

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.

Complaints Procedure

The AFDA is committed to facilitating a satisfactory resolution to consumer concerns or dissatisfaction with the services provided by AFDA Member funeral directors, as set out in our Code of Ethics.

The complainant is required to raise the issue in writing with the Member funeral director in the first instance, so both parties are clear about the issues involved and the outcome sought.

The complainant must then allow a minimum of 21 days for the concern or dispute to be addressed by the funeral director.

In accordance with this policy, if the concern or dispute has not been resolved after this time, the complainant may then lodge a formal complaint for consideration by the AFDA Investigation Committee.

In order for the AFDA to be involved, the complainant will need to return a signed declaration along with any supporting documentation, including a copy of the complainant's correspondence with the Member funeral director.

Once the signed document has been received from the complainant the AFDA will then write to the Member firm seeking a written report on the matters raised. The Member funeral director will be provided with a copy of all documentation that the complainant has provided to the AFDA in order for them to respond appropriately.

The Member funeral director's response, along with the complainant's letter and any other documentation is then forwarded to the AFDA Investigation Committee for their consideration, and both parties are then advised of the outcome.

The current AFDA National Executive serve as Members of the AFDA National Investigation Committee.



Is your Funeral Director an accredited member of the AFDA?

Why use an Australian Funeral Directors Association Member?

For more information or to find an Accredited Member of the AFDA, our website www.afda.org.au provides contact details for all Accredited Members or alternatively call 1300 888 188 for assistance in locating an accredited AFDA Member in your area.



www.afda.org.au

Australian Funeral Directors Association

For your own peace of mind, select a funeral director who is an Accredited Member of the Australian Funeral Directors Association (AFDA), which requires its Members to honour a strict Code of Ethics and Code of Conduct.

- Member firms must comply with required standards for Premises, Equipment and Vehicles
- Members are required to undertake Continuing Professional Development annually
- Members are bound by the AFDA Code of Ethics and Code of Conduct
- The AFDA has a formal complaints process to handle any issues that may arise between AFDA Member funeral directors and client families.

Mission Statement

Promoting Professional Funeral Standards

The AFDA was first formed in 1935 and is the only national funeral service organisation, with Member firms in every State and Territory.

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

The AFDA assists Members with training and professional development by working with credible and registered training organisations.

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

The Association is a public company, limited by guarantee that is administered by an elected board with a National Office and six Divisional Offices.

AFDA Members

AFDA has Member firms in every State and Territory.

AFDA Member firms are chosen by more than 60% of families to provide funeral arrangements for their loved ones.

AFDA Members and the AFDA trademark represent security, care and professional service.

In conjunction with its membership, community groups and professional expertise, AFDA has developed several standards for industry practice. These are based upon fundamental and legitimate occupational health and safety, public health, legal and community standards. AFDA Member firms are required to abide by these standards.

Prospective Member firms must comply with required standards for Premises, Equipment and Vehicles (PEV) before AFDA membership is granted. Re-accreditation is required every three years.

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

Member firms are required to undertake a minimum number of Continuing Professional Development (CPD) hours each year. CPD is educational learning activities that develop knowledge and skills for a person's work.

The purpose of CPD is to ensure that AFDA Members maintain the highest possible standard of practice through a commitment to continued learning in their businesses.

AFDA Members are bound by a strict Code of Ethics and Code of Conduct designed to meet both community needs and expectations in all aspects of service delivery. The code is a reassurance to the community of sincere care and professional service, particularly at a time of uncertainty and distress for grieving family and relatives.

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.