



**METROPOLITAN
CEMETERIES BOARD**

**INFORMATION
STATEMENT**

FREEDOM OF INFORMATION ACT 1992

INTRODUCTION

This statement is published in accordance with Part 5 Section 94 of the Freedom of Information (FOI) Act 1992 which requires each government agency to prepare and publish annually an Information Statement that contains:

- Detailed information about the operations of the Metropolitan Cemeteries Board (MCB),
- The types of documents held by the MCB, and
- The way in which members of the public may obtain access to these documents

This document may be viewed on the Metropolitan Cemeteries Board's website at www.mcb.wa.gov.au or it can be obtained free of charge from:

By Post:

Director, Finance and Business
Metropolitan Cemeteries Board
PO Box 53
Claremont WA 6910

In Person:

Business Hours: Monday to Friday 8.30 am to 5.00 pm

Director, Finance and Business
Metropolitan Cemeteries Board
Karrakatta Cemetery
Railway Road
Karrakatta WA 6010

By Phone:

Telephoning 9383 5200

ABOUT THE MCB

Who we are

The Metropolitan Cemeteries Board (MCB) is an independent statutory authority in Western Australia established under Section 10 of the *Cemeteries Act 1986* and is responsible to the Minister for Local Government and Regional Development.

The MCB is comprised of an independent Board and a staff of some 120 Full Time Equivalent employees. The Board's employees are committed to delivering exceptional service by ensuring the highest levels of accuracy, efficiency and delivery of our products and services guided at all times by our values of Compassion, Respect and Understanding.

Our Role

As WA's principal cemetery manager the MCB is charged with the responsibility of caring for the memories and heritage of West Australians through the provision of dignified and culturally appropriate facilities and services for burial, cremation and commemoration.

This is achieved through the ongoing management and maintenance of five cemeteries and the development of a new facility at Baldivis, south of Perth.

These five cemeteries comprise infrastructure and facilities which enable the Board to provide the following services to the public:

- Lawn, monumental and traditional burial areas;
- Cremation facilities;
- Mausoleum entombment; and
- Memorial supply and placement

Our Strategic Direction

Our Vision: Achieving Excellence in the provision of world class cemetery facilities and services

Our Mission: To Commemorate a Life By:

Providing Sustainable Cemetery Services and Facilities

Four outcome areas have been established to achieve our vision and mission. These outcome areas focus on the MCB delivering products and services to our customers that reflect the organizations values of Customer Service Excellence, Integrity, Inspired People and Sustainability:

1. Excelling in Customer Service
2. Building and Expanding our Capability
3. Planning for Business Sustainability; and
4. Influencing and Shaping our Environment

Persons Affected by the Board's Operations

Persons affected by the Board's operations include:

- Bereaved Families;
- Funeral Directors;
- Central Government Agencies;
- Suppliers;
- Community Groups and Leaders;
- Local Government Authorities; and
- Members of the public

Board Responsibilities

The Board's responsibilities under the Cemeteries Act and the Cremations Act include:

- The management and maintenance of cemeteries and crematoria;
- The licensing of funeral directors;
- Control of memorials;
- Setting of fees and charges;
- The regulation of burials; and
- The management of closed cemeteries

DECISION MAKING STRUCTURE

The Board

The Metropolitan Cemeteries Board is governed by an independent Board established under Section 7(1) of the *Cemeteries Act 1986*. The Board is a body corporate with perpetual succession and is established by the responsible Minister.

The Board comprises not less than 3 and not more than 7 persons appointed by the Minister with the Chief Executive Officer as ex-officio.

Organisational Structure

The organisational structure is detailed in Appendix 1.

The Metropolitan Cemeteries Board consists of 4 divisions.

Planning and Operations Division – Director, Planning & Operations, reporting to the CEO

The Planning and Operations Division manages the Board's infrastructure including buildings, security, fleet/machinery, pavement and any other construction on Board property. The division also undertakes the project management of capital and minor works at all Board sites, and oversees the development and maintenance of Master Cemetery Plans for Board properties.

The Planning and Operations Division is also responsible for funeral preparation including burials, cremations and mausoleum entombments. This includes managing the service standards in the chapels / condolence lounges, crematoria and mausoleums and monitoring the work done by the monumental masons to ensure compliance with the Board's by-laws.

In addition, the division is responsible for planning / developing rose gardens, landscaped gardens and lawns, as well as the general environment of all the Board's sites. Many of our staff are qualified horticulturists and they take pride in maintaining our sites to a high standard for the pleasure and comfort of visitors.

Client Services Division – Director, Client Services, reporting to the CEO

The Client Services Division manages the public interface for the Board. It is also responsible for:

- The development and implementation of appropriate products and services relating to funerals and commemoration.
- The development and maintenance of close working relationships with key stakeholders including Funeral Directors, Clergy, Civil Celebrants and community groups.

- Ensuring that the products, services and programs are effectively communicated to the Community

Finance and Business Services Division – Director, Finance & Business Services, reporting to the CEO

The Finance and Business Services Division is responsible for meeting the needs of all our "stakeholders" through the provision of accurate, timely and informative financial information. The division ensures that information provided complies with the International and Australian Accounting Standards, the Financial Administration & Audit Act and the Treasurer's Instructions. The division is also responsible for providing the Board with Information Technology services and ensuring appropriate insurance for the Board's facilities and operations.

HR Division – under the direction of the CEO

Effective, sensitive, caring and well trained people who are doing the right things at the right time and in the right place are at the heart of our services.

The HR Division (incorporating human resource management) is responsible for providing strategic leadership that fosters and manages best practice human resource and organisational development policies, strategies and consultancy services that build the capacity of the organisation through continuous improvement and cultural change.

LEGISLATIVE COMPLIANCE

The Metropolitan Cemeteries Board is a body corporate with perpetual succession and its responsibilities are described in its enabling legislation - the *Cemeteries Act 1986*.

By-laws gazetted in 1992 set out administrative and general provisions for operating cemeteries under its control and the Board also has powers under the Cremations Act 1929.

The functions of the Metropolitan Cemeteries Board are set out in Section 24 of the *Cemeteries Act 1986*. The Board administers in accordance with provisions of the *Cemeteries Act 1986* and, in the performance of its functions, complies with the following laws:

Other State legislation impacting on the Board's activities include:

- Corporations (Western Australia) Act 1990 ('Corporations Law')
- Corruption and Crime Commission Act 2003
- Disability Services Act 1993
- Electronic Transactions Act 2003
- Equal Opportunity Act 1984
- Financial Management Act 2006
- Freedom of Information Act 1992
- Industrial Relations Act 1988 (Federal)
- Industrial Relations Act 1979 (Employment Acts, State)
- Library Board of Western Australia Act 1951
- Minimum Conditions of Employment Act, 1993
- Occupational Safety and Health Act 1984
- Payroll Tax Assessment Act 2002
- Public and Bank Holidays Act 1972
- Public Sector Management Act 1994
- Stamp Act 1921
- State Supply Commission Act 1991
- Workers' Compensation and Assistance Act 1981
- Workplace Agreements Act 1993
- Workplace Relations Act 1996 (Federal)

PUBLIC PARTICIPATION IN POLICY FORMULATION AND PERFORMANCE OF AGENCY FUNCTIONS

The Board's primary mission requires the provision of cemetery management services within the metropolitan area of Perth in accordance with the provisions of the *Cemeteries Act 1986* and its associated by-laws.

The avenue for public participation in the formulation of the organisation's policy making and performance is somewhat limited, although the appointed Board represents a cross section of community interests and regular feedback is obtained from stakeholders and clients.

DOCUMENTS HELD BY THE BOARD

Cemetery management related documents broadly fall into the following categories:

Cemetery Records

A computerised record of burials, cremations and entombments

Board Minutes and Papers

Minutes of meetings of the Board and associated papers

Corporate Files

Files detailing correspondence with various Agencies, Ministers, other organizations and members of the public

Board Policy Manuals

Manuals detailing the Board's policies and procedures in specific areas where it has discretionary powers

Financial and Investment Reports

Files with documentation detailing financial and investment data

Information Technology Files and Data

Hardcopy files and computerized information relating to the functioning of the Board's computer system

Publications

Various literature and publications providing information on the services, products and activities of the Board

ACCESS ARRANGEMENTS TO DOCUMENTS

Documents Generally Available Outside the Freedom of Information (FOI) Act

Personal Information

Generally, access to one's own personal information outside FOI will be given free of charge. Where access is not granted the person may seek access under FOI.

Access may be obtained by writing to:

Director, Finance and Business
Metropolitan Cemeteries Board
PO Box 53
Claremont WA 6910

Copies of personal information can be sent to the person or the person may inspect the documents at the Board's office. In the latter case, an appointment may be necessary.

Administrative Policies and Promotions Material

These are available free of charge by writing to the Board (as above) or personally calling at the Board's office at Karrakatta between 8.30 am and 5.00 pm Monday to Friday.

Documents Subject to FOI

Access to non-personal information, apart from that specified above is subject to a formal request under FOI.

Making an FOI Application

A formal application under FOI must be:

- In writing
- Accompanied by an application fee of \$30 (note: requests for personal information are free)
- Addressed to:

FOI Coordinator
Metropolitan Cemeteries Board
PO Box 53
Claremont WA 6910

ACCESS ARRANGEMENTS TO DOCUMENTS (continued)

The Board must respond to an FOI application within 45 days.

Freedom of Information Charges

The following is a scale of fees and charges set under the FOI Act Regulations. However, apart from the application fee for non-personal information, all charges are discretionary.

Personal information about the applicant	No Fee
Application fee (for non personal information)	\$30.00
Charge for time dealing with the application (per hour or pro rata)	\$30.00
Access time supervised by staff (per hour or pro rata)	\$30.00
Photocopying staff time (per hour or pro rata)	\$30.00
Per photocopy	\$0.20
Transcribing from tape, film or computer (per hour or pro rata)	\$30.00
Duplicating a tape, film or computer information	Actual Cost
Delivery, packaging and postage	Actual Cost

The FOI Act also permits the Board to request:

Advance deposit of the estimated charges	25 per cent
Further advance deposit to meet charges for dealing with the application	75 per cent

For financially disadvantaged applicants or those issued with prescribed pensioner concession cards, the charge payable is reduced by 25 per cent.

Refusal of Access

Applicants who are dissatisfied with a decision of the Board about access to information are entitled to ask for an **internal review** by the Board. Application should be made in writing within 30 days of receiving notice of the decision.

The applicants will be notified of the outcome of the review within 15 days.

If the applicant still disagrees with the result they can then apply to the Information Commissioner for an **external review**. Details of this process will be given to applicants when the internal review decision is issued.