

Engagement of Services

Our Engagement

At the time of initial engagement, the family's complete wishes may not yet be known. Our engagement allows Cleveland Funeral Home to begin the initial work reasonably required for the Client's care and to progress matters in accordance with the instructions We receive.

Funeral arrangements may be made in person, by telephone, online, by email, or through a combination of these methods. Once We have sufficient information, We will provide an estimate of anticipated costs and the relevant financial documentation, including Our indemnity and payment terms.

Preparation and Care

Following transfer into Our care, We may provide routine preparation and care reasonably necessary to maintain the Client's dignity and condition.

Embalming will only be undertaken with permission from the Family Representative and once the appropriate medical documentation has been received. Where viewing or additional preparation is requested, the level of care will be guided by the Client's condition and the family's instructions.

Fees and Costs

Our professional services are charged according to the services provided and are not calculated solely by the number of hours spent. Fees reflect the professional responsibility, resources, facilities, administration and staff required to provide each service.

A deposit will be required once the funeral arrangements and estimate have been established, except where We are satisfied that the funeral costs are adequately covered by a current prepaid funeral plan held with Us, a current funeral insurance policy, or sufficient available funds to meet the amount stated in the estimate. We may require evidence of that cover or funding.

Our normal business hours are Monday to Friday, 8:30 am to 5:00 pm, excluding public holidays. Work requested or required outside these hours will incur an overtime fee. Overtime is charged for each individual after-hours event, with a minimum of one hour and thereafter in 15-minute (0.25 hour) increments.

Third-party expenses and costs incurred in accordance with the instructions received will be included in the funeral account. If instructions change or additional services become necessary, the final cost may differ from the estimate. Significant changes will be discussed before additional costs are incurred.

If Our engagement ends after services have commenced, the person responsible for the funeral account remains responsible for services already provided and expenses or third-party costs already incurred.

Personal Belongings

Where reasonably practicable, We will identify and record belongings accompanying or remaining with the Client. We recommend that items of significant financial or sentimental value are removed and retained by the family.

Items the Family Representative instructs or elects to leave with the Client remain at the family's risk. We will take reasonable care, but accept no responsibility for loss, damage or inability to recover such items. Unless instructed otherwise, belongings remaining with the Client at burial or cremation may be buried or cremated with the Client.

Instructions and Authority

The Family Representative providing the initial instructions is authorised to provide the information required for Us to begin caring for the Client. A Primary Family Representative may be confirmed or appointed when the funeral arrangements are established and will generally provide instructions from that point forward.

We are not responsible for resolving disagreements between family members or other third parties. Where authority or instructions are disputed, We may pause or limit further services until appropriate authority has been established.

Privacy and Confidentiality

Information provided to Us will be treated with care and confidentiality and used to provide Our services and meet Our legal and administrative obligations.

The Family Representative authorises Us to share information where reasonably necessary to carry out the instructions received, including with medical practitioners, crematoria, cemeteries, celebrants or ministers, government agencies and other service providers involved in the arrangements.