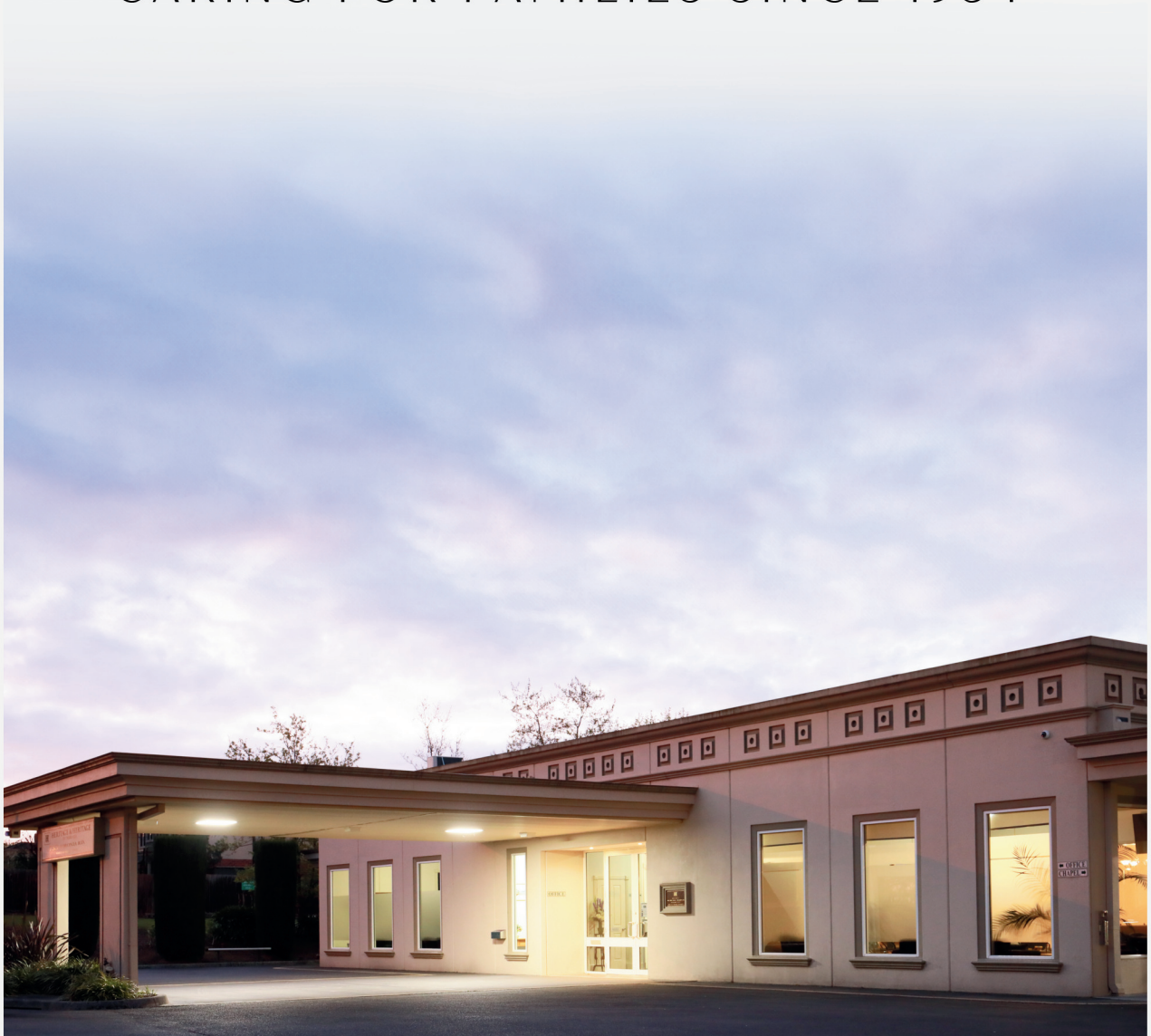




HERITAGE AND HERITAGE FUNERALS

INFORMATION BOOKLET

CARING FOR FAMILIES SINCE 1934



WHO TO CONTACT *when someone passes away*

HOSPITAL OR NURSING HOME

The staff will be able to guide you through what to do. In many cases particularly with a nursing home, the person may have already nominated a funeral director so the staff will contact them on the family's behalf.

HOME (ANTICIPATED)

The first person to contact would be the deceased's doctor or palliative care provider to guide you. If you are unable to contact the doctor or the palliative care team then you should ring "000" and ask for an ambulance.

HOME (UNEXPECTED)

Ring "000" and ask for an ambulance. It is important to know that if a death is unexpected, is suspicious or if the person did not have a regular doctor then the police must also be called.

The caring staff at Heritage & Heritage are available 24 hours a day to help and advise you on the procedure to follow and who needs to be notified.



HOW WE *can help*

HERITAGE & HERITAGE FUNERALS WILL BE
ABLE TO ADVISE AND GUIDE YOU.

THIS INCLUDES:-

- 24 hours, 7 days a week, professional personal attention
- Transfer of your loved one into our care
- An arrangement appointment with one of our experienced Funeral Consultants
- Liaising with Churches of all denominations, Crematorium or Cemetery
- Placement of notices in newspapers (if required)
- Arranging Returned Servicemen's or Lodge services
- Paying of third party costs on family's behalf
- Arranging floral tributes for family
- Collection of Medical Certificate of Cause of Death and lodgement for the registration of death
- Arranging Medical Practitioner Authorising Cremation form if deceased is being cremated
- Private family viewing in our facilities
- The use of our purpose built hearses and appropriate trained staff for your service requirements
- Professional mortuary care
- Coffin /Casket



SERVICES *offered*

CREMATIONS

Cremation services are more common and can be a more economical choice than a Burial service. Cremation Services can range from a simple no attendance no service cremation through to a more formal chapel/church service with a cremation to follow. Families can say goodbye at the funeral venue or may choose to follow to the Crematorium to say goodbye.

BURIALS

Burial Services range from a Graveside Service thru to a chapel/church service followed by a graveside committal. Families can also choose to have refreshments either after the burial or between the chapel/church service and the committal.

MEMORIAL SERVICES

Memorial Services are those where a private cremation or burial has taken place prior to the service. (Coffin / Casket is not present at the service.) This can often occur where a loved one has passed away interstate or overseas. Memorial Services are also often held when a loved one has chosen to donate their body to medical science. Memorial Services are generally unique to each family and they can be held at a wide range of venues.

FUNERAL BONDS

A Funeral Bond is an investment that ensures financial support upon one's passing. Funds are invested in an independently managed funeral fund and are only released upon death. A Funeral Bond is an investment towards the costs of a funeral and does not guarantee against price rises.

PRE-ARRANGED FUNERALS

A Pre-Arranged Funeral is where the type and style of funeral you want is documented and retained in our records. With this option there is nothing to pay upfront but you will be subject to any price rises that occur over time.

FUNERAL COSTS



Funeral Costs vary and depend on the type of service you hold. Funeral costs can generally be split into 3 components.

PROFESSIONAL FEE

The Professional Fee incorporates the various tasks completed by the funeral home staff that are involved in the arranging, planning and conducting of the funeral. Professional Fees vary depending on the type of service selected.

REQUIRED COSTS

Required costs are those additional costs that are necessary to carry out the funeral on your behalf. These costs vary depending on your wants or needs and include charges such as transfer fees, coffin/casket, cemetery or crematorium costs, death certificate, additional mortuary care and government medical officer costs which are required for all cremations.

THIRD PARTY COSTS

Third Party Costs, also known as disbursements, are costs incurred to arrange the service in accordance with your instructions. These costs are paid out by Heritage & Heritage Funerals on your behalf to third parties. These costs can include things such as floral tributes, paper notices, clergy or celebrant fees, venue hire costs, service booklets etc.

Many of these costs can be paid directly to the third party at the request of the family.



THE PROCESS *of a funeral*

AT THE TIME OF YOUR LOVED ONES PASSING

The first step is to select a funeral director. If your loved one is in the care of a hospital or nursing home, you will need to inform them of your chosen funeral director.

The funeral director will arrange to transfer your loved one into their care. They will also reach out to you to schedule an appointment for the arrangement, which can take place either at one of our offices or in the comfort of your family home.

BEFORE THE ARRANGEMENT APPOINTMENT

There are a few things you can prepare in advance to make the arrangement appointment smoother:

1. Information for Births, Deaths, and Marriages: To register the death, certain information is required, such as details of your loved one's birth, death, marriage(s), children, and parents. A full list of the required information is available on our website.
2. Clothing: To help us prepare your loved one, we ask that you provide clothing as soon as possible, ideally during the arrangement appointment.

AT THE ARRANGEMENT APPOINTMENT

During the arrangement appointment, you will meet with the funeral arranger to discuss the type of service you wish to have and its timing. The funeral arranger will go over all available options and provide a cost estimate based on your decisions. They will also gather the necessary information to register the death with Births, Deaths, and Marriages.

THE PROCESS *of a funeral*

BETWEEN THE ARRANGEMENT AND THE FUNERAL

After the arrangement, the funeral arranger will make the relevant venue bookings, organise a celebrant or minister and make any other required bookings on your behalf. Depending on the options you have selected you may be contacted directly by the third party suppliers to confirm your wishes.

You will have been provided with a list of photos & music required (if necessary) for the service. This will need to be supplied to one of our offices no later than 3 working days prior to the day of the service. During this time one of our Tributes team members may contact you to discuss your tribute selections. Feel free to contact either your arranger or a tributes team member if you have questions.

Your funeral arranger/conductor will then contact you prior to the service to answer any final questions you may have.

AT THE FUNERAL SERVICE

On the day of the service, unless there is a viewing prior, we advise families to arrive 30 minutes prior to the start of your service time. Your funeral conductor and assistant will stay with you for the entirety of the service.

Your funeral conductor will be the person who will liaise with you and any other people who are involved in the service on the day. This will include the officiant, the pallbearers, musicians, videographers and any other persons involved in the service.

The funeral assistant will be on hand to meet and greet mourners. Where families have opted to have a memorial book, orders of service or bookmarks they will also ensure that mourners record their attendance in the memorial book and receive a booklet or bookmark.

In the week after the funeral service, the funeral arranger will apply for the death certificate and finalise any remaining administration relating to the service.

HERITAGE *History*



Robert Heritage – Funeral for the Molluso Family – 1962

The origins of Heritage & Heritage Funerals began with Frank Sperry Heritage who commenced business as a funeral director in 1934.

Originally based in Healesville, Frank, alongside his sons Robert and Keith provided funeral services to families throughout the Yarra Valley.

By 1970 brothers Rob and Keith had three chapels in operation at Lilydale, Healesville and Croydon.

The original business including the 3 locations were sold to Le Pine in 1986 and whilst Keith stayed on as a funeral director with Le Pine, Rob decided it was time to take a break. These 3 branches are still owned and operated by Le Pine today.

In 1994, Rob decided it was time to go back to doing what he loved and in partnership with Jim Harper and his son Gavan they purchased the land at 733 Boronia Road, Wantirna. The Wantirna funeral home was officially opened in 1997 operating under the name Heritage Harper Funerals.

In the proceeding years Jim sold his portion of the business to Rob and Gavan and the company officially became Heritage & Heritage Funerals.

Today Heritage & Heritage Funerals continues to provide exceptional care to its families throughout the Yarra Valley and South Eastern Suburbs of Melbourne.

WHO WE ARE *Today*



Today Heritage & Heritage Funerals continues to provide exceptional service and care to our families throughout the Yarra Valley and the south eastern suburbs of Melbourne.

Sadly Rob Heritage passed in late 2024 however his son Gavan, daughter Janet, granddaughters Jaime and Charlotte and grandson Lachlan all continue to work within the business.

Along with the family members, the business employs 25 dedicated staff members who assist in operating the Heritage & Heritage Funerals business over three locations, Wantirna, Woori Yallock and Lilydale.

OUR LOCATIONS

Wantirna



Our purpose-built facility located at 733 Boronia Rd in Wantirna houses a spacious and warm chapel, viewing rooms, meeting rooms, a showroom and staff offices with ample off-street parking.

The Wantirna Chapel is also conveniently located close to many great venues where after-service refreshments can be held.

Open from 9.00 am until 5.00 pm, Monday to Friday and on weekends by appointment only.



Our comfortable and spacious chapel seats approx. 150 with further standing room for an additional 300 people. It is equipped with an audio visual system which also links into our overflow area for larger services.

OUR LOCATIONS

Woori Yallock



Our Woori Yallock facility is located at
1416 Healesville – Koo Wee Rup Rd, Woori Yallock
and houses our beautiful Pioneers Chapel, viewing room,
arrangement rooms and office with ample onsite parking available.

We are also able to offer limited refreshments on site in our
spacious refreshment room which includes a covered outdoor space.

Open from 9.00 am until 4.00 pm, Monday to Friday and on
weekends by appointment only.



Our Heritage Pioneers Chapel seats
approx. 220 with further standing
room for an additional 200 people.
It is equipped with an audio visual
system which also links into our
overflow area for larger services.

OUR LOCATIONS

Lilydale



Our Lilydale office at 134 Victoria Rd, Lilydale, is conveniently located two doors down from Lilydale Memorial Park and is available for arrangement consultations.

Open from 9.00 am until 5.00 pm, Monday to Friday
by appointment only.

OUR VEHICLES

Hearses

Our standard hearses are included as part of our professional fee on any Graveside, Single, Double and Double Extended service.



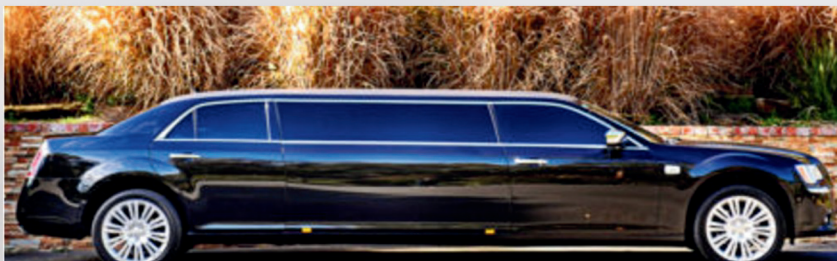
Our fleet comprises of 4 elegant black Holden Hearses and our unique dark grey Ford Hearse.



Our vintage 1973 white Ford Hearse can be utilised in place of a standard hearse subject to availability.

Other Vehicles

There are many other vehicle options available via third party suppliers. Below are some examples of some of the special vehicles available for hire at an additional cost.





FAQs

WHY HAVE A FUNERAL

A Funeral Service is a time to come together to reflect on the life of someone who has had an impact on one's life – it allows people a chance to show respect, to celebrate or to have prayers, to start the grieving process and to allow others the opportunity to show their respect.

HOW SOON AFTER DEATH SHOULD A FUNERAL BE?

A funeral is generally arranged within 7 to 14 days of the passing.

WHO MAKES THE FUNERAL ARRANGEMENTS?

It is the responsibility of the executor, where there is a will, or the senior next of kin as nominated by the family.

WHAT IS THE COST OF A FUNERAL?

Funeral costs vary, it is important to understand exactly what is included in the Professional Fee and what charges are additional. These additional charges are referred to as disbursements. Cremation services are generally a more economical choice.

IS A VIEWING NECESSARY?

Viewing of a loved one in the right circumstances can bring great comfort to family and friends and gives an opportunity to say goodbye. Ultimately a viewing is a choice to discuss with your Funeral Director and family.

ORGANISATIONS

to notify



PHONE
NUMBER

ACCOUNT
NUMBER

<input type="checkbox"/> Accountant	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> Australian Tax Office	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> Banks & Credit Unions	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> Centrelink	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> Clubs (eg RSL, Bowls)	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> Credit Cards	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> Dept Veteran Affairs	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> Electoral Office	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> Electricity Authority	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> Employer	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> Foreign Pension	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> Gas Company	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> Health Benefits Fund	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> Insurance Companies	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> Medicare	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> Post Office	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> Public Trustees	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> Rates (Local Council)	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> Superannuation Fund	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> Telephone Company	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> Vehicle Registration	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> Driver's Licence	<input type="text"/>	<input type="text"/>

WANTIRNA

733 BORONIA ROAD
WANTIRNA 3152

03 9800 3000

LILYDALE

134 VICTORIA ROAD
LILYDALE 3140

03 9739 7799

WOORI YALLOCK

1416 HEALESVILLE—KOO WEE RUP ROAD
WOORI YALLOCK 3139

03 5964 6500

PENINSULA

03 5981 2300

Heritage & Heritage encourage open communication for families wanting to share their experience.

We have a grievance policy that ensures that the management team will attend to all communications within 7 days and to share openly the follow up with the family.

Please call **9800 3000** or email
gavan@heritagefunerals.com.au

or

janet@heritagefunerals.com.au



E: INFO@HERITAGEFUNERALS.COM.AU

W: HERITAGEFUNERALS.COM.AU