

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

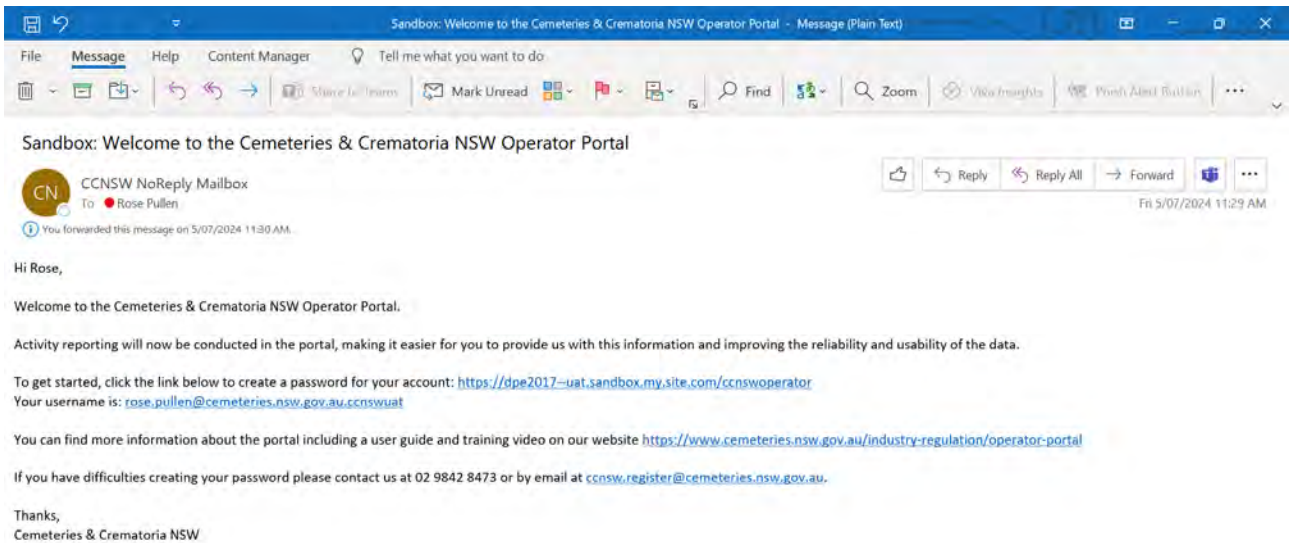
- “operator” means the person or organisation responsible for the management of the cemetery or crematorium.
- “primary contact” means the person nominated as the main contact for a given operator.
- “guest user” means person other than the ‘primary contact’ designated to fill out the activity survey. 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:

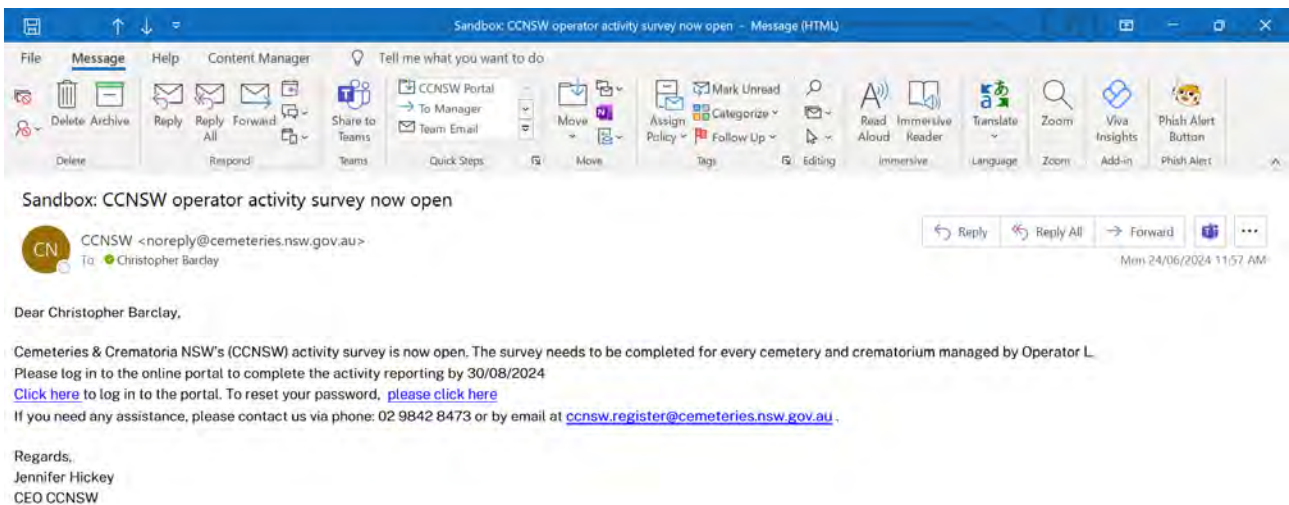
- Log into the portal
- Check your operator and facility details
- Access the contact us form
- Open an activity report
- Complete it yourself
- Submit activity reports in the system
- Send a facility to another person to complete
- Revoke facility access previously given to another person

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:

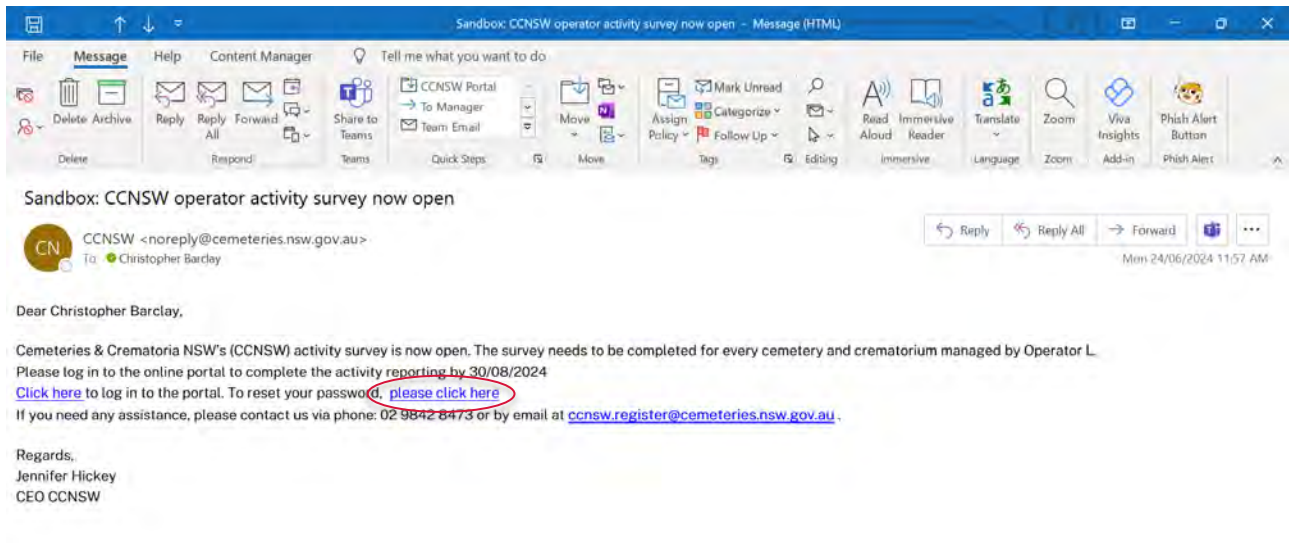
Phone: 02 9842 8473 or

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

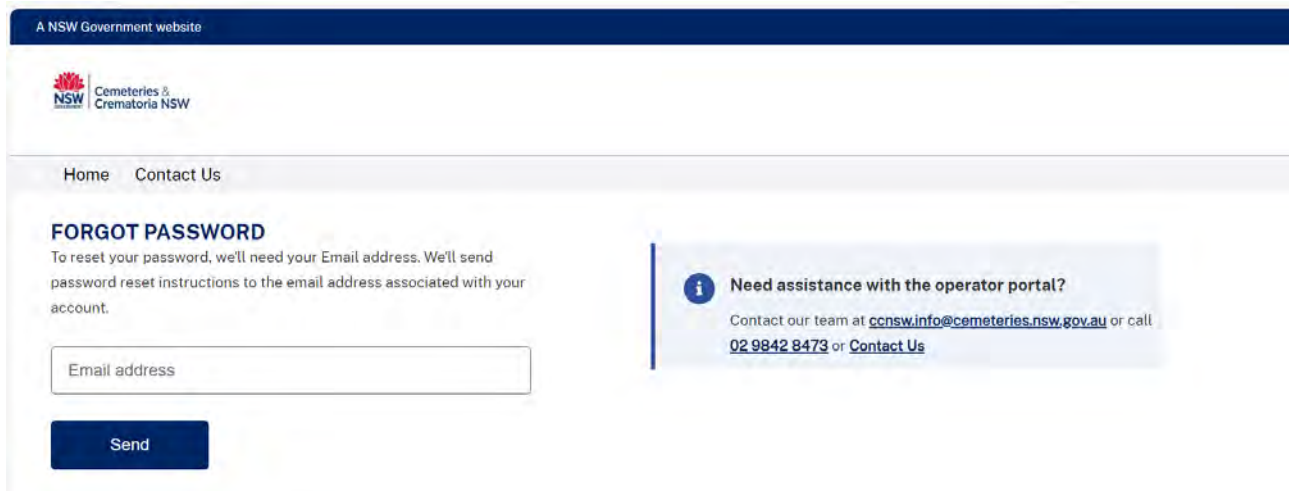
CCNSW will also send an email to other contacts we have at operators alerting them that the activity reporting survey is open, and identifying who the primary contact in your organisation is. If you receive one of these emails and notice an error, please contact CCNSW as soon as possible.

2. Logging into the portal

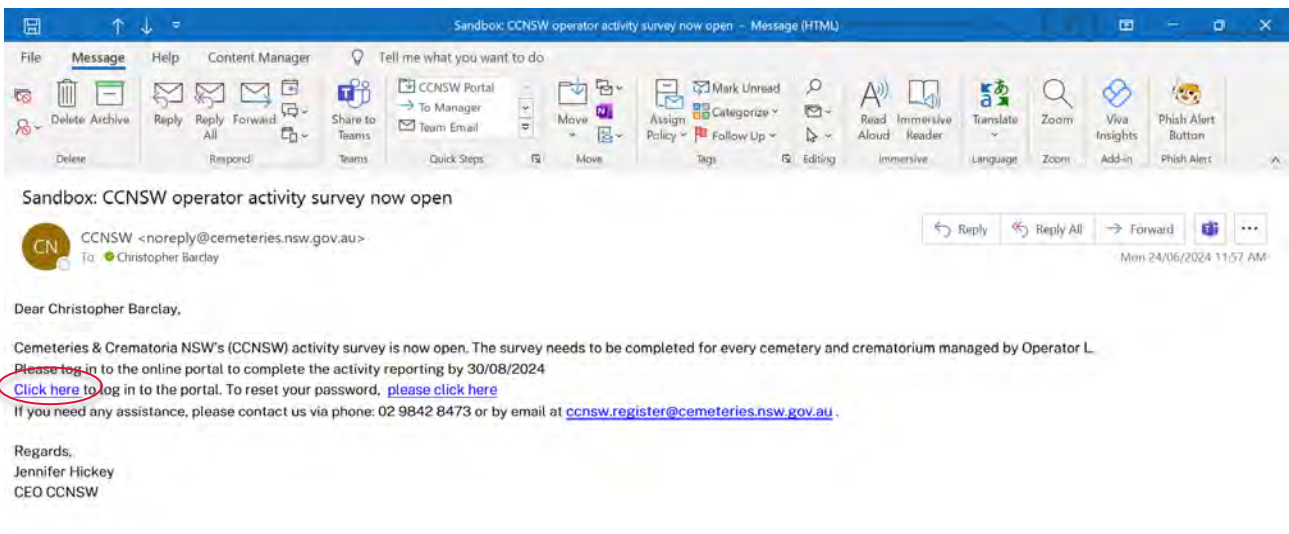
Once a primary contact has received both emails from the system, open the CCNSW Operator Portal email.



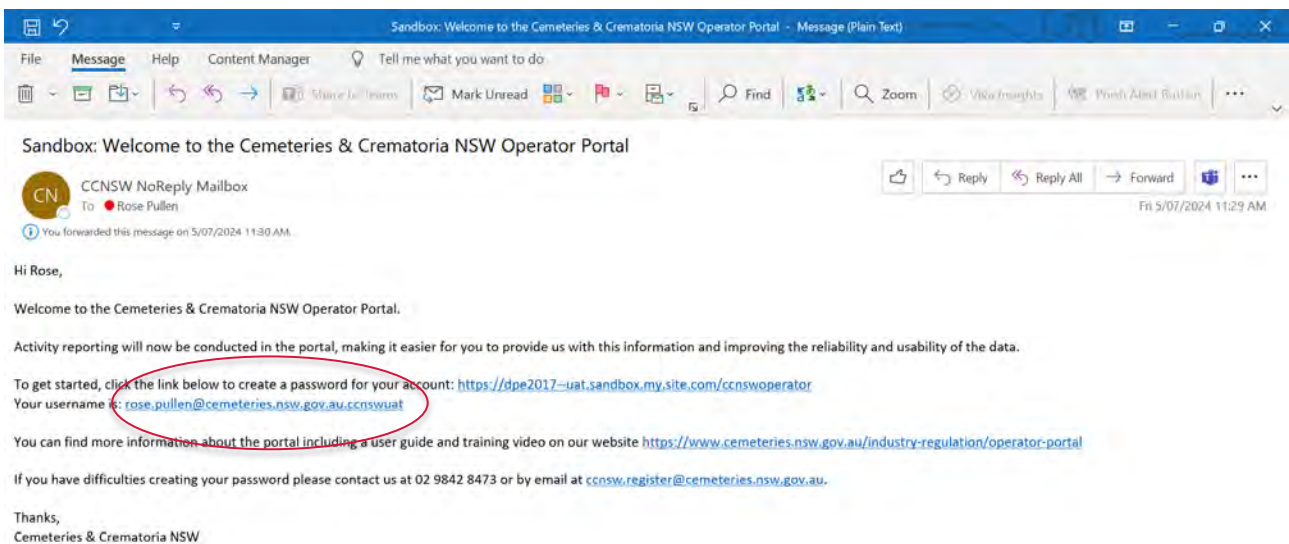
Click on the 'Reset your password?' URL to set your unique password up in the system.



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.

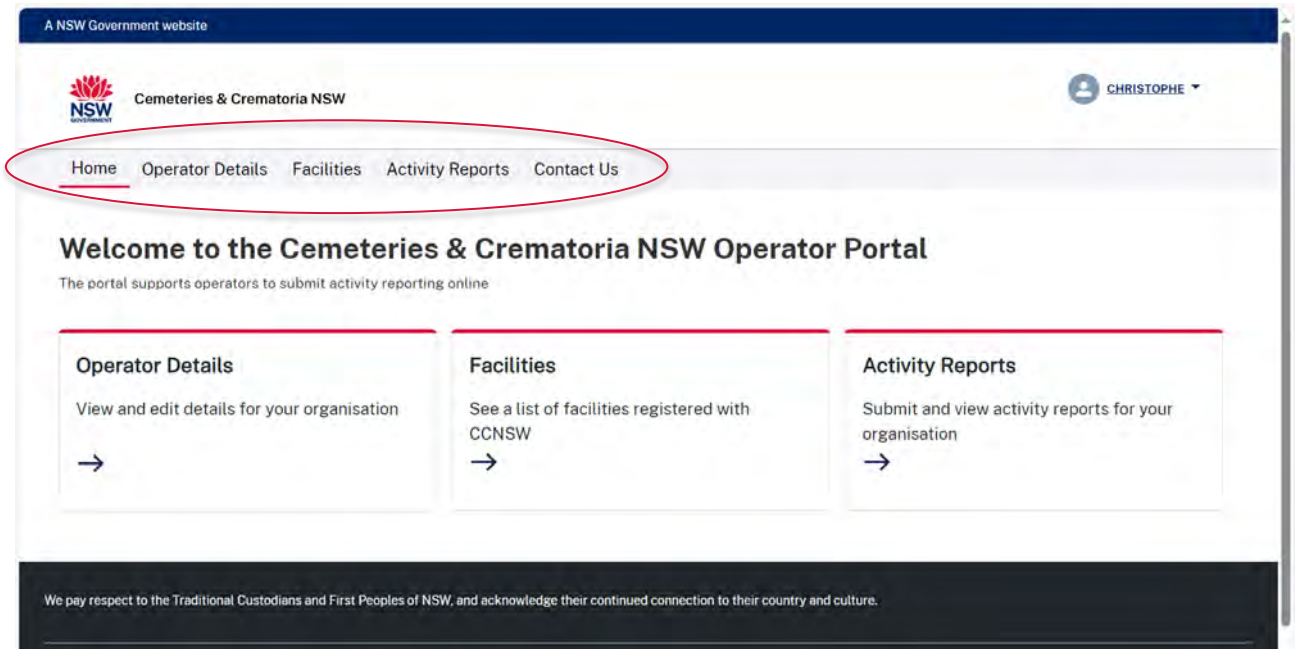


Next, enter the primary contact's Username from the Portal log-ins email, and the primary contact's password, and click on the 'Log-in' button to progress to the CCNSW Operator Portal home page.

The screenshot shows the login interface for the CCNSW Operator Portal. At the top, there is a dark blue header with the text "A NSW Government website". Below this is the NSW Government logo and the text "Cemeteries & Crematoria NSW". A navigation bar contains "Home" and "Contact Us". The main heading is "Cemeteries & Crematoria NSW Operator Portal". There are two input fields: the first contains the email address "rose.pullen@cemeteries.nsw.gov.au.ccnsuat" and the second is a password field with masked characters. A blue "Log in" button is positioned below the password field, with a link for "Forgot your password?" underneath. To the right, a light blue callout box with an information icon contains the text: "Need assistance with the operator portal? Contact our team at ccnsw.info@cemeteries.nsw.gov.au or call [02 9842 8473](tel:0298428473) or [Contact Us](#)". At the bottom of the page, a dark grey footer 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."

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

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
6789

Operator email
admin@testoperator.com

*Work phone

029955022

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.

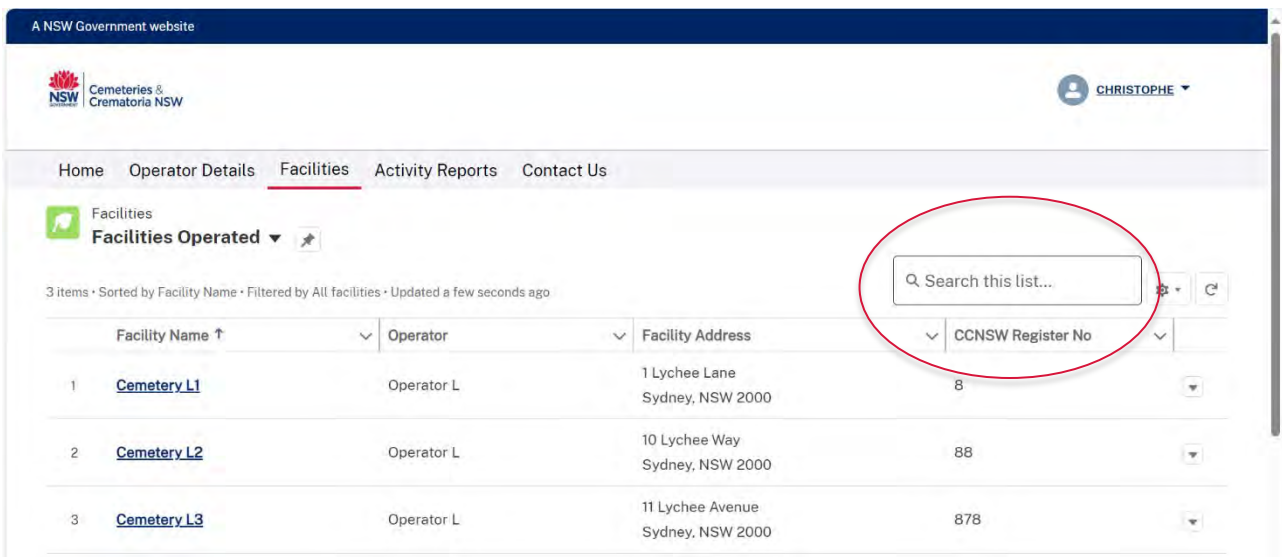
- Phone: 02 9842 8473 or
- Email: ccnsw.register@cemeteries.nsw.gov.au

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.



A NSW Government website

NSW Cemeteries & Crematoria NSW

CHRISTOPHE

Home Operator Details **Facilities** Activity Reports Contact Us

Facilities

Facilities Operated

3 items • Sorted by Facility Name • Filtered by All facilities • Updated a few seconds ago

Q Search this list...

	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

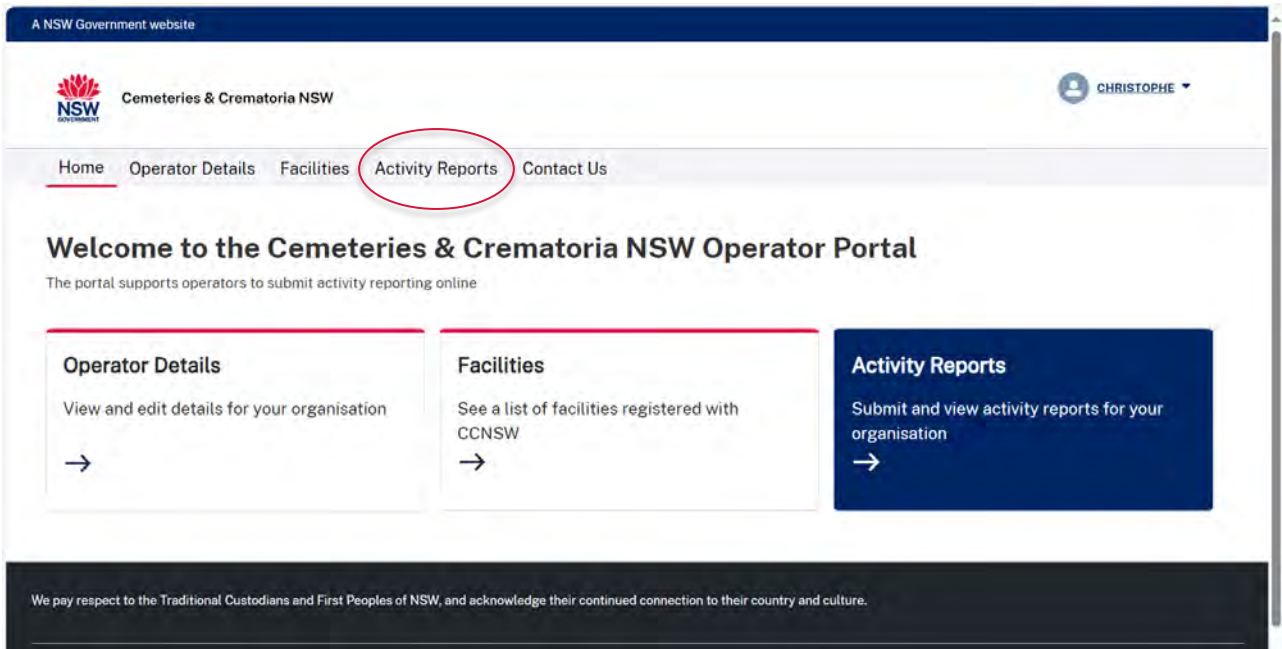
* Description

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 displays the 'Cemeteries & Crematoria NSW' portal. At the top, it identifies the user as 'CHRISTOPHE'. The navigation menu includes 'Home', 'Operator Details', 'Facilities', 'Activity Reports', and 'Contact Us'. The main content area features an 'Activity Report' for 'AR-0000037'. On the left, a table lists details for the 'Activity Report Record Name':

Activity Report Record Name
AR-0000037
Due Date
30/08/2024
Reporting Period
2023-2024
Submitted Date
25/06/2024

On the right side, there are two buttons: 'Assign Facilities' and 'Revoke Facility Access'. Below these is a text instruction: 'Use the Assign Facilities buttons to get other people to complete a survey for one or more facilities'. A prominent dark blue button labeled 'Launch Activity Form' is circled in red. Below this button, a status indicator shows 'Assigned facilities - survey progress (0)'. At the bottom of the page, a footer message reads: '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.

A NSW Government website

NSW Cemeteries & Crematoria NSW

CHRISTOPHE

Home Operator Details Facilities Activity Reports Contact Us

Activity Reporting Form FY2022-2023

Operator Details Facility and Activity Details

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

Update Operator Details

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

Continue Save and Exit 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	Facility type
Cemetery L1	Cemetery
Facility number	Facility address
8	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?

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.

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?

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.

Burials	Number of interments
Burials into a new (not used) perpetual interment site in this reporting period	<input type="text"/>
Burials into an existing (previously used) perpetual interment site in this reporting period	<input type="text"/>
Burials into a new (not used) renewable interment site in this reporting period	<input type="text"/>
Burials into an existing (previously used) renewable interment site in this reporting period	<input type="text"/>
Total number of burials in this reporting period	<input type="text"/>

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.

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	35
Burials into an existing (previously used) perpetual interment site in this reporting period	4
Burials into a new (not used) renewable interment site in this reporting period	20
Burials into an existing (previously used) renewable interment site in this reporting period	10
Total number of burials in this reporting period	70

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.

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	25
Ash interments into a new renewable interment site in this reporting period	10
Ash interments into an existing (previously used) renewable interment site in this reporting period	2
Total number of ash interments in this reporting period	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)?	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?	300

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.

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)?

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?

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?

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.

Ash interments

Ash interments	Number of interments
Ash interments into a new perpetual interment site in this reporting period	<input type="text"/>
Ash interments into an existing (previously used) perpetual interment site in this reporting period	<input type="text"/>
Ash interments into a new renewable interment site in this reporting period	<input type="text"/>
Ash interments into an existing (previously used) renewable interment site in this reporting period	<input type="text"/>

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 type Cemetery
Facility number 878	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?

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.

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

Definition tooltip: 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.

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	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>
Cemetery L2	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>

Please complete the survey for all facilities.

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.

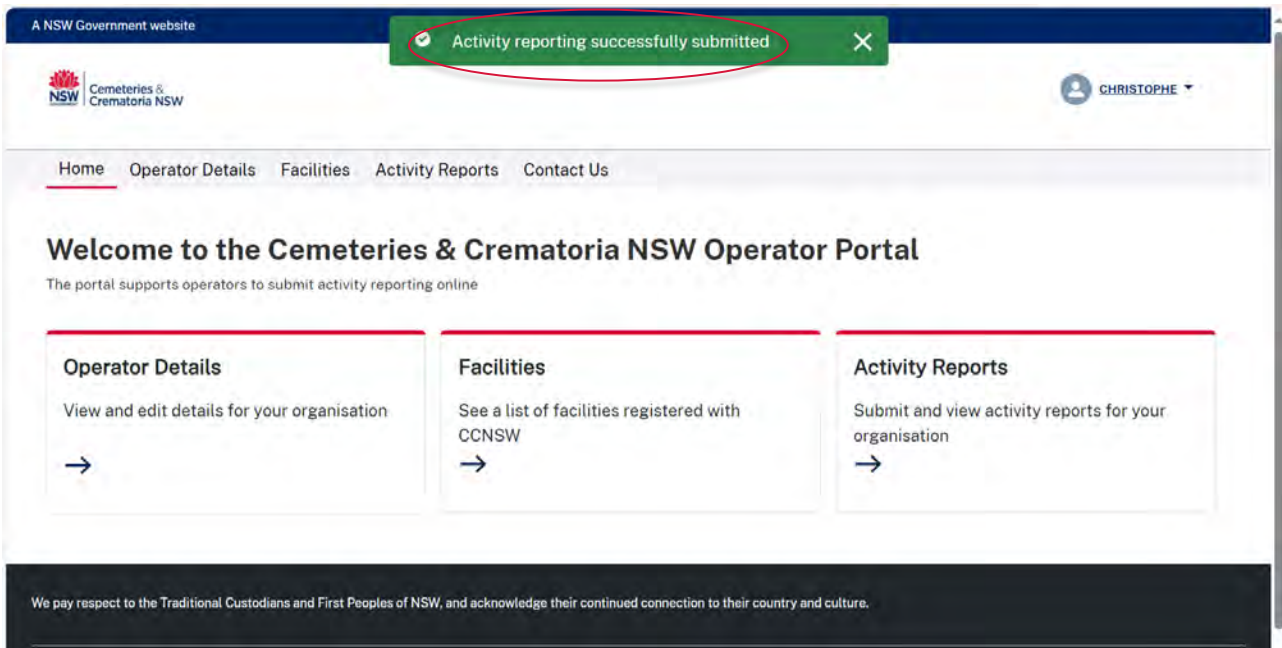
Facility Details
Click in the search box to view and select a facility.

Completed facilities

Facility Name	Edit	Delete
Cemetery L1	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>
Cemetery L2	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>
Cemetery L3	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>

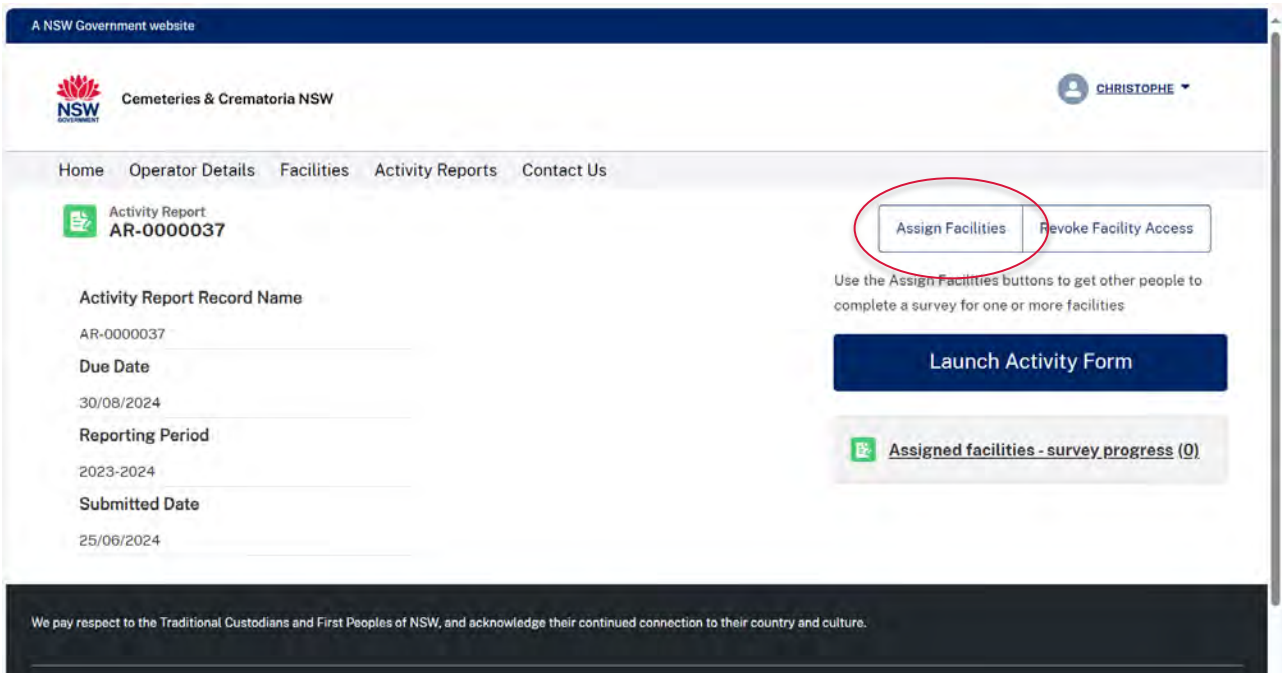
It is an offence under the Crimes Act 1900 to knowingly submit information that is false or misleading. By submitting this activity report, I confirm that the information I have provided is true and correct.

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

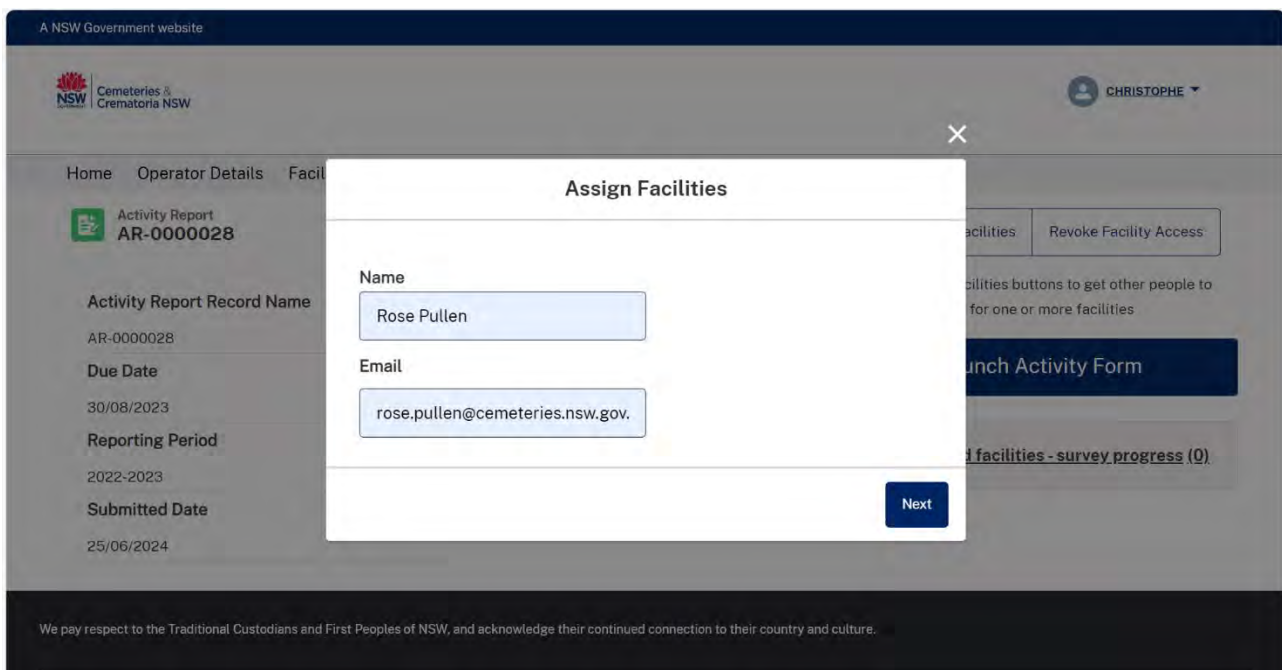


8. Sending a facility to another person to complete

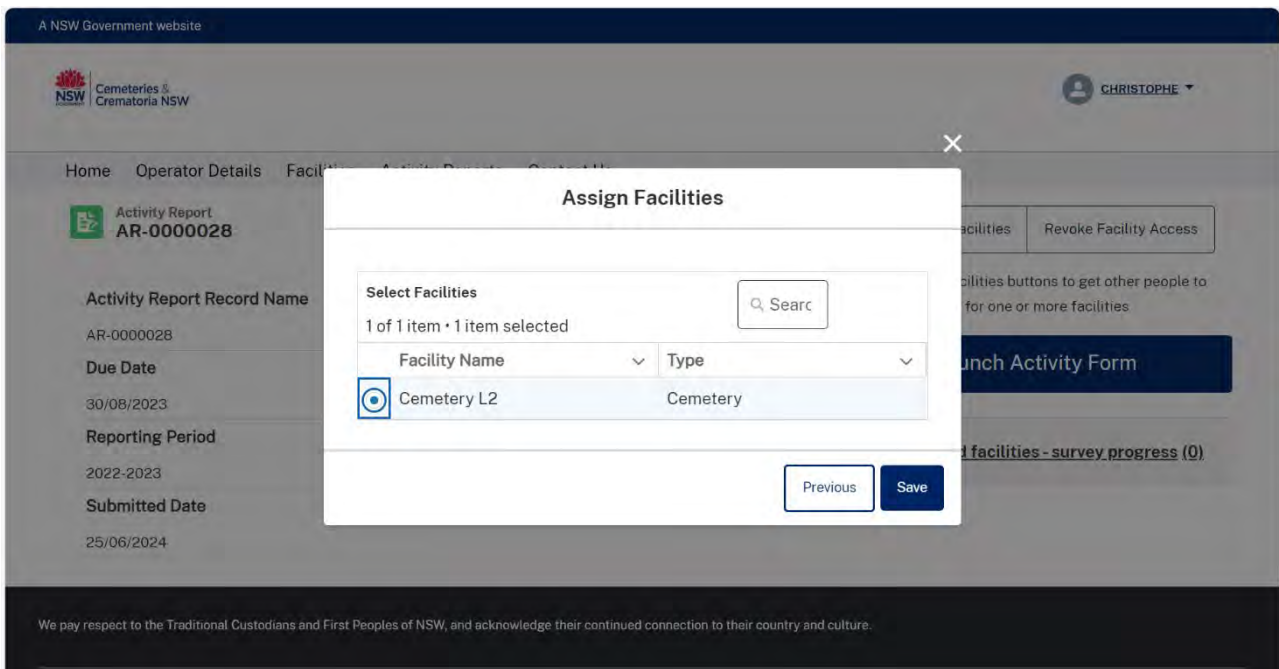
If a primary contact wants someone else to fill in the activity report for one or all the facilities, they can ask them to do that here. To complete this action, open the activity report (see section 5 above) and click on the 'Assign Facilities' button,



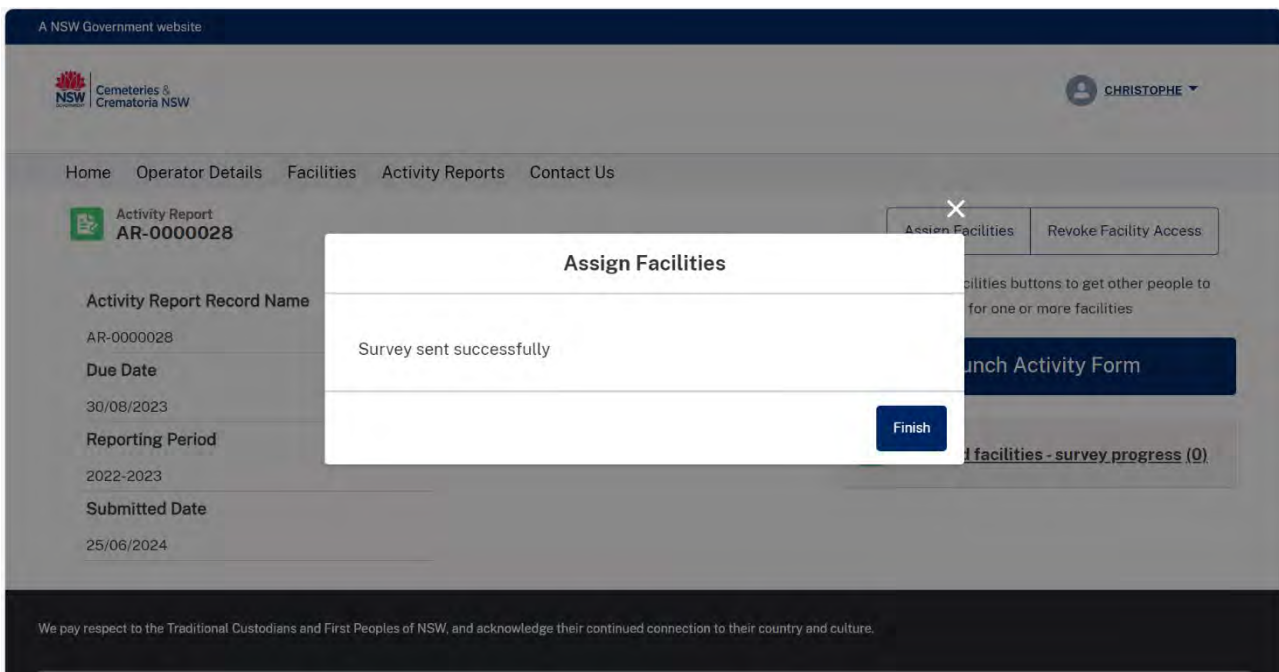
and primary contacts will then be requested to fill in their name and email address.



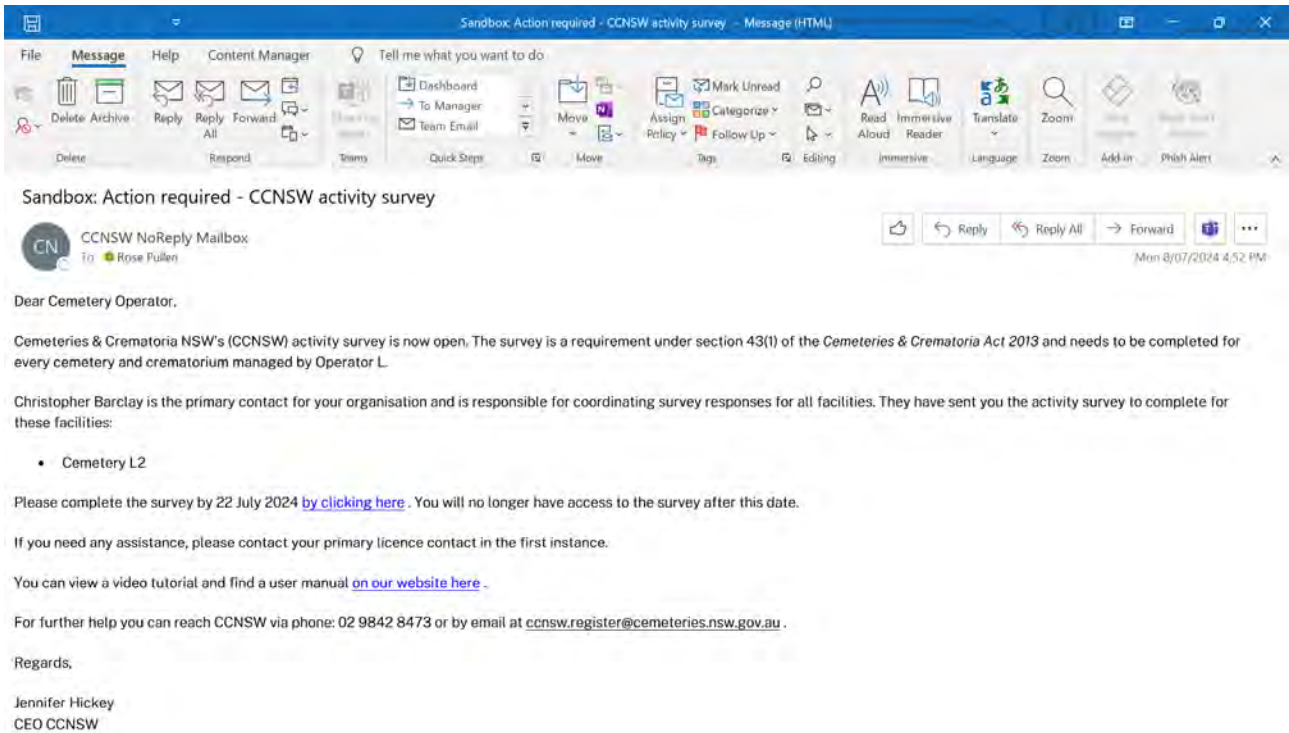
They can assign a person to one or many facilities.



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

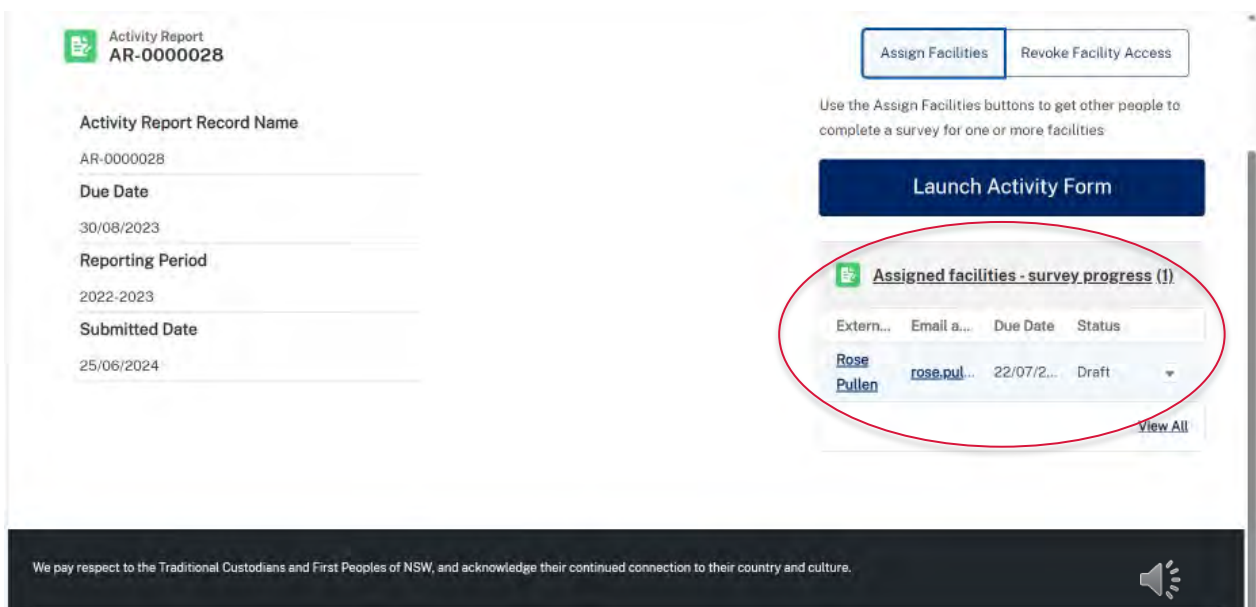


This person will then be sent this 'Action required – CCNSW activity survey' email for the chosen facilities. It will then be guest user's responsibility to enter the activity data for the facility they have been assigned to. They will have two weeks to do this.



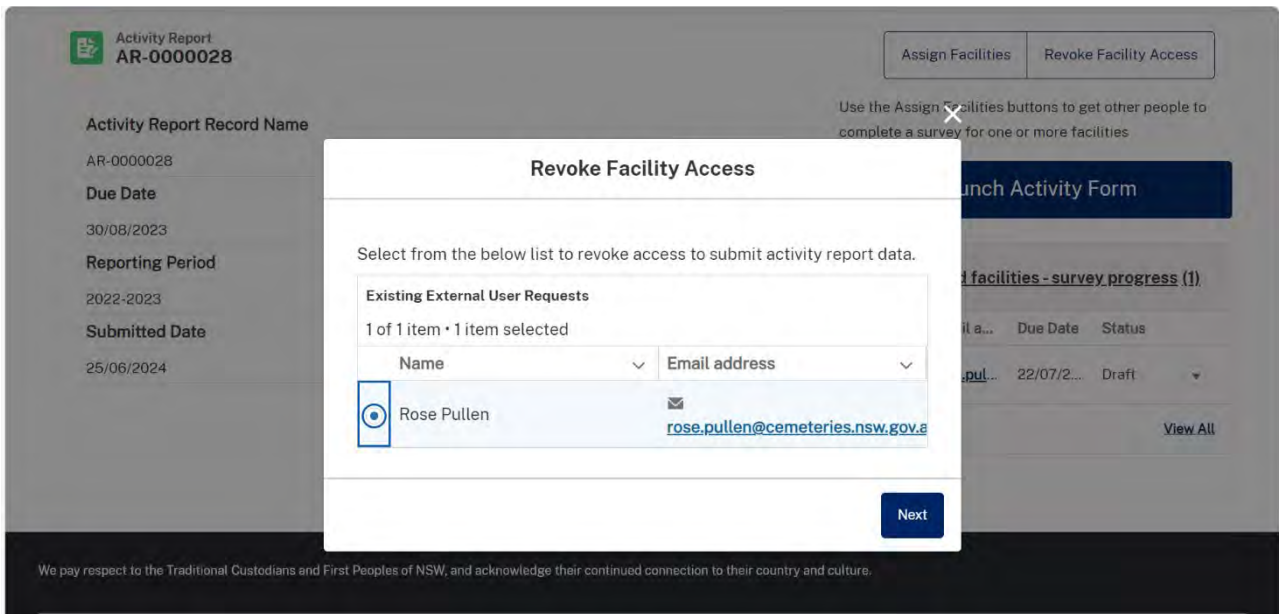
When they click the link in the email, the nominated person will be directed to the 'Facility details' page, after which they can complete the activity data for their designated facility.

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

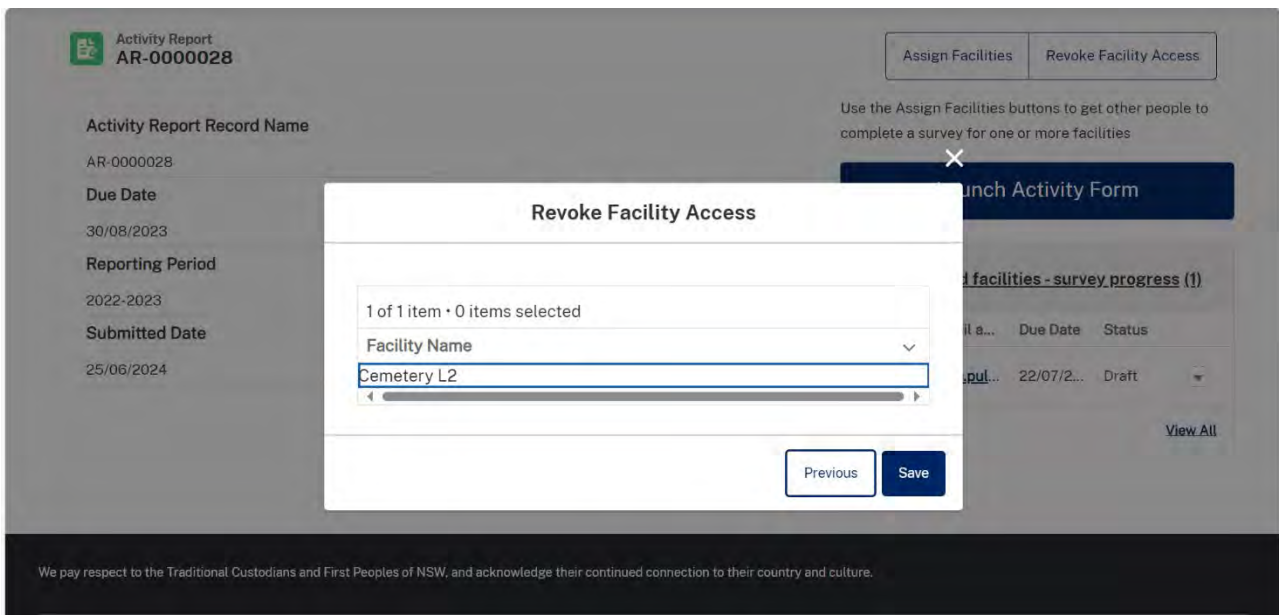
If a primary contact has sent this survey to the wrong person, or this changes at any time, they can quickly remove their access to the survey by clicking on the 'Revoke Facility Access' button, and selecting the user from the list whose access you would like removed.



The screenshot shows the 'Revoke Facility Access' dialog box overlaid on the 'Activity Report' page. The dialog box has a title bar with a close button (X) and the text 'Revoke Facility Access'. Below the title bar, it says 'Select from the below list to revoke access to submit activity report data.' There is a search bar labeled 'Existing External User Requests' with the text '1 of 1 item • 1 item selected' below it. A table lists the user details:

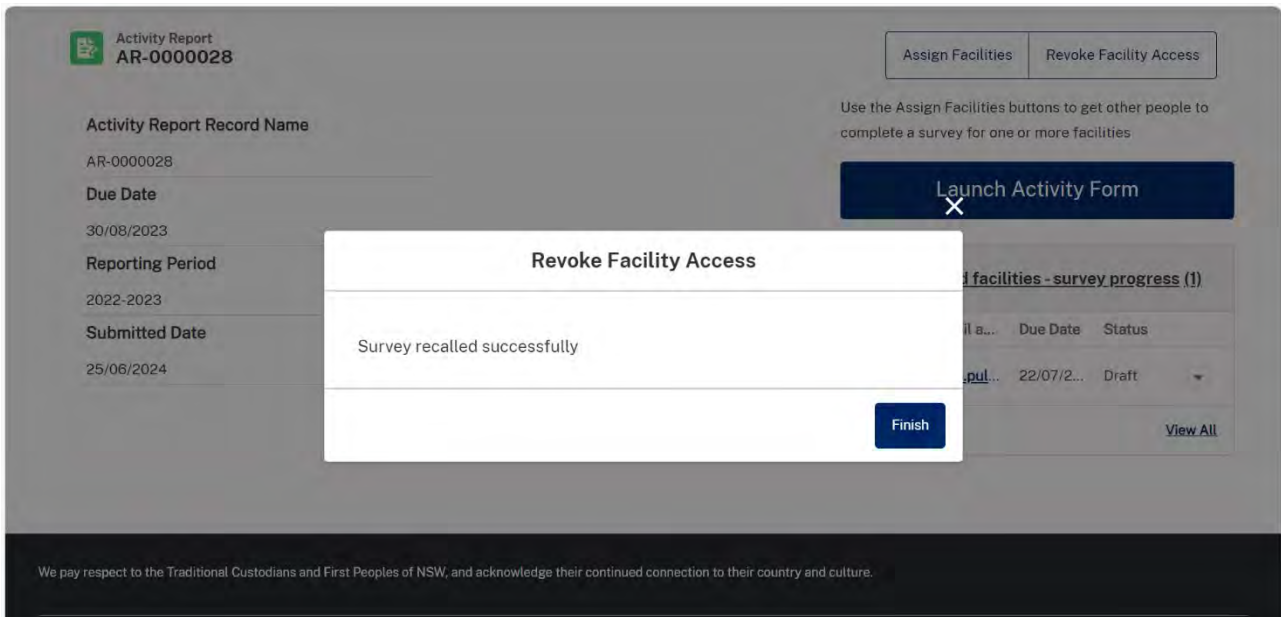
Name	Email address
Rose Pullen	rose.pullen@cemeteries.nsw.gov.a

At the bottom right of the dialog box is a 'Next' button. The background page shows the 'Activity Report Record Name' AR-0000028, 'Due Date' 30/08/2023, 'Reporting Period' 2022-2023, and 'Submitted Date' 25/06/2024. There are buttons for 'Assign Facilities' and 'Revoke Facility Access' at the top right. A footer note reads: 'We pay respect to the Traditional Custodians and First Peoples of NSW, and acknowledge their continued connection to their country and culture.'

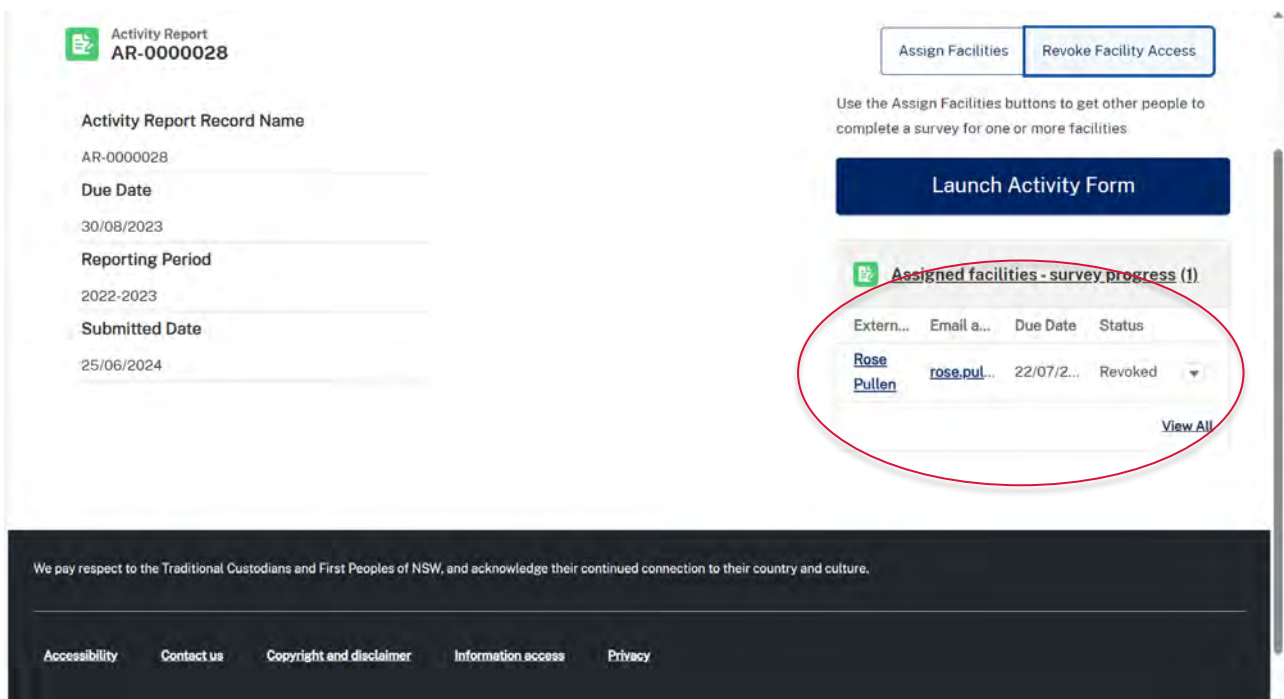


The screenshot shows the 'Revoke Facility Access' dialog box overlaid on the 'Activity Report' page. The dialog box has a title bar with a close button (X) and the text 'Revoke Facility Access'. Below the title bar, it says '1 of 1 item • 0 items selected'. There is a search bar labeled 'Facility Name' with a dropdown arrow. A list shows the facility name 'Cemetery L2'. At the bottom right of the dialog box are 'Previous' and 'Save' buttons. The background page shows the 'Activity Report Record Name' AR-0000028, 'Due Date' 30/08/2023, 'Reporting Period' 2022-2023, and 'Submitted Date' 25/06/2024. There are buttons for 'Assign Facilities' and 'Revoke Facility Access' at the top right. A footer note reads: 'We pay respect to the Traditional Custodians and First Peoples of NSW, and acknowledge their continued connection to their country and culture.'

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



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.



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	<p>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)</p>
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	<p>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.</p>