TOBIN BROTHERS FUNERALS

Celebrating Lives SINCE 1934

Frequently Asked Questions

This brochure answers the most frequently asked questions from our client families.

A Celebration of Life

Tobin Brothers Funerals, serving Melbourne families since 1934, are proud to produce this booklet which we hope will assist you as you seek to answer your initial questions about arranging a funeral.

Every funeral is different. The staff of Tobin Brothers Funerals, incorporating Frances Tobin Funerals by Women, Herbert King Funerals, Abbey Funerals and Peter Tobin Funerals are committed to offering a personalised service that will meet the individual needs of each family we serve.

The Tobin Brothers Difference

At Tobin Brothers, we have seven distinguishing qualities that shine through in all that we do.
We refer to these as the 7 C's:

- ☑ Our genuine *care* for those we serve
- ☑ Our professional *competency* guidance and expertise
- ☑ Our *commitment* to excellence, transparency and integrity
- ☑ Our *cultural* sensitivity, respecting our diversity and the unique traditions and beliefs of all
- ☑ Our desire to be leaders, be innovative and *contemporary* in the funeral industry
- ☑ Our active involvement in the *community*
- ☑ Our belief that each funeral is a unique *celebration* of life

James MacLeod OAM
Managing Director

SHOULD THERE BE A FUNERAL SERVICE?

Funerals and Memorial Services are rituals which allow us to gather together to recognise and honour a life, and to offer support to those who are now bereaved.

HOW MUCH DOES A FUNERAL COST?

Often the first question we are asked when people consider making funeral arrangements is "how much does a funeral cost?" This question is difficult to answer without an explanation and understanding of the many personal choices which are made throughout the process of arranging a funeral.
There are generally 3 main components associated with the cost of a funeral:

1. *Professional Service Fee* - The Funeral Director's fees
2. *Third Party Fees* - fees paid on behalf of the family to the cemetery or crematorium, clergy or celebrant, florist, caterer, coffin or casket, celebratory or personalisation options such as memorial book, print or audio visual, newspaper notices etc.
3. *GST*

A personalised cost estimate can be arranged by contacting our Funeral Advice Line: (03) 9373 7000.

WHAT DOES THE PROFESSIONAL SERVICE FEE INCLUDE?

The Tobin Brothers' Professional Service Fee incorporates the various tasks and services typically involved in arranging, planning and conducting a funeral and includes our 24 hour availability, 7 days a week, to assist our client families.

HOW SOON SHOULD WE HAVE THE FUNERAL?

There is no legal requirement to hold the funeral within a certain number of days of a death. It is always our advice to allow plenty of time. Many families put themselves under extra pressure in an attempt to have the funeral as quickly as possible.

I AM NOT AFFILIATED WITH A CHURCH, WHERE CAN I HAVE A FUNERAL SERVICE?

Our Funeral Planners are able to work with client families in order to ensure that the funeral services are held in appropriate venues. This could include private homes, nursing home chapels, reception venues, crematoria, cemeteries, or one of our contemporary chapels conveniently located across the Melbourne Metropolitan area, Ballarat, Echuca, Wodonga and Corowa. Our chapels offer meeting rooms for consultations with the Funeral Planner, viewing facilities, plasma screens, Service recording and refreshment facilities.

CAN WE CHOOSE THE MUSIC THAT IS PLAYED?

Yes. However, if the funeral service is in a church, the clergy should approve all aspects of the service, including music.

I WILL NEED A DEATH CERTIFICATE. DO YOU ARRANGE THAT?

Yes. Shortly after the funeral, we register the death with the Registry of Births, Deaths and Marriages in the state in which the death occurs. Information required by the Registrar is obtained during the Funeral Planning appointment.

WHAT DECISIONS DO I NEED TO MAKE IN ORDER TO ARRANGE A FUNERAL?

Many families are surprised by the number of decisions and amount of detail which is required to arrange a funeral. Our experienced Funeral Planners will guide and direct families throughout this process.

Some considerations are:

- Location of funeral service
- Instructions for burial or cremation
- Will mourners attend this aspect of the funeral?
- Catering
- Viewing
- Clothing for the deceased
- Family involvement with carrying the coffin
- Vehicle and cortege requirements
- Personalisation options – Print items, Audio Visual Presentation, flowers, music, press notices, community group involvement (eg RSL), selection of a coffin or casket
- Donations in lieu of flowers

WHAT IS THE DIFFERENCE BETWEEN A COFFIN AND CASKET?

A casket is rectangular in shape and has a hinged lid. A coffin is tapered at the shoulder and has a removable lid.

Coffin

A coffin is tapered at the shoulder and has a removable lid.

Casket

A casket is rectangular in shape and has a hinged lid.

THE DIFFERENCE BETWEEN A COFFIN AND A CASKET

DO YOU HAVE AN ENVIRONMENTALLY FRIENDLY RANGE OF COFFINS/CASKETS?

Yes.

HOW DO WE CHOOSE A COFFIN OR CASKET?

A wide range of coffins and caskets is available. The choice of a coffin or casket is very personal and depends on the wishes of the person who has died, the shape, design and colour, religious or cultural background and budgetary, celebratory or environmental considerations. These are available to view online, and selection can occur in one of our coffin/casket display suites or from photographs on our Memory Maker App.

DOES THE COFFIN/CASKET NEED TO BE AT THE FUNERAL?

No. Some clients prefer to have a 'memorial service' without the presence of a coffin or casket, which is buried or cremated at a different time.

SHOULD WE CONTACT THE CHURCH AND OR CEMETERY TO MAKE THE FUNERAL BOOKINGS ?

Your Funeral Planner will liaise with all parties and make bookings, acting on your instructions. It is our role to ensure that all elements of the funeral are booked so that they will run smoothly on the day.

I HAVE HEARD SOME CEMETERIES ARE FULL?

New graves are not always available at inner-suburban cemeteries. If available there may be a premium cost. Your Funeral Planner will be able to discuss options with you.

WE ALREADY OWN THE GRAVE. DOES THAT MAKE A DIFFERENCE?

Your Funeral Planner will confirm the grave details with the cemetery. This includes checking whether any fees have been pre-paid, who else has been interred in the grave and the space available for future burials.

CAN YOU RECOMMEND A CELEBRANT?

Yes. If required, our service includes booking a Celebrant who will meet with your family and assist you to plan the content of the funeral, including music, poetry, readings and prayers if required.

CAN YOU ASSIST WITH AN AUDIO VISUAL PRESENTATION OR PRINT ITEMS?

Many families utilise the services of our Memories and Tributes Designers to prepare and design a variety of highly personalised Audio Visual or Print tributes:

- Celebrated Moments Audio Visual (a montage of 40 photographs & music)
- Liturgy Booklets
- Premium Order of Service Booklets
- Order of Service Booklets
- Remembrance Cards
- Bookmarks
- Thank You Cards
- Memento Cards
- Santini Cards

MEMORIES & TRIBUTES
online • audio visual • print •

WE HAVE FAMILY OVERSEAS; HOW CAN THEY BE INVOLVED?

Many clients have used our webcasting service so that family members overseas or interstate can view the funeral in real time. If this is not appropriate, we are able to arrange for a DVD recording of the funeral. Tobin Brothers also offer the opportunity to Phone-A-Tribute, where messages can be pre-recorded and replayed during the funeral service.

WHAT VEHICLE OPTIONS ARE AVAILABLE?

Our professionally maintained and presented fleet of vehicles include Limousines, Hearses, Family Mourning Coaches which seat 4, 6 or 9 people, a 'Harley Hearse', and our Family Funeral Coach which transports up to 10 family members and the coffin or casket.

Harley Hearse

Family Funeral Coach

WHERE CAN A CREMATION TAKE PLACE?

Cremations in Victoria may take place at Altona Memorial Park, Fawkner Memorial Park, Bunurong Memorial Park, Springvale Botanical Cemetery and Lilydale Memorial Park.

Tobin Brothers Funerals are proud to own and operate Murray Valley Crematorium, which is located in Moama. Many families who select this option appreciate the fact that their loved one is in the care of Tobin Brothers until the return of the Cremated Remains.

DO I NEED TO HAVE A SERVICE AT THE CREMATORIUM AFTER THE FUNERAL SERVICE AT A CHURCH OR CHAPEL?

This is a very personal decision. Some families feel it is important to have a second, brief service of committal at the crematorium. For some this is a shared, private, family only time. Other families do not travel to the crematorium, they prefer to watch the hearse drive off, or wheel the coffin/casket into a side room. These families often remain with mourners to share memories over refreshments.
For some clients, it is important that family members travel in cortege to the crematorium, but no service is held.

WHAT ARE OUR OPTIONS FOR CREMATED REMAINS?

Again, this is a very personal decision and one which does not need to be made immediately. Some options for cremated remains are scattering at a place of significance, interring in a family grave, or memorialisation at a cemetery or church. Cremated remains can be placed into an urn, made into jewellery, or placed in other keepsakes.

WHO OWNS TOBIN BROTHERS FUNERALS?

Tobin Brothers Funerals is proudly owned and operated by the second, third and fourth generation descendants of our founders Leo, Thomas, Phonse and Kevin Tobin. From humble beginnings in 1934, we have grown to become one of Australia's largest and most respected family owned funeral companies.

For over 90 years, Tobin Brothers Funerals has been owned and operated by the Tobin family, with 13 family members across 4 generations working in a variety of roles within the business.

Tobin Brothers Funerals
Company Founders
Leo T. Tobin, Alphonsus V. Tobin, Thomas O'H Tobin and Kevin Tobin.

Together with our team of caring, experienced and professionally trained staff, members of the Tobin family work in the business in a variety of roles. This ensures that members of our family are always available to care for yours.

Tobin Brothers' reputation as one of Australia's most respected funeral companies has been gained through our commitment to the ongoing professional development of our caring and competent staff.

Our wonderful team of staff are specially selected for their desire to assist families as they experience loss. Our training programs focus on empathy, communication, attention to detail and development of a broad spectrum of knowledge about the Funeral Industry.

Tobin Brothers operates under our main brand of Tobin Brothers Funerals, Abbey Funerals in Thomastown, Peter Tobin Funerals in Ballarat, as well as incorporating Herbert King Funerals, Howard Squires Funerals and James Ferris Funerals.

The services of our specialist women's division Frances Tobin Funerals by Women are available from all of our Chapels.

CAN WE PRE-PAY A FUNERAL?

Yes. Information can be found on our website and in our 'Fixed Price Funeral Plan' brochure.

WHAT ARE YOUR THOUGHTS ABOUT FUNERAL INSURANCE?

Beware. Funeral Insurance may not be in your best interests - there are many other, more cost effective, options. Information can be found on the ASIC website (asic.gov.au) and in our 'Fixed Price Funeral Plan' brochure.

QUESTIONS ABOUT MORTUARY CARE

Many frequently asked questions concerning mortuary care are answered in our 'In our Care' brochure available in our branch locations or online.

WILL YOU UNDERSTAND OUR CULTURE?

Tobin Brothers is proud to be able to provide specialist service and care to a wide range of communities including Italian, Greek, Asian, Polish, Spanish, Sri Lankan, Macedonian and Eastern Orthodox and the deaf. Our bilingual & Auslan trained Funeral Planners support our client families through all stages of the funeral experience in accordance with their unique cultural and religious requirements.

WHAT SUPPORT IS AVAILABLE FOLLOWING THE FUNERAL?

We understand that life can be very difficult after the death of someone we love. We support our client families and the wider community long after they've said goodbye to their loved one. We hold remembrance services, information sessions and community events throughout the year and we invite you and your loved ones to join us at anytime you feel called to do so.

www.tobinbrothers.com.au

We also invite you to connect with us on social media @tobinbrothers where we have cultivated a supportive online community and share tips and quotes to support you on your journey of grief.

Tobin Brothers Chapel Locations

(Herbert King Funerals)		
ASHBURTON	364 Warrigal Road	(03) 9885 5288
BERWICK	21 Lyall Road	(03) 9796 2866
(Peter Tobin Funerals)		
BALLARAT	1251 Doveton Street N	(03) 5333 3101
(Frances Tobin Funerals by Women - Office only)		
BRIGHTON	121 Martin Street	(03) 9596 8144
CHELTENHAM	147 Park Road	(03) 9583 0644
(Incorporating Howard Squires Funerals)		
COROWA (NSW)	11a Sanger Street	(02) 6033 4255
CRANBOURNE	210 Sladen Street	(03) 5996 7211
DIAMOND CREEK	49-55 Main Street	(03) 8468 1700
DONCASTER	816 Doncaster Road	(03) 9840 1155
EAST BURWOOD	294 Burwood Hwy	(03) 9886 1600
ECHUCA	457 High Street	(03) 5480 1111
FRANKSTON	232 Cranbourne Road	(03) 9775 5022
GLENROY	111 Wheatsheaf Road	(03) 9306 7211
MALVERN	1382 High Street	(03) 9576 0433
MOONEE PONDS	65 Waverley Street	(03) 9337 7477
MOUNT MARTHA	604 Esplanade	(03) 5975 2233
NOBLE PARK	505 Princes Hwy	(03) 9558 4999
NTH MELBOURNE	189 Boundary Road	(03) 9328 3999
RINGWOOD	331 Maroondah Hwy	(03) 9870 8011
ROSEBUD	39A Boneo Road	(03) 5986 1200
ST ALBANS	364 Main Road West	(03) 9364 0099
SOUTH MORANG	41 Old Plenty Road	(03) 9422 1748
SUNBURY	22 Barkly Street	(03) 9740 9500
(Abbey Funerals)		
THOMASTOWN	238 Settlement Road	(03) 9464 0411
WERRIBEE	2 Tower Road	(03) 9741 4544
WODONGA	4 Moorefield Park Drive	(02) 6056 0649

REGISTERED MORTUARIES:

(Peter Tobin Funerals)		
BALLARAT	1251 Doveton Street N	VIC 3350
COBURG	14-24 Hossack Ave	VIC 3058
(Incorporating Howard Squires Funerals)		
COROWA	11a Sanger Street	NSW 2646
ECHUCA	457 High Street	VIC 3564
FRANKSTON	232 Cranbourne Road	VIC 3199
NOBLE PARK	505 Princes Highway	VIC 3174

Memory Maker App

Memory Maker has been designed to offer the guidance you need to get meaningful information about planning a funeral. Our MemoryMaker App is a free download that enables you to conveniently start planning the perfect way to reflect on your own life or that of a loved one from wherever you are, on desktop or mobile devices.

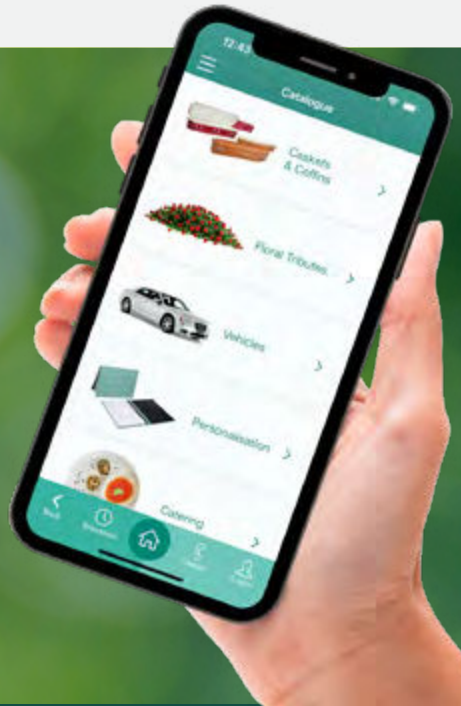
Download the Memory Maker app

Let us guide you through the planning process

The Memory Maker app is exclusive to Tobin Brothers and is designed to put the planning process in your hands. Download it today to get started.

Download on the App Store

GET IT ON Google Play



FURTHER FAQS

Tobin Brothers Funerals Website > FAQs: www.tobinbrothers.com.au

HELPFUL CONTACTS

Tobin Brothers Funeral Advice Line: 13 19 34

Emergency Services: 000

Police Assistance Line: 131 444

Coroner's Court Victoria: 1300 309 519

Supreme Court of Victoria: (03) 8600 2000

Consular Emergency Centre +61 2 6261 3305

Palliative Care Advice Service 1800 360 000

Grief Australia: 1800 642 066

Lifeline Australia: 131 114

Compassionate Friends: 1300 064 068

Support After Suicide: (03) 9421 7640

Griefline: 1300 845 745

Memories and Tributes: (03) 9354 4178

Births, Deaths, and Marriages: 1300 369 367

Services Australia (Medicare, Centrelink, Child Support): 132 300

Greater Metropolitan Cemeteries Trust: 1300 022 298

Southern Metropolitan Cemeteries Trust: (03) 8558 8278

Abbey FUNERALS

TOBIN BROTHERS FUNERALS Celebrating Lives SINCE 1934

Frances Tobin FUNERALS BY WOMEN

Peter Tobin FUNERALS

INCORPORATING HERBERT KING FUNERALS, HOWARD SQUIRES FUNERALS, JAMES FERRIS FUNERALS

For 24 Hour Service & Enquiries please telephone
our Funeral Advice Line: **13 19 34**

www.tobinbrothers.com.au