



RESTHAVEN
Funerals

Funeral Planning Guide

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When someone you love dies, there is often a lot to think about and many decisions to make. During such an emotional time, it can feel overwhelming to know where to start.

This booklet has been created to help guide you through the funeral planning process, answer common questions, and provide practical information when you need it most.

At Resthaven Funerals, we understand that every life is unique and every farewell should be too. Whether you're planning ahead or arranging a funeral now, our caring team is here to support you every step of the way.

There is no right or wrong way to farewell someone you love. Together, we'll help you create a service that reflects their personality, values, culture, beliefs, and the life they lived.

We hope this booklet provides reassurance, guidance, and support as you navigate the days ahead.

The Resthaven Team

Professional Standards You Can Trust

Choosing a funeral director is an important decision. It helps to know that the people caring for your loved one are committed to recognised professional standards and ongoing education.

Resthaven Funerals is proud to work alongside industry organisations that promote excellence, ethical practice, and continuous professional development within the funeral profession.

Funeral Directors Association of New Zealand (FDANZ)

FDANZ members are committed to providing professional funeral services to families throughout New Zealand. Membership reflects a commitment to quality service, professional conduct, and ongoing education.



New Zealand Embalmers Association (NZEA)

The NZEA supports qualified embalmers throughout New Zealand and promotes the highest standards of embalming practice, professional care, and ethical conduct.



Both organisations play an important role in supporting funeral professionals to provide the highest standard of care to the families they serve.

For more information, visit:

- funeraldirectors.co.nz
- nzembalmers.org.nz

Our Values

Caring for Families, Honouring Lives

At Resthaven Funerals, people are at the heart of everything we do. We understand that every family is different, and every farewell should reflect the individual being remembered. We believe in taking the time to listen, understand what matters most, and provide guidance that feels supportive rather than overwhelming.

Our commitment is to provide compassionate care, thoughtful service, and professional guidance throughout every stage of the funeral journey.

Whether your family wishes to follow long-established traditions or create something entirely personal, we will work alongside you to ensure your loved one's life is honoured in a meaningful way.

Pre-Planning

Our goal is simple: to help create a meaningful farewell while supporting you every step of the way.

Planning Ahead

Taking the Time to Plan

More people are choosing to plan their funeral in advance. Planning ahead allows you to record your wishes, make informed decisions, and ease some of the burden your family may face in the future.

For many people, pre-planning isn't about focusing on death. It's about making things easier for the people they care about most. Having your wishes documented can provide comfort and reassurance for family members when the time comes.



Benefits of Pre-Planning

- Your wishes are clearly recorded.
- Family members have guidance when decisions need to be made.
- Important details are not left to guesswork.
- Financial arrangements can be discussed in advance.
- You gain peace of mind knowing your preferences are understood.

Pre-Paid Funerals

Some people choose to pre-pay part or all of their funeral expenses. Our team can explain the available options and help you decide whether pre-payment is right for you.

We plan for nearly every financial eventuality we may face in life - investing for retirement and having health, house and contents insurance. Yet when it comes to funerals, many of us don't like to think about them, let alone plan for them in advance.

Planning and paying for your funeral in advance may seem a difficult task to face, but like making a will, the ideal time to make these plans is well beforehand, without worry or stress.

The Funeral Service

Bringing Everything Together

Planning a funeral involves many decisions, but you don't need to make them alone.

Your funeral director will guide you through each step, helping coordinate arrangements and offering practical advice along the way.

Every person's life is unique, and every funeral should reflect that.

A funeral can be traditional or contemporary, large or small, religious or non-religious. Some families prefer a formal service, while others choose a more relaxed celebration of life. The most important thing is creating a farewell that feels meaningful to those who are gathering and honours the person being remembered.

A funeral provides an opportunity to come together, share memories, acknowledge a loss, and celebrate a life lived. It can also be an important step in beginning the grieving journey.

Our role is to help bring your ideas together and support you in creating a service that feels authentic, personal, and memorable.

Whether you already know exactly what you'd like or need guidance exploring options, we're here to help.

Funeral Timing

Taking the Time You Need

One of the questions families often ask is, “How soon does the funeral need to happen?”

There is no set timeframe for holding a funeral in New Zealand. While some services take place within a few days, others may be held a week or more after the death to allow family and friends time to travel, make arrangements, and be together.

We encourage families not to feel rushed.

Allowing yourself time to consider the details carefully often leads to a more meaningful and less stressful experience. It also gives family members an opportunity to contribute ideas and make arrangements that are important to them.

Our team will guide you through the process and help find a timetable that works for everyone involved.



Burial or Cremation

One of the earliest and most important decisions families face is whether burial or cremation is the preferred choice for their loved one. This choice often depends on personal, cultural, or religious beliefs, as well as practical considerations and family traditions.

Sometimes this decision has already been discussed with the person who has died. Other times, family members may need to consider what feels most appropriate.

Burial

Burial continues to remain a significant and deeply meaningful choice for many families, often reflecting personal preferences, religious beliefs, cultural traditions, or important family history and values.

Our team can help you understand the options available, including new plots, existing family plots, and cemetery requirements.

There is no right or wrong choice. Both burial and cremation provide opportunities to create a meaningful and respectful farewell.





Cremation

Cremation is a popular option for many New Zealand families and provides flexibility in how ashes are cared for afterwards.

Ashes may be:

- Returned to the family
- Buried or interred
- Scattered in a meaningful location
- Shared among family members
- Incorporated into a memorial item

We will guide you through all available options and answer any questions you may have.

Dignity, Respect and Compassion

From the moment your loved one comes into our care, they are treated with dignity, gentleness, and respect.

Our experienced team ensures every person is cared for professionally and thoughtfully while honouring the wishes of both the deceased and their family.

We understand how important this care is and how much trust families place in us.

Dressing and Personal Items

Families are welcome to provide clothing and personal items that reflect the personality and interests of their loved one. Many people find comfort in choosing familiar clothing, favourite colours, treasured jewellery, photographs, letters, or meaningful personal items.

Keepsakes

We will discuss all available options with you and support whatever feels right for your family.

Embalming

Embalming is not legally required in New Zealand and remains a personal choice.

There are a number of reasons families choose embalming, including:

- Allowing time for family to gather
- Providing opportunities for viewing
- Cultural or religious considerations
- Practical requirements for transportation

We will explain all options so you can make the decision that best suits your family's wishes.

Spending Time Together

Before the funeral, many families choose to spend time with the person who has died.

For some, this may be a quiet private goodbye. For others, it may be an opportunity for extended family and friends to come together, share memories, and support one another.

There is no right or wrong way to approach this time.

Many families find comfort in:

- Sitting quietly together
- Sharing stories
- Playing favourite music
- Bringing photographs and mementos
- Including cultural or spiritual rituals

We will help create a space that feels comfortable, personal, and appropriate for your family's needs.

Children are also welcome to be included if they wish. With gentle preparation and support, many children benefit from being involved and having the opportunity to say goodbye in their own way.



Celebrants, Clergy and Service Leaders

Who Will Lead the Service?

Choosing who will lead the funeral is an important part of planning a meaningful farewell.

Many families choose a funeral celebrant, while others may prefer a minister, priest, pastor, cultural leader, or respected member of their community.

Some families choose to have a close friend or family member lead parts of the service or the entire ceremony.

Whoever you choose, they will work closely with you to create a service that reflects the life, values, beliefs, and personality of the person being remembered.

Together, you may discuss:

- Personal stories and memories
- Readings and poetry
- Cultural traditions
- Religious elements
- Family participation
- Music selections
- Photo presentations
- Special tributes

If you're unsure where to start, we can recommend experienced celebrants and service leaders who can help bring your vision to life.

Our Venues

Resthaven Howick

Our Howick chapel offers a peaceful setting with beautiful ocean views, providing a welcoming space for families to gather, reflect, and celebrate a life well lived.

- Chapel seating for up to 60 guests
- Additional overflow space available if required
- Private viewing rooms available for families
- Livestreaming services offered
- Slideshow presentations available
- Personalised music options to create a meaningful farewell

Following the service, friends and family can gather in our refreshments lounge, with catering available. The facility is fully wheelchair accessible and offers convenient on-site parking.



Resthaven Manurewa

Located in the heart of Manurewa, our South Auckland location provides a warm, welcoming, and comfortable space for families to gather, remember, and celebrate the life of someone they love.

- Intimate chapel and lounge setting for up to 35 guests
- Personal and relaxed atmosphere for family and friends
- Access to private viewing rooms
- Slideshow presentation capabilities
- Livestreaming services available
- Personalised music options
- Designed to help create a meaningful and memorable farewell service

A refreshments lounge with access to an outdoor patio offers a comfortable space for family and friends to connect following the service, with catering available if required.

Whether you're planning a private family gathering or a small celebration of life, our caring local team is here to support you with compassion and guidance every step of the way.

Kōwhai Chapel

Whether you're planning a private farewell or a larger celebration of life, Kōwhai Chapel provides a contemporary and welcoming space designed to bring family and friends together in comfort.

- Filled with natural light and thoughtfully designed for modern funeral services
- Accommodates up to 200 guests, while remaining suitable for smaller, more intimate gatherings
- Livestreaming and audiovisual facilities available
- Multiple large screens for personalised tributes and presentations
- Flexible space to help create a meaningful and personalised farewell



Reception Lounge

- Comfortable space for refreshments and connection following the service
- Capacity for up to 200 guests
- Full catering options available
- Accessible lift access
- Seamless setting for family and friends to gather, share memories, and support one another



Sharing Memories Online

Online Memorials

Families are often spread across New Zealand and around the world. Online memorials provide a way for people to stay connected, access service information, and share messages of support even if they cannot attend in person.

An online memorial page may allow family and friends to:

- Access funeral information
- View service details
- Leave messages and tributes
- Share photographs
- Access livestream links
- Reflect on memories long after the service

These pages can become a lasting record of the love, stories, and connections that surround a person's life.

resthavenfunerals.co.nz/upcoming-funerals

Livestreaming and Recordings

Including Family and Friends Wherever They Are

We understand that not everyone can attend a funeral in person. Livestreaming allows family and friends to participate from elsewhere in New Zealand or overseas, ensuring they can still feel connected and involved.

Many families also appreciate having a recording of the service available afterwards to revisit important moments or share with those who were unable to attend.

Our team can discuss the available options and help determine what best suits your family's needs.



Supporting Ex-Service Personnel

Honouring Service and Sacrifice

For those who have served in the armed forces, there may be opportunities to incorporate military traditions into the funeral service.

These tributes can acknowledge a lifetime of service and provide meaningful recognition for both the individual and their family.

Elements may include:

- The Last Post
- Military or service flags
- Display of medals
- Poppy tributes
- Returned service traditions

Many veterans and eligible family members may also qualify for assistance with memorials and burial arrangements.

If your loved one served in the armed forces, please let us know and we can discuss the available options.

After the Funeral



Death Certificates

Important Documentation

After the funeral has taken place, the death is officially registered with Births, Deaths and Marriages.

As part of the funeral arrangement process, we will gather information required for this registration and help ensure all details are accurate. Once processed, a death certificate will be issued and can be forwarded to you, your solicitor, or another nominated person.

The death certificate is often needed for:

- Estate administration
- Insurance claims
- Bank accounts
- Investments
- Property transactions
- Government agencies

If you have questions about the process, our team will be happy to assist.



Memorials, Headstones and Plaques

Creating a Lasting Tribute

For many families, a memorial provides a permanent place to visit, remember, and reflect.

Memorials can take many forms and may be as simple or as personalised as you wish.

Options may include:

- Headstones
- Monumental plaques
- Ashes memorials
- Garden memorials
- Wall plaques
- Cemetery markers

Choosing a memorial is rarely something that needs to be rushed. Many families prefer to spend time considering what feels most appropriate before making a decision.

We can provide information, guidance, and assistance whenever you feel ready.



Understanding Probate and Estate Matters

What Happens After Someone Dies?

Following a death, there are often legal and administrative matters that need attention.

One of these may be probate.

Probate is the legal process that confirms a person's Will is valid and gives authority to the appointed executor to manage the estate.

While not every estate requires probate, some circumstances may make it necessary.

This process can feel unfamiliar and sometimes overwhelming, particularly while grieving.

Your solicitor, Public Trust, or estate administrator can provide advice about:

- Probate requirements
- Estate administration
- Executor responsibilities
- Property matters
- Distribution of assets

If you are unsure where to start, we can help direct you to appropriate professional support.

Understanding Funeral Costs

Clear, Transparent Communication

Every funeral is unique, and costs will vary depending on the choices made by the family.

We believe it is important for families to understand what is included and to have clear information before decisions are made.

Your funeral director will provide a detailed estimate outlining the services and arrangements discussed.

This allows you to make informed choices and ensures there are no unexpected surprises.

We are always happy to discuss options and work with families to create a meaningful farewell that respects both their wishes and budget.



Following the funeral, an itemised account will be provided outlining all agreed costs and any third-party expenses incurred on your behalf.

If you have any questions regarding the account, payment options, or timing, our team is available to assist.

We understand that managing finances after a death can sometimes feel overwhelming, and we aim to make the process as straightforward as possible.

TIMELINE FOR PAYMENT

INITIAL PAYMENT

An initial payment is required upon receipt of a written estimate.



DATE OF THE FUNERAL



AFTER THE FUNERAL

The account is sent to the family and/or their solicitor as directed.



PAYMENT OF ACCOUNT IS DUE FOURTEEN DAYS FROM DATE OF INVOICE

The account is due for payment.

Help May Be Available

We understand that funeral expenses can be an unexpected financial burden for some families.

Depending on your circumstances, assistance may be available through government agencies, community organisations, or other support services.

Potential sources of assistance may include:

- Work and Income New Zealand (WINZ)
- Accident Compensation Corporation (ACC)
- Veteran support organisations
- KiwiSaver withdrawal provisions
- Insurance policies
- Funeral pre-payment arrangements

Eligibility criteria apply and support varies depending on individual circumstances.

If you would like guidance, our team can discuss the options available and help point you in the right direction.

Compassionate Travel Assistance

When families are spread across New Zealand or overseas, travel arrangements are often part of funeral planning.

Some airlines may offer compassionate fares or special considerations for immediate family members travelling to attend a funeral.

Where required, we can provide supporting documentation to assist with these enquiries.

Please speak to our team if you require assistance.



Bereavement Support

Support Beyond the Funeral

The days immediately following a funeral are often filled with activity, visitors, and practical tasks. In the weeks and months that follow, life gradually returns to normal for those around us, but for many people, grief is only just beginning.

Grief affects everyone differently. There is no right way to grieve, no timeline to follow, and no expectation of how you should feel.

Some days may feel manageable, while others can feel unexpectedly difficult. Anniversaries, birthdays, special occasions, and everyday moments can all bring memories and emotions to the surface.

It is important to remember that you do not have to navigate grief alone.

At Resthaven Funerals, we understand that our role extends beyond the day of the funeral. We remain available to offer guidance, information, and support whenever it is needed.

Helpful Resources

Information and Support

The following organisations may provide useful information and support for families:

Funeral Directors Association of New Zealand

www.fdanz.org.nz

Professional information about funeral services in New Zealand.

New Zealand Embalmers Association

www.nzembalmers.org.nz

Information about professional embalming standards and practice.

Work and Income New Zealand

www.workandincome.govt.nz

Information regarding funeral grants and financial assistance.

Accident Compensation Corporation

www.acc.co.nz

Information about support that may be available following accidental deaths.

Skylight

www.skylight.org.nz

Support, resources, and education for children, young people, and families experiencing grief and loss.

MyTrove

www.mytrove.co.nz

A service that helps notify multiple organisations following a death.

Recording Your Wishes

Planning Ahead for Peace of Mind

Many people find comfort in recording their wishes and preferences well before they are needed.

Taking the time to document important information can make future decisions easier for family members and ensure your wishes are understood.

The following pages are designed to help you record:

- Personal information
- Family details
- Funeral preferences
- Service preferences
- Burial or cremation wishes
- Music selections
- Key contacts
- Important organisations to notify

There is no obligation to complete every section. You may choose to record as much or as little information as you wish.



Personal Profile Record

The following pages can be completed and stored with your important documents.

The information may assist your family when funeral arrangements need to be made and can help ensure important details are not forgotten during a difficult time.

Funeral Details

*This information is for the official death certificate.
Please keep this in a safe place.*

Full name:

Name at birth if different:

Date of birth:

Place of birth:

How long has the deceased lived in NZ:

.....

Current address:

Occupation:

.....

Ethnic group(s):

Was the deceased descended from NZ Māori:

.....

Birth date of each daughter:

Birth date of each son:

Mother's full name:

Mother's maiden name:

Mother's occupation:

Personal Profile Record

MARITAL STATUS OF DECEASED - PLEASE CIRCLE ONE OF THE BELOW

Never Married | Married | Widowed | Divorced | Separated | Civil Union | De facto

Current marriage:

Spouse's name at marriage:

Spouse's age if living:

Age of deceased at marriage:

Place of marriage:

Previous marriage:

Spouse's name at marriage:

Spouse's age if living:

Age of deceased at marriage:

Place of marriage:

Previous marriage:

Spouse's name at marriage:

Spouses age if living:

Age of deceased at marriage:

Place of marriage:

Was the deceased a JP?

Did the deceased hold an Honour | Award:

Ex Service No.: Rank | Unit:

I confirm the above family information for the official death certificate is correct.

Name: Signature:

Funeral Details

You may wish to record special arrangements you would like made

Funeral service to be held at:

Followed by cremation / burial at:

Minister / celebrant:

Hymns / readings:

Special music:

Casket preference:

Newspaper insertions required:

Name of solicitor:

Solicitor's firm:

Pre-paid funeral plan required: YES / NO

DETAILS WITHIN THIS BROCHURE WERE COMPLETED ON

Name: Date:

Website: www.resthavenfunerals.co.nz

Email: fd@resthavenfunerals.co.nz



MANUREWA

88 Great South Road
Manurewa
(09) 267 2530

HOWICK

Corner of Picton &
Walter MacDonald Streets
Howick
(09) 533 7493

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