



AUSTRALASIAN
CEMETERIES & CREMATORIA
ASSOCIATION

OFFICIAL MAGAZINE OF THE AUSTRALASIAN CEMETERIES & CREMATORIA ASSOCIATION

accanews

autumn**09**

THE OFFICIAL MAGAZINE OF THE AUSTRALASIAN CEMETERIES & CREMATORIA ASSOCIATION



Celebrating 30 years of ACCA News

SUMMER EDITION 2023



ACCA 2023 Platinum Sponsor

When a loved one passes, What's left is memories...

When a loved one passes, the grief is real but coupled with grief are the fabulous memories of the life lived.

The moments in time that remain with us forever, the constant reminder of life and love.

At Arrow Bronze, we are committed to, and understand the importance of the last loving gesture for your customers loved ones – memorialising and celebrating their life.

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Plaques that help create your customers living memories.



We are dedicated to creating living memories!



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In what can be a cookie-cutter world of "cut and paste", we at Arrow Bronze still believe in the value of **craftsmanship and quality**.

We are proudly Australian-made, employing Australians dedicated to creating and producing exceptional memorials within our industry and field. Utilising the finest materials from Australia and other sources to lessen risk in our production whilst proudly providing unrivalled delivery timelines.

We believe in and encourage craftsmanship at every stage of the process and our team takes enormous pride in their work. Never forgetting that the memorial or urn they are producing is to help remember and honour a loved one that has passed or remind the community of a significant place or contribution.

Every plaque memorial represents a unique human soul, and as such, we pride ourselves on developing bespoke designs that are an accurate representation of the life that was lived.

Our obsession with quality means we use the finest materials and take the time necessary to produce a commemorative plaque or architecturally designed monument that has meaning, that will stand the test of time and most importantly, will be cherished by family members and our community.

At Arrow Bronze, our commitment to helping create Living Memories grows stronger with every passing year.



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The death care industry has undergone significant changes in recent years, and as we in the industry are aware, everything is evolving at a rapid rate.

Indeed, the industry, which for decades had been notoriously difficult to disrupt with new technologies, is now rapidly transforming under the pressure exerted by the COVID-19 pandemic and other unrelated worldwide market and cultural forces.

According to [marketsandresearch.biz](#), the global death care service market was estimated to be worth USD \$125 billion in 2021 and is forecast to be worth \$164 billion by 2028.

The U.S. market was said to be around \$41.5 billion in 2021, and industry reports from [ibisworld.com](#) predict that the market will be worth \$1.6 billion in Australia, and \$3 billion in the UK by 2026, while the industry in New Zealand is worth \$300 million annually.

These numbers demonstrate the significant economic benefits our industry brings to the table in whatever country we operate.

In this blog, we will look back at some of the recent trends and changes in our burgeoning industry and consider what the future may hold.

What our customers want

The Australian Funeral Industry State of the Nation 2021 report tells us that death affects almost all Australians over the age of 35, with 95% of all respondents having attended a funeral, and 60% being involved in a funeral arrangement sometime in their life.

We're told Australians want intimate, well-catered and increasingly non-traditional ceremonies. Still, the research suggests there's a general lack of understanding of non-traditional options available to

them, such as alternatives to coffins and caskets.

And whilst 47% of Australians identify with a religious faith, making funeral arrangements today is not primarily led by religion.

Of religious respondents, only 10% strongly agree that religion or spirituality would impact their choices regarding funeral planning and memorial services.

Australians, it seems, also place great trust in their funeral director to assist in decision-making. While most know the deceased's basic requirements, the funeral director has a considerable influence on the service they ultimately arrange.

And as the *Foresight Companies 2022 Markets Insight Summary* tells us, consumers put a lack of upfront pricing a close second on their list of concerns behind the funeral home or crematorium making a mistake with their loved one.

Transparency is paramount in an age where people can shop for a coffee, a dress or a funeral through a screen, and increasing numbers of people are doing just that. And plenty of other industry and economic forces are at play in what funerals worldwide will look like in 2023 and beyond.

According to [eirene.ca](#), burial was once the most common funeral rite, but since the 1960s, cremation has slowly become the preferred method of disposition in Canada. The Canadian cremation rate has increased by almost 30% since 2000.

As of 2020, the rate reached 73.1 per cent and is projected to grow to 77.6 per cent by 2024; understandably, one of the main reasons for the growing cremation rate is lower cost.

Similarly, in the United States, the cremation rate has risen from just over 5% in the 1970s to over 50% in 2020; in

Australia in 2020, the Australian Bureau of Statistics told us the cremation rate was 65.19% while of the 30,000 New Zealanders who pass away each year, 70% choose cremation.

In simple terms, this global shift is mainly due to the lower cost of cremation, the growing acceptance of the practice, and the greater flexibility it offers in terms of memorialisation. And there's also the pressing problem of land availability in the bigger and more populous cities.

Case in point is in December 2022, authorities in England and Wales conceded they may be forced to consider legislation allowing grave re-use after 75 years. And many families who have purchased cemetery land for future use, but have since decided on cremation, are now putting the plots on the market, hoping to make a profit.

Another trend that has gained traction in recent years is the growth of natural or green burials.

These burials involve the interment of the body in a natural setting, often without a coffin or embalming, with the goal of returning the body to the earth in an environmentally friendly way.

The growing demand comes from consumers seeking funeral options that minimise their carbon footprint and have a minimal environmental impact. This has led to an increase in the availability of eco-friendly products and services, such as biodegradable coffins.

And according to findings released in 2020 by the *University of Melbourne DeathTech Research Team*, the traditional death care models – funerals and places to rest – face several challenges, including growing environmental concerns, rising maintenance costs, and an increasingly complex range of public desires for death care.

Around the world, cemeteries have begun to adopt new technologies to improve their visitors' experiences, reduce their facilities' environmental footprints, and extend the personalisation of services in response to diversifying community desires.

In the context of rapidly changing circumstances, there has also been a sharp rise in the use of technology in the death care industry.

These technologies include the potential for digital augmentation of grave management and visitation, alternatives to conventional burial and cremation, and new designs for landscaping and flora.

Already, memorial websites, which allow friends and family to share memories and photos of the deceased, have become increasingly popular, as have virtual funerals, which enable people to attend a funeral remotely via videoconferencing.

Again, we saw the video funerals manifest during the pandemic. Still, all indicators are that they are here to stay and will only provide better and more immersive experiences as more sophisticated streaming methods are developed.

We wrote about it in June 2022 with our blog article [Changing Consumer Attitudes to Death](#), in which we explored the 'Amazon effect' of consumers shopping online and wanting instant information and convenience in their purchase investments.

It's an article well worth reading or revisiting as a reminder of how important keeping abreast of technological advancements is in our industry.

A look into the crystal ball

So, let's briefly summarise what the future really holds for the death care industry. Consumers are looking for convenience and simplicity when it comes to funeral planning.

This has led to the growth of companies that offer streamlined, all-in-one funeral packages, as well as online platforms that allow people to plan and pay for a funeral from the comfort of their own homes.

We're told that the trend towards cremation and green burials will likely continue as people seek more affordable and sustainable funeral options.

Technology is also likely to play a more prominent role in the industry.

Virtual reality may be used to create more immersive and personalised memorial experiences, while online platforms are already making it easier to plan and pay for a funeral.

There is also likely to be greater demand for end-of-life planning and grief support services.

As people live longer and the population ages, there will be a need for more comprehensive support to help people navigate the end of life and cope with grief.

As we said earlier, it is worth noting that the COVID-19 pandemic has had a significant impact on the death care industry, with many funeral homes and crematoria having to face the challenges of social distancing measures and capacity limits.

It remains to be seen how these changes will shape the industry in the long term.

And there is also the rise of the 'exit party' – gatherings for the dying, but not yet dead, to say good-bye – and meetups known as death cafés where people can gather to discuss the topic.

And who will be our industry leaders in the future?

The UK's *Service Times* reports that three of the largest death care companies in Great Britain are led by women.

According to the National Funeral Directors Association (NFDA), women comprise approximately 57% of mortuary school students, changing this once male-dominated industry sector forever.

And with death so synonymous with the Heavens, it's probably no surprise, as [space.com](#) reports, that private companies like the U.S.-based Celestis are launching cremated remains, or Cremains as they call them, on one-way trips to the Moon.

The noted astrogeologist Eugene Shoemaker's ashes lie not far from the Apollo 11 Sea of Tranquility landing site, while the DNA of science fiction writer Arthur C. Clarke is headed that way shortly,

And in true Final Frontier style, a *Celestis* spacecraft a few years ago took the ashes of *Star Trek* creator Gene Roddenberry into space, along with those of the famous psychologist, author and psychedelic drugs advocate Timothy and 22 other people.

So, it seems the future of our industry is already in the stars.

We're with you all the way

At OpusXenta, we want to keep a step ahead of the changes in our industry so that we continue to provide the best, innovative technology solutions possible to our worldwide client family.

The next few years are shaping as fascinating as they are exciting, and we'll be right at the forefront as knowledge and solution providers for you.

Please feel free to contact our team to discuss how we can help you and work together to meet the future challenges of our amazing industry.



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PRESIDENT'S REPORT



It's amazing to think that the 2022 Annual ACCA Conference in Canberra was nearly 4 months ago. How time flies! I hope you have all had a chance to have a restful and enjoyable break across the Christmas and New year period. This time of the year is always quite frantic as we reunite with our staff after holidays and plan for our year ahead. Customers and families continue to need our services and their expectations continue to change and evolve.

Our industry association events kick off in March and it is a good time to reconnect with our colleagues both locally and interstate. I look forward to representing ACCA Members at the AFDA Annual Convention in Canberra on 25-27 February. Working collaboratively with the key industry association for funeral directors in Australia is important to us at ACCA and I look forward to presenting to AFDA convention delegates on recent ACCA activities. Soon after this event will be the CCAV Country Conference in Ballarat VIC, followed by the CCAWA Annual Information Day and AGM in Perth at the end of March.

Planning continues for the 2023 ACCA Mid-Year Training & Education Seminar which will be held on the Sunshine Coast in QLD in the first week of May. Further details on the venue and program will be sent to all ACCA Members in the coming weeks and I hope to see many of your staff there. Learning and networking opportunities like this are extremely valuable.

Work also continues on the new ACCA Website. CEO Chris Harrington and newly appointed Admin & Member Services Coordinator Alison Tomolillo are working hard to have the new website finalised and launched to ACCA Members in the coming months. All ACCA Members will soon be invited to contribute (high res) images of their cemeteries for consideration to be included on the ACCA Website as part of the new design.

And finally as I reported to you in the previous edition of ACCA News, The ACCA Board and CEO are reviewing the Strategic Plan for the association and will be seeking input from members around the areas you believe are most important for us to focus on to ensure we continue to provide a valuable and efficient group of services and support for members.

I hope 2023 has started off well for you and your teams and I look forward to providing a further update for you in the next edition of ACCA News. Enjoy the read!

Lauren Hardgrove
ACCA President



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June 1987 - October 1987
- Ian Roddick**
October 1987 - October 1990
- Kevin Crowden (Dec)**
October 1990 - October 1993
- David Blake** OAM
October 1993 - October 1997
- Peter MacLean** AM PSM JP
October 1997 - October 1999

- Koos Adrichem**
October 1999 - October 2001
- Bruce Macumber**
October 2001 - October 2003
- James McKay**
October 2003 - October 2005
- Pieter den Boer**
October 2005 - October 2007
- Darryl Thomas** OAM
October 2007 - October 2009
- Brendan O'Connor**
October 2009 - October 2010

- Bryan Elliott**
October 2010 - October 2012
- Armen Mikaelian**
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- Peter O'Meara**
October 2014 - October 2016
- Peter Deague**
September 2016 – June 2017
- Darryl Thomas** OAM
June 2017 - October 2019
- David Molloy**
October 2019 - October 2022



Your Association

ACCA MEMBERSHIP

Cemeteries And Crematoria, Funeral Directors, Industry Corporates And Businesses!

The Australasian Cemeteries & Crematoria Association (ACCA) is a non-profit professional organisation that exists to provide leadership, professional services and development, communication and networking platforms to the cemetery and crematorium industry.

MEMBERSHIP CRITERIA

Full Membership:

Organisations that administer the affairs of a Cemetery and/or Crematorium in Australasia.

SUITED TO CEMETERIES AND CREMATORIA

Corporate Membership:

Shall be incorporated organisations or trading enterprises considered worthy of membership associated with the burial or cremation industry who satisfy the Board that one or all of their activities assist and complement the work of the association and/or other members.

SUITED TO INDUSTRY SUPPLIER COMPANIES

Affiliate Membership:

Shall be persons considered worthy of such classification associated with the burial, cremation or allied industry who are not otherwise qualified to become an associate fellow, associate member or corporate member of the association.

SUITED TO FUNERAL DIRECTORS

ACCA MERCHANDISE

How to Order

Please visit our webpage at accaweb.com.au/publications/ resources to download the Order Forms and return to the Secretariat.

ACCA Brochures

The quality print brochures ACCA produces, offer cemeteries a way to inform their customers on the subjects of memorialisation and cremation in a take-home brochure. Our members find this extremely valuable in conveying to the public this sensitive, and sometimes complex information in the form of reading material that can be easily understood, allowing informed decisions to be made about the services available to them.



Handbook On Cremation

The Commemorative publication for the 75th anniversary of the International Cremation Federation (ICF) Editor, Dr.Rolf Lichtner

ACCA NEWS Complimentary to all Members

The ACCA News magazine is published 4 times per year, and is dedicated to the cemeteries and crematoria industry in Australasia. Via print and electronic distribution, the readership is estimated to be over 2,000 within Australia and also internationally.



The only magazine in Australia dedicated to the Cemeteries and Crematoria industry, it also promotes the latest in innovation, safe work practices, industry equipment and also events designed to help communicate the message of memorialisation and comfort to our communities.

ACCA News Advertising

Advertising in this publication is the ultimate way to promote your business or services to the cemeteries and crematoria industry and to increase your exposure. If you are interested in advertising in the ACCA News please contact the Secretariat on (03) 9863 6914 or email: admin@accaweb.com.au

ACCA News Contributions

ACCA also uses its magazine to encourage members to contribute summaries of interesting events or information pertaining to our industry that you believe other members would find beneficial. Please feel free to forward your articles to us for consideration of inclusion in the ACCA News.

To Order Additional Copies

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LIFE MEMBER HONOUR ROLL

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John Campbell	Peter Maclean AM	Tony O'Connor (Dec)
Pieter Den Boer	Bruce Macumber	Greg Taylor (Dec)
Keith Joyce (Dec)	James Mckay	Darryl Thomas OAM

ARE YOU READY TO BECOME A MEMBER?

Full Memberships, Corporate Memberships and Affiliate Memberships Available. Contact the Secretariat today or download an application form from the website: accaweb.com.au/about/join-acc

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MEMBER PROFILE

Alison Tomolillo

What is your full name, title, company name?

Alison Tomolillo
Admin & Member Services
Australasian Cemeteries and Crematoria Association (ACCA)

How long have you worked in the cemeteries/ crematoria industry and what do you like most about your role?

At the time of writing this, exactly one week and two days... Lots for me to learn!

I am enjoying getting to know the ins and outs of the industry as well as getting to know our members.

Who or what has influenced you most professionally?

My very first corporate job in a large manufacturing industry I was fortunate enough to work under who, at the time, I did not know would become one of the most influential people I have yet to come across. My manager who soon became my mentor is still to this day one of the most influential leaders I have ever had. His positive nature and leadership style is what I always try to instil in my work and personal life. I am very grateful that I was fortunate enough to have a mentor at such a young age.

What are some notable/unique differences in this role compared to your previous role?

The industry itself is the main one. Always seem to find myself starting out in an industry that is unique and fresh.

I am looking forward to the challenge ahead of me.

What are some things that are on your 'bucket list'?

Travel to Japan and eat as much sushi and sashimi possible!

What do you love to do away from work when you have time?

I love keeping fit and active.

I love to travel and have done some overseas travelling with much more on the agenda!

Also to explore more of Australia and the amazing places we have here.



What is a favourite memory of yours?

Travelling through Italy we were on our way to Venice by water taxi. Pulling into Venice and seeing its beauty for the first time is a memory I will never forget. To picture something in your head and then seeing it in real life and it being everything you imagined it would be and more must be one of my top favourites!

Finish this sentence - 'Nobody likes a ...'

Sore loser...



AWARDS

The Project “Shanghai Fu Shou Yuan Huixin Valley” of Fu Shou Yuan International Group Wins the IDA

In February 2023, the results of International Design Awards (IDA), one of the global design awards, were announced. The project “Shanghai Fu Shou Yuan Huixin Valley” designed by FSY TianQuan Design was awarded IDA 2022, Honorable Mention. After winning the BERLIN Design Awards last year, the life design once again got on the international stage. The jury praised the project for “an excellent fusion of contemporary landscape and new concepts of life service, and an innovative direction that is in line with the industry and adapts to the times.”



The project “Shanghai Fu Shou Yuan Huixin Valley” wins the IDA



Award-winning page on the official website of the IDA

Three-dimensional burial: an additional expansion of 20% space area

The project, Huixin Valley, is a newly released digital service facility by Fu Shou Yuan International Group in August 2022, integrating landscape, technology and culture. The physical park of the project is located in Shanghai Fu Shou Yuan, covering an area of about 4,500 square meters, which is innovatively

designed by FSY TianQuan Design. Bearing intensification and ecology in mind, the project is recognized as an effective solution to the dilemma between the scarcity of resources and the demand for the deceased to rest in peace.

In addition to the flat area, the project has been expanded three-dimensionally (wall area) by nearly 900 square meters for three-dimensional burial. The products in the park include waterscape stone art burial, crystal burial and ecological burial, with an average area of only 0.1 square meters. Some products can be degraded to achieve land recycling, thus increasing the space area by 20% and the product capacity by 45%, which truly reflects land conservation, ecology and sustainability. In terms of product materials, the romance given by crystal, the haziness brought by Changhong glass (a kind of figured glass) and the curve provided by ultra-thin stone jointly create a sense of design and beauty different from traditional cemetery space, and can better reflect the ecological considerations of environmental protection and low carbon.



Shanghai Fu Shou Yuan Huixin Valley Project



AWARDS

The Project “Shanghai Fu Shou Yuan Huixin Valley” of Fu Shou Yuan International Group Wins the IDA



Product design of different materials

HOME PARK: a “breathing” life park

For the park design, Huixin Valley pioneered the concept of HOME PARK, and the whole site imitated the relaxing and air-permeable family community to become a “breathing” life park. On the one hand, it transformed flat land into small terraces, and each small terrace is a quiet and private family courtyard; on the other hand, it marked out shared spaces such as outdoor library, family gathering space, camping and leisure facilities, outdoor education space, etc. for reading, camping, outdoor activities and memorial services.



Outdoor family gathering space

In addition, a waterfront smart screen was specially set up in Huixin Valley, which transfers the space for tomb sweeping from a narrow tombstone or indoor place to a comfortable and spacious intelligent

scene. Through the smart screen, different artistic conceptions such as the changing seasons, mountains and rivers, and the pavilion under the bright moon can be created to bring relatives a memorial experience showing that “all writings of scenery are whispers of love”.



Waterfront smart screen

Yuan Tianlun, General Manager of FSY TianQuan Design, said that, based on the concept of industry innovation, the three-dimensional and efficient use of flat space was explored in limited plots, and excellent achievements were made in function and business, which were the key factor for this project to win the award. The greater significance of winning the award lies in the combination of innovative design and digital technology. Huixin Valley, a digital cemetery that better integrates technology and culture online and offline

and increases more experience and communication methods, will improve and extend the dimension of commemoration, better meet the emotional needs of the public, and conform to the development trend of the times.

Information link: International Design Awards (IDA)

Created in 2007, the International Design Awards, based on practical innovation, pays attention to thinking and cultural heritage, promotes anti-traditional and conceptual idea, encourages outstanding and young designers, solves life problems through innovative design vocabulary, and endows the future with a brand-new life appearance.

IDA is founded by Farmani Group which organizes many international awards. Since 1985, the Farmani Group has been a comprehensive organization planning and promoting photography, design and architecture worldwide. The mission of the Group is to discover and promote talents in these fields through competitions, awards, and exhibitions, to develop artist communities and provide networking opportunities and education.

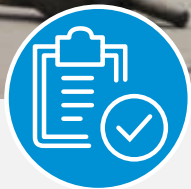
The IDA jury is composed of design and art professionals and magazine editors from all over the world, and also brings extensive contacts and media resources to the winners. The registration items of this award are divided into architectural design, interior design, product design, fashion design and graphic design. The selection criteria are innovation, practicality and development, and excellent design works are collected from all over the world. It exists to recognize, celebrate and promote exceptional design visionaries and discover emerging talents in architecture, interior, product, graphic and fashion designs worldwide.

METAL RECYCLING FOR CREMATORIA



WE RECYCLE

OrthoMetals recycles all metals remaining after cremation. More than 1250 crematoria worldwide are currently part of the OrthoMetals recycling solution. OrthoMetals is proud to serve over 100 locations in Australia since 2012.



WE GUARANTEE

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Now and here, you'll comprehend the ancient philosophy "From nature you have come, to nature you will return"
从而遵循“珍惜自己及他人的生命”的法则
Following the rule of "Cherishing Your Own Life and Those of Others"



RAISING YOUR CEMETERY'S PROFILE - A BEGINNER'S GUIDE

Raising your cemetery's profile provides an opportunity to connect with your community in new and meaningful ways. Perhaps it's something you have wanted to do, but don't quite know how to go about it or where to start.

If that sounds like you, here are 10 simple steps to put you on the right track.

#1 Set your objectives

Before doing anything else, it's important to have a clear idea of what you want to achieve. This is your north star - it's what you're aiming for. Having clear objectives helps keep your efforts focused and provides a way of measuring success. Objectives work best if they're both specific and measurable. Make them SMART: Specific, Measurable, Attainable, Relevant, Timely.

Your takeaway:

Be clear about what you want from the outset and everything will follow from there.

#2 Think differently

Recontextualise what you do and what you can provide. Viewing your cemetery not just as a place for the dead, but as a space for the living, can open up new and exciting opportunities for you. What are your assets? What do you have to offer? Think about your space and your history. How can you use those to engage your community?

Your takeaway:

Make a list of everything you have to offer. Now think how you can utilise it. Brainstorm ideas with staff and colleagues. Think creatively - instead of asking why...ask why not?



#3 Be inspired

Knowing where to start can be difficult, so find inspiration in what others are doing. There are lots of examples of how cemeteries are appealing to new audiences by opening them up to new experiences. Theatre performances, musical concerts, movie screenings, workshops, to name just a few - cemeteries are well placed to offer experiences that are wholly unique.

Your takeaway:

Google is your friend. Search for other cemeteries and look at what they're doing. It may just spark the idea you've been looking for.

#4 Define your audience

Who is it you want to reach? Is it your local community, or further afield? Is it families, older people, younger people, those of other faiths? Is it people who haven't engaged with you before? Having a clear idea of who and where your audience is will ultimately help show you where you need to direct your efforts.

Your takeaway:

Create a profile of your target audience. What's their demographic, where do they live, what motivates them, where and how do they consume their media? Use this information to inform the direction of your planning.

#5 Engage your team

Your people are inarguably your biggest asset, and the ones who will help you achieve what you set out to do. A marketing team is very likely a luxury, so it's important, especially with competing demands on time, that your staff are fully on board with what you're doing. That means getting them involved at any early stage and making sure that their voices are heard. More voices means more ideas, and giving a platform to express themselves will help them take ownership.

Your takeaway:

Engage your team early. Get them involved in the pre-planning stage, give them a say in what you do and how you do it.



RAISING YOUR CEMETERY'S PROFILE - A BEGINNER'S GUIDE

#6 Create your plan

If you know where you want to go, your marketing plan is how you're going to get there - it's what you're going to do and how you're going to do it. Start with a few basic elements - your objectives, your audience, your key actions, your schedule, and how you'll measure success. Consider the resources and budget you have. What activities will you carry out? How, where and when will you promote them?

Your takeaway:

Your plan doesn't need to be overly complicated and you don't need a large marketing team, just a few staff members who are willing and able!

#7 Build partnerships

Building relationships, especially when budgets or resources are stretched, can help you extend your reach without having to invest a great deal. Cemeteries can become a resource for others within your local community, so start thinking how that can become mutually beneficial. Community groups, historical societies, schools, universities, museums, charities, and theatre groups - to name just a few - may all be open to developing unique activities and events together.

Your takeaway:

Draw up a list of groups in your local area. Start reaching out and exploring what you can do together.

#8 Save the date

Creating a calendar of events will help you to schedule upcoming activities, and also provides something shareable that will encourage people to 'save the date'. Having a clear view of what you're doing and when will allow you to plan and organise your activities effectively. Hosting an event, for example, may take months of planning - having a calendar as a visual aid will help you to manage your resources and engage your stakeholders in a timely way.

Your takeaway:

Use a calendar to help plan and communicate with your teams and your audience. Use what works for you, however an electronic schedule shared on your website and social media platforms will help you to generate more interest.

#9 Communicate

So how do we tell people? The growing number of marketing channels provides more options than ever - from the 'traditional' leaflets, brochures, TV, radio, and print, to newer digital channels that utilise your website, along with the myriad of social media platforms. Key is finding the right balance for you. Ask yourself where and how your audience consumes their media in respect of the budget and resources you have. A few 'quick wins':

Do you have a facebook or twitter page? Make sure they're up to date and full of new and interesting content.

Do you have a mailing list? You have lots to say - make sure your key messages are getting out there.

Do you use video content? Without needing to be the next TikTok sensation, producing video content is a great way to increase engagement.

Never underestimate the value of free publicity. Hosting an event? Write a press release and send it far and wide.

Your takeaway:

Start small, try new things, but be selective - you can't do everything - better to do less, better.

#10 Evaluate and follow up

It's always good practice when finishing any sort of activity to evaluate its success. That way, you can see what's worked, and what hasn't - allowing you to amend your approach and try new things. You may want to look at the quantitative data - the hard numbers; or the qualitative - the experiences and attitudes of those who've engaged with you (helping you get to the 'why').

Your takeaway:

Maximise the opportunity. Gather the information you need to ensure you're taking the best approach.

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Stocks of the Hi-Viz vests are now in stock in all sizes from Small up to 2XL. The vests are only available to ACCA Members and are only \$10 each.

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BURIAL VAULTS

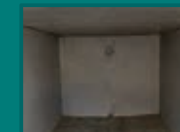
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MEMBER NEWS

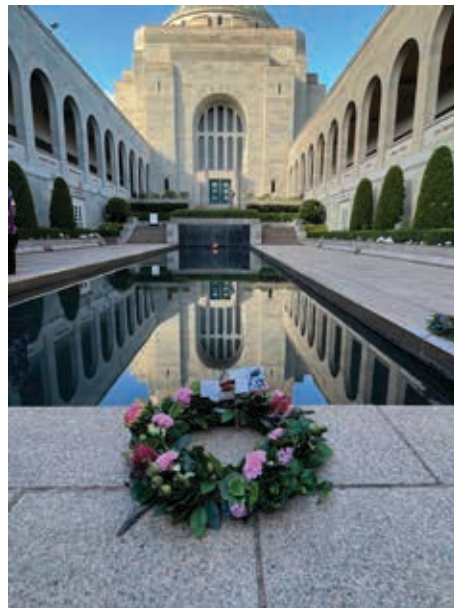
The ACCA Board recently met for their February meeting in Melbourne and were fortunate to be joined by two of ACCA's Victorian members in Laz Cotsios from the Southern Metropolitan Cemeteries Trust (SMCT) and Dean Matthews from the Geelong Cemeteries Trust. Laz and Dean were both recently appointed to the roles of Chief Executive Officer, leading large metropolitan and regional cemetery trusts respectively.

It was great to hear the thoughts from both gentlemen particularly as they are relatively new to our industry and were able to give the ACCA Board a fresh set of eyes across what they see as the current cemetery services landscape and also to areas that they believe ACCA should consider now and into the future.

Thanks to Laz and Dean for making the time to meet with the Board and we look forward to working closely with them this year and in the years ahead.



In the last edition of ACCA News we featured Justin Le Page in our Member Profile. Well it looks like we have jinxed him as Justin advised us this week that he is soon to be leaving his current position as Coordinator of Cemetery Services at Sunshine Coast Council in Queensland! Justin has been a strong supporter of ACCA and utilised many of the services



available to he and his staff, particularly the training workshops facilitated via ACCA Education. Before he moves on to his next challenge, Justin will assist us to plan a visit to his Kulangoor Cemetery in May as part of the ACCA Mid-Year Training & Education Seminar. Thank you, Justin for your support and friendship and we wish you the very best in your new role on the Fraser Coast. Say hi to Rob Moore for us!

ACCA also welcomed to new Full Members over the last couple of months. A big welcome to Darling Downs Cremation Services in Queensland and also to the Coomalie Community Government Council in the Northern Territory.



ACCA President Lauren Hardgrove and Chief Executive Officer Chris Harrington attended the annual convention of the Australian Funeral Directors Association (AFDA) in Canberra recently. ACCA values its relationship with the AFDA, and as the two peak associations representing cemeteries, crematoria and funerals in Australia, it is vital that we maintain a strong relationship and communicate regularly for the benefit of the wider industry and the resultant services each organisation provides to its members.



Lauren gave a presentation to AFDA delegates as part of the official opening ceremony and placed a flower beside the memorial candle in honour of those ACCA members who lost loved ones during the past year. It was great to catch up with a number of ACCA members at the AFDA conference.

accanews

autumn **09**

THE OFFICIAL MAGAZINE OF THE AUSTRALASIAN CEMETERIES & CREMATORIA ASSOCIATION



CELEBRATING 30 YEARS OF ACCA NEWS

Printed magazines and journals have been a major source of industry information sharing for many years. For ACCA, it has been 30 years this year! That's right, the quarterly ACCA News magazine turns 30 this year. To celebrate this milestone we went back through some old editions from previous years and pulled articles and some front covers to provide a retrospective look at what was topical back then. It was very interesting to see that some of the issues and topics being discussed today, were also issues and topics being discussed many years ago. Also interesting was the discovery of pictures of some of our ACCA Members from 10, 20 and 30 years ago!

AUSTRALIAN
CEMETERIES
CREMATORIA
ASSOCIATION

News

FAREWELL TO
TWO STALWARTS

EDUCATION TRUST
LAUNCHED

'93 CONFERENCE
IN LIVING COLOUR

WHO OWNS
THE TOMBSTONES
& MONUMENTS?

NEW CREMATORIUM
OPENS IN HOBART

ACCA

ACCA NEWS
WINTER 1997

ENFIELD MEMORIAL PARK CELEBRATES 50 YEARS

CREMATION STATISTICS 1996

NEW PLYMOUTH CEMETERY RESTORATION PROJECT

CHAPEL OF ETERNAL REST OPENS AT NECROPOLIS

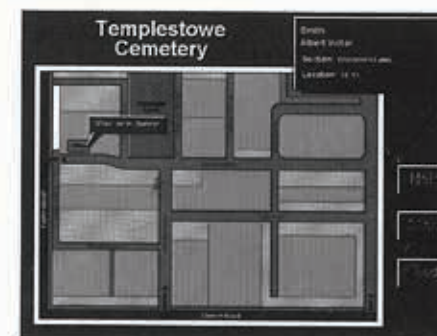
GREAT SOUTHERN GARDEN OF REMEMBRANCE OPENS IN BRISBANE

TECHNO CEMETERY

The last place (!) you would expect multimedia must be the graveyard. But Templestowe cemetery has proved itself a world leader with touchscreen installations for visitors.

(CAREY LIDDY
DIGS IN AND REPORTS BACK.)

Touchscreen systems seem to be popping up everywhere. They have been around for some time, but it is only in the last three years that an understanding of their potential has been fully realised, especially in the area of public information systems.



Myer and Grace Bros. use the system as store directories. A new high rise complex at 161 Collins St in Melbourne uses touchscreens to help with tenant enquiries throughout the complex. Telecom has developed applications to disseminate information on different aspects of their services, products and research, as well as a directory system for their permanent public exhibition. The Australian Taxation Office has just completed a very successful pilot program, using interactive system to provide information on their most asked questions. All of these installations have resulted in the freeing staff time for other activities, as well as reducing customers' waiting time.

Most touchscreens use a pressure sensitive overlay, fitted to the front of the computer monitor. This allows users to interact directly

with the computer by touching the screen, rather than using a keyboard or mouse. In most installations, clever graphics and screen design guide the customer to the product, service, information or location they are interested in. As a result, the general public seems happy to use touchscreen systems for most applications.

But probably one of the most unusual installations in Australia, and certainly one of the first in the world in its area of application must be Templestowe Cemetery. The need for visitors to easily locate the grave of a relative has always been there, but short of putting signs up, or having permanent guides on hand, the problem seemed to be insurmountable. Until touchscreens offered the solution. Now visitors can locate the grave or niche of a loved

"Search". Once the system has made its search, all names meeting criteria are listed with given names and funeral date. Users can then step forwards and backwards through the total listing to find the relative they want. When they identify the correct person, they touch the button (on the screen) next to the entry. This displays a map of the cemetery which shows the section where that memorial is.

Text information for the selected person includes surname, given names, funeral date, and the section and location of the site so that details can be checked. The system will also display an enlarged map of the section, identifying cemetery subsections, which can then be displayed to assist the user to find any memorial within that section.

Now visitors can locate the grave or niche of a loved one at the touch of the screen.

one at the touch of the screen.

Don Forbes, secretary of the Templestowe Cemetery Trust, admits the installation was more complex than they first thought, but now it is up and running the reaction is very good.

"We have about 13,000 graves here, and we expect that to eventually rise to 20,000 or so. We did think there might have been a slight reaction against the screens from some of our more mature visitors, but generally it has been very well accepted," he says. The work involved in transferring details, including standardising entries, took about three and a half months. Mr Forbes says ultimately all the cemeteries throughout Victoria could be linked, to give excellent data access for researchers as well as visitors.

HOW IT WORKS

Users key all or part of the surname in, using the touch keys on the screen, then select

Mr Forbes says the touchscreen system will also prove to be of great assistance to genealogists, by enabling a selective search of all names listed in the cemetery database.

But the biggest advantage, he says, is that it works all the time, so that even if the staff are not available, then visitors can still find the information they want.

According to installers Compulink, touchscreen technology makes the computer transparent. It helps users overcome problems often faced by inexperienced computer users and eliminates operator error, because users can only choose from items displayed on the screen.

But whatever the reasons, visitors to Templestowe cemetery are grateful to the new system. Even though they may not be interactive multimedia fans.

Compulink can be contacted on 03 328 3688.

ACCA

ACCA NEWS
AUTUMN 1999

LIGHTLY SPEAKING - WHO OWNS A DEAD BODY?

UPDATE ON ACCA'S 39TH ANNUAL CONFERENCE

REVIEW OF ACCA'S ARTICLES OF ASSOCIATION

WEST TERRACE CEMETERY

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ASSOCIATION

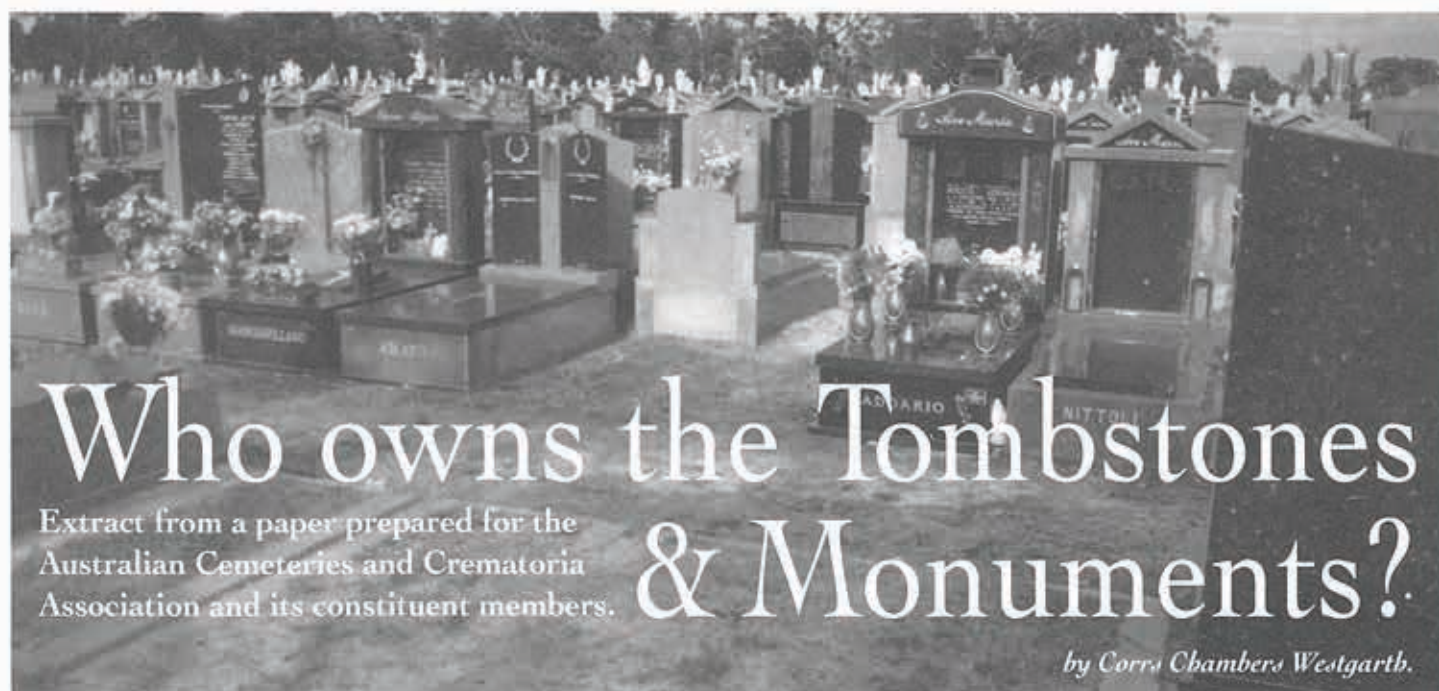
ACCA NEWS
SPRING 2000

NEW ZEALAND CONFERENCE EDITION

ICF STUDY TOUR REPORT

THE BEAUTY OF BRONZE

VICTORIA'S NEWEST MAUSOLEUM ON SHOW



Who owns the Tombstones & Monuments?

Extract from a paper prepared for the Australian Cemeteries and Crematoria Association and its constituent members.

by Corra Chambers Westgarth.

The determination of the ownership is important in answering a number of questions.

In Australia, because of the absence of relevant cases, the common law position is unclear. However, if we examine overseas precedents, we can determine a pattern that suggests that the ownership of tombstones is vested in the person that caused such structures to be erected and that this is likely to be followed in Australia.

However, it is inherently dangerous to allow the common law to define the rights and duties of the trustees vis-a-vis the owner of the tombstone as the courts can adopt laws that unduly inhibit the rights of the trustees.

While the common law position can be

altered by contractual provisions, our investigation of selected cemetery/monument contracts, few contained any relevant provisions and those that did, failed to cover all the necessary questions that follow from ownership being vested in the person that erects the tombstone.

Legislation can also be used to alter the common law position and we found that in three states, ownership of tombstones has clearly been vested in the person that had caused the tombstone to be erected.

However, we suggested that even in those three states (and more particularly in all the other states and territories), the legislative provisions were inadequate to deal with all the issues.

Of particular importance is the question of what happens to the tombstones when the time for which the grave has been granted has expired.

We formulated a standard set of conditions to be included in any cemetery contract to balance the interests of both the grantee of the plot and the trustees. Naturally, it is only a precedent and should be moulded, after more specific legal advice, to the needs of the particular cemetery.

In the future, when government or council comes to review the statutory and semi-statutory regulation of cemeteries, the standard set of conditions can be used as a basis for altering the existing laws.

New Town residents, who said it was an inappropriate development for a recreational and urban area. The matter was eventually referred to the Planning Appeal Board, a step Mr Cleary said allowed far greater public input than was necessary under legislation. Under the terms of the board's decision, the crematorium's size was minimised and steps taken to screen its visibility.

"In the past 12 months, 80 per cent of the funerals we did were cremations," Mr Halliday said. "It's our biggest business." The Australian Bureau of Statistics has estimated at least 84,000 cremations will be done at the new crematorium in the next 50 to 60 years. Trust chairman Lawrie Baily said by that time, the cemetery would be converted into a park for passive recreation and handed back to the Hobart City Council.

Since 1936, more than 40,000 cremations have been conducted at the site, with 1094 done last financial year.

A CREMATORIUM to serve the greater Hobart area for at least the next 50 years was opened yesterday by Environment and Land Management Minister John Cleary.

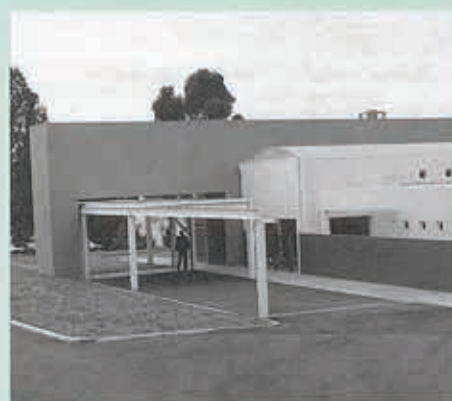
Located near Cornelian Bay, the \$1.6 million facility has a chapel, clergy room and a hydraulics system which lowers coffins into two computerised furnaces.

Developed by the Southern Regional Cemetery Trust, the facility replaces the old crematorium built in 1936, believed to be the oldest one still operating in its original form in Australia. It was blessed by the Very Reverend Dr Stuart Blackler, representing the Bishop of Tasmania, the Right Reverend Phillip Newell.

Trust manager Bill Halliday said the new crematorium, which was experiencing some "teething problems", would begin operations in February. The siting of the crematorium, overlooking the Cornelian Bay playing fields, originally met heated opposition from east

FUNERAL CENTRE'S LENGTHY SERVICE

By LIBBY SUTHERLAND
from Hobart Mercury 3rd February



CHURCH NEWS BLOOPERS

Contributed By James McKay,
Toofoomba Garden of Remembrance
& Crematorium

- Don't let worry kill you; let the church help.
- Thursday night - potluck supper. Prayer and medication to follow.
- Remember in prayer the many who are sick of our church and community.
- For those of you who have children and don't know it, we have a nursery downstairs.
- This afternoon there will be a meeting the south and north ends of the church. Children will be baptised at both ends.

- This being Easter Sunday, we will ask Mrs Lewis to come forward and lay an egg on the altar.
- The service will close with 'Little Drops of Water'. One of the ladies will start (quietly) and the rest of the congregation will join in.
- The ladies of the church have cast off clothing of every kind and they may be seen in the church basement Friday.
- At the evening service tonight, the sermon topic will be 'What is Hell?' Come early and listen to our choir practise.
- Weight Watchers will meet at 7pm at the First Presbyterian

church. Please use large double door at the side entrance.

- Scouts are saving aluminium cans, bottles and other items to be recycled. Proceeds will be used to cripple children.

And an Irish Joke!

Ireland's worst air disaster occurred today when a small two-seater Cessna plane crashed into a cemetery early this afternoon in central Dublin. Irish search and rescue workers have recovered 300 bodies so far and expect that number to climb as digging continues into the evening.



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Introducing the only purpose built cemetery Loader, Backhoe and Tractor. This narrow, heavy duty loader and hydraulic sideshift backhoe, is fitted to a powerful 35HP LAMBORGHINI tractor. It has been specially designed to work in confined areas and difficult positions that are found in most cemeteries. The unit can work within a 1140mm pathway. Using a high lift leg and loader system, hydraulic sideshift and hydraulic extendible dipper, can dig a grave on the left or the right of the machine, over a 450mm wall, to a depth of 2m, the grave can be up to 2.1m long with a flat bottom and square ends. In areas with no walls (lawn sections) it will dig up to 2.3m deep. The machine weighs 2500kg, which adds to stability when operating. This unit can be fitted with optional lawn tyres to minimise lawn disturbance and reduce the number of hand digs during winter.

FOR FURTHER INFORMATION CONTACT
PETER ROBBERS - MANAGER
GERARD ROBBERS - SALES

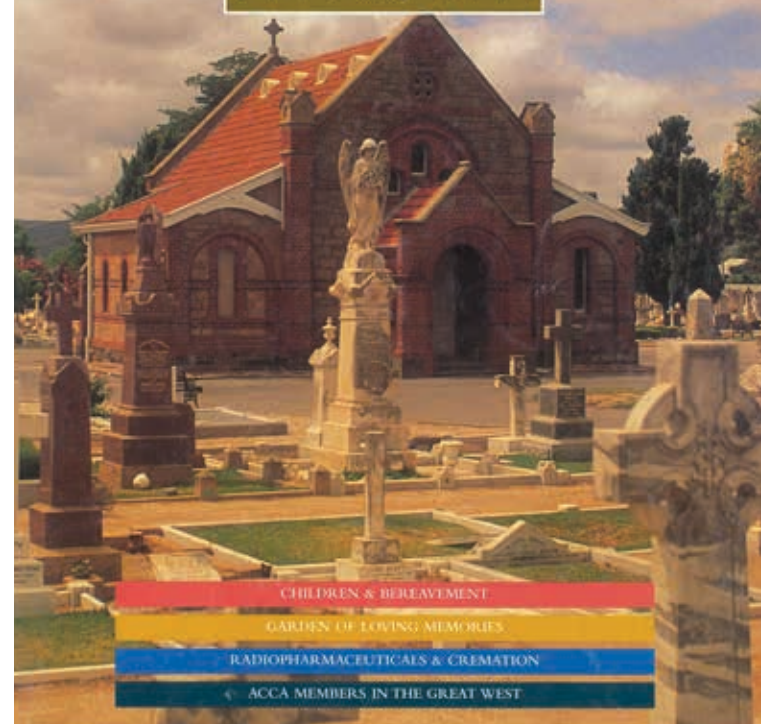
DEMONSTRATION AT FAWKNER CEMETERY



UNIT FITTED WITH EXTRA LARGE LAWN TYRE
WE WILL BE DISPLAYING THIS UNIT AT THE
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THE FOLLOWING CEMETERIES HAVE PMR PURPOSE BUILT LOADER BACKHOE UNITS

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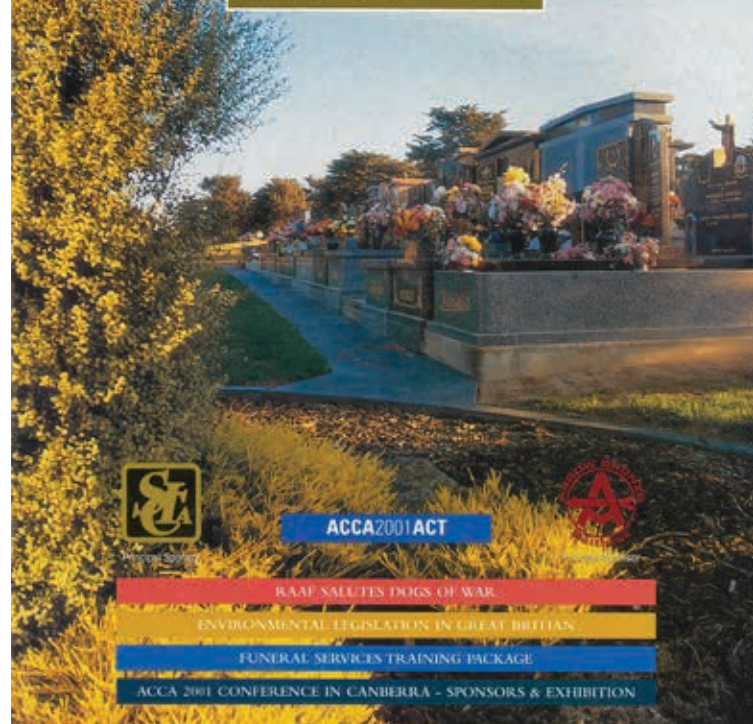


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Funeral industry accused of snubbing eco alternative

The inventor of an award-winning eco-friendly cremation system, which dramatically cuts the costs of a funeral, has hit out at the UK funeral industry for snubbing the pioneering concept.

Celtic Caskets, of Tutbury, has developed and design-protected a special system called the Cocoon that involves the cremation of bodies in a very low-cost eco-cremation coffin, manufactured from recycled timber products rather than expensive hardwood caskets.

To maintain the dignity of the occasion, the eco-coffin containing the deceased is enclosed in the Cocoon - a polished wood outer casket which is all that is ever seen by the public. Once committed however, and out of sight, the inner casket is removed for the cremation process and the Cocoon reserved for future use.

Current practices mean that the hardwood coffins are burned with the body which, according to Celtic Caskets, is a needless waste of money for families and is also very harmful to the environment both in terms of flue emissions and the destruction of timber.

However - despite the Cocoon concept being accepted by the Federation of British Cremation Authorities and welcomed by environmental protectionists and conservation organisations - it has been continually snubbed by the majority of funeral directors, says Jona Goldingay, joint owner of Celtic Caskets.

The firm, which was recently awarded Best of British status for its eco-coffins in the Good Funeral Guide 2000 Awards, is outraged that funeral directors refuse to move forward and offer bereaved families this ecologically friendly and more economical alternative.

"The funeral industry is obviously closing ranks to ensure that the public is not made fully aware that there is an alternative which is just as dignified and could save them considerable expense" continues Jona. "Coffin covers are not new and have been used around the world for thousands of years. We have simply brought the concept and technology up to date and in keeping with modern requirements.

"Considering the huge rise in the number of cremations being carried out and the concerns being shown internationally over the pollution they generate, widespread use of the Cocoon system is long overdue," states Jona. "In 1900 there were only 424 UK cremations from a mortality of 550,000 but in 1998 there were 424,000 cremations from a much lower mortality toll."

In the face of opposition from the funeral industry, an associate company in South Derbyshire has been offering the Cocoon system to bereaved families. So far this year, more than 50 funerals have taken place using the system with families from as far apart as London and Leeds choosing the Cocoon.

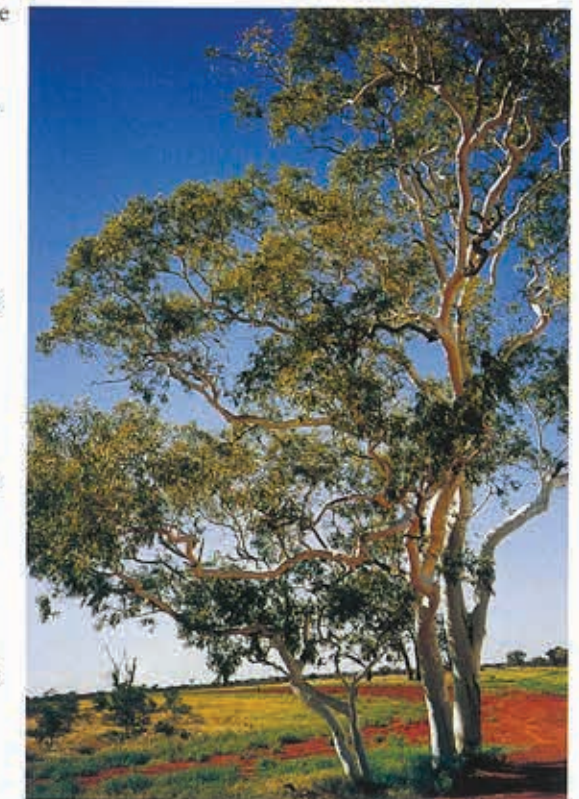
One of the people who opted for the system was Margaret Shailor, from Stevenage, Hertfordshire, who lost both her sister and husband.

"I had seen something about eco-coffins and decided to use the Cocoon system for both of them. This was still very dignified and also saved a great deal of money which is what they both wanted," said Margaret. "You don't have to spend a lot of money on funerals just to show the world that you loved them and it is ridiculous that funerals are such a rip off."

Jona Goldingay added; "Presented with an educated choice between conventional coffins or the Cocoon system, experience and market research shows that more than 80 per cent of people would choose the Cocoon whether for cost or environmental reasons or simple common sense."

Jona is firmly convinced that this will be the way forward in cremation and the firm has been approaching funeral directors to offer licences for the Cocoon system but without success.

"Part of the agreement was an undertaking to pass on certain savings to bereaved families and this is obviously the root of the opposition," says Jona.



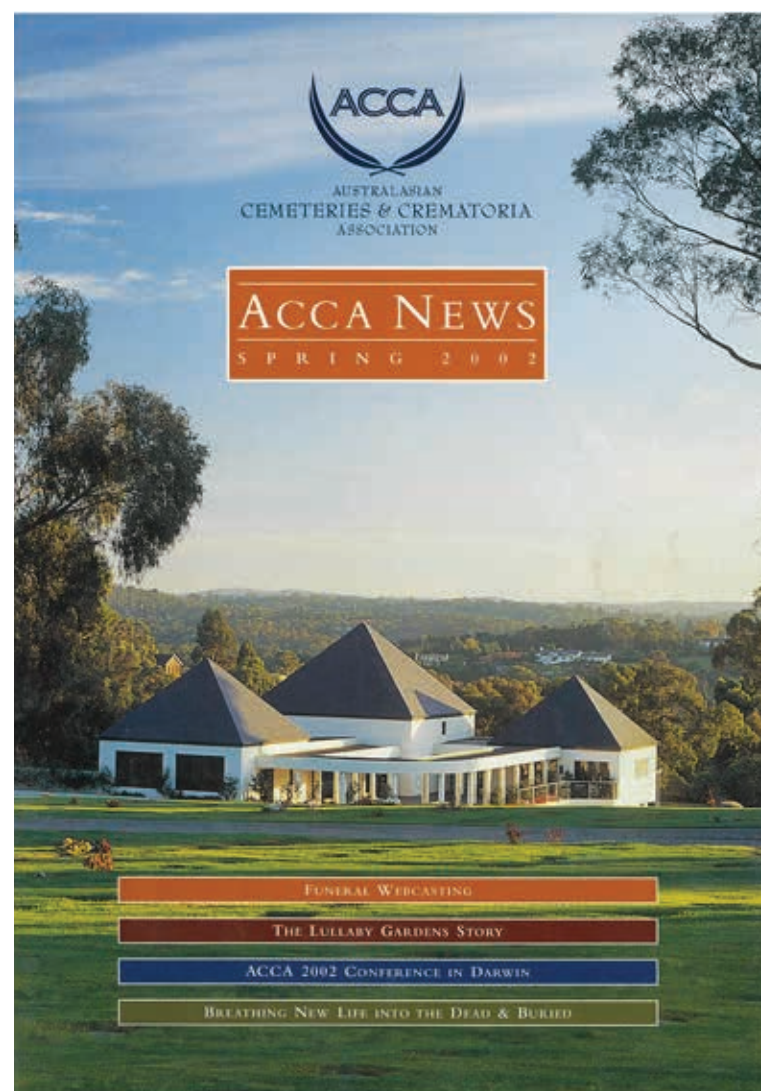
"Recent research shows that the average cost of cremation is £1,215 (approx. \$3000). However, by using the Cocoon, it is considerably cheaper - cutting the average cost to around £850."

"A recent survey by the Oddfellows Society slated the funeral industry - revealing that the final bill for funerals was between 31 per cent and 134 per cent higher than the initial estimate," he reveals. "Funeral directors are obviously determined to continue their current practices because burning hardwood coffins in the crematorium furnace is a very profitable business."

Nick French, from Bretby Crematorium, said "From a cremation point of view there are no problems with the Cocoon system and we welcome this as another element of choice for members of the public."

East Midlands MEP Phillip Whitehead added "Speaking as an undertaker's son, I am delighted to commend the pioneering work of Mr Goldingay in providing a cheaper, effective and ecologically sound system."

Evening Telegraph Supplement
20 June 2000

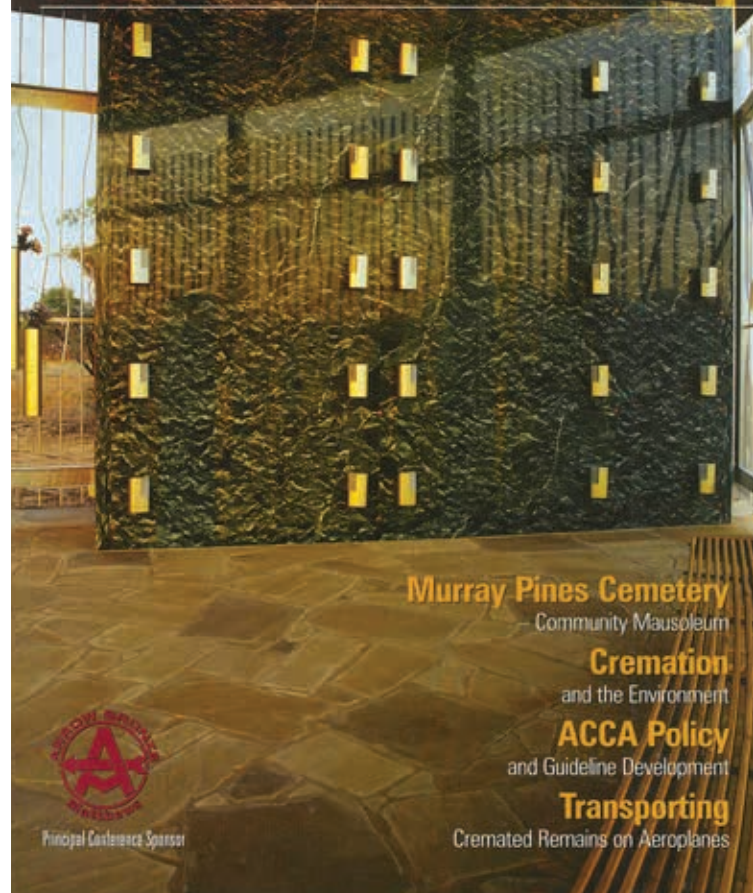


FUNERAL WEBCASTING

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Transporting
Cremated Remains on Aeroplanes



Principal Conference Sponsor

The Necropolis - 'A Major new era'

BY WARREN ARTHUR
SALES & MARKETING MANAGER
MAJOR ENGINEERING

In late December, on the eve of Christmas, a quiet celebration took place in the offices of Major Engineering at Clayton, Victoria when Mr. Russ Allison, CEO of The Necropolis, Springvale made the announcement that Major had been chosen as the successful tenderer for the upgrade of the cremation facility at The Necropolis in Springvale.

In the spring of 2000, The Necropolis Trust invited for tenders for the supply of 4 Heavy Duty Cremation Furnaces, an integrated storage and cool room facility with an automatic charging system to be installed to replace the ten existing UK furnaces which were considered old and outdated.

This announcement represented a number of significant steps forward into the new millennium, both for The Necropolis and Major Engineering.

Following this announcement, Major's Managing Director, Mr. Colin North said "we are delighted to once again be working closely with The Necropolis and that Major will make a difference in providing a world class facility which will take The Necropolis into the new millennium."

In 1952 Major Engineering installed 3 duplex cremation furnaces at The Necropolis of Springvale. This represented the latest technology of that time. Robust in construction yet virtually nothing in the way of sophisticated controls and monitoring equipment for environmental and performance efficiencies. In the mid to late 80's ten cremation furnaces supplied from the UK company, Furnace Construction, were purchased by The Necropolis to meet the growing demands of cremation services. At that time Major was still in the development stage of its new design, new generation

Heavy Duty (HD series) furnace which was ultimately released in 1990.

The design of cremation furnace technology has come a long way since those early days. A market demanding environmental emission control, performance, reduction in operating costs, life expectancy of refractory materials, operator and labour requirements, not to mention service and maintenance from the local supplier.

According to Russ Allison, "The Necropolis was specifically seeking to replace outdated, troublesome equipment with the latest technology, reduce labour costs, re-arrange the layout of the facility and

Fremantle in Western Australia and Lilydale Memorial Park in Melbourne. Actual performance case histories were compared and valuable information was gained.

During the assessment phase of the tender, The Necropolis examined all aspects of the equipment being proposed. From the design, performance, technology, control features, operator interface, refractory design and life expectancy, running costs and service & maintenance support.

Russ said, "at the end of the day, Major represented value for money, attention to detail with regard to design issues and a project management plan which enabled a win, win situation for both Necropolis and Major. For example, the proposed financial arrangements from Major enabled The Necropolis to stagger project payments based on a mutually beneficial outcome".

"We are fortunate that in Australia a healthy competition exists between the main suppliers and that The Necropolis Trust respected both organisations. However, the selection of Major now ensures The Necropolis remain at the forefront of cremation services in Australia".

According to Russ Allison, the other considerations, which were important to The Necropolis, were the handling procedures of the coffins once delivered to the crematorium from the Funeral Directors.

"The Necropolis was seeking to minimise labour requirements and that the overall system needed to be fully integrated. The automatic charging and lifting system proposed by Major enabled us to reach those goals. Issues such as OH&S and our labour requirements were well catered by Major and the fact that Major are the technology and engineering provider, we had every confidence in their capabilities.

ensure that the equipment and operators were fully supported and serviced by a local supplier".

He said, "only two local companies were seriously considered from the outset. Major Engineering and Austeng who represent Furnace Construction from the UK".

The Necropolis Trust conducted a comprehensive review of the equipment being proposed by the suppliers and visited numerous crematoriums around Australia to gain valuable information from both management and operators working at the "coal face" to assist in the selection process. These included Eastern Suburbs Crematorium, Sydney, Karakatta and



L to R - Russ Allison (Chief Executive Officer, The Necropolis), Warren Arthur (Sales and Marketing Manager, Major Engineering), Colin North (Managing Director, Major Engineering), Robert Sparks (Technical and Project Manager, The Necropolis)

We were not going to rely on support from overseas and Major was not obligated to technology providers from overseas".

The storage and handling facility comprises twenty-one coffin storage compartments. Half of there are maintained at ambient temperature and the other cooled by refrigeration for overnight storage during peak operations.

A special feature of the system provided by Major is to have the automatic charging system also raise to the required position along the storage facility where the coffins are stored. The operator simply slides the coffin onto the machine, which has push button control for the entire operation. Once the coffin is loaded, the operator returns the machine along the rail to the cremation furnace, ready for insertion. Again by push button control, the operator charges the coffin into the furnace. The charging process takes only a few seconds by the operator with all Health & Safety issues considered.

The Necropolis Trust members were not afraid to ask the hard questions. Regardless of the issue; The Necropolis were thorough and diligent in assuring the best interests of that Trust were considered at all times.

There had been for some time rumours floating around the industry about Major relating to some difficulties, which were addressed in 1999.

The Necropolis were aware of this and requested that Major provide specific information to address those concerns.

Russ Allison stated both during and after the contract award that "the openness and honesty of Major in responding to the questions in this area and the access to information more than satisfied the Trust".

KEY TO PROJECT SUCCESS

Major and The Necropolis have worked closely together and identified the key to a successful project.

1. Continue operating with existing equipment throughout the installation phase of the project. Any interruption to the daily process requirements will be kept to the absolute minimum.

2. Continue uninterrupted business activities throughout the project, i.e. no change to existing daily activities and associations with Funeral Directors, services and memorialisation.

3. A far more labour efficient equipment structure and layout of equipment recognising that the price of cremations in Melbourne has not increased in nearly a decade.

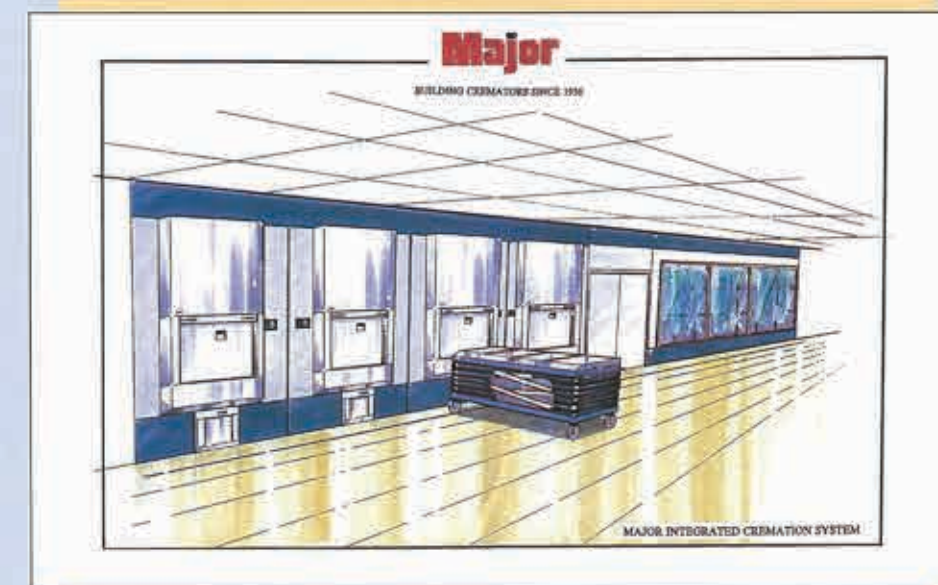
4. A cremation furnace which captures simplicity yet technologically advanced, robust construction, reduced refractory maintenance costs, advanced heat and emission control all provided by a local (Australian owned) supplier.

5. Detailed operating training and high levels of service and maintenance support to the equipment for the life of the equipment.

An exciting project nearing completion for Major is the supply of two special purpose built cremation furnaces for the Hong Kong Government.

Cape Collinson Crematorium, on Hong Kong Island currently houses twelve cremation furnaces, which were supplied by the U.S. supplier, I.E., several years ago. As a result of poor emission control and operating and maintenance costs, the Hong Kong Government selected Major to replace the first two furnaces. The Hindu and Lotus (see insert photo next page). Whilst designed and built in Melbourne, the units were individually tested, prior to complete dismantling and shipment to Hong Kong.

The project value of approximately 1.2 million, is another milestone in the development of cremation furnace technology by Major. During this project,



New Generation Major integrated crematorium system

BEYOND AUSTRALIA

Major Engineering is an Australian owned engineering and technology provider. The company focuses on the cremation industry and since the new technology was introduced in 1990, Major have installed many Heavy Duty Furnaces into the world market. This includes New Zealand, United Kingdom, Thailand and Australia.

several special considerations were required to meet the specification, which was outside the normal range of specifications for cremation furnaces typically found in Australia, New Zealand and the U.K.

This type of development exercise is essential for a designer such as Major to stay ahead of the market and lead the way. Major does not merely build to a drawing. Major is the designer and is well

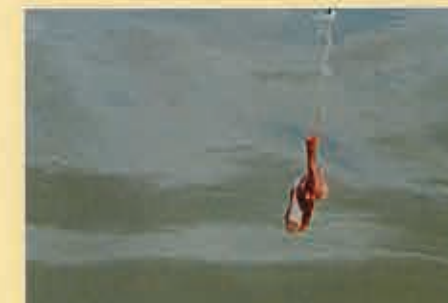
Ron Smith Memorial Sports Morning/Thorak Cemetery Tour



1. Joe Campbell from Phoenix Foundry won the Ron Smith Memorial Sports trophy for his golf prowess – presented by Charlie Rossetti representing golf sponsor, The Necropolis Springvale
2. Sue Keith reluctantly accepts a Turkey award.
3. Bocce champions. Left to right: Maurice Barwick, Jan McKellar, Frank Cranny and Ken McDonald
4. One of the tennis stars, Peter Green from Cheltenham Cemeteries Trust, receives his trophy from Lyn George, representing tennis sponsor, Austeng
5. Winners of the Golf Ambrose competition, Doug and Jo Dick, Jackie O'Neill and Ross Davis, with Charlie Rossetti centre
- 6 to 10. Touring the beautifully maintained Thorak Cemetery



Social Times Under the Great Northern Sky



1. Some of our Kiwi friends. Left to right: Graeme Cummins, Clifton Thomson and Peter Foreman
2. Russ Allison, centre with representatives of ACCA's first Chinese member – Shanghai Fu Shou Yuan Industrial Development Co. Mr Ji Sheng Wang, Ms Laura Lu and Mr Quian Song Ge
3. The group of members who provided a memorial service. Left to right: Bugler – Kevin Crowden, Jack Derret, Rev Stan Colefax, Major John Donovan and Rev Sam Simpfendorfer
4. Lunch at Yot's Cafe in Cullen Bay, sponsored by Frank Dimarco & Son
5. Sunset over the Esplanade. Left to right: Cristina Goodman, Patrice McKay, Lyn and Petrina Davis
6. Alan Brown with two special guests, his daughters
7. Masterful MC's, Bob Johnston and Robyn Walker
8. Left to right: John Finocchiaro with our keynote speaker Glenn Capelli and Nick Arcuili
9. Greg Taylor with Jan McKellar
10. Jumping crocodile
11. At the Adelaide River Inn. Left to right: Brendan and Lorraine O'Connor, with Tony O'Connor
12. Barbara Macumber winner of the Pasparly Pearls competition

Funeral Webcasting attracts World Attention

When the Metropolitan Cemeteries Board launched its new funeral webcasting service in September, staff believed they had developed something new and different.

But only once the BBC in London rang for an interview did Executive Director Michael Duff realise just how original the idea was.

'We gave many interviews to national and international media – all of whom said they had never heard of a similar service anywhere...'

'We gave many interviews to national and international media – all of whom said they had never heard of a similar service anywhere,' Michael said.

'What's more, all the media we spoke to were impressed with the concept – we had very positive feedback and favourable publicity.'

Public demand for webcasting was immediate, with several families asking for the service the week it became available. John Tidman of Purslowe Funeral Homes was the first funeral director to arrange webcasts.

'In response to client demand, Purslowe Funeral Homes has already arranged webcasts viewed by people from North America, the UK, Middle East, eastern Australia, country WA and other locations,' John said.

'MCB staff manage the technological side of the service and our clients have been very pleased with the result. They have commented that it is comforting to know that distant family members and friends are 'there' with them at a time of grief and loss.'

'Clearly, funeral webcasting will meet an important public need.'

Webcasting is available from MCB's Pinnaroo and Karrakatta chapels. A webcast is arranged at the request of the funeral administrator and costs

\$110 to transmit the service 'live' over the Internet, with additional options to show it delayed for a period of time after the funeral. VHS and DVD recordings can also be ordered.

Up to 50 people, nominated by the administrator, can receive a password that lets them access the service via the Board's website.

'When they log on they'll see and hear the proceedings, from the moment the hearse arrives until the committal of the casket.'

When they log on they'll see and hear the proceedings, from the moment the hearse arrives until the committal of the casket.

MCB has installed the latest digital cameras in each chapel complete with full pan, tilt and zoom and up to 99 pre-programmable positions.

People viewing a funeral will need a multi-media PC with Internet



One of the digitally equipped Chapels at MCB

access via a 56 Kbps dial-up connection, Internet Explorer 5.0 or above and the Real Networks RealOne Player software.

The funeral webcasting service is hosted on MCB's website at www.mcb.wa.gov.au



ALL SOULS DAY

November 2 is celebrated throughout the Catholic World as All Souls Day and Cemetery Day, and originated from a tradition started in the 10th Century in France by the Abbot of Cluny. The contemporary philosophy of All Souls Day is to honour those gone but not forgotten.

Here in Australia, the tradition continues in many ACCA cemeteries and this November special activities were held at the Waverley Cemetery in Sydney. The Waverley Cemetery promoted a revival of Cemetery Day this year by inviting the community to visit the graves of friends, family and distinguished Australians, including Henry Lawson and Dorothea MacKellar.



Setting the Standard in Crematoria Design and Systems

Austeng have been supporting the cemetery and crematoria industry since 1989, including the manufacture and servicing of cremators under licence from Furnace Construction Co., UK. Our skills in design and management of crematoria projects in partnership with our clients have earned us a reputation for excellence and sets the standard for our competitors.

Our innovative and constantly evolving ancillary equipment, such as the Automatic Charge Bier, Catafalques, Cremovac and Transfer Trolleys enhance and complement our cremators.

"Austeng can work with you to design and implement the ideal solution for your project. Together we can make your crematorium world's best practice."

Ross George, Managing Director,
Austeng Pty. Ltd.

"I cannot speak too highly of the Austeng team ... Their response has been fast, efficient, effective and economical... If we were to purchase new cremators we would have no hesitation in making the same decisions."

II Roddick, General Manager, Fawkner
Crematorium and Memorial Park, VIC.

"...I am unaware of any better cremation equipment and certainly your attention to detail and after sales service is unsurpassed."

"...Your professional and objective assessment of our needs..., and the partnership you forged with our operators throughout and subsequent to the installation period is of unquantifiable value."

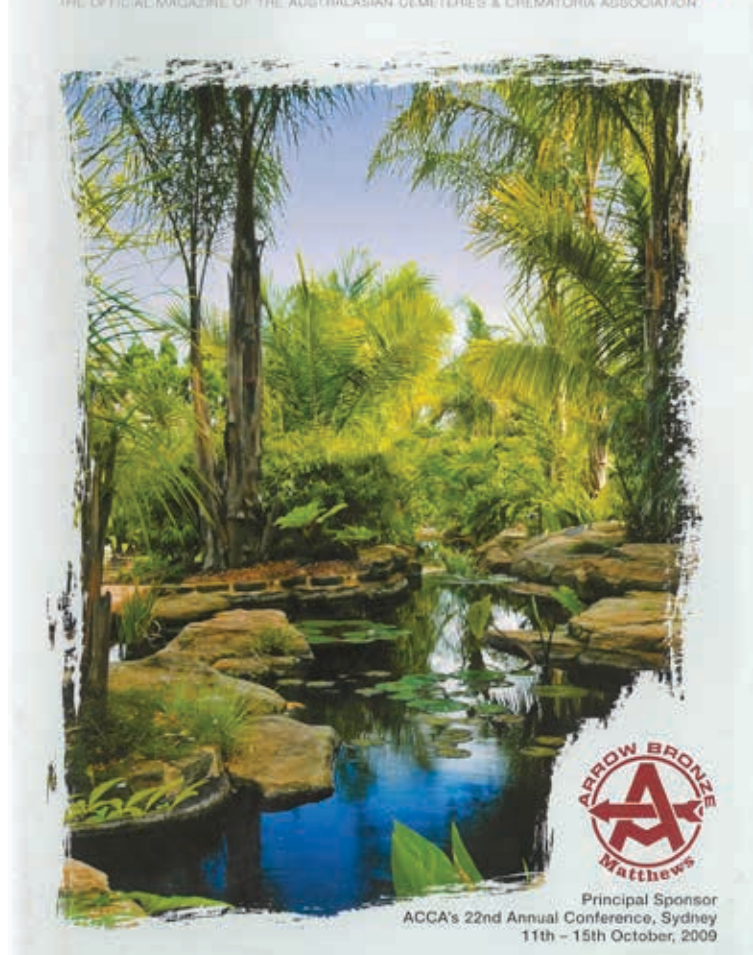
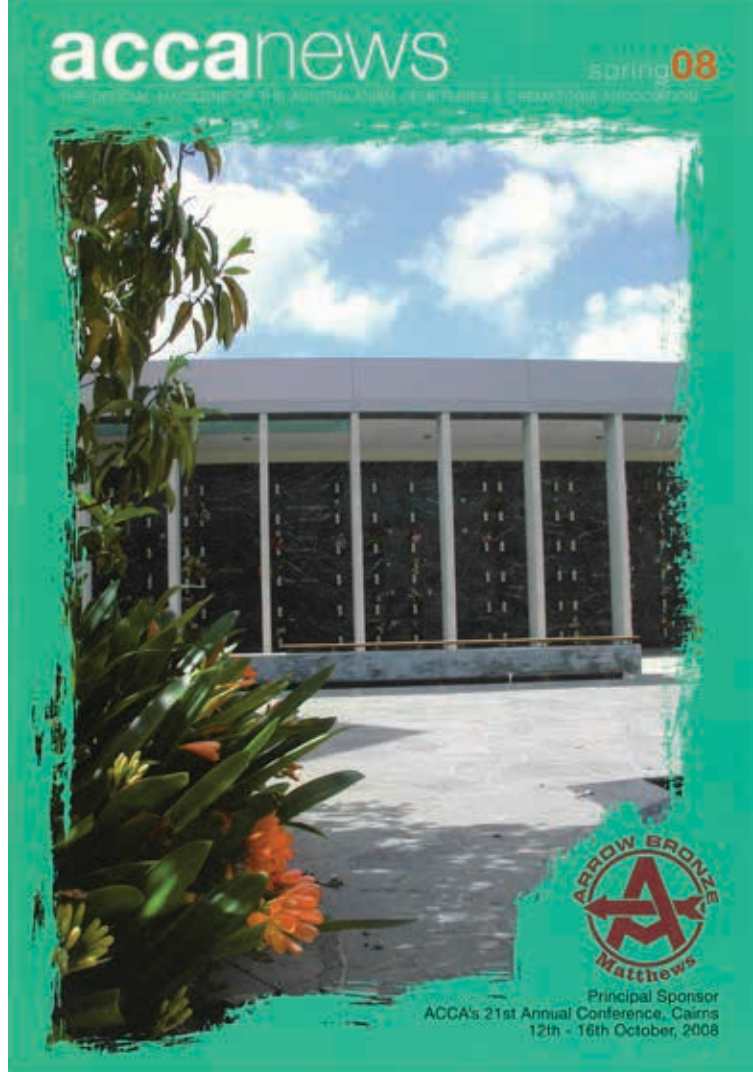
PD MacLean, CEO, Metropolitan
Cemeteries Board, WA.



Setting the Standard



78-80 Douro Street,
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Ten Ways to be a Better Communicator

Roger Fry & Company

1 Always Have a Key Point

You know what you think, but does the other person? Others may misunderstand ideas that are simple, sensible and valuable to you. Follow the great communicators, and say one thing at a time. In our courses, we provide a logical way of deciding the one clear message that should achieve your purpose with another person: the **2A+3M formula**:

AIM
AUDIENCE
MOTIVATION
MESSAGE
METHOD

2 Give Simple Explanations

Support your key point with a reason relevant to the listener, and give an example to illustrate that reason. Our MBE formula sets out this sequence for a watertight remark or answer to a question:

MAIN POINT
BECAUSE
EXAMPLE

3 Choose 'Killer' Examples

Look for the one statistic or fact which will prove that a reason is right, beyond question. The right example should 'kill' opposing points of view. Statistics don't help much in a debate unless they have this power.

4 Use Harvard Technique

Stay away from contentious detail if you sense disagreement. Rather, put forward broad principles or values which stand behind your position. Others find it easier to recognise these broad principles. They then find it harder to disagree with the specifics that you want. Many negotiators say this is their most powerful tool.

5 How To Begin a Meeting

Get consensus from others on several things: the specific purpose of the meeting or agenda item; definitions of key terms that will be used; simple rules for contributing to the discussion; and agreement on recognising when the meeting's purpose has been met.

6 Avoid Negatives

Avoid the words 'No' and 'Not' wherever possible because they may have the opposite effect to the one we intend. This applies particularly when we talk to ourselves, talk to children, and to people whose mind is elsewhere.

7 Turn Disagreement Into Agreement

The need to get others to agree with us is behind much of what we say. Therefore, we should know how to turn an argument. The four methods we recommend are just as valuable in everyday relationships as they are in briefings, meetings or negotiations:

SUMMARISE
IF... THEN...
SEEK UNDERLYING PRINCIPLE
'MARKING' MOMENTS OF AGREEMENT

8 Keeping Control

People, including ourselves, get emotional, misunderstand, take a dislike to someone, and find some things offensive. When this happens, we don't listen, we interrupt, we're irrelevant, we exaggerate and we twist words with innuendo. A good communicator has a range of methods to handle these situations:

EMPATHY
PARAPHRASE
MIRROR BODY POSITION
USE SIMILAR VOICE
MATCH RHYTHM
USE LANGUAGE DIALECT

9 Ending It

The last things we say consolidate a discussion or negotiation. We need to reduce the possibility that nothing will happen. There are three simple steps to use in order to round off a discussion, and ensure that decisions are put into effect:

ACTION PLAN - WHO? WHAT? WHEN?
DISCUSS POSSIBLE PROBLEMS
FIRST STEP

10 A Specific Skill for Handling the Media

The most important skill in handling the media is composing the quote that will get your message used. The three essential criteria that make a quote irresistible to the media are:

BREVITY - ONE SENTENCE
STAND-ALONE STATEMENT
ATTENTION-GETTING WORDS

You will probably recognise many of these skills but the best communicators have them right at their fingertips. They see opportunities to use them, and use them correctly. If you don't know these skills, or you're not sure of how to use them on a day-to-day basis, Roger Fry & Company has a two day training program which teaches all of them. ■

For further information contact
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admin@rogerfry.com.au

weblink www.rogerfry.com.au



Resomation: The Latest

Delegates attending the ACCA Conference in Melbourne last year will remember the presentation "Resomation - A Water Based Future for Disposal" from Sandy Sullivan (Scotland) Managing Director, Resomation Ltd. It appears from the article below there will be no quick resolution of issues surrounding this process.

Dissolving Bodies Could be the Future of Death

Humans have either buried or burned their dead since the beginning of civilization, but now a new option is gaining interest in mortuary science circles—dissolving bodies in lye and flushing the residue down the drain.

Alkaline hydrolysis is a process that uses lye, 300-degree heat and 60 pounds of pressure per square inch to destroy bodies in big stainless-steel cylinders that are similar to pressure cookers. It was developed in the U.S. 16 years ago to dispose of animal carcasses.

As far as anyone knows, no funeral homes in the U.S. or any other part of the world currently offer this service. Only two known U.S. medical centers use it on human bodies, and only on donated research cadavers.

But many in the funeral industry believe it could one day rival burial and cremation due to its environmental advantages.

The Funeral Service Insider newsletter called it a "game-changing technology in the funeral service".

Psychopaths and dictators have used acid or lye to torture or dispose of their victims in the past and getting public acceptance for such a bizarre process may be the biggest hurdle. Sen. Kemp Hannon sponsored a bill to make alkaline hydrolysis available to the public in New York state, where it was commonly referred to as "Hannibal Lecter's bill"—a play on Hannon's name and the sadistic movie character.

Currently, Alkaline hydrolysis is legal in only Minnesota and New Hampshire, where a funeral director in Manchester is pushing to offer the service. He has not yet been given the necessary regulatory approvals and some lawmakers in New Hampshire are looking to repeal the 2006 state law legalizing it.

"We believe this process, which enables a portion of human remains to be flushed down a drain, to be undignified," said Patrick McGee, a spokesman for the Roman Catholic Diocese of Manchester.

Barbara French, an 81-year-old State Representative, said she would consider alkaline hydrolysis.

"I'm getting near that age and thought about cremation, but this is equally as good and less of an environmental problem. It doesn't bother me any more than being burned up. Cremation, you're burned up. I've thought about it, but I'm dead," said French.

Alkaline hydrolysis leaves liquid remains as well as a dry bone residue similar to cremated remains. Families would have the option of having it buried in a cemetery or keeping it in an urn.

The liquid remains have the consistency of motor oil and a strong ammonia smell, but proponents say it's sterile and can be safely poured down the drain as long as operations have the necessary permits.

The process doesn't require the space needed for cemetery burials and it could ease environmental concerns about crematorium emissions, including carbon dioxide and mercury from dental fillings.

Alkaline hydrolysis has been used since the mid-1990s to dispose of research cadavers at the University of Florida in Gainesville. The Mayo Clinic in Rochester, Minn., has used the process since 2005.

Brad Crain, the president of BioSafe Engineering, the company that makes the steel cylinders, estimated 40 to 50 other facilities use them on human medical waste, animal carcasses or both. Veterinary schools, universities, pharmaceutical companies and the U.S. government are amongst the users of the process.



Human Cadaver Water Resolution Unit

Both the Mayo Clinic and the University of Florida flush liquid waste from cadavers down the drain. Other Alkaline Hydrolysis sites elsewhere do as well.

In New Hampshire, Manchester funeral director Chad Corbin wants to operate a \$300,000 cylinder. He said that an alkaline hydrolysis operation is more expensive to set up than a crematorium but that he would charge customers about as much as he would for cremation.

"Things the public might find more troubling routinely flow into sewage treatment plants in the U.S. all the time. That includes blood and spillover embalming fluid from funeral homes," said George Carlson, an industrial-waste manager for the New Hampshire Department of Environmental Services.

Corbin received his permit last year, but failed to secure the remaining necessary permits and now must start the process over again despite mounting resistance from the community.

"I don't not know how long it will take," he said recently, "but eventually it will happen."

On the Net:

<http://www.biosafeengineering.com/tissue/features.html>

<http://www.resomation.com/index.html>

Source: redOrbit Staff and Wire Reports

What green burial still needs to figure out

The green burial movement's new environmental standards for burials are excellent and will presumably soon become the norm. But as a new initiative, we should not expect its ideas to be perfect from day 1. In fact, we find that green burial often considers the environmental aspects at the expense of the human ones. Environmental considerations are important, but not everything.



Actually, they are the easier ones – we must return to what mankind did until very recently. The human aspects – psychological, social, and spiritual – take more creativity and sensitivity: creating attractive, meaningful new ways of memorializing; discovering how to guarantee grave perpetuity in an overpopulated and ever-changing world; finding an acceptable new aesthetic to replace the gloomy old Victorian one we have inherited.

In its forgivable enthusiasm, the green burial movement sometimes appears to "throw the baby out with the bath water", to be blind to non-environmental aspects of burial. For example:

1. Forbidding enduring stone markers. Firstly, a stone is not intrinsically environmentally-unfriendly, it is just natural stone. If the gloomy aesthetics of Victorian cemeteries have negative associations for us, let us change the style, go back to rugged old menhirs or boulders for example. But let's not get rid of them for lack of imagination of anything better. Symbolic markers that resist time provide a subtle but important sense of continuity and a hope of transcendence to survivors and to cultures. And they do not hurt the earth.

Secondly, it is naïve to assume that alternative marking methods such as GPS will be compatible and usable in a century or more, just as Windows 98 is useless just ten years later. Anyway, there is a fundamental psychological difference between gazing at the name or image of a relative on a grave marker and looking through the forest for some anonymous location that has no connection with the person lying there.



2. Substituting grave markers with trees. However environmentally desirable and symbolic a tree planting is, a tree is hardly more immortal than we are; it will probably die within a century or less, and above all it is ultimately anonymous. Even in the medium-term, a woodland cemetery where trees are planted instead of placing stone markers will evolve into a beautiful, environmentally-friendly but altogether anonymous forest. It will not be a cemetery anymore than a forgotten mass-grave in the forests of Eastern Europe is a cemetery. Survivors will wander equally aimlessly through beautiful forests without anything specific to identify their loved ones with. Simple solution! Why not an old engraved boulder and a tree?

3. Land consumption. There are now 7 billion of us and we are still multiplying. Burying all of us in low-density green cemeteries will consume too much valuable land, arable, urban, or wild – in a pinch, the needs of the living must come first. (If we want perpetual graves and not the recycled grave plots Europeans have to accept, the space needs will be even greater.)

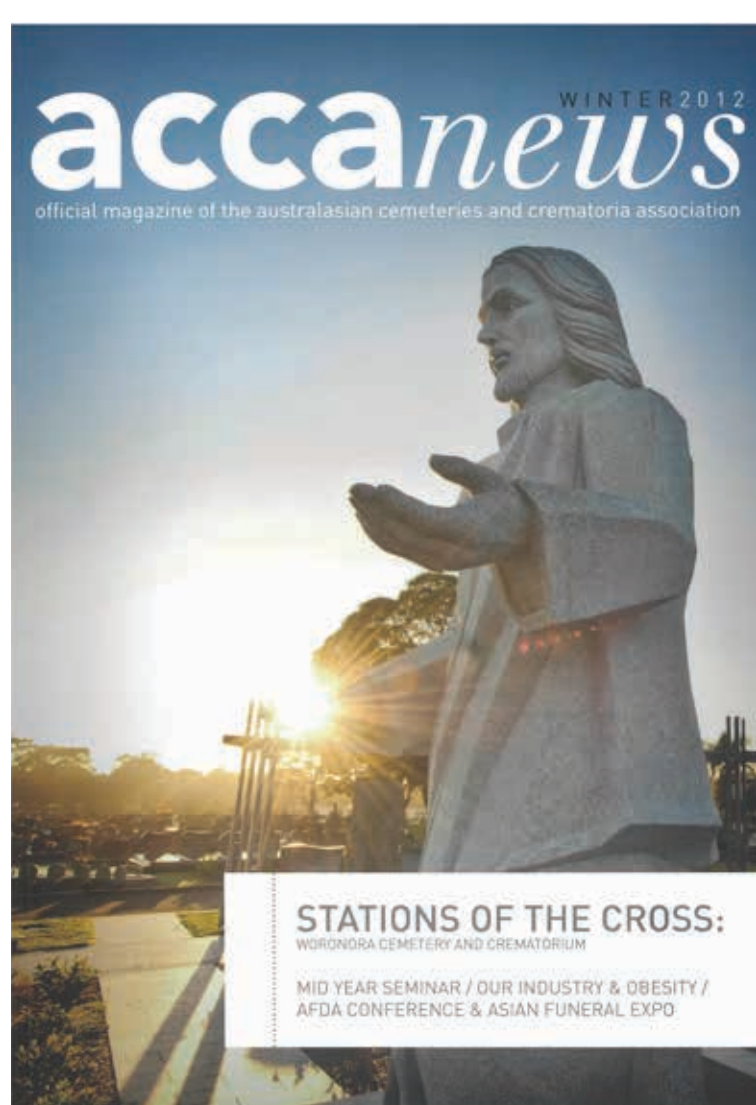


4. Perpetuity. The green burial concept does nothing new to guarantee the perpetuity of our graves. If land needs for the uses of the living or land speculation already threaten traditional cemeteries, what of marker-less woodland cemeteries which in a few decades will not even look like cemeteries? Add a few imposing menhirs to mark these graves and reuse of the land already becomes psychologically and socially less thinkable.



Although we are on the right track with the elimination of ground pollutants in burial, we have yet to solve the land space needs and the grave perpetuity questions. Above all, if we wish to return to truly traditional ways, we must find a way to ensure the graves of our families rest undisturbed in perpetuity, without sacrificing the earth's environment.

Thomas Friese
www.perpetuasgarden.org



ACCA EDUCATION



There is certainly strong interest from our industry for training and education. The workshops that ACCA Education rolled out in 2022 were well attended and feedback has been positive.

The 2023 ACCA Education Training Calendar will be available soon and includes training courses and workshops covering important topics that you and your staff deal with on a daily basis.

This year ACCA Education will provide further training and education workshops, both online and in-person.

This year we are also developing workshops around understanding the two industry standards that have been officially registered with Standards Australia. They are:

AS 4204:2019 – Headstones & Cemetery Monuments

AS 4425:2020 – Above-ground burial structures

ACCA has a representative on the Technical Committee of Standards Australia and along with other industry experts, the technical committee has been responsible for the creation of these two standards.

Since the creation of these standards there has not been any formal or informal training or explanation of the standards for those working in the industry.

ACCA Education will ensure this gap is closed off and that ACCA members have the opportunity to better understand the two standards and can more effectively administer them within their own cemeteries.

Feedback from ACCA Members has also provided us with the knowledge that you would like to incorporate some 'lived experience' learning into the workshops and seminars that ACCA facilitates each year.

Evidence from previous training workshops has shown that sharing real (or 'lived') experiences in a workshop, results in a much richer learning experience from all attendees.

We are pleased to be able to add a number of lived experiences into the workshop and training calendar this year, and hope that you will engage with these and include many of your staff, who will benefit from this training.

In conjunction with the professional facilitators at Relationships Australia Victoria (RAVS), ACCA Education has further developed the series of workshops around Vicarious Trauma; Managing Challenging Behaviours; and Casual Counsellor topics.

Each of these workshops are being designed specifically for those working in the cemeteries, crematoria and funeral sectors. The detail and focus of these workshops on our industry and it's unique positioning within our bereaved communities make it a critical learning opportunity for you and your staff.





ACCA BROCHURES

HAVE YOU GOT YOURS?

The quality-print brochures ACCA produces offer cemeteries a way to inform their customers of the subjects of memorial and cremation in a take-home brochure. Our members find this extremely valuable in conveying to members of the public this sensitive, and sometimes complex, information in the form of reading material that can be provided to customers, where they may absorb the information at home and make informed decisions about the services they wish to undertake.



ALSO AVAILABLE

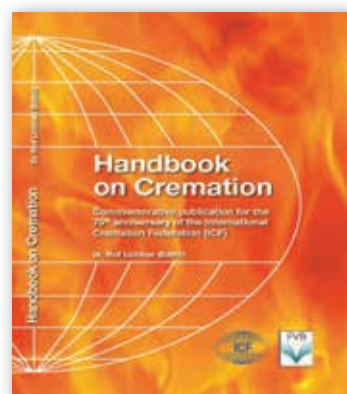
HANDBOOK ON CREMATION

The Commemorative publication for the 75th anniversary of the International Cremation Federation (ICF) Editor, Dr.Rolf Lichtner

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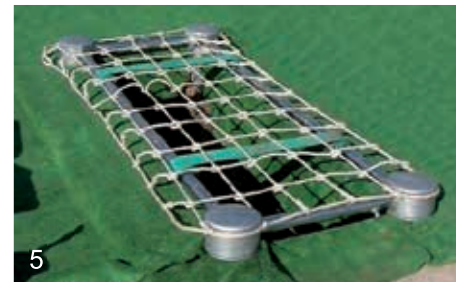
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- 1 & 2 Elevated Safety Fence
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- 4 Australian Cemetery (A.C.) Shore Set
- 5 Rope Safety Net
- 6 Extendable Frame



PRODUCT DESCRIPTION	PRICE INC. GST	QTY	SUB TOTAL
1 ELEVATED SAFETY FENCE (Standard size) (internal measurements 2150mm x 700mm) <i>* Does Not Include Lowering Device - Delivery Subject to Availability -</i>	\$3,600		
2 ELEVATED SAFETY FENCE (Oversize) (internal measurements 2250mm x 900mm) <i>* Does Not Include Lowering Device - Delivery Subject to Availability -</i>	\$3,700		
3 LOCKABLE GRAVE COVER <i>* Does Not Include Padlocks - Delivery Subject to Availability -</i>	\$1,595		
4 AUSTRALIAN CEMETERY (A.C.) SHORE SET <i>* Does Not Include Timbers - Delivery Subject to Availability -</i>	\$3,630		
5 ROPE SAFETY NET <i>* Does Not Include Lowering Device - Delivery Subject to Availability -</i>	\$330		
6 EXTENDABLE FRAME <i>* Does Not Include Safety Net - Delivery Subject to Availability -</i>	\$495		
DELIVERY OR FREIGHT WILL BE AN ADDITIONAL COST THIS FORM WILL BECOME A TAX INVOICE ON PAYMENT	TOTAL		\$

ORDER DETAILS

ORGANISATION:		SITE CONTACT PERSON:	
BILLING ADDRESS:		DELIVERY ADDRESS:	
PHONE:	FAX:	EMAIL:	
PURCHASE ORDER No:	ABN:	PAYMENT/ RECEIPT No:	



GEELONG CEMETERIES TRUST

141 Ormond Road
East Geelong, Victoria, 3219

T: +61 (0) 3 5249 3939
F: +61 (0) 3 5221 7031

E: info@gct.net.au
W: www.gct.net.au

INDUSTRY
EVENTS 2023

We are increasingly becoming an international/global business community. The following is a snapshot of the industry conferences and seminars we have been informed of for 2023. Web links to the organisations are below. If you would like further contact details of any of the organisations listed, please contact the Secretariat Office..

Some of the events listed on this page may be cancelled or postponed due to COVID-19. Please contact each organisation directly if you have any uncertainty or questions.

ACCA

Annual Conference & Trade Exhibition
22-25 October 2023
Pullman Hotel, Albert Park, Melbourne, VIC

CCAV

Cemeteries & Crematoria Association of Victoria
Country Conference
8-10 March 2023
Ballarat, VIC

CCAWA

Cemeteries Crematoria Association of WA
AGM & one Day Seminar
30-31 March 2023
Perth, WA

CCASA

Cemeteries Crematoria Association of South Australia Conference
November 2023 (exact dates & location TBA)

CCANSW

Cemeteries Crematoria Association of NSW Conference
18-19 May 2023
Liverpool Catholic Club, Sydney NSW

NFDA

National Funeral Directors Association (USA)
10-13 September 2023
Las Vegas Convention Centre, Las Vegas, USA

NZCCC

New Zealand Cemeteries & Crematoria Collective Conference
9-10 May 2023
Wellington, NZ

ICCFA

International Cemetery, Creation & Funeral Association
Annual Convention & Exposition
16-19 May 2023
Kansas City, USA

WEBSITES

ACCA	accaweb.com.au
AFE	asiafuneralexpo.com
AIE	aieptyltd.org
AFDA	afda.org.au
CANA	cremationassociation.org
CASA	cemeteryssa.com.au
CCANSW	ccansw.org.au
CCAV	ccav.org.au
CSGB	cremation.org.uk
Devota	devota.at
FBCA	fbca.org.uk
FDA (NSW)	fdansw.com.au
FDANZ	fdanz.org.nz
FIAT-IFTA	thanos.org
ICF	int-crem-fed.org
ICCFA	iccfa.com
ICCM	iccm-uk.com
MBNA	monumentbuilders.org
NAFD (UK)	nafd.org.uk
NFDA	nfda.org
NFDA (RSA)	nfda.org.za
NFDA (Aus)	nfda.com.au
NZCCC	nzcemeteriescrematoria.co.nz
TanExpo	tanexpo.com



STATE REPORT

Cemeteries & Crematoria Association of South Australia

Did you attend our 2022 Information Forum?

We've been delighted with the positive feedback received from this year's event. Here's a recap of the fabulous two days enjoyed by our CCASA Members, Sponsors and Speakers.

Thursday 15th September:

CCASA members were treated to two very interesting tours



Thank you to Rachel Windsor who hosted the informative Harrison Funerals' mortuary tour.

1. Harrison Funerals Mortuary

CCASA members were privileged to be given a tour of the state-of-the-art mortuary facilities including the latest robotic lifting equipment in motion and to learn of the mortuary processes.



Cheltenham Cemetery Tour guide Suzi from People of the Port led us to some very interesting historic characters.

2. Cheltenham Cemetery

Members were treated to an informative tour of the cemetery hosted by 'People of the Port' where we visited some of the historic sites and interesting characters of the Port. Michael Robertson, Adelaide Cemeteries new CEO presented the recently built mausoleum which having been built in 2020 is already 50% sold.



After a big day, everyone enjoyed a very social night at the Pirate Life Brewing at Port Adelaide compliments of CCASA's Platinum Sponsors Arrow Bronze, Phoenix and Everlon.

3. Sponsors - Everlon, Arrow Bronze and Phoenix sponsored the Thursday evening dinner at Pirate Life Brewing

A real social highlight for all who attended, setting the scene for members and sponsors to socialise and network in an informal fashion whilst enjoying delicious food and maybe some of the boutique beer. A brewery tour was also on offer during the evening.

Friday 16th September:

Presentations

Download the informative presentations via CCASA's website page by clicking on the topics below:

- **LGA's statewide cemetery database - How to get involved - John Mundy,** Local Government Association
- **Nurture Nature - How cemeteries and crematoria can achieve positive and sustainable environmental outcomes - Paula Pothoven,** Adelaide Cemeteries Authority, Environment & Project Manager
- **Monumental Masons' Documentation Register update - Mike Rusby,** CCASA Executive Committee
- **"StandBy Support After Suicide" - Tracey Wanganeen,** Coordinator, StandBy Country SA

- **Variation to Surrender of Interment Rights Legislation - Michael Robertson,** Adelaide Cemeteries CEO and CCASA Treasurer

- **Australasian Cemeteries and Crematoria Assoc. - Chris Harrington**

Darren Leuders Award Winner for 2022



Congratulations Helen Stein

The Darren Leuders award is proudly sponsored by Phoenix Foundry and the Australasian Cemeteries and Crematoria Association (ACCA). The award is presented annually to an employee of a CCASA member, who has performed above and beyond the call of duty in providing excellence in customer service. Winners receive the Darren Leuders Trophy, retain the Perpetual Trophy for twelve months and receive a complimentary registration including flights and accommodation to the Annual Australasian Cemeteries and Crematoria Conference.

It was noted that there were three nominations for the award, all worthy of consideration, and that the recipients really captured the essence of what the award represents.

Mr Jim Everett, Life Member, announced the award went to Helen Stein of North Road Cemetery with trophy presented by Kelly Mulcahy from Phoenix Foundry and CCASA President Arun Ramchand.



STATE REPORT

Cemeteries & Crematoria Association of Western Australia



New Option for Burials at Narrogin Cemetery

Death comes to all of us, and increasingly people are desiring to go out with the smallest environmental impact possible. This may be a reflection of the way they have lived their life, or possibly a way to set an example for future generations.

A natural burial is the interment of a body in the soil in a manner that does not inhibit decomposition but allows the body to be naturally recycled, while adhering to all legal, cultural and practical requirements. Non-embalmed remains are contained within a minimal-resource, bio-degradable coffin or shroud, and buried at the minimum legal depth to promote natural decomposition.

In 2019 a Narrogin resident made a presentation on natural burials, to the Shire of Narrogin Council, supported by a list of 61 signatures, of residents in support of investigation into the possibility of 'Natural Burials' in the Narrogin Cemetery.

After some investigation, the Shire of Narrogin set aside an area in the local cemetery for 'Natural Burials'. After this a concept landscaping plan was developed with the input of residents and the local Funeral Home. The Shire then proceeded with some contouring, reticulation and planting of some native species to make

the area more inviting. This pocket of land will be progressively vegetated with natural plant species as plots are utilised. Recently they had their first interment in this area.

New Lawn Burial Area at Narrogin Cemetery

Thanks to funding provided by the Australian Government's Local Roads and Community Infrastructure Program, the Shire of Narrogin has been able to finally develop a new Lawn Area at the Narrogin Cemetery.

Over the last few years the Shire of Narrogin has completed many improvements at the cemetery including a New Niche Wall, Natural Burial Area, a Muslim Burial Area, more seating and improvements to the roads.

ANNUAL ACCA Conference 2022

It was pleasing to see a number of delegates travel from WA recently attend the Annual ACCA conference held in Canberra ACT in October 2022. The conference was a very successful event with interesting and varied sessions held throughout the day with a topic to meet everyone's requirements. The trade displays were excellent giving delegates the opportunity to view the many new products available to meet the needs of the grieving families we deal with on a daily

basis. The cemetery tours at Gungahlin and Woden gave a different insight to what we offer in WA in terms of presentation and burial and cremation options. Both cemeteries were very impressive as was the Garden of Remembrance at Canberra Cemetery.

The social networking opportunities held at the National Portrait Gallery and Australian War Memorial were both successful events. Well done to the Chris Harrington and all of the ACCA team and Board on an exceptional event after several years of uncertainty thanks to Covid-19.

CCAWA ANNUAL SEMINAR & AGM

The CCAWA President and Board are pleased to advise that the 2023 annual One Day Seminar and AGM titled "We Remember Them..." will be held on Friday, 31st March 2023 and the Joondalup Resort.

There is a great line up of presenters this year including a presentation from keynote speaker Sarah Barclay. Sarah will tell her story of the Ivy Barclay Foundation. There has been an overwhelming response from sponsors at both Major and Minor levels. Thank you to each of them, without them we cannot provide a successful event.

The Peter MacLean Award for 2023 will be presented during the days proceedings by Peter MacLean himself.

On Thursday, 20th March there will be a tour of the War Cemetery at Karrakatta and the newly installed FT cremators at Karrakatta Cemetery Crematorium. On return to the resort by bus, there will be a poolside barbeque followed by a night of networking games and activities.

Mark the date in your diaries, the CCAWA would love to welcome you all to WA. Program details are listed on the CCAWA website.



ACCA MEMBER DIRECTORY

ASSOCIATE MEMBERS

Besi Belalis
Locked Bag 5123, Parramatta, NSW 2124
e: besi.belalis@cemeteries.nsw.gov.au
p: (02) 9842 8473

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e: bookings@northernrc.com.au
p: (08) 8522 1734

Lucy Millena
26 Westfield Street Earlwood, NSW 2206
e: msmillena@yahoo.com.au
p: (03) 9787 6993

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Warwick Hansen
16 Akala Avenue, Forster NSW 2428
e: warwick@warwickhansen.com.au
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EMERITUS FELLOW MEMBERS

Lynwood Davis
VIC, Australia
e: lhd1952@bigpond.net.au
p: 0419 321 993

Shirley Cooke
VIC, Australia
e: shrlcooke11@gmail.com

FULL MEMBERS

NEW SOUTH WALES

Broulee Memorial Gardens
195 Broulee Rd, Broulee NSW 2537
p: (02) 4471 5867
w: www.bmgc.com.au

Castlebrook Memorial Park
712-746 Windsor Rd, Rouse Hill NSW 2155
p: (02) 9629 1477
w: www.castlebrook.com.au

Catholic Metropolitan Cemeteries Trust
Level 2/11 Murray Rose Ave,
Sydney Olympic Park, NSW 2127
e: enquiries@catholiccemeteries.com.au
p: (02) 8713 5700

Cessnock City Council
PO Box 152, Cessnock, NSW 2325
e: cemetery@cessnock.nsw.gov.au
p: (02) 4993 4300

Forest Lawn Memorial Park
Camden Valley Way, Leppington NSW 2179
p: (02) 9606 5822
w: www.forestlawn.com.au

InvoCare Australia Pty Limited

Level 5, 40 Mount Street,
North Sydney NSW 2060
e: info@invocare.com.au
p: (02) 9978 5200

Lake Macquarie Memorial Park
405 Cessnock Rd, Ryhope NSW 2283
p: (02) 4950 5727
w: www.lakemacquariecrem.com.au

Lakeside Memorial Park
230 Kanahooka Rd, Kanahooka NSW 2530
p: (02) 4261 1200
w: www.lakesidecrem.com.au

Lincoln Grove Memorial Gardens & Crematorium
1040 Gunnedah Road, Tamworth NSW 2340
e: info@lincolngrove.com.au
p: (02) 6760 7471

Lismore Memorial Gardens Crematorium & Cemeteries
PO Box 23A, Lismore, NSW 2480
e: council@lismore.nsw.gov.au
p: 1300 878 387

Lithgow City Council
PO Box 19, Lithgow, NSW 2790
e: council@lithgow.nsw.gov.au
p: (02) 6354 9999

Logan & Co Funeral Service
PO Box 15, Narrabri, NSW 2390
e: timlogan@loganco.com.au
p: (02) 6799 1322

Mackay Family Funerals & Crematorium
PO Box 89, Ourimbah, NSW 2258
e: admin@mackayfunerals.com
p: (02) 4362 2733

Melaleuca Station Memorial Gardens
9394 Tweed Valley Way,
Chinderah NSW 2487
e: wes@heritagebrothers.com.au
p: (02) 6674 3777

Newcastle Memorial Park
176 Anderson Dr, Beresfield NSW 2322
p: (02) 4944 6000
w: www.newcastlecrem.com.au

Northern Suburbs Memorial Gardens & Crematorium
199 Delhi Rd, North Ryde NSW 2113
p: (02) 9887 2033
w: www.northernsuburbscrem.com.au

Pinegrove Memorial Park
Kington St, Minchinbury NSW 2770
p: (02) 9625 8066
w: www.pinegrovecrem.com.au

Queanbeyan-Palerang Regional Council

PO Box 90, Queanbeyan, NSW 2620
e: anna.corcoran@qprc.nsw.gov.au
p: (02) 6285 6183

Rookwood Memorial Gardens & Crematorium
Memorial Ave, Rookwood NSW 2141
p: (02) 9746 8945
w: www.rookwoodcrem.com.au

Sapphire City Crematorium
Lots 1-4 Ashford Road, Inverell, NSW 2360
e: phorder@horderfamilyfunerals.com.au
p: (02) 6732 5911

Shoalhaven City Council - Shoalhaven Bereavement Services
PO Box 42, Nowra, NSW 2541
e: charmaine.Schembri@shoalhaven.nsw.gov.au
p: (02) 4429 5788

Tweed Heads Memorial Gardens
176 Kirkwood Road,
Tweed Heads South NSW 2486
p: (07) 5524 2428
w: www.tweedheadscrem.com.au

Tweed Shire Council
PO Box 816, Murwillumbah, NSW 2484
e: cemeteries@tweed.nsw.gov.au
p: (02) 6670 2400

Walkers Crematorium
75 Smith Street, Kempsey NSW 2440
e: rbwalkerpl@gmail.com
p: (02) 6562 4329

Wollondilly Shire Council
PO Box 21, Picton, NSW 2571
e: cemeteries@wollondilly.nsw.gov.au
p: (02) 4677 1100

QUEENSLAND

Albany Creek Memorial Park
400 Albany Creek Road,
Bridgeman Downs QLD 4035
p: (07) 3263 3033
w: www.albanycreekcrem.com.au

Allambe Memorial Park
129 Nerang Broadbeach Rd, Nerang QLD 4211
p: (07) 5578 1699
w: www.allambe.com.au

Balonne Shire Council
PO Box 201, St George, QLD 4487
e: debbie.green@balonne.qld.gov.au
p: (07) 4620 8888

Brisbane City Council Cemeteries & Crematoria
40A Kitchener Road, Kedron, QLD 4031
e: jade.sime@brisbane.qld.gov.au
p: (07) 3178 4144



ACCA MEMBER DIRECTORY

Bundaberg Crematorium and Memorial Park & Branyan Garden 'Garden of Rest'
PO Box 768, Bundaberg QLD 4670
e: info@brownsfunerals.com.au
p: (07) 4151 3357

Bundaberg Regional Council
91 Takalvan Street, MillBank,
Bundaberg, QLD 4670
e: nicholas.burfield@bundaberg.qld.gov.au
p: (07) 4130 4477

Burdekin Shire Council
PO Box 974, Ayr, QLD 4807
e: enquiries@burdekin.qld.gov.au
p: (07) 4783 9800

Cairns City (Regional) Council
PO Box 152 Cairns QLD 4870
e: regadmin@cairns.qld.gov.au
p: (07) 4044 3231

Cassowary Coast Regional Council
PO Box 887, Innisfail QLD 4860
e: hayley.accatino@ccrc.qld.gov.au
p: (07) 4043 8829

Centenary Memorial Gardens
PO Box 3363, Mt Ommaney, QLD 4074
e: taniahoward@centenarymemorialgardens.com.au
p: (07) 3271 1222

Eco Memorial Park Crematorium
21 Quinns Hill Road West,
Stapylton QLD 4207
e: tim@newhavenfunerals.com.au
p: (07) 3807 4111

Darling Downs Cremation Service
PO BOX 7370, Toowoomba, QLD 4350
e: trevor@burstows.com.au
p: (07) 4636 9600

Fraser Coast Regional Council
PO BOX 1943, Hervey Bay, QLD 4655
e: cemeteries@frasercoast.qld.gov.au
p: 1300 794 929

Gladstone Regional Council
PO Box 29, Gladstone, QLD 4680
e: parks@gladstone.qld.gov.au
p: (07) 4970 0700

City of Gold Coast
PO Box 5042, Bundall, QLD 4217
e: bekelly@goldcoast.qld.gov.au
p: (07) 5582 9021

Great Northern Garden of Remembrance
31-35 Tallowwood Drive,
Deception Bay, QLD 4508
e: info@gngor.com.au
p: (07) 3888 6622

Great Southern Memorial Park
1774-1794 Mount Cotton Rd,
Carbrook QLD 4130
p: (07) 3829 9999
w: www.greatsoutherncrem.com.au

Gympie Cemetery Trust
93 Cartwright Rd, Gympie, QLD 4570
e: supervisor@gympiecemeterytrust.com.au
p: (07) 5482 2199

Gympie Regional Council
PO Box 155, Gympie, QLD 4570
e: nadia.bannerman@gympie.qld.gov.au
p: (07) 5481 0455

Haigslea Lawn Cemetery
Haigslea Road, Haigslea QLD 4306
e: sue@norwoodpark.com.au
p: (07) 5464 3145

Heritage Brady Funeral Directors & Crematorium
PO Box 58, Gordonvale, QLD 4865
e: chris@heritagebradyfunerals.com.au
p: (07) 4056 1627

Hinchinbrook Shire Council
PO Box 366 Ingham QLD 4850
e: vrusso@hinchinbrook.qld.gov.au
p: (07) 4776 4607

Ipswich City Council
1 Nicholas Street, Ipswich QLD 4305
e: graham.schultz@ipswich.qld.gov.au
p: (07) 3810 7680

Ipswich Crematorium
12 Anderson Day Drive, Willowbank QLD 4306
e: sue@norwoodpark.com.au
p: (07) 5464 3145

Ipswich General Cemetery
Cnr Warwick Rd & Cemetery Road,
Ipswich QLD 4305
e: sue@norwoodpark.com.au
p: (07) 5464 3145

Livingstone Shire Council
PO Box 2292, Yeppoon, QLD 4703
e: cemeteries@livingstone.qld.gov.au
p: (07) 4913 5000

Lockyer Valley Regional Council
PO Box 82 Gatton, QLD 4343
e: mailbox@lvrc.qld.gov.au
p: 1300 005 872

Mackay Regional Council
PO BOX 41, Mackay, QLD 4740
e: greg.walton@mackay.qld.gov.au
p: (07) 4951 1413

Maryborough Crematorium
140 Adelaide Street, Maryborough, QLD 4650
e: jks1865@bigpond.net.au
p: (07) 4121 4183

Moreton Bay Crematorium & Memorial Park
644 Morayfield Road, Burpengary QLD 4505
e: rdrummond@traditionalfunerals.com.au
p: 1300 018 183

Moreton Bay Regional Council
PO Box 159, Caboolture, QLD 4510
e: darren.meinen@moretonbay.qld.gov.au
p: (07) 3205 0555

Mount Isa City Council
PO Box 815, Mount Isa, QLD 4825
e: city@mountisa.qld.gov.au
p: (07) 4747 3200

Mt Thompson Memorial Gardens
329 Nursery Rd, Holland Park QLD 4121
p: (07) 3349 2001
w: www.mtthompsoncrem.com.au

Noosa Shire Council
PO Box 141, Tewantin, QLD 4565
e: troy.andreassen@noosa.qld.gov.au
p: (07) 5329 6454

Norwood Park Pty Ltd, Operating as Ipswich Cemeteries
PO Box 4206, Raceview QLD 4305
e: sue@norwoodpark.com.au
p: (07) 5464 3145

Nudgee Cemetery & Crematorium
493 St Vincent Road, Nudgee, QLD 4014
e: cemetery@bne.catholic.net.au
p: (07) 3324 3499

Pet Heaven NQ
PO Box 7543, Garbutt BC, QLD 4814
e: manager@petheaven.com.au
p: (07) 4751 3220

Redland City Council
PO Box 21, Cleveland QLD 4163
e: cemetery@redland.qld.gov.au
p: 07 3829 8570

Rockhampton Crematorium
PO Box 3015, North Rockhampton, QLD 4701
e: rockycrem@gmail.com
p: (07) 4928 2126

Rockhampton Regional Council
PO Box 1860, Rockhampton, QLD 4700
e: memorialgardens@rrc.qld.gov.au
p: (07) 4934 8374

Southern Downs Regional Council
PO Box 26, Warwick, QLD 4370
e: mark.mcgowan@sdrcl.qld.gov.au
p: 1300 697 372

Stone Quarry Cemetery
Lot 207, Stone Quarry Road,
Jeebropilly QLD 4340
e: sue@norwoodpark.com.au
p: (07) 5464 3145



ACCA MEMBER DIRECTORY

Sunshine Coast Regional Council

Locked Bag 72, Sunshine Coast Mail Centre
e: cemeteries@sunshinecoast.qld.gov.au
p: (07) 5459 2300

Tablelands Regional Council

PO Box 573, Atherton, QLD 4883
e: trcfacilities@trc.qld.gov.au
p: 1300 362 242

Tallegalla Cemetery

Rosewood Marburg Road,
Tallegalla QLD 4340
e: sue@norwoodpark.com.au
p: (07) 5464 3145

Toowoomba Garden of Remembrance

1001 Ruthven St, Toowoomba QLD 4350
p: (07) 4635 4866
w: www.toowoombacrem.com.au

Toowoomba Regional Council

PO Box 3021, Toowoomba, QLD 4350
e: cemeteryofficer@toowoombarc.qld.gov.au
p: (07) 4688 6686

Townsville City Council

PO Box 1268 Townsville QLD 4810
e: townsville.cemeteries@townsville.qld.gov.au
p: (07) 4727 9330

Warrill Park Lawn Cemetery

12 Anderson Day Drive, Willowbank QLD 4306
e: sue@norwoodpark.com.au
p: (07) 5464 3145

Western Downs Regional Council

PO Box 551, Dalby, QLD 4405
e: info@wdrc.qld.gov.au
p: (07) 4679 4000

Whitsunday Regional Council

PO Box 104, Proserpine, QLD 4800
e: info@whitsundayrc.qld.gov.au
p: 1300 972 753

Woongarra Crematorium

PO Box 2510, Idalia, QLD 4811
e: kyliem@woongarra.net.au
p: (07) 4778 1476

SOUTH AUSTRALIA

Anglican Diocese of Adelaide / North Road Cemetery

1A Cemetery Avenue, Nailsworth, SA 5083
e: cemetery@adelaideanglicans.com
p: (08) 8344 1051

Drumminor Gardens Cemetery

61 Golden Grove Road, Ridgehaven, SA 5097
e: brenton@harrisonfunerals.com.au
p: (08) 8396 6451

Mount Gambier Cemetery Trust

PO Box 56, Mount Gambier, SA 5290
e: cmcombe@mountgambier.sa.gov.au
p: (08) 8725 3099

Payneham & Dudley Park Cemeteries Trust Inc.

Exeter Terrace, Dudley Park, SA 5008
e: dudleypk@adam.com.au
p: (08) 8344 2973

Salisbury Memorial Park (City of Salisbury)

PO Box 8, Salisbury, SA 5108
e: cemetery@salisbury.sa.gov.au
p: (08) 8406 8386

West Coast Memorial Park

PO Box 1415, Port Lincoln, SA 5606
e: jennifer@westcoastfunerals.com.au
p: (08) 8684 2001

Yorke Peninsula Council

PO Box 58, Maitland, SA, 5573
e: sue.beech@yorke.sa.gov.au
p: (08) 8823 0000

VICTORIA

Eltham Cemetery Trust

PO Box 423, Eltham VIC 3095
e: admin@elthamcemetery.com
p: (03) 9432 1963

Geelong Cemeteries Trust

141 Ormond Road, Geelong East, VIC 3219
e: ah@gct.net.au
p: (03) 5249 3939

Mildura Cemeteries Trust

P.O. Box 105, Mildura VIC 3502
e: danielle.mazzini@mildura.vic.gov.au
p: (03) 5018 8260

Remembrance Parks Central Victoria

P.O. Box 268, Eaglehawk VIC 3556
e: emma.flukes@rpcv.org.au
p: (03) 5446 1566

Rye Cemetery Trust

P.O. Box 754, Rye, VIC 3941
e: ryecemetery@bigpond.com
p: (03) 5985 1343

Southern Metropolitan Cemeteries Trust

PO Box 1159, Clayton VIC 3169
e: tina.atkinson@smct.org.au
p: (03) 8558 8204

TASMANIA

Launceston City Council: Carr Villa Memorial Park

PO Box 396, Launceston, TAS 7250
e: carrvilla@launceston.tas.gov.au
p: (03) 6323 3600

Millingtons Cemeteries

The Cottage, Queens Walk,
Cornelian Bay, TAS 7008
e: twhitehead@millingtons.com.au
p: (03) 6278 1244

AUSTRALIAN CAPITAL TERRITORY

Canberra Memorials Parks (Cemeteries and Crematoria Authority)

PO Box 37, Mitchell, ACT 2913
e: kerry.mcmurray@act.gov.au
p: (02) 6207 0000

NORTHERN TERRITORY

Alice Springs Town Council

PO Box 1071, Alice Springs, NT 0871
e: astc@astc.nt.gov.au
p: (08) 8950 0500

Coomalie Community Government Council

PO BOX 20 Batchelor Northern Territory 0845
e: mail@coomalie.nt.gov.au
p: 08 8976 0058

Thorak Regional Cemetery, Litchfield Shire Council

PO Box 446, Humpty Doo, NT 0836
e: anthony.vanzeeventer@litchfield.nt.gov.au
p: (08) 8947 0903

WESTERN AUSTRALIA

Albany Cemetery Board

PO Box 469, Albany, WA 6330
e: allambie@iinet.net.au
p: (08) 9844 7766

Bunbury Cemetery Board

PO Box 1115, Bunbury, WA 6231
e: kristy@bunburycemetery.com.au
p: (08) 9721 3191

City of Busselton

Locked Bag 1, Busselton, WA 6280
e: city@busselton.wa.gov.au
p: (08) 9781 0444

City of Mandurah

PO Box 210, Mandurah, WA 6210
e: council@mandurah.wa.gov.au
p: (08) 9550 3777

Geraldton Cemetery Board

130 Eastward Road, Geraldton, WA 6530
e: admin@geraldtoncemetery.com.au
p: (08) 9921 2707

Kalgoorlie - Boulder Cemetery Board

PO Box 79, Kalgoorlie, WA 6430
e: kalg.bld.cemetery@bigpond.com.au
p: (08) 9091 1693



ACCA MEMBER DIRECTORY

Metropolitan Cemeteries Board

PO Box 53, Claremont, WA 6910
e: kathlene.oliver@mcb.wa.gov.au
p: (08) 9383 5213

Shire of Meekatharra

PO Box 129, Meekatharra, WA 6642
e: dceo@meekashire.wa.gov.au
p: (08) 9980 0600

INTERNATIONAL

Auckland Memorial Park

PO Box 391, Silverdale, Auckland,
New Zealand
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