



The Australasian Cemeteries & Crematoria Association (ACCA)

Professional Development Program Brochure 2025

An extensive range of interactive, research-informed, and evidence-led professional development and training opportunities.

Updated 18 December 2024

This training program has been developed in partnership by the Centre for Learning and Innovation at Relationships Australia Victoria and the Australasian Cemeteries & Crematoria Association (ACCA)

Providing professionals working in the funeral and cemeteries workplaces with the knowledge, skills, and practical insights required to excel in their fields.

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Guidelines and information

Online workshops

- For workshops with multiple date options, please note that each session covers the same content. You only need to attend one session that suits your schedule.

Group mentoring sessions

- Participants have the flexibility to participate in one or multiple sessions of the mentoring series, allowing them to tailor their learning experience to best fit their interests and development goals.

Registration information

- When you make payment to ACCA you will be sent a Zoom registration link from ACCA, to confirm your attendance at the workshop. Please follow the instructions provided to register.
- Registrations close 48 hours before the event.
- Workshops must be paid for at least 2 business days before the training date, or your registration will be cancelled.
- If paying by invoice, proof of payment needs to be provided at least 24 hours ahead of the event.

Other information

Please note that you'll need access to the following to participate in this workshop:

- desktop or laptop computer
- reliable internet connection
- headphones recommended
- microphone/speakers
- webcam (built-in or external to your computer)

Contact

- If you have any questions about registrations or payments, please email: admin@accaweb.com.au
- If you are experiencing technical issues related to joining the online workshops in Zoom, please email: ravtrainng@rav.org.au

Pricing

- All pricing is excluding GST.
- Pricing has been provided for ACCA Members, Associate Organisation Members, Non-Members.
- Associate organisations members are:
An Associate Organisation Member of ACCA is a member of an approved association connected to the bereavement sector, including state and international cemetery, crematoria and funeral director associations. Membership is subject to ACCA Board approval.
- Please direct any queries to admin@accaweb.com.au

Online Workshop: Vicarious Trauma

Date/time	Presenter	Registration link	Price (ex GST)
February 11 11am - 2pm AEDT	Linda Russell	ACCA will provide Zoom workshop registration links each individual participant, after payment is received.	Member \$220 Associate Organisation Member \$265 Non-Member \$310
August 28 11am – 2pm AEST	Linda Russell	ACCA will provide Zoom workshop registration links each individual participant, after payment is received.	Member \$220 Associate Organisation Member \$265 Non-Member \$310

Frontline staff, supervisors, managers and other professionals can experience vicarious trauma when hearing about another person’s trauma and witnessing their associated distress. Over time, this work-related exposure to clients’ trauma can have a significant impact on health and wellbeing.

This workshop will explore different types of trauma, and how they can impact staff and organisations. Factors that enhance and undermine resilience will be discussed. We will also outline strategies that you can use to manage vicarious trauma and maintain your wellbeing at work, and at home.

Learning outcomes

At the end of this workshop, you'll be able to:

- understand the nature and impact of vicarious trauma when working in the grief sector
- recognise the signs and symptoms that may indicate vicarious trauma is affecting your wellbeing and work
- identify tools for monitoring your own and personal and professional wellbeing in the high trauma work undertaken in the cemeteries and funeral sectors
- identify strategies to reduce your risk of experiencing and preventing vicarious trauma
- Incorporate frameworks, strategies for managing your own wellbeing and self in the work you undertake within working with grieving clients.

Ideal for

Organisations, and all employees from across the funeral and cemetery sectors who work with or support clients who are experiencing challenging circumstances including grief and trauma.

About the presenter

Linda Russell is an experienced clinical psychologist, counsellor and educator who is registered with the Australian Psychological Society and the Mental Health Professionals Network. Linda has provided counselling services to individuals, couples and has provided training and professional development to community agencies. Linda has also participated in community development projects, education activities and provided supervision to colleagues and supervision students.

Registration information

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Other information

Please note that you'll need access to the following to participate in this workshop:

- desktop or laptop computer
- reliable internet connection
- headphones recommended
- microphone/speakers
- webcam (built-in or external to your computer)

Online Leadership Masterclass: Vicarious Trauma for Leaders

Date/time	Presenter	Registration link	Price (ex GST)
October 7 12.30 – 2.30pm AEDT	Linda Russell	ACCA will provide Zoom workshop registration links each individual participant, after payment is received.	Member \$220- Associate Organisation Member \$265 Non-Member \$310

Leaders in roles that support customers, clients and staff through challenging experiences often encounter vicarious trauma, the cumulative effect of exposure to others' trauma and distress. This workshop is designed to help leaders in understanding the nature and impact of vicarious trauma and equip them with strategies to safeguard their own well-being, as well as that of their team.

Participants will explore the different types of trauma and their potential effects on both individuals and organizations. The workshop will address key factors that strengthen resilience and identify those that can undermine it. Leaders will leave with actionable strategies, tools and resources for managing vicarious trauma within their teams, enabling them to foster a supportive, healthy and sustainable work environment.

Learning outcomes

At the end of this workshop, you'll be able to:

- Understand what is Vicarious Trauma
- recognize the nature and impact of vicarious trauma on leaders and teams, particularly when working in the grief sector
- Identify tools to monitor personal and professional well-being that can be utilised within their team/s
- Understand how to embed these tools within their teams ongoing
- identify proactive strategies to reduce the risk and prevention of vicarious trauma for themselves and their teams, including debriefing and other strategies when working in their roles within the cemetery and funeral sectors
- detect early signs and symptoms of vicarious trauma in themselves and others
- incorporate resilience-building practices into daily work routines to support sustainable leadership within this nature of work

Ideal for

This workshop is ideal for leaders, supervisors, managers, and team leaders across funeral and cemetery sectors who support clients or teams facing grief, and other trauma, stress, or distressing circumstances that arise from leading teams in the sector.

About the presenter

Linda Russell is an experienced clinical psychologist, counsellor and educator who is registered with the Australian Psychological Society and the Mental Health Professionals Network. Linda has provided counselling services to individuals, couples and has provided training and professional development to community agencies. Linda has also participated in community development projects, education activities and provided supervision to colleagues and supervision students.

Registration information

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Other information

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- desktop or laptop computer
- reliable internet connection
- headphones recommended
- microphone/speakers
- webcam (built-in or external to your computer)

Online Group Mentoring Series for Staff

Participants have the flexibility to participate in one or multiple sessions of the mentoring series, allowing them to tailor their learning experience to best fit their interests and development goals.

Date/time	Presenter	Registration link	Price (ex GST)
<p>Topic 1: Skills and strategies on supporting and building rapport with grieving families</p> <p>February 20 12.30 – 2pm AEDT</p>	Maria Gullaci	ACCA will provide Zoom workshop registration links each individual participant, after payment is received.	Member \$220- Associate Organisation Member \$265 Non-Member \$310
<p>Topic 2: Exploring complex and challenging behaviours with grieving clients</p> <p>May 7 12.30 – 2pm AEST</p>	Maria Gullaci	ACCA will provide Zoom workshop registration links each individual participant, after payment is received.	Member \$220- Associate Organisation Member \$265 Non-Member \$310
<p>Topic 3: Understanding and preventing Vicarious Trauma strategies</p> <p>August 6 12.30 – 2pm AEST</p>	Maria Gullaci	ACCA will provide Zoom workshop registration links each individual participant, after payment is received.	Member \$220- Associate Organisation Member \$265 Non-Member \$310
<p>Topic 4: Maintaining performance, energy and Building resilience in your work</p> <p>November 12 12.30 – 2pm AEDT</p>	Maria Gullaci	ACCA will provide Zoom workshop registration links each individual participant, after payment is received.	Member \$220- Associate Organisation Member \$265 Non-Member \$310

Group mentoring sessions have been introduced, to help the sector apply and embed the skills they have learnt through attending other training workshops offered by ACCA, including Vicarious Trauma, Managing Challenging Behaviours, Supporting Grieving Clients, Professional Boundaries, to name a few.

The series of supportive and interactive group mentoring sessions, staff will connect with experienced mentors and peers to explore the unique challenges and rewards of their work, and revisit, review, discuss strategies they have embedded into their work with grieving clients, and develop new strategies for working in this sector. The sessions are designed to provide a safe space for participants to share experiences, gain fresh perspectives on what strategies have been successful in their work with clients, and to develop skills that enhance both their professional skills and personal well-being, and ultimately to effectively continue to support grieving clients.

Through guided discussions and reflective exercises, attendees will address topics such as compassionate communication, resilience in these emotionally challenging environments, and the impact of their roles on personal and professional life balance and managing your own wellbeing and mental health. Mentors will offer insights and practical strategies drawn from years of experience in the field, while participants will have the opportunity to share and support one another, building a strong sense of community and explore real life client case scenarios on a deeper level. You can opt into single sessions or the complete series.

Learning outcomes

Topic 1: Skills and strategies on supporting and building rapport with grieving families

At the end of this group mentoring session, you'll be able to:

- identify effective communication techniques, including active listening and appropriate verbal and non-verbal responses.
- understand using an empathic approach
- recognise and respecting diversity (different expressions of grief)
- understand and maintaining Professional boundaries

Topic 2: Exploring complex and challenging behaviours with grieving clients

At the end of this group mentoring session, you'll be able to:

- identify the elements of behaviour
- recognise fight/flight/freeze response within clients and self
- understand the concept of Window tolerance

Topic 3: Understanding and preventing Vicarious Trauma strategies

At the end of this group mentoring session, you'll be able to:

- identify the factors contributing to Vicarious trauma
- understand self-care strategies and the relevancy of the wellness wheel
- understand how to access relevant supports

Topic 4: Maintaining performance, energy and Building resilience in your work

At the end of this group mentoring session, you'll be able to:

- understand the factors that supports resilience
- identify strategies in building resilience
- build strategies in navigate challenges.

Ideal for

These group sessions are perfect for both new and experienced cemetery, funeral sector staff and suppliers to the sector, who value continued personal and professional development in a collaborative setting.

About the presenter

Maria Gullaci is an experienced trainer with Relationships Australia Victoria, with 16 years of expertise in the integrated family services and family violence sector. Her extensive career includes roles such as case manager, senior practitioner, group facilitator, family violence consultant, clinical supervisor, and team leader. Maria is dedicated to building practitioners' capacity and confidence, with a strong commitment to empowering professionals to implement best practices and enhance client outcomes.

Registration information

- When you make payment to ACCA you will be sent a Zoom registration link from ACCA, to confirm your attendance at the workshop. Please follow the instructions provided to register.
- Registrations close 48 hours before the event.
- Workshops must be paid for at least 2 business days before the training date, or your registration will be cancelled.
- If paying by invoice, proof of payment needs to be provided at least 24 hours ahead of the event.

Other information

Please note that you'll need access to the following to participate in this workshop:

- desktop or laptop computer
- reliable internet connection
- headphones recommended
- microphone/speakers
- webcam (built-in or external to your computer)

Online Leadership Masterclass: Responding to Family Violence in the Workplace

Date/time	Presenter	Registration link	Price (ex GST)
February 27 12.30 – 2.30pm AEDT	Felicity Vance	ACCA will provide Zoom workshop registration links each individual participant, after payment is received.	Member \$220- Associate Organisation Member \$265 Non-Member \$310

This training workshop is tailored for leaders working in the funeral and cemetery sectors, across suppliers and those working in the sector, who want to effectively support their teams in recognizing and responding to indicators and disclosures of family violence in the workplace. As legislation and workplace requirements increase around workplace requirements to respond effectively to staff experiencing violence, this training will provide skills and strategies to effectively respond, support and refer staff to appropriate channels. As awareness of family violence grows, it's essential for leaders to understand how to create a safe, supportive environment where employees feel empowered to disclose sensitive information and for employees to effectively and confidently respond. This workshop provides leaders with the knowledge and tools to recognize signs of family violence, respond appropriately, and support affected staff with empathy and professionalism.

Through interactive discussions, case studies, and practical exercises, participants will learn about the complexities of family violence, including recognizing subtle indicators, understanding legal and organizational responsibilities and definitions of family violence, and respecting confidentiality. Leaders will also gain insights into how to approach sensitive conversations and provide resources to help employees access the support they need.

Learning outcomes

At the end of this workshop, you'll be able to:

- recognize potential indicators of family violence in the workplace
- respond effectively and empathetically to disclosures while maintaining confidentiality
- understand their role and responsibilities in supporting employees affected by family violence
- identify appropriate resources and referral options for employees in need
- Understand how to support staff in the work they do with grieving clients, whilst supporting their disclosures.
- foster a workplace culture that prioritizes safety, trust, and respect for all employees.

Ideal for

This workshop is ideal for leaders, managers, professionals, and team supervisors who want to enhance their ability to respond to family violence indicators and disclosures with sensitivity and responsibility.

About the presenter

Felicity Vance is a lead programs facilitator with the Centre for Learning and Innovation. She is a qualified mental health first aid Instructor and has qualifications in family and domestic violence practice, a Bachelor's Degree in Psychology and business, and a Master of Teaching and Graduate Certificate in Family Violence. Felicity is experienced in the provision of family violence, mental health, healthy relationships, gender equality and psychoeducational services. She has experience working with correctional cohorts including facilitating and leading programs for

individuals engaged with the correctional system, as well as working with organisations to improve their gender diversity. Felicity is passionate about working in the primary prevention area of family violence and mental health and blends her professional and personal experience to engage people from all walks of life.

Registration information

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Other information

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- desktop or laptop computer
- reliable internet connection
- headphones recommended
- microphone/speakers
- webcam (built-in or external to your computer)

Online Workshop: An Introduction to Grief – Onboarding Workshop for New Staff to the Sector

Date/time	Presenter	Registration link	Price (ex GST)
4 March 9.30am – 4pm AEDT	Linda Russell	ACCA will provide Zoom workshop registration links each individual participant, after payment is received.	Member \$480- Associate Organisation Member \$580 Non-Member \$680
June 17 9.30am – 4pm AEST	Linda Russell	ACCA will provide Zoom workshop registration links each individual participant, after payment is received.	Member \$480- Associate Organisation Member \$580 Non-Member \$680
September 9 9.30am – 4pm AEST	Linda Russell	ACCA will provide Zoom workshop registration links each individual participant, after payment is received.	Member \$480- Associate Organisation Member \$580 Non-Member \$680

This workshop is aimed at supporting new cemetery and funeral sector workforce, to obtain basic skills to effectively work with and support grieving clients. We appreciate that new staff are learning compliance, risk, safety and operational elements to be able to effectively function in their new roles, and this workshop is intended to complement their skills and keep them supported during their initial 12 months of their role.

New staff will gain the basic knowledge and skills to confidently and sensitively support clients who are experiencing grief and bereavement.

This workshop is designed for those in new customer and client facing roles who want to gain expertise in the field of grief and bereavement. It provides participants with knowledge, skills and resources for providing bereavement care and support to clients across a range of services.

Learning outcomes

At the end of this workshop, you will have gained:

- an understanding and introduction to grief and loss and how this can present differently for different people
- an understanding of grief symptoms and presentations
- how to appropriately manage your emotions and the emotions of difficult and challenging grieving clients
- strategies for supporting clients who are navigating grief and bereavement
- Understand of what is Vicarious Trauma, and the signs and symptoms of Vicarious Trauma
- Strategies for the prevention of Vicarious Trauma in the work undertaken by cemetery and funeral sector staff
- knowledge of why self-care is important and how to effectively manage your own wellbeing in the emotional work undertaken in working with grieving clients.

Ideal for

This workshop is ideal for new staff to the cemetery and funeral sectors, working across customer and client-facing roles who wish to enhance their ability to support individuals experiencing grief and bereavement they will be interacting with

About the presenter

Linda Russell is an experienced clinical psychologist, counsellor and educator who is registered with the Australian Psychological Society and the Mental Health Professionals Network. Linda has provided counselling services to individuals, couples and has provided training and professional development to community agencies. Linda has also participated in community development projects, education activities and provided supervision to colleagues and supervision students.

Registration information

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Other information

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- desktop or laptop computer
- reliable internet connection
- headphones recommended
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Online Workshop: Managing Challenging Behaviours

Date/time	Presenter	Registration link	Price (ex GST)
6 March 11am – 2pm AEDT	Bronwyn Covill	ACCA will provide Zoom workshop registration links each individual participant, after payment is received.	Member \$220- Associate Organisation Member \$265 Non-Member \$310
August 19 11am – 2pm AEST	Linda Russell	ACCA will provide Zoom workshop registration links each individual participant, after payment is received.	Member \$220- Associate Organisation Member \$265 Non-Member \$310

Learn strategies to effectively defuse difficult situations and clients, manage intense emotions and move towards positive solutions when working with grieving clients and families.

When a family or individual experiences loss or grief, they can become frustrated or angry on occasion, particularly when they are processing so many new emotions, amongst other pressures. Most of the time, they deal with their anger and frustrations in socially acceptable and appropriate ways, however, it's important to know how to respond when they don't. Sometimes within the sector, community members express or display difficult or challenging behaviours towards certain situations.

This workshop will share strategies to defuse situations where clients, families or community members are exhibiting strong emotions and/or difficult behaviours. We'll also discuss how to understand of your own triggers and have ways to manage your own emotions when using these strategies.

Learning outcomes

At the end of this workshop, you'll be able to:

- recognise early warning signs of escalating emotions in others and take steps to prevent conflicts from intensifying
- identify and address personal emotional triggers that may impact your response, ensuring calm and professional interactions in challenging situations.
- understand how and why people react both physically and emotionally to difficult situations, particular grief and loss
- apply strategies to help others manage their emotions and your own
- Understand how to use effective communication skills
- Develop strategies to articulate and apply conflict management skills
- demonstrate an understanding of how to monitor your own reactions and practise self-care.

Ideal for

A range of workers working with clients or colleagues demonstrating challenging behaviours and emotions.

About the presenter

Bronwyn Covill has been working in the education sector for over 25 years most recently working in the social sector delivering Family Violence prevention programs (Respect and Connect) for Relationships Australia. She also works facilitating mentorship programs with Australia's biggest corporates through the Australian Business and Community Network. Bronwyn also started and

launched a social enterprise and charity in 2015 delivering tutoring to Indigenous children in OOHC and remote communities and has worked within the corporate sector as a Learning and Development consultant over many years.

Linda Russell is an experienced clinical psychologist, counsellor and educator who is registered with the Australian Psychological Society and the Mental Health Professionals Network. Linda has provided counselling services to individuals, couples and has provided training and professional development to community agencies. Linda has also participated in community development projects, education activities and provided supervision to colleagues and supervision students.

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Online Group Mentoring Series: for Leaders

Participants have the flexibility to participate in one or multiple sessions of the mentoring series, allowing them to tailor their learning experience to best fit their interests and development goals.

Date/time	Presenter	Registration link	Price (ex GST)
Topic: Setting up the mentoring structure February 20 12.30 – 2pm AEDT	Maria Gullaci	ACCA will provide Zoom workshop registration links each individual participant, after payment is received.	Member \$220-Associate Organisation Member \$265 Non-Member \$310
Topic: Managing Boundaries May 7 12.30 – 2pm AEST	Maria Gullaci	ACCA will provide Zoom workshop registration links each individual participant, after payment is received.	Member \$220-Associate Organisation Member \$265 Non-Member \$310
Topic: Conflict management with clients and staff August 6 12.30 – 2pm AEST	Maria Gullaci	ACCA will provide Zoom workshop registration links each individual participant, after payment is received.	Member \$220-Associate Member \$265 Non-Member \$310
Topic: leading with impact November 12 12.30 – 2pm AEDT	Maria Gullaci	ACCA will provide Zoom workshop registration links each individual participant, after payment is received.	Member \$220-Associate Organisation Member \$265 Non-Member \$310

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Through guided discussions and reflective exercises, attendees will address topics such as compassionate communication, resilience in these emotionally challenging environments, and the impact of their roles on personal and professional life balance, and managing your own wellbeing and mental health. Mentors will offer insights and practical strategies drawn from years of experience in the field, while participants will have the opportunity to share and support one another, building a strong sense of community and explore real life client case scenarios on a deeper level. You can opt into single sessions or the complete series.

Learning outcomes

Topic 1: Setting up the mentoring structure

At the end of this group mentoring session, you'll be able to:

- understand what group mentoring is.
- identify mentoring experience you have had throughout your career.
- demonstrate skills required to create a safe space.
- understand the successful elements in a reflective space (drawing from Gibbs model).
- set goals for mentoring your staff.

Topic 2: Managing Boundaries

At the end of this group mentoring session, you'll be able to:

- understand what boundaries are.
- identify different types of boundaries.
- demonstrate skills for setting up and managing effective boundaries.

Topic 3: Conflict management with clients and staff

At the end of this group mentoring session, you'll be able to:

- identify various conflict management styles.
- separate the problem from the person.
- understand how to manage conflict, containment and set achievable goals.
- demonstrate skills to manage changes to your approach, specific to each situation.

Topic 4: leading with impact

At the end of this group mentoring session, you'll be able to:

- understand and identify McKinsey's leadership styles and how to use them (being supportive, operating with a strong results orientation, seeking different perspective, solving problems effectively)
- understand how and when to implement McKinsey's change model elements (structure, strategy, shared values, skill, system, style and staff).

Ideal for

These group sessions are perfect for both new and experienced cemetery, funeral sector staff and suppliers to the sector, who value continued personal and professional development in a collaborative setting.

About the presenter

Maria Gullaci is an experienced trainer with Relationships Australia Victoria, with 16 years of expertise in the integrated family services and family violence sector. Her extensive career includes roles such as case manager, senior practitioner, group facilitator, family violence consultant, clinical supervisor, and team leader. Maria is dedicated to building practitioners' capacity and confidence, with a strong commitment to empowering professionals to implement best practices and enhance client outcomes.

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Other information

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- reliable internet connection
- headphones recommended
- microphone/speakers
- webcam (built-in or external to your computer)

Online Leadership Masterclass: Leading with Impact

Date/time	Presenter	Registration link	Price (ex GST)
March 13 12.30 – 2.30pm AEDT	Nina Laitala	ACCA will provide Zoom workshop registration links each individual participant, after payment is received.	Member \$315- Associate Organisation Member \$380 Non-Member \$445

Leadership within the cemeteries, crematoria, and funeral industries requires a unique approach due to the emotionally charged nature of the work and the diverse stakeholders involved. Leadership is the most important role in an organisation, yet we don't always take the time to assess and extend our skills in this area. A deeper understanding of our strengths, and areas needing development, will positively impact the whole organisation leading to a clearer strategy and better outcomes. This workshop focuses on leadership strategies tailored to these sensitive sectors, including:

- Leadership theory: Understanding frameworks and how they apply in the context of grief support, memorialisation, and regulatory compliance.
- Flexible leadership styles: Adapting leadership approaches to suit various roles, such as liaising with families, managing staff, and engaging community groups.
- Sensitivity and adaptability: Leading compassionately to navigate diverse cultural and emotional needs, including end-of-life care preferences.
- Ethical leadership: Balancing organisational responsibilities with moral considerations unique to funeral and cemetery services.
- Operational balance: Managing strategic goals while ensuring efficient day-to-day operations in funeral home and cemetery management.
- Team empowerment: Building capabilities within staff to handle high-pressure environments, including grief support and regulatory challenges.
- Self-care: Recognising and managing stress to sustain long-term leadership in emotionally intense roles.

Learning outcomes

At the end of this workshop, you'll be able to:

- enhance your leadership skills by understanding and applying flexible, ethical strategies suited to the cemetery and funeral sectors.
- empower teams, balance strategic and operational needs.
- practice sustainable self-care to lead effectively in sensitive emotional environments.

Ideal for

This workshop is ideal for current and aspiring leaders who want to deepen their leadership skills, enhance their impact, and build a sustainable approach to leadership.

About the presenter

After completing her Master of Education, Nina discovered her passion for working with communities and empowering them through music-based education programs. In 2016, Nina joined the Victorian Student Representative Council as a training and project manager, and she was later appointed CEO. As CEO, she led the organisation through a time of significant change, from being an auspice agency to becoming a charitable company limited by guarantee. It was during this time that she honed her skills as an executive manager, educator and advocate with a strong focus on strategic planning, mentoring and governance.

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Other information

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- desktop or laptop computer
- reliable internet connection
- headphones recommended
- microphone/speakers
- webcam (built-in or external to your computer)

Online Workshop: Compassionate Customer Service

Date/time	Presenter	Registration link	Price (ex GST)
April 4 11am – 2pm AEDT	Amanda Meath	ACCA will provide Zoom workshop registration links each individual participant, after payment is received.	Member \$220- Associate Organisation Member \$265 Non-Member \$310
November 18 11am – 2pm AEDT	Amanda Meath	ACCA will provide Zoom workshop registration links each individual participant, after payment is received.	Member \$220- Associate Organisation Member \$265 Non-Member \$310

Providing compassionate customer service is essential in the funeral and cemetery sector, where clients are often navigating profound grief and loss. This specialized workshop is designed to equip professionals with the empathy-driven communication and sales orientated skills necessary to support clients through one of the most difficult times in their lives, and prepare effectively for a burial and service. Participants will learn how to offer sensitive, respectful, and attentive service and sales skills that honours the unique needs and emotions of each individual and family.

Through interactive discussions and role-playing exercises, attendees will explore strategies for managing emotionally charged situations, delivering clear information with care, and establishing supportive connections with clients. The workshop also covers techniques for maintaining personal resilience and boundaries to prevent burnout while sustaining a compassionate approach.

Learning outcomes

At the end of this workshop, you'll be able to:

- Understanding the term 'sales' as an extension of customer service
- Reframe selling as a level of compassionate service
- apply compassionate communication techniques to support grieving clients and families
- apply a model of needs based selling strategies that are empathetic to client needs, but deliver on your organisational targets
- maintain professionalism while offering empathetic and personalized customer service
- use active listening and non-verbal communication to convey empathy and support
- develop resilience strategies to manage the emotional impact of working in this field

Ideal for

This workshop is designed for those working in sales orientated roles, who wish to strengthen their compassionate communication skills, understand sales to be an extension of customer service, provide exceptional client support, and maintain their own well-being in this meaningful and demanding field.

About the presenter

Amanda Meath has dedicated 30 years to the funeral industry, bringing a wealth of expertise and compassion to her roles. Her experience spans funeral directing, preneed planning, community and sector education, and celebrancy, where she has supported countless individuals and families during some of life's most challenging moments. Amanda's passion for fostering understanding and providing meaningful, client-focused services has made her a trusted professional and educator in the field. Through her work, she combines empathy, communication skills, and industry knowledge to guide clients with care and dignity.

Registration information

- When you make payment to ACCA you will be sent a Zoom registration link from ACCA, to confirm your attendance at the workshop. Please follow the instructions provided to register.
- Registrations close 48 hours before the event.
- Workshops must be paid for at least 2 business days before the training date, or your registration will be cancelled.
- If paying by invoice, proof of payment needs to be provided at least 24 hours ahead of the event.

Other information

Please note that you'll need access to the following to participate in this workshop:

- desktop or laptop computer
- reliable internet connection
- headphones recommended
- microphone/speakers
- webcam (built-in or external to your computer)

Online Leadership Masterclass: Business Planning and Strategic Thinking

Date/time	Presenter	Registration link	Price (ex GST)
April 10 12.30 – 2.30pm AEST	Jon Staley	ACCA will provide Zoom workshop registration links each individual participant, after payment is received.	Member \$255- Associate Organisation Member \$305 Non-Member \$360

Strategic planning in the funeral, cemetery, and crematoria sectors is vital for meeting evolving community needs while ensuring operational sustainability. As the old saying goes, failing to plan is planning to fail. Strategic planning is the process not-for-profit organisations undertake to ensure they stay purpose focused – and establish that they have the resources to make progress towards their goals. In this workshop participants are guided to establish a strategic planning framework and are given some tools to be able to tackle the task with minimum fuss. This workshop covers:

- Strategic narrative: Crafting a vision that addresses historical, current, and future needs of the sector.
- Vision, mission, and goals: Developing plans that align with shifting demographics, cultural practices, and environmental trends in burial and cremation preferences.
- Industry analysis: Evaluating internal capabilities and external factors, including regulatory changes, funding pressures, and community expectations.
- Operational integration: Translating strategic goals into actionable plans for cemetery and funeral operations.
- Monitoring outcomes: Establishing frameworks to assess progress and adapt to sector-specific changes.

Learning outcomes

At the end of this workshop, you'll be able to:

- Implement tools to create strategic frameworks that address the unique challenges and opportunities in the funeral and cemetery industries.
- align long-term goals with operational plans, monitor progress, and adapt to industry shifts effectively.

Ideal for

This workshop is ideal for individuals who want to build a strong, purpose-driven strategic plan, ensuring alignment between their mission, goals, and resources to create a sustainable impact in their communities.

About the presenter

Jon has a background as a teacher, trainer, social entrepreneur, filmmaker and writer. He began his career teaching at Melbourne's Northland Secondary College, where in 2000 he was awarded the Peter Clarke Teaching for Reconciliation Award based on his work with the Aboriginal and non-Aboriginal community at the school. He spent several years being mentored by and working alongside Gunditjmarra artist and filmmaker Richard Frankland and together they developed a cross-cultural education program, Planting Seeds, which shone a light on the invisible load that Aboriginal communities in Australia have carried in the wake of colonisation.

Registration information

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- If paying by invoice, proof of payment needs to be provided at least 24 hours ahead of the event.

Other information

Please note that you'll need access to the following to participate in this workshop:

- desktop or laptop computer
- reliable internet connection
- headphones recommended
- microphone/speakers
- webcam (built-in or external to your computer)

Online Workshop: Supporting Grieving Clients

Date/time	Presenter	Registration link	Price (ex GST)
April 15 11am – 2pm AEST	Brownyn Covill	ACCA will provide Zoom workshop registration links each individual participant, after payment is received.	Member \$220- Associate Organisation Member \$265 Non-Member \$310
October 14 11am – 2pm AEDT	Linda Russell	ACCA will provide Zoom workshop registration links each individual participant, after payment is received.	Member \$220- Associate Organisation Member \$265 Non-Member \$310

This workshop is designed for staff who work directly with clients experiencing grief, providing them with essential skills to offer compassionate and professional support. Working with grieving clients requires sensitivity, patience, and an understanding of the many ways people process loss. Often staff wish they could more effectively help and support families who are experiencing grief through some form of counselling. Clients often need someone to talk to after they have experienced a death, and being a burial and funeral provider, tends to be one of the first people they talk to. This training will equip participants with the knowledge to navigate these interactions thoughtfully and effectively, ensuring clients feel supported during their most difficult times and apply basic counselling skills.

Participants will explore the different stages and expressions of grief, techniques for active listening and empathetic communication, and ways to handle challenging situations that may arise when working with grieving clients. The workshop also includes strategies for maintaining personal well-being while engaging in this emotionally demanding work.

Learning outcomes

At the end of this workshop, you'll be able to:

- recognize and understand the varied expressions of grief and mourning
- communicate with empathy and provide meaningful support to clients in distress
- apply effective techniques for active listening and compassionate dialogue
- Learn a framework for working with grieving clients, and how to provide a basic level of counselling skills and support to clients and families
- set professional boundaries while maintaining a supportive presence
- develop personal resilience strategies to prevent compassion fatigue.

Ideal for

This workshop is ideal for all staff who regularly interact with grieving clients, including funeral directors, cemetery staff, customer service representatives, and any team members providing support to those experiencing loss.

About the presenters

Brownyn Covill has been working in the education sector for over 25 years most recently working in the social sector delivering Family Violence prevention programs (Respect and Connect) for Relationships Australia. She also works facilitating mentorship programs with Australia's biggest corporates through the Australian Business and Community Network. Brownyn also started and launched a social enterprise and charity in 2015 delivering tutoring to Indigenous children in OOHHC and remote communities and has worked within the corporate sector as a Learning and Development consultant over many years.

Linda Russell is an experienced clinical psychologist, counsellor and educator who is registered with the Australian Psychological Society and the Mental Health Professionals Network. Linda has provided counselling services to individuals, couples and has provided training and professional development to community agencies. Linda has also participated in community development projects, education activities and provided supervision to colleagues and supervision students.

Registration information

- When you make payment to ACCA you will be sent a Zoom registration link from ACCA, to confirm your attendance at the workshop. Please follow the instructions provided to register.
- Registrations close 48 hours before the event.
- Workshops must be paid for at least 2 business days before the training date, or your registration will be cancelled.
- If paying by invoice, proof of payment needs to be provided at least 24 hours ahead of the event.

Other information

Please note that you'll need access to the following to participate in this workshop:

- desktop or laptop computer
- reliable internet connection
- headphones recommended
- microphone/speakers
- webcam (built-in or external to your computer)

Online Workshop: Mental Health First Aid

Date/time	Presenter	Registration link	Price (ex GST)
May 2 9.30am – 3.00pm AEST	Felicity Vance and Luke Pepperell	ACCA will provide Zoom workshop registration links each individual participant, after payment is received.	Member \$315- Associate Organisation Member \$380 Non-Member \$415
May 9 9.30am – 3.00pm AEST	Felicity Vance and Luke Pepperell	ACCA will provide Zoom workshop registration links each individual participant, after payment is received.	Member \$315- Associate Organisation Member \$380 Non-Member \$415

Become an empowered advocate for mental health within your organisations and communities. Armed with knowledge, compassion and practical skills after completing the training, you'll be better prepared to make a positive difference in the lives of those struggling with mental health challenges.

In today's fast-paced world, mental health challenges are increasingly prevalent. The Mental Health First Aid Online Workshop and Self-Paced Learning offers an essential toolkit for individuals to recognise, understand and respond to mental health crises effectively.

It begins with an exploration of common mental health disorders, including depression, anxiety, substance use disorders, schizophrenia and psychosis. Participants gain a deep understanding of the signs and symptoms associated with these conditions, dispelling myths and reducing stigma along the way.

Through engaging presentations, interactive discussions, and real-life scenarios, participants learn practical strategies for providing initial support to someone experiencing a mental health crisis. They develop skills in active listening, empathy, and non-judgmental communication, fostering an environment of trust and understanding.

Participants also delve into crisis intervention and casual counselling techniques, learning how to assess risk, provide reassurance, and connect individuals with appropriate professional help. Role-playing exercises allow them to practice these skills in a safe and supportive environment, building confidence and competence.

This training course equips participants with valuable knowledge about self-care and mental wellness practices, emphasising the importance of maintaining their own wellbeing while supporting others. Topics such as stress management, professional boundary-setting, and accessing support resources are explored in-depth.

As an accredited Mental Health First Aid Provider, this workshop follows a prescribed program and content to ensure its ongoing compliance.

Duration and Format

This training will be delivered via a blended model including 5-7 hours of self-paced learning and a whole day online workshop 9.30am–3.00pm.

Learning outcomes

At the end of this workshop, you'll be able to:

- recognise the signs and symptoms of mental health problems in adults
- use an evidence-based action plan to initiate a mental health first aid conversation
- assess for a range of crisis and non-crisis situations and provide initial support

- understand the prevalence and impact of mental illnesses, risk factors and treatments and support available
- apply self-care practices as a Mental Health First Aider.

Please note: This course is accredited by [Mental Health First Aid Australia \(MHFA\)](#). You can complete the short assessment at the end of a course to become an Accredited Mental Health First Aider ([MHFAider](#)). Accreditations are valid for 3 years.

Ideal for

This Mental Health First Aid course is ideal for anyone who wants to support mental health and well-being in their community or workplace

About the presenters

Felicity Vance is a lead programs facilitator with the Centre for Learning and Innovation. She is a qualified mental health first aid Instructor and has qualifications in family and domestic violence practice, a Bachelor's degree in psychology and business, and a master of teaching. Felicity is experienced in the provision of family violence, mental health, healthy relationships, gender equality and psychoeducational services. She has experience working with correctional cohorts including facilitating and leading programs for individuals engaged with the correctional system, as well as working with organisations to improve their gender diversity. Felicity is passionate about working in the primary prevention area of family violence and mental health and blends her professional and personal experience to engage people from all walks of life.

Luke Pepperell is a lead programs facilitator for the Rehabilitation and Reintegration team. He has a Bachelor's degree in criminology and criminal justice, certificate IV in mental health, and is a qualified Mental Health First Aid Instructor. Luke is also currently undertaking a Graduate Diploma in Relationship Counselling. Luke has been facilitating programs for people who use violence for almost 3 years within the community and prison environment. Previously he has worked for the Centre for Law Enforcement and Public Health as a research assistant looking at how to reduce gender-based violence from a global perspective. Additionally, Luke supervises correctional staff across Victoria and supports them in delivering strength-based psychoeducational programs.

Registration information

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- If paying by invoice, proof of payment needs to be provided at least 24 hours ahead of the event.

Other information

Please note that you'll need access to the following to participate in this workshop:

- desktop or laptop computer
- reliable internet connection
- headphones recommended
- microphone/speakers
- webcam (built-in or external to your computer)

Online Leadership Masterclass: Transitioning into Leadership

Date/time	Presenter	Registration link	Price (ex GST)
May 6 12.30-2.30pm AEST	Cath Tregillis	ACCA will provide Zoom workshop registration links each individual participant, after payment is received.	Member \$220- Associate Organisation Member \$265 Non-Member \$310
August 14 12.30-2.30pm AEST	Cath Tregillis	ACCA will provide Zoom workshop registration links each individual participant, after payment is received.	Member \$220- Associate Organisation Member \$265 Non-Member \$310

A workshop to support new and emerging leaders in the community services sector to step confidently into leadership roles and inspire others as you make your next career move.

In this online workshop, we'll focus on building effective leadership skills, transitioning smoothly into the leadership space and managing challenges inherent in your roles within the cemetery and funeral sectors. We'll take a 360-degree view on leadership which includes you, your manager, your team, and organisation or workplace.

Learning outcomes

At the end of this workshop, you'll have the knowledge and skills to:

- undertake an effective transition into a leadership role that inspires people
- explain the difference between leading and managing, including when and why you need to do both
- assess, prioritize, and balance multiple responsibilities and demands. Through hands-on exercises, you'll learn techniques for time management, delegation, and decision-making
- communicate effectively with senior leaders and stakeholders, presenting information that aligns with their goals, and advocating for your team's needs
- navigate and leverage your organization's structures, policies, and processes to drive meaningful results.

Ideal for

New and emerging leaders working in the community services sector, and those wanting to enhance their management and leadership skills.

About the presenter

Cath Tregillis is a highly experienced Family Dispute Resolution Practitioner (FDRP) with qualifications in dispute resolution and family therapy. She has worked across community organisations as a manager, clinical supervisor and trainer and has provided mediation and restorative processes in family, community and workplace settings. She is currently a trainer and assessor within Relationships Australia Victoria's (RAVs) Family Dispute Resolution (FDR) and mediation training programs.

Registration information

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- Registrations close 48 hours before the event.

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- If paying by invoice, proof of payment needs to be provided at least 24 hours ahead of the event.

Other information

Please note that you'll need access to the following to participate in this workshop:

- desktop or laptop computer
- reliable internet connection
- headphones recommended
- microphone/speakers
- webcam (built-in or external to your computer)

Online Workshop: Professional Boundaries in the Workplace

Date/time	Presenter	Registration link	Price (ex GST)
May 20 11am – 2pm AEST	Bronwyn Covill	ACCA will provide Zoom workshop registration links each individual participant, after payment is received.	Member \$220- Associate Organisation Member \$265 Non-Member \$310

In this interactive workshop, we'll explore the legal, ethical and organisational frameworks, also known as professional boundaries.

When working with grieving clients and families, it can be easy to want to go above and beyond to support them. Sometimes, this can become challenging, when boundaries are not set or followed, and difficult to learn undo. In this workshop, you'll learn practical strategies for being assertive with clients about the boundaries of your role and what is appropriate behaviour for the professional relationship you need to undertake. Extend your knowledge of professional boundaries, which help workers to make objective decisions about the therapeutic process and most effectively assist clients to achieve their goals, including working in small and remote communities. You'll gain an understanding of how these boundaries protect workers in 'helping roles' and their clients, from physical and emotional harm, and help to maintain a safe working environment.

Learning outcomes

At the end of this workshop, you'll be able to:

- demonstrate a comprehensive understanding of what professional boundaries are, including their various forms and how they apply in different contexts.
- describe the critical role boundaries play in ensuring safety, accountability, and effectiveness within professional settings.
- understand the underlying reasons for establishing boundaries in professional roles, from maintaining objectivity to safeguarding emotional well-being.
- explore practical strategies to set and uphold boundaries confidently and effectively, including when working in small and remote communities.
- identify the key principles that define healthy boundaries, such as clarity, consistency, respect, and transparency.
- understand the vital connection between self-care and boundary-setting, recognizing that boundaries are essential for personal well-being.

Ideal for

Staff who want to better their understand, apply and set of professional boundaries in a workplace/environment to provide a more professional, ethical and effective service to grieving clients.

About the presenter

Bronwyn Covill has been working in the education sector for over 25 years most recently working in the social sector delivering Family Violence prevention programs (Respect and Connect) for Relationships Australia. She also works facilitating mentorship programs with Australia's biggest corporates through the Australian Business and Community Network. Bronwyn also started and launched a social enterprise and charity in 2015 delivering tutoring to Indigenous children in OOH and remote communities and has worked within the corporate sector as a Learning and Development consultant over many years.

Registration information

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- Workshops must be paid for at least 2 business days before the training date, or your registration will be cancelled.
- If paying by invoice, proof of payment needs to be provided at least 24 hours ahead of the event.

Other information

Please note that you'll need access to the following to participate in this workshop:

- desktop or laptop computer
- reliable internet connection
- headphones recommended
- microphone/speakers
- webcam (built-in or external to your computer)

Online Workshop: Negotiation and Conflict Management

Date/time	Presenter	Registration link	Price (ex GST)
June 3 11am – 2pm AEST	Cath Tregillis	ACCA will provide Zoom workshop registration links each individual participant, after payment is received.	Member \$220- Associate Organisation Member \$265 Non-Member \$310

Conflict occurs when people disagree about something and believe that only one person or party's interests can be met. In the Work undertaken in the cemetery and funeral sector often includes families who are experiencing high levels of conflict.

This workshop will discuss practical strategies for managing conflict in different situations and in working with difficult families and circumstances and provide you with skills to implement them. We will also provide useful negotiation approaches that can help people in conflict to reach an outcome that is agreeable to everyone.

Learning outcomes

At the end of this workshop, you'll have gained:

- a nuanced understanding of conflict, including its various types, stages, and underlying causes, particularly with those who have experienced grief, or family conflict
- exploration of your personal conflict style, recognizing how your attitudes, emotions, and behaviours shape your responses to challenging situations.
- an understanding of various conflict management strategies, including avoidance, accommodation, competition, compromise, and collaboration.
- skills in fostering a cooperative, solution-oriented atmosphere that promotes open dialogue and shared problem-solving.
- learn a step-by-step approach to resolving conflicts and negotiating effectively.
- essential self-care techniques to help you manage the emotional and physical toll of conflict situations.

Ideal for

Any staff who would like to improve their negotiation and conflict management skills to enhance their performance and build confidence.

About the presenter

Cath Tregillis is a highly experienced Family Dispute Resolution Practitioner (FDRP) with qualifications in dispute resolution and family therapy. She has worked across community organisations as a manager, clinical supervisor and trainer and has provided mediation and restorative processes in family, community and workplace settings. She is currently a trainer and assessor within Relationships Australia Victoria's (RAVs) Family Dispute Resolution (FDR) and mediation training programs.

Registration information

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- Registrations close 48 hours before the event.
- Workshops must be paid for at least 2 business days before the training date, or your registration will be cancelled.

- If paying by invoice, proof of payment needs to be provided at least 24 hours ahead of the event.

Other information

Please note that you'll need access to the following to participate in this workshop:

- desktop or laptop computer
- reliable internet connection
- headphones recommended
- microphone/speakers
- webcam (built-in or external to your computer)

Online Leadership Masterclass: Mental Health in the Workplace

Date/time	Presenter	Registration link	Price (ex GST)
June 19 12.30pm – 2.30pm AEST	Felicity Vance	ACCA will provide Zoom workshop registration links each individual participant, after payment is received.	Member \$220- Associate Organisation Member \$265 Non-Member \$310

This workshop is designed to equip leaders with the knowledge and skills needed to foster a mentally healthy workplace. In today's fast-paced work environments, understanding mental health and well-being is essential for effective leadership. This training provides leaders with tools to recognize mental health challenges, support employees effectively, and cultivate a workplace culture that prioritizes mental well-being.

Participants will learn about the signs and symptoms of common mental health issues, strategies for open and supportive communication, and ways to encourage a stigma-free workplace. The workshop will also address how to create mental health initiatives, set up support structures, and respond appropriately to employees in distress while maintaining professional boundaries. Leaders will leave with actionable steps to promote a resilient, productive, and compassionate work environment.

Learning outcomes

At the end of this workshop, you'll be able to:

- recognize signs of mental health challenges in the workplace and respond appropriately, particularly in high emotional settings
- initiate open and supportive conversations with employees experiencing mental health concerns
- develop strategies to reduce stigma and encourage mental health support in the workplace
- implement practices that support resilience, well-being, and a balanced work culture
- understand the role of creating an inclusive and mentally healthy work environment

Ideal for

This workshop is ideal for leaders, managers, supervisors, and professionals looking to enhance their ability to support mental health in the workplace and promote a culture of openness and support.

About the presenter

Felicity Vance is a lead programs facilitator with the Centre for Learning and Innovation. She is a qualified Mental Health First Aid Instructor and has qualifications in family and domestic violence practice, a Bachelor's degree in psychology and business, and a master of teaching. Felicity is experienced in the provision of family violence, mental health, healthy relationships, gender equality and psychoeducational services. She has experience working with correctional cohorts including facilitating and leading programs for individuals engaged with the correctional system, as well as working with organisations to improve their gender diversity. Felicity is passionate about working in the primary prevention area of family violence and mental health and blends her professional and personal experience to engage people from all walks of life.

Registration information

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- Workshops must be paid for at least 2 business days before the training date, or your registration will be cancelled.
- If paying by invoice, proof of payment needs to be provided at least 24 hours ahead of the event.

Other information

Please note that you'll need access to the following to participate in this workshop:

- desktop or laptop computer
- reliable internet connection
- headphones recommended
- microphone/speakers
- webcam (built-in or external to your computer)

Online Leadership Masterclass: Writing Business Cases and Proposals

Date/time	Presenter	Registration link	Price (ex GST)
July 3 12.30pm – 2.30pm AEST	Annabel Rattigan	ACCA will provide Zoom workshop registration links each individual participant, after payment is received.	Member \$315- Associate Organisation Member \$380 Non-Member \$445

Effective funding proposals are crucial for cemeteries and funeral homes to maintain services and develop community-focused projects. An ongoing aspect of successful business strategy is ensuring you have sustainable and diverse funding options. A key factor in successful funding, is an effective proposal.

In this workshop, participants are guided through the process of creating a business proposal, using guidelines and templates to create a compelling project plan. The creation of a realistic budget with in-kind contributions acknowledged, the effective use of data and evidence to support the proposal, as well as the importance of timelines, stakeholder relationships and demonstrating community support in successful proposals. This workshop includes:

- Identifying funders: Targeting government grants, private donations, and industry-specific funding opportunities.
- Crafting compelling proposals: Highlighting how projects address community needs, environmental sustainability, and cultural relevance.
- Data-driven impact: Demonstrating social and cultural benefits of cemetery and funeral initiatives through evidence and case studies.
- Budget planning: Creating transparent budgets, including in-kind contributions and realistic financial projections.
- Stakeholder engagement: Collaborating with councils, religious organisations, and community groups to build support and credibility.
- Compliance and reporting: Managing funder expectations through regular reporting and measurable outcomes.

Learning outcomes

At the end of this workshop, you'll be able to:

- write persuasive business proposals with clear budgets and compelling evidence of impact.
- Implement skills in stakeholder management and reporting to secure funding for cemetery and funeral initiatives.

Ideal for

This workshop is ideal for those who want to enhance their proposal writing by building strong project plans, realistic budgets, and effectively using data and stakeholder relationships to create compelling, fundable proposals.

About the presenter

Annabel's experience in facilitation, relationship management, program design and program delivery in small consulting firms and not-for-profits spans 20 years. In all roles her focus has been on capacity building in the sector. Her focus has always been on capacity building and leadership development, and she has considerable expertise in the design, development and delivery of a wide range of training programs. She has facilitated programs for young people, executives from

ASX companies, not-for-profits, newly arrived migrants, global teams, and community board members.

Annabel is an accredited ADHD coach, certified in several competency and assessment tools related to communication and leadership styles, and she draws on these in her facilitation and coaching.

Registration information

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Other information

Please note that you'll need access to the following to participate in this workshop:

- desktop or laptop computer
- reliable internet connection
- headphones recommended
- microphone/speakers
- webcam (built-in or external to your computer)

Online Workshop: The Accidental Mediator

Date/time	Presenter	Registration link	Price (ex GST)
July 10 11am – 2pm AEST	Cath Tregillis	ACCA will provide Zoom workshop registration links each individual participant, after payment is received.	Member \$220- Associate Organisation Member \$265 Non-Member \$310

We often hear that when working in the cemetery and funeral sectors, emotions are obviously heightened, and family conflicts can be escalated. In addition, at times you may also come across issues in working with clients including elder abuse. This interactive workshop is designed for seeking ways to develop foundational skills in mediation and conflict resolution to effectively work with challenging families, clients and those in conflict, to enable you to effectively deliver the burial and funeral service. While formal mediation may not always be feasible or necessary, the ability to manage and resolve conflicts effectively is essential in a variety of settings, from the workplace to community interactions. This training focuses on equipping participants with practical tools and techniques to approach and de-escalate conflicts constructively and collaboratively.

You will explore core the principles of mediation, including active listening, empathy, and unbiased facilitation. Through role-playing exercises and real-world scenarios, they will learn strategies to foster open communication, identify underlying issues, and guide parties toward mutually acceptable solutions. By the end of this workshop, participants will feel empowered to navigate conflicts confidently and positively, even outside formal mediation contexts and work with grieving families more effectively.

Learning outcomes

At the end of this workshop, you'll be able to:

- understand fundamental mediation principles and their relevance in everyday conflict, including workplace scenarios specific to working with grieving families and clients
- apply effective conflict resolution techniques in various settings
- use active listening and empathy to facilitate open, respectful communication
- identify root causes of conflicts and guide conversations toward collaborative solutions
- enhance their ability to create a positive, solution-focused environment in challenging situations.
- Managing your own self care and wellbeing in your work.

Ideal for

This workshop is ideal for individuals across the funeral and cemetery sectors, that require regular interaction with others, including team leaders, managers, professionals, educators, suppliers, customer service representatives, community organizers, and anyone interested in improving their conflict resolution skills.

About the presenter

Cath Tregillis is a highly experienced Family Dispute Resolution Practitioner (FDRP) with qualifications in dispute resolution and family therapy. She has worked across community organisations as a manager, clinical supervisor and trainer and has provided mediation and restorative processes in family, community and workplace settings. She is currently a trainer and assessor within Relationships Australia Victoria's (RAVs) Family Dispute Resolution (FDR) and mediation training programs.

Registration information

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- If paying by invoice, proof of payment needs to be provided at least 24 hours ahead of the event.

Other information

Please note that you'll need access to the following to participate in this workshop:

- desktop or laptop computer
- reliable internet connection
- headphones recommended
- microphone/speakers
- webcam (built-in or external to your computer)

Online Leadership Masterclass: Leading Difficult Conversations

Date/time	Presenter	Registration link	Price (ex GST)
July 31 12.30pm – 2.30pm AEST	Bronwyn Covill	ACCA will provide Zoom workshop registration links each individual participant, after payment is received.	Member \$220- Associate Organisation Member \$265 Non-Member \$310

As leaders we are challenged with navigating and leading difficult conversations, with suppliers, stakeholders, media organisations, community organisations and members and staff. Navigating difficult conversations is a crucial skill in both professional and personal settings, especially when emotions run high or the stakes are significant. In this interactive online workshop, you'll learn practical techniques to approach challenging conversations with confidence and clarity. Whether you're addressing performance issues, navigating interpersonal conflict, managing difficult stakeholder and community stakeholder conversations, complaints, or discussing sensitive topics, this workshop will equip you with the tools to manage these situations effectively.

Participants will learn how to effectively prepare for difficult conversations by setting clear objectives, assessing the context, and anticipating potential challenges. Through guided exercises, you'll develop strategies to manage your own emotional responses, stay grounded, and create a supportive atmosphere for others. You'll also delve into key communication skills, including but not limited to active listening, empathy, and assertiveness, which are essential for fostering understanding and resolution.

Additionally, this workshop will explore different conflict management styles and how to recognize and adapt to them. Understanding these styles can help you choose the most effective approach for each situation, enhancing your ability to resolve conflicts and reach productive outcomes.

Learning outcomes

At the end of this workshop, you'll be able to:

- utilise practical techniques for setting the stage for a productive, respectful dialogue for a difficult conversation. You'll learn how to clarify your objectives, gather relevant information, and anticipate potential challenges before initiating a difficult conversation.
- master essential communication skills such as active listening, open-ended questioning, and clear, concise language.
- understand the physiological and emotional responses that challenging situations can trigger, such as stress, defensiveness, or anxiety.
- use practical strategies for self-regulation that will help you stay calm, focused, and present during challenging conversations.
- Demonstrate a clear understanding of different conflict management styles, including avoidance, accommodation, competition, compromise, and collaboration.

Ideal for

Managers and leaders working in the cemetery and funeral sectors who need to manage escalated or difficult conversations. About the presenter

About the Presenter

Bronwyn Covill has been working in the education sector for over 25 years most recently working in the social sector delivering Family Violence prevention programs (Respect and Connect) for Relationships Australia. She also works facilitating mentorship programs with Australia's biggest

corporates through the Australian Business and Community Network. Bronwyn also started and launched a social enterprise and charity in 2015 delivering tutoring to Indigenous children in OOHC and remote communities and has worked within the corporate sector as a Learning and Development consultant over many years.

Registration information

- When you make payment to ACCA you will be sent a Zoom registration link from ACCA, to confirm your attendance at the workshop. Please follow the instructions provided to register.
- Registrations close 48 hours before the event.
- Workshops must be paid for at least 2 business days before the training date, or your registration will be cancelled.
- If paying by invoice, proof of payment needs to be provided at least 24 hours ahead of the event.

Other information

Please note that you'll need access to the following to participate in this workshop:

- desktop or laptop computer
- reliable internet connection
- headphones recommended
- microphone/speakers
- webcam (built-in or external to your computer)

Online Leadership Masterclass: Managing your Budget

Date/time	Presenter	Registration link	Price (ex GST)
September 18 12.30 – 2.30pm AEST	Nina Laitala	ACCA will provide Zoom workshop registration links each individual participant, after payment is received.	Member \$315- Associate Organisation Member \$380 Non-Member \$445

Financial literacy is critical for ensuring the long-term sustainability of cemetery and funeral operations. Overseeing the finances is probably one of the most important tasks of a leader, and organisations with financially literate leaders are best placed to promote and fulfil their missions, regardless of the external environment. This workshop helps leaders understand the story behind the spreadsheets and how to ask the questions that ensure the organisation is financially stable and sustainable. This workshop focuses on:

Financial accountability: Understanding the leader's role in overseeing budgets and ensuring compliance with sector regulations.

Budget management: Interpreting financial reports to make informed decisions that support operational goals and community needs.

Risk and strategy: Developing financial strategies that account for sector-specific risks, such as shifts in burial trends and maintenance costs.

Reporting obligations: Meeting the expectations of corporate authorities and community stakeholders transparently.

Learning outcomes

At the end of this workshop, you'll be able to:

- develop financial management skills tailored to the cemetery and funeral sectors.
- interpret financial reports, create sustainable budgets, and ensure compliance with corporate and community obligations.

Ideal for

This workshop is ideal for those who want to gain confidence in financial decision-making, understand key finance reports, and develop a proactive approach to financial risk and sustainability, ensuring their organization is well-equipped to fulfill its mission in any economic climate.

About the presenter

After completing her Master of Education, Nina discovered her passion for working with communities and empowering them through music-based education programs. In 2016, Nina joined the Victorian Student Representative Council as a training and project manager, and she was later appointed CEO. As CEO, she led the organisation through a time of significant change, from being an auspice agency to becoming a charitable company limited by guarantee. It was during this time that she honed her skills as an executive manager, educator and advocate with a strong focus on strategic planning, mentoring and governance.

Registration information

- When you make payment to ACCA you will be sent a Zoom registration link from ACCA, to confirm your attendance at the workshop. Please follow the instructions provided to register.

- Registrations close 48 hours before the event.
- Workshops must be paid for at least 2 business days before the training date, or your registration will be cancelled.
- If paying by invoice, proof of payment needs to be provided at least 24 hours ahead of the event.

Other information

Please note that you'll need access to the following to participate in this workshop:

- desktop or laptop computer
- reliable internet connection
- headphones recommended
- microphone/speakers
- webcam (built-in or external to your computer)

Online Leadership Masterclasses: Workplace Bullying and Harassment

Date/time	Presenter	Registration link	Price (ex GST)
November 6 12.30 – 2.30pm AEDT	Kate James	ACCA will provide Zoom workshop registration links each individual participant, after payment is received.	Member \$315- Associate Organisation Member \$380 Non-Member \$445

Creating a respectful and inclusive workplace is critical in the emotionally sensitive cemetery and funeral industries. In today's professional landscape, fostering a safe and respectful workplace culture is paramount and a legal requirement. Bullying and harassment remains a pervasive issue, calling for proactive measures from organisations to prevent and address it effectively. This workshop aims to equip leaders with the knowledge and skills necessary to uphold their duty to prevent harassment while fostering a healthy and safe work environment. This workshop addresses:

- Understanding harassment: Defining bullying and harassment within the context of diverse funeral service teams.
- Positive workplace culture: Promoting equity, diversity, and open communication in emotionally charged environments.
- Policy and procedure development: Establishing clear frameworks for addressing grievances and fostering trust.
- Leadership's role: Setting the tone for a safe and supportive workplace, especially during high-stress situations.

Learning outcomes

At the end of this workshop, you'll be able to:

- enhance your ability to prevent and address bullying and harassment.
- gain the tools to build inclusive workplace cultures, set effective policies, and navigate complex interpersonal dynamics in the cemetery and funeral sectors.

Ideal for

This workshop is tailored for those committed to proactive leadership and fostering a culture of respect, equity, and safety in these unique and sensitive industries.

About the presenter

Kate James (they/them) has a professional background spanning commercial law, government, private investigations and management consulting. They've worked with community groups of all shapes and sizes, including by providing legal and regulatory advice, conducting cultural reviews, and facilitating restorative processes. Kate's diverse experience has given them a nuanced outlook and thorough technical understanding of the sector.

Kate has a long-standing interest in capacity-building; in 2017, they were awarded by the Law Council of Australia for their research in this area. A qualified mediator, Kate also has special interests in conflict resolution, trauma-informed practice, and psychosocial safety.

Kate's hyper analytical tendencies are balanced with an inherently human-centred approach. Their training style is grounded and pragmatic, with a focus on building connection and confidence.

Registration information

- When you make payment to ACCA you will be sent a Zoom registration link from ACCA, to confirm your attendance at the workshop. Please follow the instructions provided to register.
- Registrations close 48 hours before the event.
- Workshops must be paid for at least 2 business days before the training date, or your registration will be cancelled.
- If paying by invoice, proof of payment needs to be provided at least 24 hours ahead of the event.

Other information

Please note that you'll need access to the following to participate in this workshop:

- desktop or laptop computer
- reliable internet connection
- headphones recommended
- microphone/speakers
- webcam (built-in or external to your computer)

ACCA Education Hub Sessions

The ACCA Education Hub will be launched in Early 2025. Details on how to set up an account in the Education hub will be sent in January 2025. All ACCA members will have access to this resource.

An Introduction to Grief - Induction Module for New Staff: Self-Paced Course

Type	Time to Complete	Registration	Location	Price
Self-Paced Course	3-4 hours	This FREE course is available in the ACCA Learning Hub - Moodle Learning Management System	Online	FREE with access to the ACCA Learning Hub in the Moodle Learning Management System

About this course

This comprehensive, self-paced onboarding module is designed to introduce new staff to the funeral, cemetery, and crematorium sector, providing them with essential knowledge, skills, and industry insights to support them in working with grieving clients. Structured to be both informative and practical, this module enables participants to learn at their own pace while building a strong foundation for their roles within this unique and meaningful field.

Ideal for

This module is ideal for new workforce and those transitioning into the industry, offering a structured yet flexible approach to learning that empowers staff to succeed in their roles with confidence, empathy, and professionalism. It prepares them with the skills to effectively support grieving clients, manage challenging behaviours, manage and prevent vicarious trauma and manage their own self-care and wellbeing. We understand that in the first 12 months, new staff have so much compliance and operational training they need to undertake, so this course provides them with the basic skills to effectively and confidently support grieving clients.

Course structure

- The course will take approximately **3-4 hours** to complete.
- Throughout the course, you'll participate in learning activities that will help you to apply the course content to your own context. This integrated and practical approach to learning will enable you to go back to your workplace with new and innovative learnings that can be implemented straight away.
- You will have access to the course content for 12 months from the date you commence the first module.
- After completing this course you'll receive the following course completion awards:
- A certificate of completion for your records

Accessing this course

Once you have purchased this course you will be provided with a Moodle course registration code from ACCA, along with instructions for how to access the course. **If you have forgotten your username or password, you can reset these on the [Moodle log in page](#).**

Understanding Professional Boundaries: Self-Paced Course

Type	Time to Complete	Registration	Location	Price
Self-Paced Course	2-3 hours	This FREE course is available in the ACCA Learning Hub - Moodle Learning Management System	Online	FREE with access to the ACCA Learning Hub in the Moodle Learning Management System

About this course

This self-paced course is designed to help client-facing staff in the funeral, cemetery, and crematorium sectors understand and apply the legal, ethical, and organizational frameworks—often known as professional boundaries—that ensure a safe and respectful environment for both workers and clients. These boundaries are essential in guiding interactions that protect against physical and emotional harm, supporting objective, compassionate, and effective service.

Participants will learn how to navigate common challenges that can arise in client relationships, such as when clients offer gifts, invite you to social events, or seek to extend the professional relationship into a personal one, require additional and ongoing support after the loss of their family member, or when working and providing cemetery and funeral services in small and local communities. This course provides practical strategies for managing such situations with confidence, using a solid understanding of professional ethics, organizational policies, and personal boundaries to maintain a respectful, therapeutic approach.

Ideal for

This course is ideal for new and current staff in client-facing roles who want to enhance their understanding of professional boundaries, maintain ethical standards, and confidently handle challenging client interactions with clarity and respect, whilst delivering the professional service of a funeral or burial

Course structure

- The course will take approximately **2-3 hours** to complete.
- Throughout the course, you'll participate in learning activities that will help you to apply the course content to your own context. This integrated and practical approach to learning will enable you to go back to your workplace with new and innovative learnings that can be implemented straight away.
- You will have access to the course content for 12 months from the date you commence the first module.
- After completing this course you'll receive the following course completion awards:
- A certificate of completion for your records

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Working with clients experiencing grief: Self-Paced Course

Type	Time to Complete	Registration code	Location	Price (ex GST)
Self-Paced Course	3-4 hours	ACCA to provide Moodle codes to customers who have purchased self-paced courses (Self-enrolment Moodle codes will be available in Feb 2025)	Online	ACCA Members \$195

About this course

This self-paced course is designed for professionals who engage with grieving clients and want to develop the skills to communicate with empathy, sensitivity, and confidence. Supporting individuals through grief requires a deep understanding of loss and the ability to provide meaningful, compassionate guidance. This course will equip you with the knowledge and practical skills to support clients as they navigate this difficult experience, ensuring that you offer care while maintaining your own well-being.

Ideal for

This course is ideal for professionals in client-facing roles, including funeral home staff, cemetery staff, suppliers to the sector, bereavement counsellors, pastoral care workers, and anyone who regularly interacts with grieving individuals. It is designed for those seeking to enhance their compassionate communication skills and provide meaningful support to clients experiencing loss, while also maintaining a safe and supportive environment for themselves.

Course structure

- The course will take approximately **3-4 hours** to complete.
- Throughout the course, you'll participate in learning activities that will help you to apply the course content to your own context. This integrated and practical approach to learning will enable you to go back to your workplace with new and innovative learnings that can be implemented straight away.
- You will have access to the course content for 12 months from the date you commence the first module.
- After completing this course you'll receive the following course completion awards:
- A certificate of completion for your records.

Accessing this course

Once you have purchased this course you will be provided with a Moodle course registration code from ACCA, along with instructions for how to access the course. **If you have forgotten your username or password, you can reset these on the [Moodle log in page](#).**

Navigating Vicarious Trauma: Self-Paced Course

Type	Time to Complete	Registration code	Location	Price (ex GST)
Self-Paced Course	3-4 hours	ACCA to provide Moodle codes to customers who have purchased self-paced courses (Self-enrolment Moodle codes will be available in Feb 2025)	Online	ACCA Members \$195

About this course

Vicarious Trauma occurs in roles where information relating to high levels of trauma is heard or communicated to you frequently. In working with grieving clients, you are dealing with the individual, family or friends of those who have died and other levels of issues. In this course, you'll gain knowledge, skills and tools to recognise and respond to the signs of vicarious trauma in yourself and colleagues, monitor your own wellbeing, and seek additional support for yourself and others when needed.

After progressing through the course, you'll be able to:

- understand and recognise vicarious trauma
- manage and respond to signs of vicarious trauma in a range of work roles
- monitor wellbeing, manage your exposure to trauma, and know how and when to seek support in times of need.

Ideal for

This comprehensive self-paced course is ideal for employees within the cemetery and funeral sectors who work with or support clients who are experiencing challenging circumstances such as grief and trauma.

Course structure

- The course will take approximately **3-4 hours** to complete.
- Throughout the course, you'll participate in learning activities that will help you to apply the course content to your own context. This integrated and practical approach to learning will enable you to go back to your workplace with new and innovative learnings that can be implemented straight away.
- You will have access to the course content for 12 months from the date you commence the first module.
- After completing this course you'll receive the following course completion awards:
- A certificate of completion for your records

Accessing this course

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Understanding Grief: Self-Paced Course

Type	Time to Complete	Registration code	Location	Price (ex GST)
Self-Paced Course	3-4 hours	ACCA to provide Moodle codes to customers who have purchased self-paced courses (Self-enrolment Moodle codes will be available in Feb 2025)	Online	ACCA Members \$195)

About this course

This comprehensive, self-paced course provides a deep dive and introduction into the essential skills and knowledge needed to support grieving individuals with empathy, sensitivity, and professionalism. Working with clients who are experiencing loss requires an understanding of the many facets of grief and the ability to communicate compassionately, offering genuine support in difficult times. This course equips participants with practical skills in empathetic communication, debunking common myths about grief, and creating a safe space for those navigating loss and a deeper understanding to their current frame of processing the loss.

Ideal for

This comprehensive self-paced course is for anyone who would like to deepen their understanding about grief and how to manage it in themselves and also how to support others who are grieving.

Course structure

- The course will take approximately **3-4 hours** to complete.
- Throughout the course, you'll participate in learning activities that will help you to apply the course content to your own context. This integrated and practical approach to learning will enable you to go back to your workplace with new and innovative learnings that can be implemented straight away.
- You will have access to the course content for 12 months from the date you commence the first module.
- After completing this course you'll receive the following course completion awards:
- A certificate of completion for your records.

Accessing this course

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Managing Challenging Behaviours: Self-Paced Course

Type	Time to Complete	Registration code	Location	Price (ex GST)
Self-Paced Course	3-4 hours	ACCA to provide Moodle codes to customers who have purchased self-paced courses (Self-enrolment Moodle codes will be available in Feb 2025)	Online	ACCA Members \$195)

About this course

In this course, we highlight strategies that you can use to defuse situations when clients, colleagues or community members are exhibiting strong emotions and/or difficult behaviours, and in particular grief and trauma. When someone experiences a death in their family, their emotions can become heightened whilst they navigate their new feelings of grief and loss. In the cemetery and funeral sectors sometimes you also need to navigate challenging behaviours of stakeholders and community members you need to liaise with.

The course also focuses on understanding your own particular triggers and ways to manage your own emotions and diffuse the emotions of others when they become escalated.

At the end of this course, you will be able to:

- explain how and why people may react both physically and emotionally to difficult situations, such as grief and loss, complaints or escalated events
- apply strategies to help others to manage emotions, in response to a recent death or escalated client or stakeholder interaction
- apply effective communication skills
- articulate and apply conflict management strategies
- demonstrate an understanding of how to monitor your own emotions and practise self-care when working with grieving clients.

Ideal for

This comprehensive self-paced course is ideal for cemetery and funeral sector workers dealing with challenging clients, families, colleagues and community members.

Course structure

- The course will take approximately **3-4 hours** to complete.
- Throughout the course, you'll participate in learning activities that will help you to apply the course content to your own context. This integrated and practical approach to learning will enable you to go back to your workplace with new and innovative learnings that can be implemented straight away.
- You will have access to the course content for 12 months from the date you commence the first module.
- After completing this course you'll receive the following course completion awards:
- A certificate of completion for your records.

Accessing this course

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Negotiation and Conflict Management in the Workplace: Self-Paced Course

Type	Time to Complete	Registration code	Location	Price
Self-Paced Course	2-3 hours	ACCA to provide Moodle codes to customers who have purchased self-paced courses (Self-enrolment Moodle codes will be available in Feb 2025)	Online	ACCA Members \$195

About this course

This course explores practical strategies for managing conflict in different situations and the knowledge and skills required to implement these strategies. Often when a family member dies, the family can be feuding amongst themselves or held dysfunctional relationships prior to the death.

This course provides approaches to negotiation that can help people and families who are in conflict to reach a mutually-agreeable outcomes and assist you to move forward in delivering your service.

At the end of the course, you will have:

- an understanding of conflict, and the indicators of conflict exploring situations such as feuding or dysfunctional family dynamics.
- an understanding of your own response to conflict
- conflict management strategies and ways to apply them to different situations in the workplace
- skills to implement a collaborative and solution-focused approach to conflict management
- a structured approach to conflict resolution and negotiation skills to help achieve positive outcomes
- self-care strategies and ways to manage the emotional response of being involved in conflict.

Ideal for

This comprehensive self-paced course is ideal for anyone leading teams or managing staff in the workplace.

Course structure

- The course will take approximately **2-3 hours** to complete.
- Throughout the course, you'll participate in learning activities that will help you to apply the course content to your own context. This integrated and practical approach to learning will enable you to go back to your workplace with new and innovative learnings that can be implemented straight away.
- You will have access to the course content for 12 months from the date you commence the first module.
- After completing this course you'll receive the following course completion awards:
- A certificate of completion for your records.

Accessing this course

Once you have purchased this course you will be provided with a Moodle course registration code from ACCA, along with instructions for how to access the course. **If you have forgotten your username or password, you can reset these on the [Moodle log in page](#).**