

PROUDLY SERVING The Dandenong Community



Le Pine
FUNERALS
Honouring Lives



WHITE LADY
FUNERALS
a woman's understanding



137 Princes Hwy (Cnr Fifth Ave) Dandenong



The team at White Lady Funerals Dandenong



Arrangement Room

Reflection Lounge

A caring funeral home of the future

Dandenong is now home to one of Australia's most innovative and high-tech funeral homes.

InvoCare opened its flagship home on the Princes Highway on Tuesday 17 April, marking the completion of a six-month, \$3.4 million rebuild and refurbishment.

Operating under the White Lady Funerals and Le Pine Funerals brands, the facility includes two arrangement rooms, a viewing room, a reflection/memorial lounge with an outdoor decked area, and a 170 seat (200 standing) non-denominational chapel - the largest capacity chapel in the South-East Melbourne area.

The home also includes a state-of-the-art audio-visual system enabling families to web cast and record the service to share with family and friends interstate and overseas.

Le Pine regional manager Ashley Crow said the stunning transformation was the result of in-depth customer research into the changing needs of the funeral industry.

Mr Crow said research revealed families wanted a contemporary environment in which to farewell their loved ones.

"Funerals have changed a lot in the last 30 to 40 years, to what is now a very celebratory and personalised event," he said.

"People are now getting quite creative in the funeral services they want. Our staff have similar skills to event planners and provide what families are requesting as well as us sharing with them the various options that are available."

"Funerals are changing so much. We have the ability to facilitate for a service up to 200 guests or hold a more intimate gathering."

Regional manager for White Lady Funerals Tia Worrall agreed.

"It was important to create an environment in which people feel calm and relaxed. They might come in emotionally stressed, so it is a comfort to be able to come into an environment where you can relax and have a team of people who can take you through the process."

InvoCare's research also revealed that families wanted access to the latest technology when paying tribute to their loved ones and connecting those who were unable to farewell the deceased in person.

"So if you have relatives in England for instance we can live stream to those locations via web-casting. People can log on through our website and view the service when it suits them."

The 170-seat chapel has a cathedral-like roof and is flooded with natural light from a wall of glass.

"The cathedral ceiling creates beautiful sound and the audio in here is amazing because of that cathedral ceiling," Ms Worrall said.

Real flowers, water features and comfortable soft furnishings add to the warmth of services.

The importance of hospitality was another key finding from InvoCare's research.

"It's important there are tears to assist the grieving process but it is also important to have laughter and celebration of a life well lived," Mr Crow said.

The Reflection Lounge can comfortably hold up to 200 people, with sliding doors

opening to an outdoor deck. The lounge is serviced by a full commercial kitchen. All food is served by waiting staff.

"Some families want a less formal service, they want something more like a cocktail party. The Reflection Lounge gives us the option of people standing around informally," Mr Crow said.

"We have deliberately designed the space so guests are served rather than food being placed on tables," added Ms Worrall. "We've held services where the family has requested that people be greeted at the door with a glass of champagne because that's what Pop wanted. We can do that in this beautiful space."

Guests can also leave via the Reflection Lounge which offers direct access to the 55 space carpark. Mr Crow said Le Pine and White Lady had a diverse team of funeral staff across their Victorian network who are all experts in supporting families at their time of need.

Mr Crow encourages people to wander in, have a look at the refurbished facility and meet the staff.

"Long gone are the days when people had hesitation about walking into a funeral home. We have a wonderful team, just pop in and say hi as you would any other service in the community. "We are looking forward now to the public seeing what we have created."



Outdoor deck adjoining the Reflection Lounge

Consider a prepaid funeral for complete peace of mind

PLANNING a funeral can be stressful and costly for the loved ones of the deceased. That burden can be alleviated with a *prepaid or pre-arranged funeral, which is planned and paid for by you whilst you are alive.* The plan is entrusted into the care of the funeral director of your choice, to deliver upon when the time comes at no additional cost to your family.

Guardian Plan, an Australian funeral plan provider, offers prepaid funerals through multiple funeral providers including, Le Pine Funerals and White Lady Funerals. The great benefit of a prepaid funeral is that cost remains the same as the day you planned it.

On average, a prepaid funeral today costs \$6,000. That cost will remain the same regardless of how long you live. For example, if you live another 27 years the cost of a funeral at that time would be estimated at \$14,000.

However, as your funeral has been prepaid at \$6,000 that price is locked in and there is no more to pay. On the other hand, if you take out funeral insurance today and pay premiums for the same period (27 years) the cost would be \$32,000.

"A prepaid funeral makes it easier on your family by ensuring loved ones have a copy of your funeral plan," said a spokesperson from Guardian Plan.

Funds are safely held with the Over Fifty Guardian Friendly Society, an APRA registered organisation, until they are needed.

"By paying for your funeral in advance, you



The team at Le Pine Funerals Dandenong

relieve your family of the funeral costs and the distress of making difficult decisions at an emotional time," said the spokesperson

"When needed, your family can call your nominated funeral provider to help them begin the arrangements you have already organised and no payout or claims forms are required. You make the decisions on what you would like for your funeral so it is planned the way you want."

A prepaid plan covers:

- Professional guidance for your family
- Preparation and care for the deceased
- Documentation
- Funeral arrangements including the type and style of funeral you want
- Transportation for the deceased

Installment plans are available and Guardian Plan offers a 30 day cooling off period.

For more information,
simply visit guardianplan.com.au



Plan ahead for peace of mind

Prepaying your funeral makes sense. It is an act of great care that protects your loved ones financially and emotionally.

By prepaying your funeral with Le Pine Funerals or White Lady Funerals at Dandenong you will have peace of mind knowing your wishes are recorded, so your funeral is exactly what you want and locked in at today's prices.

To find out more about prepaying your funeral call

Le Pine Funerals on 9794 0511 or White Lady Funerals on 8527 4704



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