

Frequently Asked Questions



Listed below are some answers to Frequently Asked Questions when someone dies.

1. What happens when an unexpected death occurs?

When an unexpected death occurs in a home, hospital or public place then that death is referred to the State Coroner's Office. At this point you may require the more immediate assistance of a Funeral Director.

We will liaise with the State Coroner's Office on your behalf. The funeral will not be able to be advertised until such time as the Coroner's Office has determined the date that they will 'release' the deceased.

2. What do I do when an ill/elderly person dies at Home?

When somebody close to you dies at home you will need to contact their doctor. It can also be comforting to ask another family member or friend close by to support you.

Once you have spoken to the doctor, contact Kings Funerals on (03) 5248 3444 or Louise King Funerals by Women on (03) 5222 6363. We have staff available 24 hours, 7 days a week to assist you.

We will then transfer the deceased into our care.

If someone dies unexpectedly at home the Coroner will be involved.

3. What do I do when someone dies at a Hospital or Nursing Home?

When a death occurs in a nursing home or at a hospital the first person to contact is generally the doctor. This will be done by their staff on your behalf. By law a certificate to certify the cause of death must be signed by a doctor or the coroner.

Most private hospitals and nursing homes now ask families to nominate their preferred funeral director at the time of admission. Therefore when a death occurs they will contact us.

4. How do we arrange a funeral?

When you make contact with us we will make a time to meet with you and any other family members to arrange the funeral. Generally this meeting will take place either at one of our conveniently located Funeral Homes or in the privacy of your own home.

5. Are all funerals the same?

No. Generally the more personalised they are the more meaningful the service is for each individual

family. For instance some families would have a service in one of our Chapels whereas others may have it at a local Church or venue.

Our Funeral Consultants will go through all the styles of services that we offer together with guidance on how best to recognise the life lived.

6. What do I need to consider when selecting the day and time of the funeral?

The best advice we can give you is not to rush the funeral. For instance you may have relatives coming from Interstate or Overseas. Are there religious or cultural issues that need to be considered? Is a particular Priest or Celebrant available?

If the death has been referred to the Coroner this will impact on when the funeral can be scheduled. We will liaise with the Coroner on your behalf and keep you informed.

7. When is the Death Certificate issued?

We will contact the Registry of Births, Deaths and Marriages on your behalf and register the death. It generally takes 3 weeks from the date of the funeral for the certificate to be provided. Births, Deaths and Marriages send the Death Certificate to the person who is responsible for the funeral arrangements.

This Certificate is extremely important and you will need it when contacting places such as the Bank, Centrelink, Health Funds, Veteran Affairs etc.

Please note that the certificate may take longer if the Coroner is involved.

8. What is embalming?

Embalming is the art and science of temporarily preserving the body and must be carried out by a qualified embalmer.

Embalming has a very long and cross cultural history, with many cultures giving the embalming processes a greater religious meaning.

9. Do I have to view the deceased?

No you don't. It is a personal decision and it is entirely your choice to make. Viewings, however, can be very beneficial in the grieving process.

Generally a viewing will take place at one of our Chapels and our caring staff will be available to provide the support you might need.

10. What happens if the funeral is to take place interstate or overseas?

That is fine. We will be able to assist you in finding a reputable Funeral Director whether it is interstate or overseas.

11. Do Kings Funerals cater for both Burial and Cremation?

Yes we do. The choice is entirely yours and can often be influenced by religious or cultural beliefs.

12. How can you personalise the funeral?

Our Funeral Consultants will provide you with the support and guidance that you will need as you determine the content of the service. Some of the special touches that we can co-ordinate:

- Bookmarks
- Order of Service or Mass Booklets
- Catering
- Floral Tributes
- Precious Moments DVD Presentations
- Thank You Stationery
- Dove releases
- Selection of Music

13. Why do people prepay their funeral?

Prepaying a funeral can be one way of reducing some of the emotional and financial impact of a death.

We have staff who specialise in helping people prepay their funeral. By prepaying you have more time to consider your options and it will make it easier for your family.

14. How much does a funeral cost?

A funeral service incorporates many different elements and therefore there is no simple answer. It can be as elaborate or as simple as you wish.

Our Funeral Consultant will discuss with you the various options and it is normal for the cemetery or crematorium costs, the various disbursements (such as printing, catering, funeral notices, flowers, clergy or celebrant fees, registration of death fees, doctors fees) to be included, together with our service fees.

Our professional service fee covers the use of our facilities, preparation of documents, collection of certificates, allocation of required staff, vehicles, transfer of the deceased, mortuary care and viewing preparation.

15. Should children attend a funeral?

This is a decision for each family to consider. It is best to ask the child and explain to them what is likely to take place. Quite often children would prefer to be involved and appreciate the support that is offered by those who attend.

Children can also be involved in the celebratory or creative elements of a funeral such as:

- Reading or writing something that can be incorporated into the service
- Place a personal note or drawing into the coffin/casket
- By lighting a candle
- Releasing balloons, doves or butterflies