



Members Code of Practice

The standards every member of the National Funeral Directors Association of Australia is bound by.

National Funeral Directors Association of Australia Ltd

www.nfda.com.au · 1300 556 860

1. Clients

Those families who experience a loss should be treated with a high degree of care, compassion and respect. Funeral Directors should always serve their clients in a professional and caring manner, do what they reasonably can to meet their clients' personal and cultural or religious needs and wishes, be respectful of their clients' privacy, and be honest and open in all of their communication with them.

FUNERAL DIRECTORS SHOULD:

- 1.1 Offer service and care to clients, respectful of their religion, race, national origin, sex, sexual orientation, disability, social or economic status.
- 1.2 At all stages of the funeral process, do all they reasonably can to meet the personal and/or cultural or religious needs and wishes of their clients.
- 1.3 Allow clients adequate time and space to consider and make decisions in relation to the funeral.
- 1.4 Respect the personal information, and privacy of their clients.
- 1.5 Provide information about their services, merchandise and prices.
- 1.6 Provide clients with a written itemised estimate of cost.
- 1.7 Not engage in any conduct of a nature that is likely to deceive, mislead or harm their clients.
- 1.8 Offer clear and accurate information about all the processes they will follow in delivering funeral service, including details regarding the manner in which the deceased will be accommodated, handled and treated.
- 1.9 Not carry out any invasive procedures on a deceased person without obtaining the client's consent in writing.
- 1.10 If they choose to offer Pre-Paid Funeral Contracts, do so in accordance with various State legislation.
- 1.11 Generally provide service in a caring, competent and professional manner.
- 1.12 Establish a complaints handling procedure.

2. Deceased Persons

Deceased persons should be treated with dignity and respect. This means that Funeral Directors should accommodate, handle and treat every deceased person entrusted to their care with a high level of professionalism.

FUNERAL DIRECTORS SHOULD:

- 2.1 Handle deceased persons at all times with care, dignity and respect.
- 2.2 Transport deceased persons in a discreet and dignified manner, using vehicles and equipment that are fit for this purpose.
- 2.3 Accommodate deceased persons, properly identified and separately, in refrigerated facilities that are fit for and used exclusively for this purpose, unless the mortuary procedures that have been carried out make this unnecessary.
- 2.4 Ensure deceased persons are accommodated and treated in a discreet area, location or facility, not readily accessible to members of the public.
- 2.5 Ensure that any procedures that may be carried out on deceased persons are undertaken or supervised by experienced or qualified personnel.
- 2.6 Keep written details of, and instructions relating to, all clothing and jewellery or other items transferred with deceased persons or given to them by client families.

3. Employees

Professional conduct within any industry can only be ensured if those working in the industry are competent, and operating in an appropriate environment; this means that Funeral Directors should ensure their employees and contractors are given adequate guidance, direction or training as to how to carry out their work, and operate in a healthy and safe workplace, with appropriate equipment and facilities.

FUNERAL DIRECTORS SHOULD:

- 3.1 Ensure their employees are provided with initial and ongoing guidance, direction or training as to how to carry out their work.
- 3.2 Ensure their employees are familiar with the workings of this Code.
- 3.3 Provide a healthy and safe workplace, appropriate equipment and facilities.
- 3.4 Provide an overall environment which reflects the emotional and physical demands of the funeral industry, and enables their employees to consistently provide a high level of service and care.

4. Affiliate Providers

Funeral service often involves the contribution of a number of affiliate providers (celebrants, cemeteries, crematoria, musicians, florists and others); this means that Funeral Directors should carefully recommend or choose affiliate providers, and work cooperatively with them to ensure the specific needs and wishes of their clients are met.

FUNERAL DIRECTORS SHOULD:

- 4.1 Inform clients, when such a choice exists, that they may choose from a range of affiliate providers.
- 4.2 Only recommend to clients or choose on their behalf affiliate providers who they consider to be competent and professional, and reasonably believe will meet the specific needs of their clients.
- 4.3 Disclose any commercial interest that may exist in relation to the recommendation or choice of any such affiliate provider.
- 4.4 Work cooperatively with affiliate providers to ensure the specific needs and wishes of their clients are met.

5. The Community

The community is entitled to expect that Funeral Directors will operate fairly and professionally at all times; this means that Funeral Directors should operate with a high level of honesty, fair dealing and professionalism, and comply with all applicable laws.

FUNERAL DIRECTORS SHOULD:

- 5.1 Not engage in any conduct of a nature that is likely to lessen the standing of the funeral industry in the community.
- 5.2 Not personally, or through an agent or employee, inappropriately solicit custom, other than via commonly accepted promotional and/or marketing activities.
- 5.3 Disclose to clients the existence of any arrangement whereby they pay or offer to pay a commission, referral fee (or provide any similar inducement) to any third party in order to generate custom.
- 5.4 Comply with all applicable laws and regulations.
- 5.5 Not engage in any misleading advertising or conduct.
- 5.6 Inform clients of the existence of this Code and make it available to those who may request it.

Every NFDA member is bound by this Code.