

ABOUT FUNERALS

Caring professional service when you need it most



Harbour City
... FUNERAL HOME ...



Harbour City Funeral Home is a locally
owned funeral home.

The shareholders are directors who all live
in Wellington, Hutt Valley and Kāpiti.



Locally Owned Funeral Directors
Caring in our Community

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Welcome

I trust this booklet will assist you and your family whether you are in the pre-planning stages or whether you are presently involved in arranging a funeral.

As funerals can be a stressful time, it is understandable that we can sometimes forget information that the funeral director has offered.

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 book.

Simon Manning

Left to right: Geoff Botherway, Simon Manning, Danny Langstraat and Brad McAneney.



HARBOUR CITY FUNERAL HOME



Harbour City Funeral Home

Simon Manning commenced in business under the name Harbour City Funeral Home on 1 August 1989. His parents helped him to get started (just like parents do) and worked with him for the first 18 months of the funeral home's operation.

Before starting his own business Simon managed E. Morris Junior funeral directors in Kent Terrace, Wellington. When the owners of E. Morris Junior merged with another funeral home, he felt that it was time to do his own thing.

Harbour City Funeral Home quickly became known for thinking outside the square, providing service based on what the client wanted rather than what tradition dictated. We are proud to be one of the most innovative funeral companies in New Zealand.

Since its inception Harbour City Funeral Home has worked to demystify funerals and place as much information as possible into the public arena to ensure the public can make informed choices. This approach puts the power and control of funerals in the hands of the families that we serve.

The demystifying process took a major step forward when Harbour City Funeral Home became New Zealand's first funeral home to hold Open Days. On an Open Day members of the public are invited to come in and look behind the closed doors, and ask any questions about death and funerals that they want to. It is another way of assuring the public that when you are dealing with Harbour City Funeral Home, you are dealing with a company that is happy to explain what it does and that puts the people it serves first.

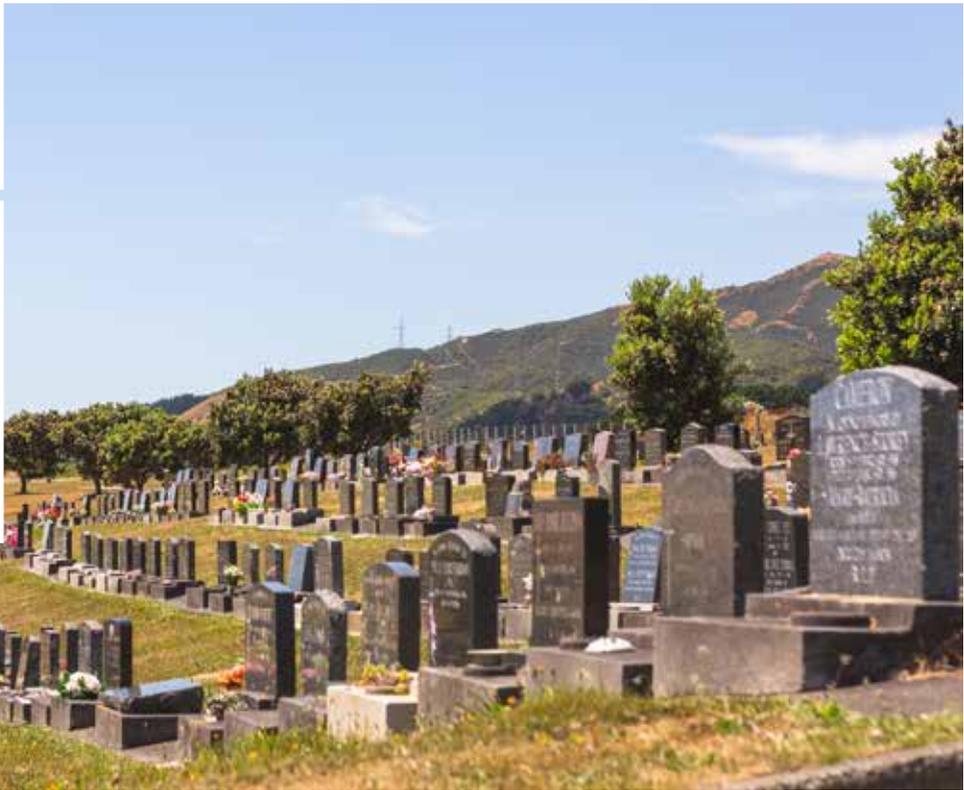
Harbour City Funeral Home seminars are well known in the community. No subjects are taboo. Many difficult topics – including the cost of funerals, eco funerals, embalming and babies' funerals – have been the focus of seminars in the past. We are committed to continuing to conduct such seminars as part of our education programme.

The ownership structure of this company is innovative too. The shareholders are four of the staff: Simon, Danny, Brad and Geoff who all work in the business, thus ensuring you have the best possible service when you need it. A truly locally owned funeral home!

Burial or Cremation?

During your first contact with Harbour City Funeral Home, our funeral director will ask you whether the person who has died wished to be buried or cremated.

The choice – burial or cremation – determines which kind of medical certificate we are legally required to obtain.



Burial

Our local cemeteries offer the choice of Upright Headstones or Plaque sections. You may find it useful to visit the cemetery to be sure about which style you would prefer. Some cemeteries will allow you to choose a plot when visiting.

Another matter for consideration is whether other family members may wish to be buried in the same plot in the future. Some cemeteries will allow three people to be buried in the same plot, so you may wish to decide on single, double or triple depth as part of the funeral arrangements.

(Please see page 52 on Eco Burials.)

Cremation

In New Zealand, more cremations now take place than burials. There are a number of crematoriums in the Wellington region. Each crematorium has different levels of facilities and costs vary; we are careful to keep you fully informed of what the standards of each crematorium are.

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 accompanied by either no one, or family members only. The choice of whether you wish to travel to the crematorium is always up to you.



Where will the Service Be?

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

If a person is a member of a religious denomination, often the service will be held in their local church. Alternatively you may choose to use one of our funeral home chapels, or a crematorium chapel. All crematoriums have chapels attached to them, some larger than others, we will be able to advise which crematorium may be best suited to you.

If you are arranging a very large funeral, we can offer you suggestions for venues available in Wellington, Hutt Valley, and Kāpiti that suit this purpose.

When arranging a large funeral, families sometimes choose another venue appropriate to the large number of people likely to attend. Some examples are Old St Paul's Wellington, Event Centres Lower & Upper Hutt, and the Silverstream Retreat Centre, there are several venues available on the Kāpiti Coast.

A funeral service can also be held in the family home or any other setting that has significance for the person who has died and their family.

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



Our Chapels

Kāpiti

300 Kāpiti Road, Paraparaumu

Our new funeral home is situated on the corner of Kāpiti Road and Hurley Road, Paraparaumu.

Our funeral home is modern in style, with the use of light colours and modern fabrics to ensure the environment for families is warm and welcoming.

Our facilities include a spacious chapel, with seating for 170 people, The Collins Opie Lounge is also large enough to accommodate an after-funeral function of the same number.

The chapel is linked to a system that can allow those unable to be present at the funeral to view it anywhere in the world. We have all the usual audio-visual gear that is expected at funerals these days with a sound system that will impress most music enthusiasts. You will be seated in comfort with a fully air-conditioned funeral home, so in the hot months we will keep you cool, and although Kāpiti never gets really cold, if it is chilly, we will keep you warm.



Lower Hutt

665 High Street

(opposite Hutt Hospital)

Our High Street Chapel in Lower Hutt has a lovely modern and relaxed feel, with full catering facilities. Our chapel has seating for 100 plus, with an overflow area for a further 75 people. We have on-site parking and there is also 2 hour parking in Boulcott Street.

One Room web streaming is available, *One Room* gives your family or friends 'live' access to the service and also archives the event so it may be viewed in the days, and months to come. Your family will be given a copy of the recording following the funeral.

Upper Hutt

Cnr Ward Street & Fergusson Drive

Our Chapel in Upper Hutt is bright and modern; with lots of natural light providing a pleasant and peaceful environment. With seating for at least 130 people and an overflow area for a further 75.

A catering lounge and on-site parking are available.

Both Hutt Valley Chapels were built to create a beautiful place for any type of funeral – traditional, faith based, or contemporary.

One Room web streaming is available, *One Room* gives your family or friends 'live' access to the service and also archives the event so it may be viewed in the days, and months to come. Your family will be given a copy of the recording following the funeral.

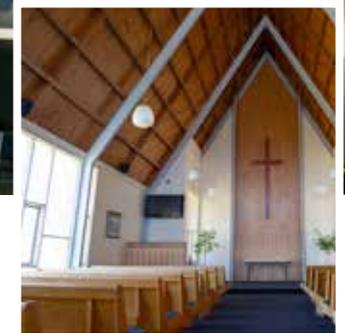


Wellington

Harbour City Funeral Home Crematorium Chapel, 56 Onepu Road, Kilbirnie

Our Harbour City Funeral Home Crematorium Chapel in the eastern suburbs is beautifully designed with stained glass windows depicting New Zealand nature scenes. Located in the building of the Harbour City Funeral Home, it can be used for both burial and cremation services. This chapel comfortably seats 20 people with some overflow space, and is suitable for small family services.

One Room web streaming is available, *One Room* gives your family or friends 'live' access to the service and also archives the event so it may be viewed in the days, and months to come. Your family will be given a copy of the recording following the funeral.



Wellington

Cnr Cockburn Street, Kilbirnie

Our Wellington funeral home has two chapels in the eastern suburbs. The Cockburn Street Chapel (formerly the Lyall Bay Union Church) has seating for 150. This facility has an on-site carpark and was upgraded and now incorporates a large catering lounge and kitchen facilities.

One Room web streaming is available, *One Room* gives your family or friends 'live' access to the service and also archives the event so it may be viewed in the days, and months to come. Your family will be given a copy of the recording following the funeral.





Our Vehicles

Harbour City Funeral Home offers a modern fleet of four matching white, Chrysler 300, purpose-built hearses as part of our service provision for client families.

In addition to our specialty hearses, we offer the choice of luxury sedans. Each sedan may carry up to four passengers.

We are able to provide door-to-door transport for families and friends on the day of the funeral. This service allows people to travel together or in family groups without the additional stress of having to drive themselves or find adequate parking.

Other options available to you

In addition to the modern hearses, we have several other options for you to choose from, including a vintage hearse (the first to be available for funerals in our region).

Dotty

Dotty is a 1936 Packard Hearse, which was restored in the mid 1970s. Purchased in Texas, USA she is often chosen by families as she has the 'wow' factor. Dotty is named after Simon's mother who shared the same year of birth.

Family hearse

Some families may wish to transport the deceased back to the town of burial themselves. We have a hearse available for hire that is suitable for this purpose.



The Funeral Service

The funeral director's most important role is to make all the relevant arrangements prior to conducting the funeral on the day.

The funeral director works with the minister or celebrant to ensure that any of the family's special requests (e.g. regarding music, flowers, photos, candles) have been met by the time of the funeral service.

The funeral director will discuss with family members about whether they would like an audiovisual presentation. The funeral director will also arrange for the collection of photos and the music to be used.

The minister or celebrant is ultimately responsible for what happens in the funeral ceremony itself. This usually involves working with family members to:

- plan the format of the funeral service;
- decide who will deliver the eulogy – family member(s) or a close personal friend;
- select music, reading or poetry during the service;
- decide on the use of other symbols such as candles, flowers and photos as required;
- Discuss the content for service sheets, if they are required; and
- schedule the audiovisual presentation (if any) in the service.



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 best to involve the funeral director from the outset with regards to timing. The sequence of bookings is important in ensuring that the families expectations are met and therefore producing the best outcome. 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.



Clergy or Celebrant?

If you are a member of a religious denomination, your priest or minister is likely to be the obvious person to conduct the funeral service. You may wish to inform the priest or minister that a death has occurred. The funeral director usually makes contact with them to confirm the date and time of the funeral.

Funeral celebrants (male and female) are also available to conduct funeral services. Celebrants can provide a service that is appropriate to the needs and cultural beliefs of the family. The funeral director has a list of celebrants from which the family may choose. We are willing to recommend someone we feel is suitable for your circumstances if required.

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

Symbols, Music and Flowers

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.

Symbols

You may wish to consider the following as possible symbols 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 draped over a casket, the playing of the Last Post, and the red poppies used in the RSA tribute speak to us of a person's contribution to his or her country.
- Another flag symbolic of the deceased's country of birth may also be another option.
- 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.





Music

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

Music can be played from an iPod, iPhone, smart phone or other compatible device, or by engaging musicians to play an instrument such as the organ, guitar, keyboard, bagpipes or bugle.

Choirs, singers and soloists can also be arranged for a service if you wish.

Flowers

You can usually choose a favourite flower or combination of flowers and colours for a casket spray. Single flowers, or a bunch of flowers tied with ribbon are other options.

Some people have used baskets of vegetables, sports equipment and other items to personalise the floral tribute.

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 delivered to the organisation after the funeral.





Catering

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, sharing stories and recalling in greater detail the life of the deceased person. Sometimes this is the only opportunity for a family reunion.

Our facilities are equipped for this purpose and catering can also be provided at other venues. You may wish to talk to our caterer about the style of food to be provided. Some church groups also offer to cater for funerals; where they do, we are happy to assist in any way.

Please note that alcohol is not permitted on any of our premises.

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 with whether the ticket you are travelling on is able to be discounted in this way.

If a discount is possible, we will provide you with a supporting letter from our company.

To write our supporting letter we need the following:

- the full name of the person on the ticket
- the traveller's relationship to the person who has died.

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 use casket to describe both shapes as it is seen as a more modern and less oppressive word.

Children's and baby caskets are shaped. The finish of the casket is a traditional high gloss white; however we can arrange for them to be painted in any colour you wish.

We provide a variety of caskets including solid timber and particleboard/MDF. We also stock metal and wooden American-style caskets. The finish of the caskets can be: solid mahogany or rimu, mahogany or rimu veneers, white painted, or painted in any colour you choose. There is also a range of caskets available with vinyl transfers that you may choose if they reflect the personality of the person who has died, or we can arrange for a vinyl transfer to be created from your personal artwork.

Visit our website to view our full casket collection:
www.harbourcityfunerals.co.nz

Eco Caskets

Eco caskets can be used for cremation or burial. We have a large range of eco caskets from local and national suppliers.

Our eco range of caskets are made from plantation grown wood, and timbers from sustainably managed native forests.

Environmental considerations include material choice, assembly options, handles, finishes, and using less material to make the caskets.



Painted White Raised Lid



Mahogany Flat Lid



Rimu Raised Lid



Solid Rimu Panelled



Wayfarer Pohutakawa



Archtype Solid Rimu



Pine Flat Lid



Fernwood



Urns

Following a cremation, the cremated remains (commonly referred to as ashes) are returned to the funeral home in a container from the crematorium, depending on which crematorium has been used will determine the suitability of the urn. Your funeral director will be able to let you know how the ashes will be returned so you can decide whether you would like them transferred into another urn.

If you wish to keep the cremated remains at home or if you wish to bury them, you may choose to have them placed in a more attractive and decorative urn.

Our options for urns are similar to the casket range. An urn can be made of solid wood or particleboard/MDF, painted the same colour as the casket, or given a veneer transfer to match the casket, or may be resin, slate, or metal based. You can also choose to supply your own container into which we will transfer the ashes, please discuss this with your funeral director to ensure this process occurs smoothly.



Jewellery

Memorial Jewellery is another option for you to consider. We have available necklaces, bracelets, beads/ charms and rings where a very small amount of the person's ashes can be placed within the jewellery.

Memorial Jewellery is a beautiful way of celebrating your memories, enabling you to hold the memories in your hands and close to your heart, finding peace.

Designed and crafted in New Zealand.

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) Regt No 7564, Sgt, 2nd NZEF –

on 1 January 2020 Peacefully at home, aged 87 years.

Dearly loved husband of ...

Loved and respected father and father-in-law of ...

Much loved grandfather of ...

Loved brother and brother-in-law of ...

Loved by his nieces and nephews.

In lieu of flowers, donations to ABC charity, PO Box 12-345, Wellington would be appreciated. *(If you would like people to send flowers, do not include the statement about donations.)*

Special thanks to the hospice staff who cared for Rob over the past months. Your support has been greatly appreciated. *(You may wish to thank specific people who have been outstanding in their help to you and your family.)*

Messages to the Smith family may be place in Rob's tribute book at www.tributes.co.nz or posted C/- PO Box 723 Paraparaumu, 5254. *(We recommend for security reasons that residential addresses do not appear in the newspaper. Instead you can use our PO Box number and we will forward mail to you as it arrives.)*

Rob's funeral service will be held at the Harbour City Funeral Home Chapel, 300 Kāpiti Road, Paraparaumu on Friday January 9th 2020 at 11:00am followed by a private cremation.



Preparation of the Deceased

(Embalming)

The care and respect that Harbour City Funeral Home gives to a deceased person begins from the time they are transferred from the place of death to our funeral home. All our transfer staff are fully trained in conducting the transfer in a dignified and caring manner whether the place of death is in a private home, hospital or more public place.

This standard of care continues right through the entire process of the funeral preparations.

When you advise us of the death we will ask you whether we are able to carry out our normal preparations. At this stage we are seeking your verbal approval for us to begin embalming.

We have qualified embalmers on staff who take care of the preparation of the deceased. At all times every deceased person is handled as if family members are present: with full dignity and care. We attach a great deal of significance to the preparation for a viewing; the dressing and grooming of the deceased person is an important part of this process.

The end result of mortuary care is that the deceased person is presented in a safe, clean and hygienic way.



Eco-embalming

As part of our care and respect for a deceased person, we offer you the choice of no embalming. Alternatively we have developed various options to allow for 'light embalming', which limits the amount of chemicals used in the embalming process. We use New Zealand-made Eco products for washing the person who has died.

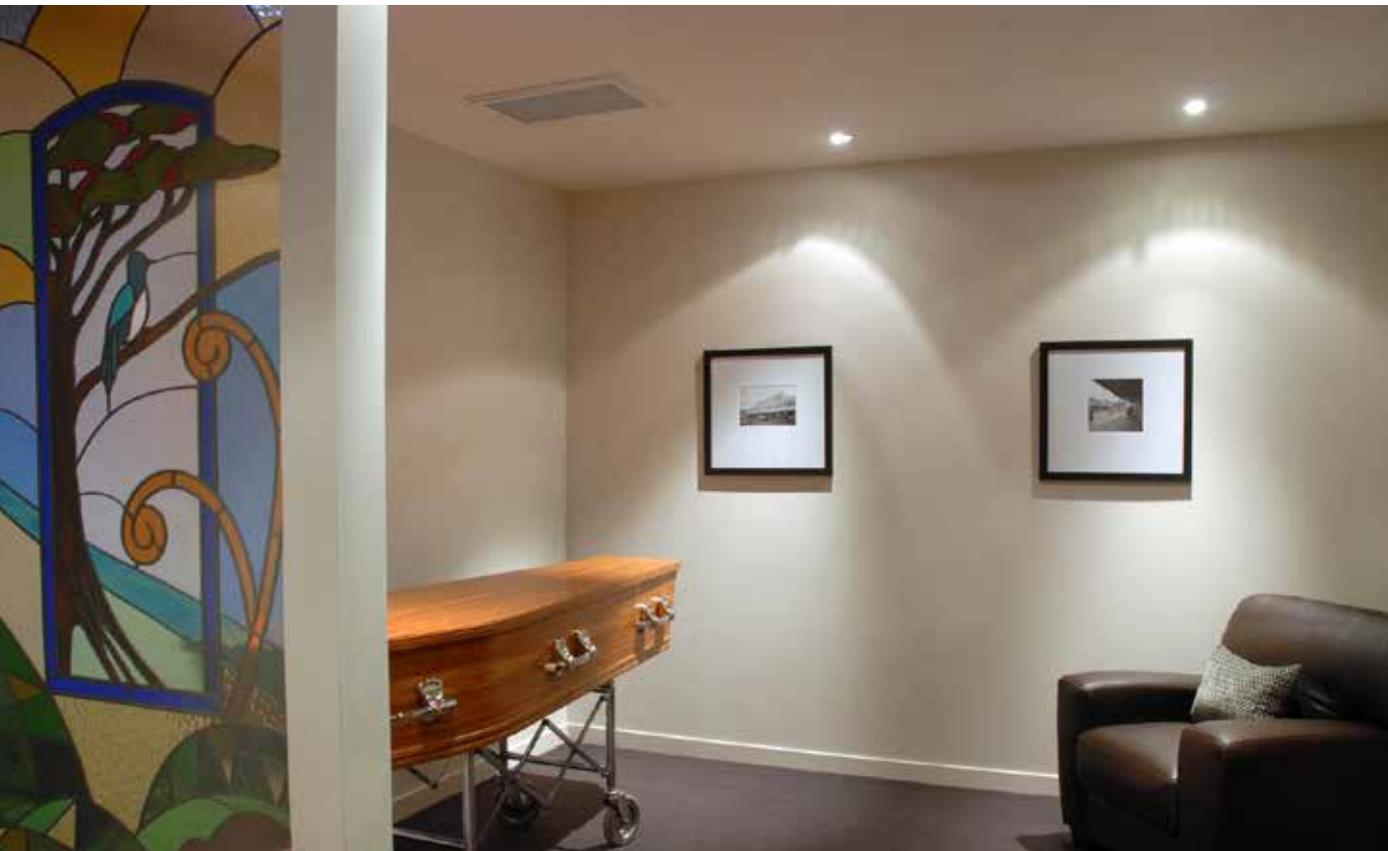
Our staff will be pleased to talk about the full range of options available and the consequences of any choices for the funeral that you are organising. For more information on eco funerals, see www.ecofunerals.co.nz or request a brochure at our office.



Clothing and Dressing

Before you spend time with the person who has died, we will ask you to bring in the clothing you would like them to be dressed in. When deciding on the clothing to be worn, remember to include all undergarments.

We will normally dress the person and place them in the casket. On some occasions, in accordance with cultural considerations or personal wishes, the family may choose to either dress the person who has died or assist us in this process.



Spending Time with the Person who has Died

Some people find it helpful to spend time with the person who has died before the funeral. This special time is an opportunity to say goodbye.

A viewing can assist in the grieving process as it allows people to begin to accept the reality of the death of the person. It can be a time to place mementos such as cards, letters, small gifts, photos, flowers and other significant objects in the casket with the person.

Some families choose to take the person home or to another venue, and they will spend some days with the person who has died. We are happy to make the arrangements that fit with your wishes and that are at a time suitable to all family members.

Children benefit from being included in the preparations for a funeral. Viewing the body of someone they love can be a positive experience as it allows them to say goodbye and helps them to accept the reality and finality of death.

Historically children were not involved in the funeral process. Today most experts would agree that children should have the same opportunity to view the deceased person and to attend the funeral if they so wish.

Viewing at our funeral home may be done between the hours of 8:30am and 5:00pm, Monday to Friday. You may also view outside of business hours by appointment.



Pall Bearers

If you are using pall bearers, it is best that you approach these people prior to the funeral service. Many friends will be honoured to assist you by helping carry the casket at the funeral. Asking for this kind of assistance may also be a useful way to incorporate service clubs that the person was a member of, or to involve cousins, nephews and nieces.

The usual way to carry the casket in New Zealand is at 'arms length'. The method of carrying it up on the shoulder, although common in some other countries, tends to be reserved for full military or VIP funerals. However, there is no reason why it cannot be done in this way if that is what the family chooses.

Regardless of which method is used, it is preferable for six people to be available as pall bearers.

Family Transport

In most circumstances families use their own vehicles to get to the funeral service. However we can arrange to hire suitable cars, or even buses if required.

Ex Service Personnel

The local RSA is happy to attend and conduct an RSA tribute for any service person who has died. We will play the Last Post and Reveille 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 this ceremony.

Service personnel are entitled to be buried in a subsidised plot 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, we are able to obtain these details from Personnel Archives at the Department of Veterans Affairs on behalf of the family.



Orders of Service

Service Sheets and Thank You Cards

Service sheets are an integral part of the funeral process, as they offer a very tangible keepsake to every person attending the service. Although the service sheet does not have to be a step by step guide of what will occur at the funeral, it is more a memorial of that day. Often names of those participating will be listed, perhaps the music may be itemised as this was special to the deceased, there may be a collage of photographs showing the deceased's life, or it may record the hymns to be sung on the day.

At Harbour City Funeral Home we are aware that personalisation is an important element to any funeral service. That is why we have two qualified Graphic Designers on our team to ensure that every service sheet is unique and a personalised representation of the deceased.

We produce a vast range of high quality colour service sheets using the latest technology, and will advise you how soon we need the details so that everything is ready in time for the funeral.

Memorial Book

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

You are of course welcome to provide your own book for this purpose

Live Streaming

All of our chapels are equipped with *One Room* live streaming.

One Room is a fully automated system which records and streams live, a high quality video of the funeral service of your loved one to your selected audience.

One Room gives your family or friends 'live' access to the service and also archives the event so it may be viewed in the days, and months to come. Your family will be given a copy of the recording following the funeral.

One Room creates an invitation link that can be emailed to family and friends, with a single click, viewing a *One Room* service is simple.



Recording the Funeral Service

We can arrange for an audiovisual recording 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 video operator.

Audio Visual Tributes

Our creative staff can put together an audiovisual display of photos selected by the family. This display can be a powerful way to personalise a funeral service.

All you need to do is select 30–70 photos and pass them on to your funeral director 48 hours before the service, and we will do the rest. You may provide the photos as scanned images (jpeg) on a USB stick.

You may also select one or more pieces of music to accompany the photos as they are displayed.



Bereavement Support

We offer a bereavement support service, and will write to you following the funeral outlining what support is available. This can include any members of the family and is entirely optional. The service is designed to provide assistance and our bereavement co-ordinator will provide a safe environment to discuss any aspects that may be causing you concern

Online Tributes

We will create an online tribute book where friends and family may leave comments or messages at any time. For more on the Tributes website www.tributes.co.nz see the Helpful Websites section on page 58.

Death Certificate

On the day of the funeral Harbour City Funeral Home electronically registers the death of the person who has died. Following this online registration, Births, Deaths and Marriages processes it and posts out the death certificate to us, usually within five working days. We forward the death certificate directly to you or to the solicitor who is dealing with the estate.

We can also provide you with JP-certified copies of this certificate. These copies are helpful when dealing with organisations that require proof following a death in the family.

We are legally required to include certain information when registering a death. We obtain this information from you while making the funeral arrangements. We give you a copy of the information we have gathered so that you can proofread it before we register the death.

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.



Payment

The funeral account is posted out generally within 10 days of the person's death. It is sent to the person who authorised the funeral or to the solicitor handling the estate. The original death certificate is included with the account.

The funeral account is due for full payment six weeks from the date of death. The funeral account is made up of our fees, the casket, and any other charges that we have paid out on your behalf.

Although an account service fee is included, it is waived if the account is paid in full on or before the due date.

It is our expectation that the funeral account will be paid on time. If payment is a problem, please let us know as soon as possible so that we can suggest ways to help.

If required, extended credit may sometimes be arranged. However, you need to discuss this option with the funeral director while arranging the funeral as you need to fill in credit application forms prior to the funeral service.

An estimate of the cost of the funeral will be provided to you either on the day of the arrangement or the following day.

We accept payment by cash, cheque, direct credit, eftpos or credit card.

Payment by credit card does attract a small fee to recover the costs charged by banks to process payments by this method.

Probate

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

Please note: Probate is not required to access bank accounts or term deposits with banks to pay a funeral account. The lawyer or executor is able to fill out bank forms that enable the bank to release this payment direct to the funeral home. We recommend you discuss this as an option with the estate's lawyer or executor, to ensure your family do not lose any discounts that have been offered when the account is paid on time.

The executors of the will must obtain probate from the court so that they have authority to deal with the deceased's assets (and liabilities) and to enable distribution of the estate in accordance with the will. This process can take 5-8 weeks.

The Registrar of the High Court carries out probate after receiving an application from the executors. This task involves establishing that it was in fact the testator (the maker of the will) who died, 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.



Financial Assistance

The two most common grants available to families are the Work and Income funeral grant and the Accident Compensation Corporation (ACC) funeral grant.

We can assist you in applying for either of these grants where appropriate.



Tangihanga

Harbour City Funeral Home has had the privilege of having worked closely with a number of local Kaumatua and local Marae over several decades serving whanau in their time of need. Our staff therefore have gained an appreciation and understanding of the needs of Māori and the associated protocols. Our funeral directors recognise that Māori culture requires the deceased person not to be left alone, where possible. Out of respect for this requirement we always endeavour to provide a prompt service so that the deceased is returned home or to their local marae as soon as possible.

The option of the family dressing the deceased is always available. We consider it a privilege to be able to assist families with this task when requested to do so.

Our company has a hearse available for hire to families wishing to transport the deceased to another town for burial.

Cultural Diversity

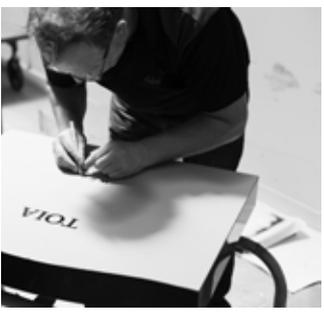
The Wellington, Kāpiti and Hutt Valley region is home to many different cultures and religions. We have established strong relationships over many years with a wide range of community groups, so you can be assured that we will do everything we can to accommodate your own community practices and protocols.

Given that many of these community groups are small, we have often become good friends as well as the trusted funeral directors within these groups.

Headstones and Plaques

We have catalogues for headstones and plaques that show you the different options available. When you are ready to talk about choosing one, you can make contact with us and we will be happy to discuss options and arrange for a quote for you to consider. We also have examples of the various granite options that are available.

If the headstone or plaque requires a second inscription, it can be included on the funeral account.





Bus Service to Makara Cemetery

In 1992 we started the first private bus service to Makara Cemetery. This service operates on the third Wednesday of each month. Feel free to make contact with our office to arrange for a timetable to be posted out to you.

Departs From	Time
Island Bay Library	12:45pm
Harbour City Funeral Home, 56 Onepu Road, Kilbirnie	1:00pm
Miramar Library	1:10pm
Newtown Library	1:20pm
Courtenay Place (Main bus stop)	1:30pm
Opposite The Wilson Funeral Home, 142 Karori Road	1:40pm
Karori Library (Outside Post Shop)	1:45pm

Christmas Memorial Service

Each year in December we invite family and friends to attend a special Christmas Service of Remembrance at Old St Paul's in Thorndon. We provide a free bus from Upper Hutt and Lower Hutt.

We hold a service for our Kāpiti families in our chapel at 300 Kāpiti Road, Paraparaumu.

We find that the Christmas Memorial Service helps people gather strength from others and we receive many favourable comments from families who attend.





Eco Burials

Natural burial at Makara Cemetery: The best option for the environment

If you want to make the best choice for the environment, consider the option of a natural burial at the Makara or Otaki Cemeteries.

The Concept

The unique sense of place of Makara and Otaki Cemeteries has been achieved through a clear guiding concept: the central idea is that everything about the cemetery is as 'natural' as possible. In essence, we will not introduce anything to the cemetery that would interfere with or pollute environmental processes.

For example, to help natural processes, plots are dug only into the active soil layer, the deceased is not embalmed and is buried in a casket of untreated, sustainable wood. Plots are filled with aerobic, organically active soil, and overplanted with a tree native to the area. The whole cemetery is gradually restored to native bush.

All of the body nutrients and matter will be gradually absorbed by the surrounding soil and plants. It is intended that the cemetery will become a permanent bush park – a living memorial to those buried there, a home for native flora and fauna, and a beautiful place for family and friends to visit.



Key Features of a Natural Burial

No embalming: Persons buried on this site must not be embalmed. The purpose of this requirement is to speed up the natural processes of returning the person and its nutrients to the soil, and to reduce the amount of artificial materials we introduce to the soil.

Burial in the upper soil layers: The deceased will be buried within the active soil layer or as close to it as possible. Depth will vary according to the soil conditions. Plots will be partly refilled with compost to help enrich the soil.

Trees: A native tree will be planted at the head or base of the plot. You are provided with a list of trees to choose from. These trees are the basic building blocks of a native habitat restoration programme.

Over time, other trees will be planted over and around the plot. To improve survival, the Wellington City Council will not plant trees for plots in summer.

Caskets: You must use a casket approved by Natural Burials. These caskets will be made from sustainably grown and harvested woods, with no chemicals or artificial compounds used in the treatment of the wood or the manufacture of the casket or its accessories.

Plot markers: A non-treated wooden post is sunk into the ground at the head or foot of the plot. You or your family can include on the post cap and sides a poker-burnt engraved inscription of your choice. The marker is designed not to be permanent. However, the plot and details of the person buried there are marked and drawn on a map held by the council.



Membership of Professional Organisations



Caring Funeral Professionals

Funeral Directors Association of New Zealand (FDANZ)

FDANZ, established in 1937, is the largest national association of funeral directors in New Zealand. FDANZ represents the majority of New Zealand funeral directors, who together are responsible for arranging and directing over 80% of all funerals in the country. With FDANZ members you can be assured of receiving expert advice from an authority in the field – from someone whose understanding of the costs, processes and necessary care has been gained from industry experience. Members are subject to a strict Code of Conduct, underpinned by the Code of Ethics to which FDANZ subscribes. Their adherence to these codes gives you both peace of mind and quality assurance.



Funeral-Link New Zealand

Funeral-Link was set up following the arrival of an international chain of funeral homes, which started to purchase family owned businesses. To be a member of Funeral-Link you must be both New Zealand owned and a member of the Funeral Directors Association of New Zealand. If a company is a member of Funeral-Link, you know that you are dealing with a locally owned funeral home. Funeral-Link offers its members the assurance that they have a safe place to share ideas for the benefit of each of the participating funeral homes.

Helpful Websites

www.harbourcityfunerals.co.nz

The Harbour City Funeral Home website covers all aspects of funerals in the Hutt Valley and Wellington regions. It provides a comprehensive overview of funerals in our region.

The website has links to all of our local cemeteries. In some cases you can search cemetery records online.

In many respects the website is an electronic version of this book, although it provides more detailed information on funerals. This site would be helpful if you were planning a funeral in advance.



www.ecofunerals.co.nz

The Eco Funerals website responds to the growing awareness of our impact on the environment, including the way we leave this world. Some people want to personalise their funerals while considering how their choices affect the environment. This website explains the eco-friendly funeral options available to you, and helps you to make well-informed choices.

Eco Funerals recognises that our own funeral marks the end of our call on the earth's resources and, just as in life, involves a number of choices that can impact, to a greater or lesser degree, on the environment. These choices include whether or not to embalm, the type of casket to use, and burial or cremation.



www.tributes.co.nz

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

Tributes Online is a safe, secure website where funeral notices, personal comments, photographs, photo presentations and personal histories can be placed as a memorial for the person who has died.

Placing the notice on the internet means it can be read at any time. Features can include a map of where the funeral service will be held, as well as other helpful information like where donations can be sent.

Family and friends anywhere in the world can read and place messages in tribute books – there is no cost to leave or read comments, also no restriction to the amount of words that can be placed. Tribute pages and books can be printed by family and friends at any time. After a tribute has been on our site for 3 months, we send a notification to a nominated family email address each time a comment is added.

The website is safe and secure as all content is approved by the funeral home prior to uploading to the website.

The tribute stays active for 13 months. After that time you can choose to renew annually at a minimal cost. Even if a tribute is not renewed the notice stays on the site indefinitely at no cost to you, so that future generations will be able to view notices.

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.prepaidfunerals.co.nz

The Pre-paid Funerals website is designed to give you information about pre-arranged and pre-paid funerals in New Zealand.

For a long time many of us haven't liked to think about funerals. Yet today more and more people are changing this way of thinking and finding that it makes a lot of sense to pre-arrange their funeral and/or join a pre-payment plan.

Throughout our lives we plan for almost every financial eventuality we may face. Pre-arranging and/or pre-paying for our funeral makes sense as a way to help relieve your family of emotional and financial worries when the time comes. The Funeral Directors Association of New Zealand recommends and endorses this pre-paid funeral plan.

www.funeral-link.co.nz

With the arrival of international ownership of a number of New Zealand funeral companies, Funeral-Link New Zealand was set up to assist New Zealand-owned funeral directors. It provides a central reference point for information relating to funerals and offers assistance when a bereavement occurs. You can be assured that all of the companies listed on this site are 100% New Zealand owned.

We believe that it is important to deal with locally owned funeral companies. When you are working with a member of Funeral-Link anywhere in New Zealand, as identified on this website, you have the assurance that you are dealing with local people who care about their communities.



Personal Profile Record

Surname: _____ First names: _____

Residential address: _____

Date of Birth: _____ Place of Birth: _____

If not born in New Zealand, years lived in New Zealand: _____

Occupation (prior to retirement): _____

Full name of father: _____

Father's occupation: _____

Full name of mother: _____

Mother's occupation: _____

Mother's maiden name: _____

To whom married/civil union: _____

Town/city of marriage Your age at marriage

To whom married/civil union: _____

Town/city of marriage Your age at marriage

To whom married/civil union: _____

Town/city of marriage Your age at marriage

Names and ages of your sons

Names and ages of your daughters

Funeral directions:

I wish to be buried. I wish to be cremated.

Venue of service:

Celebrant/minister:

Hymns/readings/music/donations:

Name of solicitor who holds my Will:

Personal Profile Record

Surname: _____ First names: _____

Residential address: _____

Date of Birth: _____ Place of Birth: _____

If not born in New Zealand, years lived in New Zealand: _____

Occupation (prior to retirement): _____

Full name of father: _____

Father's occupation: _____

Full name of mother: _____

Mother's occupation: _____

Mother's maiden name: _____

To whom married/civil union: _____

Town/city of marriage Your age at marriage

To whom married/civil union: _____

Town/city of marriage Your age at marriage

To whom married/civil union: _____

Town/city of marriage Your age at marriage

Names and ages of your sons

Names and ages of your daughters

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Celebrant/minister:

Hymns/readings/music/donations:

Name of solicitor who holds my Will:



www.harbourcityfunerals.co.nz

Wellington

56 Onepu Road, Kilbirnie.
PO Box 14-366, Kilbirnie.

Phone: 387 8301

Lower Hutt

665 High Street, Lower Hutt.
PO Box 44-176, Lower Hutt.

Phone: 570 0111

Upper Hutt

674 Fergusson Drive, Upper Hutt.
PO Box 44-176, Lower Hutt.

Phone: 528 8924

Kāpiti

300 Kāpiti Road, Paraparaumu.
PO Box 723, Paraparaumu.

Phone: 298 4888



Caring Funeral Professionals



Locally Owned Funeral Directors
Caring in our Community