



Where every family is special

Lady Anne
FUNERALS



Multi Award Winning Funeral Home | 1300 74 00 74

Lady Anne Funerals

About Us

Where every family is special

Lady Anne Funerals established in 2006, was founded on the belief that every individual is unique, and therefore so too should be their Celebration of Life. At Lady Anne we have a respect for all faiths and cultures and pride ourselves on our continually evolving understanding of these individual practices and beliefs.

Thus in 2006, with this focus on families, and realising the need for an all-female, all Australian, independently owned and operated Funeral Home within the wider Sydney Community, Karen Laing entered the industry and Lady Anne Funerals commenced its operations. A small independent funeral home with a firm focus on family, breaking away from the ever-increasing monopoly of the funeral industry.

Lady Anne Funerals is based in West Ryde, where our single location can provide all the facilities and services essential for a funeral. Once in our care, families can be assured that their loved ones will be treated with respect and dignity.

Working in the industry since 1995, Karen has ensured a commitment to excellence in all aspects of the service we provide, arranging a personalised celebration for each individual whilst adhering to industry legal requirements. When choosing Lady Anne, you are choosing a complete service.

*Time will pass; these moods will pass;
and I will eventually be myself again.*



Our Team

The only way to do great work is to love what you do.

Lady Anne Funerals has a wonderful team of experienced Family Services Consultants and Funeral Assistants.

The team pride themselves on their 'can do' approach whilst offering solutions and guidance, to tailor a service to your needs.

Our patient talented team can organise all aspects of a funeral service including:

- Floral Tributes
- Music
- Vocalist
- Memorial Cards
- Photo Tribute
- Order of Service Booklets
- Celebrant or Religious Clergy
- Limited Webcasting,
- Catering

The team will be with you every step of the way.

"Great things in business are never done by one person, they're done by a team of people."

- Steve Jobs, Co-founder Apple

As with all matters of the heart, we know we have found it working with Lady Anne Funerals. And, like any great relationship, it just gets better and better as the years roll on.



Location and Facilities

Lady Anne Funerals is proud and honoured to service the Ryde Community and the surrounding areas.

Our facilities at West Ryde include a Registered Mortuary and Holding Facility, a Chapel with viewing facilities and Catering for small services within the single location. We house our vehicles including our White Hearse, Transfer Vehicle and Arrangement Vehicle.

Lady Anne Funerals, with our team of fully trained staff are proud to be the only locally owned and operated all female Funeral Directors in the wider Sydney Metropolitan Area.

Office: 904 Victoria Road, West Ryde NSW 2114

Our Family Consultant line is 1300 74 00 74 or 0410 484 480 for 24/7, 365 days of the year.

Everyday we must remind ourselves that we don't have to do what everyone else is doing. That's what makes us so different.

Death

Most people have difficulty accepting the finality of death. Despite its inevitability, death is a rarely discussed taboo subject, which inhibits questions being openly asked and valuable lessons in coping, accepting and healing being learned.

We encourage you to talk to your family about death. Perhaps you have a cultural or religious belief that is important to you, or a wish for a special song or venue. Maybe you have passed a funeral cortège while with children and hoped they didn't notice. Children can bring light and innocence to the discussion – they are fearless and honest, and by not treating death as a taboo subject you are helping them to grow emotionally mature and capable when death eventually happens in your family.

When families or communities plan and involve themselves in a funeral service they support each other allowing their feelings of love and loss to be expressed. The journey through grief, to healing and to finding a new 'normal', begins.

There are some who bring a light so great in the world, that even after they have gone, the light remains.

The Funeral Service

A funeral is the final opportunity for family and friends to say goodbye, express their love and respect for the deceased and to give support to each other.

The funeral will ensure the proper and legal burial or cremation of the deceased while also helping the bereaved face the reality of death, enabling them to take their first steps towards working through their grief.

A valuable aspect of the funeral service should be its individuality. Whether a ceremony is elaborate or simple, funerals are often aimed to reflect the life of the person who has died and to hold special meaning for family and friends.

The day, time and place of the funeral service will be determined by your Funeral Director, taking into consideration your preferences, the completion of necessary documentation, availability of the venue(s) and clergy or celebrant, and a reasonable period of time to organise, consolidate your requests and finalise all preparations.

If you need clarification of any aspect of the funeral service, it is wise to talk to your Funeral Director prior to the confirmation of all arrangements, so that any final adjustments can be made.

*Great things never came from
comfort zones.*



The Role of a Funeral Director

Primarily, the role of a Funeral Director is one of service. Our training and experience enables us to listen to your wishes for a funeral service, combine them with the practical needs and legal requirements resulting in a funeral service that is appropriate for you and your family.

Lady Anne Funerals is experienced in facilitating your needs at this most sensitive time and will guide you with compassion.

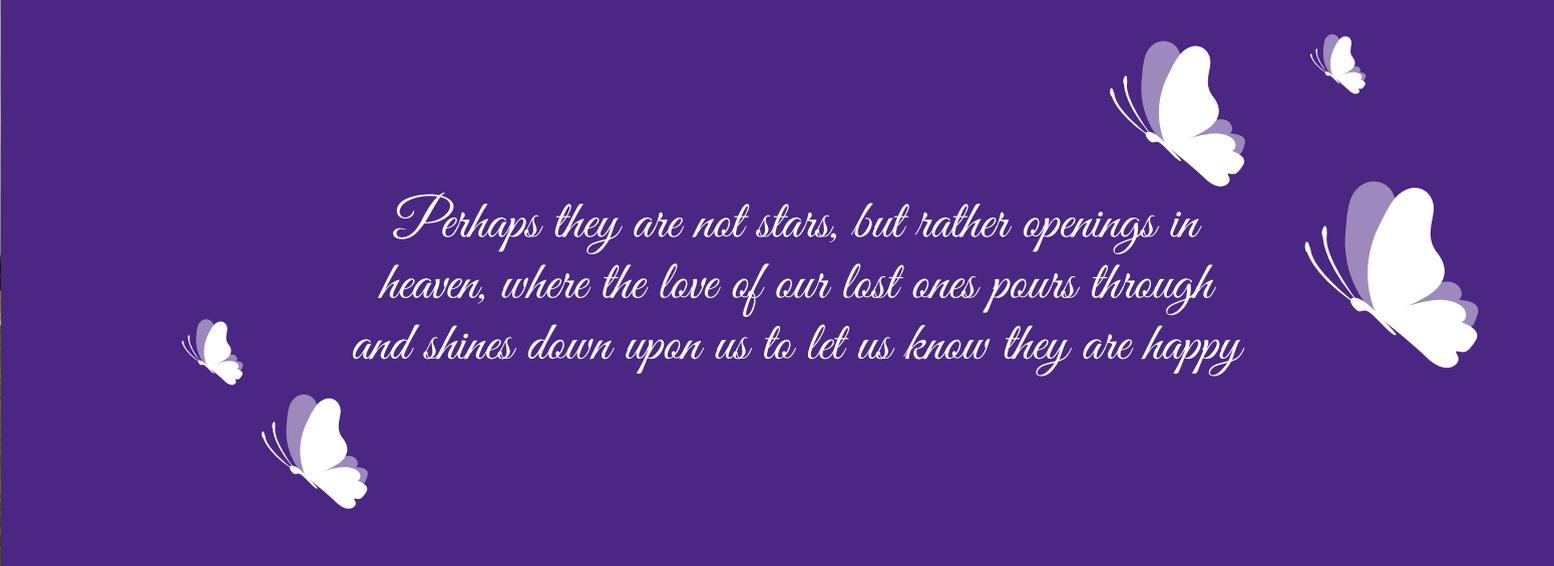
At your arrangement meeting, you will be provided a written quote detailing the cost of the necessary components for the type of funeral service you require. To which is added the cost of items and services you selected to personalise the funeral service.

Once you have met with the funeral director, the necessary tasks to create the funeral service commence. Many of these are listed below.

- Transportation of the deceased from place of death to the funeral director's mortuary.
- Mortuary care, preparation, dressing of the deceased, and placement in a coffin.

- Obtaining Medical and Cremation Certificates (if required) from the hospital or treating doctor.
- Completion and lodging of the Death Registration Form with the Registry of Births, Deaths and Marriages.
- Obtaining the official Death Certificate from the Registry of Births, Deaths and Marriages for the family or solicitor.
- Placement of press notices in the newspapers.
- Liaising with clergy or funeral celebrant.
- Organising booking times with church, cemetery or crematorium.
- Coordinate floral arrangements, church booklets, musicians etc.
- Conducting the funeral service.
- Preparation and issue of a final account detailing the cost of disbursements (which may have differed slightly from the original quote), including professional and service fees and merchandise you selected.

*Be bold, be brave, be strong, be happy, be free,
be silly, be original, be you.*



Perhaps they are not stars, but rather openings in heaven, where the love of our last ones pours through and shines down upon us to let us know they are happy

How to Arrange a Funeral

Here is practical information that will guide you through the process of arranging a funeral service.

What to do when someone dies?

The first decision you will make is, will the person who has died be Buried, Cremated or Repatriated? This determines the certification required from medical practitioners.

Hospital

If your family member has died in hospital, the hospital will need to know whether the funeral service will be burial or cremation. The Funeral Director will liaise with the hospital for the necessary certificates and organise the transfer from the hospital to their mortuary generally carried out during normal working hours.

Nursing Home or Aged Care Facility

When death has occurred in a nursing home or other care facility, it is possible that the Funeral Director will transfer the deceased to their mortuary without delay.

As most of these facilities do not have a refrigerated mortuary, it is why, on admission to a care facility you may have been asked to provide details of your chosen Funeral Director. This enables immediate arrangements to transfer the deceased from the facility to the Funeral Director's Premises.

We will liaise with the treating Doctor to issue the necessary certificates for burial or cremation.

At Home

If the death was expected, your doctor has probably discussed with you what will happen at the time of death. The Doctor should visit your home and will leave the Medical Certificates with you, which your Funeral Director will collect when transferring your family member from the home to their mortuary.

If the death was unexpected it is possible that the death will fall under the review of the NSW State Coroner.

In either case, you should call an ambulance immediately. Once the ambulance crew arrives at your home, they will either contact your family doctor or the Police. You will need to wait at home during this time.

If required, the Police will contact the Coroner's Office to transfer your family member from home to the Coroner's Mortuary.

Please contact Lady Anne Funerals at any time during this process for advice on who to contact and the procedures involved.

It is important to note that much of the funeral arrangement process can be carried out prior to the completion of the Coroner's role. It is prudent that contact be made with your Funeral Director as soon as possible who will liaise with the coroner regarding when the funeral can be conducted.

The law dictates the circumstances in which the coroner must be involved but generally a coronial investigation must be carried out when a person dies in suspicious or unknown circumstances or the person has not been seen by a doctor for more than six months.

But out of limitations comes creativity.

Details matter, it's worth waiting to get it right.

The Cost and Payment of the Account



There are three main components to the final cost of the funeral service:

1. The Funeral Director's Professional Fees - consists of our professional services and facilities, overheads and fixed costs, liaising with cemeteries, crematoria, newspapers, florist etc, and supplying a hearse and staff on the day of the funeral. They are available at any hour, day or night, providing trained personnel, advice and experience.
2. Merchandise Costs - this may include your choice of coffin, memorial book, urn, service booklets etc, provided directly by the funeral home director.
3. Disbursements - costs the Funeral Director pays on behalf of services provided by a third party.

The final costs of the funeral service will reflect the choices you have made.

Lady Anne Funerals have our own facilities in place for credit card or EFTPOS payment in addition to online banking funds transfer.

We recommend that you talk with your Personal Funeral Consultant about your needs and budget so that we can assist you with the best payment option.

Cemeteries and Crematorium



Our West Ryde location is central to several Cemeteries and Crematoria, including Macquarie Park Cemetery and Crematorium, Field of Mars Cemetery and Rookwood Cemetery and Crematorium, all located within a fifteen-minute drive of our facilities. Our service however is not restricted to these locations, and we also frequent areas around Frenches Forest, North Ryde, Matraville, Sutherland, Leppington, Rouse Hill and Minchinbury.

Repatriation



The return of a deceased person to their own state or country.



Every year, over 1,000 Australians die overseas and conversely many from abroad die in Australia with cruise ship deaths being very common.

Official procedure for Repatriation for either interstate or overseas can be overwhelming. The NSW Public Health Act 2010 and Public Health Regulation 2012 requires the completion of substantial documentation. The Consular General of the destination country assists with managing their country's mandatory regulations.

Lady Anne can promptly arrange cost effective repatriation and complete documentation removing any stress from you, guaranteeing your loved one's final resting place.

*Everyday we must remind ourselves that we don't
have to do what everyone else is doing.
That's what makes us so different.*



Pre Planning a Funeral

Prearrange Your Funeral

Planning is considered prudent in every aspect of life, and death should be no different. The real benefit of planning your funeral is the relief it provides for your grieving loved ones.

Those left behind are not burdened with all the decisions associated with a funeral when they are in no state to do so and will be grateful that some of the financial load is lifted as well.

Planning is as easy as talking to Lady Anne Funerals, getting to know them before you need them. Our knowledge and experience can be invaluable at this time.

Make a Will

Making a Will is wise for anyone of legal age, whether married, single or in a de facto relationship. A solicitor or the Public Trustee can advise and assist with the correct drafting of a will. Once made, it is recommended to review the contents periodically to ensure the will is kept up to date, especially if your personal circumstances change.

It is also wise to note your wishes in a more readily accessible document, in a place known to your family or legal representative. If you have pre-arranged your funeral service, it is of paramount importance that it be known to your family, and the documents be readily available (not kept with your solicitor, in a bank or other secure facility).

Talk to Your Family

If you would prefer not to pre-arrange your own funeral, it is important to discuss with your family the type of service you prefer.

This allows you to leave this world exactly the way you want to – right down to your favourite song, and to the flowers you've always loved.



*May you fly
with wings on
clouds so soft and
white, may your
heart be joyful
and your days be
bathed in light.*

Wills, Estates and Probate



Who wants to deal with all of this when someone has died? Emma from Winter Legal does. Emma has broad experience in providing advice and applying to the Supreme Court for a Grant Probate or Letters of Administration.

What is Probate?

As an Executor you may need to apply for "Probate" (or "Letters of Administration"). An application is made to the NSW Supreme Court for a Grant of Probate. Probate authorises the Executor to administer the Estate.

What is Required for Probate?

The following documents must be filed with the application for Probate:

- Original Will
- Death Certificate
- Summons
- Affidavit of Executor
- Statement of assets and liabilities of the Estate.

Occasionally additional documents are also required.

Do I Need Probate?

Banks, insurance companies and superannuation funds often require probate. However, sometimes funds can be released if they fall below the threshold.

Probate is required if real estate was owned in the deceased's sole name or as a 'tenant in common'. However, if real estate was owned as a 'joint tenant' it automatically passes to the surviving joint tenant, so a grant of Probate is not required.

An Executor can be personally liable in some instances, so it is important to obtain legal advice before dealing with an estate.

Organ Donor



Who can decide whether to donate the deceased's organs? The decision to donate the deceased's organs can only be made if the deceased never expressed an objection to having tissue removed or having their body/tissue donated. If you wish to donate your organs, register with the Australian Organ Register and let your family know you have done this.

Frequently Asked Questions



Q: Is cremation cheaper than burial?

A: Generally, a cremation is cheaper than a burial due to the cost of purchasing a new grave. However, you should discuss your wishes with your Lady Anne Funeral Director who will advise you on the exact cost according to your locality.

Q: Are there any religions which forbid cremation?

A: Yes, Orthodox religions and Muslims forbid cremation. Most Christian denominations, including Catholics allow cremation and it is the usual choice of Hindus, Buddhists, Sikhs and Parsees.

Q: Is the coffin cremated with the body?

A: Yes, in addition to NSW Health Regulations requiring that it is, it would be impractical and improper for crematorium staff to remove bodies from coffins prior to cremation.

Q: Is more than one coffin cremated at the same time?

A: No, the only exceptions permitted to this rule are in the case of a mother and baby, or twin children.

The rainbow is a promise of hope for you and me, and though the clouds hang heavy and the sun we cannot see, we know above the dark clouds that fill the stormy sky, hope's rainbow will come shining through when the clouds have drifted by.

Q: Are cardboard coffins allowed?

A: Yes, there are several companies who produce cardboard coffins which meet the regulatory requirements of the Australian Funeral Industry and NSW Health.

Q: Should children attend a funeral?

A: Whilst it is a very personal decision each family should make, children may feel left out if not included in the death/funeral process. We often underestimate our children's resilience and understanding their ability to accept and need to grieve.

Q: What is mortuary preparation?

A: Mortuary preparation involves washing and dressing, ensuring that the eyes and mouth are closed, applying makeup when appropriate and requested, styling hair and shaving as required. Embalming is a practice normally reserved for extended viewings, above-ground burials (crypts and vaults) and for those who wish to be repatriated.



WINTER LEGAL

HOW CAN WE HELP YOU?

- Compassionate family business
- Extensive experience in administering deceased estates
- Everything organised after one phone call (we can obtain the Will for you)
- Fixed fee and no hidden charges
- Advice you can understand and regular updates
- Promptly apply for Probate
- Offices in Parramatta and the Hawkesbury, home visits and appointments outside office hours
- Directly contactable solicitor available at all hours
- Free initial call/appointment

WHAT DO CLIENTS SAY?

“Emma was thorough and made sure everything was ticked off and understood... Emma was easy to contact and explained everything... I would definitely recommend Emma and Winter Legal”

- Anita

“The team were very professional, patient and supportive. I would highly recommend their services for anyone looking for a personal, caring experience. Thank you so much.”

- Lilli

“Ron and Emma are the best solicitors I have ever known. They get back to you promptly. They respect you as a client.”

- Lydia

“I have been blessed to meet you and have you help me throughout my case with your beautiful, calm and patient manner...”

- Gina



Contact is welcome via telephone, text or email

☎ 0415 677 407 - (02) 4580 9268 ✉ emma@ronwinterlegal.com

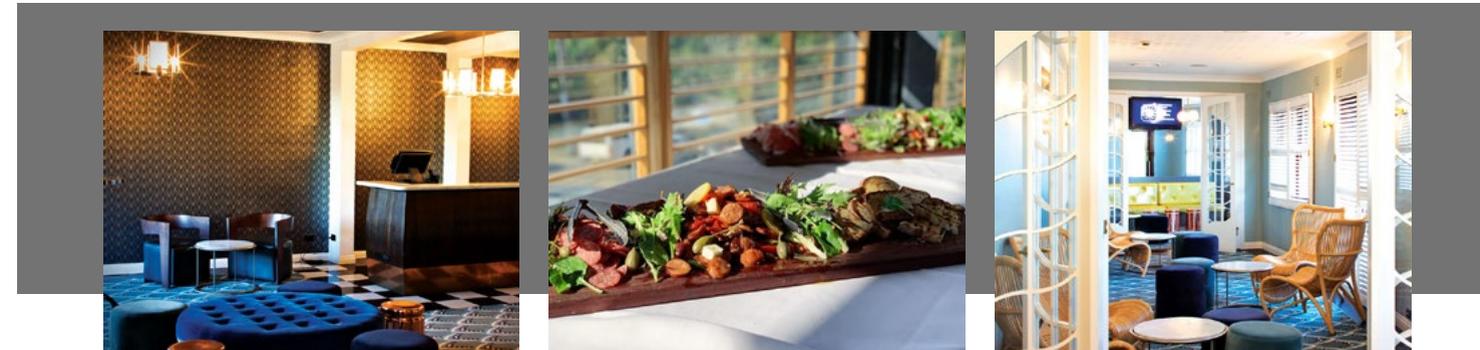
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**Our families.
Our community.**

For the last 30 years we have been privileged to share life journeys with families in our community. We would be honoured to support your family during your time of closure.

Ray White North Ryde | Macquarie Park
02 9889 0266
9 Avon Road North Ryde, NSW 2113



HUNTERS HILL HOTEL



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The Hunters Hill Hotel is a family owned and operated venue, with a range of private areas and spaces where you can celebrate the life of your loved ones. Let us take care of a stress free wake, where you can commemorate the life well lived of your loved one.

Life Celebration

We understand the importance of honouring those we love and are committed to ensuring the celebration of your loved ones life is befitting. North Ryde Golf Club has the best views in the area and the facilities to cater for 20 to 300 family and friends.

Our highly personalised service can help you make this a special event.



Twin Road North Ryde - Call 02 9887 4422 or email functions@northrydegolfclub.com.au



HELPING FAMILIES PLAN FOR PEACE OF MIND

Pre-paid funeral plans make sound emotional and financial sense.

Not only can they protect your loved ones from unnecessary stress at a difficult time, they ensure that your own wishes are carried out and your funds are secured.

Arrange an appointment today to discuss your pre-paid service.

Funeral Plan Management are proud to support Lady Anne Funerals.



FISCHER Ceremonies & Services



KEN & MANDY

Ken & Mandy Fischer value the opportunity of working with families and funeral directors to provide a respectful and personal funeral ceremony, in keeping with the family's wishes.

Their years of experience in caring for people, along with a warm and down-to-earth manner, give Ken and Mandy the ability to offer emotional and practical support in times of grief and loss. They are both funeral celebrants and ordained ministers and offer non-religious and religious services, as requested.

ken@fischerceremonies.com | 0418 200 499
mandy@fischerceremonies.com | 0418 203 878

fischerceremonies.com

PO Box 501 Croydon Park NSW 2133

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CEMETERY

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CEMETERY

We also cater for wakes & functions at people's homes, church halls or any other venues of choice



greenature
Artistry in Nature's Keeping

The 'Banana' casket features the elegance of various wicker tones, braided with dried sustainable fibres. Together with the durability of its material, the banana leaf, it is a popular and eco-friendly choice for a loved one.



Marilyn Morse Celebrant



Helping you create a service that uniquely honours the memory of your loved one.

Saying farewell to our loved ones is one of the most important events in the life of those we honour and love. Creating a beautiful funeral service takes time, and attention must be given to every detail in order to best capture a family's precious memories.

I understand that each family is unique and all funeral and memorial services should reflect the family's personal wishes and preferences. Listening and communicating have always been one of my strengths, and I have the ability to build strong relationships with people, ensuring each family receives the best personalised care, giving attention to the smallest of details.

0488 652 888 | marilynm24@live.com
marilynmorsecelebrant.com.au

CARL
CARLINGFORD SPORTS & RECREATION CLUB

Providing families with a warm and friendly environment where they can come and honour their loved one.

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Present this voucher to a member of our staff to redeem.*

Where every family is special

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Those we love remain with us, for love itself lives on.

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