



## CMC Funeral Service Delivery Policy

### 1. Policy Statement

The Canberra Muslim Community Executive Committee (CMC EC) reserves the right and holds sole authority to establish, manage, and deliver a fit-for-purpose, dignified, and cost-effective funeral service for the Muslim community, using CMC facilities and resources at the Gungahlin Mosque (GM).

This policy ensures transparency, accountability, and alignment with CMC's objectives, interests, and priorities. It also provides a clear framework to guide service planning and delivery.

### 2. Governance Framework

The CMC EC retains full governance, decision-making authority, and oversight of all funeral service activities undertaken or delivered to meet community needs. Under this policy, the CMC EC will not enter into or permit any partnerships, arrangements or service agreements with external provider/s.

### 3. Purpose

- Ensure funeral services are delivered with dignity, religious and cultural sensitivity.
- Build organisational and community trust and capacity.
- Ensure appropriate resourcing to support sustainable service delivery.
- Establish a clear governance and operational framework for funeral services from the GM.
- Define the scope, timing, and eligibility criteria of CMC funeral services.
- Support engagement with relevant government agencies and stakeholders, where appropriate.

### 4. Principles

The CMC funeral services are guided by the following principles:

- Respect and Compassion: Honouring the deceased and supporting families with dignity.
- Access and Inclusivity: Striving to provide services without discrimination.
- Religious and Cultural Sensitivity: Adherence to Islamic requirements and community expectations.
- Accountability and Transparency: Clear communication of roles, processes, and any costs.
- Confidentiality and Privacy: Protection of all personal and family information.

### 5. Scope of Funeral Services

The CMC will establish and manage its own funeral services delivered from the GM premises, including the provision of appropriate facilities, equipment, and trained personnel.

These services may include collection, washing, and shrouding of the deceased, coordination of Janazah prayers and burial arrangements, liaison with cemeteries and relevant authorities, transportation of the deceased, and the provision of spiritual and pastoral support to families.

### 6. Operations and Facilities

Funeral services will commence only after the CMC EC has confirmed that all required facilities, equipment, and trained personnel are fully available and in place.

The CMC EC will appoint a Funeral Services Coordinator to act as the primary point of contact. All funeral service requests must be submitted through this designated CMC contact point, who will then notify to the CMC EC for consideration.



**7. Staffing and Volunteers**

Roles and Responsibilities

Only personnel who are appropriately trained and formally approved may undertake the washing and shrouding of the deceased. Gender-specific requirements must be strictly observed at all times.

Training and Conduct

All personnel must receive training in relevant religious practices, workplace health and safety and infection control requirements, and confidentiality and professional conduct. Personnel are required to conduct themselves with respect and compassion, demonstrate cultural and religious sensitivity, and maintain strict confidentiality at all times.

**8. Health, Safety, and Risk Management**

The CMC EC will ensure compliance with all applicable workplace health and safety and public health requirements, including the use of personal protective equipment (PPE) where required. Regular risk assessments will be conducted to identify and manage risks associated with funeral service operations and facilities.

**9. Collaboration with External Parties**

The CMC EC may, at its full discretion and without entering into any arrangements or partnerships, collaborate with external organisations (such as cemeteries, funeral transport providers, or hospitals) where such collaboration is deemed necessary to meet community needs.

**10. Review, Accountability, and Approval**

The CMC EC will oversee and monitor the implementation and outcomes of this policy, with formal reviews conducted as needed and regular assessments undertaken to evaluate its effectiveness.

This policy shall take effect immediately upon approval by the CMC EC.

**Approved by:** CMC Executive Committee

**Date Approved:** 6 May 2026

**Version Control**

Version	Date	Author / Approved By	Summary of Changes
v0.1- Final	6 May 2026	CMC EC	Final Copy