



Joseph **Medcalf**
Funerals



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About Us



THE STORY OF OUR COMPANY

Joseph Medcalf established himself as an undertaker in 1880 at the site of our head office 172 Redfern Street, Redfern. Joseph Medcalf set up at Redfern to service the then General Cemetery which was cited at Devonshire Street in the area where Central Station is now located. This cemetery was progressively closed from 1888 with remnants of it still seen today.

A new cemetery was established at Botany and Joseph Medcalf Funerals arranged the first interment on the 11th February, 1894 which also marked the opening of the Presbyterian portion of the cemetery. Joseph Medcalf Funerals also conducted the first Roman Catholic funeral at the cemetery on 9th March, 1894. Being such an established name in the funeral industry,

Joseph Medcalf stands for traditional values where loved ones are cared for with dignity and the bereaved are treated with sensitivity and compassion.

We offer a full range of funeral services with the emphasis on maintaining the traditional values that have been the hallmark of Joseph Medcalf Funerals over the many years we have provided service to the community.

OUR CORE VALUES

We constantly strive to be Australia's best funeral care provider. This is achieved through the establishment of a great company culture that supports and enables staff to deliver the highest grade of customer service experiences.

- 1 PUT PEOPLE FIRST**
Take care of staff and suppliers, they will take care of our client families.
- 2 GO THE EXTRA STEP**
Take actions that build lasting connections and loyalty.
- 3 FOSTER A TEAM APPROACH**
Work calmly as a team across all areas of the company.
- 4 SOLID BUSINESS INTEGRITY**
How we do business is as important as the business we do.

Our Locations



Inner City

172 Redfern Street, Redfern NSW 2016



Inner West

447 Burwood Road, Belmore NSW 2192



Eastern Suburbs

61 Military Road, Matraville NSW 2036



Joseph Medcalf Funeral Offices

We serve our community from three office locations.

This includes:

- Air-conditioned office with meeting facilities
- Funeral arrangement rooms and private viewing rooms
- Reception and private parking
- In-house multimedia centre, pre-funeral planning departments
- Mortuary Care Centre

Joseph Medcalf Chapels

We have three recently refurbished Chapels at Redfern, Belmore and Matraville for private family viewings, rosary's and services

This includes:

- Air-conditioned office with meeting facilities
- Funeral arrangement rooms and private viewing rooms
- Reception and private parking
- In-house multimedia centre, pre-funeral planning departments
- Mortuary Care Centre



Planning Ahead

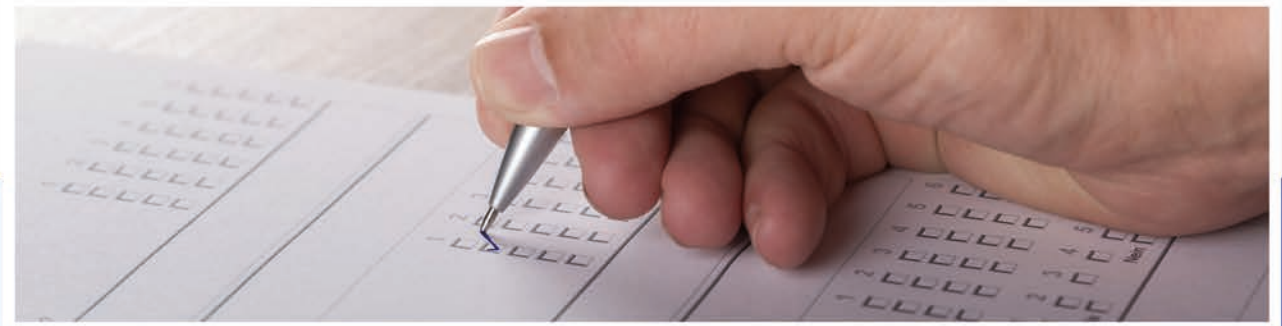




THE BENEFITS OF PRE-PLANNING YOUR FUNERAL

Should you decide to pre-plan your funeral, it's important to plan the details of the type of service that you would like. Having chosen a funeral director, the next step is to record your wishes and other necessary information. Regardless of whether you would prefer a traditional religious service with hymns and prayers, or a more contemporary and personalized service it can be arranged accordingly.

Pre-planning a funeral often relieves the burden from grieving family and friends, enabling them to mourn their loss without the additional stress of arranging the funeral. We often hear how grateful a family is when a funeral has been pre-planned.



OPTIONS WE WILL COVER:

- Type of funeral service at chapel, church, crematorium, or other venue required
- Selection of coffin or casket
- Preferred cemetery or crematorium
- Clergy, celebrant or other to conduct service
- Organist and selected hymns
- Special music to be played
- Flowers or life symbols to be displayed
- Catering
- Which newspapers for death and funeral notices
- Cremation and/or death certificates
- Any other personal requirements.



IF YOU NEED IMMEDIATE
ASSISTANCE CALL

02 9698 2644

24 HOURS A DAY,
365 DAYS A YEAR



When The Time Comes...

SEEK IMMEDIATE SUPPORT

When the death of a loved one occurs, feelings of panic and helplessness may be overwhelming, but remember that you are not alone. It is important to reach out to close relatives, friends, and professionals for the help, support and comfort you need.

The initial telephone call made to a funeral home is known within the funeral industry as the First Call. During this call, we obtain basic information about you and your loved one, and try to guide and prepare you for your next steps. Depending where the death occurred, we may also need to arrange bringing your loved one into our care.

INITIAL STEPS, WHAT DO I DO?

Few of us are prepared when a death occurs and we often need support and assistance both at the initial time of death and throughout the funeral planning process, as well as continued support as we come to terms with the loss.

Once you have contacted Joseph Medcalf Funerals, we would recommend that you contact close family or friends to be with you if it is possible at this time. In our experience, having someone close-at-hand is invaluable as you are likely to benefit from the support and help during the immediate hours following the passing of a loved one.

COMMON SCENARIOS

The initial steps you need to take when a death occurs vary according to the location of the deceased and the circumstances surrounding their death. Here are a few common scenarios and the typical outcome of each:

AT HOME

The attending doctor will officially confirm the death and issue a Life Extinct Certificate or Cause of Death Certificate. You can then notify Joseph Medcalf and we can bring your loved one into our care. If a doctor is unavailable and your loved one has been under palliative care, you may use the services of a palliative care nurse who is able to issue an interim certificate.

AT HOSPITAL

If the death occurs in hospital, the initial contact to Joseph Medcalf Funerals is not usually made by hospital staff, but by close family members. Once contact has been made with us, we will then coordinate with the hospital in order to bring your loved one into our care.

AGED CARE

Most aged care facilities require families to nominate their preferred funeral director when their family member becomes a resident of the facility. In this case, the staff will contact Joseph Medcalf Funerals once the family have been notified.

UNEXPECTED DEATH

When a death is sudden or unexpected, a Doctor may not be able to issue the Cause of Death Certificate and the Coroner needs to be notified. This usually means that the Police Service will be required to attend in order to prepare a report for the Coroner to establish the cause of the death.

PREPARING FOR THE FUNERAL ARRANGEMENT

In order to prepare for your funeral arrangements, we recommend that you consider gathering special photos, memorabilia, religious passages, poems and even favourite songs or musical selections. Your funeral arranger can suggest meaningful ways to personalise a service which follows your expressed desires.

Grief and loss professionals believe that a personal and memorable funeral helps families to come to terms with their loss and move on through the immediate grieving process. It is our aim to deliver your wishes, and this is one of the differences that we feel stands us out from other funeral service providers.

MONUMENTAL STONEMASONRY

At Joseph Medcalf Funerals we are proud to have on offer monumental stonemasonry services to help create a personal and lasting gathering point, a special marker for remembering those who have passed away.



Arranging A Funeral

WHY HAVE A FUNERAL SERVICE?

When a loved one dies, we often see that people want to get on with funeral planning as quickly as possible; they want closure and think that the pain will go away once the funeral has been held. It is true that funerals can be emotionally difficult, but a good funeral will provide the opportunity to share memories, gather support and put loved ones on the path to recovery.

It is the coming together of families and friends that makes the difference. This specifically created support network is a source of comfort and strength, both during the funeral and immediately afterwards.

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 modern funeral, it is not uncommon for a funeral to be held five to seven days after death. If necessary, it can be held still 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 helps you to make clearer decisions. When people are rushed they may forget or overlook matters, leading to regrets afterwards.

Why We Have Had Funerals Since the Beginning of Time

WOLFELT'S HIERARCHY OF THE PURPOSES OF FUNERALS



BENEFITS OF A FUNERAL

Rituals are symbolic activities that help us, together with our families and friends, express our deepest thoughts and feelings about life's most important events. Baptism celebrates the birth of a child and that child's acceptance into the church family. Birthday parties honour the passing of another year in the life of someone we love. Weddings publicly affirm the private love shared by two people.

The funeral ritual, too, is a public, traditional and symbolic means of expressing our beliefs, thoughts and feelings about the death of someone loved. Rich in history and rife with symbolism, the funeral ceremony helps us acknowledge the reality of the death, gives testimony to the life of the deceased, encourages the expression of grief in a way consistent with the culture's values, provides support to mourners, allows for the embracing of faith and beliefs about life and death, and offers continuity and hope for the living.

BEREAVEMENT BENEFITS

- your partner dies and when they died you were both receiving:
 - a pension from the Department of Human Services or the Department of Veterans' Affairs, or
 - a benefit such as Newstart Allowance or Parenting Payment for at least 12 months
- you are caring for an adult who dies and you were receiving Carer Payment for them
- you are receiving Carer Allowance for an adult who dies, and also an income support payment other than Carer Payment that does not qualify you for a – Bereavement Payment, or
- your partner was a member of the Pension Bonus Scheme and died before making a claim for the bonus
- For some payments, such as Carer Payment, Wife Pension and Partner Allowance, the payment may continue for 14 weeks following the death to give you time to seek other income support if necessary.

See www.humanservices.gov.au for more information.

ADVERTISING A FUNERAL

You may want to put an announcement online or in a local or national newspaper to advise people about the death and provide details of the funeral service. We can assist you with drafting a death or funeral notice and will liaise with the newspaper company on your behalf.

WHAT DO WE NEED?

There are some things you can do before meeting with your funeral director:

- Allow enough time. Set aside 1-2 hours to meet and talk with your funeral director to begin planning the funeral.
- Supportive family or friend.
- Information for Death Certificate.
- Clothes for the deceased to be dressed in including perfume, make up or after shave if you wish. A current photo is also helpful to assist with their presentation.
- Credit card / Eftpos card / Cheque book.
- Prepaid funeral plan documents, if any.
- Burial site reservation, if any.
- A list of questions you may have.
- Think about if you would like a viewing. This is some time with the person again before the funeral. It can be held privately, often the day before the funeral.
- A day, time and place for the service will usually be agreed to in the first meeting.
- Have some ideas about the ceremony itself – music, flowers, theme, catering, videos etc.
- Consider whether you want a burial or a cremation.
- Expect an account with the cost explained. It is normal for the funeral director to discuss the account and explain the cost of each item. You will be given a fully itemised estimate of fees based on what you have agreed upon for the funeral. Most families pay by credit card, cheque or cash on or before the day of the funeral. Most banks will allow you to access the deceased's bank account to pay for the funeral, and your funeral director will be able to advise you how to do this.



IMPORTANT RESOURCES

There are many documents and forms that are important sources of information when arranging a funeral. Here is a brief list of some paperwork that you should keep in a safe location:

- Full legal name
- Home address
- Date of birth
- Place of birth
- Father's full name and occupation
- Mother's full name, including maiden name and occupation
- Recent photograph
- Occupation
- Place of burial (if applicable)
- Details of existing or pre-arranged burial plots (if applicable)
- Clothing
- Next of kin (name, relationship, etc.)



CULTURAL SERVICES

At Joseph Medcalf Funerals, we pride ourselves on our experience with funerals of all faiths and cultures. Talk to your funeral director about any cultural or religious ceremonies or additions you would like to have incorporated into the service, we will be sure to go above and beyond to meet your needs.

Other Considerations

SPENDING TIME WITH YOUR LOVED ONE

Prior to the funeral service, some find it helps to spend time with their loved one and like to bring small gifts or a photograph to put on or in the coffin or casket. It's a personal choice and we can talk about this and guide you through the steps.

ON THE DAY

With all the preparation and hard work that goes in to planning a funeral, many people find that they are emotionally drained and exhausted by the time the day of the actual service takes place. By knowing what's expected of you and how you can equip yourself to get through it, you can take more time to grieve and take part in the proceedings.

PHONE CALL PRIOR TO SERVICE

Our funeral staff will contact you the day prior to service to confirm details and key timings. This communication is essential and aims to provide you with the reassurance that we have catered for and provide you with an opportunity to deliver any final instructions.

WHEN TO ARRIVE

Depending on whether you are having a viewing, visitors may begin arriving 30 minutes before the service starts. You are welcome to arrive before visitors if you would like to join our staff in greeting attendees.

Coping With Grief

AFTER FUNERAL CARE

Grief is a natural response to loss. Grief can be identified as the emotional suffering you experience when someone or something you love is taken away and normally the more significant the loss the more intense the grief will be. It's important to remember that grief and mourning is a process and not an event.

Losing a family member, friend or someone you deeply care about is very painful. During this time, you may experience a number of emotions as you respond to the pain and sadness you are feeling. While this time is difficult, it's important to remember that these are normal emotions that people experience as part of their loss.

COPING AFTER THE FUNERAL

There is no right or wrong way to grieve but there are healthy ways to cope as you journey through grief. There are many resources, such as books, that you can use to help understand and cope with grief. Coping with Grief by Mal McKissock and Experiencing Grief by H. Norman Wright are two books that we recommend. Please also find a list of helpful contacts above:



24 Hour Grief Support Line: 02 9489 6644

Bereavement Care Centre: 1300 654 556

The Compassionate Friends: 02 9290 2355

Grieflink: www.grieflink.asn.au

Bereavement Care Centre: www.bereavementcare.com.au

Sids & Kids: www.sidsandkids.org



THE SIX NEEDS OF MOURNING

During our journey through grief and mourning, we all encounter six needs we must meet if we are to heal:

1. Acknowledge the reality of the death
2. Embrace the pain of the loss
3. Remember the person who died
4. Develop a new self-identity
5. Search for meaning
6. Receive support from others

Author, educator, and grief counsellor Dr. Alan Wolfelt is known across North America for his inspirational teaching gifts. His compassionate messages about healing in grief speak not only to the intellect, but to the hearts of all who hear him.

COMMON MYTHS SURROUNDING GRIEF

GRIEF SHOULD LAST ABOUT A YEAR

There is no specific time frame for grieving to begin or end. How long it takes can differ from person to person.

IT'S IMPORTANT TO 'BE STRONG' IN THE FACE OF LOSS

Feeling sad, frightened, or lonely is a normal reaction to loss. Crying doesn't mean you are weak. You don't need to "protect" your family or friends by putting on a brave front. Showing your true feelings can help them and you.

THE PAIN WILL GO IF YOU IGNORE IT

Trying to ignore your pain or keep it from surfacing will only make it worse in the long term. For real healing, it is necessary to face your grief and actively deal with it.

GRIEF AND MOURNING ARE THE SAME

Grief is the internal thoughts and feelings we experience when someone we love dies. Mourning, on the other hand, is taking the internal experience of grief and expressing it outside ourselves.

Who do I need to notify?

The following is a list of the people and organisations you may need to contact if someone has passed away:

- ☐ Australian Electoral Commission
- ☐ Australian Taxation Office
- ☐ Banks, credit unions
- ☐ Centrelink payments
- ☐ Child Support services
- ☐ Clubs (e.g. the Returned and Services League)
- ☐ Credit card/hire purchase
- ☐ Department of Veterans' Affairs
- ☐ Employers
- ☐ Executor of the will
- ☐ Family and friends
- ☐ Foreign pension authority
- ☐ Funeral bond
- ☐ Funeral insurance
- ☐ Health benefits fund
- ☐ Health professionals (doctor, physiotherapist, dentist, podiatrist, optometrist)
- ☐ Hearing centre
- ☐ Hospital
- ☐ Insurance companies
- ☐ Landlord, tenants
- ☐ Local council
- ☐ Medicare services
- ☐ Local post office
- ☐ Preferred funeral director
- ☐ Prepaid funeral
- ☐ Public Services (e.g. library)
- ☐ Professional bodies (e.g. solicitor, accountant)
- ☐ Public Trustee
- ☐ Religious advisor
- ☐ Social Worker
- ☐ Superannuation fund
- ☐ Telecommunication providers (e.g. phones, internet)
- ☐ Utilities (e.g. gas, electricity and phone companies)
- ☐ Vehicle registration and licensing authorities

Nominate your funeral director

I, _____ hereby express that at the time of my
passing, Joseph Medcalf Funerals are to be engaged to assist my family in
determining my funeral arrangements.

Date of Birth: / / Religion: _____

Next of Kin: _____

Relationship: _____

Address: _____

Post Code: _____

Phone: _____

Signature: _____ Date: / /

In the event that I am unable to sign, I give authority for the below mentioned to sign
on my behalf:

Name of authorised signatory: _____

Signature: _____ Date: / /

Please hand this form to the Director of Nursing where applicable.



Funeral Director Nomination

My funeral preferences

PERSONAL DETAILS

Title: Given Name(s)

Last Name: Marital Status:

Address:

Suburb: Post Code:

Phone: Email:

Place of Birth: Date Of Birth: / /

Usual Occupation: ☐ Retired

Name of Wife / Husband / Partner:

Contact Details:

MARRIAGES

List all marriages or registered relationships of the deceased starting with the earliest.
Do not include details of de facto relationships.
Please indicate whether a Marriage (M) or a Registered Relationship (R).

Place of Event <small>Town/city and Australian State or town/city and country if overseas</small>	Marriage or Registered Relationship	Age at Event <small>Years</small>	Full name(s) of spouse / registered partner <small>At time of event</small>

CHILDREN

If deceased, please indicate with a **D** next to the name

Name	Date of Birth	Sex

PARENTS

Father's Given Name(s):

Surname: Occupation:

Mother's Given Name(s):

Maiden Surname: Occupation:

NEXT OF KIN

Name:

Contact Details:

EXECUTOR

Name:

Contact Details:

MY FUNERAL PREFERENCES

Service Instructions

I would like: ☐ A burial service ☐ A cremation service

I would like my service to be held at: _____

I would like my service to be conducted by: _____

I would like a flag on my coffin: ☐ Australia ☐ New Zealand ☐ Union Jack

☐ Other: _____

Coffin Instructions

I would like: ☐ A coffin ☐ A casket Selection: _____

Ashes Instructions

☐ Urn ☐ Placement ☐ Scatter (Location): _____

Viewing Instructions

☐ I do not want a viewing or open coffin

☐ I want a viewing for ☐ Family only ☐ All

I would like to be dressed in:

☐ A favourite outfit ☐ Uniform ☐ Nightwear ☐ Costume

☐ Other: _____

I would like to wear the following jewellery / accessories:

Transport

I would like my family to be transported in:

☐ Provided vehicles ☐ Their own vehicles

Flowers

☐ I would like these varieties: _____

☐ Instead of flowers, I would prefer donations to a charity / charities:

Memorabilia

I would like the following items to be displayed at my service:

☐ Medals ☐ Trophies ☐ Musical instrument: _____

☐ Artwork: _____ ☐ Photos: _____

☐ Other: _____

Pallbearers

☐ I would like the following pallbearers at my service:

1. _____ 2. _____

3. _____ 4. _____

5. _____ 6. _____

Funeral Notice Instructions

I would like my funeral notice to appear in:

☐ Newspaper(s): _____

☐ Joseph Medcalf's Tribute Centre

Multimedia Preferences

- ☐ I would like a pictorial presentation of my life shown at the service
- ☐ I would like an Order of Service produced for handing out at the service
- ☐ I would like the theme of the Order of Service to be:

I would like this music to be played at the service:

☐ Live music by:

☐ Organist / Pianist ☐ Bagpiper ☐ Musician

☐ Bugler ☐ Other

☐ Pre-recorded songs:

1. _____ 2. _____
3. _____ 4. _____

After Service Celebrations

I would like my family and friends to celebrate my life at:

- ☐ A catered gathering at the chapel
- ☐ A function at a family member's home
- ☐ A catered gathering at a club or similar: _____
- ☐ Other: _____

☐ I would prefer that there is no after service celebration

Other Requests

Please make any other requests here:

IMPORTANT INFORMATION

This document only covers a few of the potential funeral service options available to you. If you would like to discuss your options further, please contact us and we will arrange for a company representative to meet with you to talk about your preferences in more detail.

Once you have completed this document please ensure that you keep it in a safe place with all of your other personal documents. It is also a good idea to make at least two other friends and / or family members aware of its location. In addition, if you would like to provide a copy of the document to us, we will store it for you as a safe-keeping measure. In this case, be sure to let your family / friends know that we have a copy for safe-keeping. Also, should you provide us with a copy of your preferences, it is important that you notify us of any changes in your preferences, or circumstances, so that we always have the latest information available when required.

AUTHORISATION

The above preferences are my wishes at this time.

Signature: _____ Date: / /

Witnessed: _____ Date: / /



To do...

Task	Due date
<input type="checkbox"/> _____	_____
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Thank you for taking the time to read our Funeral Journey Guide. We sincerely hope it has given you some insight into the funeral process and has helped you to feel more at ease and prepared.

Should you have any questions, suggestions or feedback on our services or products, please do not hesitate to contact us.



Joseph **Medcalf**

Funerals

02 9698 2644 All Hours

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