



AUSTRALIAN
FUNERAL
DIRECTORS
ASSOCIATION

AFDA CODE OF ETHICS

- ✦ To maintain in all matters the highest standards of business, professional and personal conduct.
- ✦ To respect in all circumstances the confidentiality and trust placed in us by our clients and members of the public.
- ✦ To ensure that staff is qualified and competent.
- ✦ To ensure that facilities are adequate for all services rendered to the community.
- ✦ To provide information concerning the range of services available, the prices of these services, and the functions and responsibilities accepted on behalf of our clients.
- ✦ To give a written estimate of all funeral charges and disbursements to be made on a client's behalf at the time of taking instructions, or as soon as is practicable.
- ✦ To respect the personal choice of clients and have regard for their diversity of beliefs in religious and cultural practices.
- ✦ To ensure that all advertising is in good taste and directed to informing the public
- ✦ To be thoroughly conversant with the laws of the land as they apply to funeral service and allied industries and professions.
- ✦ To provide access to a clients' advisory service with conciliation and arbitration arrangements available to help resolve any disputes which arise between members and their clients.