

A Prepaid Funeral?

The funeral you want; your loved ones protected. Prepaying your funeral can help protect your loved ones at a time of great emotional stress, it can ensure you get the funeral you want, and it can be good financial planning too.

- While we at Russell Brothers will help you arrange your prepaid funeral, it is important for you to know that your payment goes to a leading Australian capital guaranteed management fund, IOOF SA Ltd, to ensure the security of your payment.
- The price of your prepaid funeral is fixed and guaranteed forever.
- Prepaying your funeral has no effect on your pension.

Is prepaying good for you? This depends on your individual situation.

Telephone us on 9585 1610 for an appointment if you would like to talk about your particular needs and situation.

Like friends you can trust...

"Your services (when my mother passed away) exceeded our expectations in every respect. You did everything you promised and more, for a very reasonable charge, with no attempt to 'up sell' or take advantage of our grief. Our experience was that you were like friends you can trust, in contrast to our unhappy experience with a multi-national funeral corporation when our father died."

– Geoffrey Heard, Mentone

May you receive many blessings...

"Please accept my appreciation and gratitude for the exquisite floral arrangement placed on the coffin...May you receive many blessings as you carry out your special duty."


– Sister J. Halleur, Malvern

Bound by the VIFD Code of Ethics

Russell Brothers is bound by the VIFD Code of Ethics. This means we promise:

CODE OF ETHICS

- To provide the highest standard of service at a reasonable and realistic cost.
- To provide a high standard of facilities which are adequately equipped for all services provided.
- To provide staff who are well trained and experienced in all aspects of the funeral profession.
- To always be scrupulous in the confidentiality of clients' personal information.
- To always be conscientious in dealings with government authorities or industry related business.
- To ensure that all advertising is genuinely informative, truthful and in good taste.
- To be conversant with the laws of the land as they apply to the funeral industry.
- To give a written, itemised estimate of cost, when required by families, at the time of taking instruction.
- To always be scrupulous in the handling of prepaid funerals and the associated funds entrusted to us.
- To always make ourselves available to members of the community who seek our advice, expertise or assistance in matters relating to the funeral industry.

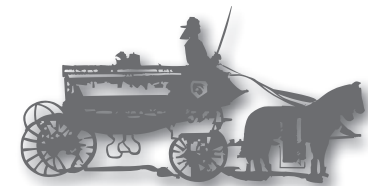
 **Russell Brothers**
Funeral Services P/L
ACN 007 342 298
89 Balcombe Road, Mentone 3194

Help when you need it
24 hours, 7 days

 **9585 1610**



'Personal and caring attention'



Truly Individual Funerals



Russell Brothers
Funeral Services

*An Australian Family Caring
For Australian Families*

www.russellbrothers.com.au

The distinctive, individual funeral you want

For Russell Brothers, every funeral is as individual and as different as every person and every family.

"In organising hundreds of funerals for Australians of every Ethnic and Religious background and being closely involved with the bereaved, we have seen how important it is for each funeral to be individual, to be different, to reflect the life of the person who has passed on and to fill the needs of the family and friends for solace," says Geoffrey Russell, JP, principal of Russell Brothers.

"We see ourselves as facilitators, people who have special resources and expertise to help you get what you want at a time when you may not be in the best position to help yourself.

"They call us 'funeral directors' but that's only the second part of our job. Our first task is to plan – to work out with you what you want, to assess the resources needed, and budgeting. *Then* we become directors – working out the detail to bring everything together seamlessly; double checking on the day, fixing any problems before they surface.

"You'll notice how smoothly everything goes in funerals in the movies. They do twenty or thirty takes to get things right. Out here in the real world we get only one chance to do your funeral right. Our pride it to get everything flowing as smoothly as you see in the movies, but in just one take, and so unobtrusively that you don't even notice.

"The last thing we want is to leave people living with regret."

Personal and caring attention

"I'd like to say how pleased I was with your courtesy and general help at a very sad and difficult time for the family and myself. We did appreciate your personal and caring attention.

I will certainly be recommending you to my friends."

– Mrs Jarvie, Mt Martha



Geoffrey Russell, JP, in Russell Brothers' Chapel, Mentone

Continuity, individual care

Two key features of Russell Brothers' service are continuity and individual care.

The fully trained Funeral Director who answers your emergency call with kindness and understanding, perhaps in the early hours of the morning, is the person who will manage the whole funeral unless you request otherwise.

He or she will ensure that your wishes are carried out with dignity, thoughtfulness and care, respecting both the living and those who have passed on.

Affordable, value

Being affordable and providing real value are other keys to the Russell Brothers' service.

"We can organise very individual funerals at very friendly rates because we do things right the first time – which keeps costs down – and we hire quality people and service providers who know us as good clients of theirs so they give us good rates which we can pass on to you," says Geoff Russell.

Sympathetic and dignified...over \$1000 cheaper than other quotes...

"I wish to thank you and your colleagues for the sympathetic and dignified manner with which you carried out the duties associated with my wife's funeral...my sincere thanks...your rates were over \$1000 cheaper than other quotes."

– Jack Wishart, Cheltenham

When you have planned your funeral, our Funeral Director will prepare a personalised booklet for you, setting out detail your funeral plan, all-inclusive costings for the funeral you have agreed on plus any options you might wish to consider.

Note: When comparing prices, we urge you to make sure all costs are included. Some funeral services leave out necessities such as necessary certificates, funeral notices, and cremation or burial costs out of their quotes. Together, these can add thousands of dollars to the final bill. These costs are *always* included in Russell Brothers' budgets.

Service excellence

Geoff Russell is the second generation of his family to provide sincere, compassionate and expert care to Melbourne families when they need it most.

You can judge Russell Brothers' performance by the scores of unsolicited letters they have received, testifying to the excellence of their award-winning services. One client even advertised his feelings in the local paper.

In addition, Russell Brothers is a member of the Victorian Independent Funeral Directors' Association (VIFD) which sets strict standards, to which the firm fully complies, both in letter and in spirit.

PUBLIC NOTICES

To Whom it may Concern: After the death of my wife I found Russell Bros. Funeral Directors, of Balcombe Road, Mentone, to be very caring and thoughtful. I would recommend them to anyone.

R. Foster, Chelsea

From the
Mordialloc
Chelsea News