



The Honourable Kevin Anderson MP
Minister for Better Regulation and Innovation

Mr Nick Maurer
President, Australian Funeral Directors Association
By email: office@maurerfunerals.com.au

Dear Mr Maurer

Thank you for participating in the NSW Government Funeral Industry Roundtable on 2 December 2020. I have attached a summary of the discussions from the event for your reference.

I was glad to have the opportunity to hear from you about the issues you are currently experiencing in the funeral industry. Services for the end-of-life journey are a vital part of the NSW community, and the NSW Government is committed to supporting these services for industry and consumers alike. Within my portfolio, NSW Fair Trading has responsibility for specific aspects of the industry relevant to consumer protection, such as price transparency and funeral funds.

Your contribution to the roundtable has helped illustrate the variety of issues at hand. It brought to light some that were shared across the industry and others where there are diverging views. There was also a valuable discussion around different ideas to address these issues. I would urge those who attended to continue discussing, refining and clarifying the issues that most affect the funeral industry in order to provide a clear foundation for Government and industry to work from.

I also ask your assistance in identifying and presenting evidence in support of the issues raised. As discussed at the roundtable, the Government is committed to interventions based on clear evidence of harms, risks and results. Evidence that you can provide to support the issues and their effect on industry will help contribute to developing targeted and effective solutions. I encourage you to share this information with IPART to inform its current review, *Competition, Costs and Pricing in the NSW Funeral Industry*, which can be found at <https://www.ipart.nsw.gov.au/Home/Industries/Special-Reviews/Reviews/Cemeteries/Competition-costs-and-pricing-in-the-NSW-Funeral-Industry>

I also encourage you to consider sharing this information directly with Cemeteries and Crematoria NSW, as the statutory body responsible for a coordinated, strategic approach to providing interment services across NSW.

I thank you again for your attendance and look forward to our continued work together.

Yours sincerely

Kevin Anderson MP
Minister for Better Regulation and Innovation

Date: 22/12/2020