

How we care for your child

Our outdoor teams take pride in maintaining and tending to the many beautiful landscapes across our sites.

They move with the seasons in a constant cycle of maintenance. Sometimes you may notice something that needs attention. We're here to help. So, please contact our customer care team (details to the right).

We can provide additional maintenance (like planting new lawn or adding soil when the earth settles). There are taps throughout our cemeteries for fresh flowers so you can clean your child's plaque or headstone.

How we care for you

We are here to make space for your grief. Some parents find it helpful to connect with other families. We host various community led gatherings to mark significant cultural and community events.

Please contact our community engagement team for information about community-led events and support: **community@gmct.com.au**

Together, we are providing a safe and peaceful sanctuary for you and others to reflect and remember. Please reach out to our staff if you have any questions or concerns.

Contact us

Our Customer Care team is ready to answer all your questions.

1300 022 298
enquiries@gmct.com.au

For enquiries about community events, please email: **community@gmct.com.au**

Grief support

24/7 support line: **1300 308 307**
Resource library: **rednosegriefandloss.org.au**
Peer support: **sands.org.au**

If you have a hearing or speech impairment, contact us through the National Relay Service:

TTY Users **133 677**
Speak and Listen Users **1300 555 727**
Internet Relay Users connect to **www.relayservice.gov.au**
Video Relay Users choose the available NRS video relay contact on Skype
SMS Relay Users **0423 677 767**

For interpreting services, please contact Language Loop on **03 9280 1941** or visit **languageloop.com.au**

The advice in this brochure is based on the Cemeteries and Crematoria Act 2003 and Cemeteries Crematoria Regulations 2015.



Caring for children's memorials



The loss of a child is devastating and we extend our deepest sympathies to you and your family.

Together with you, we have the privilege of providing a beautiful, tranquil resting place for your child. Our aim is to create a sanctuary where you can reflect and remember in a way that is most meaningful to you and your family.

Here is some information about how we support you to honour and remember them.

Your child's memorial

Grief is a personal experience that shifts and evolves over time. Some families find it helpful to mark significant milestones and important community events. Others prefer to reflect quietly in nature or build a shrine or garden at home. You might choose to honour or connect with your child in the following ways:

- creating personal letters or pictures
- adding colour and movement with pinwheels or small flags (items must fit safely in our plastic vases)
- sharing a birthday cake or meal on your child's special day
- celebrating sports teams or family traditions
- reminiscing with laminated photographs or storytelling
- decorating or visiting during special occasions.

Flowers

Fresh flowers add colour and are a beautiful way to remember your child. Most of our cemeteries provide vases on site or at reception. You are welcome to use your own vase, provided it's not made from breakable material or has sharp edges.

Foam-based floral arrangements help keep flowers fresh. Artificial and dried flowers provide a more lasting tribute. Wired flower arrangements and wreaths cannot be used as they are a safety risk.

Ornaments

You may choose to decorate your child's grave with items that hold special meaning. Our spaces are for everyone. So, please be mindful that sharp or fragile objects are not safe for our youngest or vision impaired visitors.

Three items, each roughly the size of a takeaway coffee cup, may be placed on the concrete area at the top of the grave, keeping the lawn clear for maintenance. This allows our staff to safely use lawn mowers and brush cutters, which can easily run over ornaments placed elsewhere, leaving sharp fragments behind.

Some examples of unsafe items include:

- glass, ceramic or other fragile objects
- tins or aluminium cans
- items with sharp edges
- metal spikes for hanging decorations
- open or unsupervised flames.

While we remove these items for safety reasons, we understand they are very precious to you. So, we store them for a period of time and ask the holder of right to collect them. Please speak to our customer care team about reclaiming them.

We also recommend you take special items home with you after your visit to avoid loss or damage by weather and wildlife.