INVOCARE
MEMORIAL PARKS
& GARDENS

Code of Conduct for Funeral Directors

Conducting Business with InvoCare Memorial Parks & Gardens

InvoCare Memorial Parks and Gardens (InvoCare Memorial Park) work in collaboration with their Funeral Director partners to deliver an exceptional service to our shared client families. Our mutual service delivery extends to cremations, interments, memorial or other services as requested.

We expect Funeral Directors dealing with an InvoCare Memorial Park to uphold certain obligations, ethics, and behaviours and to act with professionalism and integrity.

We seek to work co-operatively with our Funeral Director partners to ensure a safe, seamless and respectful interaction where the shared care of the deceased is prioritised.

Adherence to Rules and Regulations, Environmental and Legal Compliance

- This encompasses compliance with any relevant local, State or government laws and legislation and extends to InvoCare's policies and procedures.
- It is the responsibility of the Funeral Director to ensure all legal requirements are met during the funeral process.

Health & Safety Procedures

- InvoCare prioritises the health, safety and wellbeing of all those who work and visit our Invocare Memorial Parks. Adherence to health and safety protocols is essential, this includes safe lifting techniques when handling coffins, clear instructions to family members when handling coffins, being familiar with emergency procedures in Park, and following any signage instructions.
- When you are in an InvoCare Memorial Park you agree to follow the directions of an InvoCare team member to ensure the safety of yourself and others.

Booking & Scheduling Protocols

- Bookings may be made through the Park's Booking Team using the appropriate Instruction Form.
- All documentation, accurate and complete will need to be received into Park within the allocated time frames to ensure the disposition can proceed.

Coffin Acceptance Criteria

- A coffin or casket received into an Invocare Memorial Park must be constructed of sufficient sturdy material to encase the deceased. Where a coffin has been procured other than a coffin manufacturer an accompanying indemnity form should be provided.
- A nameplate accompanying the deceased coffin should be made of sufficient material as to be legible and not be compromised by weather or handling.
- Accurate manual measurements must be received by the Invocare Memorial Park Booking Team in advance of the booking. Where insufficient notice or inaccurate information has been provided, this may result in the service being delayed or postponed.
- Where any of the above is not to the satisfaction of Invocare Memorial Park management the coffin may not be accepted.

Acceptable Coffin Contents

- It is incumbent on the Funeral Director to ensure the coffin contents are compliant with that advised by industry bodies and do not pose a risk in relation to a cremation.

Cultural, Spiritual & Religious Considerations

- Any cultural, spiritual or religious requests should be noted on the Instruction Form at the time of booking.

Funeral Etiquette & Service Flow

- Where arrival into an Invocare Memorial Park is significantly earlier or later than the designated time, we ask that location management be notified so we can manage logistics and resources.
- Please follow the direction of the Concierge or Burial team lead as to approaching the Chapel or site. We ask that you do not enter a Chapel without the permission of the Concierge and do not carry to graveside without the permission of the burial team.
- It is expected that a respectful distance be maintained from services in progress and consideration given to their guests.
- Where practicable exit from a Chapel should be through the side door.
- Any interaction between Funeral Directors should be professional and respectful, any concerns should be raised with the Park and Garden Manager.
- It is the responsibility of the Funeral Director to co-ordinate with family, officiants and stakeholders to ensure the funeral ceremony runs to time. Where a funeral service runs over the designated time a late fee will be charged.
- It is the responsibility of the Funeral Director to manage their guests and their behaviour, it is also expected the Funeral Director will remain for the duration of the service leaving the Chapel in a satisfactory state for the next service.
- A cleaning fee/damage bill may be applied where carpet, furnishings or other fixtures have been damaged which impacts the use of the facility for future services.

Chapel & Facilities

- Funeral Directors should supply to a client family the Park AV Guide to assist in understanding timelines and correct formatting of media that is compatible with our equipment. Note we cannot stream music, create slideshows or guarantee media not received within the advised timeframes.

Burial

- No interment is to take place without the Invocare Memorial Park burial team being informed and the nameplate checked and confirmed.
- It is incumbent on the Funeral Director to ensure there are sufficient pallbearers, adequately instructed and trained, to carry to graveside.
- Notice must be provided for a witness backfill or we may be unable to fulfill this request
- It is expected that a Funeral Director remain for the interment and if requested a witness backfill, managing the attendees to ensure a safe environment.
- The instruction of the burial team must be followed and WHS guidelines will be enforced.

Respect for Monuments & Graves, Services & Gatherings

- We expect all visitors to conduct themselves in a respectful manner, mindful of ongoing services, this includes refraining from loud noises that impact others and engaging in activities that are not appropriate for the sanctity of a Memorial Park. Children should be always supervised.
- Memorials sites and other cemetery property are to be treated with respect; all interference and damage is strictly prohibited.
- Waste should be disposed of appropriately in receptacles provided.
- Ornamentation should be in accordance with InvoCare's Ornamentation policy.

Restriction of Activities

- Filming and photography are prohibited in certain areas.
- Signage and instruction must be followed at all times, including instruction from Park team members

Vehicle Access & Parking

- Each InvoCare site has designated parking for hearses, funeral processions and family vehicles. Please ensure that vehicles are parked in the assigned spots to avoid congestion and where multiple services are occurring follow the direction of the Park team to avoid delays or confusion.

Aftercare Services

- We offer a range of aftercare services to families and the community including memorial services. These can be found on our website mymemorial.com.au

Special Requirements

- Some funerals may require special arrangements, such as large crowds, media presence, or cultural rituals. In these cases, extra coordination with staff is essential.
- For high-profile funerals, additional security or coordination with local authorities may be required. Always follow the company's protocols for managing these unique events.

Feedback

- It is a privilege to serve client families and work in partnership with Funeral Directors. We strive to deliver a professional and compassionate service and seek valuable and ongoing feedback to gauge areas for improvement. Feedback can be given directly to the Park and Garden Manager or through the Park website.