



A helpful guide to  
funeral planning and  
the days ahead



## Our perspective

We believe we have one of the most challenging jobs in the world, but also one of the most rewarding. A funeral is often a sad and emotionally traumatic time for family members and friends, and we understand the value that our friendly and experienced support brings to those who use our service.

## Our history

The Little family bring five generations of funeral experience to the Auckland region. Neil and Craig Little head the very experienced and professional team at Davis Funerals. Cedric Little has retired from active work within the company but chairs the Board of Directors and his depth of knowledge provides us with expert advice.

We believe the company still operates today with the same level of care and professionalism that it provided in the 1950's with all the modern conveniences and technology of today's world to provide the complete funeral experience.

### Memberships

We are proud members of SIFH (Selected Independent Funeral Homes), an international organisation recognising excellence in funeral service.

Also FDANZ - The Funeral Directors Association of New Zealand, the national body that sets professional and ethical standards for member firms.

And NZEA - New Zealand Embalmers Association, the national body that recognises and sets qualifications in embalming practices.



*"A strong belief in family is one of the reasons we are dedicated to what we do. We put enormous energy into every individual funeral service, and every member of our team involved in a funeral feels a connection to it. We all believe in what we do, and are proud of the respectful and friendly way that we do it." Neil and Craig Little.*

[www.davisfunerals.co.nz](http://www.davisfunerals.co.nz)  
or call us on 09 638 9026



Mt Eden (Grange Manor)



Henderson



Pakuranga





# Our locations

Davis Funerals has three funeral homes across the Auckland region to serve our client families' needs. Two of these premises have been purpose built, the other, an historic villa. All three are equipped with full audio and video capabilities, reception lounges & chapels.

## Mt Eden (Grange Manor)

Grange Manor is situated in the suburb of Mt Eden at 400 Dominion Road and serves central Auckland and the surrounding areas. The chapel and offices are located in the geographical centre of Auckland City at the corner of Dominion and Grange Roads, Mt Eden and offer easy access from any part of Auckland. Architecturally designed and built in 1990, Grange Manor offers a modern chapel and reception lounge facility and is the head office of Davis Funerals.



## Henderson

Situated in Henderson, at 150 Central Park Drive, our funeral home serves all districts of West Auckland, South Head and surrounding areas. Our chapel is located on Central Park Drive, Henderson and offers easy access from all areas, being close to the Lincoln Road exit of the North Western motorway. Designed and built in 1998 with the history of West Auckland in mind, it reflects a Tuscan winery.



## Pakuranga

Our Pakuranga funeral home serves the Howick, Pakuranga and surrounding districts in East and South Auckland. The chapel and offices are situated at 2A Udys Road opposite the intersection of Pakuranga Highway and Glenmore Road. Built in 1914 on the ridge of Millen's Hill, this beautiful historic villa was the first farmhouse in the area. In 1979, Davis Funerals purchased the villa and established a new facility to serve families in the Eastern Suburbs. The villa was lovingly refurbished in 2007 to accommodate modern facilities whilst still retaining the traditional features of the home. The original ceilings and gas light fittings are still evident today. This landmark villa offers a beautiful & restful private funeral facility.



# When someone dies...

When the death of a relative or friend occurs, it can be a very emotional and confusing time. The following information is designed to help your understanding, and reassure you that we are here to help you every step of the way. We stand behind our company motto of 'whatever the family wants'.

## Burial or Cremation

Probably one of the first decisions you will need to make will be, did the deceased wish to be buried or cremated? A burial will involve purchasing a plot and a fee for digging the grave. New Zealand law requires that all burials are in officially designated cemeteries. Plots are available at both local authority and privately owned cemeteries in Auckland. We can help you with purchasing double plots if required, or arranging a headstone or plaque after the funeral.

A cremation offers further options for a final resting place as ashes can be scattered, buried, kept or divided amongst family members. If cremation is a choice you would like to make, please give some thought as to what you would like done with your ashes as it is often difficult for family to make this decision after the funeral.

## Where will the service be?

The choice of venue is up to the individual, and we encourage you to talk about venue ideas with us. The church is still a popular setting for funeral services, and they often have reception areas available for friends and family to get together after the service. For families without a church connection, we provide a chapel and reception lounge at each of our three locations. However it may be appropriate for a funeral service to take place at a sports club, an outdoor location, at home or at a cemetery or crematorium chapel.

## Minister or Celebrant

Clergy or celebrants often lead funeral services, but this too is entirely up to the individual's wishes. Davis is able to provide a suitable celebrant for the family if required.

## Flowers

Flowers are wonderful expressions of affection and sympathy, and a bouquet for the casket and other floral arrangements are popular. Davis can help coordinate your floral requirements, or you may choose your own florist if preferred.

## Catering

If you wish to have refreshments following a funeral service Davis can organise this for you. The experienced team at 'Gattings' are the Davis in house caterers. Their staff have many years experience in both catering and event management. Their food is seasonally varied, uses the freshest ingredients and can be tailored to suit your requirements. Like Davis, they are committed to providing excellent service to all their clients.



## Caskets

Davis Funerals offers a wide range of caskets and urns for family to choose from. There are many options available today from solid timber caskets, veneer caskets, personalising a casket with vinyl art and eco caskets made from sustainable timber supplies. If you would like more information on caskets either contact us to send you a brochure, or visit our website at [www.davisfunerals.co.nz](http://www.davisfunerals.co.nz)



## Urn

Following a cremation, the ashes are returned to our company for safe keeping. We have a wide variety of urns you may like to have ashes placed in.

## Service Sheets

Most funeral services today are accompanied by a printed service sheet outlining details such as words to hymns, readings, tributes and messages of thanks. A photo of the deceased on the cover of the sheet provides a lasting memorial. Our talented staff produce beautiful service sheets for our client families that personalise the service that little bit more.

## Memorial Books

The When We Remember Memorial Book has been designed to accompany the complimentary Funeral Planning Guide. This book allows family and friends to acknowledge their presence at a funeral, write a tribute or simply record their best wishes to the family.

## Hearses

We have three custom built Cadillac Premier hearses, two of which were first used on Sir Edmund Hillary's state funeral. These state of the art vehicles were built in Amelia, Ohio by Eagle Coach Company, who have earned a reputation for building the highest quality and most tastefully styled hearses in the industry.

We also have a Ford Falcon and a Dodge Buick Hearse in the fleet.

## Recording the Funeral Service

Audio and DVD recording of funeral services has now become a popular choice for many families. Where family and friends are unable to attend a service, a recording may be helpful in these circumstances. Families often record the service to keep as part of the family archives, much like photos.

A professional DVD recording company is available to record funeral services both within our funeral homes and at other venues. We can arrange this service for you on your behalf.

## Music

Music can often express our emotions and feelings in a way that our own words cannot. As a medium for the act of remembrance, music can have a powerful effect on those present at the funeral service. We can also arrange an organist or piper if you wish.

Whatever your choice, your Funeral Director will have a number of suggestions.

## DVD Memorial Presentations

Most people agree that photos are a wonderful way to recall a life well lived. A collection of photos on a DVD disc accompanied by a piece of music selected by the family can be a lovely visual tribute during the funeral service.

## Preparation of the deceased

### Embalming

Embalming at Davis Funerals is carried out by qualified embalmers, or supervised by a member of the New Zealand Embalmers Association and in accordance with their code of ethics.

Embalming is a service provided to ensure that family and friends will have a safe and positive experience when viewing their loved one.

#### **There are three reasons for embalming:**

**Sanitisation:** The body is totally disinfected which renders micro organisms harmless. This allows family and friends to view and touch the body without risk to their health.

**Preservation:** All tissue is preserved which slows down the natural decomposition of the body.

The preservation can be adjusted in each individual case to allow for short, medium and long term preservation.

**Presentation:** Embalming ensures a body can be cosmetised effectively and restorative work can be carried out, if necessary.

For further information on the embalming process you may wish to visit the New Zealand Embalmers Association website at [www.nzembalmers.org.nz](http://www.nzembalmers.org.nz)

### Eco Preparation

At Davis Funerals we are affiliated to Eco Funerals, and their website gives further details on eco friendly embalming practices. You may like to visit the website at [www.ecofunerals.co.nz](http://www.ecofunerals.co.nz)

## Spending time with the deceased

This part of grieving is a tradition with some cultures but not all, therefore some people might feel uneasy about it.

For those who spend time with a person who has died it is often an important means of coming to terms with their death. For others it can be the time to express some of the emotion and feelings they have. Often it is simply a time of final farewell.

Spending time with someone who has died is just as important for children and teenagers as for adults. In many cultures children commonly play around the open casket when someone dies, and feel much more comfortable about death as a result.

Younger children are usually very accepting and curious about a person who has died. Seeing the deceased helps them to understand death better and that someone who has died doesn't feel things as living people do. This makes it easier for them to cope with burial or cremation, because they understand that it won't hurt or frighten the person who has died.

We have private viewing rooms available to family and friends at all three of our branches. You may also wish to have your loved one taken home to spend the last few days prior to the funeral in their own surroundings. Whatever the family wishes, we will arrange for you.





# The day of the funeral

## Arriving at the venue

On the day of the funeral friends and family generally arrive at the venue up to 30 mins prior to the service. Close family may like to greet mourners at the entrance, but you may find this a difficult time and wish to just sit in private until the funeral commences, or not arrive until closer to the service beginning. Think about who in your family can meet mourners if you feel you may be unable to.

## Bearers

If the casket is being carried in or out of the funeral venue, bearers will be required to assist with carrying. Family and friends will be honoured to assist in this role and you may also like to ask members of service clubs if appropriate. It is preferable that the bearers have been asked prior to the day of the funeral so that they are aware of when they will be required. If the casket is to be carried into the venue, the Funeral Director will assemble the bearers outside and instruct them on how to carry the casket, normally at arms' length. For carrying out, the Funeral Director will brief the bearers prior to the commencement of the service on when to come forward. At the conclusion of the service they will instruct them when to lift and carry the casket from the venue.

## The Service

Our Funeral Director will take care of coordinating the service throughout the funeral. They will have all mourners seated prior to the funeral commencing, hand out service sheets, and will ensure music and DVD presentations run smoothly. At the conclusion of the service the Funeral Director will either lead out the casket followed directly by the immediate family, or, if the casket is not to be carried from the funeral venue, they will invite the immediate family to pay their respects before exiting.



## Conclusion of the Service

Funeral services conclude in a number of different ways. For families not travelling to the crematorium or cemetery the farewell will generally be at the funeral service venue. Whether the farewell takes place inside the funeral venue or at the hearse, it is common for mourners to be offered a flower to place on the casket as a final gesture of farewell. When the funeral service is to be followed by a burial or committal service at another location, your Funeral Director will liaise with you as to an appropriate time for departure. When the hearse departs it will drive away at a sedate pace with headlights illuminated. It is appropriate for following cars to do the same.

One thing you may need to think about at the conclusion of the funeral service is when you would like to have refreshments. It is completely the decision of the family but you might like to consider mourners who have travelled some distance to be there, and people that may need to leave the service shortly after its conclusion. These people will want to spend some time with you and other friends and this may be difficult if the funeral moves off to a crematorium or cemetery. Taking these factors into consideration may help decide how best to complete the burial or cremation part of the funeral.

# After the funeral

## What to expect

In the days following the funeral you may find that tasks the deceased took care of have now fallen to you. For some people these tasks can seem difficult, sometimes overwhelming. Some of the things that may need to be done following a death are:

- changing bank account names and details
- contacting WINZ or ACC for a funeral grant
- updating details for utility companies such as power, gas, water and home phone
- cutting off mobile phones, cancelling insurance policies, selling or disposing of assets you may not now require
- writing thank you cards and letters to friends and family

These things will take several days and possibly several weeks to arrange and often cannot happen until you have a certified copy of the New Zealand Death Certificate.

## Thank you Cards

If you wish to send a personalised thank you to those who have sent flowers, cards or attended the funeral, we are able to provide these for you. We can post or email a brochure to you showing samples and prices or you can collect one from any of our three branches. Memorial bookmarks and Catholic prayer cards are also available. If you would like to discuss these further please phone our office at 638 9026.

## Death Certificates

Following the funeral, details for the death certificate are sent by Davis Funerals to the Ministry of Internal Affairs to register the death. The Death Certificate will take approximately 10 working days to be issued and returned to us after the funeral service. We will then post the original copy along with the funeral account, to the person nominated as the account recipient.

The person who arranged the funeral will be sent five certified copies of the death certificate. You may need additional copies of the death certificate to send off to financial institutions, insurance companies and some utility providers. If you require further certified copies we are happy to provide this service. You will need to bring the original in to us so we can copy and certify it for you.

## Who to notify

There will be many people you need to notify following a death. Some of these will need to be done immediately, such as the executor of the will, solicitor, accountant and the bank. Many can be left until you feel ready to make these phone calls. We have included a helpful list in this brochure as a guide to the people and institutions you may need to contact. Keep a note of all those you contact as you do it, to remind yourself in the future of what has been done.



## Probate

Probate is the procedure whereby a will is recognised by the courts as being authentic. It is necessary for the executors of the will to obtain probate from the court so that they have authority to deal with the deceased's assets (and liabilities), and to enable distribution of the estate in accordance with the will. Probate is granted by the Registrar of the High Court after receiving an application from the executors. It establishes that it was in fact the maker of the will who died, that the will was properly signed and witnessed and that executors have been appointed. During the time probate takes to complete, the deceased assets may be frozen. In most instances your solicitor will apply for probate for you.

## Returning Jewellery

You will have been asked at the time of the arrangement if jewellery was to be left on the deceased or retained in our care for the family. If you have asked for it to be retained, it will be placed in our safe and you can arrange to collect it by phoning during our office hours (Mon-Fri). You may also ask the Funeral Director to bring it on the day of the funeral so it can be returned to you.

## Ashes

If a decision about the placement of ashes was not made at the time of the funeral arrangement, the ashes will be returned to our office within a week of the funeral in a secure container ready for you to uplift. From here, your Funeral Director will contact you to ascertain your wishes in relation to uplifting the ashes, or assist in considering options for memorialisation.

## Memorialisation

After the funeral you may like to consider installing a memorial to commemorate your loved one. Please contact us if you would like to discuss the option of a headstone or plaque to be designed and installed for you.

## Financial assistance

Work and Income New Zealand (WINZ) have a funeral grant that may be available to those who cannot pay the full cost of a funeral. The grant is asset tested and payable, at present, to a maximum of \$1820.08\*. Your Funeral Director will advise you on how to apply for this grant.

Accident Compensation Corporation (ACC) has a funeral grant of \$5429.92\* for deaths occurring as a result of an accident or medical misadventure.

You cannot claim a funeral grant from both WINZ and ACC.

Medical insurance companies also have a range of death covers. Check with your insurance company to find out whether this is included in your policy.

\*please note, amounts subject to change.

## The Funeral Account

Your Funeral Director will give you a full estimate at the time of the funeral arrangement if required.

The funeral account is sent to the family two weeks from the date of death and is due for payment within four weeks of invoice.

The company's policy on account payment is outlined to the family on our company 'Authority Form', which is signed by the person giving instructions at the time of the funeral arrangement.

# My notifications

## Who should be notified after my death?

Listed below are organisations which may require notification following a death. This will assist your family to finalise affairs and obtain assistance required. You may like to note contact details beside those which are applicable.

### Professionals

Solicitor or Public Trust Office

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Accountant

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Executor of Will

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Doctor

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Dentist

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Chemist

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Specialist or Hospital

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### Finance

Banks and other financial institutions

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Insurance companies

*(incl Life Insurers and Superannuation Funds)*

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Employers

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Credit Card providers

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Department store accounts

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Hire purchase companies

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Home appliance and medical aid rentals

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### Government

Inland Revenue Department

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Electoral Office

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Work & Income NZ

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Local Council (rates)

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Motor Vehicle Registry

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### Services

Medicare and Health Funds *(e.g Southern Cross)*

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Medic Alert

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Utility providers *(phone, power, gas)*

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### Clubs and Associations

Clubs, organisations and professional bodies

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Church or religious organisations

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Home care nursing services, meals on wheels

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NZ Police (Firearms Licensing Section)

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### Other

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# Bereavement care

At Davis Funerals the care of our client families continues beyond the funeral. Our aftercare services include our Bereavement Care Programme, Christmas Remembrance Services, or simply answering those questions you need answered. It is important to us that we are here for our families whenever they need us.

## Bereavement Care Programme

In 2009 Davis Funerals launched their Bereavement Care Programme. We offer this complimentary service to our client families, thus extending our care beyond the funeral. The programme begins when Chris Austin, our certified Bereavement Care Facilitator, personally contacts the family to invite them to participate in our Bereavement Care Programme. The Bereavement Care Programme consists of 6 two hour sessions led by Chris, who has many years experience in Lifeline, Presbyterian Support Services and the funeral industry.

**Session 1:** Begins a process of acknowledging emotions, recognising symptoms and developing peer support

**Session 2:** Covers the sharing of stories and recognising similarities and differences

**Session 3:** Consists of looking at how we communicate our needs and what happens when they are not met

**Session 4:** Involves how we can care for ourselves and each other physically, emotionally, intellectually, socially and spiritually

**Session 5:** Looks at anger and guilt; how to recognise it and what we can do with it

**Session 6:** Reviews the previous session and how we have begun to reconcile our grief; moving forward towards living comfortably with our loss.

We offer this service to guide and support you through your grief on a journey of healing. The programme can also provide you with a network of ongoing support from the other people in your group. We have a comprehensive library for your use, and can refer you to other resources for more in depth counselling should it be necessary.

Chris can be contacted through the office or by emailing [bereavementcare@gmail.com](mailto:bereavementcare@gmail.com) for more information, or to book a place on the next course.

## Ways to help with grief

There are many ways to work through the grieving process, the most important of which is to express your grief in what ever way is appropriate for you. Remember each tear shed is a step closer to healing. Having people around who are willing to hear your story, be supportive and non-judgemental will assist you throughout your healing.

## Children and Grief

Children also grieve at the loss of a loved one. Some children may express grief in different ways and it is important to recognise and acknowledge their grief too. Encourage children to be involved in the funeral service if they are comfortable to do so. It will help them share and express their grief. It will also make them feel included in an important family event.







If you have any questions regarding any part of the funeral process, please give us a call.

Davis Funeral Services Limited

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