

SEMINAR PROGRAM & REGISTRATION FORM



AUSTRALASIAN  
CEMETERIES & CREMATORIA  
ASSOCIATION



AUSTRALASIAN CEMETERIES & CREMATORIA ASSOCIATION

# MID YEAR SEMINAR MELBOURNE

EVERYTHING COUNTS

HOLIDAY INN MELBOURNE AIRPORT 11 - 12 APRIL 2019

[WWW.ACCAWEB.COM.AU](http://WWW.ACCAWEB.COM.AU)

# SEMINAR PROGRAM - DAY ONE

*Dress Code: Smart Casual and Suitable for Outdoor Cemetery Tour*



THURSDAY 11 APRIL

9.00am	Welcome by ACCA President (including an update on recent ACCA activities)	<b>Darryl Thomas OAM</b>
9.15am - 10.30	A burial with dignity. An insight into Paupers/Destitute Burials across Australia.	<b>Lea-Ann McNeill</b> (ACCA Board member and Manager of Cemeteries for Brisbane City Council)
10.30am - 10.40	Sponsor Presentation	<b>Arrow Bronze</b> (Platinum ACCA Sponsor)
10.40am - 11.00	Morning Tea	
11.00am - 1.00pm	Snake & Spider Safety Awareness in Cemeteries - Demonstration and Workshop	<b>Michael Alexander</b> (Black Snake Productions)
1.00pm - 1.10	Sponsor Presentation	<b>Phoenix Foundry</b> (Silver ACCA Sponsor)
1.10pm - 2.00	Lunch	
2.00pm	Bus to Altona Memorial Park	
2.30pm - 4.30	Cemetery Tour and Crematorium Presentation (tour this beautiful memorial cemetery and hear from the Greater Metropolitan Cemeteries Trust on the changes they made to their crematorium and the improved processes and efficiencies that have resulted)	
4.30pm	Bus returns delegates back to the Holiday Inn	
6.30pm - 7.00	Pre-Dinner Drinks	
7.00pm - 10.00	Seminar Dinner	

Seminar and Dinner taking place in the Centre Grand Function Room

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# SEMINAR PROGRAM - DAY TWO

Dress Code: Smart Casual

FRIDAY 12 APRIL



8.45am - 9.00	Welcome and recap of Day 1	<b>Chris Harrington</b> (CEO ACCA)
9.00am - 10.00	Multicultural Funeral, Burial and Memorialisation. An insight into the Islamic Faith.	<b>Nail Aykan</b> (Former Executive Director Islamic Council of Victoria)
10.00am - 10.10	Sponsor Presentation	<b>Facultatieve Technologies</b> (Silver ACCA Sponsor)
10.10am - 10.50	Medical Certification of Cause of Death Review, Consultation, Improvement.	<b>James Lawson</b> (Births, Deaths and Marriages Victoria)
10.50am - 11.00	Sponsor Presentation	<b>OpusXenta</b> (Bronze ACCA Sponsor)
11.00am - 11.30	Morning Tea	
11.30am - 12.30pm	Mentally Healthy Workplaces - Mental Health Awareness for cemetery and crematoria staff	<b>Kate Meadows</b> Victorian Chamber of Commerce and Industry (VECCI)
12.30pm - 12.40	Sponsor Presentation	<b>Orthometals</b> (Bronze ACCA Sponsor)
12.40pm - 1.00	Open Forum & Feedback Session	<b>Chris Harrington</b> (CEO ACCA)
1.00pm - 2.00	Lunch & Farewell	
2.00pm	Seminar Close	

Seminar taking place in the Centre Grand Function Room





## **LEA-ANN MCNEILL**

**Brisbane City Council**

Lea-Ann McNeill has been the Cemeteries and Crematoria Manager for Brisbane City Council for the last four years – quite a change from the 20+ years she had previously spent in enforcement, including 18 years with the Queensland Police Service. With post graduate qualifications in Adult and Vocational Learning, Management and Innovation, Lea-Ann is a passionate advocate for acknowledging personal differences in order to gain the best from individuals within a workplace. She believes an understanding of these differences means better team work, less conflict and far happier staff and customers.



## **MICHAEL ALEXANDER**

**Black Snake Productions**

Black Snake Productions is a training and wildlife conservation education business run by Mike Alexander.

With 20 years' experience in handling venomous snakes, Mike, who is an accredited trainer will be running the popular Snake and Spider safety seminar to help educate cemetery staff in snake behaviour, education, awareness, safety, first aid and also to help reduce fear of these often misunderstood animals.

Mike's professional, safe and relatable approach to snake and spider safety makes for an exciting and educational training session.



## **NAIL AYKAN**

**Islamic Council of Victoria**

Nail Aykan is the former Executive Director of the Islamic Council of Victoria (ICV), the peak Muslim umbrella body in Victoria representing 200,000 Muslims. He previously worked in the banking, retail business, market research and film & TV industries. Nail has been an active community representative for over 20 years, facilitating community engagement and civic participation. He is an Australian Muslim of Turkish heritage



## **JAMES LAWSON**

### **Births, Deaths and Marriages Victoria**

Since 1853 the Registry of Births, Deaths and Marriages Victoria (BDM) has recorded the significant life events of Victorians. BDM holds more than 19 million event records, commencing with the very first civil registrations and early church records. BDM is responsible for: establishing the legal identity of newborns; maintaining records of deaths and marriages; issuing certificates; registering relationships; marrying couples; sharing data used for statistical, research and administrative purposes; and, helping people recognise and evidence their lived identity.

James Lawson joined the Registry as Registrar in October 2016 and has worked in the Victorian Public Service since 2005. James started work as a support worker for adults with learning disabilities before training as a chef and then running a small business. He then worked in the UK probation service before emigrating to Australia.



## **KATE MEADOWS**

### **Victorian Chamber of Commerce and Industry**

Kate has extensive experience in the Victorian Education system, both as a Senior Health teacher and Wellbeing Leader. She is an accredited Workplace Mental Health First Aid Instructor, delivering Standard Mental Health First Aid, Blended Workplace Mental Health First Aid and Mental Health First Aid for the Suicidal Person training to a variety of businesses. She has written and presented innovative early intervention mental health programs on the topics of employee Self Care, Positive Psychology and Mental Health awareness.

#### **Qualifications**

- Bachelor of Education (Physical Education)  
Federation University
- Post Graduate Diploma, Student Wellbeing,  
University of Melbourne
- Master Mental Health Instructor,  
Mental Health First Aid Australia

# VENUE INFORMATION



*Above: Holiday Inn Melbourne Airport*



## HOLIDAY INN - HOTEL INFORMATION

### **Holiday Inn Melbourne Airport**

10-14 Centre Road, Melbourne Airport, Victoria, 3045, Australia  
Front Desk: +61 3 9933 5111

Holiday Inn Melbourne Airport is conveniently located just minutes from Melbourne's domestic and international airport at Tullamarine, offering guests a range of hotel facilities and services, including dining, onsite parking and a complimentary airport shuttle bus. The friendly and relaxed venue is renowned for its casual atmosphere and outstanding 24-hour service. All hotel rooms are equipped with double-glazed windows, and a complimentary pillow menu for the ultimate sleep experience.

## COMPLIMENTARY 24/7 AIRPORT SHUTTLE BUS

Interstate and international business guests value the convenience of the Melbourne airport hotel location. Holiday Inn Melbourne Airport provides complimentary transfers to Melbourne Airport (MEL) for all hotel guests. The airport shuttle bus departs from the hotel lobby and drops or collects passengers at domestic and international terminals. Alternately, it is a very short walk to the airport Terminals.

## ONSITE PARKING AT HOLIDAY INN

ACCA Mid-Year Seminar delegates will be offered on-site parking just \$20 per day. (This is subject to availability).

# VENUE INFORMATION



Above: Holiday Inn Melbourne Airport

## HOW TO BOOK ACCOMMODATION AT HOLIDAY INN

### Accommodation Rates:

- Standard Queen or Twin Room: \$199.00 including breakfast for one (1) or \$219.00 including breakfast for two (2)
- King Room: \$229.00 including breakfast for one (1) or \$249.00 including breakfast for two (2)

### Bookings:

To access these special rates please quote the booking code **'ACC'** during business hours on Monday - Friday, and use one of the following options.

**TELEPHONE**  
Call **03 9933 5136**

Request to speak to  
in house reservations team

**EMAIL**  
reservations at  
**[reservations.melcr@ihg.com](mailto:reservations.melcr@ihg.com)**

**\*\*\*Please note credit card details must be supplied at the time of booking to guarantee your booking\*\*\***



## Platinum Sponsor

### Arrow Bronze

Arrow Bronze is the oldest, largest and most innovative supplier of bronze plaques, letters, insignia, statuary and memorial accessories to the Australian Industry. With advanced service initiatives, extensive product range and Australian manufactured, we can best help you serve families that are demanding more in personalisation and service.  
p: 03 9794 2922 e: enquiries@arrowbronze.com.au w: arrowbronze.com.au



## Silver Sponsors

### Facultatieve Technologies

An international market leader in the design, construction and maintenance of cremation equipment. Our products meet the most stringent environmental legislation and we offer cremation solutions worldwide (including Australasia).  
p: 44 113 276 8893 e: janet.woodward@facultatieve-technologies.co.uk  
w: facultatieve-technologies.com



### Phoenix Foundry

Phoenix offers an extensive range of quality handcrafted bronze memorials and we are widely recognised for our superior customer service. When quality and service matter, call Phoenix.  
p: 02 6738 2292 e: joe@phoenixfoundry.com.au w: phoenixfoundry.com.au



## Bronze Sponsors

### Fu Shou Yuan International Group

Fu Shou Yuan Group is the largest provider of death care/burial and funeral services of the Chinese funeral services. Meanwhile, it is also a life place bearing memories and emotions, a cultural enterprise inheriting the traditional values, and a social citizen full of sense of responsibility.  
e: fsy@shfsy.com w: fsygroup.com



### OpusXenta

OpusXenta - a new horizon in cemetery and crematorium management software. No matter whether you are a large or small cemetery OpusXenta has a solution that can fit your size and budget.  
p: 1300 994 853 e: info@opusxenta.com w: opusxenta.com



### Orthometals

OrthoMetals is a family company based in The Netherlands and we have perfected the concept of recycling metals remaining after cremation. We have been doing this for almost twenty years and are active in many countries including Australia.  
p: +31 6 10307740 e: hidde@orthometals.nl w: orthometals.com

# REGISTRATION INFORMATION

## SEMINAR FEES

### Option 1

#### Full Delegate Registration

Includes: Seminar, Course Materials, Catering, Thursday Dinner & Beverages

- MEMBER  
(Includes any Victorian based cemeteries)  
\$495 Per Person inc. GST
- NON MEMBER  
\$650 Per Person inc. GST

### Option 2

#### Partial Delegate Registration

*SEMINAR ONLY (Thursday & Friday)*

Includes: Seminar, Course Materials and Catering (excluding Thursday Night Dinner)

- MEMBER and NON MEMBER  
\$395 Per Person inc. GST

### Dinner Option

#### Dinner Ticket Only THURSDAY DINNER

Includes: Thursday Dinner and Beverages

- MEMBER and NON MEMBER  
\$100.00 Per Person inc. GST

## HOW TO REGISTER

Please complete the registration form contained in this brochure, and email or post your completed form with payment to the ACCA Secretariat at [admin@accaweb.com.au](mailto:admin@accaweb.com.au) or Suite North 1, 215 Bell St Preston VIC 3072 Australia.

## Changes or Cancellations

If you wish to make changes after you have registered, please email amendment details to the ACCA Secretariat. A cancellation fee of \$100 will apply to cancellation requests made in writing before 28th March 2019. No refund is payable after that date but registrations can be transferred to substitute delegates attending the seminar without penalty.

## Payments

Credit card payments can be made using VISA or MasterCard or alternatively payment can be made by cheque in Australian dollars, or by EFT. A Tax Invoice (receipt) will be provided for all registrants as the fee includes a GST component.

The ABN for the seminar is 19 009 555 426

All rates quoted include GST and are in Australian Dollars.

# REGISTRATION FORM

To book your accommodation see Page 6 of this Brochure:

## CONTACT DETAILS

FIRST NAME		FAMILY NAME	
ORGANISATION			
ADDRESS			
SUBURB		STATE	
POSTCODE		COUNTRY	
PHONE NUMBER			
EMAIL ADDRESS			

1<sup>ST</sup> DELEGATE NAME:

TITLE:

## REGISTRATION inc. GST

ACCA MEMBER FULL DELEGATE REGISTRATION	\$495.00	\$
ACCA NON-MEMBER FULL DELEGATE REGISTRATION	\$650.00	\$
SEMINAR ONLY REGISTRATION (THU & FRI)	\$395.00	\$
THURSDAY DINNER ONLY REGISTRATION	\$100.00	\$

## TOTAL

TOTAL COST OF REGISTRATION | \$

2<sup>ND</sup> DELEGATE NAME:

TITLE:

## REGISTRATION inc. GST

ACCA MEMBER FULL DELEGATE REGISTRATION	\$495.00	\$
ACCA NON-MEMBER FULL DELEGATE REGISTRATION	\$650.00	\$
SEMINAR ONLY REGISTRATION (THU & FRI)	\$395.00	\$
THURSDAY DINNER ONLY REGISTRATION	\$100.00	\$

## TOTAL

TOTAL COST OF REGISTRATION | \$

ACCA MEMBER RATE  
WILL BE APPLICABLE TO ALL  
VICTORIAN BASED  
CEMETERIES

# REGISTRATION FORM

3<sup>RD</sup> DELEGATE NAME:

TITLE:

## REGISTRATION inc. GST

ACCA MEMBER FULL DELEGATE REGISTRATION	\$495.00	\$
ACCA NON-MEMBER FULL DELEGATE REGISTRATION	\$650.00	\$
SEMINAR ONLY REGISTRATION (THU & FRI)	\$395.00	\$
THURSDAY DINNER ONLY REGISTRATION	\$100.00	\$

## TOTAL

TOTAL COST OF REGISTRATION \$



## TOTAL REGISTRATION COST

1<sup>ST</sup> DELEGATE TOTAL + 2<sup>ND</sup> DELEGATE TOTAL + 3<sup>RD</sup> DELEGATE TOTAL \$

## SECRETARIAT NOTES

Please detail any messages to the secretariat here including special dietary requirements.

## PAYMENT Registration must be accompanied by payment

TICK BOX	<b>PAYING BY CHEQUE:</b>	PLEASE MAKE CHEQUE PAYABLE TO 'Australasian Cemeteries and Crematoria Association' and mail to SUITE NORTH 1, 215 BELL ST PRESTON 3072
TICK BOX	<b>PAYING BY DIRECT DEPOSIT:</b>	<b>ACCOUNT NAME:</b> AUSTRALASIAN CEMETERIES AND CREMATORIA ASSOCIATION <b>BSB:</b> 083 144 <b>ACCOUNT NUMBER:</b> 871 194 023
TICK BOX	<b>PAYING BY CREDIT CARD:</b>	Please provide credit card authorisation below
CARD TYPE	<input type="checkbox"/>  <input type="checkbox"/> 	
CARDHOLDER NAME	-----	
CARD NUMBER	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	
EXPIRY DATE	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	
SIGNATURE		

Please Return to ACCA via EMAIL or POST.

Suite North 1 / 215 Bell St, Preston VIC 3072  
T 03 9863 6914 F 03 9863 6901  
E admin@accaweb.com.au