



Freedom of Information (FOI) INFORMATION STATEMENT

DECEMBER 2024

METROPOLITAN
CEMETERIES BOARD



Locations and Contact Details

HEAD OFFICE

KARRAKATTA CEMETERY

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

OTHER LOCATIONS

FREMANTLE CEMETERY

Cnr Carrington Street and Leach Highway
PO Box 222, Palmyra WA 6957
Telephone: 1300 793 109

PINNAROO VALLEY MEMORIAL PARK

Whitfords Avenue, Padbury WA 6025
PO Box 362, Hillarys WA 6923
Telephone: 1300 793 109

MIDLAND CEMETERY

Myles Road, Swan View WA 6056
(Postal Address and Telephone as per Pinnaroo)

GUILDFORD CEMETERY

Kalamunda Road, South Guildford WA 6055
(Postal Address and Telephone as per Pinnaroo)

ROCKINGHAM REGIONAL MEMORIAL PARK

Millar Road, Baldivis WA 6171
(Postal Address and Telephone as per Fremantle)

GNANGARA ABORIGINAL CEMETERY*

Sydney Road, Gnangara WA 6065
(Postal Address and Telephone as per Pinnaroo)

* Conditions Apply



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1. STRUCTURE AND FUNCTIONS

The Metropolitan Cemeteries Board is a community focused public authority, dedicated to serving the community by offering burial, cremation, and memorial services. The board is entrusted with the perpetual management and stewardship of Perth's metropolitan cemeteries, holding the history, records, culture, stories, and environment of seven diverse cemeteries and memorial parks in the region, specifically:

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

Collaborating with cultural and religious community groups, we aim to offer diverse and significant services at each location while upholding these sites for the benefit of the Western Australian community.

We provide sensitive and dignified facilities and services to meet the needs of the deceased and bereaved, including cremation, burial, entombment, memorialisation, and chapel services. We respect and support cultural diversity by complying with public sector standards, engaging with community stakeholder groups, and facilitating funerals to meet the needs and expectations of our many different faiths and traditions. We also support various local businesses and contractors.

The Metropolitan Cemeteries Board 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.

The Metropolitan Cemeteries Board operates at no cost to the government using commercial and government business principles; maintains sustainable cemetery and crematoria infrastructure through the setting of fees and charges; and provides its own funding requirements, including acquiring sufficient land for establishing new cemeteries and crematoria to meet future community needs. We work with government planning departments to ensure long-term sustainable cemeteries and crematoria within the social infrastructure for new communities.

Revenue raised from the fees charged for various services is allocated for the provision of future services and maintenance. The Board is a not-for-profit entity, as profit is not its principal objective.

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. OUR LEGISLATIVE ENVIRONMENT

Acts and By-Laws

The Metropolitan Cemeteries Board 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)

Our Responsibilities

The Metropolitan Cemeteries Board 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. It 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



3. PUBLIC PARTICIPATION

Customer Research

Comprehensive customer research is undertaken every year to provide information on our 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 our Annual Report. Community consultation may also take place around particular issues or opportunities.

Monument Assessment and Advisory Committee

The Monument Assessment and Advisory Committee is an internal committee that comprises of historians, genealogists, architects, representatives of the Office of Australian War Graves (Western Australia), and members of the Metropolitan Cemeteries Board.

The Committee was established by the Metropolitan Cemeteries Board to assess monuments in burial areas and memorial gardens designated for cemetery renewal and make recommendations to the Board with regard to redevelopment plans.

Cemetery Renewal

Karrakatta continues to be the chosen resting place for many Western Australians. It is our most prominent cemetery, and has been for generations. To ensure Karrakatta continues to serve current and future generations of Western Australians, we must continue to make new spaces available.

Karrakatta was initially expected to be completely at capacity by 2004, after first being opened in 1899. Cemetery renewal at Karrakatta has enabled the sustainable and respectful creation of more than 9,000 graves and 30,000 memorial locations to serve the needs of Western Australia, with the renewal program operating for almost 30 years.

The renewal process involves contacting the families of those buried in the renewal area giving them the option of extending the grave's grant. We understand that people don't always update their contact details or have passed on themselves, so each renewal area and individual graves have signage in place for 12 months, asking visitors to contact us to discuss their options. We also advertise in the newspaper, on our website and on social media.

At the development stage, large monuments from graves that have not been retained may be moved to a nearby garden or feature wall. If space permits, we will retain small monuments over the original grave. Where monuments cannot be retained, a small plaque bearing the person interred's name will be placed over the original grave. At no stage are any remains disturbed in the renewal process. There are currently no plans to renew areas in any of the Metropolitan Cemeteries Board's other cemeteries.



4. DOCUMENTS HELD BY US

The Metropolitan Cemeteries Board's formal documentation is stored in paper and electronic files and in databases. Documentation includes but is not limited to:

- Corporate files containing correspondence and memoranda
- Accounting and financial reports
- Annual reports
- Agency policies and guidelines
- Incident and investigation reports
- Ministerial correspondence and briefing notes
- Minutes, agenda and related papers
- Personnel information
- Contracts and agreements
- Tender and quotations

Content Manager

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

Cemetery Records System

The 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.

All communication with clients relating to specific services, locations, complaints and feedback is recorded in CRS.

4. DOCUMENTS HELD BY US

Publicly Available Documents and Records

The Metropolitan Cemeteries Board 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 Board.

The following is available to the public on our website,

- A register of all persons cremated or interred within our cemeteries are available on [Name Search](#)
- A [daily schedule of all funerals](#). At the time of planning, families may select that funeral information be kept private. In such instances, private funerals are not published, and will not be disclosed by phone or counter enquiry.
- Information about [funeral directors](#) and [monumental masons](#) who are licensed by the Metropolitan Cemeteries Board to conduct funerals or undertake monumental works within metropolitan cemeteries.
- The [code of conduct](#) for funeral directors licensed by the Metropolitan Cemeteries Board.
- [Fees and Charges](#) information which is updated annually, and published by 1 July of each year.
- Maps of our Cemeteries are available on each cemetery's web page.
 - [Karrakatta](#)
 - [Pinnaroo](#)
 - [Fremantle](#)
 - [Guildford](#)
 - [Midland](#)
 - [Rockingham](#)
- Heritage walking trails are published on the [Karrakatta](#) and [Fremantle](#) Cemetery pages. Information contained on these walking trails has been published with the consent of the families of each person on the trail.

Other documents may include:

- Brochures
- Guides
- Annual reports
- Cemetery Renewal Plan
- Policies

Many of the above documents can be found on the Metropolitan Cemeteries Board [website](#)

5. FOI PROCEDURES AND ACCESS ARRANGEMENTS

Procedures for Obtaining Access to Documents Not Publicly Available

The *Freedom of Information Act* enables a general right of access to documents held by State and local government agencies.

Members of the public may submit formal applications to access documents held by the Metropolitan Cemeteries Board which are not publicly available. In accordance with section 12 of the Act, a formal application for information must be:

- in writing
- give enough information to enable the requested documents to be identified
- give an Australian address to which notices can be sent
- Accompanied by the applicable fee, unless the information relates to personal information of the applicant, in which case it is free of charge. Additional charges may be applied for processing of non-personal information
- Addressed to the Freedom of Information coordinator

Personal information Held by the Board

Citizens have a right to amend personal information in a document held by the Metropolitan Cemeteries Board to ensure that the agency does not unfairly harm the person referred to, does not misrepresent facts or does not give a misleading impression.

Applicants must provide details, and if necessary, documentation in support of their claim that the information they seek to amend is inaccurate, out of date or misleading. In addition, applicants must indicate how they wish the amendment to be made within the options set out in the Act, namely:

- Altering information
- Striking out or deleting information
- Inserting information
- Inserting a note in relation to information

On reaching a decision, the Metropolitan Cemeteries Board will, within 30 days of receipt, give the applicant a written notice of its decision. Where the decision is made to amend information, the notice will give details of the amendment and where practicable, will include a copy of the amended document.

Requests for amendment of personal information held by the Metropolitan Cemeteries Board can be made to the Freedom of Information Coordinator.

Processing Freedom of Information Access Applications

The Customer Sales and Support Division is responsible for processing Freedom of Information access applications for the Metropolitan Cemeteries Board. The Freedom of Information Coordinator is the initial contact point for members of the public, applicants, third parties and the Office of the Information Commissioner and other public sector agencies for all Freedom of Information related matters.

Under the Act, the Metropolitan Cemeteries Board is required to respond to Freedom of Information access applications within 45 days of receipt, unless an extension of time is agreed with the applicant.

Upon receipt of a Freedom of Information access application, the Freedom of Information Coordinator will acknowledge receipt of the application and issue an invoice for payment of the applicable fee in a timely manner.

The Freedom of Information Coordinator may contact the applicant to clarify or negotiate the scope of the request and/or due date of the decision, if required.

5. FOI PROCEDURES AND ACCESS ARRANGEMENTS

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 confidential, personal or commercial information.

Diversion of Substantial Resources

If it is deemed that your application would divert a substantial and unreasonable portion of our resources away from our other operations, your application may be refused. However, before we make a decision to refuse to deal with your application, we will take reasonable steps to help you reduce the amount of work to deal with the application. This may include requesting more information to understand what documents you are seeking or asking you to narrow the scope of your application to certain dates or incidents.

Internal Review Rights

If applicants are dissatisfied with a decision, the Act provides a process whereby that decision can be reviewed. In accordance with section 40 of the Act, internal review applications should be forwarded in writing to the Freedom of Information Coordinator within 30 calendar days of the date of decision. The Metropolitan Cemeteries Board has 15 calendar days to provide a response.

An application for review of a decision will not be dealt with by the person who made that decision or by a person who is subordinate to the person who made the original decision.

External Review Rights

Following an internal review, matters remaining in dispute can be submitted to the Office of the Information Commissioner for an external review. Such applications must be submitted to the Information Commissioner's office within 60 days from the date of the internal review decision.

No fees or charges apply to internal or external reviews.

Freedom of Information Coordinator Contact Information

Information Management Officer Metropolitan Cemeteries Board

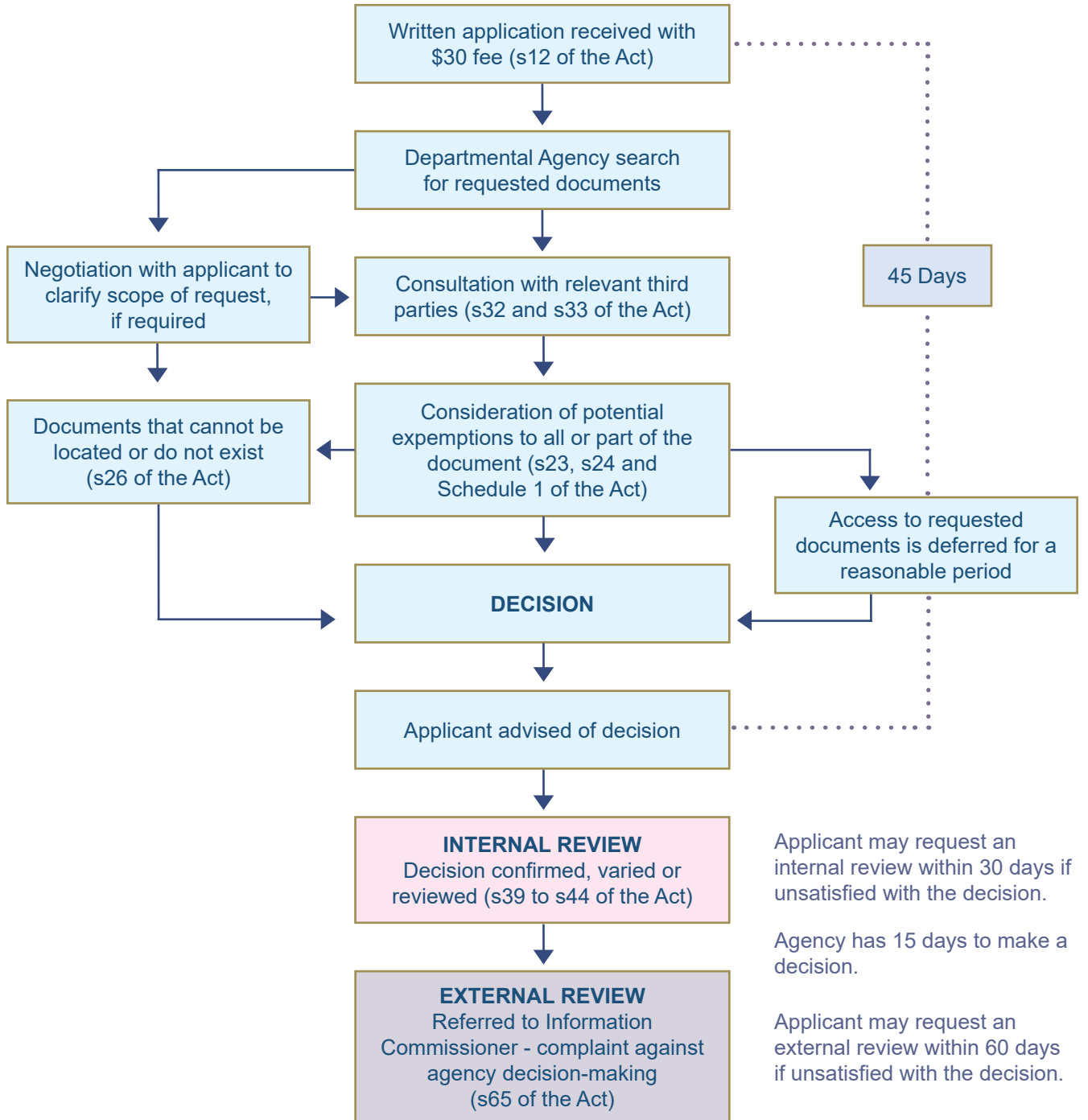
PO Box 53
Claremont WA 6910

By email: foi@mcb.wa.gov.au

5. FOI PROCEDURES AND ACCESS ARRANGEMENTS

Decision Making Process

For non-personal requests.



5. FOI PROCEDURES AND ACCESS ARRANGEMENTS

Freedom of Information Fees and 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 Metropolitan Cemeteries Board's responsibility to notify the applicant of any estimate exceeding this figure and the basis upon which it has been calculated, with the Board to inquire as to whether the applicant wishes to proceed with the application.

The current fees and charges are as follows:

Type of Fee	
Personal information about the applicant	No fee and no charges
Application fee (for non-personal information)	\$30.00
Type of Charge	
Charge for time dealing with the application.	\$30.00 per hour
Access time supervised by staff.	\$30.00 per hour
Photocopying staff time	\$30.00 per hour
Photocopying	20 cents per copy
Transcribing from tape, film, or computer	\$30.00 per hour
Duplicating a tape, film, or computer information	Actual Cost
Delivery, packaging, and postage	Actual Cost
Deposits	
Advance deposit may be required by the Board 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.