

Staying calm,
when everything
seems impossible



PHONE 07 3851 7800 24 HRS 7 DAYS

www.alexgowfunerals.com.au

Email: info@alexgowfunerals.com.au

BRISBANE

56 Breakfast Creek Road,
Newstead Q 4006

REDLANDS

4/17 Middle Street (Cnr Waterloo St),
Cleveland Q 4163

DECEPTION BAY

Tallowood Drive,
Deception Bay Q 4508

BROWNS PLAINS

2/11 Grand Plaza Drive,
Browns Plains Q 4188

It's never
easy to
say farewell



... still family-owned

YOUR PERSONAL FUNERAL WISHES

IN THIS BOOKLET

This book contains an overview of a number of important things required in the funeral planning and arrangement process. It is intended as a guide and a record of funeral information to ensure that we can help you create a truly fitting farewell.

Completion and storing of this booklet will ensure peace of mind for you and your family and help ease the burden on those left behind.

WE'VE BEEN HELPING QUEENSLAND FAMILIES SINCE 1840

Whilst the history of our business dates back to 1840 as the first ever funeral business in Queensland, it was not until 1909 when Alexander Gow acquired the remaining shares from his partner Walter S. Barrett, that the Alex Gow brand would become Queensland's first and oldest funeral business.



Four generations of the Gow family have worked in the business and today Alexander's grandson Alistair and his children continue the tradition of family ownership and the high standards set by their predecessors. We believe that by being family-owned we are able to give a more personal service and be more flexible to the individual needs of our clients.

We live for our business and everything we do reflects our on-going commitment to providing affordable, quality services to our community.

With four locations across SE Queensland Alex Gow Funerals is close by to assist you and your family 24hrs a day.

WHY DO WE HAVE A FUNERAL?

After the death of a loved one, the funeral service fills several important needs. Firstly, it allows for the dignified and respectful care of the deceased. It also provides a forum (whether public or private) where those who are close can pay special tribute to their life. Among its other purposes, it makes us acknowledge the reality of the death, remember the life and initiate support during this naturally difficult time.



The funeral service also helps family and friends meet the reality of death, which is the first step towards taking grief from within and through the process of mourning, allow us to express it on the outside. Here, close family and friends can lend support and consolation when they're needed most.

A funeral service allows friends and relatives an opportunity to express the love and respect they feel for someone who was important to them. Quite often, just seeing how much others care can be a great help to a family in adjusting to their loss.



ALEX GOW CONDUCTS FUNERALS FOR EVERYONE - EVERYWHERE

Alex Gow Funerals has a proud history of caring for people from all beliefs and cultures, ensuring every funeral is conducted exactly as required by your faith.

We offer both traditional and modern contemporary funerals and offer our services at **all churches and all public Crematoriums and Cemeteries** in South East Queensland.



Our Alex Gow Ladies conduct funerals for those who wish for a 'ladies only' service and prefer to use a Family-Owned Funeral Business.

THE FUNERAL VENUE

There are many places at which a funeral can be conducted. Family tradition, faith or personal preference may affect your decision to hold the funeral at a particular venue.

You may need to consider some of the following points when deciding on a venue:

- how many people you need to accommodate
- is it easy for the elderly to commute there and back
- is there adequate parking
- are there time restrictions when using the facility (e.g. crematoriums)
- availability of public transport

If you choose a crematorium for the place of service you need to be aware that at most crematoriums services are held at 1 hour intervals. If you feel more time will be required for the service it is possible to book an additional service time, for a fee.

PRE-ARRANGING YOUR FUNERAL MAKES SENSE

Pre-arranging your funeral is a simple and thoughtful way of leaving instructions for the type of funeral you'd prefer. Then when the time comes, the record is there in writing and things can go exactly as planned, removing the pressure from your family and friends.



You can plan exactly what you want and give your family total peace of mind.

How it works

Pre-planning involves meeting with one of Alex Gow's experienced funeral directors and recording all your personal wishes for your funeral. Some of the things you may wish to consider when pre-arranging a funeral include:

- location of the funeral service
- your choice of cemetery or crematorium
- particular religious or cultural customs to be followed
- your preferred type and style of coffin or casket
- the involvement of a specific organisation or club in your funeral service
- personal touches you would like to add such as biblical readings, music, a special poem, flowers, etc.

Your plan is totally flexible in that you can alter it at any time based on your current preferences.

Financial arrangements can also be made at this time and all the options are explained. This final process offers complete peace of mind and helps remove the financial burden from your loved ones.

For more information or a personal appointment at our office or the comfort of your home, simply call us on 3851 7800.

WHEN A DEATH OCCURS

If a person dies of natural causes at home the first phone call should be to the doctor as they will issue the Cause of Death Certificate. After this is done and when the family feels the time is right, ring Alex Gow Funerals on 3851 7800 and we will arrange for your loved one to be transferred into our care.

Should the death occur at a nursing home, then they will call us to arrange the transfer of your loved one. You can then contact our office for an appointment, to commence funeral arrangements.

When someone dies in a hospital, the family will need to call us to notify us of the death. We will then make a time to meet with the family to carry out the funeral arrangements and organize with the hospital to transfer your loved one into our care.

All **accidental or unexpected deaths** must be reported to the police who then will refer the matter to the coroner. A person who suffers an unnatural death, will be taken by the police from the place of death to the City Mortuary. After the coroner's examination they will then release the deceased into our care so the funeral may take place. It is **important to remember** that in coronial cases you are free to use your preferred funeral company for the funeral.

PLEASE REMEMBER:

One of the first calls you make should be to Alex Gow Funerals.

Our experience staff will take much of the burden from you at a time when you feel least like attending to details that must be taken care of.

Before you meet with Alex Gow Funerals

We encourage you to obtain a copy of our **Funeral Planning Guide** [available in all offices as well as online] and go through it carefully with your family so that each of you may share your thoughts and ideas for the preparation of the funeral. By inviting everyone – including children where you think it is appropriate – to help plan or take part in the service you allow them to understand that their feelings matter.

PEOPLE TO NOTIFY

This is a list of the usual people you may need to notify after a death.

- Solicitor or Public Trustee
- Executor of Will
- Centrelink and/or Veterans' Affairs (if applicable)
- Banks and other Financial Institutions
- Employers
- Landlord/Real Estate Agent
- Home Care Nursing Services and Meals on Wheels
- Insurance Companies and Superannuation Funds
- Australian Taxation Office
- Telephone and Internet Companies
- Medicare
- Electoral Office
- Local and State Authorities (e.g. Councils for Rates etc.)
- Motor Vehicle Registry
- Health Funds
- Clubs, Organisations and Professional Bodies
- Public Service Providers such as Libraries
- Local Electricity Authority/ Gas Supply Company
- Department Store Accounts/Credit Card Accounts
- Health Professionals (Doctor, Dentist)
- Post Office
- Churches, Ministers
- Accountant
- Foreign Pension Authority
- Funeral Bond, Funeral Insurance, Pre-Paid Funerals
- School, University or College
- Household Help, Gardening Services
- Home Delivery Services

THE EULOGY

A loving tribute to celebrate a life



The eulogy is an important part of the service as it celebrates the life of your loved one and the ways in which he/she has touched many lives. Writing and delivering the eulogy is a special task as the eulogy helps to begin the healing process for those who are left behind.

The eulogy can be delivered by anyone – a family member, friend or clergy. It is best delivered by someone who has known the deceased. The eulogy may even be shared with a number of people contributing words of remembrance and poetry.

Unfortunately in these circumstances the preparation and reading of the eulogy can appear to be a daunting task. To help with this process we have put together a simple strategy that will help you prepare and deliver the eulogy. These are included in our **Funeral Planning Guide** which is available free from any of our offices or may be downloaded from our website.

The Internet can also be a good reference point for information on writing a eulogy and for examples of eulogies others have written.

IMPORTANT DETAILS

Choosing clothing



You may like to select items of clothing in which to have your loved one dressed. Clothing chosen may reflect the taste and personality of the person who has died. This could be their Sunday best suit or dress, favorite yard/fishing clothes or maybe traditional clothing from their country of origin. We can collect these from you when we meet for the funeral arrangements. Where clothing is not supplied Alex Gow Funerals will provide an appropriate shroud.

The viewing

At the time of making funeral arrangements we will ask if you would like to view the deceased. Choosing to view your loved one is a decision only you as an individual can make. If you are not sure whether to view or not you may wish to discuss this with your family or friends but you should never feel pressured either way.

At the viewing the body is presented in an open coffin or casket allowing you and others to say final goodbyes and to place any small mementos with the deceased in the coffin.

You may choose to have a private viewing for invited family members only or include other family and friends.

The viewing can be held in the Alex Gow Funeral Chapel a day or so before the funeral or it can be held at the funeral venue before the service starts. If the viewing is requested in a church, we will need to seek permission from the minister.

OUR CHAPELS

For the convenience of families we have 2 beautiful chapels that can be used as part of the funeral service.



Newstead Chapel

Our original chapel at **Newstead** is fully air-conditioned and accommodates up to 100 people. It adjoins our lounge and refreshment area that offers catering for after-service gatherings.



Deception Bay Chapel

Our new, modern Crematorium Chapel at **Deception Bay** offers air-conditioned seating for 90 and a magnificent view across native forest. It is also serviced by a large fully catered refreshment lounge.

Both chapels offer state-of-the-art audiovisual facilities for presenting tribute videos and favorite music.

The information gathered below is not legally binding, but will act as a guide for family in ensuring arrangements go the way you want.

When stored with your Will and other important documents it will assist your executor immensely.

PERSONAL & FAMILY DETAILS

By completing this information you are providing your Executor or Solicitor with the relevant information required by law to arrange your funeral, thus helping to lighten the burden on family & friends in a time of grief.

First Names:.....

Surname:.....

Male Female Date of Birth:...../...../..... Religion:

Place of birth: (State).....(Country).....

If born overseas, in what year did you first arrive in Australia?.....

Address:.....

Suburb:..... Post Code:

Marital Status: Pensioner: (Type).....(Number).....

Usual Occupation:.....

Next of kin

Title: First Names:.....

Surname:.....

Address:

Suburb: Post Code:.....

Relationship: Phone:.....

Executor

Executor Name: Phone:.....

People you have advised of this arrangement

1.

2.

Father's full name:

His occupation:

Mother's full name:.....

Her occupation:

MARRIAGE DETAILS

Married Widowed Divorced Separated

De facto Relationship Never Married

Your age at time of Marriage:

Full name of current husband or wife:

Details of previous marriages including full names and date of marriage:

If widowed, date of death of husband or wife: / /

First names of your children

Please enter names in order of age. If deceased, enter D in age column. If stillborn, enter SB in age column. If no children, enter None in first column.

First name	Date of birth	Age	Sex
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....

Existing funeral arrangements

Have you pre-arranged your funeral? YES NO

If yes, details of funeral director:

Have you paid money toward this pre-arranged funeral? YES NO

If yes, please complete the following:

Funeral Member ID number:

Where the document is located?

Amount paid: Date paid:

Are you an organ donor?

YES NO

FUNERAL PREFERENCES

Burial Cremation

Preferred place of Funeral Service:

Type of service: Service Prayers Requim Mass

Other (details)

Committal service (if required) to be held at:

Name of cemetery:

If grave already purchased, grave number:

Name of crematorium:

Cremation Deed Number (if you have pre-purchased a cremation):

Clergy / Celebrant to officiate at the service:

Funeral notice Yes No To be published in Courier Mail

Other

Type of coffin:

You can choose a coffin from a selection at our premises, on our website or from a photo album in your own home.

Flowers for Floral Tribute on coffin: Yes No preferences

Flag required on coffin? Yes No

Type of flag? (e.g. Australian, Union Jack, White Ensign)

Last post required: Yes No

Clothing to be worn:Or Shroud provided by Funeral Director

People to notify

Solicitor (name & contact details)

Executor: (name & contact details)

Friends & family: (name & contact details)

Clubs, Associations, etc: (name & contact details)

PERSONAL DOCUMENTS

Location of your Will:

Details of any mortgages:

Details of other property:

Details of bank & finance/credit accounts:

Location of important documents: Marriage Certificates, Birth Certificates, Pre-arranged or Pre-paid Funeral Documents or Cremation Deeds, Service Records & Discharge Papers:

Location of Tax Records, Bank Books, Property Titles & Investment information:

Details & location of Life Insurance policies:

General Insurance policies:

Superannuation:

Health cover:

Medicare number:

Completed by Date / / Signature:
Name

Plan It Your Way



For a more comprehensive guide to funeral pre-planning ask for your free copy of the Alex Gow Funeral Planning Book. Order online or by calling 3851 7800.

