



Cemeteries and Crematoria Association of South Australia

**2021 Information Forum
and
Annual General Meeting**

Thursday 13th – Friday 14th May 2021

**Rivergum Chapel
Ridgehaven**





CCA SA From the CCASA Committee

On behalf of the CCASA Committee, it is my pleasure to invite you to attend the 2021 Information Forum 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 2021 Information Forum and AGM will be held over two days. Commencing on the afternoon of Thursday 13th May 2021 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. In partnership with our Gold Sponsors, CCASA is pleased to invite members, attendees and sponsors to an informal networking dinner at West Terrace Cemetery. Located on *The Promenade*, the evening will include food, drinks and a number of sessions of the award-winning *Mavericks, Madness and Murder Most Foul* cemetery night tours. The event starts at 6.30pm with the final tour returning around 10.30pm. We'd love to see you there.

On Friday 14th May 2021 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 Forum 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 2021 CCASA Information Forum.



Michael Rusby
President



Cemeteries and Crematoria 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
CCASA Secretary: Valda Baker-Wells | e: info@cemeteriessa.com.au

CCASA Gold Sponsors – Recognising those supporting the Industry.





CCASA Sponsors

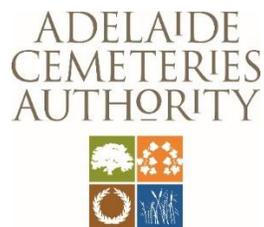
– Recognising those supporting the Industry

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

Gold Sponsors



OpusXenta



PLOTBOX

Silver Sponsor



“Look what we’ve got lined up for you this year.”

Thursday, 13 May 2021 – Local Day Tour

On Thursday, 13 May 2021 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.

Parking - Buses will be leaving the Rydges Adelaide located at 1 South Terrace, Adelaide precisely at 1:00pm. If you have booked accommodation at the Rydges there will be free car parking included, otherwise for those not staying overnight in the city, there is parking available inside the West Terrace Cemetery. Enter via West Terrace Main Gate and turn left onto the first bitumen road and park along the side of the road.



Subject to Covid-19 Restrictions

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.



Thursday, 13 May 2021 – Evening Function

Sponsor and Member Event

Following the Local Cemetery and Mortuary Bus Tour you will be dropped back at The Rydges Adelaide on 1 South Terrace, Adelaide.

Members (including one guest) are warmly invited to attend the CCASA Sponsor and Member Event to be held on The Promenade (located adjacent to the Curators Cottage) commencing at 6:30pm. We feel this would be an exciting and fun opportunity for members and sponsors to socialise and network in an informal fashion. Add an award-winning Cemetery Night Tour to the mix and the night just got a lot more interesting!

The event, hosted by CCASA and our Sponsors, is at no cost to members with one guest (additional guests will be charged \$40.00 per person) commencing at 6:30pm. Drinks and a two course meal consisting of Spanish paella dishes and wood oven pizzas together with dessert will be available from our Gourmet caterers. A drinks bar will be operating between 6:30pm to 10:30pm. To assist us with catering, we will require confirmation if you would like to attend this social event.

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

Mavericks, Madness and Murder Most Foul!

After a sold-out 2021 Adelaide Fringe Season and SA Tourism Awards Hall of Fame recipient, the West Terrace Cemetery Night Tours are not to be missed!

What was a young wife thinking as she searched for an axe with which to kill her husband? What drives the architect of a city to shack up with his maid? And how badly jilted must a man feel to kill his ex-fiancée with a fire poker, then dive into a well with a rope around his neck? Live the stories in amongst the headstones of West Terrace Cemetery.

Tour Duration: 60-75 Minutes

Cost: Included with Event Admission

Starting Point: The Promenade





Registration

<i>Please note all prices include GST</i>	MEMBER REGISTRATION	NON-MEMBER REGISTRATION
FULL DELEGATE REGISTRATION (including one guest) (Thursday Tour and Friday business sessions, including catering)	\$0	\$150
THURSDAY EVENING EVENT – 6:30 – 10:30pm Food, Drinks and West Terrace Cemetery Tour	\$0	Included in Non-Member registration fee

Please complete our Registration Form on Page 13.

Full members are invited to bring along one guest to the Information Forum and Thursday evening West Terrace Cemetery function and Night Tour at no charge.

Additional guests will be charged \$40.00 per head to cover costs of attending the Thursday night function including food, drinks and Night Tour.

Accommodation

Do you require Accommodation? The Rydges Adelaide, 1 South Terrace, Adelaide has provided the following offer to our attendees:

- 15% off best available rate.
- Discounted full buffet breakfast for \$15.00 (normally \$28.00 and only charged on consumption)
- Complimentary parking (normally \$15.00)
- Complimentary WIFI

To book your accommodation please click on the following link:

<https://www.rydges.com/private-page/event-guests-to-rydges-adelaide/>



Program

THURSDAY 13 MAY 2021 (Day 1)

Departs Rydges Adelaide, 1 South Terrace, Adelaide

12:45pm	<p>Registration and receive your Name Tag</p> <p>Delegates arrive at Rydges Adelaide (Reception area)</p> <p><i>(If you are checking in today, you are welcome to leave your luggage with the concierge until you return today from the bus tour)</i></p>	CCASA Exec welcome
1:00pm precisely	Charter Bus departs	
1:30-4:00pm	<p>Local Tour:</p> <ul style="list-style-type: none"> • <i>Royal Adelaide Hospital Mortuary 1:30-2:30pm</i> • <i>Walkerville Cemetery 3:00-4:00pm</i> 	
4:30pm	Charter Bus returns to Rydges Adelaide	Time to check-in to your room if staying at the Rydges.
6:30pm-10:30pm	Sponsors and Members – West Terrace Function and Cemetery Night Tour” Networking Event	Located on The Promenade, adjacent to Curators Cottage just inside the West Terrace entrance. A short walk from Rydges Adelaide otherwise Parking is available on-site



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.

FRIDAY 14 MAY 2021 (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	Arun Ramchand, CCASA
10:10am-10:40am	Australian War Graves	Estelle Muspratt, 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	Kelly Mulcahy
11:20am-11:50am	Managing Risks in our Cemeteries	Stevie Sanders, WHS & Risk Manager LGA Workers Compensation Scheme
11:50am - 12:00noon	Arrow Bronze	Hymie Jechilevsky
12:00noon -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 Committee Members Panel	Mike Rusby , CCASA President and Greg Billington , CCASA
3:00pm-3:10pm	Sponsor Presentation: OpusXenta	Lea-Ann McNeill , General Manager ANZ
3:10pm – 3:25pm	Afternoon Tea	
3:25pm – 3:35pm	Sponsor Presentation: Plotbox	Martin Jackson , Customer Success Director, APAC
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

Conference Speakers

Australian War Graves: Estelle Muspratt



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

The Office of Australian War Graves (OAWG) manages the provision of official commemoration, in the form of headstones, ashes placements and plaques for eligible veterans and service personnel. The OAWG maintain 72 war cemeteries and more than 346,000 individual commemorations in Australia and the region, and commemorate eligible veterans who died during war or whose deaths have been caused by their war service. Estelle will give delegates an insight into how important the collaboration between our cemeteries and the OAWG, 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 innovative 2021 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 next 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 Committee 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 Wednesday, 28 April 2021.



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 Committee, 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 - Thursday day Tours plus Friday Information Forum with AGM	
- Voting Delegate plus three (3) attendees	Membership fees allow up to 4 attendees per organisation No Charge
CCASA members - Thursday evening function with West Cemetery Night Tour	
- Voting Delegate plus one (1) attendee	No-Charge (up to 2 attendees per organisation)
- Additional attendees - no more than two (2)	\$40:00 per attendee (maximum 4 per organisation)
Non-Members:	\$150.00 (all inclusive)

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

- Ordinary members have one vote per organisation (ie. pays \$195 membership per year)
- Associate members have no voting rights (ie. pays \$145 membership per year)
- Non-Members have no voting rights (ie. pays \$150 to attend Thursday, Thursday evening and Friday)

Dietary Requirements

Thursday evening Event: CCASA and Gold Sponsors are hosting a four hour networking function with Drinks, Catering and an award-winning Mavericks, Madness and Murder Most Foul cemetery night tour at the West Terrace Cemetery. Food will consist of a selection of a Spanish Paella dish, Wood Oven Pizzas and dessert commencing from 6:30pm

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

If you have any specific dietary requirements, please advise us by completing below:

Name of Attendee	Dietary Requirements



Confirmation

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

			FRIDAY 14 MAY	THURSDAY 13 MAY	
	Name and Position	Email	Attending Friday's Information Forum and AGM	Including Thursday Bus Tour (no charge)	Including Thursday evening Function with West Tce Cemetery Night Tour (\$40:00 per attendee over 2)
Voting Delegate			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other Delegate			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other Delegate			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other Delegate			<input type="checkbox"/>	<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 13th May 2021 evening.

Please complete the Registration Form and this Registration page and return via Email by **Wednesday 28th April 2021**.

Name	Signature	Date

Enquiries to:
 CCASA Secretary
 Valda Baker-Wells
 e | info@cemeteriessa.com.au