

Transfer of management of Pine Lodge Cemetery and Kialla West Cemetery from Greater Shepparton City Council acting as the Trust, to Remembrance Parks Central Victoria (RPCV)

FREQUENTLY ASKED QUESTIONS (FAQs)

Q: Who will be managing the day-to-day operations of Pine Lodge Cemetery and Kialla West cemeteries?

Day-to-day operations of the cemeteries will be managed by Remembrance Parks Central Victoria from 1 July 2019.

Q: Who (or what) is Remembrance Parks Central Victoria?

Remembrance Parks Central Victoria is a government owned enterprise established as one of five Class A cemetery trusts under the provisions of the *Cemeteries and Crematoria Act 2003*. It is accountable to the Minister for Health through the Department of Health and Human Services and is currently responsible for the direct management of six sites in the City of Greater Bendigo region.

Q: When will the transfer happen?

The transfer of management and operations will take effect from 1 July 2019.

Q: Will the transfer change the services on offer?

The current interment and reservation services offered at the cemetery will continue under RPCV's management from 1 July, 2019. RPCV are committed to providing an excellent service to the community.

Q: Why has RPCV taken on the management of the cemeteries in Shepparton?

RPCV is a highly experienced service provider in after life care and can offer a level of specialist service provision in an area that can be difficult for any Council to offer. The arrangement ensures that day-to-day operations are undertaken efficiently and effectively by RPCV, meeting the expectations of both right of interment holders and the general public.

Q: I have a site at the cemetery; do I need to do anything?

There is nothing that you need to do as a result of the transfer of management at the cemetery. RPCV will have all information regarding your site and any arrangements that you currently have in place.

Q: What will happen to my site and cemetery maintenance?

RPCV are committed to maintaining all cemeteries under their management to a high standard of excellence.

Q: Will all sites remain perpetual?

In Victoria a grave is purchased in perpetuity. All grave sites will remain perpetual.

Q: Is RPCV planning any changes to Pine Lodge or Kialla West cemeteries?

Remembrance Parks Central Victoria is not planning any changes to the sites at this stage, and are committed to maintaining a high standard of service.

Q: I'm not happy with something at the site – who should I contact?

All enquiries, complaints or feedback about Pine Lodge or Kialla West Cemeteries should be directed to Remembrance Parks Central Victoria on 1300 266 561 (for the cost of a local call) or via email to enquiries@rpcv.com.au.

Q: What about the transfer of data and information - how is that happening?

Remembrance Parks Central Victoria will have digitised records for Pine Lodge and Kialla West Cemeteries. Original records will continue to be stored securely onsite at Greater Shepparton Offices

Q: How will I access relevant records?

Remembrance Parks Central Victoria's secure Cemetery System will contain all information regarding Right of Interment. RPCV adheres to relevant legislative requirements regarding the storage and retrieval of personal information. RPCV will provide appropriate access to relevant records, in accordance with the legislation.

Q: What will happen to my payment plan for my reservation site?

Remembrance Parks Central Victoria will continue any existing payment plan arrangements for reservation sites. The only change will be in relation to how you make your payments. After 1 July 2019 there will be a change in the bank account details for all payments and you will be notified of the new details in due course.

Q: Who do I contact regarding purchasing a right of interment (ROI), to book a service, to update an existing record or to organise a stonemason's permit?

All enquiries regarding Pine Lodge or Kialla West Cemeteries should be directed to RPCV on 1300 266 561 (for the cost of a local call)

Q: Can I see someone in Shepparton regarding my site?

Yes. RPCV are currently in the process of establishing a presence at Pine Lodge Cemetery, details are yet to be finalised.

Q: How do I pay my cemetery invoice?

After 1 July 2019, payments by cheque may be posted to Remembrance Parks Central Victoria, PO Box 268, Eaglehawk. Vic 3556, OR directly over the phone 1300 266 561, OR made via direct deposit to our bank account if required (details available by phoning the office if required) .

Q: Will the fees increase after the transfer of management?

It is not anticipated that there will be any price increase other than the usual annual Consumer Price Index rise which is applied to cemetery fees as at 1 July 2019.

Q: Will I still be able to reserve a site at the cemetery?

Yes, Remembrance Parks Central Victoria will be taking reservation applications of sites for both Kialla West and Pine Lodge cemeteries.

Q: Will pre-purchase payment plans still be offered for reservations?

Yes, pre-purchasing payments will be offered at both sites.

There are many advantages to pre-paying your burial or cremation, including purchasing at today's prices and peace of mind in knowing that your wishes will be honoured. Pre-paying also eases the burden on your family during an emotional time. Contact RPCV directly for more information.

Q: How do I book a burial after the transfer has occurred?

If you wish to book a burial please contact RPCV directly on 1300 266 561 and necessary arrangements will be made.

Q: I want to order a new plaque or recondition an old plaque?

Remembrance Parks Central Victoria will handle your queries regarding this. RPCV Customer Experience team members will be available to assist and can be contacted directly on 1300 266 561 or email enquiries@rpcv.vic.gov.au with any plaque or cemetery enquiries.

Q: Will there be opportunity for community input into the running of the cemetery?

Remembrance Parks Central Victoria is committed to ensuring Pine Lodge and Kialla West Cemetery operations continue with the same compassion, empathy, dedication of purpose and pride as has the Council. RPCV recognises the importance of community input around the operation of the cemetery and will continue to provide a Community Advisory Committee for the region. For more information to head to www.rpcv.com.au/community.

Q: How do I find out more information about the transfer of management?

Two information sessions are available for you to attend:

- Wednesday 17 April 2019 at 5.30pm.
Shepparton Senior Citizens , 132 Welsford Street, Shepparton
- Thursday 18 April 2018 at 10:30am
Shepparton Business Centre training room, 70 New Dookie Road, Shepparton

Feedback can also be posted to Remembrance Parks Central Victoria, PO Box 268 Eaglehawk. Vic 3556, or via the feedback form on the RPCV website, or emailed to dean.mcelroy@rpcv.com.au

For further information please contact Dean McElroy, CEO, Remembrance Parks Central Victoria on 1300 266 561 or email dean.mcelroy@rpcv.com.au.