

A checklist for arranging a funeral

December 2022

1. Find out how long the body can be kept at the location

2. Ensure a doctor/medical professional has certified the death

Yes No

3. Collect key information about the person

Height cm Weight kg Pacemaker

Battery powered devices / surgical implants

Other

Religious affiliations Yes No Religion:

4. Find out if the person pre-arranged their funeral or purchased a grave site

Prepaid funeral Yes No Prepaid grave Yes No Funeral insurance Yes No

Funeral Bonds Yes No Body/organ donation Yes No

If yes, contact company

5. Find out if there is money available to pay for the funeral

Is there enough money in the deceased person's bank account to pay for the funeral and have you contacted the bank about accessing the funds? Yes No

Are there any sickness, accident, life, superannuation, or private health insurance policies which can make a payment towards the funeral? Yes No

Was the deceased a returned service person or did they belong to any club, pensioner association or trade union, which may entitle them to a funeral benefit? Yes No

6. Decide a budget for the funeral

\$

7. Consider what type of funeral do you want and where

Burial

No Service/

Do you or other family members want a viewing before the service?

Cremation

No Attendance

Yes No

Single Service

Do you require the person to be transported to country, interstate or overseas? Yes No

Dual Service

Venue: Place of worship Community centre Your own home

Funeral home Cemetery Crematorium Not sure Other

8. Think about which elements you want to include in the funeral

Consider what elements you want in the funeral and what elements you could complete yourself

Elements that have legal requirements

Register the death

Organise a coffin

Purchase a burial plot

Organise a cremation directly with a crematorium

Keep the body at home until the funeral (maximum of 5 days)

Optional elements

Wash and dress the body for burial or cremation

Organise flowers

Organise memorial cards for orders of service

Conduct the funeral service or ask a friend or family member to conduct it

Give a eulogy

Book a venue for the service

Book a venue for the wake

Organise catering

Organise cultural or religious components

Other

9. Find some funeral providers in your area

Seek out recommendations from someone you trust and compare online pricing information

Provider 1

Provider 2

Provider 3

10. Call or visit two or more providers, get a quote for the chosen service

Provider 1

Provider 2

Provider 3

Spoke to

Spoke to

Spoke to

Quote

Quote

Quote

Other

Other

Other

Key questions to ask funeral providers:

- What activities or products will you allow me to provide or organise myself?
- Can I easily customise a package, or add or remove components?
- Are there additional costs that will need to be paid? (e.g. burial/cremation costs)
- Will you provide an itemised quote and any terms and conditions, specifying any fees and charges that may be payable? Do you charge to provide a quote?
- Will I be charged a fee if I change funeral providers?
- Do you take commissions from your suppliers and is this specified?
- Is your business a part of a funeral director association?

Legal requirements of funeral directors in NSW:

- All funeral directors need to clearly show information about the goods and services they offer for burial and cremations, including a price list
- The price list must include prices for: transport of the body before burial or cremation; storage of the body at a mortuary or holding room; hire of a refrigeration plate; each type of coffin, casket or shroud supplied or the price range of all coffins, caskets or shrouds supplied; care and preparation of the body before burial or cremation; viewing of the body prior to burial or cremation; arrangement and conduct of a funeral service (including venue hire); burial or cremation of the body
- For more information, see the Funeral Information Standard on the [NSW Fair Trading website](#).

11. Does the itemised quote you have received include prices for the following items

The price of the particular goods and services that will be supplied to you

The cost of any third party or additional costs (disbursements) that will be payable by you

The total amount payable under the agreement

Legal requirements of funeral directors in NSW:

- An itemised quote containing the above information must be provided before an agreement (contract) is signed.
- For more information, see the Funeral Information Standard on the [NSW Fair Trading website](#).

12. Choose a funeral provider

Consider reviewing quotes and terms and conditions with someone you trust. If you don't understand the contract, get legal advice

13. Arrange a transfer to funeral provider premises

Date

Time

Mortuary address

Other

14. Payment

Final invoice received? Yes No

Matches initial quote and any items subsequently agreed to? Yes No

Payment options considered