

Membership Information Book

2014 - 2015

www.qfda.com.au



QFDA

Queensland
Funeral Directors
Association Ltd



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Association history

The Queensland Funeral Directors Association (QFDA), formally known as the Queensland and Northern Rivers Funeral Directors Association was formed in 1967.

Our association was originally established by a group of like-minded funeral home business owners that wished to create a superior quality service benchmark for the funeral industry throughout Queensland.

Today almost 50 years on, this tradition continues and we are recognised as one of the premier funeral industry associations within Australia. We are proud and humbled by the fact that we are often an association within our industry that is emulated by others.

As an association we aim to represent and engage with our members. This involves a variety of approaches including consultation with members through visits, training, meetings, mentoring and other communication tools. We are aiming to increase our connection with members over the coming year, as we believe this will proactively benefit our industry and the families and communities we serve.

QFDA members are encouraged to access and exchange ideas and assist Funeral Directors in all other states and territories of Australia, New Zealand and Papua New Guinea. Our history and networks have created international links to assist facilitate the repatriation of deceased to and from most countries.

Secretary help and contact details

My name is Wayne Bell and I'm your association secretary. Please contact me and I'll do my best to address any queries you may have in a timely manner.

My contact details are:

OFFICE from 8:30am to 5:00pm
PHONE 07 3807 0533
FAX 07 3807 5686
MOBILE 0411 166 265
POST PO Box 250, Beenleigh, Queensland 4207
EMAIL secretary@qfda.com.au
WEB www.qfda.com.au

Association member benefits

Your association has negotiated and arranged the following services and benefits to be available to members:

- Discount Insurance
- Copyright Licence. Music on hold agreements
- BP fuel card
- Accountancy advice
- Industrial relations guidance
- Website listings
- State and national directory
- Air freight discounts
- Workplace Health & Safety Inspections & Risk Assessments
- Negotiation with government departments on behalf of members
- Prompt, personal attention by the secretary to member's questions

COPYRIGHT LICENCE AGREEMENT

If photocopying or otherwise copying any material covered by copyright, for example: poems, music sheets, etc. or playing music for use in your funeral business, then you should be party to the QFDA copyright licence agreement. We have negotiated an exclusive arrangement with AMCOS as there are substantial fines for infringements. Contact your association secretary if you require further information or wish to participate. For already participating members, you must ensure that the number supplied to you is clearly stamped or printed on all copied material. Recently a Brisbane area church received a substantial fine for non-compliance... Don't risk a fine!

MUSIC ON HOLD LICENCE

The QFDA has an agreement with ARIA (Australia Record Industry Association) and PPCA (Phonographic Performance Company of Australia Ltd). These agreements cover:

- Music on hold in your phone system, whether by radio or any other method
- Music before or after the funeral service, in a chapel, crematorium, or graveside
- Background music during viewings

You are deemed responsible for all infringements of copyright if your company is playing music in any of the above situations regardless of where it is happening.

POLICE CONTRACTS

All enquiries about or issues arising from the police contract should be made to your QFDA secretary. However, if you prefer to deal directly, contact details are:

The Registrar - Brigitta White
Office of the State Coroner
Phone: 07 3247 4590
Fax: 07 3239 0176
Email: brigitta.white@justice.qld.gov.au

WORKPLACE HEALTH & SAFETY

Queensland Health & Safety inspectors are conducting inspections of mortuaries, including councils and hospitals, for compliance under the Act. Improvement notices are being issued. A copy of the Workplace Health & Safety Guide for the funeral industry is available and can be downloaded from our website. Your association secretary is certified and is available to audit your premises ensuring compliance within the Act. Contact Wayne to access this service.

INDUSTRIAL RELATIONS

The QFDA has engaged Clifford Gouldson Lawyers to assist members with matters relating to industrial relations and are available to answer other legal questions as well. A representative of the firm will address member's at most quarterly meetings. They will also provide updates of any changes between meetings. With new laws being promulgated, all necessary information will be sent to each member as it comes to hand. To contact Clifford Gouldson Lawyers:

Clifford Gouldson Lawyers
Phone: 07 4688 2188
Fax: 07 4688 2199
Email: mail@cglaw.com.au

FUNERAL INDUSTRY TRAINING

The QFDA offers mortuary technician courses at various locations throughout the state during the year. The courses include theory and practice in mortuary work, workplace health & safety, hygiene, and chemicals. Contact your QFDA secretary if you would like yourself or a staff member to attend. These training courses are usually available only on members request.

Membership listing

Members			
COMPANY	LOCATION	CONTACT	PHONE
Alex Gow Funerals	Brisbane	Brett Gow	07 3852 1501
Anton Brown Funerals	Brisbane	Anton and Sally Brown	07 3217 3088
Black's Funerals	Innisfail & Tully	Geoff and Diane Black	07 4061 6806
Burnett Regional Funerals	Gayndah	Fred and Shirley Hampson	07 4161 1452
Burstows Funerals	Toowoomba & Districts	Trevor and Donald Burstow	07 4636 9600
Cairns Crematorium	Cairns	Rebecca Warwick	07 4036 1888
Carnarvon Funerals	Stanthorpe	Ray Mattiazzi	07 4681 3121
Centenary Park Funerals	Mt Isa	Dereck and Susan Tuahine	07 4743 2166
Callide Dawson Funerals	Biloela	Jeff Schultz	07 4992 2332
Charters Towers Funerals	Charters Towers	Geoff Watson	07 4787 7530
Courtesy Funerals	Miles	John Owens	07 4627 2494
Des Allen & Co Funerals	Bundaberg	Des Allen	07 4153 2424
Fitzroy Funerals	Rockhampton	Colin Dean	07 4922 5422
Gregson & Weight Funerals	Sunshine Coast	Royce and Sue Gregson	07 5491 1559
Guilfoyle Funerals	Atherton & Mareeba	Rod and Lachlan Chaffey	07 4091 2147
J. Kirk & Son	Maryborough	Jim Kirk	07 4121 4183
J.G. Lohrisch Funerals	Beenleigh	Richard and Vicky Lohrisch	07 3287 2030
K & S Wright	Home Hill	Ken and Elizabeth Wright	07 4782 1270
Keating Funerals	Chinchilla	Anthony and Maria Keating	07 4662 7684

Members

COMPANY	LOCATION	CONTACT	PHONE
McGrath Funerals	Toowoomba	Peter and Lorraine Wilson	07 4636 9690
Morley's Funerals	Townsville	Ray and Lyn Valdeter	07 4779 4744
Muslim Funeral Services	Kuraby	Dr. M. I. Sultan	07 5462 2155
Owens Maranoa Funeral Service	Roma	John Owens	07 4622 6486
South West Funerals	Charleville	John and Lyn Vowles	07 4654 1079
Traditional Funerals	Caboolture & Districts	David Dart and Bruce Jarvie	07 3888 6633
Valley Funerals	Gladstone	Adele Hughes	07 4972 0800
Warwick Funerals	Warwick	Stephen Wilson	07 4667 8700

Probationary members

COMPANY	LOCATION	CONTACT	PHONE
Central Highland Funerals	Emerald	Laura Howard	07 4982 2910
Serene Funerals	Sarina	Carol Phillips	07 4943 1155

Interstate members

COMPANY	LOCATION	CONTACT	PHONE
A. O'Hare Funerals Directors	Sydney, NSW	John Williams	02 9569 1811
Funeral Home Port Moresby	Boroko, PNG	Emeline Agonia	
Keith Logue & Sons	Coffs Harbour, NSW	Keith Logue	02 6652 1999
L.S. Piddington & Son	Armidale, NSW	Alan Piddington	02 6772 2288
Pettigrew Family Funerals	Wallsend NSW	Ian Pettigrew	02 4951 1166

Local government members

COMPANY	LOCATION	CONTACT	PHONE
Barcaldine Regional Council	Barcaldine	CEO	07 4651 5600
Blackall - Tambo Regional	Blackall	CEO	07 4621 6600
Isaac Regional Council	Moranbah	CEO	1300 472 227
Longreach Regional Council	Longreach	CEO	07 4658 4111
McKinlay Shire Council	Julia Creek	CEO	07 4746 7166
Mornington Shire Council	Mornington Island	CEO	1300 881 665
Paroo Shire Council	Cunnamulla	CEO	07 4655 1647
Richmond Shire Council	Richmond	CEO	07 4741 3277
Winton Shire Council	Winton	CEO	07 4657 2666

Supplier members

COMPANY	CONTACT	PHONE
Amalgamated Casket Company	Greg Stannard	07 3382 0776
Arrow Bronze	Shirley Cooke	1800 335 692
Ashton Manufacturing	Rohan Kerr	1300 263 346
Australian Hearse Manufacturers	Michael Ferguson	07 3888 9011
Batesville Casket Company	Shirly Sareyka	0437 114 333
Final Touch Australia	Jennie O'Neill	07 3889 9607
Full Circle Australasia	Robyn Lauder	02 9410 0900
Funeral Industry Insurance Brokers	Michael Hansen	07 3392 0477
Funeral Plan Management	Trevor Holst	0417 088 197
Foresters Friendly Society	Noel Woff	0488 656 494

Supplier members

COMPANY	CONTACT	PHONE
Funeral Transfer Services Australia	Jane Domjahn	1800 770 788
Hammond Conversions	Colin Hammond	02 6495 6279
Hickey & Co Pty Ltd	Paul Castaldi	02 9564 1888
Hyqual Australia	Mark Hyde	1800 777744
Lindans Pty Ltd	John Mills	07 4783 6883
Lismore Coffin Manufacturers	Ross & Warwick Binney	02 6625 1255
MGR Accountants	Peter Mulqueen	03 5443 8888
Outlore Consulting	Martin Tobin	0419 306 271
Queensland Funeral Transfers	Richard Bertrand	1800 823 005
Sureplan Friendly Society	John Turner	07 3833 3322
W D Hadley Pty Ltd	Gary Hadley	02 9604 4582
Statewide Mortuary Transfers	Steve and Donna Mogler	1300 368 155
Hiller Bros (Nissan)	Troy Hiller	0428 669 409
Heaven Address	Matt Mclean	0407 568 036

Code of Ethics and Practice

Of great importance to our members and the families and communities we serve, is the mutual understanding and respect for our Code of Ethics and Practice:

1. To maintain the confidentiality of clients at all times.
2. To make fair and reasonable charges for goods supplied and for services rendered.
3. To provide clients, and the general public, with all relevant information and options about goods and services available.
4. To always behave in such a manner as to not bring the funeral service profession into disrepute.
5. To ensure that all advertising is in good taste and is not of such nature as to bring the funeral service profession into disrepute.
6. To ensure that no member, staff or agent of a member solicits for funerals or offers reward for any recommendation.
7. To ensure that all staff are properly trained and are competent in the funeral service profession.
8. To show proper respect and regard for all cultures and religious beliefs.
9. To always provide the client with a written estimate of charges and a copy of funeral details at the conclusion of the funeral arrangement.
10. To provide clients with an itemised account for all goods supplied and for services rendered.
11. To address complaints from clients in the shortest practical time.

The Queensland Funeral Directors Association (QFDA) as sponsor of this Code provides a mediation facility service. The facility is available to assist in the resolution of disputes between members of the association and their clients.

Funeral service standards

1. PURPOSE

The purpose of the Funeral Services Standards Manual, is to lay down realistic and reasonable standards regarding facilities and service, to which members of the Queensland Funeral Directors Association will be required to adhere to. In the long term, it is intended that these standard become the industry standards for Queensland.

2. COMPLIANCE

All members of the QFDA will be required to comply with these standards within two (2) years of the date of their promulgation.

3. DEFINITIONS

3.1. Remote area business

For the purpose of these standards, remote area businesses are defined as being a funeral services business which conducts fewer than 31 funerals per annum, averaged over a three (3) year period. This business will be located not less than 50 kilometres from a funeral service business which is subject to the full application of these standards.

3.2. The staff

The staff are defined as any paid or unpaid persons engaged in carrying out or assisting to carry out funeral services, transfers, body preparation or any other component or activity involved with funeral services.

4. THE STANDARDS

4.1 Premises

4.1.1 General

Funeral premises shall preferably locate in a building used only for funeral related purposes, or at least in an area of a building isolated from other business. Such premises shall be concealed and private from public view. Funeral premises shall be maintained in a clean, hygienic and presentable condition at all times. Funeral premises shall consist of:

- Suitable room or rooms for the arrangement of funerals
- Adequate general office space
- Coffin display facilities
- Suitable vehicle garage area
- Body storage refrigeration
- Mortuary/body preparation facilities

Access to vehicle unloading/loading area shall be designed to be segregated and private from the public.

Remote Area Standard: In remote areas, the main criteria for premises will be the facility to conduct funeral business with privacy and in reasonable surroundings.

4.1.2. Mortuary/body preparation facilities

Mortuary/body preparation areas must be constructed to include:

- Impervious flooring
- Capable of being hosed and drained into the sewerage system in accordance with the Water Supply & Sewerage Act
- Adequate ventilation or air conditioning
- Vermin and insect proofing

4.1.3. Body storage refrigeration

Body storage refrigeration shall be capable of maintaining + 2 degrees celcius, have removable trays to allow for ease of cleaning and be capable of being drained and cleaned. No foodstuffs or drinks shall be stored in body storage refrigeration.

Remote Area Standard: In remote areas, the use of the local hospital, mortuary/body preparation facilities will be permitted, subject to the approval of the hospital.

4.2. Motor vehicles

4.2.1. Transfer vehicles - mortuary ambulances

A closed panel van or station wagon shall be used for this purpose.

Remote Area Standard: The minimum acceptable standard shall be a well maintained utility with closed canopy.

4.2.2. Funeral vehicles - hearses

Purpose designed hearses or converted station wagons, with suitable coffin loading, unloading and securing equipment shall be used.

Remote Area Standard: The minimum acceptable standard shall be a well maintained utility with closed canopy.

4.3. Transfer equipment

A suitable stretcher, complete with appropriate covering shall be used.

Remote Area Standard: The minimum standard shall be a clean coffin shell.

4.4. Funeral equipment

The following standard equipment shall be maintained:

- Church trolley
- Grave bearers
- Lowering straps
- Sand and trowel
- Australian Flag
- Holy Water

4.5. Dress code

For men, the following minimum dress standard shall be maintained:

- Clean, pressed shirt
- Long trousers
- Necktie
- Clean shoes
- Hat (subject to prevailing wind conditions)

For women, the following dress standards shall be maintained:

- Clean, pressed shirt
- Skirt or long trousers
- Stockings
- Clean shoes
- Hat (subject to prevailing wind conditions)

4.6. Body preparation

4.6.1. For funerals and “in coffin” shipments

The funeral director shall ensure positive identification of deceased. The funeral director shall also ensure that the death certificate is in hand. It is recommended that the funeral director obtain adequate signed permission from next of kin to carry out invasive procedures to the body. The body shall be washed and thoroughly cleaned with suitable disinfectant. Orifices shall be packed with cotton wool pads, and the mouth sutured closed. The body shall be aspirated as required, and if necessary, injected with suitable preservative chemical. The body shall again be washed, including the hair, and the hair shall be combed and styled. Fingernails shall be cleaned, and if necessary, the male facial area will be shaved. Cosmetics shall be applied if required or if requested and the body shall be dressed in clothing supplied, hospital gown, or breasting. If the body was dressed, all precautions shall be earlier taken to prevent leakage of fluids. For shipments, the body shall be hermetically sealed in a polythene liner, according to transport regulations.

4.6.2. For unfinished shipping coffins

In all cases minimum standard shall be the wrapping or covering the body.

4.6.3. For transportation to another funeral director

In every case in which the body is transported to another funeral director, the body shall be prepared as above. Any flow of blood shall be stemmed and the head elevated, unless other arrangements are made with the receiving funeral director prior to shipment.

4.6.4. Transport of bodies for distances over 100km

A member shall not transport a deceased person more than 100 kilometres without the next of kin, executor or personal representative of such deceased person being made aware of and approving of such transportation, same in remote areas where there is a reasonable expectation of that next of kin, executor or personal representative being aware of the necessity to transport such deceased person and of the mode of transport.

4.7 Mortuary hygiene

The mortuary and/or body preparation area shall be kept in a clean and hygienic condition at all times. Any area that becomes soiled shall be cleaned immediately. Places which become contaminated with human fluids or waste shall be cleaned immediately with a mixture of 50% household bleach and 50% water, or with a proprietary product specifically for that purpose.

4.8 Documentation

4.8.1. Before placing into refrigerator

Before being placed into refrigeration, life shall have been pronounced extinct by a medical practitioner. The body shall be identified by the use of waterproof tag or tags on a write, or an extremity of the body. Mortuary/body preparation areas must be constructed to include:

- Impervious flooring, capable of being hosed and drained into the sewerage system in accordance with the Water Supply & Sewerage Act

- Adequate ventilation or air conditioning
- Vermin and insect proofing

4.8.2. Infectious cases

Infectious cases shall be identified as such from first contact.

For example, different colour tags shall be used, and body bags shall be emblazoned with the word infectious on the outside.

4.8.3. Registration mortuary register

A mortuary register shall be maintained, in which the following will be recorded:

- Name of deceased
- Date of transfer
- List of property transferred with remains
- Initials of transfer staff

4.8.4. Recording of valuables

A family member shall give a receipt for valuables returned to the family by the funeral director. A family member shall be given a receipt when valuables are taken with the body.

4.8.5. Retention of mortuary register

Mortuary Registers shall be retained by the funeral director for a period of five (5) years.

4.9 Arrangements

4.9.1. Arrangement documentation

Arrangement documents shall be in such form as to become a permanent record and shall be signed by the client or other appropriate party. A written estimate of costs shall be provided to the client.

4.9.2. Fair charges

Attention of the members is drawn to the Code of Ethics regarding fair charges.

4.9.3. Coffin range

At least three (3) coffins of varying quality shall be available for display to clients. If actual coffins cannot be shown, colour photographs may be used.

4.10. Accounts

Accounts shall be rendered promptly and shall conform to the written estimate, unless other arrangements have been previously agreed between the funeral director and the client.

4.11. Registration of death

Registration of death shall be within one (1) week of the funeral date.

4.12. Training programs

Training programs shall be developed to assist in training new QFDA members and their staff.

This training will include suturing, dressing, body preparation, personal protection, instrument requirements, hermetic sealing. It will also include regulations as imposed by state, federal and international authorities.

5. INSPECTIONS

The vital ingredient ensuring the success of any system of minimum standards depend entirely upon a system of fair and unbiased inspection. In carrying out inspections, the inspectors shall be mindful of whether or not the subject business is regarded as being in a remote area or otherwise.

5.1. Coverage of inspections

Inspections shall cover premises, vehicles and operating standards in respect to transfers, arrangements of the funeral, conduct of the funeral, mortuary work, body

preparation, knowledge of funeral benefits and options, general industry knowledge and other industry related matters.

5.2. Inspection fees

A fee shall be charged for inspections, such fee will be set by the members in General Meeting. Inspections shall be reimbursed from fees collected for time, travel and other “out of pocket” expenses accrued by inspections.

5.3. Timing of inspections

Inspections shall be carried out at the following times:

- On receipt of an application for membership of the QFDA
- On receipt of an application for upgrading membership within the QFDA
- On receipt of a complaint relating to a member of the QFDA
- During the period allowed for compliance with the standards for existing members of the QFDA

5.4. Appointment of inspectors

- 1 Inspections shall be carried out by either two (2) members of the Board of Directors of the QFDA.
- 2 One (1) Board Member and the authorised representative of an active member of the QFDA appointed by the board.
- 3 Inspectors shall be appointed by the President in conjunction with the Vice President and the Executive Secretary.

5.5. Inspection of existing members

All members of the QFDA as at the date of the promulgation of these standards shall be inspected within two (2) years from the date thereof to ensure compliance.

5.6. Inspections – probationary membership

On receipt of application for probationary membership of the association, an inspection shall be carried out before such application is notified to members through the QFDA newsletter. To gain probationary membership, an applicant shall attain 75% of the standards required for an active member.

5.7. Inspections for full active membership

Applicants for active membership shall attain 100% standard results from the inspection before gaining full active membership.

5.8. Inspections for dispute resolution

Inspections required to be carried out to assist in resolving disputes or complaints against members shall be carried out within 30 days of the complaint being received by the association Executive Secretary.

6. OTHER MATTERS

6.1. Information for clients

Members shall maintain sufficient copies of their own or the QFDA booklet of information pertaining to funerals in a convenient location accessible to all clients also copies of Funeral Benefit Funds as well as any other relevant literature.

6.2. Displaying Membership Certificate and Code of Ethics

Members shall display their QFDA Certificate of Membership and a copy of the Code of Ethics prominently in their premise where it will be clearly visible to clients.

6.3. Membership kit

At the time of acceptance as a probationary member, the new member will receive a kit by the association, enabling that member to be educated in funeral service skills. The kit contains:

- A list of members willing to assist new members
- A listing of documentation requirements
- Other training video tapes, audio tapes, books, written material and other items considered by the Board to be suitable from time to time
- A copy of the association General Information Manual
- Copies of material safety data sheets required under Workplace Health & Safety legislation

Corporate clothing and accessories

Corporate uniforms and accessories are recommended. Your association can advise through industry connections however you may purchase directly. Ensure all corporate clothing meets the standards set by the QFDA.

Professional guidance and advice

As previously mentioned the association has connections with professional service providers, legal, workplace, training, accountancy and representation. Contact Wayne if you require an introduction.

Advertising and marketing

Advertising and marketing assistance can be made available through the association. Expertise in copywriting and design for print and promotion can be accessed:

- Press adverts
- Brochures
- Information books
- Pens
- Bowls cloths
- Mouse mats
- Tissue boxes

Web site links

All members have unlimited access to the QFDA website (qfda.com.au) with information and links available to individual funeral businesses and contact details.

Training

The association has developed with the aid of a professional trainer various levels of training for the funeral industry and these programmes will be developed and delivered in your area at various times and locations.

Quarterly newsletter

A full colour newsletter is compiled each quarter, this provides the presidents report, an account of recent conferences, and notice of future events. The newsletter also presents helpful information and relevant industry and association news.

Statutory authority representation

The association regularly represent the members of the association at meetings with various government departments at both local and state levels. We meet tri-annually with the state coroner's office and these meetings are minuted and placed in the associations newsletter.

NAPSA awards

Notional Agreements Preserving State Awards

The association is registered with Livingstones Australia for the delivery of the funeral industry award 2010 and the cemetery industry award 2010 and the clerks private sector award 2010. Members are regularly updated with wage increases and conditions.

Legal advice

The association has on retainer lawyers versed on the functionality of the funeral industry and are able to help with legal advice.

Financial advice

The association has in its membership companies who give advice on financial matters pertaining to the funeral industry.

Suppliers

The association has in its membership many companies supplying goods and services to the funeral industry i.e. coffin manufacturers and suppliers, hearse and transportation vehicles etc. Please support these members.

Insurance

The QFDA has in its membership, companies that supply various level of insurance for vehicles, property, workplace as well as other insurance needs.

Member conferences

Quarterly conferences are held throughout Queensland. These provide an ideal means of interaction with colleagues and supplier members. They also serve to inform of association and other business matters.

Application for Membership as:

- Funeral Director Member (Probationary and Ordinary)
- Supplier Member (Associate Member) - under clause 2.3.4 of the Articles of Association
- Special Funeral Director Member (Affiliate Member)
- Local Government Member - under clause 2.3.6 of the Articles of Association

I/We

Hereby apply for membership in the above ticked category

Company Name:

Trading Name:

Street Address:

Postal Address:

Phone:

Mobile:

Fax:

Email:

Website:

Number of years the business has operated:

Number of years the business has been under the control of the proprietor:

Product range or service provided:

Primary representative will be (name):

Signature of representative:

Date:

*Two written references are required to be attached to this application **Written details of the type of operation being carried out, if funeral directing photographs of premises and equipment including vehicles would assist. MAIL THIS FORM TO: Wayne Bell, Association Secretary. PO Box 250 Beenleigh, QLD 4207

OFFICE USE ONLY:

Date application received:

Meeting tabled:

Accepted Y / N

Nominated by:

Seconded by:





QFDA

**Queensland
Funeral Directors
Association Ltd**

www.qfda.com.au

PH (07) 3807 0533