


## Future of Cemetery Services - FULL Survey (approximately 10 mins to complete)

### Your Information

First Name*	
Last Name*	
Organisation Name (Optional)	
Email*	
Phone	



## Overview →

Council is seeking early community input on future burial and memorial options for the community. We are planning ahead to ensure services continue to meet the needs of a growing and changing community. While there is still space available at Hervey Bay's Polson Cemetery, the site cannot be expanded further due to its location. Maryborough Cemetery has significant long-term capacity, with enough land available for burials for hundreds of years at current rates.

**We're asking:**

- Should we build a new cemetery in Hervey Bay?
- Should we utilise the Maryborough Cemetery, which has significant capacity (hundreds of years)?
- Or are there other options that better suit community values and needs?

This is your opportunity to help shape respectful, fair and sustainable burial and memorial services for our region's future.

**Q1. Have you read the project information via the project page or factsheet? (OPTIONAL)**

*If you haven't had a chance yet, this information will give you an overview to help you complete the survey.*

☐ Yes ☐ No

### Community Values and Priorities

This section explores how cemetery and memorial spaces connect to your personal, cultural, or community identity. Your answers will help us understand what meaning these spaces hold and how important they are to our community

**Q2. \*What role do burial or memorial spaces play for you in our community? Please choose up to three responses**

- ☐ Cultural and religious traditions
- ☐ Family connection and belonging
- ☐ A place for reflection and remembrance
- ☐ Historical / heritage significance
- ☐ Community identity
- ☐ I don't feel a connection

☐ Other (please specify below)

**Q3. \*How important are the following factors to you when considering future cemetery and memorial services?**

Factors	Very Important	Important	Neutral/ No Opinion	Low Importance	Not Important to me
Respecting family, cultural, religious or community traditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accessibility and fairness across the region	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transport and travel (i.e proximity to home)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Affordability and cost to families	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environmental impacts and land use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Long-term capacity and future population needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Preference for traditional burial services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Flexibility and choice in types of burial or memorial options available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

#### Q4 \*Do you currently visit any cemetery or memorial spaces in your area?

- |  |   |
|--|---|
| <input type="checkbox"/> Regularly - atleast once a month  | <input type="checkbox"/> Sometimes - once or twice a year |
| <input type="checkbox"/> Occasionally - a few times a year (e.g. quarterly or for specific events/anniversaries) | <input type="checkbox"/> Rarely - maybe once a year       |
|  | <input type="checkbox"/> Never                            |

#### Q5. Do you have any further comments in relation to community values, identity and priorities? (Optional)

Comments Optional

### Accessibility and Equity

We want to better understand how access to cemetery and memorial services impacts our diverse communities. This section focuses on fairness, travel, affordability, and any barriers people may face in using these services

#### Q6. Would you and your family support or oppose utilising a regional facility for cemetery and memorial services located in Maryborough, if space was not available in Hervey Bay? \*


- |  |   |   |
|--|---|---|
| <input type="checkbox"/> Strongly Oppose | <input type="checkbox"/> Neutral / No Opinion | <input type="checkbox"/> Support          |
| <input type="checkbox"/> Oppose          |   | <input type="checkbox"/> Strongly Support |

#### Q7. Do you have any further comments in relation to accessibility and equity of burial and memorial services? (Optional)

Comments Optional

### Cost, Sustainability and Expectations

Delivering cemetery and memorial services involves long-term investment and land use decisions. This section asks about your willingness to support various funding options and the priorities that matter most when weighing costs and community needs.




## Understanding the Costs →

In planning for the future we are considering a new cemetery in Hervey Bay. While there is still space available at Hervey Bay's Polson Cemetery, the site cannot be expanded further due to its location. Planning a new cemetery is a significant investment and requires consideration of financial impacts. Estimated costs for a new facility within the Hervey Bay area include:

- \$8 million (estimated) in upfront costs, including land purchase, planning, infrastructure, landscaping, and facilities.
- \$157,200 in annual operating costs, including maintenance and staffing.
- \$285,000 in average annual revenue from burial-related services (e.g. plots, reservations, plaques).
- 63-year payback period, meaning it would take 60 years to recover the upfront investment through fees.

These costs would be in addition to the ongoing maintenance of existing facilities. Council is exploring whether this investment is feasible and in line with community priorities—or whether it would be more sustainable to use existing regional facilities. The future of our cemetery and memorial services must consider both our personal values and beliefs as well as financial costs and sustainability.



**Q8. How would you rate your willingness to support investment in a new local cemetery within the Hervey Bay area?**

- ☐ Support – community identity and access are worth the cost
- ☐ Somewhat support – depending on costs and trade-offs
- ☐ Neutral/ Unsure
- ☐ Somewhat oppose - prefer investment in existing regional cemeteries
- ☐ Oppose - prefer to see Council work with private providers or seek alternative options

☐ Other (please specify)

**Q9. Which of the following should Council prioritise when making decisions about cemetery and memorial services?**

*\* (Select up to 3 options)*

- ☐ Local access to services
- ☐ Long-term cost savings
- ☐ Protecting environment incl. bushland and farmland
- ☐ Honouring cultural and spiritual needs
- ☐ Keeping services affordable
- ☐ Exploring non-traditional or alternative options

☐ Other (please specify)

**Q10. \* How do you weigh the cost of building a new cemetery against community values and priorities?**

*We want to know which is more important to you, particularly in relation to traditional burial services.*

**1. The importance of a local accessible facility or**      **2. The cost and financial impact to the community**

- ☐ I believe a new cemetery, in Hervey Bay, is worth the investment to support local access and community values
- ☐ I support a new cemetery, in Hervey Bay, only if it is affordable and does not impact other essential services
- ☐ I would prefer investment in lower-cost alternatives or improvements to existing cemeteries
- ☐ I'm unsure at this time
- ☐ Other (please specify below)

*Comments (Optional)*

**Q11. Do you have any further comments in relation to cost, sustainability and expectations? (Optional)**

*Comments (Optional)*

## Options/ Preferences

Based on the information provided this section asks you to consider what direction Council should take. It also explores the reasons behind your preferences and what influenced your decision the most.

**Q12. \*Which option do you support the most?**

- ☐ Build a new local cemetery in Hervey Bay
- ☐ Expand and improve access to existing cemeteries like Maryborough, which has long-term capacity
- ☐ Expand options like natural burials, memorial gardens or ashes interment

- ☐ Explore options for private providers to deliver new cemetery services
- ☐ A combination of the above to meet the region's needs
- ☐ Other (please specify in comment section below)

**Q13. \* What influenced your decision the most when selecting your preferred option above?**

**Select up to two options**

- ☐ Environmental concerns (e.g. sustainability, land use, bushland protection)
- ☐ Community values and identity (e.g. cultural, spiritual, family traditions)
- ☐ Cost and financial considerations (e.g. affordability, long-term cost to community)
- ☐ Accessibility and equity (e.g. transport, geographic distribution, fairness)
- ☐ Desire for alternative options (e.g. cremation, natural burial, memorial gardens)
- ☐ Long-term planning for future generations
- ☐ Other (please specify below)

**Q14. Would you like to provide any further comments in relation to the future of burial and memorial options on the Fraser Coast? (Optional)**

*Comments (Optional)*

**Other Memorial Options**

Traditional burial options are not the only memorial services available to the community. This section explores your views on ashes interments, memorial gardens and natural burials - and how Council can help people make informed choices. (Are there other alternatives we aren't considering?)

**Q15. Would you consider or support any of the following burial or memorial options? Please choose all that apply to you**

- ☐ Ashes interment (walled niche)
- ☐ Memorial gardens for ashes
- ☐ Natural burial or eco-burials
- ☐ Digital/ virtual memorial spaces (i.e digital memorials can take various forms, including dedicated websites or platforms where people can share photos, videos, stories, and messages about their loved ones)
- ☐ No - I prefer traditional burial

☐ Other (please specify)

**Q16. How should Council support people in choosing and accessing these alternatives? \* Please choose as many options that apply to you.**

- ☐ Education and awareness campaigns
- ☐ Partnerships with providers
- ☐ Investment in natural/memorial gardens
- ☐ No support needed

☐ Other (please specify)

### Q17. Do you have any further comments in relation to alternative memorial options? (Optional)

Comments (Optional)

### Planning for future visioning

This section invites you to imagine the future of burial and memorial spaces in our region. What should they look and feel like? What will future generations value most? Your reflections will shape our long-term planning.

### Q18. In 30 years, what do you think future generations will value most about these spaces? (Optional)

Comments (Optional)

### Q19. How could memorial spaces better serve the needs of our community in the future? (Optional)

Comments (Optional)

### Q20. What should cemetery and memorial spaces of the future look like? (Optional)

Comments (Optional)

### All about you

These details help us to identify if we have reached a wide section of the community in this consultation.

### Q21. What is your suburb/ locality? \*

- |  |  |
|--|--|
| <input type="checkbox"/> Aldershot   | <input type="checkbox"/> Oakhurst                                    |
| <input type="checkbox"/> Bauple - Gundiah - Glenwood   | <input type="checkbox"/> Owanyilla – Antigua – Mungar                |
| <input type="checkbox"/> Boonooroo - Maaroom – Tuan  | <input type="checkbox"/> Poona – Tinnanbar                           |
| <input type="checkbox"/> Booral - River Heads  | <input type="checkbox"/> St Helens – Dundathu District               |
| <input type="checkbox"/> Burrum Heads - Toogoom  | <input type="checkbox"/> Sunshine Acres – Walligan – Takura District |
| <input type="checkbox"/> Craignish - Dundowran - Dundowran Beach   | <input type="checkbox"/> Aramara – Brooweena – Woocoo - Teebar       |
| <input type="checkbox"/> Fraser Island - Great Sandy Straits   | <input type="checkbox"/> Tiaro                                       |
| <input type="checkbox"/> Hervey Bay area (incl. Point Vernon to Urangan – Urraween to Wondunna – and all those in between) | <input type="checkbox"/> Tinana                                      |
| <input type="checkbox"/> Howard - Torbanlea - Pacific Haven District   | <input type="checkbox"/> Burrum Town – Burrum River                  |
| <input type="checkbox"/> Maryborough area (incl. Granville)  | <input type="checkbox"/> Other (please specify)                      |

**Q.22 Age**

- ☐ 15-25
- ☐ 26-40
- ☐ 41-55
- ☐ 56-70
- ☐ 71 and Over

**Q23. Gender**

- ☐ Male
- ☐ Female
- ☐ Prefer not to say
- ☐ Prefer to self describe (please specify)

**Q24. Do you identify with a cultural, spiritual, or religious group that informs your preferences?**

- ☐ Prefer not to say
- ☐ No
- ☐ Yes - (Please specify)

**Q25. Do you have a community or business connection to cemetery and memorial services?**

*(Optional – please choose all that apply to you)*

- ☐ Yes - Religious or Spiritual Leader (incl. minister, celebrant)
- ☐ Yes - Local business (incl. funeral services, stonemason etc)
- ☐ Yes - Volunteer or community role (incl. heritage, maintenance, local history etc)
- ☐ No
- ☐ Other (please specify below in comment box)

*Comments (Optional)*

Thank you for taking the time to complete this submission form and provide your feedback. If you have any questions about this engagement please do not hesitate to contact:

- **Community Development & Engagement**  
 (enquiries relating to the engagement, incl. surveys, stakeholder sessions or engagement website)  
 1300 79 49 29 or via email [community@frasercoast.qld.gov.au](mailto:community@frasercoast.qld.gov.au)
- **Strategy and Sustainability**  
 (enquiries relating to technical or background information)  
 1300 79 49 29 or via email [strategysustainability@frasercoast.qld.gov.au](mailto:strategysustainability@frasercoast.qld.gov.au)

Please **return your submission form no later than 11:55pm Monday, 21 July 2025:**

<b>Post</b>	Attention: Future of Cemetery Services Community Development & Engagement PO Box 1943, Hervey Bay Qld 4655
<b>Email</b>	Attention: Future of Cemetery Services <a href="mailto:community@frasercoast.qld.gov.au">community@frasercoast.qld.gov.au</a>
<b>In person to Customer Service Centre</b>	Attention: Future of Cemetery Services Community Development & Engagement 77 Tavistock Street, Hervey Bay 211-213 Adelaide Street, Maryborough