

Memorialisation:

There are many memorialisation options for ashes. They can be kept and displayed in an Urn, interred into a grave, taken interstate or overseas, placed in a memorial garden or wall at a cemetery, interred on private property or scattered on land or sea. It is also to have the ashes split into multiple portions and memorialised in several different ways.



Mark J. Floyd Funeral Services

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Complete Funeral Service Information Guide

At Mark J. Floyd Funeral Services, we have carefully compiled these helpful guide books and information resources over many years, to assist in preparing for, celebrating of the service and most post-service questions that we encounter.

Including information booklets and instructional guides covering:

- Audio/Visual Presentations and Music
- Order of Service Booklet and Printing requirements
- Eulogy Preparation and Presentation
- How to 'Do It Yourself' Press Notices
- The Day of the Service Information
- What Happens after the Funeral?

Of course, if the information you require is not enclosed in this booklet, please contact us on (03) 5795 1086 for with any questions or clarification you may require.

Our submission contains the personal and family information is collated with the Doctor's Certificate that the deceased's Doctor completes containing the medical information.

Rarely errors do slip through, and we appreciate your understanding in allowing us to correct any errors that may have occurred. However any discrepancies between the information collected by the Funeral Director and the Doctor's medical certificate, the registry will default to the information provided by the Doctor. This is often the case with differences in the Date of Death when someone passes in the late evening. Unfortunately this can only be corrected by the Doctor.

If there is an error, or additional/corrected details become available, send back a letter with the corrections and the copy of the certificate to the registry.

In cases of long delay, it is possible to obtain an Interim Death Certificate. However, its use in a lot of financial and estate matters is very limited.

Cemetery

Plaque:

Organising the plaque for a lawn grave is facilitated directly between the Cemetery Trust and the nominated next-of-kin who signed the cemetery forms. Most cemeteries will contact the family directly after a period of time to organise the specific details. There are lots of options available, and some cemeteries charge for a basic plaque as part of their fees leaving only a smaller cost for the additional personalisation available.

Ownership:

We are often asked about the 'ownership' of graves. Our standard practice is to assign the Right of Interment to the individual responsible for the organisation and payment of the Funeral. However, if there is a surviving married spouse we suggest that the ROI be assigned to them, should this not be the case we will default to our standard practice unless advised otherwise.

If the owner of a grave is deceased, the ownership or 'Right of Interment' is (unless specifically bequeathed) the property of the majority beneficiary of the deceased's estate, however until the estate is distributed the executor of the estate controls the ROI. We suggest obtaining further legal counsel in situations of dispute about the ROI.

Ashes

Our standard practice is to arrange for the Ashes to be returned to our facilities unless otherwise instructed. We will store the ashes until such time as we are contacted by the family to arrange to return them or pass them to a third-party. We can also arrange for them to be kept at the crematorium for the family to collect or sent to another cemetery.

What Happens after the Funeral?

Estate Matters

Our Invoice:

Following the Funeral Service the invoice will be forwarded to the nominated next-of-kin or executor. Unless otherwise instructed this is the person who signed all of the forms and paperwork required for the funeral to take place. We can easily send the invoice to another person, solicitor or financial institution if instructed beforehand.

The invoice will be sent in the week following the funeral once all of the disbursement costs and invoices are known. Our standard terms are net 30 days, however we do charge an 'Estate Services' fee (5% of the total invoice cost) which will be discounted in full if the invoice is settled within 14 days of issue.

Banks and Financial Institutions:

Payment of the invoice (from an account not in the deceased's name) is as simple as presenting it to your financial institution and they will organise either a bank cheque or electronic transfer of the funds to our account.

It is also very simple to organise payment from the deceased's bank accounts. If the executor presents a copy of their Executorship with the invoice to the banks are required to pay the account (Many Funeral Directors require partial/full payment upfront and banks have implemented this policy to release funds to pay for funeral costs). If there are any problems with your financial institution, please call us on (03) 5795 1086 and we will intervene on your behalf.

Death Certificate

Timetable:

We will apply for the death certificate on your behalf in the days following the funeral. This will come directly to the nominated next-of-kin/executor, *it does not come to the Funeral Director*. It may be possible to have the death certificate sent to another in some cases if notified ahead of time.

The certificate may take up to 6 weeks for a non-coronial death to arrive, and 12 weeks if the death has been investigated by the coroner. Guide times on the Registry website may differ, however in our experience, somewhere between 3-5 weeks is the usual waiting period.

Errors:

We understand that most estate matters cannot be finalised without the death certificate and the frustration that can occur when waiting weeks for it to arrive. However, we register deaths online to expedite the process as much as possible.

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Audio/Visual Presentations and Music: Page 4

Many families are choosing to honour their departed loved one with special audio/visual presentations depicting memories and insights into their entire life journey. A picture can sometimes tell a thousand words, and with this in mind we have compiled some information, recommendations and helpful tips to create the best presentation possible. We are also increasingly using recorded music within services and we cover the important information in regards to incorporating this.

Order of Service Booklet and Printing: Page 7

An Order of Service leaflet serves a higher purpose than just a leaflet containing the basic service information, readings and/or hymns. For many they are a lasting memento of their farewell to and their relationship with their loved one or friend who has passed away. Orders of Service and/or other printed mementos have become the norm for the vast majority of Funeral Services Mark J. Floyd Funeral Services conduct and we have created a helpful guide to ensure an easier and complimentary result if you are considering an order of service.

Eulogy Preparation and Presentation: Page 10

A Eulogy is the most important part of any Funeral Service, a special opportunity for family and friends to detail the life and times of their departed loved one in a personal manner and relate special stories to the gathered mourners, set apart from any other religious or funeral rites. The ability to be able to construct and deliver an effective eulogy is a special skill, and this booklet provides a thorough guide to preparing the most complete, relevant and succinct eulogy whilst still remaining a special and per-

How to 'Do It Yourself' Press Notices: Page 16

The ability to individualise a Family/Death notice and Funeral Notice is a request we are only too happy to help with. The reason for the funeral director's involvement in this process is required to interpret the family's wishes into the correct format, prose and syntax for publication. Due to the timeframe and technological limitations it has previously been impractical for the family to craft their own notices unassisted, however this is no longer strictly the case. This booklet contains a step-by-step guide to the structure and format for a notice in most newspapers, while still leaving lots of room for individual input and customization that will allow you to draft your own notices

The Day of the Service Information: Page 20

Helpful answers to the most frequently asked questions and information to remember about the day of the Funeral Service, Including: Arriving to the Funeral, Parking, Seating, Coffin Bearers, Departing the Funeral and the Cemetery.

What Happens after the Funeral? : Page 22

In the days and weeks following the funeral, there are some common questions that arise. In most cases this information has been covered in the arranging of the funeral, however it often slides out of mind whilst dealing with grief and organising the intricate details of the funeral service. This brochure contains detailed explanation and further clarification of many estate matters including payment of the invoice, dealing with financial Institutions, the Death Certificate and other matters such as organising a plaque at the cemetery or memorialisation of Ashes.

Audio/Visual Presentations and Music

Our System:

For ease of use and compatibility we recommend creating your presentation into a DVD movie ('DVD Video' Format). This ensures that the presentation that you have created works as it did on your computer on our system. It also allows you to create the presentation with the backing music incorporated so that the Audio and Visual elements are in sync. The format we require this movie is the that of a DVD movie that works in a regular home DVD player. This is different to a video file (.MPEG .AVI or .WMV movie etc.) burnt onto a DVD disk, or digital photograph files (such as .jpg or .gif) burnt onto a DVD disk or USB stick drive as it requires encoding into the DVD Movie format. If you are unsure of what this technical speak means, you may have a tech-savvy family member who can produce the presentation for you; if not, we recommend contacting a professional to create one on your behalf. We provide a multi-format DVD player and our staff will be able to operate the presentation for you.

We recommend using 'Windows Movie Maker' to create a slideshow, and then 'Windows DVD Maker' to convert your presentation to burn it onto a DVD disk in the correct format. Broderick Floyd (5795 1086) can provide some technical assistance with these programs. A good way to test whether or not your DVD is in the correct format and working as it should is to try it in your DVD player at home and if it works, it will play on our system.

Should you wish for a professional to create your presentation, PRINTworks Shepparton, (195b Corio St, Shepparton, 03 5822 2925) have been used by several families and recommended to us. They can take both digital photographs and paper photographs and create the presentation in the correct format with the music accompanying. This is not an endorsement and we do not receive any goods or services in return and would appreciate your feedback and recommendations of other providers.

Other Systems:

Every system and equipment set up is different, we recommend making contact as early as possible with the person/organisation involved to establish which format, equipment and operators are required before creating your presentation to avoid any technical misunderstandings.

Should the funeral venue be unable to provide the equipment required, Camera House in Shepparton (179 Maude Street, Shepparton: 5821 3855) do hire digital projectors and Screens.

Every system is different in terms of the equipment used and the method of operation, so the best idea is to have a trial run early, leaving enough time to correct

Bearers do not have to be male, or of a certain age or height as we in almost all circumstances only carry the coffin by the handles at waist height and not on the shoulder. Should you wish to shoulder carry, we advise contacting us immediately to ascertain whether this is possible and/or practical.

Coffin bearers are required to wear appropriate clothing and footwear and to advise the funeral staff if there are any (medical or other) issues that may complicate or preclude them from this task. The process will then be adapted or changed to suit.

Most coffins come with 6 handles, allowing for 6 bearers to carry the coffin, however in certain cases we can make do with 4. There is also an opportunity for other members of the family to be involved without carrying the coffin by for example carrying any of the items the family may have placed on the coffin (photograph, hat, scarf etc.) for the service.

Departing the Service

At the conclusion of the Service should the congregation be proceeding to the cemetery, it is advised that the family endeavour to as promptly as possible move to their vehicles.

Whilst not wishing to rush the family to or from the cemetery, a swift move will enable as many as possible to attend the Burial or Cremation Service and also any refreshments or gathering afterwards.

Whilst travelling in the cortege (funeral procession) please turn your headlights on to low beam. Also be aware of the traffic conditions as the cortege will be travelling at low speed and this can potentially cause some issues with other road users.

At the Cemetery

Please take care when at the graveside and within the cemetery grounds. There are many potential safety risks so please try to stick to made paths and roads, be especially careful of your footing and be mindful of children, the elderly and anyone with a eyesight or mobility impairment.

The coffin will be carried to the gravesite by the bearers who will be given clear instructions by our staff as to how to place the coffin on the graveside lowering machine in a safe way. The bearers are then invited to join back with the family in the allocated area.

Mark J. Floyd Funeral Services endeavour to make the cemetery as pleasant as possible by providing shade coverings and chairs where possible, however this is not always possible, we advise any family or friends who may not be physically up to the rigours of navigating the cemetery to make their way directly to where the family will be gathering after the burial.

The Day of the Service Information

Arrival to the Service

It is advised that the family arrive at the Service approximately 10 minutes before it is to commence. This allows the immediate family to assemble and enter the venue together to be seated shortly before the service is to begin, without waiting outside for an extended period of time or conversely being rushed.

It is a good idea to rendezvous all family members together at a familiar place half an hour prior to the service and to travel to the service together to avoid any unfamiliar with the venue from getting lost or being left behind.

Parking

Parking space will be reserved for the immediate family's cars (usually 3-5 car spaces, dependant on the venue and number required) and these will be designated by yellow signs that read '*Please No Parking Funeral.*' The reserved parking spaces will be located in the closest and most convenient area. Please park in these spaces. Please contact us if there are any special requirements in this regard.

Seating

Seating will be reserved for the immediate family. We will endeavour to ascertain an approximate number of seats, however are unable to reserve specific seats for others who may wish to attend. It is recommended that non-immediate family and close friends arrive to the service early (30-45 minutes) and sit to the immediate rear of the reserved seating to guarantee these seats.

Should there be orders of service or mass booklets, sufficient numbers will be set aside for those in the reserved seating and will be distributed once seated.

It is sometimes unavoidable that unexpected guests or members of the family will seat themselves in the reserved seating, with this in mind we endeavour to reserve more seating than required so that there are no problems. We encourage the family to inform those whom they wish to sit in the reserved seating and to inform other family and friends to arrive early and sit immediately behind.

In special circumstances it may also be advisable for some members of the family to act as ushers to ensure the correct people are seated where they should.

Coffin Bearers

Coffin bearers are advised to sit on the outside seats of the rows. This will allow them to quickly and easily come forward to perform their duties at the appropriate time.

any mistakes or fix any problems. We recommend the day before.

General Tips:

- In our experience the presentation itself works best if it is between 4-8 minutes long (1-2 pieces of background music). Presentations that run longer can tend to lose focus and can make the service seem disjointed.
- We recommend that the pictures be in specific order (i.e. chronological, family groups) and transition approximately every 5 seconds. Stick to 1 simple and quick transition animation between the photos as this keeps attention to the subject matter of the photographs and also maximises the number of pictures that can be fit into the presentation.
- There are occasions where due to the size/shape of the venue, or the length of the service including the presentation is impractical. There is still an opportunity to incorporate a display by instead presenting at the refreshments after. This allows more freedoms in regards to length and number of pictures, the length of time each picture can remain on display before progressing (we recommend 20 seconds) and also becomes a more interactive experience due to the informal nature of a post-funeral gathering.
- An easier way to compile the photos in the right order for the presentation is to copy/scan them all into a specific new folder on your computer and name each photo in the order of how they are to appear in the presentation '1' '2' '2a' etc. This will make it easier when importing the photos into Windows Movie Maker or alike to check that all of the pictures are in the correct order without having to look at each one individually.
- If you are scanning in pictures from an original hard copy, use a scan resolution of at least 600dpi if possible to ensure clear photos. The higher the resolution, the clearer the photograph will look. Refrain from using photographs downloaded from the internet or social media as they are often only around 100dpi and appear pixelated, try where possible to source the original image.
- Make sure that all photographs are cropped appropriately with any excess border or unrequired content removed. It is also important to ensure that the photographs are all in the correct orientation, not of by 90 or 180 degrees or mirror imaged.
- To ensure that both the audio and visual components work, we recommend making an appointment the day before (at the latest) the service to test that the presentation and is compatible with our system and works properly. This ensures that any bugs can be worked out leaving enough time to correct any problems that may be present.

Music

Playing recorded music instead of singing hymns accompanied by an organ is increasingly becoming the norm, especially in civil services. Most venues have their own Audio system, so as above we recommend enquiring early as to their requirements and/or restrictions (some churches/ministers have limitations on the kinds of music allowed) and having a test run well in advance.

Should the venue be unequipped, Mark J. Floyd Funeral Services can provide a full PA system capable of playing recorded music. We can play from CD's or from digital formats such as an iPod/iPhone, and as with visual presentations we prefer to have a trial run well before the funeral to ensure everything works as it should.

Please also keep in mind that while there are many options in regards to decorating and personalising your notices beyond just the words contained within them, such as borders, pictures and logos; the cost of standard press notices is over \$11 per line in the Herald Sun. The cost of these customizations can push notices into the realm of thousands of dollars, which is not a problem to arrange for you, however many are surprised by just how expensive their notices can become.

4. Husband/Wife/Partner/Soulmate, Father/Dad Mother/Mum, Grandfather/Pop/Pa/Papa/Opa.

5. Insert as desired or required.

Please keep in mind that you are not limited to the adjectives or names listed here, this is just a list of some of the more common ones.

Often family members wish to put in individual notices as well as the main family notice. These give you the freedom to write about your feelings in a freer and less regimented way than the main family notice. There are less conventions in regards to these notices and you are free to place these directly into any publication at your leisure.

The Funeral Notice is far more straight forward. The following is the standard format.

SURNAME. (Maiden Name)¹ — The Service Type² of Firstname Middlename (Nickname)⁵ Surname will be held at **Venue Name, Venue Street Address, Venue Town/Suburb** on **DAY (Month. Date, Year)** commencing at **Time**.

The cortege will proceed at the conclusion of **the Service Type²** to the **Cemetery Name, Cemetery Address, Cemetery Town Suburb**.

Or

Private Cremation/Burial

Organisation³ members are respectfully invited to attend.

Footnotes

1. Insert as desired or required.

2. Funeral Service to Celebrate the life, Graveside Service, Memorial Service, Requiem Mass for the Repose of the Soul, Funeral Prayers, Holy Eucharist, Service of Thanksgiving.

3. Returned Service Personnel, Masonic Brethren, CFA Members, Police Association Members, Sport/Social/Charity or Community organisation.

While personalisation is somewhat more limited with the funeral notice, there is an opportunity to include instructions for the mourners, for example *"Please wear something **Bright/Pink/Collingwood** themed to the service in memory of Deceased's Name."*

We are sometimes asked whether to include in the family notice information about the refreshments following the service, we strongly advise against this as it should not be relevant to mourner's attendance.

Order of Service Booklet and Printing

The Basics:

Most order of service booklets are in the format of a single/multiple A4 page portrait orientation, folded in half. The Front Page usually contains a photograph, the name and details (Date/Place of Birth/Death, Age) of the deceased and the details of the Funeral Service (Type of Service {*Funeral Service to Celebrate the Life of/ Requiem Mass for the Repose of the Soul/Memorial Service/Graveside Service Etc.*} Date, Time, Location, Address and who is Officiating).

The Centre Page/s will entail the basic structure of the Service (i.e. Intro: Reading: Hymn: Eulogy: Prayer: Responsorial Psalm, Etc.). These headings can be supplemented by having the Name of the person/s who will be delivering each item, however, this is not absolutely necessary and a rule of thumb is that if you are unsure of the names it is best to leave the space blank. Additionally, the words of any responsorial readings, hymns or prayers that will make up part of the service can be placed into the Order of Service. However, it is important to check exactly which version, wording and composition of any particular item is.

- Bible Readings/Prayers: it is essential to check which translation will be used and use the correct words/phrasing.
- Poems/Quotes: there are sometimes different versions/attributions.
- Hymns: There are sometimes multiple different hymns with the same name (e.g., The Lord is My Shepherd). Also some hymns have more verses than commonly used and different church denominations use these different verses and in a different order than others (e.g. Amazing Grace originally had 6 verses, has had verses added/replaced, now different denominations commonly use 3 or 4) Check with the organist/recording before inserting the words into the order of service.
- It is important to credit the author/rights holder of any copyrighted material that you may include within your Order of Service.

Usually the Order of Service only contains the information for the 'Formal' Funeral Service at the Church or Chapel and instead of itemising the structure of a Committal Service at the Cemetery or Crematorium, and will conclude with an invitation to those attending to attend the committal with the name, address and/or directions. For Private Burials/Cremations a sentence explaining this can be used instead.

The Rear Page has space for any overflow of information from the central page/s. In addition or instead of this the rear page usually can contain a thank you for the attendance and support of those who have come to the service and an invitation to join back with the family at a refreshment venue if that is the family's wishes.

There may also be space for another photograph and/or a poem, reading or quote.

Alternatively, should there be no Responsorial Readings, Prayers or Hymns, many families now opt for printing a Bookmark or similar instead of/in addition to an Order of Service. The bookmark can still contain a photograph, personal details and a poem/reading/quote in a format that is a lasting memento and has a functional 'every day' use for family and friends instead of sitting in an album or on a bookcase as many traditional Orders of Service are kept following the service.

Photographs:

Selecting the right photograph for the Order of Service can sometimes be quite difficult. A recent photo of a loved one who has been battling illness for a prolonged period may not be what family members wish to remember as they read the Order of Service and conversely a photo from a family wedding in 1952 may not reflect the person you knew, loved and are farewelling today. However, once a time period of photograph has been selected, there are other factors to consider.

Most photographs will need to be 'cropped' in order to fit the page and focus on the face of the deceased. This requires photographs of sufficient clarity and resolution to ensure that they do not appear blurry or pixelated in the Order of Service. Special attention need to be taken to ensure that scanned photographs and digital photographs were taken at a sufficiently high resolution. This can be exceedingly difficult if the subject matter desired is not in the foreground (close) of the original photograph.

The orientation, background and position of the focus can also make achieving the 'right' look in the Order of Service Difficult. Try to find an appropriate photo with;

- Consistent colour/light in the background
- Consistent light/shadow on the focus
- The subject's body position is not bent, contorted or twisted
- Orientation of the photo facing 'straight on' the subject
- The focus of the photograph sufficiently 'in' the borders photograph to allow cropping
- The focus isn't obscured by the arm, head or other item which can lead to a cropped 'phantom hand' or 'half head' distracting from the subject of the photograph

Photographs with some defects may be 'photo shopped' by a family member or printer, some easily and some not quite so easily. However, selecting from photographs with the least/no deficiencies will save both time and money and help ensure a satisfying outcome.

Or

Adjective³ Relationship⁴ of Child 1 & Child 1's Partner, Child 2, & Child 2's Partner and Child 3 & Child 3s Partner (dec)⁵.

Or

Adjective³ Relationship⁴ of Child 1, Child 2, Child 3 and Child 4 (dec)⁵ and Adjective³ Relationship⁴–in-law of Child 1's Partner, Child 2's Partner and Child 3's Partner (dec)⁵.

We keep moving down steps in the family tree to grandchildren.

Adjective³ Relationship⁴ of (Child 1's) Child 1, Child 2 & Child 3; (Child 2's) Child 1, Child 2 & Child 3; and (Child 3's) Child 1, Child 2 & Child 3.

Or

Adjective³ Relationship⁴ of List of Grandchildren's names in age order.

Next to any great, great-great or great-great-great grandchildren in the same format as above.

Next we can list any members of the family who are across the family tree whom you may wish to mention.

Adjective³ Relationship⁴ of Mother and Father, Brothers and Sisters, Uncles and Aunts, Cousins, Nephews and Nieces and/or Special friend/s (dec)⁵.

Keep in mind that unless the people mentioned in the above paragraph are still alive and or/likely to read the notice it can be a bit superfluous to mention the long pre-deceased parents and siblings of a 90 year old.

Finally we often end the notice with a saying, quote, poem or thought.

Rest in Peace

Forever in our hearts

Reunited with

Loved and Remembered Always

Dearly Loved, Sadly Missed

Footnotes

1. Peacefully, Peacefully surrounded by family, after a short/long illness, tragically, accidentally.
2. If passing was in a place far removed from the deceased's home or place of residence for a significant part of their life.
3. Loved, Loved and loving, Devoted, Cherished, Respected, Inspiring.

How to 'Do It Yourself' Press Notices

Press notices exist primarily to inform the public of the passing of your loved one and their funeral details. There are 2 main types of notices, the **Family/Death notice**, which contains the details relating to the death and listing the family members of the person who has passed away, and the **Funeral notice**, which contains the public details for the service type, location, date & time and any other pertinent information.

The family notice has many places within it that are opportunities for personal touches can be included and it is becoming increasingly common for families to prefer to draft these unaided by the funeral director.

However, most families still allow the funeral director to draft the funeral notice as it is far more regimented and very much a plain statement of facts.

Below is a template of the standard construction of a Family/Death Notice. Please feel free to add, subtract or modify any part as you see fit, but keep in mind that much of the phrasing is dictated by the stylistic guide of the publication, and how it will appear in print.

SURNAME. (Maiden Name)⁵ — Firstname Middle-name (Nickname)⁵

Passed away **Adjective¹** at **Institution⁵, Town/Suburb** on **Month. Day, Year** aged **Number** years. (Late/Formerly of **Town/Suburb.²**

Or

SURNAME. (Maiden Name)⁵ — Firstname Middle-name (Nickname)⁵

**(BIRTH) DAY.MONTH.YEAR—DAY.MONTH.YEAR
(DEATH)**

at **Institution⁵, Town/Suburb** . (Late/Formerly of **Town/Suburb.²**)

This sentence is a statement of the facts related to the deceased's passing. We move on from this to the deceased's Husband, wife or partner..

Adjective³ Relationship⁴ of Partner (dec)⁵.

From there we continue down the family tree to any children the deceased had.

Adjective³ Relationship⁴ of Child 1, Child 2 and Child 3 (dec)⁵.

General Formatting:

We recommend using the minimum number of fonts in the Order of Service and suggest that as a way to differentiate and identify different headings, text and names to use **Bold**, *Italics*, Underline or a combination **of all three** instead. Endeavour to keep the formatting simple and clear, remember that those with poor vision and the elderly may struggle to read the words to a hymn or reading if they are in a complex, hard to read font. Keep the formatting consistent too, keeping font size, margins, spacing and justification of text the same.

Printing:

Sadly, Mark J. Floyd Funeral Services are not printers with facilities for the creation and printing of Orders of Service; we do however have excellent, prompt, and economical local printers who are able to guide you through the formatting and printing process. Damon at Euroa Printers: 45-47 Railway Street, Euroa (03) 5795 1655 and Seymour Printers: 12 Station Street, Seymour (03) 5792 1565 will be able to answer all of your questions and provide an excellent service. Alternatively you may wish to use another printer or format and print your own but remember, unless you are extremely proficient at desktop publishing that scanning/editing photographs, formatting and aligning the text body, printing double sided and folding an adequate number of booklets within the timeframe required is usually beyond the appetite/capability of most grieving families.

How Many Do We Print?

It can sometimes be difficult to estimate the number of Order of Service booklets that you may require. It is important to keep in mind that the majority of the cost of the booklets will be the time required to do the start-up creation and formatting and whether 10 or 10,000 are eventually printed the same amount of time will be invested. Keeping this in mind we recommend erring on the side of generosity when deciding on how many copies you wish to order. Always order at least as many as you are catering after service refreshments for at the bare minimum.

Our staff will always keep sufficient numbers for the immediate family within the reserved seating set aside however, even when the best efforts have been made to share between couples the distribution of the booklets we often find ourselves running short well before the start of the service. We often have mourners who are unwilling to share a booklet or who wish to take multiples to send away to family and friends who may not have been able to attend and they can get particularly cranky with our staff when informed that there are none remaining. Considering that this may be the only place where the words of the hymns, prayers and readings for the service may be found by mourners, having sufficient for everyone is strongly advised.

Families will also often find that they are contacted in the days and weeks follow-

ing the service by folk wishing to get a/another copy or may wish to send some to relatives and friends so any surplus Order of Service will not go unused. Keeping all of these factors in mind Mark J. Floyd Funeral Services recommend “If you need 100, get 200, if you need 200 get 300.”

Eulogy Preparation and Presentation

How a Eulogy fits within a Funeral Service

Depending on the choice made between a Religious or Civil Service the Eulogy takes on a different significance.

During a Religious Service the focus is on the funeral rites, and conducted according to the format and liturgy of the particular faith. Personal input from the family is limited beyond helping in selecting the prescribed readings, hymns and prayers. The significance of the eulogy cannot be understated as it is the only time to make a personal statement about the deceased. However, due to the need to fit into an appropriate timeframe both the religious funeral rites and the eulogy the importance of getting the eulogy right is paramount.

As part of a Civil Service, the eulogy takes on a different significance. The personal aspect is primary and any religious or faith based content is secondary to the focus on the deceased's life. Therefore the freedom is afforded to be more expansive and detailed with the eulogy. However the risks are that without a well-planned process the eulogies can lose focus, be overly repetitious, over concentrating on some areas while underdoing others and exceeding the given time.

Remember a Eulogy's purpose is to focus on the LIFE of the individual, not their death. Keep this in mind and let it guide you, there is nothing wrong with telling a story that will make those listening smile, laugh and also cry.

How long should the Eulogy be?

As a general rule, during a religious service 5-10 minutes is a good guide, and for a civil service 5-15 minutes. A couple of minutes either way is not an issue, however a 20 minute eulogy during a funeral mass will likely see the service stretch to an hour and 15 minutes.

Alternatively, when conducting a civil service and there is only 2-3 minutes worth of personal information available, the service can finish in 15 minutes. The key is to work with the celebrant, minister or priest, and the funeral director to cohesively construct a service, managing every aspect to achieve the best result.

How to construct a Eulogy

Information is key when assembling a eulogy, family papers, (birth, death, marriage certificates), memoirs and diaries can be helpful. Also draw on the

don't know much about Dad's school years, but...' doesn't need to be said. If you are unsure or don't have information about something, it is ok to omit it completely, be *Definitely Vague* (Definitely vague is when if unsure whether someone went to school in Seymour or Shepparton you would instead say 'He was schooled in Northern Victoria') or present the most likely information as fact. You're not testifying at a trial, so keep in mind the flow of the narrative rather than a second by second detail accurate account.

- We would highly recommend against opening the floor up for an opportunity for any mourners in the congregation to come up and share their reflections. Whilst this seems like a very nice idea at first glance, it often gets out of hand. People are not prepared to deliver a eulogy and can end up repeating each other, getting side tracked or speaking about themselves instead, and the timeframe for the service can completely derail.
- Remember to have fun with it. That may sound funny to say, but the key is to focus on the happy times that made your loved one who they were and what made them so special to you and everyone who will be gathered at their funeral. It may seem a hard task to accomplish when everyone is so overwhelmed with grief so acutely at the funeral, but by following the tips within this booklet and incorporating your own individual touches you will produce a memorable and lasting tribute.

telling, typed notes are a strong foundation to work from. These notes often also become a treasured memento of the service for family members and friends who will request a copy due to the significance the eulogy had to them.

- Try to keep the number of speakers to a minimum if possible. As detailed above, sometimes it is hard to get information about times and experiences you were not present for, so if possible meet, speak with and take notes from those who do and incorporate their knowledge into your eulogy. Alternatively you can ask different people to come forward and speak on different topics. The key here is to strictly limit them to the section you wish them to talk about and how long they can speak about it for. Make sure they have notes that you have vetted (not only for content, but also to avoid cross over or repetition) and stick to them. The risk with having other people speak is that they may not stick to your timeframe, may relate inappropriate or unwanted stories, may change the focus of the eulogy from the deceased onto themselves, repeat almost word for word what has been previously said or perhaps worst pre-empt everything you were going to say after they had finished, leaving you with either nothing to say or just repeating what they had just said.
- A basic formula for each section of a eulogy is to briefly detail the chronology or timeline, then recount a personal reflection about this. Try to limit these reflections to a few brief (20 second) memories or one longer (45 second) unless you are prepared to drop some of these remembrances from other sections. Try to pick memories that exemplify the themes that you are trying to portray in the eulogy or the personality of the deceased. Try to avoid stories that are just there because they are a good yarn, if they don't add something to the overarching message of the eulogy then use something else. And not be afraid to use humour if it is appropriate.
- Be as inclusive as possible. Gather all of the children/grandchildren together if possible when talking about the relevant sections of the eulogy. If adding a personal reflection, try to ensure you pick one that is relevant to as many people as possible, not just yourself. It is advisable to sub-contract out different sections of the eulogy with the person delivering it to give it a final edit and collating all of the different threads of someone's life.
- Make sure to keep the eulogy material appropriate. This is especially true with any kind of religious service, but still an important consideration at any funeral. Cheeky humour, puns and allusion are usually acceptable, however there is no occasion in which swearing, sexual content or graphic descriptions of off colour items will be received well. Also, every family has it's dirty laundry, but the eulogy at a funeral is not the appropriate time to air it. Emotions run high when grief is raw but it is important to take the high road, compromise, and keep in mind what the deceased would want. Point scoring or subtle but not so subtle put downs between family members only lead to regret in later years and increased friction now.
- If you don't know something, you don't need to let everyone know. E.g. 'I

knowledge of others, siblings, work colleagues, friends, children, grandchildren and other family members as they may have more knowledge than yourself on a particular area of the deceased's life or provide another perspective.

There are usually 8 main sections to a eulogy. Some may be irrelevant to your particular circumstances, but for most people a structure similar to this is helpful. The reason for this is often simply just the chronology of events, and can be shuffled or changed.

The idea is to give a full and succinct life sketch, detail all of the major relevant points and information, and then include personal stories or memories that are relevant to that section.

Birth and Childhood

The simplest thing to do is start from the beginning. A good introduction is often with a brief family history, the deceased's parents meeting, their occupations and where they lived, leading to the birth of their child/ren. From there, detail the experience of growing up, where they lived, where they went on holidays, and the reasons behind that. This is where often as children or grandchildren are preparing the eulogy the perspectives of older family and friends becomes invaluable.

Tips for this Section:

Most of the time, someone significantly younger than the deceased is creating the eulogy, this is where it is important to have access to as much information as possible. Sometimes this isn't, but don't worry too much about that, just detail what is known in as ordered chronology as possible.

Schooling

A brief history of the scholastic achievements or lack of gives an insight into the choices made later in life and can often provide a moment of humour. Where did they go to school? How did they get there? Did they change schools?

Tips for this Section:

Again, this section is often hard to get first-hand information, so use it where it is available. Sometimes even the deceased's own information about this time can be incomplete due to their young age or the passing of time.

Early Working Life

When did they leave school and why? Did they undertake any further study, training or military service? What was their first job? Did they change jobs or careers? A brief timeline of their early working life and their lifestyle during these years. Cars/holidays/friends etc.

Tips for this Section:

First-hand accounts from the deceased often characterise this section, combined with the stories of siblings and cousins.

Marriage

When and where did they meet their partner? A brief history of their courting, the perspectives of their families and then the eventual marriage. Where and when were they married? Where was the honeymoon? Where was their first marital home?

Tips for this Section:

Both the perspective of the deceased and their partner can be really handy in getting a complete story of this time.

Children

The birth of the deceased's children often signifies many changes in the life of the deceased. Did they have to get a Family home? Did jobs change or working lives cease all together? The challenges of raising a family. This section is often the most full, as the family members creating the eulogy have more information and memories of this period than others. Holidays and trips, teaching them how to drive, food and cooking, discipline and punishments, the schooling and growing up of the children and their eventual leaving the nest and beginning their own lives.

Tips for this Section:

The important thing in this section is to get a cross section of information, and the perspectives of all of the children and the partner of the deceased.

Later Working life and Retirement

Detailing the golden years after the children had left home or become adults, the successes and triumphs/trials and the milestones that come in one's 50's and 60's up until their eventual retirement. Paying off the house, owning a business etc. Were they involved in community or sporting organisations, detail their history with them. Their friends and social lives are also areas to consider.

Tips for this Section:

Try to remain focused on the deceased's perspective, often the temptation is to tell stories that relate more to effects of the events on the story teller during this time rather than the deceased. And often with so much going on it is hard to detail it all in enough depth, if anything it is best to give a brief summary of each event than go into detail with one and skim the others.

Grandchildren

The birth of the grandchildren, and sometimes even great grandchildren, and their pride in becoming a grandparent. Memories from the grandchildren about the special times they have had with them, school holidays and special times of the year such as Christmas and Birthdays.

Tips for this Section:

This section is usually packed full of memories and stories. Try to be as inclusive

as possible in this. Try to include memories that the whole family can share in, instead of ones relevant to just one subsection.

Last Years and Final Memories

This is often the hardest and saddest part of the eulogy to create and deliver. Usually there is a point at which the deceased's final decline began, be it an illness or accident or just a general slowing down as age increases. A brief chronology of their illness, admissions, operations, and any major events. Did they move into a residential care, or where they cared for by family? And eventually moving to their final illness and passing. This is usually best followed by a short conclusion drawing together the major themes of one's life and a brief thank you from the family for the support and friendship in the past, present and future by those gathered and any special people.

Tips for this Section:

This section is the hardest to construct and deliver, and often it is hard to find the appropriate words and sentiments to convey. As hard as it may be, try to find something uplifting and positive as a message to leave with. A silver lining, no matter how small or faint, perhaps about being free from suffering and pain, being reunited with a loved one or how the strong and together the family has been through this trying time is a good way to bring light to the shade of ones passing.

General Tips

- Depending on the desired length of the funeral service, the eulogy may require some extra thought. As a general guide, from our experience the perfect time frame is between 40-50 minutes, with any funeral service in excess of an hour long tending to lose the focus and attention of the mourners. Keep in mind that religious rites can take between 20-40 minutes to complete, and that depending on the inclusion of any songs, hymns, audio/visual presentations or special items that are typically 5 minutes long each. It can be easy to include too much, and to blow out the service time by a fair margin. But there are ways of thinking cleverly by for example playing selected music either immediately before or after the service instead of losing time within it, allowing more time for the eulogy and any other special items. Also, sometimes some parts of the eulogy if very detailed or including multiple perspectives and speakers might be best saved until the refreshments after the service where they can be more informal and have no time limit.
- As a general rule, most people speak at 80 words per minute, so a word count or preferably a timed trial will give you a guide as to how long your eulogy is.
- Always write down in full long hand (preferably typed) what you are planning to say. This has several advantages. Should you become overwhelmed and be unable to continue, someone else can deliver the eulogy you have put so much time and effort into. If you get nervous and either have a mental blank or alternatively begin to wander and roam in your story