

# 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 holder of burial rights. 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?

A quote for all memorialisation fees will be forwarded to you along with the plaque proof once it arrives. This will be converted to an invoice upon receipt of your signed proof.

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 Council.

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.

#### When can I install a memorial on a grave?

**Monumental Cemeteries** – Grave covers/surrounds or beams may be installed on the grave 12 months after the burial to allow Council to manage ground subsidence.

**Lawn Cemeteries** – Markers and plaques may be installed on the beam at any time after the burial.

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

**Memorial Gardens** – Fresh or dried flowers can be placed on memorials including the gardens.

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

#### For safety reasons the following are **NOT ALLOWED IN ANY CEMETERY:**

- Glass, china, ceramic or other breakable ornaments or receptacles
- Wind chimes, windmill ornaments, solar or battery powered lights or ornaments
- Stuffed toys
- Balloons
- Any items that will rust
- Any broken and/or disintegrated items
- Any items with hooks, spikes or sharp edges
- Any items spiked into the ground
- Pot plants
- Any item placed or hung on trees, shrubs or plants
- Any item placed or planted on the lawn areas and pathways

#### Any memorialisation found not conforming to these guidelines will be removed.

If you are unsure about the above non-conforming items, please contact Council.

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### Fees and Charges 2023/2024

Cost	Memorial Gardens	North Rockhampton	South Rockhampton	Mount Morgan	Gracemere	Bajool
<b>Plaques</b>						
<b>Standard single bronze plaque</b>						
150mm x 130mm – includes seven lines of text	\$226.00	✓	✓	✓	✓	✓
Each extra line	\$35.00	✓	✓	✓	✓	✓
<b>Standard large bronze plaque**</b>						
380mm x 220mm – includes six lines of text	\$357.00	✓	✓	✓	✓	✓
Each extra line	\$37.00	✓	✓	✓	✓	✓
**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 sites.						
All other plaques (including double niche plaques for Gracemere, Mount Morgan and any monumental cemetery plaques) will be quoted for when processing the request. In most cases the standard prices shown above will apply.						
<b>Photos</b>						
Standard ceramic oval photos – 50mm x 70mm	\$211.00	✓	✓	✓	✓	✓
Standard plana ceramic oval photos – 55mm x 75mm	\$298.00	✓				
Other sizes are available and will be quoted for when processing the request.						
<b>Other Plaque Features</b>						
<b>Emblems</b>						
Example: Crosses, flowers, sporting themes, animals, etc, gold outline or painted	\$71.00	✓	✓	✓	✓	✓
Perpetual bronze flowers	\$136.00	✓	✓	✓	✓	✓
<b>Borders</b> (a range of decorative borders can be chosen instead of the standard solid gold border)						
Small plaques	\$37.00	✓	✓	✓	✓	✓
Large plaques	\$57.00	✓	✓	✓	✓	✓
<b>Vases</b> (a vase can be attached to a plaque for ashes wall)						
Small bronze vase	\$97.00	✓			✓	✓
Chrome vase niche wall	\$18.00	✓	✓	✓	✓	✓
Bronze flower vase single stem	\$64.00	✓			✓	✓
Standard plastic flower vase (installed by Council) (Extra)	\$22.00	✓				✓
Large plastic flower vases (installed by Council) (Extra)	\$34.00	✓				✓
<b>Plaque Background Colours</b>						
A choice from 12 colours	No extra charge	✓	✓	✓	✓	✓
<b>Markers</b>						

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<b>Fees and Charges 2023/2024</b>		<b>Cost</b>	<b>Memorial Gardens</b>	<b>North Rockhampton</b>	<b>South Rockhampton</b>	<b>Mount Morgan</b>	<b>Gracemere</b>	<b>Bajool</b>
Single concrete markers (to suit standard single plaque size)		\$45.00		✓	✓	✓	✓	✓
Double concrete markers (to suit standard large plaque size or two singles)		\$76.00		✓	✓	✓	✓	✓
Single granite markers (to suit standard single plaque size)		\$323.00	✓	✓	✓	✓	✓	✓
Double granite markers (to suit standard large plaque size or two singles)		\$525.00	✓	✓	✓	✓	✓	✓
Family granite markers (to suit family ashes plot)		\$1,062.00	✓				✓	
<b>All Other Memorial Costs</b>								
Standard single concrete beam	Contact your local Monumental Mason			✓	✓	✓	✓	✓
Standard single concrete full grave cover	Contact your local Monumental Mason			✓		✓	✓	✓
Permit fee for erecting a monument, enclose grave etc in Monumental Cemeteries		\$332.00		✓	✓	✓	✓	✓
Attach a plaque from another supplier		\$72.00		✓	✓	✓	✓	✓
Single memorial garden plot		\$335.00	✓				✓	
Double memorial garden plot		\$600.00	✓				✓	
Family memorial garden plot		\$681.00	✓				✓	
Memorial block – Olive and Citron Groves		\$899.00	✓					
Memorial block – Babies		\$420.00	✓					
Memorial walls		\$357.00		✓		✓		
Sponsor chair		\$3,056.00	✓					
<b>Ashes</b>								
Ashes interment		\$311.00	✓	✓	✓	✓	✓	✓
Scattering of ashes		Nil	✓	✓	✓	✓	✓	✓
<b>Mount Morgan Granite Columbarium only</b>								
Columbarium wall (granite) – purchase of single niche (price includes ashes interment and granite plaque)		\$971.00				✓		
Columbarium wall (granite) – purchase of double niche (price includes ashes interment and granite plaque)		\$1,335.00				✓		

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### Plaque Features

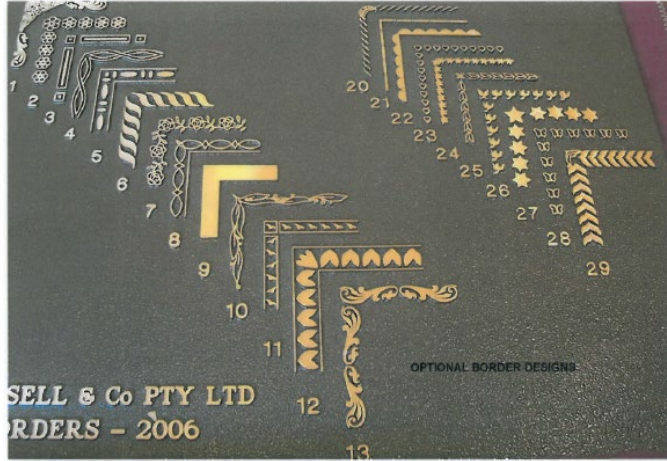


Figure 1 Optional Border Designs



Figure 2 Plaque Background Colours



Figure 3 Gold Emblem Samples (can be painted)



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

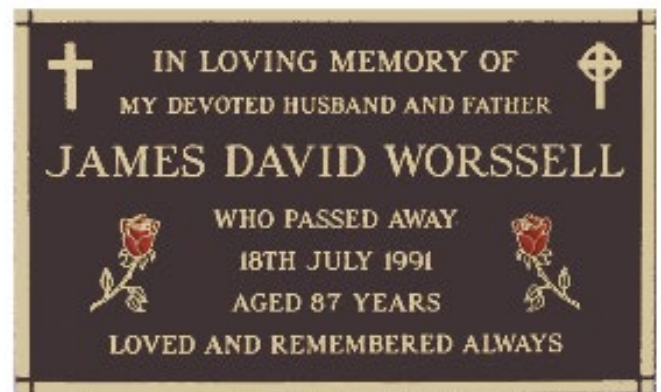


Figure 5 Standard Large Plaque, Standard Border, Two Rose Emblems Painted Red, Two Cross Emblems, One Extra Line



Figure 6 Bronze Perpetual Flower Samples