



About Funerals

HOPE  SONS
FUNERAL DIRECTORS
Established 1887





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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 a stressful time, 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 make contact with 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 open to membership of 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 have 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 John Hope established it in 1887 at premises in St Andrew Street, Dunedin. His sons, Bert, Jack, and Les all worked in the firm. When Les retired as Managing Director in about 1967 he left the continuing operation of the business to his own sons, Peter, Derek, Ian, and Brian.

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

The current Manager, Andrew Maffey is married to Philippa Maffey (nee 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 firm 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 are 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 a 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 so 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 Conduct of this organisation. We have a long involvement with the New Zealand Embalmers Association Inc.

PRE-PAID FUNERALS

FDANZ 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 AN FDANZ FUNERAL TRUST PREPAID FUNERAL PLAN?

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

FDANZ Prepaid Funeral Plan is a way of arranging your Funeral in advance and pre-paying for it at the same time.

Benefits of the FDANZ 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 an FDANZ Funeral Director anywhere in New Zealand may access the funds upon death.
- The money you prepay towards your Funeral can be discussed with your FDANZ 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 FDANZ 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 provides peace of mind for you and your family. It allows you to leave clear instructions for your family on how you would like to be remembered and the style of farewell you would like.

No obligation enquiries are welcome, and advice can be given at any time.





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

There is a Natural Burial Cemetery at Waldronville on Dunedin's South Coast. A natural burial is a burial process that is as natural and environmentally friendly as possible. The person who has died is buried within the active soil layer, allowing for a natural decomposition process. Only biodegradable materials are put in the ground and the surface is returned to a natural flora and fauna environment. Permanent headstones are not a feature of Natural Burial Cemeteries, rather a native tree or plant is grown instead.

To assist with a reference to the plot in the future, the natural burial plot will be assigned a GPS coordinate by the Dunedin City Council.



Kōwhai Native Totara



CREMATION

Cremation is now a widely accepted alternative to burial. Cremation allows many options - ashes may be buried in an existing, or new plot, scattered in a special place, returned into the care of the family, sent overseas or destinations within New Zealand. The cremation usually takes place on the day of the Funeral Service and ashes are available within 48 hours, or possibly sooner by arrangement.

DUKES ROAD CREMATORIUM

169 DUKES ROAD NORTH, MOSGIEL

In November 2015, we opened the Dukes Road Crematorium and Kowhai Lounge to provide cremation services to all families in and around our region. Operating our own Crematorium allows flexibility and continuous care.

KEY INFORMATION ON CREMATION

Only one Cremation takes place at a time: one casket and one person are cremated. This means you can be assured that the ashes are only those of your loved one.

In accordance with our local authority rules, every person is cremated in a casket – due to the nature of the process all the casket material disappears and the ashes returned are bone ash.

You may have seen the wording, 'followed by private cremation' in funeral notices. This refers to the time when the hearse moves off from the Funeral Service.

The choice of whether you wish to accompany the hearse to the Crematorium is always up to the family. The Funeral Director will guide you with options.



EMBALMING AND ENVIRONMENTAL CONSIDERATIONS

We will always ask family whether we are able to care for the deceased person by carrying out mortuary services. We have a team of qualified and highly experienced embalmers who take care of the preparation of the person who has died.

MORTUARY SERVICES – CARING FOR THE DEAD

The care and respect that Hope and Sons gives to the person who has died begins from your first contact with us. All of our team are fully trained to transfer the deceased into our care with dignity and respect, be it from a private home, Rest Home, Hospital, Hospice or an outside public place. Hope and Sons staff endeavour to minimise any impact mortuary practices have on the natural environment. We acknowledge the sensitivity and uncertainty you may have about embalming. The ultimate result of mortuary care is that the person who has died is cared for and is presented in a safe, clean and hygienic way.

CLOTHING AND DRESSING

We will ask for clothing for the person who has died to be dressed in (including underwear), footwear is optional. Choose clothing that is familiar and relative to the deceased. Family are very welcome to assist with dressing or they may wish to do all of this themselves.

We encourage families to spend time with the person who has died and to see them once again in familiar clothing is often very comforting.

Discuss your options with your Funeral Director.



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 a repatriation of the deceased 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 by-laws 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 an oblong (rectangle) 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 the ashes at home or if you wish to bury them, you may choose to have them placed in another style of urn.

Some of our urns are similar to the casket range. An urn can be made of solid wood or particle board/MDF, scatter tubes or painted the same colour as the casket. There are many other designs and materials that you can see at our premises. You may also choose to supply your own container into which we will transfer the ashes.



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 momentos 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 to all family members.



Children should be offered the same opportunities to spend time with the person who has died and to attend the Funeral Service if they wish. Great benefits can come from being included in the preparations for a Funeral Service. A very valuable experience.

We encourage visiting at Hope and Sons between 8.30am and 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.

Historically, children were not involved in the funeral process. For children, visiting, seeing and touching someone they love can be a positive experience as it allows them to say goodbye and helps them to understand the reality and finality of death.



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. It's significant therapeutic value is widely recognised.

From a practical point of view, the Funeral ensures the legal and dignified burial or cremation of the person who has died.



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.

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, 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 will take place much like any Funeral Service except the casket will not be present. If a cremation has taken place, a family may choose to have the ashes present (or not) and may decide to inter the ashes on the same day.

A simple Farewell may take place at Hope and Sons, a private residence or at the Crematorium where family and friends will gather to acknowledge the death.

A Funeral Service, Memorial Service or a Farewell may be public or private - your choice. We are always here to discuss 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 are wishing 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.





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.



First Church of Otago

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.

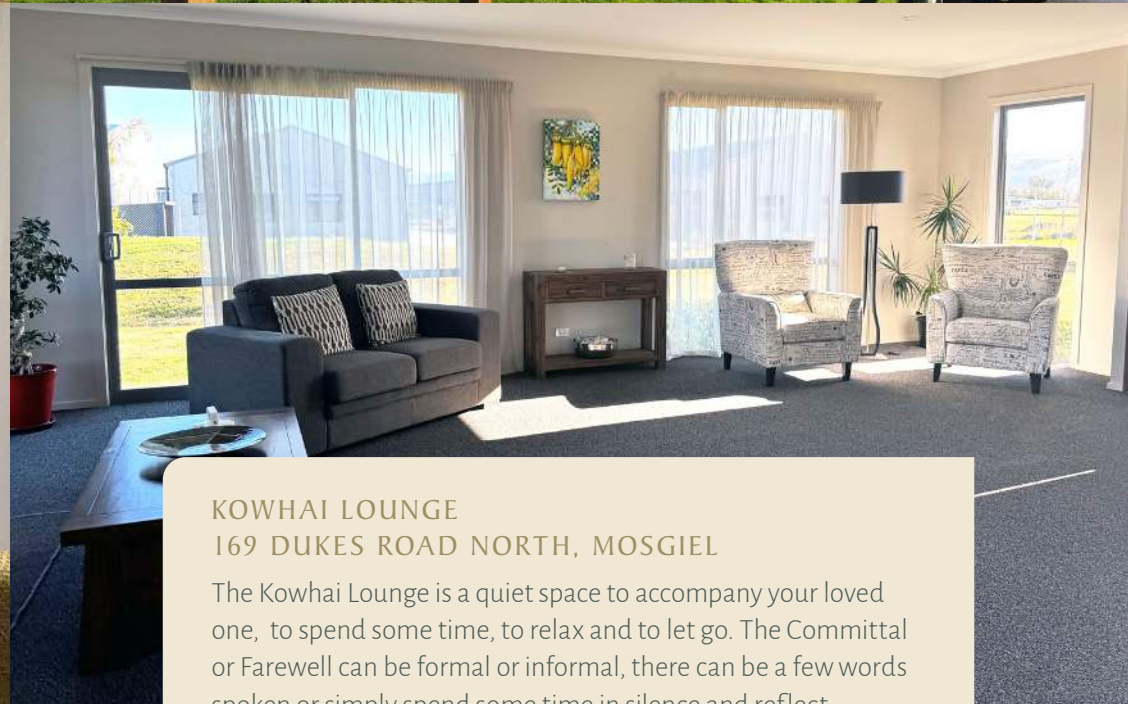
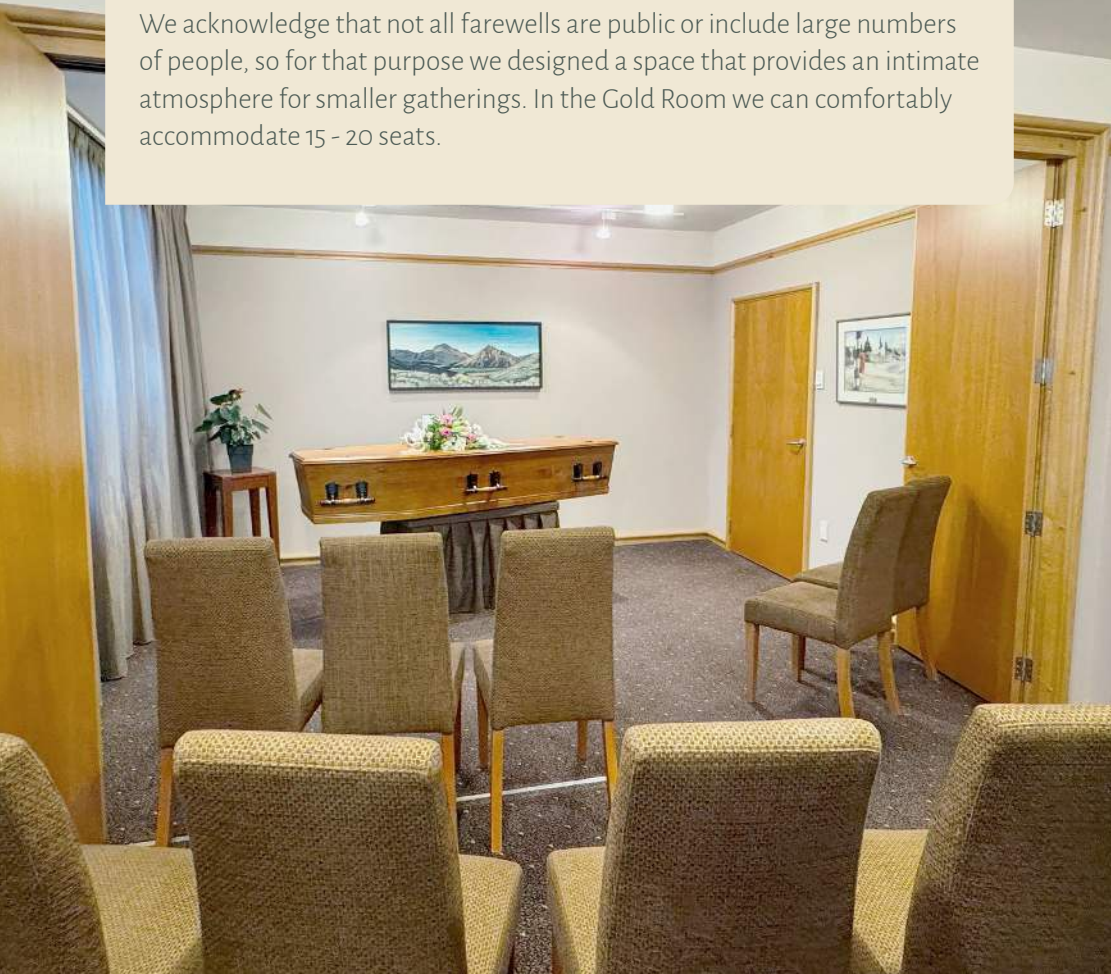
The Kennedy Lounge is adjacent to the Chapel and courtyard, it is a comfortable setting in which to gather after a Service and enjoy some refreshments and share memories.

The entire building is air-conditioned, there is mainly level access throughout. 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.



KOWHAI LOUNGE 169 DUKES ROAD NORTH, MOSGIEL

The Kowhai 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.



CAR PARK

A car park with easy access from both Andersons Bay Road and Oxford Street can accommodate over 100 cars. Immediate family 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 disabled car park is located near the East Door.

AN ONLINE MEMORIAL FOR YOUR LOVED ONES

TRIBUTES
ONLINE

www.tributes.co.nz

The Tributes website 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 on Tributes.

Every funeral arranged by Hope and Sons can be posted on the Tributes website at no extra cost for one year.



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 in 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 private cremation. Messages to 88 Brown Street, Forbury, Dunedin 9012 or on Rob's page at www.tributes.co.nz where you can also view the service via Livestream.



MOMENTOS, MUSIC, FLOWERS AND DONATIONS

Using carefully chosen symbols in a Funeral Service can enhance the significant aspects of a person's life, and help create a very personal atmosphere for the Service. Photos and flowers add to the ambience as well.

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 tell us of other 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 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' photo book 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 PRESENTATION

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 broadcast of a Funeral Service over the internet from the Hope and Sons Chapel. The Funeral Service can be watched from anywhere provided you have a computer and a high-speed internet connection. The broadcast begins approximately 10-15 minutes before the start of the service. Funeral Services are only publicly broadcast with the permission of the family. We can provide a private link to the family to send to the people of their choice.

Livestream at other venues is subject to network connections and the availability of a professional independent operator.

AUDIO VISUAL RECORDINGS

We can arrange for an audio-visual 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 to provide 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 to be provided. Some Church groups also offer to cater for funerals; we are happy to assist in any way.



VEHICLES

Hope and Sons offer a diverse fleet of purpose-built hearses.



2014 BUNCE VF SV6

The 2014 Buncce 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 1960's 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 60's colour, powered by a Ford 352 FE series V8 engine and finished with a beautiful solid rimu timber deck.



2006 HARLEY DAVIDSON SIDECAR HEARSE

Our Harley Davidson sidecar hearse joined the fleet in 2018. Not just for motorcycle enthusiasts but anyone wanting to add a slightly unique element to the "final journey". Looks stunning in white pearl and sounds even better!



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 will register the death of the person who has died. Following this online registration, Births, Deaths and Marriages processes the application and courier the death certificate to us, usually within five to ten working days. We forward the death certificate directly to you or to the Solicitor who is dealing with the estate.

We are legally required to include certain information when registering a death. We obtain this information from you while making the funeral arrangements with you. It is important that this information is accurate.

If the death has been referred to the Coroner, you will notice the words 'subject to coroner's findings' in the cause of death section. This means that the official cause of death was not available at the time we registered the death. It is possible to update the death certificate once the Coroner has concluded his or her enquiries and ascertained the cause of death.



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 are able to facilitate a Returned Services or a Services Tribute for any Service Person who has died. We can play the Last Post if you would like these traditions to be part of the Ceremony.

A flag may be draped over the casket and medals may be displayed on a cushion. In addition, poppies can be supplied to those wishing to come forward and place them on top of the casket during the ceremony as a mark of respect.

Returned Service Personnel and their spouses are entitled to a subsidised plot in a designated area in most Cemeteries. The plaque or headstone on these graves is also subsidised by the New Zealand Government.

If you do not know the service details of the person who has died; on behalf of the family, we are able to obtain these details from Personnel Archives at the Department of Veterans Affairs.



PROBATE

Probate (a term coming from a Latin word meaning 'proof') is the procedure by which the court recognise a Will as authentic.

Currently Probate is required when someone has more than \$15,000 in cash and assets at their death. They are said to have an estate.

The Executors of the Will must obtain Probate from the Courts so that they have authority to deal with assets (and liabilities) of the person who has died and to enable distribution of the estate in accordance with the Will.

The Registrar of the High Court carries out Probate after receiving an application from the Executors. This task involves establishing that the Will was made by the person who has died, and that the Will was properly signed and attested, and that Executors have been appointed.

For advice on estate matters we would recommend that you contact 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 that dies has more than \$15,000.00 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, 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 pricelist is available on our website.

PAYMENT DUE DATE

On the Wednesday after the Funeral we send the itemised funeral account to the address that you have indicated as appropriate.

The due date for payment, which will be indicated on the invoice, this will be 2 - 3 weeks from the day the funeral account is sent. We will send you a reminder statement seven (7) days prior to the due date.

An Account Service Fee will be added when payment is not made by the due date.

Interest may be charged on overdue accounts.

INITIAL PAYMENT

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



DATE OF THE FUNERAL



WEDNESDAY AFTER THE FUNERAL

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



TWO - THREE WEEKS AFTER THE ACCOUNT IS SENT TO YOU

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
- a booking reference number and ticket number.

BEREAVEMENT SUPPORT

CONTINUING CARE

Although very important, the Funeral is only the first step we take in 'saying goodbye'. As you begin to work through your grief, the road ahead may seem long and lonely. Relatives and friends will be especially helpful at the time of death and at the Funeral. However, as the weeks and months pass after the death, they may not always be available to comfort you and to allow you to talk about the person you love and miss so much.

After the Funeral and at no cost to our families, Hope and Sons provides a Bereavement Support Service to extend the care we give to families we serve. Some of our families may not need this additional service; others will need it and benefit from it. It involves a phone call, a letter or a visit from our co-ordinator and follow-up as required.

In addition, we are available to speak to community groups on the topics of death and how to cope with grief. Free use of our extensive library of informative books and pamphlets on these topics is always available.

Enquiries regarding these services are 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 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

The most lasting legacy we can leave when we die is a gift to our environment. That is why, in conjunction with the Orokonui Ecosanctuary, we have developed this unique way of remembrance.

Hope and Sons make an annual contribution to the Ecosanctuary. This contribution will be acknowledged at the Ecosanctuary with the annual placement of a bench seat, inset with a plaque in memory of all those families we have cared for each year. For privacy reasons, family names are not published on the plaque. The Ecosanctuary records where each seat is placed, and if visiting you will be able to locate the seat, reflect, remember and appreciate the unique experience of the Ecosanctuary.

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.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 on-going 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.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.tributes.co.nz

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 amount 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

The website is safe and secure – all comments, photographs, photo presentations and personal histories are checked by the funeral director or the tributes administrator before being uploaded to the website.

The tribute page stays active for 13 months. After that time you can choose to renew your registration annually at a minimal cost. Even if you do not renew the tribute, the funeral notice will stay on the site indefinitely at no cost to you so that future generations will be able to view notices from the past.

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:** _____

If not born in New Zealand, how long or date moved to NZ: _____

Address: _____

Occupation: _____

Ethnic Group: _____

Descended from NZ Maori ☐ Yes ☐ No

Details of all Marriages / Civil Unions / Partnerships

First Marriage / Civil Unions / 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 Unions / Partnerships – To Whom: _____

Date of Marriage / Civil Union: _____

Spouse / Partner's date of birth: _____

PERSONAL PROFILE RECORD

Where the Marriage or Civil Union took place: _____

Third Marriage / Civil Unions / Partnerships – 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

PERSONAL PROFILE RECORD

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 _____

Things to consider:

- ☐ Casket _____
☐ Clothing _____
☐ Flowers _____
☐ Catering _____
☐ Service Sheet / Photos _____
☐ Slideshow / Photobook _____
☐ Newspaper Notices _____
☐ Pallbearers _____

FUNERAL SERVICE DETAILS

- ☐ Tributes website _____
☐ Live streaming _____
☐ Plaques and Monumental _____
☐ 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 _____

NOTES

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hopes

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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