

In Our Care

This support sheet aims to answer all of your questions about what happens when a family member or friend is transferred into our care.

How will they be moved?

Our caring staff will gently and respectfully lift your loved one from their place of passing onto a stretcher and move them into a transfer vehicle. They will then be brought directly to our mortuary at Wakefield Street in Adelaide. Depending on the circumstances, family may or may not choose to be present at this time.

Will they be placed in a refrigerator?

They will be placed in our mortuary cool room until we have permission to proceed with preparation.

What will you do to them?

This will depend on the circumstances of the death and the specific needs communicated to us by you. A basic level of preparation includes washing, setting the face in a natural position and styling of hair and make-up if required. Further intervention including embalming may be required, your funeral director will discuss this with you at the arrangement meeting.

Will you need a photo for preparation?

It is very helpful to provide us with a recent photo if you are able. This will give us some idea of how you would like your loved one to appear to you. The way someone wore their hair, moustache or beard, or make-up choices are very important to understand and accurately portray in order to ensure that you feel comfortable with the result.

How long does the preparation take?

This will depend upon the requirements, or the level of intervention needed. Preparation can take anywhere between 2 -10 hours.

Is the preparation the same for babies and young children?

Yes, the preparation is the same for babies and children.