



NAVIGATING
your funeral journey



*G*ATEWAY FUNERAL SERVICES

WHAKATĀNE - KAWERAU

Gateway Funeral Services is a locally owned and operated funeral home by the Shaw Family. We provide exemplary funeral care to our Eastern Bay of Plenty community and have been doing so since 1991.

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OUR STORY

Gateway Funeral Services was started in 1991 by the Walker family, a family that wanted to make a difference in the community. Upon opening the original Gateway Funeral Services in Gateway Drive, Whakatāne (hence the name), they immediately made an impact in our community. Gateway was built as a family run business to support local families as it still is today.

After the loss of Humphrey Walker, Susan Thrupp and Debbie Bluett took over from their father and carried on his legacy in the way he would have wanted it. Many great years had been spent in Gateway Drive. However, the business was becoming too big for the premises. A decision was made that in order to carry on providing the best possible service for our client families that a bigger premise was needed.

In 2010 the purchase of the Jehovah Witness Kingdom Hall on Awatapu Drive was a welcome inclusion for Gateway Funeral Services. Renovations took shape and it included a large reception area, 130 seat chapel, catering lounge, family room with kitchen, along with a dining and living room plus a private viewing room and bathroom. Our new and improved Gateway Funeral Services was really taking shape and in 2015, Susan, Debbie and their families decided that their time was up and that a change of ownership was needed.

Fast forward to the Shaw family – who were delighted to take over this well-established business in December of 2015 and are still in ownership today. Headed by Bradley Shaw (Managing Director) and his team of qualified professionals we are carrying on the legacy of the founding family to support our local families. Being locally owned and operated we take great pride in being part of the community supporting the people who support us.

WELCOME

Thank you for taking the time to read this information booklet. As a family we hope that this information will help with any planning you are doing; whether it's considering a pre-arranged or pre-paid funeral or if you're currently working through a bereavement.

This guide should give you all the tools that you need to be informed about funerals. We understand that you may not remember everything one of our funeral directors tells you, so that's why we have included as much helpful information as possible for your reference.

Don't hesitate to get in touch should there be something you're not quite sure about, and my team will be happy to assist you in any way they can.

Ngā mihi nui



Bradley J. Shaw
Managing Director

“We take great pride in being part of the community, supporting the people who support us”



WHEN A LOVED ONE PASSES AWAY

When someone passes away, it's always a difficult time to figure out what to do next.

AN EXPECTED DEATH

If someone has passed away and it's an expected death, the first thing you should do is contact Gateway Funeral Services, we will be able to guide and assist you.

If someone has passed away at home, your funeral director will contact the doctor and confirm that he/she is happy to sign a medical causes of death certificate. This then allows the funeral director to be able to come out and assist with planning the next stage for your loved one's journey.

If they passed away in hospital, the doctors and nurses will assist with the medical cause of death process, and contact Gateway Funeral Services when the appropriate time has been decided.

AN UNEXPECTED DEATH

If your loved one passes away unexpectedly, the first thing you should do is contact the police. The police work on behalf of the coroner to establish what has happened. This process involves a coronial transport provider transferring your loved one to the coroner to carry out final investigations.

Once they have been released from the coroner's care, the family are more than welcome to choose which ever funeral home they wish. It is best to contact Gateway Funeral Services early in the coronial process so that we can help you understand the coronial system and work together to get your loved one returned to us soon as possible.

FUNERAL DIRECTORS ROLE

Our Funeral Directors are the best at what they do, consulting, arranging and liaising are a funeral director's specialty. We pride ourselves on being open and transparent, which lets us guide you through every step of the way.

Your funeral director will work with a range of different people to make sure that the funeral service process runs smoothly for you and your family.

One of the most important relationships your funeral director will have during the funeral process will be with the minister or celebrant. They are typically the person to lead a service and provide words of comfort along with stories, poems and readings. The officiant will ultimately coordinate the funeral ceremony, this process starts with meeting the family and helping decide the following:

- Organising the order of service
- Helping make decisions with the family on who will deliver eulogy and tributes
- Selecting music, photo tributes, readings and poems

These are all elements in the funeral service which the officiant can help with. Our funeral directors will make their very best judgement on which style of officiant will suit you, however if you know a celebrant or minister who has had contact with you or your family, it is always nice to have a familiar face in this difficult time.

FUNERAL DIRECTORS



BRADLEY SHAW Dip.FD Reg FD (FDANZ)

Bradley grew up in the Bay of Plenty and joined the funeral industry upon leaving school where he became an embalmer. He pursued his career as a funeral director in Australia and returned to New Zealand to manage Gateway Funeral Services. Bradley Graduated with the Diploma in Funeral Directing in 2017 and is a Registered Funeral Director with the Funeral Directors Association of New Zealand.



AMBER POOL

Born and bred in the Bay of Plenty, Amber who had 28 years hair dressing experience jumped at the chance to join the Gateway team as she has always been interested in this field.

Amber feels honoured to be able to guide families through an extremely difficult and heart-breaking time to create a meaningful funeral.



HAYLEY WAUGH

Hayley grew up in Tauranga where she studied as dive instructor. She started her funeral career in 2017 after the passing of her best friend.

Wishing to be closer to her family, Hayley returned to New Zealand, and soon moved to Whakatāne and joined the Gateway team.



DEAN WEBER

Dean was born in the USA and immigrated to NZ in 2002. He earned his Bachelor of Mortuary Science degree from the Cincinnati College of Mortuary Science and is a Registered Funeral Director with the Funeral Directors Association of New Zealand (FDANZ) and a Registered Qualified Embalmer with the New Zealand Embalmer's Association (NZEA). With over 28 years of experience in the funeral industry, Dean provides a wealth of knowledge and embraces the personalization and creativity challenges to make each service as unique as the life being celebrated.

Away from work Dean is a dedicated family man, spending time with his wife, Karina and their two children. He is an avid diver and embraces all sports and outdoor activities.

Gateway's honest service and commitment to excellence have served our customers well.

You can rest assured that we can assist you in your time of need.

BURIAL OR CREMATION

Some people have clear thoughts about whether they wish to be buried or cremated. When choosing whether you wish to be buried or cremated is entirely your choice, our local options are outlined below.

BURIAL

Our local cemetery's in the eastern bay are in Whakatāne, Kawerau, Ōpōtiki, Tāneatua, Matatā and Galatea. Each cemetery has different regulations and capacities. Whakatāne's (Hillcrest) and Ōpōtiki's Te Ranginui (Woodlands Cemetery) are all double plots where Kawerau is now doing triple depth. Burial plots are available in Galatea and Matatā at Awakaponga cemetery, however Tāneatua is beginning to get to the final stages before closure. If you're part of a marae and have an associated urupā then generally people are buried with their tupuna/ancestors in their private cemetery.

CREMATION

Cremations in the eastern Bay of Plenty are all conducted from the Hillcrest Crematorium, Ōhope Road, which is also the main cemetery in Whakatāne.

It has a waka shaped chapel adjacent to the crematorium which can accommodate 50 people seated with standing room outside the bi-folding doors. It is a beautiful setting surrounded by native bush and farmland. A point to remember is that there is no facility for after funeral wakes, so if you're wanting to have a cup of tea or catering after the service, you would need to consider an alternative arrangement.



EMBALMING

Embalming, an essential service provided by funeral directors, is frequently misunderstood. Many people associate embalming with ancient and primitive cultural practices and have misgivings about its relevance, value and purpose today.

Without embalming, nature begins to take its course very soon after death. The embalming process prevents the body decomposing between the time of death and the funeral, making interaction with and viewing the deceased safe. Embalming enables everyone connected with the funeral – family, friends and professionals – to take part in rituals with no unpleasantness or embarrassment and without risk to their own health, whatever the cause of death.

Prior to death, the deceased may have been bedridden for some time, and may not have been bathed properly for several days. In addition, often the cocktail of chemicals given prior to death masks the commencement of decomposition.

The deceased is transferred back to the mortuary after death. There they are embalmed, showered, nails clipped, hair styled, gentlemen are shaved, and women may be made up if this is how they were normally presented. The deceased is then dressed in the clothing supplied by the family and placed in the casket. Family are more than welcome to participate in the dressing aspect of the preparation as this aligns with many cultural practices and can help be that final act for your loved one.

GATEWAY FUNERAL CHAPELS

We have two chapels in the eastern Bay of Plenty – Whakatāne Chapel and Te Raneatanga Chapel in Kawerau.

WHAKATĀNE CHAPEL

Our Whakatāne chapel located at 17 Awatapu Drive can comfortably accommodate 130 people, with state-of-the-art technology for the best possible farewell for your loved one.

With recent upgrades to the chapel, we now have trademark Gateway lighting, two 75" TV's and surround sound, to make sure that you get the best of the best when your loved one is here with us.

In addition to the chapel, we have a private catering lounge where you can also have a photo presentation displayed, to reminisce while sharing in refreshments with family and friends.



TE RANEATANGA CHAPEL, KAWERAU

Our Kawerau Chapel located at 2 Ranfurly Court named Te Raneatanga. The meaning for this is “to continue to increase by the graceful light within us until we shall be perfectly united in the glory of thy son.” A meaning that our chapel will give light to those whānau who come to gather in our chapel from this day forward.

Comfortably accommodating 85 - 100 people with state-of-the-art sound and vision technology for the best possible farewell for your loved one.



HEARSES

We have two hearses that suit all different ranges of peoples wishes. The only classic hearses in our region.

1975 CHEVROLET IMPALA

Our stunning Chevrolet Impala is a new addition to the fleet, also having a v8 under the hood but boasting a 440 big block. This hearse is a vehicle that must be seen to be believed. Stunning in black and looks the part for any life celebration.



1988 CHEVROLET CAPRICE

The man of the family, our stunning metallic blue Chevy boasts a beautiful sounding V8, with a small block 305 under the hood. It sure stands out from the crowd.



CASKET CHOICE

A casket is a final gift to your loved one, some may wish to have a respectable yet elegant casket, some may want one that the grandchildren can write on, or something that is environmentally friendly.

The choice is yours, we have an extensive range of caskets here at Gateway Funeral Services that can meet any budget. If you have a specific wish for a personalised casket, this is possible, however we need time to create this masterpiece for you. We have a wonderful supplier in Louis Smith Caskets, like us a family business, father and son who dedicate their lives to creating caskets for people on their final journey.

If you have your own casket, or you wish to make your own casket, have a chat to one of our funeral directors who will be able to guide you through what the specifications are for caskets.



FLORAL DESIGN

Flowers have been such an important part of the bereavement process for many years.

We can provide flowers in any way, shape or form you decide. The flowers on top of the casket can sometimes represent who a person was. For example if they liked the bush and native scenery, the incorporation of ferns and native flaxes can be done; or if your loved one was an avid flower grower, or maybe had a special vegetable garden, these are all things that can be incorporated into a floral tribute.

If you're thinking about adding a floral tribute, head to Bouquet Floral Studio, www.bouquetfloral.co.nz, for some inspiration or alternatively talk to your funeral director and they will help guide you to create a stunning arrangement for your loved one.



CATERING

If you were wanting to have refreshments following a funeral service, this can be done in many places, however it's always nice to have the opportunity to do at the facility where the service took place.

If you were having it at Gateway Funeral Chapel, we have a catering lounge on site. We are catering our own food so that you get to decide what you would like served. If you have any specific requirements whether they are dietary or something that you or your loved one specifically would like served, please don't hesitate to let us know. We will do what we can to help with that.

Should you wish to not have food but still share in refreshments with the people who have come to the service, we have the option of tea, coffee and biscuits for you too.

Unfortunately, we are not able to have families cater their own food or have alcohol at our premise.



NEWSPAPER NOTICES

An important part of creating a final farewell for somebody is making sure everybody who had a connection with that person can attend a funeral service should you wish to make it public.

A funeral notice has traditionally been the way to notify people of a bereavement in newspaper, whether it be local or national. This is still a well-used resource here in the Eastern Bay of Plenty, however with modern technology, we have access to many free platforms as well. Gateway Funeral Services has a Facebook page with a wide following and this service is available to you for free, as well as our website.

Regardless of whether your using our free platforms or the traditional ones, the example below will help you write a notice, or alternatively your funeral director can do this for you.

SURNAME, FIRST AND MIDDLE NAME

Passed away peacefully on _____ at _____ surrounded by his/her loving family.

Much loved _____ to _____

Cherished father/mother of _____

Devoted grandfather/nana to _____, _____ and _____

Special brother/sister to _____, _____ and _____

_____ will be sadly missed by all his/her friends, family and extended family.

A funeral service for _____ will be held at TIME on DAY the DATE of MONTH at Gateway Funeral Services chapel, 17 Awatapu Drive, Whakatāne followed by a private cremation.

All communications to Gateway Funeral Services, PO Box 2017, Whakatāne.

SERVICE SHEETS

Our team at Gateway will help you design and print personalised service sheets to hand out at the Funeral Service.

We can make them as detailed or as simple as you would like. We can also print in high quality a design that you have put together yourself at a small cost.

Bereavement/thank you cards are also available and can be a nice added touch to send to people after the service, this may include, but is not limited to, Hospice EBOP, Ronald McDonald House, Dementia New Zealand, Heart Foundation and many more.



DEATH CERTIFICATES

On the day of the funeral service, Gateway Funeral Services will provide Births, Deaths and Marriages information about the deceased to register that they have passed away.

Following this online registration, Births, Deaths and Marriages (BDM) will send an official death certificate in the mail to Gateway Funeral Services, where it will be checked and sent or delivered to the appropriate family member who was the commissioner of the funeral service/allocated next of kin. From registration to receiving the death certificate you will be looking at a wait time of 7 to 10 working days. Should you require copies of the certificate, please let your funeral director know.



URNS

Once someone has been cremated, an urn is supplied as a container for your loved ones ashes, urns come in many shapes, sizes and styles.

As standard return from the crematorium, your loved one will come back in shaped white plastic urn labelled with their name.

At Gateway Funeral Services, we have access to many different types of urns, from necklaces and jewellery, to timber, brass and ecofriendly cardboard.



If you have something in mind when it comes to an urn for your loved one, ask your funeral director, they will be able to show you exactly what we have.

HEADSTONES, MEMORIALS AND PLAQUES

At Gateway Funeral Services, we have a small selection of basic headstones and plaques in house, however we have a very good working relationship with Stonemasons Whakatāne who do all our headstones.



Brochures are available and we would be happy to work with you on any memorialisation you may wish to do.

LIVE STREAMING

The funeral service is live streamed (broadcast) via the internet. The service can be viewed live, or after the event and will be available after the event.

HOW DOES IT WORK?

- Your funeral director will arrange for the live streaming to be set up.
- Your viewers go to our tributes section of our website and find the deceased's name.
- The live stream will start 10 minutes before the allocated funeral time.
- You can view the service sheet, photo presentation and leave a tribute.
- The copy of the service will be available about 30 mins after the live stream has concluded.
- There is no charge for the amount of viewers, a one-time fee is paid for the live stream to take place.

Your funeral director will be happy discuss your options and get this set up for you.



AFTER CARE

The Grief Centre has partnered with Gateway Funeral Services to provide Bereavement Support services to our client families.



We offer a support service that provides wellbeing support for families after someone has passed away. The funeral is not the end for our families and we have been working with The Grief Centre to enhance our ability to support you long after the funeral to ensure you are managing your grief correctly should you require it.

We provide through The Grief Centre the following:

- Unlimited phone support for whānau or a family member
- Complimentary counselling session (subsidised thereafter)

We are here for you anytime, if you need the support of the grief centre, please contact them on 0800 331 333.



PAYMENT

The funeral account is usually given out when the death certificate arrives.

You will receive an estimate of costs at the time of the funeral arrangement. It is given to the person who has signed the contract for us to supply funeral services and is due for payment within fourteen (14) working days from the time of issue.

The funeral account is made up of our professional service fee, the casket, and any other charges that you have chosen throughout the process of or payments we are required to make on your behalf.

There is a deposit due before the funeral service takes place and this is purely to cover costs that we must outlay on your behalf. This may include cemetery, crematorium, flowers, catering, death certificates or other incidentals. The deposit will vary dependant on choices and could be as low as \$100.

We accept payments via cash, eftpos, credit card or bank transfer.



FINANCIAL ASSISTANCE

WORK AND INCOME TE HIRANGA TANGATA

WORK AND INCOME FUNERAL GRANT

A funeral grant can help pay for some of the costs when someone close to you has died.

Gateway Funeral Services can help with advice and assistance on the services available. We have all the relevant funeral grant paperwork at the funeral home as well as the service to lodge your details with work and income to ease the stress at this difficult time.



He Kaupare. He Manaaki.
He Whakaora.
prevention. care. recovery.

ACC FUNERAL GRANT

When someone dies as a result of an injury, ACC can help towards the costs of the burial or cremation and related ceremonies.

A funeral grant can be paid out for both New Zealanders and overseas visitors to New Zealand. The funeral does not have to be in New Zealand and this grant can also be used for memorial costs if the body is not recovered.

Gateway Funeral Services are able to help with advice and assistance on the particular services available.

PREPAID FUNERAL PLANS

The Funeral Directors Association of New Zealand (FDANZ) is an association representing most of the funeral directing firms in New Zealand. Its members arrange and direct over 80 percent of all funerals in New Zealand.

The FDANZ Funeral Trust is a prepaid funeral plan that allows people to both pre-plan and prepay their funerals. Funds are held and invested by a Trust and paid out after the funeral service has been delivered.

The FDANZ Funeral Trust (the Plan) is the only prepaid funeral plan endorsed by the Funeral Directors Association of New Zealand Inc. The Trust has been established by FDANZ to assist anyone to make arrangements for their funeral, or the funeral of another person such as a family member.

Gateway Funeral Services can assist in setting this up for you, we will tailor make a package to suit you and your wishes. You can choose to put the total sum of the funeral into the trust or you can set up an automatic payment to pay off the funeral over a longer term. This is a far better system than an insurance plan where you will pay and pay until you pass away, whereas with the FDANZ funeral trust, you only pay what the funeral is worth.

For more information or to get a specific brochure see your funeral director.



The Funeral Trust
FUNERAL DIRECTORS ASSOCIATION OF NZ

RECORDING YOUR CHOICES

First name _____

Surname _____

Address _____

Relationship _____

Email _____

Mobile _____

ARRANGEMENTS FOR THE DECEASED

First name _____

Surname _____

Maiden name _____

Date of Birth ____ / ____ / ____ Place of Birth _____

Doctors name _____

NZ Māori Yes No I don't know

If NO, what was their ethnicity _____

If NOT born in NZ, what year did they arrive? _____

Profession/Occupation _____

FATHER'S DETAILS

Father's First Name(s) _____

Father's Surname _____

Father's Occupation _____

MOTHER'S DETAILS

Mother's First Name(s) _____

Mother's Surname _____

Mother's Maiden Name _____

Mother's Occupation _____

CHILDREN'S AGE(S) Age of Children (Living and Deceased)

Daughter(s) _____

Son(s) _____

RELATIONSHIP DETAILS (tick one)

- Married Civil Union De Facto Relationship
 Spouse/Partner deceased Separated
 Never in a legal relationship Divorced

DETAILS OF RELATIONSHIP (tick one)

- Marriage Civil Union De Facto Relationship

Place of Marriage or Union _____

Age of deceased at time of Marriage/Union _____ years

First Name(s) _____

Family Name(s) _____

Sex Female Male Age _____

PREVIOUS RELATIONSHIP (second most recent relationship)

Place of Marriage or Union _____

Age of deceased at time of Marriage/Union _____ years

First or given name(s) _____

Surname or family name(s) _____

Sex of Spouse or Partner Female Male Age _____

FUNERAL DETAILS

Cremation or Burial _____

Embalming Yes No Viewing Yes No

If YES, location of viewing _____

Funeral Service Yes No

If YES, location of service _____

If NO, PLEASE SKIP FURTHER QUESTIONS

Who would you like to conduct your service?

Celebrant Minister Other

Estimated number of guests attending? _____

Flowers for the service? Yes No Cost _____

If YES, what type and colour? _____

Casket Spray Wreath Tied Boxed

PROFESSIONAL STANDARDS FDANZ

Funeral Directors Association of New Zealand is the largest national organisation which represents 80% of funeral directors in New Zealand.

We are guided by a strict code of ethics set out by FDANZ which give you both the peace of mind and quality assurance that Gateway Funeral Services meets the national standards set out.

To be a member you must also have qualified staff and a premise that is inspected every year. If you want to find out more about FDANZ go to www.funeraldirectors.co.nz.

Funeral Directors
ASSOCIATION OF NZ

M E M B E R

*G*ATEWAY
FUNERAL SERVICES
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