



## Overview

Veterans who have died after a war or conflict may be officially commemorated.

The memorials are provided and maintained at the expense of Office of Australian War Graves (OAWG) 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 particular cemetery where the memorial is to be placed.

Every headstone or plaque is inscribed (where known) with the person's:

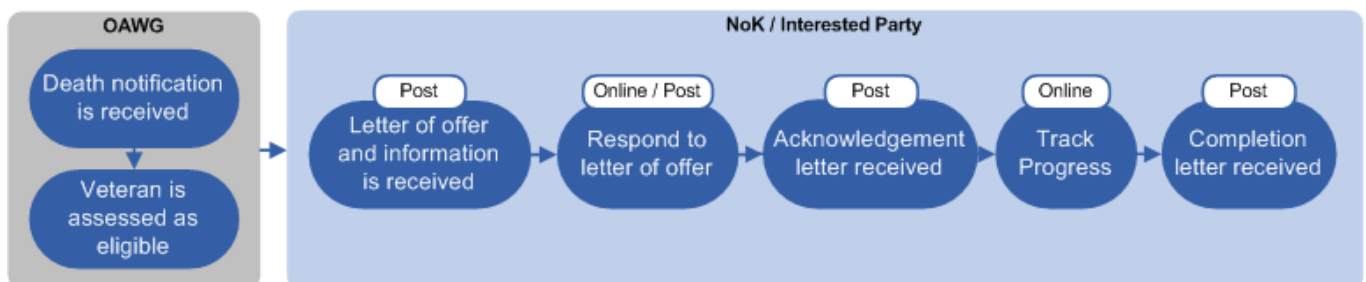
- national emblem or Service badge
- name (initials and surname)
- service number (if applicable)
- rank and unit
- date of death
- age at death (optional)
- religious emblem (optional)
- a personal inscription chosen by relatives (optional).



Official commemorations provided by the OAWG may not be altered or amended in any way.

## Official Commemorations





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





## 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).

The table below outlines eligibility requirements for an official commemoration.

Veteran	Eligibility Requirements
<b>War Dead</b>	
World War I (4 August 1914 – 31 August 1921)  World War II (3 September 1939 – 31 December 1947)	Death in Service from any cause during the war period.  Death post-Service during the war period where death is attributable to Service
Member who died after World War II on operational service in an operational area or as a member of a United Nations' peacekeeping operation	Death in Service whilst on operational (peacekeeping) service in the operational (peacekeeping) area during the period for the particular service specified in the <i>VEA</i> .  Death during the specified period outside of the operational (peacekeeping) area from a condition incurred while on operational (peacekeeping) service in the area.
'Warlike' Service	Death in Service whilst on 'Warlike' Service during the designated period of 'Warlike' Service specified in the <i>VEA</i> or the <i>MRCA</i> .  Death during the specified period outside of the 'Warlike' area of operations from a condition incurred whilst on 'Warlike' Service in the area.
'Non-Warlike' Service	Death in Service whilst on 'Non-Warlike' Service during the designated period of 'Non-Warlike' Service specified in the <i>VEA</i> or the <i>MRCA</i> .  Death during the specified period outside of the 'Non-Warlike' area of operations from a condition incurred whilst on 'Non-Warlike' Service in the area
<b>Post-War / Conflict Dead</b>	
Veterans who die after a war or after operational, peacekeeping, 'Warlike' or 'Non-Warlike' Service	For veterans seeking a determination under the <i>VEA</i> , death must be taken by the Repatriation Commission to have been war caused under <i>VEA</i> s8.  For veterans seeking a determination under the <i>MRCA</i> , death must be attributable by the Military Rehabilitation and Compensation Commission to an occurrence on 'Warlike' or 'Non-Warlike' Service
Victoria Cross recipients	Recipient of the Victoria Cross. Cause of death is immaterial
Ex Prisoners of War	Former Prisoner of War. Cause of death is immaterial
Totally and Permanently Incapacitated veterans (Recipients of the <i>VEA</i> Special Rate Pension; recipients of the <i>MRCA</i> Special Rate Disability Pension)	In receipt of Special Rate ( <i>VEA</i> ) or Special Rate Disability ( <i>MRCA</i> ) Pension. The veteran must also have had operational, peacekeeping, 'Warlike' or 'Non-Warlike' service, but the TPI condition does not need to be related to such service. Cause of death is immaterial
Veterans with multiple	In receipt of the maximum rate of pension for multiple amputees under <i>VEA</i>



# Official Commemoration

OAWG

Veteran	Eligibility Requirements
amputations as a result of service in war or conflict	s27. Cause of death is immaterial
Veterans in receipt of the Extreme Disablement Adjustment (EDA) under the VEA.	In receipt of the EDA. Cause of death is immaterial



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

You can respond to the offer in two ways:

- post
- [dva.gov.au](https://dva.gov.au) website

### Post

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

### [dva.gov.au](https://dva.gov.au) website

The [dva.gov.au](https://dva.gov.au) 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.*

### Respond to Application for 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.

#### Complete the following:

Offer reference number: \*

Veteran file number:

Retrieve offer

Clear

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 Application for Official Commemoration offer

This page is for those who have received an Application for Official Commemoration. The application can be completed by filling in the application details below.

Offer reference number: 123456789

Veteran file number: SX1234678

#### Please complete the following details:

Do you wish to receive 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.



The commemoration form displays.

**Please complete the following details:**

Do you wish to receive an official commemoration? ☒ Yes ☐ No

What type of commemoration would you like provided?

☐ Memorial in a Garden of Remembrance  
☐ Burial in a Cemetery  
☐ Placement of Ashes

Commemoration Selection

**Service details**

NAME: **FRED E. SMITH**  
DATE OF DEATH: **03/03/2011** AGE AT DEATH: **90**  
BADGE: **Army**  
SERVICE NO.: **123456789**  
RANK: **Private**  
UNIT: **23 Battalion**

Service details to be displayed on the commemoration

Are the service and veteran details correct? ☐ Yes ☐ No

**Contact details for this response**

Are you the addressee on the commemoration offer? ☐ Yes ☐ No  
Are the contact details on the commemoration offer correct? ☐ Yes ☐ No

Contact details

Reset Save Clear

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	<p>Location: <input type="text" value="Select"/></p> <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>



# Official Commemoration

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Type of Commemoration	Details
Burial in a Cemetery	<div><p>Do you have the right of burial? <input 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 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 type="radio"/> None <input type="radio"/> Cross <input type="radio"/> Star (Jewish)</p><p>Personal inscription</p><p>Line 1: (40 characters max) <input type="text"/></p><p>Line 2: (40 characters max) <input type="text"/></p><p>Will there be a second interment? <input type="radio"/> Yes <input type="radio"/> No</p></div> <ul style="list-style-type: none"><li>• Select <b>Yes</b> or <b>No</b> if you have the right of burial.</li><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><p>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.</p></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</b>, <b>Row</b> and <b>Grave number</b>.</li><li>• Optional, select if you would like a <b>Religious emblem</b> and which one eg, None, Cross, Star or Crescent.</li><li>• Optional, in the <b>Personal inscription</b> fields, enter a personal message.</li></ul> <div><p>The inscription can be two lines with a max of 40 characters per line.</p></div> <ul style="list-style-type: none"><li>• Select if there is a second interment planned.</li></ul>
Placement of Ashes	<div><p>Commemoration state: <input type="text" value="Select"/></p><p>Name of crematorium where ashes are to be placed: <input type="text"/></p><p>Name of niche garden: <input type="text"/></p></div> <ul style="list-style-type: none"><li>• From the <b>Commemoration state</b> drop down list, select the state the</li></ul>



# Official Commemoration

OAWG

Type of Commemoration	Details
	<p>commemoration is to be located in.</p> <ul style="list-style-type: none"><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** if the service and veteran details displayed on screen are correct or not.



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

7. Select **Yes** or **No** if you are the addressee, or responding on behalf of the addressee for the commemoration offer.
8. Select **Yes** or **No** if the contact details on the commemoration offer are correct.
9. If you selected **No** to the previous question, complete the **Given name(s)**, **Family name**, **Title**, **Gender** and **Relationship to veteran** fields.
10. 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>
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><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></div> <ul style="list-style-type: none"><li>Complete all fields.</li></ul> <p><b>Overseas</b></p>





# Official Commemoration

OAWG

Delivery Method	Details
	<div><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 / Town / Suburb: <input type="text"/></p><p>Post or Zip Code: <input type="text"/></p><p>Country: <input type="text" value="Select"/></p></div> <ul style="list-style-type: none"><li>Complete all fields.</li></ul>
Other Contact details	<ul style="list-style-type: none"><li>In the <b>Other contact issue(s)</b> field, enter information on any others 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>

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

*The Application for Official Commemoration offer success message displays.*

## Respond to Application for Official Commemoration offer

### Your application has been successfully received.

You can track the progress of the commemoration by entering your application reference number on the [Commemoration progress](#) page. You may also wish to use a service badge on a private memorial. [Download Permission to Use Service Badge Letter \(PDF\)](#).

If you have any further questions please contact the Office of Australian War Graves on 1800 026 185

#### Response summary

[Print version](#)

Offer reference number: **123456789**

Veteran file number: **SX1234678**

#### Memorial in a Garden of Remembrance

Location: Brisbane

#### Service details

NAME:	FRED E. SMITH	AGE AT DEATH: 90
DATE OF DEATH:	03/03/2011	
BADGE:	Army	
SERVICE NO.:	123456789	
RANK:	Private	
UNIT:	23 Battalion	

#### Contact details for this response

Are you the addressee on the commemoration offer? **Yes**

Are the contact details on the commemoration offer correct? **Yes**



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

## 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.

### 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.*

Veteran's preferences

Use or override preferences

### Respond to Application for Official Commemoration offer

This page is for those who have received an Application for Official Commemoration. The application can be completed by filling in the application details below.

Offer reference number:	123456789
Offer letter date:	12/08/2014
Veteran file number:	SX1234678

**Veteran preference recorded**  
We have a record showing that the veteran recorded a commemoration preference with the Office of Australian War Graves before death. The preference recorded was:  
Preference recorded on: 12/12/2012  
**Memorial in a cemetery** | [Change / update preferences](#)

Name of cemetery:	Toowoong, Brisbane
Type of cemetery:	Memorial
Section:	Catholic
Row:	5
Grave number:	23
Religious emblem:	None

Do you wish to use the veterans preferences? ☐ Yes ☐ No  
Are the details recorded correct? ☐ Yes ☐ No  
Personal inscription (line 1):   
Personal inscription (line 2):

4. Select **Yes** or **No** if you would like to use or the veteran's pre-selected preferences.



## Commemoration Progress

You can follow the progress of the official commemoration you have accepted by visiting the Commemoration progress page.

### Commemoration progress

If you have accepted an offer for an official commemoration you can track the progress of the commemoration by entering the offer reference number below. The offer reference number can be found on the top left of the Offer of Official Commemoration letter. If you cannot find your offer reference number please contact the Office of Australian War Graves on 133 254 (metropolitan) or 1800 026 185 (regional), or email us at [Online\\_Services\\_Support@dva.gov.au](mailto:Online_Services_Support@dva.gov.au).

Application reference number:

Retrieve progressClear

### To view the progress of the commemoration:

1. In the **Application reference number**, enter your reference number as per your offer pack.
2. Click on the **Retrieve progress** button.

*The progress for the specified application reference number is displayed.*

### Progress for application reference number: 123456789

Date offer sent:	22/08/2012
Date acceptance received:	02/09/2012
Date acknowledgement sent:	03/09/2012
Date commemoration ordered:	15/10/2012
Commemoration completed:	12/02/2013

[View commemoration details](#)



Allow six months for its completion by OAWG, cremation memorials are normally completed within four months.