



Tenterfield Shire Council
247 Rouse Street
TENTERFIELD NSW 2372
Ph: 02 67 36 6000
Email: Council@tenterfield.nsw.gov.au

Perpetual Interment Right Contract - Pre- Need (Reservation)

Agreement statement

We Tenterfield Shire Council grant you (the interment right holder) the perpetual interment right and related services in this contract.

Our agreement includes:

- the Perpetual Interment Right Contract (this contract)
- the Perpetual Interment Right Terms and Conditions (Annexure A)

Part A: Perpetual interment right

1. Premises (Please tick which Cemetery and which section)

Tenterfield

Old Section

Lawn

Niche-Memorial Wall

Lawn Memorial Niche Wall

Niche Fred Pavel Memorial Wall

Other

Torrington

Stannum

Drake

Legume

Urbenville

Lawn Section

Memorial Wall

2. Interment site

Type	
Denomination	
Section	
Row	
Plot	
Other detail	

3. Type and maximum number of interments included in the interment right.

Burial

Number of bodily interments: _____

Ash interment

Number of ash interments: _____



Tenterfield Shire Council
247 Rouse Street
TENTERFIELD NSW 2372
Ph: 02 67 36 6000
Email: Council@tenterfield.nsw.gov.au

4. The interment right holder

Full name	
Home address	
Postal address (if different)	
Phone	
Email	

5. The interment right holder 2

Full name	
Home address	
Postal address (if different)	
Phone	
Email	

6. Further contacts (next of kin or other secondary contact):

Full name	
Home address	
Postal address (if different)	
Phone	
Email	



Tenterfield Shire Council
247 Rouse Street
TENTERFIELD NSW 2372
Ph: 02 67 36 6000
Email: Council@tenterfield.nsw.gov.au

Part B: Services

7. Interment service

We will provide you with the interment(s) (the burial or placement of ashes into the interment site specified above).

This service is not included in the charges in Part C and will be charged later at the price that applies at the time of need.

8. Related services

If you select any related services now, these services and their pricing will be reconfirmed with you at the time of need. The costs of these services are not included in this contract.

9. Religious and cultural requirements

This section reflects those requirements that you have requested, and we have agreed to provide.

[If no requirements write 'None']

10. Aboriginal cultural or spiritual requirements

This section reflects those requirements that you have requested, and we have agreed to provide.

[If no requirements write 'None']

11. Other interment right holder requirements

[If no requirements write 'None']

12. Maintenance responsibilities

The interment right holder or the next of kin are responsible for the costs and activity of maintaining any memorial or monument erected on your interment site.

We, Tenterfield Shire Council are responsible for maintaining the premises, including any part of your interment site that does not contain a memorial or monument.



Tenterfield Shire Council
247 Rouse Street
TENTERFIELD NSW 2372
Ph: 02 67 36 6000
Email: Council@tenterfield.nsw.gov.au

Part C: General details

13. Price

Part A: Reservation Fee only (does not include interment right, interment burial)	\$
Part B: services	N/a
Cemeteries and Crematoria NSW Interment Services Levy- Burial	N/a
Cemeteries and Crematoria NSW Interment Services Levy- Ashes	N/a
Other**	\$
Total price*	\$

* This total price only reflects the services being paid for now.

** Village cemeteries, charges for machinery, travel.

14. Payment: You must pay the total, by any payment method accepted by Tenterfield Shire Council (including bank transfer, direct debit, credit care or cheque), unless otherwise agree and confirm in writing. An invoice will be issued, the date which payment is due will be listed on our invoice for payment. If you are buying a perpetual interment right pre-need, we will provide you with the price, due date and payment method of the additional services when you need them in the future.

15. Transfer fee disclosure: If you choose to transfer the perpetual interment right, the current fee for a transfer application is \$60.00 and this price is subject to change.

16. End of agreement: If you end this agreement early for your convenience, we will refund any monies paid to council less any administration costs.

17. Special conditions

N/a



Tenterfield Shire Council
247 Rouse Street
TENTERFIELD NSW 2372
Ph: 02 67 36 6000
Email: Council@tenterfield.nsw.gov.au

Declarations and signatures

The agreement starts on the date that all parties sign this contract. We will give you a signed copy once this is done.

Operator declaration and signature

Tenterfield Shire Council confirms the following:

- (a) Before offering, negotiating, or making this agreement, we gave you information about our relevant basic product (basic adult burial, basic ash interment, or basic cremation), our Price breakdown (Annexure B) and the goods and services included in the price.
- (b) We explained the terms and conditions of this contract to you.
- (c) We gave you reasonable time and privacy to read these materials and ask questions about them and about the terms of this agreement.

Representative signature

Name and position

Date

Operator declaration and signature

Our authorised agent (Funeral Director) confirms the following:

- (a) Before offering, negotiating, or making this agreement, we gave you information about our relevant basic product (basic adult burial, basic ash interment), and the goods and services included in the price.
- (b) We explained the terms and conditions of this contract to you.
- (c) We gave you reasonable time and privacy to read these materials and ask questions about them and about the terms of this agreement.
- (d) They are authorised by us to act for us, and they are doing so with our authority.

Authorised agent
signature

Name and position

Date



Tenterfield Shire Council
247 Rouse Street
TENTERFIELD NSW 2372
Ph: 02 67 36 6000
Email: Council@tenterfield.nsw.gov.au

Interment right holder declaration and signature

[duplicate section if there is more than 1 interment right holder (joint)]

You confirm and declare that:

- (a) The operator, our representative or our authorised agent has explained the terms and conditions of this contract to you.
- (b) Before offering, negotiating, or making this agreement, we gave you information about the operator's least expensive packages (such as basic adult burial, basic ash interment, and basic cremation), our Price breakdown (Annexure B) and the goods services included in the price.
- (c) You have had reasonable time and privacy to read these materials and ask questions about them or about the terms of this agreement.
- (d) All information you have given the operator, in this contract or other documents, is true and correct.

Interment right holder (1)
signature

Name

Date

Interment right holder (2)
signature

Name

Date

Annexures

Annexure A: Perpetual Interment Right Terms and Conditions



Tenterfield Shire Council
247 Rouse Street
TENTERFIELD NSW 2372
Ph: 02 67 36 6000
Email: Council@tenterfield.nsw.gov.au

Annexure A: Perpetual Interment Terms and Conditions

These terms and conditions are part of the agreement between [Tenterfield Shire Council] (we, us) and the interment right holder(s) (you, your).

A.1. Perpetual interment right

- (a) This agreement gives you the exclusive right to a specific burial place or place for ashes, permanently. This is called a perpetual interment right. As the person who has this right, you are the interment right holder.
- (b) As the interment right holder, you can nominate who is interred into the interment site. This is known as the 'person(s) to be interred'. You may nominate:
 - Yourself or another person, if you are buying the right 'pre-need' - which means you do not immediately need a burial place or a place for ashes, or
 - A person who is deceased, if you are buying the right 'at-need' - which means you need a burial place or a place for ashes now.
- (c) We issue certificates confirming perpetual interment rights, and list current interment right holders in our cemetery operator's register. We must keep this register up to date and available to the public for inspection or for copies to be made on payment of a fee, subject to any applicable privacy laws.
- (d) A perpetual interment right does not include any rights or title in the land, roads, building or other structures in the interment site or on the premises.
- (e) Both parties to this agreement (you and us) agree that changes to the Cemeteries and Crematoria Act 2013 (the CC Act) and other laws can affect perpetual interment rights.
- (f) If you buy a perpetual interment right when you are 'at-need' the contract will describe the services that you have chosen.
- (g) If you buy a perpetual interment right to use in the future ('preneed'), you are buying the right now but (unless the contract states otherwise) you will need to pay for the interment service (the burial or placement of a body or ashes in the interment site) at the time of need. Whether you have selected related services (for example, a memorial service) within the contract or choose to add them later when needed, the price for these related services will be the price that applies in future when you need those services (if you still need them), unless otherwise specified in the contract.



Tenterfield Shire Council
247 Rouse Street
TENTERFIELD NSW 2372
Ph: 02 67 36 6000
Email: Council@tenterfield.nsw.gov.au

- (h) We must issue an order for interment before a person can be buried or their ashes placed in the interment site. We will contact you if we require any further information in order to do this.

A.2 Memorials, maintenance and goods and services

- (a) As the interment right holder, you are the person authorised to place a memorial or monument at the interment site and deal with it in future as long as you comply with the below requirements.
- (b) You must have our written approval to place a memorial or monument at the interment site (if it is not purchased as part of this contract). You also must place the memorial or monument in line with this approval.
- (c) We will guide you on the type of memorial or monument that we will approve. We can prohibit, change or remove a memorial or monument if it does not have our approval or meet the requirements of the approval we provided.
- (d) If you are buying a memorial or monument from us as part of this contract then it is already approved, although some types of memorial/monuments are only approved for specific interment sites. You can find out more by visiting our premises or our website.
- (e) You are not allowed to place anything at the interment site that we believe is a public safety risk. Anything we believe is hazardous may be removed by the operator without notice.
- (f) We must maintain the premises regularly, at least to the minimum standard the law requires us to meet. This includes your interment site, with the exception of any memorial or monument built on your site. We may reduce the maintenance level in the future where we are no longer offering future interments at the premises.
- (g) You are responsible for the costs or activity needed to install or maintain a memorial or monument unless otherwise specified in the contract.
- (h) If the contract states we are responsible for maintaining the memorial or monument, we will take all reasonable steps to make sure that the maintenance:
- is in line with agreed standards.
 - respects any religious, spiritual or cultural requirements in the contract.
- (i) We will take all reasonable steps to make sure that our goods and services meet any religious or cultural requirements outlined in the contract.



Tenterfield Shire Council
247 Rouse Street
TENTERFIELD NSW 2372
Ph: 02 67 36 6000
Email: Council@tenterfield.nsw.gov.au

- (j) You can buy extra goods and services from us after the agreement has started (which must be agreed in writing and will be a variation to this agreement). These items are not part of the total price. You must pay the rates that apply for them at the time.
-

A.3 Price and payment

- (a) If you are buying the perpetual interment right at the time of need (at need), you agree to pay the total price for the perpetual interment right and any other goods and services selected at the start of our agreement, as listed in item 13 of the contract.
- (b) If you are buying the perpetual interment right to use in the future (pre-need), you agree to pay for the reservation right now (as listed in item 13 of the contract) and the interment right and interment service later at the time of need (in accordance with items 7 and 14 of the contract).
- (c) We update our policies, guides, rules and process documents from time to time in line with our needs and any changes in the law. The updated details will apply to this agreement, except that the updated details will not affect the agreed price or agreed services listed in the contract.
- (d) Goods and services tax (GST) applies to certain (not all) goods and services that you buy from us. You must pay GST at the same time as you pay for your goods and services. If the contract does not state that GST applies to what you are buying, then you do not have to pay GST.
-

A.4 Changes and cancellations

- (a) You can ask us to transfer ownership of the perpetual interment right to someone else. We must respond to a transfer request within a reasonable time. We charge a fee for transferring ownership.
- (b) Perpetual interment rights can be held by 1 person (solely) or 2 or more people (jointly):
- When a sole interment right holder dies, we must transfer the perpetual interment right to the person named in their will, or act as the law tells us if the interment right holder did not leave a will.
 - When a joint interment right holder dies, we must transfer the perpetual interment right to the surviving interment right holder.



Tenterfield Shire Council
247 Rouse Street
TENTERFIELD NSW 2372
Ph: 02 67 36 6000
Email: Council@tenterfield.nsw.gov.au

- (c) You must talk to us if you want to transfer your rights or duties under this agreement to someone else. Your changes must be legal, and we must agree to them in writing.
- (d) Either party (you or we) can waive their own rights under this agreement by telling the other party in writing.
- (e) We can cancel a perpetual interment right when:
 - the interment site has not been used within 50 years of the time when it was granted (as per the CC Act). The 50-year time period may change if the law changes.
 - we follow all other cancellation requirements under the CC Act.

A.5 End of agreement

- (a) You or we can end the agreement if the other party breaches the agreement and either:
 - the breach can be fixed, but the party does not fix it within 28 days of being told in writing about the breach, or
 - the breach cannot be fixed.
- (b) You can end this agreement by writing to us 14 days before you want it to end, and in line with clause 5(c).
- (c) You can only end this agreement if the interment site has not been used for a burial or to place ashes.
- (d) The agreement automatically ends when you have paid us all the fees you owe and either:
 - the burial or placement of ashes in the interment site has been completed, or
 - we have cancelled your perpetual interment right, in line with section 52 of the CC Act.
- (e) Some rights and duties that you and we have under this agreement continue after the agreement has ended. These include the rights and duties set out in:
 - clauses 1(c), 2(b), 2(d), 2(e), 2(g), 2(h), 2(i), 4(c), 4(d), 5(f), 5(g), 7
 - clause 6 (for as long as legally required)
 - any other terms (including Contract details and Definitions) which are intended to continue after the agreement has ended.
- (f) Where an exhumation has taken place in line with section 66 of the CC Act, the rights and duties set out in clauses 2(b), 2(d), 2(e), 2(g), 2(h), 2(i), 4(c), 4(d), 7 that you and we have under this agreement will no longer continue.
- (g) If any part of the agreement cannot be enforced in court, then that part will be treated separately but the rest of the contract stands.



Tenterfield Shire Council
247 Rouse Street
TENTERFIELD NSW 2372
Ph: 02 67 36 6000
Email: Council@tenterfield.nsw.gov.au

A.6 Personal information

- (a) You agree that we need to collect and store personal information in line with this agreement, the CC Act and privacy legislation. We will use this personal information to provide the rights, goods and services this agreement covers.
- (b) We must manage personal information in line with our privacy policy and privacy legislation. We may need to share it with other regulatory authorities, if the law requires us to do so.
- (c) You must not give us other people's personal information unless they agree that we can have it and use it.
- (d) You must make sure that we have correct and up-to-date details (including contact details) for you and any next of kin or secondary contact which is necessary for us to provide the rights, goods and services this agreement covers. Please contact Tenterfield Shire Council if you wish to check, update or correct any of the personal information that you give us at council@tenterfield.nsw.gov.au
- (e) We will write to you when we need to tell you something, and we will use the contact details set out in the contract, or the updated contact details you have given us.

A.7 Consumer protections, disputes and complaints

- (a) We will follow all relevant laws when we provide you with the rights, goods and services included in this agreement. This includes complying with Australian Consumer Law, privacy laws, work health and safety law, the CC Act, and public health laws.
- (b) Nothing in the contract changes or limits your legal rights as a consumer. Find out more about these rights at <https://www.accc.gov.au/consumers/buying-products-and-services>.
- (c) We and you agree to follow our dispute resolution process if there is a disagreement about anything in this agreement. You can access our complaints and dispute resolution by email at council@tenterfield.nsw.gov.au.
- (d) Our dispute resolution process is consistent with the CC Act and gives us the power to decide who holds the perpetual interment right for a particular site (on application), based on the CC Act.
- (e) To give us your feedback or to complain, please contact council@tenterfield.nsw.gov.au
- (f) If you are not satisfied with how we deal with your complaint, our dispute resolution process shows you who to contact next. In addition, you can also contact the government authority that regulates us: Cemeteries & Crematoria NSW. Visit



Tenterfield Shire Council
247 Rouse Street
TENTERFIELD NSW 2372
Ph: 02 67 36 6000
Email: Council@tenterfield.nsw.gov.au

<https://www.cemeteries.nsw.gov.au/complaints-and-enquiries/complaints>.

- (g) The laws of New South Wales govern this agreement. If you or we are unhappy with the dispute resolution outcome and the complaint is taken to court, you or we will use a New South Wales court.

Definitions

Some terms in this agreement have specific meanings, as shown below.

Term	Definition
at-need	The circumstances when a person needs a burial site or a place for ashes immediately. This usually means that a person has recently died (or where death is imminently expected).
authorised agent	A party that we engage to act on our behalf, such as a funeral director.
CC Act	The Cemeteries and Crematoria Act 2013 (NSW)
cremation	A process for reducing bodily remains by fire, heat, alkaline hydrolysis or another method allowed by the regulations.
crematorium	A building where deceased people are cremated. It does not matter whether or not the building (or part of it) is also used for memorial services.
interment	The process of either: <ul style="list-style-type: none">• burying human remains in the earth (directly in the earth or in a container) placing human remains in a mausoleum, vault, columbarium or other structure designed to hold human remains.
interment right holder or you or your	<ul style="list-style-type: none">• The person recorded in the cemetery operator's register as the person that currently has the perpetual interment right.
interment site	The specific location on the premises where a person will be buried, or their ashes will be placed.
memorial	A gravestone, plaque, cenotaph or other monument, or any other structure or permanent physical object used to memorialise a person.
operator or we, our or us	Tenterfield Shire Council
operator's register	A register kept by a cemetery or crematorium operator, in line with section 63 of the CC Act.



Tenterfield Shire Council
247 Rouse Street
TENTERFIELD NSW 2372
Ph: 02 67 36 6000
Email: Council@tenterfield.nsw.gov.au

Term	Definition
order for interment	A written order that the operator creates to confirm the details of the interment immediately prior to it occurring.
person(s) to be interred	The person(s) whose bodily remains or ashes are to be buried or placed in the interment site.
perpetual interment right	The right to have a person permanently buried or their ashes placed at the interment site, in line with this agreement and section 44 of the CC Act.
premises	The cemetery or crematorium named in item 1 of the Perpetual Interment Contract.
pre-need	The circumstances when a person needs a burial site or a place for ashes at a future date. This usually means that no-one has recently died.
representative	An officer, employee or volunteer that the operator authorises to act as its representative for the purpose of making this agreement. To be clear, a representative is not the same as an authorised agent.