

Navigating Loss

A resource for those facing or experiencing loss



395 Middleborough Road

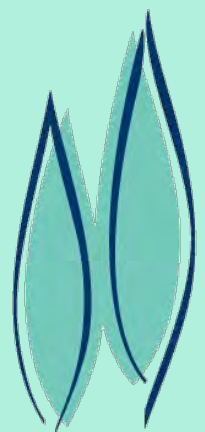
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Box Hill
CEMETERY

ABOUT BOX HILL CEMETERY

Box Hill Cemetery, operational since 1873, has been proud to serve the local community for almost 150 years.

The Cemetery is today one of the oldest operational cemeteries in Victoria, and continues to offer available graves, crypts and niches.

Our staff are able to assist you in selecting a suitable site either pre-need or at-need.

Appointments to view site options are available Monday to Friday and can be in-person or via video-link to best meet your needs. Please note that appointments are offered in accord with applicable COVID-19 Government directives, and our COVID Safe Plan.

Should a friend or family member be unable to attend in-person, we are happy to assist with a hybrid in-person and video-call appointment to include them.

Please phone the office on 9890 1229 if we can assist in answering any questions or to arrange an appointment.



INTRODUCTION

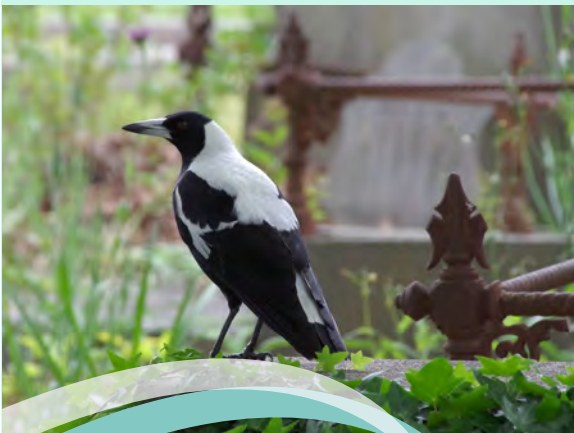
This guide has been prepared to assist families and individuals faced with making funeral or interment arrangements. It aims to offer information and resources to assist in navigating and understanding what can be an overwhelming process.

For those experiencing an unexpected death, we understand that this is one of the most confronting and distressing events one can experience. With no warning, you find yourself facing not only the loss of your loved one, but also presented with the task of arranging their funeral and interment. If these are matters you never had an opportunity to discuss with them, the sense of uncertainty around how to begin making arrangements, and then how to make decisions throughout the process can feel daunting.

For those who are planning ahead, and wish to gain a greater understanding, you may feel empowered or reassured in planning ahead, be it for yourself or a loved one.

Those experiencing a life limiting illness may wish to be involved in the arrangements being put in place for when they die; others may prefer to have no involvement, and trust in their loved ones to make suitable choices on their behalf.

There is no right or wrong. Every person and family should do what feels right for them. There are some links and resources provided at the end of this document which may be of assistance to you.



FREQUENTLY ASKED QUESTIONS

Do I have to have everything arranged in advance?

No. Interment or funeral arrangements can be made in advance if you wish, however many funerals are arranged at-need without prior planning. Cemetery staff and funeral directors are skilled at supporting you whether you are pre-need or at-need when making an arrangement.

How do I choose an interment site?

At Box Hill Cemetery, our staff can assist by providing information regarding available burial and cremation memorial sites and options, tailored to your needs. If you have cultural, religious, practical or other requirements in relation to choosing a site, please speak to us about how we can assist. Brochures for interment options at Box Hill Cemetery are available online and personal inspections with a staff member can be arranged by appointment.

Who will coordinate everything and make all the arrangements at the time of a death occurring?

Your funeral director will assist you by making arrangements such as booking a church or venue for any service, and liaising with the cemetery to schedule an interment. Cemetery staff are able to assist in answering any questions relating to cemetery services.

My loved one has been cremated – can I arrange their ashes to be interred myself?

Yes. Many people liaise directly with the cemetery to arrange interment of ashes. Interments of ashes can be completed shortly after a cremation, or at a later date if preferred (which may be many years later). The cemetery will assist you in completing the required [forms](#) to arrange an interment of ashes and can arrange a suitable date and time for the interment to take place, as well as ordering a memorial plaque if you wish.

How do I choose a funeral director?

Seeking a recommendation from a trusted friend or family member may assist. Researching options online may be helpful to find a director to best meet your needs. See page 5 for more detailed information.

Do I have to hold a funeral service?

A funeral service is not mandatory, though many view the funeral as an important step in the grieving process and an opportunity to help them come to terms with their loss, and say a final farewell. Some may prefer to have a private interment or cremation, and hold a memorial service at a later date, or to hold no service at all.

Is there any flexibility on the cemetery fees?

All cemetery fees (interment fees, grave and crypt prices) are set by the Department of Health and are not able to be reduced or amended by the cemetery.

I am struggling to cope with my loss / impending loss – is there help available?

Absolutely. There are a number of specialised services you can engage with for support when dealing with a bereavement, both short and long-term, in-person and via phone or online. Please see page 7 for some support service options.



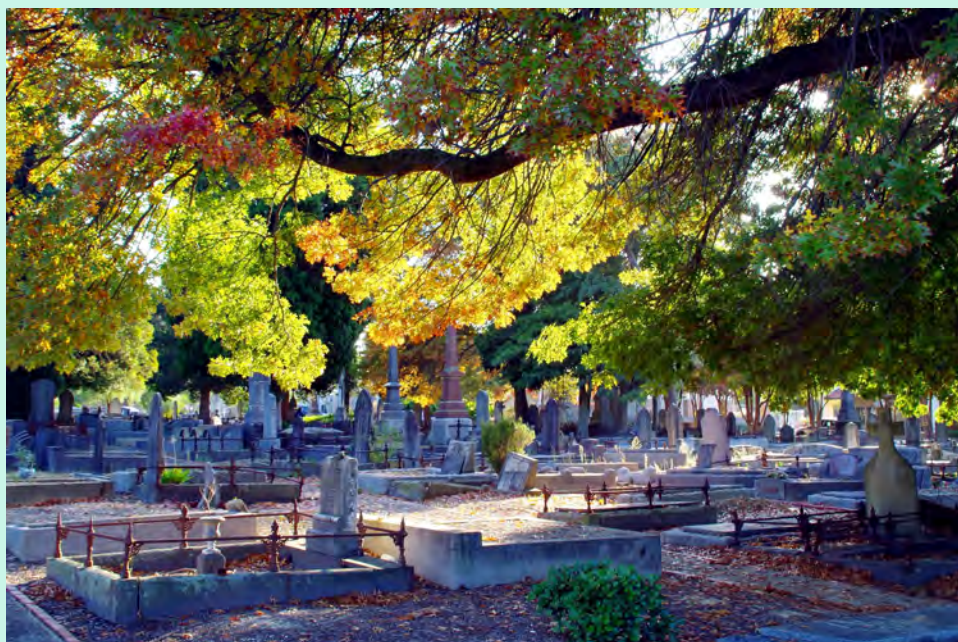
INTERMENT OPTIONS AVAILABLE AT BOX HILL CEMETERY

Interment options for [bodily remains](#) include:

- Monumental graves (up to 2 burials)
- Lawn graves (up to 3 burials)
- Mausoleum crypts (up to 2 interments)

Available options for [cremated remains](#) include:

- Lawn niches
- Garden bed niches
- Garden facing wall niches
- Mausoleum wall niches
- Pavilion wall niches
- *Ashes may also be interred within an*



INTERMENT OPTIONS IN VICTORIA

In Victoria, the options available for interment of bodily remains are to be buried (e.g. in a grave or vault), or entombed (e.g. in a mausoleum crypt).

Cremation is also available, with the cremated remains (also known as ashes) available to be collected a few days after cremation. Cremated remains may be scattered, interred in a memorial site or grave, or kept (e.g. at home with family). Unfortunately cremated remains cannot be interred within a mausoleum crypt designed for bodily remains.

Currently burial, entombment and cremation are the only options available for the deceased in Victoria.

WHERE TO BEGIN

Knowing exactly how or where to begin planning may feel overwhelming; it is important to remember that most of the practical and functional elements of a funeral (including what must occur once someone has died) will be managed by your funeral director on your behalf.

As a starting point, it may help to consider some of the following points:

- Do I / my loved one have any cultural or religious requirements?
- Will burial or cremation be the preferred option?
- Do I have a set budget to work within?
- Where would I like the funeral to be held, if possible?
- Where would I like the interment to take place?



CHOOSING A FUNERAL DIRECTOR

There are a broad range of funeral directors within the community to choose from, who can assist you in arranging a funeral as well as handling the legal paperwork and requirements involved in an interment or cremation.

Engaging a funeral director is something which can be done pre-need (planning ahead), or at-need (when death is imminent or has just occurred). If you are anticipating a loss, it may be helpful to make some initial enquiries in advance, such as compiling a list of funeral directors you would consider using, or meeting with one to discuss options. This may relieve some of the stress of having to make a selection after a loss has just occurred.

Researching online will be a good starting place, as well as via Yellow Pages directories. You can usually enquire via phone or online, and many will offer information regarding prices and service options prior to meeting with you to make a formal arrangement. Seeking a recommendation from a trusted friend or family member who has had to arrange a funeral previously may also be helpful, or enquiring with a funeral director who has handled a funeral you have attended previously.

The Australian Funeral Directors Association website has a search function which can provide details of funeral directors based on your location: <https://afda.org.au/#findafuneraldirector>

Whilst Box Hill Cemetery cannot recommend any funeral directors specifically, we enjoy a positive working relationship with funeral directors across Melbourne and regional Victoria and will be happy to liaise with the funeral director of your choice in making arrangements as required.

HOW WILL A FUNERAL DIRECTOR ASSIST?

A funeral director will support you in completing tasks such as:

- Planning a memorial in accord with your wishes, cultural and religious requirements
- Booking a church or other function space for a funeral service
- Arranging collection and transport of the deceased
- Arranging a celebrant or religious leader to conduct appropriate services
- Liaise with the cemetery to schedule an interment
- Assist you in liaising with cemeteries to select a suitable interment option if none has been pre-arranged
- Assist you in selecting a coffin or casket (or an urn or other vessel for cremated remains)
- Arranging cremations and collection/delivery of cremated remains
- Completing legally required paperwork



VISITING THE CEMETERY

Visiting a grave or memorial site can be an important part of the grieving process. Some religious and cultural groups have prescribed visitation timeframes you may wish to follow (e.g. certain days which are especially important to visit or perform a ritual), however visiting in a way that helps you process your grief is important. Some may visit frequently, others may visit occasionally or not at all. Again, there is no right or wrong and everyone must do what is right for them on their bereavement journey.

Visiting hours vary per cemetery, but Box Hill Cemetery is accessible every day from 8am to 5pm (with administration and operations staff available to assist weekdays from 9am to 4pm). Vehicle access is available during opening hours on weekdays via Middleborough Road and Sanders Road, and pedestrian access is available every day during opening hours via five pedestrian entrances.

MEMORIALISATION

Memorialisation with a lasting monument is an option which can be essential for some, and can sometimes incorporate religious or cultural requirements. Memorialisation can take many forms including full monuments covering a grave site, headstones and plaques, to more natural markers such as stones, trees or permitted garden plantings.

It is important to check with the cemetery if there are any restrictions around permitted memorials in particular areas as some may be contained to certain areas or there may be restrictions around memorial height, or plant types permitted. There is no timeframe within which a memorial must be arranged. This is something which you can arrange at your own pace, whenever you are ready.

Only a holder of the right of interment (aka the deed) for a site can authorise memorial works. If that person has died, please contact the cemetery office on 9890 1229 for information on how to make appropriate arrangements to proceed.

Research (again, researching online is a great starting point) to find a stonemason who you are happy with and who will best meet your needs is recommended. The [Master Stonemasons Association](#) provides contact details for their members via their website which may assist. Stonemasons travel from across Victoria to complete works at Box Hill Cemetery.

Plaques in bronze or aluminum can be ordered through the cemetery office, and can be customised to add a personal touch to reflect the personality or interests of your loved one. Plaques are manufactured in Victoria by family-run businesses, and production time from finalising an order to delivery is approximately six weeks.



SUPPORT AND RESOURCES

Below are some links, resources and supports which may be of assistance to you in relation to arranging a funeral, or in navigating loss and bereavement. Additional support or referral advice may be available via your General Practitioner, religious leader or community organisation.

Australian Centre for Grief and Bereavement

<https://www.grief.org.au/>

Phone: 9265 2100

Australian Funeral Directors Association

<https://afda.org.au/>

Better Health Channel – Grief Support Services

<https://www.betterhealth.vic.gov.au/health/servicesandsupport/grief-support-services>

The Compassionate Friends—Victoria Inc.

<https://www.compassionatefriendsvictoria.org.au/contact-us/>

Phone: 03 9888 4944 or 1300 064 068

Grief Line

<https://griefline.org.au/>

1300 845 745

Lifeline

<https://www.lifeline.org.au/>

Phone: 13 11 14

National Centre for Childhood Grief

<https://www.childhoodgrief.org.au/>

Phone: 1300 654 556

Palliative Care Australia

<https://palliativecare.org.au/>

QLife (LGBTIQ+)

<https://qlife.org.au/>

Phone: 1800 184 527

HOW WE CAN ASSIST

Our administration staff are available to assist with any enquiries you may have in relation to interment site options, with staff available weekdays between 9am and 4pm (except public holidays).

Please note that in line with our COVID Safe Plan, if attending the cemetery office for an appointment you will be required to check in using a QR code, and (pending Government advice) may be required to wear a mask (unless an exception applies).

Please feel free to phone or email if there is any additional information that we can provide to assist you.

PERSONAL INSPECTIONS

To schedule a personal inspection of available site options, please phone our administration staff on 9890 1229.

Appointments are available both in-person and via video call (Zoom, Skype, FaceTime or WhatsApp).



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