



**Campbell & Sons**  
FUNERAL SERVICES

# ***With help at every step***

In this brochure you will find helpful information on what to think about if you are planning a funeral for someone who has died, or pre-planning your own or someone else's funeral.





*Proud to serve the Mosgiel,  
Taieri, Dunedin and greater  
Otago communities.*



*The Farewell Lounge at our  
Mill Creek Crematorium.*

# The importance of a funeral

*A funeral may take many shapes or forms depending on what is important to the person who has died, their beliefs, cultural needs, and many other personal preferences.*

The funeral ritual is far more important than a gathering of people, followed by a cup of tea and cake. It has real purpose in starting the grief process.

A funeral service can help us to:

- Acknowledge that someone has died and the reality of death
- Allow loved ones, friends and family, social groups and the larger community to come together to say goodbye
- Gives us support through coming together with those we love to support us
- Allows us to remember a life well lived, or a life cut short
- Gives us a time to reflect on the meaning of life and death
- The ceremony helps us to 'do', at a time when we often feel we don't know what to do
- Allows us to express grief consistent with the person's values, culture, faith and beliefs





# What makes us unique?

*Since Robert Campbell founded our business in 1895, four generations of Campbells have provided funeral care to families in the Otago region.*

The business is now in the hands of Robert's great grandson Clark, his wife Megan and a dedicated, professional team who continue the legacy of attention to every detail.

Our team take great pride in serving the local community - both within the Mosgiel/Taieri area and the greater Otago region.

At Campbell & Sons, we offer the largest funeral facilities in Dunedin. Our newly built crematorium, Mill Creek, offers a warm modern Farewell Lounge with North facing windows allowing views to the peaceful Memorial Garden and hills beyond.

At a time of loss, Campbell & Sons will guide your family through every aspect of the funeral, ensuring you get the celebration of life you wish for - with help at every step.



# When a death occurs

*Following a death, many people are unsure how to proceed. You'll find a timeline of events on the following pages to give you an idea of what happens and when. We hope the following information helps to guide you.*

## AT HOME

When someone dies at home, you should contact their doctor as soon as possible, who will arrange for a Medical Causes of Death Certificate to be issued. Most likely, if someone has been sick, the Doctor would have already been visiting. The next step is to contact us and we will assume responsibility for the deceased and organise their transfer to our funeral home.

## IN HOSPITAL OR RESIDENTIAL CARE

When a loved one dies in hospital or residential care, the staff will contact you to let you know your loved one has died. They will take care of the medical formalities with the Doctor. The next step is to contact us and we will assume responsibility for the deceased and organise their transfer to our funeral home.

## THE CORONER

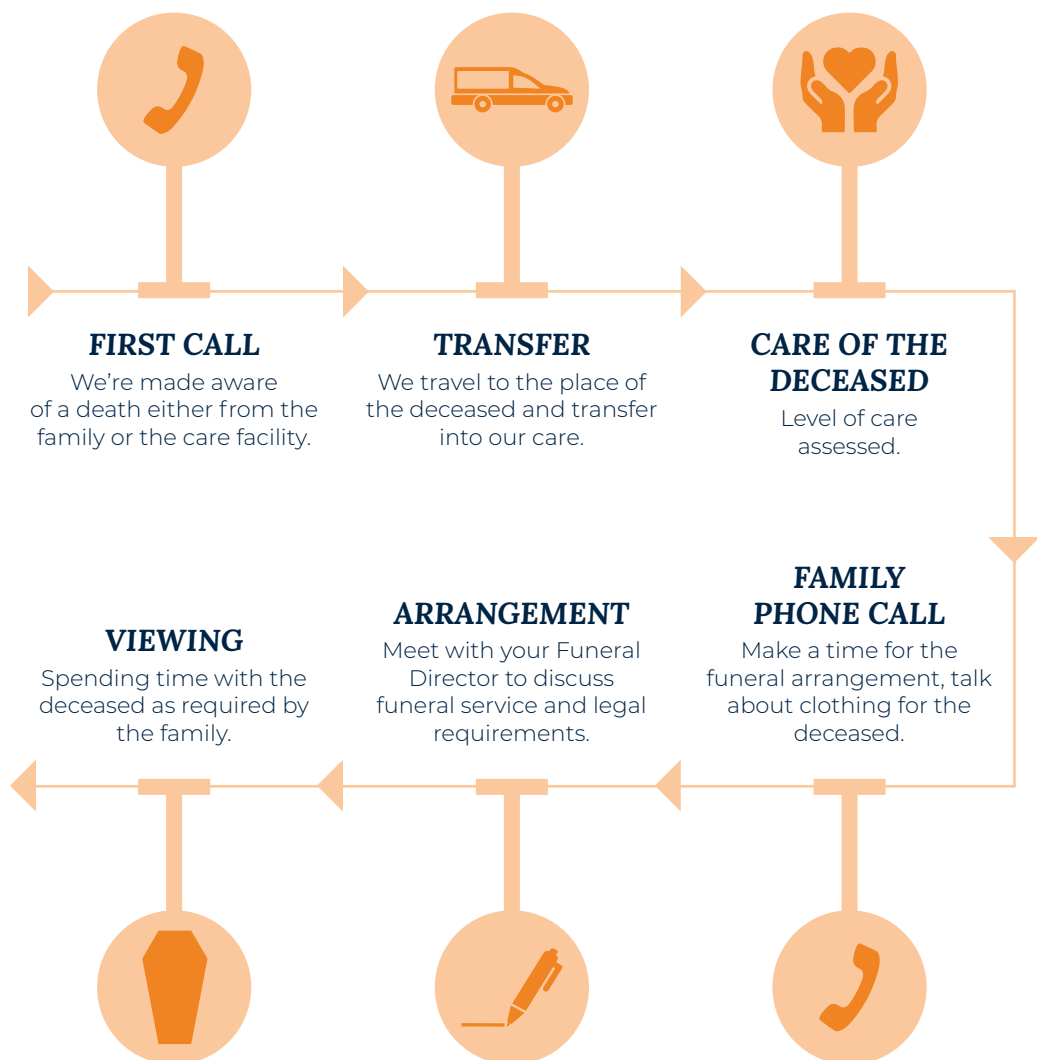
If your loved one dies unexpectedly, as the result of an accident or suicide, the Coroner may become involved. The Coroner's office will liaise directly with the family. While the deceased is still in the care of the Coroner, you can engage us as your funeral director. We will then make contact with the Coroner's office to let them know we will assume responsibility for the deceased once the Coroner has released the deceased from their care.

## LEGAL INFORMATION

At this point, you may wish to contact the solicitor holding your loved one's Will. They may be holding specific wishes that you need to know about. If you are unsure as to who the executors of the Will are, the solicitor will be able to confirm that information.

# Timeline pre-funeral

*A guide to the events that occur from the first phone call through to the lead up of the funeral service.*



# Care of the deceased

*From the moment of transfer into our care, your loved one is treated with respect and looked after with dignity. When we first talk with you, we will seek your permission for us to perform care for your loved one. By care we are meaning embalming.*

## EMBALMING

**What is it?** Embalming is the process of looking after the body after death. Embalming has three specific purposes: preservation, presentation and sanitation.

**Preservation** - allowing us to halt nature for a time so you can spend time with your loved one and/or gather family from near and far.

**Presentation** - often allowing us to restore some dignity to someone who has been battling illness before their death. We are able to care for them by dressing them and placing them into their casket.

**Sanitation** - ensuring it is safe and hygienic for anyone wishing to spend time with the deceased.

## OTHER CONSIDERATIONS

- If there is a wish for no embalming, we will certainly listen and respect those wishes and also provide you with our professional knowledge of what that may mean for you
- Our minimum standard of care: We believe everyone who comes into our care should be treated with dignity and respect. Part of this care involves us washing, closing the eyes and mouth, dressing and placing in a casket.
- Will your loved one remain in our care for viewing or will they spend time at home before the funeral service
- Clothing: including underwear, socks, shoes, glasses and dentures
- Jewellery: is it to stay with your loved one or be returned to you
- Providing us with a recent photo of your loved one will guide us with presentation



# Planning a funeral

*A funeral is a tribute – an opportunity to publicly express love and respect for the deceased and begin the grieving process. Campbell & Sons are here to provide professional help and experience at one of life's most challenging times.*

## EVERY FUNERAL IS A UNIQUE EVENT

Campbell & Sons are dedicated to personally helping you create a celebration of life that reflects and honours the memory of your loved one. We are here to advise, but we put no limits on how you wish the service to proceed. Planning means assisting you to bring your hopes and ideas into reality.

We will provide complete support for your family. A qualified funeral director will guide you through every part of the process, whether co-ordinating the event itself, liaising with all other service providers: newspapers, clergy, celebrant and any legal requirements.

Keeping you financially informed is important to us. We will tailor our services to meet your needs and budget. We will provide you with an estimate of expenses in the days before the funeral service, ensuring there are no financial surprises.

Our skilled team of professionals will help you create the funeral service you desire that is appropriate for your loved one, and meaningful for your family, friends and community.

## FUNERAL SERVICE CONSIDERATIONS CAN INCLUDE

- Casket choice
- Venue selection
- Newspaper notice(s)
- Who will lead the service: clergy, celebrant or other
- Casket flowers and/or items for placing on casket
- Media elements: photoshow, service sheet, music, hymns, live streaming (see over leaf for further guidance on media options)
- Catering numbers and menu selection
- Pall Bearers (6) and reserved seating
- Hearse options



# Our venues

*Campbell & Sons is proud to operate one of Dunedin's finest funeral venues but can assist you organising a service anywhere you wish. Your choice of funeral venue should reflect the needs of your family, as well as your beliefs and personal traditions.*

At Campbell & Sons, we offer the largest funeral facilities in Dunedin – able to cater for services ranging from 1 to 800 people in a variety of settings. Where a large funeral is being planned, we have an audio-visual link to the adjoining Coronation Hall, where more than 400 additional attendees can be accommodated.

Our Main Chapel is a spacious and peaceful venue, with seating for 270 and room for up to 400 attendees. Our Chapel Foyer is ideal for a smaller group, hosting up to 40 people. A more intimate atmosphere in our Reception Lounge can be achieved hosting up to 25 people.

Our local, newly built crematorium, Mill Creek, holds a modern Farewell Lounge with seating for 35 and room for up to 60 people. The North facing windows allow views to the peaceful Memorial Garden and hills beyond.



# Off-site venues

*Additional to our three choices for an on-site service at Campbell & Sons, we can just as easily assist you with planning a funeral service at an off-site location.*

Campbell & Sons can arrange a service anywhere of significance for the deceased. A church may be the appropriate setting if they were a member of a congregation. Sometimes the setting might be at the family home, sport or social club, or somewhere else that was important to them.

## VENUE IDEAS AND CONSIDERATIONS

- How many people does the venue need to hold?
- Do you want to choose a venue/location significant to the deceased?
- Seasonal/weather considerations
- Multi-media requirements: does the venue have the media set up you require? (photo slideshow, video tributes)
- Traditional venue options: funeral home, church, community hall
- Non-traditional options: local beach, family home, sports ground/clubroom



# Catering

*Catering facilities are available for you to use following a Funeral Service at our premises. We invite you to use our venue to enhance the occasion and share fellowship with friends and family. Off-site catering is also available for services at Churches or other venues.*

When arranging catering, confirmation of your requirements at least TWO DAYS prior to the Funeral Service would be appreciated.

## **OUR CATERING OPTIONS CAN INCLUDE:**

- Tea, coffee, juice
- A selection of sandwiches
- Hot or cold savoury items
- Locally made slices or cream cakes
- Fruit or sushi platters
- Food intolerances and allergies can be catered for upon request
- Catering staff and off-site catering are available
- A favourite item can be added to the spread if it reflects a little of your loved one's hospitality
- We welcome your input and ideas around catering to make the event memorable to you and your family

For pricing information, please speak with your Funeral Director.



# Media

*There are many creative elements that can be part of your funeral service. The design team at Campbell & Sons have extensive knowledge and experience that can be utilised to create a unique, personalised touch: service sheet, photo slideshow, video tributes, memoriam books and live streaming ~ we can cater our creative services to your family's needs.*

## PRINTED MEDIA

We have a suite of service sheet options, from the traditional to tailored - our team will work with you and your family to design something that reflects the personality and life of the deceased. The service sheet is an important part of a funeral service, often stored as a keepsake by funeral attendees to later reflect on.

We also offer a personalised memoriam book, to be signed by attendees at the funeral service. These are handmade by a traditional, local bookbinder.

## AUDIO/VISUAL MEDIA

- Photo slideshow: for before, during and/or after the service
- Preparation and presentation of video tributes from family and friends
- Funeral service recording
- Graveside recording
- Live streaming for family and friends unable to attend in person

# Cost of a funeral

We want to work with you in creating a memorable funeral and this includes working to a budget if required. Hence, what a funeral costs can vary from family to family. As funeral directors we often make payments on your behalf to a number of third parties involved in the funeral process, so our invoice is not exclusively the cost of using our services. Rather, we offer you the convenience of only having to worry about one invoice at the end of the process rather than having multiple accounts to settle.

An example of decisions which impact the cost significantly include: burial or cremation, casket selection, whether or not you serve refreshments after the service and the media requirements you choose.

To help illustrate the potential costs involved in a funeral, we offer 5 scenarios of how the choices made can vary the cost.

## SCENARIO ONE

**From \$13,550\***

A funeral at our Mosgiel Chapel followed by afternoon tea in the Reception Lounge. Costs include:

- |  |                            |                        |
|--|----------------------------|------------------------|
| - Professional services  | - Transfers                | - Casket (Classic)     |
| - Casket flowers   | - Embalming/viewing        | - 1 newspaper notice   |
| - Service sheets (100)   | - Memoriam Book            | - Reflection slideshow |
| - Video recording  | - Catering 100 people      | - Cremation fee        |
| - Doctor's fee   | - Celebrant/Minister's fee | - Live Streaming       |
| - Registration of death and death certificate (Internal Affairs) |                            |                        |

## SCENARIO TWO

**From \$11,550\***

The family want the service at their local church led by their minister, followed by a private cremation. Costs include:

- |  |                     |                      |
|--|---------------------|----------------------|
| - Professional services  | - Transfers         | - Casket (Classic)   |
| - Casket flowers   | - Embalming/viewing | - 1 newspaper notice |
| - Service sheets (100)   | - Memoriam Book     | - Video recording    |
| - Cremation fee  | - Doctor's fee      | - Minister's Fee     |
| - Church gratuities  | - Ash urn           |                      |
| - Registration of death and death certificate (Internal Affairs) |                     |                      |





## SCENARIO THREE

### From \$16,800\*

The family want a funeral at the local rugby club on a Saturday followed by a burial in a new plot at Greenpark Cemetery. Costs include:

- Professional services
- Transfers
- Casket (Eco Pine)
- Embalming/viewing
- 1 newspaper notice
- Service sheets (100)
- Memoriam Book
- Video recording
- Grave marker
- New plot/Interment fees (DCC)
- Celebrant/Minister's Fee
- Audio/visual equipment hire
- Registration of death and death certificate (Internal Affairs)

## SCENARIO FOUR

### From \$11,400\*

The family want a very simple, private service with refreshments at our Mosgiel Chapel, followed by a private cremation. Costs include:

- Professional services
- Transfers
- Casket (Classic)
- Casket flowers
- Embalming/viewing
- 1 newspaper notice
- Video recording
- Celebrant/Minister's Fee
- Doctor's fee
- Cremation fee
- Catering 30 people
- Registration of death and death certificate (Internal Affairs)

## SCENARIO FIVE

### From \$6,050\*

The deceased person did not want to have a funeral service. Their wish was a cremation with ashes returned to the family. Costs include:

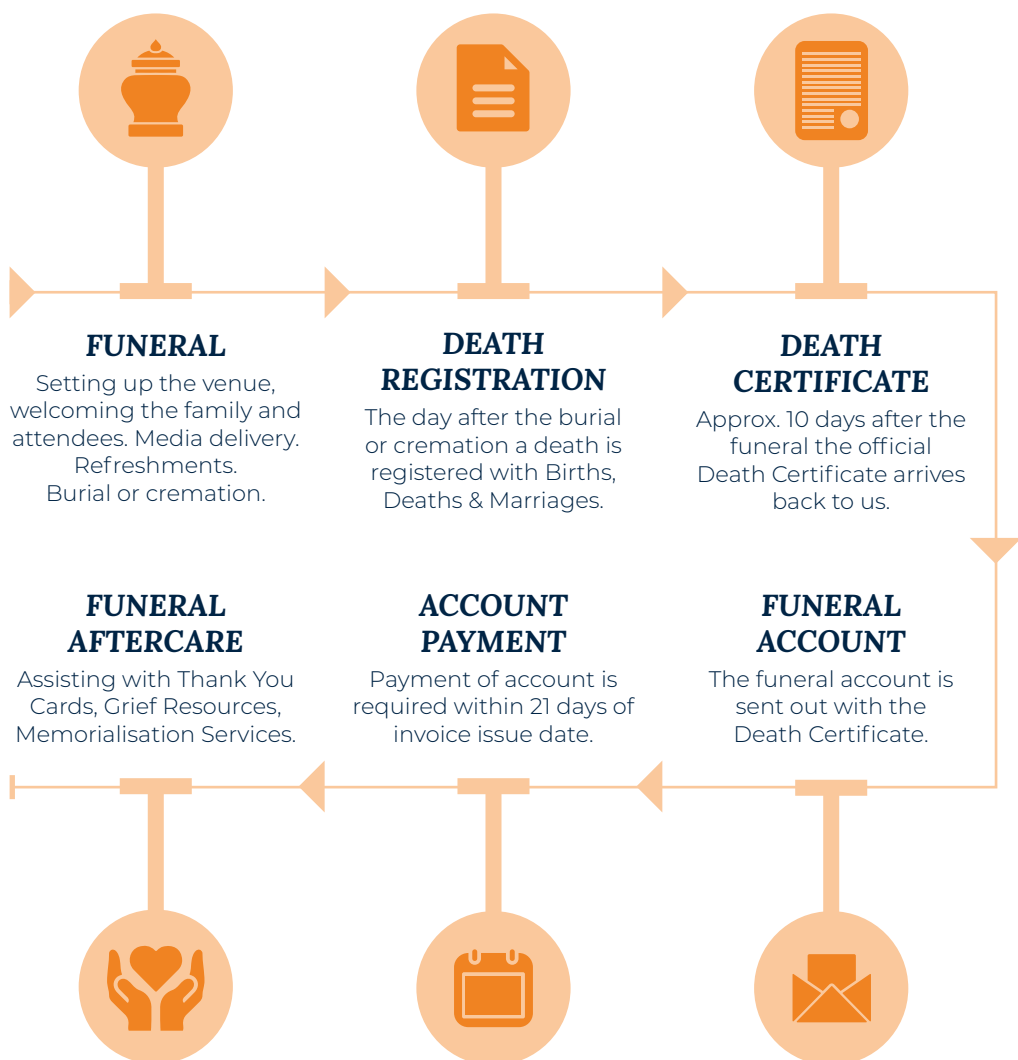
- Professional services
- Transfers
- Casket (Farewell)
- Cremation fee
- Doctor's fee
- Registration of death and death certificate (Internal Affairs)
- Minimum standard of mortuary care (refer to page 7: Care of the deceased)

**For more information about the costs associated with a funeral service visit our website or give us a call.**

\*Prices subject to change without notice. Prices include GST. An account fee is applied to all accounts but removed if paid by the account due date. Updated May 2025.

# Timeline post-funeral

*A guide to the events that occur from the day of the funeral, through the financial obligations to our aftercare services.*



# Helpful information

## DEATH CERTIFICATE

A death is registered with Births, Deaths and Marriages on the day or the burial or cremation. This generates the New Zealand Death Certificate, and usually takes 7-10 working days to come back to us. We will send this out to the person or organisation, as instructed by you. Please let us know if you require additional certified copies.

## COMPASSIONATE AIRFARES

It is possible to apply to Air New Zealand for a compassionate airfare, provided you meet their criteria, or for a partial reimbursement if the fare has already been paid for. We can assist you with this process, if needed, by providing a letter with the required information.

Contact Air New Zealand directly for further information: 0800 737 000 or [airnz.co.nz/compassionate-fares](http://airnz.co.nz/compassionate-fares).

## FINANCIAL ASSISTANCE - WINZ AND ACC

A funeral grant to help cover some of the costs of the funeral can be applied for under certain circumstances. The grant is asset and income tested. Further Information is available at: [workandincome.govt.nz](http://workandincome.govt.nz), or by calling 0800 559 009.

If a death is the result of an accident then ACC may assist with funeral costs. An application form needs to be lodged with ACC. Further Information is available at: [acc.co.nz](http://acc.co.nz) or by calling 0800 101 996.

## WHO TO NOTIFY IN THE DAYS AND WEEKS FOLLOWING A DEATH

A number of institutions and providers may need to be notified of the death. These may include: banks, insurance, power and telephone companies, WINZ, IRD, and/or ACC (if receiving pension or any benefits), and any clubs or societies of which your loved one was a member. You may need to provide a copy of the Death Certificate to some of the above providers.

We can assist you with any of the above if required.

# Coping with grief

*Grief affects every one of us and every aspect of our being. The impact of grief can be felt physically, mentally and emotionally and sometimes we don't know how to manage these responses, which can be very overwhelming.*

Having to deal with grief changes us. But over time we can use grief as an opportunity to learn more about ourselves and what really matters to us, which can result in feelings of strength and personal insight.

If you have lost someone that was an important part of your life, you may feel grief for a long time. Letting people know you need help, and accepting support when offered, can be a crucial part of working through your grief.

If over time you feel nothing is working and you can't see a way through your grief, you may need professional support (like counselling).

Understanding that grief takes time and every grief experience is unique can help to relieve feelings of stress or anxiety about whether our feelings are normal.

Those closest to us don't always know how to cope with supporting someone through a grief process. You may find support in a place that surprises you but try to remain open to any offers of help that come your way and more importantly, don't be afraid to ask for help if you need it.

You will grieve in your own time and in your own way. Allow that process to happen, even if it feels uncomfortable, and trust that time will heal. It may feel like you are stuck in your grief at times, or that you keep falling back into how you felt when the death first happened. There will be times when it feels as if life will never be the same again. In truth, it never will be the same as it was before, but that's ok.

Again, don't be afraid to reach out for help if you need it. The support of another person is invaluable during this challenging time.

Please ask us if you require further information about the grief process and what resources are available to help you cope at this challenging time.

# Self-care

*Looking after yourself is one of the most important steps in coping with grief. Here are some examples of small actions you can take to alleviate overwhelming feelings:*

- Seek help from someone you trust
- Eat nourishing food
- Accept help when offered
- Sleep, or rest if sleep is challenging
- Cry when you need to
- Be gentle with yourself
- Be kind with your self-talk
- Talk about your loss
- Do some gentle walking with a friend
- Keep hydrated but avoid alcohol
- Take one day at a time
- Keep a journal of your experience
- Try to focus on things you are grateful for
- Find joy in small things
- Consider joining a support group
- Spend time with people who have had a similar experience

*Those we love never truly leave us.  
There are things that death cannot touch.*

**- JACK THORNE**

# Urns, Keepsakes & Memorialisation

## ASHES

Following a cremation, the ashes of your loved one are returned to the funeral home within 2-3 days and can remain for a period until a decision is made regarding their final resting place. Whether it's scattering, interring in a cemetery, or keeping them at home, we are happy to assist you through the process. We stock (or can source) a variety of urns, scattering tubes, jewellery and other keepsakes to suit your specific requirements.

## ACKNOWLEDGMENT NOTICES & CARDS

After the funeral service, it is common to want to acknowledge the gifts and generosity of friends and family. Campbell & Sons can create personalised acknowledgment cards on request and/or provide you with assistance in placing an acknowledgment notice in the newspaper.

## HEADSTONES & PLAQUES

Headstones and Plaques are a lasting tribute, providing a point of focus for mourning and a record for future generations.

Campbell and Sons can provide advice and assistance in the personalisation, purchase and erection of granite headstones, as well as granite, brass, bronze and Returned Services plaques. We can also arrange additional inscriptions and restoration of existing monuments.

We have sample plaques in our funeral home for guidance, or you can contact:

### **Dunedin Monumental Masons:**

150 Kaikorai Valley Road, Dunedin  
[www.headstonenz.co.nz](http://www.headstonenz.co.nz) or (03) 476 400

### **John Swan and Co Ltd** (Cast Bronze Plaques only):

366 Moray Place, Dunedin  
[www.johnswan.co.nz](http://www.johnswan.co.nz) or (03) 477 2064







# Pre-planned funerals

*A little advance thinking allows you to make important decisions in your own time, free from the stress and anxiety that surrounds bereavement.*

Benefits of pre-planned funerals include:

- Ensuring your preferences and choices are clear to those organising the service
- Pre-paying towards a funeral through The Funeral Trust can relieve financial pressure on family at a difficult time

## **FDANZ FUNERAL TRUST**

A Funeral Trust plan allows you to set money aside, in trust, for your final farewell or for that of a loved one.

Prepaying towards a funeral means when the time comes loved ones can gather together, support one another, and remember and celebrate a life, without the responsibility of making difficult choices in very emotional circumstances.

For more information visit [www.funeraltrust.co.nz](http://www.funeraltrust.co.nz) or contact us.

## **PRE-PLANNED FUNERAL REGISTRATION FORM**

Overleaf you will find a Pre-Planned Funeral Personal Details form. This form is used to gather personal information about a deceased person and is required by Internal Affairs for Death Registration purposes.

This form can be completed as part of organising your pre-planned funeral, or by a family member on behalf of someone who has died, as part of a funeral arrangement. Your Funeral Director will guide you through this process if this is for an actual funeral arrangement.

As part of a pre-planned funeral, this information can be kept safely with us until it is needed. Or you can store it with the family members responsible for the decisions about your funeral.

Please ask us if you require any help completing this form.

# Pre-planned funeral form:

Personal details:

REQUIRED BY INTERNAL AFFAIRS FOR REGISTRATION PURPOSES

For the purposes of this form, please answer the questions relating to the person who has died or the person you are making pre-arrangements for.

Full name:

Full name at birth: (if different from above)

Date of birth:        /        /

Place of birth:

Residential address:

Suburb:

Town/City:

Postcode:

Occupation:

Are any of these titles held?    JP ☐        Honours ☐        Marriage Celebrant ☐

Ethnic group/s:

Descendant of NZ Maori: **Y** / **N**

If not born in New Zealand, year of arrival in New Zealand:

Father's full name:

Father's occupation:

Mother's full name:

Maiden name:

Mother's occupation:

Relationship status:

Married ☐

Civil Union ☐

De Facto ☐

Separated ☐

Divorced ☐

Single ☐

Partner deceased ☐

Never in a legal relationship ☐

First marriage/civil union (to whom - include surname before relationship formalised):

Age married:

Place of marriage: (town/country)

Your spouse's date of birth (if living):        /        /

Second marriage/civil union (to whom - include surname before relationship formalised):

Age married:

Place of marriage: (town/country)

Your spouse's date of birth (if living):        /        /

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Living son's date/s of birth:

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Deceased son's age (at time of their death):

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Living daughter's date/s of birth:

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Deceased daughter's age (at time of their death):

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Which legal firm is the Will held with? (if there is a Will)

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Will Executor name:

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Funeral plan held with:

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Cremation ☐ Ash instructions:

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Burial ☐ Which cemetery? New Plot ☐ Existing ☐

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Funeral venue: Campbell's Chapel ☐ Church ☐ Other:

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Service conducted by: Funeral celebrant ☐ Clergy ☐ Other:

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## Returned Service Person's Details:

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Service number: Overseas ☐ and/or NZ Service ☐

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Which war? Rank:

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Unit or regiment:

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## Your wishes:

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# Homework check sheet

During a funeral arrangement, your Funeral Director will guide you through the information we need to organise the funeral service. Below is a check sheet with some timeframes of the remaining decisions/information required.

## Registration details for Births, Deaths & Marriages

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Other details to be confirmed:

Required by:

[illegible]



# Media Assets

Required by:

Service sheet photos \_\_\_\_\_

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Reflection (slideshow) photos \_\_\_\_\_

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Video tribute \_\_\_\_\_

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Music \_\_\_\_\_

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Other \_\_\_\_\_

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## Notes

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**Campbell & Sons**  
FUNERAL SERVICES

***Campbell & Sons Funeral Services***

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New Zealand

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[campbellandsons.co.nz](http://campbellandsons.co.nz)



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Caring In our Community

**Funeral Directors**  
ASSOCIATION OF NZ

MEMBER

