



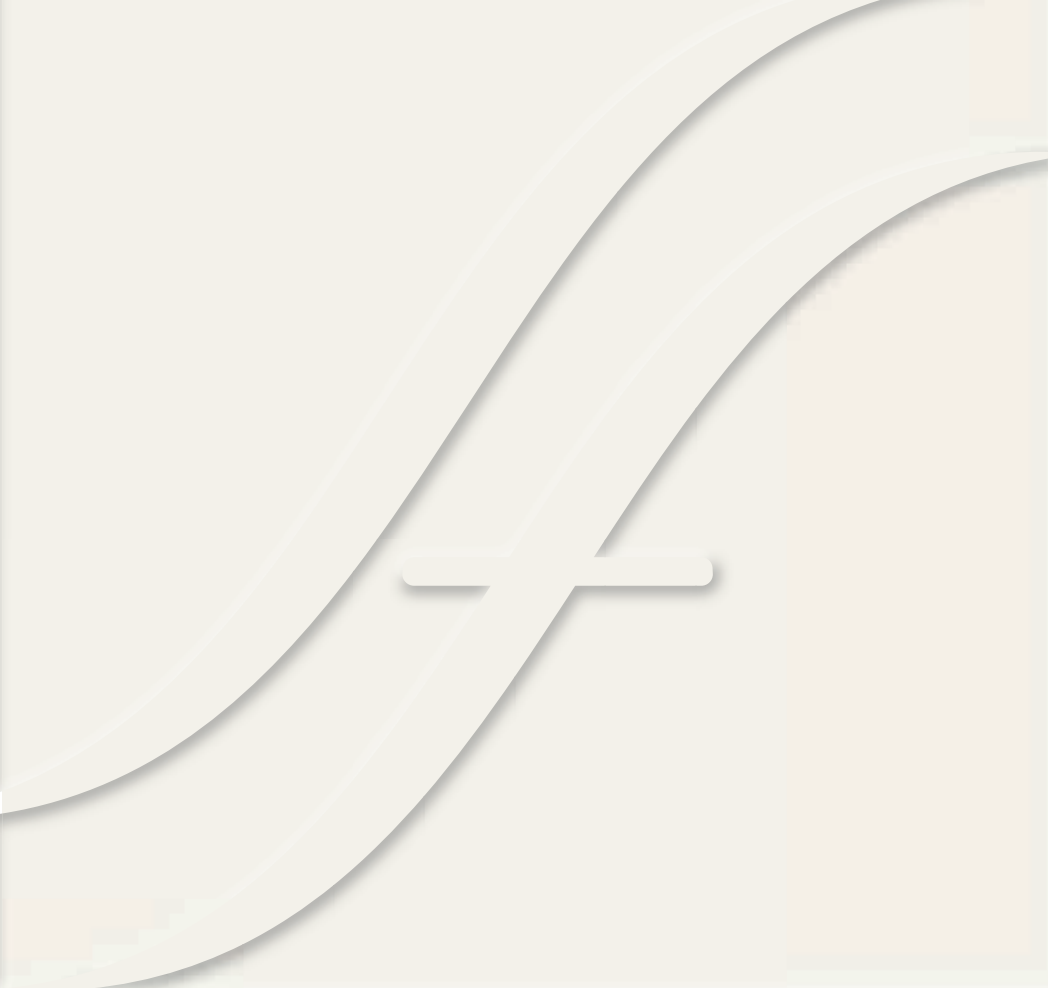
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Integrity  Funerals

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Member in good standing of Australian Funeral Directors Association





## INTEGRITY FUNERALS

[ SINCE 1986 ]

Welcome to Integrity Funerals where we hope to help you understand more about funerals and a little more about us.

Integrity Funerals has been involved in a significant way serving the Gold Coast and Brisbane for well over 20 years and are a dedicated team of funeral professionals.

The first step in celebrating a lifetime journey is talking with someone you can trust. We have a genuine need and desire to treat you as people first by providing service that is both meaningful and relevant.

We want to help you look back at the funeral day with an overwhelming feeling you have done all you could to make it a cherished and important day in your family's life.

Because death is very difficult to think about and a very hard subject to discuss, most families do not talk about it before the event. As a result, we often find ourselves making difficult decisions at the worst time of our lives when we are very tired, emotional, hurting and often surprised.

We are here to assist.

**“AT THE END OF THE DAY PEOPLE WON'T REMEMBER WHAT YOU SAID OR DID, THEY WILL REMEMBER HOW YOU MADE THEM FEEL.”** MAYA ANGELOU





## ROWAN STEER

### MANAGING DIRECTOR.

Rowan has been involved in the funeral industry for over three decades. He reached a major turning point in his professional journey when, in partnership, he acquired the business in 2002. Released from corporate constraints, he was now free to realise the value of the true heart of the funeral profession. Now he could do for families suffering loss what he would want someone to do for him. Over his professional life, Rowan has been involved in a wide range of funerals, from major traumatic public events, State funerals, kings and paupers (literally) and normal everyday people like you and me who face the loss that death brings.

He is recognised nationally and internationally as an expert in the repatriation of someone who has died, returning them home to their country of origin. There are few places in the world where his experience does not extend. Rowan is a past President of the Queensland Division of the Australian Funeral Directors Association and has been Councillor with the National Executive of this peak industry body. This honorary role seeks to enhance the professionalism and integrity of the funeral industry in Australia and, in particular, Queensland.





[ INTEGRITY n. ]

BY DEFINITION:

entirety (in its integrity) soundness, honesty, truthfulness, reliability, wholeness, veracity, uprightness, honour

WE UNDERSTAND RESPECT.

The funeral ceremony is an important event to mark the end of a person's life as a chance to pay final respects. Respect is something that we at Integrity Funerals understand. After a lifetime of birthdays, marriage, anniversaries, and awards, this is the last ceremony to pay respect to a person and it remains one of the most important rituals in society today.

Commencing with the initial consultation, through the transfer of your loved one to our secured premises, and delicate procedure of preparing the deceased, the unprecedented service of Integrity Funerals' staff can make all the difference.



# A COMMITMENT TO FULFILLING THE ENTIRE SPECTRUM OF FUNERAL SERVICES.

WE ARE DRIVEN TO PROVIDE YOU WITH A PERSONALISED FUNERAL, TAILORED TO YOUR WISHES, TO HELP YOU MOVE FORWARD FROM THE DAY WITH THE KNOWLEDGE THAT YOU HAVE DONE THE VERY BEST TO HONOUR AND SAY FAREWELL TO YOUR LOVED ONE.

WE ALSO OFFER A FULL RANGE OF ASSOCIATED SERVICES.

**PREARRANGING AND PREPLANNING OPTIONS.** Prearranging and prepaying your funeral through the Integrity Funeral Plan of Australia provides some distinct advantages. It eases the emotional pressure on loved ones by documenting your wishes and providing peace of mind that your funeral service is conducted according to your personal wishes. Ask for our brochure or visit [integrityfuneralplanofaustralia.com.au](http://integrityfuneralplanofaustralia.com.au)

**GOLD LADY FUNERALS.** With their gentle and caring approach, our team of highly trained women are fully experienced in all aspects of the Funeral Industry. Their professional and elegant display of care whilst conducting a funeral service, creates a feeling of calm and trust, with the family knowing their loved one has been in the most dignified of care. Ask for the brochure or visit [goldladyfunerals.com.au](http://goldladyfunerals.com.au)

**INTERNATIONAL TRANSFERS.** We specialise in the repatriation or transfer of human remains to every country of the world including to New Zealand or the South Pacific group of islands. We can help make this very daunting and sometimes complex task easier for you. Ask for the brochure or visit [integrityinternationalfunerals.com.au](http://integrityinternationalfunerals.com.au)

**EXHUMATIONS.** We are Queensland's leading specialist in the exhumation of remains. Ask for the brochure or visit [exhumationsaustralia.com.au](http://exhumationsaustralia.com.au)

**COFFINS AND CASKETS.** We offer a large range of coffins and caskets, as well as keepsake funeral urns and burial urns. Flower bouquets and arrangements, using the freshest flowers, are also available. Visit [coffinsandcaskets.com.au](http://coffinsandcaskets.com.au)

**FUNERAL RESOURCES.** We offer a full range of resources covering all aspects. This comprehensive list of resources is mainly Queensland based and is available at [funeralresources.com.au](http://funeralresources.com.au)



## ARRANGING A FUNERAL.

### KNOWLEDGE IS EMPOWERMENT.

Usually, most people will arrange only a couple of funerals in their lifetime. This limited experience quite often leaves a family feeling inadequate, not knowing what the process is or what it may cost.

Before choosing a funeral director we encourage you to ask the following questions.

- Who owns the company?
- Are they members of the Australian Funeral Directors Association?
- What funeral experience does the company have?
- What professional facilities do they provide? (chapel, private viewing facilities, vehicle fleet, etc)
- What service do they provide me before, during and after the funeral?
- Will they supply a detailed breakdown and written quotation?
- What are their terms of payment?
- Most importantly, who are the people who are looking after you, their training, professionalism and experience. And are they 'real'?

For more information please visit [integrityfunerals.com.au](http://integrityfunerals.com.au)



## OUR DESIRE.

OUR PRIORITY IS TO PROVIDE EXCELLENT SERVICE. FROM YOUR FIRST ENQUIRY TO OUR LAST HANDSHAKE, WE WANT YOU TO RECEIVE THE BEST AND THAT IS WHAT WE OFFER. WHEN EXPERIENCING A LOSS, YOU NEED SOMEONE TO TRUST, SOMEONE TO HELP WITH THE DIFFICULT DECISIONS TO BE MADE.

At Integrity Funerals the entire team want you, the people we serve, to be able to look back and remember this experience with the assurance and confidence that you have done everything possible to make the funeral a personal day for your family full of honour and respect.

The creation of these new memories is an important part of closure, which we take very seriously. Closure is about accepting the reality of what has happened, however tragic, and beginning to prepare ourselves to live in a state of acceptance and peace with the absence of someone who until now has been a consistent factor in our lives.