

Questions & Answers

Are your procedures different for babies and young children?

No. Procedures are the same.

If we wanted the person to be returned to our home before the funeral can this be done?

Yes. Circumstances usually allow for this, although the request should be raised with the funeral planner as early as possible in the process of care.

If we have specific procedures which are significant for our religious beliefs or cultural practices, can you meet our requirements?

Our staff have a broad knowledge of such requirements and in most cases can facilitate requests. Advising us of such requirements immediately will assist this.

If we do not want to view the person in their coffin, is there any alternative that we can consider?

We can provide a viewing bier like a bed, which can be made available for this purpose at one of our premises.

Are there reasons why we should consider a viewing for our own peace of mind?

Some people tell us that the viewing provided a quiet time for them to adjust to the reality of the death prior to the funeral service, as well as giving an opportunity to reflect more personally on the life that has been lived and the significance of that life for those who continue to live.



“Our mother had been very ill but she was prepared beautifully for her funeral. Her makeup was soft and not overdone in any way. Thank you.”

The care taken to help Dad look peaceful was excellent. Everything was done perfectly.

Thank you for the good attention in preparing our mother for the viewing. She looked as we wanted her to look ~ just as though she was sleeping. We were very happy with the care and attention given to her.”

For 24 hour Service and General Enquiries
please telephone our Funeral Advice Line: **(03) 9373 7000**

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TOBIN BROTHERS

FUNERALS

Celebrating Lives



In Our Care
IN OUR CARE

This brochure aims to assist you with your questions about when a person is transferred into our care.

Questions & Answers

How will the person be moved from their place of death to your premises?

The person is gently lifted from their place of death and placed onto a stretcher. Covered with a clean sheet, they will be wheeled or carried to a vehicle set aside as an ambulance vehicle for transfer into our care.

Where will the person actually be taken?

To one of our modern mortuary centres located in Noble Park, Coburg, Frankston and Echuca.

Does that mean that if we want to see the person before the funeral we have to go to Noble Park, Coburg, Frankston or Echuca?

No. After preparation the person can be viewed at any of our 21 Branch locations around Melbourne and alternative viewing locations may be arranged by consultation.

Are procedures just the same if the Coroner has been involved?

Yes. However more time will need to be allowed for the person to be prepared for viewing.

Will the person be placed in a refrigerator?

The person will be placed in a cool room until preparation is commenced.

How do I know the person will be handled with respect?

All Tobin Brothers mortuary staff are qualified embalmers who are members of the Australian Institute of Embalming and are governed by a strict code of ethics. In addition our own Company training and procedural guidelines emphasise the highest levels of respect for the deceased at all times.

At Tobin Brothers Funerals we want our client families to clearly understand the services that are being provided for them. Peace of mind regarding the care that will be given to their family member who has died is a priority for them and is therefore a priority for us. When a family member or friend is being transferred into our care, some thoughts may arise for those who are left behind. Anticipating the questions people may ask, we have here provided information that will assist understanding. If you require additional information, please ask the funeral planner who is attending to you.



Michael Tobin
Chairman

Questions & Answers

What will you do to the person?

Qualified staff carry out a process of care, where the person is washed, facial features are posed pleasantly and naturally, and disinfecting and preserving fluids are distributed throughout the body's arterial system. The person is dressed, hair and make-up, if appropriate, are attended to, and the person is placed in the selected coffin or casket.

What if we don't want you to do anything to the person?

Tell the funeral planner as soon as possible, who will speak to the embalmer to consider if any potential difficulties may arise from such a decision. The funeral planner will then advise accordingly. Without embalming, nature begins to take its course very soon after death.

Can we be sure that our instructions about jewellery, clothing and make-up will be followed?

Detailed instructions from you to the funeral planner will be passed on to mortuary staff who will carefully follow your instructions.

How long does it take for the person to be prepared for us to view?

The preparation process is a procedure that can only be correctly carried out by trained staff. To ensure that the viewing experience is as positive as possible, it is difficult to give a uniform time frame as each person is unique. The care that may need to be given could take anywhere from 2 hours to 10 hours of devoted attention within a broader time frame of up to two days.