

JUNE 2023

CCAV REPORTER

Official newsletter of the Cemeteries & Crematoria
Association of Victoria

Dear Members,

Our Committee have attended industry conferences and meeting around Australia in the past few months, gathering ideas and listening to information that they believe to be helpful tools for our association moving forward.

I am sad to announce that Leah Slee the representative on the committee for SMCT has resigned from her role and has left the sector. We would like to thank Leah for her work on the Committee of Management and particularly as the MC for the trade show at this years conference.

I am happy to advise that our website has a new look and the logging in information for the 'member's only' should land in your nominated email in box within the next week. Please login and let us know what you think, remembering this area is a work in progress as we update all the resources.

All the conference recordings will be available here to view and the presentations are available in this area.

From the President

ANNIE DE JONG

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CCAV Industry Partners

As always, we are delighted to take this opportunity to thank and acknowledge our wonderful industry partners for their strong support of CCAV throughout the year. We would like to welcome Lite Guard Industries and Memories as new industries partners.

Our partners take a lot of interest in our industry, and invest significant time to build relationships. We will only continue to receive loyalty from our partners if we give them fair consideration in our purchasing decisions or when tendering for services. Their investment in our association is used to subsidise the cost of events for all members and is greatly appreciated.

Platinum		
		
		
Gold		
		
Silver		
		
		
Bronze		
		
		
		



**Committee of Management
2022 - 2023**



Annie De Jong
CCAV President
Ballarat Cemeteries Trust



John McCormack
CCAV Secretary
Neerim Cemetery Trust



Martin Lanyon
CCAV Treasurer
Geelong Cemeteries Trust



CCAV Vice-President
Cemetery Trust

Brett Clifton
CCAV Committee Member
Traralgon Cemetery Trust



Leah Slee
CCAV Committee Member
Southern Metropolitan Cemeteries Trust



Rosemary Angus
CCAV Committee Member
Smythesdale Cemetery Trust



Brendan Koch
CCAV Committee Member
The Greater Metropolitan Cemeteries Trust



Karen Johnson
CCAV Committee Member
Warrnambool Cemetery Trust



To consider the future, we must acknowledge the past.

CCAV Events Update

‘We are better together’

This year’s conference was themed ‘we are better together’, and each of the sessions was included to further explore the reasons why.

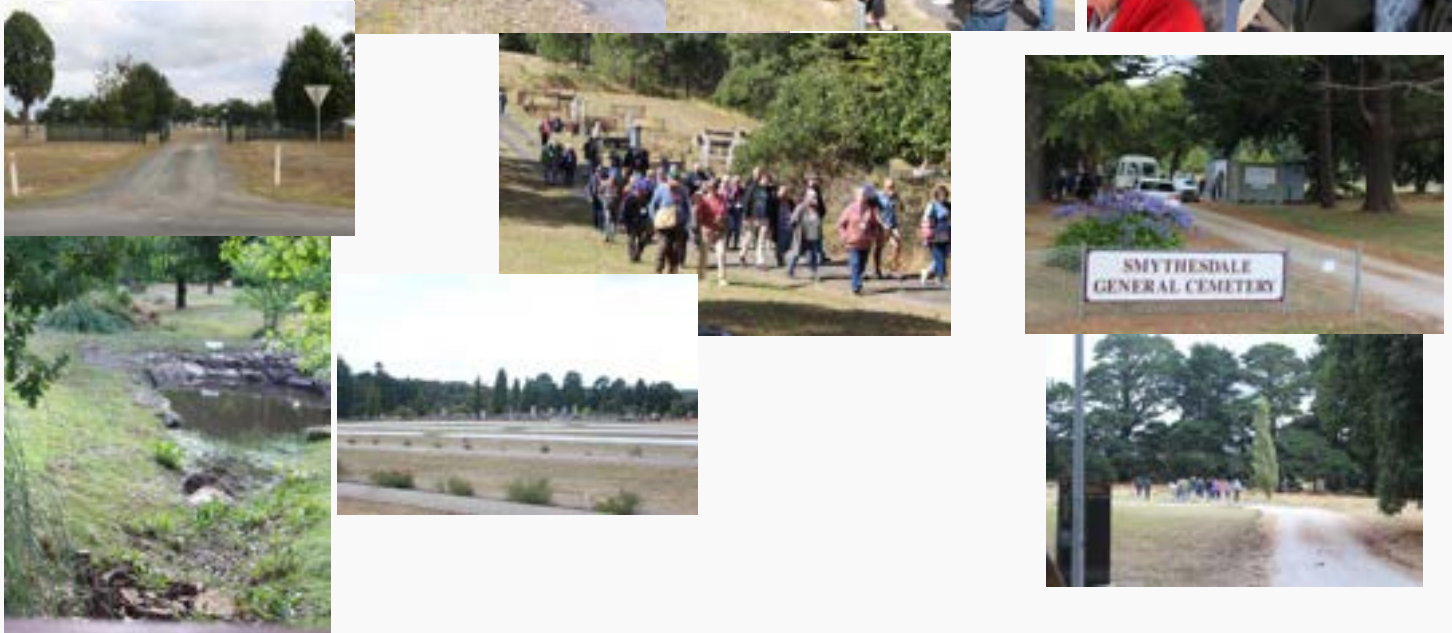
This year, 130 people across 33 cemeteries attend the conference, which was held in Ballarat at the Mercure Ballarat Hotel & Convention Centre.

The delegates enjoyed either a tour of Ballarat cemetery or tours of Linton, Smythesdale and Buninyong cemeteries and a welcome evening at the Hop Temple Brewery.

Ballarat Cemetery



Buninyong





To consider the future, we must acknowledge the past.

The program included a number of informative and topical speakers to connect guests to new ideas, new methods, solutions to existing challenges, and key contacts to support each cemetery and crematoria moving into 2023 and beyond. The second day of conference commenced with Wadawurrung elder and traditional owner Aunty Joy Oldaker providing a welcome to country in the Wadawurrung language.

Cr Des Hudson OAM, Mayor of the City of Ballarat, welcomed guests to the Conference and spoke of the importance of cemeteries as sites of memory as well as places for research.

He encouraged conference guests to get out and explore Ballarat and thanked the CCAV for their important work.

Mary-Anne Thomas, Minister for Health was unable to be with us, but sent a video thanking cemetery trusts for continuing their work with families, especially during the difficulties of the last two years. She also thanked the CCAV for hosting the conference.

A presentation to Rita Woolley from Eltham Cemetery who retired after 35 years' service, and our immediate past President Judith Voce who is also retiring from the sector, we would like to thank them for their significant services and wish them all the best in the future.





To consider the future, we must acknowledge the past.

The day was full of presentations and information from our Platinum partners.

Nicole McDonald, Manager Cemetery Governance Support Unit

Key Note Speaker Paul Taylor gave an animated talk on how to become your best self through a range of holistic measures including simple nutrition, optimised exercise, routine, and positive self-talk. A key message was: “Nothing changes if nothing changes.”

Sessions on Cyber Security, Vegetation Overlays and their impact, Social Media, Split sessions on Customer experience with cemetery management systems, users of Opus Xenta, Plot Box, Chronicle and Excel Spreadsheets, and The Public Records Office of Victoria shared the requirements of the management of cemetery public records and what happens when we no longer need the physical records.

Keynote speaker and Cultural Anthropologist Dr Hannah Gould challenged each table to pitch a project with the following parameters: You have been given \$500k and 3 years. How would you study “a good death” in Australia? Dr Gould works with the Death Tech Research team at University of Melbourne, and has been recently working with the Australian Death Studies Society.

And finally, stand-up comedian, author, radio and television presenter Cal Wilson provided some light entertainment - based on her shopping experience around the trade show.

Dinner was held at Sovereign Hill



Dinner was held at Sovereign Hill





To consider the future, we must acknowledge the past.

Day Three continued the theme of Key Note speakers and industry partners

Ange Elson unpacked the meaning of reconciliation, and discussed the benefits of having a Reconciliation Action Plan (RAP) in place for inclusion and diversity. She also spoke about what it takes to be better than our ancestors, and the kinds of work that need to be done for true change to happen. A key message was “Find where the energy is.”

Leah Slee led guests on a guided tour of the trade room to introduce conference sponsors and allow each business to showcase their products or services. Leah encouraged guests to enter competitions on offer and collect brochures and other promotional materials to review after the conference.

Senior Associate - Corporate from Lander & Rogers Kate McGurk provided an update on memorial permit applications and Trust requirements. She gave an overview of relevant definitions and discussed obligations that commonly arise in the management of memorials. She also outlined how Trusts could protect themselves in relation to claims from damaged memorials. A number of interesting questions arose from this presentation, indicating that this was a sensitive issue for many.

Annie De Jong gave a presentation on sustainability strategies that Ballarat Cemeteries had in place to be kinder to the environment. She discussed water management, the solar battery back-up system, the conversion of fuel-driven plant to electric, and investigations into green gas and new methods of water capture. She also talked about some of the challenges associated with going green, and encouraged those interested in making their cemeteries more sustainable to choose a project – any project – to kick off their journey toward a greener future.

Marita Ryan and Mandy McDonald offered their expertise in how to manage disagreement and conflict around a Trust or Board table, together they offered general advice on good governance, approaches to dealing with tricky situations that arise, and what a healthy Board or Trust should look like. Trusts were encouraged to participate in ongoing training, and to engage with the many free online resources available.

The final presentation of the conference was from keynote speaker and town planner and urban designer Jenny Donovan. Jenny shared information about inclusive design, the impact that the design of spaces can have on people's lives, and how cemeteries can be designed to more thoughtfully meet the needs of their communities.

Annie De Jong closed the conference by thanking sponsors and partners and the Committee of Management for their help and support

The atmosphere of the conference was positive, and levels of guest engagement were high. We are looking forward to reviewing guest feedback and continuing conversations inspired by conference topics.

WINNER OF THE COMPETITION: Julia Drew - Eltham Cemetery Trust
Registration to the 2024 Annual Conference.





Save the Dates

General Meeting

Thursday 29th June 2023 - 10.00am - 12noon

On-line

Registration via Eventbrite

Zoom access link available following registration

General Meeting

Thursday 28th September 2023 10.00am - 12noon

On-line

Annual General Meeting and Christmas Gathering

Friday 24th November 2023

Location to be advised closer to the event.

2024 Annual Conference

20th March to 22nd March 2024

RACV Healesville Country Club and Resort



Geelong Cemeteries Trust Opens 'The Pavilion'

Geelong Cemeteries Trust is proud to announce the opening of The Pavilion at Geelong Memorial Park in Armstrong Creek on Friday 24 February 2023.

The venue at Geelong Memorial Park has been established as a multi-faith space primarily for small celebrations of life, as well as celebrations of love, reflection and community activities.

Importantly, The Pavilion provides a safe space for burning incense and smoking ceremonies; a practice not currently permitted indoors.

Nestled in the idyllic park setting on the water's edge and consciously designed to blend into its surroundings, it appeals to any individual, cultural or community group.

Chair of Geelong Cemeteries Trust, John Mitchell said, "The Pavilion is a beautiful feature of the park and a great benefit to the community. From tributes, to meetings, to leisure activities such as yoga or relaxation, it will be an approachable, reflective space for all."

The light-filled space with panoramic views of native landscape offers capacity for 90 guests depending on seating arrangement. Catering is available within the close-by Function Room.





Office of the Victorian Information Commissioner (OVIC)

Class A cemetery trusts 2023 reporting obligations

Class A cemetery trusts are required to submit an Attestation in which they attest to the continuation of information security activities outlined in their previous Protective Data Security Plan (PDSP), unless they have undergone significant change. Please visit the website below for more information and to download an Attestation form to be submitted between July 1 to August 31st 2023:

- <https://ovic.vic.gov.au/information-security/agency-reporting-obligations-hub/vps-stakeholders/>

Class B cemetery trusts 2022 reporting obligations

If your Class B cemetery trust is still yet to submit a 2022 Protective Data Security Plan (PDSP), you can request a hard copy to be posted to your cemetery trust by contacting the Information Security team, or access an electronic copy via OVIC's website. Please submit any outstanding 2022 PDSPs as soon as possible:

- 2022 Class B PDSP form - <https://ovic.vic.gov.au/wp-content/uploads/2022/02/2022-Class-B-Cemetery-Trust-Protective-Data-Security-Plan.docx>

New Resource! Information Sheet For Class B Cemetery Trusts: Considering Third-Party Providers

It is important to ensure that any third-party providers your trust has engaged have the correct protections in place to ensure cemetery trust information isn't lost, destroyed, or compromised. Visit the webpage to find out more or contact the Information Security Team:

- Information Sheet: <https://ovic.vic.gov.au/information-security/information-security-tips-for-class-b-cemetery-trusts/information-sheet-for-class-b-cemetery-trusts-considering-third-party-providers/>

If you have any questions, please feel free to contact the Information Security Team. You can do this via:

- Phone - Ask to speak to the OVIC Information Security Unit, call 1300 006 842 or 03 8684 1616 and leave a message with your phone number.
- Email - security@ovic.vic.gov.au
- OVIC Mailing address -

Attention: OVIC Information Security Unit
PO Box 24274
Melbourne, Victoria, 3001



**Office of the Victorian
Information Commissioner**



CCAV Training Update

GraveSafe

There will be Gravesafe training at Fawkner on 12th and 14th of July, with very limited space available. Gravesafe training schedule is currently been reviewed will have a short break over the winter months and will recommence in October 2023.

Consideration is being given to having scheduling some training in Grief. The cost of this training would be approximately @ \$275 per person. The options can be online or in person- this would be subject to participant numbers.

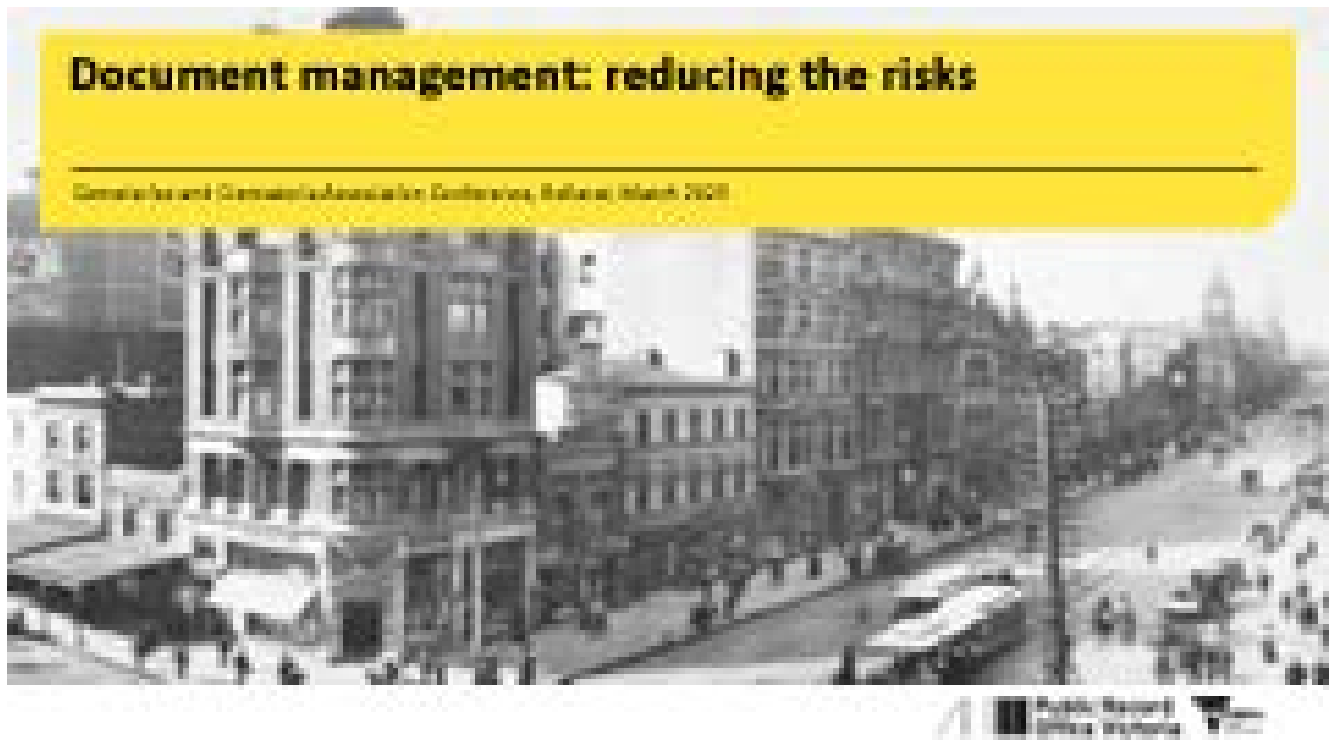
Please register your interest in this training by emailing executiveofficer@ccv.org.au with your details.





PROV Update

Document management: reducing the risks Cemeteries and Crematoria Association



Use the link below to see the presentation from
Public Records Office

<https://acrobat.adobe.com/link/track?uri=urn:aaid:scds:US:dac33946-7ec1-3011-a572-8b894ade099d>



Congratulations

CCAV would like to congratulate all the recipients of the service certificates, for their contributions as long term trust members.

Classifieds and News

Lets us help you with getting the word out to others

Do you need help with equipment you have to sell?
We will be able to add these requests to our website and
newsletter

Advertising of any events in your cemetery let
us know to add them to the website and the
newsletter

CCAV Application to Establish or Alter a Memoria or Place of Interment

<https://ccavorg.sharepoint.com/:b:/g/EaAnueb9M29BhbRcUrCgKQMBQNMgdcSlcs9AbHWIR1dWGA?e=AXISbp>

FACT SHEET - MEMORIAL OBLIGATIONS

<https://ccavorg.sharepoint.com/:w:/g/ERyF3CEMKCJMpDXMVjhqsUkBx8PXgxA3XKiluM7-rhHMmA?e=JtlInj>



Industry Partners

Phoenix Celebrates 40 Years of Service to the Profession

In 2023, Phoenix celebrates 40 years of supplying quality cast bronze memorial plaques to the profession. During this time we have grown to become the largest *100% Australian Owned and Operated Foundry*. We are extremely proud of this considering we are based in a small regional town with a population of approx 2500, similar to many small Victorian regional towns. Some key highlights of our journey are as follows:

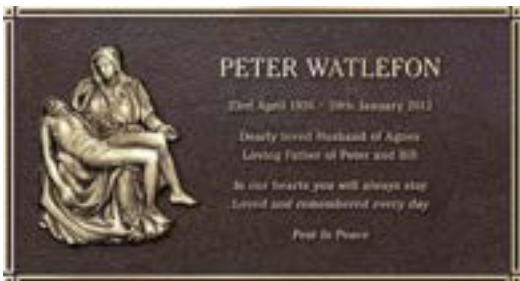
- * **1982:** Charlie Rudd and Henry Raymond were approached by a local funeral director to reopen a recently vacated Foundry. They agreed and after 12 months of research they cast the first plaque in 1983.
- * **1988:** Phoenix had outgrown the original premises and relocated to our current location at Duke St, Uralla.
- * **1990's:** Phoenix employed sales representatives to assist with further growth. Phoenix now has 3 sales reps being Kelly Mulcahy (South-West Australia), Patrick Whyte (North-East Australia) and Tom Genusso (North America).
- * **2001:** Phoenix had become a recognised brand throughout Australia and entered the export market with sales starting into the UK. This resulted in Phoenix producing all bronze components for the Australian War Memorial in London, located on Hyde Park corner that was opened by Her Majesty Queen Elizabeth II on 11 Nov. 2003.
- * **2003:** To help our customers with the ordering process, Phoenix developed our industry leading Design Order and Tracking System (DOTS). This ordering system allowed customers from around the world to deal with Phoenix in a seamless manner, opening many doors.
- * **2006:** Further expansion into the International market occurred entering the North American market. Phoenix quickly established ourselves as a preferred supplier in Canada due to our quality, service and fast delivery times.



Original Phoenix Foundry New Modern Premises

- * **2008:** Our success both domestically and on the international market had Phoenix quickly outgrowing our premises. An expansion of the current site occurred to allow us to deal with the increased business.
- * **2014:** Phoenix expanded further with a new joint venture facility set up in Pittsburgh, USA, to service the North American side of business. Unfortunately the joint venture didn't prove to be successful with Phoenix not having enough control over our product and service levels, so we withdrew from the partnership in 2017.
- * **2017:** Phoenix made some additional extensions to our factory to further assist with production, adding an individual pouring shed and also extending our moulding and pattern making areas. These changes have helped to set Phoenix up for the future with a large amount of additional capacity gained.
- * **2020:** Client DOTS became the next big step for Phoenix during the Covid pandemic. Client DOTS allows cemeteries to assign a Username and Password to family members who are then able to design memorials in the comfort of their own premises. Once approved the order is sent back to the cemetery who reviews and submits to Phoenix.

Phoenix is proud to be bucking the trend of many manufacturing companies in Australia. We thank our large customer base for their support over the past 40 years and we looking forward to assisting the profession further into the future.





Industry Partners

Hip Hip Hooray! Dearly Plaques celebrates Ten Years!

Starting as a part time gig in 2013 Dearly Plaques & Memorials was created as a small start-up business testing and refining the interim marker for the cemetery industry. Ten years on we provide aluminium signage, markers and memorials to cemeteries across Australia, into New Zealand and recently to the US. Employing two casuals, including the odd family member – that’d be Zac, who is currently studying Occupational Therapy at Deakin University and Grace who is a local and recently graduated with a Bachelor of Archaeology.

Our product range started with the interim memorial, which today is still the biggest seller, with Cemeteries including this ‘good customer service’ gem within their interment packages for their families. We now have over 50 aluminium products with customised signage being developed all the time. These customised products come from conversations with operators and the challenges they have with current signage, memorialisation and cemetery equipment; they are looking for something affordable, something that will last and look modern and crisp for a long time.

Recently Dearly Plaques & Memorials have ventured into the recycled plastic space to look for and develop with an Australian company a replacement product for concrete memorial bases. Creating an alternative to concrete for the stand alone bases or ‘desks’ Dearly is currently manufacturing the first base from recycled plastic, to look like but be considerably lighter than the existing concrete products. The bases are made from kerbside waster or HDPE (High Density Polyethylene) and include food containers, shampoo and milk bottles. Watch this space for the first Victorian Cemetery to trial the lighter recycled plastic bases made from up to 170 used 2 litre milk bottles for each unit.

Thank you to the local cemeteries and the industry for utilising our products, communicating on new ideas and promoting Dearly Plaques & Memorials. We are looking forward to what the next Ten Years holds for us in growth, innovation and entrepreneurship.

