

CELEBRATING & HONOURING LIFE



PEACE OF MIND FUNERAL PLANNING

MORLEYS
FUNERAL HOME

CREDIBILITY AND TRUST PROMOTES REAL PEACE OF MIND

In Queensland there is no current legal requirement for Funeral Directors to be licensed. Neither is there any form of regulation in place regarding funeral care, nor are there any legislated standards for premises, facilities and equipment. So how does one choose a funeral home that will inspire confidence and trust?

Recognised Funeral Industry Associations are really the only guarantee of professionalism in the industry and membership in an association is usually a sign of a trusted and well equipped Funeral Home that must comply with the association's standards.



As a member of the AFDA, we are required to comply with a strict code of ethics and code of conduct, provide a

high standard of facilities, equipment, service and training, as well as having to comply with ongoing professional development.

To maintain full accreditation, our facilities and equipment are inspected on a regular basis for compliance.

One should never assume that all funeral providers are association members, or meet these strict standards. The Morley Family is committed to the ideals of first class funeral care and we pride ourselves on a tradition of affordable quality, with a wide range of choices to suit our clients' needs. By all means compare our facilities and service and we feel sure that you will be pleasantly surprised with our high standards and the excellent value we offer.

Since 1961 the Morley Family has been serving the Townsville Community.

***Morleys Funeral Home...
Townsville's trusted name in Funeral Service.***





CONTENTS

Why Choose Morleys Funeral Home? _____ 2

Contents _____ 3

Introduction _____ 5

The Morley Family History _____ 7

In the Event of a Death _____ 8

Our Services _____ 9

Burial or Cremation _____ 12

Care of Your Loved One _____ 14

The Viewing _____ 14

Our Funeral Fleet _____ 17

Memorials _____ 17

Coffins And Caskets _____ 18

Specialised Services _____ 19

Options to Consider _____ 20

Pre-Arranged Funeral Plans _____ 26

Community Seminars _____ 27

The Eulogy _____ 28

Personal Records _____ 29

My Personal Information _____ 30

My Funeral Wishes and Relevant Information _____ 34

The Checklist _____ 35



SINCE 1961 WE HAVE EARNED THE TRUST OF MANY FAMILIES

You may be reading this book out of interest. Maybe you are considering planning your own funeral ahead of time, or you may be in a situation now where you have to organise the funeral for a loved one. Whatever the need for you to peruse these pages, we sincerely hope that you receive worthwhile help from its content.

In these pages we have tried to advise you in a simplified manner what to do in the event of the loss of a dear one and how we are hopeful that our expertise and experience will help carry you through this difficult time. It covers many of the services we provide including our care of your loved one, the opportunity to make use of our viewing facilities, our Lakes Chapel, our catering facilities, our wide range of coffins and caskets from which you may choose and the many options that we make available to you. We believe the way we conduct the funeral can assist you in a positive way to deal with your grief and we will do our utmost to deliver the finest service available. It also advises of our involvement in aftercare services and community seminars.

This planning guide covers many things you may need to consider, from the first few hours, to all the elements of designing an appropriate farewell, to resources for helping you come to terms with your loss.

If you are reading this with a view to pre-arranging your own funeral, then not only can you achieve peace of mind in doing so, you can be assured that your family will be very thankful for your thoughtfulness in relieving them of some of the burden that accompanies a loss.

The Morley family has been providing Funeral care in Townsville since 1961 and our focus is to ensure that our service and facilities are second to none, and that our clients will benefit from our more than 57 years of operation. We hope that we can earn your trust as many thousands of Townsville families have done since 1961.

We do value our clients and it will be our privilege to serve you.





An aerial view of the Lakes Chapel

BASIL MORLEY HAS BEEN INVOLVED IN THE FUNERAL INDUSTRY SINCE 1943

This early beginning gave Basil the opportunity to develop a reputation for the provision of a quality service assisting Townsville's residents during this most sensitive time. This extra care and attention to detail culminated in the creation of Morleys Funerals in 1961.

Morleys Funerals began operating from premises at Dearness Street in Garbutt and from this location they built up a solid reputation of quality and dependable service over the ensuing years.

Since those early years, more family members have joined the organisation and it is now a fourth generation local family Funeral Home, well known and respected throughout the community and across Australia for personal and reliable service.

Cyclone Althea destroyed most of the original funeral parlour in 1971. Rebuilding work occurred along with many other renovations when funds became available. This original site served the family well, but the business was rapidly outgrowing the premises.



A long standing vision was realised in 1999 with the opening of the new Morleys Funeral Home situated at the corner of Hugh Street and Martinez Avenue at The Lakes. From this new location the Morley family have been able to expand their services and incorporate new options that were not possible at the old site.

Basil and Betty along with their son-in-law Ray Valdeter, built their business on exceptional service and integrity, and have set a benchmark for funeral service in the Townsville region. These qualities continue today.

Basil Morley passed away peacefully in Townsville aged 90 years. His funeral was held on Monday 16th October, 2017 exactly 56 years after he and Betty started the business. Basil is survived by his loving wife Betty.



HELPING YOU WHEN YOU REALLY NEED ASSISTANCE

Morleys are experienced in dealing with an incredible variety of situations surrounding a bereavement and can provide excellent guidance for you and members of your family during this vulnerable and emotional period.

The first call

When a death occurs in your family, if you are unsure of what to do, it is important to contact us as soon as possible so that we can advise you of the correct procedures to follow. Most deaths are by natural causes and occur in hospitals, aged care facilities and sometimes in private residences. In most cases a medical certificate of cause of death will be issued by the attending doctor.

In some cases however, particularly with sudden or unexpected deaths, a medical certificate cannot be issued and the Coroner needs to be notified. This usually results in members of the Queensland Police Service attending. This does not necessarily indicate a suspicious death, it is simply a procedure that must be followed to prepare a report for the Coroner as part of the process to establish the cause of death. We are able to advise you of procedures and timing once we are authorised to proceed with funeral arrangements.

After assessing the situation, and obtaining the required clearances and releases, we are able to transfer your loved one in our specially equipped transfer vehicles to our Funeral Home for appropriate care. You can be assured that your loved one will be treated with utmost dignity and respect at all times whilst in our care. Our traditional work ethic in our mortuary is ***"to look after the deceased as we would look after a member of our own family."***

We are available to answer your call for assistance at any time of the day or night, every day of the year.

Making funeral arrangements

At a time suitable to you, we can arrange the funeral at our funeral home or, if more convenient, at your own residence. We start by listening to your needs and desires and if you are unsure, we can help you determine them, gently and professionally. Our modern, fully accredited facilities and our extensive resources, together with our great team of experienced staff, ensure that we are able to plan and conduct the funeral in accordance with your wishes and schedule, subject to timing of releases.

We offer many options to assist you in planning the appropriate farewell, and it is our responsibility to help you make those choices that are right for you. When making decisions, don't be afraid to ask questions if there is anything you don't understand. We are here to help you through every stage of the process. At Morleys Funeral Home we are proud to provide men and women to conduct the funeral service. We will cater to your individual preferences and have the most experienced funeral staff in Townsville to attend to any specific needs. Most importantly, on the day of the funeral you can feel secure in the fact that everything has been handled professionally, with dignity and respect.



YOU'LL APPRECIATE MORLEYS' DEDICATION AND COMMITMENT

We believe that we offer superior service and a tradition of trust in complete funeral care. We strive to offer professional and dignified service in a modern, calm and comfortable atmosphere that assists families to cope with bereavement in the most appropriate manner possible. Friendly and compassionate service has become synonymous at Morleys Funeral Home and we are recognised for our dedication to excellence.

Some of our features and options include*:

- 24 hour service every day of the year
- Trained staff to organise funerals locally, interstate and overseas
- Liaison with clergy or celebrants and the co-ordination of requirements for all denominations, faiths and traditions, including non-religious services
- Peace of mind that your loved one will be cared for in a secure and safe, high quality Funeral Home that offers fully accredited world-class facilities
- Trained personnel to advise professionally on all aspects of at-need and pre-need funeral service
- Private arrangement consultation rooms, viewing rooms, several chapels and function rooms including the beautiful and modern Lakes Chapel offering large seating capacity of 200+
- Obtaining and completing all necessary documentation for the funeral including the on-line registration of deaths with the State Registrar
- Preparation and publication of funeral/death notices in local, interstate and overseas newspapers

- Preparation and printing of orders of service booklets if required
- Ordering of floral tributes for immediate family
- Evening or twilight funeral services at our chapel
- Provision of national flag, poppies and appropriate protocol for deceased war veterans
- Provision of photo board and/or memorabilia table at the service
- Multi-media production and screening, including internet web streaming*
- Selections of music from our extensive library for use at the funeral, including copyright to do so
- Interstate and overseas repatriations
- Video or still photography of ceremonies
- A wide selection of coffins, caskets, urns and tributes.
- Free loss and grief literature and access to bereavement help resources
- After service catering - see Page 25

* Some items and options listed may incur additional costs.



After service catering assists in sharing of memories

We believe that our role as your chosen funeral director is to facilitate the funeral to meet the needs and desires of the bereaved and their loved ones and we will do our utmost to achieve this.

The occasion of the funeral is a very special time; the ceremony needs to be a fitting farewell and a celebration of the loved one's life.

We believe it is important that the ceremony centres around the life of the deceased and creates a positive memory for the family. It should also comply with the ritual of the many religious or non-religious faiths and beliefs within our diverse community.

The farewell needs to display a meaningful response to the loss of a loved one and may include:

- A Church service
- A Service at our Lakes or Courtyard Chapels
- A Crematorium Chapel service
- A Graveside service
- A service at another venue such as the family home, a favourite park, garden, beach or other other approved location
- A Memorial service

All of the above-listed options may be public or private services.

Our funeral consultants are experienced in all aspects of planning funerals and you can be assured of our commitment to making the funeral an appropriate and meaningful farewell and a fitting tribute to your loved one.

We look upon each funeral as being individual and we assure you of our utmost attention to detail and planning. We will give you as much of our time as you need, your needs are our priority and focus.

All details that we gather in order to plan the funeral are treated in strict confidence.



BURIAL OR CREMATION

Burial

For some religions, burial is the traditional choice. Some people feel that it is the most fitting way to lay a loved one to rest, and there are often long-held rituals and symbols that may accompany a burial. Some religions and cultures strictly require burial and in certain regional areas there are no cremation facilities making only burial possible. Generally speaking, burial is a more expensive option than cremation.

Burials are only permitted in a designated cemetery, in full compliance with the local regulations, although in some cases, burials are permitted on large acreage rural properties, subject to local authority approval and special conditions. If you don't have access to a pre-purchased family site in a designated cemetery, Morleys will arrange to purchase a new gravesite for you in the cemetery of your choice. Townsville has two cemeteries. Belgian Gardens Cemetery (Evans Street, Belgian Gardens) is the primary facility operated by the Townsville City Council. West End Cemetery (Ingham Road, West End) is partially closed and no further graves can be purchased there.

Most cemeteries have lawn grave sites, monumental grave sites and locations for vaults, crypts and mausoleums. It is permissible in most cemeteries to have existing family

graves re-opened for further interments, and we can advise you of the regulations on request. It is possible to purchase cemetery gravesites in advance of need, guaranteeing a site in a particular section for future burial. Some cemetery sites include future maintenance in the purchase price; in others the maintenance is the responsibility of the gravesite owner.

Cremation

Some religions have always preferred cremation to burial. Cremation is growing in popularity and in most city areas where cremation facilities are readily available, cremation is the preferred choice. Some people feel that cremation is the better option because of space or land conservation. Others feel that cremation can give much greater opportunity for placing ashes in a location that has personal meaning. Following cremation, usually a day or two later, the ashes will be available to the authorised person in a standard or upgraded container (or urn).

There are now many creative ideas regarding the placement of ashes or memorialisation in various styles of ornamental urns, jewellery, purpose-built picture frames, memorabilia cases etc. Townsville's Woongarra Crematorium also offers many types of permanent memorial sites such as pools of reflection, gardens, and chapel niche walls, from which to choose. Cremation is usually less costly than burial.





Belgian Gardens Lawn Cemetery



Woongarra Crematorium Chapel

CARE IS PROVIDED WITH DIGNITY AND RESPECT

We pride ourselves on traditional quality service and this incorporates dignified and respectful treatment of the deceased in our preparation rooms. Our mortuary professionals are fully trained in the care of your loved one and are very competent and skilful in carrying out all preparations, from minimal mortuary treatment to complex embalming.

We take great pride in our mortuary care and facilities, and are able to perform important procedures such as dressing the deceased, presentation for viewing if required, and the placement of sentimental items with your loved one. Please be aware that there are certain items that cannot be placed in the casket with your loved one. We are able to advise you in more detail according to your requests.

It is customary for us to ask you to supply clothing for dressing the deceased. Families' choice of clothing varies and there are really no "rights" or "wrongs". We also recommend that families provide us with a recent photograph of their loved one, as this allows us to prepare as accurately as possible. It is advisable for family to provide a deceased female's own makeup and cosmetics for a more personal presentation.

At Morleys Funeral Home we have special viewing rooms and chapel facilities where families can spend time with their loved one in private and comfortable surroundings.

A QUIET MOMENT ALLOWING YOU THE OPPORTUNITY TO REFLECT AND REMEMBER

A viewing is simply the opportunity to see and spend time with your loved one after death, in the Funeral Home. The deceased is presented in the coffin or casket, usually a day or two prior to the funeral, but a viewing can take place the day of the funeral if this timing is more appropriate. The usual time allocated for a viewing is around a half-hour; however this can be adjusted to suit your requirements. Prayer vigils can also be arranged.

Although a very personal choice, many people who have opted for a viewing speak gratefully and very positively of the opportunity to see their loved one again. It assists in coming to terms with the reality of death. If children wish to view the deceased then this is acceptable, however we don't recommend children attend viewings against their will.

There may be occasions when the family may wish to have a viewing at their private residence. This can be arranged, however we request consideration of certain factors and embalming of the deceased is strongly recommended. Extra charges apply on such occasions, however in some circumstances we reserve the right to not agree to this type of viewing and can advise you in more detail upon request.





OUR FLEET OF VEHICLES IS IMMACULATELY PRESENTED AND MODERN

To ensure reliability and quality presentation of our motor vehicles for our clients, we offer one of the most modern fleet of hearses, limousines and transfer vehicles available today. Our hearses are custom built to our specification by a leading special purpose vehicle conversion company and they incorporate many options that enhance the way we conduct our funerals in North Queensland. Our fleet does include some dual cab model hearses which give up to three mourners the opportunity to accompany their loved one in the hearse, to the final resting place if so desired. We pride ourselves on the condition of our vehicles and believe it is essential that they be immaculately presented for the conveyance of the deceased and the bereaved.

These vehicles undergo a regular maintenance program to ensure utmost reliability. We believe that bereaved families should not have to endure unnecessary delays due to lack of resources. Morleys Funeral Home is the best equipped Funeral Home in North Queensland and we give the best opportunity to meet your expectations.

As well as having a large fleet of modern, state-of-the-art hearses, we also have a 1925 Buick Master Vintage Hearse which is available for those who wish to use a vehicle that is delightfully different and brings back memories of a past era.

MEMORIALS GAIN GREATER MEANING AS TIME PASSES

Regardless of whether burial or cremation is chosen, decisions regarding a memorial do not have to be made immediately. There are many practical decisions to be made in the first few days after a death, and deciding on appropriate wording styles and themes for a memorial is usually best left for a later time. In the days and weeks ahead your thoughts could alter dramatically as perspective returns and you are more able to consider how meaningful a memorial can be.

With cremation or burial, the visitation or gathering at the memorial site in the weeks, months and years after the funeral can give families opportunity to reflect on the reality of a loved one's passing and what this means to those who are left behind. It is a thoughtful consideration to take into account the possible desire of future generations to view a memorial to relatives passed. A visible memorial will often become even more meaningful and important as time passes, and there may be descendants yet to be born who will want to locate and spend time at a site dedicated to their ancestor. Having somewhere to visit for generations to come is a thoughtful consideration.



BECAUSE EVERYONE'S NEEDS, PREFERENCES AND BUDGETS DIFFER

At Morleys Funeral Home we have a comprehensive selection of coffins and caskets from which to choose. We stock simple basic lines, mid-range coffins, through to the most lavish caskets.

Coffins

These are tapered in shape, usually with a screw down top, made from various types of construction materials such as cardboard, composite board and natural timber. They can vary from very basic units to highly crafted, and elegant or bold stylish designs.

Expression Coffins have a variety of images printed on the outside of the coffin to make them unique and colourful. Choose from a standard design or provide your own images to create a custom coffin.

Caskets

These are usually rectangular in shape, with a hinged top, constructed from natural timbers or metal. They have lavish, stylish finishes and are in the upper level of the price range. Some of our suppliers offer a memorial tree planting programme with some of their models of caskets.

At Morleys Funeral Home, you will not be under any pressure to choose expensive lines, but they will be available and on display in our large display room.

Choosing a coffin or casket can be a difficult experience so we try to ease that burden by allowing you plenty of time to make your selection. Most of our range is manufactured in Australia, but to offer a greater variety, we also stock various selections from overseas.

Our coffins and caskets can be seen in our Display Room or visit www.morleys.net.au



THERE ARE OCCASIONS WHEN A SPECIALISED SERVICE IS REQUIRED

Repatriations

Not all deaths occur in the city or town of residence. In this day and age, many people travel within Australia and overseas, and sadly sometimes deaths occur far away from home.

At Morleys Funeral Home, we are fully conversant and experienced in the repatriation of the deceased back home for burial or cremation. Most overseas repatriations require liaison with Australian and International Consulates and travel insurance companies and we are well experienced in this regard. There are many laws and regulations governing the interstate and international transport of the deceased, and we are able to advise and guide you through the processes.

Repatriations require special arrangements and planning to ensure the safe and secure transportation of the deceased. Full compliance with international laws and government agencies takes time. Be assured that we will do everything possible to minimise delays. We know how important it is to families to have a loved one returned home as soon as possible.

Exhumations

There are occasions when, for various reasons, loved ones need to be relocated from their original burial site to another location. The new burial site could be within Australia or overseas, and we are well versed in performing this type of specialised service.



There are times when exhumation is requested for the purpose of cremation and placement of the ashes in a family memorial. On other occasions this service may be required for a re-interment in another grave elsewhere.

We co-ordinate this service with approvals from government agencies and co-operative assistance from cemeteries and crematoria. Obviously there are rigid regulations for this service and we are well equipped and have the professional ability to comply with these requirements.

We are well qualified and capable of performing any of the extraordinary tasks funeral directors are sometimes called upon to do.

***Morleys Funeral Home...
where experience counts.***

CONSIDER THESE OPTIONS TO PERSONALISE THE OCCASION

At Morleys Funeral Home, our team believes that each family we serve deserves to be aware of the many options that are available to individualise and personalise a loved one's funeral. At the farewell there is opportunity to celebrate your loved one's life in special ways and we offer the following options for consideration:

Ceremonial releasing of doves

Doves always seem to be symbolic of peace, and the release of several white ceremonial doves at the conclusion of a service can be a time of great significance. The release of birds flying skywards is symbolic of the spirit of a person being set free.

Ceremonial butterfly releases

Butterflies start their lives as a caterpillar, create a cocoon and then emerge in their beautiful colourful state. This has often been said to be reminiscent of a person dying and entering a new life. The release of these beautiful creatures can be symbolic of the loved one entering a new life and be a particularly poignant moment in the funeral ceremony.

Balloon releases

Funerals don't need to be mournful and with this in mind, colourful balloons seem to reflect a spirit of happiness, sometimes reflecting the life of the person, particularly for young people or for people who displayed an outgoing, cheerful nature. The balloons also signify the release of that happy or free spirit as they lift skywards carried at will in the natural airflows. Sometimes messages are written on the balloons.

Items of significance

We also believe that families should consider the display of relevant items that portray the life of a loved one in the things they enjoyed most during their lifetime. Some examples may be the display of art and craftwork (for instance embroidery, quilting, mosaics), club uniforms, photographs, sporting equipment (lawn bowls, fishing rods and lines, golf clubs), leisure activity items like a favourite hat, hand tools, awards and the like.

All types of memorabilia can be appropriately displayed on or around the coffin and their presence at the funeral reflects greatly the interests and achievements of the deceased.



Memoriam books

Memoriam books are not mandatory, but we recommend their use as they provide a record of attendees at the service. This does give you opportunity if you wish, to later acknowledge those who took the time to pay their respects at the funeral. Morleys Funeral Home provides a "When We Remember" memoriam book free of charge to our clients for use at the funeral service. This book written by Melissa Abraham is an excellent tool as not only does it provide the usual benefits of a memoriam book, it is also a wonderful resource, containing many chapters devoted to funeral protocol and a post-funeral checklist. It can also be beneficial as a reflective read at anytime. We do have other styles of memoriam books available and you may elect to choose one of these from our range.



Keepsakes

We realise that it is important for some families to have a keepsake to remember their loved one. We are able to help in this regard by assisting to provide locks of hair, and in the case of infant death, hand and footprints and hand and foot casts by professional providers. At Morleys Funeral Home we are very mindful of the security of valuables and there are times when (by family choice), jewellery and other valuables are to remain with the loved one. In other cases the jewellery and other significant items are to be returned to the authorised person. In all situations we recognise the importance of the security of these items and the sentimentality associated with their care.



We also offer memorial jewellery for ashes and there are many options available. Whilst we have a small range on display there are many others available for selection from our catalogues. A catalogue of keepsakes can be viewed at www.morleys.net.au

Special vehicles at the funeral

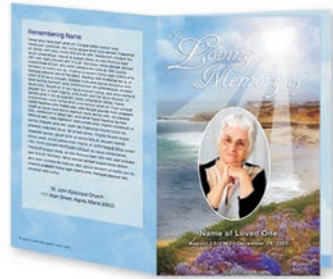
Just as we have a 1925 Vintage Buick Hearse available for use at funerals, it may be important for family to have other special vehicles of interest in use or on display outside the chapel or church, even participating in the Funeral Cortège.



OPTIONS TO CONSIDER

Order of service sheets

It can be of benefit to have service booklets printed for the funeral service. We can assist you with the design and layout of these and we liaise with the church, clergy or celebrant, focussing on items that make up the order of events. Other pages may be devoted to poems, words of reflection and a copy of the eulogy. Also included are normally the venue details, time and day of the funeral, "thank-you's" to appropriate people and an invitation to attend post service refreshments (a wake). It is always wise to order a few more than the number of relatives and friends you expect to attend, as some can be posted later to those who could not attend.



The service sheets may include photographs, biographies, verses etc. The content is only limited by your imagination. We have the expertise and resources to produce these for you in our multi-media department.

We request all information and photos to be supplied to Morleys two working days before the service.

Audio visual presentations

Just as we can supply equipment for you to display photographs and other significant items on a memorabilia board or table, in the age of technology we can also offer the use of audio visual productions in our chapel. All you need to do is supply us with an array of photographs depicting your loved one's life and memorable occasions and we will scan them and produce a DVD that can be screened at the appropriate time during the service. We do suggest that if the screening is to be done during a time of reflection during the ceremony, that you choose appropriate background music.

We do strongly recommend that we produce the audio visuals as we can experience compatibility problems in the use of productions done elsewhere.

We take no responsibility for the success or otherwise of screening outsourced productions. Furthermore, whilst these presentations can also be carried out in other venues, and we will provide as much assistance as possible to achieve this, we cannot take responsibility for the set up and implementation of equipment and screening in other venues.

Web stream

Sometimes distance precludes relatives and friends from attending the funeral service. We are pleased to provide facilities to web stream the funeral service live to other parts of the world via the internet. This needs advance warning so that we can set up the necessary connections via computer and the internet.





The Lakes Chapel Function Room

Recordings

We have equipment in place in our chapel to audio record funeral services. If you require video recordings of the ceremony, we can provide an untitled, unedited version using our own equipment. If however, you require a more professional production, we engage the services of an experienced videographer who can produce an edited version with suitable titles and background music.

Music

Music and song play an important role in funerals, and whether the music genre be hymns, pop, classical or country, it can enhance the value of the service. We have a large music library from which you may choose appropriate music. It may be that you would like to have a vocalist, a musician or even a band to provide live music and we will assist you to have this included in the ceremony.

Refreshments

We understand that on the occasion of a funeral there is a special time to be had after the service (sometimes called a “wake”) and the set up and implementation of this can be a burden to some families. With this in mind, at Morleys Funeral Home we can supply after service refreshments, taking away the worry of you having to prepare, serve and clean up, thereby allowing your time to be better spent having quality time with family and friends. We offer a range of catering levels:

Basic

Includes tea, coffee, fruit juice, biscuits, small cakes, fresh hot scones and savouries.

Standard

Includes tea, coffee, fruit juice, biscuits, small cakes, fresh hot scones, savouries and sandwiches.

Premium

Includes tea, coffee, fruit juice, biscuits, small cakes, fresh hot scones, savouries, sandwiches and hot finger food.

When ordering the catering option we ask families to give us an estimate of numbers attending so that we can have adequate refreshments on hand to cater for all attendees. There is a minimum charge for all levels of catering.

Representative tributes

It may be that your loved one held membership in a particular group or perhaps may have been a returned service person. We can assist in the inclusion of tributes such as the Services Tribute to Veterans by the RSL or other associated Veteran’s groups, Lodge services and other worthy tributes. It may be that members of some clubs, groups or associations may wish to honour your loved one by offering to be pallbearers or forming a guard of honour at the service.

This list of options is by no means exhaustive. The options are only limited by the client’s imagination. We encourage you to consider including items in the ceremony that have special significance, and while sometimes they initially may seem to be untraditional or a little different, we will give you our opinion, advise you and endeavour to assist you in your creativity. Remember the funeral is as much for you as it is a tribute to your loved one. We are simply the facilitators, and we only have one opportunity to provide a service that will be the fitting farewell that you need.

BY PLANNING NOW, YOU CAN AVOID FUTURE HEARTACHE FOR YOUR FAMILY

Perhaps you are reading this book while considering your own funeral ahead of time. At Morleys Funeral Home we are very experienced in assisting people to record their plans and preferences. We can help you with practical information, suggestions, options and other relevant ideas and services.

Planning the details now

One of the most thoughtful things one can do is pre-plan their funeral ahead of time. This provides special benefits to pensioners and retirees. Serious consideration should be given to this concept. The procedure can be as simple or detailed as you desire. Unless you record your wishes, in the event of your death your family may have no idea as to what type of funeral you wanted. We have made things easy for you with the provision of the funeral wishes section on page 34 of this publication. We will help ensure that, as closely as possible, your wishes are carried out when the time comes. We will then professionally attend to all necessary pre-planned arrangements, with the least possible burden to grieving loved ones.

Cover the cost now

For peace of mind, many people not only record their wishes but also take the next step and pre-pay for their funeral. In Queensland it is a requirement that your funds are placed in a Funeral Bond, ensuring that your investment is protected. We can assist you with the implementation of a Funeral Bond, the proceeds of which will go towards the cost of your funeral when required. No age limit applies.

Our other option is a Fixed Price Pre-Paid Funeral Plan with Foresters Friendly Society, whereby we consult with you to establish all of the details for your future funeral, detail all of the costs at today's prices, you contribute the funds to us and we will then conduct the funeral when required at no further cost to you or your family (provided no changes are made to the details). Understandably this thoughtful consideration takes a great load off the grieving family at the time of passing. Loved ones are given the opportunity to mourn their loss without having the additional stress of not knowing what the deceased's funeral wishes were and also not having the worry of providing funds to pay for the funeral. Fixed Price Funerals do incur a setup fee.



Funeral insurance

We offer a very sound Funeral Insurance package and we recommend that anyone considering funeral insurance should talk with us first.

One needs to be aware of some of the pitfalls associated with some insurance schemes being promoted, as they don't always prove to be in the client's best interest. The Sure Plan Family Fund insurance that we offer is highly recommended for those persons between the ages of 1 and 55.



In summary

We have planning options for you, no matter your age or circumstances. After completion of pre-planning, most of our clients tell us of their peace of mind and that they should have pre-planned long ago. May we respectfully suggest that there is no point in delaying this important decision, phone us at your convenience and we will be pleased to discuss many of our options with you, free of obligation.

To anyone thinking about this worthwhile consideration, we offer a free copy of Melissa Abraham's wonderful planning resource book - *"Inspiration and integrity for a meaningful funeral."* This book covers many relevant topics and is so practical in helping you consider some aspects of funeral planning; it even includes a CD of suggested music for funerals. Please take advantage of this most beneficial resource.

FREE COMMUNITY SEMINARS PROVIDING VALUABLE ASSISTANCE

Morleys Funerals has a strong commitment to involvement in community awareness regarding death, dying, funerals, loss and grief.

Morleys Community Seminars are held throughout the year and provide a range of topics to assist those grieving and carers alike. Check our website for the details of upcoming seminars.

We are also pleased to offer the services of a professional loss and grief educator who has been involved in this work for many years and is available to help in after service care, organising group assistance and loss and grief seminars.



SOME HELPFUL INFORMATION IF YOU ARE ASKED TO GIVE THE EULOGY

On occasions you may be asked to give the eulogy for a family member or friend at the funeral service. Public speaking can be very daunting to some people, to others it comes naturally. Whatever the case, it is an honour to be asked to give the eulogy and you may find it very satisfying to be able to do this for a special friend or relative.

A eulogy is essentially an overview of a person's life, a chronological sketch of a person's achievements, from birth to their passing, their schooling, things enjoyed, leisure activities, work, goals, sport, family, hobbies, the special things in one's life. It is permissible to introduce a little humour. Amusing anecdotes are almost essential in some ways, just to lighten the heaviness that can sometimes be evident at funeral ceremonies.

It is important that the eulogy be factual and accurate and doesn't build up the person to be superhuman. It is important to have the family names and relationships correct. Most professional celebrants, if asked to present the eulogy, after preparation, ask the family to proof it for accuracy. This does take away any embarrassment associated with misinformation so don't be afraid to ask the family to check your eulogy for accuracy.

The eulogy should not be overly long, some eulogies are concise and take about 5 minutes, and others may be more in depth and take a little longer. Remember that funerals have to meet with timing schedules, particularly for cemeteries and crematoriums, so it is wise to be mindful of this.



On occasions there may be more than one person designated to give a eulogy or tribute, so if this is the case it may be prudent for those persons to discuss which aspects each would cover to avoid repetitious elements of the deliveries.

If we can be of any assistance to you in the preparation of a eulogy please do not hesitate to contact us. We have many years of experience that you can draw from and we also have resources in our Bereavement Resource centre for public use.

ASSIST YOUR FAMILY BY RECORDING IMPORTANT INFORMATION

In a time of need due to the loss of a loved one, a bereaved family will often have little knowledge of information regarding a loved one's funeral preferences and death registration data. It is wise to record this important information in advance to save your family some anguish at a time when they may not be thinking clearly.

The following pages contain space to record necessary information to meet some statutory requirements, fulfil your funeral wishes and alleviate the burden placed on the survivors of the deceased.

Although not a legal document, this section provides opportunity for you to record useful information that will minimise stress on your family. Upon completion of this record we urge you to check if your will is in order and up to date and if you haven't yet completed a will, you should give serious consideration to doing so.

Please read this section and carefully consider your input and explain your wishes clearly. Help your family now, by giving them guidance in their time of need at your passing.

The thorough completion of this section though recommended, is optional. Feel free to fill in as little or as much as you desire. Even just stating whether your preference is for burial or cremation will be of great assistance to your loved ones. One should also be aware that under the current Queensland Cremations Act legislation, if a person has not advised in writing of their wish to be cremated, their spouse or children over the age of 18 years can successfully object to such cremation taking place.

We will be pleased to assist you with completion of the following pages if you desire. We recommend you leave a copy with your next of kin and we are also able to store your information on file at our funeral home.



MY PERSONAL INFORMATION

Your Details

Surname _____ Date _____

First Name _____ Middle Name/s _____

Address _____

Phone Home _____ Work _____ Mobile _____

Email _____

Date of Birth _____ Place of Birth _____

Religion _____ Local Church _____

Occupation _____ Retired Yes ☐ No ☐

Pension _____ Pension Number _____

Aboriginal Origin ☐ Torres Strait Islander Origin ☐

Nationality

Naturalisation _____ Date _____

If Born Overseas, Resident of Australia Since _____

Marital Status

Married ☐ Never Married ☐ Registered Relationship ☐ Divorced ☐ Widowed ☐ Defacto ☐

1st Marriage

Spouse's Surname/Maiden Name _____ DOB _____ DOD _____

First Name _____ Middle Name/s _____

Place of Marriage _____ Date _____ Age when Married _____

2nd Marriage

Spouse's Surname/Maiden Name _____ DOB _____ DOD _____

First Name _____ Middle Name/s _____

Place of Marriage _____ Date _____ Age when Married _____

3rd Marriage

Spouse's Surname/Maiden Name _____ DOB _____ DOD _____

First Name _____ Middle Name/s _____

Place of Marriage _____ Date _____ Age when Married _____

Parents

Father's Surname _____ Occupation _____

First Name _____ Middle Name/s _____

Mother's Maiden Name _____ Occupation _____

First Name _____ Middle Name/s _____

Children by Birth or Legal Adoption

'M'-Male, 'F'-Female, 'D'-Deceased, 'SB'-Still Born

First Name _____ Middle Name/s _____ DOB _____ M ☐ F ☐ D ☐ SB ☐

First Name _____ Middle Name/s _____ DOB _____ M ☐ F ☐ D ☐ SB ☐

First Name _____ Middle Name/s _____ DOB _____ M ☐ F ☐ D ☐ SB ☐

First Name _____ Middle Name/s _____ DOB _____ M ☐ F ☐ D ☐ SB ☐

First Name _____ Middle Name/s _____ DOB _____ M ☐ F ☐ D ☐ SB ☐

First Name _____ Middle Name/s _____ DOB _____ M ☐ F ☐ D ☐ SB ☐

First Name _____ Middle Name/s _____ DOB _____ M ☐ F ☐ D ☐ SB ☐

Next of Kin

Surname _____ Relationship _____

First Name _____ Middle Name/s _____

Address _____

Phone Home _____ Work _____ Mobile _____

Email _____

Legal Representative

Surname _____ Company _____

First Name _____ Middle Name/s _____

Address _____

Phone Work _____ Mobile _____

Email _____

Location of Will _____ Updated in year? _____

Doctor

Surname _____ First Name _____

Surgery _____

Address _____

Phone Surgery _____ Mobile _____

Email _____

MY PERSONAL INFORMATION

In the Event of Death Notify

Name _____ Relationship _____

Phone Home _____ Work _____ Mobile _____

Email _____

Name _____ Relationship _____

Phone Home _____ Work _____ Mobile _____

Email _____

Memberships

Organisation _____

Organisation _____

Organisation _____

Organisation _____

Bank Accounts (Completion of this Section is Optional)

Bank _____ Branch _____

Account Name _____ Account No. _____

Bank _____ Branch _____

Account Name _____ Account No. _____

Bank _____ Branch _____

Account Name _____ Account No. _____

Other Investments

Superannuation

Fund Name _____ Account No. _____

Address _____

Phone _____

Life Insurance

Name of Company _____ Policy No. _____

Address _____

Phone _____

Name of Company _____ Policy No. _____

Address _____

Phone _____

Name of Company _____ Policy No. _____

Address _____

Phone _____

Tax File Number

Private Health Cover

Fund Provider _____ Member No. _____

Address _____

Phone _____

Medicare Number

Location of Important Papers

Birth Certificate _____ Current Will _____

Marriage Certificate/s _____ Cemetery or Cremation Deeds _____

Divorce Papers _____ Property Titles _____

Cheque Book/Credit Cards _____ Service Record/Discharge Certificate _____

Insurance Papers _____ Pension Card _____

Private Health Card _____ Loan Details/Hire Purchase Documentation _____

Superannuation Papers _____ Other Documents _____

Funeral Fund or Investments _____

Funeral Insurance _____

MY FUNERAL WISHES AND RELEVANT INFORMATION

Funeral Service Venue _____ Address _____

Cemetery _____ Grave Reservation or New _____

Crematorium _____ Ashes Memorial _____

Cortège Yes ☐ No ☐ Clergy/Celebrant _____

Eulogy By _____ Funeral/Death Notices _____

Newspaper _____ Newspaper _____

Music Selection 1 _____ Music Selection 2 _____

Music Selection 3 _____ Music Selection 4 _____

Bible Reading 1 _____ 2 _____

Other Readings/Poems _____ Preferred Coffin/Casket _____

Clothing _____ Valuables 1 _____

Valuables 2 _____ Valuables 3 _____

Flowers for Casket _____ Type/Colours _____

Flowers or No Flowers by Request _____ Donations Preferred to _____

Type of Ceremony _____ Involvement by _____

Veteran's Tribute _____ Service No. _____

Clubs/Organisations _____

National Flag Yes ☐ No ☐ Pall Yes ☐ No ☐

Pallbearers 1 _____ 2 _____ 3 _____

4 _____ 5 _____ 6 _____

Cremation Risks Cardiac Pacemaker or Defibrillator Yes ☐ No ☐ Other Implants Yes ☐ No ☐

Requiem Mass _____

Service Booklets _____ Slideshow of Photos _____

Other Requests _____

Full Name _____ Date _____

Signature _____

Witness Name _____ Date _____

Signature _____

THE DEATH OF A FAMILY MEMBER
PRESENTS A LOT OF THINGS TO DO

This list has been prepared as a reference to assist you to notify relevant departments and organisations that may need to be advised of the death of your loved one. We cannot guarantee that this list covers all entities but it is a guide to making things a little easier.

- ☐ Accountant
- ☐ Ambulance
- ☐ Australian Taxation Office
- ☐ Bank / Credit Union
- ☐ Broker / Investment Agency
- ☐ Chemist
- ☐ Church / Minister
- ☐ Centrelink
- ☐ Clubs and Organisations
- ☐ Community Health
- ☐ Dentist
- ☐ Doctor
- ☐ Drivers Licence / Department of Transport
- ☐ Electoral Office
- ☐ Electricity / Gas Supplier
- ☐ Employers
- ☐ Executor of Will
- ☐ Finance Companies
- ☐ Healthcare Professionals
- ☐ Hire Purchase Companies
- ☐ Home Care / Nursing Service

- ☐ Hospital / Nursing Home
- ☐ Landlord
- ☐ Libraries / Volunteer Organisations
- ☐ Life Insurance Companies
- ☐ Local Authorities (City Council)
- ☐ Meals on Wheels
- ☐ Medicare
- ☐ Milk Vendor
- ☐ Newspaper Vendor
- ☐ Optometrist
- ☐ Passport / Visa
- ☐ Physiotherapist
- ☐ Post Office
- ☐ Private Health Cover Provider
- ☐ Public Services
- ☐ Solicitor / Trustee Company
- ☐ Superannuation Funds
- ☐ Telephone / Mobile Phone / Internet
- ☐ Union
- ☐ Vehicle Registration
- ☐ Veterans' Affairs
- ☐ Work Cover
- ☐ _____

Important Notes

Generations of care

MORLEYS
FUNERAL HOME

2 Martinez Avenue, The Lakes Townsville 4810 PO Box 5460 Townsville QLD 4810

Telephone 07 4779 4744 **Fax** 07 4779 5480 **After Hours** 07 4779 2794

Email funerals@morleys.net.au

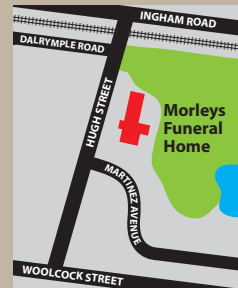
www.morleys.net.au

For current Funeral Notices, a Virtual Tour of the Funeral Home and more helpful information please visit www.morleys.net.au

The Morley Family have been serving Townsville since 1961

Find us on 

Townsville's Accredited Member of:



Whilst every care has been taken in the preparation of this book it is intended to be a guide only. Morleys Funerals reserves the right to make changes and alterations to the information contained herein. Morleys Funerals accept no responsibility for any liability incurred in the use of this book. Copyright Morleys Funerals Pty. Ltd. 2017. No part of this book may be reproduced without the written permission from Morleys Funerals. We wish to acknowledge Melissa Abraham, author of the "When We Remember" series of books, for allowing us to use a small amount of her material in the compilation of this publication.