

Cemetery Service Request Form

Privacy Notice: Council deals with personal information in accordance with law, including the *Information Privacy Act 2009*.

This form is to be completed when a Qualified Undertaker wishes to arrange a burial service, or when an individual wishes to organise ashes, chapel or garden services at one of Rockhampton's cemetery locations. Applications must be submitted no less than two business days prior to the required date and time of the service.



All applications submitted by a Qualified Undertaker will be invoiced directly to the Qualified Undertaker. The Qualified Undertaker or an employee of the Qualified Undertaker is not permitted to be a Holder of Burial Right without Council's written approval.

P: 07 4936 8374 | E: MemorialGardens@rrc.qld.gov.au | W: www.rrc.qld.gov.au | PO Box 1860 Rockhampton QLD 4700 | ABN: 59 923 523 766

Deceased Person Details	
Full name:	
First	Middle Last
Date of death:	Age:
Gender:	Religion:
Service Details	
Type of service: <input type="checkbox"/> Ashes <input type="checkbox"/> Burial <input type="checkbox"/> Chapel/garden service	
If ashes: <input type="checkbox"/> Interment <input type="checkbox"/> Scattering of ashes	
Site type: <input type="checkbox"/> New site <input type="checkbox"/> Reserve site <input type="checkbox"/> Re-open of site <i>(please complete details below)</i>	
If re-opening a site, name of last interment:	Date:
Cemetery: <input type="checkbox"/> Memorial Gardens <input type="checkbox"/> North Rockhampton <input type="checkbox"/> Mount Morgan <input type="checkbox"/> Gracemere <input type="checkbox"/> Bajool <input type="checkbox"/> Other <i>(please specify)</i> :	
Section:	Row: Grave/site number:
<i>Please leave these fields blank if you are unsure of the details.</i>	
Date of service:	Approximate duration of service:
Time of arrival: <input type="checkbox"/> am / <input type="checkbox"/> pm	Time of service: <input type="checkbox"/> am / <input type="checkbox"/> pm
Is this a state funded funeral? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Setup Details <i>(applicable to all services – contact Cemeteries Administration Office for assistance if required)</i>	
Is a standard set up required? <input type="checkbox"/> Yes <input type="checkbox"/> No	
If no, please provide details of the preferred setup:	
Interment Details	
Is a graveside service required? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Assistance Details	
Is assistance required? <input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes, please provide details of the assistance required: <i>(for example: carry on, placement of ashes)</i>	

OFFICE USE ONLY

Register number:

A/C reference:

Coffin Details		
Coffin size: <input type="checkbox"/> Standard <input type="checkbox"/> Non-standard <i>(please provide dimensions below)</i>		
If non-standard coffin – Length:	Width:	Height:
Refreshments <i>(only applicable to chapel services)</i>		
Are refreshments required at the service? <input type="checkbox"/> Yes <input type="checkbox"/> No		
Special Requests		
Please outline any special requests for the service:		
Applicant Details		
Are you the holder of burial rights? <input type="checkbox"/> Yes <i>(please skip to the Holder of Burial Rights Details section below)</i> <input type="checkbox"/> No <i>(please complete this Applicant Details section and the Holder of Burial Rights Details section below)</i>		
Full name:		
First	Middle	Last
Postal address:		
Preferred contact number:	Email:	
Relationship to deceased person:		
Holder of Burial Rights Details <i>(original holder of burial rights, if known)</i>		
Is the holder of burial rights deceased? <input type="checkbox"/> Yes <input type="checkbox"/> No		
If yes, when and where was the holder of burial rights interred?		
Full name:		
First	Middle	Last
Relationship to deceased person:		
<i>Please leave the 'Postal address', 'Preferred contact number' and 'Email' fields below blank if the holder of Burial Rights is deceased.</i>		
Postal address:		
Preferred contact number:	Email:	
Proof of ID <i>(Proof of ID must be sighted by the Qualified Undertaker as part of the request. If holder of burial right is deceased, proof of ID of the applicant must be sighted.)</i>		
ID type:	ID number:	Expiry date:
Signed by Qualified Undertaker		
Name:	Signature:	Date:

Declaration (To be completed by the holder of burial rights or the applicant if permission from the holder of burial rights or next of kin has been received. For existing or reserved sites only.)

- I agree to the requirements stipulated in the [Cemetery Memorial Guide Fact Sheet](#).
- I declare that I am the holder of burial rights for the site recorded on this form; or
- I declare that I have obtained and provided permission from the holder of burial rights to organise this service; or
- I declare that I am the next of kin of the holder of burial rights and have obtained permission from all other living relatives of the holder of burial rights to organise this service.

Name: _____ Signature: _____ Date: _____

Qualified Undertaker Details *(please leave this section blank if not applicable)*

Organisation name:

Contact name:

Postal address:

Preferred contact number:

Email:

Qualified Undertaker Declaration

As qualified undertaker, I have fulfilled all statutory requirements to allow burial of the deceased.

Name: _____ Signature: _____ Date: _____

Supporting Documentation

Please remember to provide the following supporting documentation when submitting this form:

- Proof of ID of the holder of burial rights/person acting on behalf of the holder of burial rights, or proof of ID of the applicant or next of kin of the holder of burial rights.
- Evidence of permission received from the holder of burial rights to use the site in question, or evidence of permission received from all living relatives of the holder of burial rights to use the site in question.
- Written approval from Commonwealth War Graves Commission *(if recognised war grave)*.
- Written approval from State Department for additional interment *(if state-funded site)*.

Fees and Charges *(Please note: All applications submitted by a Qualified Undertaker will be invoiced directly to the Qualified Undertaker)*

Issue the invoice to: Applicant Holder of burial rights Qualified Undertaker Other *(please complete details below)*

Name:

Address:

Email:

For a full list of fees and charges please refer to Council's [Fees and Charges Schedule](#).

Payment Information

In person | You can pay at Council's Customer Service Centres: 232 Bolsover Street, Rockhampton; 32 Hall Street, Mount Morgan; 1 Ranger Street, Gracemere or at the Memorial Gardens, 21 Hartington Street, North Rockhampton.

By phone | Contact Customer Service on 4932 9000 to make payment via credit card or debit.

By post | Make your cheques/money order payable to 'Rockhampton Regional Council' and send to Rockhampton Memorial Gardens, PO Box 1860, Rockhampton, Queensland, 4700.

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.

Are there any items that I can't place on a memorial?

For safety reasons, the following are **not permitted 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.

Fees and Charges 2024/2025

	Cost	Memorial Gardens	North Rockhampton	South Rockhampton	Mount Morgan	Gracemere	Bajool
Plaques							
Standard single bronze plaque							
150mm x 130mm – includes seven lines of text	\$237.00	✓	✓	✓	✓	✓	✓
Each extra line	\$37.00	✓	✓	✓	✓	✓	✓
Standard large bronze plaque**							
380mm x 220mm – includes six lines of text	\$375.00	✓	✓	✓	✓	✓	✓
Each extra line	\$39.00	✓	✓	✓	✓	✓	✓
<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 sites.</i></p> <p><i>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.</i></p>							
Photos							
Standard ceramic oval photos – 50mm x 70mm	\$221.00	✓	✓	✓	✓	✓	✓
Standard plana ceramic oval photos – 55mm x 75mm	\$312.00	✓					
<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	\$75.00	✓	✓	✓	✓	✓	✓
Perpetual bronze flowers	\$143.00	✓	✓	✓	✓	✓	✓
Borders (a range of decorative borders can be chosen instead of the standard solid gold border)							
Small plaques	\$39.00	✓	✓	✓	✓	✓	✓
Large plaques	\$60.00	✓	✓	✓	✓	✓	✓
Vases (a vase can be attached to a plaque for ashes wall)							
Small bronze vase	\$102.00	✓			✓	✓	
Chrome vase niche wall	\$19.00	✓			✓	✓	
Bronze flower vase single stem	\$67.00	✓			✓	✓	
Standard plastic flower vase (installed by Council) (Extra)	\$23.00	✓				✓	
Large plastic flower vases (installed by Council) (Extra)	\$36.00	✓				✓	
Plaque Background Colours							
A choice from 12 colours	No extra charge	✓	✓	✓	✓	✓	✓

Fees and Charges 2024/2025

	Cost	Memorial Gardens	North Rockhampton	South Rockhampton	Mount Morgan	Gracemere	Bajool
Markers							
Single concrete markers (to suit standard single plaque size)	\$47.00		✓	✓	✓	✓	✓
Double concrete markers (to suit standard large plaque size or two singles)	\$80.00		✓	✓	✓	✓	✓
Single granite markers (to suit standard single plaque size)	\$339.00	✓	✓	✓	✓	✓	✓
Double granite markers (to suit standard large plaque size or two singles)	\$551.00	✓	✓	✓	✓	✓	✓
Family granite markers (to suit family ashes plot)	\$1,115.00	✓				✓	
All Other Memorial Costs							
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	\$150.00		✓	✓	✓	✓	✓
Attach a plaque from another supplier	\$76.00		✓	✓	✓	✓	✓
Single memorial garden plot	\$320.00	✓				✓	
Double memorial garden plot	\$573.00	✓				✓	
Family memorial garden plot	\$650.00	✓				✓	
Memorial block – Olive and Citron Groves	\$944.00	✓					
Memorial block – Babies	\$441.00	✓					
Memorial walls	\$375.00		✓		✓		
Sponsor chair	\$3,209.00	✓					
Ashes							
Ashes interment	\$327.00	✓	✓	✓	✓	✓	✓
Scattering of ashes	Nil	✓	✓	✓	✓	✓	✓
Mount Morgan Granite Columbarium only							
Columbarium wall (granite) – purchase of single niche (price includes ashes interment and bronze plaque)	\$927.00				✓		
Columbarium wall (granite) – purchase of double niche (price includes ashes interment and bronze plaque)	\$1,275.00				✓		

Plaque Features

Figure 1 Optional Border Designs

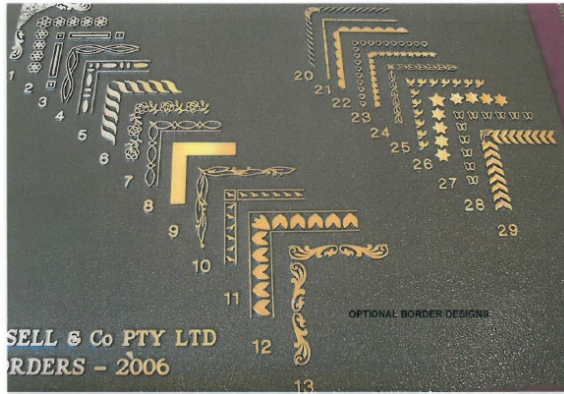


Figure 3 Standard Small Plaque, Standard Border, Burgundy Background, Ceramic Photo, Rose Emblem Painted White



Figure 5 Gold Emblem Samples (can be painted)



Figure 2 Plaque Background Colours



Figure 4 Standard Large Plaque, Standard Border, Two Rose Emblems Painted Red, Two Cross Emblems, One Extra Line

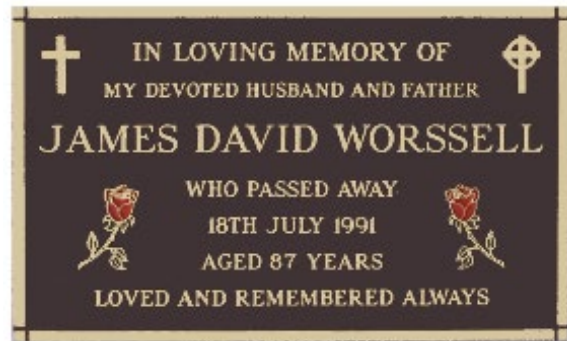


Figure 3 Bronze Perpetual Flower Samples

