

# CEMETERIES & CREMATORIA ASSOCIATION OF WESTERN AUSTRALIA



30 December 2022

Dear CCAWA Member

## **Re: Nominations are open for the Peter Maclean Award 2023**

It is with much pleasure that I invite you to be a part of the *Peter Maclean Award for 2023*.

The Award is presented on an annual basis to *'any employee of a CCAWA member who has performed above and beyond the call of duty in providing excellence in customer service.'* It is presented in recognition of Peter Maclean, who was a past CEO of Metropolitan Cemeteries Board, ACCA Association President and a highly valued, committed and driven member of the Executive Committee, and who during his working life had a gift for providing outstanding industry service.

In recognising Peter's contribution to the Association and the Industry, this Award is a fitting tribute to appropriately recognise a person who has provided exceptional service to their cemetery and/or crematoria via the management and maintenance within the cemetery industry.

*The Award is kindly sponsored by CCAWA Major Sponsors including: Arrow Bronze, Everlon, Facultatieve Technologies, Ltd., Final Touch (Australia), GBG Group, Opus Xenta, Phoenix Foundry, PlotBox and the Australasian Cemeteries & Crematoria Association (ACCA).*

This document includes further background to the award and a nomination form. We seek your support in identifying an appropriate candidate/s and nominating them for the 2023 *Peter Maclean Award* to be presented at the 2023 AGM and one day seminar.

Yours sincerely,

Mr. Brad Smith  
President

## **PETER MACLEAN AWARD 2023**

### **Background & Purpose**

Peter Maclean joined the then Karrakatta Cemetery Board on the 5th July 1976 and retired on the 7th January 2011. Peter was a past Association President and a highly valued, committed and driven member of the Executive Management Committee. Additionally, he was fortunate to be gifted with outstanding customer service skills.

Following Peter Maclean's retirement, the CCAWA Executive determined that a most fitting tribute would be to create an Industry Award recognising outstanding industry service to the West Australian community – *The Peter Maclean Award*.

The award is presented annually to '*Any employee of a CCAWA Member who has performed above and beyond the call of duty in providing excellence in industry service.*'

It also supports the promotion and improvement in excellent customer service delivered by CCAWA members.

### **Criteria for nomination**

The criteria below are guidelines to take into consideration when nominating a person that best reflects customer service excellence:

- *An aptitude for the industry*
- *Have introduced a new innovation in customer service, operations, product development or marketing*
- *Are likely to contribute or already have contributed to the wider industry community*
- *Welcoming and friendly to all customers*
- *Genuinely dedicated to providing great customer service*
- *A good professional role model for others to follow*
- *Committed to improving service quality*
- *Ambassador for their organisation*

### **Who can nominate**

Nominations will be accepted from the public and industry members and must be seconded by a CCAWA member.

***: Remember, that if you feel that you, or someone you know within the industry is worthy of recognition then nominate them now. The winners name added to the perpetual plaque is a constant reminder of your passion and service to the industry.***

### **Timing**

The award is presented at CCAWA's One Day Annual Seminar and AGM in 2023.

Nominations must be received by the CCAWA Secretary, Mrs. Anne Dixon email: [ccawasecretary@gmail.com](mailto:ccawasecretary@gmail.com) no later than 5.00pm on Friday, **3rd February, 2023**.

### **Nomination forms**

Nomination forms are distributed to all members and additional forms are available from the CCAWA website.

### **Selection**

The CCAWA Executive Committee will determine the Award recipient and their decision shall be final and no correspondence shall be entered into.

### **Recognition**

The winner will receive:

- The successful applicant will be awarded full registration to the Cemeteries and Crematoria Association 'one day annual seminar' with two night's accommodation and Friday night dinner.
- Full registration to the annual ACCA Conference including flights and accommodation. (The 2023 ACCA conference will be held in city and venue are yet to be announced).
- A perpetual trophy which will be retained until the next Annual General Meeting/ One Day Seminar.
- A personal trophy to keep.
- A certificate of recognition from the CCAWA Executive Management Committee.



## PETER MACLEAN AWARD 2023

### NOMINATION FORM

**Award Period:** Covering service delivered during the 12 months ending December 31, 2022

**Award Announcement:** The award winner will be announced at the CCAWA One Day Seminar/ AGM on 31st March, 2023.

<b>Nominee:</b>	
Organisation Name:	
Name of staff member being nominated:	
Position/Role:	
Phone Work/mobile:	
Email:	
Outline why the nominee is worthy	Please attach a written submission of no greater than 250 words.
<b>Nominated by:</b>	
Organisation Name:	
Name:	
Position/Role:	
Phone Work/mobile:	
Email:	
<b>Seconded by: (Must be a CCAWA Member)</b>	
Organisation Name:	
Name:	
Position/Role:	
Phone Work/mobile	
Email:	

**NOMINATIONS MUST BE RECEIVED BY THE CCAWA SECRETARY, ON OR BEFORE 5.00PM ON FRIDAY 3<sup>RD</sup> FEBRUARY 2023**

Mrs. Anne Dixon  
CCAWA Secretary

C/- Bunbury Cemetery Board  
PO Box 1115  
Bunbury WA 6231

Or, email: [ccawasecretary@gmail.com](mailto:ccawasecretary@gmail.com)

