GLADSTONE
REGIONAL COUNCIL

CEMETERIES

Customer User Guide – Cemeteries Online

Customers that are registered users can look forward to efficient service, increased access to cemetery information and the ability to manage applications using online services.

To become a registered user click here or go to Council's website → online services and follow the prompts.

Registered users will have access to information such as;

- ✓ Searching deceased persons and plot details,
- ✓ Viewing plots on an online mapping system,
- ✓ Lodging applications online,
- ✓ Monitoring the status and keeping track of outstanding applications,
- ✓ Make changes and upload documentation online (no more emails),
- ✓ Automated invoicing (Account holders only),
- ✓ Monitoring accounts and making payments online

The above services are available anytime, anywhere and on any device.

Using Cemeteries online services

The following instructions are provided in this guide. For further assistance please phone our Cemeteries team on (07) 4970 0700

Lodging an application online

All Cemetery application types are available to lodge using online services. To lodge your application online go to our website, Cemeteries page - www.gladstone.qld.gov.au/grcemeteries

Click on the Applications Icon

Scroll down the page to Cemetery Applications and select the relevant application → select "Next"

Select "Skip" (*address is not required*)

Add name details. If you are already registered with Gladstone Regional Council complete the mandatory fields (name and email) → select "Next"

Denotes that the field is mandatory.

Add Name Details

This page allows you to enter new information about a person's contact details. Once the information has been entered click the Next button to continue.

Funeral Director Details

Company Name *	Funeral Services
Given Names	
Surname	
E-Mail Address *	Funeralservices@gladstone.com.au
Address	
Address	
Suburb	
State	
Postcode	
Phone (Mobile)	
Phone (Business Hours)	

Previous | Next

Complete the service details

Denotes that the field is mandatory.

Service Details

Service date *	08/06/2018
Deceased person name (given name, surname and other name/s) *	Albert Einstein
Cemetery name	Gladstone

Click on the blue link to open the PDF interactive copy of the application form.

Attachments

Burial application - Click here	Choose file	No file chosen
Burial rights holder permission - Click here	Choose file	No file chosen
Other attachments	Choose file	No file chosen

Previous | Next

Complete the details on the form → Save onto your device using your normal process.

GLADSTONE REGIONAL COUNCIL

PO Box 29, Gladstone Qld 4680
Phone (07) 4970 0700   Fax (07) 4975 8500
Email info@gladstone.qld.gov.au
Website www.gladstone.qld.gov.au

Office: ....
Date: ..../.........../................
Time: ....
Name: ....

BURIAL APPLICATION

Local Government Act 2009 - Local Law No. 4 (Local Government Controlled Areas, Facilities and Roads) 2011
Subordinate Local Law no. 4 (Local Government Controlled Areas, Facilities and Roads) 2011

This is an application for the burial of a deceased person in a Gladstone Regional Council controlled Cemetery. This application can be used for the purchase of a plot and first interment or for subsequent interments into an existing plot. All fields are required to be completed unless otherwise stated. Written confirmation from Gladstone Regional Council will confirm the approval of this application. If you have any queries, please contact Gladstone Regional Council, Cemeteries Section on (07) 4977 6899.

Privacy Statement: The Gladstone Regional Council is collecting your personal information on this form to process this request. The information will only be used by authorised council employees for the purposes of this request, or for the purpose of performing other Council functions and responsibilities. Your personal information will not be given to any other person or agency unless you have given us permission to do so or we are required to do so by law.

CEMETERY
- ☐ Boyne Tannum Memorial Parklands (BTMP)
- ☐ Gladstone Cemetery (reserved plots only)
- ☐ Port Curtis Cemetery
- ☐ Calliope Cemetery
- ☐ Mt Larcom Cemetery
- ☐ Bororen Cemetery
- ☐ Other Cemetery _____

Go back to online → select choose file *example, navigate your computer files to find the form and open*

Continue to add attachments as required → select "Next"

Attachments

Burial application - Click here   [Choose file] Capture.PNG

Burial rights holder permission - Click here   [Choose file] No file chosen

Other attachments   [Choose file] No file chosen

[Previous] [Next]

To proceed further after reading the terms and conditions tick the box and select "Next"

Confirm Your Application

Applications — Below are some of the details of your Application lodgement. Click the Next button to continue once you are sure that all of the application details have been completed correctly.

Application Type — Burial Application

Email Address — Funeralservices@gladstone.com.au

PRIVACY STATEMENT

The Gladstone Regional Council is collecting your personal information on this form to process this request. The information will only be used by authorised council employees for the purposes of this request, or for the purpose of performing other Council functions and responsibilities. Your personal information will not be given to any other person or agency unless you have given us permission to do so or we are required to do so by law.

APPLICATION DECLARATION

As the applicant I declare:

a) The information provided is true, correct and complete;

b) I have the legal right to authorise the application and associated interment or where applicable, as the Funeral Director I have been given the authority to act on behalf of the person with the aforementioned right;

c) I have read, understood and agree to the Council's Cemetery and Crematorium Policy which provides conditions on the service requested by this application;

d) I have read, understood and agree to the Standard Terms and Conditions & Boyne Tannum Memorial Parklands Facilities Hire where the service is requested by this application;

e) Permission is given for Gladstone Regional Council to conduct the interment of the nominated deceased person;

f) That applicable fees and charges must be paid in advance of the service. Fees and charges will only be invoiced for later payment with Council prior agreement. Where a service is cancelled or application not approved by Council, a full or partial refund of fees is at the sole discretion of Council; and

g) Shall, at all times, hold harmless and keep indemnified the Gladstone Regional Council, its members, employees and agents from and

☐ I understand and agree to the terms and conditions of this application.

[Previous] [Next]

A confirmation message will pop up with a reference number.
Note: The application is lodged and not approved at this stage. The reference number is a transaction reference only and NOT the application number.

Application Submission

✓ Your Application has been submitted, you will receive an email confirmation outlining the details you have just submitted. Please note your reference number (shown below) for any enquiries regarding this application.

Transaction Reference — DA-26814

Transaction Date/Time — 6/06/2018 12:20:10 PM

Click to Print This Page

The applicant will receive an email confirming the application has been lodged.
Example

Thank you for lodging an online application with Gladstone Regional Council.

This email is to acknowledge that your application has been received.

Where an incomplete application is received, the application will not proceed until all mandatory fields

This email is not an approval of your application, the submitted application is now being processed b

Upon lodgement of an application an officer will commence the approval process. The applicant will receive an email with an approval letter attached. If the applicant is an account holder, an invoice will be sent separately.

Request from Council for further information

If the application requires further information or we have noticed an error, you will be sent a "request for further information" email outlining the details required in order to finalise processing the application.

Example

Cemetery Section - Gladstone Regional Council <cemstaff@gladstone.qld.gov.au>   ✔ Dee-Anne Paolatto

Request for further information - Burial Application H Jones, CEM/10660/2018

PDF 01537169.pdf
282 KB

Dear Mrs Paolatto,

Please find attached request for further information further information regarding Burial Application, H Jones, CEM/10660/2018. Please sign in to Councils online services to submit a response: Click here

OR

If you are not a registered user of online services Click here to register then submit a response.

Please do not hesitate to contact our Cemeteries section on (07) 4977 6899 should you require further information.

Regards
Cemeteries Section
Gladstone Regional Council

To add further information, click on the blue link in the email → sign in

| User Name | username |
| Password | •••••••• |

Sign in

Add the details or upload the attachment here → Select "Next"

Check the details → select "Next"

Application Details

Application Number	10660
Application Type	Burial Application
Service and Deceased / Reserved Person Details	Burial - H Jones
Service Date	
Status	Processing Application
Responses requested by Council	Yes

Confirm Your Application Response

Below are some of the details of your Application Response Registration. Click the Next button to confirm the Application Response details have been completed correctly.

Response Type   Further Information (RFI or customer initiated)

ID	Response Type	Add application details / amendment here	Attachment	Attachment Description
	Application Response - Customer Initiated	test		

Previous   Next

A screen will pop up confirming the response is lodged.

Application Responses Submission

✓ Your Application Response has been submitted and will be processed shortly. You will receive an email verifying the details you have just submitted.

Transaction Reference   EAR346

Click to Print This Page

Application Details

An email will be sent confirming your response.
Example

Reply   Reply All   Forward   IM

Gladstone Regional Council Online Services <epathway@gladstone.qld.gov.au>
Application Response Confirmation

Dear Sir/Madam,

Thank-you for your application response.

Please find your response details outlined below;

Transaction Reference: EAR346
Response Number: 1
Response Type: Application Response - Customer Initiated
Add application details / amendment here: test

Application Details:

Managing applications

Customers that are registered users can monitor progress, make changes and upload additional attachments for applications linked to their profile.

Making minor changes / adding further attachments to Applications

Minor changes - adding a special requirement (extra chairs, extra urn etc), fixing a spelling error, date or time etc.

Major changes (should be submitted by uploading a revised application form). A major change is changing burial rights holder name, signature missing/changed, changing a plot type or location etc

Where an application type has changed for example cremation to burial, the original application should be withdrawn by notifying council and a new application must be submitted. Refer to lodging a new application online.

Sign into online services. Go to http://www.gladstone.qld.gov.au/grcemeteries and click on the Cemeteries Icon.

Registerd User Sign in (Funeral Directors)
Click the Icon below to Sign In to online services.

Enter your username and password

Go to General Enquiry → Application Enquiry
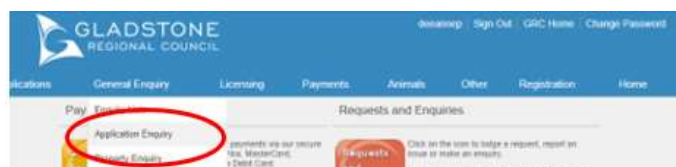
Select "Cemetery Application Management" → select "Next"

Select Enquiry List

Below is a list of the Enquiries that are available for you to request. Please make a selection and click the Next button to continue.

ePathway General Enquiry - Applications

Description	Instructions
○ Cemetery Application Management	

This view shows application details such as application number, type, service and deceased /reserved person names and status. Customers can only view applications linked to their customer profile.

Select the relevant application number in blue.

Cemetery Application Management

Please find below, enquiry search results. If available, you can click on blue highlighted words in the the first column to display more details.

Current Applications

Please find below list of your current applications. To add additional information or make changes to your application, click on the application number with the blue link and submit a response or upload an attachment.

Application Number	Application Type	Service and Deceased / Reserved Person Details	Service Status Date	Responses requested by Council
10660	Burial Application	Burial - H Jones	Processing Application	Yes
10798	Burial Application	Burial - Unknown	Processing Application	Yes

New Search

Check the application details are correct → select "Submit Response"

Enquiry Detail View

Application Type	Burial Application	Application Number	10798
Service Date		Service and Deceased / Reserved Person Details	Burial - Unknown
Responses requested by Council	Yes		

Previous   Submit Response   Attachments   New Search

Select the blue highlighted words "Click here to Supply Further Information".

Application Response Summary

Please select from the actions available. Use the View Document icon on the right to see the originating letter or choose the Click Here link to respond to it.

Application Number   10660
Application Type   Burial Application
Service and Deceased / Reserved Person Details   Burial - H Jones
Service Date
Status   Processing Application
Responses requested by Council   Yes

Action	Issued	Due By	You Responded	Document
Click here to Respond to this Request for Further Information	5/04/2018		6/06/2018	
Click here to Supply Further Information				

Add the changes in the text box or upload the changed application form/attachment/s → select "Next"

Application Details

Application Number
Application Type
Service and Deceased / Reserved Person Details
Service Date
Status
Responses requested by Council
Denotes that the field is mandatory.

10798
Burial Application
Burial - Unknown

Processing Application
Yes

Application Response

Please supply the details requested below.

Application Response

Add application details / amendment here *

Attachment	Choose file	No file chosen
Attachment Description		
Attachment	Choose file	No file chosen
Attachment Description		
Attachment	Choose file	No file chosen
Attachment Description		

[Previous] [Next] [Add More Attachments] [View Attachments]

Check over the response details and select "Next".

Application Details

Application Number
Application Type
Service and Deceased / Reserved Person Details
Service Date
Status
Responses requested by Council

10798
Burial Application
Burial - Unknown

Processing Application
Yes

Confirm Your Application Response

Applications

Below are some of the details of your Application Response Registration. Click the Next button to confirm the Application Response details have been completed correctly.

Response Type   Further Information (RFI or customer initiated)

| ID | Response Type | Add application details / amendment here | Attachment | Attachment Description |
| 1 | Application Response - Customer Initiated | Test | | |

[Previous] [Next]

You will come to a confirmation screen

Application Responses Submission

✅ Your Application Response has been submitted and will be processed shortly. You will receive an email verifying the details you have just submitted.

Transaction Reference   EAR348

Click to Print This Page

[**Application Details**]

You will be sent an email confirming your response.

🔄 Reply   🔄 Reply All   🔄 Forward   📧 IM

Gladstone Regional Council Online Services <epathway@gladstone.qld.gov.au>
Application Response Confirmation

Dear Sir/Madam,

Thank-you for your application response.

Please find your response details outlined below;

Transaction Reference: EAR348
Response Number: 1
Response Type: Application Response - Customer Initiated
Add application details / amendment here: Test

Application Details:
Application Number: 10798
Application Type: Burial Application
Service and Deceased / Reserved Person Details: Burial - Unknown
Service Date:
Status: Processing Application
Responses requested by Council: Yes

Please do not hesitate to contact Council (07) 4970 0700 should you require further information.

Regards,
Gladstone Regional Council

Researching deceased person information

Go to http://www.gladstone.qld.gov.au/grcemeteries
OR
Gladstone Regional Council Website → Your Council → Services and Facilities → Cemeteries.

Select the Family History Icon

 NOTE: Occasionally this site is not available for maintenance reasons. If this occurs, wait a while then try again.

Enter the deceased person name and/or Cemetery → Search

General Enquiry Search

You can perform a search by selecting one of the available options below, and then entering some or all of the requested details.

Select an alternate Enquiry list   [Gladstone Region Cemetery - F ▼]

User Defined Search

Search using field values.

Enter values to filter search results.

Given Name	[ ]
Other Name/s	[ ]
Surname	Moir

Cemetery Name
- ☐ Bororen Cemetery
- ☐ Boyne Tannum Memorial Parklands
- ☐ Calliope Cemetery
- ☑ Gladstone Cemetery
- ☐ Many Peaks Cemetery Builyan
- ☐ Miriam Vale Cemetery
- ☐ Mount Larcom Cemetery
- ☐ Nagoorin Cemetery
- ☐ Other
- ☐ Port Curtis Lawn Cemetery
- ☐ Private Cemetery (private property)
- ☐ Raglan Cemetery
- ☐ Rosedale Baffle Creek Cemetery
- ☐ Rosedale Cemetery
- ☐ Targinnie Cemetery

[Previous] [Search]

If you are unsure of name, use wild card (*) after or before and after name
Examples;
Williams or Williamson type in Williams*
Connell or O'Connell type in *Connell*

Enter values to filter search results.

Given Name	[ ]
Other Name/s	[ ]
Surname	*connell*

OR
Surname Smith and first name starts with B, type in the surname then in the given name type B*

Enter values to filter search results.

Given Name	b*
Other Name/s	[ ]
Surname	Smith

The search results provide brief information about the deceased that match the search criteria. For more information including a link to the plot in our mapping system, click on the name with the blue link.

The enquiry detail view provides more information about the deceased. Where there is missing details, Council has not been provided the information.

Click on the blue "**View plot location on map**" link to view the plot on our Cemetery maps.
NOTE: This page may take a while to load. Occasionally this site is not available for maintenance reasons and you may get an error message. If this occurs, wait a while then try again.

The map will zoom to the plot which is highlighted. Click the link on the left side to get more information and to view plaque photos.
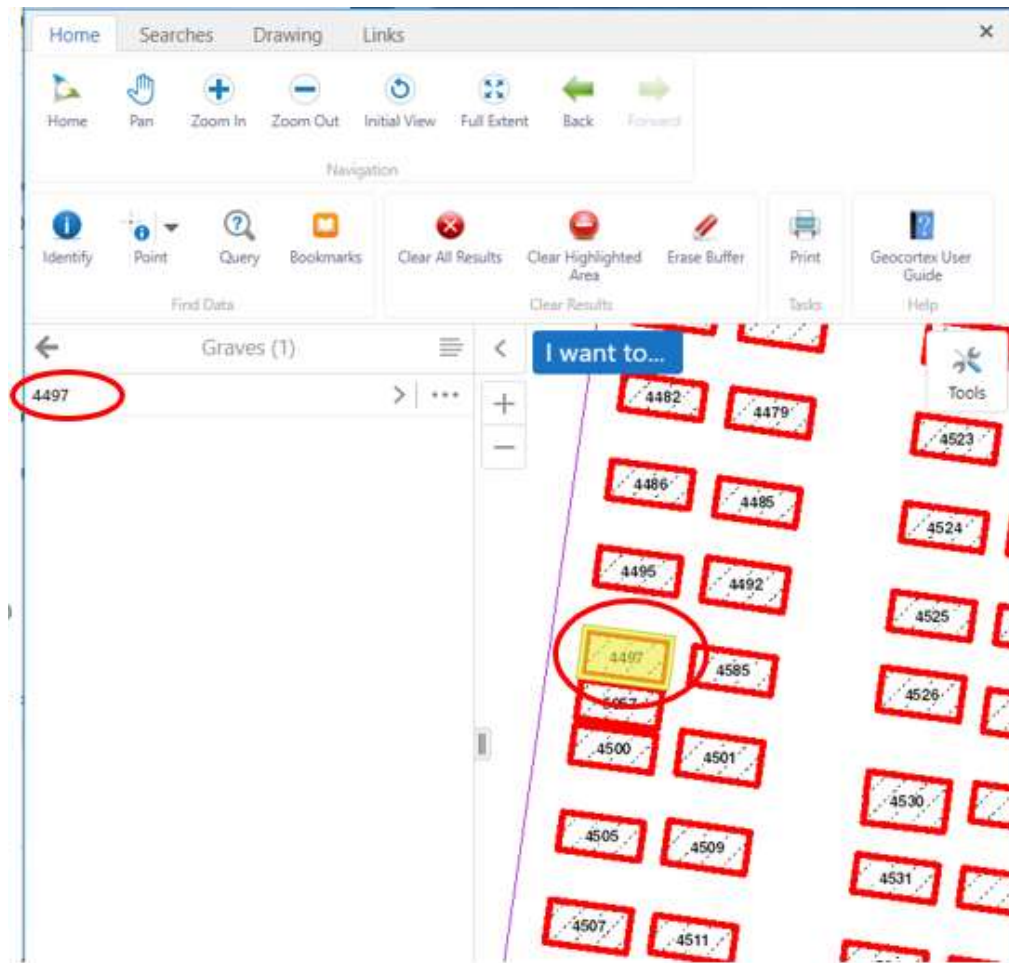
More information

| Gravehlo | | Plot Number |
| 4497 | ← | |

PathwayID
228385

| Cemetery | | Cemetery Name |
| Gladstone Cemetery | ← | |

| Status | | Plot Status |
| Occupied | ← | |

Attachments

| DSC04183.jpg | | Plaque photo attachment |
| 81 KB | ← | |

DSC04184.jpg
92 KB

CemeteryDetails		Click here for deceased person details
	←	
228385		
228385		

Navigating Cemeteries and plots using online maps

Go to https://maps.gladstone.qld.gov.au

After reading the Terms and Conditions select "I agree – Gladstone Regional Council Services". *Wait a while for the page to load.*

Searching a Plot or Cemetery

Searching Plot
If you know the plot number, search the plot by entering the number → go to "Tools".

Select Query in the toolbar
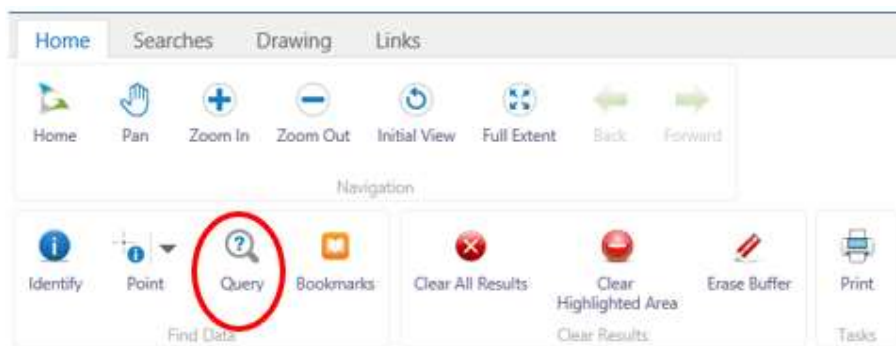
In the drop-down box "Data Source" select Graves (burial and columbarium wall plots) or Ashes (free standing, walkway and garden ashes plots).

Go to the drop-down boxes underneath and select GraveNo → enter the grave number.

Select search → select the bolded number showing.

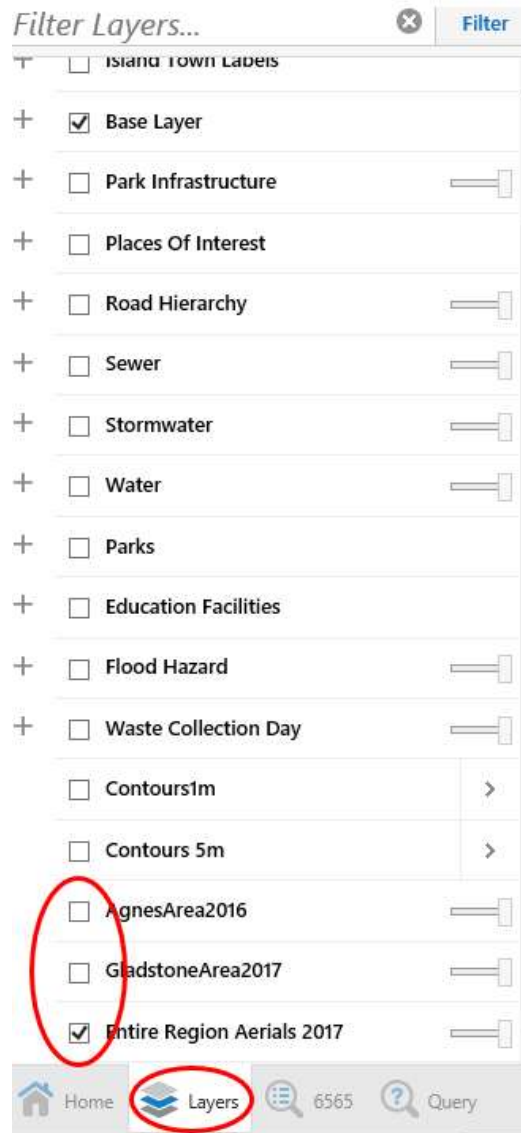The search result will show the plot and plot details on the left side.
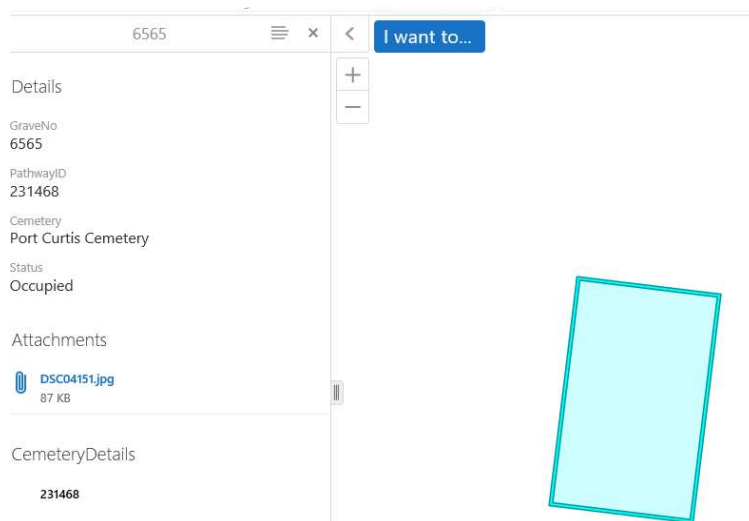
To view all surrounding plots in the Cemetery select "Layers" located the bottom of the screen and tick "Cemeteries"
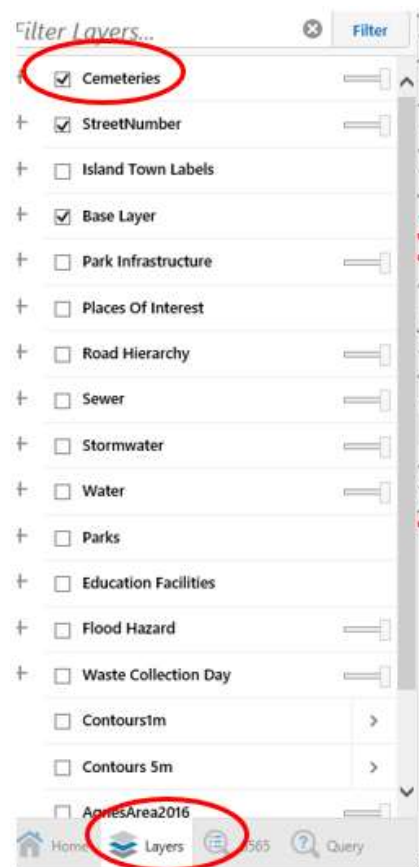
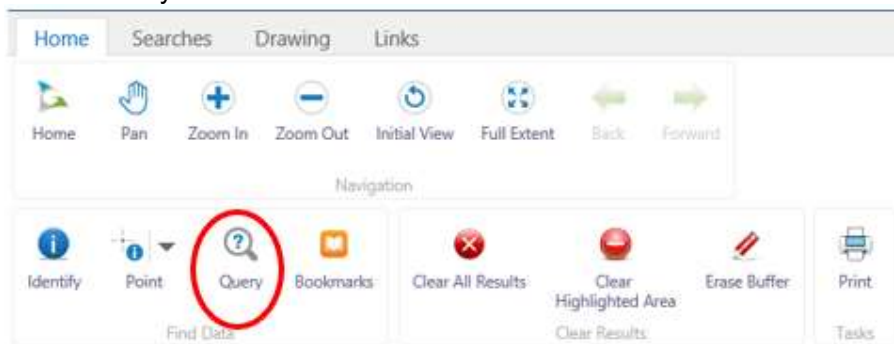To view the satellite aerials, select layers → scroll down and tick the relevant aerials.

Searching Cemetery

Go to "Tools"

Tools

Select "Query" in the toolbar

| Home | Searches | Drawing | Links |

Home   Pan   Zoom In   Zoom Out   Initial View   Full Extent   Back   Forward

Navigation

Identify   Point   Query   Bookmarks   Clear All Results   Clear Highlighted Area   Erase Buffer   Print

Find Data   Clear Results   Tasks

In the drop-down box "Data Source" select Cemetery.

Data Source:

Cemetery

Map Area:

All

Go to the drop-down boxes underneath and enter the Cemetery name

○ At least one of the following must be true

Name   contains   GLADSTONE CE

Add Condition   Add Subclause

Select search and select the bolded word Cemetery.

← Cemetery (1) ≡ <

Cemetery   > ··· +

GLADSTONE CEMETERY   −
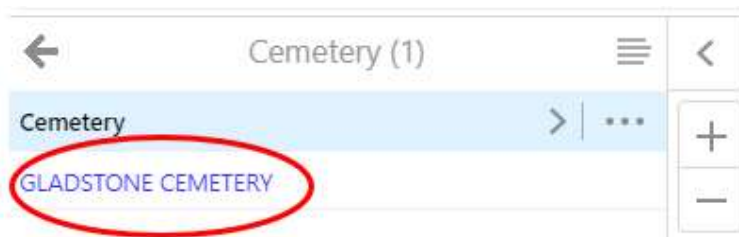
Finding plots using online maps while onsite

Search the plot number using the previous steps → select the GPS button → Track Me
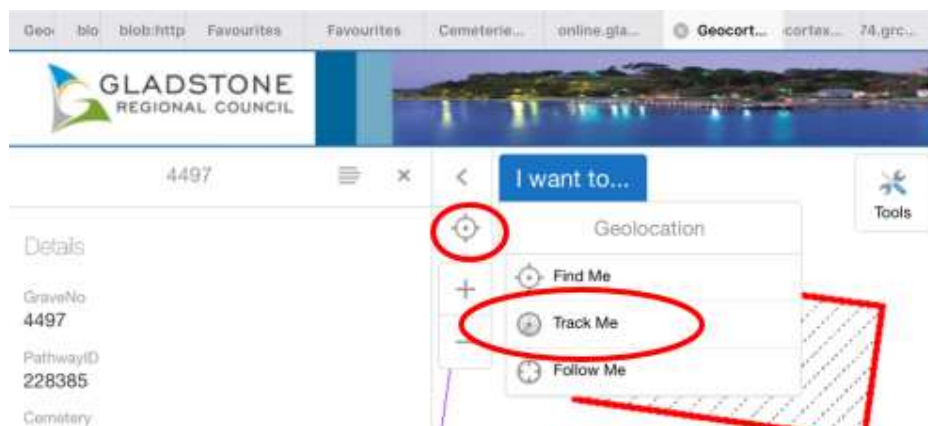
Select OK to the message to use your current location

NOTE: Some devices have location turned off in their device settings. This feature will not work if locations is turned off.
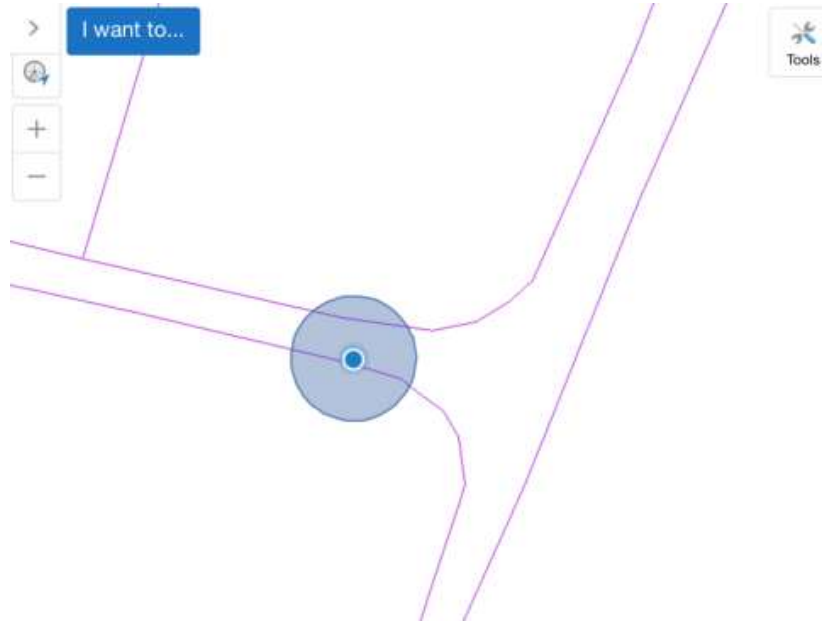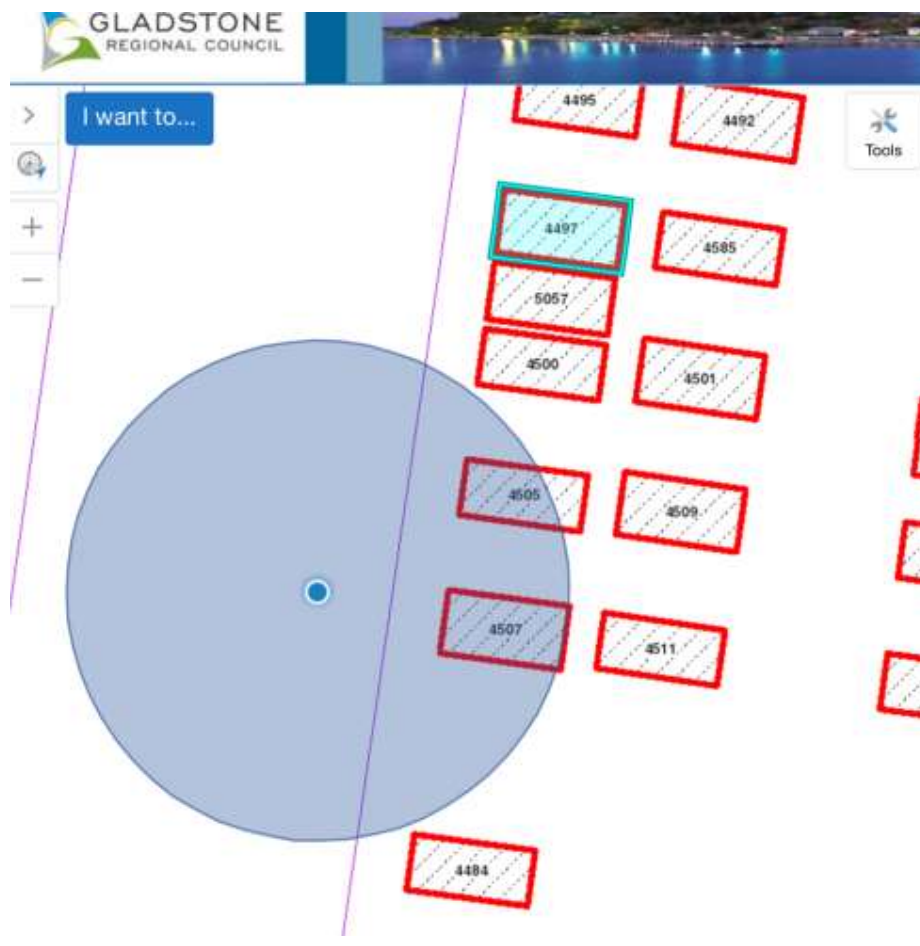

You will notice tracking via Geo location is turned on.

Zoom out the screen to find yourself (blue dot).

Keep following the direction of GPS until you find the plot. Keep zooming in and out to fin where you are in relation to the plot you are searching.

NOTE: Some locations are not exact but are generally within 2 metres.

Viewing "My Accounts"

Registered users can sign in and view details of their accounts.
Once signed in go to Payments → My Accounts
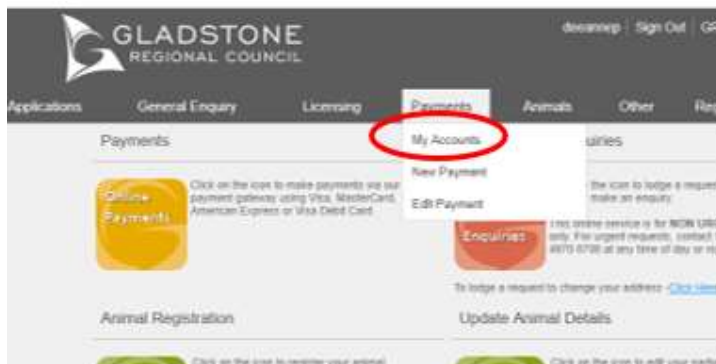

This screen will show the invoices outstanding

Type	Reference	Description	Joint A/C	Amt Owing
Application	X/1559/2018	/ Cemetery Applications	☐	$1,122.00
Application	CEM/10679/2018	/ Cemetery Applications	☐	$2,547.00
Application	X/1567/2018	/ Cemetery Applications	☐	$2,711.00
Application	X/1576/2018	/ Cemetery Applications	☐	$1,040.00

To show account history select "Show All Accounts"
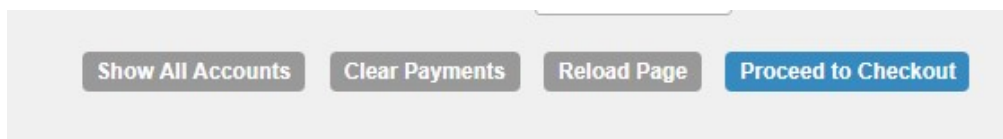
Making a payment

To make a payment on your account go to GRC website → Online services →
Select the online payments Icon OR click here
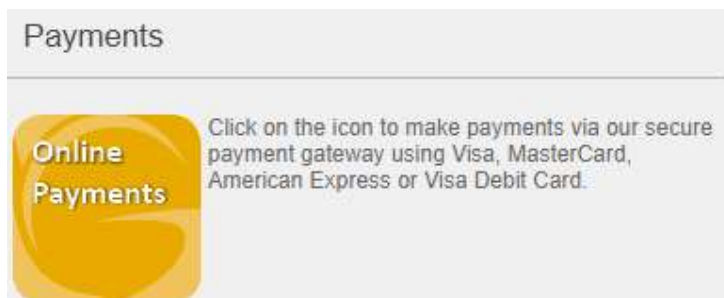
There are 2 ways to pay an account.

1st Example – Make a payment directly off the balance of your account.

Select payment type sundry invoices → enter Debtor Number → click on the outstanding button → the total amount outstanding will show, override this amount with the actual amount you wish to pay → Next.

The 2nd example way to make a payment directly off an invoice.

Select payment type sundry invoices → enter the debtor number → enter the invoice number → select the outstanding button → Next.

Receipt Required	Yes No
Email Address *	JSmith@testing.com
Full Name *	J Smith
Address *	101 Goondoon Street, Gladstone QLD 4680
Amount	$100.00

⊕ Payment details

* Required Fields

⊕ Add another payment   ✓ Submit

NOTE: Commonwealth bank requires it's users to have cookies enabled. For users that have high security settings, payments using this site may not be processed and result in an error message.

Select the payment option → Enter

Make a BPOINT Payment

Biller Code:	1346170 (GLADSTONE REGIONAL COUNCIL - Online Payment)
Transaction ID:	PY-19579
Amount (AUD):	100.00
Select your payment option:	MasterCard VISA AMEX MasterPass

Enter the Credit Card number, Expiry Date, CVN then proceed.

Online Payment

You have entered the following details

Biller Code:	1346170 (GLADSTONE REGIONAL COUNCIL - Online Payment)
Transaction ID:	PY-19579
Payment Amount:	AUD 100.00

Please enter your card details to proceed

| Card Number: | _____ VISA |

The successful payment message will show a transaction and receipt number for reference

The payment has been successfully processed.

Transaction Reference: PY-17560
Payment Date/Time: 27/03/2017 4:55:17 PM
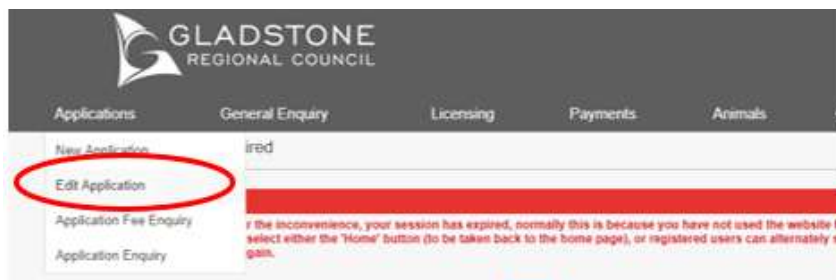Receipt Number: DEMO-1655744
Amount: $100.00

Trouble Shooting

Session expired whilst lodging an application online.

Select "Home" → Select Applications in the tabs along the top of the page → Select Edit Application.

Select the relevant application by clicking the blue link.

This will take you back to your application, it should take you to the last page you were on when the session timed out.