



REMEMBRANCE PARKS CENTRAL VICTORIA CUSTOMER FEEDBACK FORM

| | |
|---------------------------|--------------------------------------------------------|
| Reference: | Draft Visitor Guide and Draft Memorialisation Policy |
| Date: | [Date form completed] |
| Name: | [Name of person providing feedback] [Can be anonymous] |
| Contact email: | |
| Contact telephone: | |

The following statements refer to the draft Visitor Guide:

The Visitor Guide is a public document that seeks to advise and guide visitors to public cemeteries on the rights and responsibilities of both the Cemetery Trust and visitors to the cemeteries.

| | | 1 | 2 | 3 | 4 | 5 |
|------------|-----------------------------------------|--------------------------|-----------------|----------------------------------|--------------|-----------------------|
| Q1. | The Visitor Guide is clear and concise. | Strongly disagree | Disagree | Neither Agree or Disagree | Agree | Strongly Agree |
| | Please tick: | | | | | |

Comments: [Please let us know how this can be improved].

| | | 1 | 2 | 3 | 4 | 5 |
|------------|----------------------------------------------------------------------------|--------------------------|-----------------|----------------------------------|--------------|-----------------------|
| Q2. | The Visitor Guide contains useful information for visitors to the cemetery | Strongly disagree | Disagree | Neither Agree or Disagree | Agree | Strongly Agree |
| | Please tick: | | | | | |

Comments: [Please let us know how this can be improved].



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| | | 1 | 2 | 3 | 4 | 5 |
|------------|----------------------------------------------------------------------------------------------------|--------------------------|-----------------|----------------------------------|--------------|-----------------------|
| Q3. | The Visitor Guide contains useful information on memorialization (or adornment of interment sites) | Strongly disagree | Disagree | Neither Agree or Disagree | Agree | Strongly Agree |
| | Please tick: | | | | | |

Comments: [Please let us know how this can be improved].

| | | 1 | 2 | 3 | 4 | 5 |
|------------|--------------------------------------------------------------------------------|--------------------------|-----------------|----------------------------------|--------------|-----------------------|
| Q4. | The guidance on memorialization is fair and reasonable and easy to comply with | Strongly disagree | Disagree | Neither Agree or Disagree | Agree | Strongly Agree |
| | Please tick: | | | | | |

Comments: [Please let us know how this can be improved].

Q5. Does anything need to be added to the Visitor Guide? Please detail below.



Q6. Does anything need to be deleted from or changed in the Visitor Guide? Please detail below.

The following statements refer to the draft Memorialisation Policy:

The Memorialisation Policy is an internal RPCV Trust document that sets out the plans and guidelines that are used to make organisational decisions in relation to Memorialisation (or Adornment) of interment sites at public cemeteries. The Policy is to be formally reviewed and approved by the Trust Members every two years, or more frequently as required.

| | | 1 | 2 | 3 | 4 | 5 |
|------------|---------------------------------|--------------------------|-----------------|----------------------------------|--------------|-----------------------|
| Q1. | The Policy is clear and concise | Strongly disagree | Disagree | Neither Agree or Disagree | Agree | Strongly Agree |
| | Please tick: | | | | | |

Comments: [Please let us know how this can be improved].

| | | 1 | 2 | 3 | 4 | 5 |
|------------|-------------------------------------------------------------------------------------------------|--------------------------|-----------------|----------------------------------|--------------|-----------------------|
| Q2. | The Policy will help the RPCV Trust and staff to make informed decisions about Memorialisation. | Strongly disagree | Disagree | Neither Agree or Disagree | Agree | Strongly Agree |
| | Please tick: | | | | | |

Comments: [Please let us know how this can be improved].



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| | | 1 | 2 | 3 | 4 | 5 |
|------------|-----------------------------------------------|--------------------------|-----------------|----------------------------------|--------------|-----------------------|
| Q3. | The Policy is aligned with the Visitor Guide. | Strongly disagree | Disagree | Neither Agree or Disagree | Agree | Strongly Agree |
| | Please tick: | | | | | |

Comments: [Please let us know how this can be improved].

| | | 1 | 2 | 3 | 4 | 5 |
|------------|------------------------------------|--------------------------|-----------------|----------------------------------|--------------|-----------------------|
| Q4. | The Policy is fair and reasonable. | Strongly disagree | Disagree | Neither Agree or Disagree | Agree | Strongly Agree |
| | Please tick: | | | | | |

Comments: [Please let us know how this can be improved].

Q5. Does anything need to be added to the Policy? Please detail below.

Q6. Does anything need to be deleted from or changed in the Policy? Please detail below.



Thank you for your feedback.

Please return the completed form to:

Executive Assistant

Remembrance Parks Central Victoria

E. ea@rpcv.org.au

If you have any questions, please contact the RPCV Executive Assistant on 1300 266 561.