



Freedom of Information Statement

Approved: 1 July 2025

Reference Number: F2013/1601

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Classification:	Governance
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Responsible Manager:	Corporate Services
Reviewed by:	Freedom of Information Officer
Approved by:	CEO
Signature:	
Approved Date:	1 July 2025
Next Review Date:	1 Year (1 July 2026)
Legislation:	Freedom of Information Act 1991 Legislation (Fees) Act 2019
Related Documents:	

1. Purpose

The Centennial Park Cemetery Authority (the Authority) is a responsible corporate entity which complies with all relevant legislation, including the Freedom of Information Act 1991 (the Act). In complying with the Act the Authority aims to strike a balance between corporate transparency and the need to protect commercial-in-confidence information as well as protecting personal details of employees and clients.

2. The Functions of the Authority

The Authority is a regional subsidiary established by the City of Mitcham and the City of Unley pursuant to section 43 of the Local Government Act, 1999.

The primary objective of the Authority is to ensure that the assets and facilities of the Authority are maintained and operated in an efficient manner delivering effective and sustainable service provision for the constituent Councils and customers of the Authority and the community of South Australia.

3. The Authority's Functions and the Public

The major interface between the Authority and the public involves provision of cemetery, memorial, cremation and chapel services and facilities.

The Charter outlines the following functions that the Authority is responsible for which affect the public:

- To provide, equip, operate and maintain one or more public cemetery facilities and crematoriums, mausoleums and mortuaries;
- To provide, sell, lease or hire monuments, tombstones, trees, flowers and other things incidental to interment and memorialisation of cremated and non-cremated remains and burials; and
- To promote the services and facilities of Centennial Park and to carry out any business or operation the Authority considers can enhance the value and render profitable any of the facilities or services of Centennial Park.
- Establish other facilities and services incidental or ancillary to the establishment, operation and management of cemeteries, crematoriums, mortuaries and mausoleums; and
- To promote, investigate or utilise alternative lawful methods of disposing of human remains.

4. Access to Documents

4.1. Publicly Available Documents

The following documents are available free of charge for inspection by members of the public at the office of the Authority or online at www.centennialpark.org subject to the terms and conditions outlined in this statement.

Copies of these documents may be purchased in accordance with *Schedule 1 – Fees and Charges*:

Document
Operating Policy Statement
Freedom of Information Statement
Annual Reports
Burial Information
Charter
Competition Policy Statement
Complaints Policy and Procedure
Other Publications (e.g. Brochures)

4.2. Other Information Requests

Requests for other information not included in above will be considered in accordance with the Freedom of Information Act 1991.

A determination as to whether a request must be lodged via a formal Freedom of Information Request process must be sought from the FOI Officer prior to advising the inquirer of the appropriate process to follow.

5. Making a Request for Information

Requests for information should be made using the Freedom of Information Request Forms which are available at www.archives.sa.gov.au/content/foi-forms and should be lodged with the appropriate fee as published in the Freedom of Information Schedule 1 – Fees and Charges and addressed to:

The Freedom of Information Officer
Centennial Park Cemetery Authority
760 Goodwood Road
PASADENA SA 5042

The FOI officer has the authority to approve an FOI request however all requests will be forwarded to the CEO for review before any response is made. All applications will be responded to as soon as possible within the statutory 30 days of the Authority receiving the properly completed Freedom of Information Request Form, together with the application fee.

6. Amendment of Personal Records

A Member of the Public may upon request gain access to Authority documents pertaining to their personal details to ascertain the veracity of the details contained within. A Member of the Public may then request a correction to any information about

themselves that is incomplete, incorrect, misleading or out-of-date upon provision of supporting documentation.

To gain access to these records, a Member of the Public must complete a Freedom of Information Request Form as indicated above, outlining the records he/she wishes to inspect. Proof of identity must be provided and only documents that contain the individual's details will be made available.

7. Internal Review and Appeal

Requests for an Internal Review should be made using the Application for Internal Review of Determination Forms which are available at www.archives.sa.gov.au/content/foi-forms and should be lodged with the appropriate fee as published in the Freedom of Information Schedule 1 – Fees and Charges and addressed to:

The Chief Executive Officer
Centennial Park Cemetery Authority
760 Goodwood Road
PASADENA SA 5042

Applications will be responded to as soon as possible within the statutory 30 days of the Authority receiving the properly completed Application for Internal Review of Determination Forms, together with the application fee.

8. External Review and Appeal

If an applicant is still aggrieved by the determination of the Internal Review, or where you are unable to apply for an Internal Review, then you may request an External Review.

Applications for an External Review should be made directly to the Ombudsman SA at ombudsman@ombudsman.sa.gov.au, or by phoning (08) 82268699.

9. Roles and Responsibilities

9.1. Freedom of Information Officer

The **Freedom of Information Officer** manages this policy and is responsible for:

- Complying with the requirements of the Act and this policy, including responding within stipulated timeframes; and
- Maintaining knowledge and accreditation as current.

9.2. Staff

All staff will comply with this Policy Statement and the Schedule of Fees. Staff will seek clarification from the FOI Officer prior to advising an inquirer to submit a formal Freedom of Information Request.

Attachment 1: Schedule 1 – Fees & Charges as at 1 July 2025

1	On application for access to an agency's document (Section 13(c))	\$43.30
2 (1)	<p>For dealing with an application for access to an agency's document and in respect of the giving of access to the document (Section 19(1)(b) and (c)):</p> <p>(a) In the case of a document that contains information concerning the personal affairs of the applicant –</p> <p>(i) For up to the first 2 hours spent by the agency in dealing with the application and giving access</p> <p>(ii) For each subsequent 15 minutes so spent by the agency</p> <p>(b) In any other case – for each 15 minutes so spent by the agency</p>	<p>No charge</p> <p>\$16.40</p> <p>\$16.40</p>
2 (2)	<p>In addition to the fees specified in subclause (1), the following fees are payable in respect of the giving of access to an agency's document:</p> <p>(a) Where access is to be given in the form of a photocopy of the document (per page)</p> <p>(b) Where access is to be given in the form of a written transcript of words recorded or contained in the document (per page)</p> <p>(c) Where access is to be given in the form of a copy of a photograph, x-ray, DVD or other medium in or on which information is recorded or stored.</p> <p>Note:</p> <p>If the applicant requires that a document be posted or delivered, the applicant must pay the actual costs incurred by the agency in posting or delivering the document.</p>	<p>\$0.30</p> <p>\$9.70</p> <p>The actual cost incurred by the agency in producing the copy</p>
3	On application for review by an agency of a determination made by the agency under Part 3 of the Act (Section 29(2)(b))	\$43.30

Attachment 2: Publicly Available Documents

The following documents are available for inspection free of charge by members of the public at the office of the Authority or online at www.centennialpark.org subject to the terms and conditions outlined in this statement.

Copies of these documents may be purchased upon payment of the appropriate fee as listed below:

Document	Fee (including GST)
Operating Policy Statement	\$75.00
Annual Reports	\$75.00
Charter	\$75.00
Burial Information	\$75.00
Freedom of Information Statement	\$75.00
Competition Policy Statement	\$75.00
Customer Service Standards and Complaints Handling Policy	\$75.00
Other Publications (e.g. Brochures)	No Charge