

# CCAWA

Cemeteries & Crematoria Association of Western  
Australia

## UNITED WE STAND

### 2019 ANNUAL GENERAL MEETING & SEMINAR

Novotel Vines Resort, Swan Valley

Friday 29th March 2019

**Day Program**

&

**CCAWA Board Nomination Form**

**3 Vacant Board Director Positions**



# 2019 CCAWA SEMINAR

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## Introduction

As in previous years, this year's One Day seminar titled *"United We Stand"* is again offering a range of interesting and varied industry related topics.

## 2019 CCAWA Seminar Program of Events

The Hon. Alanna Clohesy MLC representing the Hon. David Templeman MLA, Minister for Local Government; Heritage; Culture and the Arts, will be officially opening the seminar. This will be followed by the General Meeting and the AGM.

The 2019 Peter MacLean Award winner will be announced and we will also hear from the 2018 winner Diane Hamilton from the City of Busselton and her experience at the 2018 ACCA conference.

This year CCAWA have been lucky enough to secure Western Force hooker, Nathan Charles, as the keynote speaker. Nathan is the only professional athlete in the world known to be playing a contact sport with Cystic Fibrosis, a condition that affects the lungs and digestive system and currently has no cure. Nathan is sure to be inspirational as he tells his story and life accomplishments to now.

Other topics to be covered will give delegates a fantastic range of useful information relevant for administrative staff to operational workers.

It's a must-attend event for those wishing to provide the highest level of service for WA families, whilst ensuring that all the 'boxes are ticked' and the process from start to finish is as smooth as possible.

Throughout the day we will hear updates from our Major sponsors together with ACCA and AFDA reports.

Should time prevail, the day will conclude with an open forum question and answer session for your unresolved questions.

The seminar is an event for all in the field to gain knowledge of each other's specialised areas *"United We Stand"* across the industry.

This seminar would not be possible without the generous contribution of our regular sponsors who have supported us over the years, we would also like to acknowledge the first time sponsors. We'd like to thank *Major* 2019 Sponsors Arrow Bronze, Dearly Plaques & Memorial, Everlon, Final Touch (Australia), Phoenix Foundry and SOVA. CCAWA would also like to acknowledge the generosity of *Minor* sponsors Australian Funeral Directors Association (AFDA), H.H. Webb and William Barrett & Sons. We could not do this without them each year! As in previous years, this year's One Day seminar titled *"United We Stand"* is again offering a range of interesting and varied industry related topics. The CCAWA Board encourage not only administration staff but all cemetery and industry employees to attend this worthwhile annual event. Please complete the registration form and send it to Treasurer, Gaye Newton – full details can be found on page 18 of this document.

**Registrations close Friday, 1 March 2019**

## **Thursday Afternoon Workshop**

This year the President and CCAWA Board of Directors have decided to hold a "Workshop" afternoon on Thursday, 28th March 2019. The workshop has been based on many requests from members and funeral directors to standardise Burial Application forms, Grant of Right of Burial applications, Transfers and Renewals in regional cemeteries. Codes of Practice, marking of graves and grave presentation and safety will also be covered. The Workshop is being offered to members after many requests and will end with a corporate mini golf challenge and barbeque dinner courtesy of CCAWA and our Major sponsors. (No charge events).

We look forward to welcoming you at this event!

*Register your interest on page 18*

### **A message from the CCAWA President**

Each year when Board Directors are considering the annual seminar we try to come up with a range of topics that we believe will be of interest to everyone attending i.e.; association members and sponsors. Over the past few years we have included a motivational keynote speaker and this year we have been lucky enough to secure Western Force hooker, Nathan Charles. Nathan is the only professional athlete in the world known to be playing a contact sport with cystic fibrosis, a condition that affects the lungs and digestive system and currently has no cure. Nathan is sure to be inspirational as he tells his story and life accomplishments to now.

In addition, there will be presentations on Body Repatriation, Deceased Estates, Body Preparation and Embalming, Alcohol and Drug Testing in The Workplace; together with updates from our Major sponsors, ACCA and AFDA.

The winner of the 2018 Peter MacLean Award, Diane Hamilton from the City of Busselton will give a brief talk on her 2018 ACCA experience which was part of her prize. The 2019 Peter MacLean Award winner will also be announced and the winner presented with their award.

The venue for 2019 is The Novotel Vines Resort set in the picturesque vineyards of the Swan Valley. For those travelling by air, the venue is only a short 20 minute drive from the airport. For those arriving by car, the Swan Valley is 25km from the Perth CBD.

This year we will be forgoing the cemetery tour so that we can fully focus on a Thursday afternoon workshop. The workshop will cover the best practice for funeral applications, Grant of Right of Burial, as well as a suite of standard forms developed by the CCAWA Board for use in any Western Australian cemetery. This workshop is aimed at administrative staff who process requests for Renewal and Transfer of Grant of Right of Burial as well as funeral bookings and funeral applications. After the workshop, CCAWA will be hosting a social event in the format of a Mini Golf Challenge followed by a Thursday night BBQ dinner supported by our Major sponsors. We hope this will provide an excellent opportunity for everyone attending the seminar to network with others from around the cemetery industry.

***Brad Smith***

*President Cemeteries and Crematoria Association of Western Australia*

## 2019 CCAWA Board Elections

At the 2019 Seminar and Annual General Meeting, three Board positions will become vacant. All three positions are for a two year term.

Becoming a CCAWA Board member is a rewarding experience and an opportunity to contribute to the development of the cemeteries and crematorium business across Western Australia.

In addition to contributing as a Board member, membership on the Board can be a valuable professional development opportunity – regardless of your usual position of employment.

Cemetery and crematorium staff with any level of experience – or even inexperience – are encouraged to put their hand up as a Board member. The Board meets a minimum of four times a year, on a Friday, with travel subsidisation provided to Board members from regional cemeteries.

If you have any questions about nominating as a Board Member for 2019/2020, please contact (Mrs) Anne Dixon on (08) 97213191 or at [anne@bunburycemetery.com.au](mailto:anne@bunburycemetery.com.au)

## 2019 CCAWA Seminar Presentation Times

THURSDAY 28 March 2019		
2.00pm	Workshop Followed by Mini Golf & BBQ	CCAWA President & Board Directors
FRIDAY 29 March 2019		
8.30am	Registration	
9.00am	<i>Welcome and Official Opening</i>	Hon. Alanna Clohesy MLC
9.10am	<i>CCAWA General Meeting</i>	Mr. Brad Smith - CCAWA President
9.15am	<i>CCAWA Annual General Meeting</i>	Mr. Brad Smith - CCAWA President
9.25am	<i>2018 Peter MacLean Award Winner Update</i>	Diane Hamilton – City of Busselton
9.30am	<i>Presentation Peter MacLean 2019 Award</i> Peter MacLean AM PSM JP will present the 2019 Peter Maclean Award for Contribution to the cemetery industry  Proudly sponsored by 2019 Major Sponsors & ACCA	Mr. Peter Maclean AM PSM JP Past CEO of the Metropolitan Cemeteries Board and Emeritus Fellow and Life Member of the Australasian Cemeteries & Crematoria Association
9.40am	<i>Keynote Speaker: Nathan Charles – Western Force &amp; CF Battler</i> Nathan will provide an insight to the power of determination to be successful with a challenging health condition that has not held him back in life. Having played in France and England for the last two years, Nathan has turned 30, recently married and decided to start his own business in risk management consulting.	Mr. Nathan Charles
10.30am	<i>Major Sponsor – Everlon</i>	Mr. Rodney Claxton National Sales Manager
10.40am	Morning Tea & View Trade Displays	

11.10am	<b><i>Body Repatriation of Service Personnel</i></b> Acknowledgement of Service personnel for those lost during active service whilst serving overseas, how their service funerals and RAMP services are arranged and involvement of their families.	<b>Base Warrant Officer Jen Riches - RAAF</b>
12noon	<b><i>Major Sponsor - Dearly Plaques &amp; Memorials</i></b> Cemetery and memorial garden products including plaques, personal memorials, garden stakes and markers as well as customised plaques for that unique requirement.	<b>Ms. Sally Kennedy - Owner/ Manager, Dearly plaques and Memorials, Victoria.</b>
12.10am	<b><i>Major Sponsor –AFDA – Australian Funeral Directors Association Update</i></b>	<b>Mr. Adrian Barrett -National Senior Vice President</b>
12.20pm	<b><i>Major Sponsor - Arrow Bronze Update</i></b>	<b>Ms. Emma McGregor Assistant Sales &amp; Customer Service Manager</b>
12.30pm	Lunch & View Trade Displays	
1.30pm	<b><i>Public Trustees - Deceased Estates</i></b> The Public Trustees will advise and discuss “Deceased Estates” and the legalities. A deceased estate includes the property and assets of a person who has passed away. Generally, the deceased estate is held in trust until the transfer of the property and assets to the nominated beneficiaries.	<b>Ms. Etta Palumbo Director of Business Development &amp; Marketing for the Public Trustee.</b>
2.45pm	<b><i>Major Sponsor - Final Touch (Australia)</i></b> There are many options for memorialisation of ashes with society having a different approach to keeping ashes at home and your loved one close. Jewellery to keep your loved one close to your heart, candles to keep their eternal light burning or a memorable urn to look at daily will be the focus of the Final Touch (Australia) presentation.	<b>Mrs. Jenni O'Neill - Manager Final Touch (Australia)</b>
2.55pm	<b><i>Body Preparation &amp; Embalming</i></b> Questions are often raised on how the deceased are dealt with and prepared for their funeral. What will they look like? What can we place in the coffin? Carmel will answer all your questions and any concerns you may have.	<b>Mrs. Carmel Markham &amp; Ms. Carissa Greaves Purslowe &amp; Chipper Funerals</b>
3.15pm	<b><i>ACCA – Australasian Cemeteries &amp; Crematoria Association Update</i></b> ACCA is a peak industry body, who promotes and facilitates the professional development of members including the establishment of comprehensive Codes of Practice, guidelines, training materials and research projects and also actively promotes the Cemetery and Crematoria industry to governments, related industries, other countries and the Australian public.	<b>Mr. Chris Harrington ACCA Executive Officer</b>
3.25pm	<b><i>Major Sponsor – Phoenix Foundry</i></b>	<b>Mr. Joe Campbell Managing Director</b>
3.35pm	Afternoon Tea & View Trade Displays	

4.15pm	<b>Major Sponsor – SOVA - "Dignity in Motion"</b> Funeral and mortuary products marketed here in WA with mourners in mind. How can we protect our funeral directors and our families at the grave site?	<b>Mr. Shane Janicki</b> Director
4.25pm	<b>"LaneWorkSafe" Alcohol &amp; Drug Testing</b> Providing the highest level of drug and alcohol testing solutions and products available for organisations across Australia. Our dealings with government health departments, police state departments and corporate businesses prove our professionalism and ability to provide the high level of service you need for your workplace.	<b>Mrs. Glen Norris on behalf of Mr. Stephen Lane</b>
4.40pm	<b>Open Forum Session</b> to discuss any subjects of concern	
4.45 - 5.00pm	Close of seminar 2019	<b>Mr. Brad Smith</b> CCAWA President
6.15pm	Pre-dinner Drinks	
7.15pm	Buffet Dinner & Drinks	

## 2019 CCAWA SEMINAR

### Presenter Profiles

#### Mr. Nathan Charles – Keynote Speaker

At the young age of 22 he had already made his mark on first grade rugby with impressive performances for the Western Force since his debut in 2010. Prior to that he played for the ACT Brumbies in 2008 and 2009 before heading to the Force as injury cover for 2 weeks, 2 weeks turned into 7 seasons. In 2011, Nathan also did a short stint with English premiership club Gloucester, also known as the cherry and whites. As a junior his natural footballing talent ensured he had the option of choosing to play either NRL or Rugby Union. His inclusion in the 2006 Schoolboys rugby squad cemented his commitment to Rugby and the sport is undoubtedly richer for it.

Looking at Nathan's resume it would be easy to assume that his life has been a dream run of success after success. His achievements glisten with gold but an incredible amount of hard work belies all of his triumphs. At just three months old he was diagnosed with Cystic Fibrosis, a genetic disease that significantly effects the lungs and the pancreas. It can be a devastating condition that traditionally results in a life expectancy of just 37 years.

Upon diagnosis, Nathan's parents were told that he may not make it to his tenth birthday. In the face of such adversity and with a future that looked to be laden with immense challenges he never faltered. Nathan has never viewed his condition an obstacle to success. He is adamant that he not be defined by cystic fibrosis and is passionate about raising awareness of the perils of the disease in his position as a national ambassador for Cystic Fibrosis Australia. Having just turned 30 years of age and recently married, Nathan has just started his own business in Risk Management consulting.



### **Warrant Officer Jen Riches - RAAF**

Currently the Base Warrant Officer at RAAF Base Pearce. Warrant Officer Jen joined the Air Force in 1983 initially as a chef and has had various postings across Australia. Warrant Officer Jen has instructed at both Recruit and Officer Training Units and has held various positions. In her current role as a Warrant Officer Disciplinary and Executive Warrant Officer where duties include, mentoring and developing personnel, monitoring welfare and morale of personnel for commanders, providing advice on VIP visit protocols, providing advice on discipline matters under defence law, coordinating and conducting Ceremonial activities such as ANZAC Day ceremonies, promotion ceremonies, graduation parades, RAMP Ceremonies and Service funerals. Warrant Officer Jen's operational experience includes six months deployment in East Timor from December 1999 to June 2000 and five tours of operational service in the Middle East Area of Operations in 2004, 2010, 2017, 2018 and Afghanistan in 2013. Whilst on operations in the Middle East in 2010, she was required to coordinate and conduct nine RAMP ceremonies for fallen soldiers from Australia and two other nations and has also assisted with coordination and conduct of three RAMP ceremonies in Australia. Unfortunately she has co-ordinated and conducted 13 service funerals where her role includes liaising with the family of the deceased, funeral directors and chaplains regarding the type of funeral requested and then liaising with relevant agencies for the conduct of the ceremonial aspect of the service.

### **Ms. Sally Kennedy – Dearly Plaques & Memorials**

The Dearly Plaques and Memorial concept was formed whilst walking the family dog through the local new cemetery where Sally observed that all new grave sites had a garden stake as an interim marker. For many years they would walk past these new graves and think surely there is something better than a garden stake, somewhat similar to a tomato stake, to provide a mark for a dear friend lost? Until the day came when Sally decided to venture into the manufacturing of these markers. With the valuable assistance of friends and local industry in Ballarat, we conceived, developed and designed a memorial plaque that is attractive and fitting for use at gravesites and other places that have special meaning. The original plaques have evolved into the products they are today. Dearly Plaques & Memorials now provide markers for all types of situations and their use continues to grow in response to demand. The staff includes Sally Kennedy, her sons Ethan and Zac and daughter Sophie who are all learning valuable lessons in running a small business with their mother. Sally also acknowledges her golden retriever "Stella," without her this little business would never have been conceived and be the success it is today.

### **Etta Palumbo – Public Trustee**

Etta Palumbo is the Director of Business Development & Marketing for the Public Trustee. She was instrumental in establishing the Public Trustee's modern day Wills service, WA Will Bank, Will Week and the Give2Good Foundation. As well as this, she is a regular speaker on Wills, Enduring Powers and preventing financial Elder Abuse. She is also chairman of aged care service provider Swancare Group & a board member of the Neurological Council of WA. Etta also has a strong background of knowledge in all areas of dealing with deceased estates.

### **Mr. Chris Harrington - ACCA**

Chris Harrington has worked in the funeral/cemetery/crematoria sector for over 16 years. Eight of those years were in the funeral industry as a supplier, a role which took Chris around Australia meeting and working with funeral directors in all States and Territories. He then spent 3 years as the Divisional Director of the Australian Funeral Directors Association (AFDA) Victorian Division. For the last 7 years Chris has been the CEO of the Australasian Cemeteries & Crematoria Association (ACCA). Responsible for guiding the association and helping its members to gain as much information as possible around industry best practise, Chris has arranged and coordinated 6 national industry conferences, operational seminars and field day trade exhibitions. He is also the Editor of the quarterly cemetery/crematoria industry magazine, ACCA News. Chris believes that associations play an enormous part in ensuring that everyone working in our industry has the best opportunity to gain greater knowledge and to develop further skills, provided we are all prepared to make a contribution. Chris will give CCAWA delegates an update on what's been happening at a national association level and also what opportunities might be of interest to CCAWA members in 2019.

### **Carmel Markham - Purslowe & Chipper Funerals**

Carmel has been in the funeral industry for 12 years. Currently she is Location Manager for the Subiaco branch of Purslowe and Chipper Funerals and Mareena Purslowe Funerals. Carmel has had many roles in those 12 years, including, arranging and conducting funerals, transferring of the deceased and mortuary work. She has also represented the AFDA as their state President and is currently a Board member for Palliative Care. Carmel is also an Authorised Marriage Celebrant who enjoys the balance of weddings on the weekends and to keep a high standard of professionalism in our industry she trains and mentors funeral celebrants. She is also currently completing her Certificate 1V in Training and Assessment to support this.

### **Carissa Greave - Purslowe & Chipper Funerals**

Carissa is a Qualified Embalmer and has been embalming for 18 years. Fortunate to be employed by Invocare 19 years ago, Carissa started her career as a Mortuary / Transfer Assistant. On completion of her Embalming course with the AIE in 2000 she has never looked back. Over time and with experience Carissa has been promoted to Mortuary Supervisor. Carissa has seen a lot of changes in the funeral industry over the years and has also learnt other aspects of the company spending a few years in their co-ordination / scheduling centre. Carissa is also a trainer/mentor for new students that are put through the embalming course. Carissa is very passionate about her job and finds it a real honour that families trust her with their loved one in the preparation of their final goodbye.



### **Mrs. Glen Norris – LaneWorkSafe Drug & Alcohol Testing Kits**

Mrs. Glen Norris, CCAWA Board Director will speak on behalf of Stephen Lane who unfortunately will not be able to be present at the seminar.

LaneWorkSafe is a 100% Australian owned company constituted to address a need in the workplace that meets the lawful requirements of the employer and is equitable and fair to both the employer and the employee. Headed by a former New South Wales Detective Sergeant with experience and understanding of the high cost associated with abuse of alcohol and drugs in society, LaneWorkSafe is driven by integrity and customer focus. Since 2005, our mission has been to help organisation's minimise risk and assist in the understanding and preparation of a drug safe workplace. Driven by integrity and customer focus, we specialise in leading-edge drug testing solutions that guarantee quality and reliability for Australian workplace safety programs and their employees. Our continued commitment to quality assurance, accuracy in product performance, and a high level of service means we have developed a reputation as:



#### ***"The Leaders in On-Site Drug Testing"***

Start reducing drug related risks, and improve on workplace safety, choose LaneWorkSafe - the professional's choice. LaneWorkSafe truly believe that **Worksafe – Workwell** can and should be one of every organisation's mottos.

### **Mr. Adrian Barrett - AFDA**

Adrian Barrett is a funeral director and embalmer with over 20 years' experience working in both Australia and Canada. His family's funeral business William Barrett and Sons was established in the South West of WA in 1897. Adrian is the AFDA's National Senior Vice President and a WA Divisional Councillor, as well as a former WA Division President.

## **2019 CCAWA SEMINAR**

### **Sponsors**

Events such as the CCAWA Annual Seminar could not occur without the support of our valued sponsors. Listed below in sponsorship level and in alphabetical order, these companies support our industry every day and we greatly appreciate their commitment to the 2019 CCAWA Seminar.

#### **Arrow Bronze – Major Sponsor**

Arrow Bronze is an Australian company supplying bronze plaques and accessories to the Australian and overseas markets. The company dates back over 70 years when first established by the Barr family. In 1989 the Barr family sold to Matthews which is its principal and only share holder. The company has a state of the art foundry and manufacturing facility based in Dandenong South, Victoria where it manufactures all its plaques from locally sourced labour and materials. The process is complete covering order to delivery affording it the capability of the highest standards in Quality, Service, Product Development and Technical Support. Arrow is the



market leader in innovation of products, accessories and service facilities. Our existing product range in plaques, motifs, borders and designs is large. Recent innovations include our Perpetual Flowers and Emblems, Cast on QR Codes and Lasting Memories™ being a replication of photographs in fully cast bas relief bronze. We have introduced and led the market in on line design, ordering and interrogation of plaque orders plus our renowned emblem browser. Arrow Bronze is the preferred supplier to all the major cemeteries in Australia.



### **Dawsons Funeral Home – Major Sponsor**

Whilst the Dawsons name has been associated with funerals in Narrogin since 1906, a new direction was forged in 2015 when the business was purchased by the Steicke family. Priding themselves on transparency and honesty, combined with a high level of compassion and respect, a re-branding of Dawsons Funeral Home was undertaken to assist the business to move forward within a very traditional industry. Their focus is on providing professional, understanding funeral services of the highest standard to their families. The area serviced by Dawsons Funeral Home is what may be considered unique. Spanning over 15 local governments which include 26 different cemeteries, their hearse travels on average 97km per funeral. The business also sees a significant monumental component as well as contractual agreements covering a geographical area larger than Tasmania. With backgrounds in completely different industries, coming into the death care industry provides insights into the opportunities that present not only at a business level, but also at an industry level, and we welcome this opportunity to be involved with the 2019 CCAWA Seminar and in particular the Thursday workshop.

### **Dearly Plaques & Memorials – Major Sponsor**

Over the last five years Dearly Plaques & Memorials has been supplying the cemetery industry in Australia with Aluminium cemetery products. The business is home grown in Ballarat, Victoria with many local businesses guiding and assisting our start-up to be what it is today. You could say that *'all things Aluminium'* is Dearly Plaques & Memorials. The use of this material was relatively new in this market until we came along, exclusively using aluminium and developing products for cemeteries quickly, cost effectively and ensuring that most importantly they will last. Dearly Plaques and Memorials provide all types of aluminium plaques and markers including cemetery memorials and plaques, personal memorials, garden stakes and markers as well as customised plaques for that unique requirement. Originally designed as interim grave markers, the business has grown to now provide a variety of attractive markers for all types of outdoor situations. Our affordable plaques and memorials can be easily ordered and placed in a garden, cemetery, golf course, winery, paddock, and even as a road side memorial. Dearly Plaques and Memorials was a Finalist in the Federation Business School Commerce Ballarat Business Excellence Awards for 2017. Along with three other Finalist businesses their category was the Federation Business School Innovation Award. Sally and her dedicated team were excited and honoured to be selected for the award.



### **Everlon – Major Sponsor**

Everlon is a wholesale supplier of memorialisation options to the Cemeteries and Crematoria, Stonemason, and Funeral Directing Industries across both the Australian and Asian



markets. With our customer service, administration and warehousing office in Sydney we are able to provide prompt and reliable delivery of plaques and memorialisation product across all Australian states and territories through our freight forward partnerships. Our extensive range of

bronze, aluminium and stainless steel plaques, lawn cemetery vases, crosses, crucifixes, headstone and mausoleum lamps and vases, religious statues, headstone viewing doors, ceramics products and picture frames are able to create a lasting and dignified memorialisation option for your client's individual and personal needs.

High production standards and professional customer service has enabled Everlon to become the preferred supplier to many businesses across both Australia and Asia. Professional staff members have extensive industry knowledge and work closely with your staff to create the best possible outcomes for your client's individual needs. Our commitment to improving memorialisation products and automated online ordering and invoicing systems has enabled Everlon to become an integral partner of product and profit growth to your business.

### **Final Touch (Australia) - Major Sponsor**



Supplying Australia wide, Final Touch Australia is a privately owned and Brisbane based company that can supply you with your cremation urns and jewellery needs. The catalogue "Keep You Memories Close" has been designed with your families in mind and it is an excellent aid for your staff to present their product range to client families. They can also support you with electronic images and extensive product support. As sole Australian distributors for many of the products they sell, they have, while working closely with their clients, proven that they can help increase your memorial sales. Visit their stand and see why clients refer to them as the urn specialist.

### **Phoenix Foundry - Major Sponsor**

In 1983, at Uralla, a small town in the New England Tablelands region of New South Wales, some innovative people had the idea of starting a business to manufacture cast bronze memorial plaques. Since then Phoenix Foundry has grown to be a major supplier in both the domestic and international markets. All staff pride ourselves on the highest level of customer service available and to do this we look and understand the needs of our customers. We strive to always beat our expectations in delivery with a consistent manufacturing time of 14 calendar days on average for the past few years. We see that if we can beat your expectations then we make you look good to the end customer who is often dealing with the loss of a close family member. Phoenix Foundry is proud to be the only 100% Australian owned and operated bronze plaque supplier supporting the CCAWA and we look forward to helping you with your memorial requirements in 2019.



### **SOVA – Major Sponsor**

A sister company to 4Healthcare, SOVA began designing and providing fit-for-purpose equipment to suit the specific requirements of morticians and cemeteries after noticing the need for better products within the industry. SOVA continued to evolve, providing complete fit-outs and an advisory service as part of a customised design service for clients who need a holistic approach. Because although mortuaries and cemeteries are part of the health care industry, their needs are very specific. Methodology is always smooth and smart,



using product that is clever and well designed. It is also streamlined because they take care of the whole process.

Our products are designed and manufactured in house for specific needs of the mortuary and funeral industry. The particular piece of equipment that SOVA will be showcasing has been designed in conjunction with Adrian Barrett from William Barrett and Sons Funeral Directors, Bunbury, Western Australia.

The grave surround and coffin lowering device has been designed to assist in the safety of a grave surround and to assist the day to day processes of a pall-bearer lowering a weight bearing coffin. Functional needs and ergonomics were taken into account to produce this equipment that simplifies manual tasking and occupational health and safety.

SOVA also have a standard range of equipment, which has been refined to accommodate the most common requests and sizes, or fully customised and engineered options to cater for individual needs. Our products are designed around ergonomic principals that make lifting and transportation as safe as possible. They can design new products around existing equipment in your facility, providing economic options where viable and all products are fabricated on site at our factory to our stringent standards. Materials and finishes are chosen for specific applications, and only the best quality electronic and manual components are selected to ensure longevity. The use of high-grade stainless steel and meticulous welding results in products that combine durability and precision. Equipment from both our customised and standard range is fabricated using our in-house 3D printers, metal fabricators, welders, assembler's and testing technicians. All processes from metal preparation and welding to plastic injection and powder coating are carefully supervised. Products then go through the final steps of our quality control procedures prior to commission. Our team is critical in this process. Highly skilled and professional, they are committed to the manufacture of the highest quality products.

### **Australian Funeral Directors Association - Minor Sponsor**

Australian Funeral Directors Association (AFDA) Members and the AFDA trademark represent security, care and professional service. The Australian Funeral Directors Association develops and promotes professional standards in the funeral industry. In conjunction with its membership, community groups and professional expertise, AFDA has developed several standards for industry practice. These are based upon fundamental and legitimate occupational health and safety, public health, legal and community standards. AFDA Member firms are required to abide by these standards. Formed in 1935, AFDA is the only national funeral service organisation with Member firms in every State and Territory. AFDA Member firms are chosen by more than 85% of West Australian families to provide funeral arrangements for their loved ones. AFDA Members are bound by a strict Code of Ethics and Practice designed to meet both community needs and expectations in all aspects of service delivery. The code is a reassurance to the community of sincere care and professional service, particularly at a time of uncertainty and distress for grieving family and relatives. AFDA is widely recognised as the authoritative voice on funeral matters. The Association is a public company, limited by guarantee, and administered by an elected board. It is administered from a National Office and Divisional Offices.



AUSTRALIAN  
FUNERAL  
DIRECTORS  
ASSOCIATION

AFDA Members are inspected every three years to ensure compliance with the Association's minimum standards pertaining to Premise, Equipment and Vehicles (PEV). Furthermore AFDA Members are required to achieve a minimum number of Continuing Professional Development (CPD) hours on a yearly basis to maintain AFDA Membership, together with abiding by the AFDA Code of Ethics and AFDA Code of Professional Conduct.

## H.H. Webb – Minor Sponsor

H.H. Webb and Co. Pty. Ltd has been manufacturing highest quality coffins and caskets at its current location in Wiltshire Lane, Ballarat since the early 1980s. Two years of extensive research and development of machinery and techniques of production have led to H. H. Webb and Co. becoming the most advanced funeral supply manufacturing facility in Australia. H.H. Webb and Co. is the only manufacturer of its type in Australia that is able to produce its own requirements from basic raw materials, and supplying other manufacturers of funeral supplies. H.H. Webb and Co. have not rested on their laurels as a market leader and with our dynamic staff throughout Australia, we all strive to achieve an even greater level of service to you, our most valued clients. We welcome you to visit the H.H. Webb and Co. website at [www.hhwebb.com.au](http://www.hhwebb.com.au). We look forward to you visiting us on a regular basis.



## William Barrett & Sons - Minor Sponsor

William Barrett & Sons is the leading funeral home servicing the South West of WA. It is a fourth-generation, family-owned and operated business established in 1897. It now has branches in Bunbury, Busselton, Collie and Harvey covering towns from Augusta to Pinjarra and Waroona.



**WILLIAM BARRETT & SONS**  
FUNERAL DIRECTORS EST 1897

William Barrett & Sons is an active member of the Cemeteries and Crematoria Association of WA, Selected Independent Funeral Homes and the Australian Funeral Directors Association (AFDA). The company is committed to maintaining and raising standards within the death-care industry Australia-wide to ensure families receive the best-possible service and advice during their time of need.

Owner, Errol Barrett is one of only 18 Life Members of the AFDA and a former National and State President. He is also a long-time member of the Bunbury Cemetery Board. Errol's son Adrian is also a past President of the AFDA of WA and a Councillor of the national association. As well as its dedication to industry standards and regulations, William Barrett & Sons is also dedicated to supporting and giving back to its community. In 2019 it will host its 26th annual Australia's Biggest Morning Tea which raises well needed funds for Cancer Council services. The Bunbury funeral home is transformed into a makeshift café and welcomes thousands of guests for a positive and fun celebration. The business also hosts the Barrett Bunbury Swim Thru in support of the City of Bunbury Surf Life Saving Association and sponsors hundreds of sporting clubs and individuals. More information about William Barrett & Sons can be found at [www.barrettfunerals.com.au](http://www.barrettfunerals.com.au) or [www.facebook.com/barrettfunerals](http://www.facebook.com/barrettfunerals). To speak to one of the team phone 9721.4311

*A big thank you to all our sponsors, your valuable contribution to the industry supports the Peter MacLean Award each year.*

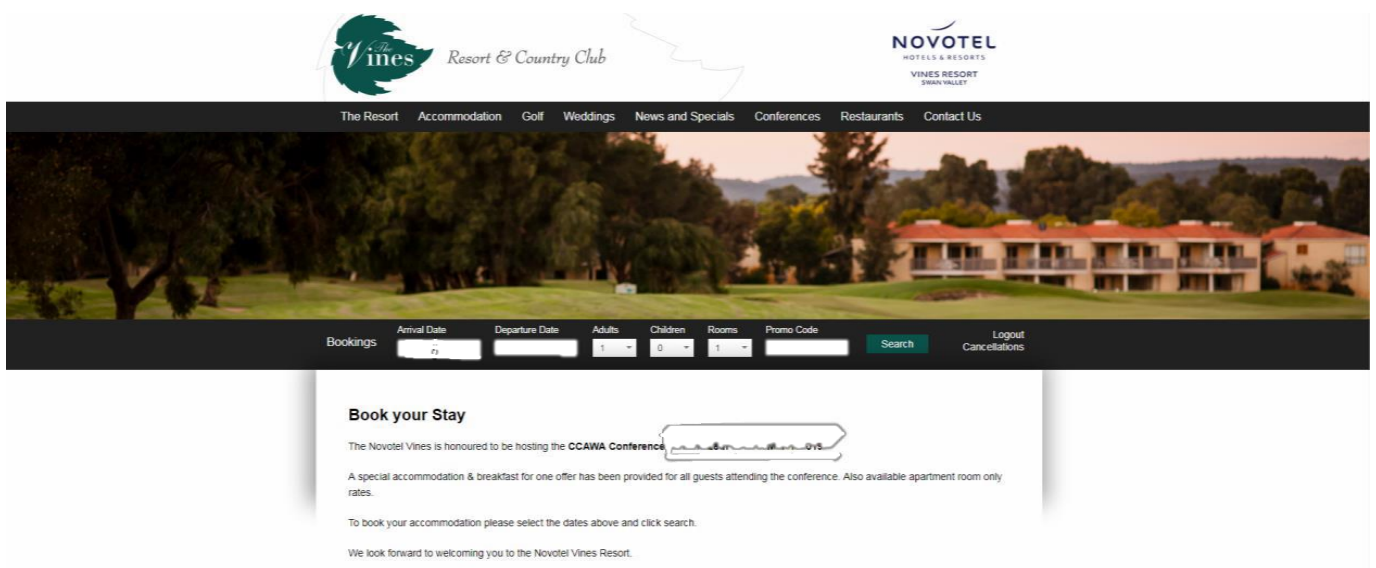
This year the CCAWA would also like to acknowledge in particular, Dawsons Funeral Home, Narrogin for their sponsorship and support of the Thursday workshop. Major sponsors also for their support and contribution towards the corporate mini golf challenge and barbeque dinner.

# Accommodation

The Novotel Vines Resort & Country Club have put together accommodation and breakfast packages to cater for those attending alone or groups wishing to share. The Novotel Vines Resort & Country Club is located within the Swan Valley in Perth Western Australia. The Resort is located approximately 35 mins from the Perth CBD in the tranquil Swan Valley. Surrounded by award winning wineries, restaurants and galleries, the Resort will provide the relaxed atmosphere to unwind and rest.


To book your stay please go to the link below and select dates. Please make sure your reservation is made prior to the 28th February 2019 for accommodation and breakfast at the advertised price, otherwise rooms and price cannot be guaranteed.

<http://www.reservations.vines.com.au/clientAuthenticate.html?autoUser=CCAWA&autoPass=CCA>



The screenshot shows the website for the Novotel Vines Resort & Country Club. At the top, there are logos for 'The Vines Resort & Country Club' and 'NOVOTEL HOTELS & RESORTS VINES RESORT SWAN VALLEY'. Below the logos is a navigation menu with links: 'The Resort', 'Accommodation', 'Golf', 'Weddings', 'News and Specials', 'Conferences', 'Restaurants', and 'Contact Us'. A large banner image shows a view of the resort building and a golf course. Below the banner is a booking form with the following fields: 'Bookings', 'Arrival Date' (with a calendar icon), 'Departure Date', 'Adults' (dropdown menu with '1' selected), 'Children' (dropdown menu with '0' selected), 'Rooms' (dropdown menu with '1' selected), 'Promo Code', a 'Search' button, and 'Logout Cancellations'.

**Book your Stay**

The Novotel Vines is honoured to be hosting the **CCAWA Conference** 

A special accommodation & breakfast for one offer has been provided for all guests attending the conference. Also available apartment room only rates.

To book your accommodation please select the dates above and click search.

We look forward to welcoming you to the Novotel Vines Resort.

## Getting to the Vines Resort & Country Club

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Google maps will provide you clear directions to the venue from north, south, east and west.

From the airport, Jayride.com works with hundreds of transfer companies within Perth to organise pick-up and drop-off services to thousands of travellers from Perth airport. We provide Perth airport shuttles and transfers to or from Novotel Swan Valley. The Vines on Jayride.com where travellers can compare available transfer companies and choose by price, star ratings and preferred type of transfer (private car or shared shuttle) to make a quick and easy online booking.

## Dining Options

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Breakfast will be available at the hotel if confirmed at the time of booking. Don't forget to say you are booking for the CCAWA Seminar.

**Lunch, morning and afternoon tea – These are included as part of your seminar registration.**

**Thursday Evening** – A casual barbeque will follow the corporate mini golf challenge taking place after the workshop. Both of these will be NO CHARGE events.

**Please note that this barbeque is sponsored by Major sponsors and CCAWA, please confirm your attendance with your registration.**

**Friday Evening** – The seminar day program will conclude with “Pre-dinner drinks” followed by a buffet dinner including drinks, [Beer, wine & soft drink].

**CCAWA WISH TO THANK ALL OUR SPONSORS FOR THEIR  
CONTRIBUTION TO THE 2019 WORKSHOP AND ONE DAY SEMINAR**

This year the CCAWA would also like to acknowledge Dawsons Funeral Home, Narrogin for their support of the Thursday afternoon workshop.

## Registration of Attendance Details:

Please tick box if you do not wish to disclose your contact details to sponsors.

Name of Organisation: \_\_\_\_\_

Representatives attending: \_\_\_\_\_

Name: \_\_\_\_\_ Position: \_\_\_\_\_

Name: \_\_\_\_\_ Position: \_\_\_\_\_

Name: \_\_\_\_\_ Position: \_\_\_\_\_

Key organisation contact details for correspondence:

Name: \_\_\_\_\_ Email: \_\_\_\_\_

Phone: \_\_\_\_\_ Mobile: \_\_\_\_\_

## Attendance Details:

Thursday afternoon Workshop	No Charge
Thursday Corporate Mini Golf Challenge	No Charge
Thursday night Barbeque Dinner	No Charge
Seminar Registration – Members	\$155 per person
Seminar Registration – Non-Members	\$215 person
Friday Dinner	\$85 person

Please advise of any special dietary requirements.

Total attendees for Workshop: \_\_\_\_\_ No Charge

Total attendees for Corporate Golf: \_\_\_\_\_ No Charge

Total attendees for Barbeque Dinner: \_\_\_\_\_ No Charge

Total attendees for seminar: \_\_\_\_\_ attendees at a total of \$ \_\_\_\_\_

Total attendees for dinner: \_\_\_\_\_ attendees at a total of \$ \_\_\_\_\_

**TOTAL PAYMENT:** \$ \_\_\_\_\_

### Payment Options

As **CCAWA is GST exempt** you may use this form as your Tax Invoice **ABN: 28 572 66 09**

A cheque for: \$ \_\_\_\_\_ is enclosed or funds have been transferred to: **Bankwest, BSB 306-070, Account No 415677-1**. Please include your organisation name.

Payment needs to be made by **Friday 1 March 2019**.

Please return Registration Form and payment advice to:

Gaye Newton, Kalgoorlie-Boulder Cemetery Board PO Box 79,

KALGOORLIE WA 6433 or email: [kalg.bld.cemetery@bigpond.com](mailto:kalg.bld.cemetery@bigpond.com)





## CCAWA 2019 BOARD NOMINATIONS

### NOMINATION FORM BOARD MEMBER

The undersigned representatives of Ordinary Members of the Association hereby nominate:

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(Full Name):

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For the position of:

Proposer: \_\_\_\_\_ Signed \_\_\_\_\_

Seconder: \_\_\_\_\_ Signed \_\_\_\_\_

Date:

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The following background information on the nominee is provided for Members' information.

Nominations are due to Anne Dixon, Secretary CCAWA  
on, or before **8.30am Friday 29th March 2019** – at the  
Seminar registration desk.

#### **Vacancies:**

Three Director positions will become vacant, each for a two-year term.