

FACT SHEET

Cemetery Memorial Guide

Frequently Asked Questions

Who can order a plaque or memorial?

Anyone can order a plaque or memorial providing they have completed the Plaque/Memorial Request Form and have the written and signed permission from the Burial Right Holder. An application using the Memorial Installation Permit Application Form (including payment of the fee) may also be required for graves/sites in the Monumental Cemeteries.

What extra features can I add to my plaque / memorial?

There are a variety of extra features available to personalise your plaque/memorial.

Photos – Many people choose to add a photograph of their loved one to the plaque/memorial. In order to do this we require an original photo or a very clear copy which we scan and return to you. Alternatively we will also accept a photo via email or USB stick providing the photo has been scanned as a .JPEG file. Backgrounds, etc can be altered or changed if required.

Emblems – There are over 100 different emblems to choose from covering a wide range of subjects. Each emblem is a gold outline of the subject, which can be filled in with colour. For example, a gold rose emblem can be filled with red to make it a red rose with a gold outline. Emblems can also be sized to suit the size of the plaque and the space available.

Borders – All plaques are made with a standard gold border, however this can be changed for one of over 20 other designs.

What happens after I have completed my Plaque / Memorial Request Form?

Once we have received your request we will organise a proof of your plaque to be made. This will be forwarded to you for checking. Once any changes to the proof have been made and you are happy with the final proof you will need to sign and date the proof and forward it to us for processing.

When do I pay for my plaque or memorial?

An invoice for your order can be processed at the time we receive your request whether it be in person, by mail, email or fax. If not, an invoice will be forwarded to you along with your plaque proof once it arrives. If your order requires a quote, we will forward an invoice to you once you have accepted this quote.

In all circumstances full payment must be made before any work will commence on your order.

How should I pay for my plaque / memorial?

Payment can be made at any Customer Service Centre, by mail or by telephone.

How long will it take for my plaque / memorial to be made?

Once we have received your signed, dated and approved proof and full payment has been made, your plaque will take approximately 4 – 6 weeks to arrive.

What happens once my plaque / memorial has arrived?

We will contact you once your plaque/memorial has arrived. We will then endeavour to place it as soon as is practical. This is usually done within a few days of us receiving your plaque/memorial but we ask that you allow a week. We will also contact you once your plaque/memorial has been placed.

Can I install my own plaque / memorial?

All plaques and memorials should be placed by a qualified monumental mason with appropriate insurance or by Rockhampton Regional Council (Council) cemetery staff.

A member of the public may place a beam or grave cover on a grave. If you wish to do this, please contact Council and we can outline the requirements.

Can I place artificial flowers, vases, trinkets etc on a memorial?

Memorial Gardens – Only fresh flowers can be placed on memorials including the gardens.

Lawn and Monumental Cemeteries – Fresh or limited artificial flowers are welcome tributes. These are to be placed **ON THE BEAM ONLY** and must not encroach on another memorial.

For safety reasons the following is **NOT ALLOWED**: Glass vases or receptacles, any photo frames, windmills or chimes.

ANY MEMORIALISATION FOUND NOT CONFORMING TO THESE GUIDELINES WILL BE REMOVED.

If you are unsure about placing an object on a memorial, please contact Council.

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Fees and Charges 2019/2020

| Plaques | |
|--|----------|
| Standard single bronze plaque | |
| 150mm x 130mm includes; 7 lines text | \$193.00 |
| Each extra line | \$30.50 |
| Standard large bronze plaque** | |
| 380mm x 220mm includes; 6 lines text | \$305.00 |
| Each extra line | \$32.50 |
| <p><i>**Used for the lawn sections of Gracemere and Mount Morgan. Can be used on double ashes plots at Memorial Gardens, and ordered for use at any of the monumental cemetery sections.</i></p> <p><i>All other plaques (including double niche plaques for Gracemere, Mt Morgan and any monumental cemetery plaques) will be quoted for when processing the request. In most cases the standard prices shown above will apply.</i></p> | |
| Photos | |
| Standard ceramic oval photos 50mm x 70mm | \$183.00 |
| Standard stainless steel oval photos 50mm x 70mm | \$300.00 |
| <i>Other sizes are available and will be quoted for when processing the request.</i> | |
| Other Plaque Features | |
| Emblems | |
| Example: Crosses, flowers, sporting themes, animals, etc, gold outline or painted | \$61.00 |
| Borders <i>(a range of decorative borders can be chosen instead of the standard solid gold border)</i> | |
| Small plaques | \$32.50 |
| Large plaques | \$55.00 |
| Vases <i>(a vase can be attached to a plaque for ashes wall)</i> | |
| Small bronze vase | \$84.00 |
| Chrome vase niche wall | \$15.50 |
| Perpetual bronze flowers | \$117.00 |

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Fees and Charges 2019/2020 Continued

| Plaque Background Colours | |
|---|-------------------------------------|
| A choice from 12 colours | No extra charge |
| Markers | |
| Single concrete markers <i>(to suit standard single plaque – all cemeteries except Memorial Gardens)</i> | \$38.50 |
| Double concrete markers <i>(to suit large plaque or two singles – all cemeteries except Memorial Gardens)</i> | \$65.00 |
| Single granite markers <i>(to suit standard single plaque size – all cemeteries)</i> | \$280.00 |
| Double granite markers <i>(to suit large plaque size or two singles – all cemeteries)</i> | \$450.00 |
| Family granite markers <i>(to suit family ashes plot – Memorial Gardens and Gracemere only)</i> | \$920.00 |
| All Other Memorial Costs | |
| Standard single concrete beam <i>(all monumental cemeteries)</i> | Contact your local Monumental Mason |
| Standard single concrete full grave cover <i>(all monumental cemeteries except South Rockhampton)</i> | Contact your local Monumental Mason |
| Permit fee for erecting a monument, enclose grave etc | \$287.00 |
| Attach a plaque from another supplier | \$62.00 |
| Single memorial garden plot <i>(Memorial Gardens and Gracemere only)</i> | \$285.00 |
| Double memorial garden plot <i>(Memorial Gardens only)</i> | \$510.00 |
| Family memorial garden plot <i>(up to nine interments – Memorial Gardens and Gracemere only)</i> | \$580.00 |
| Memorial block Olive and Citron Groves <i>(Memorial Gardens only)</i> | \$780.00 |
| Memorial block – Babies <i>(Memorial Gardens only)</i> | \$364.00 |
| Memorial walls <i>(North Rockhampton and Mt Morgan only)</i> | \$305.00 |
| Sponsor chair <i>(Memorial Gardens only)</i> | \$2,200.00 |
| Miscellaneous | |
| Ashes interment | \$270.00 |

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Plaque Features

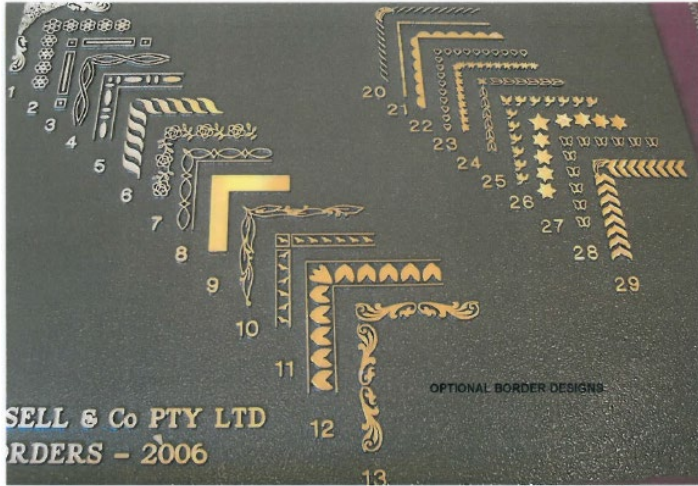


Figure 1 Optional Border Designs



Figure 3 Gold Emblem Samples (can be painted)



Figure 2 Plaque Background Colours



Figure 4 Standard Small Plaque, Standard Border, Burgundy Background, Ceramic Photo, Rose Emblem Painted White