Frequently Asked Questions.

Merritt's Services Your Area.

We at Merritt's conduct Funeral Services anywhere. Most people think we only service the Goulburn Valley, but we do go much further afield than that. Now a days with modern technology it allows us to organize most things if required and there are no restrictions on where we can do a funeral.

What Do I Do When My Loved One Passes Away In A Nursing Home or Hospital.

If your loved one has passed away in a Nursing Home or Hospital you will be advised by the staff and you will be asked for your nominated Funeral Director. The Nursing staff will contact the Doctor to certify the death.

The Nursing staff will then contact the Funeral Director to transfer the deceased back to their Funeral Parlour. You may like to contact them yourself to arrange a time that is convenient for you to meet with them.

What Do I Do When A Death Occurs At HOME Under Palliative Or Hospice Care.

The nurse will contact the doctor and advise them of the passing of your loved one. If the Doctor is prepared to certify the death, then the Funeral Director will be called to transfer the deceased back to their Funeral Parlour.

What Happens If It Is AN Unexpected Death.

If your loved one passes suddenly and hasn't recently been under the care of a Doctor, death due to fire, road accident, in a public place, suicide or even unexpectedly in hospital then the police must be called in to assess the situation and arrange for the deceased to be transferred to the Coroners in Melbourne so that the cause of death can be determined.

Merritt's will liaise with the Coroners on your behalf.

There is no urgency at this point as the coroner may not release your loved one for several days. But funeral arrangements can tentatively be made

What Do I Do After The Funeral Director Has Been Notified.

Once your loved one has been transferred to the Funeral Parlour, a Merritt's Funeral Director will contact you to inform you that they have your loved one in their care. They will then make a suitable time to meet and talk through when a service would suit the family and whether you want a burial or cremation.

What Does A Funeral Director Do.

We feel our roll at MERRITT'S is to provide and assist families with the correct information that meets the needs of the bereaved family and we do our utmost to achieve this. We are on call 24hrs a day seven day a week to assist families in their difficult times.

At MERRITT'S we pride ourselves on being affordable while keeping high standards with our large range of choices to suit all family's needs.

MERRITT FUNERAL SERVICES can liaise directly with Nursing Home's or the Coroner's Office on behalf of your family. We will liaise with the church, celebrant and cemetery. We can arrange the death and funeral notice for the newspapers. Merritt's can arrange the music for their chapel and or cemetery, flowers and any other requirements that need to be dealt with to make the day as easy as possible for your family members.

Once the death notice is placed in the paper your loved one's bank accounts may be frozen. Some banks may allow ONE transaction for funeral expenses with a copy of the Dr's death certificate and account from Merritt's as proof of death. This is at the discretion of your bank manager.

What To Bring When You Meet With The Funeral Director.

- **Clothes: for the deceased to be dressed in. It may be a favorite dress, jumper, scarf, or work clothes.**
- **Photo: is also very helpful to assist with their presentation if having a viewing.**
- **Choice of music.**
- **If you have a Pre-Paid Funerals.**
- **If you have a Burial site arranged at a cemetery.**
- **Information for Births Deaths and Marriages. Date of marriage, birth dates of sibling's etc.**
- **A list of questions you may like to ask.**

Can You Have A Funeral On A Weekend.

There is no problem arranging a Funeral at any time you wish. Sometimes it can be a challenge to coordinate the venue, celebrant, cemetery and catering on weekends after hours and public holidays, but it is possible. There is however a greater cost involved for all these services.

What Happens On The Day Of The Funeral.

On the day of the funeral we at Merritt's would advise you not to arrive too early so that everyone else can be seated awaiting your arrival. Your loved one will already be placed in the Church or Chapel. In the case of a graveside service, they will be placed on the grave unless the family are carrying the coffin across.

At the appropriate time the Merritt's Funeral Director will ask everybody to stand while the immediate family members are escorted to their seats that have been reserved.

At the conclusion of the service everyone will be asked to stand, and the coffin bearers will be asked to come forward to carry the coffin from the church or chapel.

The Merritt's Funeral Director will then be guided by you as to when to leave the church for the cemetery.

The Merritt's Funeral Director will be there to guide you all the way during the service and cemetery.

At The Cemetery.

Once the hearse has arrived at the cemetery and family and friends have gathered at the gravesite the funeral director will ask the coffin bearers to come forward to carry the coffin across to the grave.

At the appropriate time towards the end of the service the coffin will be lowered, and the family will be asked to come forward to place petals/leaves on the coffin to say their farewells and then the remainder of the congregation will be invited to come forward and do the same.

In most cases everyone is then invited to join the family for refreshments at a venue chosen by the family.

What Follows A Week Later.

Approximately a week later you will receive an itemised account of the funeral expenses.

A full death certificate from Births Deaths & Marriage will arrive approximately 6-10 weeks after the funeral. This will be sent direct to the family member who has been nominated on the paperwork. The information will be lodged by Merritt Funerals and until you receive the certificate you will not be able to access bank accounts.

The Cemetery Trust will send you the plaque form to be completed and returned.

If it is a Monumental Cemetery you will need to contact a Monumental Mason to complete and erect the headstone.

In the case of a cremation, Merritt Funerals will contact the family when the ashes have been returned.

MERRITT

FUNERAL SERVICES.

Garry has been a resident of the Goulburn Valley for 45 years, and his family has lived in this area since 1946. He grew up in Toolamba and now calls Dhurringile home.

After spending his early 20's living and playing footy in Brisbane and Perth, Garry (or Butch) chose to move back to the Goulburn Valley in 1999 wanting to settle down with his family in the community he grew up in. It wasn't long before he launched his own engineering company (some twelve years ago) and in that time he dedicated himself to growing the business and earning the respect of clients and suppliers alike.

Garry lives on his fourteen-acre hobby farm in Dhurringile with his wife Jody and three children Cameron, Heidi and Billie. He has maintained strong connections with community through football (five years in Goulburn Valley League, and three in the Murray League) and now enjoys watching his children play sport all over the district.

He looks forward to giving back to the community that has given to him. He begins this new journey with a wealth of valuable business experience behind him and is excited by the challenges that lie ahead.

Our Facilities

Merritt Funeral Services are in the unique position of being able to offer both a spacious Chapel seating up to 300 people and a Function and Refreshments area adjoining the chapel on the same premises. This gives you the option of having a complete service, in one location, under one roof - all fully catered to your requirements. Merritt's function center is comfortable heated and cooled with ample access for wheelchairs. By having the Wake at our facility, it takes away the worry of having to clear up, giving you more time with friends and family.

Q: Is it true that more than one person is cremated at the same time?

A: Definitely not. The cremators are designed for one coffin at a time and are cleaned following each cremation.

Q: Do they recycle the coffins when it is a cremation?

A: No, the coffin **is placed in the cremator containing the deceased.**

Q: If I have a prepaid funeral with a funeral director can I change it?

A: Yes, you can transfer your prepaid to another funeral business at any time.

Q: If the Funeral Director closes or you're not happy with them or the situation. What happens?

A: You can transfer your prepaid funeral at any time to another Funeral Director. All you need to do is contact the Funereal Director you wish to transfer to. They will arrange a transfer form which will be signed and returned to the Funeral Plan Organization. New registration paper work will be sent back to you with your new Funeral Director. There is no need to personally approach your old Funeral Director.

Q: Can a Funeral Service be held in another district?

A: Merritt's can conduct a service anywhere in Australia and are more than willing to travel. For example, if the Service is held locally and the burial is a distance away we will travel to ensure the families wishes are carried out, rather than having the family engage another Funeral Director which would mean more expense.

Q: Do I have to engage a Funeral Director to do a Funeral?

A: Yes, you require a Funeral Director to complete and sign all relevant documentation to make it legal.

Q: Can I provide my own coffin?

A: No unless the coffin meets all the regulated specifications.

Q: Can ashes be buried in a grave site?

A: Yes, they are buried underneath the plinth.

Q: Can I contest an autopsy?

A: The Senior next of kin can in writing within 48hrs of the coroner ordering the autopsy. But there may be no guarantee that the coroner will oblige.