



Government of **Western Australia**  
Department of **Health**

# Cremation Audit Checklist

Updated August 2013

## Glossary of terms

Term	Description
Application number (Booking number)	A unique reference number that is issued to a deceased person when booked in for cremation
Ashes	The remains of a cremated person. Ashes usually consist of calcified bones cremulated (crushed) to a fine grit
Boarding passes	Stickers that are generated to confirm that the cremation process can commence. They are also used to identify the coffin, position of the remains in the crematorium, and the urn of ashes of a deceased person.
Burners	Devices used to ignite and direct a flame into the chambers of the furnace
Catafalque	A decorated platform on which a coffin lies in state during a funeral service. This may be a one way of transporting the coffin from the service into cemetery care, such as lowering on a hydraulic lift, or horizontally through a glass door on a conveyor belt.
Charging bier	The platform used to place a coffin into a furnace. It travels horizontally along a guide rail to a position in front of the furnace, and a panel incorporating chain driven rollers charges the coffin into the furnace.
Cremator	The equipment used to cremate the body of a deceased person
Cremulator	The machine used to crush the calcified bones that remain after a cremation
Direct delivery	A coffin delivered to the crematorium without a funeral service
Lead name plate	A lead plate with the surname of the deceased that is secured to the coffin by the funeral director, and remains with the deceased throughout the cremation process
Thermocouple	An electronic ceramic-lined temperature sensor probe linked to the cremation software program

## Acknowledgment

The Department of Health gratefully acknowledges the contribution from the Metropolitan Cemeteries Board (MCB) in developing this Cremation Audit Checklist, providing guidance on best practice in cremation operations.

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## Summary of *Cremation Regulations 1954*

Regulation	Topic
r.4	Application for a licence
r.5	Licence in correct form
r.6	Compliance certificate (application)
r.7	Compliance certificate (given)
r.8	Crematorium to be maintained in good condition
r.9	Inspection
r.10	Notice of work to be carried out
r.11/12	Requirements for a permit to cremate
r.13/14	Medical referee: conditions
r.15	Cremation elsewhere
r.16	Cremation in a cemetery
r.17	Permission required for cremation elsewhere
r.18	Register of cremation to be kept
r.19	Inspection of the register
r.20	Notice of cremation to be given
r.20A	Post mortem certificate

## 1. Funeral booking team – booking, receiving and finalising a cremation

		Compliant		
		Y	N	Evidence/Comments
<b>1.1</b>	<b>Process pre-funeral arrangements</b>			
1.1.1	Take phone booking and enter details of booking into cremation register (date, time, duration, cemetery/chapel/direct delivery, deceased's details and Funeral Director) refer <i>Form 11 Cremation Regulations 1954</i>			
1.1.2	Confirm booking details and booking number which becomes the unique funeral application number			
<b>1.2</b>	<b>Receive and process application for cremation on day of funeral/cremation; complete cremation paperwork post cremation</b>			
1.2.1	On the day of the funeral, receive and check all original funeral paperwork from Funeral Director (cremation application, ID schedule, permit to cremate) refer to relevant legislation, <i>Cremations Act 1929, Cremation Regulations 1954, Cemeteries Act 1986</i> and the local laws. The 4th, 5th and 6th schedules, application for cremation and certificates of identification may be referenced in the <i>MCB By-law 1992</i> as an example of best practice.			
1.2.2	If all paperwork complies, instruct Funeral Director to proceed to chapel or directly to rear of crematorium with coffin			
1.2.3	If any paperwork does not comply coffin will not be accepted and the Funeral Director will be sent away with a directive to return with compliant paperwork			
1.2.4	Inform crematorium staff that all legislative requirements have been met and that the coffin is ready for cremation			
1.2.5	Enter details of cremation application and cremation permit into cremation register			
1.2.6	Notate the ashes disposal instruction from written signed authority from permit holder on cremation application and register			

		Compliant		
		Y	N	Evidence/Comments
1.2.7	Print ashes disposal collection receipts and certificates of cremation and hold in office until ashes are received from crematorium			
1.2.8	Place all paperwork in tray for auditing			
1.2.9	Once the cremation process is complete, a certificate of cremation is produced and forwarded to The Medical Advisor Regulatory Support and Training Unit Department of Health 189 Royal Street EAST PERTH WA 6000 Refer <i>Cremation Regulations 1954, Form 12</i>			

## 2. Crematorium staff – prepare cremator to perform cremations

		Compliant		
		Y	N	Evidence/Comments
<b>2.1</b>	<b>Identify cremator door opening controls</b>			
2.1.1	Up/down buttons near door			
2.1.2	Control on charger			
<b>2.2</b>	<b>Identify manual door closer</b>			
2.2.1	Pull ring			
<b>2.3</b>	<b>Identify burners</b>			
2.3.1	Secondary (if visible) Joule and Major			
2.3.2	Main burner (all)			
2.3.3	After burner in pit (burner Newton)			
<b>2.4</b>	<b>Identify air inlets</b>			
2.4.1	Hearth			
2.4.2	Inclined			
2.4.3	Top or Horizontal			
2.4.4	Suction			
<b>2.5</b>	<b>Locate temperature probes (Thermocouples)</b>			
2.5.1	Main			
2.5.2	Secondary inlet			
2.5.3	Secondary outlet			
2.5.4	Flue			
<b>2.6</b>	<b>Cremator start up</b>			
2.6.1	On screen			
2.6.2	Computer checks			
2.6.3	Idle mode; or			
2.6.4	Ready to cremate			
<b>2.7</b>	<b>Open rake door</b>			
2.7.1	Open rake door			
<b>2.8</b>	<b>Check water spray unit (if fitted)</b>			
2.8.1	Check float valve			
2.8.2	Check nozzle			

		Compliant		
		Y	N	Evidence/Comments
<b>2.9</b>	<b>Charger controls</b>			
2.9.1	Brake (if fitted)			
2.9.2	Door buttons: open/close			
2.9.3	Charge button			
2.9.4	Left/right movement (if fitted)			
2.9.5	Located clips or reflectors (if fitted)			
<b>2.10</b>	<b>Identify any special requests</b>			
2.10.1	Refer to application for cremation; or			
2.10.2	Funeral Director request			
<b>2.11</b>	<b>Locate Personal Protective Equipment (PPE) required for:</b>			
2.11.1	Charging (gloves and safety goggles)			
2.11.2	Raking (gloves and safety goggles)			
<b>2.12</b>	<b>Reaching operating temperatures</b>			
2.12.1	30 – 45 mins if used the day before			
2.12.2	1.5 – 2.5 hours if used the previous week			



### 3. Prepare to cremate coffins and caskets

		Compliant		
		Y	N	Evidence/Comments
<b>3.1</b>	<b>Receive a direct delivery coffin at crematorium</b>			
3.1.1	Confirm delivery against daily cremation report			
3.1.2	Check that notification that the cremation process can proceed has been received (boarding pass) and has been printed for cremation to take place			
3.1.3	Retrieve coffin from chapel or from funeral director vehicle if direct delivery			
3.1.4	Check name plate and lead strip under plate is correct			
3.1.5	Remove any metal handles			
<b>3.2</b>	<b>Determine when coffin can be retrieved from the chapel</b>			
3.2.1	CCTV – closed circuit television installed			
3.2.2	Advice from Funeral Director			
<b>3.3</b>	<b>Access the coffin in the chapel</b>			
3.3.1	Operate catafalque mechanism			
<b>3.4</b>	<b>Difficulties in transferring the coffin to the cremator room</b>			
3.4.1	Manual transfer of coffin from catafalque to the trolley			
3.4.2	Ensure the coffin is locked on the trolley			
3.4.3	Manoeuvring trolley through the doorway			
3.4.4	Uneven floor/different room surfaces			

## 4. Perform cremations

		Compliant		
		Y	N	Evidence/Comments
<b>4.1</b>	<b>Transfer coffin on to charger</b>			
4.1.1	Transfer coffin onto charger and align			
<b>4.2</b>	<b>Check the casket</b>			
4.2.1	Weigh or measure oversize coffins			
4.2.2	Make sure all metal handles have been removed			
4.2.3	Remove or secure the coffin flowers			
4.2.4	Remove name plate and place on: <ul style="list-style-type: none"> <li>• cremator clip</li> <li>• charger frame with boarding pass</li> <li>• enter cremator number on boarding pass</li> </ul>			
4.2.5	Activate roller brake (if fitted) on the charger			
<b>4.3</b>	<b>Prepare to charge the coffin</b>			
4.3.1	Align the charger with electronic reflectors (if fitted) or mechanical clips (if fitted) or physically straighten			
4.3.2	Check the computer for: <ul style="list-style-type: none"> <li>• idle mode on screen</li> <li>• charge door enabled light</li> </ul>			
4.3.3	Wear PPE: <ul style="list-style-type: none"> <li>• heat proof gloves (manual charge)</li> <li>• face mask and or (manual charge)</li> <li>• apron (manual charge)</li> </ul>			
4.3.4	Open cremator door: <ul style="list-style-type: none"> <li>• automatic from charger</li> <li>• by an assistant if not automatic</li> </ul>			
4.3.5	Wait for door to open and charge the coffin: <ul style="list-style-type: none"> <li>• automatic from charger</li> <li>• manual from trolley</li> <li>• always two staff present</li> <li>• return charger table to rest position</li> </ul>			
4.3.6	Close the cremator door: <ul style="list-style-type: none"> <li>• automatically from the charger</li> <li>• by an assistant if not automatic</li> </ul>			
<b>4.4</b>	<b>Check the computer</b>			
4.4.1	Door closed on screen			
4.4.2	Ignition and cycle commenced			

		Compliant		
		Y	N	Evidence/Comments
<b>4.5</b>	<b>Check inspection window in 2–5 minutes door</b>			
<b>4.6</b>	<b>Check computer screen in 2–5 minutes</b>			
<b>4.6.1</b>	Temperature falls then rises			
<b>4.6.2</b>	Smoke metre level is acceptable			
<b>4.6.3</b>	Air valves open: <ul style="list-style-type: none"> <li>• suction</li> <li>• top air</li> <li>• hearth air</li> <li>• inclined air</li> </ul>			
<b>4.7</b>	<b>Move charger away from the cremator door</b>			
<b>4.8</b>	<b>Record the cremation on the Cemetery Register</b>			
<b>4.8.1</b>	Date			
<b>4.8.2</b>	Cremation number			

## 5. Perform cremations – problems

		Compliant		
		Y	N	Evidence/Comments
<b>5.1</b>	<b>Chapel service is late or continues beyond scheduled time</b>			
5.1.1	Delayed finish to work day			
5.1.2	May need to start another cremator (if available)			
5.1.3	May have to use Auto Finish Facility (if fitted)			
5.1.4	May need to reschedule cremation plan (if other coffins are already in storage)			
<b>5.2</b>	<b>Door won't close after charging</b>			
5.2.1	Use manual facility and locking mechanism – if fitted (use emergency manual release wire)			
5.2.2	Assume manual control if air leakage around door			
5.2.3	Shut down cremator if excessive smoke is present in the cremator room			
<b>5.3</b>	<b>Electricity supply is interrupted during the closing of cremator door</b>			
5.3.1	Use manual door close mechanism			
<b>5.4</b>	<b>Coffin not fully charged and door cannot be closed</b>			
5.4.1	Use rake to push the coffin into the cremator			
5.4.2	Standard two staff at all charging			
<b>5.5</b>	<b>Water spray continues to operate</b>			
5.5.1	Close water valve and turn off power switch to water pump			
<b>5.6</b>	<b>Coffin is too big to fit into the cremator</b>			
5.6.1	Determine prior to attempting cremation			
<b>5.7</b>	<b>Rapid shutdown procedure</b>			
5.7.1	Press CTRL/ALT/DEL to shutdown each computer			
<b>5.8</b>	<b>Premature combustion of the coffin before fully loaded into the cremator</b>			
5.8.1	Anticipate this outcome (if water spray not fitted) resulting from hot furnace (has been operating all day) and highly polished coffin – wear PPE and have fire extinguisher available and charge quickly so door is open for a shorter time span			

		Compliant		
		Y	N	Evidence/Comments
5.8.2	Ensure fire extinguisher is operative and available			
5.8.3	Have another employee present if this outcome is suspected			
5.8.4	Both employees wear PPE: <ul style="list-style-type: none"> <li>• fire proof gloves</li> <li>• face mask</li> <li>• fire proof jacket/apron</li> </ul>			
<b>5.9</b>	<b>Shut down procedure in case of fire</b>			
5.9.1	If safe to do perform rapid shutdown on each computer			
5.9.2	If safe to do turn off main gas valve with key			
5.9.3	If safe to do turn red valve lever to OFF			
5.9.4	If safe turn off isolation			

## 6. Monitor cremators

		Compliant		
		Y	N	Evidence/Comments
<b>6.1</b>	<b>Information displayed on the screen and how each is used in the operation of the computer</b>			
6.1.1	Temperature displays			
6.1.2	Information meters			
6.1.3	Temperature graph			
6.1.4	Valve operation graph			
6.1.5	Message bar			
6.1.6	Time meter			
6.1.7	Cremation number (black or red)			
6.1.8	Door button			
6.1.9	Water button			
6.1.10	Chevron button			
6.1.11	Help button			
6.1.12	Operating button			
6.1.13	Restart button			
<b>6.2</b>	<b>Select 'Normal' and 'Foetal' modes</b>			
6.2.1	Click on help			
6.2.2	Select mode required			
<b>6.3</b>	<b>Manually operate the water spray</b>			
6.3.1	Click on water			
6.3.2	Click on hand			
6.3.3	Click on pulse or full			
6.3.4	Return to auto by clicking on the manual button			
<b>6.4</b>	<b>Identify when a thermocouple is malfunctioning and requires replacement</b>			
6.4.1	9999 is displayed			
<b>6.5</b>	<b>Replace a thermocouple</b>			
6.5.1	Turn of the cremator main power isolator			
6.5.2	Unplug wires and check where it is positioned			
6.5.3	Wear heat proof gloves			
6.5.4	Slide out thermocouple to same position as old thermocouple and insert slowly			

		Compliant		
		Y	N	Evidence/Comments
6.5.5	Reconnect wires			
6.5.6	Turn on cremator main power isolator			
6.5.7	Check on temperature that is displayed			
<b>6.6</b>	<b>Action to be taken if there is a power failure and generator does not start</b>			
6.6.1	While the power is unavailable you can do nothing other than considering evacuation and/or call the Fire Department (if fire)			
6.6.2	When power is restored: <ul style="list-style-type: none"> <li>• check temperatures on the screen</li> <li>• do not open door(s)</li> <li>• do not start the fan</li> </ul>			
6.6.3	If bricks are red and no flame allow to cool and then start pre heat cycle to complete cremation			
6.6.4	If flame is present start fan manually and adjust air valves slightly (one at a time) and keep temperature below 950 degrees Celsius			
6.6.5	If temperatures begin to rise rapidly close air valves until temperatures stabilise			
6.6.6	Incident report to be completed			
<b>6.7</b>	<b>Red bar on the water button</b>			
6.7.1	Indication that water tank is manual			
<b>6.8</b>	<b>Using the door button on screen to open the door</b>			
6.8.1	After “End” is displayed and before the pre heat stage commences			
<b>6.9</b>	<b>Set Auto Start</b>			
6.9.1	Click on restart			
6.9.2	Select time of day and day required			
6.9.3	Click on set (only after auto cool or auto finish have completed)			
<b>6.10</b>	<b>Manually control an air valve</b>			
6.10.1	Click on required valve			
6.10.2	Click on manual button			
6.10.3	Click on arrow to increase or decrease by 10 per cent			
6.10.4	Click on set			

		Compliant		
		Y	N	Evidence/Comments
6.10.5	Click on close			
6.10.6	To reset to auto click on manual button			
6.11	<b>Manual control to be used to operate the furnace</b>			
6.11.1	After the power has failed and been restored			



## 7. Complete cremations

		Compliant		
		Y	N	Evidence/Comments
<b>7.1</b>	<b>Determining when a cremation is complete</b>			
7.1.1	Press "Rake" button and "Yes"			
7.1.2	"Switch to rake" is displayed on the screen			
7.1.3	Visual check confirms there is no flame on the hearth			
7.1.4	Remains are a sufficient size to be raked through the drop holes			
<b>7.2</b>	<b>Demonstrate how to rake</b>			
7.2.1	Wear gloves and face mask or safety goggles			
7.2.2	Open rake door			
7.2.3	Use rake			
7.2.4	Close rake door			
7.2.5	Open charge door			
7.2.6	Roll rake in and out to drop ashes into sump or secondary chamber			
7.2.7	Close charge door			
7.2.8	Return rake to storage area			
<b>7.3</b>	<b>Loading remains into cooling tray</b>			
7.3.1	PPE worn is required			
7.3.2	Open slide			
7.3.3	Close slide			
7.3.4	Remove tray			
<b>7.4</b>	<b>Identification of remains</b>			
7.4.1	Take name plate with remains in tray to processing area			
7.4.2	Check name plate with boarding pass			
7.4.3	Check against paperwork			
7.4.4	Place boarding pass on ashes container to be used			
7.4.5	Write application number on container			

		Compliant		
		Y	N	Evidence/Comments
<b>7.5</b>	<b>Preparation of remains for processing</b>			
7.5.1	Remove large metal objects from ashes to disposal bin			
7.5.2	Use sieve/magnet to remove smaller metal objects to bin			
7.5.3	Disposal bin to be emptied once a week into sealed disposal pit, at designated area within cemetery			
7.5.4	Load remains into processor/cremulator			
7.5.5	Close the door			
7.5.6	Set timer/push start button			
<b>7.6</b>	<b>Packaging of remains</b>			
7.6.1	Check lead name plate and place in ash container			
7.6.2	Place bung in container and seal			
7.6.3	Ensure container is cleaned of residue			
7.6.4	Label container			
7.6.5	Store securely for collection			
<b>7.7</b>	<b>Delivery of ashes to administration office</b>			
7.7.1	Print off ashes report			
7.7.2	Retrieve ashes from storeroom			
7.7.3	Mark off these ashes on storeroom register to indicate they have been delivered to office			
7.7.4	Place any ashes for other sites in individual plastic sleeves with a copy of the ashes report with the application highlighted			
7.7.5	Deliver ashes and report to ashes wrapping room in administration			

## 8. Shutdown cremator

		Compliant		
		Y	N	Evidence/Comments
<b>8.1</b>	<b>Start and shut down the computer and screen</b>			
8.1.1	Turn on the cremator main power isolator			
8.1.2	Turn on the uninterrupt power supply (UPS)			
8.1.3	Turn on the computer			
8.1.4	Turn off the screen			
8.1.5	Turn off UPS			
8.1.6	Turn of the cremator main power isolator			
<b>8.2</b>	<b>Set auto finish</b>			
8.2.1	When cycle number is RED <ul style="list-style-type: none"> <li>• click on restart</li> <li>• click on auto finish</li> </ul>			
8.2.2	Turn on the cremator main power isolator			
8.2.3	Turn on the uninterrupt power supply (UPS)			
8.2.4	Turn on the computer			
8.2.5	Turn off the screen			
8.2.6	Turn of UPS			
8.2.7	Turn of the cremator main power isolator			
<b>8.3</b>	<b>Set auto cool down</b>			
8.3.1	Click on the RED cycle number			
8.3.2	Click on AUTOCOOL function			

## 9. Client services staff – preparing ashes for collection

		Compliant		
		Y	N	Evidence/Comments
<b>9.1</b>	<b>Checking ashes received in office from crematorium</b>			
9.1.1	Check funeral application number and deceased name on ashes container against the Ashes Instruction Report from the crematorium and the cremation register			
9.1.2	Tick off the corresponding names as they are received			
9.1.3	Double check by counting the number of ashes received from the crematorium with ticks on the sheet			
9.1.4	If there are two containers with one funeral number, mark the list with 'X2'			
9.1.5	Check anomalies with the crematorium staff as soon as is discovered			
9.1.6	File the Ashes Instruction Report in the tray on the ashes desk – this is an audit trail for when ashes are moved from one location to another			
<b>9.2</b>	<b>Wrap ashes</b>			
9.2.1	Check the number on the ashes box with the name label			
9.2.2	Place matching cremation certificates and collection receipt with the ashes ready for collection			
9.2.3	Sign cremation certificates having checked the name, date of death and date of cremation			
9.2.4	Place ashes into safe for collection			

## 10. Ashes collection

		Compliant		
		Y	N	Evidence/Comments
<b>10.1</b>	<b>Identify the person collecting</b>			
10.1.1	Ask the person's name			
10.1.2	Ask whose ashes they are collecting			
10.1.3	Get the funeral application paperwork			
10.1.4	Check the name of the permit holder on the cremation register			
10.1.5	Check the person is the permit holder or has written signed authority from the permit holder naming them to collect the ashes			
10.1.6	Ask for some identification (driver's licence is best – has photo, signature and address)			
10.1.7	Check signature and address against the cremation application paperwork			
<b>10.2</b>	<b>Getting the ashes ready for collection</b>			
10.2.1	Get the wrapped ashes from storage			
10.2.2	Double check details on the ashes container are correct and certificates/ collection receipt are correct			
<b>10.3</b>	<b>Signing for release</b>			
10.3.1	Ask the person to sign the ashes collection receipt include ID number and date			
<b>10.4</b>	<b>Handing over the ashes</b>			
10.4.1	Hand over ashes and cremation certificates to client			
<b>10.5</b>	<b>Keeping records</b>			
10.5.1	Update the cremation application with date ashes collected and the name of person who collected them. <i>Cremation Act 1929, Regulations 1954, form 11</i>			
10.5.2	Update the cremation register to show the ashes have been collected; include the date and who has collected them			
10.5.3	Place the application and receipt for audit checking			
10.5.4	Keep the collection receipt and the cremation application, permit and ID schedule together on file			



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