

METROPOLITAN
CEMETERIES BOARD



**FREEDOM OF INFORMATION (FOI)
INFORMATION STATEMENT**

July 2023

This Information Statement is provided in accordance with Sections 94 - 97,
Part 5 of the Freedom of Information Act 1992 (WA)

Information Statement



METROPOLITAN CEMETERIES BOARD

LOCATIONS and CONTACT DETAILS

Head Office

Karrakatta Cemetery	Address:	Railway Road, Karrakatta WA 6010
	Postal Address:	PO Box 53, Claremont WA 6910
	Telephone:	1300 793 109
	Facsimile:	(08) 9384 9273
	Email:	mcb@mcb.wa.gov.au

Other Locations

Fremantle Cemetery	Address:	Cm Carrington Road and Leach Highway Palmyra WA 6157
	Postal Address:	PO Box 222, Palmyra WA 6957
	Telephone	1300 793 109
	Facsimile:	(08) 9339 8992

Pinnaroo Valley Memorial Park	Address:	Whitfords Avenue, Padbury WA 6025
	Postal Address:	PO Box 362, Hillarys WA 6923
	Telephone:	1300 793 109
	Facsimile:	(08) 9401 3144

Midland Cemetery	Address:	Myles Road, Swan View WA 6056 (Telephone, facsimile as per Pinnaroo)
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Guildford Cemetery	Address:	Kalamunda Road, South Guildford WA 6055 (Telephone, facsimile as per Pinnaroo)
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Rockingham Regional Memorial Park	Address:	Millar Road, Baldivis WA 6171 (Telephone, facsimile as per Fremantle)
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Gnangara Aboriginal Cemetery*	Address:	Sydney Road, Gnangara WA 6065
* Conditions Apply		(Telephone, facsimile as per Pinnaroo)

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Information Statement

1. STRUCTURE AND FUNCTIONS OF THE MCB

The Metropolitan Cemeteries Board (MCB) is a fully self-supporting statutory authority.

The Board manages seven cemetery and memorial park-sites throughout metropolitan Perth:

- Fremantle Cemetery
- Karrakatta Cemetery
- Midland Cemetery
- Guildford Cemetery
- Pinnaroo Valley Memorial Park
- Rockingham Regional Memorial Park
- Gnangara Aboriginal Cemetery.

The MCB is a State Government statutory authority appointed by and responsible to the Minister for Ports; Local Government; Road Safety; Minister assisting the Minister for Transport. Revenue raised from the fees charged for various services is allocated for the provision of future services and maintenance. The MCB is a not-for-profit entity, as profit is not its principal objective.

The MCB is charged with the responsibility of caring for the memories and heritage of Western Australia through the provision of dignified and culturally appropriate facilities and services for burial, cremation, and commemoration.

Our Vision

Achieving excellence in the provision of quality cemetery facilities and services.

Our Mission

A leader in cemetery management; delivering a caring and sensitive experience with burial, cremation and memorialisation services that reflect the community's values and beliefs.

Our Values

We demonstrate our values to our staff, clients, stakeholders, and the environment through:

- Compassion
- Respect
- Understanding
- Integrity

2. MCB SPECIFIC LEGISLATIVE ENVIRONMENT

Acts and By-laws

The MCB is legislated by the following Acts and By-laws:

- Cemeteries Act 1986 (WA)
- Cremation Act 1929 (WA)
- Cremation Regulations 1954 (WA)
- Metropolitan Cemeteries Board By-law 1992 (WA)

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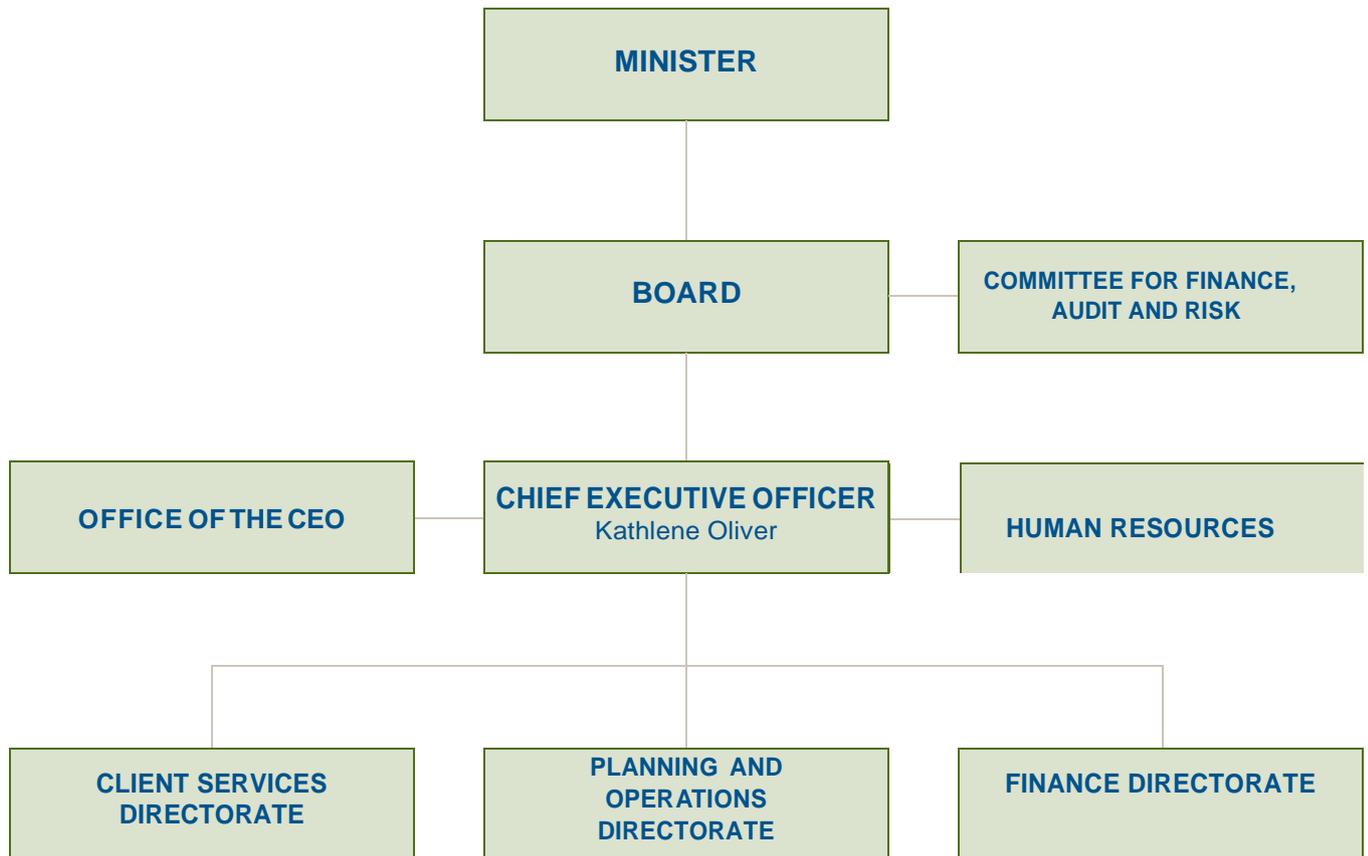
MCB Responsibilities

The MCB is governed by an independent Board established under Section 7(1) of the *Cemeteries Act 1986* (WA). The Board is a body corporate with perpetual succession and is established by the responsible Minister. The Board reports to the Minister for Local Government and comprises a chairperson and six members.

The Board's responsibilities under the *Cemeteries Act 1986* (WA) and the *Cremation Act 1929* (WA) include:

- The management and maintenance of cemeteries and crematoria
- The licencing of Funeral Directors
- Control of memorials
- Setting of fees and charges
- The regulation of burials
- The management of closed cemeteries

Organisational Structure





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3. PUBLIC PARTICIPATION

Customer Research

Comprehensive customer research is undertaken every year to provide information on the MCB's performance in meeting the needs and expectations of the community. The results are considered in the development and implementation of strategic plans and are also reported in the MCB Annual Report. As required, community consultation may also take place around particular issues or opportunities.

Internal Committees

There are some internal committees that assist in planning and policy formulation. Some of these include external representation.

Cemetery Renewal

Cemetery renewal is the redevelopment of existing cemetery burial areas to accommodate new gravesites, memorial locations, and mausoleums.

Prior to area renewal commencement, there is a 12-month public comment period. Historical research is undertaken, and each grave is assessed. Families are also invited to make submissions to have their plot retained. An overall findings report is presented to the Monument Assessment and Advisory Committee.

Monument Assessment and Advisory Committee

The MAAC comprises of historians, representatives of the WA Genealogical Council and the Office of Australian War Graves (Western Australia), and members of the Metropolitan Cemeteries Board and its staff.

4. DOCUMENTS HELD BY THE MCB

The MCB's formal documentation is stored in paper and electronic files and databases.

Documentation includes but is not limited to:

- Corporate files containing correspondence and memoranda on all aspects of the MCB's operations.
- Accounting and financial reports relating to the running of the MCB
- Annual reports
- Agency policies and guidelines

Content Manager

Content manager is an electronic document management system which MCB uses to capture and manage corporate records and information not stored in other business information systems.

Cemetery Records System

The MCB's Cemetery Records System (CRS) is a purpose-built database which manages all funeral, burial, and cremation services in accordance with relevant legislation and by-laws.



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Publications

The MCB holds and produces different types of material available to the public at no cost, outside of the freedom of information processes. This literature and publications provide information on the services, products and activities on the MCB. Such documents may include:

- Brochures
- Guides
- Application forms
- Annual reports
- Cemetery Renewal Plan

Many of the above documents can be found on the MCB website.

5. FOI PROCEDURES AND ACCESS ARRANGEMENTS

Operation of FOI in the MCB

It is the aim of MCB to make information available promptly and at the least possible cost, and whenever possible documents will be provided outside the FOI process.

If information is not routinely available, the *Freedom of Information Act 1992 (WA)* provides the right to apply for documents held by the MCB. The Act enables the public to ensure that personal information in documents is accurate, complete, up to date and not misleading.

FOI Applications

Access applications must:

- be in writing.
- give enough information so that the documents requested can be identified.
- give an Australian address to which notices can be sent.
- be lodged at the MCB with any application fee payable.

Applications and enquiries should be addressed to the Senior Knowledge Management Officer who is the designated FOI Co-ordinator. Applications and inquiries should be addressed to:

Senior Knowledge Management Officer
Metropolitan Cemeteries Board
PO Box 53
Claremont WA 6910
Email: mcb@mcb.wa.gov.au

Applications will be acknowledged in writing and applicants will be notified of the decision within 45 days.

Access Arrangements

Access to documents may be granted by way of inspection, a copy of a document, a copy of an audio or video tape, a computer disk, a transcript of a recorded, shorthand or encoded document from which words can be reproduced.



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Refusal of Access

Some documents are exempt. Schedule 1 of the Act is designed to protect essential public and private interests. However, exemptions may not be claimed unless there are good reasons to deny access to requested information. Exempt information may be personal or commercial information.

Notice of Decision

As soon as possible, but in any case, within 45 calendar days, the applicant will be provided with a notice of decision, which will include details such as:

- The date which the decision was made.
- The name and the designation of the officer who made the decision.
- If any documents are exempt documents, the reasons for classifying them exempt or the fact that access is given to an edited document.
- Information on the right to review and the procedures to be followed to exercise those rights.

Internal Review Rights

Should an applicant not be satisfied with an access decision, they have the right to apply for an internal review. An application for internal review must be lodged within 30 calendar days after being given the written notice of decision, and must:

- Be in writing.
- Give particulars of the decision to be reviewed.
- Provide an Australian address to which notices can be sent.

There is no lodgement fee for an application for internal review and there are no charges for dealing with an internal review request.

If an application for internal review is received, it will not be dealt with by the person who made the initial decision, or by any person who is subordinate to the original decision maker. The outcome of an application for internal review may result in a confirmation, variation, or reversal of the initial decision under review. Applicants will be advised of the outcome within 15 calendar days.

The address for lodgement of an internal review is:

Senior Knowledge Management Officer
Metropolitan Cemeteries Board
PO Box 53
Claremont WA 6910
Email: mcb@mcb.wa.gov.au

External Review Rights

Should an applicant not be satisfied with the decision of the internal review, they then have the right to lodge a complaint with the Information Commissioner seeking an external review of that decision. The applicant is required to lodge their complaint with the Information Commissioner's office within 60 calendar days of receiving the decision.



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FOI Charges

Charges in addition to the application fee for access to documents are made in accordance with the *Freedom of Information Act 1992 (WA)*. The scale of fees and charges is set under the *Freedom of Information Regulations 1993 (WA)*. Apart from the application fee for non-personal information (information that is not personal information about the applicant) all charges are discretionary.

The applicant has a right to request an estimate of the likely charges for the application if it is anticipated the access cost will exceed \$25.00. It is the MCB's responsibility to notify the applicant of any estimate exceeding this figure and the basis upon which it has been calculated, with the MCB to inquire as to whether the applicant wishes to proceed with the application.

The current fees and charges are as follows:

Personal information about the applicant	No fee and no charges
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	20 cents
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
Advance deposit may be required by the MCB under Section 18(1) of the Act, payable in addition to the application fee.	25% of estimated charges
Further advance deposit may be required by the MCB under Section 18(4) of the Act, payable in addition to the application fee.	75% of estimated charges

For financially disadvantaged applicants or those issued with prescribed pensioner concession cards, the charge payable is reduced by 25%. This does not apply to the \$30.00 application fee for non-personal information.