

Media Release

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Call for the Funeral Industry to be more Transparent about Prices

The Independent Pricing and Regulatory Tribunal (IPART) has found that the funeral industry currently doesn't provide consumers with enough information about funeral prices, at a time when they are making decisions under stress and time pressure.

The finding is contained in a draft report on costs, pricing and competition within the NSW funeral industry.

"We found that only two thirds of funeral providers had any price information on their websites at all, and less than half publish all the information they are required to.

"For consumers to be able to get the right funeral for them at a price they can afford, they need to be able to access that information quickly and easily, so they can compare providers," said Acting Chair Deborah Cope.

There are wide variations in price to navigate, with even a 'no service no attendance' simple cremation without a ceremony ranging from less than \$2,000 to more than \$7,000, and a standard funeral with a service ranging from \$5,000 to around \$9,000 (not including burial costs).

IPART's funeral review is looking at affordability and choice for funeral services in rural and regional NSW, as well as across Sydney.

"We found that most people in NSW have access to a choice of funeral providers and products and a range of funeral services that meet their needs.

"Most people are satisfied with the funerals they purchase. However, people told us that the process of organising a funeral can be confusing, and that more information would help," said Ms Cope.

IPART has made draft recommendations that focus on improving the information available to help with organising a funeral:


- ▼ Consolidating the information about organising a funeral that is currently spread across multiple government websites and making it easier for consumers to find
- ▼ Developing a consumer guide that helps people compare funeral providers and understand their rights, responsibilities and choices when it comes to organising a funeral
- ▼ Ensuring that funeral providers publish their prices, as legally required, in a prominent position on their website, if they have one.

Ms Cope said "Some people called for more regulation of the industry, but we found that this would likely only add to the costs of a funeral without increasing industry standards."

IPART is seeking feedback on its draft recommendations until **14 May 2021**.

The Draft Report is available at www.ipart.nsw.gov.au.

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