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| Cemetery Sector Governance Support Unit newsletter |
| Edition 1, 2023 |
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# Contact us

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| Phone (freecall) 1800 034 280 Fax (03) 9096 9186  [Email the Cemetery Sector Governance Support Unit](mailto:cemeteries@health.vic.gov.au) <cemeteries@health.vic.gov.au>  [Visit the Cemeteries and Crematoria webpage](https://www.health.vic.gov.au/public-health/cemeteries-and-crematoria) <https://www.health.vic.gov.au/public-health/cemeteries-and-crematoria>  **Postal address**  Cemetery Sector Governance Support Unit Department of Health  PO Box 4057 Melbourne VIC 3001 |

# Welcome

**Welcome to the Cemetery Sector Governance Support Unit’s newsletter.**

# Introducing our new unit manager

After many years of dedicated service in the department, especially the Cemetery Sector Governance Support Unit, Bryan Crampton retired from his duties on 18 November 2022.

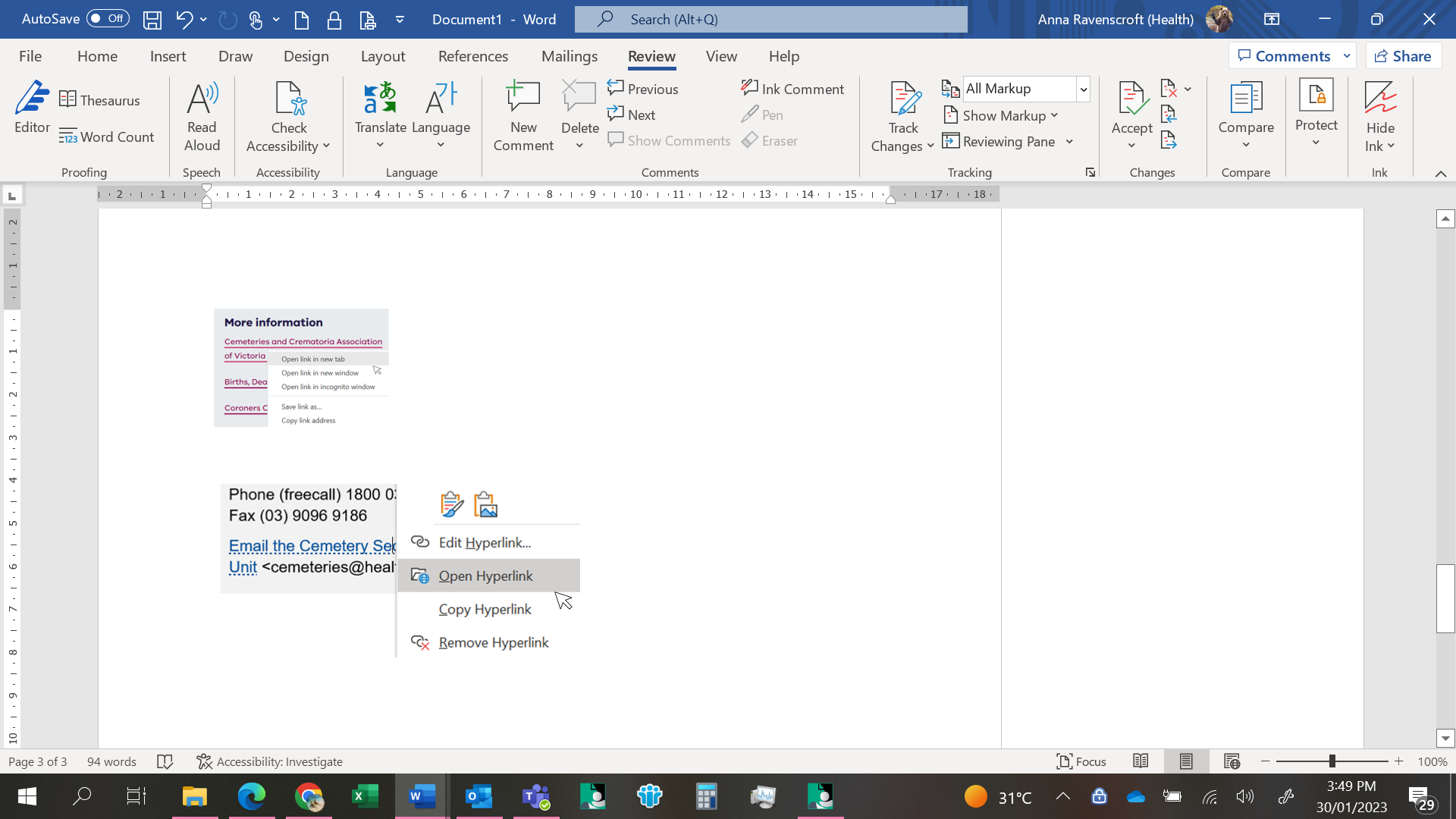
On 28 December 2022, we welcomed Nicole McDonald as the new manager. Nicole is an experienced policy adviser and government lawyer who has worked across the Victorian and federal governments in transport and social policy portfolios. She is quickly gaining an appreciation for the important role that cemetery trusts have in the Victorian community and looks forward to working with you.

# How to use hyperlinks

Hyperlinks are provided throughout this document to take you to more information related to the article you are reading. The location of this information may be on the department’s website, another organisation’s website or an email address.

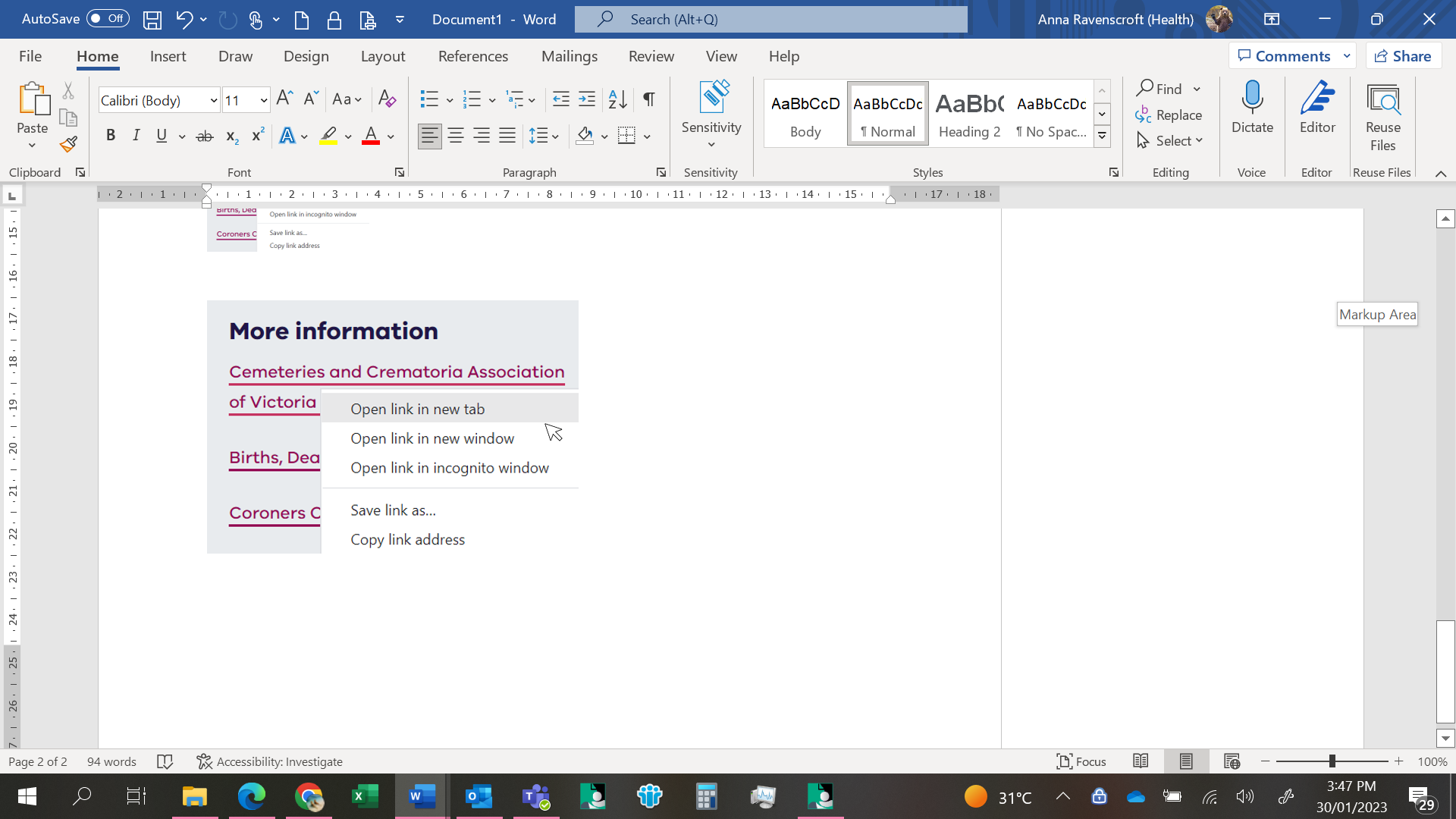
## Hyperlinks to email address

If you wish to send an email to a hyperlinked address, hover over the hyperlink and right-click the mouse. Select ‘Open hyperlink’ from the box that appears (see image below). A new email from your account will open and the recipient’s email address will be populated in the ‘To’ section in readiness for you to type and send an email.



## Document or website hyperlinks

Hover over the hyperlink and right-click the mouse. Select ‘Open link in new tab’ or ‘Open link in new window’ from the box that appears (see image below). A new tab or window will open with the document or website.



# Trust email addresses

We would prefer to contact trusts via a designated trust email address, rather than people’s individual email addresses (for example, xxcemeterytrust@gmail.com). If your trust does not already have a trust email address, could you please organise this and advise us.

A trust email account will:

* allow secretaries and nominated members shared access to receive and send emails
* enable emails to be actioned in a timely manner when the primary contact is unavailable
* enable trusts to receive emails from the department to pass on to trust members who do not currently have an email address of their own.

Please contact us if you need help setting up a trust email account.

Note: It is recommended that more than one trust member have access to the trust email account to ensure trust communications can continue to be managed by the trust if the primary contact is unavailable.

# Grants program and updated application forms

The first round of the 2022–23 Cemetery Grants Program closed on 30 November 2022. Trusts that applied for a grant were notified of the outcome in January 2023.

The current round closes on 31 March 2023.

Please note there are limited funds available for grants and priority will be given to applications for funds that address occupational health and safety issues and for those trusts that need IT equipment to improve their service delivery.

We have updated the Cemetery Grant Program guidelines and application forms for use in 2023 and beyond. The guidelines now contain more examples of eligible grant requests, clarify what requests are ineligible, and specify information required in applications for surveys to detect unmarked graves. The grant application form has been updated with wording and formatting changes, and now asks trusts to confirm conflicts of interest have been managed. The previous ‘Removing, destroying or lopping trees attachment’ has been renamed ‘Removing, destroying or lopping vegetation attachment’ to better reflect the range of flora that require a trust to contact its local council and the Department of Energy, Environment and Climate Action.

The Cemetery grant program guidelines, Cemetery grants application form and Vegetation removal, destruction or lopping attachment are available on the ‘Cemetery grants program’ webpage, [health.vic website](https://www.health.vic.gov.au/cemeteries-and-crematoria/cemetery-grants-program) <https://www.health.vic.gov.au/cemeteries-and-crematoria/cemetery-grants-program>.

# Setting fees and charges

Cemetery trusts have the power to set their own fees and charges, provided those fees are approved by the Secretary of the department and published in the Victoria Government Gazette. If you are unsure which of your fees have been approved and published, please contact us for an up-to-date list of fees.

To increase existing fees or add new fees to your list, Class B cemetery trusts must submit a fee application using the department’s fee justification model. Trusts are welcome to call us on 1800 034 280 for help completing the fee justification model.

To add new memorial permit fees, Class B cemetery trusts can submit a *Recommended memorial permit fee form*, which allows the trust to adopt the department’s recommended memorial permit fees.

The fee justification model and the Recommended memorial permit fee form are available on the ‘Class B cemetery trust fee setting’ webpage, [health.vic website](https://www.health.vic.gov.au/cemeteries-and-crematoria/class-b-cemetery-trust-fee-setting) <https://www.health.vic.gov.au/cemeteries-and-crematoria/class-b-cemetery-trust-fee-setting>.

We recommend that you:

* continue to check that the fees charged by the trust match what is listed on the department’s website as the list of approved, gazetted fees (you can email us to request that unused fees are deleted)
* formally review fees from time to time, with any decisions noted in the trust meeting minutes
* ensure fees are suitable and transparent, with a direct relationship between the fees charged for cemetery services and the cost of providing these services
* if offering interments outside standard hours (weekends, public holidays or evenings), consider charging a separate interment fee for this service rather than charging the trust’s standard interment fee plus an additional administration fee (this protects the trust from inadvertently doubling its labour charges or other cost drivers)
* consider using a ‘cost plus’ model for interment and memorialisation fees, making the trust’s fee the contractor’s charge plus a nominated percentage such as 20 per cent. This protects the trust from shortfalls if contractors or suppliers suddenly increase their fees, or charge a higher rate for a particular circumstance – for example, for an unusual grave depth or size, or work outside of standard hours.

# Information security update from OVIC

## What’s new?

The Office of the Victorian Information Commissioner (OVIC) has launched a new [webpage with information security tips for Class B cemetery trusts](https://ovic.vic.gov.au/information-security/information-security-tips-for-class-b-cemetery-trusts/) <https://ovic.vic.gov.au/information-security/information-security-tips-for-class-b-cemetery-trusts/>.

The first information sheet available for download on the new webpage outlines considerations for selecting third-party providers that may store or manage cemetery trust information.

## 2022 Protective Data Security Plan submissions

The Protective Data Security Plan (PDSP) includes information security activities that help secure cemetery trust information to make sure it is protected for future generations.

Thank you to those trusts that have submitted their 2022 PDSPs already.

If your trust hasn’t submitted its plan yet, OVIC is still accepting submissions. Note that all cemetery trusts are required to submit a PDSP to OVIC under Part 4 of the *Privacy and Data Protection Act 2014*.

## Contact the Information Security Team at OVIC

If you have any questions or would like assistance, please contact the Information Security Team.

Phone: 1300 006 842 or (03) 8684 1616

[Email](mailto:security@ovic.vic.gov.au): security@ovic.vic.gov.au

Mail: Attention: OVIC Information Security Unit  
PO Box 24274, Melbourne VIC 3001

# Online training course now open to all Class B trust members and employees

The online Cemetery Essentials for Class B Cemetery Trusts training course is now open to all Class B cemetery trust members and employees.

The course consists of four modules. The first three modules are designed for participants to complete online by themselves, at their own pace.

The fourth module is a two-hour webinar where participants meet via an online platform in real time to work through case studies and question-and-answer sessions.

Invitations have been sent to all trust members and secretaries from the department’s training partners Our Community. If you have not received an invitation and would like to take part, please [email](mailto:learn@ourcommunity.com.au) Our Community <learn@ourcommunity.com.au>.

Please note: To access the course, participants need to have an email address.

# Governance training

The governance training programs for Class A and Class B cemetery trusts provide trust members with practical and relevant information and materials about their role. All trust members and trust secretaries are eligible to attend these department-funded training programs.

The program is delivered by Our Community, and further information has been attached. To register for a workshop, please visit the [Institute of Community Directors Australia website](https://www.communitydirectors.com.au) <https://www.communitydirectors.com.au>.

For more information, help with registrations or to arrange a governance and operational training workshop by request, please visit [Our Community’s website](https://www.communitydirectors.com.au/cemetery-governance) <https://www.communitydirectors.com.au/cemetery-governance>. Alternatively:

Phone: 1300 137 475

[Email](mailto:learn@ourcommunity.com.au) <learn@ourcommunity.com.au>.

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