

Are there any reasons why it may be good to consider a viewing?

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. Other clients find that sitting in quiet reflection with the closed coffin or casket can be a positive experience.

Can our loved one be returned home prior to the funeral?

Yes. This should be discussed with your Funeral Planner as early as possible.

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

Our staff will work with you to understand and facilitate any such requests. Please ensure we are advised as soon as possible.

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

Yes. However more time may need to be allowed for your loved one to be prepared for viewing.

What does "full embalming" mean?

A Certificate of Full Embalming is required prior to interment in some Mausolea and for overseas repatriations. Where this is required our qualified embalmers care for the deceased person using greater quantities of preservative chemical, in conjunction with additional treatment, over a number of days. We need to be mindful of this requirement in discussions about the timing of the funeral.

Are your procedures different for babies and young children?

No. Procedures are the same.



TOBIN BROTHERS
FUNERALS

Celebrating Lives

FOR OVER 80 YEARS

“ *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 Enquiries
please telephone our Funeral Advice Line: **(03) 9373 7000**

This brochure can be downloaded as a PDF from
www.tobinbrothers.com.au
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In Our Care

*This brochure aims to answer your questions
when a family member or friend
is transferred into our care*



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 provided information here that will assist understanding.

If you require additional information, please ask the Funeral Planner who is attending to you.

James MacLeod
Managing Director

Questions & Answers

How will our loved one be moved from their place of death to your premises?

Your loved one 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 specialised transfer vehicle for transfer into our care.

Where will our loved one 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 them before the funeral we have to go to Noble Park, Coburg, Frankston or Echuca?

No. After preparation your loved one can be viewed at any of our 24 Chapel locations. Alternative viewing locations may be arranged by consultation.

Will our loved one be placed in a refrigerator?

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

What will you do to them?

Qualified staff carry out a process of care, where your loved one is washed and facial features are posed pleasantly and naturally. Disinfecting and preserving fluids are distributed throughout the body's arterial system. They will be dressed; hair and make-up, if appropriate, are attended to, then your loved one is placed in the selected coffin or casket.

How do I know our loved one 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. Our Embalmers are a team of caring professionals who take pride in the care they give.

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.

Can I provide you with a photograph to assist with preparation?

Yes, a current photograph is very helpful to our mortuary staff.

What if we don't want you to do anything to our loved one?

We will seek your permission and instructions before commencing care for any deceased person. Your instructions will be noted and respected.

How long does it take for them 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.

I would like to assist with the final preparation and care, is that possible?

Some families like to assist with dressing their loved one, while others attend to the final touches such as hair and make-up. Our qualified staff are present for guidance and advice at these times. These requests should be discussed with your Funeral Planner.