



Cemeteries and Crematoria Association of NSW
REGIONAL SEMINAR | SAFE & INCLUSIVE PRACTICES

InScope24

7-8 NOVEMBER 2024 | RYDGES HUNTER VALLEY

1.5 day seminar focusing
on safe and inclusive practice

Respecting
religious,
cultural and
spiritual
practices

Speakers to
expand your
perspective



InScope24 is a CCANSW member seminar open to people who work in the deathcare sector or who are interested in the focus areas of death planning, dying, bereavement, funeral services, interment and memorialisation

ARROWBRONZE
LIVING MEMORIES™

 everlon

 **PHOENIX**

glory
MARBLE & GRANITE

NATIONAL  GRANITE

NORWALK
PRECAST BURIAL SYSTEMS PTY LTD

OpusXenta™

PLOTBOX

 **Chronicle**

 **DEARLY**
PLAQUES & MEMORIALS

 **Final Touch**
Australia

 **GLOBE**
Memorial Company Pty Ltd

 **HYQUAL**
AUSTRALIA

 **SHOTTON**
PARMED

PROGRAM DAY 1

Thursday 7 November 2024

 Know the
regulatory
arena

Our Authorising Environment

Our regulators will deliver updates on current issues, learnings, themes and challenges across NSW

They're also keen to hear from you about the improvement opportunities for policy and practice in cemeteries and crematoria. These sessions are interactive and discussion focused. Bring your concerns and experiences to ensure your questions are addressed.

SAFETY
INCLUSION
REGULATORY


Fiona Lansdown

Director Regulatory Policy and Reform

David Raper

Director Strategy and Reform

 Cemeteries & Crematoria NSW (CCNSW)
 Regulator for the Cemeteries and Crematoria Act 2013

CCNSW aims to ensure that all people in NSW have access to sustainable and affordable burial and cremation services which respect cultural, religious and spiritual practices. Via the Interment Industry Scheme (IIS) currently being implemented, CCNSW regulates our sector to ensure these services are provided in a consistent, transparent and accountable way.

Also underway is a review by CCNSW of the 2013 Act, with the goal of simplifying it so it works better for operators and consumers.



Geoffrey Prendergast

Manager Environmental Health Regulation Unit, Environmental Health Branch, NSW Health

Geoffrey is a long-term public health professional who is consulted on a range of public health issues including health protection and the handling of deceased bodies by hospital staff (non-coroners) during the Covid pandemic. He's also across water, noise, waste and other environmental health matters and their regulation.

Geoffrey's session is designed to be interactive so you can air your questions and comments related to the NSW Public Health Act requirements and regulations.



World Café

 A community engagement model:
 Informal dynamic conversations in small table groups

Discuss burning topics, crowdsource questions, share insights and hear how others have solved problems. World Café brings people together in simultaneous rounds of conversation. The more conversations shared, the more you broaden your perspective and enrich understanding to strengthen your practice.

This inclusive, high-energy model fast-tracks connection and knowledge sharing. Experience World Café in person – what you learn in an hour will be invaluable for your cemetery practice toolkit.

PROGRAM DAY 2

Friday 8 November 2024

 Time to
 focus on
 safety and
 inclusion

Broadening Our Perspectives

Be inspired by fresh thinking as we explore the psychosocial and cultural dimensions of safe and inclusive practice

Hear how diverse and inclusive understanding strengthens engagement with communities and shapes services. From this broad scope, together with practical advice, you can then elevate your integration of safe and inclusive practices.

8:45 am	Day 2 Welcome
9:00 am	Gabrielle Gatto 
9:40 am	Lisa Herbert 
10:20 am	Patrick Whyte Phoenix
10:30 am	Morning tea
11:00 am	Glenn Darroch Globe Memorial Company
11:10 am	Kerry McMurray  Placemaking, engagement and reflecting unique communities


INCLUSION


Live stream from New York

Gabrielle Gatto

Manager of Public Programs
Green-Wood Cemetery, New York

Gabrielle curates virtual and in-person programs at the historic landmark Green-Wood Cemetery, located in Brooklyn in the heart of New York City. She annually curates 30+ death education programs, leads a team of 400+ volunteers and on weekends, works in the crematory. Gabrielle aims to change death perceptions and break taboos by talking about the end of life, death and grief.

The Green-Wood offers a wide variety of activations, from cultural events through to public programs covering art, history, nature and death education. Gabrielle will chat about the Green-Wood and how the cemetery builds culture and strengthens connections – both for the local community and as a destination for visitors.



Lisa Herbert

Author, Journalist and Death Literacy Advocate, *The Bottom Drawer Book*

A media professional for 20+ years, now also a cemetery tour guide, cemetery wanderer and advocate for death literacy, Lisa has authored *The Bottom Drawer Book: The After Death Action Plan*. She has found that once someone initiated the discussion, people opened up to giving their mortality some measured thought.

Lisa will share lessons from the grave and discoveries she uncovered while researching for *The Bottom Drawer*. Learn ways to improve your community's death literacy and the importance of equipping yourself with the shared language to talk about death, have those discussions and be comfortable communicating death-related topics.



Kerry McMurray

Chief Executive Officer
Canberra Memorial Parks

Kerry has 30+ years' experience in senior executive roles across a number of local government councils. He has overseen the delivery of cemetery services throughout regional NSW to wide ranging communities and witnessed changes in expectations driven by cultural and religious practices.

Kerry will cover the importance of inclusion, how social and cultural values inform place activations in local cemeteries. He'll share his engagement learnings and how to ensure, by simply asking the right placemaking questions, that cemetery places and spaces reflect the unique communities they serve.

PROGRAM DAY 2 continued

Inform your approach and delivery of services

11:50 am **Louise Hurford** HYQUAL AUSTRALIA
 Hyqual Australia 

12:00 pm **Sahar Dandan**
Islamic burial customs

12:40 pm Updates
 Final Touch  NORWALK
 Norwalk 

12:50 pm Lunch

1:50 pm **Robert Humphries**
Managing cemetery risks

2:30 pm **Jayne Cheswick**
Thriving through change

3:45 pm InScope24 Closing remarks
 Join us after InScope24 for a social dinner at a local restaurant

SAFETY
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About CCANSW

Established in 1965, the Cemeteries and Crematoria Association of NSW (CCANSW) represents operators of interment sites and memorial locations and suppliers of related products and services.

Thank you to all our partners for your support and especially our principal partners for your ongoing commitment.


Sahar Dandan

 Chief Executive Officer
 Greendale Garden Cemetery

With a background in engineering, project management and organisational development, Sahar is currently CEO of Sydney's newest cemetery, Greendale Garden Cemetery, which opened in Bringelly in October 2024. With expertise in Islamic customs, Sahar brings a unique perspective to the challenges cemetery operators face in understanding and accommodating diverse cultural and religious needs.

Sahar will focus on the importance of cultural humility, highlighting how this approach can transform cemetery operations and improve community engagement. Sahar will explore Islamic burial practices and provide you with informative and important considerations for Muslim communities.


Robert Humphries

 Senior Regional Risk Manager
 Statewide Mutual JLT Risk Solutions

A seasoned risk manager, Robert works alongside NSW local councils to reduce their exposure and liability. He's seen it all and has the stories to back up the data. Statewide Mutual is Australia's largest local government owned self-insurance pool. It insures and protects a council's liability, property, plant and motor vehicle assets and covers elected officials and staff.

Robert will provide an overview of the range of risks he sees in cemetery operations. He'll talk about trends in claims and the key risks and issues surrounding insurance for cemeteries, as well as hints and tips for reducing a council's exposure to the impacts of uncertainty. Understanding what and how risks may impact on your cemeteries just makes good sense.


Jayne Cheswick

 Coach, Mentor and Facilitator
 Jayne Cheswick Consulting

A highly skilled mentor, facilitator and coach, Jayne specialises in applying positive psychology principles to enhance both individual and organisational wellbeing. She is adept at creating a climate of psychological safety, fostering inclusive, high performing teams and promoting open communication within organisations to help them thrive in an ever-changing environment.

In Jayne's interactive session, participants will explore the role of psychological safety as a powerful antidote for navigating a VUCA (volatile, uncertain, complex, and ambiguous) workplace. She'll also share practical wellbeing strategies and tools to enhance your personal resilience, wellbeing and performance during periods of transformation, so you can thrive through change.