

Cemetery Frequently Asked Questions (FAQ)

This FAQ sheet provides families and funeral directors with helpful information about burial and ash placement arrangements within Cassowary Coast Regional Council cemeteries. It explains the process for making arrangements, maintaining gravesites, and understanding cemetery rules, ensuring all services are carried out with dignity, respect, and in line with Council requirements.

Question	Response
How do I arrange a burial or ash placement?	You'll need to submit a completed Burial Application Form to Council at least two (2) working days before the intended service date. Council will then confirm plot details, schedule staff, and coordinate with your funeral director.
What are burial rights?	A burial right gives a person the exclusive right to decide who may be buried in a specific plot. It does not mean ownership of the land—just the right of use.
Can burial rights be transferred to someone else?	Yes. Burial rights may be transferred to a direct descendant or family member, subject to a formal written request and proof of relationship. If burial rights remain unused or unpaid for an extensive period of time, they may revert back to Council.
How many people can be buried in one plot?	The number of interments or ash placements per plot depends on site conditions and Council's cemetery design standards. This will be confirmed during the application process.
Can I choose the location of a burial plot?	Council will consider requests for preferred locations where possible, depending on availability, future planning, and accessibility requirements.
Why is Council placing tighter controls over new mausoleums?	Council understands mausoleums are important to many families. However, tighter controls are now in place to ensure any new structures are safe, well-designed, and consistent with the surrounding cemetery. These measures also help manage limited space and ensure the cemetery remains a respectful and sustainable place for future generations.
What if a monument becomes damaged or unsafe?	Council may contact the next of kin to arrange repair. If the structure poses a safety risk, Council may section off the area in and some instances remove the structure entirely.
What hours are the cemeteries open?	Council cemeteries are open to the public seven days a week, all year round. The cemetery office operates Monday to Friday, 8:30am to 3:30pm, excluding weekends and public holidays.
Can burials take place outside normal hours?	Yes, subject to Council approval. Extra fees and specific conditions may apply for services outside standard operating hours.

<i>Who maintains the cemetery grounds?</i>	Council maintains: Lawns and gardens Trees and general grounds Roads, paths, and other infrastructure Families are responsible for the maintenance of their loved one's headstone or memorial.
<i>Can I decorate or place items on a grave?</i>	Yes, but only within Council-approved guidelines: Flowers and wreaths may be placed in approved receptacles Glass, candles, alcohol, flags, balloons, statues, and permanent plants are not permitted Unsafe or non-compliant items may be removed after reasonable notice. Further information can be found in Council's Cemetery Policy.
<i>How do I find information about existing graves or burial records?</i>	You can contact Council for cemetery records or location assistance. Council maintains detailed records for all cemeteries under its care.

What fees and charges will apply?

To view Council's fees and charges for Cemeteries visit <https://www.cassowarycoast.qld.gov.au/Our-Council/About-Council/Fees-and-Charges>

Further Information

For further information contact Council at 1300 763 903 or email enquiries@cassowarycoast.qld.gov.au