

Having listened and worked with clients since 1983, we have created burial and cremation options and ceremonies that are designed around the needs and desires of grieving families.

Our resourcing means we can create cost effective funeral options that empower families to invest their money into a farewell that appropriately honours their loved one. We ensure your money is spent where it matters to you and your family.

When it's time to say goodbye, say hello to Robert Nelson Funerals.

Robert and his team prepare farewell ceremonies that appropriately honour loved ones. Robert Nelson creates cost effective funeral options that empower families to invest in meaningful, appropriate and affordable Melbourne funerals.

What is a meaningful funeral? Funerals are very personal events and our funerals tick all the boxes for our clients, as we enable people to choose exactly what they want and need in a funeral.



24 hours 7 days a week

**ROBERT
NELSON
FUNERALS**

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**ROBERT
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FUNERALS**

What to do when
someone dies

Meaningful Affordable Funerals

What to do when someone dies

When death occurs

When someone in the family dies there is much to attend to, most of which you may never have had to deal with before. This includes notifying the appropriate people, arranging the funeral, deciding on burial or cremation, determining the cost to be incurred and coping with your own loss and grief can be overwhelming.

This brochure is designed to assist you through some of those early stages. Whilst the brochure is a good general guide, do not hesitate to contact us at any time for further information.

Robert Nelson
Managing Director
Ph (03) 9532 2111

Things to do immediately

Regardless of if the death occurs at home a hospital or a nursing home, your first point of contact should be to notify all of the immediate next of kin.

Often the immediate next of kin may want to attend and say goodbye before the body is removed from the place of death. Please note, your funeral director can also arrange another place in which you can see your relative again later. After all of those close have said their final goodbyes, you should call or have the nursing staff call your funeral director immediately.

Our funeral director is available 24 hours a day, 7 days a week and is accustomed to receiving calls at all hours of the day or night

Your funeral director will arrange for the body to be transferred promptly from the place of death back to the funeral director's mortuary. For private homes and nursing homes the transfer can be expected within the next few hours. Public hospital transfers typically will not take place until the doctor has completed their certifications.

For all reportable deaths and when the coroner is involved please phone Coronial Admissions and Enquiries on 1300 309 519.

People and places to notify

- Family, friends and neighbors
- Doctor, specialist or hospital
- Banks
- Insurance company
- Post office
- Medicare
- Private health insurer
- Electoral office
- Local council (rates, meals on wheels)
- Electrical and gas company
- Telephone/internet company
- Vehicle registration (Vic Roads Ph 13 20 11)
- Accountant
- Solicitor/executor of will
- Clubs
- Superannuation
- Australian Tax Office (Ph 13 28 61)
- Unions/professional bodies
- Centrelink (Ph 13 23 00)
- Optometrist
- Life insurer
- Veterans Affairs Department (ph 9248 6000)
- Employer/former employer
- Gardening services
- Home delivery such as newspapers
- Home nursing help
- Chemist
- Veterinary surgery