



Northern Cemeteries

*Always*

## COVID-19 Frequently Asked Questions

### **Is the cemetery still open?**

*Yes, the grounds of the cemetery are open from 6am to 6pm 7 days a week. The administration office is now open 8am to 4pm Monday to Friday.*

### **Can people still attend funerals?**

*Yes, numbers are limited to 10 people maximum per service – please check with your Funeral Director on current Australian Government restrictions. Chapel services have been suspended at Frenchs Forest Bushland Cemetery.*

### **Why have chapel services been suspended at Frenchs Forest?**

*As it does not adhere to the Australian Government restrictions the Lorikeet Room has been closed for services*

### **What if I am in quarantine and cannot leave my house?**

*A free webcasting service is available for those unable to attend the chapel service.*

### **How do I access webcasting?**

*The webcasting link is sent to the Funeral Director and passed directly onto the family member organising the funeral.*

### **How can I test my video presentation and music for chapel services?**

*All media presentations are now required to be sent in via Dropbox for testing. Instructions can be found here: [dropbox.nmclm.com.au](https://dropbox.nmclm.com.au)*

*Once tested, we will send a return notification through Dropbox, advising that the file has been successfully received and tested.*

### **Are funerals still taking place?**

*Yes, all services, including burials and cremations, will be conducted at Macquarie Park, Frenchs Forest, Field of Mars and Sandgate cemeteries from Monday to Friday only. Days may vary by site.*

### **Is the function centre still open?**

*Yes, only to a maximum of 10 attendees. Celeste Catering have taken steps to ensure the health and safety of customers and will continue to comply with government advice around gatherings so that after funeral catering can continue.*

### **Is the café still open?**

*No, the café will close from Saturday 28<sup>th</sup> March 2020 until further notice. It will reopen just for the Easter period.*



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**Is the florist still open?**

*Yes, the Macquarie Park Cemetery florist is open 7 days a week.*

**What are you doing regarding hygiene?**

*We are cleaning all Chapels before and after services with hospital grade disinfectant, as well as offering hand sanitiser at all key points. The best form of infection reduction is to maintain social distancing, this is why we encourage people to take advantage of our web casting service.*

**I need to contact the cemetery regarding a deceased search enquiry.**

*We have a dedicated customer care number which is 02 8877 9673. Our customer care team is available 8am to 4pm Monday to Friday to answer your questions.*

*Always* caring for the community in all its diversity.