



GOVERNMENT OF
WESTERN AUSTRALIA

Enabling loved ones to pay their respects remotely

Background of the agency including ICT situation

The Metropolitan Cemeteries Board (MCB) is a statutory authority of the Government of Western Australia responsible for managing cemeteries at Fremantle, Guildford, Karrakatta, Midland and Gnangara, and memorial parks at Pinnaroo and Rockingham. The MCB uses an ICT solution to manage and distribute the media used in funeral services (such as music and photographic slide shows) to the audio-visual systems within the chapels at the Fremantle, Pinnaroo and Karrakatta sites.



Case Study:
Metropolitan Cemeteries Board

Trigger point for engaging GovNext-ICT services

In March 2020 the maximum number of persons allowed to attend funeral services was restricted due to the COVID-19 state of emergency. A strategy and solution was required to cater for a live streaming service which could provide a means for people to hear and see a funeral service being conducted at any of the MCB chapels from within their home using their personal devices.

Process for implementing GovNext-ICT services

GovNext CUA has been instrumental in providing the service to allow the high-quality live streaming. The process of selection for a Service Provider was made easy through the GovNext panel and the subsequent technical implementation of the service has been progressively improved to strengthen the reliability of the network and internet connectivity.

MCB has always had a recording solution in place and the live streaming system was an extension of the same system.

Outcomes for the agency

By transitioning to the GovNext network solution, the MCB was able to cater for the live streaming solution – providing the network bandwidth necessary for streaming from all of the MCB chapels simultaneously to all around the world. In addition, the increased quality of the Wide Area Systems provided the opportunity to facilitate the installation, adaptation and integration of technology that would have otherwise been unavailable.



Benefits

Providing the streaming service has helped to protect Western Australians by adhering to physical distancing measures and funeral capacity restrictions, whilst allowing people to participate online locally, interstate and internationally. This was primarily to mitigate the risk of COVID-19, with the additional benefit of allowing people to participate who would not normally be able to attend.

Third Parties such as funeral directors have enjoyed the benefits of the improved technology allowing for simplified and more efficient service management. The introduction of a portal based media service creation system has enabled offsite preparation and planning for all services including simple modification and management. The distribution of the post service recordings has been simplified to allow instant download of the funeral service by authorised parties to enable them to

preserve their own copy of the proceedings. This has greatly reduced the work required by the Funeral Directors to provide families with the recordings and service memories.

The GovNext providers were able to work with the MCB and its AV & IT technical support contractors to refine the quality of the connection and transmission services to provide high stability and reliability to the connection for the provision of the livestreaming of funeral services. This was achieved through analysis of the transmissions and the constant and ongoing refinements.

The MCB's livestreaming system provides a secure means of streaming as the family needs to approve who receives the streaming link prior to the service being streamed.

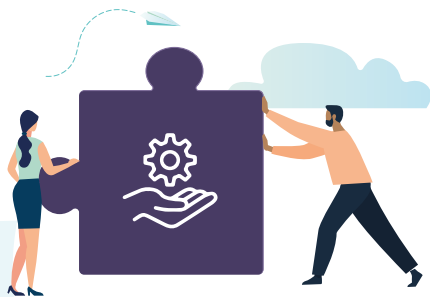
MCB's chapel staff assistance in operating the funeral livestreaming services has been reduced, following the training of the funeral directors who can choose to have a provider manage the AV and livestreaming services or conduct the service entirely themselves.

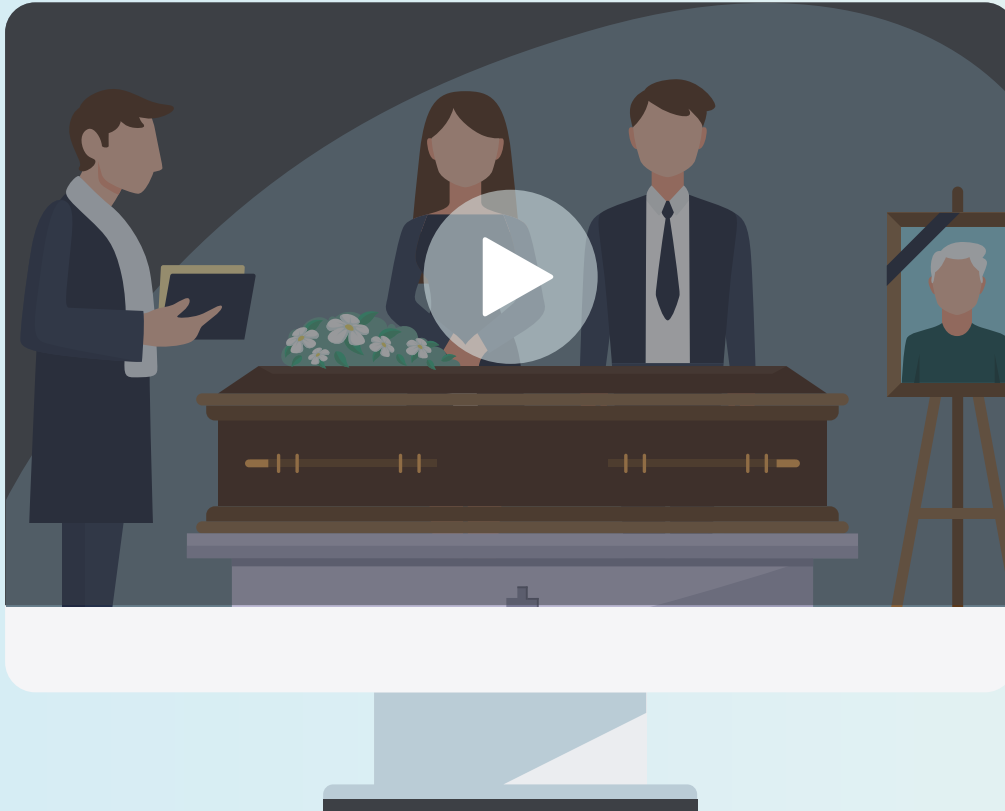
The MCB provides the livestreaming of funeral services free of charge to the families using the MCB chapels as a community service.

Benefits realised were:

- 1 More agile services
- 2 Improved service delivery
- 3 Operational benefits
- 4 Staff benefits
- 5 Cost benefits

Additionally, there were:





Future plans for the agency

Additional redundancy services are being planned for the MCB AV & live streaming systems to strengthen the reliability of the streaming links. These will be implemented in the coming few months.

Contact person:

Ian Higgins, Coordinator, Projects, and Planning



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