



REMEMBRANCE PARKS  
CENTRAL VICTORIA

RPCV

POLICY

# MEMORIALISATION POLICY

(Version 4.0)

*Adopted by the RPCV Trust dd/mm/yyyy*

### 1. Policy Statement

Remembrance Parks Central Victoria (RPCV) recognises that visitors bring and place flowers, adornments, tributes, memorabilia and other items on graves and other memorials, and that such items provide a place of harmony and may hold sentimental, cultural, religious, or spiritual significance to those visitors.

RPCV understands, promotes, and supports the use of a wide range of memorial items at the cemeteries.

RPCV understands that memorial items must be:

- respectful to the deceased and all visitors
- durable (except for fresh flowers and temporary memorials)
- safe for all visitors, cemetery workers and volunteers
- support the aesthetics, standards, and general nature of the area of the cemetery
- respectful of and acknowledge cultural diversity.

RPCV strives to operate a system through which industry and the public can share in the responsibilities of managing and protecting the remembrance parks. This enables RPCV managers to:

- maximise the safety of visitors
- encourage responsible behaviour
- ensure that commercial and other users are accountable for their actions
- manage impacts on high-use and sensitive areas
- monitor activities that could degrade natural, biodiversity, historical, heritage and other values.

### 2. Key Principles

RPCV has developed this policy and visitor guidelines following extensive community consultation. The visitor guidelines are based on the following key principles. RPCV is committed to working in partnership with the community to honour these principles.

<b>Respect</b>	Visitors to remembrance parks respect the role of the parks and cemeteries as places of tranquillity, peace, and reflection.
<b>Personalisation</b>	Visitors to remembrance parks are welcome to personalise their loved one's resting place but are mindful of maintaining respect for all other park visitors, and the role of the parks and cemeteries in maintaining a clean and tidy environment.
<b>Privacy</b>	Visitors to remembrance parks respect the privacy of all other users of the parks and cemeteries.
<b>Protection</b>	Visitors to remembrance parks have respect for the environment and think carefully about the type of adornments and tributes being used so as not to harm the environment.
<b>Safety</b>	The safety of visitors and staff is a priority. Visitors to remembrance parks do not leave items in the cemeteries that may cause harm to others or that create a safety hazard. Staff regularly maintain the parks to safeguard visitors.
<b>Diversity &amp; Inclusion</b>	RPCV strives to foster a sense of community and belonging. We welcome all members of the community into our cemeteries and respect their choices, customs, traditions and rituals in ceremony, adornment, and memorialisation.

### 3. Purpose

The purpose of this policy is to ensure a consistent approach to memorialisation that complies with the requirements of the *Cemeteries and Crematoria Act 2003* (the Act) and the Cemeteries and Crematoria Regulations 2015 (the Regulations).

### 4. Scope

This policy applies to the placement of any item at a designated memorial within RPCV grounds. It covers all rights of interment for places of interment in the cemetery held by right of interment holders who have primary responsibility for maintaining a memorial, or any other parties acting on behalf of a right of interment holder.

### 5. Policy Details

#### 5.1 Publication of the RPCV Visitor Guide

RPCV will produce and maintain a Visitor Guide that outlines the principles of this policy and provides guidance to visitors in relation to the placement of memorial items. From early 2024, this brochure will be accessible in digital format via the RPCV web site and provided in hard-copy to all pre-need and at-need customers at the time of purchase.

#### 5.2 Floral Tributes

- Fresh cut and artificial flowers are permitted at all outdoor memorial locations.
- RPCV staff may remove and dispose of dead, withered, or wilted flowers, and flowers that have been blown from their vases (or moved by birds or animals), as part of routine maintenance activities.
- RPCV supplies non-breakable plastic stake vases at areas of high visitation. Personal vases are permitted and on the condition that the care, maintenance, and security of such vases is the responsibility of the person placing the item. RPCV encourages visitors to use vessels that are not made of fragile or easily breakable material.

### 5.3 Other Tributes and Ornaments

Other tributes and ornaments may be used to adorn or decorate memorial locations provided that these items:

- Do not pose a risk to the safety of visitors, volunteers, contractors, or employees.
- Do not impede the efficient and effective maintenance of the cemetery grounds.
- Are not of a size or scale that encroaches on surrounding memorial sites.
- Have not deteriorated to the extent that they are no longer appropriate.

### 5.4 Restricted Items

RPCV reserves the right to restrict the placement of any items that may pose a risk to the health and safety of visitors, volunteers, contractors, or employees including:

- Items that inhibit the safe maintenance of the cemetery grounds, such as loose items on lawn sections that are regularly maintained using equipment.
- Small items that could be accidentally ingested by a child.
- Full cans or bottles of alcohol that could accidentally be ingested by a child.
- Unsupervised flames (due to fire risk).

Where restricted items are present, the items may be removed or relocated in accordance with this policy.

### 5.5 Care of Memorial Items

Care and maintenance of any item of memorialisation is the responsibility of the right of interment holder.

RPCV:

- is unable to accept any 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.

### 5.6 Scheduled Memorialisation and Removal of Items

#### Scheduled Memorialisation

RPCV recognises that people like to visit cemeteries on certain special days of the year. For this reason, RPCV will schedule and publish an annual calendar of key dates so that visitors can decorate their memorial site in preparation for this special day. The schedule will encourage visitors to remove items specific to each special day of remembrance at a fixed time after the event has occurred.

#### Discretionary Clean-Up

The remembrance parks are maintained year-round to a standard that enables the whole community to visit a clean, safe, and tidy environment. As most tributes will weather and deteriorate over time, at some point these items may need to be removed as part of our routine maintenance and/or following a severe weather event.

RPCV maintenance teams may remove items that have withered, decomposed, deteriorated, or are broken or create a safety hazard for visitors or staff. Some items can become a safety risk to others when they break or get accidentally moved onto the lawn areas that are being maintained with grass cutting equipment. RPCV staff will endeavour, whenever possible, to contact the relevant visitor(s) when an adornment has become unsafe or hazardous to discuss its temporary storage or removal.

### 5.7 Children's Memorials

In recognition of the sensitivities attached to children's memorials, RPCV will exercise this policy in such areas at their discretion with care and empathy and will only remove items where entirely necessary to ensure the safety of visitors and staff or maintain harmony of the area for all visitors.

Visitors should be mindful of children visiting the area. Items must be safe for children (not ingestible, no sharp edges, not fragile or breakable).

### 5.8 Ceremonial Use of Fire

Candles and ceremonial fire of any kind must not be left alight. If unattended for any period, RPCV staff are required to extinguish naked flames. This includes any fire/candles/oil burners contained within a memorial box.

RPCV may, on specific or general advice from the Fire Rescue Victoria, Country Fire Authority, State Emergency Service, or other authorised body, restrict or prohibit the use of candles and all types of ceremonial fire on RPCV grounds for a period of time, as deemed necessary.

Ceremonial use of fire is prohibited on all declared Total Fire Ban days.

### 5.9 Plantings

RPCV retains the responsibility for managing all plantings on cemetery grounds. Personal plantings are not permitted on graves or memorials. Unapproved plantings will be assessed by RPCV staff, and plants may be removed where necessary to ensure the integrity of the site's existing flora and fauna.

Unauthorised planting within a memorial area, where required to be removed to conform to this policy, must be removed by the Right of Interment Holder or their nominated agent, at their own expense.

### 5.10 Temporary Markers

Temporary markers, where permitted, may be placed for a period of twelve months from the date of the interment. After twelve months, RPCV staff may remove these items in accordance with this policy.

### 6. Policy History

Date	Details of Change
20/11/2023	Updated existing Flowers & Ornaments in our Cemeteries Policy.

### 7. Related documents

Document
<i>Cemeteries and Crematoria Act 2003</i>
Cemeteries and Crematoria Regulations 2015
RPCV Visitor Guide – digital and hard copy
RPCV Complaints Handling Policy

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