

# PARK NEWS

## EASTERN SUBURBS MEMORIAL PARK

*Where Spirit lives through memories*

SUMMER 2005



### 2005 to be a challenging and exciting year

George Passas, Chief Executive Officer

The past year was a busy one at ESMP. Filled with many achievements, 2004 will be remembered for: the refurbishment of the Crematorium Chapels; the provision of more quality memorial options with the refurbishments of the Pond of Tranquillity; and the refurbishment of the Children's

Garden of Loving Memories.

We ended the year with the commencement of the building of the new amenities building in the new burial areas and ESMP won a "gong" for our lovely Crematorium gardens.

We take great pride in our beautiful and peaceful surrounds and it is of great comfort to us that our families are provided with areas conducive to solitude and reflection.

However in 2005, we won't be resting on any laurels. Plans are currently being prepared for: the long-awaited extension to the Memorial Grove to allow for a further 800 both open and semi-enclosed above-ground crypts

and vaults of various configurations; proposed café/tea rooms, flower shop and retail outlet and condolence/function rooms; and a pavilion adjoining our West Chapel. We are also considering options for an alternative use for the "old" administration building.

As planning intensifies, these projects are going to keep us busy and we are certainly looking forward to the challenge!

As we move into the New Year I'd like thank all our customers, families, suppliers and general public who have used our many services and facilities. We value your custom and feedback and with your continued support look forward to even better 2005.

### Memorial program helps families honour their loved ones

Memorial presentations throughout the year provide time and space for grieving families to honour their feelings and pay tribute to the memories of their loved one.

Each program begins with information that assists families in dealing with their grief. The most recent memorial program specifically addressed the issue of "Managing the Holidays".

Participants are encouraged to share their responses to the presented material and to add their comments to the discussion.

An important part of every program is an inspirational audio/visual presentation and candle ceremony that celebrates the beauty of remembering.

Following the conclusion of each presentation, senior staff host light refreshments.

Families have expressed heartfelt appreciation for the benefit they have received from their participation in the program.

Programs in 2005 will be on Saturday 5th March, 7th May



Photo features December candle ceremony

and 3rd September at 11 am and Wed Nov 30th at 6 pm.

As well as families and friends of those we have served, we invite interested members of the community to participate in our remembrance program.

For additional program details or enquiries phone Catherine Taylor on 9661 5655.

# ESMP's 2004 Christmas Party

With everyone in the holiday mood and ready to enjoy the good company and cheer, the Christmas party provided an excellent opportunity for industry colleagues to catch up.

ESMP's CEO, George Passas spoke briefly about Park news and Trusts' Chairman Greg Taylor announced that after sixteen years he was stepping down from the Chairman's role. He also encouraged the industry to support each other in educating the public of the importance of memorialisation.

The evening was marked by a camaraderie of mutual professional respect mixed with plenty of fun and frivolity that continued throughout the evening.

Each year the Christmas Party allows us to strengthen our professional and personal ties, and we hope you will continue to attend. We wish you all the very best in the New Year.



Above: Gabrielle Johnson of Gabrielle Johnson Creative with Una Smith, Arranger, Boland Funerals, Maroubra



Above: Alf and Lydia DiMarco of Frank DiMarco & Sons Pty Ltd with ESMP's Chairman Greg Taylor



Left: Crematorium Services Manager, Veinita Wodrow with Matthew Dowling, Manager, TJ Andrews Funerals, Newtown

Denise Smith  
Customer Service  
Team Leader



Greg Milgate  
Customer Service  
Officer



## ESMP's Customer Service

Responsible for crematorium and burial bookings and advice to families relating to sales of rights to bury and memorial options, the Customer Service area also provides the documentation and necessary follow-up supporting these aspects of our business.

The daily activities of the customer service team are

supervised by Customer Service Team Leader Denise Smith. Each customer service officer's role is to service all customer needs.

With an ever increasing range of memorial options, our customer service officers devote considerable time and effort helping families choose the memorial that most reflects how they feel about their loved one.

# Trustees New Five Year Term Begins



**Greg Taylor, immediate past Chairman and new Deputy Chairman**

Reappointed for a further term of five years in July 2004 were Stelios Coudounaris, Ron Greenstein, Russell McLay, John Morrison, Greg Taylor and Jack Walker. The retirement of Norman Keshan after fifteen years as a Trustee heralded the appointment of Elizabeth Fitzsimmons, the first woman Trustee to be appointed to the Trusts.

After sixteen years of continuous service as Chairman of Botany Cemetery and Eastern Suburbs Crematorium Trusts, Greg Taylor has stepped down from the Chair to be replaced by his Deputy, John Morrison.

The Park, however, is fortunate that Greg will be staying on in the capacity of Deputy Chairman where he will, no doubt, continue his tireless

efforts to maintain ESMP's profile in the community.

Previous Deputy Chairman, John Morrison, assumed the role of Trusts' Chairman in January 2005.

A trustee of eleven years, Mr Morrison has played an integral role in the evolution of the Park and the contribution it makes to the community. Last year Mr Morrison was made a Member of the Order of Australia. As Chairman of the Planning & Works Committee since 2003 he has also played a key role in the refurbishment of the chapels and other projects throughout the year.



**John Morrison, new Trusts' Chairman**

"A trustee of eleven years, Mr Morrison has played an integral role in the evolution of the Park and the contribution it makes to the community."



**Elizabeth Fitzsimmons New Trustee**



**Stelios Coudounaris Trustee**



**Trustee Ron Greenstein Trustee**



**Russell McLay Trustee**



**Jack Walker Trustee**



**Norman Keshan Retiring Trustee**

## Group

Families can arrange appointments with a customer service officer between 10 am and 1 pm and 2.30-3.30 pm, Monday to Friday by calling Michelle Sarris on 9661 5655.

When a customer service officer is with a family, you may not be able to reach that particular individual. Therefore if your call requires immediate attention,

please let Michelle, or whoever takes your call, know this and they will ensure that another team member subsequently contacts you regarding your call.

Also, please don't hesitate to share your thoughts with us. Feedback is important and helps us to continually improve our service.



**Michelle Sarris Receptionist**



**Darren Romero Customer Service Officer**



# Notice Board



## Randwick City Council 2004 Garden Competition

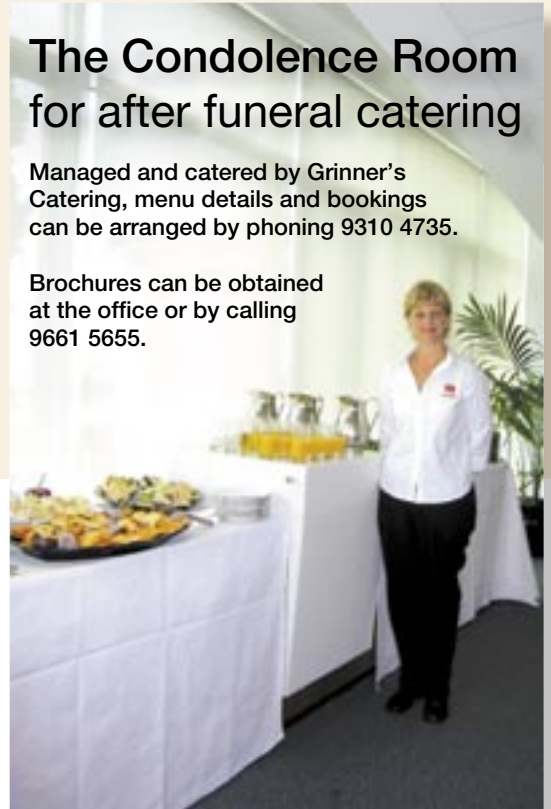
•  
Awarded to  
**Eastern Suburbs  
Memorial Park**

•  
**3rd Place**  
Best Community Garden  
(professionally maintained)

## The Condolence Room for after funeral catering

Managed and catered by Grinner's Catering, menu details and bookings can be arranged by phoning 9310 4735.

Brochures can be obtained at the office or by calling 9661 5655.



## Mission and Vision Statement

Our Mission is to meet the diverse burial, cremation and memorial needs of each individual family in the community with care, integrity and professionalism.

Our Vision is to provide ongoing quality care, well maintained and continually improved facilities through responsible proactive leadership and commitment to excellence by all personnel.

## Burial and Cremation information at a touch

**L**ocated in the office foyer, and for week-end search, in the Kiosk at the entrance to the "old" cemetery, our touch screen service allows families access to important burial or cremation details regarding their loved one.

Significant dates and burial site or memorial location display when surname and first names are entered into the system.

The same information is also accessible from the search menu of our website.

The touch screen is an important technology that meets the needs of families and demonstrates our commitment to providing ongoing quality service.

**EASTERN SUBURBS MEMORIAL PARK**  
*Where Spirit lives through memories*

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12 Military Road  
Matraville NSW 2036

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**Phone** 02 9661 5655

•  
**Fax** 02 9311 3654

•  
**Email** enquiries@esmp.net.au

•  
**Website** www.esmp.net.au

•  
**Office Hours** 9am – 4pm  
Monday to Friday

•  
**Grounds open** 7am – 5pm daily

*Eastern Suburbs Memorial Park is administered by the Botany Cemetery and Eastern Suburbs Crematorium Trusts. Member of Australasian Cemeteries & Crematoria Association Ltd, Member of Cemeteries & Crematoria Association of NSW*

