



Association of  
Independent  
Funeral  
Professionals

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# NEWSLETTER

## President's Message

And just like that... it's six weeks until the close of 2019. The 2019 Association of Independent Funeral Professionals Conference "People, Purpose and Passion" was a roaring success! Our "day conference" was packed to capacity and our thought-provoking speakers kept everyone entertained throughout the day. Rydges Hotel ensured that we were nourished with great food and the trade hall was packed full of exhibitors talking to everyone and anyone about their products and services. And then there was a fabulous dinner and dancing in the evening! What a huge day and night! Big thanks go to Mario Anders, our Events Director and Jacqui Chaplin, our Communications Director for all their hard work and effort in putting together another highly successful conference. Stay tuned in the coming months for information on our big event for next year.

**ASSOCIATION OF  
INDEPENDENT  
FUNERAL  
PROFESSIONALS**

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Our membership has grown substantially over the last six months and we now have over 90 members. So wonderful to see such a great representation of individuals and companies contributing to an industry that supports end of life, dying and death in such a positive manner join our ever-expanding Association.

If you have recently joined the Association... Welcome! We are thrilled to have you join us...

We welcome your input and contribution to our Association so put your hand up if you feel like participating in any way!

As our member numbers grow, we are now looking at software to manage all our membership activities so we can more effectively take care of the on-boarding of new members and any other activities involved in maintaining our membership base and of course... stay in regular contact with all of you.

The AIFP “Meet the Members” Education series commences on Tuesday 3rd December 2019. In these informative on-line sessions, members will have the opportunity to jump onto a video conference and listen to other members talk about the products or services that they specialise in. We want everyone in our association to be aware of the amazing talents, skills and knowledge our members possess in case you happen to know someone that may need their expertise... So after you’ve heard them talk about what they do you’ll be able to refer them on to your network with confidence.

Read on to find out about our next Melbourne based networking event that will be held in the New Year. I look forward to catching up with those of you who can make it then! And in this newsletter, you can also read about our search for enthusiastic funeral professionals who can get involved with the AIFP as state-based representatives and how to give us some feedback on this year’s Conference.

Until we next connect, enjoy the end of year festivities and if you are lucky enough to be having a break over the holidays, stay safe and enjoy.

The AIFP Board and I look forward to seeing you on-line or at one of our ‘in-person’ networking sessions soon.

**Carly Dalton, President, Chief Cook and Bottle Washer, AIFP**

## Member Benefits

What can you offer members to support the AIFP and grow your business?

With another successful conference under the belt the AIFP is looking to enhance member benefits. As a growing association we are looking to connect members with services and suppliers to the industry in ways that encourage interaction and increases business outcomes for all.

If you or someone you know might be interested in building a larger customer base through the funeral industry, then this might be for you!

We are looking for people and businesses who can offer discounts or other member benefits for members or their clients. Businesses and individuals becoming key supporters of the AIFP will be eligible to receive a raft of benefits in addition to increasing your customer base.

It might be on printing, alcohol for wakes, venue hire, catering, accounting services, car detailing, hearse maintenance, coffin supply, IT support service, estate planning, real estate solutions, mortuary transport... anything that supports a funeral professional in business or in life!

What could you offer? Who do you currently do business with that might like more business?

Contact **Carly Dalton**, President to discuss what you could bring to the table and what the Association can do for you! [president@aifp.org.au](mailto:president@aifp.org.au) 0419 584 424

## To Conference or Not To Conference?

### Next Year's Annual AIFP Industry Event

As the Board reviewed the success of another conference, we discussed what worked and what we could do better. As you may well imagine putting together a conference is a lot of work... and delivering a particular style of conference – like the 2019 conference – means a particular kind of ticket price and sponsorship deals...

So we're looking at different ideas and options for the location and style of the 2020 Event!

Put the date **Sunday 18 October 2020** in your diary for next year's Annual AIFP Industry Event.

Feel free to share your ideas about what you'd like to be a part of in our post-conference survey. You'll find the link below!

And stay tuned to hear more about next year's event...



# An Invitation to Contribute to the AIFP

*Did you know that Volunteering is one of the  
sure-fire ways of ensuring better mind health?*

- Black Dog Institute 2019

## State Based Reps and Sub-Committee Opportunities

The AIFP is currently run by a small group of dedicated people seeking to create opportunities for independent funeral professionals to deliver the best outcomes for clients and families in the death care and funeral industry.

This is a call out to all members and prospective members to be involved as:

- State based Member Reps; and/or
- Sub-committee Members (*membership and annual industry event*).

In the spirit of *many hands make light work* and *contributing what you can* your involvement in the AIFP can be designed to match the association's needs and your skill sets, interests and availability.

If you are interested in exploring what's possible please contact **Carly Dalton**, President, to discuss what opportunities exist! [president@aifp.org.au](mailto:president@aifp.org.au) 0419 584 424

## Member Survey

### Conference 2019 | Your Opinion Matters!

For those who attended the 2019 AIFP Conference please take a few minutes to let us know your thoughts on how the conference was for you. This will assist in the planning of the 2020 AIFP Annual Industry Event!

[Complete the 2019 AIFP Conference Survey Here!](#)

## Updates and Reminders

### Contribute to the AIFP Newsletter

Members are invited to submit an article for our Newsletter. Please email your ideas or article to Jacqui Chaplin, Communications Director [comms@aifp.org.au](mailto:comms@aifp.org.au) for consideration.

There are so many people doing such great things in death education and death care that we are sure there are many articles just waiting to be written and shared. They might be articles you publish through your work in the industry or articles that you would recommend as great reading... or it might be a review of books or podcasts that you think are worth sharing.

### Annual Fees

Annual Fees are next due on July 1, 2020.

All memberships to the Association are individual memberships at a flat rate per person of \$150 per annum, payable each year on July 1<sup>st</sup>. Members joining outside of that time period will have their dues calculated pro rata.

## Member Profile

### New Member Profile

Meet Jennifer O'Neill

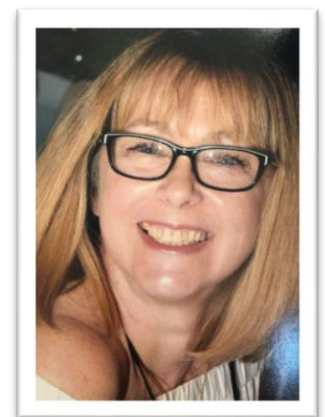
She's the Managing Director at Final Touch Australia

**How long have you been a member of the AIFP?** Brand new!

**How long have you been in funeral industry?** Just over 25 years

**What did you do before?** Executive Secretary

**Why did you enter funeral services?** It was accidental, but I love it!



**What's been the most interesting experience you've had in the industry?** Family enquiries about what they can and cannot do with our urns are often interesting, like the time someone wanted to 'throw' the Journey Urn Earth off the back of a Manly ferry as it was going along in the middle of busy Sydney Harbour. As you can imagine, we recommended against this for a number of reasons!

**What's one thing you'd like fellow members to know about you?** I am passionate about bringing comfort to families by helping them find the perfect final resting place for their loved ones. And, I love to travel!

**What's one thing you'd like to see done differently in funeral services?** I would like to see there be some way that funeral directors are not left bearing the cost of gravesites or cremation fees should a family choose not to pay their bill.

## Upcoming Events

### **AIFP Education Series... Wills and Probate**

The first of our Education Series is coming up on **Tuesday 3rd December 2019** from **7.00-7.45PM**.

Through ZOOM based technology you can join in this 45 minute session during which two of our members will talk to you about what they do, how they do it, how it can help you or your customers or clients and how working with them can make life easier.

Thomas Torcello from Probate Consultants will talk about the probate process and take some questions/ and

Tony Melville from Melville Lawyers will discuss why having a will is so important.

**RSVP** Mario Anders at [events@aifp.org.au](mailto:events@aifp.org.au) by **26<sup>th</sup> November 2019** to ensure you get your link to attend!

### **AIFP 2020 Kick Off...**

We're skipping Santasville 2019... so join us between **5-7pm** on **Friday 31st January 2020**.

We are currently locking down a venue in the south eastern suburbs – more to follow!

**RSVP** Mario Anders at [events@aifp.org.au](mailto:events@aifp.org.au) by 25 Jan 2020

# Conference Pictures

Here's a few snapshots from our 2019 Conference!



