

Agenda

Corryong Cemeteries Trust

Corryong Council Office

Wednesday 25 May 2022

This information is available in alternative formats on request

**AGENDA FOR THE CORRYONG CEMETERIES TRUST
TO BE HELD AT TOWONG SHIRE COUNCIL CORRYONG OFFICE ON
WEDNESDAY 25 MAY 2022 COMMENCING AT 1.00 PM**

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1 Opening Prayer

"Almighty God, we ask that you be present at this meeting to assist us in our service to the Community.

We pray that our decisions will be wise and taken with goodwill and clear conscience.

Amen."

2 Councillor and Officer Presence at the Meeting

3 Apologies and Granting of Leave of Absence

4 Declaration of Pecuniary Interest and/or Conflict

Section 130 of the *Local Government Act 2020* requires that a 'Relevant person' (which means a person who is a Councillor, a member of a delegated committee who is not a Councillor or a member of Council staff) disclose any conflict of interest in the manner required by Council's *Governance Rules* and exclude themselves from the decision-making process in relation to the matter including any discussion or vote on the matter at any Council meeting.

Council's *Governance Rules* state as follows:

A2 Obligations with regards to conflict of interest

Councillors, members of delegated committee, and Council staff are required to:

- a. Avoid all situations which may give rise to conflicts of interest;*
- b. Identify any conflicts of interest; and*
- c. Disclose or declare all conflicts of interest.*

A3 Disclosure of a conflict of interest at a Council meeting

A Councillor who has a conflict of interest in a matter being considered at a Council meeting at which he or she:

A3.1 is present must disclose that conflict of interest by explaining the nature of the conflict of interest to those present at the Council meeting immediately before the matter is considered; or

A3.2 intends to be present must disclose that conflict of interest by providing to the Chief Executive Officer before the Council meeting commences a written notice:

A3.2.1 advising of the conflict of interest;

A3.2.2 explaining the nature of the conflict of interest; and

A3.2.3 detailing, if the nature of the conflict of interest involves a Councillor's relationship with or a gift from another person, the:

- a. name of the other person;*
- b. nature of the relationship with that other person or the date of receipt, value and type of gift received from the other person; and*
- c. nature of that other person's interest in the matter, and then immediately before the matter is considered at the meeting announcing to those present that he or she has a conflict of interest and that a written notice has been given to the Chief Executive Officer under this sub-Rule.*

The Councillor must, in either event, leave the Council meeting immediately after giving the explanation or making the announcement (as the case may be) and not return to the meeting until after the matter has been disposed of.

5 Confirmation of Minutes

Wednesday 24 November 2021. (Attached at [Appendix 1](#))

RECOMMENDATION:

THAT THE MINUTES OF THE CORRYONG CEMETERIES TRUST MEETING HELD ON WEDNESDAY 24 NOVEMBER 2021 AS CIRCULATED BE CONFIRMED.

6 General Business

6.1 Cemeteries Trust Fees (04/04/0004-DCOD)

This report was prepared by Ms Emma Woolaston, Director Corporate and Organisational Development.

At the time of preparation of this report, the officer did not have a general or material conflict of interest in any matter to which the report or advice relates.

Purpose of Report:

The purpose of this report is to consider the Department of Health proposal to increase all Corryong Cemeteries fees of \$50 and above by the Consumer Price Index (CPI) increase of 2.5%, in accordance with Section 43 of the *Cemeteries and Crematoria Act 2003*.

Summary:

The *Cemeteries and Crematoria Act 2003* provides that cemetery trust fees are indexed by CPI each year. The Trust has received a proposed fee schedule for the Corryong Cemeteries from the Department of Health based on fees being indexed by a CPI increase of 2.5% from 1 July 2022. The Trust has until 10 June to notify the Department of Health if it wishes to opt out of this increase across all or any of its fees.

Recommendation:

That the Corryong Cemeteries fee increases proposed by the Department of Health in their correspondence dated 17 February 2022 are accepted.

Attachment:

[Appendix 2](#) – Department of Health correspondence – CPI Increase to Cemetery Trust Fees

Background/History:

Under Section 39 of the *Cemeteries and Crematoria Act 2003*, cemetery trusts have the power to set fees and charges, and under Section 40 the Department of Health has the power to approve fees set by the cemetery trust. Fees may encompass current cemetery operational costs, cover repairs and replacement costs associated with cemetery facilities and equipment, and ensure adequate financial reserves for future operation.

Section 43 of the *Cemeteries and Crematoria Act 2003* provides that cemetery trust fees greater than \$50 are to be increased by the CPI increase each year, and that fee increases are to be rounded to the nearest 5 dollar unit. CPI refers to the all groups consumer price index for Melbourne published by the Australian Bureau of Statistics.

Cemetery trusts may elect not to apply the increase to all or to individual fees by notifying the Department of Health in writing.

The Department of Health has issued correspondence ([Appendix 2](#)) to the Corryong Cemeteries Trust indicating that the CPI increase to be applied from 1 July 2022 is 2.5%, and that if the trust elects not to apply the increase to all fees or to individual fees, it must notify the Department in writing by Friday 10 June 2022. If no notification is provided then the CPI increase will be applied.

It is noted that any other changes to cemetery trust fees must be approved by the Secretary of the Department of Health.

Relevant Law (s.9(2)(a)):

The fee increases proposed by the Department of Health are in accordance with Section 43 of the *Cemeteries and Crematoria Act 2003*.

Options – Best Outcomes for the Community (s.9(2)(b)):

The Trust could choose not to apply the CPI increase to all or selected fees, noting that choosing not to apply CPI increases may erode the Trust's ability to maintain financial sustainability.

Sustainability Implications (s.9(2)(c)):

Application of CPI increases to Corryong Cemeteries Trust fees will help to ensure the ongoing financial sustainability of the Cemeteries.

Community Engagement (s.9(2)(d)):

Not applicable.

Innovation and Continuous Improvement (s.9(2)(e)):

Funds received from Cemeteries fees assist Council in providing ongoing maintenance and improvement to the Cemeteries grounds.

Collaboration (s.9(2)(f)):

Not applicable.

Financial Viability/Budget Impact (s.9(2)(g)):

Indexing the Cemeteries fees by CPI aids the Trust in covering its costs. The Trust achieved a surplus of \$25,474 for the financial year 2020/21. Generally Trust financials fluctuate from year to year based on the number of interments and the degree of cemetery maintenance required; over the past ten years the Trust has averaged a surplus of \$1,430. The trust has a lifetime accumulated surplus of \$42,172.

Regional, State and National Plans and Policies (s.9(2)(h)):

Not applicable.

Council Plans and Policies:

The recommendation is made in accordance with the organisation's responsibility to support Council in its role as the Corryong Cemeteries Trust, as outlined in the *Council Plan 2021-2025*.

Transparency of Decision (s.9(2)(i)):

It is the officer's view that it is appropriate to consider this matter in an open meeting.

Risk Assessment:

Increasing Cemeteries fees in line with CPI helps to mitigate the risk that the Trust becomes financially unsustainable.

Officer's View:

Given that the 10-year average financial position of the Cemeteries Trust is a minor surplus, it is the officer's view that the CPI increase to fees be accepted.

Resolution:

To be resolved at the meeting.

6.2 Cemeteries Trust Policy Review (02/13/0001-DCOD)

Disclosure of Interests:

This report was prepared by Ms Emma Woolaston, Director Corporate and Organisational Development.

At the time of preparation of the report the officer did not have a general or material conflict of interest in any matter to which the report or advice relates.

Purpose of Report:

This report tables the Corryong Cemeteries Trust policies for review.

Summary:

The Corryong Cemeteries Trust maintains five policies that aid the Trust in the safe and responsible management of the cemeteries while maintaining their amenity for the benefit of the community. Trust policies are tabled annually for review.

Recommendation:

That:

1. It be noted that the Corryong Cemeteries Trust policies are tabled for review at [Appendices 3, 4, 5, 6](#) and [7](#); and
2. Adoption of the policies incorporating any recommended changes is scheduled for the August Trust Meeting in accordance with the Trust Charter.

Attachments:

[Appendix 3](#) – Corryong Cemeteries Trust Charter

[Appendix 4](#) – Corryong Cemeteries Trust Complaints Management Procedure

[Appendix 5](#) – Corryong Cemeteries Trust Floral and Memento Displays Policy

[Appendix 6](#) – Corryong Cemeteries Trust People Without Means Policy

[Appendix 7](#) – Corryong Cemeteries Trust Plaque Policy

Background/History:

The Corryong Cemeteries Trust maintains five policies.

In line with the Trust Charter, members need to ensure that the Trust is providing oversight of policies. In line with good practice, policies are tabled annually for review prior to being put forward for adoption with any recommended changes.

Members are requested to provide feedback on the policies to the Director Corporate and Organisational Development by 1 August 2022 so that any changes can be considered for adoption at the August Trust Meeting.

Relevant Law:

Policies aid the Trust in ensuring compliance to the legislative requirements of the *Cemeteries and Crematoria Act 2003* and the *Cemeteries and Crematoria Regulations 2015*. Notably section 12 of the *Cemeteries and Crematoria Act 2003* requires that a Class B cemetery trust is to properly and efficiently manage and maintain each public cemetery for which it is responsible, with regard to its obligations in relation to funding its perpetual maintenance; the cultural and religious values of the community; and the cemeteries' heritage values.

Options – Best Outcomes for the Community:

Policies have been designed to maintain the amenity of the cemeteries for the benefit of the community and to ensure that the burial of all people is carried out with dignity and respect.

Sustainability Implications:

Policies have been designed to provide for the ongoing good governance and amenity of the cemeteries.

Community Engagement:

Ongoing community feedback regarding the cemeteries is taken into account in the annual review of Trust Policies.

Innovation and Continuous Improvement:

Not applicable.

Collaboration:

Not applicable.

Financial Viability/Budget Impact:

Not applicable.

Regional, State and National Plans and Policies:

Not applicable.

Council Plans and Policies:

Policies are maintained by Council officers in accordance with the organisation's responsibility to support Council in its role as the Corryong Cemeteries Trust, as outlined in the *Council Plan 2021-2025*.

Transparency of Decision:

It is the officer's view that it is appropriate to consider this matter in an open meeting.

Risk Assessment:

Trust Policies include provisions which are designed to support the safety of people visiting or maintaining the cemeteries.

Officers View:

The Trust Policies are tabled for review in accordance with the timeframes specified by the Trust Charter, and members are requested to provide any feedback to allow time for changes to be drafted and considered at the August Trust Meeting.

Trust Resolution:

To be resolved at the Trust meeting

Minutes

Corryong Cemeteries Trust

Corryong Council Office

Wednesday 24 November 2021

Unconfirmed

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6.2	Headstone and Gravesite Maintenance Request (02/13/0001-DCOD).....	9

Unconfirmed

The Mayor opened the meeting, the time being 3.04pm.

1 Opening Prayer

"Almighty God, we ask that you be present at this meeting to assist us in our service to the Community.

We pray that our decisions will be wise and taken with goodwill and clear conscience.

Amen."

2 Councillor and Officer Presence at the Meeting

Present: Crs Wortmann, Dikschei, Anderson, Scales and Whitehead.

In Attendance:	Title:
Ms Phelps	Chief Executive Officer
Ms Woolaston	Director Corporate and Organisational Development
Ms Weddall	Coordinator, Office of the Chief Executive Officer

3 Apologies and Granting of Leave of Absence

Nil.

4 Declaration of Pecuniary Interest and/or Conflict

Section 130 of the *Local Government Act 2020* requires that a 'Relevant person' (which means a person who is a Councillor, a member of a delegated committee who is not a Councillor or a member of Council staff) disclose any conflict of interest in the manner required by Council's *Governance Rules* and exclude themselves from the decision-making process in relation to the matter including any discussion or vote on the matter at any Council meeting.

Council's *Governance Rules* state as follows:

A2 Obligations with regards to conflict of interest

Councillors, members of delegated committee, and Council staff are required to:

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- a. name of the other person;*
- b. nature of the relationship with that other person or the date of receipt, value and type of gift received from the other person; and*
- c. nature of that other person's interest in the matter, and then immediately before the matter is considered at the meeting announcing to those present that he or she has a conflict of interest and that a written notice has been given to the Chief Executive Officer under this sub-Rule.*

The Councillor must, in either event, leave the Council meeting immediately after giving the explanation or making the announcement (as the case may be) and not return to the meeting until after the matter has been disposed of.

Nil.

5 Confirmation of Minutes

Wednesday 25 August 2021.

**CR DIKSCHER
CR WORTMANN**

THAT THE MINUTES OF THE CORRYONG CEMETERIES TRUST MEETING HELD ON WEDNESDAY 25 AUGUST 2021 AS CIRCULATED BE CONFIRMED.

CARRIED

6 General Business

6.1 Corryong Cemeteries Trust Policy Review (02/13/0001-DCOD)

Disclosure of Interests:

This report was prepared by Ms Emma Woolaston, Director Corporate and Organisational Development.

At the time of preparation of the report the officer did not have a general or material conflict of interest in any matter to which the report or advice relates.

Purpose of Report:

This purpose of this report is to present revisions to the Corryong Cemeteries Trust policies for consideration and adoption.

Summary:

The Corryong Cemeteries Trust maintains five policies that aid the Trust in the safe and responsible management of the cemeteries while maintaining their amenity for the benefit of the community. The policies were tabled for review at the Trust meeting on the 25 August 2021. Selected amendments are recommended, including updates to contact details of relevant external bodies, clarification as to the permitted positioning of plaques within the *Plaque Policy*, alignment of the *Complaints Management Policy* to Council's *Complaints Policy*, and minor cosmetic changes.

Recommendation:

That the Cemeteries Trust Policies as amended and presented be adopted.

Attachment:

Appendix 2 – Corryong Cemeteries Trust Policies

Background/History:

The Corryong Cemeteries Trust maintains five policies as follows:

Corryong Cemeteries Trust – Floral and Memento Displays
Corryong Cemeteries Trust – Trust Charter
Corryong Cemeteries Trust – Complaints Management
Corryong Cemeteries Trust – Plaque Policy
Corryong Cemeteries Trust – People without Means

In line with the Trust Charter, Trust members need to ensure that the Trust is providing oversight of policies. In line with good practice, Trust policies are tabled annually for review prior to being put forward for adoption with any recommended changes.

The Trust policies were tabled at the Trust meeting on the 25 August 2021 and Trust members have provided feedback. Selected amendments are recommended, including updates to contact details of relevant external bodies, clarification as to the permitted positioning of plaques within the *Plaque Policy*, alignment of the *Complaints Management Policy* to Council's *Complaints Policy*, and minor cosmetic changes.

Going forward and in line with the amended meeting schedule for the Trust, policies will be tabled for review at the May Trust meeting for consideration at the August Trust meeting.

Relevant Law:

Policies aid the Trust in ensuring compliance to the legislative requirements of the *Cemeteries and Crematoria Act 2003* and the *Cemeteries and Crematoria Regulations 2015*. Notably section 12 of the *Cemeteries and Crematoria Act 2003* requires that a Class B cemetery trust is to properly and efficiently manage and maintain each public cemetery for which it is responsible, with regard to its obligations in relation to

funding its perpetual maintenance; the cultural and religious values of the community; and the cemeteries' heritage values.

Options – Best Outcomes for the Community:

Policies have been designed to maintain the amenity of the cemeteries for the benefit of the community and to ensure that the burial of all people is carried out with dignity and respect.

Sustainability Implications:

Policies have been designed to provide for the ongoing good governance and amenity of the cemeteries.

Community Engagement:

Ongoing community feedback regarding the cemeteries is taken into account in the annual review of Trust policies.

Innovation and Continuous Improvement:

Amendments have been made to clarify the positioning of plaques within the *Plaque Policy*, particularly in relation to the memorialisation of more than one person on a single gravesite, as the policy was previously silent on this matter which is raised from time to time by community members.

Collaboration:

Not applicable.

Financial Viability/Budget Impact:

The proposed amendments do not have any impact on Cemetery Trust finances.

Regional, State and National Plans and Policies:

Not applicable.

Council Plans and Policies:

Policies are maintained by Council officers in accordance with the organisation's responsibility to support Council in its role as the Corryong Cemeteries Trust.

Transparency of Decision:

It is the officer's view that it is appropriate to consider this matter in an open meeting.

Risk Assessment:

Trust policies include provisions which are designed to support the safety of people visiting or maintaining the cemeteries. In particular the proposed clarification regarding the placement of plaques within the *Plaque Policy* provides for the health and safety of visitors to the cemetery and staff maintaining the cemetery by minimising trip hazards and mower obstructions.

Officer's View:

The Trust Policies have been reviewed for legislative updates, alignment to Council policies, changes to the contact details for external bodies, and Trust member feedback, and are ready for consideration and adoption.

Trust Resolution:

**CR SCALES
CR WORTMANN**

THAT THE FOLLOWING CEMETERIES TRUST POLICIES AS PRESENTED BE ADOPTED:

- ***CORRYONG CEMETERIES TRUST COMPLAINTS MANAGEMENT;***
- ***CORRYONG CEMETERIES TRUST FLORAL AND MEMENTO POLICY;***
- ***CORRYONG CEMETERIES TRUST PEOPLE WITHOUT MEANS POLICY;***
- ***CORRYONG CEMETERIES TRUST PLAQUE POLICY; AND***
- ***CORRYONG CEMETERIES TRUST CHARTER.***

CARRIED

6.2 Headstone and Gravesite Maintenance Request (02/13/0001-DCOD)

Disclosure of Interests:

This report was prepared by Ms Emma Woolaston, Director Corporate and Organisational Development.

At the time of preparation of the report the officer did not have a general or material conflict of interest in any matter to which the report or advice relates.

Purpose of Report:

The purpose of this report is to see a decision in relation to a request for a headstone to be placed on a gravesite within the lawn section of the Corryong Cemetery, and for maintenance to be conducted at the gravesite to remove a tree stump adjacent to the gravesite.

Summary:

Requests have been received from a community member in relation to issues pertaining to her mother's burial and gravesite. Her mother's body was not buried by the funeral services firm in line with her wishes, and there is a tree stump adjacent to the gravesite which she has noted is unsightly and may be a trip hazard. As rectification for the burial issue, the funeral services firm that buried the mother has agreed to consider paying for a headstone to be purchased, to be placed on the gravesite at the mother's head, subject to the approval of the Corryong Cemeteries Trust. In addition the daughter has requested that the tree stump be removed.

Recommendation:

That:

1. The request for a headstone to be placed on a gravesite within the lawn section of the Corryong Cemetery be considered as described within this report, and
2. The request for a tree stump adjacent to the gravesite to be removed be considered.

Attachments:

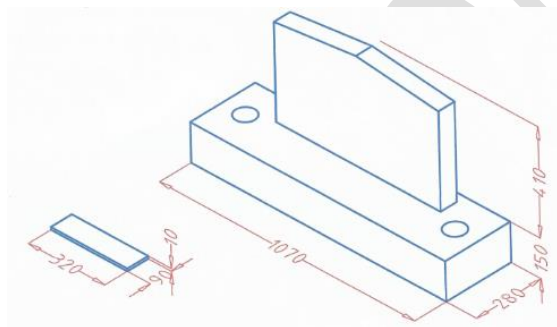
Nil.

Background/History:

The relevant burial took place in the Lawn section of the Corryong Cemetery in June 2021. Arrangements for the funeral were carried out by a local funeral services firm, and in accordance with Corryong tradition the body was buried facing east. Due to the layout of the cemeteries and the row in which the body was interred, this meant that the body was buried with her feet at the plaque end of the gravesite. The daughter of the interred has since communicated that this was not in line with her wishes, as her family had purchased plots in the 'front row' of the Corryong cemetery, facing west, to enjoy the sunsets. She said that she had expressed this to the funeral directors on more than one occasion. The funeral directors had on the other hand taken great care to respect local traditions and so had buried the body facing east.

As rectification for this burial issue, the daughter has requested that a headstone be placed at her mother's head. The funeral services firm will consider providing payment for the headstone once the Corryong Cemeteries Trust has made a decision in regards to approving the request.

The headstone is of black granite serpentine set onto a blue pearl granite base with an etched photo of the deceased and her husband, and a 23 carat gold leaf inscription. A diagram of the headstone is provided below with corresponding dimensions.



It is noted that the Corryong lawn cemetery is usually exclusively for plaques and that their size and colour is governed by the Corryong Cemetery Trust's *Plaque Policy*. This request therefore constitutes an exception to the *Plaque Policy*.

Additionally the daughter notes that there is a tree stump adjacent to the gravesite that is a potential trip hazard, and that the stump and its exposed roots were particularly unsightly on the day of the burial as they were near where her mother's head was laid to rest. She has requested that the tree stump be removed.

Relevant Law:

Section 98 of the *Cemeteries and Crematoria Act 2003* provides that a person may apply to the cemetery trust for approval to establish a memorial. Section 99 provides that a cemetery trust may approve the application, or refuse it if:

- a) The memorial would be unsafe, dangerous or not of a sufficiently permanent nature;
- b) The memorial would be incompatible with the general nature and standard of surrounding memorials or would not be sufficiently in keeping with the nature and character of the public cemetery;
- c) The memorial would not comply with the Cemetery Trust's *Plaque Policy*; and
- d) The memorial does not comply with the prescribed requirements.

Or any other reason that the cemetery trust thinks fit.

An approval may be granted subject to a condition that the memorial be placed in a position determined by the cemetery trust, or any other terms of conditions which the cemetery trust thinks fit.

Section 4(1) of the *Occupational Health and Safety Act 2004* provides that employees, other persons at work and members of the public be given the highest level of protection against risks to their health and safety, so far as is reasonably practicable in the circumstances.

Options – Best Outcomes for the Community:

Option 1a

Approve the headstone request. Approving the request would help to rectify an issue in the burial of a community member by the funeral services firm, and the location will not impinge upon other plots, noting that the headstone is not within the parameters set by the *Plaque Policy*, and is not in keeping with the surrounding plaques.

Option 1b

Refuse the headstone request. Refusing the headstone request will mean that the rectification agreed between the community member and the local funeral services firm may not be possible.

Option 2a

Approve the request to remove the tree stump. Approving the request would remove a potential trip hazard within the Cemetery. Investigation may be required as to how the stump may be removed.

Option 2b

Refuse the request to remove the tree stump. Refusing the request may mean that a trip hazard remains present within the Cemetery.

Sustainability Implications:

Approving the community member's request to place a headstone within the lawn cemetery may create precedent for similar requests in the future. The requested placement of the headstone may need consideration as to whether it poses a trip hazard.

Community Engagement:

Not applicable.

Innovation and Continuous Improvement:

Not applicable.

Collaboration:

Not applicable.

Financial Viability/Budget Impact:

The Trust fees already paid by the family would usually cover a standard plaque with up to three lines of text and an emblem. Memorials are not typically considered within the lawn cemetery, however there is usually a Trust fee for a new monument supplied by the customer. If the headstone request is approved, any fees, financial arrangements and the treatment of the fee already collected need to be reviewed with the daughter and the funeral services firm.

Removing the tree stump adjacent to the gravesite may have some budgetary impact that can be accommodated within Cemetery Trust funds.

Regional, State and National Plans and Policies:

Not applicable.

Council Plans and Policies:

The *Corryong Cemeteries Trust - Plaque Policy* sets the plaque sizes and colours that are appropriate for the Lawn section of the Corryong Cemetery.

Transparency of Decision:

It is the officer's view that it is appropriate to consider this matter in an open meeting.

Risk Assessment:

The requests should be considered with regard to any health and safety hazards for workers and members of the public, including whether the memorial and the tree stump may pose trip or mower hazards.

Officer's View:

Information has been provided within this report to support the Trust in making a decision regarding the requests from a community member to place a headstone on her mother's gravesite and remove an adjacent tree stump.

Trust Resolution:

**CR SCALES
CR ANDERSON**

THAT:

- 1. THE REQUEST FOR A HEADSTONE TO BE PLACED ON A GRAVESITE WITHIN THE LAWN SECTION OF THE CORRYONG CEMETERY, AS DESCRIBED WITHIN THIS REPORT, NOT BE APPROVED FOR THE FOLLOWING REASONS:**
 - a. THE MEMORIAL WOULD BE INCOMPATIBLE WITH THE GENERAL NATURE AND STANDARD OF SURROUNDING MEMORIALS AND WOULD NOT BE SUFFICIENTLY IN KEEPING WITH THE NATURE AND CHARACTER OF THE CORRYONG CEMETERY;**
 - b. THE MEMORIAL WOULD NOT COMPLY WITH THE CEMETERY TRUST'S *PLAQUE POLICY*; AND**
- 2. THE TREE STUMP, ADJACENT TO THE GRAVESITE, BE MADE GOOD TO IMPROVE THE AESTHETICS OF THE GRAVESITE.**

CARRIED

There being no further business the Mayor declared the meeting closed, the time being 3.14pm.

Minutes confirmed this 25th day of May 2022.

Mayor



Department of Health

50 Lonsdale Street
Melbourne Victoria 3000
Telephone: 1300 650 172
GPO Box 4057
Melbourne Victoria 3001
www.health.vic.gov.au
DX 210081

Emma Woolaston
Responsible Officer
Corryong Cemeteries Trust
PO Box 55
TALLANGATTA VIC 3700

CPI INCREASE TO CEMETERY TRUST FEES

Dear Ms Woolaston

In accordance with s. 43 of the *Cemeteries and Crematoria Act 2003*, the Consumer Price Index (CPI) increase is to be applied to all Victorian cemetery trust fees of \$50 and above. The Australian Bureau of Statistics 2021 'All Groups' CPI increase for Melbourne was **2.5** per cent. This increase will be automatically applied by the department and comes into effect **1 July 2022**.

Your trust's fee schedule is attached, listing the current fee and the proposed fee amount which includes the 2.5 per cent increase. Fees increased by CPI are rounded up or down to the nearest \$5, so a fee of \$323 is rounded up to \$325 and a fee of \$322 rounded down to \$320.

If your trust elects **not** to apply the increase to all fees or to individual fees, it must notify the department in writing by **Friday 10 June 2022**, otherwise the CPI increase will be applied.

Trusts can only charge fees that have been approved by the Secretary of the department. The attached fee schedule is a list of your trust's approved fees. Please check the fee schedule carefully. If the schedule contains any errors, such as missing or duplicated fees, or your trust charges different fees, please contact the department.

It is recommended that cemetery trusts regularly review their fees to ensure there is a direct relationship between the fees charged for cemetery services and the actual cost of providing these services.

To increase fees more than the CPI increase or to add new fees, the trust must follow the department's fee application process to seek the permission of the Secretary of the department. More information about this process can be viewed online at <<https://www2.health.vic.gov.au/public-health/cemeteries-and-crematoria/governance-and-finance/finance>>.

If you require further information about the CPI increase, fees or fee-setting, please contact Estelle Russ on Freecall 1800 034 280 or by email to <cemeteries@health.vic.gov.au>.

Yours sincerely

Bryan Crampton
Manager, Cemetery Sector Governance Support Unit
Regulatory, Risk, Integrity and Legal Division

17 February 2022

Proposed scale of fees for

CORYONG

<i>Description</i>	<i>Current Fee Amount \$</i>	<i>CPI Increase 2022</i>	<i>Proposed Fee Amount \$</i>
106 - Administration Fees Miscellaneous - Interment administration - Removal of ashes - Columbarium	70	2.5	70
108 - Administration Fees Miscellaneous - Interment out of standard hours	200	2.5	205
302 - Interment Services Exhumation	1655	2.5	1695
304 - Interment Services Interment of bodily remains - Adult - First interment	420	2.5	430
305 - Interment Services Interment of bodily remains - Adult - Second interment	515	2.5	530
307 - Interment Services Interment of bodily remains - Child - First interment	290	2.5	295
311 - Interment Services Interment of cremated remains - Interment in grave	90	2.5	90
315 - Interment Services Interment of stillborn remains	0	0	0
316 - Interment Services Lift and Reposition	1655	2.5	1695
317 - Interment Services Oversized Grave	160	2.5	165
403 - Memorial permit fees Certification - Second and additional inspection for monument completion certificate	44	0	44
404 - Memorial permit fees Crypt Shutters	105	2.5	110
405 - Memorial permit fees Installation - Affixing bronze and or granite panel or other base by external supplier - On a lawn grave or lawn beam excludes concrete rest and or spacing block	44	0	44
405 - Memorial permit fees Installation - Affixing bronze and or granite panel or other base by external supplier - On a lawn grave or lawn beam excludes concrete rest and or spacing block	105	2.5	110
407 - Memorial permit fees Installation - Affixing bronze and or granite panel or other base by external supplier - To an above ground cremation memorial excludes concrete rest and or spacing block	44	0	44
408 - Memorial permit fees Installation - Affixing bronze externally supplied plaque and or granite panel or other base by cemetery - Affixing or installation or placement fee	105	2.5	110
409 - Memorial permit fees Installation - Affixing bronze externally supplied plaque and or granite panel or other base by cemetery - Supply of concrete rest, spacing block or other necessary base	105	2.5	110
410 - Memorial permit fees Installation - New headstone and base with existing foundation - Each additional grave forming the same monument	44	0	44
411 - Memorial permit fees Installation - New headstone and base with existing foundation - Single Grave	155	2.5	160

OFFICIAL

412 - Memorial permit fees Installation - New headstone and base without existing foundation - Each additional grave forming the same monument	44	0	44
413 - Memorial permit fees Installation - New headstone and base without existing foundation - Single Grave	165	2.5	170
414 - Memorial permit fees Installation - New monument with existing foundation - Each additional grave forming the same monument	55	2.5	55
415 - Memorial permit fees Installation - New monument with existing foundation - Single Grave	190	2.5	195
416 - Memorial permit fees Installation - New monument without existing foundation - Each additional grave forming the same monument	70	2.5	70
417 - Memorial permit fees Installation - New monument without existing foundation - Single Grave	215	2.5	220
418 - Memorial permit fees Installation - Out of Standard Hours - 0-4hrs (memorial installation with prior approval)	105	2.5	110
419 - Memorial permit fees Installation - Out of Standard Hours - 4hr+ within same day (memorial installation with prior approval)	235	2.5	240
420 - Memorial permit fees Renovation - Additional Inscription	70	2.5	70
421 - Memorial permit fees Renovation - Major - Each additional grave forming the same monument	44	0	44
422 - Memorial permit fees Renovation - Major - Single Grave	165	2.5	170
423 - Memorial permit fees Renovation - Minor - Single Grave	120	2.5	125
425 - Memorial permit fees Supply of Approved Products	175	2.5	180
510 - Memorialisation - Plaque - Additional lines	35	0	35
510 - Memorialisation - Plaque - 1st Interment - double plaque (Cost plus 20%)	0	0	0
510 - Memorialisation - Plaque - Modular	495	2.5	505
510 - Memorialisation - Plaque - Cost plus 20%	0	0	0
510 - Memorialisation - Plaque - 2nd Interment - double plaque (Cost plus 20%)	0	0	0
510 - Memorialisation - Plaque - Removal - Duplicate	42	0	42
510 - Memorialisation - Plaque - Removal	42	0	42
510 - Memorialisation - Plaque - Wall niche (cost plus 20%)	0	0	0
515 - Memorialisation - Vase - Cost plus 20%	0	0	0
601 - Right of interment bodily remains At Need - Adult - First interment	345	2.5	355
601 - Right of interment bodily remains At Need - Adult - First interment - Lawn or Monumental	525	2.5	540
613 - Right of interment cremated remains At Need - Single - 25 year tenure - 70% of perpetual tenure fee	0	0	0
614 - Right of interment cremated remains At Need - Single - Perpetual tenure	120	2.5	125
619 - Right of interment cremated remains Pre Need - Single - 25 year tenure - Columbarium	220	2.5	225
628 - Right of interment Surrender - Maintenance as per DH scale - Excluding administration costs	0	0	0

Corryong Cemeteries Trust - Charter

Responsible officer:	Director Corporate and Organisational Development
Key Result Area:	Organisational Improvement
Document type:	Policy
Reference:	02/13/0001
Approved by:	Corryong Cemeteries Trust
Date approved:	24 November 2021
Print date:	8 December 2021

1. Introduction

The Corryong Cemeteries Trust is classified as a **Class B** Cemetery Trust under the *Cemeteries and Crematoria Act 2003*.

The Towong Public Cemetery (also known as Millers Hill Cemetery or Gravel Plains Cemetery) was approved by the Governor in Council on 31 July 1893 (gazetted on 4 August 1893).

The Governor in Council ordered on 29 August 1893 that burials in the Towong Cemetery be discontinued three months from this date (gazetted 1 September 1893). The cemetery was closed for burials on 29 November 1893.

The Towong Public Cemetery was annexed and united to the Corryong Public Cemetery in 1936 (Government Gazette September 23, 1936). The trustees of Corryong Public Cemetery were named as trustees for the united cemetery.

The Corryong Public Cemetery was approved by the Governor in Council in 1890 (gazetted 24 October 1890) and was later administered by the Shire of Upper Murray (1978) and then by Towong Shire Council (1994) when the Shire of Upper Murray and the Shire of Tallangatta amalgamated.

The Corryong Cemeteries Trust was established by the Governor in Council at its meeting on 16 September 1997 and amalgamates the Towong Public Cemetery and the Corryong Public Cemetery.

The Trust is a body corporate with perpetual succession established by the Governor in Council under the *Cemeteries Act 1958* and subsequently by the *Cemeteries and Crematoria Act 2003* (the Act).

The correct title for incumbents of a Cemetery Trust is "cemetery trust member".

2. Trust Composition

2.1 Composition of Trust

The *Cemeteries and Crematoria Act 2003* specifies that a Class B Cemetery Trust shall consist of no less than three (3) and no more than eleven (11) members.

Notwithstanding that, where the Trust has less than three (3) members from time to time, pending the appointment of more members, any actions and decisions taken by the Trust shall be as effective as if taken by the Trust with a fully constituted membership.

Each individual member has a role to play in the effective management of the cemetery. The composition of the Trust shall reflect the skills base and expertise required for this purpose as well as the attitudes and expectations of the culturally diverse community it services.

2.2 Trust Member Skills and Attributes

The role of individual members of the Corryong Cemeteries Trust remains a key element in the success of the cemetery operations. The need for individual Trust members to apply a range of appropriate skills and attributes remains an essential component in the ability of the Trust to deliver the required outputs and operate in an ethical and appropriate way.

Skills	<ul style="list-style-type: none"> Strategic planning; Understanding of governance processes; Business experience; Risk management and audit; Financial management and accounting; Legal; Business development; Facility development and management; Community representation; Understanding of governments and government enterprises; and Industry-specific skills and knowledge.
Attributes	<ul style="list-style-type: none"> Empathy with cemetery sector; Strong relationship skills; Analytical skills; Community skills; Ability to commit time; Leadership; Ability to act as a mentor; Sound reputation; and No conflict of interest.

Experience Working on a Board;
In management or business;
Professional;
Community; and
Government.

2.3 Appointment of Members

Schedule 1 of the *Cemeteries and Crematoria Act 2003* establishes the terms of appointment of Class B Cemetery Trust Members as:

- A member of a Class B Cemetery Trust holds office for the period, not exceeding 5 years, specified in the instrument of his or her appointment;
- A member of a Class B Cemetery Trust is eligible for re-appointment;
- A member of a Class B Cemetery Trust is appointed on the terms and conditions specified in the instrument of appointment; and
- The *Public Administration Act 2004* (other than Part 3 of that Act) applies to a member in respect of the office of member.

The Shire of Upper Murray was appointed as Trustee for the Corryong Public Cemetery in 1978. Upon amalgamation of the Shire of Upper Murray and the Shire of Tallangatta in 1994, Towong Shire became Trustee for the Corryong Cemeteries Trust. Duly elected Councillors of the Towong Shire Council will act as Members of the Corryong Cemeteries Trust.

3. Trust Duties and Responsibilities

The Trust members collectively share the ultimate responsibility for the Trust's and cemeteries' overall success. Therefore, Trust members have an individual responsibility to ensure that the Trust is undertaking its responsibilities as set out in its Trust functions.

Trust members need to ensure that the Trust is providing:

- A clear and appropriate strategic direction;
- Accountability to key stakeholders;
- Oversight of policies;
- Oversight of all control and accountability systems including all compliance, financial management and solvency and risk management; and
- Timely and effective guidance and decisions on all matters referred to it.

3.1 Conduct of Trust Members

Trust members undertake to meet a set of standards consistent with the code of conduct for Victorian public entity issued by the Public Sector Standards Commissioner. Under such standards all Trust members must:

Act with honesty and integrity. Be open and transparent in their dealings; use power responsibly; do not place themselves in a position of conflict of interest; strive to earn and sustain public trust of a high level.

Act in good faith in the best interests of the Trust. Demonstrate accountability for their actions; accept responsibility for their decisions; do not engage in activities that may bring them or the trust into disrepute.

Act fairly and impartially. Avoid bias, discrimination, caprice or self-interest; demonstrate respect for others by acting in a professional and courteous manner.

Use information appropriately. Ensure information gained as a Trust member is only applied to proper purposes and is kept confidential.

Use their position appropriately. Do not use their position as a Trust member to seek an undue advantage for themselves, family members or associates, or to cause detriment to the Trust and ensure that they decline gifts or favours that may cast doubt on their ability to apply independent judgement as a member of the Trust.

Act in a financially responsible manner. Understand financial reports, audit reports and other financial material that comes before the Trust; actively inquire into this material.

Exercise due care, diligence and skill. Ascertain all relevant information; make reasonable enquiries; understand the financial, strategic and other implications of decisions.

Comply with the established legislation. Act within the powers and for the functions set out in the Trust's established legislation.

Demonstrate leadership and stewardship. Promote and support the application of the Victorian public sector values.

4. Trust Roles

The Trust has been entrusted by the Minister of Health to steer the Corryong Cemeteries. This involves the strategic role of setting the overall operational direction of the cemetery and a stewardship role of ensuring that governance arrangements are in place to meet its statutory obligations and the activities of the cemetery to take account of community expectations.

The functions of a Class B Cemetery Trust are specified under the *Cemeteries and Crematoria Act 2003*, Section 12:

- Properly and efficiently manage and maintain each cemetery for which the trust is responsible; and
- Carry out any other function that may be required by legislation.

In exercising its functions, a Trust must have regard to:

- Its obligations in relation to funding of the perpetual maintenance of the Corryong Cemeteries for which it is responsible;
- The cultural and religious values of the community; and
- The heritage values (if any) of the Corryong Cemeteries.

5. Trust Chair

The Mayor will act as Chairperson of the Corryong Cemeteries Trust.

The Chairperson of a Class B Cemetery Trust:

- Holds that office for the period not exceeding five (5) years; and
- Is eligible for re-appointment.

A person appointed as chairperson ceases to hold that office on ceasing to be a member of the Class B Cemetery Trust.

5.1 The Role of the Chair

The role of the Chair will include but not be limited to:

- Building an effective Trust with the necessary skills and capabilities;
- Leading the Trust members and developing them as a cohesive and effective team;
- Assisting Trust members' understanding of their role, responsibilities and accountability;
- Informing members about developments in Government policy, priorities and financial reporting;
- Setting the Trust's agenda and ensuring key issues are discussed and there are no potential conflicts of interest or duty;
- Encourage interactive participation by all Trust members;
- Arranging adequate support for members;
- Welcoming new members and leading the process for their induction;
- Managing the evaluation of the performance of the CEO and the Trust (where relevant); and
- Representing the Trust to external parties as an official spokesperson for the Trust.

6. Trust Operations

6.1 Trust Meetings

The Trust recognises the need to follow clear meeting procedures based on good governance principles of transparency, integrity, honesty and accountability that will provide a framework for conducting meetings and recording decisions.

The Trust holds two fixed meetings each year – one in May and one in August. Both meetings are advertised and open to the public. The May meeting agenda is to consider legislated annual fee increases and to table Trust policies for review, and the August meeting agenda is to consider Trust accounts and recommended changes to policies. Other agenda items may be scheduled as appropriate.

Other meetings may be called by the Chairperson, or two members of the Trust, as urgent or operational issues requiring the Trust's attention arise. These meetings may or may not be open to the public at the Chairperson's discretion. This approach allows for issues to be tabled in a timely manner as they arise.

6.2 Conflict of Interest

A conflict of interest is a real, perceived or potential conflict between the personal or business interests of a member of a Trust to act in the interests of the Trust.

Declarations of Pecuniary Interests must be completed by candidates for appointment as Trust members. Every Trust member is required to review and update their declaration of interests as their circumstances change, and at least once annually.

Trust Members who may be employed as a Funeral Director must declare a "Conflict of Interest" during Cemetery Trust meetings so it is recorded in the minutes.

If/when a potential "Conflict of Interest" arises the Trust member would excuse himself/herself and not take part in any discussions or voting on that particular matter.

6.3 Related Party Transactions

Related party transactions include any financial transaction between the Trust and:

- a. A Trust member or an officer;
- b. A spouse or de facto spouse of Trust member or officer;
- c. A parent, son or daughter of the Trust member or officer or their spouse or de facto spouse; and
- d. An entity over which a related party defined in a), b) or c) has a controlling interest.

Related party transactions should be reported to and approved by the Trust. In making a decision the Trust shall consider:

- a. The benefits derived by the Trust by entering into a related party transaction in comparison to non-related party transaction;
- b. The possible and reasonable community perception of a transaction of related party nature; and
- c. Whether the transaction is "at arm's length".

6.4 Delegations

The Trust, in accordance with the *Cemeteries and Crematoria Act 2003* and Regulations may choose to delegate its powers and functions to

- i. Any of its members;
- ii. A Trust Committee;
- iii. The CEO; and
- iv. A staff member

Any such delegation decision must be formally undertaken at a Trust Meeting, and an Instrument of Delegation in accordance with the relevant Act and Regulations must be signed by the Chair on behalf of the Trust.

Delegations of powers or functions do not absolve the Trust or its members from accountability for those powers; and any person(s) who holds a delegation must take care to comply with limits and conditions of the delegations as established by the Trust.



Authorised by:

Juliana Phelps
Chief Executive Officer

Corryong Cemeteries Trust - Complaints Management

Responsible officer:	Director Corporate and Organisational Development
Key Result Area:	Organisational Improvement
Document type:	Policy
Reference:	02/13/0001
Approved by:	Corryong Cemeteries Trust
Date approved:	24 November 2021
Print date	8 December 2021

Scope

The Corryong Cemeteries Trust recognises the importance of complaints and regards them as opportunities to correct or improve the services currently provided.

Background

The Corryong Cemeteries Trust recognises its responsibility to provide a Complaints Management policy to allow them to function as a responsible public body. Complaints may arise from different stakeholders and it is important that each point of view is acknowledged and discussed in resolving the dispute. These guidelines are to assist the Trust to resolve complaints and concerns.

Objectives

The Corryong Cemeteries Trust is committed to:

- Enabling members of the public and other stakeholders to make complaints;
- Treating every complaint on its individual merits;
- Applying clear and consistent complaint resolution processes;
- Responding to complaints in a timely manner;
- Learning from complaints to improve our services and the way that we operate;
- Responding to changing customer needs and environments.

We encourage people to contact us when they have a problem with our services, actions, decisions or policies. This policy outlines our approach to handling complaints in order to meet these objectives.

Approach

Complaints can originate from members of the public, funeral directors, monumental masons, Trust members or staff. The Trust will not disregard a complaint or consider it to be trivial or unnecessary to review.

Council staff are empowered to handle complaints in the first instance and in line with Council's *Complaints Policy* (anticipated to be adopted in December 2021). Complaints are to be registered in Council's Customer Relationship Management system. If the initial decision is not satisfactory, a review by the Corryong Cemeteries Trust may be requested. The item is to be listed as an Agenda Item under "Complaints Received".

Complaints Regarding

Staff Member

This may relate to a staff member's behavior or how they have undertaken their responsibilities. All complaints regarding a staff member must be referred to the Chief Executive Officer.

Trust Member

The Chairperson of the Trust must ensure that trust members respect each others' point of view and conduct themselves in a fair and professional manner. The Cemetery Trust does not have the power to remove any trust member. Clause 3, Schedule 1 of the *Cemeteries and Crematoria Act 2003* states that the Governor in Council, on the recommendation of the Minister for Health may remove a trust member from office.

Contractors

This relates to how the contractor (funeral director, monumental mason) has conducted themselves or undertaken their responsibilities. Complaints are to be directed to the contractor's company or organisation and will be entered into the Customer Relationship Management system for record keeping purposes. A relevant Council officer may also investigate further if the complaint also refers to an action or decision by Council, or if the contractor was engaged directly by the Council. The Cemeteries and Crematoria Regulation Unit does not deal with complaints relating to funeral directors. Complaints against funeral directors that are unable to be resolved are to be directed to Consumer Affairs Victoria.

Policies and Decisions

Complaints about policies and decisions from members of the public require the Trust to review the relevant policy and/or decision. The complaint should first be discussed with the complainant and representatives of the Trust in an attempt to resolve the matter. The Trust should provide the complainant with a written response.

Removal from Cemetery

If the Cemetery Trust believes it has grounds to ban a person from the cemetery, it will seek advice from the Department of Health, Cemeteries and Crematoria Unit prior to introducing a ban. If a decision is then made to enforce the ban, independent legal advice must be taken prior to this action. Restriction of a person's access to the cemetery must be in writing and must cite the reason for the ban, the duration of the ban and the power the trust is relying on to apply the ban.

Complaint Referral to Department of Health

The Department of Health will investigate significant matters relating to cemetery trust governance and operations. These may include:

- Fraud, such as misappropriation of trust funds –concerns should be reported to Chairperson of the Corryong Cemeteries Trust who must act on the concern and decide whether to investigate internally or report to the police and the Department;
- Poor management practices;
- Poor record keeping practices;
- Trust decision making and review processes; and
- Conflicts of interest.

Concerns should be clearly documented and referred to be included on the Agenda for the next Trust meeting. If the result from the Trust meeting is not satisfactory the matter is to be referred to the Department.

Dispute Settlement

The avenues of formal appeal against a decision made by a cemetery trust are through a review of the decision by the Ombudsman for administrative review, or by an appeal to the Supreme Court for judicial review.

Victorian Civil and Administrative Tribunal

In addition, under section 179 of the Act, there is a specific appeals process for a holder of a right of interment to appeal to the Victorian Civil and Administrative Tribunal for review of a decision of a cemetery trust to:

- Refuse to grant an approval to establish a memorial or a place of interment in the cemetery; or
- Grant an approval to establish or alter a memorial or a place of interment in the cemetery, subject to terms and conditions.

Dispute Settlement Centre of Victoria

Prior to a dispute becoming a legal matter or following a formal appeals process, the Trust should attempt to seek resolution with the complainant through mediation or another form of conflict resolution. The Dispute Settlement Centre of Victoria provides a fair approach to dispute management.

How We Learn from Complaints

Complaints and compliments provide us with valuable feedback about how we are performing. We include complaints data regarding our cemetery operations in overall Council complaints reporting to identify trends and potential issues that deserve further attention. We use this information to come up with solutions about how we can improve our services.

We are open and transparent about the complaints we have received, and what we have done to resolve them, and publish complaints data in Council's Annual Report.

Your Privacy

When you make a complaint to us, we may ask you for selected personal information in order to assist in resolving your complaint. We may also analyse the information you have provided for the purpose of improving services that relate to your complaint.

We keep your personal information secure and treat it with confidentiality, and only use it in the proper course of resolving your complaint and improving our services. When we publish complaints related information, personal information will be removed.

Further information can be found in Council's *Privacy Policy*.

Deployment

Corryong Cemeteries Trust and relevant staff are to be familiar with this procedure within the areas of their responsibility.

Relevant Legislation

Cemeteries and Crematoria Act 2003

Cemeteries and Crematoria Regulations 2015



Authorised by:

Juliana Phelps
Chief Executive Officer

Corryong Cemeteries Trust - Floral and Memento Displays

Responsible officer:	Director Corporate and Organisational Development
Key Result Area:	Organisational Improvement
Document type:	Policy
Reference:	02/13/0001
Approved by:	Corryong Cemeteries Trust
Date approved:	24 November 2021
Print date:	8 December 2021

Scope

The purpose of this policy is to maintain the Corryong Lawn Cemetery as an attractive, clean and tidy facility in a hazard free environment.

Background

Corryong Cemeteries Trust recognises its responsibility to provide guidelines outlining the type of tributes that may be left at gravesites in the Corryong Lawn Cemetery. These guidelines are to assist in providing a hazard free location that is safe for visitors and employees alike.

Objectives

The objectives of this policy are:

- To ensure compliance with legislative requirements and industry standards as per the *Cemeteries and Crematoria Regulations 2015*;
- To maintain the Corryong Lawn Cemetery as an attractive, clean and tidy facility in a hazard free environment; and
- To provide guidelines for the placement and provision of floral and memento tributes.

Approach

To maintain the Corryong Lawn Cemetery, the following outlines the kind of tributes that may be left at the gravesites in the Lawn Cemetery.

- Artificial flowers – noting that due to the effects of UV rays, discoloured and worn artificial flowers will be removed from memorials at the discretion of the Cemeteries Trust; and
- Fresh flowers - families are encouraged to assist the Cemeteries Trust by removing withered/weathered tributes from the grounds.

To reduce the risk of injury to people visiting or maintaining the Cemetery, the following outlines what is not permitted:

- Ceramic or glass items that are fragile or breakable;
- Metal items that are likely to rust or deteriorate;

- Items likely to cause a risk to health or safety;
- Items left at gravesites that could cause injury if damaged or caught under mowers or edge trimming equipment, are not permitted and will be removed (including alcohol left at the gravesite);
- No tree, shrub or other plant is to be placed or planted on any gravesite in the lawn section;
- No statue or other structure is to be erected/constructed over the lawn section of the gravesite;
- Gravesite memorials at Corryong Lawn Cemetery are to be restricted to the concrete plinth and must not encroach on the adjacent gravesites or the lawn section of the gravesite; and
- Items not adhering to this policy will be removed during the regular maintenance cycle.

APPROVED ITEMS	NON APPROVED ITEMS
Urns and metal items that are not likely to rust	Ceramic or Glass items that are fragile/breakable
Flowers – fresh and artificial	Alcohol
Memorials – small that fit on concrete plinth	Solar lights
Vases made from material that is not breakable	Pot plants with flowers, shrubs or trees planted
	Flowers, shrubs or trees planted on gravesite

Deployment

Cemetery Trust members and relevant staff are to be familiar with this policy within the areas of their responsibility.

Results

The deployment of this policy together with the results achieved will be reviewed at least annually.

Relevant legislation

Cemeteries and Crematoria Regulations 2015

Schedule 6, Regulation 40, Part 3

7. Directions of Cemetery Trust

- (1) *A cemetery trust may give directions to a person regarding the dressing of places of interment and memorials in the cemetery.*
- (2) *A person must comply with any direction given by a cemetery trust under sub-rule (1).*

8. Approval for certain mementos

A person must not, without the approval of a cemetery trust under rule 4, place the following items on a memorial or place of interment.

- (a) *Ceramic or glass items that are fragile or breakable; or*
- (b) *Metal items that are likely to rust or deteriorate.*

9. Items likely to cause harm

A person must not place any item likely to cause a risk to health or safety on a memorial or place of interment.

10. Items must remain within boundaries

A person placing an item on a memorial or place of interment must ensure that the item does not extend beyond the boundaries of the memorial or place of interment.

11. Power to remove objects

- (1) a cemetery trust may remove any of the following from a memorial or place of interment in a cemetery for which it is responsible -
 - (a) any object that extends beyond the boundary of the memorial or place of interment;
 - (b) any dead flowers or any other item that is in a poor condition;
 - (c) any object placed on a memorial or place of interment in contravention of the Act, the regulations or these Rules.
- (2) A cemetery trust must ensure that anything removed under sub-rule (1) is disposed of in a manner considered appropriate by the cemetery trust.

Authorised by:



Juliana Phelps
Chief Executive Officer

I have read the above Policy and understand how it applies to Corryong Cemeteries Trust and what is expected of me.

Right of Interment Holder: _____

Date: _____

Corryong Cemeteries Trust People without Means

Responsible officer:	Director Corporate and Organisational Development
Key Result Area:	Organisational Improvement
Document type:	Policy
Reference:	02/13/0001
Approved by:	Corryong Cemeteries Trust
Date approved:	24 November 2021
Print date:	8 December 2021

Scope

The Corryong Cemeteries Trust recognises that from time to time requests may be received to bury a person who has been deemed a pauper.

For the purpose of this document the term "People without Means" will be referred to as "Pauper".

Background

Although it is not common, the Corryong Cemeteries Trust has previously received requests to bury a person who has been deemed a pauper.

The Corryong Cemeteries Trust recognises its responsibility to comply with the *Cemeteries and Crematoria Act 2003* (the *Act*) and this policy ensures the approach to such requests is consistent with the *Act*.

Objectives

The objectives of this policy are:

- To comply with the Victoria's *Cemeteries and Crematoria Act 2003*;
- To ensure the burial of all people without means is carried out with dignity and respect; and
- To provide consistency in our processes with regard to individuals with no means to pay for the interment.

Approach

Upon order signed by a Magistrate or Coroner:

Under section 143 of the *Act*, the Magistrate's Court or a coroner can make order requiring a cemetery trust to either:

- cremate and then inter the cremated human remains of a person without means free of charge; or
- inter the bodily remains of a person without means free of charge.

The order can also provide for a plaque to be placed on the place of interment.

The Corryong Cemeteries Trust will comply with such orders.

Interment of a "Pauper" as bodily remains will be arranged for in the Corryong Cemetery. Unless by Magistrates Court Order, it is the Trust's preference that ashes remain in the hands of relatives/friends of the "Pauper".

By request (in writing) from Funeral Director or family / friends (No Order):

When approached to arrange the interment of a "Pauper", the Trust will endeavor to assist relatives/friends who have no means to pay for a burial by referring them to the appropriate agencies who may be able to provide Funeral/Bereavement assistance (refer Appendix A).

If no assistance is available, the Trust will consider such requests on a case by case basis.

Deployment

The Director Corporate and Organisational Development is responsible for implementing this Policy.

Relevant Legislation

Cemeteries and Crematoria Act 2003

Cemeteries and Crematoria Regulations 2015

Results

The deployment of this policy together with the results achieved will be reviewed at least annually.

Authorised by:



Juliana Phelps
Chief Executive Officer

SCHEDULE A: PEOPLE WITHOUT MEANS – AGENCIES PROVIDING FUNERAL ASSISTANCE:

Bereavement Assistance Ltd:

This is a charitable organisation that provides funeral services for people who are unable to meet funeral costs.

- Contact: 03 9564 7778 (24 hours)
- Website: bereavementassistance.org.au
- Email: info@bereavementassistance.org.au

Services Australia

May be able to assist with bereavement payments and support.

- Contact: 13 23 00 (older Australians line) or 13 62 40 (general enquiries)
- Website: www.servicesaustralia.gov.au
In the search bar type the word bereavement, then click on looking glass.

Commonwealth Department of Veterans' Affairs (DVA):

Provides financial assistance and support to families of Australian war veterans.

- Contact: 1800 838 372
- Website: dva.gov.au (general)
On the home page click on Support for Families
Scroll down to heading **Bereavement payments** and click on this for further information

Office of Australian War Graves (DVA):

- Contact: 1800 838 372
- Website: dva.gov.au/wargraves
- Email: wargraves@dva.gov.au

State Trustees:

Where a family is unable to pay the costs of a funeral, the agency assesses each case and if the criteria are met will assist with the costs of the funeral.

- Contact: 1300 138 672
- Website: statetrustees.com.au
- Email: Online enquiry form

Corryong Cemeteries Trust - Plaque Policy

Responsible officer:	Director Corporate and Organisational Development
Key Result Area:	Organisational Improvement
Document type:	Policy
Reference:	02/13/0001
Approved by:	Corryong Cemeteries Trust
Date approved:	24 November 2021
Print date:	8 December 2021

Scope

The purpose of this policy is to set the size, background colour and placement of plaques that are appropriate for the Lawn and the Memorial sections of the Corryong Cemetery. This assists in maintaining the Corryong Cemetery in an attractive, clean, tidy and hazard free environment.

Background

Corryong Cemetery Trust recognizes its responsibility to provide guidelines outlining the size and colour of plaques that are acceptable at the Corryong Cemetery. These guidelines are to assist in providing a hazard free location that is safe for visitors and employees alike.

Objectives

The objectives of this policy are:

- To maintain the Corryong Lawn Cemetery as an attractive, clean and tidy facility in a hazard free environment;
- To provide guidelines for the size, colour and placement of plaques for the Corryong Cemetery.

Approach

The following are the size and colour of plaques that may be used at the Corryong Cemetery.

Section	Size	Background Colour
Columbarium	178mm x 152mm	Brown
Lawn	381mm x 279mm	Brown
Memorial	381mm x 279mm	Brown
Rose	381mm x 279mm	Brown

Plaques are to be placed in orderly rows as established in accordance with the Cemetery Map. Where more than one person is to be memorialised on a single gravesite, the following options are available:

- Additional plaques may be placed side by side at the top of the gravesite, so that a) the additional plaques remain aligned to the whole row of plaques, b) the plaques do not impede on other gravesites, and c) the plaques are arranged in an orderly and symmetrical fashion;
- A double plaque may be installed allowing for the memorialisation of two persons on one plaque.

Plaque arrangements whereby additional plaques are placed in front of the original, protruding into the gravesite, are not preferred due to the potential trip hazard and mower obstruction for patrons and staff.

It is noted that there may be limitations on multiple memorialisations on a single gravesite in new areas of the cemetery where plaques are attached to a single long concrete plinth running the length of the whole row. Double plaques are the main possibility for these gravesites.

Deployment

Cemetery Trust and relevant staff are to be familiar with this Policy within the areas of their responsibility.

Results

The deployment of this policy together with the results achieved will be reviewed at least annually.

Authorised by:



Juliana Phelps
Chief Executive Officer