



OSBORNES
QUALITY • SINCERITY • TRUST

• FUNERAL DIRECTORS •
24 Hour Service • Bereavement Support • Prepaid Funerals

COMPANY PROFILE

Osbornes Funeral Directors is situated at 197-199 Old Taupo Road, Rotorua and provides funeral and associated service to the Rotorua region. The business is owned, managed and directed by Richard and Larissa Fullard.

The business was established on 16 February 1981 and traded as Rotorua Funeral Home. Premises were a three bedroom stucco state house (built in 1947) which was converted into a very small funeral home - one lounge, one viewing room, an office, a preparation room (mortuary) and two car garaging. The staff consisted of one person: Keith Osborne, and in his first year of business he arranged and directed 47 funerals.

New purpose-built premises were created in 1990 and the business moved to their current location in September 1990. The original funeral home was sold for removal and has been converted back into a residential home situated on a farm in Rerewhakaiaitu.

Our business is based on providing a reliable and competent service that meets or exceeds our customer's expectations.

We can offer a chapel which seats 182 people as well as clean, modern facilities for refreshments following the service.

OUR QUALITY

Osbornes Funeral Directors strives to exceed all of our Families' expectations by providing première service at all times. All of the Osbornes staff, suppliers and key partners work together to achieve the highest level of quality.

OUR SINCERITY

We not only hold fast to this virtue, but work hard to deliver sincerity through our feelings, beliefs, thoughts and desires to do right by all of our Families.

YOUR TRUST

Through our actions, all of our Families can rely on Osbornes Funeral Directors to deliver the highest level of trust. As Rotorua's première Funeral Home, and with over 30 years of looking after Families, our reputation is earned and built on Trust.



THE FUNERAL SERVICE

Most of us have difficulty in accepting the reality of death. Although nothing can change the fact that a loved one has died, feelings and memories can be shared with family and friends, helping us work through the grieving process.

A funeral service is designed to pay tribute to a loved one who has died. It is an opportunity for relatives and friends to publicly express feelings, show respect and share memories of the deceased - and can therefore be beneficial in helping people come to terms with their loss.

Let our trained staff assist you in creating the funeral service of your choice.

Our funeral directors will :

- Ascertain family's wishes.
- Provide advice on all matters relating to the funeral service.
- Liaise with appropriate personnel eg. Clergy, Celebrant, Cemetery and Crematorium officials.
- Organise a variety of items such as Organists, Buglers, Pipers, Caterers etc.
- Provide transport of the deceased (hearse).
- Ensure all legal documentation is completed.
- Insert death notices in necessary newspapers.
- Design personalised service sheets to suit your needs and wishes.
- Assist with ACC and WINZ Applications.
- Provide an estimate of costs.

What to do when someone dies

This depends on where the person died and the manner of death, but as a general comment, if death occurred at a rest home or in a hospital, call your Funeral Director for advice and assistance.

If death occurs at home, call your GP initially, then before further arrangements are made contact your Funeral Director who will help guide you through steps to take.

When the Coroner is involved

Sometimes a doctor is unable to determine the cause of death. For example :

- Sudden unexpected death.
- Death from other than natural causes.
- Accidental death.
- Where there has been no recent consultation with a GP.

In these cases it is important that the deceased is not moved. It is the duty of the Police to make contact with the Coroner. The Police will employ a funeral director to transfer the deceased to the public mortuary. Nevertheless, it is still the family's responsibility to make contact with the funeral home of their choice to take care of arrangements.



PREPAID/PRE-ARRANGED FUNERAL

Today more and more people are changing the way they think and find that it makes a lot of sense to join a Funeral Plan.

A Pre-Paid Funeral with The Cornerstone Prepaid Funeral Trust can help relieve the burden of an inevitable event that affects our loved ones emotionally and financially by allowing you to arrange and pay for your funeral long before it's needed.

By pre-arranging and pre-paying your funeral, matters of a personal and sensitive nature often touching other people's lives can be discussed both in confidence and in the surroundings of your own home.

Knowing that your preferences and wishes have been noted, you have complete peace of mind that your wishes will be duly carried out and should your circumstances or wishes change, you are able to modify any of these arrangements at a later date if you wish.

Your prepayment is held in trust by a third party (*The Cornerstone Prepaid Funeral Trust*) until the funeral is required.

Benefits of Prepaying

By pre-paying a funeral, you will anchor the cost of the casket and the funeral director's professional service fee at today's prices.

Prepaid funerals up to \$10,000 are currently excluded from asset testing (under government policy) when assessing eligibility for a subsidy for long term residential care for the elderly.

A Prepaid Funeral protects your family from the responsibility of the need to make difficult decisions in very emotional circumstances.

*For a brochure, or to talk to one of our Funeral Directors
Contact us on 07 348 3600 or email info@osbornes.co.nz*

Thinking ahead

In order to save family a lot of additional stress at the time of a loved ones death it can make sense to have already talked through the various options available and/or to have prearranged and/or prepaid a funeral service.

In order to inflation-proof the professional service fee and the casket fee, a prepaid funeral would need to be paid in full within a two year period.

The prepaid funeral option available through us at Osbornes is the "Cornerstone Prepaid Funeral Trust".

Please contact the office for further information on Prepaid funerals through Cornerstone.

BEREAVEMENT SUPPORT SERVICES

Our Bereavement Support Service offers the following:

- Moral support and a friendly listening ear
- Referrals on to agencies and counsellors
- Contact with groups and other organisations
- Guidance around:
 - Filling in forms
 - Income Support
 - Closing Bank Accounts
 - Organising Home Help

The Process of Grief

Your way of grieving will be a uniquely personal experience. Grief is not, however, about forgetting and painful letting go of memories, but rather about remembering with joy, by reaching a point of affirming the good memories and of healing the bad memories.

The grief process has common patterns:

- Feelings of shock
- Deep emotions and sadness, sometimes relief
- Tears and laughter
- Depression and loneliness
- Physical symptoms of distress
- Feelings of guilt
- Hostility and resentment
- Difficulty in continuing usual daily activities
- Adjusting to a new way of life

Feelings

It is very important to recognise and work through your feelings. Repressing grief and failure to allow this natural healing process to take its course can take a toll in many ways.

It is of great value to share your feelings with at least one trusted friend. A friend who cares is vital. Your friend will respect and value you through your time of pain and respect your vulnerability.

It is important that your friend is a person able to:

- Spend time with you
- Listen to you
- Allow you to express your feelings and opinions without passing judgement.

It is important for you to remember that:

- Your grief is for you
- Your grief is unique
- Your grief is healthy
- You cannot do all your grieving alone

*For more information
email: support@osbornes.co.nz*



QUESTIONS AND ANSWERS

Who makes the decisions between burial or cremation?

If the wishes of the deceased have been recorded then they are followed. If they are not known then the next of kin make that decision.

Is embalming necessary?

The purpose of embalming is for preservation, hygiene and presentation reasons. If the deceased is being transported any distance and if there may be several days before burial/cremation, the embalming process becomes even more important.

Embalming is a careful scientific procedure performed by highly skilled and qualified members of Osborne's staff.

Embalming provides everyone connected with the funeral (family and friends) with a much more positive memory picture of their loved one and brings a sense of relief, comfort and helps peace of mind.

What happens to the casket if a person is cremated?

The casket is cremated too (including handles).

Are we able to take our loved one home ?

Definitely. The funeral director will give family the choice of either the deceased remaining in our care or taking them home until the day of the funeral service.

If you are planning to have your loved one at home, we strongly advise and encourage embalming.

Can we view at Osbornes after hours ?

Yes, up until 9pm at night. Our office is open between 8.30am and 5.00pm Monday to Friday. All that is required after hours is a phone call on our main number 07 3483600 and the on call funeral director will attend to your needs.

Are we able to dress the deceased ourselves?

Definitely. We are happy to dress if family would rather not or we can assist family to do so.

What clothing are we required to bring for dressing?

This is a personal choice, but the chosen outfit would normally include underclothing, shoes and socks.

Are we able to assist with make-up and hair?

Yes, just let your funeral director know you would like to do so. It is also helpful to provide favourite lipsticks etc. to ensure accurate presentation.

These are only a few of the most commonly asked questions. Please do not hesitate to contact us at Osbornes if you have any further questions.

We are here to make things easier for you.



PERSONAL PROFILE RECORD

The following page includes information required by the Registrar-General of Births, Deaths and Marriages.

Please enter your details.

Personal Profile

Surname (Mr/Mrs/Ms/Miss) _____ _____	Marriage/Civil Union details _____ _____
Name at birth _____	Location _____
First names _____	Age when married _____
Address _____ _____ _____	To whom _____ Living partner's/spouses' birth date _____
Birth date _____	<i>Second and subsequent relationships to be recorded on separate page.</i>
Birth place _____	Children living _____
Ethnic group: Are you descended from NZ Maori? (Circle 1) Yes / No / Don't Know	Sons' birth dates _____
If not born in NZ, year of arrival in NZ _____	Daughters' birth dates _____
Occupation _____ _____	Justice of the Peace (Circle 1) Yes / No
Full name of father _____ _____	Marriage Celebrant (Circle 1) Yes / No
Occupation of father _____ _____	Queens Honours/Awards _____
Full maiden name of mother _____ _____	
Occupation of mother _____ _____	

Please Complete the Service Record sheet on the next page if applicable.

SERVICE RECORD

Service No. _____	Name and address of preferred priest / clergyman/celebrant _____ _____
Overseas/New Zealand Service _____ _____	Venue of service _____ _____
War Service _____	Flowers or donations in lieu of to _____ _____
Rank _____	Other Information _____ _____
Unit or Regiment _____	Name and location of bank(s) _____ _____
Name and address of next-of-kin/executor who would be expected to make the funeral arrangements. _____ _____	Insurance policies, stock and bond certificates and other items of value. _____ _____
Burial or Cremation _____	Plot (if any) - New / Reopen _____ _____
Ashes placement - Scatter / Inter _____	Lodge or friendly society details _____ _____
Name and address of solicitor or other person holding the will. _____ _____	Miscellaneous _____ _____
Pre-arranged / Prepaid funeral with _____ _____	

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Please enter your details.

Personal Profile

Surname (Mr/Mrs/Ms/Miss) _____	Marriage/Civil Union details _____
_____	_____
Name at birth _____	Location _____
First names _____	Age when married _____
Address _____	To whom _____
_____	Living partner's/spouses' birth date _____
_____	_____
Birth date _____	<i>Second and subsequent relationships to be recorded on separate page.</i>
Birth place _____	Children living _____
Ethnic group: Are you descended from NZ Maori? (Circle 1) Yes / No / Don't Know	_____
If not born in NZ, year of arrival in NZ _____	Sons' birth dates _____
Occupation _____	_____
_____	Daughters' birth dates _____
Full name of father _____	_____
_____	Justice of the Peace (Circle 1)
Occupation of father _____	Yes / No
_____	Marriage Celebrant (Circle 1)
Full maiden name of mother _____	Yes / No
_____	Queens Honours/Awards _____
Occupation of mother _____	_____
_____	_____

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_____	_____

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