



AUSTRALASIAN  
CEMETERIES & CREMATORIA  
ASSOCIATION

**ACCA Queensland  
Education Seminar  
2019 – Mackay – QLD**  
*Program Brochure &  
Registration Form*

**Location:** Rydges Mackay Suites  
**Date:** Monday 5<sup>th</sup> & Tuesday 6<sup>th</sup> August 2019

# ACCA Sponsors



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## 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.

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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.

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# Welcome & Networking Event – Mon 5<sup>th</sup> August 2019

- Join us at the ACCA Queensland Education Seminar “Welcome & Networking Event” held in the Oxley Room at Rydges Mackay Suites, from 5pm for some canapes & light refreshments.

## Program – Tuesday 6th August 2019

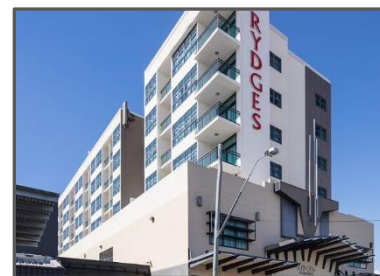
- ACCA Queensland Education Seminar
- “Oxley and Leichhardt Rooms”
- Dress Code: Smart Casual and Suitable for Outdoor Cemetery Tour

<b>9.00am – 9.15am</b>	<b>Event Opening</b>	<b>ACCA President, Darryl Thomas OAM</b>
<b>9.30am – 10.30am</b>	<b>Grave Safety</b>	<p><b>Presenter - Brendan O'Connor</b> (ACCA Life Member, Past President, Regional Manager at Greater Metropolitan Cemeteries Trust VIC)</p> <p>Brendan O'Connor has a wealth of experience and knowledge in cemetery operations, safety and systems. In his presentation, he will use real life case studies to demonstrate safety strategies, best practices, and modern processes around graves and monuments.</p>
<b>10.30am – 11.30am</b>	<b>Queensland State Legislative Update &amp; Workshop</b>	<p><b>Presenters - David Molloy</b> (ACCA Board Member &amp; Manager, Nudgee Cemetery &amp; Crematorium QLD; and <b>Darryl Thomas OAM</b> (ACCA President &amp; CEO of Geelong Cemeteries Trust VIC)</p> <p>David &amp; Darryl will provide delegates an update on the recent discussions held with the QLD Government around the current lack of legislation governing the death sector in Queensland. They will also gather the views from delegates attending this session to assist with future meetings and representation of the sector in Queensland.</p>
<b>11.30am – 12.30pm</b>	<b>Managing the Bereaved: Our Customers.</b>	<p><b>Presenter - Patricia Thomas</b> (Bereavement Consultant, Catholic Cemeteries &amp; Crematoria NSW)</p> <p>Patricia will provide her insights into ways to approach working with the bereaved families to achieve outcomes that deliver a meaningful experience whilst being respectful of their unique state of mind and emotion. Patricia will speak about how we are ‘Built for Grief’, how we can ‘Find Meaning’ from grief, and of the importance of ‘Continuing the Bonds’ after a death occurs.</p>

12.30pm – 1.30pm		Lunch
1:30pm – 2:30pm	<b>Cemetery Operations. Challenges &amp; Opportunities. (incl Open Forum)</b>	<p><b>Presenter - Lea-Ann McNeill</b> (ACCA Board Member &amp; Manager, Cemeteries - Brisbane City Council QLD)</p> <p>ACCA Board Member Lea-Ann McNeill will facilitate this session, opening up discussion around specific issues faced by cemetery staff on a daily basis. From Burial Rights Holders, Ownership of Monuments, Management of Stonemasons, and other topics important to delegates. This will be a great opportunity to share challenges with your industry colleagues and take home solutions to implement in your cemeteries.</p>
3:00pm – 4:30pm	<b>Cemetery Tour</b>	<p>Delegates will visit two very different and unique cemeteries in the Mackay district:-</p> <p>The <b>Mackay General Cemetery</b> was the Mackay region's principal cemetery and is one of the earliest regional cemeteries in Queensland.</p> <p>The <b>Mount Bassett Lawn Cemetery</b> is a lawn beam cemetery, and features granite (modular) columbarium walls among other modern memorialisation options.</p>
5:00pm	<b>Seminar wrap-up &amp; Close</b>  (Oxley and Leichhardt Rooms)	ACCA CEO, Chris Harrington, will wrap-up the seminar and provide closing remarks to delegates and sponsors

## The Venue

Conveniently located in the heart of Mackay, Rydges Mackay Suites offers business and leisure travelers a deluxe accommodation experience in a prime locale. This venue offers complimentary on-site parking, free Wi-Fi, 24-hour reception and 24-hour room service. Each guest room is beautifully appointed with stylish furnishings and offers all the essential amenities and premium services to ensure guests are connected and comfortable throughout their stay.



- **Venue Address:** Rydges Mackay Suites, 9 Gregory Street Mackay QLD 4740 | **Phone:** (07) 4969-1000
- **Room Types and Rates:** Room costs start at \$159 per night. Please make your accommodation enquiry with the hotel and be sure to note that you are attending the **ACCA Seminar**.

## Registration Fees

Cost for attending the ACCA Queensland Education Seminar are listed below. Fees include: Seminar, Course Materials, Catering, and Monday Evening Networking Event.

**Member Fee = \$295**

**Non-Member Fee = \$350**

## 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 20th July 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


Please copy if you require additional Registrations

CONTACT DETAILS (for invoicing purposes)			
First Name		Surname	
Organisation			
Address			
Ph Number		Email	
<b>1<sup>st</sup> DELEGATE NAME</b> ..... Please list any Special Dietary Requirements..... Member / Non Member ( <i>Please circle</i> )			
<b>2<sup>nd</sup> DELEGATE NAME</b> ..... Please list any Special Dietary Requirements..... Member / Non Member ( <i>Please circle</i> )			
<b>3<sup>rd</sup> DELEGATE NAME</b> ..... Please list any Special Dietary Requirements..... Member / Non Member ( <i>Please circle</i> )			
	Member Fee	Non Member Fee	\$
REGISTRATION	\$295	\$350	
<b>TOTAL COST OF REGISTRATION : \$</b>			

<b>SECRETARIAT NOTES:</b> Please detail any special messages to the Secretariat here   
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<b>PRIVACY NOTE</b> In registering for this seminar, relevant details may be incorporated into a delegate list for the benefit of all delegates (name & organisation) and may be made available to parties directly related to the conference including Sponsors. Should you not wish for your details to be passed on for the above purposes, please tick the following box <input type="checkbox"/>
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PAYMENT (Registration must be accompanied by payment)		
TICK BOX <input type="checkbox"/>	Paying by Cheque	<b>PLEASE MAKE CHEQUE PAYABLE TO:</b> “AUSTRALASIAN CEMETERIES AND CREMATORIA ASSOCIATION” and mail to Suite North 1, 215 Bell St Preston VIC 3072
TICK BOX <input type="checkbox"/>	Paying by Direct Deposit	<b>ACCOUNT NAME:</b> AUSTRALASIAN CEMETERIES AND CREMATORIA ASSOCIATION <b>BSB:</b> 083 144 <b>ACCOUNT NUMBER:</b> 871 194 023
TICK BOX <input type="checkbox"/>	<b>Paying by Credit Card</b> Please provide credit card details below	
Card Type	VISA <input type="checkbox"/> MASTERCARD <input type="checkbox"/>	
Cardholder Name		
Card Number		
Expiry Date		
Signature		



**Register  
NOW**

**Please return to ACCA via email or post**

**Australasian Cemeteries & Crematoria Association**  
**Suite North 1, 215 Bell St Preston VIC 3072**  
**Ph: 03 9863 6914    FAX: 03 9863 6901**