



*Building the cemeteries for tomorrow.*

2025

# CCAV Annual Conference

Join us for an unmissable event dedicated to shaping the cemeteries of tomorrow! This conference is your opportunity to gain insights, explore innovations, and connect with peers on key industry developments.

Hear from leading experts, engage with inspiring guest speakers, and discover forward-thinking strategies that will drive the future of cemetery management.

# Our Partners

We are once again thrilled to extend our heartfelt thanks and appreciation to our outstanding partners for their steadfast support of CCAV throughout the year.

Our partners are deeply invested in our industry, dedicating time and resources to forge strong, lasting relationships. Their loyalty to our association is something we continue to earn by giving them thoughtful consideration in our purchasing and service tendering decisions. Their commitment enables us to offer subsidized event costs for all members, and we are truly grateful for their invaluable contributions.



## Platinum



## Gold



## Silver



## Bronze



# Our Speakers



## Dr Jordan Nyugen

Dr Jordan Nyugen is a leading Australian engineer, inventor and innovator, committed to improving as many lives as possible, and becoming a driving force behind both human and technological evolution as we move into the future.

An internationally renowned engineer for humanity, Jordan designs life-changing technologies to transform the lives of people with disabilities and the elderly through his role as founder of Psykinetic, a social business committed to bringing positive, sustainable and life-altering change.

Inspired by human endeavour, Jordan has big ambitions to see our world step consciously and creatively into a better future.



## Florence Jaquet

Florence Jaquet over 40 years of experience in landscape architecture in Switzerland, France, England and Australia with particular expertise in Cemetery Design and Master planning as well as Water Sensitive Urban Design.

She has been involved in the cemetery industry for more than 30 years and has advocated for more sustainable, landscape-oriented and biophilic outcomes for 2 decades. Contemplation, healing landscapes and sculptures are a big part of my cemetery work. A deep understanding of the industry and a vision for future cemeteries has led me to be invited to speak at a number of Conferences and to contribute to issues papers and submissions for legislative changes.



## Mike Clarke

Mike is a former KPMG Partner and CIO, currently serving as a Board Director, Expert Witness, and Business Founder. During his tenure at KPMG, Mike led the Technology Consulting practice in New Zealand.

One of Mike's key areas of expertise is cyber security, which he views as a critical business risk that must be managed strategically. To address this, he founded Wire8 Digital, a firm dedicated to helping organisations manage cyber risk through clear, standardized frameworks, cutting through the technical jargon.

Outside of his professional endeavors, Mike has a passion for horse racing as a breeder, owner, and administrator. He also enjoys motorcycles and traveling.



## Amber Dahlhaus

Amber Dahlhaus is the Marketing & Communications Coordinator at Geelong Cemeteries Trust. With a Bachelor of Communication (Digital Media) from Deakin University, Amber combines her expertise and experience in marketing, social media management, and communications to enhance the Trust's community engagement and brand presence.

Her role includes developing marketing strategies, managing social media platforms and overseeing website content. Amber's strong skills in copywriting, content creation, and analytics ensure effective communication with diverse audiences. A proactive and adaptable professional, she also contributes to administrative tasks and supports families with compassion and professionalism.



## Amanda Newbery

Amanda is an international award-winning engagement and communications expert who has led multiple ground-breaking projects. For 16 years, Amanda was a weekly panelist on ABC radio, commenting on advertising, PR and marketing.

For more than 20 years, she has been a trusted advisor for some of Australia's leading global companies and government departments. Specialising in complex and controversial projects, she believes that even the impossible is possible.

She is a recognised expert in community engagement, having co-developed the industry standards for Australasia, co-developed the Queensland Government guidelines for engagement in planning, and being one of only 14 licensed trainers for the International Association for Public Participation Australasia. The global IAP2 Community Engagement Model was co-developed by Amanda, and has been adopted internationally. It identifies how and when use organisation-led, community-led and shared leadership approaches to decision making for organisations and democracies.

# Wednesday

26 March, 2025

## Welcome to Shepparton!

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2.00pm

### **Registrations**

Register and collect your lanyard at the Riverlinks Eastbank.

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### **Cemetery Tour**

Self-guided tour of surrounding cemeteries. Maps available at registration.

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6.30pm - 8.30pm

### **Welcome Reception**

Welcome Reception at Piano Bar, Goulburn Valley (GV) Hotel  
Finger food and drinks provided.

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# Thursday

27 March, 2025

## Building the Cemeteries for Tomorrow!

9.00am - 9.30am	<b>Official Welcome</b> Welcome to Country Official Opening/President's Welcome
9.30am - 10.30am	<b>Key Note Speaker - Dr Jordan Nguyen</b> Let's stop dreaming of a better world and make one!
10.30am - 11.30am	Morning Tea in Trade Show Area with Partner Updates
11.30am - 12.15pm	<b>Department of Health</b> Department of Health Update Cemeteries Climate Risk Project Update
12.15pm - 12.25pm	<b>Phoenix - Partner Update</b>
12.30pm - 1.15pm	<b>Sustainability</b> Innovations and Strategies in Waste Management (Panel session)
1.15pm - 2.15pm	Lunch in Trade Show Area
2.15pm - 2.25pm	<b>PlotBox - Partner Update</b>
2.30pm - 3.15pm	<b>Key Note Speaker - Florence Jaquet</b> Cemetery Design for Tomorrow
3.15pm - 3.45pm	Afternoon Tea in Trade Show Area
3.45pm - 3.55pm	<b>Arrow Bronze - Partner Update</b>
4.00pm - 5.00pm	<b>Sustainability</b> Biodiversity Conservation and Restoration Programs
6.00pm Sharp!	<b>Buses depart for Pre Dinner Drinks</b>
6.30pm - 7.30pm	<b>Pre Dinner Drinks/Networking - The Woolshed</b> Find your dinner date for tonight!
7.30pm - 10.30pm	<b>Conference Dinner - The Woolshed</b>

# Friday

28 March, 2025

## Building Cemeteries for Tomorrow!

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9.00am - 9.20am	Coffee & Networking in Trade Show Area
9.20am - 9.30am	<b>OpusXenta - Partner Update</b>
9.30am - 10.15am	<b>Key Note Speaker - Mike Clarke</b> Cyber Security - A Critical Business Risk.
10.15am - 10.25am	<b>Everlon - Partner Update</b>
10.25am - 11.15am	Morning Tea in Trade Show Area
11.15am - 11.25am	<b>IFISS - Partner Update</b>
11.25am - 12.15pm	<b>Key Note Speaker - Amber Dahlhaus</b> Social Media - How to promote your cemetery.
12.15pm - 1.15pm	Lunch in Trade Show Area
1.15pm - 2.15pm	<b>Key Note Speaker - Amanda Newbery</b> Community Engagement
2.15pm - 2.30pm	<b>Conference Close</b>

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# Important Information

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**Wednesday**  
**26 March 2025**  
**Welcome Reception**  
**6.30pm - 8.30pm**

Welcome Reception will be held in the upstairs Piano Bar at the Goulburn Valley (GV) Hotel (223 High St, Shepparton VIC 3630). Make your own way. Parking available. Lift available to get upstairs. Drinks and finger food provided.

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**Thursday**  
**27 March 2025**  
**Conference Dinner**  
**6.30pm - 10.30pm**

Pre Dinner Drinks/Networking and Conference Dinner will be held at The Woolshed (7719 Goulburn Valley Hwy, Kialla VIC 3631). Buses provided. Parking available.  
**Dress Code - Smart Casual**

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**Bus Timetable**  
**Conference Dinner**

**Bus 1**

6.00pm – Depart Quest Shepparton (outside reception)  
6.10pm – Depart Quality Hotel Parklake (outside reception)  
6.30pm – Arrive The Woolshed

**Bus 2**

6.00pm – Depart Mantra Shepparton (outside reception)  
6.10pm – Depart Quality Hotel Parklake (outside reception)  
6.30pm – Arrive The Woolshed

**Return from The Woolshed at 10.15 and 10.45pm**

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# Accommodation

We are pleased to provide the following accommodation options.

Accommodation must be booked directly with your preferred choice. You must contact the properties direct to gain access to the CCAV negotiated rates.

Please ensure you read the cancellation policy; each property has its own cancellation policy.

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**Mantra  
Shepparton**

7 Wyndham St  
Shepparton VIC 3630  
Phone: 03 5897 7123  
E-mail : [reception@mantrashepparton.com.au](mailto:reception@mantrashepparton.com.au)

King Rooms: \$289 per night

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**Quest Shepparton**

77-183 Welsford Street  
Shepparton Victoria 3630  
Ph: 03 5814 4800

Studios: \$215 per night  
One Bedroom Apartments: \$255 per night

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**Parklake**

481 Wyndham Street  
Shepparton Victoria 3630  
Phone: 03 5821 5822  
Email: [reservations@parklake.com.au](mailto:reservations@parklake.com.au)

Various rooms ranging from \$170 per night to \$210 per night.

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We are better together!



Phone 0457 416 397

Email [executiveofficer@ccav.org.au](mailto:executiveofficer@ccav.org.au)

