

# *Milestones*

*2013 – 2018*



Southern Metropolitan  
Cemeteries NSW



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## From our community, for our community

*Soaring ever skyward  
Intertwined in an eternal embrace  
United with a perfect rose  
Is our gift of peace and hope.*

*Enfolded in our wings are those you love  
Nurtured, cherished, released and free  
Yielding compassion in time of loss  
Gently uplifting those who grieve.*

*Gliding over our beautiful gardens  
Incomparable serenity awaits  
Around every corner, a wellspring of hope  
In times of need and for each new day.*

*The care we uphold for each other  
Is treasured eternally in our hearts  
For here lies a place for our memories  
Now and for generations who pass.*



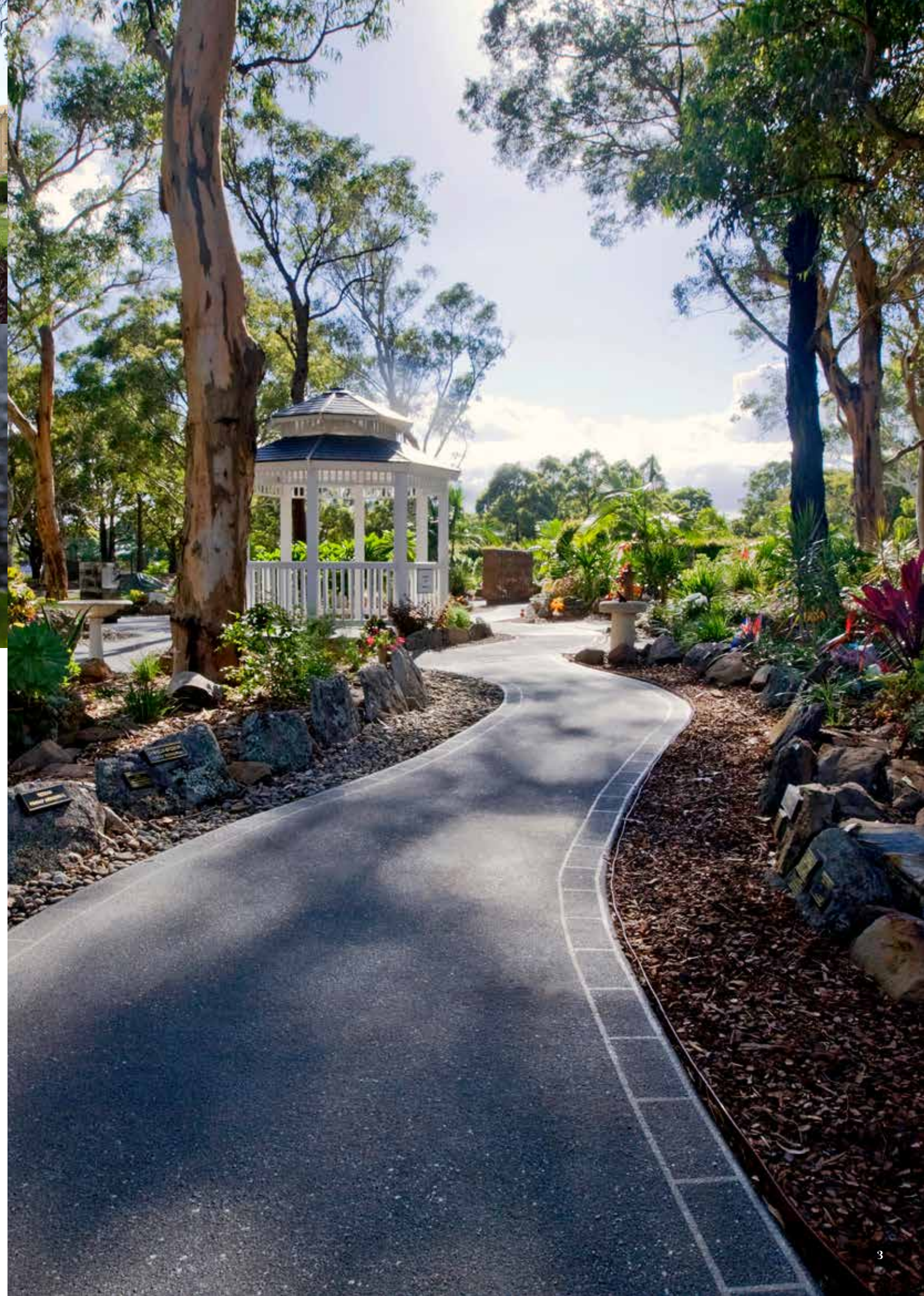




## Introduction



*From our community,  
for our community*



### *Introduction by Anthony Charles Simpson, Chairman*

When I accepted the role as Chairman of the Southern Metropolitan Cemeteries Trust in New South Wales with effect from 18 January 2013, it was with the clear understanding that I would be working with the Board to create community capital within both Woronora and Eastern Suburbs Memorial Park's. This has been achieved through the tireless work of the Executive team who were encouraged and guided by our board. Each board member contributed, bringing to reality the vision of making our cemeteries both relevant and viable, as evidenced by the many milestones achieved.

Today, the Southern Metropolitan Cemeteries Land Manager (SMC NSW) is one of the largest Crown Cemetery operators in Australia. The SMC NSW serve Sydney's southern and eastern metropolitan areas, with ESMP operating since 1893 and WMP since 1895. The cemeteries cover around 214 acres in prime locations.

Together, they have around 192,000 burial interments and around 181,000 cremation interments. They are served by 100 staff who facilitate over 3,100 cremations per annum (representing just under 20% of all cremations per annum in Sydney); and over 1300 burials per annum (just under 20% of all burials in Sydney). The staff also welcome an estimated half-a-million visitors per annum.

I would personally like to thank all Board members and the Executive team members for their tireless work.







## Mission Statement



*We provide iconic  
community facilities  
for perpetuity*

We exist to provide dignity and empathy for the families and community of the bereaved. The purpose of our existence is to ensure that we provide iconic community facilities for perpetuity. Our mission statement has three interwoven components:

- We have a duty of care to the bereaved
- We have a duty of care to the deceased
- We have a duty of care to the reputation of the SMC NSW

By providing this service in the most professional manner, the sentiments of the community can crystallise around the competence and expertise of the staff from our cemeteries.

### *Our Goals*

- To conduct and maintain burial and cremations to the highest standard
- To attract families to conduct burials and cremations at our two cemeteries
- To be the preferred choice for burials and cremations in the Southern and Eastern region
- To provide exceptional customer service levels to ensure the family's experience meets and even exceeds expectations
- To ensure the celebration of life for their loved one is achieved

### *Our Vision*

As board members, management, staff and contractors, we strive daily to maintain our vision of being caring and responsive to a diverse range of faiths, practices and customs. We aim to be an integral part of this diverse community as we strive to be at the forefront of world-class memorial parks. In meeting its vision, the SMC NSW recognises that it provides its local communities with the following services and benefits:

- A place to grieve and reflect
- Beautiful and peaceful garden and parkland settings
- Cemetery and Crematorium
- Educational resource
- Historical/heritage site
- Recreational space
- Function and reception facilities
- Be innovative and open to new technologies

### *Our Values*

- Quality Service and Personnel
- Community Focus
- Integrity and Accountability
- Respect and Trust
- Caring Service
- Teamwork
- Financial Sustainability
- Leadership





## Achievements



*Enfolded in our wings  
are those you love  
Nurtured, cherished,  
released and free*



Our cemeteries are “our Home”. They are special places where the community gathers to mourn, to remember and to celebrate. Every year, an estimated half a million people visit our two major sites. We welcome walking groups, cyclists, photographers, runners, genealogists, historians, picnickers and dog walkers.

Our staff have worked to ensure the grounds are inviting places to sit and enjoy the peace and quiet and to spend time with loved ones. Our children’s areas are particularly special. The Trust has installed water fountains, animal-themed granite seats and themed cremation areas in the shape of butterflies to provide a sense of innocent tranquillity that is a fitting environment for those in our care. It gives families who have lost children a place to come, where siblings can play in the same place their brother or sister has been laid to eternal rest.

Seeing families picnic in these places is a wonderful demonstration of the critical role SMC NSW plays in the healing process. SMC NSW is highly involved in the community and hosts a number of significant events throughout the year. Some of those have been sponsored by the community, which further enhances community interest and engagement.

That leads to greater visitation and ultimately, enables SMC NSW to increase sustainability and build capacity for new infrastructure. Our ‘community capital’ continues to grow. While not listed on any balance sheet, SMC NSW’s reputation, relevance and engagement is worth tens of millions.

This overview does not capture the hundreds of thousands of interactions which take place between people who visit and interact with ground staff, concierge, customer service and finance personnel, and who walk away with a good impression. This community capital serves us in two ways. First, regular community events with good word of mouth increases visitor numbers, which in turn fuels more opportunities to generate interest in memorialisation, as well as our higher value products. Secondly, it further cements our profile in the community as a vital hub, ensuring we remain relevant for future generations. In short, we need the community as much as the community needs us.

Strong community engagement is only possible through solid financials, a supportive Board, excellent management team and ultimately, the vision to “make a difference”.





Admiral Arthur PHILLIP  
 Born 21 October 1738, London, England  
 Died 31 August 1814, Bath, England



*Yielding compassion  
 in time of loss  
 Gently uplifting  
 those who grieve*



### *First Fleet*

Though the First Fleet arrived in 1788 and ESMP did not exist until 1893, the cemetery hosts 12 First Fleeters within its grounds. The story of how they came to rest there has captured the community's interest and illuminates an important part of our colony's early history. The remains of some of Sydney's earliest settlers had been relocated from Town Hall Cemetery to the New Sydney Burial Ground in the 1820s. Those memorials with identified and unidentified exhumed bodies were again relocated as part of Sydney's Central Station development to 25 acres known as Bunnerong Cemetery. The cemetery was then in the custody of the Botany Cemetery Trust, which is now SMC NSW.

To pay tribute to this important legacy, the Trust consulted with the Fellowship of First Fleeters to create a unique memorial which has been built to the same size and shape as the smallest ship of the First Fleet, the "Friendship". Everyone in that First Fleet is named, according to which ship they sailed in.

The memorial was opened on Friday 13th May 2016, by the Hon Mark Speakman SC MP, then NSW Minister for Heritage. It has been praised as one of the best in Australia by members of the First Fleeters

Fellowship and shows SMC NSW's commitment to the preservation and celebration of our unique past.

### *Historic Deed*

On the 15th December 2016, SMC NSW signed a Deed with the La Perouse Aboriginal Land Council and the NSW Aboriginal Land Council. The Deed, unique in NSW's history, released three Aboriginal Land Claims over a site at Bumborah Point, Botany (which adjoins ESMP) in return for the establishment of an Aboriginal cemetery within the new development. Following the signing of the Deed, Randwick Council provided in principle support for a rezoning application at Bumborah Point for cemetery use, subject to a detailed assessment of all relevant planning and environmental issues in the planning proposal.

The CEO of the La Perouse Aboriginal Land Council was on national ABC News 24, accompanied by the CEO of SMC NSW. The development of an Aboriginal Cemetery within the Bumborah Point development featured in a Sydney Morning Herald article. This landmark decision has been warmly welcomed and shows SMC NSW's ability to negotiate sensitively with all stakeholders as we plan for the future.





### Stolen Generations

On 26 May 2017, National Sorry Day, the former Governor of NSW, Professor the Honourable Dame Marie Bashir joined leading state politicians, Park representatives and local indigenous elders at ESMP to dedicate the state's first memorial to the Stolen Generations within a major cemetery.

The memorial remembers Aboriginal children who were taken away from their parents, and those parents who were laid to rest at ESMP before their children returned home. SMC NSW consulted with female Elders over several months to develop the concept of a unique beacon that acknowledges the past and assists in the healing journey for the community.

### Civic

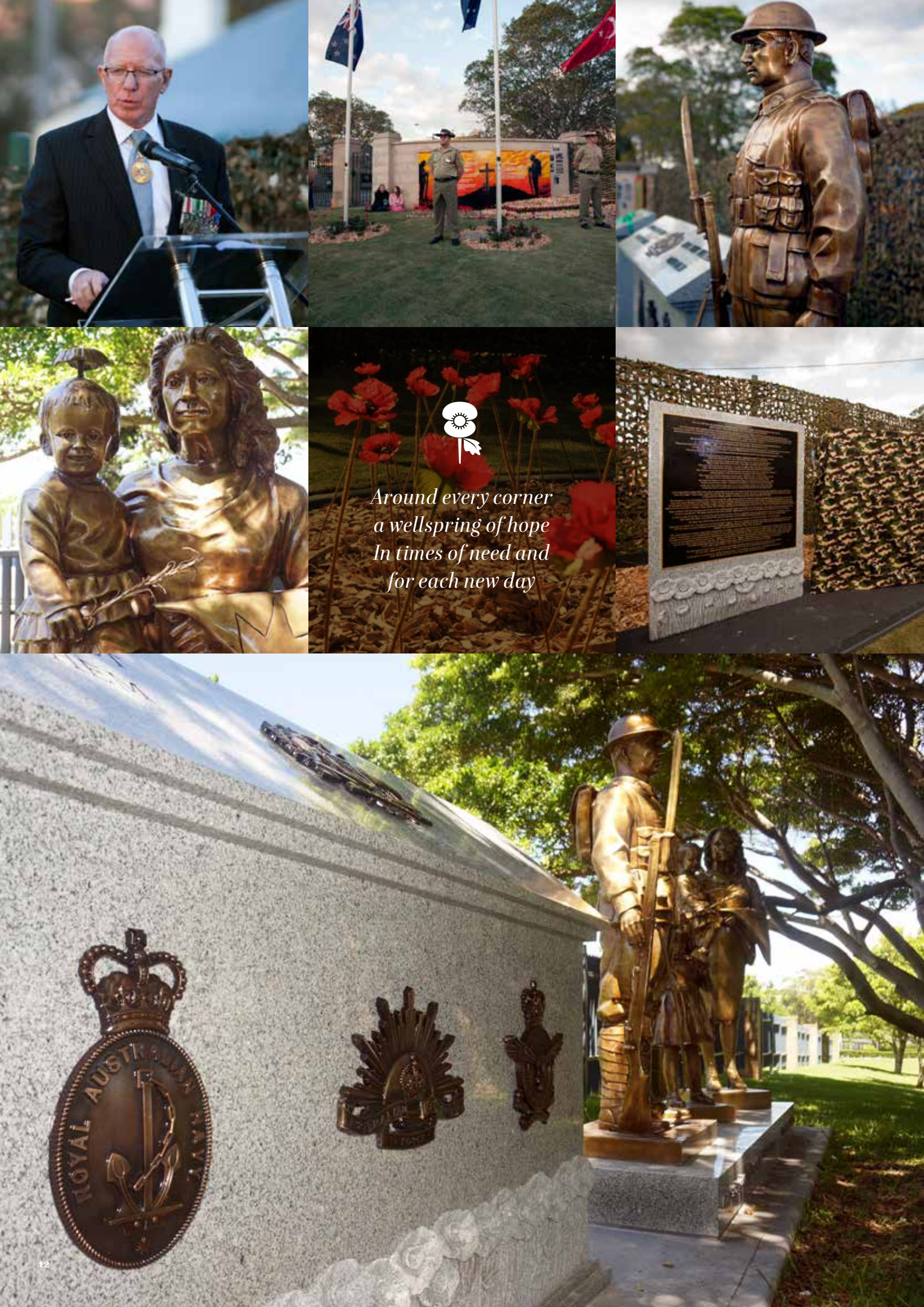
Civic Disability Services have, for over 60 years, supported adults with disability and/or mental illness to lead the life they choose, build self-esteem and achieve full potential. Civic Disability Services supply WMP with small teams (lead by a supervisor) to work within the grounds and gardens. The teams consist of highly functioning individuals who perform garden and lawn care duties within the cemetery grounds. The programs are supporting the community and providing valuable skills to people who may otherwise not be given this type of opportunity.

### Flags

SMC NSW has introduced extra flag poles for a flag of the week rotational program for nationalities that use the cemeteries. When an Aboriginal service is being conducted, the Aboriginal flag is flown on that day irrespective of the status of the rotational program.







### Centenary years since ANZAC

As part of SMC NSW's community-led approach, Unique Military Memorials have been created at ESMP and WMP. Novel concepts were incorporated into the designs, which were opened on significant dates within the centennial year's calendar of commemorations since WW1. The WMP memorial was opened by the Governor of NSW on 6 August 2015, the 100th anniversary of the Battle of Lone Pine in Turkey. The ESMP memorial was opened by the Chief of the Defence Force on 29 July 2016, the 100th anniversary from the Battles for Pozieres in France. Both memorials also acknowledge the impact of war on families, via the Legacy and War Widows Guild. Bronze children hand a note to their WW1 Dad with the message "miss you dad".

The memorials recognise three Victoria Cross recipients at each cemetery (there are six VC recipients over both cemeteries). SMC NSW was able to record four Community Service Ads (CSA's), which talked about the three Victoria Cross recipients within the WMP Military Memorial, as well as a CSA about the cost of service and the organisation of Legacy and War Widows Guild. The CSA's were played at no charge on a regular basis across the Sydney stations under the Macquarie radio network in the lead up to the WMP Military Memorial opening.

At both the WMP and ESMP openings, SMC NSW went to great lengths to incorporate symbolism involving both Allied nations and former foes. The Hon Mark Speakman SC MP (now the Attorney General for NSW) provided an extract related to the WMP dedication from the NSW Legislative Assembly Hansard on 13 August 2015 which reads, "On 6 August I attended the official opening by His Excellency the Governor of Sutherland Shire's new memorial to Australian service personnel and their families, the Woronora Military Memorial.

The service started just before sunset, with several hundred people gathered, and concluded at 5.30 pm with a whistle blowing to mark the exact time the soldiers left the trenches and the Battle of Lone Pine commenced. Recognising the value of families supporting those who fought so bravely, the memorial features an emotive bronze statue of a little boy handing a note to his World War 1 father, "Miss you, Dad". Three Victoria Cross recipients at rest and memorialised by family at Woronora Memorial Park are also uniquely honoured by

granite plaques etched with their images. These include John Patrick Hamilton, who was awarded the Victoria Cross for outstanding courage during the Battle of Lone Pine. I was honoured to present the Acting Turkish Consul-General with a lone pine and a Wollemi pine to signify friendship between Australia and Turkey."

Responding to the opening, the Governor of NSW, General The Honourable David Hurley AC DSC (Retired) wrote to SMC NSW on 11 August 2015 with the Governor's opening paragraph saying "... Linda and I were very moved by the very sincere and heartfelt contribution by the SMC NSW to our national commemoration of the Centenary of Anzac. The memorial is magnificent and the opening ceremony reflected your passion for this time of national reflection."

The Cemeteries and Crematoria Association of NSW (state association) presented SMC NSW with the 2015 award for excellence for the Woronora Military Memorial in April 2016, while the National Trust gave the Memorial a Highly Commended at their 22nd Annual Heritage Awards.

On the morning of Anzac Day 2015, our SMC NSW CEO was included in an expert panel hosted by Natarsha Belling. During the extensive coverage, the CEO announced the upcoming opening of the military memorial at WMP, (for which Natarsha Belling was the Master of Ceremonies). Channel 10 also featured interviews with Legatee Eric Easterbrook (then President of Sydney Legacy) in front of the WMP Memorial during the evening news on the opening day Thursday 6 August 2015.

### Legacy / ANZAC

Every year since 2014, SMC NSW organises a ute-load of rosemary to be sent from WMP to Legacy's central office at 47 York Street, Sydney for ANZAC Day. This activity generates press attention most years. Rosemary has a profound significance for military commemorations. It is traditionally worn on ANZAC Day to honour veterans and show support for their families. Some of the rosemary WMP harvests comes from a bush grown from cuttings brought back from Gallipoli a century ago by a returning soldier. In the lead-up to ANZAC Day each year, SMC NSW also invites ex-Junior Legatees who are now Legatees from the St George Sutherland Division to lay Legacy wreaths at both ESMP and WMP military memorials.





## Mention My Name

In 2015 SMC NSW created special memorials for those who have lost their lives by their own hand or through suicide. A “Juniper (Tree) of Hope” memorial exists at ESMP and WMP, and SMC NSW has worked with the Catholic Cemeteries and Crematoria (CCC) to recognise those lost under a unique program developed with the CCC entitled “Mention my Name”. The initiative has attracted significant interest from Most Reverend Terence Brady DD VG EV Auxiliary Bishop of Sydney, noting that in past decades those suffering from suicide were excluded from burial areas by the Church. The Bishop’s actions are pioneering within the global Catholic community and it was the first service of its type conducted by the Catholic Church in Australia. Professor the Honourable Dame Marie Bashir AD CVO, former Governor of NSW attended the service and advised of her “appreciation to those have initiated this humanitarian and special gathering.”

SMC NSW developed the concept and symbolism of the Juniper tree from a story about a Jewish prophet named Elijah, who in the Old Testament (1 Kings 19) sat under a Juniper/ Broom tree, and contemplated if his life was worthwhile. The

inaugural “Mention My Name” remembrance service for those grieving the loss of a loved one after suicide was first conducted by Bishop Brady on the evening of 2 September 2015 at St Mary’s Cathedral, Sydney. The symbolism of the Juniper tree was highlighted.

The Juniper Trees were planted on Friday 11 September 2015, the day after International Suicide Prevention Awareness Day, in the morning at Woronora Memorial Park (WMP) and afternoon at Rookwood Catholic Cemetery. During the service, messages from families and friends were placed beneath them. Subsequently the CCC launched the ‘Mention My Name’ Group, a suicide “postvention” support program that offers a safe, nonjudgmental place where people may share their grieving in the spirit of comfort and hope. These groups provide ongoing support to those bereaved from suicide long after the initial loss.







For here lies a  
place for our memories  
Now and for  
generations who pass

### Alice Cashin Nurse Memorial

In an unmarked grave at WMP rests a heroine of WWI, registered nurse Alice Cashin, the first Australian to be awarded a Royal Red Cross medal plus bar for her incredible bravery during WWI. SMC NSW worked with the NSW Nurses and Midwives' Association (NSWNMA) to officially dedicate and unveil the Alice Cashin Nurse Memorial on 11 October 2016, which celebrates the qualities and values displayed by this extraordinary Australian nurse and in honour of all nurses and midwives. Professor The Honourable Dame Marie Bashir AD CVO, cut the opening ribbon, and a descendant of Alice Cashin officially dedicated the Memorial. Alice trained as a registered nurse at St Vincent's Hospital in Sydney and later moved to England to pursue her career. When WWI broke out, she signed up with the British Red Cross and in July 1915, joined the Queen Alexandra Imperial Military Nursing Service Reserve (QAIMNSR). Her first posting with the QAIMNSR was in Egypt and for her work and bravery there, Alice was awarded the Royal Red Cross 1st Class Medal. On 30 March 1917, Alice was Matron on the hospital ship HMHS Gloucester Castle, which was torpedoed without warning in the English Channel. Alice defied orders and refused to leave the sinking ship until all her

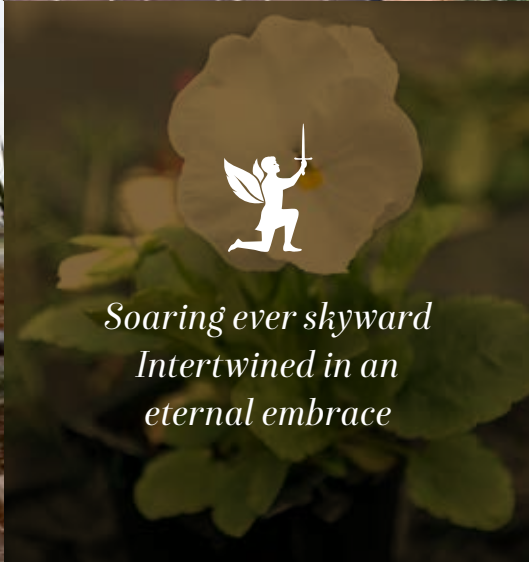
399 injured men and 33 nurses were safely on lifeboats. She left on the last lifeboat.

For her "example of coolness and devotion to duty, and rendering invaluable service" on that terrible and cruel night, Alice was the first Australian to receive the Bar to her Red Cross Medal.

SMC NSW created a theme of daisies around the memorial in memory of the send-off given by "her boys" at the English hospital. They are planted on her grave, as our send off to her, with thanks, and in memory from a grateful nation. Part of an extract from the NSW Nurses and Midwives Association (NSWMA) journal "Lamp" 2016 states: "When NSWNMA official Lynne Ridge read a story in The Sydney Morning Herald last year about Cashin and her unmarked grave at Woronora Memorial Park, she was inspired to do something to honour her memory... a plan was hatched to erect a memorial for all nurses and midwives in NSW, inspired by Cashin, next to the place where she is buried..."

The monument is located in a vacant area adjacent to the unmarked grave. Most of the costs covered by sponsors and the bronze manufacturer provided, at no charge, a fiberglass model of the bronze statue. This statue was presented to St Vincent's Hospital.





## Missing Persons

The Doorway of Hope is a unique Missing Persons Wall at Woronora Memorial Park (WMP). The Doorway of Hope was opened by Daniel Morcombe's parents, Bruce and Denise Morcombe and Senator Michael Forshaw on behalf of the Prime Minister on 11 April 2010. It represents the first opportunity in Australia to memorialise missing persons in a cemetery. Since the finding of Daniel's body on 21st August 2011, SMC NSW has placed a plaque for Daniel Morcombe on the Missing Persons Wall. A letter from the Prime Minister, The Hon. Kevin Rudd MP, reads "The Doorway of Hope is an important symbol of remembrance – not just for those who are immediately affected, but to all who see it and realise that it represents real loss and real people – people who should not be forgotten."

The importance of this place to the community is demonstrated by a gathering on 30 September 2017, where the life of a 30-year-old man was celebrated, the doorway into "the unknown" acting as a powerful symbol of his spiritual journey.

## Police

Developed over years of meetings between SMC NSW with the NSW Police and ex-Police Associations, Local Police Memorials were opened by the NSW Police Commissioner at WMP in early 2015 and at ESMP later that year. They are the first of their type in NSW, possibly in Australia.

After the opening, SMC NSW organised for special plaques to Police Legacy to be installed next to both Memorials, to remember the cost to families of fallen police heroes. At the ESMP dedication, the NSW Police Commissioner Andrew Scipione said the memorial would "stand as a beacon of hope, a beacon of sacrifice and commitment, from the police force to the community".





## Arthur Stace “Mr Eternity” Memorial

From his place in eternity we remember “Mr. Eternity” – a man inspired by something higher.

Mr Arthur Stace became a Sydney legend for chalking the word “Eternity” on footpaths across Sydney, spanning 35 years. During late 2018, Eastern Suburbs Memorial Park will be dedicating a special Bronze Memorial for the 51st Anniversary of his death, a significant date on which Arthur Stace entered “Eternity”.

Stace was inspired to what became his life’s work after hearing a sermon entitled “Echoes of Eternity”. At the end of the sermon, Rev John Ridley raised his voice and said, “Eternity! Eternity! I wish that I could sound, or shout that word to everyone on the streets. Eternity! Friends, you have got to meet it. Where will you spend Eternity?”

In an interview, Arthur Stace later said, “Eternity went ringing through my brain and suddenly I began crying and felt a powerful call from the Lord to write “Eternity”. I had a piece of chalk in my pocket and outside the Church, I bent down right there and wrote it.” To his astonishment, the word came out smoothly, in perfect copperplate. He had always struggled with reading and writing and never thought he could write or spell the word. Arthur believed it was a gift from God. Driven by the hope his message might inspire others to lead a better life, he wrote the word an estimated 500,000 times over his lifetime, on footpaths, railway station entrances and anywhere else he could think of.

When Stace died in 1967, his final act of benevolence was to bequeath his body to science, so that it might help others. Perhaps inspired by his own visions of eternity, his final act of giving his body to science was one of the greatest gifts of all to human kind. Two years after his death, his earthly remains were laid to rest with those of his wife at ES.

In 1999, at the start of a new millennium and as a fitting tribute to Stace, “Eternity” was emblazoned across Sydney Harbour Bridge as a part of Sydney’s New Year’s Eve celebrations.

On Friday, 28th July 2017 Eastern Suburbs Memorial Park held an intimate graveside service to mark 50 years since Mr Eternity transcended to Eternity. Subsequently, ESMP has created a beautiful life-sized bronze statue of Stace himself, bending over

his tireless work of art and hope. Many of those present at the service took it in turns to write in chalk over the word ‘Eternity’ – taken from the passage from Isaiah 57:15 which motivated Arthur Stace to his great mission:

“For thus saith the high and lofty One that inhabiteth Eternity, whose name is Holy; I dwell in the high and holy place, with him also that is of a contrite and humble spirit, to revive the spirit of the humble, and to revive the heart of the contrite ones.”

At the 2017 service, the blackboard with the passage from Isaiah 57:15 in chalk was temporarily placed on Arthur Stace and his wife Ellen Esther Pearl Stace’s grave. Afterwards, those attending the service placed a spectrum of flower colour over the passage from Isaiah, written both in chalk and on the grave.

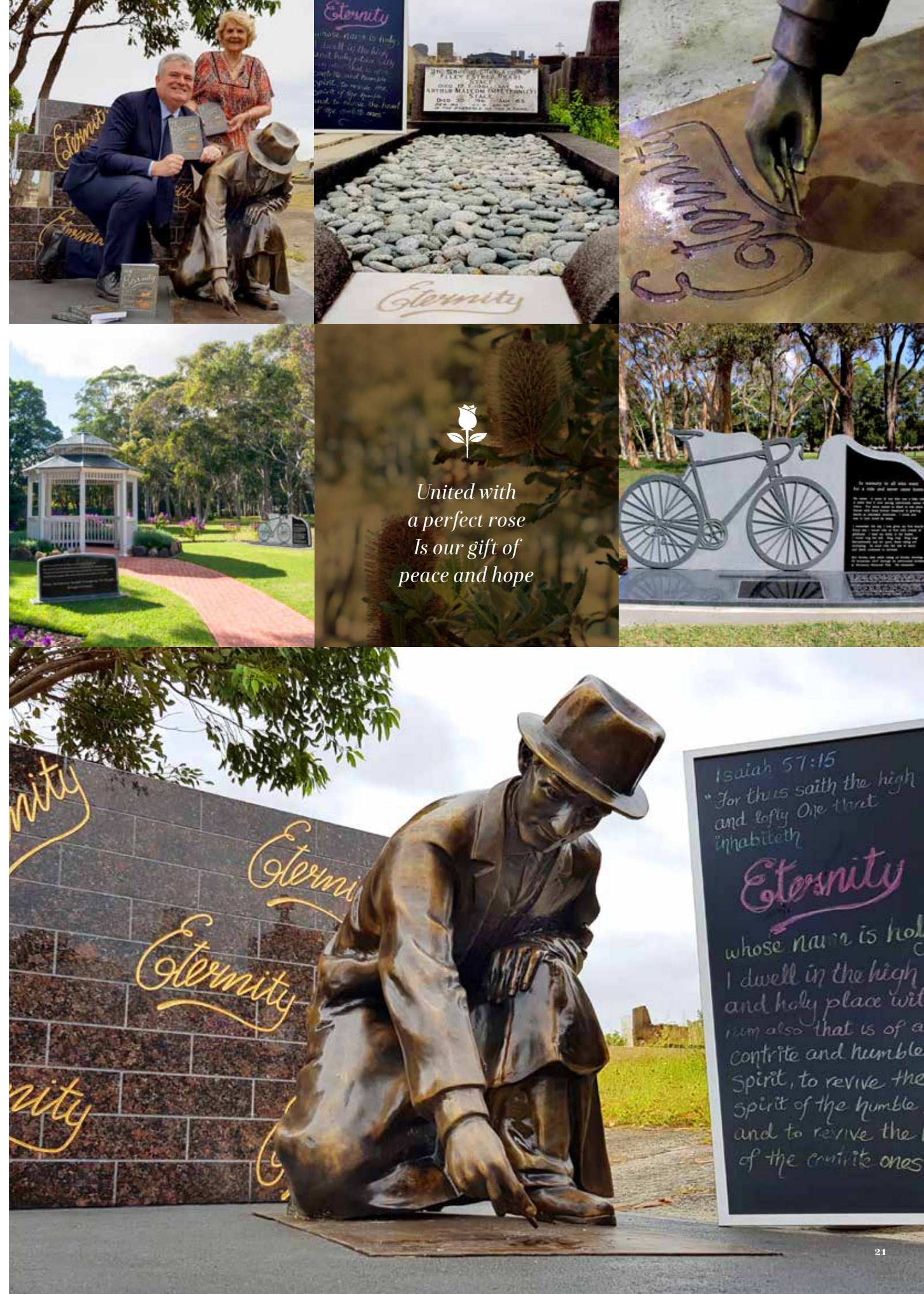
## “La Madonna del Ghisallo” Cycling Remembrance Memorial

Early one morning in late 2017, Ron Doolan was riding in Woronora Memorial Park when he became involved in a tragic accident and died of his injuries. He was just one of 40 riders in Australia to go out on his bike that year and never come home.

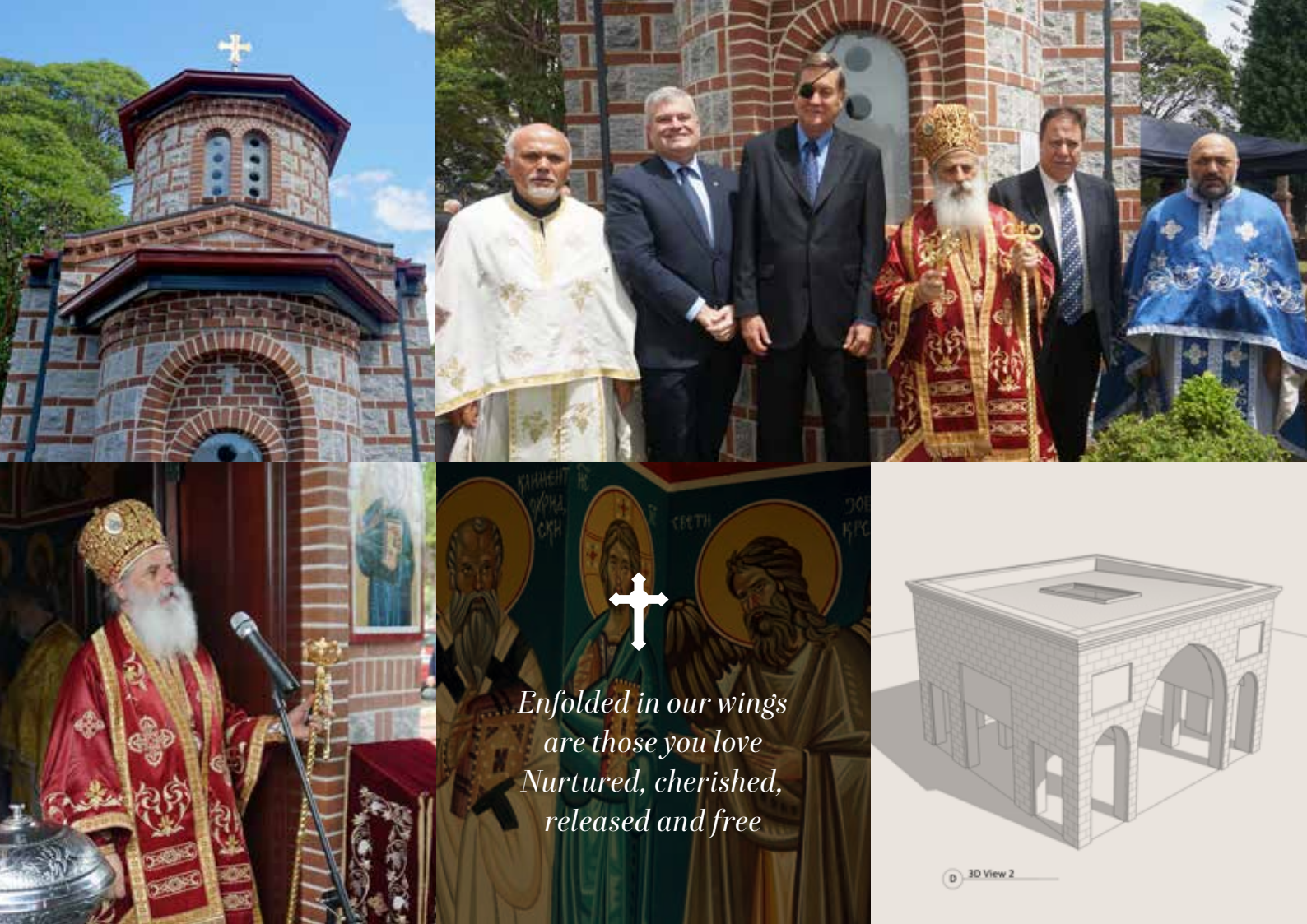
Ron’s accident became the catalyst for a new place of remembrance, dedicated to cyclists and their families and the “La Madonna del Ghisallo” Cycling Remembrance Memorial was unveiled on Friday, 13th April, 2018 by Commissioner Michael Fuller, APM New South Wales Police Force.

Named after the patron saint of cyclists, the memorial is the first of its kind for a major cemetery in Australia – a place dedicated to honouring the fallen riders in our midst. It is located in “Our Peaceful Place” in WMP, which has an annual service on the third Sunday of November, under an initiative of the United Nations ‘The World Day of Remembrance for Road Traffic Victims’.

Our “La Madonna Del Ghisallo” memorial is more than a place for family and friends to come to reflect. It is a public reminder that we need to do more to protect all our road users and to be mindful of each other.







✝

*Enfolded in our wings  
are those you love  
Nurtured, cherished,  
released and free*

### *9th Century Byzantine scaled Temple*

As a consequence of SMC NSW's community engagement, the Macedonian community has built the Chapel of the Holy Trinity (also known to the community as the Macedonian Temple) at WMP. It is a scaled replica of an early Macedonian Church building, in traditional ninth century Byzantine style.

The temple is the first in the world to be built within cemetery grounds outside Macedonia. It was opened on 6 February 2016 by His Eminence Metropolitan Petar the Diocesan Bishop of the Macedonian Orthodox Church Diocese for Australia and New Zealand, together with two other Bishops who travelled from Macedonia for the blessing. The event generated interest around the world. The WMP Facebook page recorded tens of thousands of individual views, mostly from people living in Macedonia.

### *Ancient Egypt "Gateway" for Coptic Orthodox Church*

Australia's Coptic community is the third largest outside Egypt. Since late 2010, WMP has been working with this growing community on a novel "gateway". Father Tadros El-Bakhoui, a leader in Australia's Coptic Church has advised that this will be a world-first for a cemetery outside Egypt. The new structure will include symbols associated with the ancient Pharaohs, and incorporate relics sourced from Alexandria in Egypt. It will also provide a place to share the story of the Coptic Church from the time Saint Mark brought Christianity to Egypt during the reign of the Roman Emperor Nero in the first century, to modern times and the church's journey to Australia. The Coptic architect who has designed the Woronora Cemetery Coptic gateway also worked on the nearby Coptic Church development at Caringbah, which was blessed by his Holiness Pope Tawadros II during his 10-day pastoral visit to Australia in August and September 2017.



Paul's vision of  
ACTS 16:9-10  
During the night Paul  
man of Macedonia saw  
him, "Come over to  
After Paul had seen  
once to leave for M  
had called us to pre





## Aidan's Legacy

SMC NSW has created enduring financial models to support our community. The funding for these community programs comes from the innovative Orthometals Recycling program.

Before involvement, all metals at WMP and ESMP were treated as by-product and took up valuable landfill space in the cemeteries. Today, otherwise waste metals are now collected and sent via Austeng (Australian company based in Melbourne <http://www.austeng.net.au/>) to Europe, where they are sorted and granulated for recycling.

The MD Austeng, Ross George, advises that the total amount of metals sent for recycling from WMP and ESMP between 2013 to 2017 inclusive stands at 4,172kg. This has freed up about ten graves sites for our cemeteries.

The money from the Orthometals program provides a long term and sustainable financial base in support of programs like Aidan's Legacy, as well as other awareness activities such as Baby Lily Grace Awareness Day. Aidan's Legacy is a program that ensures all children from babies (including early loss pregnancy sent to the cemetery from hospitals) to children up to and including 17 years of age, receive a no-charge cremation as well as no-charge chapel service at either WMP or ESMP. If a burial is requested, a significant subsidy is made towards the burial cost. As at 12 October 2017, 88 families have utilised Aidan's Legacy, – 51 families at ESMP and 37 families at WMP.

In addition, hundreds of early pregnancy loss babies have been delivered to both ESMP and WMP from hospitals, all of whom have been cremated at no charge. Arriving from hospitals, since 1/7/2013 to 12/10/2017 WMP has received 178 pre-20 week babies, and since February 2016, ESMP has received 98 pre-20 week babies.

Since February 2016 at ESMP and 2015 at WMP, SMC NSW has also set up monthly chapel services, called "Babies with Wings". These are services for families suffering from early pregnancy loss, offering the comfort of formal farewells to children of less than 20 weeks' gestation. Families are advised of the services through hospital staff. On the day, a teddy bear is

given as a memento to each family who attends. After the services, all babies are cremated on the same day.

Families are also invited to be part of subsequent ash scatterings that take place within a few days of the services, in special parts of the cemeteries. SMC NSW has created symbolic Memorials of size and scale for early pregnancy and late stage pregnancy.

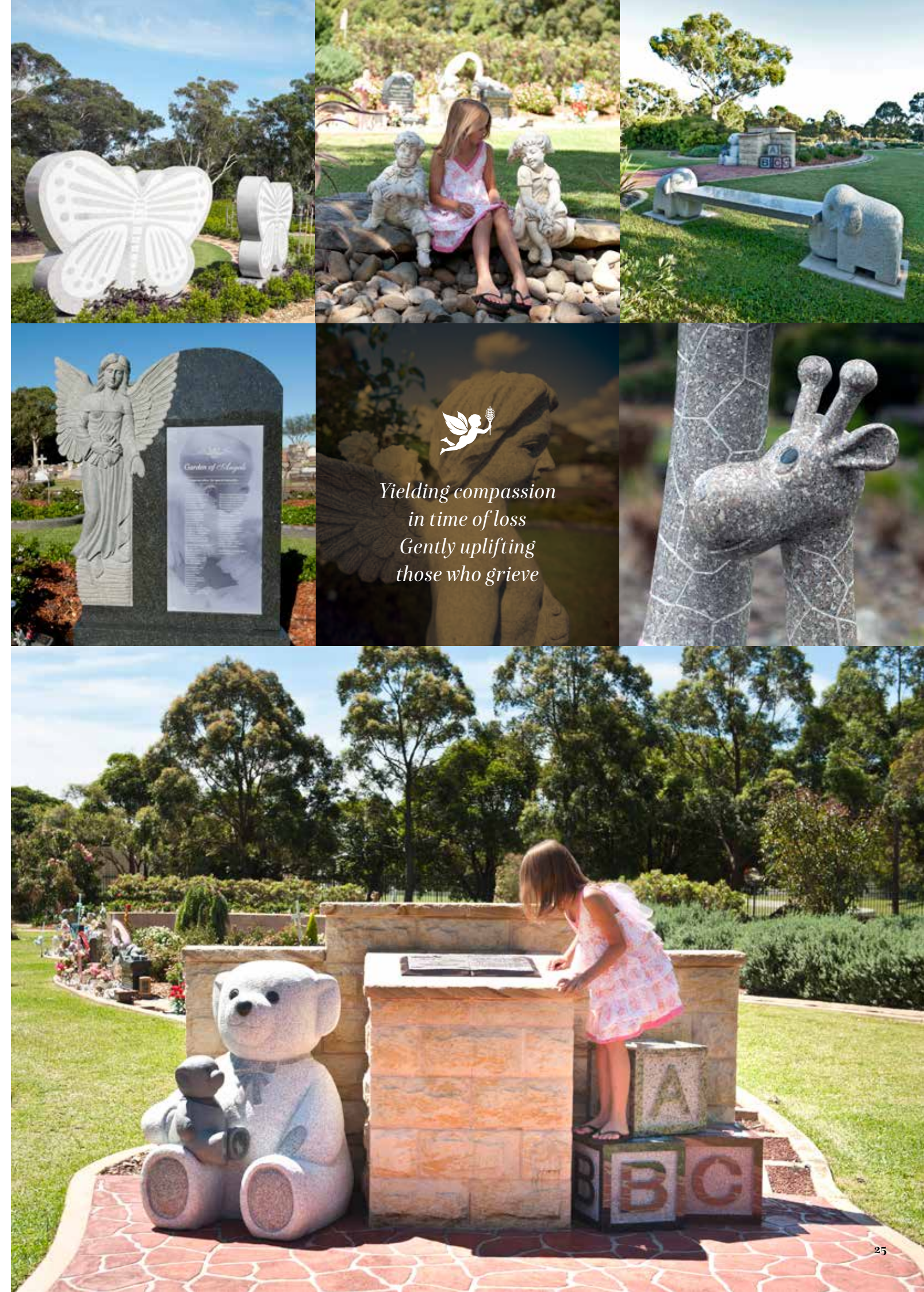
While our pre-20 weeks' gestation memorials are not recognised in a legal sense, they do provide a gathering point for reflection and healing for thousands of families who would otherwise have no place to visit, reflect and remember. The family may place a name on the memorial without the need for documentation. NSW Births Deaths and Marriages now issues a certificate for pre-20-week gestation, provided the application is supported by medical evidence.

## "For people like Mick..."

"For people like Mick..." is a policy being developed by SMC NSW in consultation with Rev George Capsis to provide memorial and interment for eligible people who may have no one to remember them, or no financial means to afford burial or cremation. This is a particularly poignant program for people who may be homeless, or suffering from mental health issues that deprive them of the support of family or friends.

The development of the policy is founded upon a community value that every person in our nation deserves to have a place that remembers their name.

At the request of Civic Lifestyle, a not-for-profit provider in the disability area, WMP has provided cremation at no charge for a suicide victim who was part of the Civic special needs workforce, and whose sister had also committed suicide a few months earlier. Both will have memorialisation at Centennial Court at WMP for no charges.



*Yielding compassion  
in time of loss  
Gently uplifting  
those who grieve*





## Metals and Cremation Policy

*How recycling of surgical metals gives back to our community through subsidies and awareness activities.*

*Southern Metropolitan Cemeteries in NSW is participating in an Orthometals program that creates the opportunity to recycle surgical metals remaining after cremation. Funds raised are being directed towards families using Eastern Suburbs or Woronora Memorial Park's services, who have experienced the loss of a child up to and including 17 years of age, pre-term and stillborn children. This program is called "Aidan's Legacy", named after a 3 year old boy residing in Karinya Gardens, one of Woronora Memorial Park's children's areas. The program also assists with costs associated to services which use our facilities of all children in our Nation who have passed without family heritage. The subsidy is provided to raise awareness for the annual Pregnancy & Infant Loss Remembrance Day held on the 15th October and the Baby Lily Grace Awareness Day, held each year on the 29th April.*

**If your loved one has had an orthopaedic implant during their lifetime, and you have not provided any specific instructions, you may wonder what happens to the metals after cremation.**

When a coffin or casket is cremated, the majority of metal components that have been surgically implanted (i.e. prosthetic or orthopaedic devices such as artificial joints, plates or screws) are not destroyed during cremation. These surgical metal components combine with the metal remains from the coffin or casket (staples, screws, hinges etc.) that remain after the cremation process.

When most people consider recycling, we think about paper, plastic or glass. It is also possible to recycle metals and this may include the various metals used in items such as artificial joints. The metals used for implants are special medical grade stainless steel, titanium, tungsten and cobalt chrome. All are produced from non-renewable resources and all have recyclable value.

### Why Recycle?

Until 2013, unless a family requests otherwise, metal items left over from cremation were aggregated and buried in the grounds of the cemetery. A very small percentage of families ask for the cremation metal to be returned, however the vast majority do not. When asked, such items are provided to the family.

The decision to recycle surgical metals remaining after cremation is an environmentally responsible one. It reduces the amount of landfill material and also helps ensure that use of non-renewable resources is minimised. The fact that all proceeds raised provide a free cremation, chapel service or a burial subsidy to a family using our services, who has lost a baby, infant or child as well as support the Pregnancy & Infant Loss and Baby Lily Grace Awareness Days, means that the recycling does provide both an environmental and a broader social benefit.

Recycling of metals remaining after cremation is now fully accepted in numerous countries across Europe, including the UK and also in some states of the USA. Hundreds of cremation facilities participate with a combined amount of hundreds of tonnes of metals being recycled, per annum.

### Where do the metals go?

Southern Metropolitan Cemeteries Trust in NSW has partnered with Austeng Pty Ltd, a Melbourne company for the collection and shipping of these metals to OrthoMetals, a fully certified and registered company with a strong history and experience in conducting the collection and recycling of metals for crematoria worldwide, including Australia.

Once the metals are received by OrthoMetals, they are recycled in the form of granulates to the original material. The process is a guaranteed recycling system to ensure that all orthopaedic implants are not able to be re-used.

### What happens to the money raised by recycling?

The recycling of these metals does generate funds. From the 15th of May 2014, any proceeds raised from metals collected from Southern Metropolitan Cemeteries Trust in NSW have been allocated to provide families who have experienced the loss of a child up to and including 17 years of age, pre-term and stillborn children with a cremation and chapel service at Eastern Suburbs or Woronora Memorial Park, at no charge, as well as a burial subsidy, should a family choose burial over cremation at one of our cemeteries. The program is called "Aidan's Legacy" named after a 3 year old boy now residing in Karinya Gardens, one of Woronora Memorial Park's children's areas.

Many families have utilised Aidan's Legacy. In addition to these families, hundreds of early pregnancy loss babies have been delivered from hospitals, all of whom have been cremated at no charge. As an opportunity to provide further dignity, since 2016 at Eastern Suburbs and since 2015 at Woronora Memorial Park, monthly chapel services have been provided for early pregnancy loss, including a gift of a teddy bear to each family who attends such services. The families are advised of the "Babies with wings" services via appropriate hospital staff. Services for families suffering from early pregnancy loss allows formal farewells to children of less than 20 weeks gestation. After the services, all babies are cremated on the same day with the opportunity for family to be part of subsequent ash scatterings which take place a few days after the services in special parts of the cemeteries.

### What if I want the metal items returned to me or my family?

Unless otherwise indicated prior to the cremation occurring, all metal items remaining after cremation will be recycled. However, if you would like to have the particular item returned to you, please advise your Funeral Director prior to the cremation. Our staff will make arrangements to keep the item and have it returned at a time of memorialising or collecting the cremated remains.

Please note that soft/precious metals melt during the cremation process and are dispersed throughout the remains of the cremator and are reduced to tiny granules. These cannot be recovered and returned to the family so it is recommended that all jewellery is removed prior to cremation.





### *Wave of Light*

In 2010, WMP began outdoor pregnancy loss services with community groups. On 15 October 2012, Pregnancy and Infant Loss Remembrance Day was officially recognised in NSW after the efforts of the Member of the South Coast received bipartisan support in the NSW Parliament. NSW became the first state in Australia to acknowledge this declaration, and was followed by the WA Parliament in 2014.

The day serves to promote awareness of the services and support available to those who have suffered the heartbreaking loss of a child or loss while pregnant or stillborn. The first evening service was held on 15th October 2013 and included a “Wave of Light Candlelight Memorial” where attendees join thousands of others from around the globe in a moving tribute by lighting Candles at 7pm (local time zones). As the world turns, a glow follows the sunset, creating a fleeting yet symbolic memorial of Candleglow.

A special component of the 2015 Pregnancy and Infant Loss Remembrance Day Service at ESMP were the prayers and dedication of a very special “hands and feet” memorial for those babies whose images from life are reflected in a limited number of clay impressions. SMC NSW worked closely with the Social Workers and Chaplains at the Royal Hospital for Women at Randwick to inter around 30 clay hand and feet impressions created by the Hospital between 2000 – 2013 and were for family circumstances, never collected.

For Pregnancy and Infant Loss Day 2016, SMC NSW was involved with the creation of a special memorial in bronze and granite called “Landon’s Legacy”, which commemorates the approximately six stillbirths that occur every day in Australia. Landon’s memorial at ESMP was officiated by the Stillbirth Foundation’s patron and former NSW Premier Kristina Keneally, along with Landon’s parents who are ambassadors for the Stillbirth Foundation.

To support this event, the CEO of SMC NSW joined the CEO of the Stillbirth Foundation on national ABC News 24, to highlight both the day and the research needed that may save more of these precious young lives.

The sculpture of Landon at WMP is of a baby encircled by loving hands on top of an upside-down globe. The baby represents little Landon Maxx Baggett. On 5 May 2015, Landon was born, otherwise healthy, but not breathing. In lending their support for this memorial, Landon’s parents said, “while we cannot teach Landon about the world, together we can teach the world about him”.

The 2016 event at WMP welcomed around 450 people, with up to 200 attending the ESMP service. Support organisations who attend the annual twilight services include the Bears of Hope (Pregnancy and Infant Loss Support); Heart Kids NSW; Pillars of Strength; Pregnancy Loss Australia; SANDS (Miscarriage, Stillbirth and Newborn Death Support); Red Nose (formerly known as SIDS and Kids); Stillbirth Foundation; The Compassionate Friends NSW (support for grieving families after the death of a child) and from 2017 the early pregnancy loss organisation called Pink Elephants.

SMC NSW’s efforts have inspired other major cemeteries in Australia to hold Pregnancy and Infant Loss services, including a major Cemetery in Adelaide who have also begun to hold similar services.

### *Baby Lily Grace National Awareness Day*

The Baby Lily Grace Awareness Day, 29 April, is an annual activity aimed at raising awareness for an estimated six children killed each year in Australia, without the community being aware of their names or even, in some cases, that they even existed. This estimate was first advised by SMC NSW’s CEO, Graham Boyd during national media coverage, when comparisons to Australia from a comprehensive French Court study were made, which had found that for every 100,000 births, 2.1 babies were killed.

SMC NSW has been a strong community advocate for the creation of the Baby Lily Grace National Awareness Day. Our organisation devised a special ribbon – black (representing community bereavement) overlaid with pink (representing hope, compassion, innocence). SMC NSW also host a pre-dawn service on 29 April each year, in memory of such children. The aim is to raise



awareness to those involved to let them know that “there is a better way” and “to save the defenceless”. SMC NSW has led the way, with other major cemeteries beginning to see the value in holding special services for unnamed children, such as the Greater Metropolitan Cemeteries Trust in Victoria.

SMC NSW in NSW has trademarks over the Baby Lily Grace Awareness Day as well as the specially designed ribbon and both trademarks are valid until 1 July 2025. In the lead-up to the dawn service held 29 April 2016, the President of ACCA wrote a letter outlining Baby Lily Grace Awareness Day, which enclosed the special ribbon and was sent to all members of Federal Parliament.

The 2016 service was led by Kristina Keneally, former NSW Premier, along with Bill and Filomena D’Alessandra-Green to Baby Lily Grace’s resting place, in the Garden of Innocence in ESMP. The service was attended by Mr Hugh Dillon, the Deputy NSW Coroner who had made recommendations to the NSW government on reviewing safe-haven laws and potential baby boxes at hospitals.

On 29 April 2017, several VIPs attended the pre-dawn service including the Catholic Auxiliary Bishop of Sydney, Most Rev Terence Brady; the Mayor Randwick, Cr Noel D’Souza, as well as senior Police. On 29 April 2017, the CEO SMC NSW appeared on national ABC News 24 for interview at their Sydney studios.

SMC NSW provided a submission to the NSW coronial inquest into the death of Baby Lily Grace, the unknown child found at Maroubra beach who now rests at a national memorial for all such children (created by SMC NSW). The submission overviewed “baby boxes” which are used overseas as well as the corresponding safe-haven laws. The Deputy State Coroner (Justice Hugh Dillon) made recommendations to the NSW government to review options for baby boxes as well as safe-haven laws.

SMC NSW’s CEO has appeared on numerous media in relation to the matter of awareness that includes national and international newspapers, on media websites and national television news. During a national news interview played on the ABC, the CEO highlighted the need for consistent and national safe-haven laws and further

assistance required relating to mental-health/self-esteem for mothers in risk categories. A news grab from the CEO’s interview was replayed for several hours on the ABC network that day to raise awareness around such unfortunate circumstances.

Along with Sergeant William Green of the NSW Police Force, SMC NSW received a “Kingsford Smith Community Service Award” from the Federal Member for Kingsford Smith, Matt Thistlethwaite MP, “for dedicated service to our community”. The award was presented on the evening of 16 November 2016 (mention was made concerning Baby Lily Grace), where the CEO acknowledged the award was part of a significant team effort.

### *Stillborns of yesteryear*

From the earliest years of the cemeteries in the 1890’s up to the 1980’s, thousands of stillborn babies were delivered from hospitals to WMP and ESMP and buried in unknown locations. SMC NSW has organised special memorials at both ESMP and WMP for such children.


From a modern perspective, it seems hard to believe that for the better part of a century in Australia, women who lost their babies at birth were often told by their hospital or their church to forget all about them, to “get on with life” without being given any form of counselling or support. Yet thousands of families are still quietly grieving and many carry the burden of not knowing what happened or where their baby was laid to rest. Some of those who have suffered released blue and pink balloons for the opening of the special memorial for all such children at WMP on 15 October 2015.

The ESMP memorial was opened by Mrs Linda Hurley, wife of the NSW Governor, at the Pregnancy and Infant Loss candlelight/twilight service in 2015. Mrs Hurley also joined the wife of the Federal Treasurer (the Hon Scott Morrison MP) Jenny Morrison, and Mrs Filomena D’Alessandra-Green, who in heart with her husband Sergeant Bill Green of the NSW Police Force adopted Baby Lily Grace, to open a new section called the “Garden of Innocence”. The three women were a powerful symbolic representation of community concern around abandoned children. Each woman represented Hope, Love and Prayer for an important issue.







  
*Gliding over our  
beautiful gardens  
Incomparable  
serenity awaits*

### *Human Tissue & Bodies to Science*

SMC NSW was inspired to provide a unique memorial named “Wonderfully Made”, which was unveiled 10 April 2017. For size and scale, the Memorial is potentially the best in Australia and is dedicated to Human Tissue and Bodies donated to Science. The Hon. Brad Hazzard MP, NSW Minister for Health and Medical Research officially opened the memorial, which included speakers Dr Marie Dziadek, Chief Medical Officer of the Garvan Institute of Medical Research. The official blessing was conducted by the Most Reverend Bishop Terence Brady, Auxiliary Bishop of Sydney.

The memorial’s creation ensures that those whose loved ones have made one of the greatest gifts of all to humankind have a beautiful place to remember them. The nucleus of the Wonderfully Made project began in 2002, when a national audit of human remains collected by the various state governments and official institutions was conducted. Many were from coronial inquiries that stretched back years. The final audit included human tissue samples dating back to 1830. It also included specimens of ashed bone that had been used to assess the radioactive fallout in NSW from

the Maralinga nuclear tests that were carried out by the British Government between 1955 and 1963.

Families were encouraged to identify and collect any remains, but many were lost to the mists of time and the often-absent record keeping of their day. A substantial number of the remains were those of indigenous people, which made repatriation even more ethically sensitive and challenging. After a five-year moratorium, the NSW Department of Health approached Woronora to create a resting place that would allow the remaining, unclaimed samples to be put to rest with dignity. SMC NSW decided to dedicate this as a memorial for all those who give their bodies to science.

### *Our Peaceful Place*

Enough is Enough Anti-Violence Movement Inc., was formed in 1994 by Ken Marslew AM, following the tragic and violent murder of his son, university student Michael. From this tragic beginning, the seeds were planted in the organisation’s mission to reform society’s attitudes to violence through education and research. Together with Ken Marslew, WMP created an area of reflection called ‘Our Peaceful Place’, which officially opened on 7 December 2014.

The memorial is dedicated to the memory of loved ones lost through road trauma and to acknowledge the work of emergency service personnel in these tragic circumstances. Partnering with Enough is Enough, WMP recognises the World Day of Remembrance for Road Traffic Victims by holding an annual service on or around 15 November.

### *Christmas*

Hundreds attend our Christmas activities, including Candlelight Remembrance services (with partnering Funeral Directors) and other special services. Christmas is a special time for every family. It is a time of memory and tradition, a time of hope. In 2012, WMP joined with White Lady Funerals Sutherland to become the first cemetery in the country to host traditional Christmas carols. The event was inaugurated at ESMP, together with Joseph Medcalf Funeral Services in 2015. In 2016, WMP attracted over 550 visitors, with ESMP hosting over 200. It is a wonderful opportunity for families and friends to come together to celebrate the spirit of Christmas.

The WMP Carols also supports the Anglicare Toys ‘n’ Tucker Christmas Appeal. Visitors donate a voluntary

gold coin, children’s toys or non-perishable foods items for a candle and carols booklet. The gifts go to families who would otherwise go without. Carols at ESMP raises funds for the Newborn Care Centre, Royal Hospital for Women, in memory of Baby Lily Grace and all children of our Nation who have passed without family heritage.

From 2014 Christmas trees were placed in planter boxes especially designed with childhood characters within each children’s area. Each Memorial Park invites families and friends to place a decoration and/or message on a tree. Families and friends visit to reflect on their precious child’s life, in their own way and in their own time and in celebration of hope and cherished memories at Christmas. The response from families is inspirational and evident in the hundreds of decorations and personal messages that have been left.







*The WMP annual Open Day has been growing in popularity and now sees 1,500 attendees*



*SMC NSW has considerably expanded the Greek Orthodox burial areas for both ESMP and WMP*



*SMC NSW has oversaw the establishment of new Jewish burial grounds at WMP*



*The biennial Rose Festival at WMP saw over 1,200 attend*



*All Souls Day Masses have been introduced to meet the needs of the Catholic faith*



*Mothers & Father's Day services were established and have been attended by hundreds of families*





### *Stations of the Cross*

It was WMP's vision to create a world class Stations of the Cross. A place of great beauty, the precinct offers a place of solace where spiritually minded visitors can reflect on the mystery of life and the reassurance offered by their faith.

Inspired by the popular devotion acknowledged by Popes Pius XI and John Paul II, WMP's Stations of the Cross consists of 14 traditional statues or 'Stations' reflecting the final hours of Christ's life. These are arranged around a circular reflective walk, and all facing inwards towards a 15th sculpture, which represents the risen Christ.

Each two-metre-high Station was carved from a single block of granite. The central resurrection statue of Jesus was carved from a single block of granite – the largest from a single granite block in the southern hemisphere.

WMP approached the Reverend Donald Richardson, Director of Liturgy for the Catholic Archdiocese of Sydney, to write special devotions for each station. The Stations were blessed in the presence of several hundred persons on the 14th September

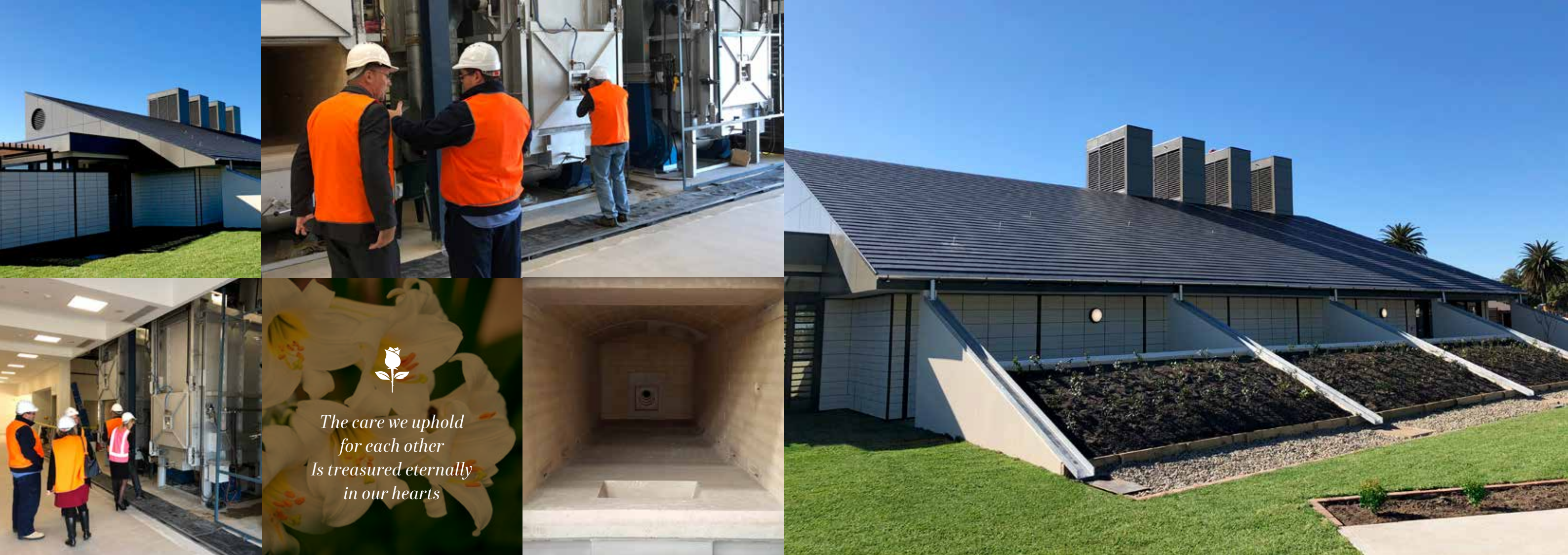
2013. Senior figures in the Catholic Church expressed their admiration for the project saying it was one of the best they had seen in the world. The Stations attract wide interest and are a regular excursion for local schools.

### *Letters to heaven*

SMC NSW instigated "Angel Gabriel letterboxes" focused yet not limited to the SMC NSW's children's areas. Family and friends may post a letter/ card to their loved one. The many hundreds of messages that have been posted are personal and, at regular intervals have been cremated with any ashes scattered within the cemetery grounds.







## Largest cremators in Australia

In October 2018, the current crematorium at Woronora Memorial Park, located inside the beautiful 1934 Art Deco Chapel, will be quietly decommissioned. In its place, a new, state-of-the-art crematorium will begin its working life.

The decision to upgrade the facilities was taken after a comprehensive research and consultation process. SMCNSW engaged the services of tier one Chartered Accounting firm Deloitte Access Economics, which conducted extensive modelling and provided strategic options.

Following a thorough tender process, the new system was chosen: an Australian manufactured HD 120 cremator, manufactured by Melbourne firm Majors Engineering.

The HD 120 machines are the largest cremators in Australia and were transported from Melbourne for instalment when the building program was complete.

SMCNSW is the largest crematorium Crown operator in NSW. With both Woronora and Eastern Suburbs under its administration, it accounts for

around 20 per cent of all cremations in the Sydney metropolitan region.

The current system, the Parsons Tabo cremator, was installed in 1989 and has been completely refurbished twice. During that time, it has facilitated over 60,000 cremations at Woronora.

Along with a rising death rate, Woronora, along with other cremation providers, is facing a new challenge: rising obesity rates. With people getting larger, coffins are following suit, and that has posed difficulties.

The new system alleviates this growing concern. While also being more efficient, it can cater for coffin widths up to 1150mm wide.

While the new building will no longer play a role in hosting memorial services, it will include a viewing room for friends and relatives wishing to see their loved one off on their final journey. The aesthetics of a stand-alone crematorium are quite different to those of a chapel and much thought went into the design challenge of whether the building should be 'celebrated' as a work of architecture, or concealed, given the sensitive nature of the activity.

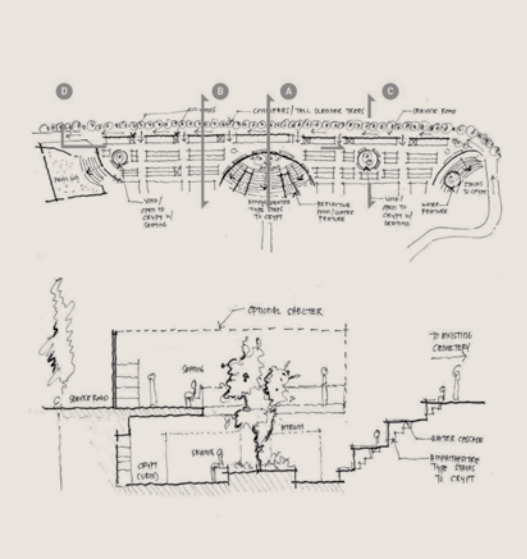
The architects worked closely with SMCNSW to envisage a scheme which would take Woronora to the leading edge of technology and maintain that position through periodic refurbishment. The building is discreet and architecturally significant, yet sympathetic to its surrounds and innovative in its treatment of functional design.

The existing Art Deco Chapel in Woronora will continue as a centre for service and reflection. As an important slice of Australian history and a beautiful example of period architecture, it will remain a focal point for families and the community for generations to come.

The new Crematorium will begin operations in conjunction with the official opening 23rd October 2018.







### *Novel Infrastructure: The Modern Burial system*

The Modern Burial System (MBS) at WMP is a first for a major metropolitan cemetery in Australia. Aesthetically pleasing, the MBS incorporates novel geo-polymer concrete technology developed by Curtin University in WA. It uses materials suitable to the environment, is commercially viable and crucially, extends cemetery lifecycle through efficient modular construction and the use of previously unusable areas of the cemetery.

The new technology at Cedar Lawn delivers real advantages in the day-to-day running of the cemetery. It offers up to 20% more efficient utilisation of land as the graves abut each other, interment is quicker and maintenance costs are reduced. It is completely rodent-resistant. As well as environmental and employee benefits, the MBS can have practical benefits to specific cultures, including those with Chinese heritage. It is possible to incorporate river sand in the burial as required by a number of different cultural communities, which, under tradition burial methods, can prove challenging.

By combining emerging technical knowhow in geopolymers with MBS technology, WMP and Austeng provided a truly green solution that reduces interment and maintenance costs, energy use, water use, land clearance and cutting greenhouse gas emissions by up to 80% compared to normal processes in the concrete process.

It was officially opened by the NSW Primary Industries Minister, The Hon. Katrina Hodgkinson, MP, on 26 June 2013 at a function attended by members of the cemetery industry and other local dignitaries.

### *Novel Infrastructure: Catacombs with “lift and placement”*

In Australia, there will be an absolute increase in deaths from around 150,000 today to over 300,000 deaths per annum by 2051. SMC NSW is planning for these increasing numbers in a number of innovative ways, including the development of a major civil engineering project for the Northern precinct at ESMP that may see, in the last stage of development, a unique civil engineering, multi-story catacomb structure tailored on the upper level that allows for grave renewal using co-located ossuary voids.

An early-stage concept is exploring the possibilities for ESMP to maximise efficiency and link some graves which may be used by family for perpetuity. Formal briefings with local government are yet to take place; however the issue is of state significance as land space in Sydney for burial, within the next two decades, is approaching critical capacity. At ESMP, this critical capacity will occur within 15 years.

The potential catacomb project at ESMP at early concept stage has already received national and news coverage in SMH and Channel 9 and also international interest in Singapore and Washington, D.C. When completed it will be the first of its size and type in Australia.

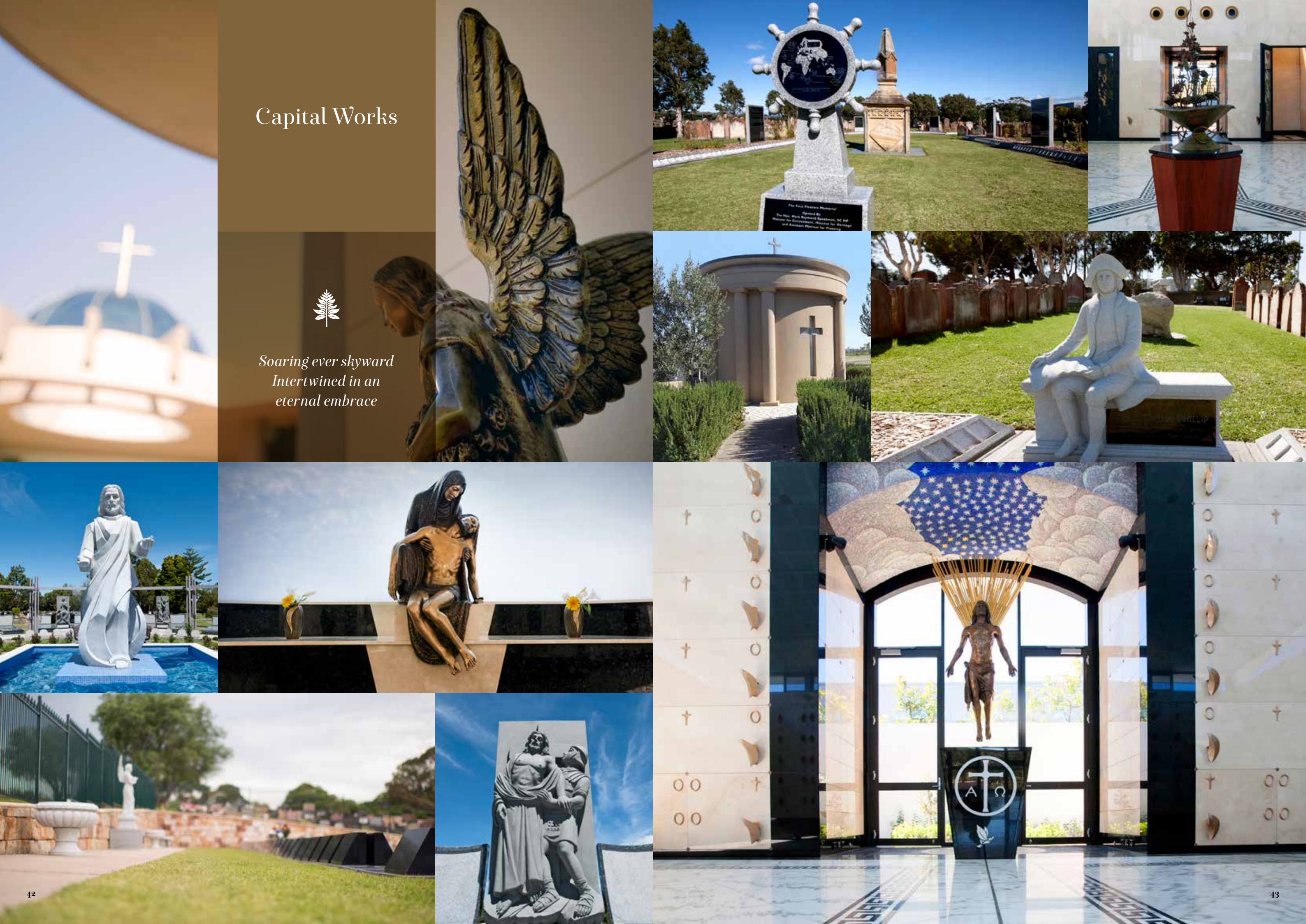




Capital Works



*Soaring ever skyward  
Intertwined in an  
eternal embrace*







# Conclusion



*From our community,  
for our community*

Throughout Australia, the Southern Metropolitan Cemeteries in New South Wales (SMC NSW) is renowned for cemeteries which embrace innovation, create viability, and foster relationships of substance within the community. The SMC NSW team is proud to be involved with cemeteries that look forward as well as preserving and celebrating our past.

For over a century, our cemeteries have made a difference. They are places for the community that are spiritual, reflective, healing and centred on relationships. Though we deal with over 5,000 families every year, we strive to make our cemeteries personal.

As our community has evolved, our cemeteries have sought to honour emerging needs by pioneering new ways of memorialisation and opening new opportunities to remember those who have gone before. With vision, planning and good management built on sustainable arrangements, our cemeteries will continue to make a positive difference for our community for today and for future generations.

Yours sincerely,

**Anthony Charles Simpson** LLB MAICD  
Chairman

**Graham Boyd** B.Com (Hons) CPA MBA MAICD  
Chief Executive Officer





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