

## CODE OF PRACTICE

**High standard of service** - A Funeral Celebrant will uphold a high standard of service, maintaining respect & dignity in his or her professional conduct & practice.

**Recognition of significance of Funeral** - A Funeral Celebrant recognises the social, cultural & moral significance of the funeral service in the Australian community, & the importance of strong & respectful family relationships.

**Compliance with laws** – A Funeral Celebrant must, at all times, be aware of and ensure compliance with Privacy, discrimination and other laws.

**General requirements-** The Funeral Celebrant will, where possible:

- Visit the family & maintain open discussion with the point of contact in regard to the funeral service
- Give the parties information & guidance to enable them to choose or compose a service that will meet their needs & expectations
- Respect the privacy & confidentiality of the parties
- Ensure accuracy in the preparation & delivery of documents, eg correct names, dates & spellings
- Confirm all details with the point of contact
- Ensure the return of all personal documents belonging to the parties
- Ensure familiarity with electronic devices & operations at the service venue
- Meet & reassure the point of contact & family members at the service.
- Present the family with a presentation copy of the funeral service when offering final condolences
- If the Funeral Celebrant has agreed to perform more than one Service on the same day: ensure that all parties receive a level of Service that meets their separate & special requirements.

**Personal presentation** - The Funeral Celebrant ensures:

- their personal presentation is of an appropriate standard for the Funeral Service & respect the expectations of the family
- that the service is audible to all those present &
- arrives at the Service venue at least 20 minutes before the agreed starting time.