your wishes are, together with recording personal information required for registration purposes with Births, Deaths and Marriages.

Options will we cover:

- Type of funeral service at chapel, church, crematorium, or other venue required
- Selection of coffin or casket
- Preferred cemetery or crematorium
- Clergy, celebrant or other to conduct service
- Organist and selected hymns
- Special music to be played
- Flowers or life symbols to be displayed
- Catering
- Which newspapers for death and funeral notices
- Cremation and/or death certificates
- Any other personal requirements.



When the time comes...



Initial Steps, What Do I Do?

Few of us are prepared when a death occurs and we often need support and assistance both at the initial time of death and throughout the funeral planning process, as well as continued support as we come to terms with the loss.

The majority of deaths are from natural causes and can occur in Hospitals, Aged Care Facilities or in the family home. In most cases, a Cause of Death Certificate will be issued by the attending Doctor.

Once you have contacted Gregory & Carr, we would recommend that you contact close family or friends to be with you if it is possible at this time. In our experience, having someone close-at-hand is invaluable as you are likely to benefit from the support and help during the immediate hours following the passing of a loved one.

Seek Immediate Support

When the death of a loved one occurs, feelings of panic and helplessness may be overwhelming, but remember that you are not alone. It is important to reach out to close relatives, friends, and professionals for the help, support and comfort you need.

The initial telephone call made to a funeral home is known within the funeral industry as the first call. During this call, we obtain basic information about you and your loved one, and try to guide and prepare you for your next steps. Depending where the death occurred, we may also need to arrange bringing your loved one into our care.



Preparing for the funeral arrangement

In order to prepare for your funeral arrangements, we recommend that you consider gathering special photos, memorabilia, religious passages or even favourite songs or musical selections. Your funeral arranger can suggest meaningful ways to create a service which follows your express desires.

Grief and loss professionals believe that a memorable funeral helps families to come to terms with their loss and move on through the immediate grieving process. It is our aim to deliver your wishes, and this is one of the differences that we feel stands us out from other funeral service providers.



Advertising A Funeral

You may want to put an announcement online or in a local or national newspaper to advise people about the death and provide details of the funeral service. We can assist you with drafting a death or funeral notice and will liaise with the newspaper company on your behalf.

Benefits of a funeral service



Why Have A Funeral?

When a loved one dies, we often see that people want to get on with funeral planning as quickly as possible; they want closure and think that the pain will go away once the funeral has been held. It is true that funerals can be emotionally difficult, but a good funeral will provide the opportunity to share memories, gather support and put loved ones on the path to recovery.

It is the coming together of families and friends that makes the difference. This specifically created support network is a source of comfort and strength, both during the funeral and immediately afterwards.

Although families may be hesitant to choose a funeral service that means coming together, we often find it is exactly from this which people benefit most. The funeral ceremony helps to publicly acknowledge the reality of the death and when shared with friends and family it encourages the expression of grief.





Benefits of a Funeral Service

Rituals are symbolic activities that help us, together with our families and friends, express our deepest thoughts and feelings about life's most important events. Baptism celebrates the birth of a child and that child's acceptance into the church family. Birthday parties honour the passing of another year in the life of someone we love. Weddings publicly affirm the private love shared by two people.

The funeral ritual, too, is a public, traditional and symbolic means of expressing our beliefs, thoughts and feelings about the death of someone loved. Rich in history and rife with symbolism, the funeral ceremony helps us acknowledge the reality of the death, gives testimony to the life of the deceased, encourages the expression of grief in a way consistent with the culture's values, provides support to mourners, allows for the embracing of faith and beliefs about life and death, and offers continuity and hope for the living.

Bereavement Benefits

You may be eligible for Bereavement Payment if either:

- your partner dies and when they died you were both receiving:
 - a pension from centrelink or the Dept. of Veterans' Affairs, or
 - a benefit such as Newstart Allowance or Parenting Payment for at least 12 months
- you are caring for an adult who dies and you were receiving Carer Payment for them
- you are receiving Carer Allowance for an adult who dies, and also an income support payment other than Carer Payment that does not qualify you for a – Bereavement Payment, or
- your partner was a member of the Pension Bonus Scheme and died before making a claim for the bonus
- for some payments, such as Carer Payment, Wife Pension and Partner Allowance, the payment may continue for 14 weeks following the death to give you time to seek other income support if necessary.

See www.humanservices.gov.au for more information

Preparing for the Arrangement

WHAT DO WE NEED?

There are some things you can do before meeting with your funeral director:

- Allow enough time. Set aside 1-2 hours to meet and talk with your funeral director to begin planning the funeral.
- Supportive family or friend.
- Information for Death Certificate.
- Clothes for the deceased to be dressed in including perfume, make up or after shave if you wish. A current photo is also helpful to assist with their presentation.
- How will you be making payment?
- Prepaid funeral plan documents, if any.
- Burial site reservation, if any.
- A list of questions you may have.
- Think about if you would like a viewing. This is some time with the person again before the funeral. It can be held privately, often the day before the funeral.
- A day, time and place for the service will usually be agreed to in the first meeting.
- Have some ideas about the ceremony itself – music, flowers, theme, catering, videos etc.
- Consider whether you want a burial or a cremation.
- Expect an account with the cost explained. It is normal for the funeral director to discuss the account and explain the cost of each item. You will be given a fully itemised estimate of fees based on what you have agreed upon for the funeral. Speak with your funeral director about the preferred methods of payment. Most banks will allow you to access the deceased's bank account to pay for the funeral, and your funeral director will be able to advise you how to do this.



IMPORTANT RESOURCES

There are many documents and forms that are important sources of information when arranging a funeral. Here is a brief list of some paperwork that you should keep in a safe location:

- Full legal name
- Home address
- Place & date of birth
- Father's full name and occupation
- Mother's full name, including maiden name and occupation
- Recent photograph
- Occupation
- Place of burial (if applicable)
- Details of existing or pre-arranged burial plots (if applicable)
- Clothing
- Next of kin (name, relationship, etc.)

SPENDING TIME WITH YOUR LOVED ONE

Prior to the funeral service, some find it helps to spend time with their loved one and like to bring small gifts or a photograph to put on or in the coffin or casket. It's a personal choice and we can talk about this and guide you through the steps.

ON THE DAY

With all the preparation and hard work that goes in to planning a funeral, many people find that they are emotionally drained and exhausted by the time the day of the actual service takes place. By knowing what's expected of you and how you can equip yourself to get through it, you can take more time to grieve and take part in the proceedings.

PHONE CALL PRIOR TO SERVICE

Our funeral staff will contact you the day prior to service to confirm details and key timings. This communication is essential and aims to provide you with the reassurance that we have catered for and provide you with an opportunity to deliver any final instructions.

WHEN TO ARRIVE

Depending on whether you are having a viewing, visitors may begin arriving 30 minutes before the service starts. You are welcome to arrive before visitors if you would like to join our staff in greeting attendees.



Managing grief

After Funeral Care

Grief is a natural response to loss. Grief can be identified as the emotional suffering you experience when someone or something you love is taken away and normally the more significant the loss the more intense the grief will be. It's important to remember that grief and mourning is a process and not an event.

Losing a family member, friend or someone you deeply care about is very painful. During this time, you may experience a number of emotions as you respond to the pain and sadness you are feeling. While this time is difficult, it's important to remember that these are normal emotions that people experience as part of their loss.

Coping After The Funeral

There is no right or wrong way to grieve but there are healthy ways to cope as you journey through grief. There are many resources, such as books, that you can use to help understand and cope with grief. Coping with Grief by Mal McKissock and Experiencing Grief by H. Norman Wright are two books that we recommend. Please also find a list of helpful contacts below:

24 Hour Grief Support Line: 02 9489 6644

Bereavement Care Centre: 1300 654 556

The Compassionate Friends: 02 9290 2355

Grieflink: www.grieflink.asn.au

Bereavement Care Centre: www.bereavementcare.com.au

Sids & Kids: www.sidsandkids.org





The Six Needs of Mourning

During our journey through grief and mourning, we all encounter six needs we must meet if we are to heal:

1. Acknowledge the reality of the death
2. Embrace the pain of the loss
3. Remember the person who died
4. Develop a new self-identity
5. Search for meaning
6. Receive support from others

Author, educator, and grief counsellor Dr. Alan Wolfelt is known across North America for his inspirational teaching gifts. His compassionate messages about healing in grief speak not only to the intellect, but to the hearts of all who hear him.

Common Myths Surrounding Grief

Grief should last about a year.

There is no specific time frame for grieving to begin or end. How long it takes can differ from person to person.

It's important to be "be strong" in the face of loss.

Feeling sad, frightened, or lonely is a normal reaction to loss. Crying doesn't mean you are weak. You don't need to "protect" your family or friends by putting on a brave front. Showing your true feelings can help them and you.

The pain will go if you ignore it.

Trying to ignore your pain or keep it from surfacing will only make it worse in the long term. For real healing, it is necessary to face your grief and actively deal with it.

Grief and mourning are the same experience.

Grief is the internal thoughts and feelings we experience when someone we love dies. Mourning, on the other hand, is taking the internal experience of grief and expressing it outside ourselves.

Gregory & Carr

FUNERALS

IF YOU NEED IMMEDIATE ASSISTANCE

CALL 1800 266 588

24 HOURS A DAY, 365 DAYS A YEAR

Gregory & Carr Funeral Directors
Head Office

850 Pacific Highway
Gordon, NSW 2072

Visit Us Online

www.gregoryandcarr.com.au



Who do I need to notify?

The following is a list of the people and organisations you may need to contact if someone has passed away:

- ☐ Australian Electoral Commission
- ☐ Australian Taxation Office
- ☐ Banks, credit unions
- ☐ Centrelink payments
- ☐ Child Support services
- ☐ Clubs (e.g. the Returned and Services League)
- ☐ Credit card/hire purchase
- ☐ Department of Veterans' Affairs
- ☐ Employers
- ☐ Executor of the will
- ☐ Family and friends
- ☐ Foreign pension authority
- ☐ Funeral bond
- ☐ Funeral insurance
- ☐ Health benefits fund
- ☐ Health professionals (doctor, physiotherapist, dentist, podiatrist, optometrist)
- ☐ Hearing centre

- ☐ Hospital
- ☐ Insurance companies
- ☐ Landlord, tenants
- ☐ Local council
- ☐ Medicare services
- ☐ Local post office
- ☐ Preferred funeral director
- ☐ Prepaid funeral
- ☐ Public Services (e.g. library)
- ☐ Professional bodies (e.g. solicitor, accountant)
- ☐ Public Trustee
- ☐ Religious advisor
- ☐ Social Worker
- ☐ Superannuation fund
- ☐ Telecommunication providers (e.g. phones, internet)
- ☐ Utilities (e.g. gas, electricity and phone companies)
- ☐ Vehicle registration and licensing authorities



Nominate your funeral director

I, _____ hereby express that at the time of my passing, Gregory & Carr Funerals are to be engaged to assist my family in determining my funeral arrangements.

Date of Birth: / / Religion: _____

Next of Kin: _____

Relationship: _____

Address: _____

Post Code: _____

Phone: _____

Signature: _____ Date: / /

In the event that I am unable to sign, I give authority for the below mentioned to sign on my behalf:

Name of authorised signatory: _____

Signature: _____ Date: / /

Please hand this form to the Director of Nursing where applicable.



Funeral Director Nomination

My funeral preferences

PERSONAL DETAILS

Title: _____ Given Name(s) _____

Last Name: _____ Marital Status: _____

Address: _____

Suburb: _____ Post Code: _____

Phone: _____ Email: _____

Place of Birth: _____ Date Of Birth: / /

Usual Occupation: _____ ☐ Retired

Name of Wife / Husband / Partner: _____

Contact Details: _____

MARRIAGES

List all marriages or registered relationships of the deceased starting with the earliest.
Do not include details of de facto relationships.
Please indicate whether a Marriage (**M**) or a Registered Relationship (**R**).

| Place of Event <small>Town/city and Australian State or town/city and country if overseas</small> | Marriage or Registered Relationship | Age at Event <small>Years</small> | Full name(s) of spouse / registered partner <small>At time of event</small> |
|--|---|---|---|
| | | | |
| | | | |
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| | | | |

CHILDREN

If deceased, please indicate with a **D** next to the name

| Name | Date of Birth | Sex |
|------|---------------|-----|
| | | |
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| | | |
| | | |

PARENTS

Father's Given Name(s): _____

Surname: _____ Occupation: _____

Mother's Given Name(s): _____

Maiden Surname: _____ Occupation: _____

NEXT OF KIN

Name: _____

Contact Details: _____

EXECUTOR

Name: _____

Contact Details: _____

MY FUNERAL PREFERENCES

Service Instructions

I would like: ☐ A burial service ☐ A cremation service

I would like my service to be held at: _____

I would like my service to be conducted by: _____

I would like a flag on my coffin: ☐ Australia ☐ New Zealand ☐ Union Jack

☐ Other: _____

Coffin Instructions

I would like: ☐ A coffin ☐ A casket Selection: _____

Ashes Instructions

☐ Urn ☐ Placement ☐ Scatter (Location): _____

Viewing Instructions

☐ I do not want a viewing or open coffin

☐ I want a viewing for ☐ Family only ☐ All

I would like to be dressed in:

☐ A favourite outfit ☐ Uniform ☐ Nightwear ☐ Costume

☐ Other: _____

I would like to wear the following jewellery / accessories:

Transport

I would like my family to be transported in:

☐ Provided vehicles ☐ Their own vehicles

Flowers

☐ I would like these varieties: _____

☐ Instead of flowers, I would prefer donations to a charity / charities:

Memoriabilia

I would like the following items to be displayed at my service:

☐ Medals ☐ Trophies ☐ Musical instrument _____

☐ Artwork: _____ ☐ Photos: _____

☐ Other: _____

Pallbearers

☐ I would like the following pallbearers at my service:

1. _____ 2. _____

3. _____ 4. _____

5. _____ 6. _____

Funeral Notice Instructions

I would like my funeral notice to appear in:

☐ Newspaper(s): _____

☐ Gregory & Carr's Tribute Centre

Multimedia Preferences

- ☐ I would like a pictorial presentation of my life shown at the service
- ☐ I would like an Order of Service produced for handing out at the service
- ☐ I would like the theme of the Order of Service to be: _____

I would like this music to be played at the service:

- ☐ Live music by:
- ☐ Organist / Pianist ☐ Bagpiper ☐ Musician _____
- ☐ Bugler ☐ Other _____

☐ Pre-recorded songs:

1. _____ 2. _____
3. _____ 4. _____

After Service Celebrations

I would like my family and friends to celebrate my life at:

- ☐ A catered gathering at the chapel
- ☐ A function at a family member's home
- ☐ A catered gathering at a club or similar: _____
- ☐ Other: _____

☐ I would prefer that there is no after service celebration

Other Requests

Please make any other requests here:

IMPORTANT INFORMATION

This document only covers a few of the potential funeral service options available to you. If you would like to discuss your options further, please contact us and we will arrange for a company representative to meet with you to talk about your preferences in more detail.

Once you have completed this document please ensure that you keep it in a safe place with all of your other personal documents. It is also a good idea to make at least two other friends and / or family members aware of its location. In addition, if you would like to provide a copy of the document to us, we will store it for you as a safe-keeping measure. In this case, be sure to let your family / friends know that we have a copy for safe-keeping. Also, should you provide us with a copy of your preferences, it is important that you notify us of any changes in your preferences, or circumstances, so that we always have the latest information available when required.

AUTHORISATION

The above preferences are my wishes at this time.

Signature: _____ Date: / /

Witnessed: _____ Date: / /

To do...

| Task | Due date |
|--------------------------------|----------|
| <input type="checkbox"/> _____ | _____ |
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Thank you for taking the time to read our Funeral Journey Guide. We sincerely hope it has given you some insight into the funeral process and has helped you to feel more at ease and prepared.

Should you have any questions, suggestions or feedback on our services or products, please do not hesitate to contact us.



Gregory & Carr

FUNERALS

1800 266 588 All Hours

www.gregoryandcarr.com.au



Brookvale

555 Pittwater Road
Brookvale 2100

Gordon

850 Pacific Highway
Gordon 2072

Mona Vale

1747 Pittwater Road
Mona Vale 2103

North Ryde

14-20 Delhi Road
Macquarie Park 2113

North Strathfield

100 Concord Road
North Strathfield 2137