

Rockhampton Regional Cemeteries



Frequently Asked Questions

What do I do when someone dies?

All funeral services need to be arranged through a funeral director of your choice. They will guide you through the steps that need to be taken to arrange a burial or cremation and make these arrangements on your behalf.

Do I need to contact the Council to arrange anything for the funeral?

No. Your funeral director can organise everything for you. If you have any questions we are happy to assist you in any way we can.

What function does Council provide for a funeral service?

The funeral director contacts Council's cemeteries Administration to make arrangements for a burial in a new or existing burial site. An *Application for a Service* form is then submitted by the funeral director and details checked. Once details are verified and upon payment of Council fees (*48 hours prior to service*), the application will then be confirmed with the funeral director and the service will progress. Cemetery staff arrange for the digging or opening of the grave and any necessary site preparation. Site preparation includes safety fence and lowering machine, shelter, chairs and water.

What fees and charges are payable to Council?

A full list of fees and charges for the Rockhampton Regional Cemeteries is available on our Resources page.

Can another interment take place in an existing grave?

Yes, this may be possible. To find out further information please contact us.

What is the process if a grave with a grave cover/monument on it needs to be reopened for a funeral?

If a grave has a headstone and or cover on it and requires to be reopened, Council staff usually undertakes this work. In this instance, when the removal of a monument, slab and or headstone is required, Council staff will take all reasonable care not to cause any damage, however if a monument, slab, or headstone is inadvertently damaged during this process, Council will not be held responsible for any repairs. Some headstones and or grave covers may require a stone mason to remove. In these instances Council will engage the services of a Monumental Mason to remove and reinstate the monument with all fees and charges being met by the family.

Does Council organise cremations?

Council does not currently operate a cremation service. Please discuss this with your funeral director or Crematorium. Council does inter ashes into all regional cemeteries (excluding South Rockhampton). Please see our *FAQ's - Ashes Interments* or contact us for further assistance.



Memorial Gardens | Enquiries: MemorialGardens@rrc.qld.gov.au

21 Hartington Street, North Rockhampton QLD 4701 | PO Box 1860 Rockhampton QLD 4700
Phone: (07) 4936 8374 | Fax: (07) 4936 8899 | Office Hours: 9am – 4pm Mon - Fri | ABN: 59 923 523 766

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Frequently Asked Questions (Continued...)

What other services does Council provide?

Council keeps a record of deceased names, age, date of death and burial, burial site location and plans to indicate the same. Burial indexes are updated regularly and are available to assist with grave location or information for the purposes of family history research. They can be found on the Family History page. Council can also assist with the supply and installation of a memorial plaque or grave cover; alternatively you can make arrangements with a stone mason. Please check with Council's office for memorial suitability.

Can I put a new plaque/memorial on a grave?

Yes, as with all requests new or old, the legal representative or next of kin must lodge the request with Council. For grave covers, certain conditions apply and permit fees may be applicable. Please contact us or view our *Memorial Guide* for further assistance.

Who is responsible for plaque/memorial maintenance?

While Council staff endeavour to maintain the cemeteries to the highest possible standards, families are responsible for the general care of their plaques/memorials. Please advise the cemetery office if you or a contractor intend to remove, replace or undertake other forms of work on a plaque or memorial.

Who organises the plaque/memorial/grave cover?

Council has a selection of plaques and markers available for purchase. Alternatively, you may make your own arrangements with a stone mason. Please contact us or view our *Memorial Guide* for further assistance.

Can I place artificial flowers and ornaments on a grave?

Each cemetery has certain requirements. At the Rockhampton Memorial Gardens, fresh or dried flowers **only** are welcome tributes in the receptacles provided. In our Lawn and monumental cemeteries, fresh or dried flowers or limited artificial flowers are welcome on the beams or grave covers only. In all cemeteries, unacceptable items include glass or ceramic receptacles, ornaments such as windmills, chimes, lanterns, toys, solar lights or items placed in/on the ground or hanging from trees/shrubs etc. Under no circumstances should memorialisation of any kind impede a memorial belonging to someone else. If you are unsure, please check with the office for further information.

Are there specific times for visiting a cemetery?

You may visit any of the Regional Council Cemeteries between sunrise and sunset.



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