



FAMILY-LED CREMATION

We know that arranging a cremation for someone you love can be a difficult and emotional time. If your whānau/family has chosen to make the arrangements yourselves, our cemetery team is here to support you and guide you through each step.

This information explains what needs to be arranged before the cremation can take place, and who to contact if you need help along the way.

Making a cremation booking

When you are ready to start the process, please contact our cemetery team on 06 759 6060. A team member will talk you through the arrangements, answer your questions and help with your booking.

You will need to complete a [cremation application form](#) (APP-PR-090-F)

Payment must be received **at least one clear working day** before the service, so we can confirm everything is ready for you.

Payments can be made:

- Online on NPDC's website at [NPDC eProperty – Debtors](#)
- In person at NPDC Civic Centre, Liardet Street, New Plymouth
- At our libraries and service centres in Inglewood, Waitara, Bell Block or Ōākura.

Once our team has confirmed your booking, you can send us the completed application form by:

- Emailing it to enquiries@npdc.govt.nz
- Delivering it to NPDC, Liardet Street, New Plymouth
- Delivering it to one of our Libraries and Service Centres.



Please include the size and shape of the casket on your application form.

Important information for families

There are a few important requirements we need to follow so cremations can be completed safely, respectfully and in line with the relevant rules.

Before the casket is closed, please check that it does not contain any prohibited items. This helps protect everyone involved and supports a safe cremation process.

You can find the list of prohibited items on our website under [Cremation Procedures](#).

The completed cremation paperwork must stay with the casket when it is brought to the crematorium.

Cremated remains can usually be returned within 48 hours of the cremation. To protect privacy and security, ashes can only be released to the person who made the cremation application.

The person making the application will need to complete all required forms and contact the medical referee.

MEDICAL DEVICES AND BIOTECHNICAL AIDS

For safety reasons, the Ministry of Health requires some medical or biomechanical devices, such as pacemakers, to be removed before permission for cremation can be issued.

Families will need to arrange this themselves. It is not something Council can manage on your behalf. If this applies to your situation, or you are unsure what is required, our cemetery team can explain the process and help you understand the next steps.

HOMEMADE CASKETS (where applicable)

If your whānau/family chooses to make a casket yourselves, we understand this can be a meaningful and personal part of saying goodbye.

To help us care for the person safely and respectfully, the casket needs to meet some important requirements for construction and materials.

Casket construction

Caskets need to be made from one of the following:

- MDF or untreated plywood, using a minimum of 9mm untreated plywood or 9mm MDF Lite board
- Untreated timber such as pine, rimu or macrocarpa
- Wicker.



Caskets cannot be made of treated timber.

Casket shape and size

Caskets may be shaped or rectangular, but must have a flat bottom.

The maximum outside dimensions are:

- Length: 2200mm
- Width: 800mm, including handles
- Height: 680mm.

Oversized caskets

Please let us know when you make your arrangements if the combined weight of the casket and the person is more than 120kg.

This helps us plan ahead as two attendants will be needed to so the casket can be handled safely and respectfully.

Shrouds

Cremation in a shroud may be considered, by application only. If this is something your whānau/r family would like to discuss, please contact our cemetery team before applying.

Other important requirements

To protect crematorium equipment and help our team handle the casket safely:

- All screws and nails need to be countersunk.
- Cardboard caskets must have a solid, flat, untreated plywood bottom and a plywood head end so they can be placed safely into the cremator.
- If the casket is painted, please use water-based paint.
- Oil-based varnishes and stains cannot be used because they do not meet our emissions consent requirements.
- Caskets must not be constructed from treated timber.
- For health and safety reasons, the casket must have a waterproof lining, such as a thin non-PVC plastic product.

A note about homemade caskets

We respect and support families who choose a home-built casket as part of their loved one's farewell and these requirements are provided to help them families make arrangements with confidence.

Please be aware that Council cannot accept responsibility for the casket's construction, condition or durability.

If you are thinking about making a casket and are unsure whether your materials or design meet these requirements, please contact our cemetery team to clarify the requirements with you.

We are here to help

We recognise there is a lot to think about when arranging a cremation, especially at a time of loss.

If you are unsure about any part of the process, or need help understanding what is required, please contact our cemetery team. We are here to help make the process as clear, calm and supportive as possible for you and your whānau or family.

Contacts



06 759-6060



enquiries@npdc.govt.nz

Helpful links



<https://www.npdc.govt.nz/services/cemeteries/>