

Ref: BN-00055-2020

Statement of Regulatory Intent

Fair Trading Regulation 2019 – Division 2 – Funeral Goods and Services Information Standard

This is a Statement of Regulatory Intent regarding the compliance and enforcement approach of NSW Fair Trading to the revised funeral goods and services information standard contained in the Fair Trading Regulation 2019 (the Regulation). The revised funeral goods and services information standard is due to commence 1 February 2020.

The revised information standard requires funeral directors to display itemised costs of certain goods and services on their website and business premises. The Division also contains disclosure requirements regarding transport, mortuary and crematorium services.

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

Circumstances where compliance has been affected by the recent bush fires

NSW Fair Trading recognises that, due to the recent bush fires, some funeral businesses in NSW may need additional time to comply with the new requirements. This is because funeral businesses affected by the bush fires could have limited internet access, experienced loss or damages to their premises, equipment and vehicles and may have or be experiencing power outages.

If a funeral business has been unable to comply with the new laws because of the impact of the bush fires, Fair Trading will take this into consideration. Compliance with the expired 2012 Information Standard will assist funeral businesses affected by bushfires who seek a lenient approach from Fair Trading in enforcing the new laws. Future enforcement action will depend on the circumstances of each individual case.

More information

Fair Trading will evaluate and assess appropriate enforcement action according to the regulatory compliance and enforcement approach as set out in its [Compliance and Enforcement Policy](#).



Rose Webb
Commissioner
17 January 2020