

Kiama Council is seeking community feedback on our Draft Cemeteries Operating Policy.

Council operates three cemeteries – Kiama (Bombo), Gerringong and Jamberoo, which see around 100 burials and ash placements a year.

Director Infrastructure and Liveability Michael Malone said developing a Cemeteries Operating Policy was important for the people organising the burial or interment of a loved one, as well as the Council staff helping them.

“People booking a plot or niche are usually going through quite a hard time. They are often grief stricken, and it is difficult to think straight and take in information when we lose a loved one,” Mr Malone said.

“So, it is very important to be understanding and maintain empathy while being able to provide clear and simple information for them, to help them make their decisions.”

“We’ve always been good at providing a quality cemetery service. This new operating policy simply captures what we do, how we do it and why.”

“It includes how we make decisions regarding our cemeteries, especially the options and costs for interment.”

The policy covers areas of operations such as:

- Customer service principles
- Religious and cultural principles
- Organising interment of bodily and cremated remains
- Specifications for headstones and monuments
- Fees

Mr Malone said the Draft Cemeteries Operating Policy will help our customers with the organising side of interments, as well as give them peace of mind when it comes to how we manage their sites, and the cemeteries as a whole, from layout to landscaping and general maintenance.

“We have an excellent outdoor crew at Kiama Council, they are very experienced and do an awesome job, working behind the scenes during what is a difficult time for families in grief.”

“It’s also important to us to ensure that when families visit their loved ones in the cemetery, the place is as well-presented as possible.”

“This new policy sets out the standards we set ourselves, and our customers can expect from us, which is important given the trust placed in us caring for their loved ones.”

You can view the draft policy and make your submission via our website:

<https://www.kiama.nsw.gov.au/Council/Your-say/cemetriespolicy>

Submissions close 5pm, Friday 20 October 2023.

Once finalised, the Draft Cemeteries Operating Policy will replace the Cemeteries Procedure (June 2014).

Further information:

<https://www.kiama.nsw.gov.au/Facilities/Cemeteries>

Ends