

**CONFERENCE
PROGRAM**

OCT 16 + 17

**CCASA
INFORMATION
FORUM
2025**

Thriving not just Surviving

WELCOME TO THE CCASA INFORMATION FORUM FOR 2025

On behalf of the Cemeteries and Crematoria Association of South Australia (CCASA) Committee, it is my pleasure to invite you to attend this year's Information Forum to be held in Renmark at the Hotel Renmark on Thursday 16th and Friday 17th October 2025.

This year's focus is on "Thriving not just Surviving" and we've invited some interesting guest speakers to touch on relevant topics that cemetery authorities are currently facing.

Thursday 16th October 2025 will commence at 2:00pm with a historic cemetery tour of the Renmark cemetery and a river cruise. The day will conclude at 4:45pm.

On Thursday evening, our Platinum Sponsors Everlon, Phoenix and Arrow Bronze once again invite members, attendees and sponsors to a networking dinner event at the 23rd Street Distillery. Don't worry about transport, we've got that covered with a charter bus picking us up at the Hotel Renmark at 6:00pm to transport us there and safely back again by 10:00pm.

On Friday 17th October 2025 we have a full day program, the Darren Leuders award announcement and AGM. The theme for this year's conference is 'Thriving not just Surviving' and includes a wide range of speakers covering interesting topics. This is also an opportunity for you to engage with your colleagues and industry specialists.

This conference 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 a cemetery.

We extend this invitation to all CCASA, reciprocal members, non-members and guests and look forward to welcoming you to the 2025 CCASA Information Forum.

Arun Ramchand

President, Cemeteries and Crematoria Association of South Australia (CCASA)

To register for this event, fill out the registration form provided (Refer to page 9)

Registrations will close on Friday 3rd October 2025

THANKS TO OUR SPONSORS

We would like to thank the following sponsors for their support
and contribution to the CCASA Information Forum

PLATINUM SPONSORS



GOLD SPONSORS



SILVER SPONSORS



BRONZE SPONSORS





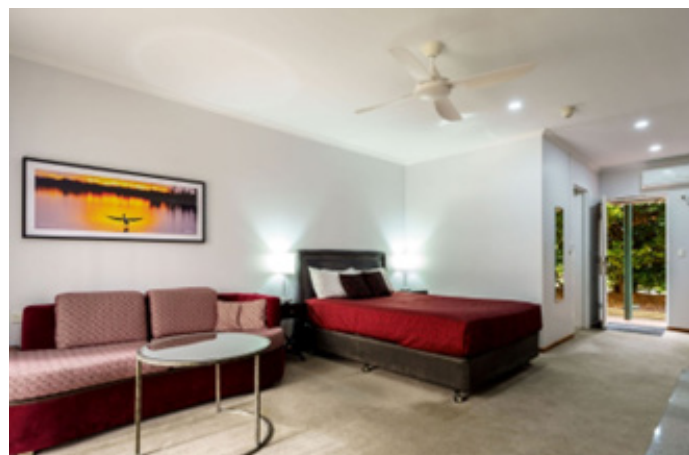
WHERE TO **STAY**

Do you require Accommodation?

CCASA has secured a 5% discount at the:
Hotel Renmark,
81 Murray Avenue, Renmark

- Best available rate.
- 5% discount
- Complimentary WIFI
- Free carparking
- Breakfast is available in the Bistro

To book your accommodation please phone the hotel direct on (08) 8586 6755 and quote "CCASA" to secure your discounted price



Accommodation can also be arranged at the

Renmark Club

160 Murray Avenue, Renmark by phoning : 08 8586 6611

REGISTRATION DETAILS

Please complete Registration Form on page 8

CCASA Ordinary Members	2-Day Ticket <i>Excludes Thursday Evening Sponsor Dinner</i>	Up to two attendees – No Charge <i>Only 1 Ordinary Member can vote per organisation</i> Additional Attendees \$80.00 (2 Max)
	Thursday Evening Sponsor Dinner	\$80.00 per head (2 Max)
CCASA Associate Members	2-Day Ticket <i>Excludes Thursday Evening Sponsor Dinner</i>	One attendee – No Charge <i>No voting rights for Associate Members</i> Additional Attendees \$80.00 (1 Max)
	Thursday Evening Sponsor Dinner	\$80.00 per head (1 Max)
Additional Member Tickets	2-Day Ticket <i>Excludes Thursday Evening Sponsor Dinner</i>	\$100 per head
	Thursday Evening Sponsor Dinner Only	\$100 per head
Reciprocal Members (ACCA, CCAV, CCANSW, CCAWA)	Full Forum Ticket <i>Includes Thursday Evening Sponsor Dinner</i>	\$320 per head
Non Members	Full Forum Ticket <i>Includes Thursday Evening Sponsor Dinner</i>	\$360 per head
Non Sponsor – Trade Table Promotion Package	Opportunity to supply and erect a banner in the conference meeting room (banner & placement of banner to be approved by CCASA), to have a trade exhibit and distribute promotional material at the Information Forum. Does not include a power point presentation at the Information Forum.	\$800 per company <i>Includes: Up to two attendees.</i> Thursday Dinner Event is \$100 per person



FORUM PROGRAM

THURSDAY 16 OCTOBER

12pm	Sponsors Lunch	The Terrace, Hotel Renmark
1.30pm	Attendee Registration	Hotel Renmark Murray Ave, Renmark SA 5341
2.00pm	Depart to PS Industry	Begin your journey aboard the historic PS Industry , moored at the Renmark Wharf, where your Captain will bring the River Murray's most dramatic and tragic tales to life. From remarkable feats to the river's darkest moments, you'll see the Murray as you've never seen it before.
2.30pm	Afternoon Tea	
3.15pm	Renmark Cemetery Guided Tour	From there, take a scenic bus ride to the Renmark Cemetery for an immersive guided tour led by Renmark Paringa's Mayor, Peter Hunter . Wander through the cemetery's distinct sections, where each headstone and inscription tells a chapter of our past. Meet the pioneers, characters, and controversial figures whose lives—and sometimes shocking stories—have left an indelible mark on the Renmark Paringa community.
4.45pm	Return to Hotel Renmark	



CONFERENCE PROGRAM

THURSDAY 16 OCTOBER

Sponsor Networking Dinner

Once again, our valued Platinum sponsors Everlon, Phoenix and Arrow Bronze are sponsoring an evening where we will be providing a bus to collect you from the Hotel Renmark to transport you to 23rd Street Distillery. Pick up will be at 6:00pm and you will be returned to the Hotel by 10:00pm.

Whilst this is an opportunity for an informative tour of the distillery the main purpose of this evening is to be part of an informal networking opportunity to enjoy with colleagues within the broader cemetery industry.

6.00pm **Bus Departs for Dinner**

6.15pm **Pre-Dinner Drinks**

6.45pm **Dinner
+ Distillery Tour**

23rd Street Distillery
Twentythird St, Renmark SA 5341

10.00pm **Return to Renmark Hotel**

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



CONFERENCE PROGRAM

FRIDAY 17 OCTOBER

8:15am **Registration & Trade Area Commences**

9:00am **Welcome to Country**

9.30am **Official Opening**
Arun Ramchand, CCASA President
Tony Siviour, CEO of Renmark Paringa Council

9:25am **Platinum Sponsor Presentation:** Everlon
Rodney Claxton, CEO

9:35am **Speaker 1 - Debra Leigo - Doxlite**
Context is Everything!
Deb is a consulting practitioner specialising in end-to-end processing and project management of physical information assets (records and data). She has three decades of experience in the records, archives and information management sector. Her qualifications include a Bachelor of Information Studies with a specialisation in Records and Archives Management followed by a Master of Information Studies specialising in Data Management. She is a Chartered Member of RIMPA Global and certified Experience Practitioner. Deb has been providing services to Adelaide Cemeteries Authority since July 2020.

10:20am **Platinum Sponsor Presentation:** Phoenix
Kelly Mulcahy, Regional Sales Manager

10:30am **Morning Tea**

10:50am **Platinum Sponsor Presentation:** Arrow Bronze
Emma Goldie, National Sales & Customer Engagement Manager

11:00am **Speaker 2 - Shawn La Fou – BDO**
Costing Regional Cemeteries
Shawn La Fou is a nationally recognised cemetery and crematoria management consultant at BDO, with 25 years of consulting experience, including 15 years specialising in the cemetery sector. He provides expert financial modelling, cost of service reviews, and strategic business cases for metropolitan and regional operators across Australia. Shawn's work encompasses bottom-up costing, perpetual maintenance funding, long-term financial sustainability strategies, and pricing methodology development. He has extensive experience preparing business cases for land acquisition and greenfield start-up projects, in line with Treasury Instructions, and is skilled in activity-based and whole-of-life costing, risk management, and developing industry-wide frameworks for pricing transparency. His advice has helped government agencies and cemetery operators achieve efficient, transparent, and sustainable operations.

11:30am	Gold Sponsor Presentation: Plotbox Kate Terpstra & Kris Miller, Solutions Specialist APAC
11:40am	Speaker 3 - Hope Deane - Founder of Harvest Studio (2017) Regeneration and Activation - Burying Grounds as Public Gardens Hope Lovelock Deane (MAVA) has over 30 years experience in contemporary visual art and placemaking projects. Hope is the Founder of Harvest Studio (2017), whose work is all about connection; between people, place and the natural landscape around us. The studio is housed in The Pioneer Chapel (1843/4), McLaren Vale, with The Botanical Cemetery (formerly The Congregational Cemetery, 1841) and The Culture Garden community garden project, on its grounds. The site is a State Heritage place, owned and Curated by Hope, who has 8 generations of family connection with the Cemetery, Church and this corner of the town. The Culture Garden, a placemaking and community garden initiative started by Hope in 2022, is transforming the still active cemetery into a more welcoming and garden-like public place, with plantings linking people to the multi-cultural waves of settlement of the area.
12:10pm	Lunch
1:15pm	Gold Sponsorship Presentation: Norwalk Jane Winter, CEO and Director & Sarah Shortt, Sales/Accounts Manager
1:25pm	Speaker 4 To be confirmed
1:45pm	F&Q, Q&A/Legislation
2:20pm	Gold Sponsorship Presentation: Hyqual Australia Video Presentation
2:25pm	AGM Darren Leuders Award
3:00pm	Afternoon Tea
3:15pm	Close

REGISTRATION FORM

Organisation Name

Address

Contact Number

Email

We are a: Ordinary Member Associate Member Reciprocal Member Non Member

		Thursday 16 October		Friday 17 October
Name of Ordinary/Associate Delegates	Email	Thursday No Charge	Thursday Sponsor Dinner \$80 per head	Friday's Forum & AGM No Charge
Name of Additional Delegates	Email	Thursday (see Friday's price package)	Thursday Sponsor Dinner \$100 per head	Friday's Forum & AGM \$100 per head (includes Thursday)
Name of Non-Members	Email	Full Package Includes Thursday, Sponsor Dinner, Friday's Forum and AGM \$360 per head for full conference		
		Attending Day	Attending Night	Attending Fri
		Attending Day	Attending Night	Attending Fri
Name of Reciprocal Members	Email	Full Package Includes Thursday, Sponsor Dinner, Friday's Forum and AGM \$320 per head for full conference		
		Attending Day	Attending Night	Attending Fri
		Attending Day	Attending Night	Attending Fri

Payment Method

Total amount Payable for all Registrations

Additional comments

(List any special dietary requirements including names)

Please issue invoice to Organisation Email listed above

Please confirm your seat on the return travel bus to 23rd Street Distillery on Thursday evening departing Hotel Renmark at 6:00pm and returning at 10:00pm. Please include names:

Enquiries and Registrations by Friday, 3rd October 2025 to be emailed to: CCASA Executive Assistant, Valda Baker-Wells - info@cemeteriessa.com.au

SPONSOR & TRADE TABLE REGISTRATION FORM

Organisation Name

Address

Contact Number

Email

Sponsor

Included in Sponsorship Package –
1 Complimentary Registration
Trade table included for Platinum and Gold Sponsors

		Thursday 16 October	Friday 17 October
Name	Email	Full Package Includes: Thursday: Sponsor Lunch, Tour, Sponsor Dinner Friday: Information Forum and AGM (1 x Complimentary Registration)	
		Attending Day	Attending Night
Name of Additional Attendees	Email	\$100 per head for full conference	
		Attending Day	Attending Night
		Attending Day	Attending Night

Non-Sponsor – Trade Table

\$800.00 per company		Thursday 16 October	Friday 17 October
Name	Email	Package Includes Thursday Tour and Friday's Information Forum and AGM (not Thursday evening) (up to two attendants) Thursday Dinner is \$100 per person	
		Attending Day	Attending Night
		Attending Day	Attending Night

To assist with catering and numbers, please tick the relevant box that you are attending for either or both Thursday Tour and/or Networking Dinner on the Thursday 16th October 2025 and the Friday Information Forum on the 17th October 2025

Payment Method

Total amount Payable
for all Registrations

Please issue invoice to
Organisation Email listed above

Additional comments

(List any special dietary requirements including names)

Please confirm your seat on the return travel bus to 23rd Street Distillery on Thursday evening departing Hotel Renmark at 6:00pm and returning at 10:00pm. Please include names:

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2025 CCASA Information Forum and AGM
16 - 17 October 2025 | Renmark

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.

Nominations must be received by Monday, 29 September 2025.

DARREN LEUDERS' AWARD NOMINATION FORM



CCASA EXECUTIVE COMMITTEE NOMINATION

Nominations are now open for a place on the CCASA Executive Committee

At the Annual General Meeting each year the “Call for Nominations” is posted for all voting members. Members may nominate themselves, or others for one of the seats on the Committee that become vacant each year.

CCASA requires nominations for the following positions as they become vacant at this year’s AGM

- Treasurer
- Committee Members

The CCASA Executive Committee are all volunteers passionate about the cemetery and crematorium industry. They work towards building industry relationships, collaborating with state legislators to improve and regulate the industry, including health and safety standards and they are committed to providing great value to their members.

To be a part of the team you need to be dedicated and committed, be able to meet once a month and be a bit of fun too.

Nominations close Friday, 10 October 2025

CCASA EXECUTIVE NOMINATION FORM

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 to ask the Committee a question?

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 sponsorship bag.

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?

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