



8th July 2020

Important Message from the Managing Director of Tobin Brothers Funerals

At Tobin Brothers our number one priority has always been people; be it the client families that we serve, the deceased in our care, the wider community and of course the 250 people employed at Tobin Brothers who serve client families in their absolute time of need.

It is with all this in mind and with advice from experts on COVID 19, effective immediately the following procedural and operational changes will be implemented right throughout the Tobin Brothers Group of Companies.

From tomorrow, Funerals held in Metropolitan Melbourne and the Mitchell Shire are restricted to 10 mourners plus those necessary to conduct the funeral service.

Funeral arrangement conferences in Tobin Brothers' branches are restricted to 2 people – one family representative and one Funeral Planner. We are able to offer a range of online conferencing options including video calls on Zoom and WhatsApp as well as audio teleconferences to include other family members in the arrangement process.

For further information regarding the restrictions please visit:

<https://www.dhhs.vic.gov.au/updated-restrictions-1159pm-wednesday-8-july-covid-19>

We understand that the current situation is extremely difficult for our client families and Tobin Brothers Funerals are committed to providing creative solutions for those planning funerals at this time.

Furthermore, we will be collecting register of all attendees at Funeral Services, as stipulated by the Victorian Department of Health and Human Services. This register will be held securely by Tobin Brothers, only to be released upon official request by the Department and will be destroyed after 28 days.

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MEMBER FAMILY BUSINESS AUSTRALIA
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Transportation for client families in limousines will not be available.

Tobin Brothers will offer client families the option of webcasting funeral services and/or recording services.

Tobin Brothers will assist client families if they decide to arrange memorial services at a later date.

Once again, these measures will be implemented effective Thursday, 9th July 2020 until further notice.

We find ourselves in extremely challenging times. We are acutely aware that these arrangements are less than ideal for many of our client families. The experts however are telling us that these changes are important means by which we can properly discharge our duty of care to you and your loved ones.

Rest assured our team will do all that we possibly can to ensure your loved one receives the most appropriate celebration in these challenging times.

Our team are only a phone call away 24/7 in our Funeral Advice Line on 03 9373 7000. To find out more visit our comprehensive website at tobinbrothers.com.au or download our MemoryMaker App in the App Store or Google Play.

Since 1934 Tobin Brothers has prided itself on its meticulous attention to detail and the dignity and respect for our client families and their loved ones in our care. That continues today and through these most challenging times.

Kind Regards

James MacLeod
Managing Director