Cemetery Maintenance Standards

Introduction

Who Are We?

For close to 160 years, Catholic Cemeteries & Crematoria has proudly provided caring funeral services, to everyone in the Sydney community. As an independent not-for-profit organisation, we manage and deliver high quality cemetery services to a diverse range of communities and families across metropolitan Sydney.

We believe that everyone has the right to a dignified funeral and enduring, future care of the family's resting place. We believe that cemeteries are sacred and historical places in our society for the preservation of memories, and that the funeral is just the beginning of our role.

Personal Choice

To ensure that your final tribute is personal, we offer options to suit you, from lawn burial and above ground burial to Sydney's only Catholic Crematorium.

Our chapels and condolence lounges at each of our western Sydney locations are set aside to ensure your service is completed with compassion and respect.

Protecting the future

We are committed to quality and innovation and your service will utilise the latest technology and modern practices.

Your memorial will be cared for into the future, ensuring a safe and beautiful place for your family and future generations to visit.

Our Locations

Catholic Cemeteries & Crematoria currently offer services at four locations in Greater Sydney at Rookwood Catholic Cemetery, Kemps Creek, Liverpool and North Rocks and our new cemetery at Macarthur Memorial Park.

Maintenance

A critical factor for many families when deciding on which cemetery to place their loved ones, is the ongoing maintenance, look and feel of the park.

At Catholic Cemeteries & Crematoria we take great pride in the ongoing presentation of the Parks facilities and assets to ensure they are presented in the best possible condition throughout the year.

Maintenance comes in many forms and can include but is not limited to:

- Mowing/edging of lawns
- Weed management
- Maintaining garden beds
- Maintaining paths, roads and car parks
- Maintaining drains and irrigation
- Maintenance/cleaning of all buildings
- Memorabilia & litter control
- Management/pruning of trees
- Delivery of internment services
- Management of water features
- Maintenance of cemetery furniture
- Regular inspections and reviews

Cemetery Assets

- Turf & Trees
- Buildings/Structures/Toilets
- Water Features
- Irrigation Systems
- Drainage Systems
- Garden Beds
- Paths/Roads/Car Parks
- Park Furniture

Maintenance Works

Due to the extensive range and variation of environments situated throughout the Park, various maintenance techniques and schedules are utilised in order to present the Park in the best possible condition. Each individual area is assessed to identify maintenance needs throughout the year and noted in the Park annualised Maintenance Schedule.

While every effort is made to complete all maintenance works as per the Maintenance Schedule, works can be significantly impacted by various events that are out of our control. Weather being the most predominant.

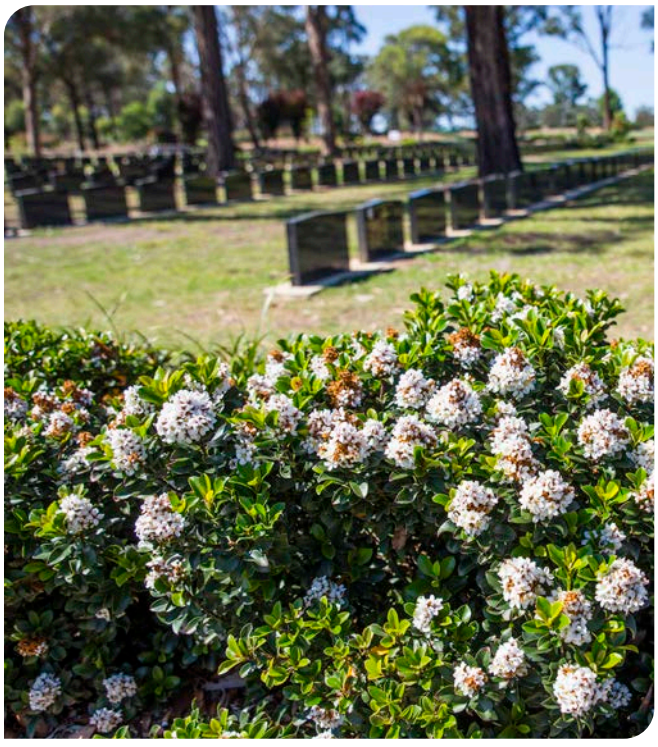
When poor weather adversely effects the scheduled works, a variety of different techniques are utilised to normalise maintenance works back to the schedule as quickly as possible.

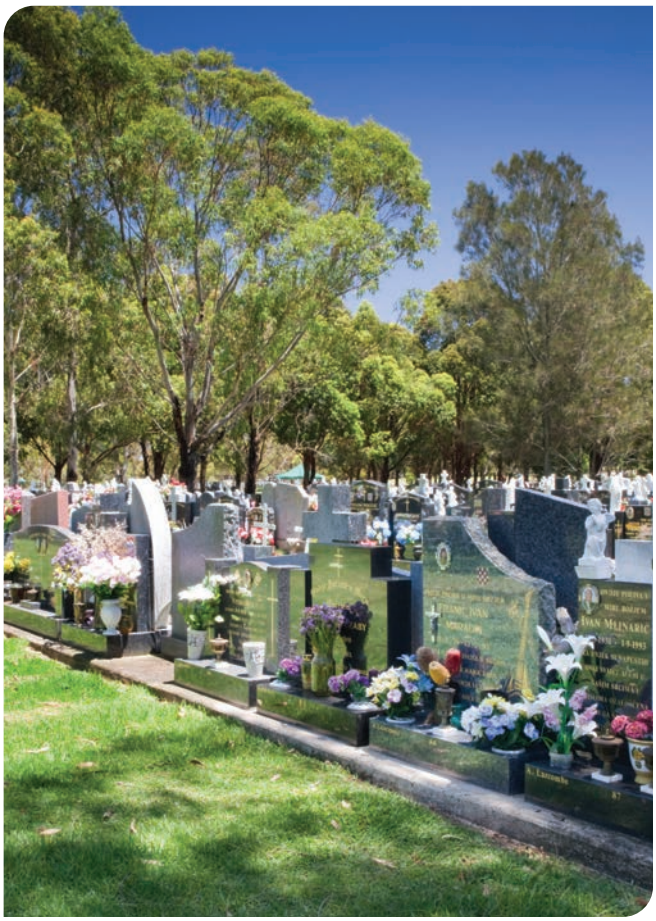
Maintenance Standards of Service

Cemetery Lawn Graves

Park Name	Product Available	Active	Non Active
Rookwood Catholic Cemetery	Y	Y	Y
North Rocks Catholic Cemetery	N	Y	N
Liverpool Cemetery	N	Y	N
Kemps Creek Memorial Park	Y	Y	N
Macarthur Memorial Park	Y	Y	N

Activity	Frequency	Measurement
Whip Edges	Monthly	Clean + Tidy
Mow Lawns	Fortnightly	Less than 80mm
Weed Management	Monthly	Controlled
Ornamentation	Monthly	Nil Outside of Policy
Litter Control	Weekly	Bins Empty





Monumental Lawn Graves

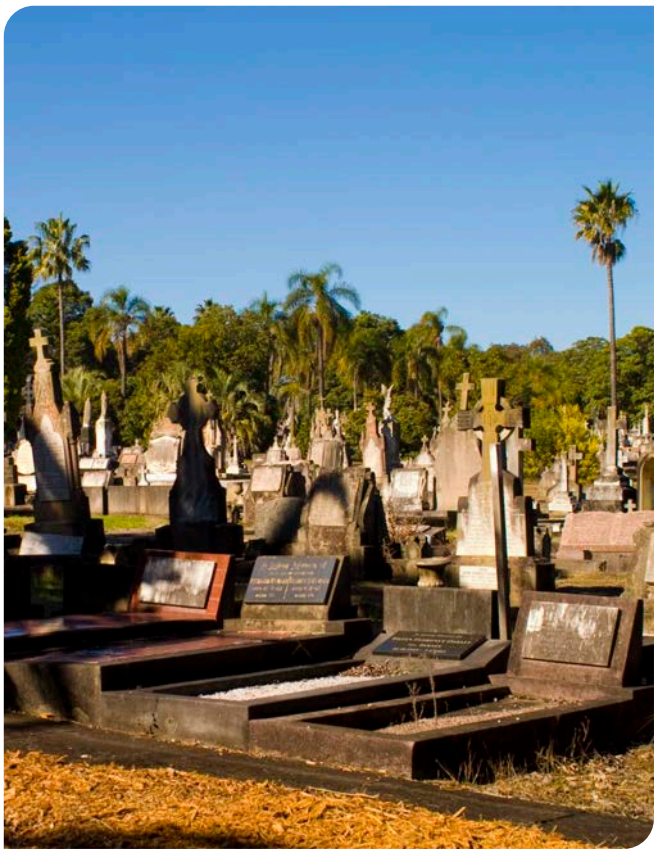
Park Name	Product Available	Active	Non Active
Rookwood Catholic Cemetery	Y	Y	Y
North Rocks Catholic Cemetery	N	Y	N
Liverpool Cemetery	Y	Y	N
Kemps Creek Memorial Park	Y	Y	N
Macarthur Memorial Park	Y	Y	N

Activity	Frequency	Measurement
Whip Edges	Monthly	Clean & Tidy
Mow Lawns	Fortnightly	Less than 80mm
Weed Management	Monthly	Controlled
Ornamentation	Monthly	Nil Outside of Policy
Litter Control	Weekly	Bins Empty

Monumental Section Grave

Park Name	Product Available	Active	Non Active
Rookwood Catholic Cemetery	Y	Y	Y
North Rocks Catholic Cemetery	N	Y	N
Liverpool Cemetery	Y	Y	Y
Kemps Creek Memorial Park	N	N	N
Macarthur Memorial Park	Y	Y	N

Activity	Frequency	Measurement
Whip Edges	Monthly	Clean & Tidy
Mow Lawns (Around section kerbings)	Fortnightly	Less than 80mm
Weed Management	Monthly	Controlled
Ornamentation	Monthly	Nil Outside of Policy
Litter Control	Weekly	Bins Empty



Heritage Areas

Park Name	Product Available	Active	Non Active
Rookwood Catholic Cemetery	N	Y	Y
North Rocks Catholic Cemetery	N	N	N
Liverpool Cemetery	N	N	N
Kemps Creek Memorial Park	N	N	N
Macarthur Memorial Park	N	N	N

Activity	Frequency	Measurement
Whip Edges	Monthly	Clean & Tidy
Mow Lawns (Around section kerbings)	Monthly	Less than 100mm
Weed Management	Monthly	Controlled
Ornamentation	Monthly	Nil Outside of Policy
Litter Control	Weekly	Bins Empty

Crypt Areas & Gardens

Park Name	Product Available	Active	Non Active
Rookwood Catholic Cemetery	Y	Y	N
North Rocks Catholic Cemetery	N	N	N
Liverpool Cemetery	Y	Y	N
Kemps Creek Memorial Park	N	N	N
Macarthur Memorial Park	N	N	N

Activity	Frequency	Measurement
Whip Edges	Fortnightly	Clean & Tidy
Mow Lawns	Weekly	Less than 60mm
Blowing of Areas	Biweekly	Clean & Tidy
Weed Management	Monthly	Controlled
Ornamentation	Monthly	Nil Outside of Policy
Litter Control	Weekly	Bins Empty

External Chapel/Pavilion Areas + Gardens

Park Name	Product Available	Active	Non Active
Rookwood Catholic Cemetery	Y	Y	N
North Rocks Catholic Cemetery	N	N	N
Liverpool Cemetery	Y	Y	N
Kemps Creek Memorial Park	Y	Y	N
Macarthur Memorial Park	Y	Y	N

Activity	Frequency	Measurement
Whip Edges	Fortnightly	Clean & Tidy
Mow Lawns	Weekly	Less than 60mm
Blowing of Areas	Bi-Weekly	Clean & Tidy
Weed Management	Monthly	Controlled
Ornamentation	Monthly	Nil Outside of Policy
Litter Control	Weekly	Bins Empty

Cremated Remains Memorials

Park Name	Product Available	Active	Non Active
Rookwood Catholic Cemetery	Y	Y	N
North Rocks Catholic Cemetery	N	N	N
Liverpool Cemetery	Y	Y	Y
Kemps Creek Memorial Park	Y	Y	N
Macarthur Memorial Park	Y	Y	N

Activity	Frequency	Measurement
Whip Edges	Fortnightly	Clean & Tidy
Mow Lawns	Fortnightly	Less than 80mm
Blowing of Areas	Fortnightly	Clean & Tidy
Weed Management	Monthly	Controlled
Ornamentation	Monthly	Nil Outside of Policy
Litter Control	Weekly	Bins Empty

Niche Walls/External Columbarium

Park Name	Product Available	Active	Non Active
Rookwood Catholic Cemetery	Y	Y	N
North Rocks Catholic Cemetery	N	N	N
Liverpool Cemetery	Y	Y	N
Kemps Creek Memorial Park	N	N	N
Macarthur Memorial Park	N	N	N

Activity	Frequency	Measurement
Whip Edges	Fortnightly	Clean & Tidy
Mow Lawns	Fortnightly	Less than 80mm
Weed Management	Monthly	Controlled
Ornamentation	Monthly	Nil Outside of Policy
Litter Control	Weekly	Bins Empty

Interment Standards of Service

Below Ground Interment (Burial)

Activity	Frequency	Measurement
Site Back Filled	Within 4 Hours of Burial Service	Site Filled & Mounded
Flowers Placed	Immediately After Backfill	Flowers Mounded on Site
Immediate Area Tidied	Immediately After Backfill	Surrounding Area Tidy Free from Rocks/Dirt
Grave Marker (If Applicable)	Immediately After Backfill	Placed at Head of Grave
Interment Furniture Removed	Within 4 Hours of Burial Service	Chairs, Canopy, Table, Lowering Device Removed
Top Up	Approx. 6 Weeks After Burial	Gravesite Level with Surrounding Area
Turfing of Grave	Approx. 12 Weeks After Burial (Depending on Time of Year)	Gravesite Turfed
Removal of temporary Marker	Upon completion of Headstone/ Monumentation	Cross removed for temporary storage

Above Ground Interment

Activity	Frequency	Measurement
Inner Panel Installation	Completed within 1 Business Day	Crypt Sealed & Curtain Removed
Marble Crypt Panel Placement	Completed within 1 Business Day	Placed and Secured
Eternal Light Fitted	Completed within 1 Business Day	Light Secured & Working
Immediate Area Tidied	Within 4 Hours of Burial Service	Surrounding Area Tidy
Interment Furniture Removed	Within 4 Hours of Burial Service	Curtain, Chairs, Table, Lifting Device Removed

Interment Service Vault

Activity	Frequency	Measurement
Crypt Panel Re-Secured	Completed within 1 Business Day	Placed and Secured
Immediate Area Tidied	Within 4 Hours of Service	Surrounding Area Tidy
Interment Furniture Removed	Within 4 Hours of Service	Chairs, Table, Lifting Devices Removed
Vault Locked	Immediately after Service	Vault Secured

Normal Grave Settling Process

Every grave goes through several stages after a burial. This is commonly known as grave settling or subsidence, an entirely natural process caused by loosening soil settling back into place.

You may identify that this process has occurred if the grave appears to have a 'sinking' affect.

Graves will settle in different ways and timeframes, resulting in minor grave depressions of less than .5mtr to greater than .5mtrs. Settled graves will require a top-up of soil, please contact our office staff to request this service.

While we can describe each of these stages, the timing of them is heavily dependent on factors such as soil type and more importantly weather conditions.

Stage	Timing	Influences
Backfill of Grave	Within 4 Hours of Burial Service	Nil
Initial Settling of Grave	Could Take up to 3 Months	Heavy Rain Could Reduce that to 1 Day
Grave Top Up	Generally, within 48 Hours of a Settled Grave being identified	Dependent on weather conditions prevailing at the time
Turfing of Site	Generally, Around 3 Months	Dependent on weather conditions. Too hot or too cold can adversely affect potential survivability of newly layed turf.

Customer Requests

From time to time, visitors to the Park may request additional maintenance on a particular site for a variety of reasons. Families and Visitors are invited to visit the Park Administration building located on the site to lodge any additional maintenance requests.

Please refer to the following table for expected timeframes for the completion of requests:

Request Type	Description	Expected Response Time
Emergency	The condition has caused or has the potential to immediately cause serious injury to a person or property	Immediately
Urgent	Non General Maintenance that falls outside of Emergency Request Requirements & Timeframes	1-2 Business Days
General Maintenance	Routine maintenance not considered 'emergency' or 'Urgent'. (Including a grave that requires a top-up <.5mtr in depth)	10 days
Irrigation Maintenance	Routine maintenance not considered 'emergency' or 'Urgent'.	10 days

Inspection Timeframes

We conduct regular inspections of the cemetery to ensure the provision of a pleasant and safe environment and carry out works required to, maintain and enhance the peaceful tranquillity associated with visitor expectations.

Inspections occur at different frequencies depending on special safety needs, events and the status of a location. However, the following guide details the minimum frequencies:

Asset Type	Asset Detail	Inspection
Turfed Areas	Lawns/General Grassed Areas	Monthly
Trees	Pruning Specialist Arborist - Inspection	Six monthly Annually
Buildings/Structures	Chapels, Toilets, Function Rooms All	Daily Annual Safety Inspections
Water Features	All	Annually
Irrigation/Drainage	All	Every 6 Months
Garden Beds	All	Fortnightly
Paths/Roads/Car Parks	Unsealed Sealed	Monthly Annually
Park Furniture	All	Annually
Interment Services	Burials	Daily upon completion 6 Weeks
Customer Requests	Any Asset Class	Within 48 business Hours
Emergency Issues	Any Asset Class	Immediate

Memorial Locations

Rookwood Catholic Cemetery

The Chapel of St Michael the Archangel
MAUSOLEUM OF THE RESURRECTION
SACRED HEART CHAPEL
MARY, MOTHER OF MERCY CHAPEL AND CREMATORIUM
ST. MICHAEL THE ARCHANGEL CHAPEL
THE WAY OF THE CROSS MEMORIAL GARDEN AND WATERWAY CHAPEL
LAWN & MEMORIAL GARDEN
ST. CLARE CRYPTS & MADONNA CRYPTS
ST CATERINA, ST LUCIA, POPE JOHN PAUL II, ST ANTONIO GARDEN CRYPTS
TOMBS 2
FAMILY VAULTS
MORTUARY 1 (M1)
MORTUARY 2 (M2)
Mortuary 1 (M1)
Grave locations prefixed with M1, are located in the oldest part of the Catholic Cemetery near East Street, Railway Street and St Michael the Archangel Chapel.
Mortuary 2 (M2)
Grave locations prefixed with M2, are located in the area between Haslem Drive and Weeroona Road.
CEMETERY ENTRANCE
Catholic Office
The Sacred Heart Chapel & Condolence Lounge
CEMETERY ENTRANCE
PARKING
- Both sides of Catholic Office
- Mary, Mother of Mercy Crematorium, Chapel & Condolence Lounge
St Antonio, St Lucia, Pope John Paul II + St Caterina Crypts
Mary, Mother of Mercy Crematorium, Chapel & Condolence Lounge
Way of the Cross Memorial Gardens & Waterway Chapel
Mausoleum of the Resurrection
TOILETS
- Adjacent to Sacred Heart Chapel
- St Michael The Archangel Chapel
- St Clare Garden Crypts
- Within The Mausoleum of the Resurrection
RAILWAY STREET
WILLIAM DRIVE
NECROPOLIS DRIVE
COHEN DRIVE
OLIVER AVENUE
EAST STREET
PATON ST
FARRAR AVENUE
BARNET AVENUE
WEEKES AVENUE
HASLEM DRIVE
CARPENTER ST
PHILLIPS ST
DAWSON ST
HAWTHORNE AVENUE
CENTENARY DRIVE/HOMEBUSH BAY ROAD
WHELAN AVENUE
NECROPOLIS CIRCUIT
ST. JOACHIM'S CIRCLE LAWN
CATHOLIC HERITAGE CENTRE
ST MICHAEL THE ARCHANGEL CHAPEL
ROOKWOOD GENERAL OFFICE
ALL SOULS CHAPEL
FLORIST
ST ATHANASIUS CHAPEL
CHAPEL
ST NEMETALLAH
ST. MAROUN
SAINT MARY OF THE CROSS
GARDEN OF TRANQUILITY
ST RAFQA 2
MARY MACKILLOP LAWN L
ST RAFQA
MARY MACKILLOP GARDEN
ST MICHAELS MARY MCKILLOP
OUR LADY OF LEBANON
ST VINCENT DE PAUL
TOMB 2
FAMILY VAULTS
LAWN A
SECTION 7
CATHOLIC OFFICE
CATHOLIC MAUSOLEUM
LAWN 1
LAWN 2
LAWN 2 CRYPTS
SACRED HEART CHAPEL MARY, MOTHER OF MERCY CHAPEL AND CREMATORIUM
QUAKER
UKRAINE LAWN 2
ROOKWOOD GARDENS CREMATORIUM
WAR GRAVES
VIETNAMESE LAWN
VIETNAMESE LAWN 2
WAY OF THE CROSS MEMORIAL GARDEN
ST. JOHN OF GOD
ST NIKOLA TAVELIC
ST. JOHN OF GOD 2
ST. LEOPOLD MANDIC
ST. PETER CHANEL
ST. MARTHA
ST. JOAN
ST. CHARBEL
ST. RAYMOND
ST. PATRICK
CROATIAN L2
ST. ANN
ST. JOSEPH
FAMILY ESTATE
ST. GABRIEL
ST. FRANCIS OF ASSISI
FAMILY VAULTS
ST. GERARD MAJELLA
POLISH B
ST. MATTHEW MEMORIAL GARDEN
LAWN 4
LAWN 5
LAWN 6
LAWN 7
LAWN 24
VAULTS
ST. CLARE CRYPTS
MADONNA CRYPTS
MARONITE L2
SLOVENIAN 2
CHINESE
SYRIAN
MELKITE
CROATIAN L1
SEC. 17A
SEC. 17
SEC. 18
SEC. 19
SEC. 20
SEC. 21
SEC. 22
SEC. 23
SEC. 24
SEC. 25
SEC. 26
SEC. 27
SEC. 28
SEC. 29
SEC. 30
SEC. 31
SEC. 32
SEC. 33
SEC. 34
SEC. 35
SEC. 36
SEC.

Memorial Locations

Kemps Creek Memorial Park

Kemps Creek Memorial Park Map

Memorial Locations

Liverpool Cemetery

Liverpool Cemetery Map

Memorial Locations

Macarthur Memorial Park

Lawn areas intended as a guide only.

Memorial Locations

North Rocks Cemetery

Location Map

North Rocks Catholic Cemetery

- Section B
- Section C
- Section F
- Section E
- Section L + D
- Section A
- Lawn A
- Benedictine Nuns
- Sisters of Mercy

Catholic Cemeteries + Crematoria

Contact Us

Rookwood Catholic Cemetery
Barnet Avenue, Rookwood, NSW 2134
Phone: 1300 114 997
enquiries@catholiccemeteries.com.au
www.catholiccemeteries.com.au

North Rocks Catholic Cemetery
North Rocks Road, North Rocks, NSW 2151
Phone: 1300 114 997
enquiries@catholiccemeteries.com.au
www.catholiccemeteries.com.au

Liverpool Cemetery
207 Moore St, Liverpool 2170
Phone: 02 9602 0344
info@liverpoolcemetery.com.au
www.liverpoolcemetery.com.au

Kemps Creek Memorial Park
230-260 Western Rd, Kemps Creek, NSW 2178
Phone: 02 9826 2273
admin@kempscreekcemetery.com.au
www.kempscreekmemorialpark.com.au

Macarthur Memorial Park
166-176 St Andrews Rd,
Varroville NSW 2566
Phone: 1300 086 689
info@mmpark.com.au
www.mmpark.com.au

Head Office
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Sydney Olympic Park, NSW 2127
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