

AFDA Code of Ethics

Members of the AFDA agree to honour the spirit and provisions of the Code and, as subscribers to the Code, affirm and accept willingly the responsibilities and privileges that are implied by membership of the Association.

1. To maintain in all matters the highest standards of business, professional and personal conduct
2. To respect in all circumstances the confidentiality and trust placed in us by our clients and members of the public
3. To ensure that staff are qualified and competent
4. To ensure that facilities are adequate for all services rendered to the community
5. To provide information concerning the range of services available, the prices of these services, and the functions and responsibilities accepted on behalf of our clients
6. To give a written estimate of all funeral charges and disbursements to be made on a client's behalf at the time of taking instructions, or as soon as is practicable
7. To respect the personal choice of clients and have regard for their diversity of beliefs in religious and cultural practices
8. To ensure that all advertising is in good taste and directed to informing the public
9. To be thoroughly conversant with the laws of the land as they apply to funeral service and allied industries and professions
10. To provide access to a client advisory service with conciliation and arbitration arrangements available to help resolve any disputes which arise between Members and their clients.

AFDA Code of Conduct

Funeral Directors have an ethical obligation to serve each family in a professional and caring manner, being respectful of their wishes and confidences, being honest and fair in all dealings with them and willingly provide

professional and quality service to every person's stature within our community and to families of all socio-economic means.

Funeral Directors have an ethical obligation to care for each deceased person with the highest respect and dignity, and to transport, prepare and shelter the remains in a professional, caring and secure manner.

Funeral Directors have an ethical obligation to the public to offer their services and to operate their businesses in accordance with the highest principles of honesty, fair dealing and professionalism.

Funeral Directors have an ethical obligation to maintain strict compliance with the letter and spirit of all governmental laws and regulations that impact the funeral consumer, the funeral profession, and the public health.

Australian Funeral Directors Association

When faced with having to make funeral arrangements, most people have no prior experience in organising such an event, and little knowledge of what to do.

Funeral Directors can alleviate this burden for you by providing a range of services, allowing you to choose an appropriate funeral that will be conducted professionally, and with dignity.

For your own peace of mind, select a Funeral Director who is an accredited member of the Australian Funeral Directors Association which requires its Members to honour a strict code of ethics and practice.

The AFDA publishes a range of information brochures for the bereaved. These brochures along with other help and advice is available through AFDA offices:

National Office: Telephone (03) 9859 9966

Or your nearest AFDA member.

Ivan Butler Funerals
26 OG Road
Klemzig SA 5087
Phone: 8261.8211

Information you may need

A guide to funeral services



AUSTRALIAN
FUNERAL
DIRECTORS
ASSOCIATION

History

The Australian Funeral Directors Association was first formed in 1935.

The AFDA is the only funeral service organisation which has a national network and is now the largest in Australia. There are member firms in all States and Territories.

All Members must abide by a strict Code of Ethics and Code of Conduct. Professional training and standards are expected by the AFDA.

The AFDA is also recognised by Governments, the media and industry suppliers as the voice on funeral matters in Australia.

The Association is managed by an elected National Council and administered by salaried staff in a National Office (in Melbourne) and from Divisional Offices around Australia.

AFDA has an established committee to assist with the hearing and resolution of any consumer complaints.

Accreditation

The Australian Funeral Directors Association has established its own guidelines regarding required standards for premises, equipment and vehicles of its Members.

Through these guidelines the AFDA is ensuring the best possible service for clients and safe work practices for staff.

What to expect when someone dies

At some time during our lives, death will touch and affect us all. It will come to a family member or close friend and cause much pain and grief.

Whilst no one wishes to dwell on the subject, some understanding of death can help us prepare for it. It is important and responsible to have some basic knowledge of the practical matters with which a death requires us to attend.

These are the main things that need to be done when someone dies:

- Contact a member of the Australian Funeral Directors Association who will advise and assist with the necessary immediate procedures, such as contacting your local doctor, or police if necessary, and begin to make the funeral arrangements.
- You may need basic information about the deceased, including full name, address, gender, occupation, place and date of death. Access to a Birth Certificate or Passport, and Marriage Certificate may be useful.
- Inform family members and friends.
- Consider the type of funeral service: cremation or burial. The Funeral Director will need these details at the time of arrangement.

What a Funeral Director can do for you

The role of a Funeral Director is to provide a very special service. He or she must be able to advise on and arrange all the details that make up a funeral service.

From the moment a family calls, the Funeral Director will make every possible effort to meet the family's wishes. Above all, the Funeral Director must be understanding, compassionate, and act in a way which is ethical and deserving of trust.

The responsibilities of a Funeral Director include:

- Arrange all matters requested by the family taking into consideration the legal, social, cultural, and religious considerations relating to the deceased and to the mourners.
- Transportation of the deceased from the place of death to the mortuary.
- Preparation of the deceased.
- Collation of certificates from hospital or doctor's surgery.
- Completion of statutory requirements, including forms.
- Preparation and insertion of newspapers notices.

- Contact with clergy or funeral celebrant.
- Organise bookings at the venue, church, cemetery and/or crematorium.
- Officially register the death.
- Obtain copies of the Death Certificate.
- Organise all details of the funeral service, including the supply of vehicles and pall bearers.
- Advise on religious and ceremonial requirements in relation to the funeral service and to visitation and other customs prior to, during and after the funeral.

Complaint Resolution

When complaints arise from clients families, Funeral Directors or others, the Australian Funeral Directors Association National Investigation Committee acts as mediator.

All complaints are handled fairly and discreetly.

If the complaint cannot be resolved internally the complaint may be referred to the Institute of Arbitrators and Mediators for mediation.

The Institute will appoint an independent mediator who will assist the parties to negotiate a resolution of the Complaint.

Training

The AFDA is committed to promoting professional standards within the funeral industry.

The Association assists Members with training and professional development by working with credible and registered training organisations (RTO's). These RTO's are expected to develop specialised programs for those wishing to study courses specific to the funeral industry.

Courses include Certificate IV in Embalming and Certificates, I, II, III, IV in Funeral Service.