

89th ANNUAL GENERAL MEETING

NOTICE OF MEETING

AGENDA & 2025 MINUTES

6 - 7 November 2026 | Crowne Plaza Hotel, Christchurch Central City

Funeral Directors
ASSOCIATION OF NZ

NOTICE OF MEETING

The 89th Annual General Meeting of the Funeral Directors Association of New Zealand will take place on Saturday 7th November 2026, at the Crowne Plaza Hotel, Central Christchurch, starting at 8:30 am. This meeting covers the year ending 30 June 2026.

AGENDA

1. Quorum & apologies
2. Welcome/Karakia
3. Obituaries
4. Apologies
5. Welcome new members
6. Confirmation of proxies received
7. Minutes of the Funeral Directors Association 88th Annual General Meeting held on Thursday 30 October 2025 at Copthorne Hotel, Oriental Parade, Wellington
8. President's Report
9. Chief Executive's Report
10. Financial Statements
11. Reports
    ·FACE Report
    ·Funeral*care* Report
12. The Funeral Trust | Now For Them Report
13. General Business
14. Announcement of Funeral Directors Association President & Board for 2026-2027
15. AGM concludes

Please note, the business of the meeting will be restricted to those items listed above unless approval is given by the President.

PROXY FORMS: *Members have the right to appoint a proxy for this meeting. Proxies must be received no later than 8.30am Friday 6th November 2026. Please contact info@funeraldirectors.co.nz for a proxy form.*

SCHEDULE OF EVENTS

Friday 6 November 2026

1:00pm – 2:00pm **WATER CREMATION TOUR** @ Bell Lamb & Trotter, 418 St Asaph Street, Christchurch

3:00pm – 5:00pm **INDEPENDENTLY OWNED MEMBERS FORUM** @ Crowne Plaza Hotel (Ellis/Gartner Room), 764 Colombo Street, Christchurch Central

6.30pm – 9.30pm **NOW FOR THEM WELCOME FUNCTION** @ The Canterbury Club, 129 Cambridge Terrace Christchurch
Sponsored by Now For Them

Saturday 7 November 2026

8:00am Tea & Coffee on arrival

8:30am **AGM**
Sponsored by Lucentt

10:00am **MORNING TEA**

10:30am **AGM CONTINUED .....**
Sponsored by Lucentt

12.15pm **INTRODUCE BOARD & ANNOUNCE NEW PRESIDENT 2026 -2027**
AGM ends

12:30pm **LUNCH**

1:30pm **INDUSTRY UPDATES**
Lucentt | DIA | DIPLOMA IN FUNERAL DIRECTING

2:30pm **COMPLAINTS AND FAMILY DISPUTES**
Speaker | Hayley Boud, Caring Estates

3.15pm **MORTUARY WASTE MANAGEMENT EXPERT**
Speaker | Phil Lake, Lowe Environmental Impact

4.00pm **MEETING ENDS**

6.30pm **TWO PROFESSIONS. ONE EVENING OF EXCELLENCE | AWARDS DINNER** @ Christchurch Town Hall, 86 Kilmore Street, Christchurch Central
With thanks to our generous supporters; Lucentt, Windsor Industries, Mortech Industries, Ferno, Coveted. Tributes Funeral Supplies, Classic Wood Products.

THANK YOU

With thanks to our generous supporters. We gratefully acknowledge their contributions and support in helping make this event possible.

2025 AGM MINUTES

Funeral Directors Association of New Zealand's 88th Annual General Meeting held at Copthorne Hotel, Oriental Parade, Thursday 30th October 2025.

Welcome

Andrew asked Gillian to confirm that there was a quorum of at least 20% of members present so the meeting could proceed. Gillian advised a quorum was present.

Andrew Malcolm opened with a Karakia and declared the 88th Funeral Directors Association Annual General Meeting open. He thanked Key Commercial Partner Lucentt sponsor of the AGM who will be providing an update later in the day.

Obituaries

Mark Glanville and Wade Downey read the obituaries.

CLEGG, Michael

Mike Clegg found his true calling in funeral service after a colourful and varied career that included roles as a panel beater, pilot, air traffic controller, and motel manager. He began his funeral directing journey with WH Tongue Funeral Directors in Auckland before settling in Hāwera in the late 1970s, where he purchased McCormick's Funeral Services. Over time, the business evolved through several names, eventually becoming Cleggs Funerals and Monuments in 1995. Mike was deeply committed to his profession and found great purpose in helping families navigate their grief with compassion and empathy. Known for his instinctive ability to connect with people during their most difficult times, he took immense pride in serving his community.

Throughout his long career, Mike left a lasting impression with his warm personality, distinctive style, and unwavering dedication to the families he served. Even after selling the business, he and his wife Sue continued working together at Cleggs for many years. Mike's passion for funeral service extended beyond day-to-day operations—he imported and sold American hearses and remained engaged in the profession well into retirement. He was a respected and well-loved figure in Hāwera, remembered not only for his professional legacy but also for his humour, kindness, and genuine care for others.

GRAHAM Robert Bruce (Bruce) JP (Ret.)

Bruce devoted more than 50 years to serving his local community through funeral service, as well as through many community and sporting organisations.

He began his career at age 15 in 1952 at Tuakau Cabinet Works & Undertakers, learning cabinetmaking and casket building alongside his father Percy, who founded the family business in 1935. Together with his brother Stuart, Bruce helped grow the firm into PRJ Graham & Sons, later Grahams Franklin Funeral Services, and finally Grahams Funeral Services.

A skilled and practical man, Bruce trained as an embalmer and later expanded the business to include monumental masonry—one of the first in the country to do so. With his son Mark joining in 1988, they further grew the business to Pukekohe and Waiuku.

Bruce and his wife Lynne, both deeply involved in the firm and the industry, made many lifelong friends through their work and FDANZ events. Bruce also served as Chairman of the FDANZ Auckland District Committee in 1990.

On his 65th birthday in 2002, Bruce proudly handed the business to Mark, beginning a well-earned retirement filled with family, community, tennis, and travel.

EDDY, Anthony Alan (Tony)

Anthony and his brother Fergus purchased a funeral home in Whakatane in 1975 (Eddy Brothers). At this time Anthony – an early computer enthusiast – commissioned software for doing the company's accounts. Over time Anthony learnt the programming language of the software and added specific funeral requirements to the software himself.

Anthony and his business partners started Seddon Park Funeral Home in Hamilton in the early 90's. Seddon Park was one of the first funeral homes with an onsite non-denominational chapel, reception lounge and parking.

Anthony retired from the business in the late 90's but retained the rights to the software Seddon park used. Anthony showed the software to other funeral homes with positive results. Anthony and his son Alan rewrote the software to a professional standard over a year of intense work. The software became commercially successful and widely adopted by the New Zealand funeral industry and Anthony retired for a second time. Freedom Software still retains some key elements of design that were the brainchild of Anthony

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GRAY, Roger Geoffrey

Roger Gray joined his family's funeral business in Rotorua in the early 1970s, continuing a proud legacy that began with his grandfather Joe Higgins, who served the community through the 1919 influenza epidemic. His father, Joe Gray, was a respected figure in the region and a trusted presence among both Pākehā and Māori families, often travelling vast distances to provide funeral services. Roger brought with him engineering skills and a practical mindset, which proved invaluable as he helped expand and modernise the business. In 1973, he and Mike Wolffram purchased the firm from Roger's parents, forming Gray's Rotorua Funeral Services Ltd. Under Roger's leadership, the number of funerals grew significantly, and in 1983 he became the sole owner.

Roger's vision for funeral service was forward-thinking. He planned and built new, purpose-designed premises on Amohau and Pukuatua Streets, incorporating a large chapel, catering facilities, family accommodation, and ample parking—offering families a higher standard of care and comfort. He was an active participant in the national and regional funeral directors' associations and played a key role in professionalising the industry during a time of great change. Known for his congenial nature and commitment to service, Roger remained a trusted figure to many families long after the funeral had passed. By the time he retired,

three generations of the Gray family had provided over 100 years of continuous service to the Rotorua community.

HOPE, Peter Kennedy

Peter proudly continued the legacy of his family's long-standing commitment to funeral service. He served as Funeral Director and Managing Director of Hope & Sons, Dunedin, from 1955 until 1996.

Peter served on the Funeral Directors Association Executive from 1968 until 1982, holding the role of Vice President during 1978-1979, and then serving as Association President from 1980 to 1982.

In recognition of his outstanding service to the profession, Peter was made a Life Representative of the Funeral Directors Association in 1995.

IRVINE, Alan Kay

Alan began his funeral service career with The Wilson Funeral Home in Wellington, which was then owned by his father, Alec Irvine. His early childhood years were spent living in the residence above the premises on the corner of John Street and Adelaide Road in Newtown.

Alan was a pioneering funeral director and embalmer in New Zealand. He attended the San Francisco College of Mortuary Science and worked with Cedric Little at a funeral home in San Raphael in the early 1960's.

After returning to the family business in Wellington, Alan was keen to share his knowledge and raise the standards of embalming in NZ to ensure they equalled the best available overseas. He therefore developed the NZ School of Embalming, based at The Wilson Funeral Home, and was instrumental in developing recognised training programmes at the Central Institute of Technology. He was also involved in the establishment of the Funeral Service Training Committee, which was the forerunner of the Funeral Services Training Trust.

Alan was a founder member of the NZ Embalmers Association in 1971 and was recognised by that Association as its very first Life Member in 1979, at the time he retired from his funeral service career.

PARKER, Trevor James

Trevor was a significant figure in the history of our profession – an inspiration to many and a genuinely warm, generous man. He served as President of the Funeral Directors Association from 1986–1987 and was honoured as a Life Representative in 2005 for his service to the industry.

In 1975, Trevor and his wife Avice purchased the business of J.V. Evans Ltd, relocating their family from Wairoa to Gisborne. Like generations before, they lived in the "house over the shop" with their four teenagers. Avice fondly recalled that all their children learned to drive making the regular trips to the Hastings crematorium – sometimes twice a week.

In 1980, the Gisborne crematorium was established, eliminating those long journeys, and today it serves around 200 families each year. In 1984, Trevor modernised and extended the chapel, creating space for 250 people.

The business remains in the family, with their son David Parker as sole owner since 2007.

Further obituaries were asked for from the floor, none were given.

Mark asked everyone to stand for one minute silence

Present

President: Andrew Malcolm

Board Members:

Wade Downey
Jordan Goss
Mark Glanville
Bradley Shaw

National Office Staff:

Gillian Boyes (CEO)
Linda Hartstonge
Stephanie Brandt-Partridge

Minute Taker: Evan Blake

Members:

Surname	First name	Firm	Location
Mehrtens	Scott	A Simple Cremation	Taranaki
Richardson	Ana-Maria	Ana-Maria Funeral Services	Waikato
Richardson	Peter	Ana-Maria Funeral Services	Waikato
Beauchamp	Anthony	Beauchamp Funeral Home	Palmerston North
Bell	Andrew	Bell Lamb & Trotter	Christchurch
Buckley	David	Cloudy Bay Funerals	Marlborough
Sinclair	Robert	Croft Funeral Home	Wellington
Powell	Mike	Davis Funerals	Auckland
Dil	Stephen	Dil's Funeral Services	Auckland
Edlington	David	Dil's Funeral Services	Auckland
Dunstall	Michelle	Dunstall's Funeral Home	Hawkes Bay
Martin	Casey	Eagars Funerals	Taranaki

Goddin	Jim	Grinter's Funeral Home	Cambridge
Judkins	Kelly	Hardings Funeral	Taranaki
Hill	Liz	Harvey Bowler Funeral Services	Horowhenua
Hill	Michael	Harvey Bowler Funeral Services	Horowhenua
Brown	Tracey	Hibiscus Funerals	Auckland
Dooley	Carl	Hibiscus Funerals	Auckland
Maffey	Andrew	Hope & Sons	Dunedin
Benns	Rachel	Invocare NZ	Auckland
Davidson	Grant	Invocare NZ	Wellington
Fraser	Wilson	J Fraser & Sons	Southland
MacPherson	Hamish	J Fraser & Sons	Southland
Garing	Tony	John Rhind Funeral Directors	Christchurch
Zane	Zweibruck	John Rhind Funeral Directors	Christchurch
Andrews	Chris	Jones & Company	Tauranga
Parkyn	Stephen	Lamb & Hayward	Christchurch
Taylor	Gary	Morris & Morris	Whangarei
Little	Neil	Propel NZ	Auckland
Henderson	Fraser	Propel NZ	Auckland
Proctor	Raewyn	Resthaven Funerals	Auckland
Giddens	Peter	Richmond Funeral Home	Wairarapa
Rogers	Glenn	South Taranaki Funeral Services	Taranaki
Hall	Rob	Southern Funerals	Southland
Mossman	Derek	South Waikato Funeral Services	Waikato
Mitchell	Francine	State of Grace	Auckland
New	Janene	V J Williams & Sons	Te Kuiti
New	Phil	V J Williams & Sons	Te Kuiti
Milne	Robert	Wairarapa Funerals	Wairarapa
Cotton	Shane	William Cotton & Sons	Feilding

Business Partners, Affiliates, Guests:

Surname	First name	Firm	Type
Boud	Hayley	Caring Estates	Business Partner
Jones	Terry	Facultatieve Technologies	Business Partner
Rothery	Mark	Facultatieve Technologies	Business Partner
Martin	Richard	Funeral Stream	Business Partner
Chaafe	Mark	Lucentt	Key Commercial Business Partner
Evans	Judah-Ray	Mortech Industries	Business Partner
Hughson	Ross	MyTrove	Business Partner
Hope	Jodie	NZ Embalmers Association NZEA	Affiliate
Sexton	John	Sexton Accountants	Accountant
Dean	Taylor	Taylormade Caskets / Return to Sender	Major Business Partner
Phillip	Meyer	The Funeral Trust	Chair
Ellis	Andy	Windsor Industries	Supporter Business Partner
Francis	Nathan	Windsor Industries	Supporter Business Partner

Apologies

Apologies were received from the following:

- Beth Shan Funerals | Napier – Matt Finlayson
- I C Mark Ltd | Levin – Denis & Kathryn Mark
- Howard & Gannon | Napier – Julie O'Brien
- Collingwood Funerals | Rotorua – Todd Gower
- Westland Funeral Service | Greymouth – David Neame
- Bay Cremation Care | Tauranga – Alistair Black
- Avenal Park Funeral Home – Christine & Nigel
- Tim Hutchins Funerals
- Shone & Shirley - Alistair & Emma Hebberd
- Taupo Funeral Services - Barry & Kirstine McIntosh

Moved: Andrew Malcolm
Seconded: Phil New

The motion was carried without dissent.

Welcome New Members

Gillian welcomed our new member: Hibiscus Funerals, Auckland – Tracey Brown

Confirmation Of Proxies Received

Proxies received as at 8.30am 30 October *2025*

- Bay Cremation Care |appointed - Chris Andrews, Jones & Company

Moved: Andrew Malcolm
Seconded: Jim Goddin

The motion was carried without dissent.

MINUTES OF THE 2024 Funeral Directors Association 87th Annual General Meeting held @ Copthorne Hotel, Oriental Parade, Wellington.

Andrew Malcolm moved that the minutes from the 87TH Annual General Meeting held at Copthorne Hotel, Oriental Parade, Wellington on 17 October 2024, to be accepted as a 'true and accurate" record please.

Moved: Tony Garing
Seconded: Steven Dil

The motion was carried without dissent.

Matters Arising

Andrew Malcolm asked if there were any matters arising from the minutes presented.

There were none.

Call For Items of General Business

There were no matters raised.

President's Report

Andrew Malcolm presented his report speaking on the importance of the Association standards. He also noted the delivery of the grief research and the statistics now available to back up the importance of funerals. Andrew noted the formation of the death care forum and the privilege of representing the Association at sector group conferences. He also noted the delivery of the new Strategy before thanking all for the support received during his time as President.

CEO's Report

Gillian Boyes presented her report noting highlights of the year including the various conferences, training and networking events. She thanked Jodie and the NZEA Team who made it possible to have Jeff Caldwell available for an additional seminar series. She noted that over this reporting year there had been 11 visits to funeral homes which followed the second standards self-audit. She also noted the complaints statistics.

Gillian noted the work in increased social media and media releases and responses. She also noted the increased advocacy efforts to WINZ, the Health Select Committee, the Ministry of Health and others. She also noted that since publication of the report Funeral Learning Hub

2.0 had been rolled out and that during the week of the AGM 14 new leadership courses had been added.

Financial Statements

Andrew Malcolm explained that the financial statements were included within the Annual Report circulated last week and in the printed copies available today. Additional financial statements for the Trust and the Association have also been circulated and printed but Andrew clarified the formal proposal to accept the financials is about the consolidated accounts.

Andrew moved that the membership approves the financial statements for the year ended June2025

Seconded: Scott Mehrtens

John Sexton explained that a key change to the reports this year was the way the liability on Old Plans must now be reported. This is now included in the Balance Sheet rather than as a note to the accounts. This could be seen on page 26 of the report and reduced the surplus over what would have been shown under the previous reporting standards.

Andrew opened the discussion on the floor. Questions included what constituted a $11.5M cashflow? John advised that this is a composite figure only made up from mostly death claim benefits. Also, why has the Funeral Trust credited no inflation crediting rates over the last three financial years? John Sexton and Phillip Meyer advised this was due to a mix of low investment returns and high costs to prepare the Trust for transition to the new Charitable Trust structure.

The motion was carried without dissent.

Reports tabled as per the Funeral Directors Association Annual Report 2024 / 2025

- Funeral*care* Report
- FACE Report
- Funeral Trust report

Andrew noted all reports had been issued to members in advance of the AGM and asked if anyone had questions about the Funeral*care* report. There were none.

Funeral Advisory Committee for Education (FACE) report

Tony Garing advised that change within the tertiary education system comes into force next year but that it isn't expected to cause any issues for our sector. Currently there are 57 people in various stages of completion of the Diploma in Funeral Directing. Since 2021 49 have completed the Diploma. There was a feeling among those that completed that the online learning was an effective learning model and more cost effective for funeral homes. Support from managers is required and it is very important all members continue to support the Diploma.

Funeral Trust Report

Following morning tea, Andrew Malcolm asked Phillip Meyer Chairman of the Funeral Trust, and Stephen Dil Chair of the Funeral Trust working group to present the Funeral Trust report.

Phillip provided an update on current plan holder numbers and explained the decision to move to a moderate investment portfolio. This is expected to increase the long-term returns. He also provided an update on the transition activities completed during year. Stephen then outlined the features and benefits of the proposed new product and revealed the product name.

Questions from members included:

1. Why the Salvation Army had been chosen to assist with Charitable Grants - Stephen advised no final decision had been made but they showed strong skill in the area and were well placed to assist.

2. Concerns were raised about why top-ups wouldn't be the priority. This was answered with sustainability of the business as being the priority. However, if sustainable, top-ups happen before charitable grants.

3. A final question reflected unhappiness about no interest having been paid in the last few years - This was countered by other members reminding those present that the product was never an investment product. It was noted no product would ever be perfect, but the new product described seemed to meet the needs of funeral homes.

Wilson Fraser asked to comment with some wise words about the trust product being a great product going forward and we were being well served for the future. The room with very few exceptions broke into agreement and applause.

Andrew thanked Wilson for his words and thanked Phillip and Stephen and Trust Directors (Neil Little and Gary Taylor) for all their hard work, along with the board members who are on the trust new product working group.

General Business

Ahu Strategy

Jordan Goss provided an update on the mortuary waste working group that was established to provide subject matter expertise on issues relating to mortuary waste including relevant cultural perspectives. He explained what had been delivered and who to talk to when an issue arises. He also introduced the Ahu Strategy which was designed to build genuine partnerships with Māori communities and incorporate Māori perspectives into waste management practices.

Advertising campaign update

Linda Hartstonge provided details of the new advertising campaign that centred around the tagline 'When you lose someone you love, choose someone you trust'. Linda presented statistics and said that collateral was available via contact with National Office. Linda wanted emphasis placed on the importance of sharing the adverts through members' own channels to extend reach.

Death notices online

Mark Glanville provided the background to the Board's decision to invest in a new online death notice service. Richard then introduced Remembered outlining the features and explaining the ease of its use. He explained associated costs and urged members to sign up on the day.

Wilson Fraser retiring

President Andrew Malcolm acknowledged Wilson Fraser's retirement and thanked him. Wilson shared a few words of collegial response for the friendships and strong relationships the profession had afforded him.

Conference 2026

Andrew Malcolm then invited members to attend the 2026 Funeral Directors Association noting conference is being held 24 - 26 February @ Movenpick Hotel, Auckland.

Introduce the new board & new president for 2025/2026 Year

Gillian Boyes introduced the new board, Bradley Shaw, Wade Downey, Mark Glanville, Jordan Goss. and Andrew Malcolm. She then announced the 2025/2026 President Bradley Shaw and Wade Downey as Vice President.

She noted that there would be an official acknowledgement and transfer of chains at the Award's dinner that evening.

Officially close AGM

Andrew Malcolm officially closed the 88th Annual General Meeting and offered a big thank you to Lucentt for sponsoring the AGM.

The AGM officially closed at 2.20pm