

FREQUENTLY ASKED QUESTIONS

FOR FUNERAL DIRECTORS

Supporting communities for generations

INVOCARE
MEMORIAL PARKS
& GARDENS

InvoCare Memorial Parks work collaboratively with Funeral Directors to enable a professional, respectful and seamless experience for our shared client family.

We have created this document of frequently asked questions that may assist you in understanding some of our processes, procedures and governance. Your local Park and Garden Manager is always available to further support where required.

BOOKINGS

When completing the service confirmation time, is this the cremation time?

The time on the service booking form is a delivery time, not the actual cremation time.

Who is the most appropriate person to sign the application for permission to cremate form?

The next of kin (spouse or child) or executor of the deceased.

What are the common errors with deceased paperwork for burial and cremation that delay the service?

Inaccuracies with paperwork including but not limited to, incorrect dates, incorrect spelling, incomplete answers, information not matching, missing paperwork, cremation risk not entirely completed, removal of pacemaker advice, signatures missing or in the wrong place can all delay the confirmation of a service.

When does the paperwork need to be submitted to the booking team?

All paperwork accurate and complete needs to be received into the Memorial Park bookings team no later than 24 hours the business day prior to the service.

Can InvoCare memorial parks provide twilight services, weekend services and public holiday services?

Yes, our bookings team will work with you to meet a family request where possible, additional fees may apply.

Why is the weight of the deceased important on the service instruction form?

The combined weight of the deceased and coffin is necessary for safety reasons and an allocated cremation time Rostering crematorium team members are impacted by unplanned overtime and the business by additional costs.

Does the coffin plate need to match the paperwork?

Yes, the spelling of all names should match—nick names or aka can be added under the official name (the coffin name plate is the official identification for the deceased coffin).

Are late fees charged?

Yes, these fees are charged to recover overtime costs and any impact on a following chapel service of another grieving family.

Can extra catering be provided on the day of service?

Any changes to catering will need to be discussed directly with the caterer.

CREMATION

Why could a cremation be held over?

Reasons may include: late delivery time, high volume of cremations in one day, bariatric deceased in care, incorrect or missing weights on booking form, cremator maintenance and incorrect deceased paperwork.

Can a family be present at the cremation?

Yes. This service is called a witness of insertion and needs to be booked in prior to the cremation. An additional fee applies for this service.

What is a witness insertion service?

A witness insertion service is where the family can be present for the insertion of the deceased into the cremator. The time allocated for this service is 15 minutes, or as agreed (it is not for the duration of the cremation. Maximum numbers vary at each park). *Fees apply*

What is prohibited in the coffin/cremator

Unacceptable Items that are combustible including bottles or jars made from glass or plastic, alcohol or lighters, anything made from leather, latex and vinyl are harmful to the environment, items made of metal can damage the cremator and battery operated devices such as pacemakers or mobiles can explode and damage the cremator as well as compromise the integrity of the cremated remains. Further information can be found on mymemorial.com.au website.

Can joint replacements be returned after cremation?

Artificial joints may be returned to the family however this needs to be requested by the family at the time of arrangement and communicated to the crematorium at the time of booking. Where the crematorium has not been informed joint replacements are properly disposed of and cannot be retrieved.

Are concierge services available to support during chapel services?

Yes, a concierge is allocated to each funeral or memorial service, training can also be provided to any new Funeral Directors if requested.

Can candles be used in a chapel?

Only in a hurricane vase for safety reasons and to stop the wax damaging the floors and carpet.

What happens to the flowers after the service?

The flowers that can fit are placed on the coffin without the oasis and the remaining flowers are disposed of. (Families should be encouraged by their Funeral Director to take any flowers with them at the conclusion of the service).

Can a memorial park team member, funeral director or family film or take photos within the crematorium?

No, this is prohibited at all InvoCare facilities.

Can the family farewell the deceased in the driveway of the memorial park?

No, this is very confronting for other visitors to the park and can cause a traffic hazard for other vehicles.

Can client families wait on-site for the cremation to take place

Yes, however no cremation times are guaranteed or provided to the family unless they have booked a witness of insertion.

When will the cremated remains be available?

Within 48 hours unless requested by the funeral director on booking.

Who can collect the cremated remains?

The applicant or commissioner noted on the application for permission to cremate form. An applicant can also provide a signed authority letter for another person to collect the cremated remains including funeral staff.

What are the ashes/cremated remains placed in?

A temporary PVC container, the size of a large tissue box, occasionally an additional container may be required.

How many containers are supplied for the cremated remains after cremation?

Up to 2 PVC containers are included in the cremation fee. Any additional containers requested are charged at the applicable fee.

Can a client family or funeral director supply an urn that was not purchased at the crematorium conducting the cremation?

Yes, a decanting fee will apply and appointment required, please contact the park for instructions.

When will the crematorium contact the family?

The family service advisor supporting the family will send a letter out the following day after the cremation. A call is followed up within 1–2 weeks after the cremation.

Does the family require an appointment?

Yes. This ensures that the family service advisor is available to service the family and prepare for the cremated remains to be brought to the office from the crematorium along with any documents required for the cremated remains collection.

How long does the crematorium hold the ashes / cremated remains?

The ashes/cremated remains are held for up to 12 months as per NSW and QLD cremation acts.

BURIAL

Does the coffin plate for a burial need to be engraved?

Yes, coffin plates are required to be engraved and not laser finish as per the burial regulations. The nameplate will be checked at graveside for accuracy against other paperwork before interment can proceed.

Are cemetery team members available at a burial site to support with a graveside service?

Yes, either the burial team, concierge or family service advisor will support on the day. Please note that pallbearing is the responsibility of the Funeral Director.

Can InvoCare memorial parks support religious and culturally specific services?

Yes, we can accommodate all faiths, religions and cultural rituals to support any community.

Do InvoCare memorial parks have pre-paid memorial options available?

Yes, all InvoCare memorial parks have pre-paid options. The benefit of pre-arrangements allows the person to choose their own site whilst living. This removes the emotional and financial burden from their loved ones. The pre-purchase also allows the purchaser to lock in the price at today's cost.

Do InvoCare memorial parks have payment options?

Yes, all InvoCare locations have options for a client family to pay off a memorial. All memorials must be paid in full to use the site, unless outlined by InvoCare's payment term policy.

How long will the memorial be in place?

InvoCare parks offer perpetuity—forever, unless contract purchased as tenure in NSW.

Where can funeral team members access any forms or price lists for InvoCare memorial parks?

All funeral service forms and price lists can be found on the mymemorial.com.au website under the funeral director hub.

This is a general guide only, there may be further scenarios that will require additional information. For more information call the InvoCare Memorial Parks & Gardens office on **1800 844 080**.

MYMEMORIAL.COM.AU

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