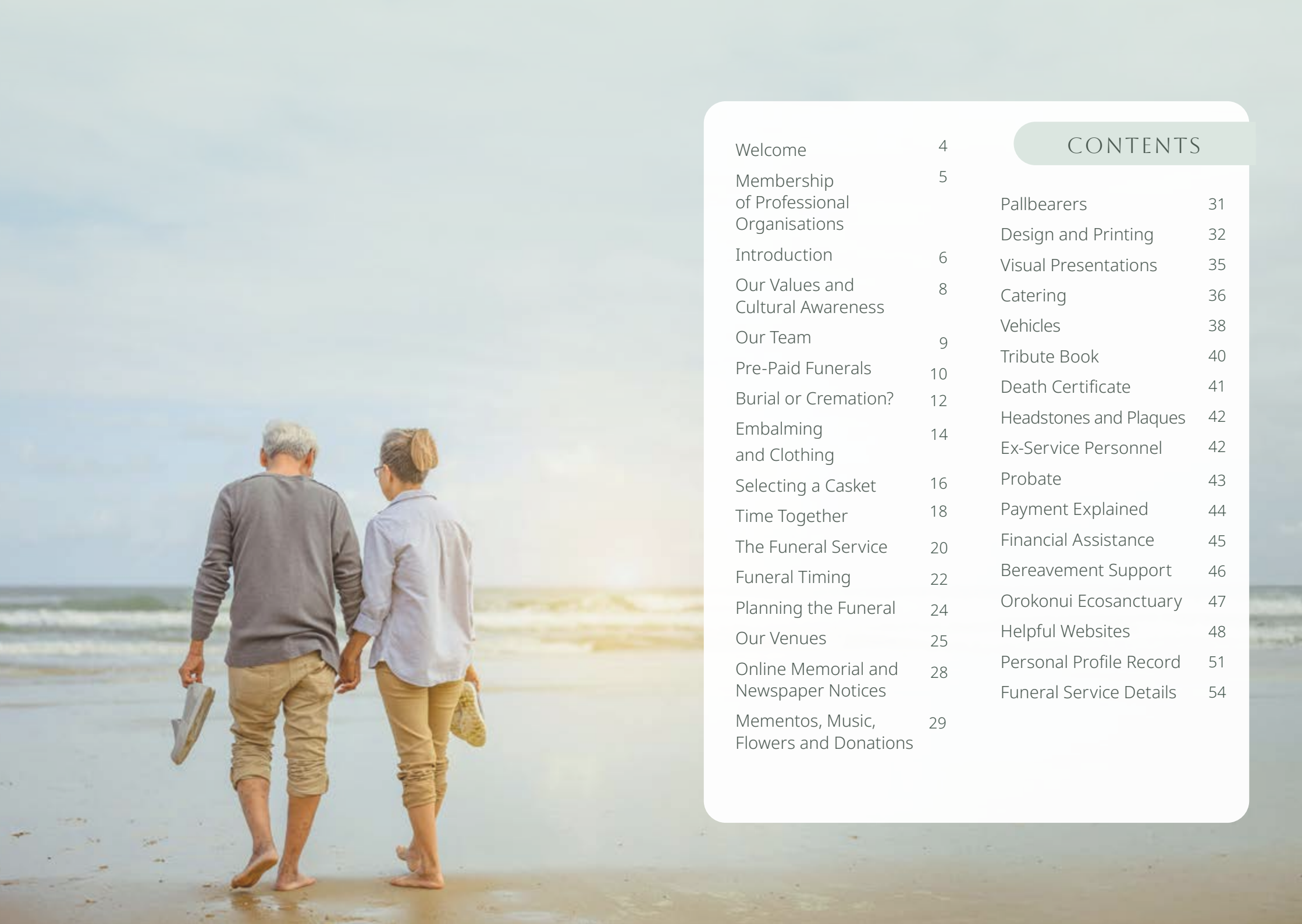




ABOUT FUNERALS

HOPE  SONS
FUNERAL DIRECTORS
Established 1887





Welcome	4
Membership of Professional Organisations	5
Introduction	6
Our Values and Cultural Awareness	8
Our Team	9
Pre-Paid Funerals	10
Burial or Cremation?	12
Embalming and Clothing	14
Selecting a Casket	16
Time Together	18
The Funeral Service	20
Funeral Timing	22
Planning the Funeral	24
Our Venues	25
Online Memorial and Newspaper Notices	28
Mementos, Music, Flowers and Donations	29

CONTENTS

Pallbearers	31
Design and Printing	32
Visual Presentations	35
Catering	36
Vehicles	38
Tribute Book	40
Death Certificate	41
Headstones and Plaques	42
Ex-Service Personnel	42
Probate	43
Payment Explained	44
Financial Assistance	45
Bereavement Support	46
Orokonui Ecosanctuary	47
Helpful Websites	48
Personal Profile Record	51
Funeral Service Details	54

WELCOME ✦

We trust this booklet will assist you and your family whether you are in the pre-planning stages or presently involved in arranging a funeral. Funerals can be stressful times; it is understandable that information offered by the funeral director can be forgotten. It is our sincere hope that this booklet will fill in some of the gaps and provide you with helpful information. If you have any further questions please feel free to contact us. Contact details can be found on the back of this booklet.

Andrew Maffey
MANAGER



MEMBERSHIP OF PROFESSIONAL ORGANISATIONS



FUNERAL DIRECTORS ASSOCIATION OF NEW ZEALAND

The Funeral Directors Association of New Zealand (FDANZ), est. in 1937 is an association of funeral directing companies carrying out over 80% of funerals in New Zealand – a group of caring professionals who are committed to ensuring that the families they serve are receiving high-quality service.

The absence of legislation governing the provision of funeral services means anyone can set up as a funeral director.

There are people who do this without experience or training, appropriate vehicles, premises or the skills to provide care, support and the attention you and the deceased deserve.

However, you can depend on the integrity of an FDANZ funeral director.

There is a minimum premises and facilities requirement that all FDANZ members must offer in order to deliver professional funeral services.

Refer to www.fdanz.org.nz for further information.



NEW ZEALAND EMBALMERS ASSOCIATION

The New Zealand Embalmers Association (NZEa) is a group of like-minded, professional, qualified embalmers dedicated to the maintenance of the highest standards of professional conduct and ability. Only individuals who hold a recognised qualification in embalming practices are eligible for membership of the NZEa. Membership ensures the strictest adherence to the association's code of ethics and New Zealand law.

NZEa is committed to providing the most up-to-date technology the world has to offer in mortuary services, so that members can take these skills back to their provinces and offer them to the bereaved families they serve. The association is continuing to pressure the government for the recognition that the profession of embalming should be practised only by suitably qualified people.

Refer to www.nzembalmers.org.nz for further information.

HOPE AND SONS FUNERAL DIRECTORS

Hope and Sons' Main Office, Chapel, and Reception Lounge are located at 523 Andersons Bay Road, Dunedin.

Hope and Sons owns and operates Dukes Road Crematorium at 169 Dukes Road North, Mosgiel.

As a leader in professional service, experience, and qualified expertise, Hope and Sons will make a difficult time easier for you. With Hope and Sons, you will receive all the services you would expect from a professional funeral director. Over decades of service, Hope and Sons has helped families and communities in Dunedin and throughout New Zealand and overseas, forming many long-standing friendships and professional relationships along the way.

Hope and Sons has been operating since it was established by John Hope in St Andrew Street, Dunedin. His sons, Bert, Jack, and Les all worked in the business. When Les retired as Managing Director circa 1967 he left the continuing operation of the business to his own sons, Peter, Derek, Ian, and Brian.

Hope and Sons moved to its present facilities in 1970. The four brothers all worked until their respective retirements between 1996 and 2005. They then supported the fourth family generation, Michael and Jannette Hope who operated the business until 2018.

The current manager, Andrew Maffey is married to Philippa Maffey (née Hope); he currently represents the fourth generation of the family. Andrew has worked within the company for many years, he has observed and worked closely with the past generation of the business as well as with the previous managers.

As a leader in professional service, experience, and qualified expertise, Hope and Sons will make a difficult time easier for you.



OUR VALUES

◆ COMPANY VALUES

We are honest and can be trusted.
We are caring and have integrity.
Hope and Sons values its reputation, appearance, facilities, training and qualifications.

◆ PERSONAL VALUES

Hope and Sons' team value being impartial, observant, personal, punctual and accurate. We are patient, clean and well-groomed, empathetic, human, real and well-spoken. We enjoy problem solving, attention to detail, being knowledgeable, decision-making, having good manners, and providing a personal experience.

◆ CULTURAL AWARENESS

The Dunedin and Otago region is home to many different cultures and religions. We have established strong relationships over many years with a wide range of community groups, so you can be assured that we will do everything we can to accommodate your own community practices and protocols.



OUR PROFESSIONAL AND CARING TEAM

Hope and Sons' funeral team is passionate about their chosen careers. Our Funeral Directors and Embalmers are actively supported in achieving and maintaining their respective national qualifications. Collectively they represent many years of dedicated skills and experience. You can be assured that our funeral team will bring their experience, knowledge and skills to support and assist your family through this most difficult of times. You will find more details about our team on our website.

At Hope and Sons we know that when the death of someone close occurs, it can be difficult to think clearly and make decisions. We are able to give clear, professional guidance and advice in all circumstances. We pride ourselves on our attention to detail, our quiet care and our friendly nature.

Hope and Sons provides its funeral team with excellent resources and facilities ensuring that the families we serve have a personal and meaningful funeral experience.

In addition, the company is a member of the Funeral Directors Association of New Zealand Inc (FDANZ) and is therefore bound by the Code of Ethics and Standards of Conduct of this organisation. We have a long involvement with the New Zealand Embalmers Association Inc.



PRE-PAID FUNERALS

NOW FOR THEM FUNERAL TRUST

We plan for nearly every financial eventuality we may face in life - investing for retirement and having health, house and contents insurance. Yet when it comes to funerals, many of us don't like to think about them, let alone plan for them in advance.

However, times are changing as more and more people want to prearrange their funeral so that their service reflects who they are in life and relieve their family of some of the stress of organising a funeral service. Also, pre-paying a funeral can mean families do not face a financial burden upon their death.

Planning and paying for your funeral in advance may seem a difficult task to face, but like making a will, the ideal time to make these plans is well beforehand, without worry or stress.

✦ WHY A NOW FOR THEM FUNERAL TRUST PREPAID FUNERAL PLAN?

Experience has shown the need to be able to plan for funerals in advance.

The Now For Them Prepaid Funeral Plan is a way of arranging your funeral in advance and pre-paying for it at the same time.

Benefits of the Now For Them Prepaid Funeral Plan:

- You are able to choose your own individual funeral service.
- Your family and friends are relieved of financial and some emotional burden.
- Peace of mind - knowing your affairs are in order.
- Flexibility - funeral arrangements can be altered if circumstances change.

- Should you move away from your current location, your plan is portable and a funeral director anywhere in New Zealand may access the funds upon death.
- The money you prepay towards your funeral can be discussed with your funeral director who will help tailor a funeral to suit your needs.
- Your wishes and preferences are carefully documented, and you receive a copy for your records.
- Up to \$10,000 of funds held in an Now For Them Funeral Trust are exempt from asset testing (under current government policy) when assessing eligibility for a subsidy for long-term residential care.

For more information, please contact Hope and Sons Funeral Directors.

WHY PLAN AHEAD?

Pre-arranging your funeral brings peace of mind for you and your family. It ensures your wishes are clearly known, from how you'd like to be remembered to the style of farewell you prefer. We welcome no-obligation enquiries anytime.



BURIAL OR CREMATION?



Early in your contact with Hope and Sons, you will be asked whether the person who has died had a wish to be buried or cremated. We ask this because it will determine the medical certificates required from the attending medical professional.

BURIAL

Burials can take place in existing plots if space allows or in a new plot. Not all cemeteries have new plots available, we can assist with information on new burial plots and research existing ones.



NATURAL BURIAL

Waldronville, on Dunedin's South Coast, has a Natural Burial Cemetery, where burials are carried out in the most natural and environmentally friendly way. The person is buried in the active soil layer for natural decomposition, using only biodegradable materials, and the area is restored with native plants instead of headstones. Each plot is recorded with a GPS coordinate by the Dunedin City Council for future reference.



Kōwhai Native



DUKES ROAD CREMATORIUM 169 DUKES ROAD NORTH, MOSGIEL

Opened in 2015, our Dukes Road Crematorium and Kōwhai Lounge provide cremation services for families across our region. Having our own crematorium allows for greater flexibility and continuous care.

CREMATION

Cremation is a widely accepted alternative to burial and offers many options for ashes - they can be buried, scattered, kept with family, or sent elsewhere in New Zealand or overseas. The cremation usually occurs on the day of the service, and ashes are typically ready within 48 hours, or sooner by arrangement.

◆ KEY INFORMATION ON CREMATION

Only one cremation is carried out at a time, so you can be assured the ashes returned are solely those of your loved one. Local regulations require each person to be cremated in a casket; during the process, the casket is fully consumed, and the ashes returned are bone ash.

'Followed by private cremation' simply refers to the hearse leaving after the service. Families may choose whether to accompany the hearse to the crematorium, and your funeral director can guide you through the options.

EMBALMING AND ENVIRONMENTAL CONSIDERATIONS

We always check with the family before carrying out any mortuary care. Our qualified, experienced embalmers look after the preparation of your loved one with skill and respect.

MORTUARY SERVICES – CARING FOR THE DEAD

The care and respect we give your loved one begins from the moment you contact us. Our team is fully trained to transfer the person into our care with dignity, whether from home, a rest home, hospital, hospice, or a public place. We work to minimise environmental impact and understand the sensitivity around embalming. Mortuary care ensures your loved one is cared for and presented in a safe, clean, and hygienic way.



CLOTHING AND DRESSING

We'll ask for clothing (including underwear) for your loved one to be dressed in — footwear is optional.

Choosing familiar clothing is often comforting, and families are welcome to help with dressing or do it themselves.

We encourage spending time with the person, as seeing them in familiar clothing can be very reassuring.

Your funeral director can guide you through all options.

Hope and Sons will always respect the wishes of the deceased and their family. There are no legal or mandatory requirements in New Zealand for embalming. The only exception would be when repatriation requires airline transport, especially overseas. We are available to discuss any of our practices and answer any questions you may have at any time.

Modern embalming chemicals can be used in very low concentrations (1-5%) and are not harsh on the deceased person or environment.

These chemicals are generally aldehyde-based with gentle humectants, moisturisers and dyes. When an embalmed body is cremated, the aldehydes will no longer be present.

When buried, any residual amounts of aldehyde break down in the soil to carbon, hydrogen and water in a natural return to the elements. Our embalming practices follow the highest ethical standards and use the minimal amount of chemicals required. All mortuary waste is managed in accordance with local bylaws and industry best practices.



SELECTING A CASKET

The range of caskets we have available may be seen in our casket display room at Hope and Sons, and our booklets on our website — www.hopeandsons.co.nz

CASKETS OR COFFINS?

What's the difference? *Coffin* is the term that has traditionally been used in England and refers to a shaped casket that is wider at the shoulders and more pointed at the feet. A *Casket* is a rectangular (oblong) shape and commonly seen in the United States of America.

In New Zealand we tend to use the word casket to describe both shapes. We have a selection of caskets available including solid wood, particle board or MDF, polished, unpolished, painted and personalised graphic designs, wicker, woollen, and natural radiata pine.

We offer a range of eco-friendly caskets that are made with environmentally friendly principles.

AFTER THE FUNERAL - THE ASHES

As part of the process of planning a cremation with you, Hope and Sons will discuss the options available for the scattering or burial of ashes. Attendance at the burial of ashes is welcomed and encouraged. We can also assist with the scattering of ashes or with returning them to another centre in New Zealand or overseas.

Following a cremation, the cremated remains (commonly referred to as ashes) are returned to the funeral director in a temporary urn. It is suitable for storage if you are choosing to scatter the ashes at a later date.

If you wish to keep or bury the ashes, you may choose a different style of urn. We offer a range including wood, MDF, scatter tubes, and designs that match our caskets, or you're welcome to provide your own container.





TIME TOGETHER

Before the funeral, many people find it helpful to spend time with the person who has died. This special time is an opportunity to say goodbye in your own time and in your own way.

The Gold, Fern and Rose rooms are adjacent to the chapel for families who wish to visit. This time together can assist in the grieving process as it allows people to begin to accept the reality.

It can be a time to place mementos such as cards, letters, small gifts, photos, flowers and other significant objects in the casket. Some families choose to take the casket home or to another venue. We are always flexible to make arrangements that fit with your wishes and at a time suitable for all family members.



Children should be given the same opportunity to spend time with the person who has died and to attend the funeral if they choose. Being included in preparations can be very valuable. Although children were once kept away from funerals, visiting, seeing, or touching someone they love can help them say goodbye and understand the reality of death.

We encourage visiting at Hope and Sons between 8.30am-5.00pm, Monday to Friday. You are always very welcome outside of these hours and over Saturday and Sunday. Please contact us to organise a time that suits you and your family.



THE FUNERAL SERVICE

When someone dies, a family will need to attend to the practical and emotional aspects of the death and this will be achieved in many different ways. Funeral Service, Memorial Service or Farewell - all simply mean - we are saying goodbye.

Over time, customs and rituals have evolved. Those that remain with us today are the ones that have proven to offer the most comfort and support. The funeral is a final opportunity for family and friends to publicly express their love and respect for the person who has died. It is arranged carefully and sensitively so that it reflects the feelings and fulfils the needs of everyone attending, it can be enormously beneficial in helping people come to terms with their loss.

The funeral represents the first and most important step towards working through one's grief and readjusting to life. Its significant therapeutic value is widely recognised.

From a practical point of view, the funeral ensures the legal and dignified burial or cremation of the



The Funeral represents the first and most important step towards working through your grief and readjusting to life. The significant therapeutic value of a Funeral Service is widely recognised.

person who has died.

The funeral director's most important role is to support the family and to make all the necessary arrangements prior to conducting the funeral on the day.

They will work alongside the person who is leading the service to ensure that all of the special requests for the service are accommodated.

There will be a discussion with family members about whether they would like a slideshow presentation. The funeral director will also arrange for the collection of photos and the music to be used.

A celebrant, clergy member, friend, or family member will be involved in planning with family members to:

- Decide who will deliver the eulogy – family member(s) or a close personal friend;
- Select music, readings or poetry for during the service;
- Decide on the use of other symbols such as candles, flowers and photos as required;
- Discuss the content of the printed service sheets;
- Schedule the slideshow presentation (if any) in the service.

MEMORIAL SERVICE

A Memorial Service is similar to a funeral service, but without the casket present. If cremation has taken place, families may choose to have the ashes present or to inter them on the same day.

A simple farewell can also be held at Hope and Sons, at home, or at the crematorium, where family and friends gather to acknowledge the death.

A Funeral Service, Memorial Service, or Farewell can be public or private — it's entirely your choice. We're always here to talk through the options with you.

FUNERAL TIMING

When to hold the funeral is entirely up to you. Some people believe three days after death is the correct timing; however, in law there is no set time. Given the many matters to consider in arranging a funeral, it is not uncommon for a funeral to be held five to seven days after the death. If necessary, it can even be held later to allow people coming from overseas to attend.

We can assure you it is far better *not* to rush the planning of a funeral. Allowing more time will help you make clear decisions. When people are rushed they may forget or overlook some things that may lead to regrets later.



Hope and Sons can recommend a funeral celebrant or contact a member of the clergy to lead the service.

Celebrants can provide a service that is appropriate to the needs and cultural beliefs of the family. We are able to recommend someone we feel may be suitable for your family. Alternatively, a capable willing family member or friend may want to lead the service.

If you wish to use a celebrant, you may find it helpful to meet with them before the person has died. In this way the celebrant has an opportunity to gain an understanding of the person's preferences in regard to the funeral service.

If the person who has died is a member of a religious denomination, a priest or minister may be asked to lead the service. You may contact them personally or we are able to contact them on your behalf.

The funeral director will maintain contact with all the people involved in the funeral service, to ensure everything is confirmed in time for the funeral service.



First Church of Otago

PLANNING THE FUNERAL

Where the funeral service is held is an important aspect of funeral planning.

When preparing for a funeral service, there are many options when choosing a venue that is appropriate. A funeral service can be held in a chapel or a church, or somewhere that has special significance for the person who has died and their family e.g. a sports club, auditorium, the family home, a garden or a rural setting. When preparing for a very large funeral, venues such as Knox Church or First Church, the Dunedin Town Hall and the Edgar Centre may be considered.

A catering lounge for a 'cup of tea' and gathering is seen as an important feature when selecting a venue. Our funeral directors will be happy to discuss suitable options for you to consider.



OUR VENUES

HOPE AND SONS CHAPEL, ANDERSONS BAY ROAD, DUNEDIN

Our Chapel is set amongst mature gardens and a private courtyard. There is easy access from two street frontages and extensive off-street car parking.

The chapel provides seating for up to 300 people as well as plenty of standing room.

There is a Yamaha Clavinova digital piano, with the services of a professional pianist / organist available. By arrangement, a family member or friend may play for the service.

The building is air-conditioned to give warmth in winter and comfort in summer.

There are no steps anywhere in the facility to impede people with a disability.

The Kennedy Lounge is adjacent to the chapel and courtyard. It is a comfortable setting to gather after a service and enjoy some refreshments and share memories.

The chapel and lounge are fully equipped with an excellent sound system. Audiovisual equipment and large screens are available for slideshow presentations. Livestreaming and recording of the service are both available in the chapel.



GOLD ROOM CHAPEL, ANDERSONS BAY ROAD, DUNEDIN

We acknowledge that not all farewells are public or include large numbers of people, so for that purpose we designed a space that provides an intimate atmosphere for smaller gatherings. In the Gold Room we can comfortably accommodate 15-20 seats.



CAR PARK

A car park with easy access from both Andersons Bay Road and Oxford Street can accommodate over 100 cars. Immediate family members have the convenience of being able to park under cover at the front of the chapel and have direct access to the chapel.

A dedicated accessible parking space is located near the East Door.



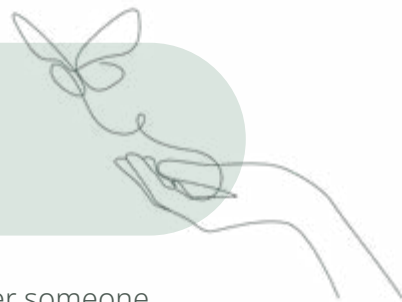
KŌWHAI LOUNGE 169 DUKES ROAD NORTH, MOSGIEL

The Kōwhai Lounge is a quiet space to accompany your loved one, to spend some time, to relax and to let go. The Committal or Farewell can be formal or informal; there can be a few words spoken or simply spend some time in silence and reflect.



AN ONLINE MEMORIAL FOR YOUR LOVED ONES

www.hopeandsons.co.nz



Our Tributes page is a fitting way to remember someone close to you who has died.

With family permission, we can place a photo on the funeral notice and the details of the funeral service, add tributes sent to you or contributed at the funeral service; and provide information for family and friends wanting to send flowers or make donations.

A link for livestream can also be made available here.

Every funeral arranged by Hope and Sons can be posted on this page at no extra cost.



MENTOS, MUSIC, FLOWERS AND DONATIONS

◆ NEWSPAPER NOTICES

We will assist you to write a notice for the newspaper if you would like us to. Below is an example of what you may wish to consider.

SMITH, Robert Henry (Rob) - On February 25, 2024, peacefully at home, surrounded by the love of his family; aged 67 years. Dearly loved husband and best friend of....., loved and respected father and father-in-law of....., and fun uncle of all his nieces and nephews. Rob was loved and will be forever missed by all his extended family and friends. Special thanks to the staff of the Otago Community Hospice for their care of Rob over the past few months. - A Service for Rob will be held in Hope and Sons Chapel, 523 Andersons Bay Road at 11.00am on Thursday, February 29, followed by a private cremation. Messages to 88 Brown Street, Forbury, Dunedin 9012 or on Rob's page at www.hopeandsons.co.nz where you can also view the service via livestream.

Carefully chosen symbols can highlight important parts of a person's life and create a personal atmosphere for the service. Photos and flowers also help add warmth and meaning.

You may wish to consider the following to include in the funeral service.

- Candles are generally recognised as a universal symbol of love, light and hope. Candle lighting during the service is always a poignant ritual.
- A flag may be symbolic of the person's country of birth.
- Academic, sporting or community achievement awards highlight achievements in a person's life.
- Art, craft, other artefacts and hobbies show additional dimensions of the person whose life is being honoured.
- Books, trophies, embroidery, tools on the casket are some other examples.
- A flag draped over a casket, the playing of the Last Post, and the red poppies used in the Returned Services Tribute speak to us of a person's contribution to his or her country.

✦ MUSIC

Music speaks to our hearts – especially in a funeral service. The music selected and the way it is used usually sets the emotional tone of the service.

Playlists of music may be supplied by family, alternatively we can assist with music of your choice. Musicians, singers and soloists can also be arranged for a service if you wish.

✦ FLOWERS

We can arrange flowers for the funeral from a professional florist. Families are welcome to use a florist or provide flowers of their own choice. We are happy to recommend a florist.

You can choose a favourite flower or combination of flowers and colours for a casket spray, single flowers, or a bunch of flowers tied with ribbon.

Sometimes baskets of vegetables, sports equipment or other goods are used to personalise the floral tribute.

✦ DONATIONS

Although the tradition has been for friends to send flowers, some families prefer to invite them to make a donation to a particular charity or community service in memory of the person who has died. If you choose this option we will ensure that a box for donations is available at the service and that the money collected is sent to the organisation after the funeral.

We can provide information on how to donate online to an organisation.



PALLBEARERS

When you are using pallbearers, it is best to approach these people prior to the funeral service. Family and friends will be honoured to assist with carrying or wheeling a casket at a funeral service.

Wheeling a casket instead of carrying is an option in our chapel but may vary at other venues.

At the conclusion of a service, the casket can remain in the chapel and be moved away quietly after the congregation has dispersed.

The usual way to carry a casket in New Zealand is at “arm’s length”. Shoulder carrying a casket tends to be reserved for full military or VIP funerals and requires planning and practice before the service. However, if a family would like to shoulder carry, we will assist you with your choice.

Regardless of which method of pallbearing is used, it is preferable for six people who are physically able to carry a casket to be available.

DESIGN AND PRINTING

◆ SERVICE SHEETS

A team of skilled graphic designers are available to create a service sheet and other media. Families are welcome to be involved in personalising service sheets for the funeral service. We produce high quality colour service sheets and photo enlargements. We will advise you of timeframes for you to provide us with photos and other content.

◆ THANK YOU CARDS

Thank you cards may feature the photo from the service sheets and can be printed for you to send out after the funeral. These cards can be a nice way of acknowledging the support of family and friends following a death.

◆ 'MEMORIES' PHOTOBOOK

A 'Memories' photobook is produced from every slideshow we create.

It is your permanent record of all the photographs gathered for the funeral service, bound in a specially designed hand crafted cover. Additional copies can be ordered (a charge will apply).





VISUAL PRESENTATIONS

◆ SLIDESHOWS AND PHOTO PRESENTATIONS

We can create a slideshow on a USB to be played through TV screens or project a slideshow of photos to reflect the life of your loved one onto a wall or screen. Such a presentation can be a meaningful way to share memories and highlights of a life. It can be shown before or during the funeral service, accompanied by your own special music. We can create a slideshow for the funeral service whether it is in our chapel or at another venue.

◆ LIVESTREAM

A Livestream is a live online broadcast of a funeral service from the Hope and Sons Chapel, available anywhere with a computer and reliable internet. The stream starts 10–15 minutes before the service and will be available on our website for 90 days. Services are only broadcast with family permission, and we can provide a private link for selected people.

Livestreaming at other venues depends on network availability and an independent operator.

◆ AUDIOVISUAL RECORDINGS

We can arrange for an audiovisual recording, on a USB stick of the funeral service. This is also a means of sharing the service with relatives or friends who were unable to be there on the day. We can record with our static in-house cameras or utilise the skills of a professional independent operator.



CATERING

THE KENNEDY LOUNGE

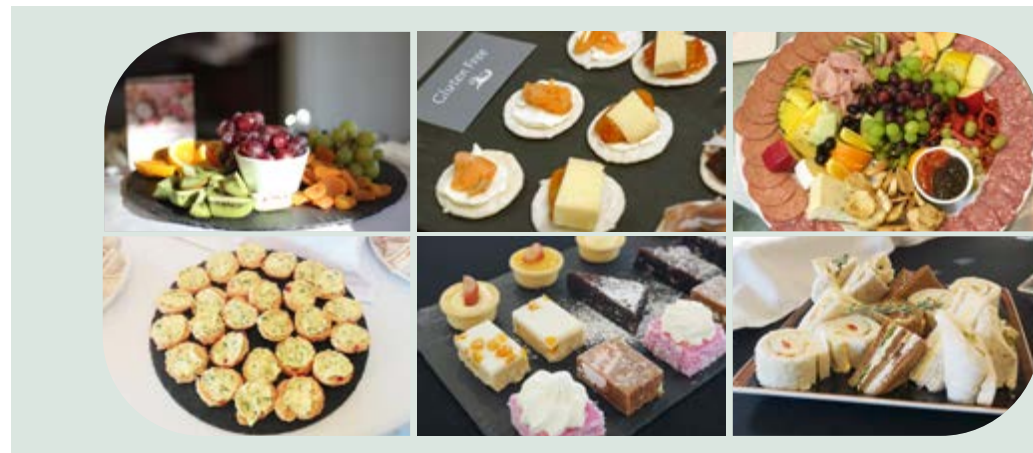
Offering refreshments after a funeral is regarded as an important aspect of the funeral service. This is a time for meeting up with family members and friends, sharing stories and recalling in greater detail the life of the person who has died. Sometimes it is also an opportunity for a family reunion.

Adjacent to the Hope and Sons Chapel is the Kennedy Lounge, which provides a relaxed atmosphere in which to gather for refreshments following the funeral service. It is air-conditioned and has a fully equipped catering kitchen with trained catering staff. We can support a family with hospitality and ensure that everything is provided for their comfort and that of their guests. Your funeral director will be able to provide more information on catering options.



OTHER VENUES

Catering can be provided at other venues. You can talk to us about the style of food you would like. Some church groups also offer to cater for funerals; we are happy to assist in any way.



VEHICLES



2014 BUNCE VF SV6

The 2014 Bunce VF SV6 is a modern hearse and a smart looking vehicle providing elegance and respect.



2019 CADILLAC XTS

The Cadillac has a 3.6 litre V6 engine, is luxurious yet understated and looks beautiful finished in traditional Raven Black. The Cadillac is something special, an exciting addition to our fleet of hearses and is available for all our client families for use at funerals.



1961 DODGE SENECA

The Dodge, one of six imported to New Zealand new in 1961, was the firm's main hearse in Dunedin between 1961 and 1973. In 2009 we added an identical vehicle and the Dodge is now fully restored to near its original condition. It is a lovely choice for a traditional-style funeral.



1926 CHRYSLER 60

As a centennial project in 1987, the company restored a 1926 Chrysler hearse, one of the original motor hearses of Dunedin. It is available for funeral use and was the first vintage hearse available for this purpose in our region.



1965 FORD F250

A mid-1960s classic truck that we have lovingly restored and converted into a hearse. Added to our fleet in 2023, this hearse is different from anything else. Classic mid-1960s colour, powered by a Ford 352 FE series V8 engine and finished with a beautiful solid rimu timber deck.



TRIBUTE BOOK



If you would like to know who has attended the funeral service, you may find it useful to have a Tribute Book for people to sign. We do our best to ensure that everyone signs the book either as they arrive for the funeral service or before they leave.

Hope and Sons has a specially designed Tribute Book, a unique lasting memento that is presented to you afterwards, as a gift. Additional photocopies can be provided on request. Family and friends can read and place messages in the specially designed Tribute Book.



DEATH CERTIFICATE

After the burial or cremation, Hope and Sons registers the death online. Births, Deaths and Marriages then processes the application and usually sends the death certificate to us within five to ten working days. We will forward it to you or to your solicitor.

We gather the legally required information from you during the funeral arrangements, so it's important this is accurate.

If the death was referred to the coroner, the certificate will note 'subject to coroner's findings' until the final cause of death is confirmed. The certificate can be updated once the coroner has completed their enquiries.



HEADSTONES AND PLAQUES

MEMORIALS AND MONUMENTAL WORK

Hope and Sons can provide advice and assistance regarding the selection and purchase of granite, ceramic, brass, bronze and Returned Services plaques. If the family wishes, we can arrange for new headstones and memorials and the addition of inscriptions and refurbishment of existing monuments.

EX-SERVICE PERSONNEL

We can arrange a Returned Services or Services Tribute for any service person, including playing the Last Post if you wish. A flag may be placed on the casket, medals can be displayed, and poppies provided for those who want to place one in respect.

Returned service personnel and their spouses are eligible for a subsidised plot in designated cemetery areas, and the plaque or headstone is also government-subsidised.

If service details are unknown, we can obtain them from Personnel Archives at the Department of Veterans' Affairs on your behalf.



PROBATE

Probate is the legal process where the court confirms a Will as valid. It's required when someone dies with more than \$40,000 in assets. The Executors must obtain Probate to manage the person's assets and debts and distribute the estate according to the Will.

The High Court Registrar grants Probate after confirming the Will was properly made, signed, and that Executors were appointed.

For guidance on estate matters, we recommend contacting your solicitor or an organisation such as the Public Trust.

EPOA, TRUSTEE, AND EXECUTORS

Enduring Power of Attorney (EPOA) ceases once someone dies and if an Executor has been appointed then they ultimately will take over the role of responsibility, to ensure that the person's wishes are carried out. If there is no will but there is an "estate" (i.e. the person who dies has more than \$40,000 in cash or assets) then Letters of Administration may be put before the court to allow for the payment of accounts and the distribution of property.

PAYMENT EXPLAINED

THE FUNERAL ACCOUNT

Every funeral invoice from Hope and Sons is individualised. It will generally include professional service fees, mortuary services, vehicle transfers, and a casket. Other items may be included and will be itemised such as crematorium and cemetery fees, ashes and memorial fees, doctor's fees, newspaper notices, flowers, printing, catering, a death certificate, gratuities and donations, multimedia and audiovisual services, and monumental options.

AN ESTIMATE

With every funeral we will give you an estimate of the costs of the funeral that you have arranged with your funeral director. A current price list is available on our website.

PAYMENT DUE DATE

An itemised funeral account will be sent three (3) working days after the funeral.

The due date for payment, which will be indicated on the invoice, will be fourteen (14) days after the funeral account is sent.

We will send you a reminder statement seven (7) days prior to the due date.

TIMELINE FOR PAYMENT

INITIAL PAYMENT

An initial payment is required upon receipt of a written estimate.



DATE OF THE FUNERAL



THREE WORKING DAYS AFTER THE FUNERAL

The account is sent to the family and/or their solicitor as directed.



PAYMENT OF ACCOUNT IS DUE FOURTEEN DAYS FROM DATE OF INVOICE

The account is due for payment.

FINANCIAL ASSISTANCE

We can advise on the range of assistance available for families requiring help with funeral costs. Assistance and advice can be given on the closing of bank accounts and applications for funeral grants from Work and Income and the Accident Compensation Corporation. (Criteria will apply)

COMPASSIONATE AIRFARES

Some airlines operating in New Zealand offer compassionate airfares to immediate family members travelling to a funeral. You should check with the airline you are travelling on whether the ticket you are travelling on is able to be discounted in this way.

If a discount is possible, we can supply you with a supporting letter from our company.

To write our supporting letter we need the following:

- The full names of the people travelling;
- Proof of your relationship to the person who has died;
- Travel departure point and destination.

BEREAVEMENT SUPPORT

CONTINUING CARE

The funeral is only the first step in saying goodbye, and the weeks and months that follow can feel lonely as support naturally fades. Hope and Sons offers a Bereavement Support Service at no cost, which may include a call, letter, or visit from our coordinator, with follow-up as needed. We're also available to speak to community groups about grief, and families are welcome to use our library of books and resources. Enquiries are always welcome.

REMEMBRANCE SERVICE

Annually, Hope and Sons and the Bereavement Support Service invite families we have cared for during the year to attend a Remembrance Service in our Chapel. It is usually held in late November or early December and is a chance for people to gather and remember. We offer suggestions for coping with significant anniversaries as time passes. Although only lasting approximately an hour, the positive comments from those who attend show the importance of this service and time together.



OROKONUI ECOSANCTUARY

A LASTING LEGACY

One of the most meaningful legacies we can leave is a gift to the environment. In partnership with Orokonui Ecosanctuary, Hope and Sons makes an annual contribution that is honoured with a bench seat placed each year, featuring a plaque in memory of all the families we have cared for. Individual names are not listed for privacy.

The Ecosanctuary records each seat's location so you can visit, reflect, and enjoy the surroundings.

We do encourage families to visit and appreciate the Ecosanctuary and what it is doing to restore and protect our local coastal forest, flora and fauna.

Visit our website www.hopeandsons.co.nz under Community for more information on the Orokonui Ecosanctuary.



HELPFUL WEBSITES

◆ www.hopeandsons.co.nz

The Hope and Sons website covers all aspects of funerals and procedure. In many respects the website is an electronic version of this book, although it provides more in-depth information and detail.

This website would also be helpful if you were planning a funeral in advance. Resources that can be downloaded to help with funeral planning include readings, poems, music and hymns.

www.hopeandsons.co.nz/notices-and-livestreams

All our funeral notices are placed on the Tributes website at no charge to our families.

Placing the funeral notice on the internet allows it to be read at any time. Features can include a map to the service venue, an ability to order flowers online or details of which organisation donations can be sent to.

Family and friends from anywhere in the world can read and place messages in the tribute book – there is no cost to leave or read comments and no restriction to the number of words that can be placed. Tribute pages and tribute books may be printed at any time.

If the funeral has a slideshow we upload it to the site so that it is available for viewing at any time by family and friends around the world or overseas who were unable to attend the service.

Additional features:

- placing photographs in a special online photo album
- uploading a photo presentation (photographs set to music) if it featured in the funeral service, so that it is available for viewing at any time by friends around New Zealand or overseas who were unable to attend the service

HELPFUL WEBSITES

◆ www.nzembalmers.org.nz

A group of like-minded, professional, qualified embalmers dedicated to the maintenance of the highest standards of professional conduct and ability.

◆ www.fdanz.org

Hope and Sons Funeral Directors are proud members of the FDANZ. The choice to join and be accepted into FDANZ means a commitment by members to provide a thoroughly professional and high quality service.

Caring professionalism best sums up the intention of a FDANZ funeral director. This stems from:

- A commitment to the code of ethics and code of professional conduct.
- A requirement that those on the FDANZ Register of Funeral Directors have a nationally recognised qualification in funeral directing.
- Mandatory ongoing training.
- The experience to provide practical assistance and considerate support to you and your family.
- A broad understanding of religious and ethnic customs.
- Familiarity with legal obligations and local authority regulations.
- Members are regularly monitored by the Association and ongoing education and training is promoted and coordinated through the industry training organisation, the Funeral Service Training Trust (FSTT).

HELPFUL WEBSITES

✦ www.catholicfunerals.co.nz

For those of the Catholic faith, we have designed the Catholic Funerals website with the support of the Archdiocese of Wellington. This website allows you to plan a Funeral Mass; it provides you with all of the approved Bible readings, as well as many hymns.

The website also sets out the Catholic Church's approved policies in relation to funerals within the Church.

As well as creating an electronic plan for a Funeral Mass with the 'Funeral Mass Planner Guide', you can save your plan to your computer, or email it to family, friends or the priest who is participating in the funeral.

✦ www.skylight.org.nz

Supporting children, young people, and their whānau to navigate through tough times by building resilient individuals and communities.

✦ www.mytrove.co.nz

A single place for people to be able to notify multiple organisations of a death and start the account closure process with each notified organisation.

✦ www.workandincome.govt.nz

An organisation within the Ministry of Social Development (MSD) with a purpose to support New Zealanders by offering a number of payments and services on behalf of the government.

✦ www.acc.co.nz

Everyone in New Zealand is covered by ACC's no-fault scheme if they're injured in an accident. This includes children, beneficiaries and students. It doesn't matter if they're working, unemployed or retired. It also includes visitors to New Zealand.

PERSONAL PROFILE RECORD

Full Name: _____

Full Name at Birth: _____

Date of Birth: _____ Place of Birth: _____

For those born outside New Zealand, when did you move here? _____

Address: _____

Occupation: _____

Ethnic Group: _____

Descended From NZ Māori: ☐ Yes ☐ No

DETAILS OF ALL MARRIAGES / CIVIL UNIONS / PARTNERSHIPS

First Marriage / Civil Union / Partnerships – to Whom: _____

Date of Marriage/ Civil Union: _____

Spouse / Partner's Date of Birth: _____

Where the Marriage or Civil Union Took Place: _____

Second Marriage / Civil Union / Partnership – to Whom: _____

Date of Marriage/ Civil Union: _____

Spouse / Partner's Date of Birth: _____

Where The Marriage or Civil Union Took Place: _____

Third Marriage / Civil Union / Partnership – to Whom:

Date of Marriage/ Civil Union: _____

Spouse / Partner's Date of Birth: _____

Where the Marriage or Civil Union Took Place: _____

Names and Dates of Birth of Any Living Female Children:

Names and Dates of Birth of Any Living Male Children:

Names and Dates of Birth and Death for Any Deceased Female Children:

Names and Dates of Birth and Death for Any Deceased Male Children:

A Marriage Celebrant, JP or any Honours or Awards Held? ☐ Yes ☐ No

Details: _____

Mother's Full Name (at Your Birth): _____

Mother's Maiden Name: _____

Mother's Occupation: _____

Father's Full Name: _____

Father's Occupation: _____

Solicitor's Name: _____

Doctor's Name: _____

Do You Have a Pre-Paid Funeral? ☐ Yes ☐ No

Where is this Held: FDANZ / Public Trust / Other:

FAMILY CONTACT

Name: _____

Address: _____

Phone: _____ Email: _____

Relationship: _____

FUNERAL SERVICE DETAILS

☐ Cremation ☐ Ashes Scattered ☐ Ashes Interred

☐ Burial ☐ Cemetery

☐ New Plot ☐ Existing Grave Plot (if known) _____

☐ Venue _____

☐ Private / Public _____

Day: _____

Time: _____

Who will lead the funeral service?

☐ Celebrant ☐ Clergy ☐ Other: _____

Name: _____

THINGS TO CONSIDER

☐ Casket: _____

☐ Clothing: _____

☐ Flowers: _____

☐ Catering: _____

☐ Service Sheet / Photos: _____

☐ Slideshow / Photobook: _____

☐ Newspaper Notices: _____

☐ Pallbearers: _____

☐ Tributes Website: _____

☐ Livestreaming: _____

☐ Plaques and Monuments: _____

☐ Organisations – RSA, Lodge, Sports Club, other: _____

Music

☐ Opening Music: _____

☐ Farewell Music: _____

☐ Slideshow / Reflection Music: _____

☐ Hymns / Songs: _____

PEOPLE TO NOTIFY

Funeral Director: _____

Doctor: _____

Solicitor: _____

WINZ / ACC _____

Landlord: _____

Other: _____

[illegible][illegible]



HOPE AND SONS

Office, Chapel and Kennedy Lounge
523 Andersons Bay Road
Dunedin 9012
(03) 455 5074



DUKES ROAD CREMATORIUM

Office and Kōwhai Lounge
169 Dukes Road North
Mosgiel 9092
(03) 489 3111

Email: office@hopeandsons.co.nz | Website: www.hopeandsons.co.nz
Facebook: www.facebook.com/hopeandsonsfuneraldirectors