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Submission: 1.

A) Within our region (Hunter Region) there is up to 18 Funeral Providers within 30km, all with different offerings & prices so it helps create a great choice for consumers

B) The Industry definitely needs more regulation in regards to standards of facilities, vehicles, staff training standards and accreditation for all providers. These regulations need to be audited and regularly checked by either an association or government body.

C) Definitely, but a funeral director, just as a wedding planner or consultant, is certainly needed in regards to guiding families through the process, giving them options and providing not only expertise but also guidance and care during the process.

D) COVID restrictions certainly helped to progress funeral homes to offer a wider variety of services and options.

2. & 3. Funeral pricing isn't easily available not easy to understand. The industry needs a standard pricing structure so that consumers can easily compare prices and offerings. This needs to be easily accessible for consumers without having to make phone calls or meetings in person. Mark ups on consumables such as coffins needs to be looked at. Many funeral homes using the same coffin manufacture but charging very different amounts. Looking into defining what is included and excluded by default into a Funeral directors 'Professional/Service Fee' would greatly assist consumers.

4. I believe consumers will drive the necessary options for payment due to the large amount of payments options in not only the Industry already but through other industry's as well.

I believe the main points are definitely in regards to transparency (Both pricing/offerings) and the standard of funeral service in the Industry. Both of these will only be achieved through regulation and auditing.