



Fair Trading Act 1989

Fair Trading (Funeral Pricing) Regulation 2022

Current as at 1 July 2022

© State of Queensland 2022



This work is licensed under a Creative Commons Attribution 4.0 International License.



Queensland

Fair Trading (Funeral Pricing) Regulation 2022

Contents

		Page
Part 1	Preliminary	
1	Short title	3
2	Commencement	3
3	Definition	3
Part 2	Requirements to provide information	
4	Display and provision of funeral information to prospective customers	3
5	Provision of information to consumers about proposed agreement	5

Fair Trading (Funeral Pricing) Regulation 2022

Part 1 Preliminary

1 Short title

This regulation may be cited as the *Fair Trading (Funeral Pricing) Regulation 2022*.

2 Commencement

This regulation commences on 1 July 2022.

3 Definition

In this regulation—

funeral director means a person who, for reward, arranges the collection, transport, storage, preparation or embalming of bodies for the purpose of burying or cremating the bodies.

Part 2 Requirements to provide information

4 Display and provision of funeral information to prospective customers

- (1) A funeral director must prominently display the funeral information in relation to the goods and services offered for supply by the funeral director—
 - (a) at each place of business of the funeral director; and
 - (b) on any public website maintained by the funeral director.

Maximum penalty—20 penalty units.

- (2) Subsection (3) applies if a person asks a funeral director about the goods and services offered for supply by the funeral director.
- (3) The funeral director must give the person the funeral information in relation to the goods and services offered for supply by the funeral director before the earlier of the following—
 - (a) the expiry of 48 hours after the person asked for the information or, if a longer period is agreed between the funeral director and the person, the longer period;
 - (b) an agreement is entered into with the person for the supply of goods and services by the funeral director.

Maximum penalty—20 penalty units.

- (4) In this section—

funeral information, in relation to the supply of goods and services by a funeral director for the burial or cremation of a body, means all of the following information—

- (a) the price for the following goods or services offered by the funeral director—
 - (i) the transport of the body before burial or cremation;
 - (ii) the storage of the body at a mortuary or holding room;
 - (iii) the hire of a refrigeration plate;
 - (iv) each type of coffin, casket or shroud, or the price range for all coffins, caskets or shrouds, offered for supply by the funeral director;
 - (v) the care and preparation of the body before burial or cremation;
 - (vi) a viewing of the body before burial or cremation;
 - (vii) the arrangement and conduct of a funeral service, including the hire of a venue;

- (viii) the burial or cremation of the body;
- (b) the location of the mortuary or crematorium used by the funeral director;
- (c) if the funeral director does not own or manage the mortuary or crematorium mentioned in paragraph (b)—the name of the owner or manager of the mortuary or crematorium;
- (d) a reasonable estimate of the following disbursements—
 - (i) the cost of obtaining a death certificate from the registrar under the *Births, Deaths and Marriages Registration Act 2003*;
 - (ii) the costs of obtaining any certificates or permits required under an Act in relation to the body, including, for example, a permission to cremate the body under the *Cremations Act 2003*, section 6;
 - (iii) any fee charged by a cemetery or crematorium for the burial or cremation of a body;
- (e) the price of the least expensive combination of goods and services offered by the funeral director for the burial or cremation of a body;
- (f) how a body is transported by the funeral director before burial or cremation.

5 **Provision of information to consumers about proposed agreement**

A funeral director must not enter into an agreement with a person in relation to the supply of goods and services for the burial or cremation of a body unless the funeral director has given the following information to the person—

- (a) the price of each of the particular goods and services that will be supplied to the person under the agreement;
- (b) the cost of any disbursements that will be payable by the person under the agreement;

[s 5]

- (c) the total amount that will be payable by the person under the agreement.

Maximum penalty—20 penalty units.