Cemeteries & Crematoria NSW

cemeteries.nsw.gov.au

NSW GOVERNMENT

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.

Contents

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,
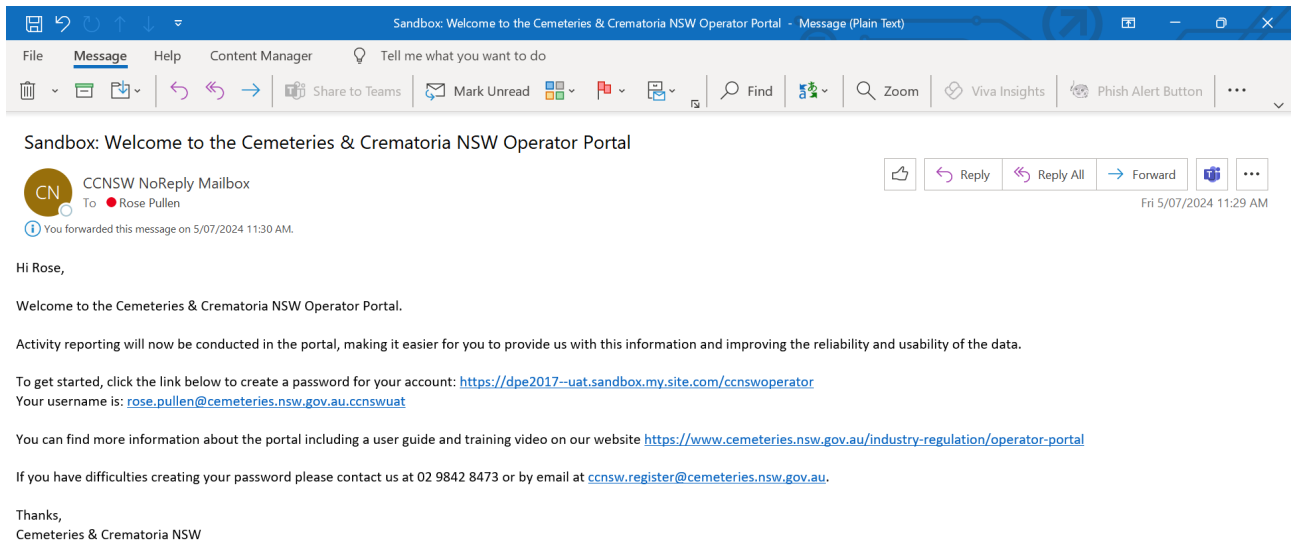
and a second notifying operators that the activity survey is open.
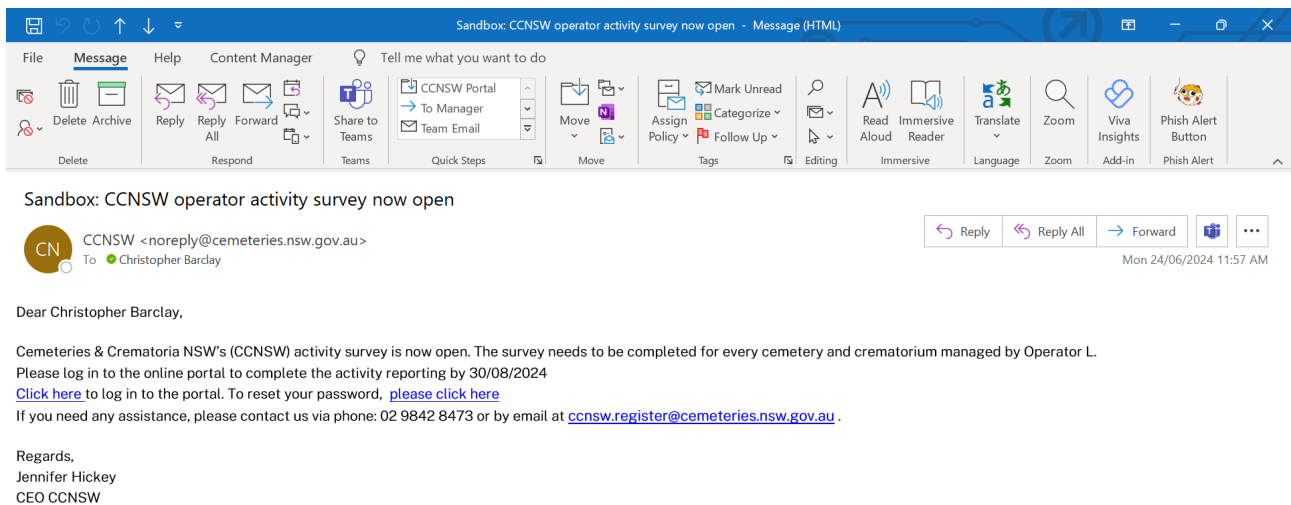
In 2024 the activity survey is opening in stages as follows.

- 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.
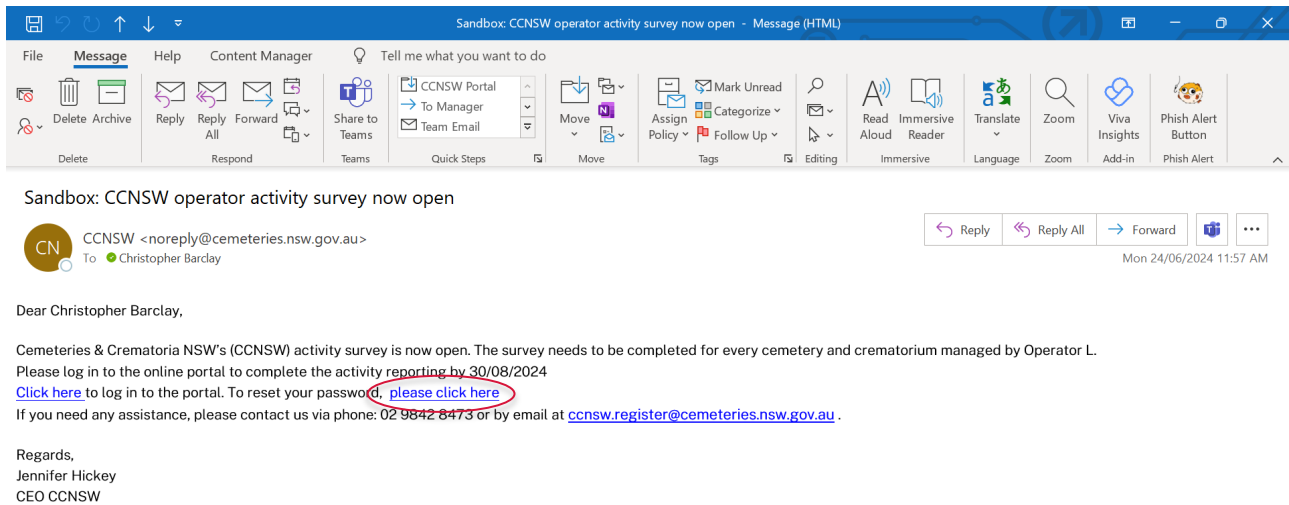
Click on the 'Reset your password?' URL to set your unique password up in the system.
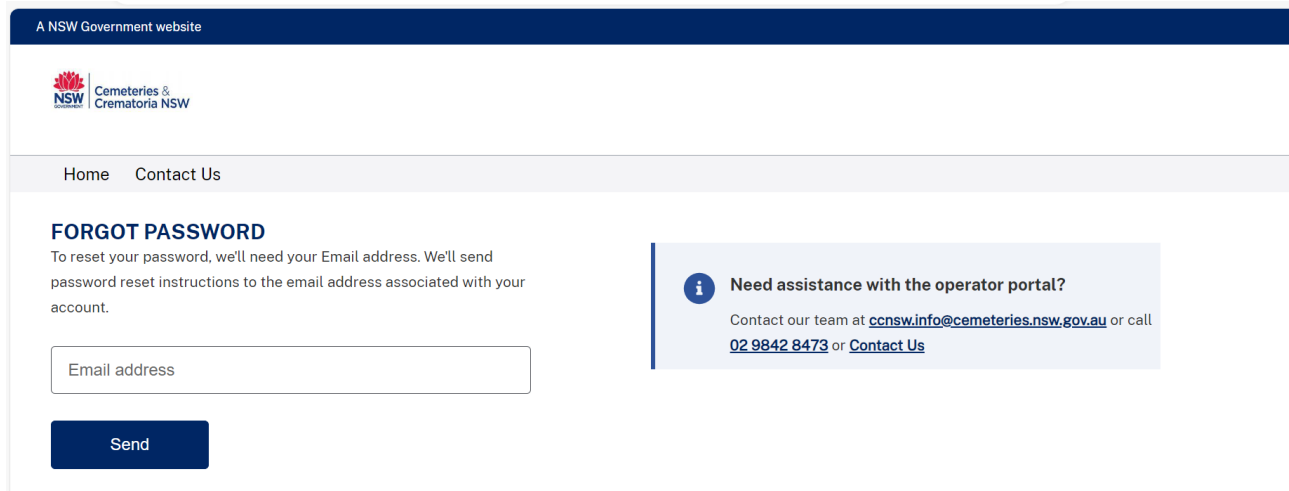
When the primary contact has created a secure password, go to the activity survey email, and click on the link here.
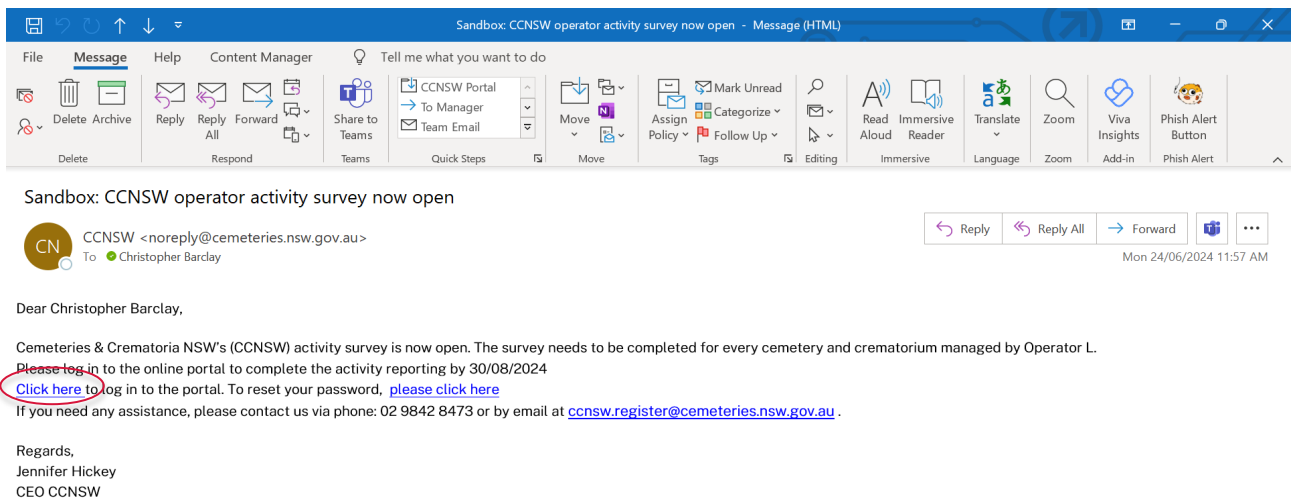
The primary contact's username can be found in the initial log-ins email.
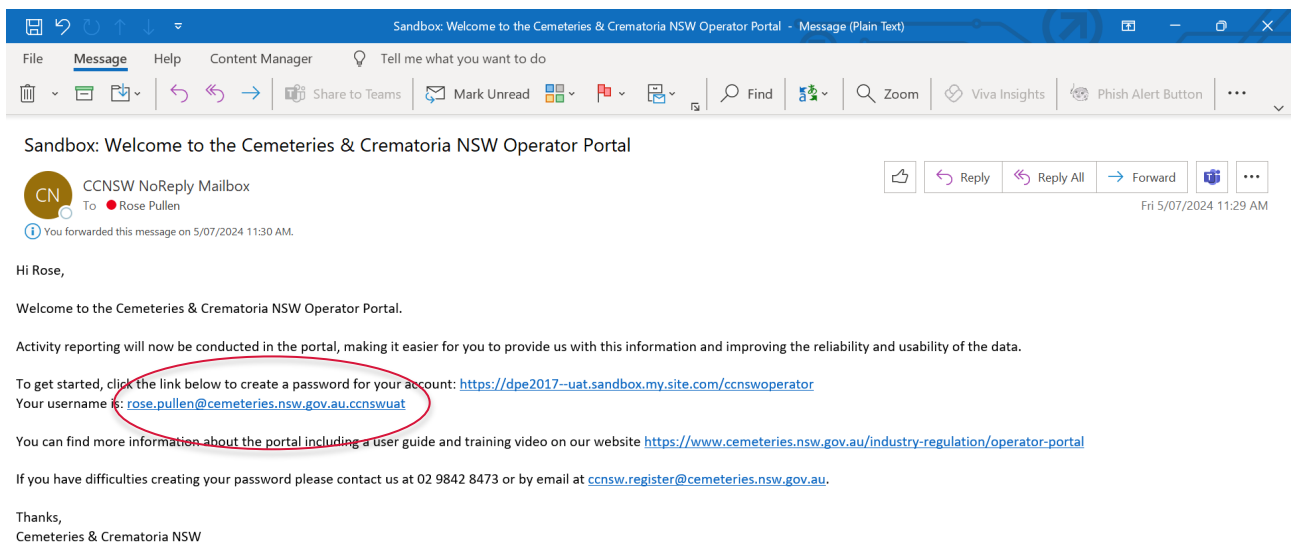
Next, enter the primary contact's Username from the Portal log-ins email, and the primary contact's password, and click on the 'Log-in' button to progress to the CCNSW Operator Portal home page.

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').
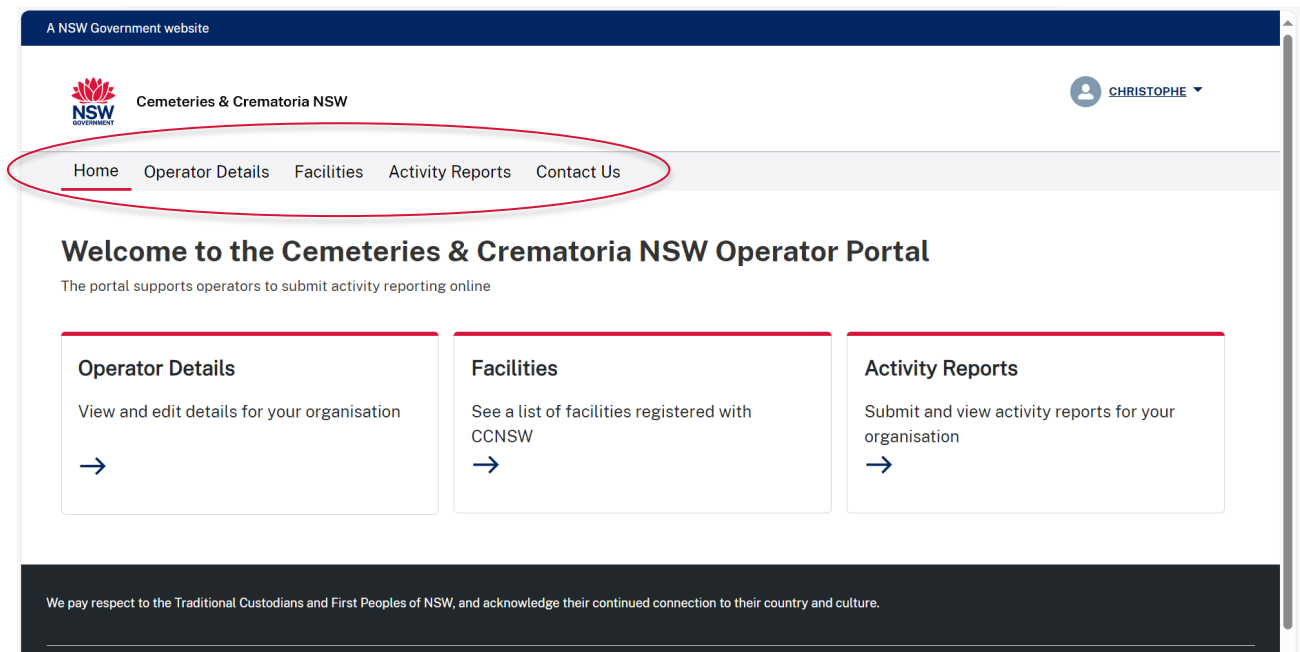
Users can utilise this page to quickly switch between the different sections of the portal at any time.

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.

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.

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.

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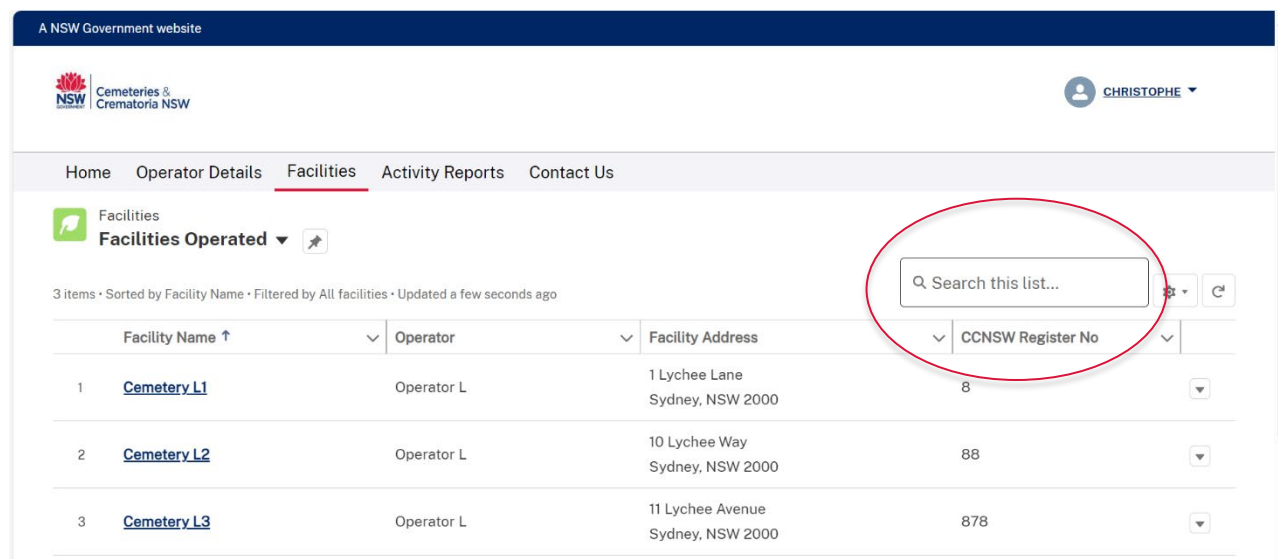
- Phone: 02 9842 8473 or
- Email: ccnsw.register@cemeteries.nsw.gov.au

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.

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.
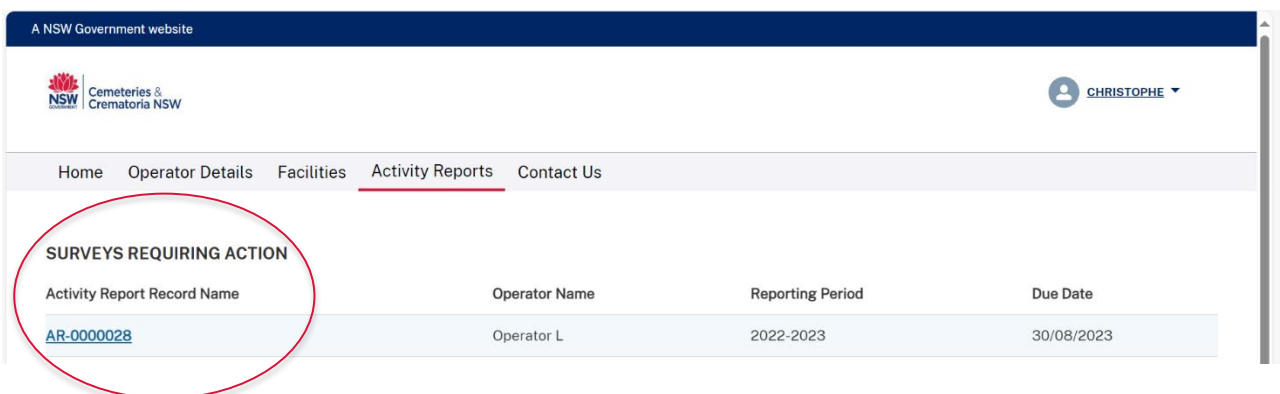
5. Opening an activity report

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.
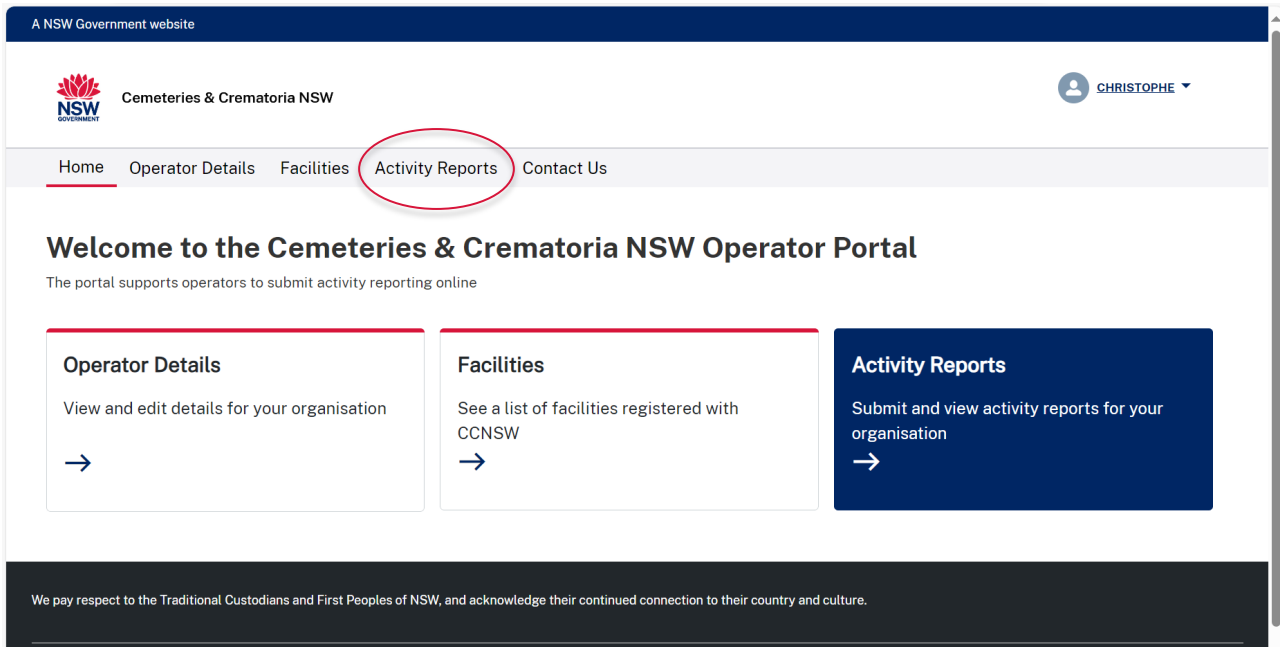
Once you are in the 'SURVEYS REQUIRING ACTION' section, you will see a link with your 'Activity Report Record Name' unique identifier listed here. This is the activity report linked to your operator.

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.

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.

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.

Once the appropriate facility has been selected, it is now time to start filling out the activity survey.

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.

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.

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.

It is the operator's responsibility to have the appropriate internal approvals of their data.

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.

Additional information and / or comments

Any additional information or comments that users would like to draw to CCNSW's attention should be in-put here.

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.

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 ⓘ

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? ⓘ	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 ⓘ

	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.	[ ]
How many of the total number of cremations were of a person without means (destitute person)? ⓘ	[ ]
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?	[ ]

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.

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)

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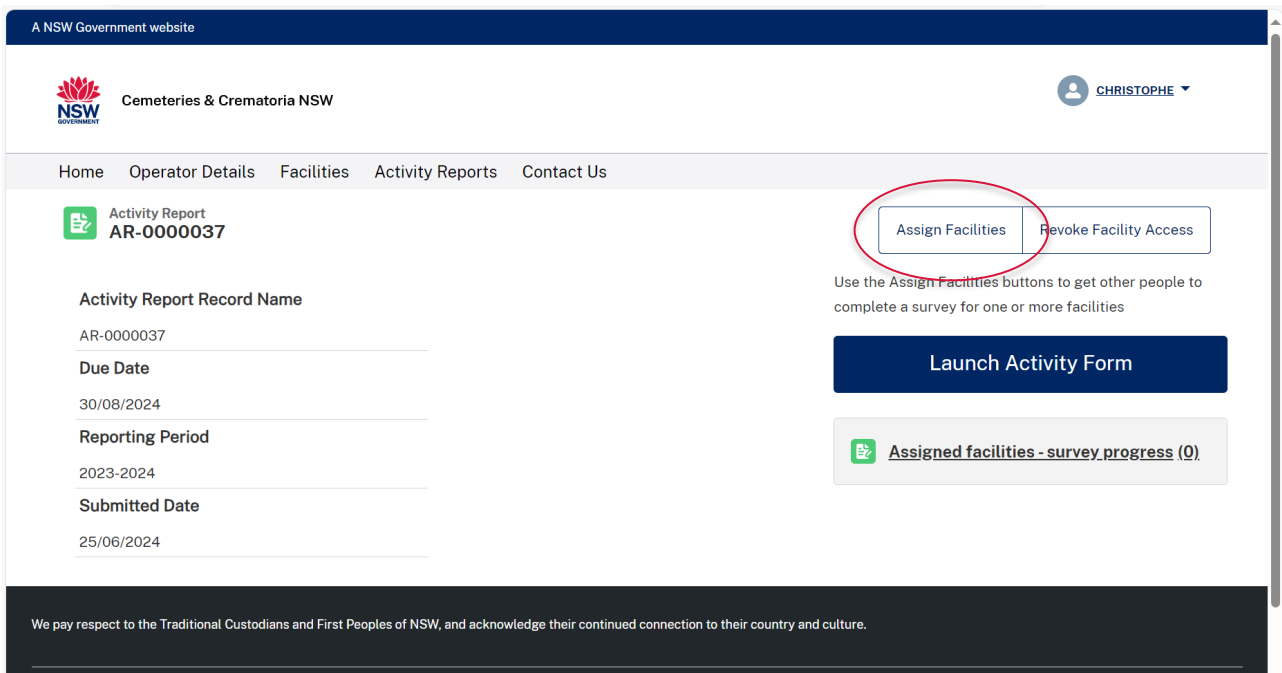
Completed activity surveys will be sent through to CCNSW, and data checking and validation will commence right away.

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.

Sandbox: Action required – CCNSW activity survey

CCNSW NoReply Mailbox
To ● Rose Pullen

Reply | Reply All | Forward
Mon 8/07/2024 4:52 PM

Dear Cemetery Operator,

Cemeteries & Crematoria NSW's (CCNSW) activity survey is now open. The survey is a requirement under section 43(1) of the *Cemeteries & Crematoria Act 2013* and needs to be completed for every cemetery and crematorium managed by Operator L.

Christopher Barclay is the primary contact for your organisation and is responsible for coordinating survey responses for all facilities. They have sent you the activity survey to complete for these facilities:

- Cemetery L2

Please complete the survey by 22 July 2024 by clicking here . You will no longer have access to the survey after this date.

If you need any assistance, please contact your primary licence contact in the first instance.

You can view a video tutorial and find a user manual on our website here .

For further help you can reach CCNSW via phone: 02 9842 8473 or by email at ccnsw.register@cemeteries.nsw.gov.au .

Regards,

Jennifer Hickey
CEO CCNSW

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.
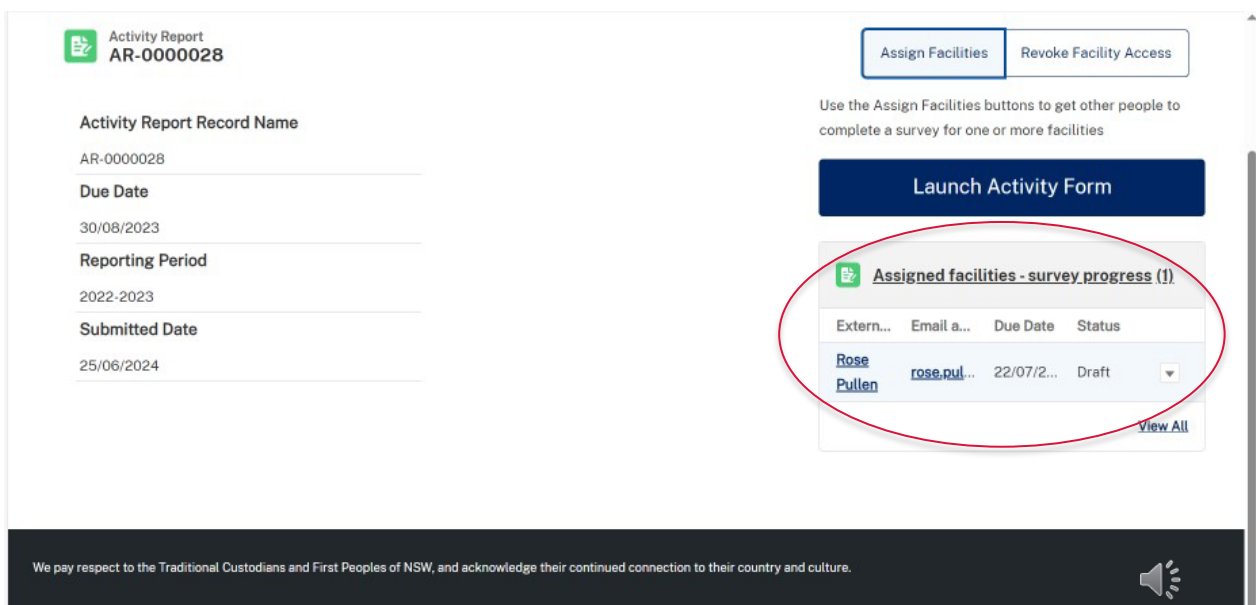
9. Revoking access to the activity survey

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.

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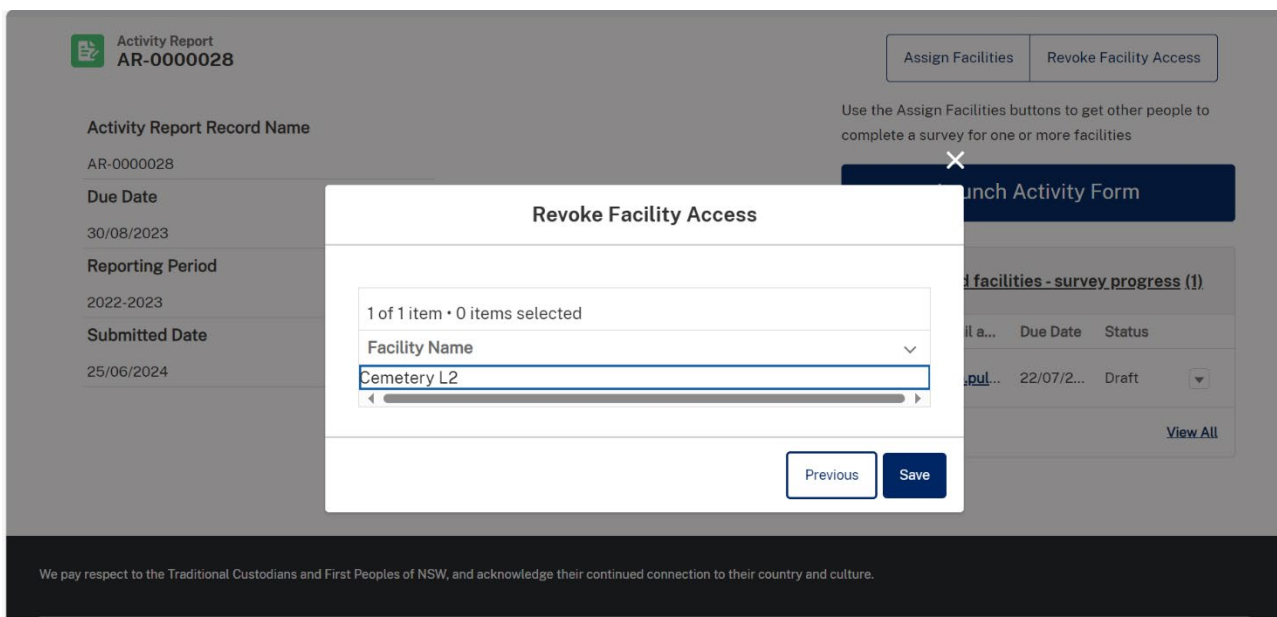

and then their status will be updated to 'Revoked' in the 'External User Activity Requests' box. It will now be the primary contact's responsibility to complete this report or assign it to another person.

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	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. Scattering of ashes above ground is not considered an interment.
Burial	Means the placement of bodily remains in the earth or a mausoleum, vault, or other structure designed for the placement of such remains.
Cemetery	A building or place used primarily for the interment and memorialisation of human remains.
Crematoria / crematorium	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.
Cremation	A process for the reduction of bodily remains by fire or heat, alkaline hydrolysis or by other means prescribed by the regulations. 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.
Human remains	Both bodily remains and cremated remains.
Interment	(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 (b) The burial in the earth of human (both bodily and cremated) remains (directly in the earth or in a container) 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.

Perpetual interment	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)
Person without means (Destitute person)	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. 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.
Renewable interment	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.