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## Overview

Veterans who have died and whose deaths have been accepted as related to a war or conflict may be eligible for official commemoration.

Official commemorations are provided and maintained in perpetuity by the Office of Australian War Graves (OAWG) at not cost to the family or estate and remain the property of the OAWG.

In order to ensure that all veterans are commemorated equally and uniformly, all memorials provided by the OAWG are uniform in design for each type of memorial and to the area of the cemetery where the memorial is to be placed.

Official headstones and plaques are inscribed (subject to the information being known) with the veteran's:

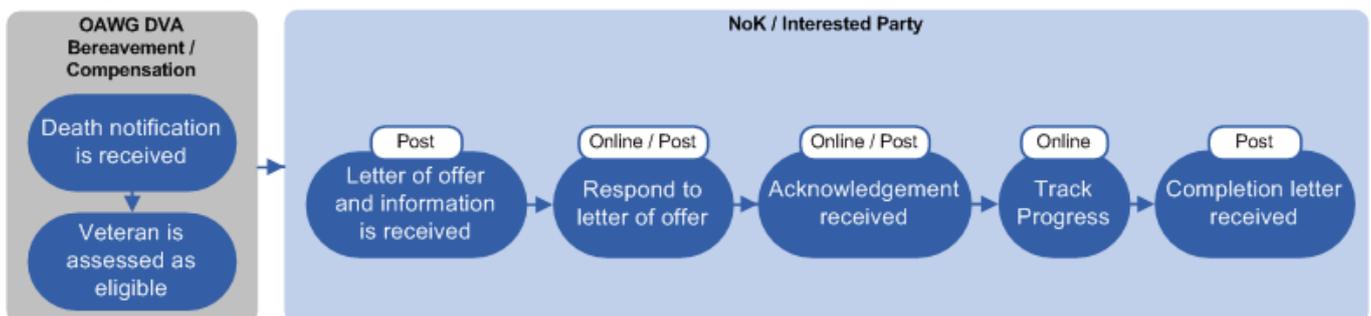
- Service badge
- Name (initials and surname)
- Service number (if applicable)
- Rank and unit
- Date of death
- Age at death (optional)
- An optional religious emblem and/or personal inscription may be inscribed on grave plaques.



Official commemorations provided by the OAWG may not be altered or amended in any way without written permission from OAWG.

## Official Commemorations

The diagram below displays the process for receiving an official commemoration.



# Respond to Offer of Official Commemoration

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## Commemoration Types

If you are deciding upon the post-war commemoration for a veteran, while the memorials are similar in many ways, there are some practical differences that may affect your choice, see below the three types of standard memorials that the OAWG provides.

Type of Commemoration	Description	Example
Cemetery	<p><b>General Cemetery</b></p> <p>A standard concrete memorial, consisting of kerbing, infill, headstone and bronze plaque.</p> <p><b>Lawn Cemetery</b></p> <p>The OAWG must abide by the regulations of the cemetery involved.</p> <p>In all cases, where permitted, OAWG will provide and maintain a bronze plaque.</p> <p>If OAWG is not permitted to place a memorial plaque in a particular lawn cemetery, official commemoration would need to take place in an OAWG Garden of Remembrance (GRM).</p>	 
Ashes / Crematorium	<p>OAWG will arrange for placement of the ashes in a wall niche or garden setting at the crematorium of choice by the family or executor.</p> <p>If the ashes have been scattered or are to be retained by the family, an OAWG GRM memorial only is provided.</p>	 
Garden of Remembrance (GRM)	<p>A GRM memorial is provided as an alternative commemoration when the OAWG is either unable or not requested to provide official commemoration at the place of burial or cremation.</p> <p>The GRM memorial is a bronze plaque placed on a wall in a garden setting.</p> <p>OAWG has established Gardens of Remembrance in all capital cities, Townsville and Launceston.</p> <p><a href="http://www.dva.gov.au/commems_oawg/OAWG/post_war_commemorations/gardens_remembrance/Pages/locations.aspx">http://www.dva.gov.au/commems_oawg/OAWG/post_war_commemorations/gardens_remembrance/Pages/locations.aspx</a></p> <p>If a widow or family member is unable to visit the veteran's official memorial arrangements can be made for a photograph to be obtained.</p>	

## Eligibility

Before a veteran can receive an official commemoration offer they must first be assessed as eligible.



Eligibility for a memorial is not established by OAWG but by the relevant State Office of the Department of Veterans' Affairs (DVA).



If a veteran is not automatically eligible, but you believe that the death is attributable to their war service, an application can be made by writing to the Deputy Commissioner, DVA, at GPO Box 9998 in the State where the veteran was resident, requesting that the death be accepted as war related. If the application is successful, the veteran will then become eligible for official commemoration.



If you have a question about eligibility, please direct your enquiry in writing to your nearest DVA or VAN office.

## Commemoration Offers

Once a veteran has been assessed as eligible, a letter of offer is sent.

You can respond to the offer in two ways:

- post
- DVA website

### Post

Complete the acknowledgment application as supplied in the offer pack and return to the address indicated.

### DVA website

The DVA website allows you to respond to the offer by completing the acknowledgment application online.

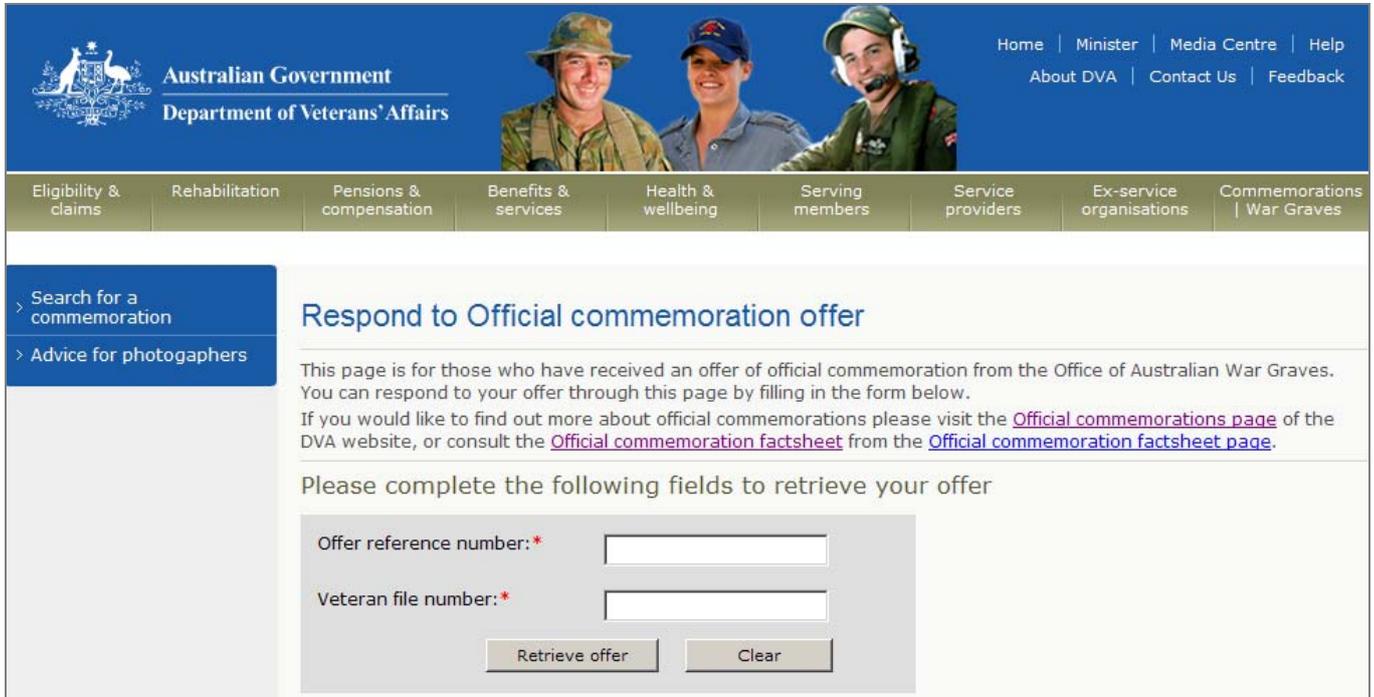


You will need to have your offer reference number ready, located at the top left of the Offer of Official Commemoration letter.

When completing your application, fields marked with a red asterisk (\*) are mandatory.

## To respond to an official commemoration offer online

The Respond to Application for Official Commemoration offer screen.



Home | Minister | Media Centre | Help  
About DVA | Contact Us | Feedback

Eligibility & claims | Rehabilitation | Pensions & compensation | Benefits & services | Health & wellbeing | Serving members | Service providers | Ex-service organisations | Commemorations | War Graves

> Search for a commemoration  
> Advice for photographers

### Respond to Official commemoration offer

This page is for those who have received an offer of official commemoration from the Office of Australian War Graves. You can respond to your offer through this page by filling in the form below.

If you would like to find out more about official commemorations please visit the [Official commemorations page](#) of the DVA website, or consult the [Official commemoration factsheet](#) from the [Official commemoration factsheet page](#).

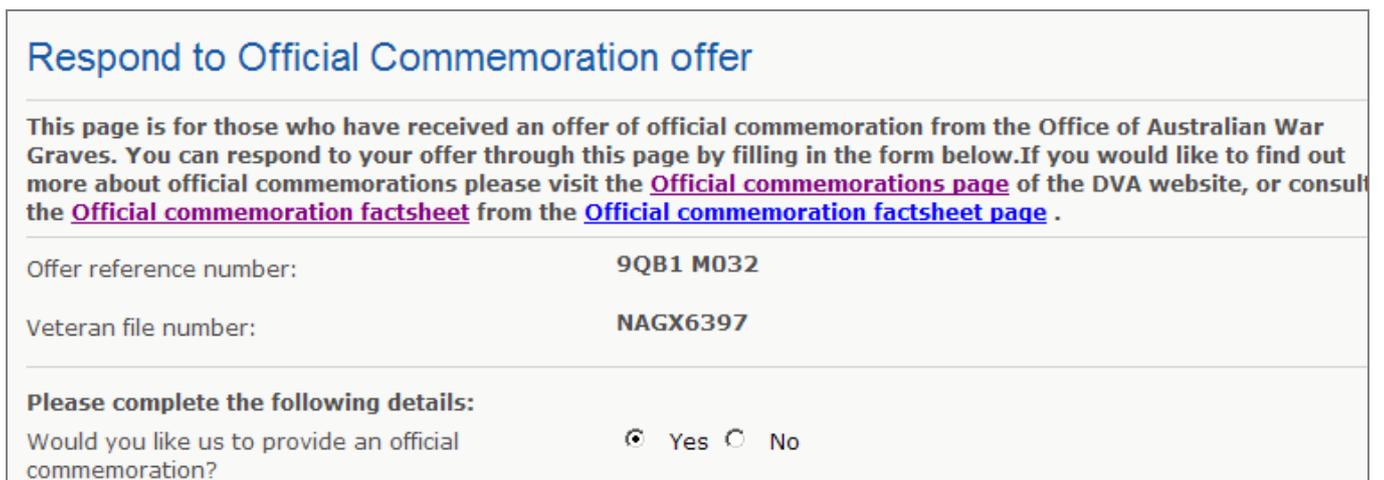
Please complete the following fields to retrieve your offer

Offer reference number: \*

Veteran file number: \*

1. In the **Offer reference number** field, enter your offer reference number supplied on your letter of offer.
2. In the **Veteran file number** field, enter the file number of the veteran as supplied in your letter of offer.
3. Click on the **Retrieve offer** button.

The offer is displayed.



### Respond to Official Commemoration offer

This page is for those who have received an offer of official commemoration from the Office of Australian War Graves. You can respond to your offer through this page by filling in the form below. If you would like to find out more about official commemorations please visit the [Official commemorations page](#) of the DVA website, or consult the [Official commemoration factsheet](#) from the [Official commemoration factsheet page](#).

Offer reference number: 9QB1 M032

Veteran file number: NAGX6397

**Please complete the following details:**

Would you like us to provide an official commemoration?  Yes  No

4. Select **Yes** or **No** to accept the official commemoration offer.



If at this time you have chosen not to accept the official commemoration, you can change your mind at anytime by contacting the OAWG.

# Respond to Offer of Official Commemoration

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The commemoration form displays.

What type of commemoration would you like provided?

**Memorial in a Garden of Remembrance**  
Location:

**Burial in a Cemetery**

**Placement of Ashes**

---

**Service details**

NAME: **A. Smith BEM**  
 DATE OF DEATH: **08/04/2013**      AGE AT DEATH: **74**  
 SERVICE BADGE: **AUSTRALIAN MILITARY FORCES**  
 SERVICE NO.: **amf02**  
 RANK: **SAILOR**  
 UNIT: **SALVAGE SERVICE**

Are the service and veteran details correct?     Yes    No

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**Contact details for this response**

Are you the addressee, or responding on behalf of the addressee, to the commemoration offer?     Yes    No

Are the contact details correct?     Yes    No

Service details to be displayed on the commemoration

Contact details

5. Select what type of commemoration you would like to receive.

The following table describes the types of commemorations.

Type of Commemoration	Details
Memorial in a Garden of Remembrance	<ul style="list-style-type: none"> <li>From the <b>Location</b> drop down list, select the preferred location for the Garden of Remembrance to be placed.</li> </ul>
Burial in a Cemetery	<p>Do you have the right of burial?    <input checked="" type="radio"/> Yes   <input type="radio"/> No</p> <p>Commemoration State: * <input type="text" value="Select"/></p> <p>Name of cemetery: * <input type="text"/></p> <p>Type of cemetery?    <input checked="" type="radio"/> Lawn   <input type="radio"/> Monumental</p> <p>Section: <input type="text"/></p> <p>Row: <input type="text"/></p> <p>Grave number: <input type="text"/></p> <p>Religious emblem:    <input checked="" type="radio"/> None   <input type="radio"/> Cross   <input type="radio"/> Star of David (Jewish)</p> <p>Personal inscription :</p> <p>Line 1: <input type="text"/> (40 characters remaining)</p> <p>Line 2: <input type="text"/> (40 characters remaining)</p> <p>Will there be a second interment?    <input type="radio"/> Yes   <input checked="" type="radio"/> No</p> <ul style="list-style-type: none"> <li>Select <b>Yes</b> or <b>No</b> regarding whether or not you have the right of burial.</li> </ul>

# Respond to Offer of Official Commemoration

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Type of Commemoration	Details
	<ul style="list-style-type: none"> <li>From the <b>Commemoration State</b> drop down list, select the state the commemoration is to be located in.</li> <li>In the <b>Name of cemetery</b> field, enter the name of the cemetery you would like a burial in.</li> </ul> <div style="border: 1px solid #ccc; padding: 5px; margin: 5px 0;">  As long as the OAWG can comply with any requirements or regulations a particular cemetery may have, the choice of cemetery is entirely up to the family.         </div> <ul style="list-style-type: none"> <li>Select the <b>Type of cemetery</b> provided above, eg Lawn or Monumental.</li> <li>Enter the <b>Section, Row</b> and/or <b>Grave number</b>.</li> <li>Optional - select if you would like a <b>Religious emblem</b> and which one eg, Cross or Star of David.</li> <li>Optional - in the <b>Personal inscription</b> fields, enter a personal message.</li> </ul> <div style="border: 1px solid #ccc; padding: 5px; margin: 5px 0;">  The inscription can be two lines with a maximum of 40 characters per line.         </div> <ul style="list-style-type: none"> <li>Select if there is a second interment planned.</li> </ul>
Placement of Ashes	<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <b>Commemoration State: *</b> <input type="text" value="Select"/> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <b>Name of crematorium where ashes are to be placed: *</b> <input type="text"/> </div> <div style="border: 1px solid #ccc; padding: 5px;"> <b>Name of niche garden: *</b> <input type="text"/> </div> <ul style="list-style-type: none"> <li>From the <b>Commemoration State</b> drop down list, select the state the commemoration is to be located in.</li> <li>In the <b>Name of the crematorium where ashes are to be placed</b> field, enter the crematorium name you would like the veteran's ashes placed in.</li> </ul> <p>Or</p> <ul style="list-style-type: none"> <li>In the <b>Name of niche garden</b> field, enter the niche garden name where you would like the veteran's ashes placed at in the crematorium listed above.</li> </ul>

6. Select **Yes** or **No** regarding whether the service and veteran details displayed on screen are correct or not.



If you have selected 'No', specify what details are incorrect and upload appropriate official evidence, eg discharge certificate.

7. Select **Yes** or **No** regarding whether you are the addressee, or responding on behalf of the addressee for the commemoration offer.
8. If you selected **No**, complete the **Given name(s), Family name, Title, Gender** and **Relationship to Veteran** fields.
9. Complete the following contact details:

Delivery Method	Details
*Mobile or Phone	<ul style="list-style-type: none"> <li>Select which phone number type you are providing.</li> </ul>

# Respond to Offer of Official Commemoration

OAWG

Delivery Method	Details
Contact Mailing Address	<ul style="list-style-type: none"> <li>Select if the address is <b>Within Australia</b> or <b>Overseas</b>.</li> </ul> <p><b>Within Australia</b></p> <div style="border: 1px solid black; padding: 5px;"> <p>Where is the mail address: <input checked="" type="radio"/> Within Australia <input type="radio"/> Overseas</p> <p>Unit / street number: * <input type="text"/></p> <p>Street name: * <input type="text"/></p> <p>Suburb: * <input type="text"/></p> <p>Postcode: * <input type="text"/></p> <p>State: * <input type="text" value="Select"/></p> <p>Other contact details:</p> <p>Email address: <input type="text"/> Fax: <input type="text"/></p> </div> <ul style="list-style-type: none"> <li>Complete all mandatory fields.</li> </ul> <p><b>Overseas</b></p> <div style="border: 1px solid black; padding: 5px;"> <p>Where is the mail address: <input type="radio"/> Within Australia <input checked="" type="radio"/> Overseas</p> <p>Address line 1: * <input type="text"/></p> <p>Address line 2: <input type="text"/></p> <p>Address line 3: <input type="text"/></p> <p>City / Suburb / Town: * <input type="text"/></p> <p>Post or ZIP code: * <input type="text"/></p> <p>Country: * <input type="text" value="Select"/></p> <p>Other contact details:</p> <p>Email address: <input type="text"/> Fax: <input type="text"/></p> </div> <ul style="list-style-type: none"> <li>Complete all mandatory fields.</li> <li>In the <b>Other contact issue(s)</b> field, enter information on any other issues with the provided contact details.</li> <li>In the <b>Email address</b> field, enter the contactable person's email address.</li> <li>In the <b>Fax</b> fields, enter the <b>Area</b> code and fax <b>Number</b>.</li> </ul>

10. If you selected **Yes** to being the addressee, or responding on behalf of the addressee to the commemoration offer, selected **Yes** or **No** if the contact details on the commemoration offer are correct.



If you selected 'No', complete the Mobile / Phone and Address fields.

11. Click on the **Save** button.

# Respond to Offer of Official Commemoration

OAWG

The Application for Official Commemoration offer success message displays.

## Respond to Application for Official Commemoration offer



**Your selection has been successfully received.**

You can track the progress of the commemoration by entering your offer reference number on the [Commemoration progress](#) page. You may also wish to use a service badge on a private memorial. To do this, you will need to [Download a Permission to Use Service Badge letter \(PDF\)](#) and present it to your commemoration provider.

Please note it may take several days for us to process your response and we will not contact you again until the commemoration is complete, or we need to clarify your response with you.

If you have any questions please contact the Office of Australian War Graves on 133 254 (metropolitan) or 1800 026 185 (regional).

### Response summary

 [Print version](#)

Offer reference number: **20IG 318D**

Veteran file number: **NAGX6398**

### Response details

Do you wish to use the veteran preference? **No**

Would you like us to provide an official commemoration? **Yes**

What type of commemoration would you like provided? **Memorial in a Garden of Remembrance**

Location: **Australian Capital Territory Garden of Remembrance**

### Service details

NAME:	<b>J. Smith BEM</b>	
DATE OF DEATH:	<b>03/04/2013</b>	AGE AT DEATH: <b>66</b>
SERVICE BADGE:	<b>AUSTRALIAN REGULAR ARMY BADGE</b>	
SERVICE NO.:	<b>amf99</b>	
RANK:	<b>SAILMAKER</b>	
UNIT:	<b>SALVAGE SERVICE</b>	

Are the service and veteran details correct? **Yes**

### Contact details for this response

Are you the addressee, or responding on behalf of the addressee, to the commemoration offer? **Yes**

Are the contact details correct? **Yes**



You can download the permission to use a service badge letter by following the link at the top of the page.

# Respond to Offer of Official Commemoration

OAWG

## Pre-selected Preferences

Veterans who have been assessed as eligible for an official commemoration can pre-select their commemoration preferences.

These preferences will be displayed in both the letter of offer and in the online offer response.

These are only a preference and can be overridden by NoK when the offer of commemoration is made.

## To override or use pre-selected commemoration preferences

1. In the **Offer reference number** field, enter your offer reference number supplied on your letter of offer.
2. In the **Veteran file number** field, enter the file number of the veteran as supplied in your letter of offer.
3. Click on the **Retrieve offer** button.

*The Respond to Application for Official Commemoration offer screen is displayed*

### Respond to Official Commemoration offer

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Offer reference number: **9QB1 M032**

Veteran file number: **NAGX6397**

**Veteran commemoration preference recorded**

We have a record showing the veteran lodged the following official commemoration preference with the Office of Australian War Graves:

Preference recorded on: **11/04/2013**

**Memorial in a Garden of Remembrance**

Location: **Australian Capital Territory Garden of Remembrance**

Do you wish to use the veteran's preferences?  Yes  No

Are the details recorded correct?  Yes  No

**Service details**

NAME:	<b>A. Smith BEM</b>	
DATE OF DEATH:	<b>08/04/2013</b>	AGE AT DEATH: <b>74</b>
SERVICE BADGE:	<b>AUSTRALIAN MILITARY FORCES</b>	
SERVICE NO.:	<b>amf02</b>	
RANK:	<b>SAILOR</b>	
UNIT:	<b>SALVAGE SERVICE</b>	

Are the service and veteran details correct?  Yes  No

**Contact details for this response**

Are you the addressee, or responding on behalf of the addressee, to the commemoration offer?  Yes  No

Are the contact details correct?  Yes  No

Veteran's preferences

Use or override preferences



## Respond to Offer of Official Commemoration

OAWG

4. Select **Yes** or **No** regarding whether or not you would like to use the veteran's pre-selected preferences.



If 'No' is selected, you will need to specify what type of commemoration you would like to receive.