

27 July 2023

## Headstones Safety Program – Mandeau Lawn

### Frequently Asked Questions

- 1. When is the scheduled start date of the project and how long will they take?**
  - a. The works on Mandeau Lawn are scheduled to commence in August 2023, and will take approximately three months to complete (i.e. completion by November).
  
- 2. How will our visitations be affected?**
  - a. Families will still be able to access the site, however access may be restricted within proximity to your loved one's plot. If you require this we kindly request that you contact our customer care team prior to your visit, enabling us to inform the contractors accordingly.
  
- 3. What is the purpose of the works in this area?**
  - a. The works are intended to bring the area up to current safety standards and thus ensure the safety of families and stakeholders visiting their loved ones.
  
- 4. Will we still have the ability to visit our loved ones during the project?**
  - a. Absolutely, you can continue to visit your loved ones. However, access may be restricted within proximity to your loved one's plot. If you require this we kindly request that you contact our customer care team prior to your visit, enabling us to inform the contractors accordingly.
  
- 5. How will burials be affected?**
  - a. In the event that a burial is scheduled to take place while the works are underway, our Operations and Client Services teams will work with the Funeral Director and family to ensure the burial can safely take place.
  
- 6. Will we receive notification once the project is completed?**
  - a. Yes, you will be duly informed when the project reaches completion.
  
- 7. Whom should we contact if we have any additional inquiries?**
  - a. If you have further questions, please feel free to reach out to our Client Services team on 02 8575 8100.