



Cemeteries and Crematorium Association of South Australia

**2020 Information Day
and
Annual General Meeting**

Thursday 2 April – 3 April 2020

**Rivergum Chapel
Ridgehaven**





CCASA From the CCASA Executive

On behalf of the CCASA Executive, it is my pleasure to invite you to attend the 2020 Information Day and Annual General Meeting (AGM), to be held at the Rivergum Chapel, Harrison Funerals located in the leafy suburb of Ridgehaven, South Australia.

We acknowledge that our event will be held on the traditional lands of the Kaurna people and the Weira group. We recognise their connection with the land and pay our respects to their elders, past, present and emerging.

The 2020 Information Day and AGM will be held over two days. Commencing on the afternoon of Thursday 2 April 2020 we have a bus tour of the new Royal Adelaide Hospital Mortuary in the city and an interesting tour of the Walkerville Cemetery which has recently undertaken a safety audit on its headstones. For those who would like to take the opportunity to network with our sponsors and fellow members, this year CCASA is hosting an informal 'Drinks and nibbles' function between 5:00-7:00pm at the Ibis Adelaide Hotel situated at 122 Grenfell Street, Adelaide. We'd love to see you.

On Friday 3 April 2020 we have a full day program and AGM being held at the new Rivergum Chapel situated at Harrison Funerals, Corner of Jack High Lane and Golden Grove Road Ridgehaven which will conclude at approximately 4.15pm. Our program includes a wide-range of speakers covering interesting topics. This is also an opportunity for you to engage with your colleagues and industry specialists.

The CCASA Information Day is a key activity on our annual calendar and provides an excellent opportunity for sharing ideas and experiences, networking and increasing the knowledge of effectively and safely operating in a cemetery.

We extend this invitation to all CCASA members and their guests and look forward to welcoming you to the CCASA Information Day.



Michael Rusby
President



Cemeteries and Crematorium Association of South Australia

www.cemeteriessa.com.au

President: Mike Rusby | Centennial Park Cemetery | t: 8276 6011 | e: miker@cenpark.org.au

Postal Address: 760 Goodwood Road, Pasadena SA 5042

Administration Support: Valda Baker-Wells | e: info@cemeteriessa.com.au

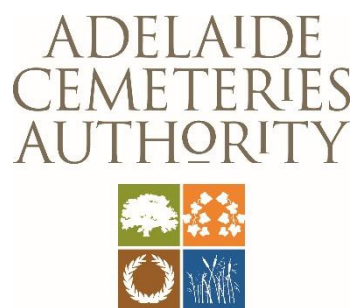


CCASA Sponsors

– Recognising those supporting the Industry

CCASA wishes to acknowledge the support of the following sponsors:
in no particular order

Gold Sponsors



Silver Sponsors



Registration

<i>Please note all prices include GST</i>	MEMBER REGISTRATION	NON-MEMBER REGISTRATION
FULL DELEGATE REGISTRATION (Thursday Tour and Friday business sessions, including catering)	\$0	\$150
THURSDAY EVENING EVENT – 5:00 – 7:00pm Drinks and Nibbles at the Ibis Adelaide Hotel	\$0	Included in Non-Member registration fee

Please complete our Registration Form on Page 13.

Sponsor and Member Event

Thursday Evening

Following the Local Tour (see details below), members are warmly invited to attend the CCASA Sponsor and Member Event at the Ibis Adelaide Hotel, 122 Grenfell Street Adelaide. We hope this will be an opportunity for members and sponsors to socialise and network in an informal fashion.

The event, which is to thank our sponsors, is at no cost to members (or \$150.00 for non members) per person and will start at 5:00pm. Drinks and nibbles will be provided. To assist us with catering, we will require confirmation if you would like to attend this social event.

Morning and Afternoon Tea

Morning and Afternoon tea will be served on Friday that includes filtered coffee, a selection of herbal teas and a selection of goodies.

Friday Lunch

Lunch on Friday is provided and will be a selection of mini pies, pasties, quiches, wraps and sandwiches.

Please ensure to advise of any dietary requirements when completing the Registration Form.

Do you require Accommodation? The Ibis Adelaide Hotel has special rates for attendees:

Click on the following link: [ibis Adelaide 10% – Conferencing 2020](#)

1. Please type in the destination field 'ibis Adelaide' in order to get your discounted rates.
2. Then select your dates and press search.
3. Should you be asked for your client Business Identification
 - a. SCP1237436
 - b. IB557AU248

Parking isn't available in the rate price, but a ticket can be purchased at reception for \$23 for 24 hours.



Program

THURSDAY 2 APRIL 2020 (DAY 1)

[Ibis Adelaide Hotel, 122 Grenfell Street, Adelaide](#)

12:45pm	Delegates arrive at Ibis Adelaide Hotel (Reception area)	CCASA Exec welcome
1:00pm precisely	Charter Bus departs	
1:30-4:00pm	Local Tour: <ul style="list-style-type: none"> Royal Adelaide Hospital Mortuary 1:30-2:30pm Walkerville Cemetery 3:00-4:00pm 	
4:30pm	Charter Bus returns to Ibis Adelaide Hotel	
5:00pm-7:00pm	Sponsors and Members "Drinks and Nibbles" Networking Event	Ibis Adelaide Hotel Restaurant

FRIDAY 3 APRIL 2020 (DAY 2)

[Harrison Funerals, Rivergum Chapel, cnr Jack High Lane and Golden Grove Road, Ridgehaven](#)

9:30am-10:00am	Registration	Names and Conference bags
10:00am-10:10am	Official Opening - Welcome and Housekeeping	Valda Baker-Wells, CCASA
10:10am-10:40am	Australian War Graves	Estelle Muskrates, Australian War Graves
10:40am-11:10am	Nature Called. It wants you Back	Abby Buckley, Our Family Celebrant
11:10am-11:20am	Sponsor Presentation: Phoenix	Joe Campbell

11:20am-11:50am	Managing Risks in our Cemeteries	Stevie Sanders, WHS & Risk Manager LGA Workers Compensation Scheme
11:50am-12:20pm	Monumental Masons Licensing System	Mike Rusby, CCASA President
12:20pm- 12:30pm	Sponsor Presentation: Harrison Funerals	Brenton Hill
12:30pm – 1:30pm	Lunch	
1:30pm – 1:40pm	Australasian Cemeteries & Crematoria Association (ACCA) Official Welcome	Chris Harrington, Chief Executive Officer - ACCA
1:40pm-1:50pm	Sponsor Presentation: Everlon	Rodney Claxton
2:00pm – 2:30pm	AGM	Jim Everett (CCASA Life Member)
	Darren Leuders Award	Jim Everett (CCASA Life Member)
2:30pm-3:00pm	FAQ/Q&A - CCASA Executive Members Panel	Mike Rusby, CCASA President and Greg Billington, CCASA
3:00pm-3:10pm	Sponsor Presentation: OpusXenta	Michael Williamson and Helen Treloar
3:10pm – 3:25pm	Afternoon Tea	
3:25pm – 3:35pm	Sponsor Presentation: Arrow Bronze	Hymie Jechilevsky
3:35pm-4:05pm	Cultural Needs of the Future	Arun Ramchand Adelaide Cemeteries Authority
4:05pm-4:15pm	Monumental Masons Association - Update	Eva Treen Secretary, Monumental Masons Association SA
4:15pm	Close	Mike Rusby, CCASA President

Local Tour

On Thursday, 2 April 2020 commencing at 1:00pm and returning at 4:30pm, CCASA is pleased to offer members the opportunity to discover a little piece of Adelaide and Walkerville history.

Buses will be leaving the Ibis Adelaide Hotel located at 122 Grenfell Street, Adelaide precisely at 1:00pm. Secure car parking is available at the Rundle Place car park approximately 100 metres from the venue. [Please click this link for Ibis Adelaide Hotel and carparking directions.](#)

Royal Adelaide Hospital Mortuary

The mortuary at the new Royal Adelaide Hospital has four state of the art autopsy suites and increased body storage capacity.

This is a unique opportunity to view the facilities, the new handling equipment now utilised by staff and the dedicated viewing space for families of the deceased.



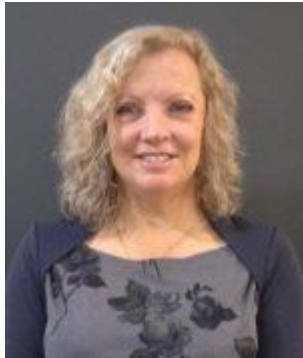
Walkerville Cemetery

The Wesleyan Cemetery in Walkerville is a historic site established in 1849. The cemetery was closed to full burials in 1973 but continues to function as a place for inurnment of ashes. The site is owned by Town of Walkerville. Due to the proximity to the St Andrew's School, and after a risk assessment was carried out, a safety audit has been conducted with a number of the at risk headstones now made safe. This is an opportunity to learn about the audit process, assessments on each headstone, costings and final outcome.



Conference Speakers

Official Opening: Valda Baker-Wells



Valda Baker-Wells has recently been appointed as Secretary to the Cemeteries and Crematorium Association of South Australia (CCASA).

Valda has been an Executive Member of CCASA over the past four years and formerly a curator for the Light Regional Council, which borders the famed Barossa Valley, the Town of Gawler and is located to the north of the greater metropolitan area of Adelaide having been involved in the administration and management of its nine cemeteries since 2009

Valda was also a winner of the Darren Leuders Customer Service Award in 2014.

Australian War Graves: Estelle Muskrates



Estelle is the Assistant Director, Policy & Communications of the Office of Australian War Graves

The Office of Australian War Graves manages the provision of official commemoration, in the form of headstones, ashes placements and plaques for eligible veterans and service personnel. They maintain 72 war cemeteries and more than 321,000 individual graves in Australia and the region, and commemorate eligible veterans who died post-war and whose deaths were caused by their war service. Estelle will give delegates an insight into how important the collaboration between our cemeteries and their office is, and the impact that this collaboration can have in achieving the best outcomes for our veterans, service personnel, and their families.

Nature Called. It wants you Back : Abby Buckley



Abby is a Social Ecologist, Sustainable Business Development Lecturer and Funeral Celebrant who finds guidance and inspiration from nature on how to positively embrace death in our everyday lives.

Death Cafes, Before I Die Walls and Dying To Know Days are some of the conversation-starting community events she has facilitated over the last 6 years. Abby has created her popular Pushing Up Daisies workshop to educate people on our death system and start their end of life planning. She is currently facilitating the inaugural innovative Eco Coffin Project with the Gawler Environment Centre to raise awareness of natural burial in the community.

Her network and knowledge of the industry developed during her time working at Adelaide Cemeteries Authority. Her passion for social change around sustainable death and dying is the topic of her PhD research that she is determined to finish this year.

Managing Risks in our Cemeteries: Stevie Sanders



There are a number of high risks associated with the operation of a cemetery. It is therefore important that risks are identified and controls implemented to manage risks. Stevie will explain a process for the identification and control of risks, and highlight some of the key risks associated with the operation of a cemetery and provide examples of controls that have been put in place by Cemetery Authorities to manage these risks.

Stevie will also consider the importance of managing contractors and volunteers as part of risk management.

Monumental Masons Licensing System: Mike Rusby



Mike has been involved in the cemetery industry since May 2006 in his capacity as Gardens Manager/Manager Operations at Centennial Park Cemetery in Adelaide, and has a strong background in operations, horticulture and planning.

Cultural Needs of the Future: Arun Ramchand, Adelaide Cemeteries Authority



South Australia has seen a significant increase in the number of new migrants. Currently home to almost 200 various cultural groups, South Australia has an obligation in ensuring that the end of life needs of these various communities are met.

Hear from Arun Ramchand, Customer Experience Manager at the Adelaide Cemeteries Authority as he explains how cemeteries of the future adapt to the needs of the various communities.

Darren Leuders Award



Darren Leuders was a past association President and a highly valued, committed and driven member of the Executive Management Committee. Additionally, he was fortunate to be gifted with outstanding customer service skills.

Following Darren's untimely death in 2007, the CCASA executive determined that a most fitting tribute would be to create an industry award recognising outstanding customer service - *The Darren Leuders Customer Service Award*.

The award is presented annually to *'Any employee of a CCASA member, who has performed above and beyond the call of duty in providing excellence in customer service.'*

It also supports the promotion and improvement in excellent customer service delivered by CCASA members.

Who Can Nominate?

Nominations will be accepted from any employee of a CCASA member, and must be seconded by a CCASA member. You could nominate someone you work with, or someone who has helped you and meets the above criteria.

We encourage CCASA members to lodge their nominations using the Darren Leuders Customer Services Award Nomination form attached.

Nominations must be received by Monday, **16 March 2020**.



Members Feedback

The Cemeteries and Crematoria Association of South Australia (affectionately known as CCASA) is the unified voice of cemetery and crematoria managers in South Australia. CCASA promotes the maintenance, improvement and development of cemeteries and crematoria in South Australia. We also identify and promote best practice, governance and professional standards of ethical behaviour.

So, our members feedback and thoughts are important to us! With that in mind, we would like you to take 5 minutes and answer 4 short questions.

You can either return the form with your Registration form, or if you prefer to remain anonymous, could please leave it on the Registration Table on the Friday, as you collect your name badge and delegates bag.

Monumental Masons Licensing System

The Monumental Masons Licensing System, which recently ceased operations, was put into place by CCASA in order to maintain high standards of workmanship and professional and personal conduct of licensed Monumental Masons in South Australia.

In order to obtain a License, it was necessary to provide CCASA with a business's public liability insurances and OHS certificates, and this information was available to members on our website.

- | | |
|--|--|
| <input type="checkbox"/> Were you aware of the Monumental Masons Licensing System? | <input type="checkbox"/> Did you see the value in it? |
| <input type="checkbox"/> Did you visit the website and use the information? | <input type="checkbox"/> If it was reinstated, would you use it? |

FAQs, Questions and Answers

Do you have a question you would like answered by our Executive Team, or any other professional within the Cemeteries and Crematoria Industry?

Question:

.....

.....

Answered by someone in particular?



Registration Form

ORGANISATION NAME:

ADDRESS:

TELEPHONE:

EMAIL:

CCASA Members: No Charge

Membership fees allow up to 4 attendees per organisation

Non-Members: \$150.00 (*per attendee*)

CCASA Members 5 plus: \$50.00 (*per attendee*)

Please tick if you have an Ordinary or Associate membership or if a Non-Member:

- ☐ Ordinary members have one vote per organisation (*pays \$195 membership per year*)
- ☐ Associate members have no voting rights (*pays \$145 membership per year*)
- ☐ Non-Members have no voting rights (*pays \$150 to attend the Information Day only*)

For Ordinary Members - Please indicate which delegate will execute your voting rights.

	Name and Position	Email	Including Thursday Tour	Including Thursday Networking Function
Voting Delegate			<input type="checkbox"/>	<input type="checkbox"/>
Other Delegate			<input type="checkbox"/>	<input type="checkbox"/>
Other Delegate			<input type="checkbox"/>	<input type="checkbox"/>
Other Delegate			<input type="checkbox"/>	<input type="checkbox"/>

To assist with catering and numbers for the charter bus, please tick the relevant box if you are attending either or both the Tour and/or Networking Function on the Thursday 2 April 2020.

Thursday Event: CCASA is hosting a two hour Drinks and Nibbles networking opportunity between 5:00pm – 7:00pm at the Ibis Adelaide Restaurant for its valued sponsors and members. Food will consist of a selection of canapes and platters. If you have any specific dietary requirements, please advise us by completing below:



Confirmation

While there is no fee for CCASA Members to attend this event, it is important to complete and return your registration form by **Monday 16 March 2020** to assist with catering and event management.

.....
Signed:

Date: ____/____/____

Please return the forms via email by Monday, **16 March 2020**.

Enquiries to:

CCASA Secretary

Valda Baker-Wells

e | info@cemeteriessa.com.au