



HETHERINGTON  
FUNERALS —————

PRE-PLANNING & BEREAVEMENT GUIDE



# Biddulph & Turley

PERTH PROBATE SOLICITORS



## Probates Perth – We are a specialised legal practice working in the areas of Wills, Probate and Deceased Estates

The partners are Reg Biddulph (a member of the Society of Trusts and Estate Practitioners) and Lisa Turley (an Accredited Family Law Specialist) and who have combined experience of over fifty years in legal practice.

The team at Biddulph & Turley are committed to providing you with the professional and effective legal representation you expect and deserve. We understand that most people will find themselves in need of a lawyer at some point in their life.

Whether you need to make a will, are needing help with probate, resealing a will or faced with the death of a loved, we are here to help.

For advice and assistance with all aspects of Deceased Estates including;

- Estate Administration
- Disputed wills
- Fatal Accident Claims
- Family Provision Claims
- Undue Influence and capacity
- Obtaining Grants of Probate
- Intestacy
- Lost wills

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*Welcome to Hetherington Funerals.*

*“We would like to take this opportunity to thank you for your visit to our funeral home and considering us for your future plans and service requirements.*

*We understand that pre-planning or planning a funeral can be an overwhelming and emotional time. We have created this guide so that it will help you through the choices ahead, along with giving direction, help and support to take some of the stress away and make you feel at ease.*

*Our team here at Hetherington Funerals are always on hand to help and guide you every step of the way.....”*

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08 9459 2846

[www.hetheringtonfunerals.com.au](http://www.hetheringtonfunerals.com.au)

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# Welcome

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At Hetherington Funerals, we understand how vital it is to offer respectful and affordable funeral services for families going through extremely difficult times. When you speak to our funeral directors, your comfort is our main concern, closely followed by listening to and meeting your precise expectations.

We are proud to be an independent, family-owned funeral home that offers a high standard of services to families in Perth and the surrounding areas. On this page, you can find all of the information you need to make arrangements for the loss of a loved one or to pre-plan a funeral.

At Hetherington Funerals, we've been looking after families that have suffered a loss since 1999. Thanks to this experience, we've been able to build up an understanding of the kind of thoughtful, attentive care that's needed. This can feel like an overwhelming time, but our

family can take away some of the burden for you. By gently guiding you through the process, we'll help you make the right decisions that will truly honour a life well lived, and we're with you for every step of the way.

It is our responsibility to ensure we meet your individual requirements in any way we possibly can. For more information on burials, cremations or any of our other services, please don't hesitate to get in touch with us.

Because you never know when you're going to need us, our team is available to contact 24 hours a day, 7 days a week. We can talk you through the services and processes of a funeral with a dedication to quality of care, and answer any questions you have.

Call us on 08 9459 2846 or alternatively, send an email to [info@hetheringtonfunerals.com.au](mailto:info@hetheringtonfunerals.com.au)



Ashton



Chelsea



Monique



Eric



Lynda



Martin



Rosie



Saber



Tamsyn

# Our History

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Established from humble beginnings in 1999 by John & Mary Hetherington, Hetherington Funerals has grown to become a successful provider of funeral services to many families throughout Western Australia.

John Hetherington, who in the early days was a Salvation Army pastor and a regular radio show host on Curtin FM 100.1, committed himself to serving the needs of bereaved families as a small, independently owned, family operated funeral home. In time, John decided to amalgamate his business with Classic Funerals, which at the time was another small and independent funeral home. However, in 2014, John and Mary decided it was time for them to retire from the funeral industry and sold their business to another family owned enterprise who continue to operate the business today.

Keith Wieske with son-in-law Eric Dekker were already active in the funeral industry through their endeavours with Baskerville Funerals. Although a small player in the industry, it was this business that provided them with the necessary experience within the industry to be confident to pursue development and growth. It was therefore a natural progression that when the opportunity to purchase Hetherington Funerals presented itself the decision was made to combine Hetherington Funerals with Baskerville Funerals. The 'Hetherington' name was retained due to the outstanding reputation that it had developed over its years in existence.

In 2015, Personal Funerals was also acquired and over the years that followed the business has continued its upward trend in growth and development.

Hetherington Funerals is a true family affair. With Chelsea, Ashton and Tamsyn, three of Eric's six children involved, as well as Keith's son Berwan, there is a definite feeling of love and family.

Today, Hetherington Funerals continues to be a proud independent and family owned funeral home offering a high standard of service to WA families in the Perth metropolitan area (and surrounding country precincts). Our priority at all times is to provide a level of service to our clients that relieves the burden of anxiety and stress that often accompanies times of loss and grief.

We are committed to providing services in a timely and efficient manner, and our staff are trained to be attentive to the emotional needs of each family. If arranging a funeral seems like a daunting task, contact us and we'll guide you through all of the necessary considerations. Allow us to minimise any duress by providing the support, comfort and guidance for your family throughout the funeral process.

# Burial Services In Perth

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Hetherington Funerals is one of the most trusted funeral homes in Perth. As a family-run provider that's been assisting grieving families since 1999, we can help you plan every detail and take away some of your burden. A burial remains one of the most traditional services we offer.

The burial process begins with the preparation of the body. As with cremation services, tributes can be left in the coffin. The coffin is then taken to the cemetery (sometimes it is taken to another venue first for a service, such as a church or chapel). At the cemetery, a graveside committal takes place and the coffin is lowered gently to rest.

Once the family and attendees leave, the cemetery organises for the grave to be filled. Any flowers left by the family will then be placed on the grave.

## Arranging a funeral in Perth

When you arrange a funeral in Perth that involves a burial, the "ownership" of the plot, known as a Grant of Right of Burial, remains in place for 25 years. After this time the owner loses the right to make changes to the grave or headstone, either by way of adding inscriptions or placing another person in that grave. However, after paying the relevant fee, that Grant of Right of Burial can be purchased for a further 25 years and the tenure begins again. Failure to re-purchase the Grant of Right of Burial doesn't simply give any stranger the right to purchase it. That land remains sacred to your family and will remain undisturbed.

In Western Australia, the cemeteries are controlled by one of two authorities.

Shire-owned cemeteries are controlled by the local council, and they have their own fee structure and rules regarding burials on their sites. The six main metropolitan cemeteries, however, are controlled by the Metropolitan Cemeteries Board (MCB). These cemeteries (Fremantle Cemetery, Rockingham Regional Memorial Park, Midland Cemetery, Guildford Cemetery, Pinnaroo Cemetery and Karrakatta Cemetery) have fixed fees attached, and slightly different rules governing them.

When you work with experienced funeral homes in Perth, your appointed director will be aware of the requirements and paperwork required and will guide you through this part of the process. We will do our best to help relieve you of the overwhelming feeling that accompanies organising a funeral.

## Assisting You with Complimentary Services

Naturally, there are many other aspects that need to be considered when organising a funeral for your loved one. At Hetherington Funerals, we can assist you with funeral plan management, involving the following complimentary services according to your wishes:

- Paperwork, Permits & Certificates
- Selecting a Coffin or Casket
- Funeral & Death Notices
- Monument Works at the Cemetery
- Embalming or Body Prep
- Viewings
- Chapel or Church Services

# Cremation Services In Perth

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For many different reasons, cremation services are more common than burials in Western Australia. For some people, there are cultural or religious reasons. Others wish to return the ashes to the country of origin or keep their loved ones nearby at home. Still, others choose cremations for budgetary reasons. Whatever the reason, cremations in Perth and across WA remain the choice of funeral for many.

The cremation process begins with the preparation of the body. As with burial services, tributes can be left in the coffin. The coffin is then taken to the cemetery (sometimes it is taken to another venue first for a service, such as a church or chapel). At the cemetery, a committal ceremony will take place and the coffin will be taken by the catafalque to the crematorium.

A few days after the cremation has occurred, the ashes become available for collection from the cemetery by the family. Once the ashes have been collected, you will need to consider what you would like to do with the ashes. Will they be interred at the cemetery, scattered to the winds, gently placed in the ocean, or kept at home in a personalised urn? This is the final decision the family will need to make as they seek to honour their loved one and lay them peacefully to rest.

There are many different reasons why families choose cremations, and many different ways to conduct a cremation service. Some people may choose to have an unattended cremation, which means that there is no service involved. Following the cremation, many families choose to have a memorial service.

Others may choose to have a church service followed by an unattended cremation, whereby others still may choose to have a service at a local venue but then attend the cremation at the cemetery as well.

Your funeral director will be able to go through the different options available and help you figure out which is the most suitable for you.

## **Assisting You with Complimentary Services**

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# Eco Friendly Or Green Funerals

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Eco funerals are perfect for those concerned about the environmental footprint they leave behind. At Hetherington Funerals, we can arrange several types of natural funeral services to minimise the environmental impact of one's passing.

**What is a green funeral?** - It's important to note that there are several types of eco-friendly funerals and burials, and that you or your loved one aren't limited in any way when it comes to saying farewell. While in the strictest sense, environmentally responsible funerals use all-natural products and the most minimal amount of materials for the final disposal of the body, that doesn't mean you can't have a more traditional ceremony when you opt for natural funeral services.

**Eco friendly burial options** - Most eco burials use natural timber (including willow, bamboo and wicker) or a cardboard coffin, which is untreated and free of any unnatural substances, like plastic lining, which won't break down over time. Eco friendly burial options generally also use minimal machinery.

**Natural Burial Site** - If you choose an eco-burial, you'll also need to select a natural burial site. These sites differ according to the landscape, with most looking just like bushland or a natural park, free of tombstones and statues. Burial sites are unmarked and families visiting the burial sites of their loved ones generally need to use a map.

When you choose the caring team at Hetherington Funerals to provide natural funeral services in Perth for you or a loved one, your options include Natural Earth Burials at Fremantle Cemetery, a tranquil final resting place.

**Biodegradable Urns** - Cremations aren't the most green funeral option available, however, the environmental impact can be minimised by opting for a biodegradable urn, with options that include paper, fibre and seed urns. It's also possible to 'scatter' ashes' in Australia, however, depending on the intended location, permission may be required.

Contact Hetherington Funerals for further information on our eco-friendly burial services on: 08 9459 2846 or send an email to [info@hetheringtonfunerals.com.au](mailto:info@hetheringtonfunerals.com.au)



# Pre-Planning / Planning Ahead

*“Is this what they would have wanted?”*

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This is an all too common question when families come to plan a funeral. Making your wishes clear ahead of time can prove to be a great comfort to loved ones.

## What Is Pre-Planning?

Pre-planning is simply the process of drawing up plans for a funeral before they are needed. It involves gathering a variety of family information and making decisions about the type of service you want (e.g. where the funeral itself should take place and who might participate). Working together with a Funeral Director or pre-planning counsellor, you can plan, organise and record all of your requests.

Our staff can lead you through the process, providing advice and guidance along the way. They will ensure that you have all the information you need about our products and services, allowing you to make informed decisions.

Once a funeral bond is taken out, it should be assigned to your chosen funeral director.

Once this is done, the Funeral Director will then present you with a Bond certificate and other documentation, accounting for every cent you have invested.

## Why Pre-Plan?

While everyone who makes the decision to pre-plan has their own reasons for doing so, we are often told the greatest motivator is the desire to protect their family by ensuring that they won't face the difficult task of making arrangements at a time of loss. We advocate

pre-planning because our experience has shown us that not only is planning ahead virtually stress-free, but people have the time and information they need to make carefully considered, pressure-free decisions that are the right choices for themselves and their families.

## The Benefits Of Pre-Funding Your Funeral

There are many benefits you should consider when deciding if you should pre-fund your funeral:

- You have peace of mind that your family will not be left with the emotional and financial burden of your funeral.
- Funeral bonds are administered to secure long standing financial institutions.
- Funeral bonds to a legislated threshold amount\* are not treated as financial investments and therefore are not included in any Centrelink assets test. This could mean the difference between a part and full pension entitlement.
- Once funds are lodged they cannot be redeemed by anyone until the death of the individual named on the policy.
- A funeral bond will accrue interest which may offset the inevitable rises in funeral costs. The compounding interest is not deemed to be part of your income.

## What About Pre-Funding?

For many people, funeral pre-planning has become an extension of the estate planning process. It is simply one more thing they choose to take care of as they plan for retirement and the next stage in their lives.

Choosing to pre-fund funeral arrangements is another way in which people can protect their families and it can mean locking in the cost of the arrangements at current prices.

## How To Pre-Plan Your Funeral

There are many different ways to begin the planning ahead conversation. You know your family and how they might best respond to the topic. For some families, it might be a casual conversation over dinner or family gathering. For other families, a formal meeting might be better suited.

Regardless of your approach, the conversation is usually much easier to have when death is not imminent. Bringing up the subject with loved ones earlier in life when they are younger and most likely healthier, makes the topic easier to discuss and keeps the focus on the celebration of life rather than an impending loss.

When you're ready to make a plan, call or send us an email and we will have one of our pre-planning counsellors call you to set up an appointment. Our details are on the back cover.

*Here are some tips that may help you start the advance planning conversation with your loved ones:*

Set a time to have the conversation. Schedule it as an appointment with your loved ones, whether you want to share your plans with them or ask them to make their plans to share with you.

Tell your parent or loved one that you want to ensure their final arrangements are done according to their wishes and you need their help to make that happen.

Ease into the conversation. Questions such as "Have you ever thought about where you would like to be buried?" or "What type of funeral would you like to have?" may open the discussion to more details about your loved one's wishes.

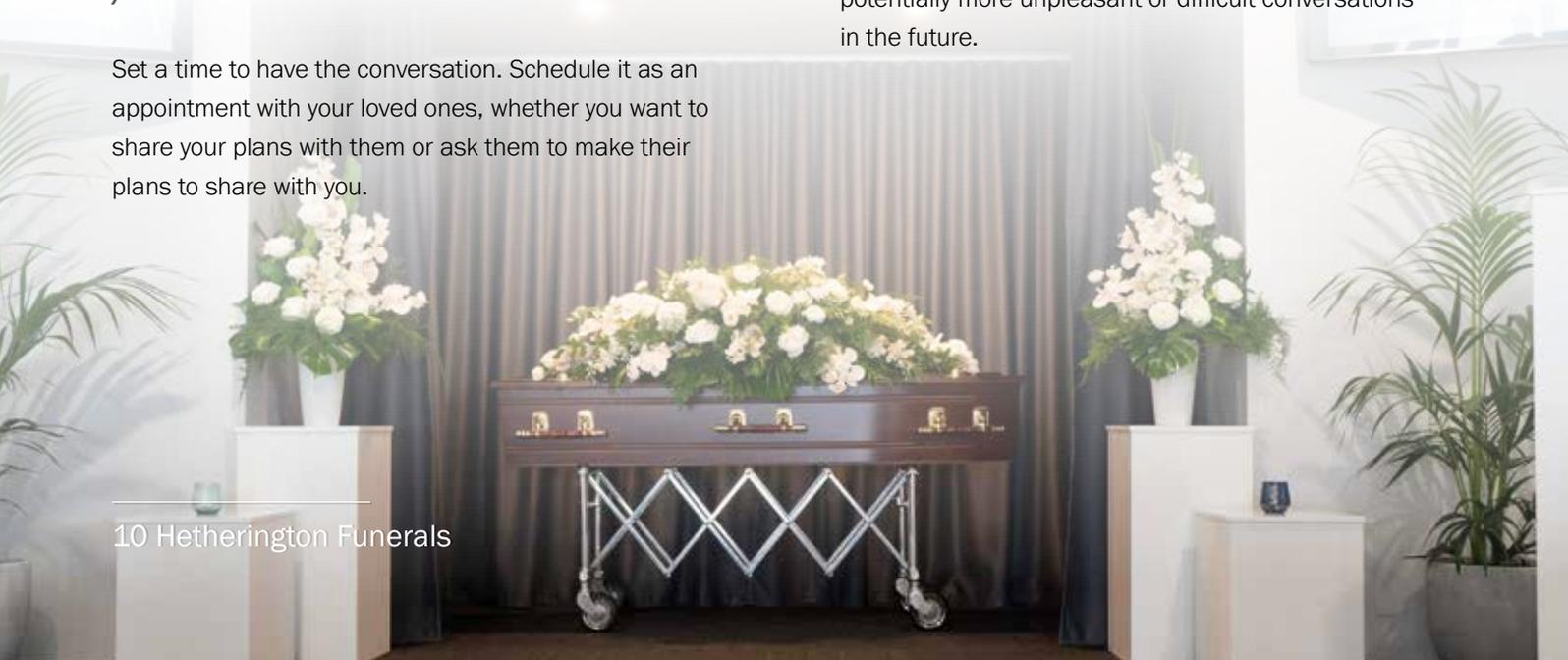
Take advantage of funeral-related opportunities. Attending the funeral of a friend, family member or colleague can give you the opportunity to talk about what you liked or didn't like about the service.

Tell your children or loved ones that because you care for them so much, you don't want to burden them with difficult decisions when you're gone. Tell them you've made your own final arrangements and give them a written record of what they are.

Make it a family affair. Schedule an appointment with your chosen funeral home or cemetery provider and invite your children along to participate in the selection of services, funeral merchandise and cemetery property.

Whether you're sharing plans for your own final arrangements with loved ones, or encouraging loved ones to make and share their plans with you, the conversation about planning ahead is an important one that every family should have.

While no one wants to think about their death or the death of a loved one any sooner than they must, having the conversation in advance alleviates the need for potentially more unpleasant or difficult conversations in the future.





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# Your Future Planning

There are a lot of myths about preparing for death and future ill-health. Many of these myths can cause unnecessary grief and hardship for the people you care about. But if you put in place clear and effective legal documents that have been properly prepared, you can be confident that your nearest and dearest will be best positioned to cope. Your future planning should be based on fact, not myths.

There are always legal aspects to future planning. Keeping legal matters simple requires careful and informed planning which is best done when we are healthy and well enough to be able to make informed decisions and to plan for the certain things like the fact of death, and uncertain things like ill-health or loss of mental capacity.

Planning for future events like death and incapacity is not as confronting as you might think. Solicitors who specialise in this area can give advice about your options, and the consequences of your choices, and can assist you to find solutions to difficult planning problems. This can take a huge load off your mind when you are considering getting your affairs in order.

Most people find that once they have seen a solicitor about the options available, and they have an informed plan in place, backed up by properly prepared documents like a Will, advance health directive, and enduring power of attorney, a weight of worry is taken off their shoulders.

## *Advance Health Directives and Enduring Power of Attorney*

Advance Health Directives are documents where you record your directions about your future care. You can be sure that you will only get the treatment you want.

You can also choose in advance the trusted people who will make decisions for you if you are so sick at some time that you are not capable of making decisions about your money matters, and your personal and health matters.

An attorney in Western Australia is not a lawyer, but is a trusted person you have selected to make sure your bills are paid, and your money is protected. An attorney can also make decisions about where you live, what health treatment you receive, and make sure you are being properly looked after if you are so unwell that you can no longer make those decisions for yourself.

It is vitally important that your Enduring Power of Attorney document be drafted especially to meet your individual circumstances. An experienced solicitor can identify risk and advise you about ways those risks can be accounted for, and can ensure that your Power of Attorney is effective to arm your attorney with the powers you want them to have when your attorney is making decisions for you.

The power you give to your attorney ends when you die.

## Wills and Estate Planning

You can choose in advance who will represent you after your death by having a Will. Wills are important legal documents. They are the best way of putting in place your wishes, and to ensure that what you want to happen after you die does happen. Every person has different family relationships, and different needs, assets and liabilities. As many as fifty percent of people in Australia die without a Will. That means their estate is dealt with by a set of government rules. Those rules work in some situations, but they cannot possibly fit all.

The best way to ensure that what you want with your property after your death actually happens, is to have in place a Will that has been prepared just for you.

A Will that has been prepared especially for you is more likely to carry out your intentions than a Will-kit or on-line checklist, because it will take into account your unique circumstances.

A Will-kit is rarely adequate to properly carry out your intentions, and Will-kits are known to cause costly court proceedings for various reasons. How could you be

expected to know what consequences your choices may have unless you have legal training and experience?

A solicitor can advise you about the pros and cons associated with your choices so your decision-making can be as informed as possible, and your testamentary intentions are more likely to be given effect.

It is important to choose the right person for the job when you select the person who will be the executor of your Will. The role of an executor is significant because your executor will be your legal representative after your death. Executors should be responsible, capable, diligent, wise and practical.

If you have not already pre-arranged your funeral, your executor has priority to do this after your death. A person who is calm and confident to deal with the certain sadness and grief that is likely to follow your death can assist all your loved ones to give you an appropriate send-off.

Your executor will also have the job of looking after your assets, and settling your affairs, before distributing your money to the people you want to receive it.

For many people, Wills are not enough on their own. That is because of the nature of financial resources like superannuation and insurance, or the way you own property (including bank accounts and household items) when you own it with another person. A good solicitor will work with you to ensure that these financial resources are directed to the beneficiary of your choice.

You should tell your solicitor about any possible risks to your estate, as your solicitor can advise you and assist you to mitigate the risk of costly estate disputes.

We listen. We care.  
We work with you.

Family owned & operated since 2009

SALES & RENTALS  
Perth Metro & Beyond



**CENTURY 21.**

Team Brockhurst

**9493 2221**

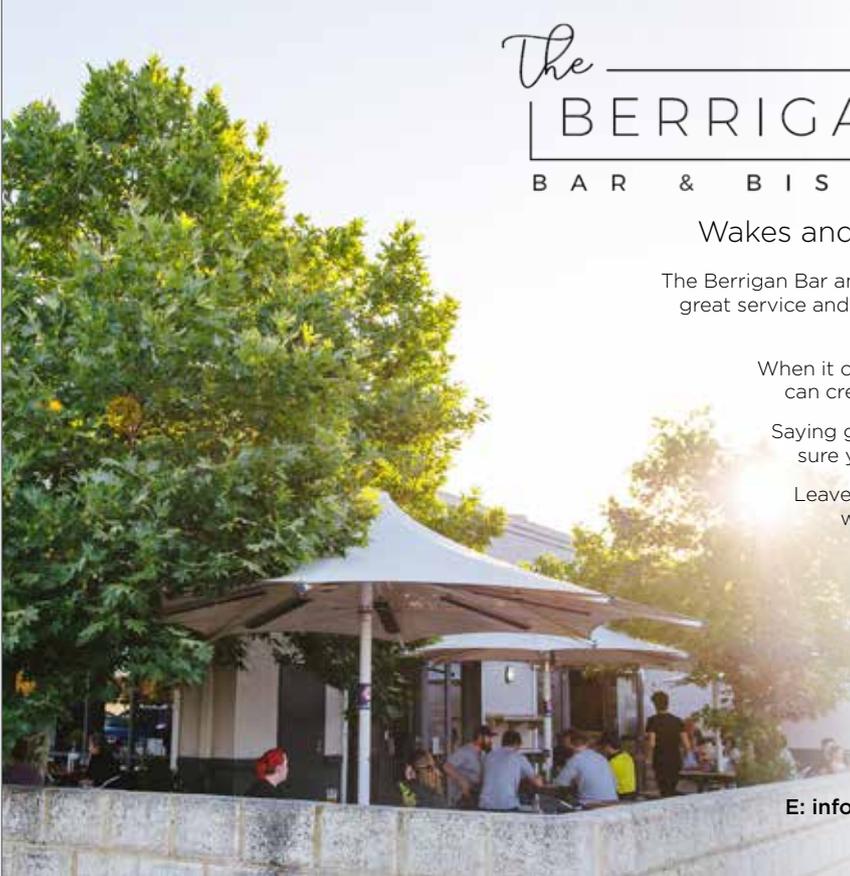
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# The BERRIGAN

BAR & BISTRO



## Wakes and Celebrations of Life at The Berrigan.

The Berrigan Bar and Bistro is a family owned business that is focused on great service and care to all our patrons. We are proudly family focused and offer exceptional food and value for money.

When it comes to our wake and celebration of life functions, we can create a package to suit your specific needs and budget.

Saying goodbye to a loved one is never easy and we will make sure your function is stress free to give the perfect send off.

Leave the planning to us and we will take care of everything with great care so that you, your family and friends can join together to show respects, reminisce and celebrate the life of the one you lost.

We offer food and beverage packages that can cater to small intimate gatherings through to large wake celebrations where you can have full and exclusive use of our Bistro (110 - 300 pax depending on food/beverage package chosen).

**Contact us to discuss your function needs and we can design the best package to suit you.**

**E: [info@theberrigan.com.au](mailto:info@theberrigan.com.au) | [www.theberrigan.com.au](http://www.theberrigan.com.au)  
P: 9417 4811 | 52 Berrigan Dr South Lake**

### *Thornlie Florist, located in Thornlie Square Shopping Centre, Perth, Western Australia, was established in 1990.*

With 28 years of floral and business experience, we know what our customers are looking for, hence a strong clientele has been built up. More importantly, during this time a remarkable reputation has been established within the floral industry.

We offer top quality products which can be delivered as well as making creations on site. We also offer affiliated services such as Interflora, enabling orders to be sent interstate and overseas safely and securely backed by the Interflora guarantee. Thornlie Florist provides expertise, ideas and advice to customers. We create artistic floral and gift items for all occasions, you name it, we do it! Some of these occasions include engagements, weddings, birthdays, anniversaries, new babies, funerals, graduations, Father's Day, Mother's Day, St. Valentine's Day, Christmas, corporate work, grand openings, "Just Because" and Chinese New Year.

Our range of flowers available is subject to the day to day quality available and includes alstroemeria, anthuriums, banksia, carnations, celosia, chrysanthemums, daffodils, dahlias, delphiniums, freesia, gladioli, gerberas, hydrangea, gypsophila, iris, jonquils, kale, kangaroo paw, lavender, leucadendron, lilac, lilies (Asiatic, oriental, tiger) lisianthus, limonium (misty), orchids (dendrobium, phalaenopsis, vanda, cymbidium, oncidium), peony, protea, Queen Anne's Lace, roses (local and imported), statice, stocks, sunflowers, tuberose, tulips, water lilies.

Other gift lines include balloons, soft toys, plants, succulent gardens, ceramic and glass vases, chocolates and wine.



Thornlie Florist, Shop 22 Thornlie Square Shopping Centre, Thornlie Perth WA  
Phone number: 08 9459 2500 | 0412 745 432  
[info@thornlieflorist.com.au](mailto:info@thornlieflorist.com.au)



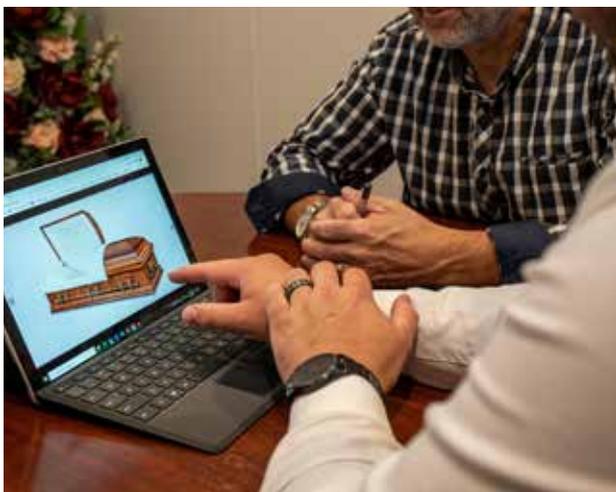
# Information For Your Executor

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You can facilitate the cost-effective administration of your estate by recording important details such as the location of your Will, and details of your assets and liabilities. That will be of significant benefit for your executor who might otherwise have to go on a hunt through your personal papers or, worse, try to find out how to get into your computer to access your email account. Many bills are sent by email, and once your bank is “frozen” your accounts will go unpaid. That is not so good for family or friends who live with you.

You can help your family by leaving information about the type of funeral you would like to have, including the details of the arrangements you would like, such as whether you wish to have a church service, or a wake. If you have a strong wish, it is preferable that you tell your solicitor when you are making your Will, and tell your loved ones in advance. Your solicitor can draft appropriate provisions in your Will regarding your funeral, including your preference or choice relating to funeral or cremation.

You can help your executor and your family by writing down a list of your assets and liabilities, and your accounts including usernames and passwords. It is also helpful if you ensure that your executor knows where to find your original Will and a copy.



## *After your death*

Your executor does not have to get advice from the same solicitor who helped you with your estate planning, but if you are satisfied with the service you received during that process, there will be benefits as your solicitor can pass on any information you want to give your executor. Alternatively, your executor should seek out a solicitor with the skills and experience to advise them about their important job.

Will readings rarely occur, because these days most people can read. It is necessary that the effect of a Will be explained to your executor or your beneficiaries by a solicitor who can also advise about the Will's practical application.

Your death must be registered, in the same way that our birth is registered. It is important that your funeral director is given correct information for the death registration form that will be sent to the Death Registry, so you can help by making a list of details of your spouse, children and parents' full legal names.

Estates should not be distributed until at least six months after death. That includes any items such as jewellery or motor vehicles, even where they are gifts in your Will.

Consideration should be given to obtaining independent legal advice regarding the options available to you, and any rights or duties that may apply.



# Funeral Bond vs Funeral Insurance

## *Features of Funeral Insurance*

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**Cover:** Cover is immediate with exclusions. You can purchase cover today however most policies only cover accidental death in the first year. Make sure to read and question your policy details if unsure.

**Payment:** Insurance requires ongoing monthly payments or premiums for a fixed value of cover, which is typically between \$5,000 - \$15,000. The money is paid to your beneficiary when you pass away to help cover funeral expenses.

**Premiums:** Premiums may increase with age and grow over time. They can rise steeply for people aged 50+ and can result in people cancelling their policy in a few years. Hetherington Funerals strongly advises against funeral insurance as in most situations you end up paying much more in your insurance payments than you will ever receive for your funeral.

**Cancelling a Policy:** Some Premium payments can become unaffordable over time and result in cancellation. Unfortunately people lose the benefit of the premiums they have already paid once they have cancelled a policy.

**Receiving Funds:** It can take time for your family to receive the funds for your funeral in some circumstances. If there are any questions around the cause of death it may take even longer.

It is important to weigh up the benefits and issues surrounding funeral insurance when deciding if it is the right option for you. Despite funeral insurance advertising filling up day time TV commercials, there are other options available to ensure you don't find yourself drowning in premiums.

## What Are Funeral Bonds?

Funeral bonds are managed investments that can help you save for funeral expenses. Funds can only be withdrawn after your death, and can only be used to pay for your funeral.

## Features of Funeral Bonds

**Management:** Money within a funeral bond must be held in an independently managed funeral fund.

**Interest:** The interest of funeral bonds must be added (or re-invested) into the capital.

**Access:** The funds can be accessed after your death and can only be used to pay for funeral costs. Only your estate or funeral director can release the money.

**Asset Tests:** Money invested in funeral bonds (up to \$13,250.00) is not subject to asset or income tests for your Age Pension.

**Exempt Bonds:** If you have assigned the fund to a funeral director for a fully prepaid funeral service and have a contract that sets out the services that are paid in full, your funeral bond will not count as an assessable asset.

**Payment:** You are able to contribute via a lump sum or by monthly payments up until you reach the selected value of your bond. Keep in mind that returns may not reflect inflation.

## Funeral Arrangements

Whether you're planning for yourself or for a loved one, the funeral service is one of the most important elements of a person's final arrangements. With the opportunity for great personalisation, the funeral service can truly reflect the uniqueness of the life it honours.

Regardless of whether you or your loved one have opted for burial or cremation, the funeral or memorial service fills an important role. It can:

- Honour, recognise and celebrate the life of the deceased
- Allow friends and family to say their last goodbyes

- Provide closure after the loss of a loved one
- Allow friends to console the family of the loved one

**So what is a funeral?** In general terms, a funeral is a gathering of family and friends after the death of a loved one that allows them the opportunity to mourn, support each other and pay tribute to the life of the deceased. It often consists of one or more of the following components:

### Funeral Service Options

A formal or informal ceremony or ritual prior to burial, a funeral service often provides a sense of closure to family and friends. Although your faith or culture may dictate some elements of a funeral service, you may want to

personalise other elements of the service. At a funeral service, the casket or urn is usually present and you may choose to have the casket open or closed.

### Visitation Or Viewings

Typically held the day before, or immediately prior to the funeral service, a viewing provides a way for friends and acquaintances to pay their respects and offer condolences to your family.

### Graveside Service

As its name implies, a graveside service may be held at the grave site just prior to burial of a casket or urn and usually consists of final remarks, prayers or memories. A graveside service may occur before, after, or in place of a traditional indoor service.



# What To Do First: A Checklist

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When a death occurs there are so many things to consider and decisions to make. These lists can help you navigate through them.

## *When A Death Occurs:*

**At Home:** Should an expected death occur at a private residence, the initial contact should be to the attending doctor, nurse, or (as is often the case) Silver Chain representative. From there he / she will officially confirm the death and issue a Life Extinct Certificate or Cause of Death Certificate.

**At a Hospital:** Contact Hetherington Funerals to begin arrangements.

**Aged Care Facility:** Notify the staff as to which funeral home you have selected; they will notify the funeral home on your behalf. Contact Hetherington Funerals to begin arrangements.

## Unexpected Or Sudden Deaths

In some cases, particularly when a death is sudden or unexpected, a Doctor may not be able to issue the Cause of Death Certificate and the Coroner needs to be notified. This usually means that the WA Police Service will be required to attend. This does not necessarily mean the death is suspicious but rather it is simply a necessary procedure to be followed in order to prepare a report for the Coroner to establish the cause of the death. This Coronial process also applies to all unnatural deaths caused by accident, suicide, murder or misadventure.

Understandably, this process usually takes a little longer than when a Doctor simply issues a Cause of Death Certificate. We will communicate with the WA Police Service and the Coroner's Office in an effort to minimise the delay.

## Contact These People As Soon As Possible

- Doctor
- Home Care Services
- The funeral home to set an appointment to make further arrangements
- Relatives and friends
- Personal Representative / Executor
- Employers (the employer of the deceased and of relatives who will need time off)
- Insurance agencies (life, health and accident)
- Religious, fraternal, civic and veteran's organisations and unions (if applicable)
- Lawyer and Accountant

## Secure Vital Statistics Of The Deceased

- Full legal name - other names must be identified by "Also Known As" (AKA)
- Date and place of birth
- Home address
- Father's name and occupation
- Mother's name and occupation, including maiden name
- Occupation (during working time)
- Marriage Details, including name of spouse, place and date
- Children full names and date of birth.

These vital statistics are used for registration purposes with Births Deaths and Marriages.





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# Burial Or Cremation

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## *The Process*

Most people are familiar with the burial process, where the body is cleaned, dressed and sealed in a coffin or casket before being interred, usually below ground in a cemetery.

However, not everyone is familiar with the cremation process. How does cremation work?

For a cremation, the deceased is treated in the same manner as a burial, before the body is delivered to a crematorium.

Modern cremators use natural gas or propane and burn at temperatures between 870–980 °C. The full cremation process can take anywhere between 1-2 hours. After the cremation, any remaining metallic objects (such as coffin nails and prostheses) are removed from the cremated remains which are then transferred to a processor to reduce the bone fragments to a fine, granular consistency. The “ashes” are then placed in a sealed container and dealt with according to the administrator’s instructions.

## *Cost*

The cost of funerals varies as each individual family has different requirements.

For accurate comparisons in relation to burial and cremation expenses please refer to our webpage for current pricing, **[hetheringtonfunerals.com.au](http://hetheringtonfunerals.com.au)**

## *The Environment*

There have been numerous studies into whether burial or cremation is better for the environment. Most studies show that cremation is more sustainable and eco-friendly, but not always by as much as you might think.

While approximately 160kg of carbon dioxide is created by a cremation, almost four times more than a burial, when you factor in that graves in cemeteries need to be maintained, watered, and fertilised in perpetuity, they actually have a larger carbon footprint. Studies estimate cremations to be anywhere between 10-50% better for the environment.



## *Tips For Writing An Obituary With The Guidance Of Your Funeral Director*

You may choose to have an obituary printed in the newspaper and/or on the funeral home's website.

When you make arrangements at the funeral home, your Funeral Director will be glad to assist you in composing the obituary and will make arrangements with the newspaper for you.

The following information is customarily included in an obituary:

- Full name of the deceased (nickname is often included)
- City or town of residence
- Birth and passing dates
- List of immediate family members of the deceased, specifying if they are alive or deceased
- Locations and times for the visitation, funeral or memorial service and graveside service
- Any memorable way of honouring the deceased, as by mentioning personal achievements, hobbies and interests, military service, etc
- A favourite or special charitable organisation for people to donate to in memory of the deceased

# About You / Planning Questionnaire

## *To those I love and leave behind...*

I wished to spare you as much anxiety, doubt and confusion as possible at the time of my death, so in this booklet, I have suggested some arrangements in advance.

This booklet includes vital statistics, funeral service guidelines and cemetery requests, which are all important to share with the Funeral Director while assisting you to plan my service.

Signature: .....

Witness: .....

The booklet also includes more personal material for eulogies, obituaries and other remembrances as well as advice and guidance on other important issues you may come across.

Please accept these arrangements in the spirit they are given: with love, hoping to give you comfort and help you to remember the times we shared.

Date: .....

Date: .....

## *Person to be notified first upon my death:*

Name: .....

Telephone: .....

Relationship: .....

Notes: .....

Address: .....

.....

.....

## Information For A Newspaper Announcement

Place of Death: ..... Date of Death: .....

Spouse: ..... Married for number of years: .....

Children, their spouses and their places of residence: .....

.....

Grandchildren, their spouses and their places of residence: .....

.....

Siblings, their spouses and their places of residence: .....

.....

Education: .....

Clubs and Lodges: .....

Military Service: .....

Special interests, hobbies and pets, etc: .....

Memorial donations: .....

# Vital Information About Me

Full Name (First, Middle, Last): .....

Address: .....

City: .....

Country: ..... Postcode: .....

Length of Time at Current Residence: .....

Centrelink Reference Number: .....

Date of Birth: ..... Gender: .....

Place of Birth (City): ..... Religion: .....

Occupation: .....

Employer: .....

Business/Industry: .....

Military Service: .....

Marital Status: .....

Maiden Name: .....

Name of Spouse (incl. Maiden Name): .....

Father's Name: .....

Father's Occupation: .....

Mother's Name (incl. Maiden Name): .....

Mother's Occupation: .....

Highest Level of Education: .....

My preference for the location of the Service or Celebration of Life:

Funeral Home     Outside Venue     Place of Worship     Other

Address of venue, place of worship or other location: .....

Notes: .....

.....

.....

.....

# Preferences For My Service & Personal Life Review

Name of Clergy or Officiant: ..... or  Funeral Home to recommend

Contact Information: .....

Notes: .....

Pallbearers (Six are recommended)

1. .... 5. ....

2. .... 6. ....

3. .... 7. ....

4. .... 8. ....

Personal Items: .....

Glasses:  Remove  Leave on

Jewellery:  Remove  Leave on

Clothing:  Selected clothing supplied

Music: ..... Favorite Genre or Artist: .....

Soloist: ..... Organist/Pianist: .....

Congregational Hymns: .....

Community Organisations or Clubs that may participate: .....

I would like the following religious beliefs expressed: .....

Favorite poem, verse or scripture: .....

Some significant accomplishments in my life: .....

One of my fondest memories: .....

One of the greatest inspirations in my life: .....

Favourite places: .....

Favourite colour, flower, food, etc: .....

I want my family to remember me for: .....

A message to my family and friends: .....

Other notes: .....

## Cemetery Instructions

The following are my wishes regarding my final resting place.

Name of Cemetery: .....

Address: .....

City: .....

Grave, Crypt or Niche Owned?  Yes  No

If yes, specify location written on cemetery purchase agreement: .....

Final Resting Place:  Earth burial  Mausoleum  Interment following cremation  Niche

Other: .....

Monumental Headstone: ..... Purchased:  Yes  No

Monument company name: .....

Inscription Instructions: .....

Wake Location:  Funeral Venue  Outside Venue  Place of Worship  Other

Details: .....

Notes: .....



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*Celebrant*

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# What Is Grief?

*"Grief is reaching out for someone who's always been there, only to find when you need them the most, one last time, they're gone".*

---

The death of a loved one is life's most painful event. People's reactions to death usually remains one of society's least understood and most off-limits topics for discussion. Often griever's are left totally alone in dealing with their pain, loneliness and isolation.

Grief is a natural emotion that follows death. It hurts. Sadness, denial, guilt, physical discomfort and sleeplessness are some of the symptoms of grief. It is like an open wound that must heal. At times it seems as if this healing will never happen. While some of life's spontaneity begins to return, it never seems to get back to the way it was. It is still incomplete. We know, however, that these feelings of being incomplete can disappear.

Healing is a process of allowing ourselves to feel, experience and accept the pain. In other words, we give ourselves permission to heal. Allowing ourselves to accept these feelings is the beginning of that process.

## The Grieving Process

When we experience a major loss, grief is the normal and natural way our mind and body react. Everyone grieves differently, but at the same time there are common patterns people tend to share. For example, someone experiencing grief usually moves through a series of emotional stages, such as shock, numbness, guilt, anger and denial. Physical responses are typical also, they can include: sleeplessness, inability to eat

or concentrate, lack of energy and lack of interest in activities previously enjoyed.

Time always plays an important role in the grieving process. As the days, weeks and months go by, the person who is experiencing loss moves through emotional and physical reactions that lead toward acceptance, healing and getting on with life as fully as possible.

Sometimes a person can become overwhelmed or bogged down in the grieving process. Serious losses are never easy to deal with, but someone who is having trouble beginning to actively re-engage in life after a few months, should consider getting professional assistance.

For example, if continual depression or physical symptoms such as loss of appetite, inability to sleep, or chronic lack of energy persists, it is probably time to see a doctor.

## Allow Yourself To Mourn

Someone you love has died. You are now faced with the difficult, but important, need to mourn. Mourning is the open expression of your thoughts and feelings regarding the death and the person who has died. It is an essential part of healing.

You are beginning a journey that is often frightening, painful, overwhelming and sometimes lonely. This section provides practical suggestions to help you move toward healing in your personal grief experience.

## Realise Your Grief Is Unique

Your grief is unique. No one will grieve in exactly the same way. Your experience will be influenced by a variety of factors: the relationship you had with the

person who died, the circumstances surrounding the death, your emotional support system and your cultural and religious background.

As a result of these factors, you will grieve in your own special way. Don't try to compare your experience with that of other people or to adopt assumptions about just how long your grief should last. Consider taking a "one-day-at-a-time" approach that allows you to grieve at your own pace.

## Talk About Your Grief

Express your grief openly. By sharing your grief outside yourself, healing occurs. Ignoring your grief won't make it go away; talking often makes you feel better. Allow yourself to speak from your heart, not just your head.

Doing so doesn't mean you are losing control or going "crazy". It is a normal part of your grief journey. Find caring friends and relatives who will listen without judging. Seek out those persons who will walk "with" not "in front of" or "behind" you in your journey through grief.

Avoid people who are critical or try to steal your grief from you. They may tell you, "keep your chin up" or "carry on" or "be happy". While these comments may be well intended, you do not have to accept them. You have a right to express your grief; no one has the right to take it away.

## Expect To Feel A Multitude Of Emotions

Experiencing a loss affects your head, heart and spirit. So you may experience a variety of emotions as part of your grief.

Confusion, disorganisation, fear, guilt, relief, or explosive emotions are just a few of the emotions you may feel. Sometimes these emotions will follow each other within

a short period of time, or they may occur simultaneously. As strange as some of these emotions may seem, they are normal and healthy. Allow yourself to learn from these feelings. Don't be surprised if out of nowhere you suddenly experience surges of grief, even at the most unexpected times.

These grief attacks can be frightening and leave you feeling overwhelmed. They are, however, a natural response to the death of someone loved. Find someone who understands your feelings and will allow you to talk about them.

## Allow For Numbness

Feeling dazed or numb when someone loved dies is often part of your early grief experience. This numbness serves a valuable purpose: it gives your emotions time to catch up with what your mind has told you. This feeling helps create insulation from the reality of the death until you are more able to tolerate what you don't want to believe.

## Be Tolerant Of Your Physical And Emotional Limits

Your feelings of loss and sadness will probably leave you fatigued. Your ability to think clearly and make decisions may be impaired and your low energy levels may naturally slow you down. Respect what your body is telling you. Nurture yourself. Get daily rest. Eat balanced meals. Lighten your schedule as much as you can. Caring for yourself doesn't mean feeling sorry for yourself; it means using your survival skills.

## Develop A Support System

Reaching out to others and accepting support is often difficult, particularly when you hurt so much. But the most compassionate self-action you can do during this difficult time is to find a support system of caring friends and relatives who will provide the understanding you need. Find those people who encourage you to be yourself and acknowledge your feelings - both happy and sad.

## Make Use Of Ritual

The funeral ritual does more than acknowledge the death of someone loved. It helps provide the support of caring people.

Most importantly, the funeral is a way to express your grief outside yourself. If you eliminate this ritual, you often set yourself up to repress your feelings, cheat everyone who cares a chance to pay tribute to someone who was and always will be loved.

## Embrace Your Spirituality

If faith is part of your life, express it in ways that seem appropriate to you. Allow yourself to be around people who understand and support your religious beliefs.

If you are angry with God because of the death of someone you loved, seek help to deal with this. Find those who are able to support you by sharing and explaining the beliefs you have. Your grieving process may cause you to question long held beliefs, but don't assume that your beliefs were wrong because you are struggling. Find someone to talk with who won't be critical of whatever thoughts and feelings you need to explore.

Having your personal faith does not insulate you from needing to talk out and explore your thoughts and feelings. To deny your grief is to invite problems that build up inside you. Express your faith, but express your grief as well.

## Allow A Search For Meaning

You may find yourself asking, "Why did he die?" "Why this way?" "Why now?". This search for meaning is another normal part of the healing process. Some questions have answers, some do not. Actually, the healing occurs in the opportunity to pose the questions, not necessarily in answering them. Find a supportive friend who will listen responsively as you search for meaning.

## Treasure Your Memories

Memories are one of the best legacies that exist after someone dies. Treasure them. Share them with your family and friends. Recognise that your memories may make you laugh or cry. In either case, they are a lasting part of the relationship that you had with a very special person in your life.

## Move Toward Your Grief And Heal

The capacity to love requires the necessity to grieve when someone you love dies. You can't heal unless you openly express your grief. Denying your grief will only make it become more confusing and overwhelming. Reconciling your grief will not happen quickly. Remember that grief is a journey, not an event.

Be patient and tolerant with yourself. Never forget that the death of a loved one changes your life forever. It's not that you won't be happy again, it's simply that you will never be exactly the same as you were before the death.

## Accepting A Loss

For each of us - rich or poor, young or old - there are times in our lives when we must face and deal with personal losses along with the pain and sorrow they cause. Examples that come easily to mind are the death of a

parent, spouse, child, or other close family member or friend. Many other events and transitions also bring with them sadness and a need to grieve:

- Being told you have a serious, possibly terminal illness.
- Having to give up interests and activities that have been a major part of your life.
- Seeing serious decline in the mental or physical health of someone you love.
- Retiring from a career or voluntary activity that has helped shape who you are and what you stand for.
- Losing a significant part of your independence and mobility; even giving up driving can be a significant loss for many people.
- Moving out of your home.
- Saying goodbye to a favourite pet.

Losses such as these are simply part of life. Like their counterparts among the joyful occasions in our lifetime - the birth of a child or grandchild, a celebration of marriage, an enduring friendship - they are part of what it means to share in the human experience. The emotions they create in us are part of living as well.





# Helping A Friend Or Neighbour Cope With Loss

## *Before The Funeral*

1. Offer to notify his/her family and friends about funeral arrangements
2. House-sit to provide security during the funeral
3. Help answer phones and greet visitors
4. Keep a record of everyone who calls, visits or has been contacted
5. Help coordinate the food and drink supply
6. Offer to pick up friends and family at the airport and to arrange accommodation
7. Offer to provide transportation for out-of-town visitors
8. Help keep the house clean and the dishes washed

## *After The Funeral*

1. Prepare or provide dinner on a day that is mutually acceptable
2. Do Step 1. Every week for two to three months
3. Offer to help with the garden such as watering, mowing or pruning
4. Feed and exercise the pets, if any
5. Write notes offering encouragement and support
6. Offer to drive or accompany him/her to the cemetery regularly
7. Offer to house-sit so he/she can get away or visit family out of town
8. Make a weekly run to the supermarket, laundry, or cleaners
9. Help with the Thank You notes and/or other correspondence
10. Anticipate difficult periods such as anniversaries, birthdays, holidays and the anniversary of death
11. Always mention the deceased by name and encourage reminiscing
12. Above all, just listening and your concern and presence will help







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