



Minister for Justice
Minister for Fair Trading
Minister Assisting the Minister for Commerce
Minister Assisting the Premier on Citizenship

Media Release

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MINISTER ANNOUNCES NSW FUNERAL INDUSTRY CONSUMER SURVEY

Fair Trading Minister, John Hatzistergos, today announced a consumer survey of the funeral industry in NSW.

Mr Hatzistergos said the survey will incorporate the collection of information on consumer issues and complaints, and the subsequent distribution of a discussion paper outlining the identified problems and proposing possible solutions.

“The first stage of the analysis will be the establishment of a telephone hotline and on-line survey allowing consumers the chance to share their experiences and dealings when arranging a funeral or using the services of a funeral industry professional,” Mr Hatzistergos said.

“This telephone hotline will allow us to determine what problems exist in the industry, how widespread they might be, and the level of consumer detriment they present.

The hotline will be open today (Friday) and all next week from 8.30am to 5pm Monday to Friday (not over the weekend). The on-line survey will be available for a month.

“We want to hear both positive and negative consumer experiences with the funeral services industry.

“We are particularly interested in experiences relating to the cost of funerals, the provision of information and written quotes by funeral directors, high pressure selling and any concerns around funeral industry practices or behaviours.”

The hotline number is 1800 055 555, the on-line survey can be completed on the Fair Trading website at www.fairtrading.nsw.gov.au

Mr Hatzistergos said once the issues had been clearly identified, a discussion paper will be prepared that summarises the problems and offers possible solutions.

“Planning a funeral is a challenge for most people as it involves making numerous decisions at a time of sadness and grieving.

“This analysis will ensure the industry and its practices are simple, clear, and fair for consumers when they may be at their most vulnerable.

“I encourage all consumers who have had experiences with the funeral services industry to contact us and share their experience.”

Comments on the funeral industry can be made by calling Fair Trading’s hotline on 1800 055 555, or by visiting their website at www.fairtrading.nsw.gov.au

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