



# ALL YOU NEED TO KNOW ABOUT FUNERALS

A GUIDE FROM BURNETT  
REGIONAL FUNERAL SERVICES  
AND CHILDERS WOODGATE  
FUNERAL SERVICES  
"WHERE CARING COMES FIRST"

*When*  
SOMEONE YOU LOVE  
BECOMES A  
MEMORY  
THAT MEMORY  
BECOMES A  
*Treasure*

- AUTHOR UNKNOWN -



# Contents

	Page No.
1. Welcome.....	4
2. The Role of a Funeral Director.....	4
3. Immediate Steps When Someone Dies.....	5
4. Expected or Natural Causes of Death.....	6
5. Unexpected or Accidental Deaths.....	6
6. Services Provided by Funeral Directors (Part 1).....	6
7. Services Provided by Funeral Directors (Part 2).....	6
8. Costs.....	7
9. Adding the Personal Touches.....	8
10. Planning the Funeral Service.....	8
11. Writing a Eulogy.....	9
12. Arranging a Prepaid Funeral.....	9
13. Understanding Burial vs Cremation.....	10
14. Legal and Administration Matters.....	10
15. Supporting Grief.....	10
16. After the Funeral.....	11
17. FAQs.....	11
18. In Closing.....	11

# Welcome

Welcome to **Burnett Regional Funeral Services** and **Childers Woodgate Funeral Services**, operated by **Jenlesley Pty Ltd**, where compassion and professionalism come together to honour the lives of your loved ones.

Since 2007, Fred and Shirley Hampson have been dedicated to supporting families with care, integrity, and understanding. From our base in Gayndah and expanded services in the Childers and Woodgate region, our team is here to guide you through every step of the funeral process.

With experience, empathy, and attention to detail, we ensure every service reflects the wishes, values, and life of your loved one.



## *The Role of the Funeral Director*

A funeral director provides practical, emotional, and organisational support from the moment of passing until after the service.

### **Key services include:**

- 24-hour personal support, every day of the year
- Transfer of your loved one to our care
- Planning and coordinating the funeral service
- Preparing and caring for the deceased
- Managing legal documents and administration
- Liaising with clergy, celebrants, cemeteries, crematoriums, florists, and newspapers
- Arranging music, memorial books, and other personal touches
- Referral to grief support if requested

Our role is to ease the burden on families so they can focus on remembering and honouring their loved one.

# *Immediate Steps When Someone Dies*

When someone passes, there are practical steps to follow. These may vary depending on where the death occurs.

## **Checklist:**

- Call a doctor (or emergency services if needed)
- Notify close family members
- Contact your funeral director
- Gather important documents (ID, medical records, will)

Your funeral director will guide you through each step with care and clarity.

# *Expected or Natural Causes of Death*

If a death is expected or due to natural causes, a doctor must legally certify it. This is done through a **Life Extinct form** or **Medical Certificate of Cause of Death** (Known as the Form 9).

- **At home:** contact your family doctor
- **Nursing home / private hospital:** staff usually notify the doctor
- **Public hospital:** attending doctor completes the paperwork

Once the certificate is issued, the funeral director can bring your loved one into care.

# *Unexpected or Accidental Deaths*

If the cause of death is unknown or sudden, the Coroner must be notified, usually via the police.

## **The coroner may:**

- Contact the deceased's doctor
- Request a pathologist to conduct an examination or autopsy

## **Typical cases requiring coroner involvement:**

- Deaths without recent medical care
- Sudden or unexpected deaths in hospital
- Suicide, suspected homicide, poisoning, or overdose
- Accidents, fires, or workplace incidents
- Deaths in public places or of persons in government care
- Infant deaths (including SIDS)
- Road accidents

Your funeral director will support you throughout the process and keep you informed.

# *Services Provided by Funeral Directors (Part 1)*

Funeral directors provide comprehensive support to families during a difficult time.

## **Services include:**

- Prompt, personal attention 24/7
- Transfer of your loved one locally, interstate, or overseas
- Consultation with family on funeral arrangements
- Liaising with cemeteries, crematoriums, churches, chapels, or venues

# *Services Provided by Funeral Directors*

## *(Part 2)*

### **Continuing services:**

- Coordinating with clergy or celebrants
- Managing death registration and legal documents
- Assisting with funeral notices and press announcements
- Organising music, orders of service, and memorial books
- Caring for the deceased for viewing or farewell
- Liaising with florists and returning floral tribute cards
- Referral to grief support agencies if required

## *Costs*

Funeral costs can vary depending on your choices.

Main components include:

- **Coffins:** wide selection from simple veneered to solid or carved timber
- **Council / Burial / Cremation fees:** arranged and paid in advance
- **Funeral director's professional service fees:** covering planning, coordination, paperwork, preparation, and on-the-day support

Other costs may arise depending on personal choices. Your funeral director will guide you through every option.

# *Adding Personal Touches*

Personal touches help make a funeral truly reflect the life of your loved one.

## **Ideas include:**

- Placing personal items in the coffin (photos, letters, keepsakes)
- Playing favourite music
- Displaying photos on the coffin
- Decorating the coffin with meaningful items
- Inviting family or friends to read, deliver eulogies, or participate in rituals
- Involving clubs or organisations (e.g., guard of honour)
- Pallbearers from family/friends
- Hand-painted coffin designs (speciality of Jenlesley Pty Ltd)

Discuss your ideas with your funeral director to make the service unique and meaningful.

# *Planning the Funeral Service*

Services can be tailored to meet religious, non-religious, or cultural preferences.

## **Considerations:**

- Order of service (opening, readings, eulogy, music, closing)
- Music, hymns, or personal playlists
- Tributes from family, friends, or community
- Memorial books or photos

Your funeral director can provide templates or examples to help you plan.

# *Writing A Eulogy*

A eulogy is a heartfelt tribute to your loved one.

## **Steps to follow:**

- Plan the stories, memories, and qualities to share
- Introduce the person and your relationship
- Share anecdotes illustrating their character
- Acknowledge family, friends, and milestones
- Reflect on lessons, gratitude, and impact
- Close with a quote, poem, prayer, or farewell
- Keep it 5–10 minutes and practice reading aloud

## **Quick Checklist:**

- ✓ Plan ahead
- ✓ Share memories
- ✓ Reflect and give thanks
- ✓ Close meaningfully

# *Arranging a Prepaid Funeral*

Prearranging a funeral eases the burden on your family and ensures your wishes are met.

## **Benefits:**

- Peace of mind knowing your affairs are in order
- Time to make decisions without pressure
- Secure today's prices for a future funeral
- Flexible payment options (full payment or instalments)
- 

## **How we help:**

Jenlesley Pty Ltd provides prepaid funeral plans in partnership with **Flexible Funeral Benefits Pty Ltd**. Ask for our brochure for details.

# *Understanding Burial vs Cremation*

- Burial: traditional gravesite, may include headstone or monument
- Cremation: ashes can be kept, scattered, or placed in a memorial location

Both options can be personalised to reflect cultural, religious, or personal preferences.

# *Legal and Administrative Matters*

- Death registration with Registrar of Births, Deaths & Marriages
- Obtaining multiple death certificates
- Wills, probate, and estate matters

Your funeral director can guide you through these requirements.

# *Supporting Grief*

Losing a loved one is emotionally challenging.

Support is available:

- Local grief counselling and support groups
- Hotlines and online resources
- Family and community networks

Your funeral director can provide referrals to trusted services.

# *After the Funeral*

Practical matters after the service include:

- Sending thank-you notes
- Managing flower tributes or donations
- Planning memorial gifts or continued remembrance rituals

## *Frequently Asked Questions*

**Q: How long does it take to arrange a funeral?**

A: Usually 4–7 days, depending on circumstances.

**Q: Can arrangements be changed?**

A: Yes, we guide you through updates as needed.

**Q: Can family members attend from interstate?**

A: Yes, livestreaming and/or recording can be arranged at additional costs

## *In Closing*

We understand that saying goodbye is never easy. This booklet is designed to guide, inform, and reassure you during a difficult time.

At **Burnett Regional Funeral Services** and **Childers Woodgate Funeral Services**, we are here to support you every step of the way. With care, respect, and experience, we help families honour the lives of their loved ones, creating farewells that are personal, meaningful, and heartfelt.

You are not alone — we walk this journey with you.



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