

# ANNUAL REPORT

## 2020 – 21

*Funeral Directors Association of  
New Zealand Incorporated  
For the period ended 30 June 2021*

**Funeral Directors**  
ASSOCIATION OF NZ





# CONTENTS

## **EXECUTIVE REPORTS**

- 4 President's report
- 6 CEO report
- 8 Board report
- 9 Conference review

## **DISTRICT REPORTS**

- 14 Auckland
- 15 Waikato/Bay of Plenty
- 16 Wellington
- 17 Canterbury/Westland/  
Nelson/Marlborough
- 18 Otago/Southland

## **BUSINESS REPORTS**

- 20 Funeral Disaster  
Response Team
- 21 Funeral Services Training  
Trust (FSTT)
- 23 Funeralcare
- 25 The Funeral Trust

## **FINANCIAL REPORTS**

- 25 Consolidated  
Performance report
- 25 Auditor's report

## **ELECTED OFFICIALS**

- 26 Funeral Directors  
Association Elected  
Officials

## **BUSINESS PARTNERS**

- 27 Funeral Directors  
Association Business  
Partners

# PRESIDENT'S REPORT.



**Our Association has performed well under difficult circumstances this year as we continue to battle COVID19 and a series of lockdowns. Membership numbers have remained strong, and we have new members wishing to join and benefit from being part of our group.**

It has once again been a busy productive year for the Association. Across the country members have experienced the continued disruptions of COVID19 shutting down most of their operation, just as many were starting to feel some normality had returned. As I write we are all experiencing another lockdown. Auckland as our major border with the world has experienced the brunt of lockdowns and disruption, the fortitude and resilience of our Auckland membership has been amazing, and I thank you for remaining strong throughout these difficult times.

We continue to engage with Government to find the best solutions to the issues arising out of lockdown. We have proposed and the Government have accepted a number of our initiatives that are enabling our client families to have a more meaningful funeral experience throughout these very trying times. Our advocacy in this space backed by the solid support of our membership

has meant that we have been recognised as the foremost authority with regards to deathcare in Aotearoa New Zealand.

At our last AGM we proposed, and the membership adopted, a new method of membership subscription, a new set of standards, a new logo and image makeover. I am pleased to report that all these new measures are working well and adding value to our association.

We also made some changes to the way the Funeral Trust worked, creating a fees free system that once again benefited both our members and the families who use the Trust. The Trust is looking forward to introducing periodic payment scheme that will enable small regular payments to be made by participants. This will in turn make the Trust even more attractive to the public.

The Funeral Learning Hub is now fully functioning, and the vast majority of members have signed up and are using



the service. It provides a great way of continuing the learning pathway for all team members within your business and I recommend if you haven't taken the opportunity yet to look at the offering you should do so.

The continuing threat of COVID19 and the disruption it brings has caused us to cancel or postpone a number of events, the District meetings have been cancelled, our conference was postponed and as I write the Board are about to consider whether to postpone the AGM. Through all this our National Office has continued to operate, sometimes remotely from their homes and sometimes in person when lockdown rules allowed. It is amazing to be able to say that such disruption has not lessened the service provided by the National Office team. I would like to extend my thanks to those past and present members of the team for all that they do for the Association.

As many of you will be aware David our CEO is moving on to pursue another opportunity, as President and Chairman of the Board I wish to extend our thanks to him for all his hard work and diligence during his time with us. On a personal note, it has been a very rewarding few years to work alongside David, we have tackled some enormous issues together and throughout David has remained calm, professional, and positive no matter what was thrown at us. Thank you, David, we couldn't have done it without you.

This will be my last AGM report



as I will be stepping down after 3 ½ years as President of the Association, a role that I have enjoyed immensely. It has not been without its challenges, but the support of our National office team, the Board and our CEO have enabled me to meet those challenges head on and deliver some long term stability for us all.

Finally, I'd like to thank you, the members of this Association who have taken the time to send messages of support throughout my time as President, I have found this particularly encouraging during this COVID period. I wish the incoming President every success and know that the Association and its members will continue to flourish for years to come.

*Gary Taylor, Funeral Directors Association President*

# CEO REPORT.



**As I write this report, Auckland is still in an extended Alert Level 4 and the rest of New Zealand under a new strict Delta Alert Level 2. The year to 30th June 2021 has been dominated by Covid19.**

Covid19 has continued to create pressure and change for our Members and they have adapted magnificently. At the National Office we have worked hard to support them with information, communication, advice, and guidance. It is fair to say that throughout the Covid19 period, the action and communication from Government over the Alert Level requirements for funerals and tangihanga has been soft and late with confusing and conflicting requirements that arrived after the alert level

changes were implemented.

This has caused considerable stress both for our Members and the families they care for. We have advocated hard and early for clarity and a set of regulations that are fit for purpose. We have achieved considerable success with our efforts in the face of challenging circumstances. Our national advocacy is always a team effort, and I am grateful for the support and involvement of the staff, Board, and our Members at every stage.

We are still waiting for the completion of the Association's financial statements however our management accounts indicate a successful achievement of budget, and this is backed up by a high level of achievement against the objectives and key result areas set by the Board for the year.

Our number one priority is our Members and our objective is that our members understand they are the reason we exist and are the beneficiaries of all we do. Everything we do

Funeral Directors  
ASSOCIATION OF NZ

MEMBERS AREA    FAQ    COURSE LIST    SIGN UP



## Funeral Learning Hub

Helping you grow.

### Learning. Your Way.

The Funeral Directors Association of New Zealand is committed to bringing all members relevant and accessible learning opportunities. With over 50 courses on offer and webinars on a variety of subjects, there is something for everyone in your organisation. From personal growth, to growing your people, the opportunities for Professional Development have arrived.

must relate to our membership value proposition. We measure this by feedback from our members with our surveys showing 93% being satisfied or very satisfied with the service from the National Office. At the 2020 AGM, we proposed a new membership subscription basis following extensive consultation with the membership. This was accepted unanimously and has been adopted for the 2021/2022 membership year.

## Funeral Directors ASSOCIATION OF NZ

### MEMBER

At that AGM, we completed the update of the Association's standards which were presented to the membership and again received unanimous support. We are now developing a new inspection process based upon these standards. This will replace the current process which is primarily based upon on Members' premises.

We have also raised the awareness of the Association with substantial media attention and the launch of our new brand. Our media releases are now picked up by mainstream media and we have become the source of information on the funeral sector for the media. Dealing with the media is always challenging and we have worked successfully to consistently get the message out that meaningful farewells and the Funeral Directors Association members who provide them are valued as an essential part of a healthy

grieving process.

Our advocacy has extended far beyond Covid19 with substantial time and effort put into the issue of mortuary wastewater and the review of the Burial and Cremations Act. This advocacy will ensure the legislative framework that our Members operate within will be fit for purpose for many years ahead.

During the year we also developed our new digital learning platform, The Funeral Learning Hub. This launched on 1st July 2021 with more than 50 courses based upon the latest digital learning best practice. Take up by the membership has exceeded our forecasts by a considerable margin.

The National Office also provides the support for The Funeral Trust and substantial progress has been made with the full launch of the CRM system, supported by a new lead generating website that has created nearly 1,000 new leads for our Members to use to build their businesses.

During the year, Sarah Montgomery left us to pursue her career in policy development with the Government and we were joined by Maddi Pham until she moved to Auckland with her partner. Linda Hartstonge has continued to provide magnificent service to the Association in her role as Events and Marketing Manager and has managed to stay positive despite the massive setbacks that Covid19 has

presented. I am very grateful to Linda for all her hard work, creativity, and support throughout the year.

I am also grateful for all the support of the Board which has been exemplary. It has been an honour and pleasure to work with them over the year.

I particularly want to thank our President Gary Taylor whose wisdom and guidance I trust completely. We have only been able to achieve what we have because of his leadership.

This will be my last annual report as CEO of the Association. I am taking up an opportunity in the charity sector and it has been a very hard decision to leave the Association. I have thoroughly enjoyed my time with the Association and the relationships I have built with our Members. It has been hugely rewarding. I am confident that the Association is in great shape with the strength and ability to continue to make a positive difference for both the Members and the families they serve. I have no doubt that the Association is in great hands and has an equally great future ahead of it.



David Moger, *Funeral Directors Association CEO*

# BOARD REPORT.

## Terms and portfolios

Board member	Appointed	Term Served	Executive portfolios
Gary Taylor (President)	Oct 2019	2 years	President Education Board Lead
Rachel Bennis (Vice President)	Oct 2020	1 year	Vice President Social Science Board Lead
Peter Giddens	Oct 2020	1 year	The Funeral Trust Board Lead
Richard Fullard	Oct 2019	2 years	Membership Board Lead
Andrew Malcolm	Oct 2020	1 year	Standards Board Lead
Phillip Meyer	Co-opted July 2019	To next AGM	Co-opted Board Member

## Meeting attendance

Board member	Board meetings attended
Gary Taylor	4/4
Rachel Bennis	4/4
Peter Giddens	4/4
Richard Fullard	4/4
Andrew Malcolm	4/4
Phillip Meyer	4/4

## FDANZ Representatives

Communio Board	Peter Giddens
Funeral Services Training Trust (FSTT)	Tony Garing
Funeralcare Editorial Board	Bradley Shaw, Mark Glanville
Disaster Recovery	Simon Manning



Funeral Directors Association Board: Left to right > Andrew Malcolm, Rachel Bennis (Vice President), Richard Fullard, Gary Taylor (President), Peter Giddens, Phillip Meyer (Co-opted Board Member)

# CONFERENCE

Another momentous  
occasion

The Funeral Directors Conference was a momentous occasion once again as we all descended into Napier for this year's edition take 2.

By Bradley Shaw





*After being so close yet so far away from the March meeting, I think this conference was one of the best yet! It had been a long while between drinks, friendships, and laughter among friends, and what a way to do it in beautiful Napier.*

First stop was a welcome dinner and drinks, art deco style, thanks to the Wellington District, at the Masonic Hotel. With cocktails on arrival and a photographer awaiting we knew we were in for a good night. It was great to see everybody get into the art deco spirit, and a big thank-you goes to Michelle Dunstall for all her hard work in getting the evening together.

with families, providing meaningful value and guiding people into better grieving journeys.

The perfect follow-on after our panel discussion was a mind-blowing insight into Funeral Stream and Chapel Tech from Richard Martin of Eagers Funerals who, when building his new chapel Te Henui, had a vision of what he wanted to achieve. The funeral experience Richard is providing the families of New Plymouth and surrounding areas is second to none and we are extremely grateful he was able to show us that. I think a lot of us left there wondering how we can better enhance our chapels to create something so meaningful.

### Afternoon of fun

An afternoon of fun activities followed, with a Napier prison tour and escape room afternoon. Much fun was had by all. However, I am not sure whether there are still people in there trying to escape. The bus then delivered everyone to Crab Farm Winery for a tasting evening and dinner. Prizes were given out for the fastest escape. Thanks to Return to Sender for the booby prizes.

Tuesday morning it was back to the beautiful Napier War Memorial & Conference Centre on the edge of the Pacific Ocean for another day of learning and networking.

Our first session was from a great friend of the Funeral Directors Association, Registrar-General of BDM, Jeff Montgomery. He gave an update on where they were at with death documents, statistics on death



*Above: 2019 Graduates: Jarrod Dunweg, Jono Gibson, David Turnbull, Marco Vianello, Nicole Hill, Heather Young, Nicky Hockley*

*Previous page: Official delegate photograph*

### Panel discussion

Fast forward to Monday morning, and we started our day with a panel discussion from three very informative speakers – Celebrants Association President Lianne Fraser, Auckland Memorial Park & Cemetery General Manager Graeme Cummins, and Funeral Trust trustee and association member Stephen Dil – about the new normal of funerals, obviously with COVID changing a lot of things in the way we think about a funeral. This guidance showed us a lot about ways we can engage



rates, and updates on death certification, and took questions from the floor. Many thanks to him for his time and we look forward to continuing our working relationship.

### Waste-free thinking

Keynote speaker Brian Travers captivated us all with his LEAN Thinking Workshop, with delegates hanging onto his every word, and rightly so. His way of thinking and effortless delivery had us all thinking about our own business' and how we could introduce waste-free thinking into our daily lives. The table talks and working groups gathered much information, and we thank Brian for providing inspiration and helping change the way we think.

Finishing off the trifecta of great speakers for the day was Sally Gilbert from the Ministry of Health, and Daniel and Tania from Allen & Clarke Consultants. Some great work has been done on the reform of the Cremations and Burials Act, and it was awesome to see the presentation of findings from the submissions received. I was amazed at the amount of feedback our members at the conference gave to the team working on this, and indeed the way in which Sally and the team listened and took in everything mentioned. It is an exciting time in funeral service for us to play a significant role in shaping the future of our industry and the delegates showed composure and diligence in the way this was expressed to Sally, Daniel and Tania.

### Recognise graduates

After two great days of learning and networking it all came to a close on the Wednesday evening with the Gala Dinner and Graduation. It was great to finally recognise the efforts of the graduates of the Diploma in Funeral Directing from 2019, who were not able to graduate in 2020 because of the COVID restrictions. Well done to the seven who crossed

the stage to receive their registrations and equally to those who were unable to make the event. Your efforts do not go unnoticed, and we congratulate you all on furthering your career in funeral service.

On behalf of the Funeral Directors Association of New Zealand, thanks to all for your attendance, and we hope to see you at the 2022 conference from 28 February – 2 March in Queenstown. Mark those dates in your diary now! 📅

*Below: Mark Chaafe of Lucentt presents Nicky Hockley with the Top Theory Student Award and the Supreme Award for Top Overall Student*



*Right: Dean Taylor: Taylor-made Caskets sponsor of Gala Dinner Entertainment*



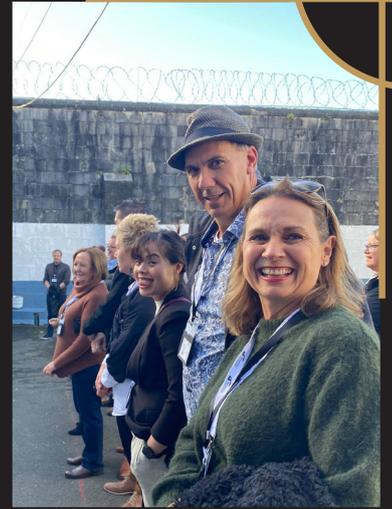


*Left: The Board: Peter Giddens, Phillip Meyer, Gary Taylor, Andrew Malcolm, Rachel Benns, Richard Fullard*



*Left and below: Delegates enjoying evening functions*





# AUCKLAND.



*Irene Morton*

Auckland District Coordinator



**Well, we thought last year would never end and we started out this year not much better. After a false start for an Auckland meeting back in May, we finally made it with one going ahead on the 10 August 2021.**

With 22 in attendance, our afternoon started with a welcome from David Moger, followed by an informative lecture from Auckland's most prominent Medical Referee Gary Clearwater. Gary gave us a complete running picture of his part in the issuing of Permission to Cremate certificates and the challenges he faces daily in being able to do this in a prompt manner, his dealings with doctors and funeral directors to make sure that the process is effective and within the constraints of the law.

Many of us were fortunate enough to be present at the Funeral Directors Association Conference in Napier and to see Richard Martin in action launching his vision for a media platform.

We were therefore lucky enough to have the presence of Richard to further deliver his vision for Funeral Stream [www.funeral.stream](http://www.funeral.stream) a full-featured platform for funeral directors to manage death notices, tributes and streaming on their

own website. Definitely worth looking into and capitalising on for the future.

National Office Events & Marketing Manager Linda Hartstonge provided an insight into the new Funeral Learning Hub [www.funerallearninghub.com/](http://www.funerallearninghub.com/) that offers over 50 courses and webinars on a variety of subjects, there is something for everyone in your organisation. She highly recommended for us all to register and start using the new platform to up-date, up-skill and be informed. Linda also showed us the Take the Time to Talk Campaign collateral and explained how we can use these to raise our profiles in the community and build our client bases for the future, while supporting the campaign goals. Take the Time to Talk provides a reason and topic for us to talk to media, visit local community groups and helps position our firms as the leaders in this space.

Mark Chaffe from Lucentt then finished off our session by

bringing us all up to speed on the difficulties of bringing in supplies, and the alternatives that can be offered until the world is in a better space to be shipping supplies on a regular basis, and that the increase of prices is inevitable. Lucentt as always provided us with a display of products and their new engraver got a good work out. Very clever and offering a whole new perspective on what it can do for casket name plates.

Also joining us for the afternoon was Glenn Davies (Wellington District Coordinator) from Lychway in Palmerston North. Glenn travelled up to have an Auckland experience, along with Nathan Francis from Windsor Industries, thank you both for your presence.

Hopefully, now this means we are back on track to have our regular get together and that COVID is now in the back seat. The next face-to-face District meeting will be April 2023.

# WAIKATO | BAY OF PLENTY.



*Jim Goddin*

Waikato/Bay of Plenty District Coordinator



**Well, what a year it has been to date, - hopefully it can only get better.**

Some of us attended the Napier Conference at the end of May. It was great to see Graeme Waterson, former owner and still actively involved in Waterson's Funeral Service receive an award for 67 years' service to the funeral industry. What a great achievement. Congratulations Graeme.

We managed to have a district meeting in August as scheduled, the first one since I have been looking after the district, not for the sake of not trying I must add! We had a great afternoon with several different speakers:

- Richard Martin showing us the new Funeral Stream [www.funeral.stream](http://www.funeral.stream) a full-featured platform for funeral directors to manage death notices, tributes and streaming on their own website.
- Tony Hill President of the

Waikato & King Country Districts RSA presented on what the RSA can do towards a funeral for someone that has serviced for our country

- Alan Eddy presented on the "New Look" Freedom – looking forward to the role out Alan!
- Association update from CEO David Moger

To finish the day off we had a beautiful meal, and of course a few drinks!

We had Bruce, Mark, and Trish from Lucent attend the meeting, along with Catherine from Mortech Industries.

Hopefully we will have the next 6 months bump free and at our next district meeting we can have the training that was planned a year ago, but due to such uncertain times we will have to work on that just before the time – stay tuned!

Welcome to Alan Pukepuke to the Waikato/BOP District. Alan is opening a funeral home in Rotorua.

# WELLINGTON.



*Glenn Davies*

Wellington District Coordinator

**After only being in the coordinator roll for a couple of weeks, I finely secured a function room at the Awapuni Racecourse for our Wellington district meeting on the 17th of August 2021.**

We had a great turn out with 28 in attendance. The morning started off with Mark Chaffe from Lucenntt speaking about the supply issues that the whole industry is facing, and he showed us on their website how we can find alternatives. Mark and Bruce also had their new engraving machine “The Emblaser 2” on show with a lot of interest from members.

Richard Martin was up next to explain Funeral Stream to those who have not seen it before and if

you haven't, please take the time to have look [www.funeral.stream](http://www.funeral.stream)

After lunch Jeff Montgomery – Births, Deaths and Marriages General Manager Department of Internal Affairs spoke about how last year there was no real seasonal peak in the death rate, this being due to COVID-19 and no winter flu and pneumonia outbreaks. He also gave us an update on the new Te Ara Manaaki project charged with delivering re-imagined services in the birth, death and

marriage sector.

To finish off the day David Moger from the National Office gave an update on the Take the Time to Talk campaign and the collateral available for members to use all year round. He also spoke about how the new Funeral Learning Hub is going and encouraged all members and their staff to sign up and start their ongoing professional development journey. If your firm hasn't registered, please do so [www.funerallearninghub.com](http://www.funerallearninghub.com)



# CANTERBURY | WESTLAND NELSON | MARLBOROUGH.



*Mark Glanville*

Canterbury/Westland/Nelson/Marlborough District Coordinator

**It's been 18 months since the first lock down. Things were feeling like they are back to normal, or maybe as normal as it gets. This all changed on August 17th when we all went back to Lockdown.**

I know in my experience C-19 is certainly challenging us all. Working in bubbles, navigating the shifting sands of the MoH rules, helping families we care for to understand these rules, and sometimes having to have very difficult conversations with them.

As you all know it's been a challenging time for the funeral industry as with most businesses.

I would like to thank the National Office David Moger and Linda Hartstonge, President Gary Taylor and the District Coordinators from around NZ for their support during this C-19 period, they have kept us all on the same page in deciphering the rules.

Our August District business meeting was postponed. I am waiting for NZ to be back to Level 1 before we reschedule (might be a while). I have found

the Member Zoom meetings very helpful and encourage our district members to tag onto this.

Our district seems to be ticking along OK, other than Covid!. Peter Yearbury has sold his business Heritage Funeral Services and is no longer in the Association, although he is working for the new owner under a new brand name in Christchurch (non-member). I would like to Welcome aboard a new District (provisional) member, Laura and Mark Manson, Matuku Funerals in Takaka. It's great to see new businesses seeing the value of the Association membership.

The banking and accounting of the financials for the district has been a breeze to deal with as it now rests with the National Office to control.

On behalf of the CWMN District I would like to thank David Moger for the massive input

he has put into our District, attending all our district meetings, supporting me as District Chair, helping us move away from a formal meeting structure into something more social and relaxed, assisting in the transfer of the financials to ensure the proper structure of the reports. David has certainly left a legacy with the CWNM district, for that we thank you David.



# OTAGO | SOUTHLAND.



*Sharron Hanley JP*

Otago/Southland District Coordinator



*Fraser Wilson*

District Secretary

**Despite the difficulties of COVID-19 pandemic, our District had its usual half-yearly meeting and training day, in May of this year. This was held in Invercargill on 19th May 2021 and was well supported by the District members.**

The programme for the day included Training sessions, conducted by:

## **NATIONAL OFFICE: LINDA HARTSTONGE**

How to get the most out of everything that the Funeral Directors Association offers to members:

- Accessing and utilizing the member-only portal
- Member resources
- Member benefits
- Member communication
- How to use the new brand
- Lead generator – Request for Estimates – The Funeral Trust
- Q&A's

## **SCHOLEFIELD COCKROFT LAW: MARY FOLEY**

A detailed presentation on various aspects and trends on issues regarding employment law. She covered areas of fair

pay rates, personal grievance, compensation payment, sick leave, employment contracts. Her presentation clearly indicated the need for managers of funeral homes to be constantly aware of issues that may involve aspects of employment law. (Our current period of alert levels has certainly made us aware of the need for compliance on all areas of employment law).

## **CREATION SIGNS: RIKI SHUTTLEWORTH**

Demonstrated to us the techniques for fixing the wrap onto a casket. A custom design can be chosen to highlight the specific interest of the deceased, and a wide variety of designs, colours and vinyl wrap are available.

Our meeting concluded with an evening meal at Rocks Restaurant at which all local

celebrants were invited.

Our main training event of the year was held in Mosgiel, on 17th March. This was led by Rex Alexander of Envirocom NZ Ltd. Rex gave us a very comprehensive update on the latest legislative requirements for those who handle and store hazardous chemicals. It was very pleasing that all district members were represented at this training day. The event was held at the Mosgiel Cottage facility of Hope and Sons. Our special thanks to Hopes management and staff for their hosting of this meeting and provision of refreshments throughout the day.

Our district is in good heart, and we welcome opportunities for further meetings and training days as a way of encouraging discussion, sourcing of new ideas, and generally checking that all is well within our District.

# FUNERAL DIRECTORS ASSOCIATION CONFERENCE 2022

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**28 February - 2 March  
Rydges QT Hotel, Queenstown**

## **SUSTAINABLE SOLUTIONS**

Wellbeing – Environment - Business

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Otago/Southland District is proud to be hosting the 2022 Funeral Directors Association Conference 28 February – 2 March at the Rydges QY Hotel, Queenstown and have been working with the Board and National Office to make sure it will be one to remember.

We have a fantastic programme lined up with education sessions to provide you with sustainable solutions for your wellbeing,

the environment, and your business. In addition, we have some fantastic fun social events that will provide opportunity to network and have fun.

We recommend booking flights and accommodation early as the NZ Golf Open is being held 24 – 27 February so Queenstown will be busy. Registration opening soon.

We all need something to look forward to and a trip away so start planning now to join us in Queenstown.

**Funeral Directors**  
ASSOCIATION OF NZ

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To view the full programme and to register, visit  
[www.funeraldirectors.co.nz/2022-conference-queenstown](http://www.funeraldirectors.co.nz/2022-conference-queenstown)

# 2021 Disaster Response Team Report to Funeral Directors Association of New Zealand

In the past 12 months I have furnished the Funeral Directors Association of New Zealand with a report on our Covid-19 response, so I will not go into that in detail.

With the arrival of the Covid-19 vaccine into New Zealand it looks like we are almost at the end of this event. I am sure there will be aspects which will take some time to settle, however I would expect we are over the worse of this Pandemic.

## Mass Fatality Framework

As reported by NZEA and FDANZ the NZ National Mass Fatality Framework has been signed off by Andrew Coster Commissioner of NZ Police and Andrew Kibblewhite the Secretary for Justice and Chief Executive, Ministry of Justice.

This document spells out how the structure of NZ DVI Team will operate alongside government agencies will respond in a Mass Fatality event. The contents of this document does not present anything new, but formally empowers those who operate within the sector to function without having to explain the process every time we have a mass fatality. It also ensures that all those involved understand the structure of responsibility. This further ensures that mass fatality events run smoothly when and where they occur.

If you have not seen this document, it is available through the NZEA executive or the FDANZ board. As always, I am happy for members to make contact with me to seek clarification or answer any questions you may have.

## Odontology Conference

I attended the Odontology conference in April and presented a session on how our team responded to the Mosque Shooting and White Island events. Those attending are very much involved in the identification process, but rarely get an insight following their part of the process. For me personally it was great to catch up with a group of friends that I have worked with on various projects and responses over the years.

The Odontology group certainly have a professional respect for the work we do. From both their and our perspective it is a true team approach when we have to respond to New Zealand.

## Police DVI

I have attended the NZ Police DVI advisory group recently, where we looked at what is happening on the front line for those parties involved. It would be fair to say that Covid-19 has kept everyone busy, but the day-to-day issues of dealing with DVI events is continuous.

## DVI Table-Top exercise — Operation Flight

Recently I participated with Operation Flight this was to work through and identify how we would deal with a plane crash involving 19 fatalities and 20 serious injured. This proved to be interesting as each of the members discussed the things which would affect their response. From a funeral perspective it highlighted that the relationship between Coronial Services, the airline, and our team would need to be different to any other mass fatality event. These Tabletop exercises are a good way to ensure those responsible for taking control and those participating in such events, understand the role that the NZ Funeral Disaster Team have to deal with. For many years I struggled with explaining that the responsibility does not finish with the release of the remains from Coronial Services. Following the Christchurch Earthquake, Mosque Shooting, and White Island the group all finally seem to appreciate all mass fatality events are highly political and the government response goes well beyond the burial, cremation, or repatriation of the deceased.

To activate the NZ Disaster Response Team, please call the President of FDANZ or the President of NZEA or myself direct. If any member has any questions in relation to the contents of this report, they are more than welcome to call me at any time.

## Simon Manning

National Co-ordinator | NZ Funeral Disaster Response Team | Mobile: 021 830 022 | Email: [simon@funeral-link.co.nz](mailto:simon@funeral-link.co.nz)

# FSTT REPORT.



*Tony Garing*

FDANZ Representative Trustee



## Greetings to the Funeral Directors Association Board, CEO and Members.

Over the course of this year trustees of the Funeral Service Training Trust have been continuing in a “business as usual” manner, albeit always mindful of the industry resolution to eventually wind up FSTT.

Given that at time of writing the Community Health Education and Social Services (CHESS) Workforce Development Council is not yet fully operational, and that the development of the funeral directing and embalming courses to be delivered by Open Polytechnic are not yet resolved, it has been very much business as usual with the Trust.

Having said that, I would note that following the appointment of Governance roles within the WDCs it seems likely that the windup of FSTT will come about in the reasonably near future.

In the meantime, however, FSTT is committed to working towards the development and re-establishment of the courses, in co-operation with FDANZ, NZEA, and NZIFH.

It is very apparent to the Trust that a prime area of concern to the industry is the current lack of the funeral directing and embalming courses. FSTT

has continued to work with the Open Polytechnic of NZ, as the Trust tries to push the final development and introduction of both programmes. It is clear that the funeral directing programme will be the first cab off the rank and is in fact likely to be offered later this year.

The embalming programme continues to be the most problematic. FSTT is very surprised and disappointed that OPNZ holds the view that the embalming course is not financially viable. From the outset of the RoVE restructure, we have been advised by TEC that the new Institute would be obliged to offer both programmes. Our own modelling continues to indicate that the embalming programme would be financially viable.

A matter for possible industry discussion is the likely cost of enrolling students on a revamped embalming course. OPNZ have indicated fees will need to be around \$14-15,000 to be viable. Actual costs for the former, WelTec, course will have varied from employer to employer but in general terms, inclusive of course fees, travel and accommodation costs, and associated expenses, we understand an outlay of up

to \$20,000 was not uncommon or unrealistic. With that in mind it may well be that the industry will accept proposed course fees which, while higher than originally anticipated, are offset by some practical advantages of largely delivering the programme online and in the workplace. For example, under the new model students would spend most of their time at their home mortuary, so participation in daily work and duty rosters would not necessarily be a problem, and there would be minimal travel or accommodation costs..

Trustees believe that time away could be limited to as little as one weekend workshop and practical training session.

There is no doubt that the different form of delivery is going to bring a significant change to the look and feel of the funeral programme. While we all accept that the learning environment is much different now, trustees are still strongly advocating for at least one opportunity for the students to come together for a portion of each course.

The student experience is a major factor in the success of both of our programmes and all care must be taken to ensure that there is no sense that the new programmes are offered with lowered standards.

Trustees, Michael Wolfram and Mark Baker are continuing work on a review of the embalming qualification to ensure that the programme remains up to date and fit for purpose, while fellow-trustee, Dr Julia Hennessy is using her connections to have further discussions with OPNZ in regard to the embalming programme.

Many of FSTT's core functions are already slowing down. There are now more and more companies either not paying the voluntary levy, or paying directly to their industry body, so the Trust is operating on a sinking lid financial basis. Trust Secretary, Fiona Gillespie, has updated the Trust's training subscriber database in order to capture the growing number of startup firms, and FSTT is still approving a significant number of THC's.

Although the numbers are diminishing, there are still funeral companies paying the voluntary levy to FSTT and sending through THC returns, so the workload for trustees and particularly Secretary Fiona is still reasonably substantial.

The Trust's September meeting was conducted via Zoom and was a very full agenda. For the time being it is very much business as usual. The majority of time was spent on the programme delivery and included the usual meeting with OPNZ. There were also a number of THC approvals and company returns to discuss and approve.

The December 2020 and February 2021 consultation recommendations are a regular agenda item. In the June issue of *Funeralcare*, trustee Kay Paku published her views on an alternative view to the proposal,

which we believe merits serious discussion and further consultation, but as already indicated trustees are working with an orderly and dignified exit in mind.

I remain proud to be the Funeral Directors Association representative to the Trust and proud of the industry we all love.

Times are certainly changing, and the new world looks very different, but please be assured that FSTT trustees are as passionate as ever about our world-class industry education and look forward to working collaboratively through this process.

# FUNERALCARE REPORT.



*John Duncan*

*Chair of Editorial Board*

Issue 71, of June 2021, saw Brent retire his pen, and I believe he can do so with great pride in what has been achieved under his stewardship. I would suggest Brent achieved the mandate laid down by those who envisioned Funeralcare, to be a “window into the industry and the true professionalism and the quality of service offered by those in it ...”.

The masthead of the “NZ Funeral Director” magazine, first published in June 1939, stated it to be “The Official Organ of the New Zealand Federation of Funeral Directors Inc”, and said it was “published quarterly in the Interest of Funeral Directors, Embalmers and Funeral Directors’ Suppliers”. If I may use a tortured analogy, the old magazine was radio, perhaps with pictures, while the new Funeralcare magazine was

**Every year seems to pass more quickly (even these “years like no other”), and it must have come as something of a shock to Brent Webling to realise that he had been Editor of “Funeralcare” for 17½ years when he decided to retire from the role he had held since the inaugural issue was published back in December 2003.**

television. But not just television – under Brent’s watch it evolved from black & white to colour and moved from analogue to digital.

Brent has left the publication in good heart, and it now falls on James Gardiner, his successor as Editor, to keep up the legacy he has inherited.

James is, of course, supported by the editorial board – a group of passionate volunteers from the industry, who represent the three organisations who contribute to Funeralcare: the Funeral Directors Association championing funeral companies; NZEA championing individual embalmers; and FSTT championing education across the funeral sector. The editorial board currently comprises myself and Kay Paku on behalf of FSTT, Tim Brown and Kirsty Mehrtens on behalf of NZEA, and Bradley Shaw and Mark Glanville (who was welcomed to the Editorial Board last December) on behalf of the Funeral Directors Association.

FSTT Secretary, Fiona Gillespie, continues to organise the Zoom

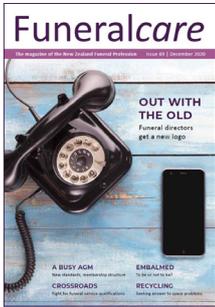
meetings, and provide the secretarial support required by the board, and I once again thank my fellow FSTT trustees for agreeing to continue providing the financial contribution that allows Fiona’s involvement. Finally, I must acknowledge the regular participation of Linda Hartstonge from the Funeral Directors Association in our editorial board meetings, and for the day to day financial and production management of the magazine.

As I write this report, the latest, September 2021 issue of Funeralcare is yet to go to print, that step having been delayed by the Level 4 Covid Lockdown. Hopefully by the time you read this report we may have been able to print and post the magazine, or at very least published an electronic edition online. A baptism of fire for new Editor, James!

Topics covered in the last year have again included a diverse range of material, with contributions from each of the three participating organisations. Among the regular

columns, and many interesting stories over the past year, some highlights have included:

## December 2020



The editorial column suggested the industry was at a crossroads, with changes in education likely to determine

the direction of funeral service for years to come. We reported on Wellington City Council's proposal to rent and recycle graves, in a bid to solve the looming shortage of grave space. Tim Brown made the case for embalming, open caskets, and making miracles happen every day. FDANZ launched a new brand, to become the Funeral Directors Association, and reported the impacts of Covid throughout the year, on both members and the clients affected. We reported on NZEA's first-ever "virtual" AGM, and the election of their first "recycled" President, as the association looked forward to its Golden Jubilee in 2021. In an article to gladden any gardener's heart, we featured Te Henui Cemetery in New Plymouth, which has become a tourist drawcard.

## March 2021



Covid-19 continued to have a significant presence on the pages of the magazine, as Ben Whitworth wrote about

the challenges for embalming

and funerals in the UK. Funeral Directors President Gary Taylor wrote of a coming of age, a new image (and how replacing the old FDANZ acronym might lessen confusion with an Australian bank!), and of big changes afoot in the education sector – we previewed the Funeral Directors Association's new learning hub, and the future opportunities offered for professional development. In contrast to the wonderful planting of Te Henui, we featured the rugged charm of Wellington's Karori Cemetery.

## June 2021



An editorial featuring NZEA's upcoming 50th (Golden) Jubilee was supported by an article on how it all

began, and a report on the association's AGM and seminar held in Wellington in May. FSTT trustee, Kay Paku, noted it was business as usual for the Trust, and suggested that while it is time for educational change, we cannot rely on the incoming WDCs to pick up the functions the Trust currently carries out on behalf of industry – moderation, brokerage, qualifications development, or training delivery quality assurance. Funeral Directors CEO, David Moger, outlined the joys of advocacy, and some of the successes achieved. The report on the delayed Funeral Directors conference adopted Napier's iconic art-deco theme, and an associated story highlighted 262 years of long service by six funeral directors. We concluded the June edition with a "behind the scenes" look at the burial of

Prince Philip, Duke of Edinburgh.

## September 2021



This was the first issue published under the oversight of new editor, James Gardiner. The editorial looked at

research on why some people want to accept conspiracy theories, while in what may be his last column as association President, Gary Taylor implored us to think about the wellbeing of colleagues and counterparts in these difficult Covid-times. Embalmer Troy Rehua recounted an interesting visit to Great Barrier Island, and David Moger pondered what went wrong after advocacy efforts against a new bylaw were seemingly taken on board by a local council, only to be denied at the last. Innovations in online funeral notice platforms were outlined by Richard Martin, while Paolo Guglietta looked at powered air purifying respirators for embalmers.

The editorial board remains proud of how an interesting issue, with a range of articles on different topics, has again come together each quarter, over the past year.

As in previous years, I acknowledge our many contributors, especially those whose regular columns and articles make the magazine of such interest to its readership.

I would conclude with the same message as my last report a year ago – it's now time to look to the future, and the next year of Funeralcare, and hope that every issue improves on the one before.

# TRUST CHAIRMAN'S REPORT.

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## The Funeral Trust

The auditors have not been able to complete the audit process in time to meet the Notice of Meeting deadline for the AGM as set out in the Association rules. Therefore the Trust Chairman is not able to complete his report in time to meet the Notice of Meeting deadline for the AGM as set out in the Association rules. We anticipate it will be tabled at the AGM and will be considered under the President's approval under Rule 12) a) iv) 4).

# FINANCIAL STATEMENTS.

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The auditors have not been able to complete the audit process in time to meet the Notice of Meeting deadline for the AGM as set out in the Association rules. We anticipate they will be tabled at the AGM and will be considered under the President's approval under Rule 12) a) iv) 4).

# FUNERAL DIRECTORS ASSOCIATION ELECTED OFFICIALS.

## BOARD

### **Gary Taylor (President)**

Morris & Morris  
199 Kamo Street, Whangarei  
Ph: 027 222 3795  
gary@morisandmorris.co.nz

### **Rachel Benns (Vice President)**

Invocare  
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rbenns@invocare.co.nz

### **Peter Giddens**

Richmond Funeral Home  
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### **Richard Fullard**

Osbornes Funeral Directors  
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### **Andrew Malcolm**

Kapiti Coast Funeral Home Ltd  
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Paraparaumu  
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## DISTRICT CHAIRS

### **Auckland**

Irene Morton  
Davis Funeral Services  
Auckland  
Ph: 09 638 9026

### **Waikato/Bay of Plenty**

Jim Goddin  
Grinter's Funeral Home,  
Cambridge  
Ph: 07 827 6037

### **Wellington**

Glenn Davies  
The Lychway Funeral Directors  
Palmerston North  
Ph: 06 835 7196

### **Canterbury/Westland/Nelson/ Marlborough**

Mark Glanville  
G Barrell & Sons Simplicity  
Funerals, Christchurch  
Ph: 06 357 8143

### **Otago/Southland**

Sharron Hanley  
MacDonald and Weston Funeral  
Home  
Ph: 03 218 2156

## NATIONAL OFFICE

### **Funeral Directors Association NZ**

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Wellington 6146

### **Chief Executive**

David Moger  
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david@funeraldirectors.co.nz

### **Events & Marketing Manager**

Linda Hartstonge  
linda@funeraldirectors.co.nz

## FSTT Representative

### **Tony Garing**

John Rhind Funeral Directors,  
Christchurch  
Ph: 03 379 9920

## Funeralcare Representative

### **Bradley Shaw**

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17 Awatapu Drive, Whakatane  
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### **Mark Glanville**

G Barrell & Sons Simplicity  
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# FUNERAL DIRECTORS ASSOCIATION BUSINESS PARTNERS

Current as of 20 October 2021

## Key Commercial Partner



## Supporter Business Partners



## Affiliates

Aon New Zealand

Auckland Memorial Park & Cemetery Ltd

Cremation Society of Canterbury

Celebrants Association NZ

Dying Art

Fingerprint Memorials

Freedom Software

The Grief Centre

Legacy.com

Memorial Gifting

Mortech

Natural Legacy Woollen Caskets  
*(in association with Exquisite Wool Blankets)*

NoticeMATCH & A Memory Tree

Outside the Box Caskets

Taylor-made Caskets

**Funeral Directors**  
ASSOCIATION OF NZ

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