



AUSTRALIAN FUNERAL DIRECTORS ASSOCIATION

10 June 2022

Office of Regulatory Policy
Department of Justice and Attorney General
GPO Box 3111
BRISBANE QLD 4001

Via email: funeralconsultation@justice.qld.gov.au

Dear Attorney General and Minister for Justice

Funeral Pricing Regulation 2022

We write to respectfully request that the Department of Fair Trading provide an updated FAQ sheet that gives Funeral Directors guidance in understanding and complying with the new Funeral Pricing Regulation 2022 which commences on 1 July 2022.

On 15 February 2022 the Dept of Fair Trading circulated a document '**What you need to know about new funeral pricing law**' which makes reference to an itemised quote, however the actual legislation has no such reference and refers to pricing information instead. An itemised quote is very different to the supply of pricing information and has caused a great deal of concern and confusion for the industry.

The NSW Government has provided a very good FAQ sheet: https://www.fairtrading.nsw.gov.au/_data/assets/pdf_file/0007/594790/FAQs-for-funeral-directors.pdf

This could be adapted and used by QLD Dept of Fair Trading with correction being made for the wording of the previous inclusion of an itemised quote. Some of our members have also asked for clarity around the issue of their Business not wanting to provide a quote to a client as they choose not to do business with the client. This would be in instances where the business has had to write off a bad debt for this client or still has monies owed from a previous funeral. Would this be subject to a fine/penalty?

AFDA is widely recognised as the authoritative voice on all funeral industry matters and its key objective is to optimise the funeral experience and ensure quality delivery of service to the wider community by enhancing and promoting professional funeral standards. AFDA members represent the majority of funeral directors in Australia and care for over 94,000 deaths nationally. AFDA QLD has 39 members with principal head offices with an additional 110 premises/branches totaling 149 funeral premises.

*Promoting
professional
funeral standards*

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AFDA and its members will continue to support the new Funeral Pricing Regulation 2022 and agrees that consumers should be able to make informed choices about the kind of funeral they want at a price they can afford and believes that the most effective way to have consistent funeral price transparency is to have consistency on a national basis with commitment from the State governments that the regulations will be policed on an ongoing basis and appropriate action taken for those found not to be following the regulation standards.

Should you require further information or wish to discuss this matter with us please contact AFDA QLD Divisional Executive Officer, Andrew White via andrew.white@afda.org.au

I look forward to your earliest response so AFDA can provide clarity and direction to our Queensland members as soon as possible.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'M Hansen', with a long horizontal flourish extending to the right.

Matt Hansen
President, AFDA Queensland Division

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