

Why should I choose a funeral service provider who supports the Code?

Funeral directors that have committed to the Code support the development of best practices in their business. The Code is a voluntary set of standards that raises the bar for funeral directors. It is a reassurance of sincere care and professional services.

A funeral service provider who is a signatory to the Code has pledged to abide by the six practices in the Code. They address professional conduct, training and professional development, providing information, handling and storing bodies, conducting financial transactions and addressing complaints.

The *Queensland Funeral Industry Code of Conduct* was drafted by the Department of Justice and Attorney-General together with the following industry associations:

- Australian Funeral Directors Association, Queensland Division
- Australasian Cemeteries and Crematoria Association
- Independent Funeral Directors Association
- National Funeral Directors Association
- Queensland Funeral Directors Association
- Queensland Cemeteries and Crematoria Association.

A full copy of the Code can be downloaded from www.fairtrading.qld.gov.au

Insert company details above

Queensland Funeral Industry Code of Conduct





What is the Queensland Funeral Industry Code of Conduct?

It is a proactive, whole-of-industry approach to the delivery of high-quality funeral service practices. It comes from a shared commitment by funeral industry providers to ethical and responsible behaviour in daily operations.

The Code aims to achieve the following outcomes:

- Clients make informed decisions about funeral services.
- Individuals, communities, industry and the Queensland Government have a shared understanding of funeral service best practices.
- Individuals, communities, industry and the Queensland Government have an understanding of their rights and responsibilities in relation to funeral service best practices.
- Industry provides a professional and informative environment for the delivery of funeral services.
- Harm from unethical funeral service providers to individuals and the broader community is minimised.

Practices

Practice 1 Professional conduct

Signatories to the Code commit to serve clients in a compassionate and respectful manner, and to embrace professional practices designed to maintain a high standard of service and confidence in the industry.

Practice 2 Training and professional development

Signatories to the Code commit to ensure they, and their staff, are highly competent in the skills they offer to clients and participate in appropriate professional development.

Practice 3 Providing information

Signatories to the Code commit to provide a level of information to prospective clients to help the person make an informed decision. This transparency and openness continues once you enter into an agreement with the funeral service provider.

Practice 4 Handling and storing bodies

Signatories to the Code commit to handle, prepare, transport and store the body of the deceased in a lawful, dignified and hygienic manner.

Practice 5 Conducting financial transactions

Signatories to the Code commit to provide clients with accurate information and the time needed to make an informed decision about which products and services to purchase and what the costs will be.

Practice 6 Addressing complaints

Signatories to the Code commit to advise and assist clients if they have a concern about services. The Code outlines the complaint process and the roles which the funeral service provider, industry associations and government play to investigate and resolve complaints.

