

FAQs

This booklet provides simple answers to the most common questions people ask us about funerals.

Should you have any additional questions please don't hesitate to call us on 03 9585 2822.

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First steps to take when a death occurs?

Our Customer Care Team will be available 24 hours a day, 365 days of the year to take your call and answer any questions you have. In the majority of cases a death will occur while our loved ones are in hospitals, nursing homes, aged care facilities etc. The staff in these facilities will assist you with the first steps and preliminary information. Generally these facilities will ask upon admittance for you to nominate in advance a funeral home like Kingston Funerals to be contacted at the time of death.

If your loved one does in fact pass away at home please notify the doctor to arrange a certification of death. Legally a Funeral Director is not allowed to transfer your loved into their care until this has happened.

In the case of unexpected or suspicious circumstances surrounding the death the police will need to be notified. Where a doctor isn't prepared to sign the Death Certificate then the Coroners will become involved and they will need to transfer your loved one into their care.

When a person passes away interstate or overseas, Kingston Funeral will liaise with the appropriate local service providers to ensure all of the correct paperwork and regulations are met.

When will a Coroner need to be involved?

The Coroner will become involved when there are unexpected or suspicious circumstances surrounding a death.

What will happen with my loved one?

There are a number of things that happen between your loved one's passing and their funeral or memorial service.

We at Kingston Funerals have our own mortuary facilities at 146 Argus Street, Cheltenham and generally this is where your loved one will go when in our care. However, if there are unexpected or suspicious circumstances surrounding the death then they will be transferred to the Coroner's before being released to the Funeral Home.

Some small Funeral Homes don't have their own mortuary facilities and therefore we would encourage you to check to make sure you are happy with where your loved one will be located.

How long does it take to schedule the funeral?

This will depend on the circumstances surrounding the death of your loved one. When the Coroner becomes involved this can delay the situation by a day or two. The date of the funeral will be determined by your instructions and so you can also consider the inbound flights of family and friends from interstate or overseas.

We encourage families not to rush and to basically take as long as you need, so if you need it to occur in 3, 5, 7 or 30 days then we will work with you to achieve this. It's important to know that there are a large number of things to organise and co-ordinate, which means that it's best to give the process time without putting pressure on yourself.

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How long does the Certified Death Certificate take?

We will apply on your behalf for the certified Death Certificate and this generally takes up to 3-4 weeks to be provided to you. The registry will send the certificate to your nominated address. You will require this certificate to complete a variety of legal requirements.

What are the benefits of having a viewing?

The decision to view your loved one is a significant decision. There can definitely be benefits in having some time with your loved one prior to the funeral. It means you can see them in a peaceful state whilst you say your final goodbyes.

We suggest that if you or other family members don't wish to attend a viewing then that is fine. Some people may feel that their last memory is sufficient enough and that they would prefer to hold onto that memory.

Today more children are attending either a viewing or the funeral. Whilst we encourage that we would also recommend that you explain to them beforehand what is going to take place and we recommend an adult attend with them.

Why should I choose Kingston Funerals?

We have serviced thousands of families since we commenced operating in 1996. We pride ourselves on providing professional services at fair and competitive prices. We believe it is an honour to work with families to assist them in creating a memorable and meaningful service whilst telling their loved one's life story.

What does a funeral cost?

This is never an easy question to answer and will be determined by the choices you make. We have a whole section dedicated to pricing on our website and we would recommend you take a look at this page before determining which service type and offerings will be right for your family.

Do I have choices?

Most definitely. No two funerals should be the same and although we have tailored a number of service options you can also completely tailor a funeral to your wishes. We are here to bring to life the memories you have of your loved and to tell their story in a way that honours their life.

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What is an Order of Service?

Is a printed booklet that generally contains a step by step account on what mourners can expect throughout the ceremony. These booklets are handed out to people attending the funeral and provide a lovely keepsake.

Generally the booklet would have your loved one's photo on the front cover, and be based on a theme reminiscent of your loved one's interests or hobbies. Often a poem, reading or verse is contained on page two of the booklet and then on page three the run down of what music and who will speak is detailed.

It can also be appropriate to send those people who can't attend and live interstate or overseas a copy.

The booklet can also be viewed within an individual's eTribute page.

How many people are cremated at the same time?

Most definitely one. It is law within Australia that only one person can be placed into a cremator at any one time. The only exception to this rule may be in the case where a family wish a mother and baby to remain together.

If you have a special request then please discuss with one of our Customer Care Team.

Can we be sure that the cremated remains are our loved one?

There are strict systems and processes in place relating to cremation, and all the State's crematoriums go to enormous lengths to ensure that ashes do not mixed together.

Why is it important to have a funeral service?

The formality of a funeral or memorial service can provide you and your family with the opportunity to focus your attention on the person being remembered. The funeral will generally convey the impact a person has had on their family, loved one's and the community and it can be spiritually uplifting to take the time to reflect.

At times when no funeral is held it can be down the track that family members can regret not doing so and this can have a significant impact.

KINGSTON  FUNERALS
stories of everyday people

Available 24 Hours

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