

Funerals with Lychgate

Caring for you and your family in your time of need



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Welcome to Lychgate Funerals

We have been a part of Wellington's heritage since 1876. Today, our combination of modern facilities, new technology, experienced staff and personal service ensures you receive the highest possible standard of care.

At Lychgate Funerals we help people create a personal funeral service or farewell which celebrates the life of a loved one, and we support family and friends during their bereavement.

We know it's the small, personal details that matter and going the extra mile is what makes the difference.







From left to right, above: Stu, Gaurav, Brad, Mary, Kerry, Vic.

Our team

The Lychgate team is committed to providing high quality, personal service with compassion and integrity.

Location Manager and Funeral Director: Stu Print

Assistant Manager and Funeral Director: Gaurav Biswas

Funeral Director: Brad Dittmer-Cusin

Funeral Director: Mary Little

Administrator and Funeral Directors' Assistant: Kerry Hight

Embalmer: Victoria Scott

Why funerals matter

Funerals give us the chance to say our goodbyes to the person who has died, to connect with other people who are mourning the same loss, to support each other and share memories of the life of someone who mattered to us.

We need to allow our grief to surface, and a funeral provides a safe and appropriate place to show and share our feelings with others, which sets the foundation for healthy grieving.

Funerals are also the right time and place for people who cared about your loved one to support each other and let you know that they care about you. This is vital as you adapt to a life without the person who has died.

Other resources

Other organisations can provide help with the practicalities of dealing with a death, and with bereavement support. Lychgate can point you to the resources you might need.



When someone you love dies

When a loved one dies there are a lot of decisions to be made and legal requirements to be met. Lychgate Funerals can help you through this and make the funeral arrangements stress-free.

What happens next?

When somebody dies, a doctor needs to complete a "Medical Certificate of Cause of Death" form to officially verify that a death has occurred. If your loved one has died in hospital or at a rest home, the staff will organise the doctor's paperwork. You will need to phone a funeral director, who will then make contact with the hospital staff.

If someone passes away at home, or anywhere that isn't a medical facility, you should:

- contact the deceased's doctor (eg their GP or palliative care team) and ask them to come and certify the death
- contact a funeral director so that the arrangements can begin.
 The funeral director will organise the transfer of the body.
- Notify family and friends and any palliative care teams who have been involved with the deceased.

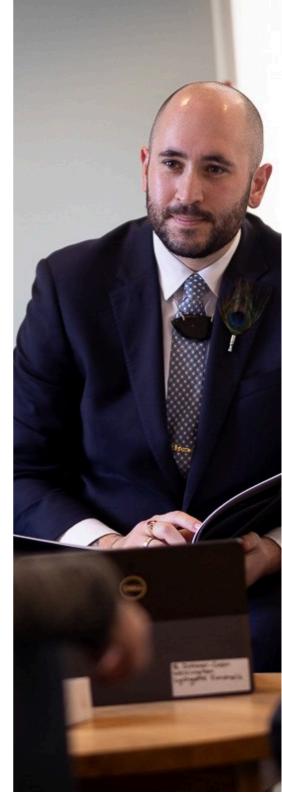
If the death was due to an accident or was unexpected then the police and coroner will need to take the deceased into their care. It's hard to estimate how long this process will take, but the Coroner's Office should stay in touch throughout the process. Once the coroner releases the body they will notify the next of kin, and at that point you can contact the funeral home you want to engage.

Tikanga Māori

We know that it is important for whānau to stay close to their tūpāpaku (deceased person) and we will do everything we can to enable this. There are times when it isn't possible to have whānau nearby, due to health and safety or other legal requirements, but we will always try to find a compromise and will return the tūpāpaku to their whānau as soon as possible.

Other religious and cultural needs

Lychgate Funerals can provide for all cultural and religious requirements, including Muslim, Buddhist, Greek Orthodox, Jewish, Chinese and Hindu practices. With all funerals we make sure to discuss expectations at our initial arrangement meeting, so you can rest assured that we understand and are prepared to deliver the services you need. If you are wondering whether Lychgate can provide appropriate services for your loved one, please call us on (04) 385 0745.



How to arrange a funeral

The arrangement

Once you have made contact with us to engage our services we will make a time to meet and arrange the funeral together. Our caring team of professionals will talk you through the choices you need to make and then liaise with clergy and celebrants, doctors, hospitals, government departments and other officials, crematorium and cemetery authorities – so you don't have to worry.

Taking care of the details

There are some things we will need to take care of for you:

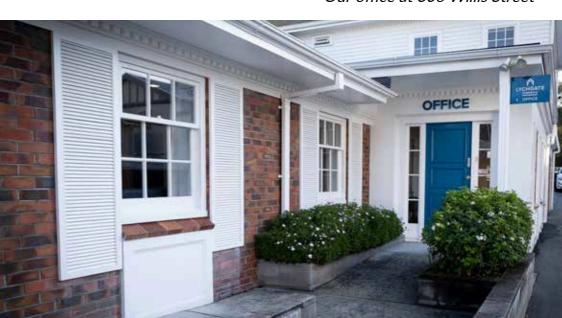
- The registration of death
- Contacting appropriate burial or cremation authorities
- Collecting medical certificates
- Arranging transportation or repatriation within New Zealand or to another country
- The provision and preparation of the casket
- Embalming (if you choose to embalm)
- Providing viewing facilities in comfortable premises
- Providing transport to and from the funeral in our fleet of hearses and cars

It is up to you how little or how much you want us to help with other aspects of the arrangements, such as:

- Dressing and casketing
- Assisting with the service (eg pallbearing or reading a eulogy)
- Ordering flowers for the casket and/or service venue
- Writing and placing newspaper notices locally or internationally
- Designing and printing service sheets
- Creating a photo slideshow
- Music
- Arranging a memorial headstone or plaque
- · Providing an urn
- Arranging the scattering or burial of ashes in Wellington or elsewhere

Your Lychgate Funeral Director will help you tailor a service that is right for you and your loved one. With our professional expertise we can smooth the way and make this difficult time a little bit easier.

Our office at 306 Willis Street



Embalming

Embalming is done to ensure the sanitation and preservation of the body during the funeral period.

If the funeral is delayed for some reason, if the deceased is to be taken home for a while or if the body has to be transferred to another city or country, embalming will be required. In most other circumstances there is a choice to be made about whether you wish to have your loved one embalmed. There are other types of care available, including ecofriendly and non-invasive treatments. Our staff will happily discuss the options and answer your questions so you can have confidence in your decision.

We have experienced, qualified staff who carry out the embalming and sanitary processes, and at all times the body of your loved one will be treated with the utmost respect and care.





Spending time with your loved one

Many people who were hesitant at first have been helped in the grieving process by spending some time with the body of the deceased before the funeral. While the experience varies for everyone, it is important to be able to say goodbye and spending time with the deceased can help to fully accept the finality of death. You may wish to leave with them small mementos such as a letter, photos or other meaningful items.

Lychgate offers private and comfortable viewing facilities for you and your family to say goodbye to the deceased, or if you would prefer we may be able to arrange for them to be brought to your home in the days prior to the funeral.

Children and funerals

Dealing with the death of someone close is difficult at any age. Children and teenagers grieve too, although they may express it differently from adults. Whether they attend the funeral is up to the family. However, in general, children do benefit from being involved. It helps them to share their grief and honour the person who has died.

If you're unsure about how much to involve your children in the funeral, talk to your Funeral Director. They will be able to give advice and suggest possible ways to make sure your child can participate in the grieving process without risking further trauma.

Akatarawa Cemetery



Burial or cremation

Often the deceased has made their wishes known, but if not then it is up to the family to choose what will happen to the body. There are four options available: burial, cremation, burial at sea or donating a body to medical science.



A monument to those who died on Matiu Somes Island

Burial

This provides the family with a focal point: a grave to go to where they can remember their loved one. Burial involves buying a burial plot, paying an interment fee (which covers the cost of digging the grave and maintaining it), and buying a memorial or headstone.

Natural burial

In Wellington it is possible to have a natural burial at Makara Cemetery. This option has minimal environmental impact and means that the deceased person will become one with the thriving native bush.

For more information on natural burial, visit:

- naturalburials.co.nz, or
- wellington.govt.nz/cemeteries/burials-cremations-andmemorials/burials#natural.

Makara Natural Burial Ground





Karori Small Chapel and Crematorium

Cremation

Cremation provides flexibility when choosing a final resting place. Ashes can be interred in a cemetery or memorial area, or they can be scattered somewhere the family or deceased thought appropriate, such as in a garden, at sea or in a favourite place. A memorial or plaque is often chosen to provide a focal point for the family.

When deciding on a place to scatter your loved one's ashes, tikanga Māori requires that you avoid food-gathering areas, whether on land or at sea. Contact your local marae for guidance. If you're worried about how to respectfully scatter ashes, talk to your Funeral Director for advice.

The cremation process

Cremation involves placing the body (in the casket) into a cremator – a large concrete and metal box with room for only one casket. The process can take from two to five hours. The ashes are usually available to be returned to the family after a couple of days.

In Wellington there are crematoria at Akatarawa and Karori Cemeteries; we can also arrange to use the crematorium at Whenua Tapu. We can discuss which crematorium is most suitable for you.

You can choose to spend some time in the crematorium chapel with the deceased before the cremation, or to be present in the cremator room (a "witnessed cremation"). You can also choose to have us bring your loved one to the crematorium without you present. There are lots of factors that go into making these choices, so your Funeral Director will discuss it with you at the arrangement meeting.

Urns

The crematorium will return your loved one's ashes to you inside an urn which is about 26cm long and 15cm deep. You may wish to keep this, or we have a range of urns that you can buy if you want something more personalised. We can also help you choose a scattering tube (a container that makes scattering ashes easier). Ask your Funeral Director for an urns brochure.

If you want to transfer the ashes into a new container of any kind, we can help you do that, or do it for you.

Memorial jewellery or keepsakes

A piece of memorial jewellery or keepsake item can be filled with a small amount of ashes or a lock of hair, making it personal to you and to uniquely celebrate that special person's memory. We have some examples on display at our Willis Street office, or ask your Funeral Director if you would like to choose from a wider range.

Burial at sea

This requires a special casket, which we can provide. There are specially designated areas off the New Zealand coastline for burial at sea. We can show you the options and then help with the arrangements.

Donating a body to medical science

If you wish to donate your body you should contact your nearest medical school to register your wish to donate. If a person dies without having registered with the bequest administrator of a medical school, their wishes cannot be fulfilled. You should also make your wishes known to family and friends before your death. They will need to contact the medical school as soon as you pass away.

Our Funeral Directors can advise on ways to memorialise a person whose body is not present.



Caskets and urns

Lychgate Funerals has many different styles of caskets and urns. They vary from traditional solid woods to lightly oiled natural timbers and can include colourful painted or patterned and themed caskets.

Choices can depend on what you can afford, what appeals, and what you feel is a fitting tribute to the deceased. At Lychgate we are pleased to be able to offer a wide range of alternative, eco-friendly options and sustainable NZ pine and rimu caskets which will help lessen your environmental footprint.

If you want something that isn't in our usual range, just chat to one of our Funeral Directors.

To download our casket book and urn brochure, go to our website lychgate.co.nz, email us and request them, or give us a call. We can send you this information by email or in hard copy.





The ceremony

The funeral ceremony is the time for family and friends to share their sorrow and celebrate the life of the person who has died.

Some of the important elements in designing a funeral service are:

Movement – how the casket is transported during the service, who will carry it and whether you want music, dancing or a guard of honour.

Symbols – things that carry meaning and demonstrate what was important to the person who has passed, such as flowers from their garden, books and poems, candles, photographs, sports gear or a religious book.

Music – this can be sacred or secular, traditional or modern, and can be recorded or live (we can arrange for musicians such a piper to play). Music may be played before, during and after the service.

Photo memories – many people like to have a photo slideshow played during the service. We can prepare this for you, using photos supplied by you, and take care of the technical side of playing it during the service. Talk to your Funeral Director about what is possible, as not all venues will have the capacity to screen a slideshow.



Funerals within a religious tradition

If the funeral is held in a place of worship there will be certain elements of the service that need to be included.

Your religious leader can advise which things are required and which can be tailored.

Writing a eulogy

A eulogy is a time where we can talk about our loved one and remember who they were. It's impossible to sum up a life in a few minutes, but we can tell stories and recall memories in valuable and creative ways.

You might like to cover important milestones like births and marriages, significant moves and changes of career. The eulogy should act as a springboard for others to call to mind their own special memories. Talk about your feelings for this special person – tell some stories about your experiences with them. Anecdotes are a special way to celebrate a life and help people connect with their own memories. There is no reason to avoid the things that were funny or as well as heartfelt.

Many immediate family members may feel unable to speak publicly themselves. Ask if they want to give you a few words or a precious memory for you to read in your eulogy. You could also include messages from people who aren't able to be there in person.

People often ask how long a eulogy should be. Really it should be as long or as short as you wish but normally 10 minutes – a couple of typed A4 pages – is appropriate.

These days it isn't uncommon for people who are overseas or unable to attend the funeral to send a short video to be played during the service. Talk to your Funeral Director about this, as not all venues will have this facility.

Cost and payment

The cost of a funeral depends on choices such as flowers, newspaper notices, cemetery or cremation fees, casket or urn, and catering. We will also charge for our professional services. This includes receiving instructions concerning funeral arrangements, personal care and attention of the deceased, mortuary care, obtaining the death certificate from the doctor, preparing necessary documentation, attending to registration of death, provision of funeral home facilities and services, further transfers, after hours fees, paying disbursements and conducting other services in accordance with instructions.

If you have any financial worries, please let us know as soon as possible. We can provide a service to suit both your needs and your finances, and there are agencies we can refer you to for financial assistance. We are more than happy to provide a free, no obligation estimate.

Financial agreement

Your Funeral Director will provide an estimate of costs, either during or shortly after the arrangement meeting. This estimate will be used on the "Authority to Embalm, Cremate/Inter & Financial Agreement" form. This form gives Lychgate the legal authority to act on your behalf, and it is an agreement to pay the costs of the funeral services. Whoever signs this form is legally responsible for paying the account.

While organising the service, your Funeral Director will keep an eye on costs. If they change significantly (more than 10% difference from the estimate) then the Funeral Director will be in touch to discuss this.

Deposit

We require a deposit within three days of the Financial Agreement being signed. This can be paid online or using EFTPOS at our office.

Payment

The account invoice will be sent out within a week of the funeral and will be dated the day of the service. An Administration Fee is charged on all accounts, but if the account is paid within 21 days from the invoice date this fee will be deducted.

Unless specific arrangements have been made, the due date for full payment is 28 days from the invoice date. If the invoice has not paid after 28 days, the account becomes overdue and there will be penalties charged for late payment.

Lychgate Funerals are proud to be able to accommodate most budgets and are happy to discuss what options are available.



Paying when the estate is still in Probate

When someone dies their bank accounts are frozen and, in some cases, cannot be accessed until after Probate is granted. When settlement of an estate is delayed by lack of Probate, families should pay the funeral account by the due date and recover the funds from the estate when it is settled.

The account will be sent to the person who signed the Financial Agreement form. We can send a copy to a solicitor or insurance provider on request.

Funeral grants

Lychgate Funerals can advise what financial assistance might be available. For example:

- When someone dies as a result of an injury, ACC can help towards the costs of the burial or cremation, up to \$7,024.80 (as of 1 August 2022).
- A Work and Income Funeral Grant can help pay for some of the costs when someone close to you has died. WINZ will assess your assets and decide how much they are willing to contribute, up to \$2,280.72 (as of 1 August 2022).
- Veterans' Affairs may be able to provide support when someone dies who had Qualifying Service.



Preplanning

Whether you need to plan a funeral now or are thinking long-term, Lychgate Funerals can help. Planning ahead provides peace of mind for you and your whānau.

Writing down your choices is important

If your friends and family know what your preferences are, it saves them from feeling pressure to decide for you when the time comes. There are some big questions, like whether you wish to donate organs or be repatriated to another country for burial, which will be easier for your loved ones to arrange if you have left clear instructions.

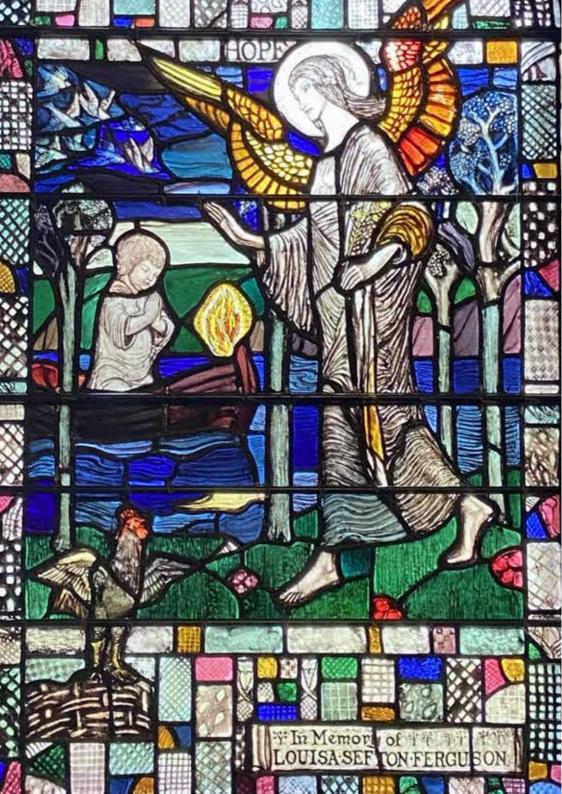
There is also some information that is required for the registration of a death but which your friends and family might not know, like your mother's maiden name and your age when you first got married.

Whether you lodge your choices with us or write them down to keep at home, you need to make sure that your family and close friends know about your plans. It is a good idea to keep a copy of your funeral choices with your will.

Come and talk to us

Call (04) 385 0745 to make an appointment to talk about preplanning your funeral. This can be an informal chat to give you some ideas to think over, or can be a "pre-arrangement" where your decisions and plans are recorded and kept on our files.





Prepayment

As well as preplanning a funeral, people often want to set aside money towards their funeral. Contributing towards your funeral costs now can help relieve your family of the financial burden later on. The Funeral Directors Association of New Zealand (FDANZ) holds any prepayment amount in trust for you or your nominee.

It helps protect your pension

Under current Government policy, prepaid funerals up to \$10,000 are excluded from asset testing when assessing subsidy eligibility in long-term residential care for the elderly.

You can still change your arrangements

Your wishes are carefully documented when you preplan and prepay towards a funeral with Lychgate Funerals. You can change any of these arrangements at a later date if you wish. If the funeral is to be in another town, we can arrange for your instructions to be transferred to a local Funeral Director.

No health checks are needed

The FDANZ Funeral Trust is not an insurance policy. No health checks are needed. Anyone, of any age or health status, can prepay for a Lychgate funeral with the FDANZ Funeral Trust.

What you can expect about prices

We can give you an estimate of the costs for the funeral you want, but this figure is not price fixed and is subject to inflation. If the cost turns out to be greater that the amount in your Trust account then your next of kin or whoever is arranging your funeral will need to settle the balance. If the cost is less, whatever remains in your Trust account will be paid into your estate.

Repatriation

Repatriation means returning a deceased person to their marae, their family plot or the land of their birth. It can happen very soon after death, or when someone has been disinterred to be reburied in another place.

If you wish to be buried in another country, in a family plot or a particular cemetery it is wise to write this down and discuss it with family and close friends so that they are able to fulfill your wishes.

Lychgate Funerals offers a complete repatriation service to all parts of New Zealand and overseas which includes:

- Embalming
- The correct casket and specialist packaging for transportation
- Legal documentation for international shipment
- Arranging air transportation





Lychgate monumental services

We can help with all aspects of choosing a lasting memorial for your loved one. We are agents for Guardian Memorials, monumental masons providing outstanding service, workmanship and competitive prices.

With modern technology there are many options for creative designs that honour your loved one. There are council by-laws that limit the size and some elements of memorials within a cemetery.

COVID information

Up-to-date Covid safety advice and requirements for Funerals and Tangihanga can be found on the COVID-19 website: covid19.govt.nz.

Glossary of common terms

There are some words and terms used in the funeral industry that may be historical or obscure. This is a short list of common terms you might come across. Some have already been used in this booklet.

Arrangement: this is the meeting when your Funeral Director will talk you through the choices you need to make to arrange a funeral service and work through the necessary paperwork.

Cortege: the procession of cars following a hearse, usually from the venue of a funeral service to the cemetery or crematorium.

Embalmer: although they are called embalmers, our skilled team do lots of other work to care for the deceased, besides embalming. This includes preparing caskets; washing and dressing the deceased; shaving, applying makeup and setting hair and much more behind the scenes.

Engage/engage with: to confirm that you want us to work for you.

Funeral Home: our facilities, including our office, reception area, viewing rooms, chapel and lounge, mortuary and casket bays.

Into our care: we don't like to imply that a deceased person is just an object, so rather than say we will "collect" or "come and get" them, we say we will "transfer" or "bring them into our care". Just as medical staff, family and friends have cared for a person during their life, we will continue to care for them in death.

Monumental masons: the specialist masons who create headstones, plaques and other items that are used to memorialise someone.

Released by the Coroner: when the cause of a person's death is uncertain or unexpected, the Coroner will investigate. Once a cause of

death has been confirmed, the coroner's office will contact the next of kin to let them know their loved one's body has been "released". At that point the Funeral Director can go to the hospital and bring the deceased into our care.

Transfer fee: when we provide an estimate, we break down the costs so you can see exactly where your money is going. Bringing a deceased person into our care involves at least two professionals and a special vehicle, so there is a fee for that service.

Probate: this gives an executor the legal authority to execute the will of a deceased person. A will lists what should happen to a person's property and money (their "estate") when they die. The executor is the person who carries out ("executes") the deceased person's wishes as written in their will. The executor has to apply to the High Court to be granted Probate. A lawyer or the Public Trust can help with this process.





My personal information

This information will be used to create the Death Certificate, which your funeral director will apply for after the service.

Provide as much information as you can, to the best of your knowledge. If there's some information that you don't know, or can't be sure of, you can put "unknown".

My details

Given names
Surname
Surname at birth
Home address
Distants of (site and sounds)
Birthplace (city and country)
If not born in NZ, year arrived in NZ
Birth date
Ethnic group
Descended from NZ Māori? Yes / No
Profession
My parents' details
Mother's full name
Mother's name at birth
Mother's occupation
Father's full name
Father's name at birth
Father's occupation

My marriage and civil union details

Most recent relationship status

Single, married, in a civil union, de facto, separated, divorced, widowed never in a legally defined relationship (<i>circle one</i>)
Age at time of marriage/civil union
Place of marriage/civil union (city and country)
Full name of spouse/partner
Surname of spouse when they married you
Spouse/partner's current age (if living)
Spouse/partner's sex
Previous relationship details
Age at time of marriage/civil union
Place of marriage/civil union (city and country)
Full name of spouse/partner
Surname of spouse when they married you
Spouse/partner's current age (if living)
Spouse/partner's sex
Earlier relationship details
Age at time of marriage/civil union
Place of marriage/civil union (city and country)

Full name of spouse/partner
Surname of spouse when they married you
Spouse/partner's current age (if living)
Spouse/partner's sex
Family
If child is deceased, please mark (D). If no sons/daughters, please put "none".
Daughters' dates of birth
Sons' dates of birth
Further information
Royal honours or awards (eg knighthood, QSM,)
Are you a Justice of the Peace? Yes / No
Are you a marriage or civil union celebrant? Yes / No
MILITARY
Military Service Number:
Rank:
Unit or Regiment:
Overseas/N7 service:



My funeral preferences

This information can be used to make decisions about the funeral service (like what music to use), and to help with other administrative matters (like accessing life insurance or cancelling meals on wheels). Just fill in as much of it as is useful for you.

To my loved ones,

In the event of my death, I have recorded information here to help organise my funeral and complete the required paperwork.

I hope that, in providing this information, I can give you some guidance as to my preferences. You may need to balance my wishes with your own needs. Try to fulfil the spirit of my wishes, rather than the exact details and remember that my funeral is really for you, not me. If there are choices for my funeral and farewell that will better help you and others mourn after I have died, please know you have my permission and my blessing to make them.

With love,

Name:	
Date:	

Who should be informed

Next of kin/Executor:
Name and address(es) of next of kin/executor(s) who will assist with funeral arrangements:
Name and address of solicitor or other person holding the will:
My Employer:
Attendance
People I would like invited to my final farewell:

My funeral choices
Venue of service:
Name and contact details of preferred celebrant/priest/service leader:
Funeral Home and Funeral Director with whom funeral arrangements have been made:
Has the funeral been pre-paid: Yes / No
I would prefer: burial / cremation (circle one)
Ashes placement: inter / scatter
If I have a family or pre-purchased plot for burial, here at the details:
Embalming? Yes / No
Viewing? Yes / No
People I would like to speak at my funeral:

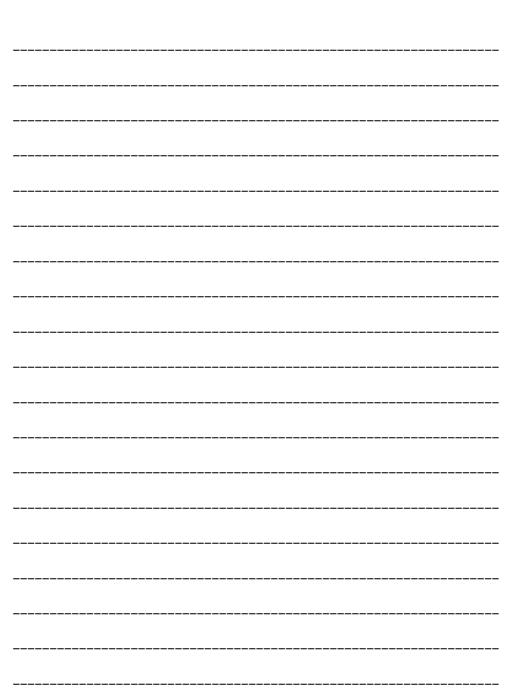
Pallbearers' names:
Music/hymn/song preferences:
Readings:
If people wish to make donations, it should be to:
Any other instructions:

Investment services
Banks:
Investments:
Other:
Professionals
Solicitor:
Public Trustee:
Accountant:
Doctor:
Dentist:
Other medical specialists:
Registration boards (eg nursing, teaching):

Services

House insurance:
Vehicle insurance:
Life insurance:
Medical insurance:
Electricity supplier:
Telephone services:
Landlord:
Post office:
Motor vehicle register:
Newspaper delivery:
Inland Revenue:
Work and Income NZ:
Home nursing care:
Meals on wheels:
Hire purchase companies:
NZ Police (Firearms Licensing Section):

Other notes



Contact us: 04 385 0745

WELLINGTON CITY	JOHNSONVILLE	KARORI
04 385 0745	04 477 6855	04 476 6472
24 hour assistance	Open by appointment only	Open by appointment only
306 Willis Street (Cnr Willis and Aro Streets) Wellington 6011	7 Johnsonville Road Johnsonville Wellington 6037	89 Karori Road Karori Wellington

Lychgate Funerals is proud to be a member of the Funeral Directors' Association of New Zealand (FDANZ).

