



The Connolly Family Since 1979

PRE-PLANNING & BEREAVEMENT GUIDE

Kerin LAWYERS

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1300 LAWYER



PENELOPE BROWN BA, L.L.B
Partner



STEPHEN KERIN L.L.B
Principal



SIOBHÁN Ó'DRISCOLL L.L.B (Honors)
Partner

We can help with:

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Contested Wills – *Have you been left out?*

(Strict time limits apply)

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Logan Central
QLD 4114
Ph: (07) 3808 7650

admin@kerinlawyers.com.au





Welcome to Newhaven Funerals.

“We would like to take this opportunity to thank you for 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 Newhaven Funerals are always on hand to help and guide you every step of the way.....”



Tim Connolly C.E.O

Gold Coast Funeral Directors

1 Central Drive,
Burleigh Heads, QLD 4220
Phone: +61 7 5593 4777 | Fax: +61 7 5593 4551
www.newhavenfunerals.com.au

Brisbane Funeral Directors and Crematorium

21 Quinns Hill Road West,
Stapylton, QLD 4207
Phone: +61 7 3807 4444 | Fax: +61 7 3807 5353
admin@newhavenfunerals.com.au



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Welcome

We can cater to any request

We are a trusted family owned funeral service based in Brisbane and the Gold Coast, Queensland, Australia. Established by the Connolly family in 1979 to provide all members of the community compassionate and respectful service. By choosing us, we promise to help you deal with and effectively manage your grief.

We are open to accommodating any unique requests you may have. With over 40 years experience in funeral arrangements in all areas around the Gold Coast and Brisbane, we are confident in our ability

to provide services that not only meet your specifications, but also exceed your expectations.

When you require the reliable and respectful services of a Brisbane funeral director or Gold Coast funeral director, know that you can always rely on the Connolly Family and their family owned funeral business Newhaven Funerals.

Photo: Rebecca, Tim & Libby Connolly.

Get in Touch Today

Our costs are extremely transparent and a written quote including GST can be provided to you via email, post or fax almost immediately.

For any questions you may have about funeral arrangements on the Gold Coast or Brisbane or if you would like to schedule an appointment with a funeral director regarding arrangements for both immediate care or pre-planning options, please call us any hour on 1800 644 524. You may also send us a message by filling out the contact form on our website:

www.newhavenfunerals.com.au





Expert Staff

Ongoing care and our priority

Every member of the Newhaven Funerals team has undergone a strict hiring process and background check before joining. This assures that you always speak to a true professional who has the knowledge and experience to attend to your needs during this difficult period. We highly encourage clients to approach any member of our team if you have any special requests, such as if you would like to scatter ashes on an ocean funeral or utilise some of our expert third party providers who can make the event even more unique and personal. We are always more than happy to help.

We genuinely care about our clients. Leading up to, during and after the funeral, we go out of our way to keep in touch with the bereaved until we are sure they have been able to understand the trauma they are experiencing. We can easily connect those who are struggling with a loss to respected counsellors. Our team also conducts grief recovery programs. It is important that your funeral director understands your requirements as well as your sentiments. We provide exceedingly superior level of care that would be beyond your expectations.

It is our priority to make sure that all your queries are timely answered, and everything is comprehensively explained to avoid complications and confusion. With such ease and convenience, you can concentrate on spending time with your family and be confident the rest will be taken care of by us.

The name you can trust

Clients trust us wholeheartedly thanks to our exceptional and empathetic service. Similarly, many clients trust us because of our long-standing reputation within the local and national industry. We are proud to be a member of the Australian Funeral Directors Association. Newhaven Funerals is also signatory to the QLD Funeral Industry Code of Conduct.

We're here for you 24 hours, 7 days, 365 days a year.

Our expert team of funeral directors and supporting staff offer a wide variety of

services, including:

- Funeral Services
- Memorial Services
- Traditional Cremation and Burial
- Company Owned Crematorium
- Beautiful Memorial Sites
- Live Funeral Streaming
- Embalming and Repatriation Services
- Ocean Funerals and Ashes Scattering
- Pet Cremation Services
- Merchandise and Gifts and more



Our History

Newhaven Funerals started in 1979 after the Connolly family tragically lost a child. Phil Connolly watched in dismay at the “mechanical” and “routine” funeral service conducted—as well as the unexplained expenses affixed to the account at the end of the service. Knowing there had to be a better, more compassionate way of providing services with more affordable funeral costs, he and the family started their own funeral home.

Today, we are one of the most recognisable and trusted funeral homes in South East Queensland. We firmly believe that it will be the smallest detail that makes the biggest difference. This is why we all go the extra mile to honour and celebrate the life of a loved one, as well as offer a warm and friendly service to the bereaved.

What we do for you

Our expert team are here to help when arranging a funeral. With our support, your loved one’s funeral arrangements will be a less stressful experience. Our team will respond to all your needs, regardless of the time or day. Allow us to handle most of the “heavy lifting” so you can focus on more important family matters.

We can easily handle the following on your behalf:

- Secure permits and death certificates
- Arrange cremation or burial
- Notify family and friends
- Assist with coffin selection
- Help with floral selection and arrangement
- Register the death and apply for the official ‘Death Certificate’

- Liaise with clergy or celebrant
- Book and organise the venue
- Organise after funeral catering and more

Arranging a funeral will require identifying any special requests, such as the request to scatter ashes at sea, provide farewell fireworks, or other unique funeral ideas . Our expert team is more than capable of helping you with this.

Our website offers a full range of unique options.

www.newhavenfunerals.com.au

Here for you 24/7

New technology

Our company uses computer tablets and modern technology to present all options to you. You'll be invited to join 'Family Link' where you can upload images and family details and keep in contact with us at all times. We implement bar code scanning technology to keep track of everything so we know precisely where your loved one is at all times.

As one of the most trusted funeral homes in Brisbane and the Gold Coast, Newhaven Funerals is ready to provide you modern, sincere, compassionate and reliable service.

We provide help and guidance from the first contact you make with us.

We provide you with a no-obligation written estimate and would be happy to meet with you to discuss your unique funeral requirements, ideas and plans and provide you with options on the type of funeral services available.

We can meet at your place or ours.

Our compassionate team members can meet with you in the comfort of your home or alternatively you are welcome to visit our offices which are in Brisbane and Gold Coast. We welcome your inquiry and encourage your contact with us at any time.



How much will a funeral cost?

You can obtain accurate costs by calling one of our funeral planning centres on 1800 644 524.

Here is a list of the most common items you need to pay for when you arrange a funeral:

- Funeral director fees
- Transport
- Coffin
- Death certificate
- Permits
- Burial / cremation
- Cemetery plot
- Other expenses, such as a celebrant or clergy, flowers, newspaper notices and the wake

Talk to us about the inclusions of our costs or ask us to send you our itemised price list.

In the event of a death in your family, please contact Newhaven Funerals on 1800 644 524 or email our Brisbane or Gold Coast funeral directors at your earliest convenience.





Delivering Solutions Since 1974

AT A DIFFICULT TIME. THE RIGHT ADVICE.

- Probate & Letters of Administration
- Estate Administration & Claiming Superannuation
- Estate Planning (Wills, Testamentary Trusts, Enduring Powers of Attorney, Advance Health Directives, superannuation death benefit nominations)
- Will/Estate Disputes & Litigation
- Deferred fees
- Fixed fees
- Experienced team of lawyers and paralegals, led by an Accredited Specialist in Succession Law, Russell Leneham



When you are experiencing the loss of a loved one or dear friend, the last thing you need is to worry about legalities. Here at Quinn & Scattini Lawyers we do everything in our power to make the process as stress-free as possible for you. We will ensure compliance with probate requirements, estate legalities and executor obligations. If there is a dispute, we are prepared to stand up for you and either negotiate or fight as appropriate. We support clients anywhere in Queensland (and all over the world), in relation to Queensland estates. For compassionate lawyers who you can lean on, contact Quinn & Scattini Lawyers on **1800 999 LAW (1800 999 529)**, email wills@qslaw.com.au or visit qslaw.com.au

“Efficient, clear on direction, explained every step through process and helped make the most terrible time a little less stressful.”

1800 999 LAW (1800 999 529) | wills@qslaw.com.au | qslaw.com.au

Offices in: Brisbane, Gold Coast, Beenleigh, Cleveland & Jimboomba

Beautiful Budget Bouquets



We specialise in the most realistic artificial flowers that will look amazing at the service and long after as a commemorative arrangement for your home, hospital, aged care facility or on the grave. Artificial flowers are becoming ever more popular as alternatives to fresh flowers.

They are extremely life like, vibrant, affordable and come in a multitude of colours and non-seasonal. We have over 30 years experience and we will do our utmost to arrange flowers that express your loved ones life.

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Individual packages available

Services

- Decluttering
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- Preparing home for sale
- Staging Service
- Top Negotiating Skills

anne harris Realty

You will never be left in the dark!

"Annie's communication skills were like no other".



When it comes to selling a loved ones home, it can be difficult, stressful and overwhelming. Decluttering and arranging what to keep and what to give away can become a difficult task.

Preparing the house for sale, which could also involve a few repairs and staging, which are really the last things on your mind. That's why at Anne Harris Realty, we take on the jobs from decluttering to preparing your home for sale and getting you the best possible price, making sure that every step of the way your loved ones home will be treated with the up most respect.

We work best by listening to your needs, communicating what's available and exchanging information.

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07 3807 0999

Planning Ahead

"Is this what they would have wanted?"

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.

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

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 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. You have peace of mind that your family will not be left with the emotional and financial burden of your funeral

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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 consultants call you to set up an appointment. Our details are on page 1.

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 known to 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 copy of what they are.

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

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.



UNDERSTANDING THROUGH COMMUNICATION



Our team of caring lawyers is dedicated to helping our clients understand 'what comes next' during times of tragedy.

Our firm has been operating since 1911 and the current partners (William Boyd and Scott Anderson) have over 40 years combined experience in helping clients navigate the legal requirements that come with administering a loved one's estate.



**We have offices in Robina,
Beenleigh and Brisbane**

**Robina 07 5699 0999
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enquiries@riverlegal.com**





THE WHITE HOUSE *of Waterford* RESTAURANT VENUE & CATERING



Our life celebration and wake menus are a great mix of savoury & sweet, hot & cold and offer value and variety. Servicing North Gold Coast, Logan & South Brisbane, we can cater at a venue of your choice. Alternatively, our tropical gardens & colonial styled restaurant & fully licensed venue is the perfect location for family & friends to come together.



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Ormeau Florist have become one of the leading Gold Coast florists, offering a creative edge in the industry with the spectacular floral designs, specialize in all range of funeral and sympathy arrangements.



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Contested Wills – *Have
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(Strict time limits apply)

If needed, we can do
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4 Mayes Avenue,
Logan Central
QLD 4114
Ph: (07) 3808 7650



admin@kerinlawyers.com.au

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 Powers 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 Queensland 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 Powers 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 to happen 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.

Information for your executor

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 burial 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 must 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.

Some helpful checklists and forms are located on page 30.



CAPRI

financial services

WE CAN HELP WITH

**Investment Management | Succession Planning | Superannuation
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Are your investments in order? Who has the experience to advise your family in the future?

We are a Gold Coast family run business who take the time to understand, show compassion, listen and have the experience to assist you in times of need or in planning your financial future.

Paul White is the Managing Director of Capri Financial Services and has been providing personalised advice for the past **25 years**. Whether it is planning for your retirement

needs or assisting the family in times of the loss of a loved one, Paul is well supported in the business to provide you with empathetic caring advice. From our family to yours please call us for a complimentary consultation.



CAPRI
financial services

Capri Financial Services Pty Ltd ABN 56 604 798 316 a Corporate Authorised Representative (No.001237797) under the AFSL No. 488609 of Grange Financial Services Pty Ltd ABN 29 612 321 383.

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Why It's Important To Have A Funeral

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.

Viewings

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

Graveside Service

As it's 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 after, or in place of a traditional indoor service.

Memorial Service

Traditionally, a memorial service is held after the burial or cremation process has taken place. This service can be held at any time from a few days, to weeks or months, or even on the death anniversary of the loved one. We can make arrangements for the memorial service at any chosen location from a funeral chapel to church, family residence, or any place out on the water or property. The memorial service is quite similar to the traditional funeral service but the only difference is that the loved one is not present. Sometimes, families prefer to bring along the cremated remains of the deceased in an urn so as to ensure the presence of their loved one at the service. It is also possible to inter or scatter the ashes during the memorial service.

For more information on memorial services Gold Coast and Brisbane call us on: 1800 644 524

Eco Memorial Park & Individual Pet Cremation

Eco Memorial Park - An Environmentally Conscious Organisation

Our chapel is set on acres of natural bushland where flora & fauna are prolific. Feel the tranquillity as you sit in the air-conditioned chapel on modern comfortable pews and gaze through the treetops to the distant hills beyond.

- Chapel services
- Modern Cremation Equipment
- Individual Memorial Sites
- Family Gardens
- Catering Facilities
- Urn Selection Room
- Funeral Service Live Streaming
- QR Code and Beacon Memorials
- Ceremony Recording Services
- Eco friendly Burial and Cremation Options

At Eco Memorial Park we are committed to providing the community an ecologically sustainable facility. In order to quantify this statement and truly deliver an environmentally friendly service, we confidently boast that rainfall is collected and stored in tanks and dams; waste water is treated onsite for use in irrigating the memorial gardens. Green waste is mulched onsite and returned to the gardens as compost. Waste is collected and diverted to recycling programs. The cremator operator has been trained to operate and maintain cremation equipment in the most ecologically sustainable way. Light bulbs have been replaced with low energy bulbs and solar panels installed to take advantage of our Queensland sun.



www.ecomemorialpark.com.au

Phone: +61 7 3807 4111

Email: admin@ecomemorialpark.com.au

Pet Cremation

After receiving many enquiries through our funeral business about pet cremation, it was decided to decommission our oldest cremator and rejuvenate the interior to be used for animals only.

We believe “our best friend” deserves a meaningful service or farewell of some kind. This will help us accept the loss and begin the healing process. With vast experience in the human funeral business and the fact we have operated crematoriums over four decades, we feel we are more than qualified to provide this service.



www.pethaven.com.au

Phone: 1800 789 567

Email: admin@pethaven.com.au



Courteous Funeral Catering

Planning a funeral or wake can be an emotionally exhausting experience. At Red Pear Catering, a local family owned business, we can ease the burden with caring and professional funeral catering tailored to your personal wishes, values and beliefs. Whether you need to cater for the wake, memorial or post-funeral gathering, Red Pear will make the booking process easy with your choice of uniformed onsite staff catering or delivery straight to your venue.

Due to the 'informal' nature of many post-funeral events, where guests will often stand to mingle with friends and family, our gourmet food is a simple and easy way to feed groups of any size. No matter how big or small your function, our delicious food menus can be customised based on your group size, type of funeral service and dietary needs.

Whether you choose onsite catering or delivery, all our catered food is prepared at our commercial kitchen and only the best ingredients are used. Rest assured there is no compromise on quality and each platter is beautifully presented and ready to serve.

Every funeral is different and sometimes you have truly little time to plan. By choosing Red Pear Catering, you are choosing a trusted Gold Coast catering company recognised for providing high quality food and caring service in times of urgency.

Diverse gourmet menus to suit all personal tastes and dietary needs:

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We Offer Grief Counselling



Tracey Janke
Diploma in Counselling



Vanessa Heal
Diploma in Counselling

Understanding Grief

The effects of grief are not simple but can affect our feelings, thoughts, behaviours, our beliefs about life in the world around us and how we relate to other people. Because we are individuals, everyone experiences grief differently. People react to loss in their own way, that does not mean they are right, and you are wrong or visa versa.

The process of grief that you experience can, at times, leave you questioning the validity of your feelings and whether there is something wrong with you. Your journey through grief is very personal, and you have the right to grieve your way.

There is no set time for the grief process, although many well-meaning people will try to hurry you through the process. Commonly you are presented with a sequence of stages that you go through in grief. The most current list of steps is Denial and Isolation, Anger, Bargaining, Depression and Acceptance. Some people will go through all the stages while others will only go through some of the stages. Usually, the stages do not occur in a defined order, and some people can move back and forward between them. Grief is different for everyone.

How Counselling can help

Grief counselling offers you a way to share your grief with someone who is not directly impacted by the loss—somebody who will listen compassionately. Through sharing your pain in a safe, supportive atmosphere, the counsellor will assist you in identifying, experiencing and finding strategies to resolve, manage and move through this time of pain at a comfortable pace which you will set.

At times there will be feelings of anger, helplessness, loneliness and guilt about things said and done or not said and done. These are all valid emotions that need to be respected and resolved.

Your grief counsellor is there to support you in this time of need and guide you to find meaning beyond your loss.



STARTPOINT
— COUNSELLING —



Startpoint Counselling, 3/94 George Street Beenleigh QLD 4207
07 3458 1725 reception@startpointcounselling.com.au www.findingmeaning.com.au



What To Do First: A Checklist

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 or nurse. From there he / she will officially confirm the death and issue a Life Extinct Certificate or Cause of Death Certificate.

At a hospital: Contact Newhaven to bring your loved one into our care and 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 Newhaven to bring your loved one into our care and 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 Queensland 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 Coronal 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 Queensland Police Service and the Coroner's Office in an effort to minimise the delay.

Contact These People As Soon As Possible

- Doctor
- Nursing service
- 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

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Funeral & End of Life PHOTOGRAPHY by mel noonan

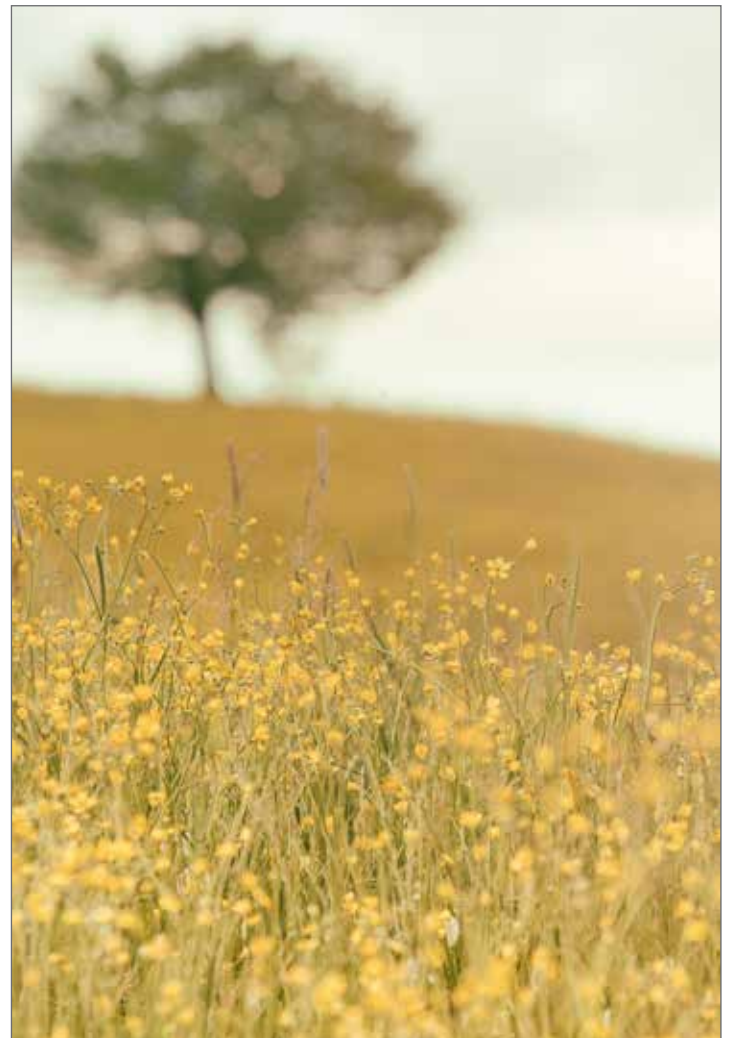


Farewelling those closest to us is a sensitive time that most struggle to prepare for, let alone recall afterwards the ceremony's proceedings, who was there & what happened.

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Burial or Cremation

Cremation vs Burial

The Process

Most people are familiar with the burial process, where the body is washed, 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?

During a cremation, the body is delivered to a crematorium either in a coffin or casket. Staff remove the nameplate, any metal parts from the coffin and place the coffin into the cremator.

Modern cremators use natural gas or propane and burn at temperatures between 400–800 °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 urn and dealt with according to the funeral director’s instructions.

Cost

The cost of burials has been steadily increasing over the past decade as the available space in cemeteries continues to fill up. Currently in Australia, the average cost of a burial including the grave plot and headstone is approximately \$10,000 - \$20,000.

In contrast, the average cost of a cremation is \$7,000 - \$10,000.

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.

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.

Natural Burial

This form of burial refers to the interment of a body in the soil at shallow depth so that it will naturally decompose. It provides a unique, dignified and environmentally sustainable alternative to traditional interment practices.

City of Gold Coast Cemeteries offers a natural burial area within Alberton Cemetery.

Tips For Writing A Funeral Notice With The Guidance Of Your Funeral Director

You may choose to have a funeral notice printed in the newspaper and/or on the Newhaven Funerals Tribute Centre on www.newhavenfunerals.com.au

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

The following information is customarily included in a funeral notice:

- 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 funeral or memorial service or 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
- A photo is optional



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 Newhaven Funerals while assisting you to plan my service.

Signature:

Witness:

The booklet also includes more personal material for eulogies, funeral notices 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:

State: Postcode:

Length of Time at Current Residence:

Centrelink Reference Number:

Date of Birth: Gender:

Place of Birth (City, State):

Occupation:

Employer:

Business/Industry:

Military Service:

Marital Status:

Maiden Name:

Name of Spouse (incl. Maiden Name):

Children's names and D.O.B:

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 Crematorium Chapel Place of Worship Graveside Other

Address of venue, place of worship or other location:

Notes:

.....

.....

Preferences For My Service & Personal Life Review

Name of Clergy or Celebrant: or Funeral Home to recommend

Contact Information:

Notes:

Pallbearers Names (Six are recommended)

- | | |
|---------|---------|
| 1. | 5. |
| 2. | 6. |
| 3. | 7. |
| 4. | 8. |

Personal Items:

Eyeglasses: Remove Leave on Jewellery: Remove Leave on

Clothing: Selected clothing supplied

Music: Favourite Genre or Artist:

Soloist: Organist/Pianist:

Congregational Hymns:

Community Organisations or Clubs that may participate:

I would like the following religious beliefs expressed:

Favourite poem, verse or scripture:

Some significant accomplishments in my life:

One of my fondest memories:

One of the greatest inspirations in my life:

If I could live my life over again, I would change:

Favourite places:.....

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

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

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

Other notes:.....

Memorial Instructions

The following are my wishes regarding my final resting place.

Name of Cemetery:.....

Address:.....

City:

Grave, Vault or Niche Owned? Yes No

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

Final Resting Place: Lawn Grave Monumental Grave Interment following cremation Vault

Other:.....

Grave Number:..... Purchased: Yes No

Monument company name:.....

Inscription Instructions:.....

Wake Location: Funeral Home Outside Venue Place of Worship Other

Details:.....

Notes:.....

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. 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 and 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, recognise this feeling as a normal part of your grieving process. Find someone to talk with who won't be critical of whatever thoughts and feelings you need to explore.

You may hear someone say, "With faith, you don't need to grieve". Don't believe it. 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.



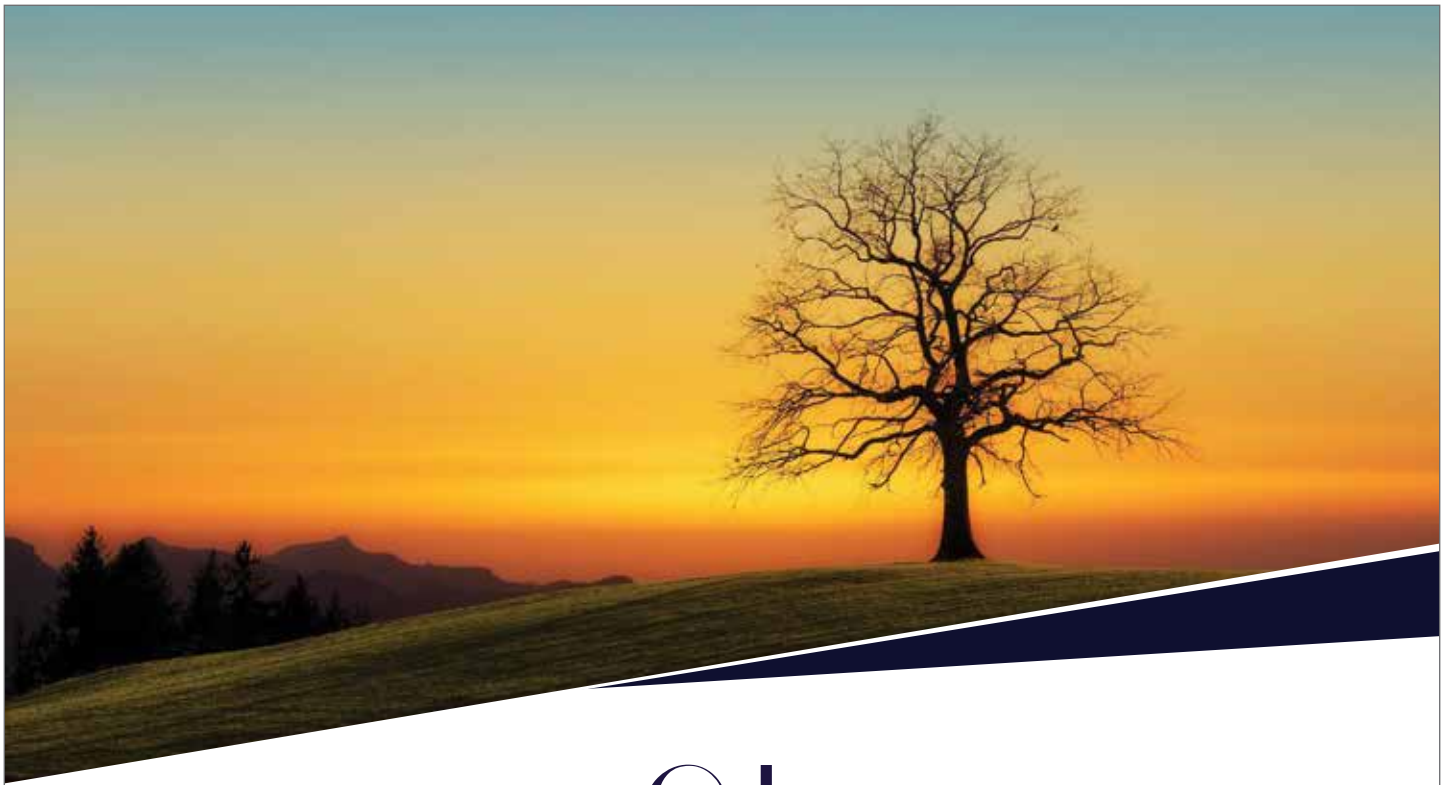
Helping A Friend Or Neighbour Cope With Loss

Before The Funeral

1. Offer to notify his/her family and friends about funeral arrangements
2. House-sit to prevent burglaries during the funeral and visitations
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 accommodations
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 or memorial park 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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Ormeau Legal and Hilton Hartley Lawyers are here to assist you during this difficult time. If you have been appointed as an Executor you will need to speak to a Solicitor to assist you in finalising your loved ones estate. We will advise you whether or not you will need to obtain a Grant of Probate or Letters of Administration. We will attend to the necessary advertising and filing of documents in the Supreme Court of Queensland and liaise with the different stakeholders including Centrelink, Australian Taxation office, Veterans Affairs, Banks and any other stakeholder who will need to be notified of your loved ones passing. If there is a property to be sold we can assist with having the property transferred into the name of the Executor thereby permitting the Executor to sell the property so that funds are available for the beneficiaries.

We do not require you to pay any upfront fees, we will be paid once the estate has been finalised.

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