



Cremations - Fact Sheet No 6

RPCV provide cremation services across central Victoria from our crematorium located on site at the Eaglehawk Remembrance Park.

Every person deserves individual care in their final journey and our team at RPCV offer a range of services and care that ensures everyone has the opportunity to say goodbye in a respectful and trustful manner, thereby providing peace of mind.

Our crematorium operations are heavily regulated, and governed by the Department of Health and Human Services and conducted under the highest standards.

Authorising a cremation

To cremate bodily remains, you must apply for authorisation as outlined in the Cemeteries and Crematoria Act 2003, and regulation or schedule of the Cemeteries and Crematoria Regulations 2015. A funeral director will complete this authorisation with families at the time of making arrangements and submit the documentation to RPCV.

Chapel service prior to cremation

Our Elaine McNamara Chapel is located within the same building as our crematorium and may be hired for a funeral service prior to cremation. Complimentary use of our chapel with full AV system, live streaming and recording facilities is available with cremation bookings.

Does the cremation take place immediately after the service?

Cremation usually takes place as soon as practical after the service has finished, or no later than the day the service has taken place.

If there is no service, cremation usually takes place as soon as the coffin or shroud has arrived at the crematorium, or later the same day.

How long does cremation take?

Coffins typically remain in the cremation chamber for 2-3 hours, where temperatures are kept between 800 -1000 degrees Celsius. Ashes are then moved to a cooling chamber before being processed and transferred into an urn.

Can I be certain I get the right cremated remains?

Yes, each coffin is identified on arrival and its specific identity plate accompanies the remains throughout the entire cremation process.

It is RPCV's commitment to ensure our cremation process is respectful to each individual.

Our cremation process outlines only one coffin is to be accepted into a cremation chamber at a time.

Cremated remains are kept separate for each individual as part of the process.

We have the highest standards in place to ensure all remains are kept separate throughout the entire process.



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What happens to jewellery during the cremation process?

Coffins, caskets, and shrouds accepted by the crematorium remain sealed and are not opened by RPCV staff members, therefore any jewellery will remain inside the coffin be cremated as well. If you wish to keep your loved one's jewellery you should ensure you remove any items yourself or instruct your funeral director to remove jewellery on your behalf.

What happens to ashes after a cremation?

When arranging the cremation, the funeral director will ask you to nominate a person authorised to collect the ashes, or whether the funeral director will collect them on your behalf.

You may also choose for RPCV to retain the ashes for a period of up to twelve months.

Collecting ashes directly from RPCV after a cremation

Following cremation, the ashes are available for collection at our office within 2 business days. Please contact our customer care team to make a collection appointment prior to visiting the office.

If a shorter time frame appointment is required, RPCV can accommodate this where we have capacity, please contact us to discuss.

Only the person who signed the cremation paperwork can collect the ashes. To see who the authorised person is, check the *Application for Cremation Authorisation* paperwork.

If you have nominated to collect the ashes but would like to give permission for another person to collect on your behalf, you will need to provide a copy of your photo ID, and written permission with your signature. Contact us for more information.

Arranging a memorial after a cremation

You may choose to scatter ashes, bury them in a cemetery, keep them in a decorative urn at home or have some ashes placed into memorial jewellery.

To arrange any of these, please contact us for an appointment or we may assist you via phone, email, mail, or via a Microsoft Teams appointment.

A memorial can be arranged in one of our cemeteries without interring ashes