



AUSTRALIAN  
**FEDERATION**  
FUNERAL DIRECTORS

*A Locally Owned Alternative*

**PERSONAL PROFILE RECORD**



*Memories last forever...*

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## INTRODUCTION

Coming to the point in life of having to arrange a funeral service can be a very daunting task. Oftentimes the task of making important decisions for a special farewell service that will reflect a person who has been important in life leaves a burden of responsibility. That's why it is so important to have a caring, creative and professional team of people who can listen and respond to celebrating the life, culture and interests of those we have loved.

At Australian Federation Funeral Directors, we recognise that the process of funeral arrangements is something that is tailored to the needs of a family. We are committed to guiding you through this difficult time, giving you the time and effort to make your time of farewell meaningful and personal.

This booklet is provided with the purpose of providing you with information as an overview of the services we offer to you and your family. In order to provide you with the best advice possible, we would recommend that you meet and discuss your personal needs with one of our professionally trained staff at no obligation or cost to you. We are also very pleased to speak to you over the telephone on 1800 705 200 if that suits you better.

Pleased be assured of our professional attention and discretion at all times.

A handwritten signature in gold ink that reads "Matthew Hutchinson". The signature is fluid and cursive.

Matthew Hutchinson  
Managing Director



## WHEN A DEATH OCCURS

When a death occurs many people don't know who to contact. This will depend on where the person has died and the cause of death.

That's why it's so important to have a caring professional team of people you can call upon when that time arrives. We are here for you and would consider it a privilege to offer you a no obligation service 24 hours of everyday for you to call and seek the assistance and guidance you need at this difficult time.

Please call this number any time for further assistance on: 1800 705 200.

*We are available 24 hours of every day to assist you.*

# THE ROLE OF THE FUNERAL DIRECTOR

A Funeral Director is no different to any other professional person whom you may need to call on for a specialised service. The Funeral Director performs a unique role in the community providing a service to families when a loved one dies. We are committed to offering you personal, specialist care in your time of need.

## *Services provided*

- Guidance, care and attention from a team of professionally trained staff *24 hours of every day*.
- Arranging for the deceased person to be taken into care whether that be from a private home, a nursing home, hospital or from the coroner *24 hours of every day*.
- Arranging legal documentation necessary for the funeral process to occur.
- Registration of death with the Registrar of Births, Deaths and Marriages.
- Personal consultation with the family about funeral arrangements and details for the service.
- Arranging all choices that a family have made, namely the arrangement of a church, a chapel, crematorium, cemetery, minister or celebrant.
- Provision of coffin or casket, flowers, newspaper notices, liaison with clubs and other organisations.
- Provision of mortuary care by experienced and qualified staff (Preparing the deceased person for viewing).
- The preparation and the transfer of the deceased person locally, interstate or overseas as necessary, together with all legal requirements.
- Personal attendance of professional staff for the funeral ceremony as necessary.
- Assistance in arranging of music or special requests that are required for the funeral ceremony.

# FUNERAL EXPENSES

Expenses for a funeral service vary according to the choices made. It is important that we have the opportunity of meeting personally with you so that we can ascertain your needs and provide you with an estimate of the costs. It is important to us that we can meet your needs within your budget and that you are fully informed before making a commitment to the services you require.

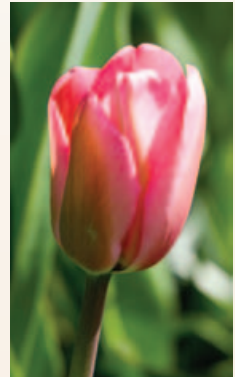
## *The costs incurred will include the following*

**1. Funeral Director's charges** - Our professional service fee includes the tasks and services involved in arranging and conducting a funeral service, including transfer of the deceased into care (after hours fees if necessary), special preparation of the deceased person, provision of hearse and staff on day of funeral service.

**2. A Coffin or Casket as selected** - We have a range of coffins and caskets for you to choose from that cater to budget and personal choice. The cost of a coffin / casket depends entirely on the construction type, quality, finish and style that is chosen.

**3. Expenses paid on your behalf for the funeral service including**

- Registered Death Certificate
- Cemetery or Crematorium fees
- Clergy or Celebrant fees
- Floral tributes
- Venue hire fees
- Death and funeral notices
- Catering
- Medical Certificate required for the Crematorium



**4. Additional Service offerings** - Upon request we offer a range of additional options and services to help celebrate a life, including a range of Contemporary Memorial Books, Orders of Service, Keepsake Memorial Bookmarks, Thank You Cards, Memories DVD Presentation, Memorial Candles, Memorial Urns and Mourning Cars.

Prior to the service taking place we will confirm the actual costs of the choices you make. The final account will normally be sent to you and we will offer a discount for accounts settled prior to the service taking place. Accounts can also be provided prior to the service for presentation to the bank of the deceased person for direct payment from their bank account.

**5. Goods and Services Tax** - All costs are inclusive of Goods and Services Tax (GST) where applicable.

# BENEFITS

There may be available benefits or allowances paid by the government. We will assist you with information as to which government departments to approach.

# YOUR PERSONAL PROFILE RECORD

One of the first important steps you can make to prepare for your own death and to alleviate your family of added stress at the time, is to take some time to complete the following personal profile record. When this vital information is required, it will help those making the necessary arrangements fulfil your wishes after you have gone.

Once complete, keep this information in a safe place known to at least two members of your family and friends. As added safe keeping of the information, if you prefer we will make a copy of the information and keep it on file for you and your family or those making arrangements. Once again we suggest you tell your family if we are holding the information on your behalf.

The following section is information that is required to register a person's death with the Registrar of Births Deaths and Marriages.

Given Names:.....

Surname:.....

Sex:  Male  Female

Residential Address:.....

Date and Place of Birth: .....

Date residency in Australia commenced: (if born overseas).....

Occupation: (if you have retired, then prior to retirement).....

Are you of Aboriginal or Torres Strait Islander origin?

No  Yes, Aboriginal Origin  Yes, Torres Strait Islander Origin  Yes, Both



Marital Status:

Never married    Married    Divorced    Widowed    De Facto    Unknown

Full Name of Spouse: .....

Maiden Name of Spouse: .....

Date and Place of Marriage: .....

*If a person has been married more than once, then information is required for each spouse.*

Full Name of Spouse: .....

Maiden Name of Spouse: .....

Date and Place of Marriage: .....

Father's Full Name: .....

Father's Occupation:.....

Mother's First Names: .....

Mother's Maiden Name:.....

Mother's Occupation:.....

**Children's Details**

List names in order of their birth (from oldest to youngest). If the child is deceased enter 'D' in the age column. If not born alive enter 'SB' in the age column. If more than seven children attach a separate sheet with their details. Include legally adopted children. If no children write 'None'.

<b>First names of Children</b>	<b>Date of Birth</b>	<b>Age</b>	<b>Sex</b>
.....			
.....			
.....			
.....			
.....			
.....			
.....			





# OTHER INFORMATION

## Location of Important Documents

Birth / Marriage Certificates: .....

My Will is lodged with: .....

Service Records: .....

Title Deeds: .....

My Insurance Policies: .....

I have a Safety Deposit Box at: .....

Pension Number and Details: .....

Other Important Documents: .....

## Contact Details For

My Next of Kin is: .....

My Employer is: .....

My Accountant is: .....

My Landlord is: .....

Home Care / Nursing Service: .....

My Insurance (Home / Contents / Vehicle / etc) is with: .....

.....

My Doctor is: .....

My Dentist is: .....

My Health Fund is with: .....

Telephone Company: .....

Other Important Information: .....

# FUNERAL SERVICE PREFERENCES

It is my wish that my funeral be handled by Australian Federation Funeral Directors.

My preferred religion is: .....

It is my wish to be  Buried  Cremated, following a Funeral Service held at:

(designate location) .....

Preferred Cemetery / Crematorium: .....

Is there existing grave or cremation deeds? If so name of Cemetery or Crematorium: .....

.....

Grave or cremation deed number: .....

Name of deed holder and contact details: .....

Celebrant / Clergy: .....

Eulogy By: .....

Pallbearers: .....

Floral Preference: (Type / Colour) .....

Music / Hymn Selections : .....

Clothing Requirements/Personal Effects: .....

National Flag: YES / NO (Specify) .....

Last Post: YES / NO .....

Member of: Lodge / Organisation / Club / etc (specify) .....

.....

Other Special Requests: .....

.....

Memorialisation: (ie. Placement of Ashes, Plaques, Monuments) .....

.....

## PRE-PLANNING - MAKES SENSE

With many things to think about and arrange at the time a funeral is required, you will realise the wisdom of putting arrangements in place before they are required. Making these plans ahead of time means that family are relieved of the pressure and stress of having to think about so many things possibly without being prepared to do so. As a will is a very important thing to complete so that your estate is disbursed according to your wishes, so it is with pre-planning your own funeral service so that your family knows your wishes.

This can be completed by:



1. Recording the information yourself in your personal profile booklet and leaving other decisions to those close to you, or
2. Taking the time to entrust us to record your information and your wishes which we will keep securely on file to relieve those closest to you of the burden, and
3. Pre-paying your funeral expenses to alleviate financial pressure at the time when the funeral is required.

Take the time to seriously consider these options for the sake of your family and alleviating stress from them when they have to cope with grieving and its associated feelings and struggles. Pre-planning will free them to think through some of the personal choices to make the service a meaningful time for the whole family.

**To receive further information, or if you would like to proceed with a Pre-arranged Funeral Plan or Pre-paid Funeral Bond with Australian Federation Funeral Directors please telephone us on 1800 705 200 or email your enquiry to [admin@affuneraldirectors.com.au](mailto:admin@affuneraldirectors.com.au)**

## WHO TO NOTIFY

There are a number of people and organisations that may need to be contacted when someone passes away. As a helpful guide, this checklist may assist you in finalising the deceased persons affairs as this will ensure you can get the help and advice you need.

- Accident Insurance
- Accountant
- Age Pension Enquiries
- Ambulance Service
- Australian Taxation Office
- Banks
- Building Societies
- Centrelink General Inquiries
- Chemist
- Church or Religious Organisation
- Clubs, Organisations and Associations
- Companies (eg. Directorships)
- Credit Card Providers
- Credit Unions
- Dentist
- Department Veteran Affairs
- Doctor, Specialist or Hospital
- Electricity
- Electoral Office
- Employer/former Employer
- Executor of Will
- Financial Institutions or Loan Companies
- Friendly Society
- Gardening Services
- Gas
- Home Appliance Rental
- Home and Contents Insurance
- Home Delivery Service  
(eg. Newspapers, Milk, Subscriptions)
- Home Nursing Help
- Household Help
- Landlord
- Life Insurance
- Local Council
- Meals on Wheels
- Medicare
- Optometrist
- Post Office
- Private Health Benefit Fund
- School or College
- Service Organisations (eg. Library)
- Social Worker
- Solicitor or Public Trustee
- Superannuation Company
- Telephone Company
- Vehicle Insurance
- Vehicle Registration
- Veterinary Surgeon
- Trade Unions or Professional Associations







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*Telephone 1800 705 200 • Facsimile 1300 091 330*

*[www.affuneraldirectors.com.au](http://www.affuneraldirectors.com.au)*