



Mausoleum Policy

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1. The purpose of this policy is

To ensure that Mausolea at the Murray Pines Cemetery are managed and maintained consistently.

2. Policy statement

Mildura Cemeteries Trust currently provides two mausoleums for the entombment of remains at the Murray Pines cemetery. The Trust understands the importance to individuals in honouring their loved ones and is obliged to ensure that such memorialisation is respectful and safe for all while meeting the terms of the original contract.

3. Principles

Right of Interment

An Application for Right of Interment must be completed and submitted to the Trust along with payment of the relevant cemetery trust fee.

Crypts will not be able to be placed on hold and full payment must be made at time of reservation. There is no discount available for purchase of multiple crypt places.

If the holder of the Right of Interment no longer wishes to keep the Right of Interment, the following process will occur:

- an application for the Relinquishment of *Right of Burial* must be submitted to the Trust.
- Cemetery staff will then complete the Surrender of unexercised Right of Interment fee calculation as per the DHHS guidelines and send it to the holder of the Right of Interment.

- Upon receipt of the signed surrender as approval, the Trust will transfer the refund by EFT and complete the relinquishment. The applicant will no longer have any authority over this crypt.
- The relinquished plot will then be made available for re-sale.

Committal process

Entombments will be booked and confirmed in consultation with the relevant Funeral Director upon the submission of an Application for Interment which must be signed by the holder of Right of Interment or authorised person.

Entombment cannot proceed without payment of the relevant cemetery trust fee unless a pre-paid interment was originally organized.

Cemetery staff will ensure that the crypt is prepared to the following standard:

- Crypt drainage and ventilation plugs will be removed prior to attendance.
- Crypt will be clean and ready for committal service.
- Lifting device and staff will be in place for coffin/casket to be slid into the crypt at the conclusion of the committal service.
- A fibro-cement sheet will be placed at the front of the crypt and sealed into position following the funeral before the re-installation of the crypt shutter.
- The vigil lamp (in Mausoleum One) will be connected to the power supply as the shutter is placed in position.

Additional Interments into a Crypt

It is not possible for the entombment of additional bodily remains into an exercised crypt, however under certain circumstances it may be possible to provide additional interments.

Upon written approval from the Trust including an Application for interment paperwork, cremated remains, infant coffins or ossuary boxes may be placed in a crypt if there is sufficient space.

- Additional memorialisation is not permitted.
- The relevant interment fee will apply to all interments.

Memorialisation

Original Mausoleum (Mausoleum One)

- Mildura Cemeteries Trust is solely responsible for all memorialisation within the mausoleum complex.
- The fees paid for the Right of Entombment include the specified memorialisation.
- An application for Memorialisation must be submitted with proof provided by the Cemetery Trust, with the written approval of the holder of the Right of Interment and approved by the Trust before works will proceed.
- Inscriptions in a language other than English are permitted, family must provide the translation when providing the proof.
- All crypts will have individual lettering with flower vase(s), bronze photo frame and bronze cross(es) provided when memorialisation is installed.
- Lettering size as follows:

<i>Surname:</i>	75 mm
<i>Christian Names:</i>	38 mm
<i>Place of birth</i>	20mm

<i>Date of Birth / Death:</i>	25 mm
<i>Beloved "wife/husband" of</i>	20mm
<i>Text:</i>	20 mm
<i>Additional text if requested</i>	20mm
<i>R.I.P. text</i>	20 mm

- Bronze photo frame will be supplied by the Trust. Colour ceramic photo (11cm * 15cm) will be provided by the family, with the cost of the photo incurred by the family. The Trust will accept no liability for quality of photo provided.
- Photo frame, cross and lettering placement is to occur in the same position on all shutter fronts.

Modular Mausoleum (Mausoleum Two)

- An application for Memorialisation must be submitted with proof provided by the Cemetery Trust, with the written approval of the holder of the Right of Interment and approved by the Trust before works will proceed.
- Works must be completed by an approved monumental mason, or another party as accepted by the Trust as insured to do so.
- Inscriptions in a language other than English are permitted, family must provide the translation when providing the proof.
- All crypts will have individual lettering with flower vase(s), bronze photo frame and bronze cross(es) provided when memorialisation is installed.
- Lettering size as follows:

<i>Surname:</i>	75 mm
<i>Christian Names:</i>	38 mm
<i>Place of birth</i>	20mm
<i>Date of Birth / Death:</i>	25 mm
<i>Beloved "wife/husband" of</i>	20mm
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- Photo frame, cross and lettering placement is to occur in the same position on all shutter fronts.

Floral and ornamental tributes

Each crypt has provision for a small vase for artificial flowers.

The flowers must not encroach onto other crypts or obscure the memorialisation.

Flowers are permitted on the floor, directly below the crypt immediately during and after the funeral and will be removed from the mausoleum once they have withered.

No items of any kind are to be left on the mausoleum floor at any other time.

The Trust reserves the right to remove any floral tribute that contravenes this policy or when the condition has deteriorated.

Care of memorials

Care and maintenance of any item of memorialisation is the responsibility of the Holder of the Right of Interment

Cleaning of the marble crypts can only be by a damp cloth, as the use of detergents or cleaning aids may stain or discolour the shutter face.

The Trust will accept no liability if damage to crypt face occurs from use of cleaning products.

The Trust will undertake routine maintenance activities including but not limited to annual painting and pest control.

Security in Mausoleum One

A security card will be issued after each sale.

- Single fronted crypt – one card
- Double fronted crypt – two cards

Except on days of funerals, visitors must ensure that the gates to the mausoleum are locked upon leaving the complex to ensure security is maintained.

Additional cards are available at cost, as determined by the Trust.

Lost/stolen cards must be reported immediately to the Trust.

Theft or Damage

The Trust

- Is unable to accept responsibility for the theft of any item of memorialisation.
- Is unable to accept any responsibility for damage to any item of memorialisation unless it can be shown that such damage was caused by tasks carried out by cemetery staff.
- Will assist memorial owners in making claims for theft or damage under the Victorian Managed Insurance Authority Cemetery Trusts Insurance Program

Vegetation

A person must not remove, pick, or damage any plant, flower, shrub or tree in a public cemetery without the prior written approval of the cemetery trust.

A person must not dig or plant anything in a cemetery without the prior written approval of the cemetery trust.

Management of Litter and waste

There are bins located at the cemetery to enable the removal of withered flowers, any wrapping papers, rubber bands. The handling material and weathered ornaments.

These bins are to be used to ensure litter and waste do not create a safety hazard or detract from the aesthetics of the cemetery.

If a bin is not available, it is requested that rubbish is taken away. This will assist in maintaining the cemeteries in an attractive, clean, tidy and hazard free environment.

4. Legislation and other references

4.1 Legislation

For further information related to this policy see:

- Cemeteries and Crematoria Act 2002
- Cemeteries and Crematoria Regulations 2015

4.2 Documents

This policy is implemented in conjunction with the following documents.

- 'Application for Right of Interment'
- 'Application to Inter'
- 'Application to inter cremated human remains.'
- 'Application to establish or alter a Memorial or Place of Interment.'
- MCT Floral and Ornamental Tribute policy
- MCT Confiscated Items process.