



ACT
Government

Transport Canberra and
City Services

FREEDOM OF INFORMATION COVERSHEET

Information Act 2016

Freedom of

1. Access application	Published
2. Decision notice and schedule	Published
3. Documents	Pubilshed
4. Additional information identified	n/a
5. Fees	n/a
6. Processing time (in working days)	33 days
7. Decision made by Ombudsman	n/a
8. Additional information identified by Ombudsman	n/a
9. Decision made by ACAT	n/a
10. Additional information identified by ACAT	n/a



[REDACTED]

Freedom of Information Coordinator
Transport Canberra and City Services
GPO Box 158
CANBERRA ACT 2601

TCCS.FOI@act.gov.au

Dear Sir/Madam,

Request for documents under the Freedom of Information Act 2016

I write to request under the Freedom of Information Act 2016 all documents, held by the Directorate and Minister's office, relating to the ACT Government's 2018 public review of the Cemeteries and Crematoria Act. In particular, I am requesting access to the raw results of all public consultations conducted in this process including approximately 740 surveys, seven submissions, 250 in person consultations and all comments made during information sessions, pop up stalls and focus groups.

My request covers, but is not limited to, records of correspondence, meetings, telephone conversations, letters, file notes, emails, minutes, briefings, visits, and seizure notes.

I ask that any fees and charges associated with this request be waived. I do so on the basis that it is in the public interest that I be given access to these documents and that there has been a long-standing convention, both at a Commonwealth, State and Territory level that members of parliament are not to be charged for access to documents requested under FOI legislation.

Should you require any further information or clarification about my request please contact my office on [REDACTED]

Yours sincerely,

[REDACTED]

MLA

19 December 2019



ACT
Government

Transport Canberra and
City Services

[REDACTED]
ACT Legislative Assembly
[REDACTED]

Dear [REDACTED]

Freedom of Information request: Reference 19-134

I refer to your application under section 30 of the *Freedom of Information Act 2016* (the Act) received by Transport Canberra and City Services (TCCS) on 19 December 2019. In your application you seek access to the following information:

All documents, held by the Directorate and Minister's office, relating to the ACT Government's 2018 public review of the Cemeteries and Crematoria Act.

In particular, I am requesting access to the raw results of all public consultations conducted in this process including approximately 740 surveys, seven submissions, 250 in person consultations and all comments made during information sessions, pop up stalls and focus groups".

Thank you for agreeing to an extension to decide on your application until 6 February 2020.

I am an Information Officer appointed by the Director-General under section 18 of the Act to deal with access applications made under Part 5 of the Act.

17 documents were found to be within the scope of your request.

The information has been provided in two folios:

1. Documents 1 – 16 (49 Pages in total) are in PDF format;
2. Document 17 is in excel format due to the volume of data.

The schedule of documents to be released is at [Attachment A](#).

I have decided to grant full access to 2 documents, and partial access to 15.

In consideration of the type of information I propose to withhold from release I am satisfied that the factors in favour of release can still be met. Deletions have been applied to information, which is not on balance, in the public interest to disclose.

Please see the documents subject to release at [Attachment B](#) (Folio 1) and [Attachment C](#) (Folio 2).

Reasons for decision

Favouring disclosure:

- Schedule 2.1(a)(ii) - contribute to positive and informed debate on important issues or matters of public interest;
- Schedule 2.1(a)(iii) - inform the community of the government's operations, including the policies, guidelines and codes of conduct followed by the government in its dealings with members of the community;
- Section 2.1 (a)(viii) – reveal the reason for a government decision and any background or contextual information that informed the decision.

Favouring non-disclosure:

- Schedule 2.2 (a)(ii), prejudice the protection of an individual's right to privacy.

Other considerations:

- Section 67A of the *Discrimination Act 1991*, Unlawful Vilification

Public Interest

I have considered the public interest in release of information about the review of the *Cemeteries and Crematoria Act 2018* which commenced in 2018. In consideration of the above listed factors, I have decided that all information in documents 15 and 16 are, on balance, in the public interest to disclose.

Documents 1-14, and 17 contain information which is personal information. Deletions have also been made to information in document 9 which is out of scope.

Some information in Document 17 (survey response on row 365) contains information which, if published, would constitute unlawful vilification. Deletions have been applied to this information.

Personal and private information

Personal information means information or an opinion whether true or not about an individual whose identity is apparent or can reasonably be ascertained from the information or opinion. The *Information Privacy Act 2014* prescribes the way in which government collects, uses, shares and stores this information.

In this instance, I have decided that the factors favouring the non-disclosure of personal and private information outweigh factors favouring its release.

Charges

The information to be provided to you is less than 50 pages, which is inside of the fee-free threshold.

Disclosure log

Under section 28 of the Act, TCCS maintains an online record of access applications called a disclosure log. You may view the TCCS' disclosure log at http://www.tccs.act.gov.au/about-us/freedom_of_information

A copy of your application, this decision notice and the documents will be published on the disclosure log, with redactions to personal information, within 3-10 days of the date of this notice.

Review rights

You may apply to the ACT Ombudsman to review my decision under section 73 of the Act. An application for review must be made in writing within **20 days** of my decision being published in the disclosure log.

You may submit a request for review of my decision to the ACT Ombudsman by writing in one of the following ways:

Email (preferred): actfoi@ombudsman.gov.au

Post: The ACT Ombudsman
GPO Box 442
CANBERRA ACT 2601

More information about ACT Ombudsman review is available on the ACT Ombudsman website at: <http://www.ombudsman.act.gov.au/Freedom-of-Information>.

ACT Civil and Administrative Tribunal (ACAT) review

Under section 84 of the Act, if a decision is made under section 82(1) on an Ombudsman review, you may apply to the ACAT for review of the Ombudsman decision.

Further information may be obtained from the ACAT at:

ACT Civil and Administrative Tribunal

Level 4, 1 Moore Street

GPO Box 370

Canberra City ACT 2601

Telephone: (02) 6207 1740

www.acat.act.gov.au

If you have any queries concerning the directorate's processing of your request, or would like further information, please contact the directorate's FOI Coordinator on 6205 5408 or email tccs.foi@act.gov.au.

Yours sincerely



Cherie Hughes
Information Officer

6 February 2020

FREEDOM OF INFORMATION REQUEST SCHEDULE

Please be aware that under the *Freedom of Information Act 2016*, some of the information provided to you will be released to the public through the ACT Government's Open Access Scheme. The Open Access release status column of the table below indicates what documents are intended for release online through open access.

Personal information or business affairs information will not be made available under this policy. If you think the content of your request would contain such information, please inform the contact officer immediately.

Information about what is published on open access is available online at www.tccs.act.gov.au/about-us/freedom_of_information

Factors favouring non-disclosure:

- Schedule 2.2 (a)(ii), prejudice the protection of an individual's right to privacy.
- Out of scope

File No		WHAT ARE THE PARAMETERS OF THE REQUEST					
19-134		All documents relating to the ACT Government's 2018 public review of the <i>Cemeteries and Crematoria Act 2003</i> .					
Document number	Folio	Page number	Description	Date	Status	Reason for non-release or deferral	Open Access release status
1	1	1-2	Email - Feedback from a member of the public	22 October 2018	Partial access	Schedule 2.2 (a)(ii)	Documents will be published with personal information removed
2	1	3-4	Email - Feedback from a member of the public	22 October 2018	Partial access	Schedule 2.2 (a)(ii)	
3	1	5-7	Record of focus group	14 November 2018	Partial access	Schedule 2.2 (a)(ii)	

4	1	8-10	Email and attachment - Feedback from the Canberra Legacy Group	21 November 2018	Partial access	Schedule 2.2 (a)(ii)
5	1	11-12	Notes from one-on-one	26 November 2018	Partial access	Schedule 2.2 (a)(ii)
6	1	13	Notes from one-on-one	26 November 2018	Partial access	Schedule 2.2 (a)(ii)
7	1	14-15	Email - Feedback from the Australian Funeral Directors Association	3 December 2018	Partial access	Schedule 2.2 (a)(ii)
8	1	16	Letter - Feedback from a member of the public	4 December 2018	Partial access	Schedule 2.2 (a)(ii)
9	1	17-19	Notes from Cemeteries Authority Board	12 December 2018	Partial access	Schedule 2.2 (a)(ii) Dot points 6-13 on page 18 has been redacted as it is out of scope.
10	1	20-22	Email - Feedback from a member of the public	20 December 2018	Partial access	Schedule 2.2 (a)(ii)
11	1	23-25	Consultation Notes - Multicultural Representatives	20 December 2018	Partial access	Schedule 2.2 (a)(ii)
12	1	26	Email - Feedback from a member of the public	21 December 2018	Partial access	Schedule 2.2 (a)(ii)
13	1	27-28	Consultation Notes - Segment in the Canberra Interfaith Forum Committee Meeting	15 January 2019	Partial access	Schedule 2.2 (a)(ii)
14	1	29	20190123 - Consultation Notes - Hindu practices	23 January 2019	Partial access	Schedule 2.2 (a)(ii)

15	1	30	Consultation Notes - Norwood Park	19 February 2019	Full access	N/A	
16	1	31-49	Export of survey data (excluding individual comments)	December 2018	Full access	N/A	
17	2	-	Data of Your Say Survey	December 2018	Partial access	Schedule 2.2 (a)(ii) Section 67A <i>Discrimination Act 1991</i>	
Total No of Docs 2							

From: TCCS_BDU on behalf of TCCS.BDU@act.gov.au
Sent: Monday, 22 October 2018 4:28 PM
To: [REDACTED]
Cc: TCCS_CommunityEngagement
Subject: RE: Review of Cemeteries and Crematoria in the ACT: preservation of memorials [SEC=UNCLASSIFIED]

Good afternoon [REDACTED]

Thank you for taking the time to write to us and for taking the survey.

Your comments will be fully considered in the review of the *Cemeteries and Crematoria Act 2003*. We will upload a report to [YourSay](#) in early January 2019 with a summary of what we heard from the community, followed by a full consultation report expected to be completed by late February 2019.

If you wish to continue to engage with us on the review there are a number of ways to do so, including by expressing your interest to participate in a focus group or by booking a one-on-one session with the project team. Details of all activities can be found on [YourSay](#).

You can also keep informed of the review process by requesting to be added to our mailing list. Please note that you have not been added, please reply to this email if you wish to be.

Thank you again for taking the time to write to us.

Regards,

Kirra | Solution Design Lead
Business Development Unit | Transport Canberra and City Services Directorate | ACT Government
Wotso House, 490 Northbourne Avenue Dickson | GPO Box 158 Canberra ACT 2601
www.act.gov.au | www.tccs.act.gov.au



Connected services for the people of Canberra

From: [REDACTED]
Sent: Saturday, 20 October 2018 12:58 AM
To: TCCS_CommunityEngagement <communityengagement@act.gov.au>
Subject: Review of Cemeteries and Crematoria in the ACT: preservation of memorials

I recently completed the online survey at <https://www.yoursay.act.gov.au/cemeteries-and-crematoria-act>, and I am taking the opportunity to expand on my comments about the preservation of memorials.

As a genealogist, I am interested in what happens to the memorials at the end of a limited tenure. This does not appear to be addressed in the Information paper. I fear that this means that the cemetery operator will have the right to remove and destroy memorials when a burial site is due for re-allocation.

*Families often spend a lot of money on memorials, which can include valuable information for genealogists, sometimes information which cannot be found elsewhere.

*Memorials are often made for those who are cremated, and are thus more universally relevant than burial sites alone.

*Memorials are intended to be a lasting indicator of the existence of the deceased by the families, and are ultimately of more significance than the final resting place of the remains.

*Sometimes memorials are works of art in their own right.

*Each memorial is precious for various reasons, even those with the bare details of a name and year of death.

* I am horrified when I read about the practice in other jurisdictions of the destruction of memorials, and thus the destruction of our historical records.

I therefore ask that provision be made for the ongoing maintenance of memorials, after a burial site is resumed. Such memorials may be relocated, but should not be destroyed. Maybe the new owner of the site might like to know who was previously buried there, and would be happy to add their own memorial separately to the earlier one? Provision for the eventual relocation of memorials should be addressed in the original contract for the allocation of the burial site.

Thank you.

A black rectangular redaction box covering the signature area.

From: Cox, Kirra
Sent: Monday, 22 October 2018 4:26 PM
To: [REDACTED]
Cc: TCCS_CommunityEngagement
Subject: RE: Website enquiry [SEC=UNCLASSIFIED]

Good afternoon Sue

Thank you for taking the time to write to us and for taking the survey.

Your comments will be fully considered in the review of the *Cemeteries and Crematoria Act 2003*. We will upload a report to [YourSay](#) in early January 2019 with a summary of what we heard from the community, followed by a full consultation report expected to be completed by late February 2019.

If you wish to continue to engage with us on the review there are a number of ways to do so, including by expressing your interest to participate in a focus group or by booking a one-on-one session with the project team. Details of all activities can be found on [YourSay](#).

You can also keep informed of the review process by requesting to be added to our mailing list. Please note that you have not been added, please reply to this email if you wish to be.

Thank you again for taking the time to write to us.

Regards,

Kirra | Solution Design Lead
Business Development Unit | Transport Canberra and City Services Directorate | ACT Government
Wotso House, 490 Northbourne Avenue Dickson | GPO Box 158 Canberra ACT 2601
www.act.gov.au | www.tccs.act.gov.au



Connected services for the people of Canberra

From: [REDACTED]
Sent: Saturday, 20 October 2018 5:30 PM
To: TCCS_CommunityEngagement <communityengagement@act.gov.au>
Subject: Website enquiry

I have filled in the survey and would like to share what I wrote..... I would suggest you look at Facebook for the 'Saving family headstones at Karrakatta' in Perth WA. Read the hurt, the pain, the destruction of Headstones that record a lot of family and community history that is lost forever. We are not a small country running out of room, I know if I had to go further out to a new cemetery/crematorium it wouldn't be a problem. I live in Canberra and I have relatives buried in 'Karrakatta', I hope to one day be able to visit and pay my respects to these very brave pioneers that have gone before, that have helped build this country. We are becoming a throw away society, do we really want to throw away the last resting place of our loved ones? So little respect for so much. Our loved ones have lived their own amazing lives and deserve the same respect and honour they deserve in death. I know a family that have a birthday/Christmas party every year for their little girl that died 12 years ago at her

graveside. I can see her siblings continue to visit with their own families in years to come.
Sadly when things are destroyed you can't get them back. I am now doing my family history and I want to be able to visit my long lost relatives. I am now 61 and I must say I didn't think about the history in my 30's. With age comes wisdom, rethinking about what we once thought. The thought of my family in years to come being able to come to my resting place and think about life, and the many memories we had together gives me comfort now.
Please, please, please really research this. Just because someone else is considering this disgusting idea doesn't mean we have to follow. Be brave, stand up, and listen to the general population. As I said before....we have a very large Country and are not running out of room.
I would be happy to discuss this further if you wish.
[REDACTED]

Sent from [Mail](#) for Windows 10



Review of Cemeteries and Crematoria Act 2003

B Record of focus group – 14 November 2018

Attendees

- [REDACTED] (Tuggeranong Community Council)
- [REDACTED] (Tuggeranong Community Council)
- [REDACTED] (Inner South Canberra Community Council)
- [REDACTED] (Whitby Group)
- Kirra Cox (BDU)
- Emma Wright (BDU)
- Stephen O'Shea (BDU)

An additional three people had registered to attend the group including [REDACTED] (who advised in advance they could not attend) and [REDACTED]

Notes

- What is the capacity of Gungahlin Crematorium now? Used to be only at 50%.
- Limits to the Act in terms of Gov regulating private crematoria businesses.
- Send fee schedule.
- Need the Act to determine how families are contacted and to ensure a genuine attempt to contact families is made
 - Take into account overseas travel and postings, which are common in Canberra
 - Contact list similar to emergency contact details, with multiple family members listed.
- Some cemeteries in Australia are sacrosanct and yet people still bury in them.
- Need to respect burial sites.
- Send presentation to Community Groups. Community groups can help spread the word about consultation.
- Large number of consultation sessions across ACT Government every month is ridiculous.
- Community Councils are relied upon by young families and the elderly and need to attend these consultations.
- Want a cemetery south side but not a crematorium.
- Gov hasn't done cost analysis yet so hasn't committed to process.
- Ashes not biological hazard.
- Christmas is bad timing to talk about death
 - [REDACTED] recommends extending consultation until February 2019.
- Update YourSay with more specific details about consultation activities
 - Send email out when updated
 - Include details of location e.g. Garema Place.

Activities

Should we have renewable tenure?

- Designated cemetery for renewable tenure?
- Family may change mind and purchase in perpetuity years on - need option to do this.

- Equity issues if in perpetuity costs much more than renewable.
- Aren't gravel cemeteries low maintenance?
 - BDU advised even weeds and re-gravelling can add costs over the years
 - █████ stated maintenance shouldn't be too costly and Government costs are community costs and community wants these spaces to be maintained - "Not a huge job to maintain".
- Can't read into the future - can only look at now.
- Was SMP capacity based off current population?
 - Could reach capacity sooner if major population growth occurs.
- Review needs to ensure Gov can regulate cemetery operators e.g. Woden Cemetery wouldn't let grandmother's ashes be buried with grandfather's.
- Austria not allowed to keep ashes at home
 - Burials allowed for 10 years with renewal of additional periods of 10 years.
- Needs to be communication with families on a regular basis e.g. not after 99 years
 - Suggest every 5 years a letter or phone call to remind the family to let them know if contact details every change and to ask for feedback on whether they visit the cemetery.
- Attend community meeting on south side – south siders want a cemetery but not a crematorium.
- Would natural burial be included as renewable tenure? Would they be buried closer together to save space?
- What should tenure term be?
 - The group agreed 25 years is reasonable.
- What should renewal options be?
 - Government can take back land allocated to cemeteries technically, but if perpetual sites and renewable sites were co-mingled that would likely prevent this from happening
 - Suggested we allocate permanent plots around renewable to prevent this from happening.
- Those who want to renew a tenure term but don't have funds to pay the cost should be offered the opportunity to do community service instead
 - e.g. hours maintaining the cemetery or picking litter
 - Especially if people need in perpetuity for religious/cultural reasons – they could work it off over time?
- At the end of tenure? Waiting period for after the site term runs out to give time to contact families - 5 years.
- Records? Option when purchasing site to request headstone/records kept in a certain way
 - 3D printers
 - Store electronic copy of headstone.

What do you need and want and other technologies

- Water cremation – If people don't want crematoria and associated emissions then water cremation should be looked into
 - What happens to the by product?
 - Can encourage other technologies if community wants.

- Again, the idea of community service to pay for in perpetuity over time instead of cash should be considered - especially if people want to 'book' a plot decades in advance but can't afford it at the time.
- Other new technologies – new / amended Act can be drafted to cover for Gov's ability to regulate new tech, with Codes of Practice drafted as more info is available.
- Market sounding could result in a crematorium proposal south side which the community doesn't want
 - Act needs to take this into consideration to ensure Gov can better regulate and consult with the community on new developments.

Sustainability

- Gov looks after cemeteries, including plots that aren't maintained by families.
- Don't think bereavement service would be used.
- Don't like the idea of movies events - It should be a quiet place.
- Activities would need to be respectful of the site.
- Maybe yoga could have a separate area allocated away from sites - adjacent perhaps, but not amongst graves.
- Gardening club gives satisfaction, pride, beauty and maintenance – supportive of this idea.
- Making the place your own - scope for making a place beautiful.

Questions taken on notice

- Send the group information on the perpetual care trust determinations
- Send the group the presentation used
- Update YourSay to include specific details of consultation activities
- Send the group the fee schedule for burials
- If possible, find out what the capacity Norwood Park Crematorium has (noting it is privately owned and operated)
- Advise the group whether the market sounding report (a separate process to the review of the Act) will be made publicly available.

[REDACTED]

From: [REDACTED]
Sent: Wednesday, 21 November 2018 2:33 PM
To: TCCS_BDU
Cc: President Mailbox; Executive Mailbox; Secretary Mailbox
Subject: RE: Update on search for submission - Review of the Cemeteries and Crematoria Act 2003 [SEC=UNCLASSIFIED]
Attachments: Review of Cemeteries - signed.pdf
Categories: Emma

Dear Emma,

Thank you for making the effort to locate our previous submission.

In view of the imminent Closing Date, we posted a copy of a new submission today. The coincidence of the timing of your email is interesting. We will not need a copy of the old submission in these circumstances.

Attached please find a copy of our new submission. Thank you for your genuine consultation.

Yours truly

[REDACTED]

From: TCCS_BDU <TCCS.BDU@act.gov.au>
Sent: Wednesday, 21 November 2018 2:17 PM
To: [REDACTED]
Subject: Update on search for submission - Review of the Cemeteries and Crematoria Act 2003 [SEC=UNCLASSIFIED]

Good afternoon [REDACTED]

We spoke a few weeks ago regarding the ACT Government consultation on the review of the *Cemeteries and Crematoria Act 2003*. I told you over the phone that I would look into finding the Canberra Legacy submission from a similar consultation 15 years ago. This email is to give you an update on where that's up to.

Unfortunately our electronic records system dates back as far as 2006, so we have been in the process of sourcing hard copy archive files delivered from storage to our office to search for the submission. So far we haven't found any submissions from past Cemeteries and Crematoria consultations, though I am still waiting on more related archive files to arrive.

As we are having difficulty locating the old submission, you may wish to consider drafting a new submission to cover Canberra Legacy's position on renewable tenure. Consultation closes on 10 December 2018, however we are more than happy to accept a late submission (preferably by the end of 2018). I apologise for the lack of complete certainty as there are still some archive files yet to be searched. My number is below if you'd like to discuss, otherwise I'll be in contact by mid-next week with a final outcome on the old submission.

Thank you,

Emma

Emma Wright | Project Officer
P 6205 3801 | E emma.wright@act.gov.au | tccs.bdu@act.gov.au
Business Development Unit | Transport Canberra and City Services Directorate | ACT Government
Wotso House, 490 Northbourne Avenue Dickson | GPO Box 158 Canberra ACT 2601
www.act.gov.au | www.tccs.act.gov.au



Connected services for the people of Canberra

This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

21 November 2018



Business Development Unit
TCCS
GPO Box 158
Canberra City ACT 2001

Copy to: Chair ACT KOC

REVIEW OF THE CEMETERIES AND CREMATORIA ACT

You will be aware that Legacy is a charity caring for the dependants of those who served their country; namely, veterans who died on operational service or subsequently, and Australian Defence Force personnel who died on service or as a result of their service. Canberra Legacy currently supports over 1,000 widows 36 children and 17 disabled adults in this region.

It has come to our attention that the ACT Government is conducting a review of the Cemeteries and Crematoria Act, 2003. When that Act was being drafted, Canberra Legacy expressed our concern with a proposal to recycle graves by limiting the tenure. Following widespread concern expressed by many sections of the community at that time, including Legacy, the proposal was dropped.

When we became aware of the current review, noting that Renewable Tenure is again on the agenda, our policy was reconsidered by the Board of Canberra Legacy. The previous policy that was advised to the ACT Government objecting to recycling of the graves of veterans and their families was reaffirmed by the Board of Canberra Legacy, without opposition.

The ability of families to physically commemorate the sacrifice of our veterans in perpetuity is a right that should not be taken away. Further, the financial argument is difficult to justify given the availability of land in our "bush capital".

On behalf of the families of veterans, it would be appreciated if this objection to the proposal to adopt renewable tenure for burial sites in the ACT be noted and acted upon.

Yours truly



Canberra Legacy Club

LEGACY and the Torch Logo are trade marks of Legacy Australia Council Inc., and are used with its permission.

Canberra Legacy Club

33 Gells Court, Deakin ACT 2600
PO Box 333, Deakin West ACT 2600
Phone: (02) 6285 1800 Fax: (02) 6285 2349
Email: executive@canberralegacy.com.au
www.legacy.com.au
ABN: 43 245 148 764

Caring for the families of our deceased veterans

one-on-one 26 Nov 2018

- Industrialised something very personal
- Very industrial – circus at funerals
- Secular society – rituals no longer associated with religion – just commercial
- Reviewing Act good initiative and bring into public debate
- Cardboard coffins good initiative, public parklands to distribute ashes good idea.
- Immortal as long as generations speak your name.
- Memorial park important in this sense – plaques.
- Environmental aspect – cases need to be more environmentally friendly. In past people knew less people in their lifetime and it was more appropriate for brass cases.
- Respect and dignity without cost to family and environment.
- Choice in how to be buried is important.
- Are you religious – if you are, opposed to cremation.
- Important to preserve cultural needs and practices
- Barry Cohen, former Minister Environment and the Arts
- Renewable tenure opt in for future burials no problem. Not a right, you are purchasing a service in perpetuity. You are purchasing land that no one else can use.
- Use cemetery with buried ashes for other functions such as a park.
- 25 years is how you define a generation. Less would be too often to pay to renew. 25 allows for a new decision to be made ‘passes the baton from one generation to another’
- Potential for unpleasant litigation for something so personal e.g. people wanting in perpetuity for less cost after a few renewals. Needs to be crystal clear that you pay for a set time and are not entitled to forever after renewing.
- Be clear that people know we won’t use land for anything else e.g. apartments.
- Start an education program where you change the perception of cemeteries e.g. incorporated into parklands.
- No problem with using cemetery spaces for other activities such as movie nights. Death is a human experience. “Not sacrosanct”.
- ‘Caution against putting it all in the same basket’ – re: alternative burial methods. Technical words like hydrolysis shouldn’t be used in conjunction with cemeteries consultation. Don’t mix some things with cemeteries.
- Regulate these technologies. Government here to redistribute income and needs to prevent corporations from exploiting vulnerable people.
- Multipurpose a cemetery as a park, have roos and other fauna. Like a natural burial area kept as natural as possible for other people to use the space for picnics etc. E.g. Botanical Gardens could double up as a burial space, not in a disrespectful way. E.g. Lived in Mexico for 4 years – Day of the Dead – skulls made of sugar given to children and Day of the Dead you take a picnic basket and your family and have a meal by your dead relatives to boost them to Heaven. That’s 31 Oct (All Souls Day). Next day is All Saints Day.
- Advertisements on TV to show what happens elsewhere in the world to remove the fear of disrespecting the dead. Educational videos on various cultural body disposal practices.
- Nature park – gardens. Not disrespectful.
- In perpetuity is fine – but they have to pay for it. Make it clear.
- Say yes you can have a perpetual site, but to help you we have capped the cost of burials to regulate the parasitic industry. If someone wants to pay for a million dollar casket then fine, but they work that out with Gov for a private cemetery. E.g. private schools, private prisons.

- The Loved One (novel) – The American Way of Death - Jessica Mitford – burial industry in California.
- No needs need to be met. Happy with Gungahlin setup to be cremated and interred.
- Costings super important. Emotional people get screwed over by companies. Bring costs down by using semi-natural environment that is lower maintenance.

one-on-one 26 Nov 2018

- Has not read info paper but has read current Act.
- Comfortable with renewable tenure.
- Limited space, growing populations so renewable tenure is sensible.
 - Notification tricky but transparent. Up to date records.
- Spread of cemeteries in a public space into public reserves and spaces.
- Place activation – only existing spaces all for it. Breaking down taboo. Public spaces reduce significantly if cemetery built into other public space. Only use space not already used by the public. Existing space don't use.
- Looked at Act – burial locations. Buried in specific sites without needing Minister approval. Allow for a legal site that doesn't require Minister approval. Safety criteria where people can't dig, like signage. Allocated space. Country blocks.
- Vertical burial allows for smaller plots. Pro-vertical burial.
- Regulations for caskets e.g. biodegradable coffins.
- No specific needs that aren't being met.
- Looked at current Act
 - Burial locations are fairly specific
 - Have we considered people being buried in certain sites that meet criteria – without Ministerial approval
 - Safety criteria
 - Not likely to dig
 - More likely country blocks
 - Vertical burial
 - Yes we are looking into it
 - Pro
 - Casket regulations
 - Biodegradable coffins

From: [REDACTED]
Sent: Monday, 3 December 2018 11:53 AM
To: TCCS_BDU
Cc: [REDACTED]
Subject: AFDA: Submission Cemeteries and Crematoria Act 2003
Attachments: AFDA Letter Submission to ACT Review of the Cem and Crem Act 2003.pdf

Attention: BDU
Transport Canberra and City Services Directorate
GPO Box 158 Canberra ACT 2601

Review of the Cemeteries and Crematoria Act 2003

Thank you for providing an opportunity for the Australian Funeral Directors Association (AFDA) to participate in this public engagement and consultation process regarding the Review of the Cemeteries and Crematoria Act 2003.

Please see the attached letter from NSW/ACT President, [REDACTED]

Kind regards,

[REDACTED]

[REDACTED]

[REDACTED]

Tel: 03 9859 9966 | Fax: 03 9819 7390
PO Box 291, Kew East VIC 3102
Email: divisions@afda.org.au | Web: www.afda.org.au



This email, including any attachments, is intended only for use by the addressee(s) and may contain confidential and/or personal information. Any personal information contained in this email is not to be used or disclosed for any purpose other than the purpose for which you have received it. If you are not the intended recipient, you must not disclose or use the information contained in it. In this case, please let me know by return email, delete the message permanently from your system and destroy any copies. It is your responsibility to check this email and any attachments for viruses.



AUSTRALIAN
FUNERAL
DIRECTORS
ASSOCIATION

Promoting
professional
funeral standards

Australian Funeral
Directors
Association Limited
Level 1 700 High Street
(PO Box 291)
KEW EAST VIC 3102

ABN 33 007 331 580
Phone: (03) 9859 9966
Fax: (03) 9819 7390
Email:
info@afda.org.au
www.afda.org.au

Attention: BDU
Transport Canberra and City Services Directorate
GPO Box 158 Canberra ACT 2601
By email: TCCS.BDU@act.gov.au

Review of the Cemeteries and Crematoria Act 2003

Thank you for providing an opportunity for the Australian Funeral Directors Association (AFDA) to participate in this public engagement and consultation process regarding the Review of the Cemeteries and Crematoria Act 2003.

Australian Funeral Directors Association

The AFDA is the only national funeral service organisation with Member firms in every State and Territory and is widely recognised as the authoritative voice on all funeral matters. The AFDA's key objective is to optimise the funeral experience and ensure quality service delivery to the community by enhancing and promoting professional funeral standards. AFDA Members and the AFDA Trademark represent security, care and professional service. AFDA Members are bound by a strict Code of Professional Conduct designed to meet community needs and expectations in all aspects of service delivery, including complying with required standards for premises, equipment and vehicles.

Below is the AFDA's submission to this review.

The AFDA commends the ACT Government's intention to create a sustainable and flexible model for burials and cremations; one that creates minimum standards to ensure that practices are safe and the deceased are handled with dignity, as well as accommodating emerging technologies.

The AFDA requests that the ACT Government give serious consideration to ensuring that the chosen model is practical and easily understood by all parties, most particularly the general public. Funeral directors are a primary distributor of information about funeral services, burials, cremations and related services within their communities. The changes that are implemented from this review will have a direct effect on funeral directors' interactions with individuals and groups about the availability and provision of burial, cremation and related services, as well as the practical arranging and conducting of a burial or cremation service.

Thank you again for the opportunity to contribute to this public engagement and consultation process. The ACT Government's ongoing monitoring of community needs and preferences regarding burial, cremation and related services will likely be of great value to the AFDA and its Members.

You are welcome to contact Executive Officer, [REDACTED] or divisions@afda.org.au if you have any questions or wish to discuss anything further.

Yours sincerely,

Nick Maurer
Acting President, NSW/ACT Divisional Council

[REDACTED]

4 December 2018

Business Development Unit
Transport and City Services
GPO Box 158
CANBERRA ACT 2001

REVIEW OF THE CEMETERIES AND CREMATORIA ACT 2003

I understand that comments for the Review of the *Cemeteries and Crematoria Act 2003* are due by 10 December. I became aware of this by chance through Legacy.

I must say that I fully concur with and support Legacy's submission, which was made on 21 November 2018. As its submission stated, when that Act of 2003 was being drafted, Legacy expressed concern with a proposal to recycle graves by limiting the tenure. On that occasion, and following widespread concern expressed by many sections of the community, the proposal was dropped.

It would appear that for the current review the matter of Renewable Tenure is again on the agenda. As has Legacy, I also wish to advise the ACT Government of my objection to recycling of the graves of veterans and their families. In its submission, Legacy stated:

The ability of families to physically commemorate the sacrifice of our veterans in perpetuity is a right that should not be taken away. Further, the financial argument is difficult to justify given the availability of land in our "bush capital".

I wholeheartedly agree with these sentiments.

As a veteran, I too request that my objection to the proposal to adopt renewable tenure for burial sites in the ACT be noted and acted upon.

Yours sincerely

[REDACTED]

Notes from Cemeteries Authority Board Meeting

12 December 2018 - 12:30 pm to 3 pm

General comments from Board members:

- TCCS attendees: Kirra Cox, Emma Wright, Jim Corrigan (arrived at 1 pm)
- Board attendees: names TBC
- Federation of Indian Associations of ACT (FINACT) and Canberra Multicultural Community Forum (CMCF) are both good sources of information regarding the needs of different cultures and religions.
- A Buddhist member of the Multicultural Advisory Council approached a Board member of the Authority to say they are not sure what is required of them for the consultation.
- Buddhists are very widely spread across Canberra and have been socialised into the existing system, but if they had the opportunity for something different (that meets their needs more fully) they would take it.
 - Many Buddhists have brought traditional cremation practices into their homes rather than in fields where they traditionally take place. Still a small population in Canberra, but their needs are not currently met.
- To engage with the Aboriginal and Torres Strait Islander community we should consider specific locations such as Aboriginal health services. Suggested we go through Jon Stanhope or use the Aboriginal Liaison Officers in mental the health area as they have great connections and are already associated with Gov.
 - TCCS informed the Board we must go through existing protocols for engaging with the Aboriginal community.
- Many people in Canberra's secular society aren't satisfied with the cremations at Norwood Park, which are carried out in a sort of chapel environment and do not meet their personal preference needs. Their needs are quite different to what is currently offered.
- The sustainability pie chart showing the majority of respondents care about the financial and environmental sustainability of cemeteries (as shown in TCCS presentation) is very interesting to the Board as they expected a more negative result. The board commented that this is likely so high due to environmentally minded population in Canberra.
- Renewable tenure is a question that can only really be asked of someone who is informed of the benefits and who is aware it will be opt-in and won't apply retrospectively. Asking people who do not know these things is risky. The Board accepted that the other various methods of consultation revealed a more open position from the community compared to the survey, which is only one aspect of the community engagement process.
- There are a lot of options for saving headstones or transferring historical data e.g. virtual memorial, monument gardens, plaque walls. In South Australia, there was initially backlash but now renewable tenure is widely accepted as normal.
 - SA sat on their hands for 10 years and had a backlog of plots to renew, resulting in pages and pages in the local paper of names of the deceased whose tenure had expired (both Government agencies and authorities manage cemeteries there too).
- Regulatory functions, governance frameworks, PCTs and other "boring" topics that are not part of community consultation should be shaped through consultation with the Authority. Authority takes up the majority of input to the wider review of the Act. Renewable tenure and the prospect of operating crematoria are also important issues for the Authority to

Actions:

- TCCS to arrange time to meet with [REDACTED] religious leaders who he is in contact with following our meeting with the Multicultural Advisory Council [REDACTED] is in contact with Council members and community leaders).
- TCCS to get in touch with all five Funeral Directors individually as the Association has not heavily contributed to the consultation process.
- TCCS to ask other jurisdictions on how regulatory functions are performed, such as in the case of lost ashes.
- TCCS to visually map the geographic locations of respondents and their responses to capture those coming into Canberra to use our services.
- TCCS to provide a copy of consultation results (snapshot graphs and breakdown) to the Authority Board including the percentage of people who used public over private.
- Cemeteries Authority Board to continue putting together a list of technical issues with the Act for TCCS to consider and will provide an overarching submission referring to past submissions and giving detailed feedback on the Act. For example, the submission three years ago on PCTs has not changed since then, but a formal notice that the past submission remains as is will assist Gov.

From: TCCS_CommunityEngagement
Sent: Thursday, 20 December 2018 11:15 AM
To: Cox, Kirra
Subject: FW: Website enquiry [SEC=UNCLASSIFIED]

UNCLASSIFIED

From: TCCS_CP BetterSuburbs
Sent: Thursday, 20 December 2018 11:00 AM
To: TCCS_CommunityEngagement <communityengagement@act.gov.au>
Subject: FW: Website enquiry [SEC=UNCLASSIFIED]

Good morning

Please see email below on cemeteries for your consultation. I will reply to her tomorrow thanking her for her feedback.

Regards
Louise

From: [REDACTED]
Sent: Thursday, 20 December 2018 9:48 AM
To: TCCS_CP BetterSuburbs <TCCS.BetterSuburbs@act.gov.au>
Subject: Website enquiry

Hi I would like to comment on the better suburbs strategy currently under development by the Government

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

I would also like to comment on **cemeteries** .

I would like to see a cemetery built in the Tuggeranong area or in the area of Long Gully Road near the solar farm. A city the size of Canberra should have more than the two they do have. I would like to see encouragement by the government in conjunction with funeral directors to have other options for caskets which are more environmentally friendly than wood (eg wicker or cardboard that has been recycled) and in particular for use in cremations. These options should also reduce the costs.

I am not in favour of reclaiming graves for reuse. I think this is offensive and disrespectful and could be damaging in a historical sense also.

There should be more encouragement of cremation services which may also mean making this more affordable as an option. There should be encouragement of schemes to pay off a pre paid funeral where insurance is not a desired option. The government could even promote this or subsidise for those on low incomes. The costs of the funeral industry have not increased commensurate with their profits and they should be putting back into the cemeteries without passing that cost onto consumers. More encouragement and approval could be given to spreading ashes in places where people have some connection rather than using permanent interment. This would lessen the pressure on cemeteries.

Thank you for allowing comments and I hope that my comments are given serious consideration. I love our city and have lived here all my life and usually support our governments directions.

Regards



Cemeteries and Crematoria – Consultation Meeting with Multicultural Representatives

Date/time: 20 December 2018, 6-7pm

Location: 490 Northbourne Avenue, Dickson, level 1 boardroom

Attendees:

- Kirra Cox, Solution Design Lead, Business Development Unit, TCCS
- Emma Wright, Project Officer, Business Development Unit, TCCS
- [REDACTED] – Cemeteries Authority Board member and Vice President of Hindu Council - Hindu
- [REDACTED] – Jain
- [REDACTED] – Buddhist
- [REDACTED] – Buddhist
- [REDACTED] – Hindu Council of Australia – Hindu
- [REDACTED] – Canberra India Business Group and Canberra Interfaith Forum – Sikh

Norwood Park

- Norwood Park limited to 6 cremations per day. Need to expand or have another one developed.
- In Singapore 20 years ago you would see 6-7 furnaces in one place.
- Heavy load on the one crematorium in Canberra. Referenced the stat on per capita between NSW and ACT.
- A Buddhist (not Quang Ba) had to take their cremation to Goulburn after waiting 3 weeks for Norwood.
- Someone experienced a funeral where the service took place while they waited 3 weeks for actual cremation to take place.
- The practical side of things needs to be addressed. Not able to get the crematorium on weekends and the cost is fairly high as well. These aren't traditional issues but practical ones.

Buddhism

- 1991 box option for Buddhists in census. But still, many Buddhists still tick no religion as they don't consider themselves at that stage yet.
- Estimated 12,000 Buddhists in the ACT.
- Buddhists were told that if they wanted their own section in the cemetery they would need to pay for it. Nearly every other group have a section.
- Quang Ba is the first founding Buddhist monk in Canberra and set up temple in 1984 then set up Lyneham temple.
- There are 400 different Buddhist groups in Australia, although some groups have no physical centre.
- The ACT has about 12-13 groups.
- Want to form a Buddhist Council for the ACT to coordinate these groups and is having some slow discussions.

- In Australia there are 2 major groups (one is the Australian Sangha Association with about 200 members and Quang is Vice President).
- A strong Buddhist Council in NSW formed in 1951. Also one in Victoria in 1970s, WA, etc.
- Traditional ways of Buddhism require an amount of time before one classes themselves as Buddhist. Individual Buddhists and groups have to do their work to get together – this will likely happen when there are sufficient numbers of people.
- Buddhism expanded in Australia after Vietnam War ended.
- Two options for farewelling a body after death:
 - Theravada tradition in Laos, Cambodia, Thai, Myanmar, Sri Lanka normally cremate and don't keep ashes, they spread into running water or a garden after a short while.
 - Mahayana tradition in China, Mongolia, Tibet. 70% bury body and 30% cremation as they're catching up with the modern trend.
- Quang Ba has had to conduct many services for both traditions. The sermon/prayer is still the same, just a different location depending on cremation or burial. Non-Buddhists and other Vietnamese traditions also observe we really need to have a public cemetery to serve Buddhists of both traditions. Northern Buddhists (e.g. China, Vietnam) may preserve ashes in a box. Some send to the Lyneham Temple but others inter at the public cemetery. Temple accepts ash boxes at Lyneham (only have about 20 boxes).
- One family took Quang Ba to Bega for their ceremony and then scattered the ashes in the sea.
- Growing number of Buddhists in the ACT, this is another serious matter for Gov to consider for a sensible solution by creating services in Mitchell or somewhere for a facility for Buddhists to lay the coffin and have another prayer before lowering to the grave or prayer before cremation.
- Half of the Buddhists still prefer burial and can use public cemeteries. Crematorium we can share the current one until the new crematorium is established. Buddhist view on this issue
 - For cremation can share
 - Until Gov develops a new one – then discuss what can be added on
 - Think they can share with all 6 people here
- Buddhists have no specific time limits or cremation like the Hindu tradition does, which is 13 days.

Jain

- One Jain community member (not the one present at the meeting) had to wait 10 days for a cremation.

Sikh

- [REDACTED] from the only Sikh temple in Canberra, carries out last rights for people at Gungahlin Crematorium.
- There is a tradition of doing the last prayer when the body is getting lit, preference is the final button should be pressed by the eldest son.
- [REDACTED] is the correspondence secretary for the Canberra Interfaith Forum. Gave card and we will contact to attend a committee meeting.
- Significant number of cases people are taking ashes back to India. Many take it back to where they grew up or in a major river back home. This exemplifies the sentiment and the feelings involved in having to dispose of the ashes properly.

Hindu

- Prakash Mehta - Hindu Council of Australia, which is a national organisation with about 50 different groups under it.
- Cremation areas have a problem where the required rituals cannot be fulfilled for various cultural groups e.g. Hindu eldest son set fire to the furnace – not allowed at Norwood.
- There are problems pre and post cremation. No designated place in the ACT for scattering ashes into running waters legally.
- One cultural aspect is people like to attend as much as possible, close of kin want to be involved, but currently there is no way that deaths are broadcasted for next of kin who are overseas to be notified. This happens all over the world but not in the ACT.
- Space for some cremation rituals to be done. Normal tradition is to do a ceremony when the body arrives at the crematorium but this currently cannot be done due to limited space. Need a hall or service area at the furnace.
- Another tradition is the wood (sandalwood) which the eldest son ignites and then the body goes into the furnace. In Macquarie Park, Sydney they have made these provisions.
- Some rituals must be done in 13 days, so when it is delayed it is catastrophic. Soul remains in the body for 13 days then must be released. Delays affect this.

All

- Even within faiths not all agree.
- The current intention is to serve a crematorium based on old Christian traditions. Since then migrants have come from all over the world, which is the main reason for this meeting. In QLD the furnaces have been found ineffective as the human bodies have grown in size. Now they are spending a lot of money redesigning furnaces for larger bodies as they tend to be getting larger.
- There are issues pre cremation, during the cremation where rituals can't be fulfilled and post cremation.
- Designated area for people to go with the legal rights and legally inter ashes in running waters.
- Only one multicultural council when Buddhist first came here that was very active. One group not sharing their needs with the Gov enough leads to long lasting issues.
- **The group does not feel that the views of the multicultural community have been fully reflected through the survey.**
- [REDACTED] will make inadequacies of Gungahlin Cemetery re: Buddhist section known to Hamish and Steve at the Cemeteries Authority.
- The Sikh rep is curious to know what percentage out of the 11% of people whose needs aren't being met are Hindu or Sikh.
- Need to legalise spreading ashes. Lots of Christians also spread ashes.
- A need for a public crematorium that would serve the community better. People have requests of different services and it could be more affordable. If there are different levels of services for the family to choose from. Sufficient for another crematorium to be set up for first 10-15 years at least before a private corporation can run it. Sooner the better. Will solve a lot of problems.

From: TCCS_CommunityEngagement
Sent: Friday, 21 December 2018 8:36 AM
To: Cox, Kirra; Berry, Martin
Subject: FW: Renewable Tenure

Would you like me to just thank her for her feedback or do you want to say something more to her?

-----Original Message-----

From: [REDACTED]
Sent: Friday, 21 December 2018 7:47 AM
To: TCCS_CommunityEngagement <communityengagement@act.gov.au>
Subject: Renewable Tenure

I would like more information please whether this is voluntary to the families to sell their plots.
My parents are buried together at Gungahlin and I would like to be buried with them some day.
All these new suburbs are being built why can't they build another cemetery. Canberra is growing so quickly, the current cemeteries would be filled over and over again.

Regards

[REDACTED]

Sent from my iPhone

Cemeteries and Crematoria – Segment in the Canberra Interfaith Forum Committee Meeting

Date/time: 15 January 2019, 6:10-6:30pm

Location: Theo Notaras Multicultural Centre

Attendees/faiths – Chair (Islamic), [REDACTED] (Hindu), [REDACTED] (Hindu), [REDACTED] (Sikh), [REDACTED] (Jewish), (Buddhist), [REDACTED] (Sukyo Mahikari), (Brahma Kamari).

Notes:

- Jewish section set aside in Woden in the 90s is now fully subscribed. Must be in perpetuity.
- Main body Judaism doesn't allow for cremation. Orthodox Judaism burials. Cannot start formal grieving process until after the burial. Hearse starts at the gates and meets at the grave as attendees follow – wash hands.
- New technologies - "Very little fanciness about the coffin". Highly compressed cardboard coffin now available.
- Krishna building Hindu temple in Gungahlin.
- Hinduism – kids buried, adults cremated in Krishna's denomination. Immediate family view cremation. Family gather for cremation and worship on site. Collect ashes/remains and immerse into running water. Most ashes go to India for immersion, but would prefer to immerse in running/flowing water here.
- Islam similar to Jewish community in that it must only be burials. Space needed.
- Hinduism and Judaism same day cremation if possible. Closest male family member (preferably eldest son) lights cremation. Give a baht to the body before the cremation – not necessarily at the place of cremation. Body starts at the home (give a baht) then to crematorium. A lot of people can have this done through the funeral directors. No need for Act provision for washing and giving a baht.
- Buddhist cremation, no burials (this differs depending on the Buddhist tradition followed). Short ceremony (15-20 mins). Water to wash hands. Collect ashes and immerse in running water too (normally a river). Family and friends attend. Cremation first, other ceremonies follow. One or two monks may attend when the body is cremated. Important to be present during difficult times.
- Sikh – cremation first thing (cremation only), then other ceremonies follow from then. A single prayer must occur at the time of cremation just before pressing the button. Similar turnout to other Indian faiths – family must be present during difficult times. Cremations and death ceremonies important. Normally eldest son lights cremation.
- Mahikari – family and friends gather round the coffin usually beforehand, can be done in funeral parlours. Non-denominational group. Whatever the denomination of the member they adjust.
- Mahikari – question: why is it so expensive for natural burial? A: upkeep of the plot over time determines cost.
- A group in NSW offers natural burials on private property.
- Crematorium in NSW that allows more people to be present during cremation. Space an issue at Norwood.

- Islam – no cremation, only burial. Option for coffin or natural. Prayer ceremony (washing up etc. can be done in hospital), no great need for onsite. Bodies currently taken to homes or mosque, but people visiting may only know where the site is not where the mosque is. Last rights for visitors to give needs to happen onsite. Prayer carried out standing in the hall.
- New prayer rooms could be utilised for viewing services. Islamic prayer carried out before burial. 3 mins long. Then speeches and paying respects. Indoors would also be weather appropriate. Need multipurpose room.
- Brahma Kamari – No funeral ceremony, rather influenced by what you were beforehand. Those who were Indian would have a similar Indian traditional ceremony. Those who were Christian will have a similar tradition to Christian. Celebration of life and looking to the future. Celebrate the life of the person. No particular needs from the Act.
- No options for virtual participation for family across the world to participate from their homes. Aware this has happened elsewhere in the world but not Canberra.
- People living for longer – more mobility assistance and infrastructure needed.
- Need a place on site for people to have a grieving time afterwards.

23 Jan 2019

Cemeteries Meeting – Hindu practices

Attendees: [REDACTED]

- Children (up to 10 years) buried, adults cremated
- Some communities may bury adults as well
- Large numbers turn up to service – need a hall/room big enough on site for prayers and priest rituals (400 people average). Simple hall with seating options. Share with other religions is fine.
- As the Indian community grows in the ACT these needs will need to be met
- Only immediate family view the cremation itself (10-15 max), then the 400 relatives and friends meet nearby for prayers
- Parsi – leave body on tower of silence. Not known if this need in the ACT
- Ashes often sent to India, but many want the option of a moving body of water
- Easy access for elderly relatives and friends on site important
- Easy access to flowing water sites, doesn't need to be a particular place, Gov can allocate a space where people don't swim. No facility needed at the river, just access and a degree of privacy
- Priest comes, prays, cremation occurs, ashes collected and then either released in running water or sent to India
- Stacking family members in a plot allowed currently. Many don't know it's an option though
- *How does renewable tenure apply to stacking? How do you remove body buried under another that isn't being removed?*
- Accept renewable tenure as an option for other people
- When someone dies in India, the body is generally cremated ASAP or on the same day due to lack of facilities to keep the body for longer. Can keep longer if waiting on a family member. Only in the daytime. In Australia the Norwood delays aren't really an issue as the Funeral Directors manage this.
- Bodies are generally carried. Youngest son walks in front of the body/hearse.
- Jains bury body in a meditation pose

19.02.19

Cemeteries and Crematoria Consultation

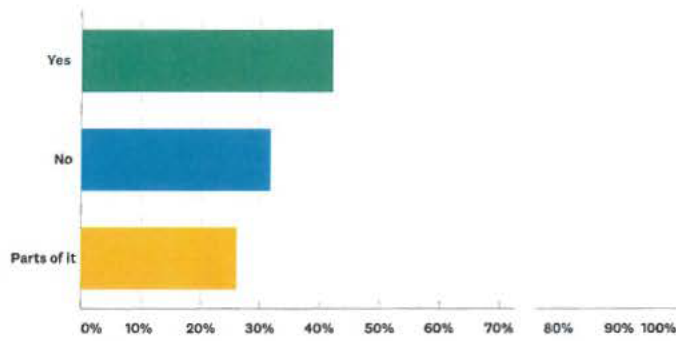
Norwood Park

- Intro to Inquiry and structure of consultation process
- Main frustrations are the form and the family disputes.
- Certificate medical referees with Minister – proposed new form. Funeral directors mostly have problems with the old form. Will get feedback from Norwood Park on new form when it's in use.
- Comments on the legislation will relate to process and paperwork for the actual cremation
- Perpetual care arrangements are very prescriptive. Agree that we need money to look far ahead for maintenance. Calculation on putting in and taking out is impractical. Doesn't make sense to pay money and get it back. Especially considering Norwood is now a larger corporation, which means it is a different set up financially.
- Delegate issues – family conflicts when one family member is the applicant for a cremation but another family member approaches and disputes what has happened. Norwood Park staff are not counsellors and cannot resolve family disputes. Have to keep some details about a cremation confidential, which is difficult when one family member is the applicant and the other is seeking information and communication. Perhaps two authorised persons? The applicant and one other authorised person to organise the memorial or collect the ashes? Need both of their permission to disinter ashes? No – should be very clear that either can. Look at other jurisdictions and come back to Norwood Park on any options.
- Executor of their affairs makes decisions if the applicant passes away.
- Pre-term baby form - would be good if both parents were required to put their signature on that one (if there are two parents). Causes issues if the mother has signed the form, but the father arrives to collect the ashes. Should be a line on the form letting applicants know that only people who have signed the form can have the ashes released to them.
- Would help if members of the community were better educated on process. Norwood staff should also have opportunity for training on how to assist grieving people. Flowchart of process to go on our website?
- Ring the people who wrote to TCCS and ask them about PCT.
- Speak with funeral directors.
- Some people want to be cremated in a shroud – makes it difficult to move the body into the furnace. Cardboard coffins are fine, but cost more than others. Just needs a flat base to move along the rollers into the furnace.
- In the Act, where the legislation refers to a certified document it would be easy if it were more specific. Alternatively, we can make the forms more specific and amend them to refer to the section of the Act they refer to.
- Send an alert to NP when the report is on the website.



Q1 Have you read the information paper on the review of the
Cemeteries and Crematoria ACT 2003?

Answered: 743 Skipped: 0



ANSWER CHOICES

Yes

No

Parts of it

TOTAL

RESPONSES

41.99%

31.76%

26.24%

312

236

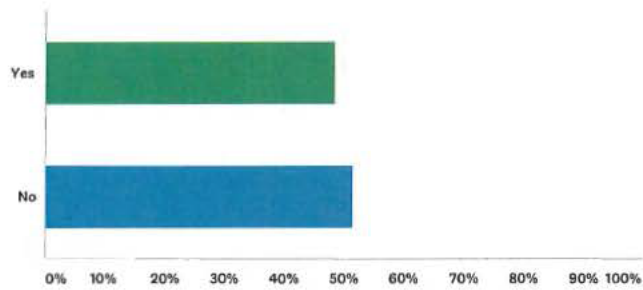
195

743

Review of the Cemeteries and Crematoria Act

Q2 Have you used burial or cremation services in Canberra following the death of a friend or relative?

Answered: 739 Skipped: 4

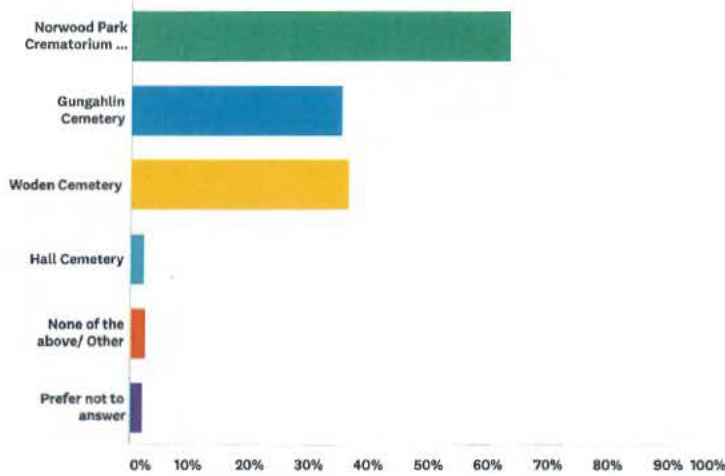


ANSWER CHOICES	RESPONSES	
Yes	48.58%	359
No	51.42%	380
TOTAL		739

Review of the Cemeteries and Crematoria Act

Q3 What burial or cremation service/s in the ACT have you used following the death of a friend or relative?

Answered: 350 Skipped: 393

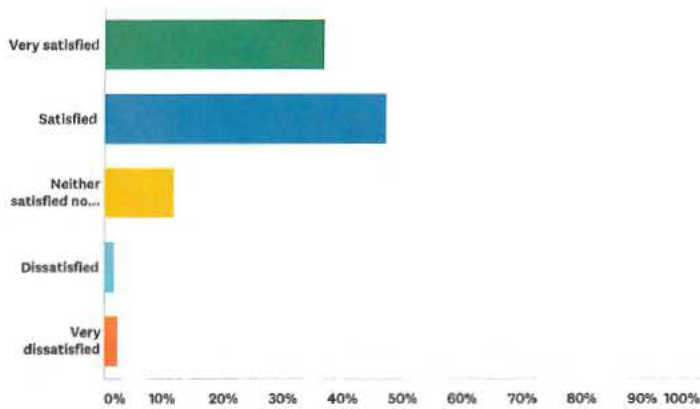


ANSWER CHOICES	RESPONSES	
Norwood Park Crematorium - Gungahlin	63.43%	222
Gungahlin Cemetery	35.43%	124
Woden Cemetery	36.57%	128
Hall Cemetery	2.29%	8
None of the above/ Other	2.57%	9
Prefer not to answer	2.00%	7
Total Respondents: 350		

Review of the Cemeteries and Crematoria Act

Q4 Overall, how satisfied or dissatisfied were you with the burial or cremation service/s you have used following the death of a friend or relative?

Answered: 347 Skipped: 396

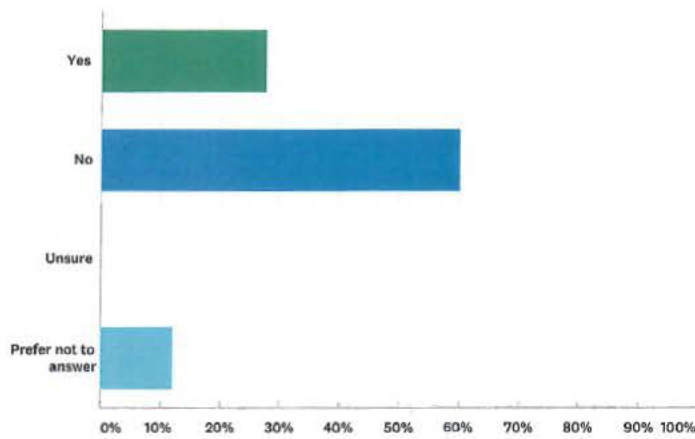


ANSWER CHOICES	RESPONSES	
Very satisfied	36.89%	128
Satisfied	47.26%	164
Neither satisfied nor dissatisfied	11.82%	41
Dissatisfied	1.73%	6
Very dissatisfied	2.31%	8
TOTAL		347

Review of the Cemeteries and Crematoria Act

Q5 Do you have a religion or do you identify with a cultural heritage which has specific burial or cremation needs?

Answered: 722 Skipped: 21

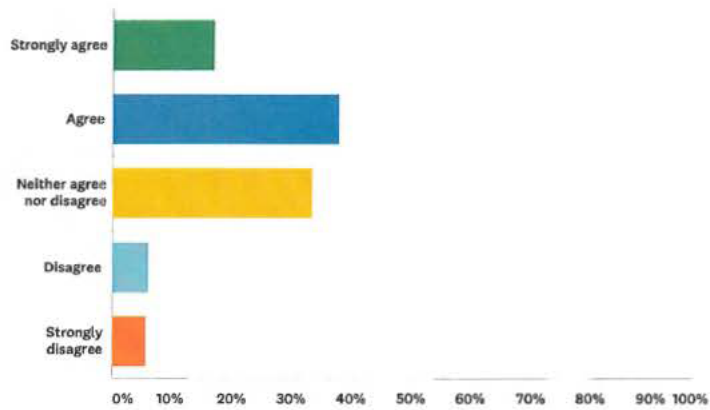


ANSWER CHOICES	RESPONSES	
Yes	27.70%	200
No	60.25%	435
Unsure	0.00%	0
Prefer not to answer	12.05%	87
TOTAL		722

Review of the Cemeteries and Crematoria Act

Q6 Would you agree or disagree that the service/s met your religious or cultural heritage needs?

Answered: 233 Skipped: 510



ANSWER CHOICES	RESPONSES	
Strongly agree	17.17%	40
Agree	37.77%	88
Neither agree nor disagree	33.48%	78
Disagree	6.01%	14
Strongly disagree	5.58%	13
TOTAL		233

Review of the Cemeteries and Crematoria Act

Q7 What is your religion or cultural heritage?

Answered: 215 Skipped: 528

Review of the Cemeteries and Crematoria Act

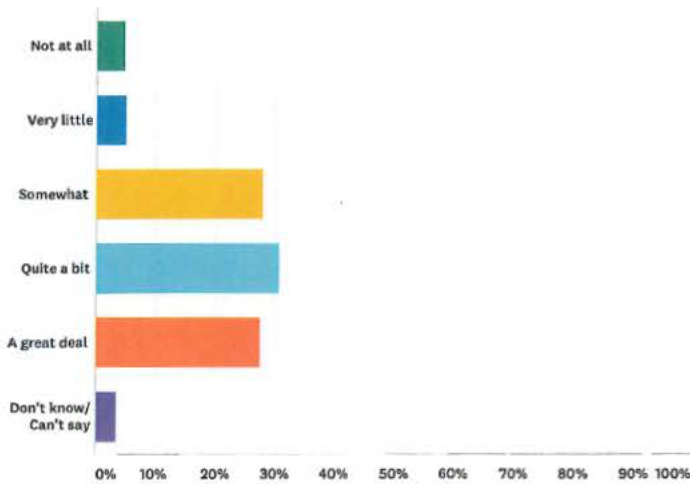
Q8 Is there anything else you want to tell us about your religious or cultural heritage in respect to these needs?

Answered: 162 Skipped: 581

Review of the Cemeteries and Crematoria Act

Q9 How interested are you about the ongoing environmental and financial sustainability of cemeteries and crematoria in the ACT? In this context sustainability refers to the ongoing environmental and financial sustainability of cemeteries and crematoria.

Answered: 631 Skipped: 112



ANSWER CHOICES	RESPONSES	
Not at all	4.91%	31
Very little	5.07%	32
Somewhat	28.05%	177
Quite a bit	30.74%	194
A great deal	27.58%	174
Don't know/ Can't say	3.65%	23
TOTAL		631

Review of the Cemeteries and Crematoria Act

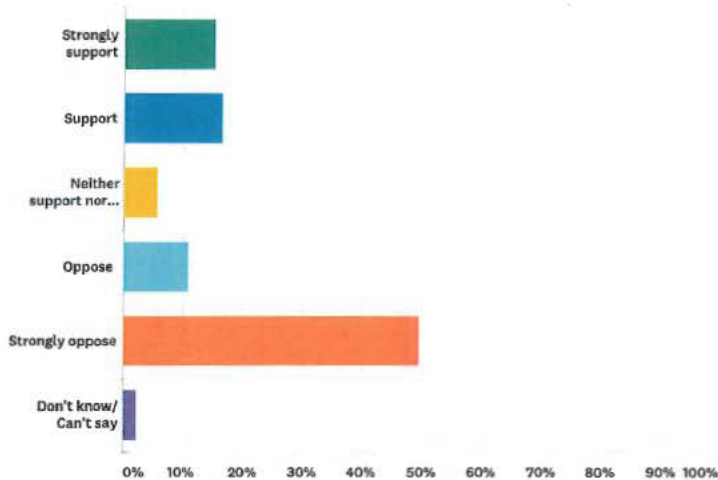
Q10 Is there anything else you want to tell us about the sustainability of
cemeteries and crematoria?

Answered: 354 Skipped: 389

Review of the Cemeteries and Crematoria Act

Q11 To what extent would you support or oppose the introduction of renewable tenure arrangements in the ACT? Renewable tenure is the practice of selling rights of interment, usually for burials, for a specified time rather than forever. When the time period elapses, the deceased's family can choose to renew the tenure or the site could potentially be reused. If a renewable tenure scheme was brought in the ACT in perpetuity (forever) interment rights would still be an option and priority would be given to ensuring remains are handled and stored with care and dignity.

Answered: 631 Skipped: 112



ANSWER CHOICES	RESPONSES	
Strongly support	15.21%	96
Support	16.48%	104
Neither support nor oppose	5.55%	35
Oppose	10.78%	68
Strongly oppose	49.60%	313
Don't know/ Can't say	2.38%	15
TOTAL		631

Review of the Cemeteries and Crematoria Act

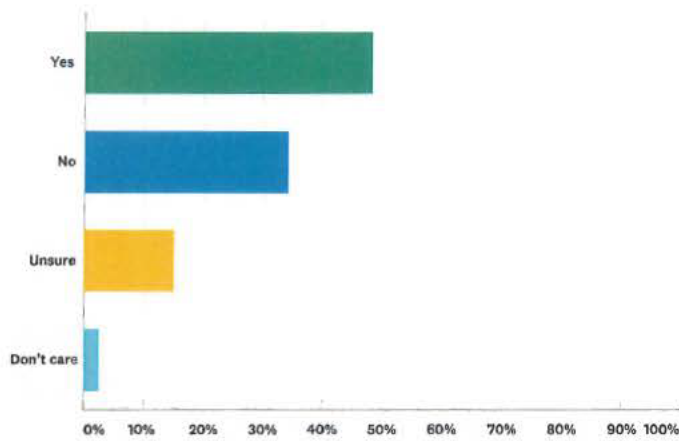
Q12 Would you like to provide any feedback about the introduction of renewable tenure in the ACT? (E.g. do you have any religious or other concerns)

Answered: 373 Skipped: 370

Review of the Cemeteries and Crematoria Act

Q13 Are you interested in alternatives to traditional burial and cremation methods?

Answered: 631 Skipped: 112



ANSWER CHOICES	RESPONSES	
Yes	48.34%	305
No	34.07%	215
Unsure	15.06%	95
Don't care	2.54%	16
TOTAL		631

Review of the Cemeteries and Crematoria Act

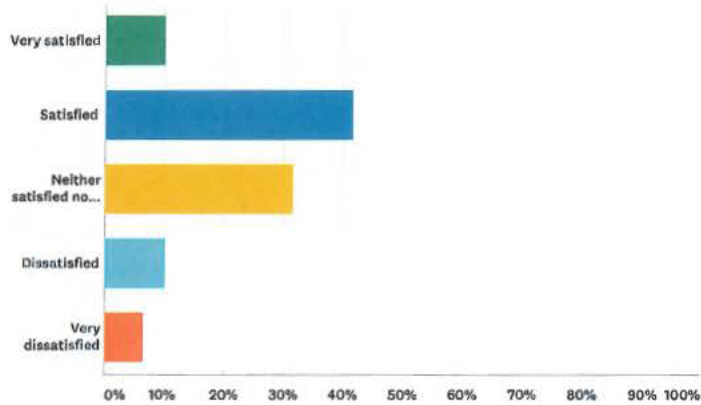
Q14 Is there anything else you want to tell us?

Answered: 269 Skipped: 474

Review of the Cemeteries and Crematoria Act

Q15 Overall, are you satisfied with this community engagement experience?

Answered: 608 Skipped: 135

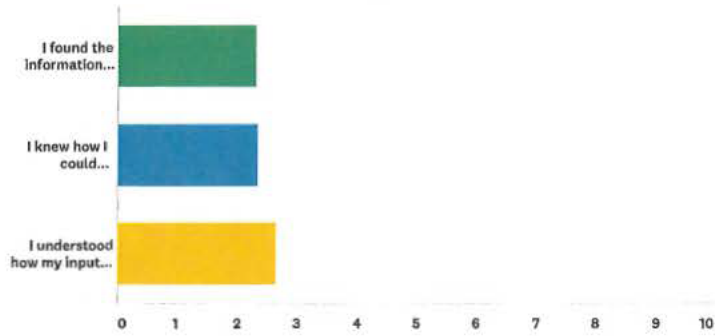


ANSWER CHOICES	RESPONSES	
Very satisfied	10.03%	61
Satisfied	41.61%	253
Neither satisfied nor dissatisfied	31.58%	192
Dissatisfied	10.20%	62
Very dissatisfied	6.58%	40
TOTAL		608

Review of the Cemeteries and Crematoria Act

Q16 Thinking about your experience engaging with us on the review of the Cemeteries and Crematoria Act 2003, please tell us whether you agree or disagree with the following statements.

Answered: 608 Skipped: 135



	STRONGLY AGREE	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
I found the information clear and easy to understand	11.79% 71	52.16% 314	28.90% 174	5.32% 32	1.83% 11	602	2.33
I knew how I could participate, have my say, share my views, ideas and experiences	14.71% 89	51.40% 311	21.32% 129	9.26% 56	3.31% 20	605	2.35
I understood how my input would be used to inform or shape a decision	9.14% 55	42.19% 254	29.40% 177	11.63% 70	7.64% 46	602	2.66

Review of the Cemeteries and Crematoria Act

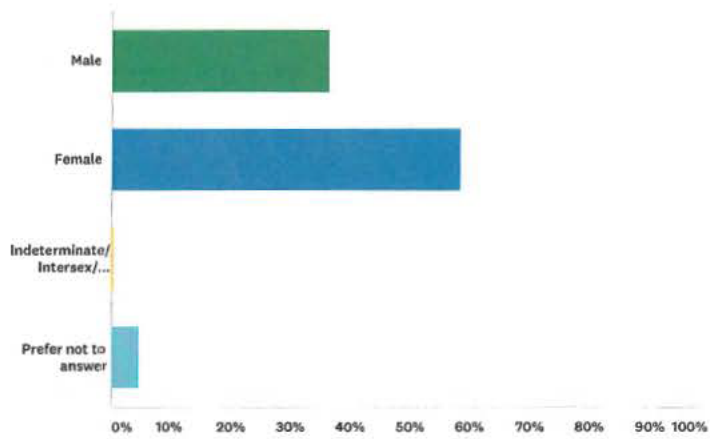
Q17 What is your postcode?

Answered: 602 Skipped: 141

Review of the Cemeteries and Crematoria Act

Q18 What is your gender?

Answered: 602 Skipped: 141



ANSWER CHOICES

Male
Female
Indeterminate/ Intersex/ Unspecified
Prefer not to answer
TOTAL

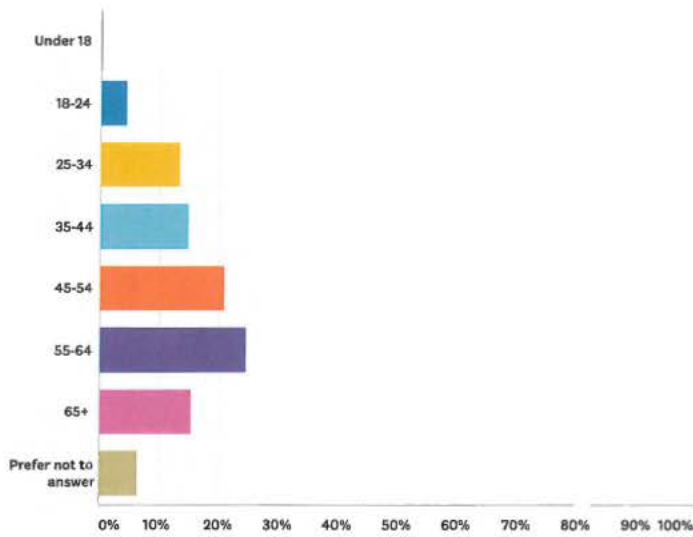
RESPONSES

36.38% 219
58.47% 352
0.50% 3
4.65% 28
602

Review of the Cemeteries and Crematoria Act

Q19 What is your age?

Answered: 602 Skipped: 141



ANSWER CHOICES	RESPONSES	
Under 18	0.17%	1
18-24	4.32%	26
25-34	13.29%	80
35-44	14.78%	89
45-54	20.93%	126
55-64	24.58%	148
65+	15.45%	93
Prefer not to answer	6.48%	39
TOTAL		602