

## PARK NEWS

Summer 2010/11

### SUMMER 2010/11 NEWSLETTER - CEO'S NOTE

Welcome to our Newsletter Summer edition. I'm particularly excited about this one as a lot has happened in the Park since this time last year.

Not only have ESMP staff successfully attended to the needs of over 1,500 families during the 2010 calendar year, over 200 of these have been most diligently completed by our very own on-site funeral home with its experienced staff. After having been officially opened by the Minister of Lands the Hon. Tony Kelly MLC in November last year, the funeral home provides unique service with its world-class facilities including family-friendly arrangement rooms, a modern state-of-the-art mortuary, pristine hearse and beautiful on-site chapel and viewing facilities.

The accolades to the staff from very satisfied families speak for themselves! I urge you to come and meet with them and inspect for yourselves the excellent facilities at the only publicly-owned such facility in NSW.

Our popular on-site café and after-funeral function rooms have been very busy with families appreciating the wonderful "hub" atmosphere now offered at ESMP for all steps of the funeral arrangement. The office, funeral home and chapel, crematorium and its two chapels, café, flower shop and condolence function rooms are all within 100-150 meters of each other. This is of tremendous assistance to families and our friendly staff can attend to all requirements once-only all in the one location: a true "one-stop-shop" destination! This saves time and reduces the stress often felt at a difficult time.

Our gardens, in particular our rose gardens and watercourse areas, are looking stunning this time of the year. Please come visit and enjoy the general ambience, smell the beautiful roses and you may even be lucky enough to spot a water dragon in the ponds or friendly kookaburra sitting in one of our many gum trees. After visiting a loved-one enjoy a coffee and cake or lunch at our well-stocked café. We are a public facility so come and enjoy your facilities!

Throughout the year you may have been following progress in the local press about our request to the NSW Government to consider allocation of some of the adjoining Crown Lands currently used as Market Gardens by three Chinese families. At the request of the Department of Lands we have submitted a fair and balanced proposal to the Minister for Lands and Planning for his consideration to address the rapidly dwindling space for both burials and ashes interments at ESMP. We have urged him to consider it promptly and in the context that it is intended to serve the communities most concerned about the lack of burial space, namely the Aboriginal, Greek, Italian, Jewish and Muslim communities as well as Asian families anxious for surety in the interment of family ashes.

It has been a long and arduous process, complicated in that the Market Gardens are zoned residential but deemed fit for burial purposes but also heritage-listed for the current use by Chinese gardeners although the records show that the gardens were established and farmed by European settlers and latterly by both aboriginal and Chinese workers. I hope to be able to update you on this in our next newsletter. In the meantime, I'd like to wish you all a happy and prosperous year in 2011.



**George H. Passas**

FAICD FCIS FCPA Chief Executive Officer

## 2010 OPEN DAY

Each year, we invite people within our community to join us at our Open Day which we held on Saturday 30th October, from 11am to 2pm.

This is a special community event that we are proud to organise on behalf of our community, to provide residents with information about the Park's facilities, where everyone can see and learn about the many important services we provide.

The highlights of this year's successful event were:

Our tours of our new Funeral Home which is now celebrating its first 12 months of operation since its opening on the 23rd November 2009. Visitors were invited to see the beautiful on-site chapel, the spacious arrangement and viewing rooms, the on-site mortuary facility and learn about its state-of-the-art equipment.

A free flower arrangement workshop with our experienced florist was very popular. Participants were invited to enter their beautiful bouquets into the "best bouquet" competition. Everyone, including young children, enjoyed this activity and they all seemed very pleased with their magnificent creations and works of art!

Visitors also enjoyed a free sausage sizzle which was provided by the local 1st Little Bay Scout Group. Their delicious sausage sandwiches were a hit and very satisfying!

The Cape Banks Family History Society provided visitors with valuable insight into the Park's history. They have acquired a wealth of knowledge of Sydney's past and our early Pioneers and were able to explain the colourful and interesting history of the many headstones in the Pioneer Memorial Park which is located within the ESMP grounds.

Visitors were also invited to join our behind-the-scenes tours of the Crematorium where they could see and learn how this important service operates with the professionalism that one would expect from a facility of this kind.

The modern condolence rooms hosted the Welcome and Closing remarks by George Passas, ESMP's CEO and John Morrison, ESMP's Chairman. They both expressed their delight in having so many people attending the Open Day and seeing for themselves, the many services and facilities we offer to the community. In particular, the convenience of having a Funeral Home on the site with its modern facilities and ample parking is regarded as a significant benefit to many people.

The friendly and helpful staff at the Condolence Centre and Café provided tea, coffee and refreshments throughout the Open Day event for visitors to relax and enjoy.

Our bus tours were very busy taking visitors to Pioneer Park, Centenary Park and other places of interest within the grounds. Our knowledgeable customer and grounds service staff were able to explain the interesting history and the many facilities and services the Park offers the community.

Visitors were invited to walk through Centenary Park with its beautiful, tranquil waterways and spend time exploring the Pioneer Memorial Park, again with the assistance of members of the Cape Banks Family History Society.

Visitors could also learn about the different types of headstones, how they are made and the many options that people can choose.

Our suppliers were very helpful, answering the many questions visitors had regarding the different types of headstones, plaques and coffins that are available.

The Trustees, management and staff would like to extend our special thanks to the many contributors and supporters of the event. These included:

- Members of the Cape Banks Family History Society who explained the rich and colourful history of Sydney's past, both at the Pioneer Memorial Park and at their information desk within the Condolence Centre.
- The florist, management and staff at the Memorial Centre.
- 1st Little Bay Scout Group.
- Displays from ESMP's suppliers including JJ McDiarmid, H Johnson & Co, ArrowBronze Hyqual, Life Art and Beta Caskets.
- All of ESMP's ground and customer service staff who were able to help on day.

**It was a great day and we look forward to inviting people to our next year's Open Day event!**



## CRYPTS AND VAULTS

A crypt and vault is an above-ground form of interment, preferred by many families in our community, from different cultures and religions. The Eastern Suburbs Memorial Park has many Crypts and Vaults which date back to 1901 and they continue to be the preference of many families within our community.

We are currently expanding our Crypt and Vault areas to meet the needs of families who seek above ground burial. In all, we will be providing 320 additional Crypt spaces and two Family Vaults, each with space for 12 interments.

The new crypts and vaults will be founded on solid rock foundations and are good examples of how new materials can be used to great effect. The main structure, under construction now, includes high quality concrete with polished granite panels in different colours. Custom designed Vigil lights will be fitted, made of polished cast bronze and fine sand-blasted cast glass. The vases will be manufactured from deep-drawn alloy, designed to symbolise flowers, the regeneration of life, and the burning of an eternal flame.

The area will be beautifully landscaped with paving and planting, offering families, friends and visitors a serene and artistically finished burial area of great beauty. The Stations of the Cross is incorporated into the design.



## FUNERAL HOME UPDATE

We have just completed our first twelve months assisting families with our on-site funeral home.

For those who are not familiar with our funeral home, it provides families a private and respectful place where they can gather together to organise a funeral service in a serene and unrushed surroundings. It offers the comfort of two spacious arrangement rooms with adjoining kitchen facilities.

The purpose-built viewing room provides a tranquil and peaceful setting to reflect on the life of a loved one. Families can display images, play music and use other audio visuals to reflect on the life lived, by someone dear to them.

The Chapel within the funeral home building is also fitted with state-of-the-art audio visual equipment and provides comfortable seating for up to 60 people. Away from the public areas, is a fully equipped mortuary facility and garaging for our vehicles which includes a hearse, transfer vehicle and sedan.

We ensure our families are supported during this difficult time by the caring nature, experience and helpfulness of our funeral consultants.

Our on-site funeral home also provides convenient access to other services within the Park. This includes our purpose-built café, flower shop and condolence centre and our cemetery and crematorium, all offered and provided to the community by our knowledgeable and professional staff.

This year we have been providing a regular question & answer column in the Southern Courier and Wentworth Courier. The column is a great success thanks to the people of our community who keep asking questions relating to the funeral industry as well as some cemetery and crematorium questions.

As well as visiting members of our community, we have been invited to speak to groups within our community on a range of topics from development of our Funeral home to the benefits of Pre-Paid Funerals.



Steven Bragg, Fabienne Rovida and John Vogel



## PARK GARDENS

Throughout October over 10,000 seasonal annual seedlings were planted in the Crematorium gardens along with 200 established Daisies. As these grow and burst into flower, the Park will display a magnificent array of colour and fragrance throughout the summer months.

Nearly 2 kilometres of paths have been replaced in the Roman Catholic 29 sections. The road section along the 29's has a new swail and planting boxes along the street where 15 bottle brush trees will be planted.

On the first of November 2010 ESMP Ground staff took over the garden maintenance for the Crematorium gardens. We thank our previous contractors and look forward to providing families and visitors with a beautiful Park that will endure for many years to come.



Darren Williams  
Grounds Supervisor

In September, Darren Williams became the new ESMP Grounds Supervisor having taken over the role from Don Grant who resigned for family reasons. Don has accepted a position with Tamworth Council and we thank him for his many years of dedication to ESMP. Darren is excelling in his new responsibilities.

## CUSTOMER SERVICE

### Celebrating Christmas

For most people in our community, Christmas is a time of joy and celebration, when families gather and the Christmas message is celebrated by Christians throughout the world. There are many Christian burials, cremations and memorials at the Eastern Suburbs Memorial Park and Christmas can be a time when families reflect and pay their respects to those who were once amongst them at this special family time. We receive large numbers of visitors to the Park over the Christmas period.

Our Christmas Service this year was conducted by Celebrant, Mr Ian Toll, on Wednesday, 15th December at the Crematorium South Chapel. As with our Mother's Day and Father's Day services, we organise and invite families to our Christmas service each year which anyone can attend. The service offers comfort and support to those who have recently, or not-so recently, lost a very dear and important person in their lives. Families in attendance are invited to make a personal tribute by lighting a Christmas candle for their loved one.

We invite readers who would like a personal invitation to our Christmas, Father's Day and Mother's Days service to call or Email our Customer Service team at ESMP to be included on our mailing list.

### Megan Reisenleiter's return from maternity leave

We welcome Megan back to ESMP who has returned from maternity leave. Megan initially recommenced on the 6th March in part-time employment and will be full time from January 2011.



Megan and her daughter Charli



## SUPPLIERS FUNCTION

On Wednesday the 8th December ESMP held our annual "Supplier's Function". This event was very well attended with over 70 people present. It is an opportunity for us to express our gratitude for the dedication and professionalism of our network of suppliers and referrers.



Guests enjoying the evening seated at their tables in the ESMP Condolence Rooms



Pamela Galea and Jolanda Scott from White Lady Funerals at Bondi Junction with Connie Pandelis



Connie Pandelis with Dawn McDiarmid



Left to right: Patricia Gentile, Andrea Sibley (Boland at Maroubra) and Lorraine Aitken

At the event, ESMP's Chairman, John Morrison OAM JP expressed the importance for the industry to work together in order to meet our community's needs and expectations, both now and into the future. He felt that this approach is central to the success of ESMP and he acknowledged the ongoing support provided by those present in helping ESMP to achieve its goals.

## NEXT EVENTS

### 2011 MASS TIMES FOR THE SOUTH CHAPEL

- March 12th at 11am
- May 14th at 11am
- September 10th at 11am
- November 12th at 11am

### 2011 MOTHER'S DAY SERVICE

- Sunday 8th May

### 2011 FATHER'S DAY SERVICE

- Sunday 4th September

### 2011 CHRISTMAS SERVICE

- Wednesday 21st December



## ASSISTANCE TO ARRANGERS

ESMP's customer service team welcomes Funeral Directors to ask for assistance with the following:

- Booking the new on-line Web Casting service.
- Organising Audio/Visual equipment
- ESMP staff (if required)
- Testing of PowerPoint presentations prior to the day of the service.
- Arrangement of DVD keepsakes.
- Viewings and witnessing.

## CONTACT INFORMATION

- Appointments for families wanting to choose the grave site of their loved one can be made by calling ESMP on 9661 5655.
- Condolence room, florist and café enquiries and bookings can be arranged by phoning Eastern Suburbs Memorial Centre on 9661 8865.
- Clergy and celebrants are welcome to call 9661 5655 to make appointments to familiarise themselves with our chapel facilities.
- If you require a funeral director contact our Funeral Home Consultants on 9694 9494.

## Eastern Suburbs Memorial Park

Post Address / Administration & Cemetery Office

12 Military Road Matraville, NSW 2036

T | (02) 9661 5655

F | (02) 9311 3654

E | enquiries@esmp.net.au

## Eastern Suburbs Memorial Centre

49 Military Road Matraville, NSW 2036

T | (02) 9661 8865

F | (02) 9661 8952

E | admin@esmc.net.au

## Crematorium Office

At the Crematorium between the West and South Chapels

T | (02) 9661 5655

F | (02) 9311 3654

E | enquiries@esmp.net.au

## Funeral Home

61 Military Road Matraville, NSW 2036

T | (02) 9694 9494

F | (02) 9694 9495

E | funeralhome@esmp.net.au

## Parking

A public parking facility is available to the left of Crematorium entrance.

## Gate Opening Times

Gates open at 6.30 am.

Cemetery gates close at 6pm.

Main Crematorium gate closes at 8pm.



## Bus Routes

• 309 • 391 • L09



# EASTERN SUBURBS MEMORIAL PARK

funeral home • cemetery • crematorium

## Personal Information Form

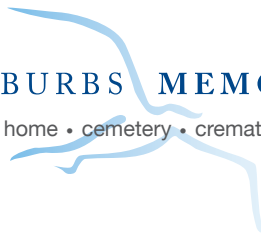
This form is designed to help readers to compile important personal information that will assist families in preparing for a funeral and their preferred choice of burial/cremation and memorial. If you require assistance in completing this guide or further copies of the guide for other family members, please call Eastern Suburbs Funeral Services on (02)9694 9494

Surname: .....		Given Names: .....			
Address: .....					
Post Code: .....		State: .....			
Date of Birth: .. / .. / ..	<input type="checkbox"/> Female	<input type="checkbox"/> Male			
Place of Birth: .....					
(Town/City/State/Country)					
If not born in Australia, country of birth: .....		year of arrival: .....			
Occupation during working life: .....					
Fathers Surname: .....		Given Names: .....			
Usual Occupation: .....					
Mother's Maiden Name: .....		Given Names: .....			
Usual Occupation: .....					
Details of Marriage(s)					
<input type="checkbox"/> Married	<input type="checkbox"/> Divorced	<input type="checkbox"/> Separated	<input type="checkbox"/> Widowed	<input type="checkbox"/> Never Married	<input type="checkbox"/> De facto
First Marriage: .....					
(Town/City/State/Country)					
Age at date of Marriage: .....		Name of Spouse (at marriage): .....			
Additional Marriages please attach to this document on a separate piece of paper.					
Children's Details – List in order of date of birth, including legally adopted, deceased (D), Still Born (SB) or None					
First name: .....	Date of Birth: .. / .. / ..	<input type="checkbox"/> Female	<input type="checkbox"/> Male		
First name: .....	Date of Birth: .. / .. / ..	<input type="checkbox"/> Female	<input type="checkbox"/> Male		
First name: .....	Date of Birth: .. / .. / ..	<input type="checkbox"/> Female	<input type="checkbox"/> Male		
First name: .....	Date of Birth: .. / .. / ..	<input type="checkbox"/> Female	<input type="checkbox"/> Male		
First name: .....	Date of Birth: .. / .. / ..	<input type="checkbox"/> Female	<input type="checkbox"/> Male		
First name: .....	Date of Birth: .. / .. / ..	<input type="checkbox"/> Female	<input type="checkbox"/> Male		

Details regarding Funeral Arrangements				
Have you Pre-Arranged your funeral? <input type="checkbox"/> Yes <input type="checkbox"/> No				
If "Yes", name of Funeral Director and Address: .....				
.....				
Has Money been paid toward the Pre-Arranged funeral? <input type="checkbox"/> Yes <input type="checkbox"/> No				
If "Yes", complete the following Details:				
Funeral Contract Number: .....	Amount Paid \$ .....	Date Paid .. / .. / ..		
Preferred Funeral Service Arrangements:				
Preferred Funeral Director: .....				
Type of Funeral <input type="checkbox"/> Burial <input type="checkbox"/> Cremation				
Funeral Service (you may tick more than one)				
<input type="checkbox"/> Church	<input type="checkbox"/> Crematorium	<input type="checkbox"/> Graveside	<input type="checkbox"/> Funeral Home Chapel	<input type="checkbox"/> RSL/Other (Specify)
Existing grave or cremation deeds:				
Cemetery or Crematorium: .....				
Grave or Cremation Deed: .....				
Name of Deed Holder: .....				

# EASTERN SUBURBS MEMORIAL PARK

funeral home • cemetery • crematorium



## Details regarding Funeral Arrangements –

People to be notified:

Next of Kin: .....

Address: .....

Phone: .....

Solicitor: .....

Address: .....

Phone: .....

Executor: .....

Address: .....

Phone: .....

## Estate Information:

Financial Details:

Bank or Building Society Accounts:	Account Number
.....	.....
.....	.....

Investment Accounts

Mortgage

Credit Cards

Insurance Policies (House, Car, etc)

Superannuation

Health Insurance

Medicare Number: .....

Drivers Licence Number .....

Other Assets (Shares, Investment Properties, Motor Vehicle etc)

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Eastern Suburbs Memorial Park a part of your community since 1893