



GreenHaven

Unique funerals that won't cost the Earth

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www.greenhavenfunerals.com.au



{ We Are Here To Help

You may be reading this because you may have just lost a loved one, and you're not sure where to turn for help.

We have created this brochure to help you — to provide information and advice and gently guide you through the entire funeral process.

Many families in Melbourne have trusted us to care for their loved ones and their family members in their time of need, so you can expect to be treated with the utmost compassion and respect, because we truly care about you and your family.

} Contact Us

If you would prefer to get in touch with us straight away, we can go through this guide together with you.

Please contact Carly Dalton on the details below:

Office: 03 9569 0534

Email: info@greenhavenfunerals.com.au

{ About Us

Greenhaven Funerals is family owned and operated by Carly and Tim Dalton.

Together with our team of caring and experienced staff, we are focused on supporting Victorian families through the loss of their loved ones. It is our aim to provide you with the highest level of personal service and care.

Our funeral services are unique and highly personalised to reflect and celebrate the life of your passed loved one. We also ensure that any special needs and wishes of every family are met and provided for.

We provide funeral services across all of Melbourne and some parts of regional Victoria. We work with many special venues, suppliers and related professionals to create unique, bespoke funerals that won't cost the earth

} Let us help you

Over the next few pages, we will explain all the ways that we can help you to arrange the funeral you want. We will guide you through our processes and introduce you to the team that will serve you, hopefully giving you all the information you need, but please do call us if you have any unanswered questions — we can find out and help.

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{ A Personalised Approach

We understand that during this difficult time, you may be feeling a little lost, and it can be overwhelming to know what to do next. We guarantee that the same friendly, professional funeral consultant that meets you at the arrangement meeting will also be there on the day of the funeral to support you and your family. They will guide you through every step of the way and be the person who will help you arrange everything.

Since opening Greenhaven Funerals, our team has supported hundreds of families across Melbourne arrange beautiful, personalised funerals for their loved ones.

Friendly, professional, respectful and caring, our team is highly empathetic and will help you solve any requests you have and support you in making some of the more difficult decisions.

Please turn to us for as much or as little support as you need - we are guided by your preferences, but we are ready to step in and offer support immediately - you can call on us at any time, we are available night or day. We will connect you with anyone and take care of everything you may need.

When there is a death in the family, we can meet you in the comfort of your own home to discuss your needs in private, at a time that is most suitable for you. Alternatively you can choose to meet with us in our offices. Please call us to arrange a time, and we will take care of the rest.

} Contact Carly or Tim

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{ Guiding You Through This Difficult Time

} What you need to do when someone dies

When someone you care for has died, the first step should be to call your family and friends. Make sure you have someone around you for moral support. You can also call on us immediately, to help you get through the next few steps.

If someone has died at home, you should call a doctor as soon as possible to arrange for a verification of death to be signed.

If the death has occurred at a hospital, the doctors and nurses will help you arrange these formalities.

If the death has been sudden, unexpected or due to a tragic accident, there may be a delay in arranging the funeral due to further investigations. Please contact us as soon as possible and we can guide you through this process also.

We will assist you to also register your loved one's death as part of the service we provide.

Once a doctor has given authorisation, you can then allow us to care for your loved one and we will help you arrange for them to be brought to our Care Centre in Dandenong South.





{ Unique Funerals That Won't Cost The Earth

Once you've had some time to process what has happened, you can start to think about the type of funeral service you would like. If there is a Will, check if there have been any specific instructions or arrangements already pre-planned. Take some time to think about your options, meet and discuss with other family members and ask yourself—what would have my loved one wanted?

At Greenhaven funerals, we focus on unique, personalised funerals that celebrate the life and reflect the personality of the person who is no longer with us—for something truly different. We will provide you with information and suggestions that could be suitable for your unique needs.

Below are some of the decisions you will need to make over the next couple of days to arrange the funeral. You can review these yourself or we can guide you through every step.

} Burial

If you are choosing a burial, your main decision will be which Cemetery to choose. In Melbourne, you can choose from cemeteries located in metropolitan Melbourne or cemeteries located in rural Victoria. We can provide you with information about the purchase of a plot for burial and interment fees at your selected cemetery and can co-ordinate everything that needs to be done.

} Cremation

If you are choosing cremation, Melbourne has five crematoriums to choose from, located north, south, east and west of Melbourne.

At some point you may also like to consider what kind of urn you would like to choose, to hold or scatter your loved one's ashes after cremation. At Greenhaven Funerals we can offer a wide range of contemporary and traditional cremation urns and keepsakes that come in a variety of styles and finishes. We can assist you with your selection, or source something unique if we don't have what you have in mind.

If you would like to have information on interring your loved one's ashes into a cemetery of your choice, just let us know and we'll provide you with all the information you need.





} Environmentally Friendly Funerals

We care about the environment, so at Greenhaven Funerals we are proud to offer an extensive range of eco-friendly, sustainable funeral options that could be a unique alternative for you and your loved one's life celebration.

} Coffin Choices

During the funeral process, one of the more significant decisions you will have to make is what type of coffin or casket is suitable for your loved one's funeral.

We know choosing a coffin is a very personal process so we offer a diverse range to ensure you find exactly what you are looking for. Depending whether you choose a burial or cremation, please consider the shape and look of the coffin or casket, the style of the funeral, any budget considerations or wishes of the deceased.

Our goal is to help you create a unique, personalized, farewell ceremony that honours your loved one's life and their personality. We realize that choosing a coffin or casket is absolutely integral to this and can offer you a range of traditional or eco-friendly coffins and caskets to choose from.



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} Preparation and care of your loved one for their funeral

At Greenhaven Funerals, we only embalm the deceased's body if they have undergone an autopsy and the family would like to view them and spend time with them prior to the funeral or there are other factors which might cause an unpleasant experience for the family and friends.

Our preference is always to offer our families the choice of natural death care and to discuss options with the family prior to the funeral.

In place of embalming treatments we keep the deceased person cool in our specially designed, walk in cool storage area until the day of the funeral after we have washed and dressed them and placed them in the coffin or casket that has been chosen for them.



{ Unique Venues

At Greenhaven Funerals, you are not limited to a Chapel or Funeral Home to hold your funeral service.

Over the years we have established strong relationships with many unique venues across Melbourne and some parts of rural Victoria.

Regardless of your unique requirements, we can create the perfect setting to fare-well your loved one. Some of the beautiful venues we work in partnership with include:

} Western Suburbs:

1. Altona Memorial Park – Laverton North
2. Kensington Town Hall - Kensington
3. Ascot House – Ascot Vale
4. Overnewton Castle – Keilor
5. Roslyn Court - Essendon
6. 235 Derrimut Road Christian Church – Hoppers Crossing





} Bayside Suburbs:

1. Windows by the Bay – Mordialloc
(Memorial Services only)
2. Parkdale Yacht Club – Parkdale
3. Sandringham Yacht Club – Sandringham
(Memorial Services only)
4. Iluka Eco-Retreat – Shoreham
5. Mount Martha Yacht Club – Mount Martha
6. Port Melbourne Yacht Club – Port
Melbourne
7. Hastings Marine – Hastings
8. Mornington Race Club – Mornington
9. Norwood House – Mount Eliza
10. Morning Star Estate – Mount Eliza
11. Dalywaters Rose Farm & Garden Chapel
– Mornington

Unique Venues



} Eastern Suburbs:

1. Lilydale Memorial Park - Lilydale
2. Vue on Halycon – Chimside Park
3. Healesville Gables Reception Centre - Healesville
4. Bramleigh Receptions – Croydon
5. Templestowe Cemetery – Templestowe
6. Potters Receptions - Warrandyte
7. Rosebank Homestead – Ringwood North
8. Karralyka – Ringwood
9. The Boulevard Restaurant and Function Centre – Kew
10. Malvern Valley Golf Club – Malvern
11. The Gables – Malvern
12. Wattle Park Chalet – Surrey Hills
13. Hawthorn Town Hall – Hawthorn
14. Leonda by the Yarra – Hawthorn
15. Yering Station – Yarra Glen
16. Emerald Hall - Emerald



Unique Venues



} Northern Suburbs:

1. Fawkner Memorial Park – Fawkner
2. Yan Yean Cemetery Chapel - Whittlesea
3. The Centre – Ivanhoe
4. The Little White Chapel – South Morang
5. Montsalvat – Eltham
6. Inglewood Estate Chapel – Kangaroo Ground
7. Ballara Receptions – Eltham
8. Wooling Hill Estate – New Gisborne
9. Hidden Valley Country Club – Hidden Valley
10. Sherwood Receptions – Greenvale
11. Whitehaven Receptions - Whittlesea





} South Eastern and Surrounding Suburbs:

1. Springvale Botanical Cemetery – Springvale
2. Bunurong Memorial Park – Bangholme
3. Sandhurst Club – Sandhurst
4. Faith Christian Church – Dandenong North
5. Box Hill RSL – Box Hill (Refreshments only)
6. Cardinia Cultural Centre – Pakenham
7. Akoonah Park – Berwick
8. The Castle Venue Hire – Dandenong
9. Religious Centre (Monash University) – Clayton
10. Amberlee Receptions - Cranbourne
11. Settler's Run – Cranbourne South

Alternatively, you may wish to celebrate your loved one's life somewhere special like their local sporting club or perhaps an RSL.

Locations like their favourite park, the beach, their favourite restaurant or a reception centre are also options to be considered and may be arranged.

For some, having a beautiful ceremony in the comfort of the family home or garden may be appropriate. Our aim is to help you create an intimate and special ceremony that provides a unique touch to the funeral.



Unique Venues



} Religious Ceremony

Our philosophy at Greenhaven Funerals is to ensure that we respect and honour the culture, faith and religion of our local community. Keeping within the sacred rituals of your faith, we can co-ordinate a religious funeral service at the church or temple of your choice. We will liaise with your local or preferred clergy to arrange all aspects of the religious ceremony for your loved one. We have helped many families with their funeral arrangements from all world religions including Buddhism, Christianity, Hinduism, Islam, Judaism, Orthodox and many more. We understand how different religions view death so we can provide you with the appropriate service and support.



} Non Religious Ceremony

We understand that many people do not wish to have a religious ceremony, and this may have been specified by your loved one in their will. We can help you arrange a beautiful ceremony that celebrates the life of the person who has passed away and allows friends and family to acknowledge their loss. You may choose to work with a celebrant instead of religious clergy, or you can create a unique ceremony of your own. While there are no religious rituals to follow, commonly there is usually a welcome, followed by a reading or speech from friends and family, a eulogy and a period of quiet reflection before the final farewell. But ultimately we can help you design any unique ceremony that is best suited to your needs and truly reflects your family wishes.



{ Funeral Service Options

The funeral is a very special ceremony where people gather together to say their farewells to their family member or friend. Each funeral should be as unique as the individual it is held for.

} Traditional - Service & Committal

The funeral service is conducted in a church, chapel or other venue of your choice. This is followed by a Committal of either a Burial or Cremation at the cemetery.

} Chapel - Single Service

This is a more informal service in a cremation chapel followed by an unattended burial or cremation.

} Non-Attended/Private Service

This is a simple service option, with no mourners in attendance.

} Memorial

A ceremony is held without the deceased person present. It can be non-denominational or religious.

} Repatriation

A process of returning the deceased individual to their home town or country. We can arrange a repatriation within Australia or overseas.





{ Unique Details That Make The Difference

At Greenhaven Funerals, we specialise in creating funeral ceremonies that families and friends will remember. Often, it's the small details and subtle touches that make the difference and can really create a unique, personalised experience that cherishes special moments.

} Floral Arrangements

The beauty of flowers are an important part of the funeral ceremony, designed to offer comfort to those in grief and also serve as a reminder of the spirit of life. There are many different types of floral arrangements to choose from and we work closely with our local florist who can create a unique floral arrangement for you that can go on the coffin or casket as well as other arrangements for other parts of the ceremony. We can also work with your preferred florist, as you may have someone in mind.

} Memorial Stationery

Funeral booklets, orders of service, photo cards, book-marks —we can help you write, prepare, create and print any memorial stationery to suit your needs.

Many people like to hold onto these as a keepsake in memory of the person who has passed away, so you can use this as an opportunity to celebrate their life. You may want to include their photo, so take some time to choose one you think would suit best. We can help you design the layout out and provide you with a template of the kind of information you should consider to include. The stationery can be as simple or as elaborate as you like.





} Funeral Vehicles

We recognise that some of our families want choice in the type of funeral vehicle that will transport them or their loved one to the venue on the day of their ceremony. Whatever you are thinking of, please let us know your thoughts and we'll do our best to assist you.

Classic and Vintage funeral coaches provide a professional, dignified way to say goodbye to a loved one in style. We can provide a beautifully restored antique hearse for a funeral event where style and elegance are required and appreciated. Please contact us to receive further information on the classic and vintage hearses available.

} Music

Music can soothe the soul and is often an integral part of most funeral services, so you may want to think about the type of music you would like to play during various parts of the ceremony.

We can offer you some suggestions, but we welcome you to choose your own - it's a great way to further personalise the ceremony - perhaps playing your passed loved one's favourite song. We can connect you with musicians such as a pianist, harpist or violinist if you are interested in live music, or a band, should you want something alternative.

} Photos & Video

Many families like to celebrate the life of their loved one by putting together a montage of photos and videos of their life. We can help you arrange something like this or put you in touch with professional services that will take care of this for you. We will ensure that your video is set up properly during the ceremony and is played at the right time, so you don't have to stress about the technicalities.





{ Special Requests

Above we have listed some of the more traditional elements of a funeral service that we can help you take care of, however, if you have anything special in mind, please just let us know and we can help you organise it.

} Unique & Meaningful Suggestions

- Personalised design of the coffin or casket (handpainting or have it painted by our in-house artist, or have images vinyl wrapped around the coffin)
- Customised memorial stationary
- Cremation Jewellery
- A candle-lighting ceremony (taper or floating candles)
- Floral tribute (placing individual tribute flowers on top of the coffin or in with your loved one)
- Inviting guests to write messages of farewell on the coffin
- Having a horse drawn hearse, or a Harley motorcycle or trike hearse take your loved one on their final journey.
- Balloon release (bio-degradable)
- Butterfly release (spring/summer only)
- Musicians or singers being present at the ceremony
- Bag piper
- Funeral filming or photography
- Funeral live-streaming so guests who reside long distances from location of the funeral event can participate.
- DVD photo presentation
- Customised photo canvas



{ Writing a Funeral Notice

When writing a funeral notice, the most important elements to include are:

- The name of the deceased individual whose life we are honouring and paying tribute to.
- The name and location of the venue.
- The day and date the funeral event will be held and what time it will commence.
- If the family have a preference for flowers or donations.
- If the second part of the burial (burial or cremation) will be a private affair or if guests are invited to participate.



} Examples of Funeral Notices

Non-religious Ceremony – Single Service

A Service to celebrate the life of the Late **Mr John Citizen**, will be held at The Wattle Park Chalet, 1012 Riversdale Rd, Surrey Hills, on Wednesday (Aug 26, 2015) commencing at 11am. In lieu of flowers, family would appreciate donations to RSPCA, envelopes will be available at the service.

A private cremation will follow the service.

In the gentle care of
Greenhaven Funerals
9569 0534

Religious Ceremony – Dual Service

A Requiem Mass for the Repose of the Soul of the life of the Late **Mr John Citizen**, will be held at St Patricks Catholic Church, 65 Stanley Street, Lilydale on Wednesday (Aug 26, 2015) commencing at 11am. No flowers by family request.

After the service, the funeral will proceed in cortege to the Springvale Cemetery for a burial

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{ Taking Care of Payment

Once we have developed an idea on what kind of funeral you would like to arrange, we will provide you with an estimate that outlines all of the fees that are associated with the funeral arrangements, including payments we will be making on your behalf.

50% deposit is required at the time of the funeral and full payment is required before the date of the funeral.

Payment can be made by the following methods:

- Electronic Funds Transfer
- Credit Cards (Visa / Mastercard)
- Cash
- Bank Cheque

We are able to offer flexible payment plans for families who may have difficulties paying for a funeral for their loved one. Please let us know if you would like more information on this option, conditions apply.

{ Planning Ahead

By planning ahead, you can minimise the burden that arranging a funeral can have on your family when it is your time. At Greenhaven Funerals, you can pre-arrange your funeral and take care of the payment in advance.

You have the option of paying in full and securing the price of your preferred funeral plan at current prices or putting money aside in a secure investment fund to be called upon when required.



{ Your Questions Answered

} How will our loved one be moved from their place of death to your premises?

Your loved one will be transferred into our care by our professional staff in a vehicle that has been purpose built to safely transport a deceased person.

} Where will our loved one actually be taken?

The Greenhaven Care Centre is located in Dandenong South. Our purpose built, modern facility has been certified by the relevant authorities as a professional mortuary and meets all local by laws and health regulations.

} What will you do to them?

Your loved one is kept in our walk in, cool storage area until the day of their funeral. After consulting with the family / next of kin and understanding the wishes of your loved one, we will prepare them for their funeral. Options for natural death care and embalming will be discussed and offered according to each individual situation.

} How do I know our loved one will be handled with respect?

Our staff have many years of experience and are qualified to care for and prepare deceased individuals for their funerals. Everyone receives the same level of care and preparation, prior to their funeral service.

{ Dealing with Grief

If you feel that you would like to talk to someone about how you are feeling after having lost a loved one, please let us know. We can recommend a professional counsellor that would be suitable for your needs.



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{ Contact Us

We hope that we have covered everything you might need in this brochure to help you make the best informed decision when arranging a funeral. If there is anything we haven't covered, please contact us and just ask, we are here to help.

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