



The Greater Metropolitan  
Cemeteries Trust

Lasting memories, peaceful places.

# COMMON QUERIES ABOUT YOUR CEMETERY





### **HOW DO I LOCATE A GRAVE?**

To locate a grave, please call your cemetery on the number on the back page. To find the grave as quickly as we can, we will ask you for a full name, age and year of death. We will give you the exact grave location. To obtain a map or for directions to the grave, please drop into the office when you visit the cemetery and we'll help you. You can also search for a grave on the GMCT website ([www.gmct.com.au](http://www.gmct.com.au)) by clicking on the "Deceased Search" tab on the home page menu.

### **WHY IS IT IMPORTANT TO UPDATE MY DETAILS? HOW SHOULD I DO SO?**

Just as you update your details with your bank or VicRoads when moving house, it is important to let us know when your address changes so we can keep in touch. You can update your details by emailing [enquiries@gmct.com.au](mailto:enquiries@gmct.com.au) or writing to: PO Box 42, Fawkner 3060. Please supply proof of your former address and your current address, with a copy of current address photo ID.

### **HOW DO I REPORT A THEFT OR DAMAGE AND ARRANGE REPLACEMENT?**

The holder of the right of interment needs to report the incident to us to determine whether a claim can be lodged. If the claim is lodged with the Victorian Managed Insurance Authority (VMIA), we will issue the holder of the right of interment a claim form to complete. A copy of this form is also available on the VMIA website ([www.vmia.vic.gov.au](http://www.vmia.vic.gov.au)).

The claim form must be completed by the holder of the right of interment, signed, and sent back to us along with the following documents:

- two quotes to repair or replace the item — if the claim relates to a monument;
- photos — for all damage or theft claims;
- a police report for all malicious or extensive damage claims.

Once VMIA has received the claim form and supporting documents, the claim will be registered and a form of acknowledgement issued. VMIA will confirm the claim number and, if required, will issue further instructions to both parties.

### **WHY ARE INTERMENT POSITIONS ALLOCATED, AND ARE THERE ANY INTERMENTS FOR WHICH I CAN SELECT A POSITION?**

Interment positions are allocated to prevent the cemetery developing in a disconnected pattern. An ordered layout allows maintenance — such as laying turf or mowing — to be carried out efficiently, and creates a peaceful visual environment for visitors.

Some cemeteries allow you to choose a position for a selection fee. If you would like to choose the location of your plot, please check with your Client Services consultant whether there are areas in which you can select a position.

### **WHAT IS TENURE?**

Tenure is simply the right to use property — in this case, a right of interment over a certain period of time. Graves are held in perpetuity. Cremated-remains memorial positions can be held for 25 years or in perpetuity. Your Client Services consultant can run through the available options at your cemetery.

### **ARE THERE COOLING-OFF PERIODS AFTER I BUY A RIGHT OF INTERMENT OR A MEMORIAL POSITION?**

Yes. The cooling-off period is 30 days — provided no burial has taken place in that period.

### **HOW SHOULD I MAKE A PAYMENT TO MY CEMETERY?**

For your and our security, we can't accept cash. We can take payment via credit card, EFTPOS, direct deposit, or money order. If you want to pay by cheque, please note some services will require a bank cheque — please ask your Client Services consultant.

### **TO WHOM SHOULD I MAKE A CHEQUE OUT?**

All cheques should be made out to "The Greater Metropolitan Cemeteries Trust".

### **CAN I MAKE A PAYMENT IN INSTALMENTS?**

No, unfortunately we cannot accept partial payments.



### **CAN I SPLIT PAYMENTS BETWEEN THE CEMETERY AND MY FUNERAL DIRECTOR?**

No. For accounting purposes, we cannot accept split payments.

### **ARE INFORMATION REQUESTS AFFECTED BY PRIVACY LAWS?**

GMCT is required to adhere to strict privacy laws. Please call us to discuss your request.

### **IS IT POSSIBLE FOR CREMATED REMAINS TO BE MIXED UP?**

No. Only one cremation takes place at a time and all records and paperwork are matched before a cremation begins. Crematorium employees follow these strict processes for every cremation.

### **I WISH TO HAVE A MONUMENT OR HEADSTONE MADE. WHAT SHOULD I DO?**

If you would like a list of GMCT-registered stonemasons, please contact us or check our website for a current list. To maintain transparency and independence, we do not endorse suppliers and cannot make a recommendation for you. We advise you to obtain quotes from several suppliers, since there can be a big variation in pricing. Take the time to investigate suppliers' workmanship and their reputation in the industry. Once you have ordered and paid for your headstone or monument, the stonemason will make the necessary arrangements with us for the installation.

### **WHAT'S THE BEST WAY FOR ME TO CARE FOR A PLAQUE?**

All bronze plaques will weather over time. You can help extend the life of the plaque's protective coating by cleaning it regularly with water and a mild soap or detergent. Rinse and allow to dry. Apply a recommended bronze protective polish. Buff shine with a cloth.

Warning: Do not use abrasive cleaners, strong penetrating chemicals, or solvents. Oil and wax coatings are not needed, and have limited protective qualities.

### **HOW ARE LAWN GRAVES MAINTAINED?**

Depending on the location and soil type, soil may take months to settle after a burial. During this period a grave will be top-dressed with soil as required. Seeding or turfing will take place as soon as the conditions are right for the grass to grow or turf to establish itself. Once the grass is established, it will be mowed and maintained with care on a regular basis.

### **WHY DOES THE APPEARANCE OF THE CEMETERY GROUNDS CHANGE?**

The landscape changes for several reasons. Many plants will change with the season, such as losing leaves during winter or putting on new growth in spring. Flowering times vary according to the type of plant and the time of year. The horticulture and engineering teams plan for seasonal events — we aim to provide the best peaceful places that we can as the time of year allows.

During extreme weather events such as drought, heatwaves, or heavy rain, the cemetery grounds might be adversely affected in unavoidable ways. In periods of drought, water restrictions mean that we need to keep as many plants alive as possible with the water available, by reducing the watering of lawns. This leads to some grass losing condition or dying off, which is upsetting for our gardeners and the families whose graves are affected.

Similarly, when there is very heavy rain localised flooding can occur and measures will be taken to remove excess water and maintain access.

Our commitment to you is that we will plan for whatever we can and do as much as possible to maintain your cemetery's amenity during unexpected events. We will keep you informed and we would also like to hear from you.

### **HOW DO I GIVE FEEDBACK ABOUT MY CEMETERY?**

To call or email us, please use the relevant contact details overleaf. You can post feedback to PO Box 42, Fawkner 3060, or fill out one of the feedback cards available from our offices. This can be dropped into any post box, no stamp required.

If we are unable to resolve your issue you may wish to contact the Victorian Ombudsman on 03 9613 6333.


# WE'RE HERE TO HELP


Our Client Services team is ready to answer all your questions.

 **03 9355 3100**

 **enquiries@gmct.com.au**


 **www.gmct.com.au**

 **PO Box 42  
Fawkner VIC 3060**

 **1187 Sydney Road  
Fawkner VIC 3060**

## NORTHERN REGION OFFICE

 **03 9355 3100**

 **1187 Sydney Road  
Fawkner VIC 3060**

Fawkner Memorial Park (regional office)

- Coburg Cemetery
- Keilor Cemetery
- Northcote Cemetery
- Northern Memorial Park
- Preston Cemetery

## WESTERN REGION OFFICE


 **03 9362 6600**

 **2-14 Doherty's Road  
Altona North VIC 3025**

Altona Memorial Park (regional office)

- Truganina Cemetery
- Werribee Cemetery
- Williamstown Cemetery

## EASTERN REGION OFFICE

 **03 9737 2300**

 **126-128 Victoria Road  
Lilydale VIC 3140**

Lilydale Memorial Park (regional office)

- Anderson's Creek Cemetery
- Burwood Cemetery
- Emerald Cemetery
- Healesville Cemetery
- Lilydale Lawn Cemetery
- Templestowe Cemetery
- Yarra Glen Cemetery



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If you have a hearing or speech impairment, contact us through the National Relay Service:

**TTY Users 133 677**

**Speak and Listen Users 1300 555 727**

**Internet Relay Users connect to  
www.relayservice.gov.au**

**Video Relay Users choose the available  
NRS video relay contact on Skype**

**SMS Relay Users 0423 677 767**



**Interpreting Service 03 9280 0757**

عربي

Bosanski

မြန်မာ

普通话

Hrvatski

Ελληνικά

Italiano

Македонски

Malti

Polski

Türkçe

Tiếng Việt

