

 **CCAV**  
CONFERENCE  
25– 27 MARCH 2026  
TORQUAY | VICTORIA



2026

# 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



## Affiliated Supporters



# Our Speakers

## Kamal Sarma



Kamal Sarma has a deep insight into people and organisations, in large part, due to his unique personal and corporate experience. Kamal spent 7 years living as a monk in a desert monastery and returned to Australia to build a successful corporate career. Today Kamal focuses on helping people master the art of human connection through navigating complex and critical conversations, developing resilience, navigating change and transforming cultures. Kamal has held senior executive positions in organizations, including McKinsey & Company, Eli Lilly and AMP Capital Investors. He has also been the co-founder of two venture capital businesses in the IT and biotech sectors. Kamal currently is a Chairman for Amicus Digital and the founder and CEO of his strategic Leadership firm, Rezilium. For the past 18 years Kamal and team have been helping top companies within Australia and Globally

Kamal is the author of 3 international books: The best seller “Mental Resilience – the Power of Clarity”, “The Leadership Leap - UN learning how to lead” and his latest “WinWin Conversations”. He has conducted programs for a number of top-tier organisations, such as Google, Facebook, Bank of New York Mellon, Reserve Bank of Australia, PwC, Ernst and Young, Westpac, Commonwealth Bank and ING Global. Outside of his corporate work Kamal is the Chair of the RUOK Conversation Board. He is currently launching a program to eradicate self-harm and domestic violence through mentorship called Momentrs

## Allyson Fletcher



Bringing over 16 years' experience, Allyson has a wealth of knowledge for Human Resources and she has recently completed her Masters of Human Resource Management. She has an extensive background in the Health Care, Construction and Automotive industries.

At KBA she is driven to help her clients by carefully listening to their needs and working closely with the team to help achieve business goals and positive outcomes. Her positive and bubbly nature is infectious and makes her a delight to work with.

When Allyson isn't at work, you will find her laughing and socialising with friends as well as spending time with her son. Her love for travelling has turned into a hobby and allows her to see the world from a different lens.

# Our Speakers

## Dr Maiken Ueland



Maiken Ueland is the Director of The Australian Facility for Taphonomic Experimental Research (AFTER) and an Associate Professor at UTS. She is a leader in the field of forensic taphonomy, where she uses analytical, biochemical, and spectroscopic techniques to conduct human post-mortem investigations.

Dr Ueland's main research areas are human decomposition chemistry with special focus on markers in tissue and odour and their use in criminal investigations, including locating missing persons and estimating time since death. Her interest lies in the interface between forensic science and analytical chemistry.

Her current work focuses on developing methods for the successful location and recovery of victims in mass disaster scenarios using electronic nose technology and sophisticated analytical instrumentation. Dr Ueland also uses her knowledge in odour analysis in the investigation of wildlife crime and conservation.

# Wednesday

25 March, 2026

| THE PROGRAM

## Welcome to Torquay!

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4.30pm - 5.00pm

### Registrations

Register and collect your lanyard at the RACV Resort Torquay Great Ocean Road Foyer

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5.00pm - 6.30pm

### Trade Event - Rincon Room

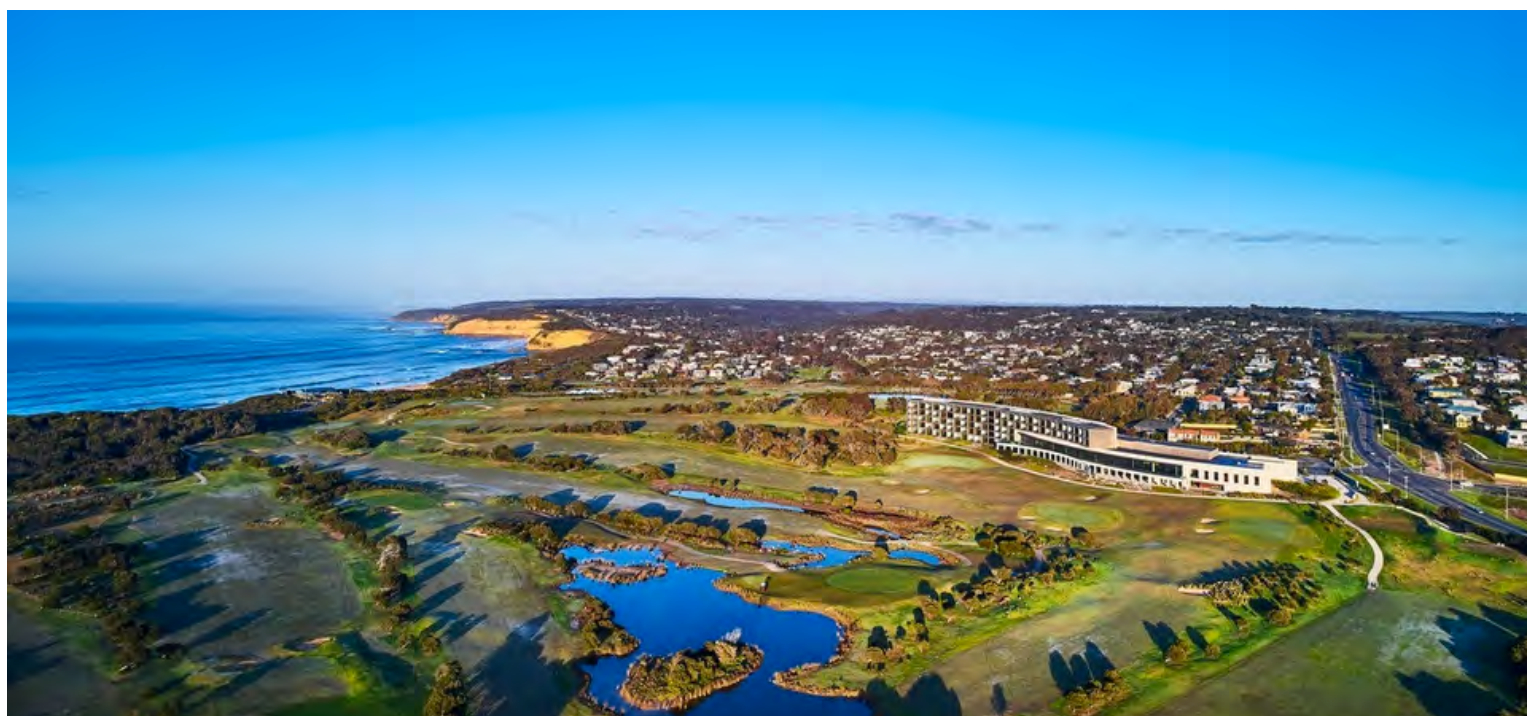
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6.30pm - 10.30pm

### Welcome Reception

Welcome Reception in Great Ocean Road Terrace and Winkipop Room  
BBQ Buffet and drinks provided.

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*Program subject to change.*

# Thursday

26 March, 2026

## Supporting People Strengthening Places!

|                        |                                                                                       |
|------------------------|---------------------------------------------------------------------------------------|
| 9.00am - 9.30am        | <b>Official Welcome</b><br>Welcome to Country<br>Official Opening/President's Welcome |
| 9.30am - 10.30am       | <b>Key Note Speaker - Kamal Sarma</b>                                                 |
| 10.30am - 11.00am      | Morning Tea in Trade Show Area with Partner Updates                                   |
| 11.00am - 11.30am      | <b>Rabbit Management Strategies for Cemetery Operations</b>                           |
| 11.30am -<br>12.00noon | <b>Monument Safety Part One</b>                                                       |
| 12.00noon -<br>12.45pm | Lunch in Trade Show Area                                                              |
| 1.00pm                 | Buses Depart for Cemetery Tours                                                       |
| 5.30pm                 | Buses return from Cemetery Tours                                                      |
| 6.30pm - 7.30pm        | <b>Pre Dinner Drinks/Networking</b>                                                   |
| 7.30pm - 10.30pm       | <b>Conference Dinner - Beach theme</b>                                                |

# Friday

27 March, 2026

## Supporting People Strengthening Places!

|                        |                                                                                                                                                                                                                                      |
|------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 8.30am - 9.00am        | Networking opportunity                                                                                                                                                                                                               |
| 9.00am - 10.00am       | <b>Key Note Speaker - Allyson Fletcher</b><br><b>12 Steps to HR Best Practice</b>                                                                                                                                                    |
| 10.00am - 10.30am      | Christina Furtado- Burke Winner of the Phoenix Foundry<br>Bereavement Profession Excellence Award<br>From Ontario Association of Cemetery and Funeral Professionals<br><br>Rita Woolley and Julia Drew<br>History making Italy trip, |
| 10.30am - 11.00 am     | Morning Tea in Trade Show Area with Partner Updates                                                                                                                                                                                  |
| 11.00am -<br>12.00noon | <b>Key Note Speaker - Dr Maiken Ueland</b><br>Australian Facility for Taphonomic Experimental Research<br>(AFTER)                                                                                                                    |
| 12.00noon -<br>12.45pm | Department of Health                                                                                                                                                                                                                 |
| 1.00pm                 | Conference close                                                                                                                                                                                                                     |

# Important Information

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**Wednesday**  
**25 March 2026**  
**Welcome Reception**  
**6.00pm - 10.00pm**

Welcome Reception will be held in the Great Ocean Road Terrace and Winkipop Room for BBQ buffet

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Bus One:  
Geelong Eastern Cemetery - History Alive - notable figures from Geelong's past guide you through the historical sections of the Cemetery.

**Thursday**  
**26 March 2026**  
**Cemetery Tours**

Bus Two: Queenscliff Cemetery - a tranquil setting by the seaside. This location features the iconic windswept Moonah (black paperbark) trees as its centrepiece, known as the Moonah Memorial Walk.

Monument Safety Part Two: Practical session within the cemetery grounds looking at the monuments with Sach

Buses will changeover approximately 3.00pm before returning to RACV Resort.

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**Thursday**  
**27 March 2025**  
**Conference Dinner**  
**6.00pm - 10.00pm**

Pre Dinner Drinks/Networking and Conference Dinner will be held at Great Ocean Road Ballroom  
**Dress Code -Beach Theme**

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# Important Information

## HISTORY ALIVE GEELONG EASTERN CEMETERY



## Queenscliff Cemetery

Step back in time as costumed interpreters bring Geelong's history to life, sharing the remarkable stories of notable figures in the very place they rest.

Let hosts **Caroline Newcomb** and **Robert de Bruce Johnstone** introduce you to Reverend **Andrew Love**, Captain **Foster Fyans** and the world's finest actor **Francis Nesbitt**.



Explore the cemetery's rich history and evolution, the development of the final stage, and its unique natural features.

This presentation and walking tour led by **Frank de Groot**, Geelong Cemeteries Trust's *Director of Projects, Development and Innovation*, will take you through the Moonah Walk; a natural burial area recognised for its environmental significance and award-winning design.

### Terms and Conditions

The "Tours" relate to the History Alive Tour at Geelong Eastern Cemetery and the Presentation and Walking Tour at Queenscliff Cemetery on Thursday 26 March 2026.

**Timing:** Each Tour begins at the main entrance of its respective cemetery. Tours run for approximately 60 minutes, although the duration is influenced by attendees' capacity to maintain pace with the tour guide.

**Accessibility:** These Tours take place within the old sections of the cemeteries, on a range of different and uneven surfaces including grass and gravel, which may have restricted wheelchair access in some pathways. There is a reasonable amount of walking, frequent stops and periods of standing, with no seating available at these stops.

**Content:** The Tours are suitable for a range of ages, however attendees under 18 must be accompanied by an adult. Some stories shared during the Tours may include themes that could be triggering or emotionally difficult for some attendees.

**General:** As these Tours are held outdoors, it is recommended to dress for the forecasted weather and if needed, bring your own umbrella. Attendees are expected to conduct themselves in a respectful, responsible and safe manner throughout the Tours.

By registering for a Tour, attendees agree to these terms and conditions.

# 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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## RACV Resort Torquay

1 Great Ocean Road  
Torquay VIC 3228  
Phone: 03 5261 1633  
Quote: CCAV Conference along with 'Block #13354008 '

King Rooms: \$331 per night includes one breakfast per day  
Double Rooms: \$361 per night includes two breakfasts per day

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## The Sands

2 Sands Boulevard  
Torquay VIC 3228  
Ph: 03 5264 3333  
[reservations@thesandstorquay.com](mailto:reservations@thesandstorquay.com)

Various rooms from \$207 per night

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## Wyndham Resort

100 The Esplanade  
Torquay Vic 3228  
Phone: 03 5261 1500  
Email: [reservations.torquay@wyn.com](mailto:reservations.torquay@wyn.com)

Various rooms from \$237 per night

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# Cancellation Policy

By registering for the CCAV Annual Conference at RACV Resort Torquay (25–27 March 2026), you agree to the following refund conditions:

- Cancellations more than 30 days prior (before 23 Feb 2026):  
Full refund less \$50 administration fee.
- Cancellations 14–30 days prior (24 Feb – 11 Mar 2026):  
50% refund.
- Cancellations less than 14 days prior (after 12 Mar 2026):  
No refund.

**Substitutions:** A registered delegate may be substituted at no extra cost if requested in writing at least 48 hours before the conference.

**Event Cancellation/Postponement:** If the conference is cancelled, a full refund will be issued. If postponed, registrations transfer automatically; refunds are available if the new dates are unsuitable.

**Exceptional Circumstances:** Refunds may be considered for serious illness, bereavement, or other exceptional circumstances upon request.

Refunds will be processed within 14 business days via the original payment method.



# We are better together!



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