



**Your guide to
the days ahead**





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The value of a funeral

The death of someone close to us results in an inevitable journey we must all experience called grief. It will be very different for each of us. Regrettably there is no way to avoid our grief, nor can we go around it, but rather need to travel through it. In the words of Dr Alan Wolfelt a respected grief counsellor, “We have to say hello, to say goodbye”. Since the dawn of time, cultures and religions have developed their own unique ways to deal with their grief. This generally starts with the funeral.

Funeral ceremonies vary greatly but fundamentally fulfill the same societal need. They bring together family and community to acknowledge the life of someone and the contribution they have made and to say goodbye. Most importantly, the form this takes should be one that is meaningful to those left behind, family, friends and the wider community.

The funeral provides this opportunity. There are no rules on the form this should take but there are many elements that can be included to make the experience meaningful for everyone involved. We have travelled this journey many times with families and understand your needs and the pressures you may be experiencing. With our assistance, you will be able to provide a meaningful farewell for your loved one. This is the reason we exist and we feel privileged every time we are entrusted to assist a family with their funeral arrangements.

Caring for your loved one

Spending time together as a family with your loved one, once they have passed, prior to the day of the funeral, are very precious moments. We understand not all cultures and faiths find this appropriate. We will of course honour the choice you make. For most people, the deceased is sacred and central to the funeral process.

Those left behind need to be able to start to come to terms with the reality of death and spending time together allows this acknowledgment to take place. This is a time to look back and remember a lifetime of moments that you will cherish in the future. To ensure you receive the best care for your individual circumstances and to ensure you have a positive experience while with your loved one, we recommend embalming in most cases.

Embalming ensures that you will have a safe, positive experience when viewing your loved one. Because the care of your loved one is so important to us, embalming is carried out by our qualified professionals at our own facilities.

The procedure has no affect on the cost of the funeral and is done to allow you as much time as you need to make decisions during this difficult time. Once you have decided what funeral arrangements are right for you, we can discuss what care is right for you for your loved one.





The days ahead

When a loved one passes away, it can be a very emotional and confusing time. To support you through this, here are recommendations to consider. They will help create a uniquely personal and beautiful service that honours and commemorates your loved one's life.

Spending time with your loved one

Having entrusted your loved one into our care we encourage you to spend time with them. For some people, this is an important way to grieve and helps them come to terms with their loss. For others, it can be a chance to express some of their emotions and feelings. Or it can simply be a time of final farewell.

Spending time with someone who has died is often valuable for children and teenagers too. The experience can help them to understand death better, making it easier for them to cope with the sometimes scary idea of burial or cremation. We have private viewing rooms available at all of our branches. You're also able to have your loved one taken home to spend the last few days prior to the funeral in their own surroundings.

Location of the service

The location of the service is entirely up to you, we'd be happy to talk through ideas with you. For those with a church connection, the church would be the usual venue for the funeral service. Many churches are also more than willing to accommodate the needs of non church families at the time of a death.

We offer chapel and reception facilities at our Mt Eden, Henderson, Pakuranga, and Papatoetoe locations, which suit the needs of many families. If you'd prefer somewhere different, a funeral service can take place at a sports club, an outdoor location, at home or at a cemetery or crematorium chapel, it's entirely your choice.

Burial or cremation

Did your loved one wish to be buried or cremated? Legally, burials need to be in officially-designated cemeteries and plots are available across the Auckland region in local authority and privately owned cemeteries. A plot will need to be purchased, and a fee paid for digging the grave. We can help you buy a plot (or double plots, if needed) and arrange a headstone or plaque to mark your loved one's grave.

We have our own cremation facilities which allow us to care for your loved one through the entire funeral process. With cremation, there are many options for a final resting place: ashes can be scattered, buried, kept or divided among family and friends. If you choose cremation, please think about what you'd like to happen with the ashes – this can sometimes be a difficult decision.

Caskets

You can choose from a wide range of caskets and urns. Demonstrating our commitment to the environment, our caskets are made from sustainable timber supplies. Each casket is handcrafted and can feature a traditional, contemporary or personalised design. See our full range online at davisfunerals.co.nz

Urn

If your loved one is cremated, their ashes are returned to you in a temporary urn. You can choose a permanent urn that matches the casket, or other options include ornamental pieces, remembrance spheres and cremation jewellery.

Hearses

Our fleet of hearses includes three matching black Cadillac hearses, 1964 and 1969 classic black Cadillac hearses, a grey Mercedes hearse, a blue Holden hearse, and a blue Ford Falcon hearse.

Flowers

Flowers are a beautiful way to show affection and sympathy. If you'd like a bouquet for the casket or other floral arrangements, we can help coordinate this or you're welcome to use your own florist.

Minister or celebrant

Although clergy or celebrants often lead funeral services, this is entirely up to you. We can provide a suitable celebrant.

Service sheets

Most funeral services are accompanied by a printed service sheet that includes details such as hymns, readings, tributes and messages of thanks. A photo of your loved one on the cover of the sheet provides a lasting memorial. Our beautiful service sheets help to create a lovely, personalised service.

Catering

Gathering together as friends and family after the formal part of the funeral is over can be a very good way of catching up with old friends in a more relaxed environment. If you'd like to have refreshments after the funeral service, we can organise this for you through our catering partners. They have years of experience producing seasonally varied food that can be tailored to meet your individual needs.

Photos and video

Photos are a wonderful way to showcase a life well lived. A collection of photos accompanied by a meaningful piece of music selected by the family can be a lovely visual tribute during the funeral service – we can help you put this together.

Memorial books

You may like to choose a memorial book: a high quality, personalised book that contains photos, tributes, obituary notices and any other details that you'd like included.

Recording the funeral service

If family and friends can't attend the service or you'd like to keep a permanent record of it, you can have your loved one's funeral recorded. We can arrange a professional recording company to capture this for you.

Webcasting

For overseas family and friends, you can webcast the funeral on the internet, so they can see it happening in real-time. This is available at our Mt Eden, Henderson and Pakuranga chapels..

Music

You can honour your loved one through the music of your choice. We can arrange an organist or piper if you'd like or you can talk to us about the different ways music can be incorporated into the funeral.



Our locations

Our Auckland funeral homes include beautiful purpose-built facilities and converted historic homes. Inside some you'll find chapels and in all, reception lounges. We cover all of Auckland, including East (Pakuranga, Howick), South (Papatoetoe), West (Henderson), North Shore and Central areas (Mt Eden).



Mt Eden

Conveniently located along Dominion Road, it's easily accessible from any part of Auckland and has plenty of on-site parking. Architecturally designed and built in 1990, it has a modern chapel and reception lounge and is also the head office of Davis Funerals.



Pakuranga

Our Pakuranga funeral home, serves Howick, Pakuranga and surrounding East and South Auckland communities. Built in 1914, Davis Funerals has renovated it to include modern facilities alongside its traditional features, including original ceilings. It's a beautiful and restful place.



Papatoetoe

Our South Auckland funeral home lies within a converted historic bungalow in Papatoetoe. Well located just off Great South Road, this beautiful bungalow is easily accessible for South Auckland communities. Plenty of free on-site parking is also available.





Kohimamara

In the leafy grounds of the Church of St Thomas in Kohimarama, this funeral home serves the Eastern Bays and surrounding communities. Centrally located in the Eastern Bays on the corner of St Heliers Bay and Kohimarama Road you'll find our purposefully renovated, modern funeral home.



Henderson

Located on Central Park Drive, Henderson, it's easily accessible from anywhere in Auckland due to its closeness to the Lincoln Road exit of the North Western motorway. The Davis Crematorium is also on-site; part of our commitment to handling all your loved one's care.





Before the day of the funeral

There are many people who may need to be told about a death. Some of these need to be done quickly, like:

- The executor of the will
- Your loved one's solicitor or accountant
- The bank

However, plenty can be left until you're ready to make these phone calls. There's a helpful list on the next page of the people and institutions you may need to contact. Keep a note of everyone you've contacted to remind yourself in the future of who you've told.

Financial assistance

Work and Income New Zealand (WINZ) has a funeral grant that may be available if you cannot pay all the funeral costs. This grant is asset tested and currently pays a maximum of \$2,128.10*. Your funeral director can explain how to apply for this grant. Accident Compensation Corporation (ACC) has a funeral grant of \$6,471.17* for deaths that happened due to an accident or medical misadventure. Unfortunately, you can't 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.

*These amounts are subject to change.

We also provide financial assistance through a partnership with Gilrose Finance. This gives you the opportunity to give your loved one the farewell you want with a payment plan that suits your specific needs. Ask your funeral director for more information.

Jewellery

At the time of the funeral arrangement, you'll have been asked whether jewellery should be left with your loved one or safely kept in our care for you and your family. If you asked for it to be kept by us, we'll place it securely in our safe and you can collect it by calling us during our office hours, Monday to Friday. Or you can ask your funeral director to bring it on the day of the funeral so it can be returned to you.

The funeral account

At the time of the funeral arrangement, your funeral director will give you a full estimate of how much the funeral service will cost. The funeral account is sent to the family within seven working days from the date of death and should be paid within 6 weeks of making arrangements. More details about our policy on account payment is on our Authority Form, which is signed by the person giving instructions at the time of the funeral arrangement.





The day of the funeral

Now the day has arrived, we'll be with you every step of the way.

Arriving at the venue

On the day of the funeral, friends and family generally arrive at the venue up to 30 minutes before the service begins. Close family may like to greet mourners at the entrance, but this could be too difficult for you. Think about who in your family can meet mourners if you don't think you can.

Pallbearers

If your loved one's casket is being carried in or out of the funeral venue, pallbearers will need to help carry the casket. You can ask family and friends, or members of service clubs if appropriate, to help with this role. Ideally, try to ask bearers before the day of the funeral so that they're aware of when they'll be needed.

If your loved one's casket is to be carried into the venue, your funeral director will assemble the bearers outside and instruct them on how to carry the casket.

For carrying out your loved one's casket at the end of the service, your funeral director will brief the pallbearers before the service begins on when to come forward.

When the service is finished, your funeral director will guide them when to lift and carry the casket.

The service

Your funeral director will assist and coordinate the funeral service. They'll have all mourners seated before the funeral begins, hand out service sheets and ensure music and presentations run smoothly.

At the end of the service, your funeral director will either lead out your loved one's casket followed directly by the immediate family or, if the casket is not being carried from the funeral venue, they will invite the immediate family to pay their respects before exiting.

The end of the service

If you're not travelling to the crematorium or cemetery, the farewell will generally be at the funeral service venue. It can be inside the funeral venue or at the hearse, and mourners could be offered a flower to place on your loved one's casket as a final goodbye gesture.

If the funeral service is going to be followed by a burial or committal service at another location, your funeral director will discuss the most appropriate departure time with you.

When the hearse departs, it will drive away at a sedate pace with its headlights on. Following cars should do the same.

Have a think about when you would like to have refreshments. It's completely up to you, but you might like to consider mourners who have travelled some distance to be there or mourners who may need to leave the service shortly after it finishes. These people will want to spend time with you, family and friends and this may be difficult if the funeral moves off to a crematorium or cemetery.

Thinking about this may help you decide how best to complete the burial or cremation part of the funeral.



After the funeral

Tasks to complete

In the days after the funeral, you may need to get through some tasks, such as:

- 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 internet
- Cancelling mobile phones and insurance policies
- Selling or disposing of assets
- Writing thank you cards and letters

Be kind to yourself – there is no rush to complete these things, they will take several days and possibly several weeks to arrange. They usually can't be done until you have a certified copy of the New Zealand Death Certificate.

Thank you cards

If you'd like to send a personalised thank you to those who have sent flowers, cards or attended the funeral, we can supply these. To find out more, please call us on 09 638 9026.

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. We are able to refer you to a reputable monumental mason.

Probate

Probate is how a Will is recognised by the court as being authentic. It's necessary for the executors of the will to obtain probate from the court so that they're able to deal with their loved one's assets (and liabilities) and distribute the estate as set out in their loved one's will.

Probate is granted by the Registrar of the High Court once they've received an application from the executors. It establishes that it was 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, your loved one's assets may be frozen. To make this simple for you, your solicitor usually applies for probate on your behalf.

New Zealand Death Certificate

After the funeral, we send details for the death certificate to the Ministry of Internal Affairs to register the death. The death certificate takes 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. You may need additional copies for financial institutions, insurance companies and some utility providers. If you require more certified copies, we can arrange this for you or copies can be certified by your local Justice of the Peace.

Ashes

Ashes are generally returned to our office within one week of the funeral ready for you to collect. Your funeral director will contact you to discuss your wishes. The options for your loved one's ashes are usually:

- Interment in any existing grave with family connections
- Return to you for scattering at a place of your choice
- Interment in the Ashes Berm section of a cemetery
- Place in a Columbarium Niche Wall at a crematorium
- Scatter at the crematorium (with an optional entry in the Book of Remembrance)







Managing grief

Our care for you and your family continues beyond the funeral. You will have access to our Bereavement Care Programme and Christmas Remembrance Services. You can contact us at any time to answer your questions. We are here for you, whenever you need us.

The grieving process

There are many ways to work through the grieving process and it's different for every person. The most important way is to express your grief in whatever way works for you. Having people around who are willing to listen and be supportive and non-judgmental will help you through your healing. We encourage you to take advantage of our Bereavement Care Programme if you are struggling.

Bereavement care programme

Our complimentary Bereavement Care Programme is offered through our partner, The Grief Centre, who provide bereavement support to you and your family. In the weeks following the funeral, you will receive a letter telling you about the programme and how you and your family can receive support, including:

- The listening ear of an experienced support worker for up to one year
- A free counselling session via phone or Skype
- Support groups that connect you with others with similar experiences
- Information and resources on loss and grief for all ages

If you would like to talk to someone sooner, or have any questions about any of these services, please contact The Grief Centre on 09 418 1457 or email info@griefcentre.org.nz

Children and grief

Children grieve the loss of a loved one too. This may be expressed in different ways and it's important to recognise and acknowledge their grief.

Encourage children to be involved in the funeral service if they would like to. This will help them share and express their grief, and make them feel included in an important family event. Children can also receive expert support through our Bereavement Care Programme, or you can receive advice on their behalf if you'd like to support them through this difficult time.





Our history



Who we are

A family focused company, Davis Funerals is still managed by the Littles, who have looked after the needs of Auckland families since 1875. We still operate today with the same level of care and professionalism that we did in the 1950s. Yet now we have all the technology of the modern world to provide complete funeral services. We believe we have one of the most challenging jobs in the world but also one of the most rewarding. With our caring and experienced support, we can help you and your family through this difficult time. At Davis Funerals, we have qualified funeral directors and embalmers and caring for your loved one is handled by us, in-house, the entire way. Demonstrating our commitment to the industry and adherence to the highest standards, we're proud members of the FDANZ, (The Funeral Directors Association of New Zealand), and NZEA, (New Zealand Embalmers Association).



Our people

We are proud to be local, and live, work and play within the communities we serve across Auckland. Our local insight allows us to build strong connections with families and provide a service that really cares.

Hailing from a wide variety of backgrounds, our people's skills and experience combine to create a compassionate, friendly experience that includes impartial expert advice to help you create the best way to honour your loved one's life.

Although it is not a requirement under New Zealand law, we support all our staff to gain qualifications in their profession, whether they are Funeral Directors or Embalmers. This means you benefit from the care and attention of qualified staff with industry-recognised qualifications.

Our memberships

Demonstrating our commitment to the industry and adherence to the highest standards, we are proud members of:

- FDANZ – The Funeral Directors Association of New Zealand, the national body that sets professional and ethical standards for its members.
- NZEA – All of our embalmers are qualified through the New Zealand Embalmers Association, the national body that recognises and sets qualifications in embalming practices.

It is important to Davis Funerals that we provide continuity of care from the first point of contact to bereavement care support if you wish.

A red and white lifebuoy is hanging on a white vertical post. The lifebuoy has a red band and a white band. The background is a soft, hazy sunset or sunrise over a body of water. The text "My notifications, checklist, notes and arrangement details" is overlaid in white, bold, sans-serif font.

My notifications, checklist, notes and arrangement details

My notifications - who should be notified after a death

The following organisations may require notification following a death.

Professionals

Solicitor or Public Trust Office

Accountant

Executor of Will

Doctor

Dentist

Chemist

Specialist or hospital

Finance

Banks and other financial institutions

Insurance companies (Incl Life Insurers and Superannuation Funds)

Employer

Credit card providers

Department store accounts

Hire purchase companies

Home appliance and medical aid rentals

Government

Inland Revenue Department

Electoral Office

Work & Income NZ

Local Council (rates)

Motor Vehicle Registry

Services

Medicare and Health Funds (e.g Southern Cross)

Medic Alert

Utility providers (phone, power gas, water)

Clubs and associations

Clubs, organisations and professional bodies

Church and religious organisations

Home care nursing, services, meals on wheels

NZ Police (Firearms Licensing Section)

Other

Checklist

This checklist is designed as a reminder for you to provide us with the following information relating to the funeral.

Service

Date

Time

Location

Viewing Times

Where

When

☐ Embalming

☐ Casket confirmed by

☐ Hearse

☐ Paper notices, information by

☐ Flowers

☐ Committal flowers

☐ Service sheets due by quantity

☐ Photos / photo Tribute due by

☐ Music

☐ Recording of service / webcasting

☐ Catering menu choice numbers by

☐ Pallbearers

☐ Celebrant / officiant / clergy

☐ Donation to church / musician / celebrant

☐ Memorial book

☐ Clothing

☐ Births / death and marriage details

Notes

[illegible]

Arrangement details

Once filled in tell a family member where this document will be kept. This will ensure that your wishes will be met.

Personal Details

First names

Surname

Residential address

Postcode

Date of birth

Place of birth

If you are not a New Zealander, what year did you arrive in New Zealand?

Are you descended from New Zealand Maori?

Ethnic group

Occupation

Father's Full name

Mother's Full name

Father's Occupation

Mother's Occupation

Mother's Maiden name

Relationship status at present

Most recent marriage / union

Partner full name

Date of birth

Partner maiden name

Your age at marriage

Place of marriage

Gender of partner

Living children

Birth date of each daughter

Birth date of each son

Funeral Details

Name and contact details of solicitor who holds the will

Name and contact details of the next of kin

☐ Wish to be buried

☐ Wish to be cremated

Ashes instructions

Plot owned ☐ No

☐ Yes

Cemetery

Plot ref

Place of service

Religion

Clergy / Celebrant

Readings

Music

Hymns

FlowersCasket

Music

Donations

Photo / Video Tributes

Additional relevant information

Newspaper notices

Davis Funerals respects your privacy; your information is confidential and will not be shared with third parties.

Email

Date

Mt Eden
400 Dominion Road
09 638 9026

Kohimarama
353 St Heliers Bay Road
09 521 0300

Henderson
150 Central Park Drive
09 835 3557

Papatoetoe
110 Kolmar Road
09 277 2526

Pakuranga
2A Udys Road
09 576 7108

Contact us on:
office@davisfunerals.co.nz
09 638 9026



Organisations We Support

West Auckland Hospice
Totara Hospice
Mercy Hospice
Auckland Philharmonia Orchestra
Westpac Rescue Helicopter
Girl Guides NZ

BHB Bowling Club
Riverhead Bowling Club
Titirangi Bowling Club
Kohimarama Bowling Club
Manurewa Cosmopolitan Bowling Club
Pringle Park Bowling Club
Royal Oak Bowling Club
Pakuranga Bowling Club
Glendowie Bowling Club
Howick Bowling Club
Epsom Bowling Club
Remuera Bowling Club
Te Atatu Peninsula Bowling Club
St Heliers Bowling Club
Henderson Bowling Club
Hobsonville Bowling Club

New Lynn RSA
Waiheke RSA
Glen Eden RSA
John Aldcroft Memorial Golf tournament
Howick Pakuranga Netball Centre

Balmoral Primary School
Albert-Eden Business Awards
Highbrook Rotary Club
Motutapu Restoration Trust
Remuera Lions Club
Children's Musical Theatre Studio
Epsom Rotary Club
Sacred Heart School
Dominion Road Business Association

Mt Eden

400 Dominion Road
09 638 9026

Henderson

150 Central Park Drive
09 835 3557

Pakuranga

2A Udys Road
09 576 7108

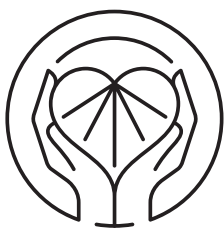
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Davis
Funerals

HONOURING LIVES
FOR GENERATIONS

davisfunerals.co.nz