

Customer Service Charter



Catholic
Cemeteries +
Crematoria



Introduction

Since 1867, Catholic Cemeteries + Crematoria (CCC) has proudly served the Sydney community with compassionate cemetery and support services.

We're proud to be Sydney's only non-government Crown cemetery operator - a charitable trust dedicated to preserving and enhancing our cemeteries for future generations.

Our commitment to you

We're committed to offering respectful, affordable, and compassionate services to people of all faiths, cultures, and beliefs. As a frontline provider of care in times of loss, our Service Principles guide us in delivering a consistent, positive, and empathetic experience in every interaction.

Our Service Principles



Respect

We're honoured to support you with compassion, respect, and fairness—always mindful of your values, beliefs, and cultural needs. Discrimination is never tolerated.



Choice

We provide a range of products and services tailored to our customers' needs, with affordable options available across multiple convenient locations.



Transparency

We understand every customer has unique needs. To support informed choices, we publish our Customer Information - including fees, basic (affordable) product details, and our Product Disclosure Statement - on our website.



Quality

We're committed to delivering high-quality products and services, and maintaining our cemeteries to the highest standards.



Grief Support

All customers and their immediate family can access complimentary Grief Support.



Engagement

We keep our stakeholders informed on important matters and actively engage with them regarding new products, services, and infrastructure that may affect them.



Professionalism + Integrity

We are committed to professionalism, integrity, and compassionate care. Our team upholds the highest standards through ongoing training and performance reviews, ensuring respectful service guided by our long-standing values.



Timely

We're committed to responding promptly to your requests and keeping you informed—especially about decisions that may affect you or your interment rights. We resolve complaints fairly and in line with our Complaints and Disputes Policy.



Record Keeping

We maintain accurate records of your information and cemetery register, storing all data securely. Your information is never shared without your permission.

Tell us how we are doing

We value your feedback. It provides us with information that helps us to refine and improve our service.

If we've exceeded your expectations

It is important to know what works well. By telling us when you have received excellent customer service and what we got right, it helps us recognise our people's efforts and ensure we replicate best practice across our organisation.

If we don't meet your expectations

We are committed to ensuring all complaints received are taken seriously and handled efficiently,

fairly and confidentially. If your experience does not meet expectations, we ask that you tell us as soon as possible through our customer complaint process.

Contact Us

You may lodge a complaint or feedback:



Website: <https://catholiccemeteries.com.au/contact/compliments-and-complaints/>



In writing:

Catholic Cemeteries + Crematoria, PO Box 10, Lidcombe NSW 1825



By email:

enquiries@catholiccemeteries.com.au



If you are dissatisfied with CCC's handling of your complaint, you are entitled to pursue an external method of review or management. You may wish to contact:

NSW Fair Trading
PO BOX 972 PARRAMATTA NSW 2124
Phone: (02) 9895 0111
Cemeteries and Crematoria NSW
Email: ccnsw.info@cemeteries.nsw.gov.au
Phone: (02) 9842 8473

Contact Us

Rookwood Catholic Cemetery
Barnet Avenue, Rookwood, NSW 2134
Phone: 1300 114 997
enquiries@catholiccemeteries.com.au
www.catholiccemeteries.com.au

North Rocks Catholic Cemetery
[North Rocks Road, North Rocks, NSW 2151](http://NorthRocksRoad, NorthRocks, NSW 2151)
Phone: 1300 114 997
enquiries@catholiccemeteries.com.au
www.catholiccemeteries.com.au

Liverpool Cemetery
207 Moore St, Liverpool 2170
Phone: 02 9602 0344
info@liverpoolcemetery.com.au
www.liverpoolcemetery.com.au

Kemps Creek Memorial Park
230-260 Western Rd, Kemps Creek, NSW 2178
Phone: 02 9826 2273
admin@kempscreekcemetery.com.au
www.kempscreekmemorialpark.com.au

Macarthur Memorial Park
166-176 St Andrews Rd,
Varroville NSW 2566
Phone: 1300 086 689
Email: info@mmpark.com.au
www.mmpark.com.au

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