

At Chapter House, we provide traditional funerals, direct cremations and memorial services, as well as pre-paid and pre-planning services. We also specialise in services for infants, giving this delicate service the grace, effort and respect it deserves.

If you need to speak to one of our Funeral Directors right away, please contact us on **03 9855 0155**.

When you call us, you will be answered by one of our experienced, caring and compassionate Arrangers; Troy Upfield, Steve Summers, Debbi Arpini or Liddy Upfield.

We guarantee that whoever answers your first call will be with you until the end of the service – and beyond. They will be your Arranger for as long as you need.

**When it comes to planning a funeral, cremation or memorial service, there can be a lot to consider. We help you every step of the way and go over every detail, giving you as much as you need to make decisions and consult with other family members.**

#### Questions we might ask

We understand that this is an incredibly difficult time, in order to support you in the best way, we will need to ask you a few questions over the phone.

First, we will always check if you need help right away.

Hospitals, for example, prefer arrangements to be organised quickly. If your loved one is with the coroner, we will contact the coroner and transfer them into our care. We have 24/7 facilities, so if your loved one has passed in a nursing home, we can bring them to Chapter House whether it's 3pm or 3am.

We will also need to ask you a few details about your late loved one. This includes:

- their name and date of birth
- the date of passing
- their location
- your name and your relationship with the deceased

#### What kinds of services are there?

We offer traditional funerals with a burial or cremation. We also offer direct cremation without a service or an attendance.

#### Where can a service be held?

We can arrange for your funeral to be held in a church, a chapel, a function centre, a private venue of your choosing (such as a home), or a memorial service in a place of your choice (such as a park or beach).

#### How much does it cost?

At Chapter House, we understand that 'every life has a story to tell' which means that no two services are the same.

While each of our services is highly tailored, we do offer set packages, so you can choose the farewell that is right for your family

#### Cremation - No Service, No Attendance

We can provide a direct cremation for \$3,300, with no other added costs. This includes the transfer of the person into our care, a Chapter House coffin, cremation at Springvale Botanical Cemetery, and all associated paper work including the doctors certificate and death certificate. Unfortunately, we cannot organise transfers to interstate crematoriums.

#### All other services

For all other types of services, we can give you a quote on the first call. This quote will cover the service fee, which is dependant on the type of service you would like and any other requests you might have.

The service fee generally ranges from \$1,500 to \$5,950, and includes:

- transfer into our care
- mortuary care
- arrangement
- death certificate
- cemetery advice
- a current model hearse
- staff on the day of the funeral (including your Arranger).

#### Additional costs

##### Coffins and caskets

At Chapter House, we offer high quality, beautifully designed coffins and caskets, which are all Australian made. Our range starts from **\$1,100**.

##### Celebrants

We have personally selected a group of the most empathetic and well-spoken celebrants in Victoria. We can help you to choose which celebrant is best-suited for your family. Our celebrant prices range from **\$600 to \$1,000**.

#### Disbursement costs

Chapter House can arrange for any of the following, and their exact costs, to be passed on to you.

Alternatively, you can arrange any of these yourself or with other providers.

- Cremation fee (if not direct) **\$945**.
- Flowers (casket spray) from **\$240 to \$500**.
- Catering – we have many options that we can provide you, or we can liaise directly with a caterer of your choosing.
- Media – orders of service, DVDs and music. This can vary depending on your specific request. As a guide – a service with 100 guests with a tribute DVD and orders of service booklets (four pages) would be **\$450**.
- Newspaper notices – we can submit death, funeral and personal notices on your behalf. A death notice and funeral notice at a standard length costs around **\$350** in total.

When you're ready.  
We're here to talk.

*Troy Upfield*  
0427 749 294

*24/7 Office Contact*  
03 9855 0155  
info@chapterhouse.com.au

Chapter House services the greater Melbourne area and our offices can be found in Kew and the CBD.

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