# Self-assessment checklist for performance monitoring

This checklist provides a monitoring framework for complying with the *Voluntary Code of Practice for Cemetery Maintenance*. Refer to that document (section numbers are indicated) for more details on the principles and themes of cemetery maintenance.

## Cemetery/assessment details

Operator name: Click or tap here to enter operator name.

Assessment date: Click or tap to enter assessment date.

Cemetery name: Click or tap here to enter cemetery name.

Cemetery contact: Click or tap here to enter contact name.

## Maintenance compliance checklist

### Site entry and access (s3.1)

Establishing a quality experience from the initial entry point of the cemetery, which is easily identifiable from the street, and ensures that key information is available and there is a sense of importance, history and belonging for those that use the facility.

On the scale below, how well do you think your cemetery currently meets the ‘site entry and access’ maintenance theme outcomes? Click on ‘Choose an answer’ below to reveal the drop-down list.

Choose an answer

1.1 Is there a defined and obvious main entry? [ ]  Yes [ ]  No

1.2 Is there a cemetery identification sign? [ ]  Yes [ ]  No

1.3 Is there a cemetery map/plan to help visitors orientate themselves? [ ]  Yes [ ]  No

1.4 Is access safe for vehicles, pedestrians and others? [ ]  Yes [ ]  No

1.5 Are consistent materials and plants a feature at the site entry? [ ]  Yes [ ]  No

#### Site entry and access improvements

What improvements will you make to improve ‘site entry and access’ activities over the next two-year period? Click or tap here to enter text.

What improvements have you made in the past two years? Click or tap here to enter text.

Are there circumstances that prevent further improvement in this area? Click or tap here to enter text.

### Cemetery grounds (s3.2)

Undertaking the range of practical maintenance activities required to keep cemeteries attractive, accessible and operational, such as basic mowing, trimming and minor improvements across the cemetery grounds.

On the scale below, how well do you think your cemetery currently meets the ‘cemetery grounds’ maintenance theme outcomes? Choose one answer from the drop-down list.

Choose an answer

2.1 Have you identified and mapped high/medium/low use areas? [ ]  Yes [ ]  No

2.2 Does grounds maintenance differ between these areas? [ ]  Yes [ ]  No

2.3 Are the cemetery grounds inspected regularly (at least weekly) to identify safety and maintenance issues? [ ]  Yes [ ]  No

2.4 Is a visitor memento policy or similar in place and enforced? [ ]  Yes [ ]  No

2.5 Is grounds maintenance undertaken before key visitation days such as Mother’s Day and Father’s Day? [ ] Yes [ ]  No

#### Cemetery grounds improvements

What improvements will you make to improve ‘cemetery grounds’ activities over the next two-year period? Click or tap here to enter text.

What improvements have you made in past two years? Click or tap here to enter text.

Are there circumstances that prevent further improvement in this area? Click or tap here to enter text.

### Monumentation (s3.3)

Managing monuments in a safe and effective way, recognising the inherent need to balance public safety and resourcing versus public interest, heritage and responsibilities for ongoing care.

On the scale below, how well do you think your cemetery currently meets the ‘monumentation’ maintenance theme outcomes? Choose one answer from the drop-down list.

Choose an answer

3.1 Are new monuments designed and installed in accordance with AS - 4204:2019 Headstones and cemetery monuments? [ ]  Yes [ ]  No

3.2 Is there a list of approved monumental masons that are allowed to work within the cemetery? [ ]  Yes [ ]  No

3.3 Are details of the mason responsible for installations recorded for future reference on a plot-by-plot basis? [ ]  Yes [ ]  No

3.4 Are responsibilities for maintenance clearly explained to interment rights holders?

 [ ]  Yes [ ]  No

3.5 Is there a monument safety policy in place? [ ]  Yes [ ]  No

3.6 Is there a monument safety inspection process in place? [ ]  Yes [ ]  No

3.7 Is there a monument register that records safety inspections? [ ]  Yes [ ]  No

#### Monumentation improvements

What improvements will you make to improve ‘monumentation’ activities over the next two-year period? Click or tap here to enter text.

What improvements have you made in past two years? Click or tap here to enter text.

Are there circumstances that prevent further improvement in this area? Click or tap here to enter text.

### Environmental management (s3.4)

Ensuring that cemeteries work in conjunction with and balance the natural elements of the site, including integration of natural features, managing impacts from pests and weeds, and ensuring that people and property are safe from hazards including bushfire and flood.

On the scale below, how well do you think your cemetery currently meets the ‘environmental management’ maintenance theme outcomes? Choose one answer from the drop-down list.

Choose an answer

4.1 Is the cemetery in a bushfire-prone or flood-affected area? [ ]  Yes [ ]  No

4.2 Are plans in place to deal with emergency management? [ ]  Yes [ ]  No

4.3 Are ‘Safe and Useful Life Expectancy’/tree safety reports available for trees within public access areas of the cemetery? [ ]  Yes [ ]  No

4.4 Are landscape supply and spoil areas discretely located? [ ]  Yes [ ]  No

4.5 Have high-value environmental areas been identified? [ ]  Yes [ ]  No

4.6 Are high-value environmental areas protected/enhanced? [ ]  Yes [ ] No

4.7 Are weed and pest management plans in place? [ ]  Yes [ ]  No

#### Environmental management improvements

What improvements will you make to improve ‘environmental management’ activities over the next two-year period? Click or tap here to enter text.

What improvements have you made in past two years? Click or tap here to enter text.

Are there circumstances that prevent further improvement in this area? Click or tap here to enter text.

### Built assets/infrastructure (s3.5)

Ensuring that maintenance of assets and infrastructure are considered from the outset, from site planning, to lifecycle design considerations and material selections, which are then considered in asset management, including maintenance and replacement needs.

On the scale below, how well do you think your cemetery currently meets the ‘built assets and infrastructure’ maintenance theme outcomes? Choose one answer from the drop-down list.

Choose an answer

5.1 Is there an Asset Management Plan for the cemetery? [ ]  Yes [ ]  No

5.2 Are there regular maintenance audits to identify asset maintenance and replacement needs? [ ]  Yes [ ]  No

5.3 Are consistent materials, colours and character used for new assets where possible? [ ]  Yes [ ] No

5.4 Is lifecycle costing used when considering the purchase of equipment or design of new cemetery assets? [ ]  Yes [ ]  No

#### Built assets/infrastructure improvements

What improvements will you make to improve ‘built assets and infrastructure’ activities over the next two-year period? Click or tap here to enter text.

What improvements have you made in past two years? Click or tap here to enter text.

Are there circumstances that prevent further improvement in this area? Click or tap here to enter text.

### Maintenance skills and resources (s3.6)

Balancing the diverse resourcing needs of maintenance activities through the use of appropriately qualified staff, contractors and volunteers, including the availability of appropriate tools and ongoing development of staff that are necessary to enable operations to occur.

On the scale below, how well do you think your cemetery currently meets the ‘maintenance skills and resources’ maintenance theme outcomes? Choose one answer from the drop-down list.

Choose an answer

6.1 Are all field and customer staff trained in interaction with the bereaved? [ ]  Yes [ ]  No

6.2 Are staff/contractors trained in machinery operation and workplace safety? [ ]  Yes [ ]  No

6.3 Is horticultural skills and information available to assist maintenance works? [ ]  Yes [ ]  No

6.4 Are staff, including indoor staff, familiar with the cemetery? [ ]  Yes [ ]  No

6.5 Is suitable equipment readily available for cemetery use? [ ]  Yes [ ]  No

6.6 Does the cemetery use appropriately skilled volunteers to help with cemetery maintenance? [ ]  Yes [ ]  No

#### Maintenance skills and resources improvements

What improvements will you make to improve ‘maintenance skills and resources’ activities over the next two-year period? Click or tap here to enter text.

What improvements have been made in past two years? Click or tap here to enter text.

Are there circumstances that prevent further improvement in this area? Click or tap here to enter text.

### Heritage values (s3.7)

Working with items of valuable heritage - as cemeteries typically are - from more recent to historical features, including those listed on local, state or national heritage registers and lists.

On the scale below, how well do you think your cemetery currently meets the ‘maintenance skills and resources’ maintenance theme outcomes? Choose one answer from the drop-down list.

Choose an answer

7.1 Is the cemetery, or parts thereof, heritage listed? [ ]  Yes [ ]  No

7.2 Is there a Conservation Management Plan or similar to guide heritage and other maintenance works? [ ]  Yes [ ]  No

7.3 Can you adequately fund heritage maintenance works? [ ]  Yes [ ]  No

#### Heritage values improvements

What improvements will you make to improve ‘heritage values’ activities over the next two-year period? Click or tap here to enter text.

What improvements have you made in past two years? Click or tap here to enter text.

Are there circumstances that prevent further improvement in this area? Click or tap here to enter text.

### Planning for maintenance (s3.8)

Planning ahead for required maintenance activities, while ensuring the responsive, flexible application of resources in ways that adapt to the changing demands and timelines that are inherent with cemetery activities.

On the scale below, how well do you think your cemetery currently meets the ‘planning for maintenance’ theme outcomes? Choose one answer from the drop-down list.

Choose an answer

8.1 Is there an annual plan, identifying month-by-month activities, for cemetery maintenance? [ ]  Yes [ ]  No

8.2 Are weekly and daily schedules and tasks identified with grounds maintenance staff? [ ]  Yes [ ]  No

8.3 Are basic tasks such as inspections and rubbish removal done regularly (at least weekly)? [ ]  Yes [ ]  No

8.4 Is there clear communication and flexibility within maintenance tasks to respond to service needs? [ ]  Yes [ ]  No

#### Maintenance planning improvements

What improvements will you make to improve ‘planning for maintenance’ activities over the next two-year period? Click or tap here to enter text.

What improvements have you made in past two years? Click or tap here to enter text.

Are there circumstances that prevent further improvement in this area? Click or tap here to enter text.

### Providing public information (s3.9)

Providing for onsite information such as entry signage, historical or other interpretive signage, directional signage, through to more detailed online and data driven information on those that are interred at the cemetery.

On the scale below, how well do you think your cemetery currently meets the ‘providing public information’ maintenance theme outcomes? Choose one answer from the drop-down list.

Choose an answer

9.1 Is onsite information about the cemetery available? [ ]  Yes [ ]  No

9.2 Is online search information available to the public? [ ]  Yes [ ]  No

9.3 Is there onsite signage to provide directions, information and allow visitors to identify individual interment sites? [ ]  Yes [ ]  No

9.4 Are public events/activities available at the cemetery or otherwise organised by the operator in other locations? [ ]  Yes [ ]  No

#### Public information improvements

What improvements will you make to improve ‘providing public information’ activities over the next two-year period? Click or tap here to enter text.

What improvements have you made in past two years? Click or tap here to enter text.

Are there circumstances that prevent further improvement in this area? Click or tap here to enter text.

### Perpetual care (s3.10)

Considering long-term needs throughout the various lifecycle stages of use - from pre-planning and cemetery design, to active use stages, transitional and perpetual maintenance regimes.

On the scale below, how well do you think your cemetery currently meets the ‘perpetual care’ maintenance theme outcomes? Choose one answer from the drop-down list.

Choose an answer

10.1 Does the cemetery accumulate perpetual care funds? [ ]  Yes [ ]  No

10.2 Where applicable, are perpetual care funds held in a trust or reserved fund for future needs? [ ]  Yes [ ]  No

10.3 Has the burial capacity of the cemetery been calculated? [ ]  Yes [ ]  No

10.4 Is there a transition plan available for the site if capacity has less than 20 years left? [ ]  Yes [ ]  No

10.5 Can you meet current cemetery maintenance costs with available resources? [ ]  Yes [ ]  No

#### Perpetual care improvements

What improvements will you make to improve ‘perpetual care’ activities over the next two-year period? Click or tap here to enter text.

What improvements have you made in past two years? Click or tap here to enter text.

Are there circumstances that prevent further improvement in this area? Click or tap here to enter text.

© State of New South Wales through Department of Planning, Industry and Environment 2020. The information contained in this publication is based on knowledge and understanding at the time of writing (November 2020). However, because of advances in knowledge, users are reminded of the need to ensure that the information upon which they rely is up to date and to check the currency of the information with the appropriate officer of the Department of Planning, Industry and Environment or the user’s independent adviser.