



Funeral industry price transparency checklist

This checklist is designed to help you and your business comply with the new rules around funeral pricing and provide you with best practice guidance.

It is not a comprehensive statement of the law and should be used in conjunction with the **Fair Trading (Funeral Pricing) Regulation 2022**. For a copy of the Regulation, visit www.legislation.qld.gov.au

About the pricing rules

If you are a funeral director or your business arranges and conducts funerals in Queensland, from 1 July 2022 you must comply with the **Fair Trading (Funeral Pricing) Regulation 2022** which requires you to display an itemised price list on your business website and in-store.

The regulation aims to introduce greater price transparency for consumers as well as create a level playing field and more competitive market for businesses.

For more information about the price transparency rules, visit www.qld.gov.au/fairtrading

Is your business ready for 1 July?

Are you prominently displaying itemised funeral pricing at each place of business for the goods and services you offer?

- You maintain an itemised price list for the products and services you offer. *You can find a sample price list on our website.*
- Your itemised price list includes your least expensive package for consumers wanting a simple funeral.
- Your itemised price list is prominently displayed via a brochure or sign in the reception area for each of your locations.

Are you prominently displaying itemised funeral pricing on your website (or public digital presence maintained by you) for the goods and services you offer?

- Your home or landing page, or your website's menu, has clearly identified direct links to your itemised price list. Consumers do not have to click or scroll through several pages to find the links or pricing information.
- Headings, labels and links for pricing information are clear and easily identifiable.
- Funeral pricing information is not 'hidden' under more generic headings, such as FAQs or Other Information web pages.
- Font sizes and colours used for links and pricing information are easy to read.
- All information is located on the same web page so consumers can readily determine the total cost and information.

If you offer the below services, are you including the prices for them in your itemised price list?

- Transport of a body prior to burial or cremation.
You can list this as a flat rate or a rate per kilometre. If you charge different rates for weekdays, weekends or evenings, you will need to state each rate.
- Storage of a body at a mortuary or holding room.
You should state a single price. However, you can use an explanatory note to advise that further costs may apply if a body is held for more than a set number of days.
- Hire of a refrigeration plate.
- Cost of each type of coffin, casket or shroud supplied, or the price range of all coffins, caskets or shrouds supplied.
- Care and preparation of a body before burial or cremation.
Care and preparation of a body does not include storage as it must be itemised separately. Embalming is also not considered to be part of this item.
- Viewing of a body before burial or cremation.
You may also list a price for outside of hours viewing and viewing at an alternate location.
- Burial or cremation of a body.
If you perform burial or cremation services at a premises you own, you must provide the price for these on your itemised price list. If you do not own a cemetery or crematorium, you will list this price in disbursements.
- Arrangement and conduct of a funeral service (including venue hire).
- The least expensive package you supply for the burial or cremation of a body.
The price of the least expensive combination of goods and services provided for the end-to-end provision of cremating or interring a body. The package must list the goods and services included.

Have you provided a reasonable estimate of the following disbursements?

- The cost of obtaining a death certificate from the registrar under the *Births, Deaths and Marriages Registration Act 2003*.
- The cost of obtaining a certificate or permit required by law in relation to a body.
*For example, a permit to cremate the body under the *Cremations Act 2003*.*
- Any fee charged by a cemetery or crematorium for the burial or cremation of a body.
While this can vary where a client is able to choose a burial location or crematorium service, you should still list an estimate based on the facility or facilities you most commonly use.
For burials, the estimate should be based on the interment cost.

Have you provided the below information for services you offer?

- The location of the mortuary or crematorium you use.
You must disclose the location of the mortuaries or crematoriums you most commonly use. If you do not own or manage the facility, you must state the name of the facility's owner or manager.
- How you transport a body prior to burial or cremation.