

**CONFERENCE
PROGRAM**

OCT 24 + 25

**CCASA
INFORMATION
FORUM
2024**

The Future of Cemeteries

WELCOME TO THE CCASA INFORMATION FORUM FOR 2024

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 Murray Bridge at the Bridgeport Hotel on Thursday 24th and Friday 25th October 2024.

We've listened to our members with our focus this year being on training and compliance particularly with regard to the future of cemeteries.

Thursday 24th October 2024 will commence at 2:00pm with two interesting training sessions which will conclude at 3:45pm.

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 Bend Motorway at Taillem Bend. Don't worry about transport, we've got that covered with a charter bus picking us up at the Bridgeport Hotel at 5:00pm to transport us there and safely back again by 10:45pm.

On Friday 25th October 2024 we have a full day program, the Darren Leuders award announcement and AGM. The theme for this year's conference is 'The Future of Cemeteries' 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 2024 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 Wednesday 9th October 2024

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 discount at the:
Bridgeport Hotel,
2 Bridge Street, Murray Bridge

- Best available rate.
- Complimentary WIFI
- Free carparking
- Breakfast or No Breakfast option at booking

To book your accommodation please click on the following 'Book my stay' link with promo code CCASA



BOOK MY STAY

WHERE TO **PARK**

Underground parking is accessible by keycard after check-in or there is a carpark next to the Hotel. Street parking is also available. Your vehicle can remain in your car park on the Friday after check-out.

REGISTRATION DETAILS

Please complete Registration Form on page 9

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 \$60.00 (2 Max)
	Thursday Evening Sponsor Dinner	\$60.00 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 \$60.00 (1 Max)
	Thursday Evening Sponsor Dinner	\$60.00 per head (1 Max)
Additional Member Tickets	Thursday Evening Sponsor Dinner Only	\$150 per head
	2-Day Ticket <i>Excludes Thursday Evening Sponsor Dinner</i>	\$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>	\$350 per head
Non Sponsor – Trade Table Promotion Package	<i>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.</i>	\$400 per company <i>Includes: Up to two attendees.</i> <i>Thursday Dinner Event is \$100 per person</i>

A shuttle bus will be organised for those who require transport to and from The Bend on Thursday night. Please complete your details on the Registration page 9.



FORUM PROGRAM

THURSDAY 24 OCTOBER

1:30pm

Attendee Registration

2:00pm

Cemetery Safety

Speaker:
Fiona Hurst,
Footprint Training

Fiona's passion and knowledge have helped influence changing practises within this industry. Over the past 13 years Fiona has developed innovative models for delivery of training for a range of cemeteries across Australia. She has delivered *Certificate III in Gravedigging, Grounds and maintenance* and *Certificate III in Cemetery and Crematoria Operations*. Her passion is to provide a catalyst for all learners within the Funeral Services Industry to develop best practice standards via a flexible training model.

2:50pm

Historic Community Cemeteries

Facilitator:
Arun Ramchand,
President CCASA

Addressing the issues they face and how to assist them

Panel Speakers:
Andrew Stevens, Andrew Stevens Architects - Heritage Advisor
Ross Whitfield, Director of Assets and Environment, District Council of Yankalilla
Merilyn McLaren, Myponga Uniting Church Cemetery

From
5:00pm

Sponsor Hosted Networking Dinner
The Bend Motorsport Park

Pick up will be at 5.00pm from the hotel.

See next page.



CONFERENCE PROGRAM

THURSDAY 24 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 Bridgeport Hotel to transport you to The Bend Motorsport Park at Tailem Bend. Pick up will be at 5:00pm and you will be returned to the Hotel by 10:45pm.

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

Enjoying a buffet dinner whilst taking in the spectacular view of the 'straight' will provide an evening to remember.

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



CONFERENCE PROGRAM

FRIDAY 25 OCTOBER

8:15am	Registration	Bridgeport Hotel 2 Bridge Street, Murray Bridge SA
9:00am	Welcome to Country	
9:15am	Official Opening	Arun Ramchand, CCASA President
9:25am	Platinum Sponsor Presentation	Everlon Fenella Richards, Creative Director
9:35am	Common Compliance Issues for Cemeteries in S.A	Robert Pitt
10:20am	Platinum Sponsor Presentation	Phoenix Kelly Mulcahy, Regional Sales Manager
10:30am	Morning Tea	
10:50am	Platinum Sponsor Presentation	Arrow Bronze Hymie Jechilevsky, Managing Director
11:00am	Speaker to be Advised	
11:30am	CCASA's Handbook	Valda Baker-Wells, Executive Assistant
11:40am	Speaker to be Advised	
12:10pm	Lunch	



CONFERENCE PROGRAM

FRIDAY 25 OCTOBER

1:25pm

Speaker to be Advised

1:45pm

Gold Sponsor Presentation

Norwalk

Sarah Shortt, Sales Manager

1:50pm

FAQ/Q&A/Legislation Updates

CCASA Committee Members Panel

2:20pm

Gold Sponsor Presentation

Plotbox

Martin Jackson, Customer Success Director, APAC

2:25pm

Afternoon Tea

2:45pm

AGM and Darren Leuders Award

Robert Pitt (CCASA Life Member)

3:15pm

Close

Arun Ramchand, CCASA President

REGISTRATION FORM

Organisation Name

Address

Contact Number

Email

We are a:

Ordinary
Member

Associate
Member

Non Member

Reciprocal
Member

Non-Sponsor –
Trade Table

		Thursday 24 October		Friday 25 October
Name of Ordinary/Associate Delegates	Email	Thursday Training <i>No Charge</i>	Thursday Sponsor Dinner <i>\$60 per head</i>	Friday's Forum & AGM <i>No Charge</i>
Name of Additional Delegates	Email	Thursday Training <i>\$150 per head</i>	Thursday Sponsor Dinner <i>\$150 per head</i>	Friday's Forum & AGM <i>\$100 per head</i>
Name of Non-Members	Email	Thursday Training <i>\$150 per head</i>	Thursday Sponsor Dinner <i>\$150 per head</i>	Friday's Forum & AGM <i>\$200 per head</i>
Name of Reciprocal Members	Email	Full Package Includes Thursday Training, Sponsor Dinner, Friday's Forum and AGM <i>\$320 per head for full conference</i>		
		Attending Day	Attending Night	Attending Fri
		Attending Day	Attending Night	Attending Fri

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 The Bend on Thursday evening departing Bridgeport Hotel at 5:00pm and returning at 10:45pm. Please include names:

Enquiries and Registrations by Wednesday, 9th October 2024 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 24 October	Friday 25 October
Name	Email	<i>Full Package Includes: Thursday: Sponsor Lunch, Training session, Sponsor Dinner Friday: Information Forum and AGM (1 x Complimentary Registration)</i>	
		Attending Day	Attending Night
Name of Additional Attendees	Email	\$60 per head for full conference	
		Attending Day	Attending Night
		Attending Day	Attending Night

Non-Sponsor – Trade Table

\$400.00 per company

		Thursday 24 October	Friday 25 October
Name	Email	<i>Package Includes Thursday Training and Friday's Information Forum and AGM (not Thursday evening) (up to two attendants) Thursday Dinner is \$100 per person</i>	
		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 Training and/or Networking Dinner on the Thursday 24th October 2024 and the Friday Information Forum on the 25th October 2024.

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 The Bend on Thursday evening departing Bridgeport Hotel at 5:00pm and returning at 10:45pm. Please include names:

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CCASA Executive Assistant, Valda Baker-Wells - info@cemeteriessa.com.au**

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, 7 October 2024.

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, 18 October 2024

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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