A MESSAGE FROM OUR CEO

Summer is always a wonderful time of the year. Visitors to the Park take full advantage of the warmer weather to visit loved ones and enjoy the gardens in comfort. All can be topped off with a cup of great coffee or tea over morning tea or lunch at the Park Café.

Inside this issue you’ll be updated on the:

• wonderful work that the ESMP staff continue to do serving all the families that choose our facilities. This is a trait at ESMP which is all about making families comfortable during a difficult time in their lives;
• many events that have taken place since the Winter issue to ensure that the communities we serve are able to “see for themselves” the Park’s facilities, meet staff and view forthcoming projects, and
• current progress of proposed community projects, in particular the Greek Orthodox Chapel, The Mausoleum of the Resurrection, and the Lotus Spiritual Gardens following extensive community consultation to ensure that the needs and expectations of these respective communities are fully met.

New Trust formed

January 18th 2013 heralded a new era for ESMP. On this day the new Southern Metropolitan Cemetery Trust (SMCT) was officially formed following announcement in the NSW Government Gazette. ESMP now forms a part of SMCT together with Woronora Cemetery and Crematorium at Sutherland.

Farewell John D. Morrison OAM JP

This day also saw the retirement of Mr John D. Morrison OAM JP as Administrator of ESMP from the dissolution of the previous ESMP Trusts on 2nd August, 2012 to the formation of the new SMCT on 18th January, 2013, effecting almost 20 years’ continuous service at ESMP.

As many of you know John, prior to his appointment as Administrator, was the Botany Cemetery and Eastern Suburbs Crematorium Trusts’ immediate past, and last, Chairman having undertaken this post since January, 2005. He commenced as a Trustee in July 1994 having been nominated then to represent the Uniting Church on the Board of Trustees under its then structure. Many changes to the Park took place during his tenure as Chairman and he will always be remembered by ESMP staff, suppliers and previous Trustees as a passionate, energetic and progressive, community-minded steward of the Board’s agenda to serve the public.

The New SMCT Board of Trustees

That said, the management and staff of ESMP welcome the new Board of Trustees in their new roles and as they familiarise themselves with the facilities and processes at ESMP and the community-based strategy successfully followed by their predecessors.

The composition of the new Board is:

Anthony (Tony) Charles Simpson (Chair)
Leslie William Bursill (previously a Woronora Trustee)
Elizabeth Fitzsimmons (previously an ESMP Trustee)
Ivona Kadlec (previously a Woronora Trustee)
Anthony Lee
Michael McMahon
Paul Anton Rappoport

George H. Passas FAICD FCIS FCPA
Chief Executive Officer
Eastern Suburbs Funeral Services continues to provide families with quality and professional care that is both attentive and respectful of their needs and individual circumstances.

The continuing professional development of our team is a benefit to all who choose us to help guide them at their time of need. Educational programs, seminars and conferences are attended by all staff to ensure we continue to excel with high standards of personal service and are aware of new products and innovations within the funeral industry which will benefit our families.

The Funeral Home web [www.esfs.net.au](http://www.esfs.net.au) is attracting an increasing number of visitors as families seek assistance with at-need and pre-need funerals and information to help them at a very difficult and emotional time.

To enable us to assist our community using virtual technology the website has a comprehensive frequently asked questions and answers (FAQs) section. The FAQs section is continually being updated to increase information and making it readily accessible to those seeking it.

As part of our community involvement we thank the talented musicians and artists who have helped us provide entertainment to those in aged care and retirement homes.

The Rotary Club of Maroubra’s Pride of Workmanship Awards was held in November and Shannon Cullen was a worthy recipient.

Shannon, from Eastern Suburbs Funeral Services has been serving the community as a funeral director for more than 16 years.

This dedication and commitment to the community was recognised with the presentation of the award to Shannon by The Rotary Club of Maroubra’s President Garas Khilla.

The Customer Service Team continues their regular training in the delivery of outstanding customer service. In the past few months their focus has been on the new products that will be available in the Lotus Spiritual Garden and Stage 2 of our Memorial Grove Crypts & Vaults development with the new Mausoleum of the Resurrection. Their professionalism, experience and caring personalities provide excellent guidance and service to families, Funeral Directors and visitors to our Park.

We are currently implementing a new booking and customer service system that will streamline our services, enabling us to assist families faster and in a more efficient way. It will further enhance all business processes in Cemetery, Crematorium and Memorialisation. The upgrade will also include the replacement of computer monitors and equipment throughout the customer service department.

Our trading hours have been extended and we are now open on Saturdays from 9am to 1pm to accommodate enquiries and accept pre-sales of the Lotus Spiritual Garden.
Significant improvements have been made to the overall ambience of the Park (The Cemetery grounds, Crematorium and Memorial Gardens) which include:

- Native trees and shrubs continue to be planted throughout the cemetery and crematorium grounds.
- An additional 4.5km of paths have been replaced in the older sections of the cemetery to improve access and safety to our visitors and staff.
- Two more walls of the Centenary Park ponds have been repaired and built up for safety creating an area where five new memorial gardens and twenty eight family gardens have been built. The works have embellished the watercourse and expanded the adjacent memorial areas.
- A new sandstone bridge has been installed providing additional access across the pond and is an attractive new feature for the area.
- The timber bridge to the island in Centenary Park was replaced.

ESMP 2012 OPEN DAY

The ESMP Open Day was again a great success. Our ongoing commitment to the community was rewarded with a gorgeous Spring day attended by over 200 people who had the opportunity to explore and discover our Park and all our services and facilities.

The Daceyville Public School Band entertained all the visitors with a great performance while our friends at the Cape Banks Family History Society provided maps and information about some of the historic headstones inside Pioneer Memorial Park. Their new book, “Buried at Botany: A Cemetery Comes Alive” was launched and introduced by our Administrator, and long-term Trustee, Mr John Morrison. This wonderful book captures the stories of those gone before, ensuring their tales from our past are not forgotten.

Our friend Mr McDiarmid of Stonemasons John J McDiarmid & Sons shared with the visitors his vast knowledge of the different types of monuments available to families, explaining the process of selecting the appropriate type of stone, shape and inscriptions.

“Don’t change a thing – everyone is so polite and helpful. Thank you.”
Many visitors welcomed the opportunity to meet John Vogel, Manager of Eastern Suburbs Funeral Home and his team, who explained the various features and professional services we offer to families.

The tour included our on-site mortuary, the beautiful chapel as well as the arrangement and viewing rooms where families are able to make arrangements for their loved one in a very private and comfortable environment.

On a third consecutive year, the 1st Little Bay Scout Group treated everybody to a delicious sausage sizzle as visitors took a break between tours and activities.

“It was my first time. I am so relieved as I now know so much”

The new Lotus Spiritual Garden Showroom opened its doors to visitors for the first time where they can admire the magnificent Qing Ming scroll and the 3D model of what will be Sydney’s newest and most significant cremation and burial interment area for people of Asian ancestry, religions and cultures. Reservations and pre-sales are now being accepted.

The “behind the scenes” tour of the Crematorium allowed visitors to see and learn how this important service operates in a professional and respectful way. The tour started with an information PowerPoint explaining the process, followed by a guided tour of the facilities.
A big thank you to Matraville RSL Club and their driver Jerome Stanalonis. Visitors were driven by bus for the Park’s Gardens Tour and enjoyed the beautiful vista of spring flowers, and the many different sections of the Park, including Centenary Park, Gazebo Gardens, Pond of Tranquility, the refurbished Glade area and Stage 1 of the new Crypts & Vaults.

Local solicitor Patrick Lim, of Patrick Lim & Associates, was at the Open Day for a second consecutive year available to answer visitor’s questions. He assisted many visitors providing useful information in the preparation and/or update of their Wills, explaining the process of probate, and generally giving them and their families peace-of-mind.

Once again the Floral Workshop was among the most popular activities of the day where many visitors had fun learning how to make beautiful bouquets.

Glorious flower arrangements were created where everybody was a winner as each person was invited to take their “work of art” home.

“I compliment all the organisers on doing a great job”

Our friends at Randwick Art Society presented an impressive display of local artwork at the Condolence Centre. The exhibition included a wide variety of paintings, from landscapes to flower arrangements, painted in traditional and contemporary styles.

Throughout the day the kids enjoyed the Face Painting & Cartoonist who entertained us all with colourful creations and fun sketches.

“It was a lovely day”

The Trustees, management and staff would like to extend our special thanks to the many contributors and supporters of this fantastic event, as well as all ESMP’s grounds and customer service staff who made this wonderful day happen.
Fathers Day Service
The Service on Father’s Day was hosted in the South Chapel and had a record attendance, providing comfort and support to families.

Christmas Day Service
Our Christmas Service on the 19th December saw many familiar faces which is a testament to how important these services are for our community.

Mothers Day Service
Our Mother’s Day service will be held at 10am on Sunday 12th May 2013, in the South Chapel.

Mother’s Day Service
Invitation
Eastern Suburbs Memorial Park wishes all families a very happy Mother’s Day celebration. We would like to extend an open invitation to anyone who would like to attend our special Mother’s Day service.

All Welcome
10 am
Sunday 12th May
South Chapel
Eastern Suburbs Memorial Park
12 Military Road, Matraville
Refreshments Provided

Enjoy our beautiful gardens overlooking Botany Bay, where Spirit Lives through Memories.

Customer Service in Action!

“Can only speak highly of staff at ESMP. On two occasions we have dealt with Megan. Can only speak of her professional manner when dealing with her.”
ESMP PROJECTS

Lotus Spiritual Garden

ESMP continues with an extensive programme of community consultations, ensuring the Lotus Spiritual Garden will provide high quality and tradition-appropriate interment and bereavement care for families of different traditions and faiths, including Buddhist, Taoist, Christian and non-denominational.

Blessing of the Ground
On the 19th November 2012 a venerable group of Tibetan monks from the Vijayana Institute in Ashfield blessed the ground where a multicultural Stupa will be built in the coming months. The day brought us sunshine, rain and a crow, which is a very auspicious sign.

A THEREVADA DANA LUNCHEON was offered on the 17th December 2012 with the special attendance of Venerable Tahn Chao Khun Samai (Wat Buddharangse) who delighted the lucky attendees with a very wise and inspirational talk. The Venerable and attendees were very impressed with the proposed Lotus Spiritual Garden as well as all the facilities at ESMP.

On January 24th ESMP hosted an OPEN DISCUSSION where the three major Buddhist traditions (Tibetan, Therevada and Mahayana) were represented to discuss the design of a proposed unique Stupa that will bring all traditions together.

Greek Orthodox Chapel
This traditional-style structure will provide a central focal point and place where memorial services can be held for the many families of Greek Orthodox faith who live within our community. It represents the strong ties that ESMP has with the Greek Orthodox community.

An additional rotunda will serve as a place where the faithful can sit, rest and contemplate. Construction will be completed in the first half of 2013.

Crypts, Vaults & Mausoleum
To meet the demand of families for above ground interment, the proposed new Mausoleum will significantly expand the existing Memorial Grove Crypts & Vaults area. It will offer a choice of single, side by side, Westminster and family placements and it will feature a magnificent sculpture of Jesus in Resurrection.

Expressions of interest and reservations are now being accepted. Construction will commence in the second half of 2013.
Johnny’s Retirement BBQ

On a beautiful sunny January day we said our goodbyes to our friend Johnny Gallulo who, after working on the grounds in the Park for over 30 years, received a well-deserved retirement party attended by all the staff at ESMP. He will truly be missed! Good luck Johnny and we hope you give those fish plenty of grief!

CCA (NSW) Visit to ESMP

On Friday 22nd February we had the pleasure of welcoming 35 delegates from the Cemeteries & Crematoria Association of NSW (CCA), who visited the Park and enjoyed a tour of our beautiful gardens.

The delegates had the opportunity to learn more about the different proposed projects ESMP is undertaking this year and the visit provided a relaxed atmosphere to exchange best practice and discuss important industry issues.

Customer Service in Action!

“I would like to say how grateful I am to Toni Hamlin when she handled my Dad’s memorial plaque and placement of ashes. Toni went to great lengths to help me with Dad’s plaque and went out of her way to make everything run smoothly. At the time I had lost the most important person in my life, Toni understood this and made me feel at ease with all the decisions that had to be made. I would like to thank her for all she did – she is a credit to ESMP”

“Nothing short of high praise with the way Vasily (Eastern Suburbs Funeral Services) handled our case with dedication and total professionalism. A job very well done by all and would recommend you anytime.”

“My brother and I had to organise a placement of our Mother’s ashes. We were naturally nervous and upset, but were made to feel so comfortable and relaxed by Jasymne Brown in the ESMP office. She showed great patience, respect and empathy, and was able to calm us considerably. We appreciated having dealt with her.”

“We wanted to thank you Shannon (Eastern Suburbs Funeral Services) for the service you provided. It was simple, intimate and dignified. Thank you also for your assistance in chasing up paperwork and making things easy for us on the day. It is much appreciated.”

“Special thanks to Greg who arranged everything for me over the past weeks in a very professional manner. Best wishes to all the staff.”

“I would like to thank Toni Hamlin when she handled my Dad’s memorial plaque and placement of ashes. Toni went to great lengths to help me with Dad’s plaque and went out of her way to make everything run smoothly. At the time I had lost the most important person in my life, Toni understood this and made me feel at ease with all the decisions that had to be made. I would like to thank her for all she did – she is a credit to ESMP”
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: __/____/______ □ Female □ 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)
☐ Married ☐ Divorced ☐ Separated ☐ Widowed ☐ Never Married ☐ 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: __/____/______ □ Female □ Male
First name: ___________________________ Date of Birth: __/____/______ □ Female □ Male
First name: ___________________________ Date of Birth: __/____/______ □ Female □ Male
First name: ___________________________ Date of Birth: __/____/______ □ Female □ Male
First name: ___________________________ Date of Birth: __/____/______ □ Female □ Male
First name: ___________________________ Date of Birth: __/____/______ □ Female □ Male
Details regarding Funeral Arrangements
Have you Pre-Arranged your funeral? ☐ Yes ☐ No
If “Yes”, name of Funeral Director and Address: ______________________________________________________________________________________

Has Money been paid toward the Pre-Arranged funeral? ☐ Yes ☐ No
If “Yes”, complete the following Details:
Funeral Contract Number: __________________________________________________________________________ Amount Paid $ __________ Date Paid __/____/______
Preferred Funeral Service Arrangements:
Preferred Funeral Director: ______________________________________________________________________________________
Type of Funeral ☐ Burial ☐ Cremation
Funeral Service (you may tick more than one)
☐ Church ☐ Crematorium ☐ Graveside ☐ Funeral Home Chapel ☐ RSL/Other (Specify)
Existing grave or cremation deeds:
Cemetery or Crematorium: ______________________________________________________________________________________
Grave or Cremation Deed: ______________________________________________________________________________________
Name of Deed Holder: ______________________________________________________________________________________
Details regarding Funeral Arrangements -

People to be notified:

Next of Kin: ____________________________________________

Address: ____________________________________________ Phone: ___________________________

Solicitor: ____________________________________________

Address: ____________________________________________ Phone: ___________________________

Executor: ____________________________________________

Address: ____________________________________________ Phone: ___________________________

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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
ASSISTANCE TO ARRANGERS
ESMP’s customer service team welcomes Funeral Directors to ask for assistance with the following:
• Booking the on-line Web Casting service.
• Organising Audio/Visual presentations.
• Additional Concierge Services.
• Testing of PowerPoint presentations prior to the day of the service.
• Arrangement of DVD keepsakes.
• Recording Chapel Services.

CONTACT INFORMATION
• For all your customer service enquiries and appointments please call 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 the Crematorium entrance.

Gate Opening Times
Gates open at 6.30 am.
Cemetery gates close at 6pm.
Main Crematorium gate closes at 8pm.