

LONGREACH REGIONAL COUNCIL

# FUNERAL SERVICES

*A guide to thoughtful Funeral planning  
within the Longreach Region*



**CONTACT US**

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# We're here to help

Longreach Regional Council provide a professional Funeral Service for those in need at the most heartbreaking and difficult time with the loss of a love one.

Council is happy to assist you with the planning of each detail of your funeral, creating a dignified and memorable tribute worthy of the one you have lost.

Amongst the grief and emotion of lost it is important to attend to the personal affairs of your loved one by asking the following questions;

- What should I do now?
- Who should I contact?
- What are my legal responsibilities?
- What immediately needs to be done?
- Burial or Cremation?
- How much time do I have?

To assist you, we have produced this planning guide which will inform you of your obligations, answer most questions and aid you in arranging a Funeral. Naturally you will have further question of your own and will need assistance so call us on **(07) 4658 4111**.



*This guide has been produced to ease you through the process of planning a funeral.*

*It is our firm belief that together, we can create a meaningful tribute and long lasting memorial to your loved one.*

## Pre-Planning

When you are grieving the loss of a love one, the responsibility of organising the Funeral can be overwhelming.

Longreach Regional Council Funeral Directors have been helping people for many years through this devastating time of need, and are here to help you every step of the way.

There is a planning document located at the end of this guide that will help you to pre-arrange your own, or another's funeral.

Take time to answer the relevant questions as this will greatly benefit your family by knowing exactly what your wishes are, and will assist Longreach Regional Council Funeral Directors in making the correct arrangements.



# When a Death Occurs

There are several significant matters to consider.

## ***A Death from Natural Causes***

If a person dies of natural causes at home the first phone call should be to your doctor as they will issue the Cause of Death Certificate. After this is done and when the family agree it's the right time, call us on 4658 4111 and we'll arrange for the deceased to be transferred.

If at a nursing home, the home will call us on your behalf to arrange the transfer of your loved one. You need only contact us for an appointment to commence funeral arrangements.

When someone dies in hospital the family should inform Longreach Regional Council Funeral Directors of the death as soon as possible.

## ***A Death from Non Natural Causes***

Accidental deaths or deaths by other causes must be reported to the Police, who will inform the Coroner. A person who suffers non natural death will be taken from the place of death to the mortuary. After the Coroner's examination the deceased is released into the care of the Funeral Director, and then Funeral Arrangements can be made.

## ***Something to keep in mind***

One of your first calls should be to Longreach Regional Council Funeral Directors as our experience will take much of the burden from you at a time when grief and other emotions preclude you from focusing on necessary arrangements and other important responsibilities.

# Power of Attorney

As people age they may appoint an Enduring Power of Attorney to assist in looking after their affairs, and while they are still living this nominated person has the legal power to act on their behalf.

However the Enduring Power of Attorney ceases after the death occurs and although this person can be involved in the funeral arrangements it is now the person appointed Executor of the Estate who has the final say.

# Allow yourself time

Over the years people have generally thought that the funeral must be held within a definite period of time after death. This is not the case; you may take your time and proceed at pace at which you feel comfortable.

Some families desire to put the funeral behind them as quickly as possible. To them it is seen as a painful experience and they simply want it to be over. We encourage you to carefully consider and plan, making sure that the arrangements made meet you and your families needs. When deciding on the day and time for the ceremony, allow ample time for:

- A viewing if required
- Preparing an order of service
- Writing the Eulogy
- Gathering old photographs
- Preparation of memory displays
- Relatives needing to travel
- Clergy availability

# Information required by law

In Queensland it's compulsory that a deceased person is registered with the Register of Births, Deaths and Marriages within 14 days of the occurrence of death. The information needed for this purpose is supplied by:

- The Doctor who completes the Cause of Death Certificate
- Family member or delegate who will provide Personal Details
- Longreach Regional Council Funeral Directors who convey Burial or Cremation Details. We will assist you to complete forms, requiring relevant information, and lodge it with the Registrar of Births, Deaths and Marriages on time and on your behalf.





# Burial and Cremation

How you answer this question will have a bearing on your options when it comes to choosing a location for the service. In most cases the wishes of the deceased are known to the family or close friends in either spoken form or in writing, for example in a will or pre arranged funeral plan.



## Burial

If there are written instructions from the deceased specifying burial then a cremation can not take place. It is to be noted, that at the Longreach Cemetery the old Monumental section is closed for new internments, however Council does honour grave sites that have been previously reserved.

## Viewing your Loved One

Viewing your loved one for the last time before the funeral service can be a time of intimate farewell and private cherished memories. In most cases, it also provides a healing benefit that can help you move ahead through the grieving and healing process. We are able to show your loved one in the most presentable way - although this is a personal choice, we genuinely urge you to consider this service. The viewing can be arranged with the Funeral Administration Officer who will be happy to help.

## The Funeral Venue

Funerals can be conducted at many places. It is important to consider the number of people who may attend. Longreach Regional Council Funeral Directors will help find the appropriate venue. If the person who has died was a member of a church or other place of worship then that church or even your own, may be fitting place for the funeral service. Family tradition or personal preference may include - Nursing Home Chapel, Private Home, By the Graveside, Parkland or the Deceased Favourite Place.

## Reservation of Burial Plots

It is possible to reserve a burial plot within the cemetery by contacting the Longreach Regional Council Administration Office on 46584111. You may wish to purchase additional plots for other family members to be buried alongside at a future time.

## Cremation

Cremation is a respectful dignified process that is an alternative for many of today's families. You may wish more detailed information about the cremation process, we can answer any questions you may have. We can arrange cremations at an outside source.

## Memorialisation of Ashes

There are many appropriate ways of dealing with your loved one's ashes after the funeral. Longreach Regional Council Funeral Directors will help with your decision, by providing a range of options that include a plaque of remembrance in a memorial garden or the interment of ashes at a location of special significance, with family or sometimes a minister or celebrant in attendance. This is a decision that does not need to be made at the time of the funeral arrangements.





# Funeral Services

When you meet with the Longreach Regional Council Funeral Administration Officer, discuss with them ideas you have for the funeral service.

By adding personal touches you can create a funeral that reflects the unique and special qualities of your loved one. Here are some suggestions:

- Place some of your loved one's favourite items on the coffin or nearby.
- Create a picture board with a montage of memorable photographs to be displayed
- Choose a hymn or piece of music that may be special to you or your loved one
- The floral tribute on top of the coffin may contain flowers that were favourites of the deceased or may have come from their own garden.
- Create order of service sheets containing special photos, poems, quotes etc. to be handed out at the funeral service.
- During the ceremony project and audio visual tribute (Reflections of a Life DVD) containing images of the person's life.
- Involve any relevant organisations such as the R.S.L, Lions/Rotary, Masonic Lodge etc. (They sometimes have their own short ceremony you can include in the service).
- Include poetry or scripture that may have special significance for you or the person who passed.

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People have different ideas about what form the service will take. There are a number of different kinds of services available being:

- A traditional service in a church, chapel or other venue, with either a private or public cortege to a place of burial or cremation and where the committal service will take place.
- Funeral service and committal service in a church or other venue with no funeral cortege. Our funeral director removes the coffin from the venue usually during the singing of the last song or hymn.
- Funeral service and the committal service together.
- Memorial or a thanksgiving service where there is no coffin present and the type of service you choose may be either public or private.

*It may ease your mind to know that there is no right or wrong way to have a funeral service. You choose the way that feels right for you while honouring your loved ones memory.*

## Who will officiate the Funeral

Any person of your choice can officiate at the funeral service whether they are a Minister of Religion, Civil Celebrant, A Friend or Member of the Family. You or your loved one may have been church congregation members and desire your own minister or priest to officiate at the funeral service.

The person you choose to lead the ceremony will endeavour to meet with you personally before the service to discuss the life of the person who has died. This will ensure your particular wants and needs are satisfied in the ceremony.

## The Eulogy

The eulogy is an important part of the service as it commemorates and celebrates the life of your loved one. Writing and delivering the eulogy is an exceptional task as the eulogy will commence 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 one who has known the deceased well. The eulogy time may be shared by family and friends, all contributing words of remembrance, tribute and even poetry or song.

## Writing the Funeral Notice

The funeral notice helps to inform friends, relatives and the community of the passing of a loved one and to convey to them the details of the funeral service to follow. You may like to place the funeral notice in the local newspaper only or you may also publish it in newspapers from towns or cities where the deceased once lived, worked or spent weekends or holidays.

When it comes to writing the funeral notice you can include any information you feel is appropriate. The Longreach Regional Council Funeral Administration Officer will write and place the funeral notice on your behalf. The funeral notice can only be accepted for print by the newspaper if lodged by the Funeral Director on your behalf.



# After the Funeral

## Refreshments

Once the formal part of the funeral service has ended you may like to gather with family and friends for refreshments. Funerals are often times of reunion so this is a time when you and your family can relax in a casual atmosphere and catch up with friends both old and new to share stories and reminisce about the life and memories of the loved one who has passed.

Some places to have refreshments include:

- Your own house.
- If the funeral is held at a church, refreshments may be able to be supplied in the church hall for small fee.
- Your favourite café or restaurant.

## Cemeteries in our region

The Longreach Region Includes the townships of:

- Longreach
- Ilfracombe
- Isisford
- Yaraka

Longreach Cemetery was established in 1893 and is located on Raven Road, Longreach.

Ilfracombe Cemetery was established approximately 1890 and is located along Cemetery Road, Ilfracombe.

Isisford Cemetery was gazetted in 1895 but inscriptions date from as early as 1881 and is located along St Helena Street for one kilometre to the Cemetery Lane from there it is 900 metres to the Cemetery Entrance.

Longreach Regional Council is committed to ensuring that the cemetery and grounds are maintained to the highest standards possible, and encourage private and individual work to sustain existing structures in the monumental sections.

All work must be approved before commencement. Contact the Council's Funeral Administration Officer for more information.

## Available Entitlements

### **Centrelink**

The Centrelink bereavement payment is to assist with settling financial affairs associated with expenses incurred by the deceased prior to death. This may include the extension of existing payments and / or a lump sum paid to a surviving partner, carer or parent of a young child to assist with the changed financial circumstances caused by the death of a person who is a pensioner, a long term allowee, a child or care recipient.

### **Department of Veterans' Affairs**

If the deceased was an ex-service person you will need to contact the Department of Veterans' Affairs and ask if they are eligible to claim a veterans' funeral benefit. If they are entitled, you will be sent an application form to complete and once returned, payment will be made into the deceased veterans' estate. Copies are also available from the Local RSL Sub Branch.

## The Funeral Account

As part of our service arranging the funeral, the Longreach Regional Council Funeral Administration Officer can organise on your behalf, payment for purchasing all goods and services associated with the funeral.

These services usually include cemetery plots, cremation fees, funeral notices and hearse hire. This way all expenses for the funeral including the funeral director's own charges can be delivered in one convenient fully itemised account.

Although a time of sadness and it's uncomfortable to talk about cost, open and honest discussion during the planning of the funeral is important as it balances emotional decisions with the necessary practicalities.

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*The following pages contain a pre-planning guide which, when completed will ensure that the funeral will be carried out as you wish.*

*This will greatly benefit our funeral director by knowing exactly what arrangements need to be made and will ease the burden from the family at this most difficult time.*





## Children of the Deceased *(Includes Legally Adopted Children)*

|           |          |   |
|-----------|----------|---|
| Full Name | Birthday | <input type="checkbox"/> Male <input type="checkbox"/> Female |
| Full Name | Birthday | <input type="checkbox"/> Male <input type="checkbox"/> Female |
| Full Name | Birthday | <input type="checkbox"/> Male <input type="checkbox"/> Female |
| Full Name | Birthday | <input type="checkbox"/> Male <input type="checkbox"/> Female |
| Full Name | Birthday | <input type="checkbox"/> Male <input type="checkbox"/> Female |
| Full Name | Birthday | <input type="checkbox"/> Male <input type="checkbox"/> Female |

## Father of Deceased

|            |         |                                |
|------------|---------|--------------------------------|
| First Name | Surname | Occupation during Working Life |
|------------|---------|--------------------------------|

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## Mother of Deceased

|            |         |                                |
|------------|---------|--------------------------------|
| First Name | Surname | Occupation during Working Life |
|------------|---------|--------------------------------|

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## Planning

|                               |  |  |                                     |                                       |
|-------------------------------|--|--|-------------------------------------|---------------------------------------|
| Place of Service              | <input type="checkbox"/> Church          | <input type="checkbox"/> Graveside       | <input type="checkbox"/> Other      |                                       |
| Cemetery                      | <input type="checkbox"/> Longreach       | <input type="checkbox"/> Isisford        | <input type="checkbox"/> Ilfracombe | <input type="checkbox"/> New grave    |
| Section                       | <input type="checkbox"/> Plaque          | <input type="checkbox"/> Headstone       | <input type="checkbox"/> Monumental |                                       |
| RSL Commemoration             | <input type="checkbox"/> Yes             | <input type="checkbox"/> No              | Service Number:                     |                                       |
| Arrangement                   | <input type="checkbox"/> Music CD        | <input type="checkbox"/> Requested Songs | <input type="checkbox"/> DVD        | <input type="checkbox"/> Pall Bearers |
|                               | <input type="checkbox"/> Memorial Book   | <input type="checkbox"/> Paper Notice    | <input type="checkbox"/> Flower     |                                       |
|                               | <input type="checkbox"/> Type of Flowers | <input type="checkbox"/> PA System       |                                     |                                       |
| Donations in lieu of Flowers? | <input type="checkbox"/> Yes             | <input type="checkbox"/> No              | To:                                 |                                       |





## Details of Deceased

**Full Name**

**Date of Birth**                       **Male**     **Female**

**Religion**

**Usual Residence**

**Retired at Date of Death**     **Yes**     **No**

**Occupation During Working Life**

**Place of Birth - Town/City**

**State**                                      **Country**

**If born Overseas in what year did the deceased arrive in Australia?**

**Was the deceased Aboriginal or Torres Strait Islander?**

**No**                       **Yes - Aboriginal**                       **Yes - Torres Strait Islander**

## Marriage Details *( If applicable)*

**Place of Marriage**

**Town/City**                                      **State/Country**

**Deceased age at Marriage**

**Name of Spouse (Maiden Name)**

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Please Complete and return to the Longreach Regional Council Funeral Director at  
assist@longreach.qld.gov.au or in person at Longreach Regional Council's  
Administration Office located 96a Eagle Street, Longreach.

# Fact Sheet - Cemetery Memorial Guide

## Who can order a plaque or memorial?

Anyone can order a plaque or memorial providing they have completed the Plaque/Memorial Request Form and have the written and signed permission from the Burial Right Holder.

## What extra features can I add to my plaque/memorial?

Photos - Many people choose to add a photograph of their loved one to the plaque/memorial. In order to do this we require an original photo or a very clear copy which we scan and return to you. Alternatively we will also accept a photo via email or USB stick providing the photo has been scanned as a .JPEG file.

## What happens after I have completed my plaque/memorial request form?

Once we have received your request we will organise a proof of your plaque to be made. This will be forwarded to you for checking. Once any changes to the proof have been made and you are happy with the final proof you will need to sign and date the proof and forward it to us for processing.

## When do I pay for my plaque or memorial?

Normally an invoice will be forwarded once the plaque has arrived and is installed at the cemetery.

Alternatively an invoice for your order can be processed at the time we receive your request whether it be in person, by mail, email or fax. If your order requires a quote, we will forward an invoice to you once you have accepted this quote.

## How should I pay for my plaque/memorial?

Payment can be made at any Customer Service Centre, by mail or by telephone.

## How long will it take for my plaque/memorial to be made?

Once we have received your signed, dated and approved proof, your plaque will take approximately 4 - 6 weeks to arrive.

## What happens once my plaque/memorial has arrived?

We will endeavour to place it as soon as is practical. However due to Council not having a high volume of plaques to install this task is normally undertaken once a month. We will advise you once your plaque has been placed.

## Can I install my own plaque/memorial?

All plaques and memorials should be placed by a qualified monumental mason with appropriate insurance or by Longreach Regional Council (LRC) cemetery staff.

## Can I place artificial flowers, vases, trinkets etc. on a memorial?

Lawn and Monumental Cemeteries - Fresh or limited artificial flowers are welcome tributes. These are to be placed **ON THE CONCRETE PLINTH OR BETWEEN THE TWO CONCRETE PLINTHS ONLY** and must not encroach on another memorial.

For safety reasons the following are **NOT ALLOWED**:

- glass vases or receptacles; or
- photo frames; or
- empty or full alcohol containers; or
- grave boarders (including rocks); or
- alcohol Beverages and/or containers (full or empty); or
- deteriorated fresh or artificial flowers; or
- structures erected on or near gravesite; or
- planting of any sort on or near gravesite.

ANY MEMORIALISATION FOUND NOT CONFORMING TO THESE GUIDELINES WILL BE REMOVED.

If you are unsure about placing an object on a memorial please contact us.





The following table lists the people and organisations you may need to contact if someone has died.



| Person or organisation to be contacted   | Notified of death Yes/No | Contact person, phone number and address, if needed | Details of person who died, for example, account number, Medicare number |
|--|--------------------------|---|--|
| Australian Electoral Commission  |                          | 132 326   |  |
| Australian Taxation Office   |                          | 132 861   |  |
| Banks and credit unions  |                          |   |  |
| Centrelink: we'll share your notification with Child Support and Medicare                                      |                          | 132 300   |  |
| Child Support: we'll share your notification with Centrelink and Medicare                                      |                          | 131 272   |  |
| Clubs such as the Returned and Services League   |                          |   |  |
| Credit card and hire purchase providers  |                          |   |  |
| Department of Veterans' Affairs  |                          | 133 254   |  |
| Education provider such as school, TAFE or university  |                          |   |  |
| Employers  |                          |   |  |
| Executor of the will   |                          |   |  |
| Family and friends   |                          |   |  |
| Foreign pension authority. If the authority's details are unknown, contact Centrelink's International Services |                          | 131 673   |  |
| Funeral bond provider  |                          |   |  |
| Funeral director   |                          |   |  |
| Funeral insurance company  |                          |   |  |

| Person or organisation to be contacted   | Notified of death<br>Yes/No | Contact person, phone number and address, if needed | Details of person who died, for example, account number, Medicare number |
|--|-----------------------------|---|--|
| Health benefits fund   |                             |   |  |
| Health professionals such as doctor, physiotherapist, dentist, podiatrist, optometrist |                             |   |  |
| Hearing centre   |                             |   |  |
| Hospital   |                             |   |  |
| Insurance companies  |                             |   |  |
| Landlord, tenants  |                             |   |  |
| Local council  |                             |   |  |
| Local post office  |                             |   |  |
| Medicare: we'll share your notification with Centrelink and Child Support              |                             | 132 011   |  |
| My Aged Care   |                             | 1800 200 422  |  |
| Prepaid funeral insurer  |                             |   |  |
| Professionals such as solicitor, accountant, financial advisor                         |                             |   |  |
| Public services such as library and state authorities                                  |                             |   |  |
| Public Trustee   |                             |   |  |
| Religious advisor  |                             |   |  |
| Social worker  |                             |   |  |
| Superannuation fund  |                             |   |  |
| Telecommunication providers such as phones, internet                                   |                             |   |  |



| Person or organisation to be contacted                 | Notified of death<br>Yes/No | Contact person, phone number and address, if needed | Details of person who died, for example, account number, Medicare number |
|--|-----------------------------|---|--|
| Utilities such as gas, electricity and phone companies |                             |   |  |
| Vehicle registration and licensing authorities         |                             |   |  |