














## CODE OF ETHICS

-  *To promote funeral firms that are unified in their commitment to Australian Ethics and Values in funeral service*
-  *To provide the highest standard of service at a reasonable and realistic cost*
-  *To provide a high standard of facilities which are adequately equipped for all services provided*
-  *To provide staff who are well trained and experienced in all aspects of the funeral profession*
-  *To always be scrupulous in the confidentiality of client's personal information*
-  *To always be conscientious in our dealings with government authorities or industry related business*
-  *To ensure that all advertising is genuinely informative, truthful and in goodtaste*
-  *To be conversant with the laws of the land as they apply to the funeral industry*
-  *To give a written, itemised estimate of costs when required by families at the time of taking instruction*
-  *To always be scrupulous in the handling of pre-paid funerals and the associated funds entrusted to us*
-  *To always make ourselves available to members of the community who seek our advice, expertise or assistance in matters relating to the funeral industry*
-  *To always conduct ourselves in a professional manner befitting the funeral industry and to ensure that the conduct does not bring the funeral industry into disrepute*
-  *To respect our fellow NFDA members and support them through responsible business practices*