



Our Commitment to Stakeholder Engagement



SOUTHERN
METROPOLITAN
CEMETERIES TRUST

Honouring and celebrating life



HONOURING AND CELEBRATING LIFE

The Southern Metropolitan Cemeteries Trust (SMCT) is a community based, not-for-profit organisation that is committed to serving the needs of our communities.

To this end, we are genuinely committed to active engagement and meaningful consultation with all stakeholders.

SMCT reports to the Department of Health and administers and cares for Brighton General Cemetery, Bunurong Memorial Park, Cheltenham Memorial Park, Cheltenham Pioneer Cemetery, Dandenong Community Cemetery, Melbourne General Cemetery, Springvale Botanical Cemetery and St Kilda Cemetery.

Historic and iconic, the cemeteries and memorial parks within our care are beautiful, tranquil and distinctive destinations to honour and celebrate life.





OUR VISION AND OUR VALUES

At SMCT the communities we serve are our number one priority and we live by our values.

We will set the standard by providing our communities with world class services and facilities across every aspect of our business. We will also create and nurture sustainable, beautiful, iconic and distinctive locations to honour and celebrate life.

At each and every cemetery within our care we pledge to each other and our clients that we will act with:

- PASSION** commitment in heart and mind
- RESPECT** by valuing every voice
- INTEGRITY** doing what is right
- DEDICATION** to the needs of our clients and our people
- EMPATHY** to listen and reflect with sensitivity



OUR STAKEHOLDER ENGAGEMENT CHARTER

SMCT is committed to providing exceptional service to our communities, business partners, government and industry. We understand that this can only be achieved by strengthening relationships through open communication and consultation. We are proud of the quality and range of services we provide to our communities and we continually strive to improve our engagement with them.

WE PROMISE TO CONSULT AND COMMUNICATE WITH STAKEHOLDERS AND REPORT ON OUR PERFORMANCE.

We pledge that we will:

- provide open, honest and consultative communication
- build trust within and across our diverse range of communities
- lead by example by demonstrating our strengths within our sector
- apply principles of continuous quality improvements to our service provision and respond to constructive input from our stakeholders

- conduct open and transparent meetings
- be flexible, understanding and innovative in community consultation
- publish an Annual Report showing how we performed and what service improvement targets are set for the coming year
- include the results of our key community engagements in both online and offline communications
- ensure that our services are accessible to all levels of mobility
- listen intently, think with consideration and act with understanding





YOUR OPEN INVITATION TO VISIT THE CEMETERIES WE CARE FOR

As part of our aim to actively engage with our communities, all stakeholders are welcome at our eight beautiful, historic and iconic cemetery locations.

Become immersed in the extraordinary beauty of our world class Springvale Botanical Cemetery and the vast and vibrant nature of Bunurong Memorial Park.

Discover the deep and intriguing history of the iconic Melbourne General, Brighton General and St Kilda cemeteries and the charming diversity found within Cheltenham Pioneer Cemetery, Dandenong Community Cemetery and Cheltenham Memorial Park.



YOU ARE WELCOME TO CONTACT US

We invite and encourage all stakeholders to contact us with comments and suggestions at anytime. We welcome your feedback on our cemetery services. In particular, if you have a concern about the way we have provided a service, we encourage you to inform us so we can investigate. Your comments help us improve our services to the community.

Thank you.

SOUTHERN METROPOLITAN CEMETERIES TRUST

Princes Highway Springvale
PO Box 1159 Clayton Victoria 3169
Telephone (03) 9546 9377
Facsimile (03) 9546 8628
Email enquiries@smct.org.au

BRIGHTON GENERAL CEMETERY

Cnr. North and Hawthorn Roads
Caulfield South Victoria 3162
Telephone (03) 9578 5525
Facsimile (03) 9578 6057
Email bgc@smct.org.au

BUNURONG MEMORIAL PARK

790 Frankston Dandenong Road
Dandenong South Victoria 3175
Telephone (03) 9788 9488
Facsimile (03) 9788 9400
Email bmp@smct.org.au

CHELTENHAM MEMORIAL PARK

Wangara Road Cheltenham
Victoria 3192
Telephone (03) 9583 5814
Facsimile (03) 9585 1761
Email cmp@smct.org.au

CHELTENHAM PIONEER CEMETERY

Charman Road Cheltenham
c/o Cheltenham Memorial Park
Wangara Road, Cheltenham Victoria 3192
Telephone (03) 9583 5814
Facsimile (03) 9585 1761
Email cpc@smct.org.au

DANDENONG COMMUNITY CEMETERY

Kirkham Road Dandenong
c/o Springvale Botanical Cemetery
PO Box 1159 Clayton Victoria 3169
Telephone (03) 8558 8278
Facsimile (03) 9548 1902
Email dcc@smct.org.au

MELBOURNE GENERAL CEMETERY

College Crescent Parkville
PO Box 7 Parkville Victoria 3052
Telephone (03) 9349 3014
Facsimile (03) 9349 2340
Email mgc@smct.org.au

SPRINGVALE BOTANICAL CEMETERY

Princes Highway Springvale
PO Box 1159 Clayton Victoria 3169
Telephone (03) 8558 8278
Facsimile (03) 9548 1902
Email sbc@smct.org.au

ST KILDA CEMETERY

Dandenong Road St Kilda East
c/o Melbourne General Cemetery
PO Box 7 Parkville Victoria 3052
Telephone (03) 9349 3014
Facsimile (03) 9349 2340
Email stk@smct.org.au





**SOUTHERN
METROPOLITAN**
CEMETERIES TRUST

Honouring and celebrating life

The Southern Metropolitan Cemeteries Trust is a not-for-profit, community based organisation that cares for Brighton General, Bunurong Memorial Park, Cheltenham Memorial Park, Cheltenham Pioneer, Dandenong Community, Melbourne General, Springvale Botanical and St Kilda cemeteries.