

Caring for your space

Following a burial, it is normal for the earth to settle over time. Our staff will add additional soil according to our normal schedule, but this natural process can be unpredictable. If you visit your loved one's grave and notice the earth has settled, please contact us using the details to the right to arrange for maintenance.

To help us care for the lawn and areas around lawn graves, please keep decorations on the concrete memorial space or plaque. Items placed on the lawn may pose a risk to the staff who care for the site. The cemetery grounds are a space shared by families in grief. GMCT is dedicated to maintaining this space for the safety, comfort and dignity of all visitors. For this reason, our teams will remove any items they find that pose a risk to visitors, staff or the environment. This may include (but is not limited to) glass, ceramic or other fragile objects, tins or aluminium cans, and metal spikes for hanging decorations.

For more information about caring for the space around your memorial and what to expect when visiting a cemetery, please go to www.gmct.com.au/resources/what-toexpect

If you need help

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

1300 022 298

enquiries@gmct.com.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.



Decorating your loved one's memorial



The Greater Metropolitan
Cemeteries Trust
Lasting memories, peaceful places.

Grief is a personal process that takes many shapes over time.

One way you might want to remember your loved one is by decorating their grave or memorial with flowers and other ornaments. It may be hard to know where to start or understand what your options are. To make things that little bit easier in a difficult time, this guide may help you through the process.

Temporary markers

How to mark your loved one's grave or memorial is an important decision, so it makes sense if you need to take your time. GMCT offers personalised temporary markers to identify your loved one's grave. Temporary markers may be placed for up to twelve months. You can also place flowers and small decorations at the memorial during this time. A small decoration is something approximately the size of a takeaway coffee cup (15 cm x 15 cm x 15 cm).

Flowers

Outdoor memorials

Placing flowers at your loved one's grave is one way to commemorate their life. To help extend the life of your floral tribute, GMCT provides vases at most of our cemeteries, and you can request them at the reception of our regional offices. These vases are ideal as they hold flowers upright and are designed to protect them from the elements. You may use your own vase, if it is not made of breakable material. You might wish to place a foam-based floral arrangement at the memorial or grave. Please avoid wired arrangements as they can pose a safety risk.

Indoor memorials

Create a lasting tribute to your loved one by placing artificial flowers on their indoor memorial. You can place these using the poles available or leave them with our teams at reception and we will place them for you. Artificial flowers are best for mausoleum or indoor environments. You might wish to change the flowers with the seasons or on special anniversaries. Fresh flowers are not suited to indoor memorials as they can cause odour and attract insects, and so need to be removed.

Other decorations

Outdoor memorials

There are other ways to add a meaningful tribute to your memorial. The decision is personal, but here are some suggestions to think about:

- **Seasonal decorations like poppies at Remembrance Day, sports team memorabilia at finals**
- **A laminated photograph**
- **Letters, notes and pictures written or drawn for your loved one**
- **Items that fit safely in GMCT-supplied vases, such as pinwheels, small flags and artificial flowers.**

If an item is valuable or of sentimental importance, consider taking it home with you after a visit. Weather and wildlife can cause items to be damaged or lost, and it is not possible for GMCT to guarantee the security of your decoration. To make sure every family has the space to mourn in their own way, you can decorate your grave with up to three small items.

