



# Funeral pricing FAQs

## Why was the Fair Trading (Funeral Pricing) Regulation 2022 made?

The Regulation aims to increase price transparency in the funeral market in Queensland. Greater price transparency, provided in a timely way, helps customers make more informed choices.

## What are the new requirements under the Regulation?

From 1 July, all funeral directors, which includes any business that arranges and provides funeral services, must prominently display funeral information for the goods and services at each place of business.

## What is funeral information?

Funeral information, in relation to the supply of goods and services by a funeral director for the burial or cremation of a body, means all of the following information:

- the price for the following goods or services offered by the funeral director:
  - the transport of the body before burial or cremation
  - the storage of the body at a mortuary or holding room
  - the hire of a refrigeration plate
  - each type of coffin, casket or shroud, or the price range for all coffins, caskets or shrouds, offered for supply by the funeral director
  - the care and preparation of the body before burial or cremation
  - a viewing of the body before burial or cremation
  - the arrangement and conduct of a funeral service, including the hire of a venue
  - the burial or cremation of the body

- the location of the mortuary or crematorium used by the funeral director
- if the funeral director does not own or manage the mortuary or crematorium—the name of the owner or manager of the mortuary or crematorium
- 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 costs of obtaining any certificates or permits required under an Act in relation to the body, including, for example, a permission to cremate the body under the *Cremations Act 2003*, section 6
  - any fee charged by a cemetery or crematorium for the burial or cremation of a body
- the price of the least expensive combination of goods and services offered by the funeral director for the burial or cremation of a body
- how a body is transported by the funeral director before burial or cremation.

## Where can I get a full copy of the new regulation?

You can find a copy of the **Fair Trading (Funeral Pricing) Regulation 2022** at [www.legislation.qld.gov.au](http://www.legislation.qld.gov.au)

## If I do not have a website, do I need to create one to display pricing?

No, the Regulation does not require you to have a website. However, if you do decide to create one in the future, you will need to display the information.

## Do I need to provide an itemised price of all goods and services I offer?

You must display prices for each of the goods and services you offer for burial or cremation in accordance with the definition of 'funeral information' in the Regulation. If you offer other goods and services, you can display the prices of these as well, however this is not a requirement.

## Can I maintain my package prices?

Yes. Prices of any funeral packages you offer can be displayed. However, these must be in addition to, rather than in place of, the 'funeral information' required in the Regulation.

## Under the definition of 'funeral information', what is meant by the 'least expensive combination of goods and services offered'?

The least expensive combination of goods and services is the combination of goods and services offered by your business that results in the least expensive burial or cremation service. An example of a least expensive combination of goods and services could be a 'no service, no attendance' burial or cremation. You must specify what goods and services are included in the least expensive combination of goods and services.

The least expensive combination of goods and services does not need to be an existing 'package' offered by your business.

## I offer many different types of coffins. Am I required to provide an itemised price for each coffin?

The Regulation states you must provide the price of each type of coffin, casket or shroud you supply, or the price range for all coffins, caskets or shrouds you supply.

If, as an example, you provide pricing information for your top three selling coffins, you must also still provide the price of each type of coffin, casket or shroud or the price range for all of your coffins, caskets and shrouds.

## Is there a prescribed format for how prices are to be displayed?

No. However, the Office of Fair Trading has provided a [\*\*sample price list\*\*](#) on its website as a guide when considering how to display your information.

## What is meant by 'prominently display'?

How you 'prominently display' your pricing information is a matter for you to decide based on your business operating model. This may include (but is not limited to):

- a brochure of funeral information displayed on the reception counter of each place of business
- funeral information or a notice as to how to access the funeral information displayed on the home page of your website (if you have one). The prices must be displayed in a way that is visible to the reader.

## Can I qualify my pricing for certain services?

Yes. The Regulation does not require fixed pricing for each service. You can display your prices in several ways. For example, you can offer the viewing of the body at a flat rate within a certain timeframe or on a per hour basis with excess fees for viewing outside of business hours.

## Am I required to display a flat rate for transport from the place of death to the mortuary?

The Regulation provides discretion in how you break down and display your prices for transportation. However, before entering into an agreement you are required to provide the total amount that will be payable under the agreement.

## What non pricing related information must be disclosed?

You must disclose the location of the mortuary or crematorium you use. If you do not own the facility, you must disclose the name of the owner or manager. You must also display details about how a body is to be transported prior to burial or cremation.

## In what format can I provide funeral information?

You can provide consumers with your pricing information digitally via email or by directing them to your website. However, it may be appropriate to provide a hard copy of the funeral information via post or in person, particularly where the consumer does not have access to the internet.

## If a person calls asking for funeral information, how much time do I have to provide it?

The information must be provided within 48 hours after receiving the request or within another period agreed between you and the person.

### Do I have to wait after providing general pricing information before providing a prospective a consumer with an actual quote?

No. If the consumer requests the information prior to obtaining a formal quotation, then the information must be provided within 48 hours. When a consumer requests information, there is no 'waiting' period once you have provided the consumer with the prescribed information. They can be provided with a quote and enter into an agreement at any time after the information is provided.

### I do not offer a full funeral service and do not have a place of business. Does the information standard still apply to me?

Yes. A funeral director is defined in the Regulation as a person who, for reward, arranges the collection, transport, storage, preparation or embalming of bodies for the purposes of burying or cremating bodies. If you do any of these you are considered a funeral director and must comply.

### What am I required to provide to the customer before entering into an agreement?

Before entering into an agreement with a customer you must provide an itemised price for the following:

- each of the particular goods and services that will be supplied to the customer under the agreement
- the cost of any disbursements
- the total amount payable under the agreement.

### Can I seek an exemption from the application of the new regulation?

No. The Fair Trading (Funeral Pricing) Regulation 2022 applies equally to all funeral directors operating in Queensland.

### Do I need to provide a price for my professional service fees?

The information standard does not make it a requirement to display your professional service fee, but you may choose to display the fee on your website or place of business. However, before entering into an agreement it is a requirement to disclose the price of all goods and services that will be supplied, including the professional service fee (if applicable).

### What are the penalties for non-compliance?

Anyone who fails to comply with the requirements of the Regulation may face infringement notice fines up to two **penalty units** for an individual or 10 **penalty units** for a corporation.

Serious breaches may be prosecuted. The Regulation prescribes a maximum penalty of 20 **penalty units**. Under section 181C of the *Penalties and Sentences Act 1992*, corporations may face a penalty of up to five times this amount.

You can find information on penalty units and their current value [here](#).

Office of Fair Trading

[www.qld.gov.au/fairtrading](http://www.qld.gov.au/fairtrading)

Phone: 13 QGOV (13 74 68)

Email: [Brisbane.OFT@justice.qld.gov.au](mailto:Brisbane.OFT@justice.qld.gov.au)

Follow us on

