



ABC FUNERALS
cremations online

FREQUENTLY ASKED QUESTIONS

Some of the most frequently asked questions are answered here.

WHAT HAPPENS AFTER I SUBMIT AN ORDER?

After you submit an order for a Cremation, you will receive a confirmation email and we will get you to submit the required statutory forms.

We will give you a call during business confirm all the details and discuss the next steps.

If you require transfer of you loved one into our care immediately, please call our 24 hours support number 03 1234 1234.

WHAT IS SPECIAL ABOUT ABC FUNERALS?

ABC Funerals is a cremation arrangement website. Due to the ongoing coronavirus pandemic we are all trying to avoid meeting in person wherever and whenever possible.

We offer transfer, cremation, funeral services and return of ashes like other funeral services but the essential paperwork is completed online with follow up by phone if needed.

DO YOU OFFER THE SAME LEVEL OF CARE AS OTHER FUNERAL HOMES?

Yes. We have a long history of working in the funeral industry and will take care of your loved one with the care and respect that we would treat our own family members.

WHAT HAPPENS IF A DEATH HAS OCCURRED?

This is quite a complex question as there are many places and circumstances that can surround a death. One thing that should always be remembered is not to rush decisions or your selection of a Funeral Director. The cost of funerals can vary enormously depending on which Funeral Director you engage so we encourage you to compare services and prices.

At Home

If the death occurs in a family home with family or friends present a family member should contact the deceased's doctor. Their doctor will usually issue a death certificate if they have treated the deceased in the past and they can confirm the cause of death.

However, if the death occurs in a home and no one is there at the time of death, the police will need to be notified and respond to the home before the deceased is transferred from their home.

A Funeral Director should not transfer the deceased into their care until such time as the death certificate has been completed and signed. Then call the Funeral Director that you wish to appoint to arrange for them to transfer the deceased into their care. Our 24-hour telephone number is 03 1234 1234.

While Under Supervised Care

When a death occurs in a care facility such as a hospital or nursing home, the professional staff will notify you and the necessary authorities. Often nursing homes, upon admittance, will ask which Funeral Director should be called should they need to be notified.

If the name of the funeral director has been left with them they will notify the funeral directors at the time of the death. The funeral director will contact you immediately following their notification to help you proceed and will make a time to meet with you and other family members. However, we suggest you contact the funeral directors immediately, so you've got the reassurance you need that all is taken care of properly.

Sudden or Unexpected Death

If a death is sudden or accidental, or the cause of death cannot be confirmed, it is the Doctor's responsibility to notify the police. In these cases, it is important the deceased is not moved or disturbed in any way. The police will contact a government-appointed funeral contractor to transfer the deceased from the place of death to the Coroner's mortuary.

The Coroner will then investigate and determine the cause of death, which may involve a post mortem examination. This procedure may slightly delay the funeral arrangements until the necessary clearance is obtained. You should contact us as soon as possible so we can liaise with the Coroner's Court and make the necessary arrangements to take your loved one into our care as soon as we are able to. You are not under any obligation to engage the government appointed funeral director, the selection of Funeral Director is entirely your choice.

Death Interstate or Overseas

If the death occurs away from home, you should contact us immediately on 03 1234 1234 so we can make arrangements to transport the deceased home and attend to any legal, statutory or customs requirements. We have extensive experience in repatriations.

If your loved one's wish was to be returned to their homeland for burial, we are able to attend to the extensive process of contacting government departments for you and processing the necessary documentation on your behalf.

We also have a fully qualified embalmer on staff who can undertake any preparation or embalming required.

WHY ARE WE LESS EXPENSIVE THAN TRADITIONAL FUNERAL HOMES?

We keep our costs down by using online arrangement and by simplifying our business during these difficult times.

By using ABC Funerals you are not paying for anything that you will not need.

WHAT IS A BASIC COFFIN?

A Basic Coffin is a simple particleboard coffin.
The premium Bickham or Eton coffins can be added at additional cost.

WHAT IS A VIEWING?

A viewing is an opportunity for you to spend some time with the recently deceased and say a proper goodbye.

This service is available in our chapel or in the comfort and safety of your home.

This service is included in our complete package.

CAN WE HAVE A FULL FUNERAL SERVICE?

If you require a full funeral service, an attended Chapel Funeral Service is available for an extra fee that includes venue hire, clergy/celebrant fees and the required staff to attend and co-ordinate the ceremony.

Due to current government restrictions this service is limited to 10 mourners in attendance.

Alternatively, we can pass your details on to our full service Funeral Home partner and they will be in touch.

We only recommend the best funeral homes.

abcfunerals.com.au • info@abcfunerals.com.au

03 1234 1234