

LOCAL GOVERNMENT — METROPOLITAN CEMETERIES BOARD —
FUNERAL DIRECTOR OF THE MONTH AWARD

601. Mr Z.R.F. Kirkup to the Minister for Local Government:

- (1) Does the Metropolitan Cemeteries Board conduct a “Funeral Director of the month” award, and if yes:
 - (a) how many FTE are dedicated to the production of this award;
 - (b) what physical form does the award take;
 - (c) how much does the funeral director of the month award cost to operate; and
 - (d) does the “Funeral Director of the month” receive any prize with the award?
- (2) Provide a list of all funeral directors who have won the award for the past 12 months?

Mr D.A. Templeman replied:

- (1) Yes, the Metropolitan Cemeteries Board (MCB) introduced a Funeral Director of the Month Award in November 2016. Each month, MCB frontline staff are asked to consider which Funeral Director staff has really made an impression on our team. This may be for attitude, co-operation, good paperwork, and problem-solving – an acknowledgement of how we all work together in delivering a high quality service to the community. Each month, each MCB cemetery team at Karrakatta, Fremantle/Rockingham and Pinnaroo/Midland/Guildford choose a winning Funeral Director staff member or team. The Award was introduced to encourage greater co-operation between the Funeral Directors licenced by the MCB and the MCB staff. This also has the ability to create healthy competition amongst the funeral directors in delivering a high quality service to the community.
 - (a) No FTE are dedicated to the production of the award.
 - (b) The Award is a paper certificate created in Microsoft PowerPoint. It is printed onto standard paper and provided to the winning Funeral Director and their company when they next visit the relevant cemetery site. An electronic PDF version is also emailed to the Managing Director or owner of the winning company in case they wish to print themselves.
 - (c) It is estimated that the cost of the Funeral Director of the Month Award would be the equivalent of 20 minutes of FTE time per month. 10 minutes for the nominating staff to discuss and decide and 10 minutes for the staff member to insert the winning names in the PowerPoint template; print and email the certificate; send a congratulatory email to the winners; send an email to advise all MCB licenced Funeral Directors; print a certificate for display at cemetery funeral counters; and upload the information to the Funeral Director industry portal on the MCB website. The value of this time is estimated at 4 hours per year, costing approximately \$160 per annum depending on the level of staff contributing. The value of the certificates is estimated at 1.5 cents per sheet and 0.003 cents to print each sheet. At approximately 80 sheets of paper per annum (depending on whether there are multiple winners), this totals \$1.44 per annum.

Therefore, the total annual estimated cost to operate this award is \$161.44.
 - (d) No prizes are given other than the paper certificate.
- (2) Since the commencement of the Award in November 2016, the winners are listed below.

Month	Site	Person/Team	Company
Nov–16	Karrakatta	Kerrie Owen	Chippers Subiaco
Fremantle	Fremantle Team	Bowra & O’Dea	
Pinnaroo	Karen Lynch	Purslowe Wangara	
Dec–16	Karrakatta	Mal Skipworth	Prosser Scott
Fremantle	Chippers Rockingham	Chippers	
Pinnaroo	Jodie Walsh	Purslowe–Wangara	
Jan–17	Karrakatta	Kim Erceg and Margaret Lawrence	Seasons
Fremantle	Jillian Rix	Bowra & O’Dea	
Pinnaroo	No winner awarded		
Feb–17	Karrakatta	Keith Laird	Bowra & O’Dea

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Mr Zak Kirkup; Mr David Templeman

Fremantle	David Graham	Simplicity Kelmscott	
Pinnaroo	Helen McGuinness	Simplicity Joondalup	
Mar-17	Karrakatta	Donna Randazzo	Mareena Purlsowe – Subiaco
Fremantle	Hetherington	Hetherington	
Pinnaroo	No winner awarded		
Apr-17	Karrakatta	Martin Brady	Bowra & O’Dea
Fremantle	David Bianci	Bowra & O’Dea	
Pinnaroo	McKee Family Funerals	McKee Family Funerals	