



## COMMUNITY VOICE PANEL

## Join the panel

Have a say and help shape the future of cemeteries and memorialisation in your community.

The Greater Metropolitan Cemeteries Trust (GMCT) runs 21 cemeteries and memorial parks in Melbourne's north, east and west. Our vision for the future is community-led: we will listen to a diverse range of voices to inform our decision-making as we develop our sites, products and services. We're planning for the cemeteries of the future and striving to understand what matters most to you, to your family and to future generations.

The Community Voice Panel is an online research program inviting you to share your opinion on a range of cemetery issues once per month. Everyone's voice matters, and everybody is welcome to participate. We invite you to join us as a panel member to become part of a community-driven approach to memorialisation and end of life.

### The process



#### 1 Share your thoughts in an online survey

You will be asked to contribute a maximum of once per month on a range of issues.



#### 3 Receive the results

You will receive a feedback report outlining community sentiment on the issues in the survey.



#### 2 GMCT will listen to your feedback

Your feedback will be aggregated and analysed with that of other community members on the panel.



#### 4 Continue the discussion

You will be kept in the loop on further opportunities to contribute to discussions on the issue.

## Your input

### What can I expect as a member of the panel?

If you register for the Community Voice Panel, you will receive invitations to respond to online surveys on various topics a maximum of once per month via email from The Greater Metropolitan Cemeteries Trust.

All participation is voluntary, your responses are treated confidentially, and you can unsubscribe from these emails at any time. Your information will be kept secure in accordance with GMCT's privacy policy, available at [gmct.com.au/tools/privacy-policy/](http://gmct.com.au/tools/privacy-policy/).

### What topics will be covered?

The Community Voice Panel will include a range of topics relating to:

- cemetery products and services, including pricing
- end of life and final care
- memorialisation and remembrance
- cemeteries and memorial parks as community spaces
- history, heritage, education and research
- the future of cemeteries.

GMCT also welcomes and encourages topic suggestions from panel members.

### Can I provide general feedback as part of the panel?

The Community Voice Panel is designed to collect community insights on specific topics of interest. If you wish to provide general feedback in relation to GMCT's cemeteries, products or services, please contact our customer care team by calling 1300 022 298 or emailing [enquiries@gmct.com.au](mailto:enquiries@gmct.com.au).

### Will you act on my feedback?

Your answers are very important to us and will help inform future decision making. We will report back to panel participants on the insights collected from the research. The survey insights may not always result in a short-term direct action, however, as we build our understanding of community sentiment, these insights will help shape the future of our cemeteries, products and services, and will help contribute to the cemetery sector.

### When will the first survey be distributed?

The first survey is due to be distributed by the end of October 2018.

## Contact us

For more information, or to suggest a topic for the Community Voice Panel to explore, please contact GMCT's community connections team:

-  1300 022 298
-  [community@gmct.com.au](mailto:community@gmct.com.au)
-  P.O. Box 42, Fawkner VIC 3060
-  [www.gmct.com.au](http://www.gmct.com.au)