

FOR VETERINARY PRACTICES

Veterinary Referral & Aftercare Information Pack

A reference guide for clinics partnering with
Harbourside Pet & Equine Cremations.

NSW Mid North Coast, Northern Rivers,
and equine corridor across NSW & SE Queensland

For clinical teams

A quiet, dignified handover for the families you care for.

Harbourside is a family-run individual cremation service founded by Alby Koster (background in the funeral industry) and Rachael Koster (Registered Nurse, Emergency). We provide chain-of-care aftercare for companion animals across Northern NSW and for horses and large animals across NSW and SE Queensland.

This pack is for veterinary teams who want a clear, calm option to offer families at one of the hardest moments of their relationship with your clinic. Everything in here is designed to make your job easier — and to make the family's experience gentler.

What Harbourside provides

Individual cremation, always

Every cremation we perform is individual. One numbered tag, one chamber, one companion at a time. We do not offer communal or co-mingled cremation — and we never quietly downgrade. If a family asks for individual, that is what they receive.

SafeHarbour Verification

Our chain-of-care system reconciles identification at collection, receiving, the chamber and sealing — by two people, in writing. Families can request a photograph at receiving and a signed certificate of individual cremation.

Coverage

- **Companion animals:** Port Macquarie through Coffs Harbour, Grafton, Yamba, Ballina, Byron Bay and the Northern Rivers, inland to Nana Glen.
- **Horses & large animals:** Brisbane and the Gold Coast through the Northern Rivers, Hunter Valley, Newcastle, Hawkesbury, Sydney, Southern Highlands, Camden, west to Tamworth and the New England.

Hours

Phones answered personally 7 days. After-hours collection available for urgent equine cases and end-of-life calls.

How a referral works

1. The conversation with the family

When a family chooses individual cremation, you can offer Harbourside as a trusted option. Hand them our card, or call us together while they are still with you — many families find that comforting.

2. Booking

Either the family or your clinic can book by phone (0493 814 474) or via our website. We confirm pricing, urn choice and any keepsake options at the time of booking — never as an upsell afterwards.

3. Collection

We collect from your clinic at a time that suits your roster. We bring our own stretcher, body bag and tag — no equipment is needed from you. Two-person collection is standard for any animal over 25kg.

4. Identification handover

On collection we cross-check the patient against your clinic record and our booking record. A receipt is signed by your team member and remains with you for your file.

5. Return

Ashes are returned to the family directly — by hand-delivery within local areas, or by tracked courier. Your clinic is never asked to hold ashes on behalf of a family unless you specifically prefer that arrangement.

What we ask of clinical teams

- **Clear identification** — name, species, breed, weight and owner contact on the patient record.
- **Body care between euthanasia and collection** — refrigeration where possible, or a cool quiet space.
- **A nominated contact** — one clinic team member we can confirm collection details with.
- **Honest expectation-setting with the family** — typical return time is 5–10 business days for pets, 10–14 for equines.

If a family is undecided between cremation options, we are happy to take a call directly so your team isn't asked to navigate that conversation alone.

Equine collections — special notes

Equine work has its own logistics. A few notes for clinic and ambulatory teams:

Paddock or stable collection

We arrive with purpose-built equipment for dignified lifting and transport. No clinic-side equipment required. Where the family is present, we move at their pace.

Owner presence at euthanasia

Where you have scheduled an on-property euthanasia, we can coordinate timing so the family is not waiting alone with their horse after the procedure. We have done this many times — most owners describe it as the single thing they were most grateful for.

Biosecurity

We follow standard biosecurity protocols and can adjust for notifiable disease situations. Please advise at booking.

Communication standards

We will

- Confirm receipt of every referral within the same business day.
- Send a collection-complete notification to your nominated contact.
- Notify the family directly when their companion is ready to come home.
- Provide a signed certificate of individual cremation as standard.

We will not

- Solicit your clients for unrelated services.
- Add fees or upsells after a booking has been confirmed.
- Use a family's contact details for marketing of any kind.
- Refer to other providers without telling you first.

Contact & resources

Direct line

Alby Koster — 0493 814 474 (answered personally, 7 days)

Email — info@harboursidepetcremations.com.au

Web — harboursidepetcremations.com.au

For your reception or consult room

We are happy to provide printed brochures, condolence cards and a small framed information sheet for any room where end-of-life conversations are held. Email or call and we'll send a pack at no cost.

A note of thanks

“Veterinary teams carry more grief than most professions. The standard of care your clinic offers in those final moments matters — to families, and to us. Thank you for trusting us with the next part of the journey.”

— Alby & Rachael Koster