

Cemeteries & Crematoria NSW

cemeteries.nsw.gov.au



CCNSW Operator Portal

User Guide

July 2024





Acknowledgement of Country

The Department of Planning, Housing and Infrastructure acknowledges that it stands on Aboriginal land. We acknowledge the Traditional Custodians of the land, and we show our respect for Elders past, present and emerging through thoughtful and collaborative approaches to our work, seeking to demonstrate our ongoing commitment to providing places in which Aboriginal people are included socially, culturally and economically.

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dphi.nsw.gov.au

CCNSW Operator Portal

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Introduction

In July 2024 CCNSW is launching a new operator portal, which will streamline the activity reporting process. This portal will become the one-stop shop for cemetery and crematoria operators to perform the following actions:

- View and edit operator details for a given operator/facility
- See a list of facilities registered with CCNSW
- Submit and view activity reports for a given operator/facilities

In future years CCNSW will build out additional functionality in the portal.

This document has been compiled as a guide to assist operators to navigate and complete key sections of the operator portal and successfully submit activity data.

In this document

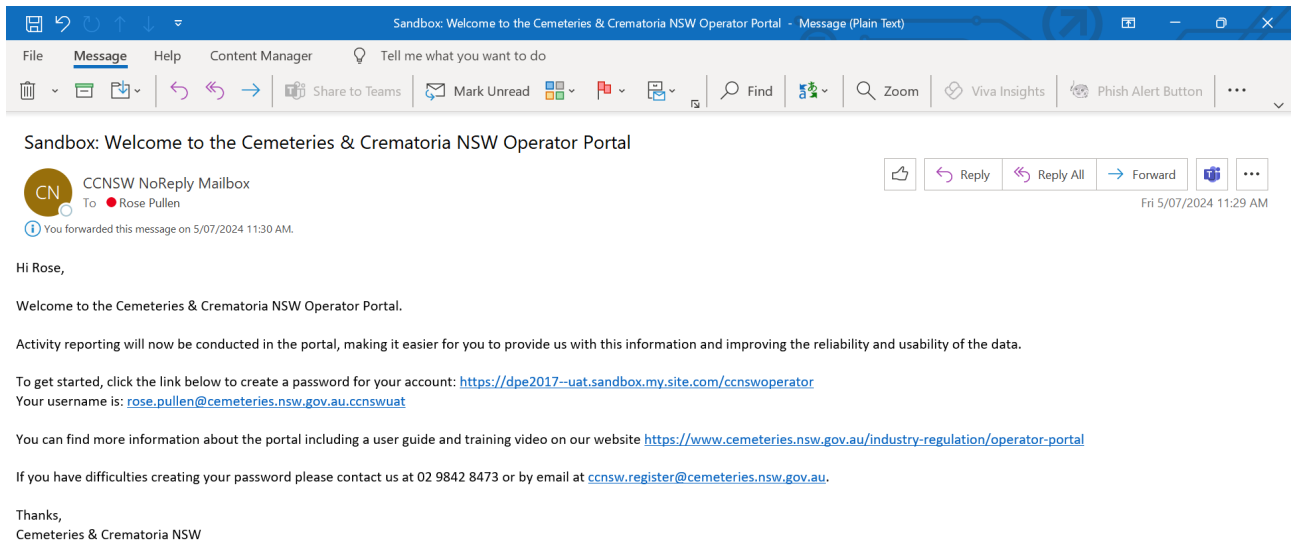
- “operator” means the person or organisation responsible for the management of the cemetery or crematorium.
- “primary contact” means the person nominated as the main contact for a given operator.
- “guest user” means person other than the ‘primary contact’ designated to fill out the activity survey. Guest users will only see and need to use the ‘Activity Report’ described in section 8.
- “user” includes all the above.

This guide will show users how to:

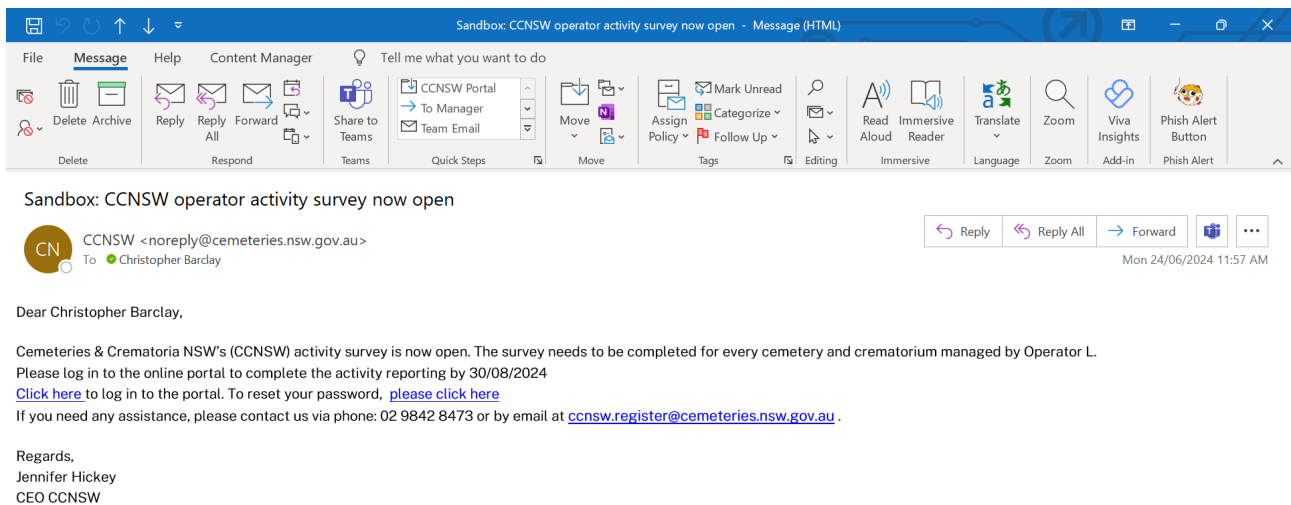
- Log into the portal
- Check your operator and facility details
- Access the contact us form
- Open an activity report
- Complete it yourself
- Submit activity reports in the system
- Send a facility to another person to complete
- Revoke facility access previously given to another person

1. Receiving initial email from CCNSW

The person who CCNSW has marked as the primary contact will receive two emails. One requesting initial logins to the Operator portal,



and a second notifying operators that the activity survey is open.



In 2024 the activity survey is opening in stages as follows.

- 15 July: Industry Consultative Group and Council Working Group members
- 22 July: remaining council operators
- 29 July: all other operators.

If you are the primary contact for your operator and you don't see either of these emails appear in your inbox after the activity survey opens, please check your 'Junk' folder as some IT security systems may classify this as 'Spam'.

If you still cannot find this email, please contact CCNSW using these contact details:

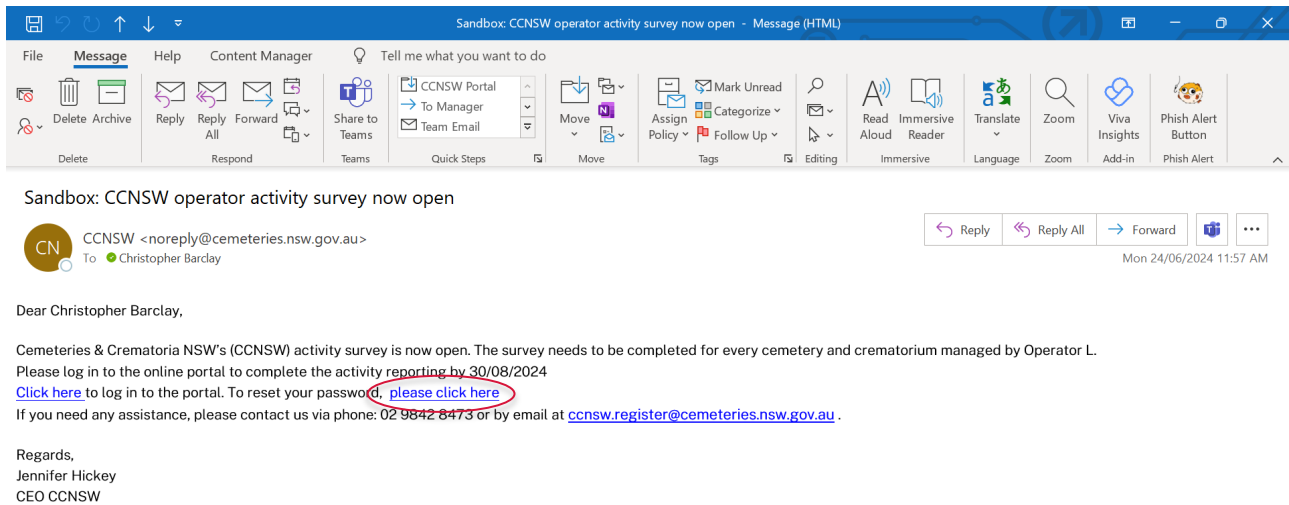
Phone: 02 9842 8473 or

Email: ccnsw.register@cemeteries.nsw.gov.au

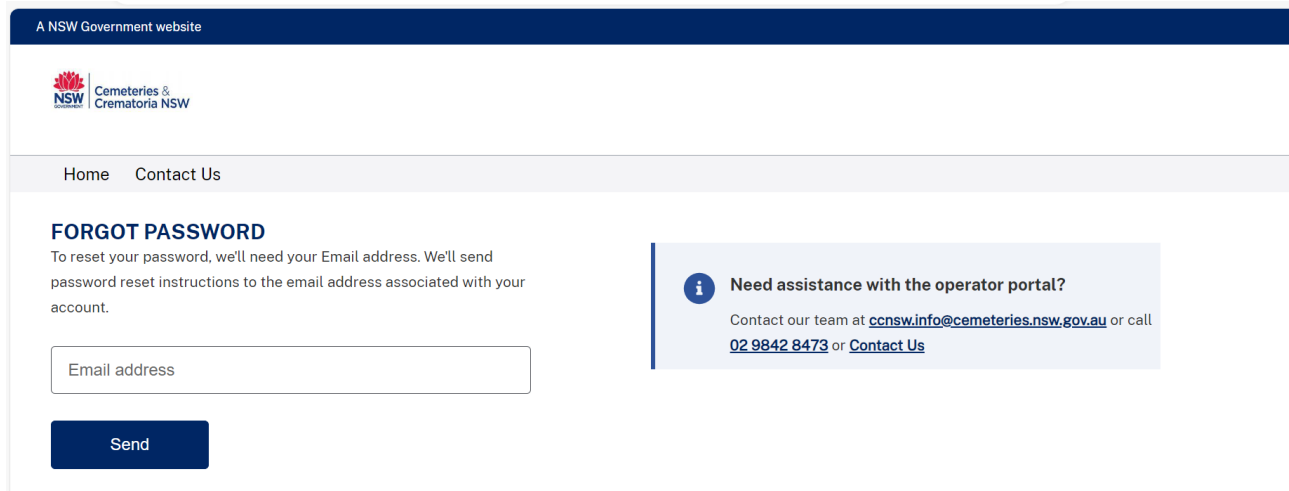
CCNSW will also send an email to other contacts we have at operators alerting them that the activity reporting survey is open, and identifying who the primary contact in your organisation is. If you receive one of these emails and notice an error, please contact CCNSW as soon as possible.

2. Logging into the portal

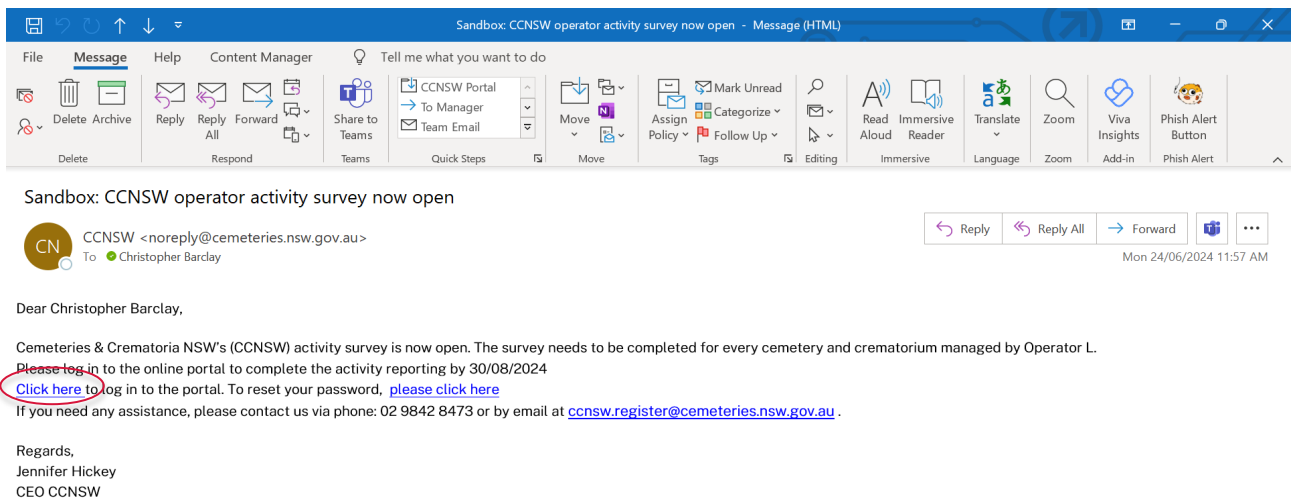
Once a primary contact has received both emails from the system, open the CCNSW Operator Portal email.



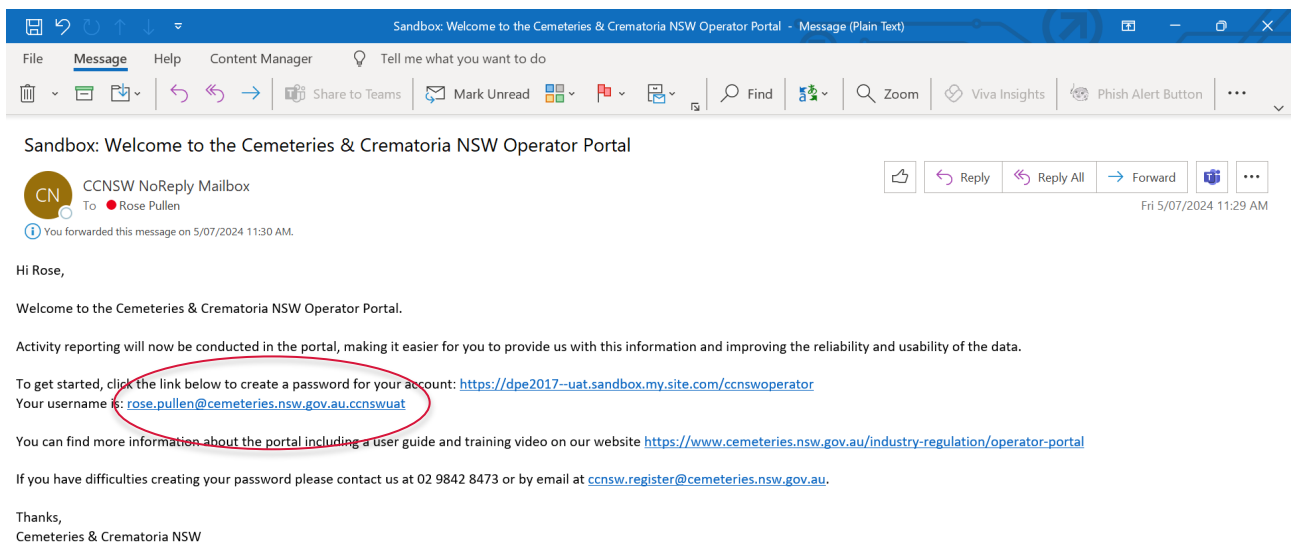
Click on the 'Reset your password?' URL to set your unique password up in the system.



When the primary contact has created a secure password, go to the activity survey email, and click on the link here.




The primary contact's username can be found in the initial log-ins email.



Next, enter the primary contact's Username from the Portal log-ins email, and the primary contact's password, and click on the 'Log-in' button to progress to the CCNSW Operator Portal home page.

A NSW Government website


 Cemeteries & Crematoria NSW

[Home](#) [Contact Us](#)

Cemeteries & Crematoria NSW Operator Portal

Log in

[Forgot your password?](#)

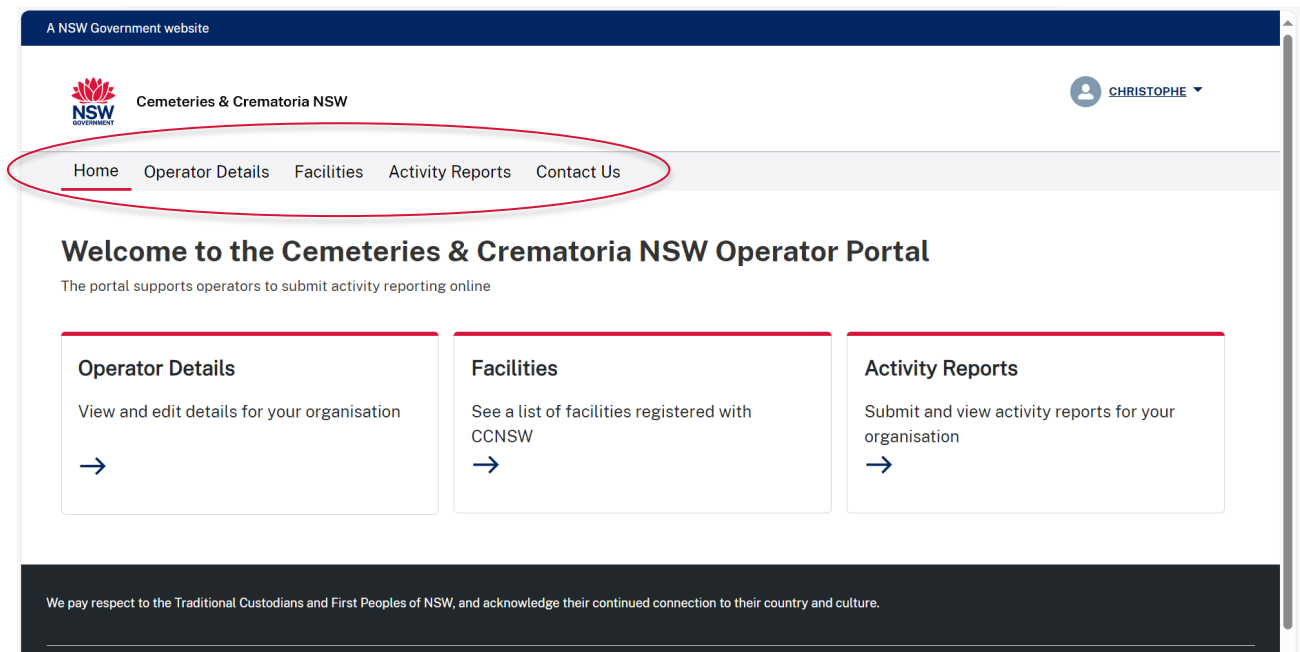
 **Need assistance with the operator portal?**

Contact our team at ccnsw.info@cemeteries.nsw.gov.au or call **02 9842 8473** or [Contact Us](#)

We pay respect to the Traditional Custodians and First Peoples of NSW, and acknowledge their continued connection to their country and culture.

3. Home page walkthrough

We are now in the 'Home page' section of the operator portal. Users use this page to navigate to a total of five separate pages in the portal ('Home', 'Operator Details', 'Facilities', Activity Reports', and 'Contact Us').



Users can utilise this page to quickly switch between the different sections of the portal at any time.

4. Checking your details and using the ‘Contact Us’ form

4.1 Operator Details page

Before starting the activity reporting process, please check whether the details that CCNSW has on file are correct and up to date. To do this, click on the Operator Details ribbon, and review the pre-populated details contained under the ‘Operator Details’ and ‘Primary Licence Contact Details’ headings.

A NSW Government website

NSW Cemeteries & Crematoria NSW

CHRISTOPHE

Home Operator Details Facilities Activity Reports Contact Us

Operator Details

On this page you can view and update your details, which are taken from your licence and registration information.

Operator

Operator name

Operator L

Licence number

Operator email

admin@testoperator.com

Work phone

[0288656923](tel:0288656923)

Operator website

www.cemeteries.com.au

Operator address

[4 Lychee Street](#)

[Australia](#)

Mailing address

Primary Licence Contact Details

Name

Christopher Barclay

Role title

Cemetery maintenance officer

Phone

[0288656922](tel:0288656922)

Mobile

[0489516732](tel:0489516732)

Email


christopher.barclay@cemeteries.nsw.gov.au

Edit

If the primary contact notice that some of these details aren't correct, you can edit these by clicking on the 'Edit' button above.

Please be aware that primary contacts are unable to update the grey sections and can only input data into the non-greyed out dialogue boxes.

A NSW Government website

 Cemeteries & Crematoria NSW

CHRISTOPHE

Home Operator Details Facilities Activity Reports Contact Us

Operator Details

On this page you can view and update your details, which are taken from your licence and registration information.

Operator

Operator name

Operator L

Licence number

6789

Operator email

admin@testoperator.com

***Work phone** ⓘ

0299656022

Dialogue boxes marked with a red star cannot be left blank and will return an error message if they are left blank. Primary contacts can't save details if any errors such as this are present.

Operator Details

On this page you can view and update your details, which are taken from your licence and registration information.

Operator

Operator name

Operator L

Licence number

6789

Operator email

admin@testoperator.com

***Work phone** ⓘ

Complete this field.

Operator website

www.cemeteries.com.au

Operator address

Also please be aware that if primary contacts would like to change the Primary Licence Contact Details, then this cannot be done in the portal. Contact CCNSW using these contact details, and this will be updated on your behalf.

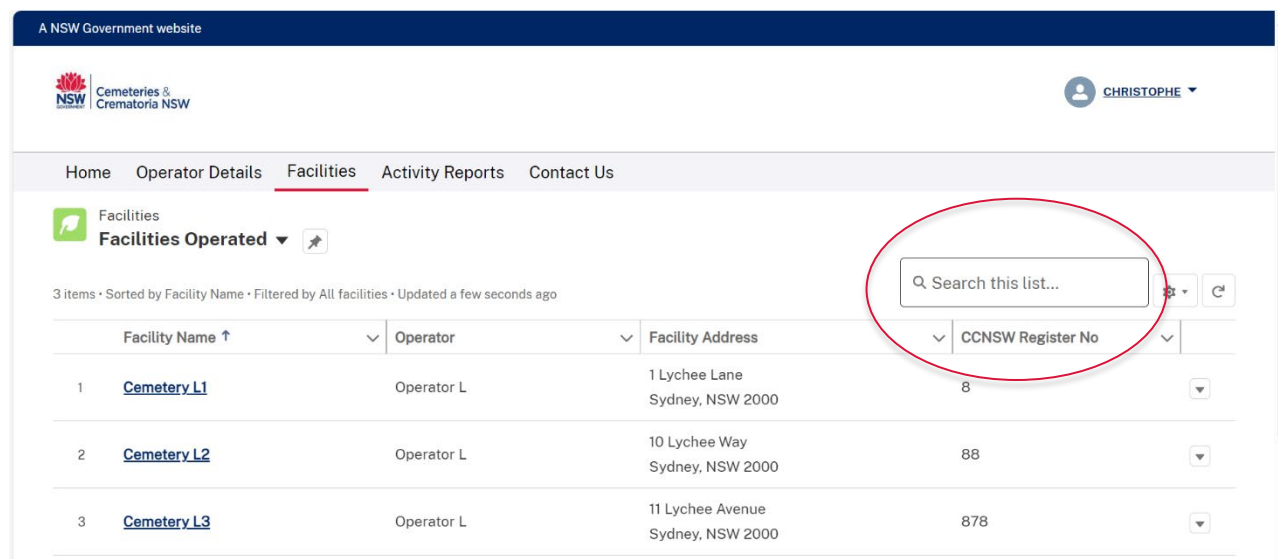
- Phone: 02 9842 8473 or
- Email: ccnsw.register@cemeteries.nsw.gov.au

Next save changes by pressing the 'Save' button, and the primary licence contact will be directed back to the main Operator Details page.

4.2 Facilities page

Next, we have the Facilities section.

In this section users can view all your facilities listed under an operator's name.



The screenshot displays the 'Facilities' section of the CCNSW Operator Portal. The page header includes the NSW Government logo and the user's name 'CHRISTOPHE'. The navigation bar shows 'Home', 'Operator Details', 'Facilities' (selected), 'Activity Reports', and 'Contact Us'. The 'Facilities' section is titled 'Facilities Operated' and shows 3 items. A search bar is highlighted with a red circle. The table below lists the facilities:

	Facility Name ↑	Operator	Facility Address	CCNSW Register No	
1	Cemetery L1	Operator L	1 Lychee Lane Sydney, NSW 2000	8	▼
2	Cemetery L2	Operator L	10 Lychee Way Sydney, NSW 2000	88	▼
3	Cemetery L3	Operator L	11 Lychee Avenue Sydney, NSW 2000	878	▼

No edits to facility details can be actioned here, however please inform CCNSW of any anomalies or changes and they will be updated on your behalf.

If users have several facilities that don't display on one page, or if you would like to quickly pull-up the details of a specific facility, type the facility name into the Search bar highlighted above.

4.3 Contact Us form

If you want to update anything that you can't do yourself in the portal, write to us via the contact form.

[Home](#) [Operator Details](#) [Facilities](#) [Activity Reports](#) [Contact Us](#)

Contact Us

* First Name

* Last Name

* Phone

* Email

Cemetery/Crematoria Name

* Type of enquiry

* Category

* Type of enquiry

* Category

* Subject

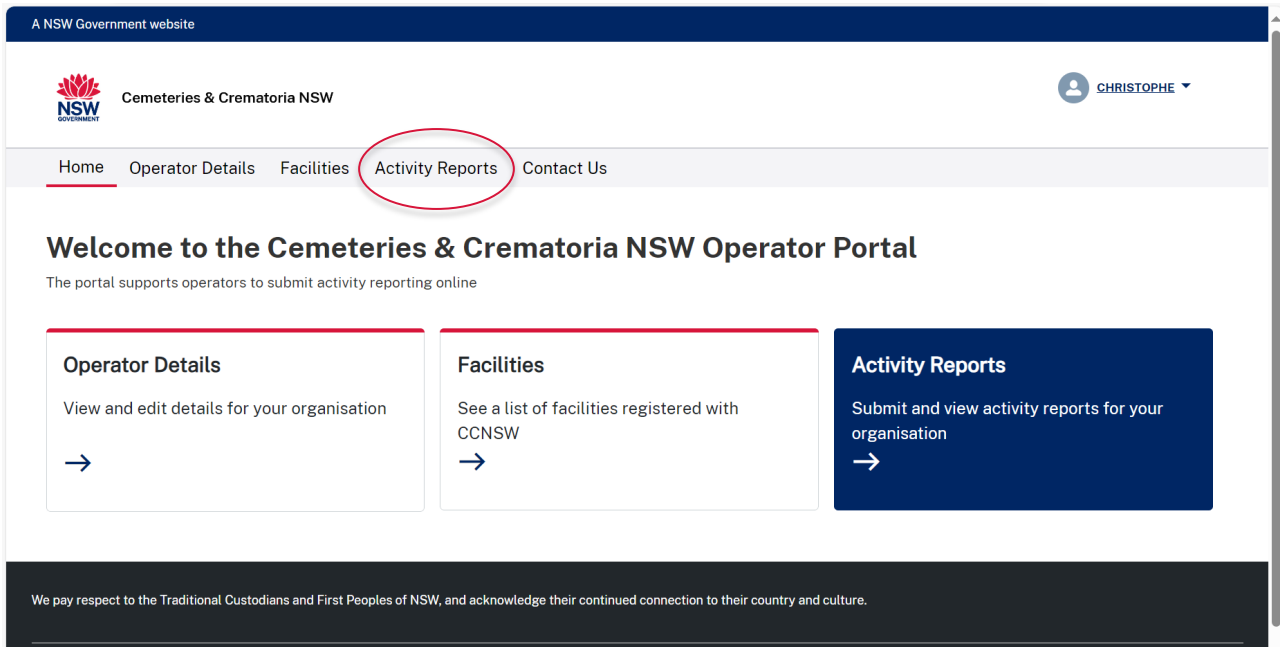
* Description

We pay respect to the Traditional Custodians and First Peoples of NSW, and acknowledge their continued connection to their country and culture.

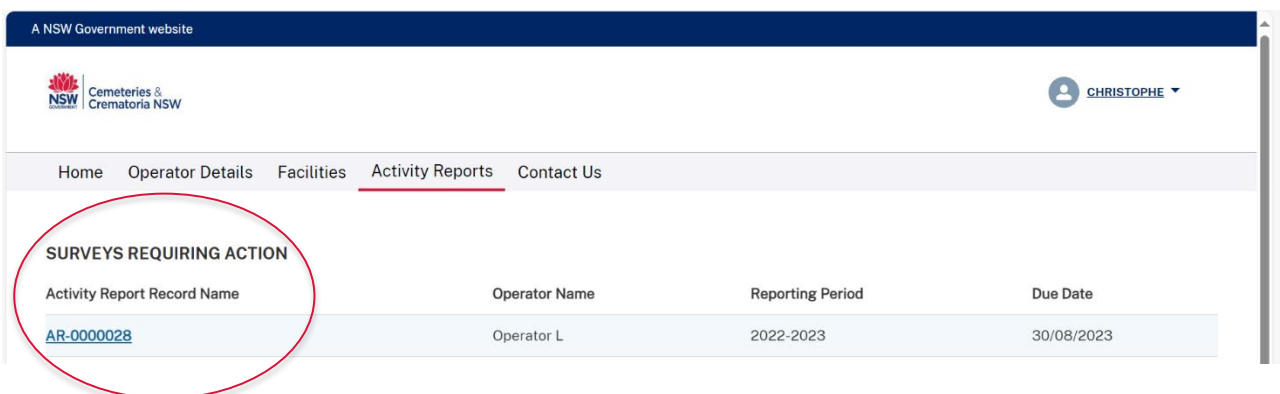
5. Opening an activity report

Now it is time to start working on your activity report.

Firstly, click on the 'Activity Reports' tile on the ribbon or the 'Home' page.



Once you are in the 'SURVEYS REQUIRING ACTION' section, you will see a link with your 'Activity Report Record Name' unique identifier listed here. This is the activity report linked to your operator.



If you find that the above section is blank, please contact CCNSW using the below details:

- Phone: 02 9842 8473 or
- Email: ccnsw.register@cemeteries.nsw.gov.au

Click on the 'Activity Report Record Name' link and the primary contact will be directed to the 'Launch Activity Form' landing page.

The screenshot shows the 'Activity Report' page for record AR-0000037. The page header includes the NSW Government logo and the user 'CHRISTOPHE'. The navigation menu has links for Home, Operator Details, Facilities, Activity Reports, and Contact Us. The main content area displays the report details on the left and action buttons on the right. The 'Launch Activity Form' button is highlighted with a red circle.

Activity Report
AR-0000037

Activity Report Record Name
AR-0000037

Due Date
30/08/2024

Reporting Period
2023-2024

Submitted Date
25/06/2024

Assign Facilities **Revoke Facility Access**

Use the **Assign Facilities** buttons to get other people to complete a survey for one or more facilities

Launch Activity Form

Assigned facilities - survey progress (0)

We pay respect to the Traditional Custodians and First Peoples of NSW, and acknowledge their continued connection to their country and culture.

When the primary contact is ready to start filling out the survey, please click the 'Launch Activity Form' button.

6. Completing an activity report

Once primary contacts click on the 'Launch Activity Form' button, the primary contact will initially be directed to update and/or confirm your operator details.

The screenshot shows the 'Activity Reporting Form FY2022-2023' on the NSW Government website. The user is logged in as 'CHRISTOPHE'. The navigation bar includes 'Home', 'Operator Details', 'Facilities', 'Activity Reports', and 'Contact Us'. The form is divided into two sections: 'Operator Details' (active) and 'Facility and Activity Details'. The 'Operator Details' section contains the following fields:

- Operator name:** Operator L
- Licence number:** 6789
- *Operator email:** admin@testoperator.com
- Cemetery maintenance officer:** Cemetery maintenance officer
- *Phone:** 0288656922
- Mobile:** 0489516732
- Email:** christopher.barclay@cemeteries.nsw.gov.au

At the bottom of the form, there are three buttons: 'Continue' (highlighted with a red circle), 'Save and Exit' (highlighted with a red circle), and 'Cancel'.

This should be correct as per the updates that were made in the 'Operator Details' section, however, feel free to make any necessary updates here before proceeding.

Once this information has been verified, select 'Continue' to progress to the next section or select 'Save and Exit' to return to the survey later.

The primary contact will then navigate to the 'Facility Details' page. Firstly, click on the 'Search facilities' box to select the facility that you will be reporting on from the drop-down list.

Home Operator Details Facilities Activity Reports Contact Us

Activity Reporting Form FY2022-2023

Operator Details Facility and Activity Details

Facility Details

Click in the search box to view and select a facility.

- Cemetery L1
- Cemetery L2
- Cemetery L3

▼ Edit Delete

Please complete the survey for all facilities.

Submit Back Cancel

Once the appropriate facility has been selected, it is now time to start filling out the activity survey.

Home Operator Details Facilities Activity Reports Contact Us

Activity Reporting Form FY2022-2023

Operator Details Facility and Activity Details

Facility Details

Click in the search box to view and select a facility.

Facility name: Cemetery L1

Facility type: Cemetery

Facility number: 8

Facility address: 1 Lychee Lane, Sydney, NSW 2000

Cemetery operator activity - Interments for 1 July 2022 to 30 June 2023

If you operate a crematorium as well as a cemetery or a memorial park, this will need to be registered as a separate facility.

Did the cemetery perform any burials (interments of bodily remains) from 1 July 2022 to 30 June 2023?

Select an Option

For cemeteries, start by selecting whether burials or ash interments were performed in the reporting period (generally the previous year). If No to both, your survey is complete.

Cemetery operator activity - Interments for 1 July 2022 to 30 June 2023

If you operate a crematorium as well as a cemetery or a memorial park, this will need to be registered as a separate facility.

Did the cemetery perform any burials (interments of bodily remains) from 1 July 2022 to 30 June 2023?

No

Did the cemetery perform any ash interments (interments of cremated remains) from 1 July 2022 to 30 June 2023?
An ash interment is the placement of cremated remains in the earth or in a mausoleum, vault, columbarium, niche or other structure designed for the placement of such remains.

Select an Option

Additional information and / or comments

Save and continue

Please complete the survey for all facilities.

Submit

Back

Cancel

If the 'Yes' answer is selected, questions about the number of interments will appear automatically. You can enter your data into the corresponding question boxes.

Cemetery operator activity - Interments for 1 July 2022 to 30 June 2023

If you operate a crematorium as well as a cemetery or a memorial park, this will need to be registered as a separate facility.

Did the cemetery perform any burials (interments of bodily remains) from 1 July 2022 to 30 June 2023?

Yes

Did the cemetery perform any ash interments (interments of cremated remains) from 1 July 2022 to 30 June 2023?
An ash interment is the placement of cremated remains in the earth or in a mausoleum, vault, columbarium, niche or other structure designed for the placement of such remains.

Select an Option

Burials	Number of interments
Burials into a new (not used) perpetual interment site in this reporting period	
Burials into an existing (previously used) perpetual interment site in this reporting period	
Burials into a new (not used) renewable interment site in this reporting period	
Burials into an existing (previously used) renewable interment site in this reporting period	
Total number of burials in this reporting period	

Only enter data for the current reporting period, generally the prior financial year.

Do not enter the total number of burials for all time at your cemetery.

It is the operator's responsibility to have the appropriate internal approvals of their data.

The sum of the interment data for the first four questions must be equal to the total number of burials or ash interments in the fifth question. If these don't match, this will display an error message.

Burials	Number of interments
Burials into a new (not used) perpetual interment site in this reporting period	<input type="text" value="35"/>
Burials into an existing (previously used) perpetual interment site in this reporting period	<input type="text" value="4"/>
Burials into a new (not used) renewable interment site in this reporting period	<input type="text" value="20"/>
Burials into an existing (previously used) renewable interment site in this reporting period	<input type="text" value="10"/>
Total number of burials in this reporting period	<input type="text" value="70"/> <div>The total number of burials must equal the sum of the burial categories listed above. Please check that the numbers you have entered are correct.</div>

An error message will also appear if the total number of interments for destitute people and/or interments of an unviable pregnancy or still-born child or a child under 12 years of age is greater than the total number of interments in the reporting period. These types of interment services are exempt from the interment services levy.

Ash interments into an existing (previously used) perpetual interment site in this reporting period	<input type="text" value="25"/>
Ash interments into a new renewable interment site in this reporting period	<input type="text" value="10"/>
Ash interments into an existing (previously used) renewable interment site in this reporting period	<input type="text" value="2"/>
Total number of ash interments in this reporting period	<input type="text" value="52"/>
How many of the total ash interments in any interment site in this reporting period were of the remains of a person without means (destitute person)?	<input type="text" value="200"/>
How many of the total ash interments in any interment site in this reporting period were of the remains of an unviable pregnancy or still-born child or a child under 12 years of age?	<input type="text" value="300"/>
<div>The total number of ash interments of destitute people and of unborn/children under 12 must be less than the total number of ash interments.</div>	
Additional information and / or comments	

Any additional information or comments that users would like to draw to CCNSW's attention should be in-put here.

The total number of burials must equal the sum of the burial categories listed above. Please check that the numbers you have entered are correct.

How many of the total number of burials in this reporting period were of a person without means (destitute person)? ⓘ

3

How many of the total number of burials in this reporting period were of the remains of an unviable pregnancy or still-born child or a child under 12 years of age?

2

Additional information and / or comments

Save and continue

Please complete the survey for all facilities.

Submit Back Cancel

Similarly, to fill out the ash interment section of the survey, please select the 'Yes' option for this question here, and the ash interment questions should appear automatically.

Cemetery operator activity - Interments for 1 July 2022 to 30 June 2023 ⓘ

If you operate a crematorium as well as a cemetery or a memorial park, this will need to be registered as a separate facility.

Did the cemetery perform any burials (interments of bodily remains) from 1 July 2022 to 30 June 2023? ⓘ

No

Did the cemetery perform any ash interments (interments of cremated remains) from 1 July 2022 to 30 June 2023? ⓘ

An ash interment is the placement of cremated remains in the earth or in a mausoleum, vault, columbarium, niche or other structure designed for the placement of such remains.

Yes

Ash interments

Ash interments into a new perpetual interment site in this reporting period

Ash interments into an existing (previously used) perpetual interment site in this reporting period

Ash interments into a new renewable interment site in this reporting period

Ash interments into an existing (previously used) renewable interment site in this reporting period

Number of interments

By selecting the 'No' option for any of these sections, no further questions will be shown.

Cemetery operator activity - Interments for 1 July 2022 to 30 June 2023 ¹

If you operate a crematorium as well as a cemetery or a memorial park, this will need to be registered as a separate facility.

Did the cemetery perform any burials (interments of bodily remains) from 1 July 2022 to 30 June 2023? ¹

No ▼

Did the cemetery perform any ash interments (interments of cremated remains) from 1 July 2022 to 30 June 2023?

An ash interment is the placement of cremated remains in the earth or in a mausoleum, vault, columbarium, niche or other structure designed for the placement of such remains.

Select an Option ▼

Additional information and / or comments

Save and continue

Please complete the survey for all facilities.

Submit

Back

Cancel

There is a dedicated report format for crematoria which follows a similar pattern to cemeteries but with fewer questions. Please complete all questions here.

Crematorium operator activity - 1 October 2023 to 31 December 2023 ¹

	Number of cremations
Total number of cremations of bodily remains Cremation does not include the interment of cremated remains in a cemetery including in an interment site, burial site, grave, structure, niche, etc. Any such activity should be reported separately as an ash interment. If you operate a crematorium as well as a cemetery or a memorial park, this will need to be registered as a separate facility.	<input type="text"/>
How many of the total number of cremations were of a person without means (destitute person)? ¹	<input type="text"/>
How many of the total number of cremations were of the remains of an unviable pregnancy or still-born child or a child under 12 years of age?	<input type="text"/>

Definitions of key terminology can also be found by hovering over the information icons located across the 'Facility Details' page. These and additional definitions are also included in the Appendix.

Facility Details

Click in the search box to view and select a facility.

Facility name
Cemetery L3

Facility number
878

Facility type
Cemetery

Facility address
11 Lychee Avenue
Sydney, NSW 2000

Cemetery operator activity - Interments for 1 July 2022 to 30 June 2023

If you operate a crematorium as well as a cemetery or a memorial park, this will need to be registered.

Did the cemetery perform any burials (interments of bodily remains) from 1 July 2022 to 30 June 2023?

No

Did the cemetery perform any ash interments (interments of cremated remains) from 1 July 2022 to 30 June 2023?

Yes

An ash interment is the placement of cremated remains in the earth or in a mausoleum, vault, columbarium, niche or other structure designed for the placement of such remains.

Ash interments	Number of interments
----------------	----------------------

Burial refers to the placement of bodily remains in the earth or in a mausoleum, vault, or other structure designed for the placement of such remains.

CCNSW Operator Portal | 23

7. Submitting an activity report

You must complete the survey for all facilities before clicking on the submit button. The system will not allow you to press submit unless the survey has been completed for all facilities, including surveys that have yet to be completed by other users assigned facilities via the 'Assign Facilities' form. (See section 8 below)

Facility Details

Click in the search box to view and select a facility.

Completed facilities

Facility Name	▼	Edit	Delete
Cemetery L1		Edit	Delete
Cemetery L2		Edit	Delete

Please complete the survey for all facilities.

SubmitBack

Cancel

Once all facilities' surveys are complete, you can then submit the activity report. You can submit the report by viewing a list of all facilities under the heading 'Completed facilities', ticking the declaration at the bottom of the page, and then clicking the 'Submit' button. The 'Submit' button cannot be selected unless the declaration has been completed.

Facility Details

Click in the search box to view and select a facility.

Completed facilities

Facility Name	▼	Edit	Delete
Cemetery L1		Edit	Delete
Cemetery L2		Edit	Delete
Cemetery L3		Edit	Delete

☒ It is an offence under the Crimes Act 1900 to knowingly submit information that is false or misleading. By submitting this activity report, I confirm that the information I have provided is true and correct.

SubmitBack

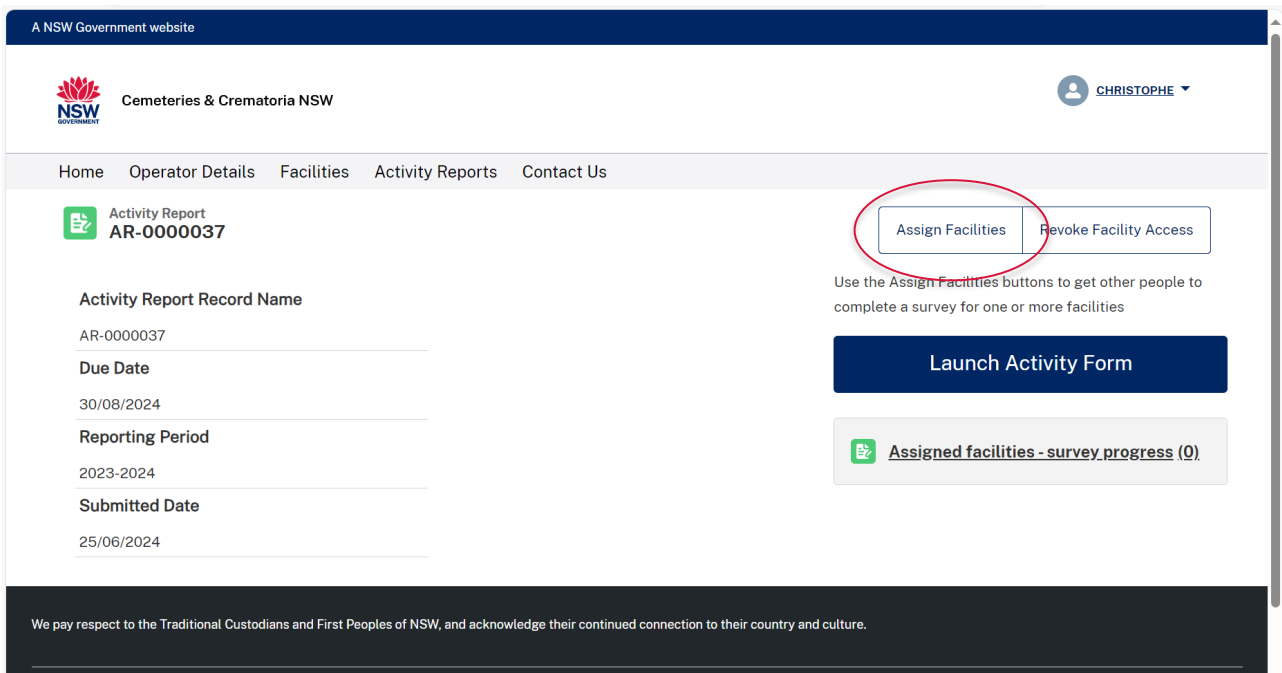
Cancel

Completed activity surveys will be sent through to CCNSW, and data checking and validation will commence right away.

The screenshot displays the CCNSW Operator Portal interface. At the top, a dark blue header bar contains the text "A NSW Government website" on the left and a green notification banner in the center that reads "Activity reporting successfully submitted" with a checkmark icon and a close button (X). Below the header, the NSW Government logo and "Cemeteries & Crematoria NSW" are on the left, and a user profile "CHRISTOPHE" with a dropdown arrow is on the right. A light gray navigation bar below the header lists "Home", "Operator Details", "Facilities", "Activity Reports", and "Contact Us", with "Home" being the active link. The main content area features a large heading "Welcome to the Cemeteries & Crematoria NSW Operator Portal" followed by the subtext "The portal supports operators to submit activity reporting online". Below this, there are three white boxes with red borders: "Operator Details" (View and edit details for your organisation), "Facilities" (See a list of facilities registered with CCNSW), and "Activity Reports" (Submit and view activity reports for your organisation). Each box contains a blue right-pointing arrow. At the bottom, a dark gray footer bar contains the text: "We pay respect to the Traditional Custodians and First Peoples of NSW, and acknowledge their continued connection to their country and culture."

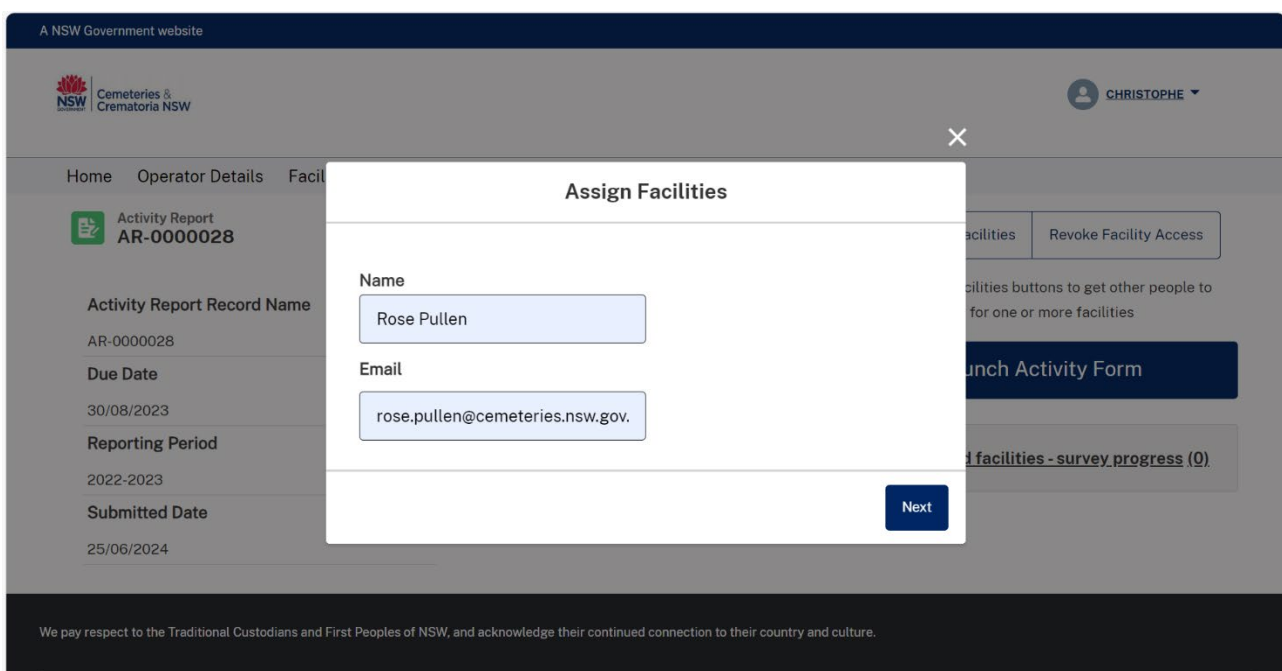
8. Sending a facility to another person to complete

If a primary contact wants someone else to fill in the activity report for one or all the facilities, they can ask them to do that here. To complete this action, open the activity report (see section 5 above) and click on the 'Assign Facilities' button,



A screenshot of the NSW Government website, specifically the Cemeteries & Crematoria NSW portal. The user is logged in as CHRISTOPHE. The navigation menu includes Home, Operator Details, Facilities, Activity Reports, and Contact Us. The main content area displays an Activity Report for record AR-0000037. The report details include: Activity Report Record Name (AR-0000037), Due Date (30/08/2024), Reporting Period (2023-2024), and Submitted Date (25/06/2024). On the right side, there are two buttons: 'Assign Facilities' and 'Revoke Facility Access'. The 'Assign Facilities' button is circled in red. Below these buttons is a 'Launch Activity Form' button. At the bottom right, there is a section titled 'Assigned facilities - survey progress (0)'. A footer message states: 'We pay respect to the Traditional Custodians and First Peoples of NSW, and acknowledge their continued connection to their country and culture.'

and primary contacts will then be requested to fill in their name and email address.



A screenshot of the 'Assign Facilities' modal form. The form is titled 'Assign Facilities' and has a close button (X) in the top right corner. It contains two input fields: 'Name' with the value 'Rose Pullen' and 'Email' with the value 'rose.pullen@cemeteries.nsw.gov.'. A 'Next' button is located at the bottom right of the form. The background shows the same website interface as the previous screenshot, but the 'Assign Facilities' button is no longer circled.

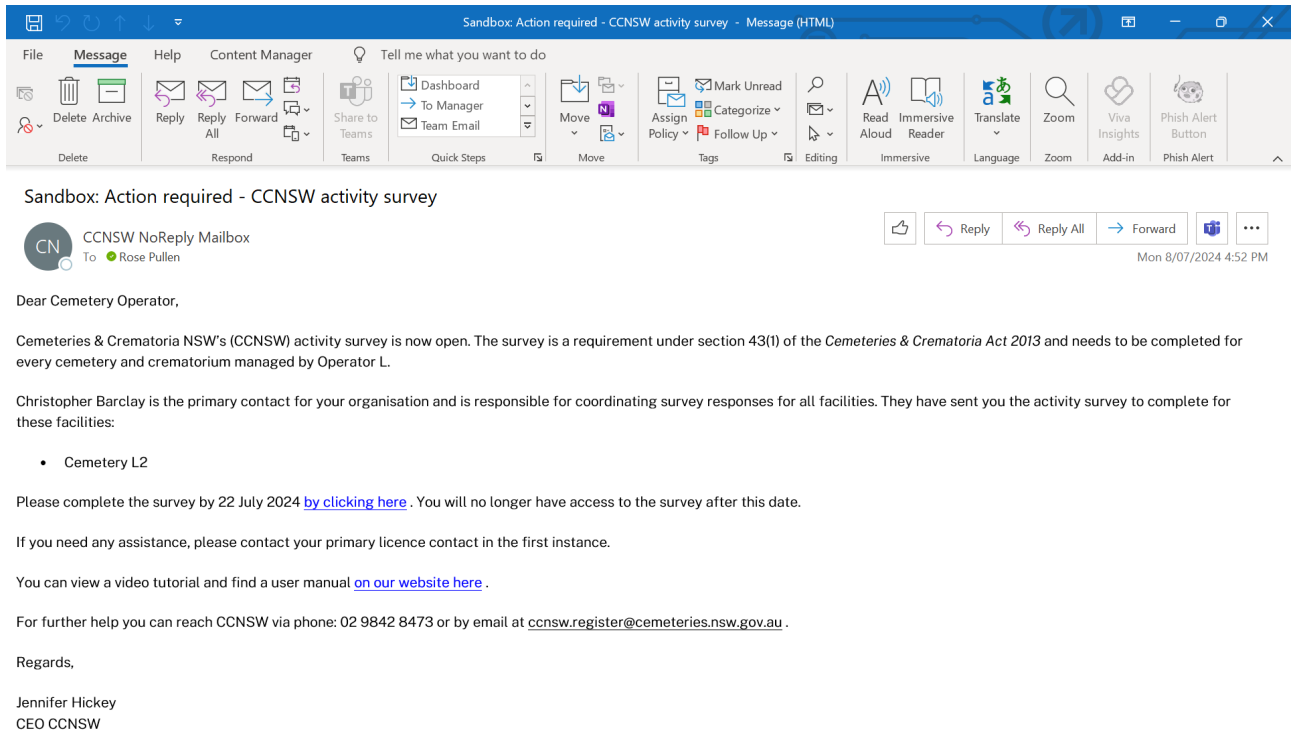
They can assign a person to one or many facilities.

The screenshot shows the 'Assign Facilities' modal on the CCNSW Operator Portal. The modal is titled 'Assign Facilities' and has a close button (X) in the top right corner. Inside the modal, there is a 'Select Facilities' section with a search bar and a list of facilities. The list shows '1 of 1 item • 1 item selected'. The selected facility is 'Cemetery L2' with a type of 'Cemetery'. There are 'Previous' and 'Save' buttons at the bottom right of the modal. The background shows the 'Activity Report' for 'AR-0000028' with details like 'Due Date', 'Reporting Period', and 'Submitted Date'.

Once a primary contact clicks 'Save' this 'Survey sent successfully' message will appear.

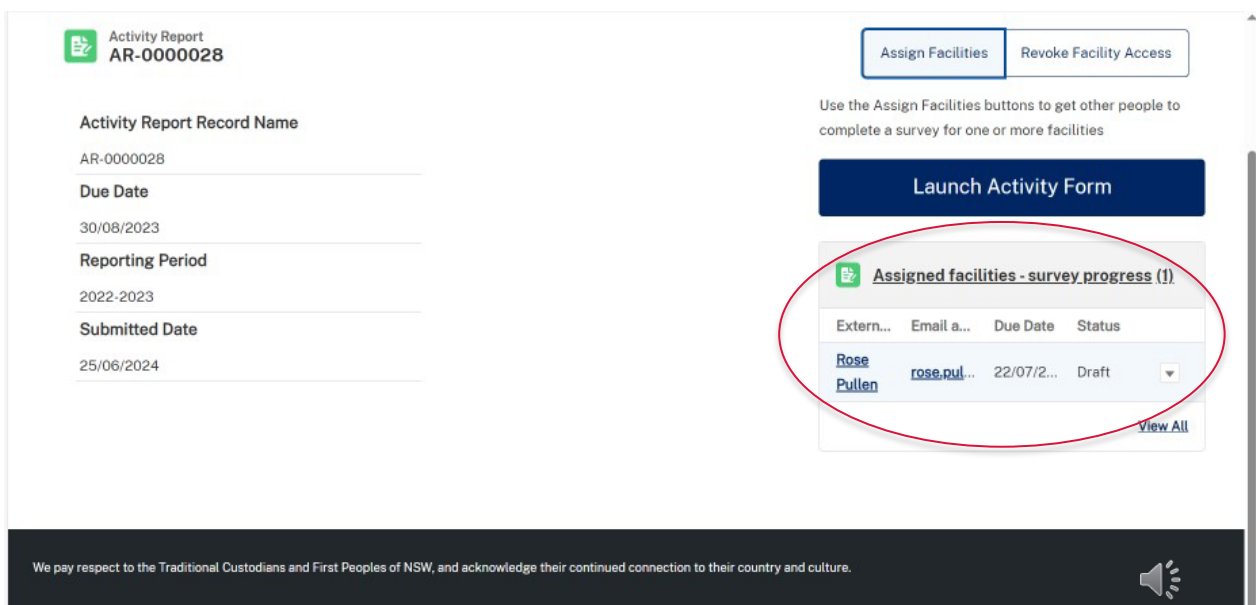
The screenshot shows the 'Assign Facilities' modal after a successful save. The modal now displays the message 'Survey sent successfully' and a 'Finish' button. The background remains the same, showing the 'Activity Report' for 'AR-0000028'.

This person will then be sent this 'Action required – CCNSW activity survey' email for the chosen facilities. It will then be guest user's responsibility to enter the activity data for the facility they have been assigned to. They will have two weeks to do this.



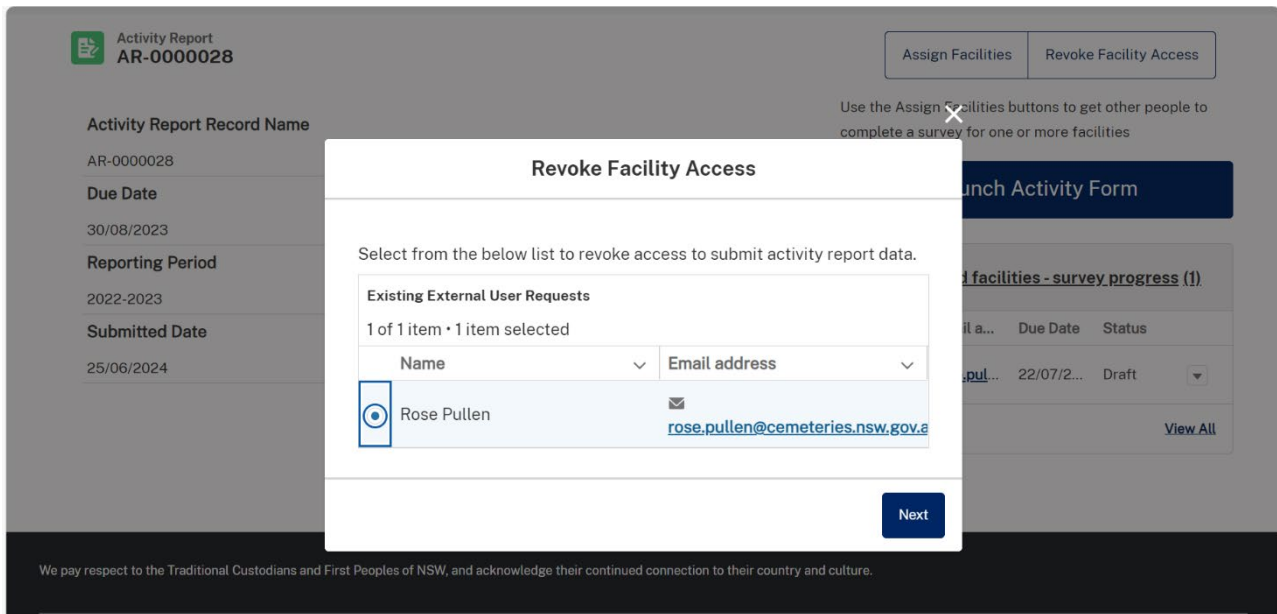
When they click the link in the email, the nominated person will be directed to the 'Facility details' page, after which they can complete the activity data for their designated facility.

People you have sent a facility survey to will appear in the 'External User Activity Requests' box for your quick reference.



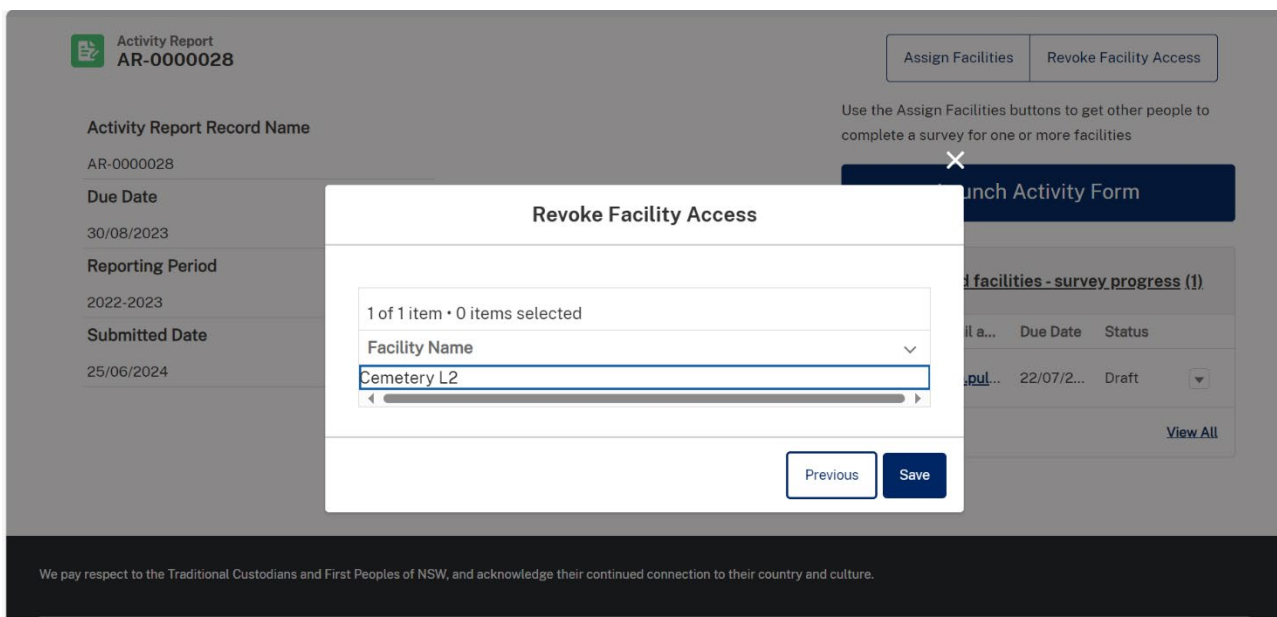
9. Revoking access to the activity survey

If a primary contact has sent this survey to the wrong person, or this changes at any time, they can quickly remove their access to the survey by clicking on the 'Revoke Facility Access' button, and selecting the user from the list whose access you would like removed.



The screenshot shows the 'Revoke Facility Access' dialog box. The background is a blurred view of the 'Activity Report' page for record AR-0000028. The dialog box has a title bar with a close button (X). Below the title, it says 'Select from the below list to revoke access to submit activity report data.' There is a section titled 'Existing External User Requests' with a status '1 of 1 item • 1 item selected'. Below this is a table with two columns: 'Name' and 'Email address'. The first row shows 'Rose Pullen' and 'rose.pullen@cemeteries.nsw.gov.au'. A radio button is selected next to 'Rose Pullen'. At the bottom right of the dialog is a 'Next' button.

Name	Email address
<input checked="" type="radio"/> Rose Pullen	rose.pullen@cemeteries.nsw.gov.au



The screenshot shows the 'Revoke Facility Access' dialog box. The background is a blurred view of the 'Activity Report' page for record AR-0000028. The dialog box has a title bar with a close button (X). Below the title, it says '1 of 1 item • 0 items selected'. There is a section titled 'Facility Name' with a dropdown menu. The dropdown menu is open, showing 'Cemetery L2'. At the bottom right of the dialog are 'Previous' and 'Save' buttons.

Facility Name
Cemetery L2

Once the primary contact has pressed save they will receive confirmation of this action,

The screenshot shows the 'Activity Report' page for record AR-0000028. On the left, a sidebar lists report details: Record Name (AR-0000028), Due Date (30/08/2023), Reporting Period (2022-2023), and Submitted Date (25/06/2024). The main area has buttons for 'Assign Facilities' and 'Revoke Facility Access'. A modal titled 'Revoke Facility Access' is open, displaying the message 'Survey recalled successfully' and a 'Finish' button. In the background, a table titled 'Assigned facilities - survey progress (1)' is partially visible, showing a row with 'Rose Pullen' and status 'Draft'. A 'Launch Activity Form' button is also present.

Assigned facilities - survey progress (1)		
il a...	Due Date	Status
pul...	22/07/2...	Draft

and then their status will be updated to 'Revoked' in the 'External User Activity Requests' box. It will now be the primary contact's responsibility to complete this report or assign it to another person.

This screenshot shows the same 'Activity Report' page, but the 'Revoke Facility Access' modal is closed. The 'Assigned facilities - survey progress (1)' table is now fully visible and circled in red. The row for 'Rose Pullen' now shows a status of 'Revoked' instead of 'Draft'. The 'Launch Activity Form' button remains visible.

Assigned facilities - survey progress (1)			
Extern...	Email a...	Due Date	Status
Rose Pullen	rose.pul...	22/07/2...	Revoked

Once all the activity reports for an operator have been completed, the primary contact will need to sign the declaration and press the submit button (see section 7 for further details).

10. Appendix - Definitions

Ash interment	<p>An ash interment is the placement of cremated remains in the earth or in a mausoleum, vault, columbarium, niche or other structure designed for the placement of such remains.</p> <p>Scattering of ashes above ground is not considered an interment.</p>
Burial	<p>Means the placement of bodily remains in the earth or a mausoleum, vault, or other structure designed for the placement of such remains.</p>
Cemetery	<p>A building or place used primarily for the interment and memorialisation of human remains.</p>
Crematoria / crematorium	<p>A crematoria / crematorium means a building in which deceased persons are cremated and includes premises in which bodily remains are disposed of by alkaline hydrolysis.</p>
Cremation	<p>A process for the reduction of bodily remains by fire or heat, alkaline hydrolysis or by other means prescribed by the regulations.</p> <p>Cremation does not include the interment of cremated remains in a cemetery including in an interment site, burial site, grave, structure, niche, etc. Any such activity should be reported separately as an ash interment.</p> <p>If you operate a crematorium as well as a cemetery or a memorial park, this will need to be registered as a separate facility.</p>
Human remains	<p>Both bodily remains and cremated remains.</p>
Interment	<p>(a) The placement of human (both bodily and cremated) remains in a mausoleum, vault, columbarium, or other structure designed for the placement of such remains, or</p> <p>(b) The burial in the earth of human (both bodily and cremated) remains (directly in the earth or in a container)</p> <p>Scattering of ashes above ground is not considered an interment. Similarly, erecting a monument or plaque without interring body or cremated remains is not considered an interment.</p>

Perpetual interment	A perpetual interment right provides the right of interment (burial) in a specified site (burial site / grave / niche, etc) with the interment to be left undisturbed forever (in perpetuity)
Person without means (Destitute person)	<p>A person without means (destitute person) means deceased persons with no money or assets and whose relatives and friends are unable to pay the costs of cremation or burial.</p> <p>Public Health Units under NSW Health are responsible for the administration of the processes related to the cremation and burial of destitute persons within their Area Health Service boundaries and provide help and advice to interested parties to ensure all requirements are adhered to. The cost of cremation or burial of deceased destitute persons is the responsibility of the Area Health Service.</p>
Renewable interment	A renewable interment right provides exclusive right of interment (burial) in a specified site (burial site / grave / niche, etc) for a limited and specified period, with the option to extend the time period up to a total maximum of 99 years.