

OUR VISION

Achieving excellence in the provision of world class cemetery facilities and services.



OUR MISSION

To provide cremation, burial and memorialisation services of the highest quality, delivered in a way that shows care for people and sensitivity to their values and beliefs.



OUR APPROACH TO FEEDBACK

The Metropolitan Cemeteries Board believes good communication with our clients and visitors helps us to improve the services we provide. We welcome your feedback if you feel there are ways we can provide better service or if we haven't met your expectations. Equally, please let us know if you have found our service helpful.

If you contact us with your feedback, we will:

- acknowledge your correspondence
- take your contact details to ensure that you receive a response if we are not able to answer queries immediately
- treat a complaint as genuine and investigate thoroughly
- respond within 15 working days if you contact us in writing by fax, email or post
- deal with all complaints in confidence, without discrimination or bias.

You may lodge your feedback:

- in person at our Karrakatta, Fremantle or Pinnaroo offices
- by telephone – call 1300 793 109
- in writing – to the Metropolitan Cemeteries Board, PO Box 53, Claremont WA 6910
- by fax – to (08) 9384 9273
- by email – mcb@mcb.wa.gov.au

The Australian Government's interpreting service (TIS) can supply telephone or on-site interpreting. It is available 24 hours a day, 7 days a week to anywhere in Australia for the cost of a local call. Phone 131 450.

For the hearing impaired, clients may seek the services of the telephone typewriter (TTY) 133 667 or through the National Relay Service at www.relayservice.com.au

If you are not satisfied with the way your feedback has been handled or we are not able to resolve your complaint, you may wish to contact the State Ombudsman for an independent assessment.

Telephone: (08) 9220 7555 or freecall 1800 117 000 (outside Perth metro area only) or email mail@ombudsman.wa.gov.au



METROPOLITAN
CEMETERIES BOARD



PO Box 53, Claremont
Western Australia 6910
Telephone: 1300 793 109
Fax: (08) 9384 9273
Email: mcb@mcb.wa.gov.au



METROPOLITAN
CEMETERIES BOARD



CUSTOMER SERVICE CHARTER

The Metropolitan Cemeteries Board is a fully self supporting statutory authority of the Government of Western Australia. Our role is to provide dignified, culturally appropriate facilities for burial, cremation and commemoration. We are committed to providing the highest levels of customer service. This charter sets out how we aim to do this.

As a leader in cemetery management we show these values to our customers through:

- Excelling in customer service through continuous assessment.
- Acting ethically, with integrity, professionalism and courtesy.
- Creating a safe and caring workplace where inspired people can achieve with pride.
- Ensuring sustainability through caring for our community and our environment.

SERVICES WE PROVIDE

The Metropolitan Cemeteries Board provides sensitive and dignified facilities and services to meet the needs of the deceased and the bereaved. These include:

- cremation
- burial
- entombment
- memorialisation
- chapel services.

The Board manages six cemetery and memorial park sites throughout metropolitan Perth – Fremantle, Karrakatta, Midland and Guildford Cemeteries; Pinnaroo Valley and Rockingham Regional Memorial Parks.

We work towards continuous service improvement, within the bounds of relevant legislation.

We are entrusted to care for the personal memories of Western Australians and to watch over and protect the rich social history of this State held within cemeteries under our care.

OUR CUSTOMERS

We are fully committed to meeting the needs of our many and diverse customers, who include:

- The bereaved requiring interment, cremation or memorial arrangements.
- People wishing to pre-plan such arrangements for themselves, or for others, in anticipation of future needs
- Holders of pre-paid funeral agreements.
- All visitors to the cemetery, including mourners and people visiting graves and memorials.
- People with an interest in genealogical research and heritage matters.
- Industry partners including but not limited to, Funeral Directors, Monumental Masons, religious officiators and Civil Celebrants.

WHAT OUR CUSTOMERS CAN EXPECT FROM US

- Staff who are knowledgeable in all aspects of interment, cremation and commemoration, and who perform their duties with compassion, respect and understanding.
- Cemetery facilities which are peaceful, welcoming, comfortable, safe and well maintained.
- Thorough and thoughtful preparation for interments, cremations and commemoration.
- Secure identification and storage of human remains following cremation until notification of the Administrator's wishes, within the guidelines of the Cremations Act.
- Access to registers of all interments and cremations through the cemetery offices and the Board's website.
- Open and accountable information about all aspects of the Board's facilities and operations.
- Facilities and assistance for people with disabilities.
- Prompt and helpful responses to all telephone, written, electronic or personal enquiries and/or feedback.

OUR VALUES

We are committed to:

Compassion
Respect
Understanding
Integrity

