



CHRISTIAN COMMUNITY CHURCHES IN VICTORIA AND TASMANIA

CODE OF PRACTICE – FUNERAL SERVICES

The following code applies to Ministers of Religion when conducting a funeral.

Service – The Minister will provide a high standard of service, maintaining respect, dignity and integrity in his/her professional conduct and practice.

Recognition – The Minister will be sensitive to the needs of the family of the deceased and respectful of the social, cultural and moral significance of the funeral service for those in attendance.

Laws – The Minister will, at all times, comply with privacy, discrimination and other laws capable of being applied at the time.

General requirements- The Minister will, where possible:

- Visit and comfort the family.
- Advise the family on their options for the service/s to the best of their ability.
- Provide the parties with information and guidance to enable them to choose or compose a service that will meet their needs and expectations.
- Respect the privacy and confidentiality of the parties.
- Maintain dialogue with the person [contact person] appointed to liaise on the funeral service.
- Maintain dialogue with any Funeral Provider appointed by the family.
- Confirm all details with the contact person and Funeral Provider.
- Ensure accuracy in the preparation and delivery of documents.
- Ensure the return of all personal documents belonging to the parties.
- Meet with the contact person, family members and Funeral Provider prior to the commencement of the service to ensure all parties are prepared.
- Present the family with a presentation of the funeral service, where responsible for providing it, when offering final condolences.
- Follow up with the contact person and family to ensure they were satisfied with the service.

Personal presentation - The Minister will ensure:

- Their presentation and testimony is respectful of the deceased and his/her family and friends
- Ensure familiarity with electronic devices and operations at the service venue.
- The service is visually and audible to all those present.
- Arrive at the service venue at least thirty [30] minutes prior the arranged time to start.