

# Guardian Funerals Funeral Directors

We offer a range of services to help honour and remember the person who is gone, to help you say 'goodbye' in a personal way.

There is no one size fits all when it comes to funerals, and there are many ways to create an authentic, meaningful service that is relevant and true to the life that was lived.

Call us on 1300 662 172 or contact us online to arrange a funeral service.

Some choices will directly impact the type of service you will have, mainly if it will be a burial or a cremation, and which cemetery or memorial park that will be used. Once these decisions have been made, you can be creative and add many unique touches to the ceremony if you choose. Even a religious or traditional service can still have a personal touch.

For ideas of how to add a personal touch to the funeral, please see [Special Goodbyes - Creating Authentic Personalised Funerals](#).

Funerals matter. We shouldn't underestimate the value they can give, as a way to say our goodbyes, to get support and to help us with our grieving process. You can read more about why funerals are important.

Your Guardian funeral director will help you by taking care of dealing with all the service suppliers and make sure things run smoothly on the day so that you can relax and focus your attention on the ceremony. See this page for what to expect when you meet with your Guardian funeral director.

We can help you with a range of other options including; creating a eulogy, interstate or international repatriation, custom decorated coffins from LifeArt, creating a beautiful time to reflect, wakes and after-funeral functions, and physical and online memorials.

We also offer you the chance to arrange your own goodbye, save your friends and family the added stress and pay today's prices for your future service when you prepay your funeral with Guardian Funerals.

We have arranged different goodbyes for many different families. We believe every funeral should be different, because every goodbye is different.

## What to expect when you meet your funeral director

Your Guardian funeral director's role is to support you and be there for you during the entire process. Our experience tells us that it's important for families to take their time, think through decisions carefully, allow themselves enough time to plan how to personalise the ceremony and allow some of the initial shock and emotions to settle.

We have many years of experience helping families and individuals say goodbye to loved ones in a way that reflects their unique life and offers comfort and support to those grieving.

Allowing for 1-2 hours to meet and talk with your funeral director to begin planning ensures you are able to cover all the details that will make the funeral a special goodbye.

You do not need to make every decision in that first meeting, though there are some details that need to be agreed;

The day, time and place for the ceremony. This helps family and friends to be able to plan their time if they need to travel or take time off work. What you would like for the ceremony itself - who will lead the ceremony, and options like music, flowers, newspaper/internet notices, catering, videos and anything else you would like to do to personalise the funeral. All documentation requiring completion, including the death registration. The costs and payment options will be explained by your funeral director and you will be provided with a fully itemised estimate of the fees.

Your funeral director liaises with all service suppliers for you – you do not need to make contact yourself. This includes contacting the crematorium or cemetery and booking their facilities.

Your funeral director pays all the suppliers on your behalf – so you will only receive one account. They will provide you with a copy of the funeral arrangements so you both know what was agreed.

What to bring with you when you meet your funeral director

1. Supportive family or friend.
2. Information for Death Certificate. See what needs to be included here.
3. Clothes for the deceased to be dressed in, including perfume, make up or after shave if you wish.
4. A current photo is also helpful to assist with their presentation.
5. Credit card / Eftpos card / Cheque book.
6. Prepaid funeral plan documents, if any.
7. Burial site reservation, if any.
8. A list of any questions you may have. You can also visit our FAQ section.

Arranging a funeral

Planning a farewell that really speaks about the person now gone can make a daunting time easier. Celebrating what a loved one means to you and to others can help you remember what they have added to the world, not what has been taken away.

You can meet us at your nearest Guardian funeral home or we can meet you wherever you like. Call us on 1300 662 172 for assistance or e-mail us.

Guardian Funerals appreciates hearing from you.

You can contact us by choosing from the links below and filling out the form, and one of our funeral directors will be in touch.

I have a question or I need to arrange a funeral now  
Compliment  
Complaint  
I am interested in prearranging a funeral  
Careers - I am interested in working with you  
Complaints Handling

When you contact us with a complaint, you will receive a Complaint Reference Number. Please keep this number somewhere safe in case you need to contact us again so we can access a detailed record of your complaint and be ready to assist you further.

We treat every complaint seriously and we endeavour to resolve your issue straight away. If your complaint cannot be resolved by your first point of contact, it will be escalated immediately. We will endeavour to resolve your complaint within 10 business days. As we work to resolve your complaint, we may contact you if we require more information. For more information about our complaints handling process, please read our Complaints Handling Policy [here](#).