



TOBIN BROTHERS FUNERALS

Celebrating Lives SINCE 1934



Family Checklist

A practical guide when someone has died

Our Deepest Condolences

We are sorry for your loss. Tobin Brothers Funerals are honoured to care for your loved one and we will guide you through the funeral process with expertise and care.

Someone has died

If you have experienced the death of a loved one please call us for assistance
on 13 19 34

IMMEDIATE STEPS

Death can be a shocking and confusing thing to deal with in any situation.

The immediate steps following a death can differ case by case, depending on the circumstances of their death and other factors, but we are here to guide you through the process every step of the way. You can contact us at any time for assistance and advice.

- If the death occurs at a nursing home, hospital, or other care environment, there will be protocol in place and staff will notify a doctor to confirm the cause of death. Staff should also be informed if Tobin Brothers Funerals is the nominated Funeral Director.
- If an expected death occurs at home, a medically qualified person, such as a GP, Palliative Care Nurse, Ambulance Officer or Locum, can be contacted to verify the death when you are ready.
- An unexpected death, whether it occurs at home or elsewhere, will need to be reported to the police and Coroner. We can assist you with information and updates regarding the Coronial process even while your loved one is in their care.

When you are ready, we can organise the transfer of your loved one into our care and schedule a meeting to discuss funeral arrangements.

Should you wish to familiarise yourself with a better understanding of what occurs when we transfer someone into our care, you can [download a copy of our informative brochure In Our Care](#).

It is a good idea to try to locate a Will, any prepaid funeral plans, Cemetery or Cremation Memorial deeds, and any other important documentation as soon as you are able to as this may assist you throughout the process.

ACTION POINTS

- Contact a medical professional to verify the death.
- Call our Tobin Brothers Funeral Advice Line to arrange transfer of the deceased into our care.
- Call loved ones for support.
- Locate any important files, such as a Funeral Plan, Will or other documents.
- When ready, make arrangements to meet with one of our Funeral Planners.

Call us for 24-hour assistance : 13 19 34



WHO TO NOTIFY

Over the coming days it is necessary to notify various organisations that the person has died. These include government departments, financial institutions, utilities, employers and anyone else who needs to know so that accounts can be closed and the appropriate steps can be taken to protect their assets.

- Australian Death Notification Service (A free government initiative to help people get in touch with multiple organisations using a single online notification)
deathnotification.gov.au

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| <ul style="list-style-type: none">○ Accident Insurance○ Accountant○ Ambulance Service (1800 648 484)○ Australian Electoral Commission (13 23 26)○ Australia Post (for mail forwarding)○ Australian Taxation Office (13 28 61)○ Banks/Building Societies○ Cemetery – Right of Interment (eg Grave or Cremated Remains memorial)○ Centrelink (13 23 00)○ Child Support○ Church or Religious Organisations○ Clubs, Organisations and Associations○ Companies (eg Directorships)○ Credit Card Providers/Credit Unions○ Customer Loyalty Cards○ Dentist○ Department Veteran Affairs (9284 6000)○ Doctor, Specialist or Hospital○ Education Providers○ Electoral Office (9285 7171)○ Electricity Provider○ Employer/former Employer○ Executor of Will○ Family and Friends○ Friendly Society○ Gardening Services○ Gas Provider | <ul style="list-style-type: none">○ Health Benefits Fund○ Home Appliance Rental○ Home and Contents Insurance○ Home Delivery Service (eg Newspapers, Subscriptions, Food services)○ Home Nursing Help○ Household Help○ Landlord○ Life Insurance○ Local Council○ Meals on Wheels○ Medicare (13 20 11)○ Optometrist○ Pharmacist○ Post Office○ Private Health Benefit Fund○ School or College○ Service Organisations (eg Library)○ Social Media Accounts○ Solicitor or Public Trustee○ Superannuation Company○ Telecommunication providers such as phones, internet○ Trade Unions or Professional Associations○ Vehicle Insurance○ Vehicle Registration Vic Roads (13 11 71)○ Veterinary Surgeon |
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BEFORE WE MEET

Experiencing the loss of a loved one can be an incredibly challenging time, and navigating the practicalities that follow can feel overwhelming.

Tobin Brothers Funerals guide families through this process with compassion and understanding every step of the way, to help you honour your loved one with respect and dignity.

Once your arrangement meeting has been scheduled, you will receive an email to assist you in preparing for the meeting.

To prepare for the arrangement meeting, you and your family should discuss the following items:

- If the funeral will be a burial or cremation.
- The clothing you wish for your loved one to wear.
- Consider the elements your family might like incorporated into the service, such as religious or cultural customs, life symbols, music, floral arrangements, etc. See our [personalisation page](#) for more information.
- Give some thought to the wording of the personal notices you may wish to place in the newspaper. We provide a free Tribute page on our website, so consider whether you need to publish a Funeral Notice as well.
- Consider preferences for the date, time, and venue for the funeral.

- Fill out details for the Registration of Death form. It is okay to write 'unknown' for answers you are unsure of. Our staff will help you to complete and submit this form.
- Select a recent photo of your loved one to bring to the arrangement.
- If you are uncertain of anything or would like more information to help you make decisions, please contact us at any time.

To make these and various other important elements easier to address you might like to download and fill out a copy of our [Statement of Wishes booklet](#).

You can also make use of our Memory Maker app for personalisation options and cost estimates. [Memory Maker is available for free download](#) on all mobile devices from the Apple App Store or Google Play.

ACTION POINTS

- Download the 'Statement of Wishes' booklet to prepare information ahead of your meeting with us.
- Download the 'Memory Maker' App to help guide you in personalising a funeral service and estimating costs.
- Consider all the elements you may want as part of the service.
- Consider preferences for date, time and venues.
- Decide on clothing for your loved one and set them aside.
- Consider wording for press notices or our online Tribute page.
- Start to gather photographs if you would like an audiovisual presentation at the service.
- See the 'Funeral Personalisation' page of our website for more information.

Call us for 24-hour assistance : 13 19 34



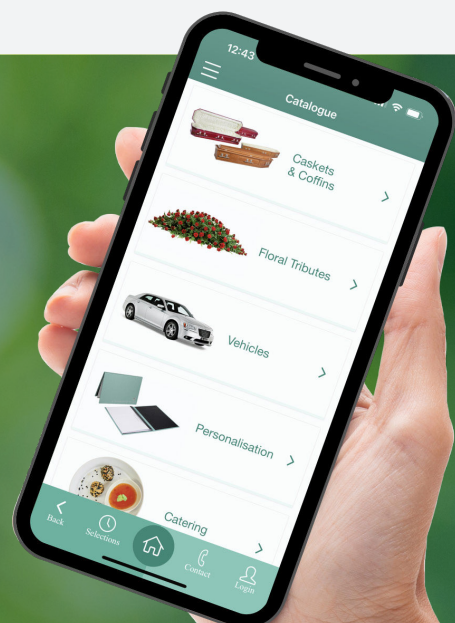
Memory Maker App

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.



AT THE ARRANGEMENT MEETING

During the initial arrangement meeting, our Funeral Planner will work with you to organise all of the many practical and celebratory aspects of the funeral.

Tobin Brothers is here to guide you in creating a respectful funeral service to honour your loved one, providing in-depth guidance and facilitating your precise wishes.

The arrangement meeting is up to 2 hours in duration and generally covers the following decisions:

- When and where will the funeral be held?
- Will vehicles be required?
- Will there be a viewing?
- Will music be incorporated into the service?
- Would you like our Memories and Tributes team to produce printed items or an Audio Visual presentation?
- Will there be any press notices in addition to an online Tribute Page on our website?
- Will there be a gathering afterwards?

During the arrangement meeting, you can expect to fill out some legal paperwork with the help of your Funeral Planner. You will also discuss any personal preferences for the service, including cultural, linguistic, or religious elements, as well as any family-specific needs or wishes you have.

Once we have covered the core service aspects, such as the locations and logistics, we will go over personalisation elements, such as music, memorial books, flowers, print materials and webcasting.

For Audio Visual presentations and print materials, our Memories and Tributes team, made up of specialist graphic designers, will contact you after the arrangement meeting to discuss your design requirements.

Tea and coffee refreshments are included in our professional service fee when you hold a service at one of our Tobin Brothers chapels. However, our catering arm, [Diamond Celebrations](#), can provide more substantial finger food and catering for external venues. Your Funeral Planner can provide you with a menu should you wish to consider catering.

During the meeting, we make a record of the decisions and choices made, complete any other legal and administrative documents, and provide you with a detailed estimate of the costs associated with the funeral.

There are often a few follow up phone calls to confirm or update details, and on rare occasions, we may require a follow up meeting to confirm details.

The only limits to our ability to personalise your loved one's service is the law and your imagination.

ACTION POINTS

- Be sure to discuss any questions or concerns you have with your Funeral Planner.
- Be sure to discuss any questions or concerns you have with your Funeral Planner.
- Please try to remain contactable to our teams.
- Our Memories and Tributes team will reach out to you after the arrangement meeting to plan personalised printed products or discuss Audio-Visual requirements.
- Please provide any information requested by your Funeral Planner in a timely manner.
- Call our Funeral Advice Line if you need anything at all in the meantime.

Call us for 24-hour assistance : 13 19 34



For over 90 years...

For over 90 years, Tobin Brothers Funerals has been owned and operated by the Tobin family, with 12 family members across 4 generations working in a variety of roles within the business. This ensures that members of our family are always available to care for yours.

Tobin Brothers Funerals employs staff from a range of **linguistic, cultural and religious backgrounds**, allowing us to provide services that best reflect the needs and preferences of all of our client families. We also have a range of **specialists available** for families that require additional support, such as those with hearing impairments, those with specific funeral requests and religious requirements, as well as families who are dealing with the loss of an infant or child.



Trusted Since 1934

At Tobin Brothers Funerals, we have provided dignified and personalised services for our clients for over 90 years.



Australian Family Business

Owned and operated by the Tobin family, we are proud to be an Australian company, based in Victoria.



Personalised Service And Support

We specialise in catering to the needs and preferences of families from all cultures, religions, and backgrounds.



Compassion And Integrity

Our team of committed professionals strive to deliver authentic, transparent, and dignified services.

THE DAY OF THE SERVICE

Funerals are an important step in the grieving process after the loss of a loved one. They allow us to commemorate and honour the deceased, and come together for support.

Many cultures have ceremonies for the passing of a loved one, they each differ in their rites and rituals, just as they do from individual to individual.

In planning a service, we encourage our clients to include elements which are meaningful to them such as:

- Writing messages onto the coffin or casket
- Dove release
- Decorating the service space with memory items*
- Candle lighting
- Champagne toast
- A special colour theme
- Video tributes

*permission should be sought if not in a Tobin Brothers venue.

Our experienced Funeral Conductor and team are responsible for coordinating all aspects of the service, care and safety on the day of the funeral.

Our teams' primary focus is to ensure the service runs smoothly and that the day is as comfortable for you and your family as possible.

If the service is being [webcast](#), those viewing can access the live-stream through the Tribute Page created for your loved one. The link will have been provided to you following the arrangement. Our Funeral Advice Line are able to provide immediate assistance to anyone having difficulty accessing the webcast. Phone 13 19 34.

It is important that the person whose life we are celebrating is honoured with respect and authenticity, which is why Tobin Brothers specialises in providing a service tailored to the needs and preferences of your family.

ACTION POINTS

- Speak to any of our team if you have any concerns or special requests on the day.
- If you have chosen to live-stream the funeral, loved ones can access the link via the Tribute Page.
- Have a support person with you throughout the day and be sure to let our team know if you have any requests at all.
- Consider nominating someone to supervise any children attending.
- Take your time, greet friends and family who have come to support you as we work in the background to care for and guide you.

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AFTER THE SERVICE

While there is a great deal of emotion leading up to the funeral, there can also be complicated feelings afterwards as well as numerous administrative tasks.

Some of our client families describe a sense of relief, while still mourning of course, but there is a sense of achievement in having honoured their loved one and often a sense of unity and connection with fellow mourners.

Others describe feelings such as loneliness, distress, or discomfort, as they may have been keeping themselves busy with the planning process or the funeral itself has forced them to confront their loss.

It is hard to know how you might feel after the funeral service takes place, so we do recommend reaching out for support from family and friends, and accepting any kindness provided by others during this period.

[Support groups](#) for the bereaved or engaging the services of trained professionals such as a psychologist or grief counsellor can also help you to accept your loss and learn beneficial coping mechanisms.

Following the funeral, as an extension of our service and care, we write to you about our range of [After Care Services](#), such as our Christmas Remembrance Services and Remembering Our Angels Services.

We recognise that losing a loved one can be a life-changing experience, and we invite you to contact us following the funeral, if you feel we can help in any way.

Our [online Support and Resources](#) may also be helpful.

We generally render our account around 10 days after the service, but you're welcome to contact our accounts team on (03) 9328 4300 if you have any queries at all.

We are always here to help you if you have any queries or need advice, whether it is days, months, or even years after a funeral.

ACTION POINTS

- We will register the death and arrange issue of a Death Certificate to the nominated family representative.
- You will receive an invoice for the funeral approximately 10 days after the service.
- Contact the Funeral Advice Line should you need assistance after the funeral.
- See our Support and Resources webpage for information about coping with loss.
- See our Events webpage for Tobin Brothers events that may support you. We will reach out to you with an invitation to our end of year Remembrance Services.
- For further support and information you can 'like' or 'follow' our page on Facebook or Instagram.

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After Care Services

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.



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



TOBIN BROTHERS FUNERALS

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

www.tobinbrothers.com.au

08.2025