

The funeral:
Services, prices &
contact information



Booklet 7

Help in coping:

When someone dies in a road accident

Kristine Alilunas Rodgers

Kristine Alilunas Rodgers 1999, 2000

Australian Capital Territory Magistrates Court, Canberra, Australia

The NRMA - ACT Road Safety Trust provided funding for 'Help in Coping: When Someone Dies in a Road Accident' (a draft version of which was prepared in 1998 under the auspices of the National Association for Loss and Grief (ACT)).

Rodgers, Kristine Alilunas.

The funeral: Services, prices & contact information. Booklet 7 of Help in Coping: When Someone Dies in a Road Accident.

ISBN 1 86331 471 7

In memory of Colin Rodgers.

To all those who have died on Canberra's roads.

For all those bereaved by a road accident in Canberra, and for those helping them.

ACKNOWLEDGMENTS

The assistance of the NRMA - ACT Road Safety Trust is gratefully acknowledged.

This booklet would not have been possible without the cooperation of many in the community. The assistance of the following persons and organisations is gratefully acknowledged, as is that of others who have also contributed information or comments, or preferred to remain anonymous:

Alpha Stone; Chris Barbour; William Cole Funerals; Honey Davies;
Viki Fox, KidsCan; Terry Gillmore;
Christina Goodman, General Manager, Norwood Park Ltd; Peter Hodge;
Jim Laity, Manager, & Eileen McEntee, Office Manager, Canberra Public Cemeteries Trust;
Barbara Miller, psychologist; M. H. O'Rourke; Oskar Memorials;
Clayton Perry, Funeral Director, Grantley Perry & Sons;
Queanbeyan Lawn Cemetery; Sunset Pty Ltd;
Meryl and John Turner, The Compassionate Friends;
Tina van Raay, Customer Involvement Unit, ACT Chief Minister's Department;
Christine Walters, Manager/Funeral Director, Tobin Bros./White Lady Funerals;
Robbie Wheeler, Coroner's Officer; Elizabeth Yuile

Those acknowledged are not responsible for the contents of the booklet.

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DISCLAIMER

This booklet is designed as a guide, not as legal advice. Every endeavour has been made to ensure the accuracy of the contents of this booklet. Readers should be aware that policies and procedures referred to in this booklet may change after publication.

All **prices** in this booklet are subject to change.

Prices set annually:

- Canberra Public Cemeteries Trust: prices are as at December 1998. Prices are set by the Trust every year in July, usually in line with the consumer price index.
- Queanbeyan Lawn Cemetery: prices are as at 30 June 1997. Prices are set by Queanbeyan City Council every year in July.

Prices subject to change without notice:

- Norwood Park Crematorium: prices are as at December 1998.
- Funeral directors: prices are as at March 1998.
- Headstones supplied by stonemasons: prices are as at March 1998.

Time frames in this booklet concerning preparation of plaques and headstone are given as a guide only. Circumstances may vary (for example, foundries and stonemasons may close for a holiday break).

1 CONTACT INFORMATION

1 FUNERAL DIRECTORS IN CANBERRA & QUEANBEYAN

WILLIAM COLE FUNERALS (Member of AFDA)

Funeral parlour, mortuary and chapel:

60 Nettlefold Street, Belconnen ACT 2617 Tel.: (02) 6253 3655 Fax: (02) 6253 2339

M. H. O'ROURKE (Member of AFDA)

Funeral parlour, mortuary and chapel:

113 Crawford Street, Queanbeyan NSW 2620 Tel.: (02) 6297 1052 Fax: (02) 6297 4958

Funeral parlour:

31 Canberra Avenue, Forrest ACT 2603 Tel.: (02) 6232 6033

GRANTLEY PERRY AND SONS

Funeral parlour and mortuary:

12 Sandford Street, Mitchell ACT 2911 Tel.: (02) 6241 4101 Fax: (02) 6241 4101

TOBIN BROTHERS (Member of AFDA)

Funeral parlour, mortuary and chapel:

75 Canberra Ave, Kingston ACT 2604 Tel.: (02) 6295 2799 Fax: (02) 6239 6029

Funeral parlour, mortuary and chapel:

101 Nettlefold Street, Belconnen ACT 2617 Tel.: (02) 6251 2344 Fax: (02) 6251 6744

Funeral parlour and chapel:

91 Crawford Street, Queanbeyan NSW 2620 Tel.: (02) 6297 1546 Fax: (02) 6297 8952

WHITE LADY FUNERALS (Member of AFDA)

Funeral parlour, mortuary and chapel:

75 Canberra Ave, Kingston ACT 2604 Tel.: (02) 6239 7023 Fax: (02) 6239 6029

Funeral parlour, mortuary and chapel:

101 Nettlefold Street, Belconnen ACT 2617 Tel.: (02) 6251 2344 Fax: (02) 6251 6744

Funeral parlour and chapel:

91 Crawford Street, Queanbeyan NSW 2620 Tel.: (02) 6299 2627 Fax: (02) 6297 8952

NOTES:

Funeral parlour: professional offices and viewing facility.

Funeral chapel: where a funeral service can be held.

Mortuary: a place for the temporary reception of the dead.

Company names are arranged in alphabetical order of surname. Some may have additional locations not listed here. Please consult the yellow pages of the telephone directory for further information.

2 AUSTRALIAN FUNERAL DIRECTORS' ASSOCIATION (AFDA LTD)

National office: PO Box 291, Kew East VIC 3102 Tel.: (03) 9859 9966

NSW/ACT Division: PO Box A233, Sydney South NSW 2000 Tel.: (02) 9264 2000

Most of the funeral directors listed above are members of the AFDA. Members must meet AFDA standards (including for premises and equipment (including mortuary), vehicles and practices) and must abide by a code of practice and code of ethics. If a complaint arises, the AFDA provides a complaint resolution service and can act as a mediator. The AFDA publishes a range of information brochures for the bereaved.

3 CANBERRA PUBLIC CEMETERIES TRUST

Contact information & opening hours

Cemeteries

Cemetery hours (main gates at Gungahlin and Woden): from 8.00 a.m. to 15 minutes before sunset, daily

GUNGAHLIN CEMETERY

Sandford Street, Mitchell ACT 2911 (Access to Gungahlin Cemetery by bus 309)

WODEN CEMETERY

Justinian Street (off Yamba Drive), Woden ACT 2606

(From March 1999, Woden Cemetery will be re-opened for the sale of new graves.)

HALL CEMETERY

Wallaroo Road, Hall ACT 2618 (burials: mainly for long-term residents of the Hall region)

Office

Administration Building, Gungahlin Cemetery, Sandford Street, Mitchell ACT

Postal address: PO Box 126, Lyneham ACT 2602

Tel.: (02) 6207 1622 Fax: (02) 6207 1624 Office hours: 9.00 a.m.–4.30 p.m., Mon.–Fri.

4 QUEANBEYAN LAWN CEMETERY

Contact information & opening hours

Cemetery

Lanyon Drive (off Canberra Avenue), Queanbeyan

Cemetery hours: daily, sunrise–sunset (Eastern Standard Time); 6.00 a.m.–8.00 p.m. (daylight saving)

Office

Queanbeyan Parks and Conservation Services, Queanbeyan City Council, 265 Crawford Street, Queanbeyan NSW 2620

Tel.: (02) 6298 0101 Fax: (02) 6298 0264 Office hours: 7.15 a.m.–4.00 p.m., Mon.–Fri.

5 NORWOOD PARK CREMATORIUM & MEMORIAL GARDENS

Contact information & opening hours

65 Sandford Street, Mitchell ACT

Postal address: PO Box 18, Dickson ACT 2602

Tel.: (02) 6241 3177 Fax: (02) 6241 7649

Office hours: 8.30 a.m.–4.30 p.m. Mon.-Fri.

Park hours (main gates): 8.00 a.m.–4.45 p.m. every day.

2 OVERVIEW OF FUNERAL SERVICES & PRICES

1 SUMMARY OF PRICE OF A BASIC FUNERAL

Some examples of prices, assuming weekday rates and 'single service' funeral. Funeral director usually arranges payment to crematorium or cemetery on your behalf for burial or cremation.

Burial or cremation

□ **burial**

- coffin from approx. \$350
- funeral director's service fee average approx. \$900
- burial + burial site (\$1,228) + plaque (approx. \$330)* from approx. \$1,558

* > See *Burial (Chapter 3)* for more options. from **\$2,808**

□ **cremation**

- coffin from approx. \$350
- funeral director's service fee average approx. \$900
- cremation (cremation fee charged by Norwood Park) \$630

from \$1,880

- interment of cremated remains (memorial site with plaque)* from \$521

* > See *After cremation (Chapter 7)* for more options. **from \$2,401**

Common extras

□ **common disbursements** (by funeral directors to third parties)

- death and funeral notices in newspaper \$90–\$120
- flowers ('floral tributes'): wreath from \$50; average wreath \$100–\$200
- one certified copy of death certificate (paid to Births, Deaths & Marriages Office) \$26

lower range **\$216**; upper range **\$346**

(> See below, *Funeral directors*, for possible extra charges.)

□ **'dual-service' funeral: common items**

- funeral director's additional 'dual-service' service fee extra \$200–\$300
- use of place of worship \$0–\$150
- minister of religion from \$100 (or lay funeral celebrant: approx. \$180)
- organist from \$50

lower range **\$350**; upper range **\$680**

2 FUNERAL DIRECTORS: SERVICES & PRICES

Here is a list of services and prices. You can use it:

- as an **indicator of prices** (Each indicates a probable item of expenditure.)
- as a **checklist** in deciding which services and facilities you wish to have and which funeral director to use.

Coffin

Price includes name plate for coffin; may or may not include handles (ask whether these are included and, if not, at what price).

Lower price range (chipboard coffin – plain/painted): **approx. \$350–\$550.**

Mid range (e.g. chipboard with veneer finish): **approx. \$600–\$1,200.**

Premium range (e.g. starting at lower range of timber coffins): **approx. \$1,200 and up.**

Funeral director's service fee

Fee and type of funeral service

The service fee (also termed 'service charge' or 'professional fee') is determined by the type of funeral you choose:

SINGLE SERVICE

Mourners attend *either* the **committal** (at the ceremony or crematorium) *or* a **funeral service** at the funeral director's chapel.

Price range: from \$650 up (average: approx. \$900–\$1,000).

DUAL SERVICE

- **funeral service** at place of worship (or funeral director's chapel or other venue), followed by procession ('cortege') to cemetery or crematorium; *and*
- **ceremony of committal** of person's body with mourners (and clergy/celebrant) present.

Price: extra \$200–\$300 in addition to price of a single service (usually includes pall bearers and allows for additional liaison, time and transport).

DIRECT COMMITTAL

Usually includes legal procedures + administration + basic coffin + delivery of person's body to cemetery or crematorium. The family does not attend the committal. (The family can make their own arrangements for a memorial service in a place of worship or other venue.) **Price: from approx. \$700.**

Core or standard services included in price of a single service funeral (weekday rates)

LEGAL PROCEDURES AND ADMINISTRATION

- arranging release of the person's body from coronial custody at the forensic medical centre (morgue), including: contacting Coroner's Officer to find out when the person's body will be released, then usually informing you of this; informing Coroner's Officer of intended burial, cremation or interstate/overseas arrangements; collecting **coroner's certificate** from Coroner's Court and organising for release of person's body; transfer of person's body from morgue to funeral home, and storage at funeral home

- registering the death
- arranging burial or cremation with cemetery or crematorium, including: applying for cremation or burial; arranging time and place
- completing all associated paperwork and ensuring the necessary forms are signed.

LIAISON WITH THIRD PARTIES

(not including any disbursements)

- liaising with minister of religion or funeral celebrant (including referral to clergy or funeral celebrant, where required) and informing them of time and place of committal
- arranging newspaper notices
- arranging flowers.

MAKING ARRANGEMENTS WITH FAMILY

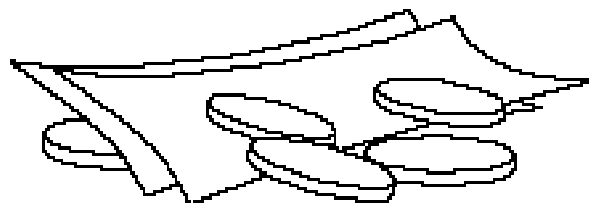
(including home visit & written agreement)

PREPARATION OF PERSON'S BODY

(washing, dressing, other preparation as required but not including embalming)

TRANSFER OF PERSON'S BODY

(in hearse from funeral home to cemetery or crematorium, & carrying of coffin by pall bearers)



Extra charges

POSSIBLY EXPECT TO PAY EXTRA FOR

- viewing (or vigil)** in funeral director's chapel, at home or in a place of worship (with permission of minister of religion): Most do not charge extra for viewing. Some may charge extra depending on where it is held or if extensive after-hours work is required.
- use of funeral director's chapel for funeral**
- officiating at funeral service by funeral director** (in funeral director's chapel and/or at crematorium chapel/graveside)
- memorial or attendance book**: approx. \$50 (some don't charge extra)
- Saturday morning service** (in addition to extra charge to be paid to cemetery or crematorium): from \$200 (some don't charge extra)
- transfer of person's body after hours**
- audio taping of funeral service**
- shroud**: from \$35 (some don't charge extra).

DEFINITELY EXPECT TO PAY EXTRA FOR:

- dual service** (> see above)
- transport of the person's body outside standard local area** (for example, if over 80 km in total) (Ask about conditions and cost: what distance? price per km? time?)
- mourning coaches** (to transport the principal mourners) (Ask if any conditions on maximum time.) Price per coach: \$100–\$175 (estimated at two hours)
- embalming** (usually not necessary except for transport overseas or burial in a vault) Price range: \$200–\$450
- plaster cast of face** (Some funeral directors may not offer this service.)
- clay foot or hand print** (Some funeral directors may not offer this service.)
- professional photography or videotaping**
- refreshments** (for example, following a viewing or a single-service ceremony at funeral director's chapel).

Other points to consider in choosing a funeral director

Facilities that may be offered may also be a factor in your choice of funeral director. Think about what your needs are and whether the funeral director will fully cater to them.

ADMINISTRATION, HELP IN FILLING OUT FORMS, ETC.

(e.g. applying for certified copy of **death certificate**, notifying Centrelink if the person who died received a social security pension or benefit, notifying Department of Veterans' Affairs if the person who died was ex-service, arranging for collection and delivery of the person's ashes from crematorium.)

VIEWING

All funeral directors offer viewing at their premises. You should gauge the funeral director's flexibility as to when, how long or how often viewings can be arranged and their willingness to facilitate a home viewing or a vigil (where advisable). (Staff would advise the family if a full viewing were not recommended, depending on the condition of the person's body and the family's wishes.) Ask if their mortuary meets AFDA standards (> see above, *Contact information (Chapter 1)*).

WASHING AND DRESSING THE PERSON'S BODY

All funeral directors will arrange for the family to participate in this, at no extra charge. (Staff would advise the family if washing and dressing were not recommended, depending on the condition of the person's body and the family's wishes. Handling of the person's body may be limited in some cases.)

LOCATION OF FUNERAL HOME

Location may be a factor to weigh up against cost or other services provided. Your visits will not be very frequent – perhaps once to see the range of coffins, and once or twice for a viewing, and perhaps one more time if you hold a funeral service there. (It may be possible, depending on circumstances, to arrange a viewing or vigil at your home, so that you may not even need to go to the funeral home.)

FOLLOW-UP

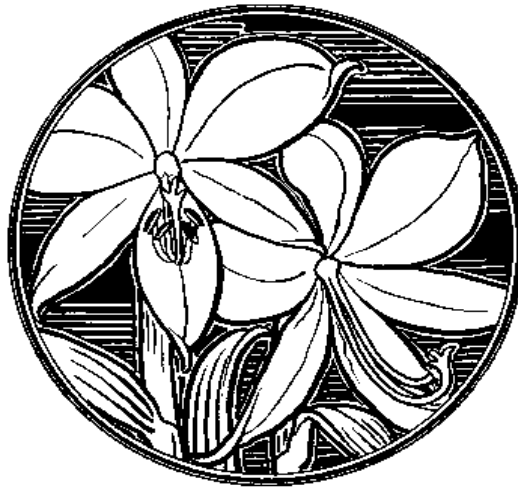
Ask what is offered – for example, referral to counselling; counselling; referral to welfare services or other support services; information about grief (pamphlets, etc.); advice and information about other services.

TRANSPORT

Transport of family members or friends to funeral home for viewing (where transport is needed).

FACILITIES OFFERED BY ALL FUNERAL DIRECTORS

- all-women services
- 24-hour service, including arrangements with family and transfer of the person's body (some may charge extra for transfer after hours).



3 BURIAL

1 CANBERRA PUBLIC CEMETERIES TRUST

For contact information and opening hours, > see *Chapter 1*.

Burial times & cost

Weekdays

- Time: between 10.00 a.m. and 3.30 p.m.
- Cost: depends on the site chosen (> see below); extra charge if the committal continues after 4.00 p.m.

Saturday morning

- Time: between 10.00 a.m. and 12.00 noon
- Cost: generally approx. \$400 in addition to the weekday price for the site chosen.

Some site options & prices for burial at Gungahlin

Range of site options with an indication of prices for some. Prices are for burial Monday to Friday, **as at December 1998** (set by ACT Minister for Urban Services each year).

- **plaque beam lawn:** plaque on an aggregate beam flush with the ground; flower well for flowers or small plant:
burial or reservation* \$1,228 re-open† \$616 nominated site fee‡ \$140
- **family estate:** a grouping of sites for use by a family; plaque or small headstone; can plant flowers or small shrubs:
burial or reservation* \$3,528 re-open† \$616 nominated site fee‡ \$354.50
- **headstone area:**
 - stone, marble or concrete horizontal slab + vertical headstone; provision for flowers depends on design of headstone:
burial or reservation* \$1,615 re-open† \$616 nominated site fee‡ \$228
 - in-ground concrete vault (allows for two burials): Contact the Cemeteries Trust for details.
- **children's garden:** for babies to 12 years old; aggregate beam flush with the ground + small stone memorial + plaque; flower well for flowers or small plant:
burial (12 & under) \$782 re-open† \$295
- **babies' rose garden:** for less than 20 weeks' gestation; small plaque on rock plinth; set in a rose garden, no provision for additional flowers or plants: \$186 including plaque.
- **special areas** for the Aboriginal, Coptic Orthodox, Jewish, Muslim, Orthodox and Ukrainian communities, and for ex-service people; similar options for flowers are available.

- NOTES**
- * *reservation:* reserve a site for future use
 - † *re-open an existing grave* to bury another person's body there (with authorisation of the person who holds the exclusive right to the grave)
 - ‡ *nominated site fee:* extra charge if more than one site is reserved for future use (For example, first reserved site: \$1,228; second reserved site: \$1,228 + nominated site fee of \$140.)

What is included in the price?

The price for any site option you choose includes:

- burial site
- maintenance of the cemetery
- preparation of the grave site and filling in of it by cemetery staff
- provision of all necessary equipment for the burial (portable shelter for protection from the elements; chairs, etc.)
- flower vases or wells (where appropriate)
- *tenure in perpetuity (enduring)* (under present arrangements).

What is not included in the price?

- plaque (price of plaque is included for babies' rose garden)
- headstone.
(> See below, *After burial (Chapter 6)*).

Other points to note

Temporary crosses

In the headstone area, temporary crosses can be put up until the headstone is erected. Temporary crosses are not permitted in other sections of the cemetery.

Burials

Several burials can be made in one grave, but arrangements to allow for this must be made at the time of the first burial. Extra charge for extra depth.

Flowers

Flower vases or wells are provided free of charge for most burial sites. In the headstone area, however, provision for flowers depends on the design of the headstone.

Restrictions

No glass jars for flowers are permitted. Apart from that, there are few restrictions on placing flowers or other items of remembrance (e.g. photos, toys) at the grave site. If you are in doubt, talk to staff. If a problem arose, staff would discuss it with the family.

For provisions for placing or planting flowers or small shrubs, > see above, *Site options & prices*.

2 QUEANBEYAN LAWN CEMETERY

For contact information and opening hours, > see *Chapter 1*.

Burial times & cost

Weekdays

Time: between 10.00 a.m. and 3.00 p.m. (late fee of \$136 for arrival after 3.30 p.m.)

Cost: depends on the site chosen (> see below).

Saturday morning

Time: between 10.00 a.m. and 12.00 noon (Also applies to Sunday and public holidays, in special circumstances.)

Cost: \$605 in addition to the weekday price for the site chosen.

Site options & prices for burial

- **lawn plaque section:** vertical concrete headstone + bronze plaque: \$1,450 (single depth); extra \$105 for each extra depth (up to four burials in each plot)
- **children's lawn section** (4–12 years): vertical concrete headstone + bronze plaque: \$1,050
- **babies' lawn section** (maximum casket size: 1.1 metres): vertical concrete headstone + bronze plaque: \$745 (option includes Teddy Bear plaque at no extra charge)
- **monumental section:** stone, marble or concrete horizontal slab + vertical (single or double) headstone. Each plot can be single or double depth. Single: \$1,735; double: \$105 extra. Vault: \$4,050. Price includes the first burial; second burial: \$577. Application fee for monumental permit: \$100.
- **Returned & Services League section:** vertical concrete headstone + bronze plaque: \$1,450. Second burial is permitted for new graves.

What is included in the price?

Price includes:

- burial site
- maintenance of the cemetery
- preparation of the grave site and filling in of it by cemetery staff
- provision of portable shelter for protection from the elements; chairs, etc.
- standard plaque + headstone (to be ordered through the Council) (for all sections except monumental)
- *tenure in perpetuity (enduring).*

What is not included in the price?

- monumental section: headstone; application fee for monumental permit (\$100)
- extra options for plaques: > see *After burial (Chapter 6)*.

Other points to note

Temporary crosses

Temporary crosses can be put up until the headstone or plaque is installed.

Reservations and burials

- Reservation of an allotment for future use is permitted. The current price for burial sites applies, plus any price increases in future before burial takes place.
- Several burials can be made in one grave, but arrangements for this must be made at the time of the first burial. Extra charge for extra depth: \$105. Second burial in a grave: \$577 + changes to plaque: \$157–420.

Restrictions

- Fresh and artificial flowers can be placed at the grave until the headstone is erected. Once the headstone has been erected, flowers may be placed only in a standard vase provided with the headstone.
- Flowers will be removed when they are withered.
- You cannot plant flowers or shrubs near the grave.
- Other items of remembrance such as toys or photos are not encouraged but are tolerated for recent burials.

4 CREMATION

NORWOOD PARK CREMATORIUM & MEMORIAL GARDENS

For contact information and opening hours, > see *Chapter 1*.

Committal times & cost of cremation

Weekdays

- Times for committals: 9.00 a.m. – 4.00 p.m., on the hour, Mon.–Fri (service begins on the hour and must finish by half past the hour)
- Cost: \$630 (A double booking (block of 2 hours) can also be arranged at extra cost.)

Saturday morning

- Times for committals: 10.00 and 11.00 a.m.
- Cost: \$300 in addition to the weekday price.

5 AFTER BURIAL OR CREMATION: OVERVIEW OF TIME FRAMES

1 AFTER BURIAL

Timing

Cemetery regulations require that a grave be marked by either a plaque or headstone (depending on the type of site you have already chosen). You have **up to two years** after the burial in a Canberra public cemetery or in the Queanbeyan Lawn Cemetery to erect a plaque or headstone.

Following the burial, the cemetery will send you relevant information and paperwork.

Completion time

Plaque

Allow **up to ten weeks** for a **plaque** to be prepared.

Headstone

Allow **three months to six months** for a headstone to be made and erected.

Taking your time

There is no need to rush. You should, however, begin to make these arrangements within, say, a year and a half following the person's death, at the latest.

Temporary crosses

Temporary crosses may be erected in a Canberra public cemetery (headstone area only) and in the Queanbeyan Lawn Cemetery. It is up to you to arrange this with your funeral director. A small charge usually applies.



2 AFTER CREMATION

Timing

You have **up to two years** after the cremation to arrange for release of the person's ashes ('cremated remains') from the crematorium.

Following the cremation, Norwood Park Crematorium will send you relevant information.

Completion time for plaque

If you plan to inter the ashes in a memorial site marked by a plaque, allow **six to ten weeks** for a plaque to be prepared.

Taking your time

Once you have arranged for release of the person's ashes, there is no need to rush.

Some people may like to inter the ashes fairly soon so that they can go and visit the memorial site and place flowers next to it. Others may prefer to keep the ashes at home, either permanently or while they decide what to do next. Some may like to make arrangements for interment in preparation for a day that holds special significance.

3 CEREMONY OF REMEMBRANCE?

When the headstone or plaque is ready, or when you are ready to inter (or scatter) the person's ashes, you might like to make arrangements to mark the first anniversary of the death or some other special time, and hold a ceremony at the grave or memorial site. You may wish to organise with family members and friends to be present, and perhaps a minister of religion or funeral celebrant, too.

> See also *Remembrance & mourning (Booklet 5)*.



6 AFTER BURIAL: ORDERING A PLAQUE OR HEADSTONE TO MARK A GRAVE

1 CANBERRA PUBLIC CEMETERIES TRUST

For contact information and opening hours, > see *Chapter 1*.

Regulations & timing

The Cemeteries Trust's regulations require that a grave be marked by either a plaque or headstone (depending on the type of site you have already chosen). You have **up to two years** following the person's burial to do this.

Authority to order a plaque or headstone

Only the person who holds the right to the site (the 'exclusive right holder') is authorised to order a plaque or headstone.

Plaque to mark a lawn grave

For most cemetery sections except 'headstone area'. To order through the Cemeteries Trust.

Paperwork & information

Three to four weeks after the burial, the Cemeteries Trust will send you:

- **exclusive right of burial certificate**
- excerpt of the cemetery's regulations concerning flowers, plants, etc.
- reservation certificate (if you have also reserved a site for future use)
- **plaque order form**
- excerpts of motifs (decorations).

Price

The cost of the plaque is in addition to the burial cost. Average price: approx. \$330.

Wording & decorations

You will need to choose wording to fit into the space available. Staff can help you to fill out the form. (If you have access to a computer, you could do a mock-up of different variations.) Take your time in settling on the final wording and design.

You can choose not to have any decorations, or choose from the excerpts that have been sent to you. Or you can see more ideas for decorations at the Cemeteries Trust office in Gungahlin Cemetery. You can even order one to be made from your own design (at extra cost and allowing extra time).

Options for ordering

When you are ready, you can order in person (at the Cemeteries Trust office at Gungahlin Cemetery) or by mail.

Completion time

When ordering, allow **four to six weeks** for the plaque to be prepared (the plaque is cast in a foundry). Staff will notify you when the plaque is ready.

Headstone to mark a grave

For 'headstone area', some 'family estates' and some special areas. To order through a stonemason (who will handle the application for a permit to erect a headstone).

Paperwork & information

Three to four weeks after the burial, the Cemeteries Trust will send you:

- **exclusive right of burial certificate**
- excerpt of the cemetery's regulations concerning flowers, plants, etc.
- reservation certificate (if you have also reserved a site for future use)
- letter concerning headstone procedures
- **application for a permit to erect a memorial/carry out repairs, alterations or additions in Canberra Public Cemeteries** (application form).

Prices

The cost of the headstone is in addition to the burial cost. Prices vary widely, depending on size, material and design. Indication of range of prices:

- headstone area: from \$3,000;
- family estate area: from \$800 (single); from \$1,500 (double);
- children's garden: from \$500;
- bronze plaque: from \$250–\$300.

Stonemasons

You can get names and contact information for stonemasons from your funeral director, the Cemeteries Trust or the yellow pages under 'Monumental Masons'.

You may wish to go to the cemetery (or to several stonemasons' premises) and look around at the variety of headstone memorials and get an idea of what you would like to order.

Stonemasons often have photo catalogues showing the variety of their work from which you can draw inspiration.

When you are ready, call a stonemason and arrange to meet either at:

- the stonemason's office (When arranging an appointment, ask for clear instructions on where it is located.)
- the cemetery (For example, you could go to the cemetery earlier to have a look around and then meet the stonemason there.)
- your home (The stonemason can bring you samples of materials; there is no extra charge.)

Design

Stonemasons will abide by the Cemeteries Trust's requirements concerning maximum height and width of headstones. You will need to decide on the style, colour, type of stone, wording, decorations, etc.

Other options: ceramic vase, photograph or picture.

The stonemason will prepare a draft drawing for you. You can think about the drawing and make any changes you like. It is a good idea to involve the family in this decision.

Materials

Most headstones are made of granite, marble or sandstone. Granite is available in a wide range of colours and prices and is less prone to discolour or crack.

How the stonemason works

The stone will be cut to the right shape and size and then polished. The stonemason will sketch your wording onto the stone according to your design. They will then sandblast the wording and gild it, and erect it at the cemetery. The installation process takes several days.

Paperwork & payment

After you have approved the stonemason's design, you complete and sign the application form. (The stonemason has copies of the application forms.) You may need to pay a deposit.

You should check carefully that the wording is correct and that you have a clear idea of the design you are ordering. Bear in mind that a headstone is a permanent memorial. Once it is finalised, it would be virtually impossible to correct a mistake in the date or name.

The stonemason will handle the application for a permit from the Cemeteries Trust to make and erect the headstone. (The permit fee is included in the price you have paid to the Cemeteries Trust for the grave site.)

Completion time

Allow **three to six months**. Less time is needed if the design is simple and the material chosen is in stock. Timing depends on workload and availability of materials.

Notification of completion

The stonemason may invite you to come and check the lettering *before* they do the final touches to the headstone (sandblasting and gilding). This is probably a good approach to take, to be on the safe side. After your final approval, they will then complete the headstone, erect it and notify you. When you have seen the headstone and are satisfied, they will send you their account.

Or the stonemason may notify you *after* the headstone has been finalised and erected; once you have gone out to the cemetery and seen it and are satisfied, they will send you their account.

After burial in an existing grave

Adding a new plaque

Where a grave has been re-opened for a burial, you can order either a new single plaque showing all names of persons buried, or a small new plaque for the new name. The Cemeteries Trust will send you the same information and paperwork as mentioned above, and the same procedures apply.

Adding a new inscription to an existing headstone

Where a grave has been re-opened for a burial, you will need to add an inscription to the existing headstone. The Cemeteries Trust will send you the same information and paperwork as mentioned above.

Contact a stonemason and fill out an application form. This can be done by phone and mail (or fax) – there is no need to go to the stonemason’s premises unless you have concerns about the design or placement of the new inscription. The style of lettering (‘font’) must be the same as that already used on the headstone.

After the Cemeteries Trust has approved the application, the stonemason will add the inscription and will usually notify you when this has been done.

There is no new permit fee to pay (this was already paid when the site was originally purchased). The only cost will be that charged by the stonemason.

PRICES

Cost depends in part on size of headstone and whether it can be temporarily removed and taken to the stonemason’s workshop, or not. Cost is usually per letter (depending on size of letters) in addition to a base charge. Average cost: approx. \$4.00 per letter + base charge of \$100–\$150.

Interring the person’s ashes in an existing grave

If you are the exclusive right holder of an existing grave and you plan to re-open the grave to inter the ashes of the person who died, you will need to arrange for interment of the person’s ashes.

To arrange for interment

Call the Cemeteries Trust and ask them to send you an **exclusive right of burial/interment application** form (to apply for interment of the person’s ashes).

You will need to present a **certificate of cremation** (>see below, *Release of the person’s ashes from crematorium* in *After cremation (Chapter 7)*).

Once the interment has been carried out, you will receive an **exclusive right of burial certificate**.

To mark the new name

PLAQUE

You will need to add a new single plaque showing all names of persons buried, or a small new plaque for the new name. Request a **plaque order form** (> see above, *Plaque to mark a lawn grave*).

HEADSTONE

You will need to add an inscription to the existing headstone. Request an **application for a permit to erect a memorial/carry out repairs, alterations or additions in Canberra Public Cemeteries** (application form) (> see above, *Headstone to mark a grave*).

2 QUEANBEYAN LAWN CEMETERY

Procedures are similar to those in a Canberra public cemetery. For contact information and opening hours, > see *Chapter 1*.

Regulations & timing

You have **up to two years** following the person's burial to mark the grave with a plaque or headstone bearing the person's name.

Plaque to mark a lawn grave

To order from the Council. For all cemetery sections except 'monumental section'.

Paperwork & information

The cemetery will send you the following within seven days after the burial:

- **right of burial** certificate
- information booklet about the cemetery
- plaque order form.

Completion time

Allow **eight to ten weeks** for a plaque to be prepared.

Prices

Standard plaque (up to 8 lines of inscription) included in burial cost.

- Medallions, photos, emblems, etc. can be attached to plaques, subject to the Council's approval. (One medallion or emblem is included in price of plaque.)
- Extra charge for photos: ask Council for details on how to order.
- Extra charge applies for additional lines (\$10 per extra line).
- Decorations ('motifs') can be added; you can consult the book of designs at the office. Extra charge: \$15–\$60 depending on size.
- For second burial in a grave: new replacement plaque (single or double): \$420; or second oval plaque: \$157; or second page of 'Book of Life' plaque: \$273.

Headstone to mark a grave

For 'monumental section'. To order through a stonemason.

Paperwork & information

The cemetery will send you the following within seven days after the burial:

- **right of burial** certificate
- information booklet about the cemetery
- information about arranging for a headstone.

Completion time

Allow **up to three months** (depending on stonemason).

Prices

Range of prices: same as that for headstone area at Canberra Public Cemeteries Trust (> see above).

7 AFTER CREMATION

1 RELEASE OF THE PERSON'S ASHES FROM CREMATORIUM

Norwood Park Crematorium

This section concerns procedures at Norwood Park Crematorium only. For contact information and opening hours, > see *Chapter 1*.

Timing

Norwood Park Crematorium will send you a letter about two weeks following the cremation. It will contain information about options for disposition of the person's ashes ('cremated remains').

To arrange for the release of the person's ashes:

- **The minimum time is two days' advance notice if collecting in person.**
- **The maximum time is two years following cremation.**

(Once this has been arranged, there is no need to hurry in deciding what further steps to take.)

Procedures

AUTHORITY TO ARRANGE RELEASE

Only the person with the proper authority (that is, the person who signed the **order for cremation** form) (> see *Booklet 2*) can arrange for the ashes of the person who died to be released from the crematorium.

When all arrangements are finalised, you will receive the **certificate of cremation**. Keep this in a safe place (you will need it if you inter the ashes somewhere other than the place where the cremation took place).

OVERVIEW OF OPTIONS

You have a number of options for arranging the release of the person's ashes. You can either:

- collect the person's ashes in person
- arrange delivery to you
- authorise another person to collect the person's ashes for you
- make arrangements with Norwood Park or the Cemeteries Trust to collect and inter (or scatter) the ashes.

There is no cost for release of the person's ashes unless they are to be delivered.

Collection in person

Call ahead, as the Norwood Park Administration Office requires **two days' notice in advance**. You will need to bring identification with you. It may be a good idea to have a family member or friend accompany you.

If you are considering interring or scattering the person's ashes at Norwood Park, this would be an opportunity to look at possible sites and discuss these with staff (>see following sections in this chapter).

What to expect if you collect

The person's ashes will be contained in a plastic urn (in the shape of a box) packaged inside a white cardboard box. The urn has a label showing the person's name, the cremation number, the date of death and the date of cremation.

Urns

If you are considering keeping the person's ashes in an urn, you could look at the range of urns on display. There is also a catalogue of urns you could order from. (Funeral directors also sell urns.)

You could also supply an urn of your own if you have an appropriate container (the size must be right and the lid must be able to seal shut). Staff are able to transfer the person's ashes for you and seal the lid.

Delivery

You may ask Norwood Park to deliver the person's ashes to you. This is done by courier, and there is a small cost for this. Your request must be in writing and addressed to Norwood Park.

Authorising another person to collect

You may authorise someone to collect the person's ashes on your behalf – for example, a friend or your funeral director. Your authorisation must be in writing and addressed to Norwood Park.

Arranging for interment or scattering (without collection or delivery)

You may make arrangements for Norwood Park to inter or scatter the ashes in the memorial park.

Or you may arrange for the Cemeteries Trust to collect the person's ashes and inter or scatter them in a public cemetery in Canberra.

In either case, you may either be present for the interment (or scattering), or not. You do not need to collect the ashes or have them delivered to you first.

You can make these arrangements once you have chosen a site for interment (or scattering) (and had the plaque prepared, where relevant). For more information on these options, > see following sections in this chapter.

2 OVERVIEW OF OPTIONS FOR DISPOSITION OF THE PERSON'S ASHES

Timing

Unless you have already decided what you wish to do with the person's ashes, take your time. There is no need whatsoever to hurry this decision.

The only time limit is in arranging for the release of the person's ashes from the crematorium: two years maximum following cremation.

If you plan to inter the person's ashes in a memorial site marked by a plaque, allow **six to ten weeks** for a plaque to be prepared.

Options

Interring the ashes

- in a *memorial garden* or *remembrance wall*, e.g.:
 - Norwood Park, Canberra Public Cemeteries Trust or Queanbeyan Lawn Cemetery
 - churches (Some churches have facilities to inter ashes; you would need to discuss this with your minister of religion.)
- *in a new grave*, or *in the grave of another family member*, in a cemetery (with the permission of the exclusive right holder of the grave)
- *under a special tree or rose bush*.
(It is probably not a good idea to do this in your own garden if there is any likelihood of your ever moving house.)

Scattering the ashes

- in a cemetery or memorial garden
- at the person's favourite place (If scattering the ashes in the bush or at sea, it can be useful to note a landmark for future reference).

Keeping the ashes

- at home in an urn or other special container
- in the box you received from the crematorium.

> See below for details on some of these options.

Procedures

If you wish to inter or scatter the person's ashes at Norwood Park or in a cemetery, you can call Norwood Park or the cemetery and ask them to send you current information about options and prices for sites and the relevant forms. (Information on the range of memorial sites and prices at Norwood Park is contained in the folder that it sends to you two weeks following the cremation.)

A funeral director can assist in making some of these arrangements (a charge may apply).

3 NORWOOD PARK

For contact information and opening hours, > see *Chapter 1*.

Authority to make arrangements

The person who signed the **order for cremation** (> see *Booklet 2*) is the only person who has the authority to make arrangements.

Options

Strewing

Norwood Park can strew (scatter) the person's ashes in the memorial park; you may choose to be present or not. (If you do not wish to be present, an authorisation from you is necessary.) Call Norwood Park to discuss arrangements.

PRICES

- At an unmarked position within the memorial park: with family in attendance: \$60; without family in attendance: \$30
- Marked by a one-line plaque: \$250.

Interment of ashes (memorial site with plaque)

SITE OPTIONS & PRICES

A very wide range of memorial sites to choose from: wall memorial with plaque; edging strip (flush with the ground) with plaque; rocks (whole rock; single rock face; boulder) with plaques; place for single and double plaques; places for families; places for children; places for ex-service personnel.

Two tiers of prices depending on the length of time for which the memorial position will be used exclusively by your family:

- *enduring memorial* (No further fees to be paid, ever.)
- *tenured memorial* (Valid for 20 years from date of purchase of memorial. A maintenance fee would have to be paid after 20 years.)

Price includes memorial site + plaque (of the type appropriate to that type of memorial site) + conservation fund (money set aside for future maintenance). An indication of prices for single sites:

- **walls of remembrance:** *enduring* memorial from \$545
- **garden memorials:** *tenured* memorial from \$530 to \$1,750; *enduring* memorial from \$606 to \$2,200.

RESERVATIONS

You can reserve a site (or sites) for the future use of one or more family members. The price includes memorial site + conservation fund; it does not include the plaque. After paying, you will receive a **certificate of memorial reservation**.

OTHER POINTS TO NOTE

Ceramic photographs

You can order a ceramic photograph with a bronze frame to place on a rock or boulder memorial.

Flower vases

- Temporary vases of plastic are available in the grounds.
- You may buy a permanent vase in bronze. These are set in the ground or attached to a plaque in the wall.

Restrictions

Restrictions are placed on unauthorised items such as vases or photographs (other than those described above) or other objects – unless you have obtained prior written approval. Special permission may be granted for a maximum of three months.

Each area of the memorial gardens is landscaped in a harmonious style. If you decide to buy a site here, you should choose an area that pleases you because of its existing plantings, and not expect to be able to plant flowers or shrubs of your own.

PROCEDURES

Selecting the memorial and ordering the plaque

The usual procedure is to go to Norwood Park, be shown the options, select a memorial site, pay a deposit and order the plaque.

Paperwork

You will need to sign an **order for memorial** when you order the memorial site and plaque. (You may arrange this by mail or in person). Norwood Park keeps one copy and you keep the other copy. This is your written proof of where the person's ashes have been interred.

Wording and decorations for the plaque

Staff will advise you which type of plaque goes in the area you have chosen. They have samples of plaques to look at and information on a variety of motifs (decorations).

You will need to decide on the wording for the plaque. Staff are available to help you fill out the form. (If you have access to a computer, you could do a mock-up.)

Completion time for plaque

Once you have ordered the plaque, it takes approximately **six weeks** for the plaque to be prepared. (The plaque is in bronze and is specially cast in a foundry.)

Notification and interment options

Staff will notify you when the plaque returns; you then decide whether you wish to be present for the interment or not.

Alternatively, at the time you order the site and plaque, you may instruct Norwood Park to inter the person's ashes without your being present and to notify you once everything has been completed (plaque installed and ashes interred). When everything is completed Norwood Park will send you a complimentary photograph of the memorial.

Book of remembrance You may arrange to have the person's name recorded in the Book of Remembrance at Norwood Park. You could commemorate the person's life in this way if, for example, the person's ashes have been strewn, or you have decided to keep the person's ashes in an urn at home, or if their ashes are overseas or interstate.

Price: Optional extra. Standard entry (4 lines): \$160; each additional line: \$30.

Urns Ceramic, wood, terracotta and bronze urns starting from \$135 (an option if you plan to keep the person's ashes).

4 CANBERRA PUBLIC CEMETERIES TRUST

For contact information and opening hours, > see *Chapter 1*.

Authority to make arrangements

You will need to present the **certificate of cremation** in order to make arrangements (> see above, *Release of the person's ashes from crematorium*).

Options

Scattering of ashes

You can scatter the person's ashes in Gungahlin Cemetery, have this fact recorded and a plaque placed in the wall of remembrance. Or you can arrange for the ashes to be scattered without your being present. Call the Cemeteries Trust to discuss arrangements.

Interment of ashes in a memorial site with plaque

The person's ashes can be placed in areas specially reserved for this purpose.

SOME SITE OPTIONS & PRICES (Weekday prices (extra charge for Saturday morning))

Woden Cemetery

memorial gardens (price includes bluestone plinth (beam or edging) at ground level + small bronze plaque): interment or reservation:* \$833.

Gungahlin Cemetery

- **memorial gardens** (price includes granite plinth (beam or edging) at ground level with small bronze plaque): interment or reservation:* \$714.
- **wall of remembrance** (price includes small plaque in wall, set in a courtyard garden): interment or reservation:* \$521 (Ashes can be interred here or scattered in the cemetery.)

NOTES * reservation: reserve a site for future use

PROCEDURES

Paperwork

Call the Cemeteries Trust and ask them to send you:

- information about options and prices for sites
- **exclusive right of burial/interment application form**
- **plaque order form**
- excerpts of motifs (decorations).

Once you have chosen the site, you can order through the Cemeteries Trust office at Gungahlin Cemetery (in person or by mail). You will need the relevant forms from the Cemeteries Trust, and the **certificate of cremation** (>see above) (or a photocopy if ordering by mail). Or you can make arrangements through a funeral director.

When your order has been processed, the Cemeteries Trust will send you an **exclusive right of burial certificate**.

Wording and decorations for the plaque

You will need to choose the wording to fit into the space available on the plaque. Staff can help you to fill out the form. (If you have access to a computer, you could do a mock-up of different variations.)

You can choose not to have any decorations, or choose from the excerpts that have been sent to you. Or you can look at more ideas for decorations at the Cemeteries Trust office in Gungahlin. You can even order one to be made from your own design (at extra cost and allowing extra time).

Completion time for plaque

Allow **four to six weeks** for the plaque to be prepared.

Notification and interment options

When buying the site and ordering the plaque, you should discuss with staff the various options for the next steps.

Attending the interment

If you wish to be present for the interment, you can either:

- inter the person's ashes first and have the plaque installed later, when it is ready; or
- wait until the plaque is ready and installed, and then inter the person's ashes.

In either case, you can ask the Cemeteries Trust to notify you when the plaque is ready.

Collection of the person's ashes

- You can ask the Cemeteries Trust to collect the person's ashes from the crematorium. Contact the Cemeteries Trust for details.
- Or you can collect the person's ashes from the crematorium yourself and bring them to the site on the day of the interment (> see *Release of the person's ashes from crematorium*).

The Cemeteries Trust requires **one day's advance notice** to arrange interment of ashes.

Not attending the interment

If you don't wish to be present for the interment, you can arrange for the Cemeteries Trust to collect the person's ashes from the crematorium, inter the person's ashes, install the plaque without your being present, and then notify you when all this has been done.

Points to note

- There is no extra charge for any of these arrangements.
- If making these arrangements by mail, you will need to write a letter of authorisation and send it along with the other items mentioned at > *Paperwork*, above.

Interment of ashes in a grave

OPTIONS

The person's ashes can be placed in a grave:

- a *new* grave that you can purchase now (> see *Burial (Chapter 3)*)
- an *existing* family grave for which you are already the 'exclusive right holder'.

Price: † \$144 (not including charges for plaque or inscription to add to an existing headstone (> see *Interring the person's ashes in an existing grave* in *After burial (Chapter 6)*).

NOTES: † re-open an existing grave to bury another person's body there (with authorisation of the person who holds the exclusive right to the grave)

OTHER POINTS TO NOTE

> See above, *Burial (Chapter 3)*.

5 QUEANBEYAN LAWN CEMETERY

Options and procedures are similar to those described for the Canberra Public Cemeteries Trust. For contact information and opening hours, > see *Chapter 1*.

Options

Scattering of ashes in the cemetery

Contact Queanbeyan City Council for details.

Interment of ashes in a memorial site with plaque

PRICES

- **niche wall:** general and RSL sections (plaque in wall): \$420
 - **rose garden:** small oval bronze plaque (with rose motif) placed on concrete edging: \$525
 - **Magnolia Garden** (for babies under 20 weeks' gestation or weighing 400 grams or less): bronze plaque (oval shape with floral emblem) placed on concrete edging: \$168
- Each plaque described above is a standard plaque for the section and is supplied at no extra charge.

COMPLETION TIME FOR PLAQUE

Allow **eight to ten weeks** for the plaque to be prepared.

Interment of ashes in a grave

PRICES

- in an *existing* grave for which you are already the exclusive right holder: \$210 (plus plaque, or inscription to add to an existing headstone; > see above, *After burial (Chapter 6)*)
- in a *new* grave that you can purchase now: > see above, *Burial (Chapter 3)*.

OTHER POINTS TO NOTE

> See above, *Burial (Chapter 3)*.

