



The little things are *everything*





Our promise to you

OUR MISSION

To provide quality funeral service and facilities with respect, care and understanding for the families we serve.

OUR VALUES

To provide customer service excellence, through continuous staff training and development.

To be professional and ethical at all times.

To care for the deceased with compassion and respect.

To provide a safe and caring workplace, where people can achieve with pride.

OUR GOAL

To be the Leader in Funeral Service.



Joe O'Dea – Executive Chairman

Welcome

At some time in life, everyone will experience the loss of someone close. The grief, confusion and numbness that accompany the news of a death can sometimes make decisions regarding funeral arrangements, difficult and stressful.



We understand that this is a deeply personal and private time, when sensitivity to the memory of a loved one and the feelings of families is paramount. A funeral director's role is to answer the many questions that will arise and to guide the family through arrangements necessary to create a loving and final tribute.

We invite you to take time to read the information provided here and we welcome you into a family with the experience of five generations in funeral care.

YOUR LOCALLY OWNED FUNERAL COMPANY IS PART OF YOUR COMMUNITY

Proud to be a locally owned Funeral Company, Bowra & O'Dea has created strong roots and deep loyalties within our WA local community. The funeral directing profession, like many Australian industries, has a long history of personal service provided by families within the local community and a deep commitment to upholding professional standards.

We are a fifth-generation WA owned family company, which has been serving the people of Western Australia since 1888. Proudly, the O'Dea family still has strong hands-on involvement in the day-to-day organisation of the company.

WHY IS A LOCALLY OWNED FUNERAL COMPANY BETTER?

A single focus

We are devoted to providing the best service possible, to satisfy the needs of our friends and neighbours, without distraction from corporate mandates.

Personal pride

This is our business in our community.

A long-term commitment

This is where we live and where we plan to stay. When you need us, we'll be here.

A focus on families

We answer to you, not shareholders and understand that our business will only do well if we serve you well.

A knowledge of ethnic traditions

Funeral traditions vary greatly across our community. As we are local, we know how to respond to the different local cultural groups.

An investment in the community

Whenever possible, we choose to do business with other locally owned and operated businesses.

A personal relationship

We have been operating for over 130 years and have developed a personal relationship with many families and groups in the community. This is why we are able to provide a sensitive, individualised family service.

Local support

Proudly, we provide support to local charities, sporting clubs and community groups through education seminars and sponsorship. The more you know about us, the more you'll appreciate the difference!



Your *choice*, our innovation

Recognising changes in our community, and responding to these, has been our commitment to Western Australian families for over 130 years. Whether you choose a traditional or contemporary funeral ceremony, we feel privileged to offer a service of high standards and professionalism.



YOUR CHOICE OF FUNERAL SERVICE

Women have an important role to play in the funeral industry. Many people prefer to deal with women because of their sensitivity, softness and nurturing qualities.

Some feel they can speak more comfortably with a woman and share their grief more openly.

It is because of this that Leanne O'Dea Funeral Directors now forms an integral part of the Bowra and O'Dea Group of companies.

They offer all the same professional services you would expect when arranging a funeral, with a few additional feminine touches.

STATE OF THE ART FACILITIES

We pride ourselves that as committed innovators to customer satisfaction, our facilities are second-to-none.

Personally designed and built to very high specifications, our continued investment into state-of-the-art preparatory and after-care facilities are recognised as a benchmark throughout Australia.

ENVIRONMENTAL VALUES

The type of casket or coffin chosen can reflect personal values and ethics in life. Today, many people feel concerned for the environment and wish to preserve our precious timber.

This love for nature may be honoured by choosing a beautiful hardwood casket or coffin for the purpose of the ceremony only.

Inside sits an inner liner made from a less precious resource that will be used for the cremation.

Natural Burials are permitted at selected cemeteries. With special attention to detail and the environment our staff can assist those who wish to have a funeral that is as impact free to our environment as possible.

MEMORIAL TREES

Bowra & O'Dea Trillion Trees Memorial Groves, our living memorial to each person, also enhances our natural landscape.

Since the inception of this unique and free service in 1995, we've sponsored planting of over 2.5 million trees in conjunction with the Western Australian branch of Men of the Trees, now known as Trillion Trees (an international non-profit society for the planting and protection of trees).

The trees are being used for environmental re-vegetation purposes, so they are planned and planted to grow and enhance the natural ecology.

The Memorial Groves can be used as a special place to mark your loved one, though we cannot give you the exact individual tree location, we can provide you with a map of the Memorial Grove in which your tree has been planted. You will also receive a Memorial Certificate as a lasting tribute.

A LIGHTER TOUCH

For those families who would like an uplifting approach to a sombre occasion, Leanne O'Dea Funeral Directors offer a white funeral fleet.

FAMILY CARE

Often small children are too young to understand or participate fully in the funeral ceremony. For the comfort of other family members, we have self-managed children's crèche facilities available in the majority of our branches, with a real-time TV/ Video link up, for parents of small children to watch the ceremony privately, should they prefer.

CHAUFFEUR BUS SERVICE

You may have family or friends at the funeral service who will have difficulty walking behind the funeral cortege, along the roadways, to the gravesite.

We will arrange for these people to be driven through the cemetery grounds by our chauffeur bus service, to the grave, and returned to the cemetery entrance after the service has concluded.

MULTICULTURAL SERVICES

There are many unique and personal funeral services. Every day we deal with families and communities from varied and different walks of life. Sensitivity and respect for cultural diversity is something we pride ourselves on.

PERSONALISED SERVICES AND TRIBUTES

Paying respect to a person's life means acknowledging their unique gift to the world. As families, friends and organisations may wish to say a special goodbye, our funeral consultants assist families to create a meaningful final tribute to their loved one.

HOSPITALITY

As part of our innovative approach to your comfort and support in a very difficult and emotional time, our funeral homes offer a variety of hospitality facilities, such as barrista coffee machines, a selection of teas, cold refreshments and biscuits. All of our Chapels have in house AV facilities and Live Streaming capabilities.





We understand that planning the funeral of a loved one can be a very difficult and emotional task.



FUNERAL ESTIMATOR

To help make it a little easier we have created this simple to use Funeral Estimator.

You can use it in two ways: as a step-by-step guide that will help you plan each step of the process, from your choice of burial or cremation, to selecting a coffin or casket and even your preference for third party extras such as live streaming and printing. Or you can use it to help with a particular query you might have – such as the cost of a casket – by going straight to the relevant section in the guide or requesting a Bowra & O'Dea or Leanne O'Dea consultant to call you.

The Funeral Estimator can be used at any stage of the planning and is able to be edited and updated at any time, providing you with a cost estimate at each stage. To use the Funeral Estimator visit our website and click on Funeral Cost Estimate.

LIVE STREAMING

As technology touches and shapes our lives, Bowra & O'Dea and Leanne O'Dea is embracing these changes to make it easier for you and your friends and family, near and far, to not only express your grief, but to share your memories of a recently deceased loved one.

We offer complimentary live streaming in each of our chapels. For funeral services conducted at other locations we recommend our professional live streaming partners. We also offer this professional service for use in our chapels to ensure the quality and clarity of recordings. All live streams are recorded and available for viewing on our website. While every effort is made to ensure a successful live streaming we cannot guarantee internet connectivity on the day.

Family and friends are able to view the live stream, comment on the live stream and the recorded service, or leave a condolence message..



When someone dies



When a person dies in a private residence, or nursing home, the medical cause of death certificate will usually be signed by the family doctor (providing that he/she has attended the patient during the preceding six months).

If death occurs in a public or private hospital, the attending doctor will usually sign the certificate.

Once death has been confirmed, the family is able to contact a funeral director of their choice to transfer the deceased into the care of the funeral home.

CORONIAL INQUIRY

When a death occurs as the result of an accident, from non-natural causes, unexpectedly or when the deceased has not consulted a medical practitioner during the preceding six months, the death must be reported to the police, a doctor or the hospital authorities.

The Coroner (a judicial officer) may then be called upon to enquire into the cause and circumstances of the death and assumes the legal control over the body of the deceased person.

The body must not be moved or disturbed in any way without the permission of the police or the coroner.

A formal identification of the deceased is required by the coroner. Coronial staff will assist the family in explaining the various processes. To establish the medical cause of the death, post-mortem examinations may be necessary. The senior next of kin may lodge an objection to the examination within 24 hours of death. The coroner has specific literature on this process.

Whenever an examination proceeds, every care is taken to return the deceased to their original condition. Most often it is best to allow 48 hours following the post-mortem before transfer into the care of the funeral director for preparation for burial or cremation. The possibility of organ retention can only be discussed with the coroner.

Depending on the family's wishes, this may further delay the funeral. A hospital post-mortem can take place at the request of the family. In this instance, the knowledge gained can be of therapeutic, medical teaching or scientific benefit.

Insurance claims e.g. Motor Vehicle Accident, Travel, Workplace Accident and Homicide should be applied for from the appropriate company.

Deaths in a motor vehicle accident may be able to claim towards funeral expenses from The Insurance Commission of WA 1800 643 338 or icwa.wa.gov.au. Claims must be registered within 3 years of death.

Deaths by Homicide, the family may be able to access funds from the Criminal Injuries Compensation Department.

Arranging the *funeral* when a *death* has occurred

THE EXECUTOR

The person making the funeral arrangements should note that, legally, the executor of the deceased person's Will is the 'owner' of the body. On most occasions though, the executor will ask the next of kin or a close relative of the deceased to arrange the funeral. When there is no Will and no executor the senior next of kin is automatically responsible.

In the case of there being no Will and/or relatives but there is some estate, the public trustee will administer the deceased persons affairs.

ARRANGING THE FUNERAL

Usually, the family of the deceased will contact the funeral company to initiate commencement of the funeral arrangements. Where appropriate, a time will be made to transfer the deceased into our care and an appointment made to meet with the family at a convenient time and location.

During the consultation, many issues are discussed and decisions will need to be made about the following.

Burial, cremation or entombment

By law, there are five ways of disposing of the deceased person:

- By burial in a recognised burial place with new/reopen existing grave
- By cremation at a crematorium
- By entombment in a mausoleum
- Burial at sea for Navy and Merchant Navy personnel where appropriate
- Memorial service with or without coffin or ashes.

A grave is normally able to contain more than one coffin. Most cemeteries have lawn sections where smaller headstones can be erected and monumental sections where approved monuments can be erected over the grave.

If the grave used is to be reopened from a previous burial the existing headstone may need to be fully or partially removed to allow access for this burial.

Some lawn cemeteries only permit a tablet in the grass, nothing above ground.

The cremation procedure can only take place where a crematorium chapel exists. The act of cremation takes place once the coffin is committed and only one coffin with body is cremated at a time.

Individual ashes are then available to the family for memorialisation or scattering.

Entombment in a mausoleum is the preferred resting place in some cultures. The mausoleum is constructed above ground and allows the coffin to be placed into a crypt which is then sealed.

The mausoleum is a unique type of interment, with the courtyard-style area being beautifully finished in granite and marble. The choice of disposal can be an emotional issue, reflecting religious and ethnic attitudes. Further literature is available from the selected cemeteries.

Away from your home (Repatriation)

With the increased movement of people around the world it is important to know what to do in the case of a death occurring interstate or overseas.

Our company specialises in this area so you can rely on our experience to make the appropriate arrangements through our network of associated funeral homes both around the country and around the world.



Similarly, some nationalities within our community prefer to return relatives to their homeland for burial. This can involve time-consuming preparation including liaison with various departments of the Australian government as well as the Consular officials of their country of origin. The funeral director can organise the arrangements and administer the documentation required by the relevant authorities.

Exhumations are arranged for those moving to the mausoleum, overseas and interstate or to be cremated at the family request.

Funeral venue

Most funeral services are held in a church, funeral home chapel or at a cemetery. The choice belongs to the family. Some may feel an alternative location best reflects the deceased person and, providing permission from the appropriate local authority is gained, a funeral service can be held at almost any place.

Who conducts the service?

Any person is able to conduct a funeral service. Most often, families choose a Minister of religion or a civil celebrant.

The funeral director is able to assist in locating the best person to suit your family's needs if you don't have your own celebrant or Minister.

SAYING GOODBYE

It is understandable that people may be a little apprehensive when invited to 'view' the deceased person. We request that at least one person makes a formal identification of the deceased in their coffin or casket, as required under cemetery by-laws.

- A viewing in our private funeral home chapel can be a positive experience, especially when some family members may not have been able to say goodbye personally.
- After prolonged illness it can be comforting to see the person is at rest and no longer suffering.
- A viewing can re-affirm that the death has occurred, especially if it has been sudden or away from home.
- A viewing can be the opportunity for family members to express their personal sentiments.
- It can be of special assistance to children who may be experiencing the loss of a family member for the first time.

- A positive environment and presentation is important for the viewing to be of most benefit.

This is why choice of apparel can be important. Often the favourite clothing of the deceased is chosen. However, any personal selection is acceptable or the funeral director can provide a burial garment.

Embalming is an important option we recommend to families. Put simply, embalming is a procedure whereby the majority of the deceased's bodily fluids are removed and replaced, via the circulatory system, with a disinfectant/preservative.

The benefits are:

1. Presentation. Embalming enhances the appearance of the deceased and reduces the problems associated with colour changes, fluid leakage and odour.
2. Purification. Embalming protects everyone who may come into contact with the deceased (including family members, clergy and people attending a viewing) from contracting most diseases that the deceased may have been carrying.



In providing all of these services, we are confident that the service we provide upholds our goal to be the leader in funeral services.



3. Preservation. Embalming delays the process of decomposition and makes allowance for a delay in the funeral date when necessary.

In certain circumstances (which will be advised by the funeral director) this procedure must be carried out. In others it is an option to be decided upon by the family.

In all these matters it is important to respect the individual's right to choose for themselves what they do.

CHOOSING A COFFIN OR CASKET

For many, this is a significant part of planning the funeral. The difference between coffins and caskets is:

A coffin is wider at the shoulders and tapers to the foot and is made of custom wood or solid timber.

A casket is rectangular in shape, has a hinged lid and can be provided in custom wood, solid timber or metal.

All coffins and caskets are quality pieces. The individual selection is an important one, governed entirely by good judgement and in accordance with the family's wishes and circumstances.

Occasionally, a family may request a special design, shape or colour for a coffin or casket. Whenever possible we try to meet all requests, although variations may cause small delays for the funeral.

REGISTRATION OF DEATH

When making funeral arrangements, certain information is needed to register the death. Registration of the death is the responsibility of the funeral director. In order to complete the documentation we need to know:

- Full names of the deceased
- Residential address
- Date and place of death
- Date and place of birth
- Occupation of the deceased
- Marital status
- Parents' full names and occupations
- Maiden names of female deceased, mother's of all deceased
- Marriage details, date and place of marriage and to whom married
- Names and date of birth of children, living and deceased.

Once the death is registered, a certified copy of the registration of death can usually be obtained on your behalf within fourteen days from the funeral. This is necessary for the completion of any legal and financial matters.

The funeral director will require signatures for the completion of cemetery, medical or government papers.

PERSONALISING THE SERVICE

It is hoped that, through the individual choices that are available to families, the service will be a unique experience, embracing the special lifestyle of the deceased. Selection of music, recorded or live, can add atmosphere to the service, as can the choice of floral tributes.

The funeral director may also be able to suggest other means of making the service particularly significant. The placement of a national flag, service medals or other personal memorabilia on the coffin or photograph display are just some ways we can assist you. We also offer assistance with printing of memorial cards, bookmarks, orders of service, live streaming and personalised coffins.

Our *professional* services



FUNERAL COSTS

There are costs involved in conducting the funeral. They include those from the funeral director and charges incurred from the cemetery, churches, newspapers, florists etc. The overall costs are governed by you. A detailed explanation of costs can be arranged privately.

THE FUNERAL DIRECTOR'S ROLE

At Bowra & O'Dea there are many elements involved in providing the best service possible to our families. We strive to create an environment of 'calm and peace' and endeavour to:

Provide day and night service and attention every day of the year.

- Provide a private transfer of the deceased.
- Have a full knowledge of the legal requirements for burial, entombment and cremation and complete all necessary documentation, including registration of the death.
- Interpret correctly the needs, wishes and feelings of the survivors and, in doing so, liaise with clergy and civil celebrants and co-ordinate requirements for all denominations.
- Arrange and conduct the funeral. To facilitate this we provide trained staff, private conference facilities, prestige funeral vehicles, air conditioned chapels and tea and coffee facilities for Chapel Services.
- Ensure that the dignity of the deceased is preserved at all times.
- Carry out work professionally, with sensitivity and understanding.
- Supply the national flag where appropriate, the Last Post, selections from a large library of music and attend to the ordering of floral tributes, collection of floral cards, placement of newspaper notices and guiding pall bearers.
- Provide funeral care which extends beyond the funeral. If required, we are able to present a range of memorial urns for your consideration.

Finally, we consider that being able to assist in educating the community in matters of funerals, grief and bereavements is part of the privilege of funeral directing.

In providing all of the above, we are confident that the service we provide upholds our goal to be the leader in funeral services.



Planning for the *future*

Funeral planning, before the need arises, is a positive way of putting our affairs in order. Usually, we will not wish to leave all the stressful tasks for others and often benefit from a greater sense of calm and control when we have looked after an issue ourselves. This also applies to funeral planning.

MAKING A WILL

The most important reason for making a Will is to ensure that, after your death, your property is distributed in the way you would have wished.

In making a Will an executor, who is responsible for making sure your requests are carried out, is appointed.

The Importance of a Will:

- If you die without a Will, the courts determine who will administer your estate, handle financial matters and act as guardian to your minor children. With a Will, you can choose who will be your beneficiaries.
- In some instances, joint ownership of property may not mean your share is passed on in the manner you wish. Should you and your spouse die in a common accident before a proper Will has been executed, your property will pass on according to state law.
- Changes in circumstances, which may seem insignificant at the time they occur, can have a profound effect on who benefits from your estate. As state law has very specific guidelines regarding the rights of spouses, de facto spouses, children, grandchildren and business associates, a Will should be reviewed every few years.
- A properly worded Will, with the correct signatories, is very important. The law is exact in its requirements for a Will. It is important that a competent person oversees its preparation, as a home-made Will may not stand up in a court of law.

BEING PREPARED

Most of us plan for the years ahead. We plan for almost every aspect of life. Having a family, holidays, weddings and retirement are all events to which we give serious thought. However, because we may not like to think about death, many of us avoid making important decisions in advance about our funeral.

This brochure is designed to assist you with the funeral planning process. In addition, our specifically designed personal profile will become a lasting guide to individual requests and information, which will assist your family at a very emotional time.

PRE-ARRANGED FUNERAL PLAN

The information is held by the funeral home and, at the time of need, assists the surviving family members in the funeral arrangement process.

PREPAID FUNERAL PLAN

This is simply a way of arranging and paying for a funeral in advance.

Today we are encouraged to plan ahead. Pre-planning your funeral gives you the peace of mind that your choices will be acted upon.

Pre-paying the funeral fixes the cost of the items selected and paid for at today's price, your family will not be faced with any increases to these costs (excluding statutory changes which may affect prepaid funerals).

This is true peace of mind. The emotional and financial stress of arranging the funeral would be taken care of.

For a more detailed account of Prepaid Funerals, ask for our brochure with the bonus personal profile included.

THE BENEFITS OF A PREPAID FUNERAL

- Knowing that your loved ones will be relieved of many burdensome decisions at one of the most difficult times of their lives.
- Husband and wife pre-planning together avoids the 'at need' confusion of well meaning relatives.
- Avoids the need to make many decisions in a very short time.
- Provides time for you to think and reconsider, knowing that the funeral will reflect your expressed wishes.
- Arranging your own service ensures that it is conducted as you wish, not as others wish.
- Assures an appropriate service, eliminating concern about the family getting 'carried away' because of grief, exhaustion, sorrow, confusion or guilt.
- Knowing that the funeral will not be a financial burden on your family.
- Protects against inflation by 'freezing the price'.
- Protects your savings and income as the amount paid is not considered part of your assets.
- Making an outlay for funeral expenses at a time when it's more affordable.
- Life insurance can be used for family expenses, as it should be.
- Monies paid are no longer part of your estate and therefore not subject to estate administration expenses.

Many people today pre-arrange their own funeral. This involves spending time with our funeral consultant, who records relevant information about the choices you make for your funeral.



WHO SHOULD KNOW ABOUT THE PLAN?

Some people may feel comfortable discussing their funeral plans with a spouse, adult children or another member of the family.

Others, however, may prefer to make arrangements directly with Bowra & O'Dea or Leanne O'Dea in complete confidence.

If the immediate family is not informed, legislation requires you to nominate a contact such as a trusted friend, solicitor, executor or your GP when a plan is purchased.

YOUR FAMILY ALSO BENEFITS FROM A PREPAID FUNERAL PLAN

Many people are concerned about who will have to meet their funeral expenses when death occurs.

In the future, someone will be responsible for making the funeral arrangements and paying for them.

One way of handling this responsibility is to shift the burden from the family by arranging a Prepaid Funeral Plan.

HOW DOES A PREPAID FUNERAL PLAN WORK?

A Prepaid Funeral Plan is a contract between you and funeral director.

A Prepaid Funeral Plan is simply a way of arranging and paying for a funeral in advance.

The price of the funeral is fixed at present day rates and Bowra & O'Dea or Leanne O'Dea will carry out the funeral, as arranged, whenever it is required in years to come.

HOW SECURE ARE MY FUNDS?

The administration of the funds is handled by a well-respected independent public company.

Bowra & O'Dea Group has a contractual obligation to perform the services specified in the contract.

The complete security of the plan is assured by the reputation and experience of Bowra & O'Dea and Leanne O'Dea Funeral Directors, who have been serving the people of Western Australia for over 130 years.

THE PLAN IS OPEN TO EVERYONE

Any person, regardless of age or state of health, can take advantage of a Prepaid Funeral Plan at any time.

No declarations are necessary and there is no time limit on when the service is to be provided.

Prepaid Funeral Planning is seen by many people as a realistic and sensible priority for later life, ensuring family security and peace of mind.

Our Prepaid Funeral Planning Division has grown each year, as people from varying walks of life have become more aware of the many benefits the service offers.

HOW MUCH DOES A PREPAID FUNERAL PLAN COST?

The cost of a Prepaid Funeral Plan will vary, depending on the type of funeral service that you choose.

A consultant will discuss with you the different types of funeral services, including burial, or cremation.



Many people now pre-pay for their funeral earlier in life because the cost is more affordable, the price is protected against inflation and they can become involved in the decisions made on the funeral.

WHAT SERVICES ARE COVERED BY MY PREPAID FUNERAL PLAN?

We have a number of services to choose from, ranging from Premium Services to No Service Options.

We encourage you to discuss the available options with our consultant to create the Prepaid plan that suits you.

Some of the services available in your Prepaid Funeral Plan include:

- Professional guidance, information and ideas about what is important to you.
- Transfer of the deceased during business hours into the care of your nominated funeral home, within a maximum radius of 70 kilometres.
- Mortuary care for the deceased prior to the funeral, including preparation for viewings.
- Provision of coffin or casket.

- Attendance of experienced funeral director at the funeral ceremony, viewings, crematorium or graveside.
- All necessary documentation.
- Provision of hearse and other vehicles.
- Cremation arrangements.
- Cemetery fees.
- Travel Protection Plan for when you are temporarily away from home.

CAN YOU PAY BY INSTALMENTS?

Instead of paying the agreed cost of the Prepaid Funeral Plan immediately, you may choose to pay by regular weekly, fortnightly or monthly instalments over 12, 24 or 36 months. Foresters Financial can accept payments made by direct debit facility.

If the funeral is required before the plan has been paid in full we will still conduct the funeral in accordance with your wishes. Payment of the outstanding amount will then be the responsibility of the person authorised to finalise your funeral arrangements, with our usual at need terms for the outstanding balance.

WHAT IF MY CIRCUMSTANCES CHANGE?

Please discuss with your consultant at the time of arrangement so your specific circumstances can be addressed.

CAN I CANCEL MY PREPAID FUNERAL PLAN?


Bowra & O'Dea Group invests your funds with Foresters Financial Limited on your behalf.

You are entitled to cancel the Bowra & O'Dea or Leanne O'Dea Prepaid Funeral Plan within 30 days, or such other period as required by legislation, of receiving the Foresters Financial Confirmation Letter.

After the Cooling Off Period you cannot cancel or reduce the services written in the plan, and the money can only be used to pay for funeral expenses.

For more information, please see Our Service options on the Bowra & O'Dea or Leanne O'Dea website.

Alternatively, you can contact the prepaid administrator for further information on 9231 5100.



Grief is a *response* to loss

Coming to terms with the death of someone special to us is never easy, no matter what stage their life has reached. A great deal has been written about grief. With continual research, we are learning more about this emotional response to loss. With this knowledge we hope to improve the way we assist those experiencing the grief process. Death affects us in a variety of ways. Not just emotionally but physically, intellectually and spiritually also.



EMOTIONAL RESPONSE

Includes anger, sadness, guilt, loneliness, depression, denial and fear. These are normal reactions to the new circumstances in which we find ourselves.

PHYSICAL RESPONSE

Changes may occur as our body tries to come to terms with a loss. Sleep disturbance, dryness of throat, dizziness and headaches are all common symptoms.

INTELLECTUAL RESPONSE

It is common to ask, "Why is this tragedy happening to me?" and to challenge oneself when the answers are not always attainable.

SPIRITUAL RESPONSE

Sometimes the spiritual aspects of your response to loss have to do with what your faith offers you in a time of crisis.

THE GRIEVING PROCESS

Relating to a grieving person

It is difficult to know what to say to a grieving person, however, don't think you have to cheer them up or avoid talking about their situation.

It's natural for people who are grieving to feel sad, numb and disconsolate but saying something simple like "I'm so sorry for your loss" can mean so much.

They often just need someone to listen and to share their feelings and memories.

Allow the bereaved person to cry and display their feelings.

Recall the person who has died. Say their name and talk about the circumstances of their death. This affirms the reality of the loss and is an important part of grieving.

Avoid sayings such as "be strong" or "I know how you feel" as this encourages people to suppress their feelings rather than acknowledge their grief.

Offer practical assistance such as buying groceries, minding children or providing meals not just immediately following the death but in the following weeks and months when the reality of the loss is felt.

Remember special days such as birthdays and anniversaries with a phone call or card. Such times can accentuate the feelings of loss for a loved one.

Death of a child

The death of a child can be particularly difficult. This unique situation brings with it awkwardness from friends as they realise the vulnerability of their own children.

Behavioural changes from siblings who may be confused by the new focus this loss has brought. The injustice a grandparent may feel at the loss of a young life.

To share your feelings and encourage each other to express your emotions is the healthiest way for any family to recover from this tragedy.

How to Care

- Each person is unique. So is the way they grieve.
- Recognise that certain times will be difficult.
- Let them talk and encourage them to express emotions.
- Allow children to express their grief with adults.
- Working through grief takes time.
- Listen and hear what is being said.
- Don't feel awkward if your efforts are rejected as this will pass.
- Encourage those who have common grief to support one another.

COMMUNITY INVOLVEMENT

Community involvement is an important part of our commitment to being 'the leaders in funeral service'.

Educational talks are offered to all areas of the community, from social clubs, aged care facilities and charities. Our support for charities has meant we have collected hundreds of pairs of optical glasses and hearing aids to be sent on to developing countries.

We also offer sponsorships to various groups within the community. These sponsorships may assist in research or support worthwhile projects, which benefit the whole community like local sporting clubs.

Finally, all our friendly staff enjoy being active community participants.



Pinnaroo
Valley
Memorial
Park



Westminster



Dianella



Midland
Cemetery



Midland

Guildford
Cemetery



Karrakatta
Cemetery



Perth



Cottesloe



Cannington



Fremantle
Cemetery



Fremantle



Medina



Rockingham
Regional
Memorial
Park





Lakes Memorial
Park Cemetery



Mandurah &
Sid's Place Function Centre



 Cemeteries
 Chapels