



Annual Report – September 2021

The Warrnambool Cemetery Trust have made significant changes and developments in what has been an unprecedented year. The year started with the resignation of Clive Rayner from his position as secretary of the Trust. Clive competently held this position for 10 years and we are grateful that he has remained as a member of the Trust. Clive was succeeded by Karen Johnson who has enthusiastically embraced the secretarial position. Another significant change to the structure of the Trust came in June '21 with the resignation of Jim Sawyer. Jim was also a long standing member of the Trust for 22 years.

Of historical significance, 2021 saw the opening of Tooram Memorial Park. Many years prior, the Trust had identified the imminent shortage of space at the Warrnambool Cemetery and had been working towards the establishment of an alternative site. On the 30th March 2021 TMP was officially opened by Jack Daffy, a past long standing member of the Warrnambool Cemetery Trust. Approximately 50 people attended the opening, including Ms. Roma Britnell (MP) and Ms. Vicki Jellie (Mayor -Warrnambool City).

Throughout the year developments relating to Tooram Memorial Park have comprised erection of a stone entranceway, formation of memorial gardens, establishment of burial sites and purchase of a tractor and excavator. The first burial at TMP was on 28 May '21.

Compliance with national industry standards was also a focus for the Warrnambool Cemetery Trust throughout the past year. The Trust reviewed standards published by the Office of the Victorian Information Commissioner and introduced measures to maximise compliance, predominantly in relation to data security. After much deliberation, Chronicle was contracted and we are progressively working towards the introduction of their data management system.

In addition to Chronicle, the Trust also introduced Xero as a financial management system. It is expected that this system will greatly enhance accountability, security and professional management of finances.

In its awareness of the need to comply with industry standards and legislative requirements, the Warrnambool Cemetery Trust undertook a self-assessment and throughout the year implemented a range of measures to improve management and governance practices. They included introduction of a Business Plan with an aligned budget and endorsement of a Risk Management Plan. It is pleasing to report that an external review of the Warrnambool Cemetery Trust commissioned by the Department of Human Services, revealed a high level of compliance.

Obviously the outbreak of COVID19 is impacting on every industry, although as an essential service, business at the Warrnambool Cemetery has experienced little difficulties. The main impact has been on governance matters and the requirement for the Trust to do business through online communication systems.

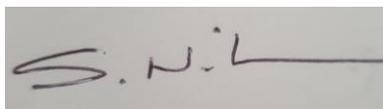
Interments		
Year	Burials	Cremated remains
2018/19	173	32
2019/20	168	26
2020/21	156	31

Whilst we do not expect this year to be nearly as busy as 2020/21, the Warrnambool Cemetery Trust still expect to be focusing on making further improvements in a range of areas. Of major importance will be the introduction of new fee structures for both the Warrnambool Cemetery and Tooram Memorial Park. Other developments will be the introduction of new financial management policies and procedures, the establishment of both contractors and asset registers and the launch of Chronicle, the new information management system.

There is still much more to be done in progressing Tooram Memorial Park which this year will include the erection of a shelter, establishment of a range of sites for interment of cremated remains and the ongoing challenges to have parklands flourishing.

I wish to take this opportunity to thank each Trust member for their support and enthusiasm through this busy year. It is recognized that the work each member does, impacts on personal lives and their commitment to the Trust is greatly appreciated.

A sincere thankyou also goes to our staff who have eagerly and enthusiastically embraced the challenges of the year. With such a dedicated team we are able to present our cemeteries to a standard we can all be proud of.



Sheryl Nicolson

Chairperson, Warrnambool Cemetery Trust