

Peter Tobin

F U N E R A L S

Our Funeral Guide



A large, mature tree with peeling bark and a wooden bench in a park setting. The tree's trunk is thick and covered in patches of white and grey bark. Its branches spread out, with some leaves hanging down. A simple wooden bench is positioned in the foreground, partially under the tree's shade. In the background, there is a body of water and more trees.

*“Every life matters...
“Every funeral matters”*

Paula Tobin

CONTENTS

INTRODUCTION 2

A TRADITION OF SERVICE AND CARING5

DOVETON PARK FUNERAL CENTRE.....6

THE FUNERAL SERVICE ARRANGEMENTS.....8

LIVING WITH GRIEF11

PRE-PAID FUNERALS.....12

VIEWING THE DECEASED.....14

WHAT DO WE TELL THE CHILDREN14

CHOOSING A COFFIN OR A CASKET15

REFRESHMENT SERVICES.....15

LEGAL AND FINANCIAL ARRANGEMENTS.....16

PRIVACY POLICY.....17



Paula Tobin

When a death occurs many emotions will be felt. Most people do not have any experience arranging a funeral and may feel unsure of what to do.

We are here to support you and answer the many questions you will have.

My family has been caring for bereaved families since 1948 in providing professional funeral services. While we have the care of your family, we support you by allowing the time required together, to arrange the funeral that is appropriate to honour the life that has been lived.

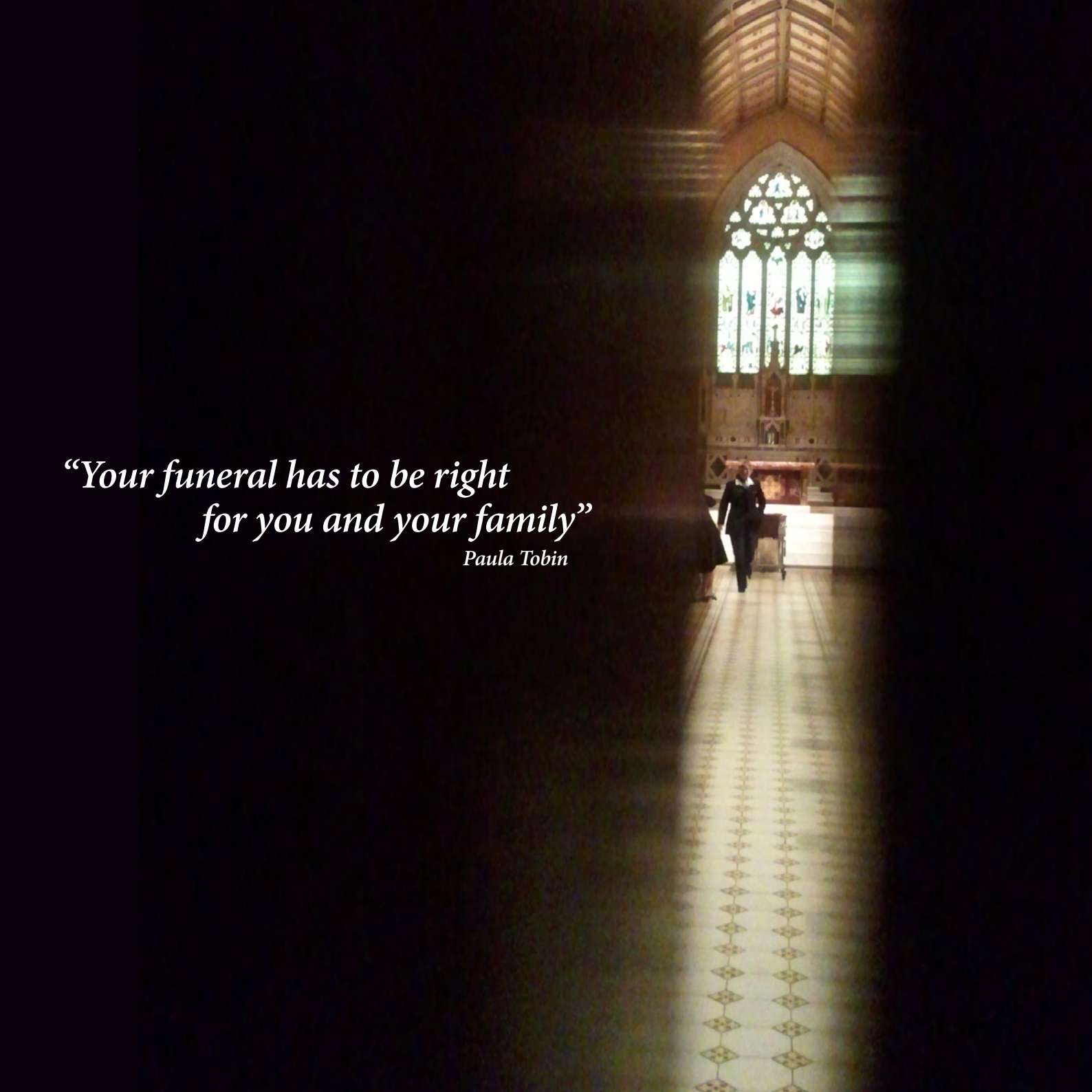
Together with a dedicated staff, we are constantly striving for excellence in everything that we do, to build on the treasured memories that your family hold, long after a funeral service ends.

This booklet is provided to offer advice and guidance with arranging a funeral.

We will always be here to assist you and your family.

Every family is important. Every funeral is important.



A photograph of a church interior, viewed from a low angle looking down a long, dimly lit aisle. The floor is covered in a patterned tile. In the distance, a person is walking towards the camera. A large, ornate stained glass window is visible at the far end of the aisle, allowing light to enter the space. The ceiling is high and features a wooden truss structure.

*“Your funeral has to be right
for you and your family”*
Paula Tobin

A tradition of service and caring



Annie & Noel Tobin



Peter & Faye Tobin

Peter Tobin Funerals is a family business which started in 1948 when Noel Tobin relocated his Maryborough funeral business to Ballarat, buying the firm of C. Wellington. In 1953, the business was consolidated at the location of the Star Dairy, 12 Dawson St South, with Noel's son Peter, joining him in 1957. Following

Noel's retirement in 1971, Peter and his wife Faye moved into the Dawson St premises where they lived with their four children until 1984.

The name of Peter Tobin Funerals was adopted in 1982 to coincide with the fulfilment of Peter's dream of providing a beautiful venue where every person, their customs and beliefs are respected.

The Doveton Park Funeral Centre was opened in 1984. Peter and Faye were joined by their daughter Paula in 1987.

Paula and her dedicated funeral staff proudly continue the family tradition of professional care to Ballarat families. Peter Tobin Funerals enviable reputation has been earned through its uncompromising standards of excellence in all aspects of funeral service.

Doveton Park Funeral Centre

Acknowledged as one of the most beautiful funeral centres in Australia, Doveton Park was the fulfilment of Peter Tobin's dream.

Set in a tranquil garden beside a lake, Doveton Park is a unique and ideal environment in which to celebrate and honour a life.

Over the years families have chosen to hold a variety of services including Christian, Jewish, Buddhist, Muslim, Sikh, Pagan, and non-denominational.

Our 7 acre property provides a range of locations for your ceremony, whether it be in our spacious indoor chapel with an open fire, the outdoor 'Albert Graham' fernery chapel, Peppers Point, The Waterfall Lawn, or a garden area.

Private beautifully appointed rooms are made available to meet with us to talk over the funeral arrangements. We are also able to come to your home if preferred, for you to gather with your family.

There is a large car park to accommodate vehicles on site.

The Doveton Park Funeral Centre is located conveniently across the road from the Ballarat New Cemetery and Crematorium.



*"From the first phone call to the
last handshake, it matters"*

Paula Tobin

The Funeral Service Arrangements

It may seem a daunting task to make so many decisions when a death occurs. Our role as your Funeral Director is to guide and assist you through the procedures involved with arranging a funeral.

The funeral is an important occasion to honour the life of and say farewell to a loved one. It is a way to express our beliefs, thoughts and feelings about the life of someone. It acknowledges the death, enables you to share memories, express your grief and celebrate the life lived with the support of your family and friends.

At the time of arranging a funeral service there are several decisions to be made. Depending on the beliefs and wishes of the deceased and your family, funerals are different.

For some, it is a celebration of one's life with a Civil Celebrant being engaged to tailor the funeral to your specific wishes and requirements. For others the funeral reflects cultural traditions or religious beliefs. We will liaise with your Church to coordinate any special requirements or ceremonies.

We will coordinate the time and location of the funeral, according to what suits you and your family. Different choices regarding a burial or cremation and the memorial options will be discussed. Whether viewings will be held, eulogies, refreshment options, what clothes are required, do you need birth certificates or documents, what about a death certificate?




Our aim is to assist you during the early stages of bereavement making it as bearable as possible for you.

You may be confident that the funeral arrangements will be arranged by our professionally trained staff allowing you to spend more time together with your family.

OUR SERVICES INCLUDE:

- dedicated professional funeral staff to assist you at all times
- arranging the transfer of the deceased to our funeral home from any location
- preparation and dressing of the deceased by our trained embalmer and mortuary staff
- collecting any necessary certificates and completing all statutory requirements
- assisting your family to compose newspaper notices and arrange for their placement in the nominated newspapers
- contacting a clergy member or civil celebrant
- coordinating the church, cemetery, musicians, refreshments, booklets, photo presentations, florist and any other requirements
- the use of all facilities at the Doveton Park Funeral Centre





*“Your funeral has to be right
for you and your family”*

Paula Tobin

Every person's grief is unique and their response to death can be different.

Immediately following the death of a loved one, you can experience a bewildering range of emotions such as disbelief, distress, shock, loss of self-esteem and confidence, relief, guilt, laughter, anguish and anger. Physical symptoms of grief such as sleeplessness, loss of appetite, numbness, disorientation, nausea or chest pain may also occur. This is normal.

Living with grief

Bereavement is something that needs to be experienced and gradually reconciled over time. It is very normal to feel as if you are on a roller-coaster of emotional ups and downs. There are no shortcuts to avoid or get through grief.

The months following a death can be a difficult and emotional time. Even though the feelings of disbelief may have faded and support from family and friends has become less apparent, your sense of loss, loneliness and grief can still be quite profound. There is no fixed time frame for when you will recover. Life has changed and will not feel the same again.

Take the time that you need, to heal. Do as much or as little as you feel you are able to each day while you readjust to life. Talk to your friends, speak about your feelings, say 'their name', tell stories, cry, laugh. Be patient and kind to yourself as you would to a friend of yours. Ask your friends to just listen. And they may need to keep listening for a long time.

Pre-paid and Pre-arranged Funerals

We all recognise that death will occur one day. That day may bring with it great sorrow and grief for our surviving family and friends.

Some simple practical arrangements made in advance may help to reduce the number of decisions for your family members, thereby reducing their pressure and stress.

You will have the assurance that your decisions and choices have been recorded. Your family may be relieved to know that all of your personal wishes have been adhered to with the specific arrangements of the funeral and have been pre-paid.


For people of retirement age, a pre-paid funeral plan will not affect entitlements as the amount is currently exempt from the income, assets and deeming tests.

Instalment payment options are also available.

There is an option of simply recording your personal choices for your funeral without pre-paying.

Nursing Homes often require notification of who your funeral director is. This is another step forward in your planning.

You are welcome to contact us for advice on arranging a pre-paid or pre-arranged funeral. We will work through your choices providing options and guidance to suit your individual situation.

A photograph of a garden pond. In the foreground, a wooden deck with two stone pillars sits on a grassy bank. The pond is filled with lily pads and pink flowers. A small black and white duck swims in the water. Lush green trees and foliage surround the pond.

*“It is important to me
that you are looked after”*

Paula Tobin

VIEWING THE DECEASED

To be entrusted with the care of your family is a great honour for us. Our trained mortuary and qualified embalming attendants prepare and dress loved ones with meticulous expertise and pride, regardless of whether a viewing is requested.

The decision to attend a viewing is a personal one that we respect. Taking the opportunity to say a last goodbye can be an important step in the grieving process.

While it may be confronting for some, it offers the opportunity to place mementoes, photographs, letters and other special items in the coffin either as a family or privately.

We offer separate rooms to provide family members the flexibility to view in private or remain with other members of the family who may choose not to view.

Viewing times vary for each family so we will arrange an appropriate time and day to suit your needs.

WHAT DO WE TELL THE CHILDREN?

‘Should the children come to a viewing?’ This is a question we are often asked.

Children are an important part of your family and are a part of what is happening. They will know ‘something is up’ regardless of their age and how you may try and ‘protect’ them.

The age of the children will determine how you may phrase information so that they understand. This may be the first occasion they have experienced a death. They will want to know what has happened - ‘why are you crying?’ ‘where is Grandpa?’

Keep it simple. Tell them the truth. ‘Grandpa has died’. Try and avoid ‘sleeping’ as a way of explaining death. Having died is very different to sleeping and should not be confused. The children may become afraid of going to bed and ‘sleeping’... look what happened to Grandpa!

Bring the children along and have a friend or family member present who will care for the children while you have your personal time with the deceased.

If the children ask to see ‘Grandpa’ it may be a good thing so they can see what ‘died’ looks like. You may view first and decide if you are comfortable with them coming in also.

The choice is yours. You know the children better than anyone. Please feel free to speak to our staff with any concerns.



CHOOSING A COFFIN OR A CASKET

We provide a wide range of high quality coffins and caskets from local and reputable Australian companies.

The main difference between a coffin and casket is simply the shape. Coffins are traditionally tapered at each end, while caskets are essentially rectangular.

The cost of coffins varies depending on the amount of timber, laminate, veneer and detail with each style. Colours vary from pale oak, rosewood, natural, walnut or painted to a personally selected colour. You may view the coffins on display at our Funeral Centre or on our website.

REFRESHMENT SERVICES

We offer the option of providing a range of refreshments by the fireside in our lounge area following a funeral service, whether the service is held at Doveton Park, your Church or other venue.

The benefits of allowing us to prepare the refreshments enable your family to concentrate on the ceremony without having to worry about preparing your home to receive numbers of visitors, together with the preparation of food, drinks, crockery and the unavoidable cleaning up afterwards. You will be able to greet those attending the service and leave us to attend to the refreshments and the catering details. We have a large menu to select from.



Legal and Financial Arrangements

When the funeral arrangements are finalised, you will be given an estimate of the cost and an explanation of our financial policy.

It is important to note the initial figure is only an estimate as some costs may not be known at the time. For example, the cost of newspaper notices. These will be provided in the final account.

The final funeral account will be forwarded seven days after the funeral which will include our fees and all disbursements paid on your behalf.

We request settlement within ten (10) days, with a clearly marked due by date.

In many cases trustee companies, solicitors and accountants acting for the estate will pay funeral costs directly. The person who signs the authorisation for a funeral to be conducted is the person legally responsible for payment of the funeral account.

We appreciate that sometimes families may not be prepared for unexpected funeral costs. If there are going to be difficulties with payment or a delay in paying some of the costs we will endeavour to be accommodating. However, please let us know before the funeral arrangements or as soon as possible afterwards.

Interest will be charged on accounts outstanding for more than 30 days.

Privacy Policy

Peter Tobin Funerals is committed to protecting the privacy of your family.

1. During the funeral arrangement personal information is collected from your family to assist with the arrangement and co-ordination of selected funeral services. Personal information about the deceased and your family may be provided to other organisations and individuals in order for funeral services and ceremonies to take place in accordance with the wishes of your family.
2. We also use this information in order to fulfil our legal requirements to:
 - a) register the death of the deceased in the appropriate state or territory.
 - b) provide information to solicitors or trustee companies in order to assist your family with estate matters.
 - c) facilitate claims for payment or compensation from government or private organisations.
3. We will not provide information about the deceased's cause or circumstances of death to any party other than personally to the immediate next of kin.
4. We will not provide information about the name and address or telephone number of family members to individuals enquiring by telephone or letter. We will encourage interested people to forward correspondence via our office.
5. We will not provide service details about any funeral arranged as a private funeral.
6. Information provided by families and discussions held or actions taken in relation to the arrangement of funerals and funeral services will be treated as strictly confidential by all staff.



DOVETON PARK FUNERAL CENTRE

1251 Doveton Street North Ballarat Victoria 3350

TEL 03 5333 3101 FAX 03 5331 2340

EMAIL info@petertobinfunerals.com.au

www.petertobinfunerals.com.au



AUSTRALIAN
FUNERAL
DIRECTORS
ASSOCIATION



SELECTED
Independent
FUNERAL HOMES



MEMBER OF
Family Business
Australia