

ADELAIDE CEMETERIES AUTHORITY OPERATING STATEMENT

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ADELAIDE CEMETERIES AUTHORITY OPERATING STATEMENT

1 PURPOSE / OBJECTIVES

Governed by a Board reporting to a Minster in the South Australian Government, the Adelaide Cemeteries Authority (the Authority) is responsible for managing four major cemeteries in the Adelaide metropolitan area:

- Cheltenham Cemetery;
- Enfield Memorial Park;
- Smithfield Memorial Park; and
- West Terrace Cemetery.

The objective of this policy is to outline the general requirements and processes the Authority has in place in relation to the operations of these cemeteries. As such, the Cemeteries Operating Policy is a reference point for members of the public who visit and use the Authority's cemeteries and services.

The Authority's Cemeteries Operating Policy commits the Authority to comply with the South Australia *Burial and Cremation Act 2013* (Act), the South Australia *Burial and Cremation Regulations 2014* (Regulations). This policy augments the Authority's compliance with this Act and Regulations.

Section 6 of the Act provides the overarching principle for the Authority's Cemeteries Operating Policy. This section states:

"It is the intention of Parliament that human remains be treated

at all times with dignity and respect."

2 GENERAL

2.1 Opening Hours

The cemetery is open to vehicles and pedestrians daily from 7:00am to 7:00pm and until 9:00pm during daylight saving time, or as the Authority may determine.

2.2 Office Hours of Authority

The Authority's main administration centre is located within Enfield Memorial Park, located off Gordon Avenue, Clearview, South Australia, 5085.

The office of the Authority is open weekdays except public holidays from 8:30am to 4:30pm or as the Chief Executive Officer may determine.

The contact telephone number for the Authority's administration is (08) 8139 7400.

Information about the Authority can also be accessed via the Authority's website at: www.aca.sa.gov.au

2.3 Fees

The Authority establishes fees for granting rights of interment and inurnment and all other services as determined by the Authority from time to time. These fees are reviewed annually and may be subject to change without notice.

2.4 Plan of the Cemetery

The Authority will maintain a plan of each cemetery in the main administration office of the Authority at Enfield Memorial Park that shows:

- Each site at which human remains are interred; and
- Each site set aside for the interment of human remains; and
- The number allocated to, or a description of, each site.

The plans of each cemetery are available to members of the public upon request.

2.5 General Conduct in the Cemetery

A person must at all times conduct themselves in a manner that respects the rights and safety of others.

A person must seek the approval of the Authority before they:

- Offer any item for sale;
- Carry on a business or advertise the same;
- Discharge a firearm (except at a military funeral with prior approval);

A person must not:

- Cause any nuisance or breach the peace;
- Disturb a funeral service;
- Cut, break, deface, write or fix a bill on any fixture or landscaping in the cemetery; or
- Take, injure or interfere with trees, shrubs, flowers, vases, labels, fish, birds, animals or other property.

2.6 Prohibited activities

A person must not remove, damage, deface or interfere with -

Any building, memorial or other fixture or structure in a cemetery

 Any part of the grounds of a cemetery, including a tree, shrub, plant, flower or lawn, or a stake or label on or near any such thing.

In addition, a person, whilst within the cemetery grounds, is not permitted to-

- Erect a monument or memorial or place items on a monument or memorial that may be deemed to be offensive to others.
- Sell or buy anything unless authorised by the Authority;
- Carry on a business or advertise the same unless authorised by the Authority;
- Organise or take part in a meeting without first being authorised by the Authority;
- Disturb a funeral service, cause a nuisance or breach the peace;
- Discharge a firearm (except at a military funeral with prior approval);
- Consume alcohol other than as part of a funeral service, as authorised by the Authority.
- Deposit refuse except in receptacles provided for the purpose.

2.7 Control of animals

The public must not ride, drive or exercise animals other than dogs in the cemetery unless they have the prior written approval of the Authority.

All dogs in the cemetery must be kept under effective control by a person capable of controlling the dog and preventing it from becoming a nuisance or a danger to others.

Dog owners must collect dog faeces and dispose of them via a rubbish bin. Bags for collecting and disposing dog faeces are available near the entrance gates at some Authority sites.

Dogs and cats must be managed in accordance with the relevant Local Council By-Laws and the Dog and Cat Management Act 1995.

3 TRAFFIC

3.1 Speed limits

A speed limit of 25km per hour applies in all Authority cemeteries. This speed limit is clearly marked on signage displayed in each cemetery.

3.2 Dangerous driving

A person must not drive a motor vehicle within a cemetery in a dangerous or careless manner or without reasonable consideration for others.

3.3 Traffic Regulations

A person must, while in charge of a motor vehicle within the cemetery, comply with any lawful directions of the Authority as to the driving and parking of the vehicle. All other general road rules apply within the cemetery.

The Authority directs that all motor vehicles must remain on the designated roadways unless otherwise directed by the Authority.

A person may park a motor vehicle within the cemetery with reasonable consideration for others and in accordance with general road rules unless it is clearly marked to the contrary.

3.4 Public Right of Way

The cemetery is not a public right of way.

4 POWER OF THE CEMETERY AUTHORITY

The Authority may-

- Remove from interment sites in a cemetery, any unattached ornament, empty flower container, broken masonry, decayed or broken wreath or dead flowers;
- Remove any monument or memorial, image or item placed on an interment site
 that is deemed to be offensive; this includes items that may be deemed to be racist,
 sexist, blasphemous, or depict inappropriate gestures; and
- Cause to be pruned, cut down or removed any plant on an interment site in the cemetery that is, in the opinion of the Authority, unsightly or overgrown.

In addition, the Authority may replace any tree, shrub, plant flower or lawn on an interment site in a cemetery that is, in the opinion of the Authority, unsightly, unsuitable or unhealthy.

If the Authority has reason to suspect that a person has committed, is committing or is about to commit an offence in the cemetery, the Authority may require the person to leave the cemetery.

All visitors, contractors or other persons in the Authority's cemeteries are subject to the direction and supervision of the Authority.

A person must not refuse to comply with direction or supervision of the Authority otherwise they may be required to leave the cemetery.

5 LANDSCAPING AND TRIBUTES

No person, except a person authorised by the Authority, may landscape or change the landscaping of any portion of the cemetery.

All plants and trees in the cemeteries remain the property of the Authority.

The Authority may plant and maintain lawn on grave sites at the discretion of the Authority.

The Authority may alter or transfer any landscaping or memorial garden bed as it may determine.

The Authority is not responsible for any damage or loss caused by unauthorised activity in the grounds.

5.1 Flowers and Tributes

Flowers and tributes, which includes ornaments and photographs, may be placed only in unbreakable containers or as the Authority may determine.

The Authority may remove and dispose of any tribute when it is deemed unsightly, offensive, breakable, or a risk to public safety.

These requirements are outlined in full in the Authority's Flowers and Tributes Policy which is available on the Authority's website or in hard copy from the administration offices at Enfield Memorial Park.

The Authority supports the use of biodegradable frames, fittings, ribbons and cards on floral tributes to reduce our impact on land fill and facilitate the disposal of our waste to an appropriate green waste recycling system.

5.2 Helium Balloons

The Authority is committed to an environmentally sustainable future for cemetery operations and the broader principles of an environmentally responsible organisation. In keeping with this, the Authority does not allow the use of helium filled balloons within its cemeteries.

6 INTERMENT RIGHTS

6.1 Authority to Grant Interment Rights

The Authority will issue and manage Interment Rights in accordance with the South Australian Burial and Cremation Act 2013 and the Burial and Cremation Regulations 2014.

The Authority may issue an Interment Right in relation to one or more sites in the cemetery subject to payment of the appropriate fee.

The Authority may at its discretion limit the number of Interment Rights granted to a person.

- An Interment Right Holder has for the term of the Interment Right:
- An exclusive right to bury or inter human remains in the site allotted; and

An exclusive use of foundations provided by the Authority to erect an approved monument.

An Interment Right Holder may only use the ground allotted for the purposes set out in this clause and not for any other purpose.

The Authority requires a minimum of 10 years tenure on the interment rights of burial and mausoleum crypt sites and 5 years for memorial sites before the interment of human remains is permitted.

The minimum Initial Term of an Interment Right is determined by the Board from time to time and is currently:

- From a minimum of 25 years to a maximum of 99 years for sites for the interment of bodily (non-cremated) remains;
- From a minimum of 25 years to a maximum of 99 years for interment sites for cremated remains:
- or as determined by the Authority.

6.2 Authority to renew Interment Rights

The Authority must renew or extend an Interment Right in accordance with the Act and Regulations where:

- An application is completed and received to do so; and
- The appropriate fee is paid.

An extension of the term of an Interment Right shall be for a period no less than 5 years in any one transaction. The Authority reserves the right to accept extension payments of less than 5 years. Requests for extensions of less than 5 years will be considered on a case-by-case basis.

At least 12 months before the Interment Right is due to expire, the Authority will take reasonable steps to give the Interment Right Holder written notice which informs the Interment Right Holder:

- Of the Interment Right Holder's entitlement to renew or extend the Interment Right and the cost of renewing or extending the Interment Right;
- That if the Interment Right is not renewed or extended and there is a memorial to the deceased, the memorial may be reclaimed from the Authority;
- That if the Interment Right is not renewed the Authority is entitled to re-use the Interment Site.

The Authority may renew a lapsed Interment Right from the date of expiry of the relevant term for a further term(s) provided:

- The application is received in writing by the Authority within two years of the Interment Right lapsing; and
- The appropriate fee is paid by any interested person.

If no application is received within the time frame set out in the Act and Regulations to renew or extend the Interment Right, then the Interment Right will expire according to its terms.

Where an Interment Right has lapsed but is subsequently renewed in accordance with the Act, Regulations and this policy, the Interment Right will be deemed to have been extended under the same Interment Right with any previous terms of that Interment Right, as if the Interment Right has not lapsed.

6.3 Expired Interment Rights

If an Interment Right expires, the Authority may, in accordance with the Act and Regulations, re-use the interment site to which the Interment Right related, and remove any memorial erected on that site.

Prior to removing a memorial, or re-using an interment site, the Authority will:

- Give notice of its intention to re-use the interment site by public advertisement in a newspaper circulating throughout South Australia;
- Take reasonable steps to give written notice of its intention to re-use the interment site to the personal representative of the deceased or one or more relatives of the deceased.

In accordance with the Act, the Authority may re-use an interment site if:

- The Interment Right is not renewed or the personal representative or a relative of the deceased has informed the Authority that there is no objection on the part of relatives to the re-use of the interment site; or
- At least two years have passed since the lapsing of the Interment Right.

Where an interment site is available for re-use the Authority may grant a new Interment Right for the site to any person upon such terms and conditions as the Authority may determine consistent with the Act and the Regulations and this policy. The former Interment Right Holder acknowledges that upon such event the Authority may do whatever is necessary to prepare the site for the new Interment Right Holder.

6.4 Disposal of Cremated Remains

If an Interment Right Holder advises the Authority that an extension or renewal of a interment right for a site designated for cremated remains only will not be sought, the Interment Right Holder may instruct the Authority on the preferred method of final disposition of the cremated remains by:

- Interment in an unmarked location; or
- Collection by the Interment Right Holder.

Where no instructions are given by the Interment Right Holder upon the surrender of an interment right for a site containing cremated remains, then such remains will be dealt with in accordance with the Act and the Regulations and the Authority's procedures.

6.5 Surrender of Interment Right

The Interment Right Holder has the right to surrender the interment right to the Authority in accordance with the Act and Regulations. On surrender, the rights granted under the Interment Right are discharged.

The memorial on the site to which the Interment Right related may be reclaimed by the Interment Right Holder upon surrender of the Interment Right. If unclaimed, the memorial will be disposed of by the Authority in accordance with the Act and the Regulations.

6.6 Transfer of Interment Right

The Authority may permit a transfer of an Interment Right on completion of the appropriate form and having regard to the Act and Regulations. The appropriate form is available from the Authority.

The Authority may approve the transfer at its discretion.

Where the Authority approves a transfer, the name of the transferee will be entered into the Register of Interment Rights as the owner of the Interment.

The transfer will not take effect until it is recorded by the Authority in its Register of Interment Rights. A transferor remains the holder of the Interment Right until the transfer is registered and the name of the transferee is entered in the Register of Interment Rights.

6.7 Register of Interment Rights

The Authority will keep a Register of Interment Rights in accordance with the Act and Regulations that contains the following information:

- The number of the Interment Right;
- The locality and number of the interment site over which the Interment Right is issued:
- Whether the Interment Right is for the interment of bodily remains, cremated remains, or memorialisation without human remains;
- The full name, address and date of birth of the Interment Right Holder;

- The name of any person or persons identified on the Interment Right whose remains may be interred pursuant to the Interment Right;
- The date that the Interment Right was granted or transferred to the Interment Right Holder;
- The date of each renewal and the expiry of each renewal term of the Interment Right;
- The name of each deceased interred at the site including the date of each interment and the depth at which the interment took place;
- The date of erection, subsequent inscriptions and description of any Memorial that has been erected at the interment site in accordance with the Act and the Regulations and these operating policies.

6.8 Interment Rights issued in two or more names

Where an Interment Right is currently registered in the names of two or more persons, it will be delivered to the person first named in the Register of Interment Rights.

All new Interment Rights must be issued to one person only.

6.9 Claimants to Interment Rights

As the issue of Interment Rights is governed by the Act the Authority will not recognise or register an expressed, implied or constructive notice of Authority.

All Interment Right Holders have the responsibility to keep the Authority informed of their current contact details. Failure to do so may result in the Authority, after reasonable notice, accepting instructions from the other Interment Right Holder without their input.

Notice will be deemed given if the Interment Right Holder is sent a letter, facsimile or email to the person's last known contact details. Failure by the Interment Right Holder to respond within 90 days will constitute abandonment of his or her right to give instructions and the Authority may act in accordance with the instructions of the other Interment Right Holders who are contactable.

Where there is one or more joint Interment Right Holders, and one of the Interment Right Holders dies, the Authority will recognise the surviving Interment Right Holder or Interment Right Holders as the only person or persons having title to an Interment Right.

Where the registered Interment Right Holder is deceased, the Authority will identify and, if required, transfer the interment right to the person entitled as prescribed in the Act and the Regulations.

A person claiming ownership of an Interment Right must, if necessary, prove their ownership to the Authority.

7 BURIALS

7.1 Burial Hours

Burial hours are:

- Between 9:30am and 5:00pm Monday to Friday;
- By arrangement with the Authority on Saturdays, Sundays and
- Public Holidays except Good Friday and Christmas Day; or
- As the Authority may determine.

7.2 Authorisation of Burials

No Burial will take place in the cemetery unless:

- A written application for the Burial in the form required by the Authority is lodged at the offices of the Authority; and
- An Interment Right or duplicate Interment Right is produced to the Authority upon request; and
- The Authority receives reasonable notice of a request for the Burial; and
- All relevant fees are paid to the Authority; and
- Identifying information on all of the following has been checked and found to correspond:
 - The partial certificate of cause of death or disposal authorisation, as the case may be;
 - The certificate of identification;
 - The name plate affixed to the coffin or placed on top of the bodily remains, as the case may be.

7.3 Depths of Coffins

Coffins must be interred at least:

- At the minimum depth required by the Act and Regulations; or
- A minimum depth greater than the Act and Regulations as the Board may determine.

The Authority may determine the maximum depth of a grave in which a body may be interred in the Cemetery.

The interment site must be covered as soon as practicable on the same day as the interment. Interment sites must not be left uncovered overnight following a burial or ashes interment service.

7.4 Opening of interment sites, exhumation and re-interment

The Authority will comply with Part 2, Division 3 of the Act and the Regulations when dealing with the opening of interment sites, exhumation, and re-interment of bodily remains.

An Interment Right Holder can arrange with the Chief Executive Officer for extra space to be made in an interment site through a Lift and Deepen Procedure in accordance with the Act and Regulations where:

- There have been three interments in a grave; or
- Earlier interments were at insufficient depth for further burials; and
- At least six years have elapsed since the most recent burial.

No bodily remains will be interred in an interment site if the remaining term of an Interment Right is less than ten years.

7.5 Specific Faiths

7.5.1 Unitarian Druse Community Burials

No burial may take place in any area reserved for Druse burials within the cemetery unless it is authorised in writing by a Unitarian Druse faith Minister or their nominees.

No person may pre-purchase an interment right in any area reserved for Druse burials within the cemetery unless they are authorised in writing by a Unitarian Druse faith Minister or their nominees.

The Unitarian Druse Community shall be notified of any interment rights due for renewal in Unitarian Druse Community sections.

7.5.2 Jewish Burials

No burial may take place in any area reserved for Jewish burials within the cemetery unless it is conducted by:

- A Rabbi acting with the written authority of either the Adelaide Hebrew Congregation Inc., or the Adelaide Progressive Jewish Community; or
- Another person authorised in writing by either the Adelaide Hebrew Congregation Inc., or the Adelaide Progressive Jewish Community to conduct the burial.

The Adelaide Hebrew Congregation Inc. shall be consulted by the Authority regarding the proposed inscription on a memorial prior to the granting of such an approval by the Authority.

The Adelaide Hebrew Congregation Inc. shall be notified of any interment rights due for renewal in the Jewish section of the cemetery.

The Adelaide Progressive Jewish Community shall be notified of any interment rights due for renewal in the Liberal Jewish section of the cemetery.

7.5.3 SA Hazara Community

The SA Hazara Community have pre-purchased almost 150 sites within the SA Hazara section. Permission for burials in the area must be approved by the senior members of the SA Hazara Community. In the recent years, many non-Hazaran Muslims have expressed their wish to be buried in the SA Hazara section. The community has amended its policy to allow for brothers and sisters of the Muslim faith to be buried in the SA Hazara section.

Further areas may be set aside for specific faiths from time to time, and these areas may require additional authorisation for interments or the issue of Interment Rights.

7.6 Children's Sections

Graves in these sections are prepared by hand.

Due to the narrower width and shorter length of graves in the Children's Sections compared to general areas of the cemetery, it is not possible to prepare the site for a burial at a depth lower than level one.

For the reasons outlined above, we are also unable to perform Lift and Deepen Procedure in the children's sections.

8 CREMATION

8.1 Authorisation of Cremations

The Authority will permit a cremation where a written application in the form required by the Authority, is lodged at the offices of the Authority that includes:

- The name, last address, date of death and age of the deceased;
- The name, address, date of birth and contact details of the applicant for a cremation;
- A cremation permit furnished in accordance with the Act and Regulations;
- Any form of identification of the deceased required under the Act and Regulations;

- Certificate by Funeral Director; and
- Instructions for final disposition of Cremated Remains

All relevant fees are paid to the Authority, and identifying information on all of the following has been checked and found to correspond:

- Cremation permit;
- The certificate of identification;
- The name plate affixed to the coffin;
- Adelaide Cemeteries Authority Form 1A; and
- Certificate by Funeral Director (rear of Form 1A).

8.2 Cremated Remains

The Authority will release the remains of a person cremated at the crematorium to the person to whom the relevant cremation permit was issued or a person authorised in writing by that person.

If cremated remains are not collected within six months of the cremation, the Authority may dispose of the remains in accordance with the Act.

8.3 Cremation Register

The Authority will keep a cremation register, in which the following information must be entered immediately after the cremation.

- The name, gender and age at the time of death of the deceased;
- Particulars set out in the Certificate of Identification relating to the deceased person whose bodily remains were cremated;
- The name and address of the person to whom the cremation permit was issued;
- The date of cremation;
- The date on which the cremated remains were collected and the identity of the person who collected them, and
- If known by the Authority the manner of disposition of the cremated remains.

9 MEMORIALS

9.1 Memorial Design

Before any works are carried out, approval must be sought from the Authority for the design, workmanship and proposed inscription via the Authority's Application for a Memorial form and process.

The Authority has a range of specifications for memorials that define the style, size and type of monumentation in each area of each cemetery. These specifications must be considered and adhered to when applying to install a monument or memorial with an Authority cemetery.

Applications for a new memorial or changes to an existing memorial must provide the following information:

- The size of the memorial;
- The materials of the memorial;
- The wording on the memorial, which, if are not in English, must be accompanied by a translation of the proposed wording;
- Details of any permanent attachments to the memorial such as flower holders or emblems; and
- A clear copy of the image to be used in any photograph that it to be permanently attached to the memorial.

The Authority may withhold approval for any memorial design at its discretion.

A permit must be obtained from the Authority for a memorial for a burial interment site, or for inscriptions on an existing memorial before any work is carried out. A permit is obtained by submitting an application to the Authority in the form and manner required by the Authority, and payment of a permit fee paid in the amount set by the Authority from time to time.

The Authority may permit ornamental fixtures and fittings provided they are of nonferrous durable material. The Authority accepts no responsibility for any ornamental fixtures or fittings.

Unless otherwise approved by the Authority, the name affixed on the memorial must accord with the name shown on valid proof of a deceased person's identity produced to the satisfaction of the Authority.

9.2 Removal of Memorials

Subject to the Act and Regulations, if an Interment Right expires, the Authority may remove any memorial to a deceased person erected on or at the site under which the interment right was issued and dispose of it as it sees fit.

In accordance with the Act, Regulations and this policy an Interment Right Holder may reclaim a memorial at any time before disposal. The removal of a memorial must be undertaken by a recognised Monumental Mason with the relevant approval and at the expense of the Interment Right Holder.

The removal of a memorial is subject to approval of the Authority in writing. The Authority may remove or alter any memorial or erase any inscription that breaches its operating policies.

The Authority may remove a memorial that is unsightly or has become dangerous and dispose of the memorial at its discretion.

The Authority may recover as a debt the expense of removal or alteration of a memorial from the person who erected the memorial.

Where an Interment Right Holder fails to remove a memorial within two years of an Interment Right lapsing and the procedure outlined in the Act and Regulations has been followed, the memorial becomes the property of the Authority.

9.3 Memorial Register

In accordance with the Act and Regulations, the Authority will keep a Register of each Memorial erected in the Cemetery that contains the following information:

- The size of the Memorial;
- The type of Memorial;
- The name or names inscribed on the Memorial;
- Any epitaphs and other inscriptions on the Memorial; and
- The location of the Memorial in the Cemetery.

10 PRIVACY

The Authority will abide by the *Freedom of Information* legislation and the spirit of privacy legislation in addition to the requirements of the Act and Regulations to protect the details of all living persons.

11 ROLES AND RESPONSIBILITIES

11.1 Chief Executive Officer

The Chief Executive Officer has responsibility for:

- Ensuring compliance with this policy and associated policies, standards, legislation and delegations of authority;
- Compliance with internal controls; and

Reviewing and amending the policy.

11.2 Managers and Team Leaders

Managers and Team Leaders are responsible for:

 Ensuring compliance with this policy and associated policies and procedures; and supporting the successful implementation of this policy within their team and across the Authority's cemeteries.

12 PERMISSION OF VARIATIONS TO THIS POLICY

Permission to vary from this policy must be authorised by the Authority's Chief Executive Officer.

13 GLOSSARY OF TERMS

Term	Definition
the Act	the Burial and Cremation Act 2013 (SA)
the Authority	the Adelaide Cemeteries Authority as defined in the Adelaide Cemeteries Authority Act 2001
the Board	the Board of Management of the Adelaide Cemeteries Authority as prescribed in the Adelaide Cemeteries Authority Act 2001
Bodily/Human Remains	the whole or any part of a human body (whatever its physical state may be) but does not include the whole or any part of a human body that has been cremated
Burial	the interment of bodily remains
Cemetery	refers to the four sites under the ownership, care and control of the Authority being, Enfield Memorial Park, Cheltenham Cemetery, West Terrace Cemetery and Smithfield Memorial Park
Chief Executive Officer	the Chief Executive Officer of the Authority as appointed by the Board
Cremated Remains	bodily remains that have been reduced by cremation
Human Remains	as per the Burial and Cremation Act 2013 (SA), human remains include:
	Bodily remains being non-cremated remains
	Cremated remains
	The remains of a still-born child
Initial Term	the initial period of tenure of an interment right
Interment	of human remains includes:
	the placement of human remains in a mausoleum, vault, columbarium or other structure designed for the placement of such remains; or
	the burial in the earth of human remains (directly in the earth or in a container);
	but does not include the scattering of cremated remains.

Interment an interment right issued in accordance with the Act that: Right identifies the person to whom the interment right is issued; and identifies the person or persons of a specified class who may, at some future time, nominate the person or persons whose remains may be interred pursuant to the interment right; and identifies the site at which remains may be interred pursuant to the interment right; and specifies the period for which the interment right is granted; and sets out the rights to renewal of the interment right; and specifies whether the interment right may be cancelled or transferred Memorial means a gravestone, plaque, cenotaph or other monument; or any other structure or permanent physical object used to memorialise a deceased person; and includes fixtures such as flower holders, photographs, emblems, vigil lights and other items permanently fixed to an interment site.