

CEMETERIES

FREQUENTLY ASKED QUESTIONS

CAN A GRAVESITE OR ASHES NICHE BE PRE-PURCHASED?

It is Council's policy that all gravesites are available at need only and cannot be pre-purchased. If at the time of need the gravesite next to the deceased is available, family are entitled to purchase this gravesite. All ashes memorial sites in gardens and ashes walls can be pre-purchased.

HOW MANY INTERMENTS CAN TAKE PLACE IN ONE GRAVE?

Each gravesite can take up to two interments and four ashes placements.

HOW DO I ORGANISE A HEADSTONE OR MONUMENT?

Families need to contact a certified Monumental Mason who will organise the application to Council on behalf of the family for any headstone or monument and comply with Council regulations.

WHO IS RESPONSIBLE FOR MAINTENANCE AND REPAIR OF GRAVESITES?

The owner/grantee of the interment right is responsible for the gravesite.

HOW DO I CHANGE OWNERSHIP OF A GRAVE OR INTERMENT RIGHT?

An application can be made to Council to transfer ownership of an interment right. A transfer fee applies.

WHAT HAPPENS IF THE DIRT ON THE GRAVE HAS SUBSIDED?

Council will regularly check all new graves for subsidence especially after rain and organise for dirt to be placed on the gravesite if needed.

WHERE CAN I GET A WHITE CROSS FOR THE GRAVESITE?

White crosses are organised with the funeral director at time of burial.

HOW DO I ORGANISE A PLAQUE FOR A MEMORIAL GARDEN OR ASHES WALL?

These plaques are organised by Council. Contact our Cemeteries team when you are ready to proceed.

WHAT CAN I HAVE ON A PLAQUE?

A ceramic photo and motifs or emblems can be placed on the plaque. Military insignias can be placed with prior approval from the Office of Australian War Graves.

As a guide, wording is generally nine lines long and 27 characters across.

HOW LONG DOES IT TAKE FOR A PLAQUE TO BE COMPLETED?

It can take up to 8 weeks for the plaque to be made and received at Council from the date the final approved proof and payment is received.

WHAT ARE MY PAYMENT OPTIONS?

Payments need to be made in full, by either cash, cheque/money order, EFTPOS or Visa/MasterCard at council offices in Penrith or St Marys. Credit card payments can be made over the phone by contacting our Cemeteries team.

WHAT CAN I PLACE AT THE GRAVE?

Fresh/artificial flowers are permitted but no artificial turf. Anything left on the lawn or concrete beam will be removed to allow us to carry out maintenance. Any item which can be broken may cause injury to our staff and other visitors. Items such as glass/ceramic vases, rocks or solar lights are not allowed as they may get caught in lawnmowers, causing injury.

For more information call our Cemeteries team on 4732 7777.