

Cemetery Operator Licence: Guide to Licensing

Version 1.0

May 2023



Acknowledgement of Country

Cemeteries & Crematoria NSW acknowledges that it stands on Aboriginal land. We acknowledge the Traditional Custodians of the land and we show our respect for Elders past, present and emerging through thoughtful and collaborative approaches to our work, seeking to demonstrate our ongoing commitment to providing places in which Aboriginal people are included socially, culturally and economically.

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Cemetery Operator Licence: Guide to Licensing

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1. Introduction

Cemeteries & Crematoria NSW ('CCNSW') has developed this guide to assist NSW cemetery and crematoria operators ('Operators') to understand the licences which form the Interment Industry Scheme ('the Scheme') and to provide information on licensing under the *Cemeteries and Crematoria Act 2013* ('the Act') and *Cemeteries and Crematoria Regulation 2022* ('the Regulation').

This document provides guidance only and should be read in conjunction with the Act, the Regulation, the Licence Conditions for Operators of Cemeteries and Crematoria ('the General Conditions') and/or other guidance documentation and explanatory materials that CCNSW may develop as required.

What this document covers

This document explains the licensing requirements and provides information on the steps required to be completed by Operators to obtain either a:

1. Cemetery Operator Licence (Categories 1 to 3), or
2. Cemetery Operator (Caretaker) Licence – Category 4 ('Caretaker (Category 4) Licence').

Collectively referred to as 'Licence'. The Act defines a cemetery operator to include a crematorium operator, therefore both cemetery and crematorium operators will require a Cemetery Operator Licence.

This document covers the processes to apply for, maintain, cancel or transfer a Licence and the fees that Operators may be required to pay.

For information on the licensing conditions and compliance requirements, refer to the General Conditions.

What is being licensed under the Act and the Regulation

The Scheme applies to all operators of cemeteries and crematoria in NSW. If you are providing or planning to provide any interment services, you will need to be licensed under the Scheme and will be subject to the conditions stated in any Licence granted. Licences are granted **per Operator** and should cover all the cemeteries and crematoria facilities and services of each Operator.

The granting of a Cemetery Operator Licence authorises the holder to provide interment services at the cemeteries or crematoria specified in the licence.

If you are responsible for managing a cemetery that no longer carries out or no longer plans to carry out interments, you will need to hold a Category 4 Caretaker Licence.

This will authorise you to provide interment services but prohibit the carrying out of interments other than in certain limited circumstances.

Who can hold a Licence

To hold a Licence you must be considered a 'legal person'. This includes individuals, companies and incorporated associations. Companies and other business entities must list an authorised contact person on the application.

Unincorporated associations cannot apply for a Licence in their own right as they are not considered to be a 'legal person'. Unincorporated associations may nominate an individual to hold a Licence on their behalf (subject to certain conditions being complied with).

Funeral directors who do not operate cemeteries and/or crematoria are not required to be licensed under the Scheme.

If you provide interment services without a Licence, you may be subject to a maximum civil penalty of up to \$27,500 per contravention.

Licensing rules that apply to leased cemeteries or those subject to other operational agreements

Leasing arrangements vary and matters regarding licensing will be determined on a case-by-case basis by CCNSW. An important consideration is who holds the care, control and management of a cemetery.

Care, control and management

Where the care, control and management of a cemetery has been leased and the lessee provides interment services such as selling interment rights, allocating burial sites, and maintaining the cemetery, the lessee will most likely be required to hold a Licence. Similarly, where a cemetery owner has entered into an alternative arrangement (for example, an agreement or memorandum of understanding) with another party to operate the cemetery and provide interment services on their behalf, the other party will most likely be required to hold a Licence.

Changes to care, control and management

As a cemetery is a permanent use of land, at the termination of any lease or other arrangement, the landowner would be left with some responsibility for interment sites.

The extent of ongoing responsibilities would depend on the arrangements entered into between the landowner and Operator, and any contractual obligations under the interment rights issued. If the landowner will provide any interment services following termination of any lease or other arrangement, the landowner will need to obtain a Licence under the Scheme.

Regulatory Framework and Licensing

CCNSW's approach to regulation is explained in the [Regulatory Framework \('Framework'\)](#) available on the CCNSW website.

Operator licensing is part of our regulatory approach. The licensing scheme is in place to make sure people in NSW have access to sustainable, affordable and dignified burial and cremation (interment) services.

The scheme sets standards for plain language contracts, cemetery maintenance, pricing transparency, customer service and respect for people's religious and cultural requirements. Families will know what to expect from cemetery and crematorium operators and can make informed choices.

By licensing Operators, the various interment services undertaken by an Operator will receive the appropriate level of regulation and monitoring. For the initial onboarding phase of the Scheme and first issue of Licences, the volume of interments and the type of operation (e.g. cemetery and/or crematoria) will be used to determine the category of Licence you will be granted. The category of Licence granted will determine which of the General Conditions apply to your operation.

The Scheme is a risk-based licensing system. This means CCNSW will use compliance monitoring to identify and respond to risks in the sector. This understanding of risk is used to:

1. reduce the risk by supporting or enforcing compliance with the Act and Regulation
2. reduce the administrative and regulatory burden on low-risk Operators (as applicable)
3. target resources and activities to those Operators that pose higher risk, or to emerging risks that require investigation.

Risk based licensing is a continuous assessment process and CCNSW may amend the General Conditions and/or the conditions applying to specific Licences to account for new and emerging risks identified through our compliance and monitoring activities.

Operator Licence Categories (Category 1, 2, 3, or 4)

Your licence category and licence conditions are determined based on the information you provide in your application and information held by CCNSW.

Whether you operate cemeteries and/or crematoria, the average number of bodily and ash interments undertaken by the operator (across all cemeteries) over the last three financial years will be used to determine the licence category. Licence categories will be based on the average number of bodily and ash interments conducted over the last three (3) financial years. CCNSW may however, take into account other relevant information when assessing an Operator’s licence category that is on the border of a higher or lower category. For example, if the number of interments has been steadily increasing or decreasing in previous years.

Categories are shown in the table below.

If you apply for an Operator Licence, your licence will be issued with Category 1, 2 or Category 3 licence conditions. If you only operate a cemetery which is no longer able to take interments (because it is full), you should apply for a Caretaker (Category 4) Operator Licence.

Category 1	Category 2	Category 3	Category 4 (Caretaker)
100 or greater interments annually	50 or greater interments, but no more than 99 AND cremation only operators	49 or fewer interments	No intended future interments - inactive <i>Exceptions allowing some interments may be made at the discretion of CCNSW at the time of licence application.</i>

2. Applying for a Licence

When to apply for a licence

Current Operators

A 24-month transition period will be in effect until 30 September 2024. The date by which an Operator must obtain a Licence will depend on the number of interments it conducted in the 2021-2022 financial year. Operators will be notified of application timeframes by CCNSW and must obtain their Licence by the relevant due date. Details on proposed implementation and transition arrangements, including licensing windows, are in the [implementation and transition fact sheet](#) on our website.

New Operators

From 1 July 2023, new operators (who have not previously operated a cemetery or crematorium) who intend to undertake or provide any interment services, should apply for a Licence as soon as possible. “Interment services” means any service (other than the supply of goods) provided with respect to the interment of human remains.

How to apply for a Licence

1. Complete your application form

Complete the NSW Cemetery Operator Licence Application ('Application Form') that will be sent to you prior to your application period. Parts of this form will be pre-populated based on the information that we already hold in our Register. Check that the pre-populated information is up to date and complete any additional fields. The Form will include an automatically generated licence number which will be your reference number for payment and enquiries.

2. Submit form to CCNSW for assessment

Send the completed Application Form and any required supporting documentation and/or evidence to CCNSW via email or post. (See 'How do I submit my application?' below for details.)

3. Pay application fee

Pay the application fee online, using your license number as the payment reference. You can contact CCNSW for an alternative payment method if unable to pay online (see 'How do I pay my application fee' section below for details).

4. Look out for requests from CCNSW

Promptly provide CCNSW with any further documents or information if requested during the assessment process.

5. Await assessment of application by CCNSW

Licences will take up to 60 days to be assessed. For operators registered with CCNSW before 14 October 2022, application assessments may take longer than 60 days. CCNSW will advise you of the outcome of your application in writing and issue a licence certificate if your application is successful.

Only one application needs to be made by the Operator for all its interment services and facilities/premises. The application must include details of all interment services and facilities/premises that are to be covered by the Licence (with separate details for each facility attached to the Application Form).

What to provide with your application

You are required to provide a completed and signed Application Form and pay the prescribed fee.

Appendix 1 provides a list of documents that are required for an application.

CCNSW may request further documentation or information to be provided by applicants at any time during the assessment process. The application may be refused if it is incomplete, including if the applicant fails to provide any further information requested in the specified timeframe.

CCNSW will keep copies of information provided by an Operator as part of the application on file. Any personal or health information will only be retained in accordance with any requirements under the *Privacy and Personal Information Protection Act 1998* (NSW) and the *Health Records and Information Privacy Act 2002* (NSW) as applicable. CCNSW will not retain identification documents after it has been sighted and will dispose of these as required by the above legislation.

Who needs to sign the application

The table below shows what signature is required by each type of Operator.

Applicant Type	Who should sign?	Supporting documents required
Company	<ul style="list-style-type: none"> • 2 Directors • 1 Director & 1 Secretary, or • 1 Director (only companies with a sole Director). 	Current ASIC Extract (no older than 1 month before the Application Form is lodged)
Individual	The individual and a witness*	100 point identification documents (for an example of documents that can be used to comprise 100 points of identification see https://www.health.nsw.gov.au/art/Documents/100-point-id-check.pdf) <i>Note: Documents do not have to be certified</i>
Incorporated Association	2 authorised signatories, being: <ol style="list-style-type: none"> a. The association’s public officer, and/or b. Any other authorised signatories appointed by 	Documentation from the association’s committee appointing the public officer and/or authorised signatories

	the association's committee.	
Local Council	Authorised delegate and a witness*	Documentation evidencing the delegation (such as a resolution of Council)
Local Aboriginal Land Council (LALC)	<ul style="list-style-type: none"> • Chairperson of the Board of the LALC, or • A Board member or member of staff of the LALC authorised by the Chairperson. 	Documentation evidencing the election of the current Chairperson or the authorisation of the Board or staff member
Statutory Land Manager under the <i>Crown Land Management Act 2016</i> (NSW) (SLM)	<p>If the SLM has 2 or more members:</p> <ul style="list-style-type: none"> • President • Chairperson • Other principal officer, or • Any member of staff authorised by the above people. <p>If the SLM is a corporation sole:</p> <ul style="list-style-type: none"> • The person by whom the corporation is constituted, or • Any member of staff of the corporation authorised by the above person. <p>If the SLM is a corporation that has no members:</p> <ul style="list-style-type: none"> • The person for the time being managing the affairs of the corporation, or • Any member of staff of the corporation authorised by the above person. 	Documentation evidencing the position of the person within the SLM and if applicable, the authorisation for the person to sign

* The witness should be a person who is over 18 years of age and has known the signatory for 12 months or has sighted identifying documentation.

Application fees

There is an initial application fee of \$800 and a subsequent fee for renewal of a Licence. Options are available for fee reductions and waivers in certain circumstances.

For information on the current fees and fee policies, please refer to the Fee Policy on the CCNSW website.

How do I pay the application fee?

CCNSW will email all operators prior to the commencement of their licence application period. This email will include a partially pre-populated application form with an automatically generated licence number.

This licence number can be used as a reference number to pay your licence fee online.

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The online payment link will be provided via email and will also be available on the CCNSW website.

Operators that cannot pay the fee online should request an alternative payment method when responding to CCNSW via email with the completed application form attached.

CCNSW will then invoice the operator for payment.

Your fee will not be refunded if your application is refused or your Licence is cancelled by CCNSW, as the fee is intended to cover the application assessment and processing.

Fee reductions or financial hardship

CCNSW may reduce or waive the application fee in certain situations, including:

1. if CCNSW is satisfied it is appropriate because the applicant is suffering financial hardship
2. if CCNSW considers the number of interments or type of services provided by the applicant justify the reduction or waiver
3. if the application is withdrawn.

Further details regarding fee reductions and waivers are available in the Fee Policy on the CCNSW website, including the information required to support and apply for a reduction or waiver.

How to submit an application

You may submit the application by email or post

Email: ccnsw.licensing@cemeteries.nsw.gov.au

Postal Address: Locked Bag 5022, Parramatta, NSW 2124

CCNSW will acknowledge receipt of your application within 5 business days, and a case number will be provided to allow you to follow up with the licensing team or respond to any requests.

3. Licence assessment and determination

What CCNSW will consider when assessing a Licence application

An application must be complete

A complete application has:

- All sections completed
- Correct signatures
- All appropriate documentation attached
- Application fee paid (unless fee is waived).

If an application is incomplete:

- further information may be requested within a specified timeframe, or
- the application may be refused.

Assessing a complete application

Once CCNSW confirms that the application is complete, CCNSW will assess whether to grant or refuse the application and may request further information as part of this assessment. If the Licence is to be granted, this will include an assessment of the applicable category of Licence and the conditions of the Licence.

Each Operator and application received will be assessed on its own merits. CCNSW will consider:

- the volume of interments
- whether the Operator is a suitable person to hold a Licence
- any specific information about an Operator's facility or facilities
- any other information which CCNSW reasonably requires to assess the application.

CCNSW will not guarantee the outcome of a Licence application made under the Scheme.

Assessment of suitability to hold a Licence

CCNSW may refuse a Licence application if CCNSW is of the opinion that the applicant is not a suitable person to hold a Licence.

The applicant will be required to declare the following information on the Application Form:

- whether the applicant (and if the applicant is a corporation, any Director of the corporation) has been convicted of a relevant offence (such as any offence against the Act or the Regulation; any offence relating to the provision of interment services; and any offence involving fraud or dishonesty) in the previous 10 years
- whether the applicant has contravened a condition of an existing Licence it holds under the Scheme, including a condition of a suspension or cancellation of the Licence (relevant for renewals)
- whether the applicant (and if the applicant is a corporation, any Director of the corporation) is an undischarged bankrupt
- whether another equivalent licence the applicant (and if the applicant is a corporation, any Director of the corporation) holds or has held under the law of another Australian jurisdiction has been suspended or cancelled other than at their request. *Note: An equivalent licence would be a cemetery or crematoria licence from another Australian jurisdiction.*

If the applicant indicates 'yes' to any of the above, CCNSW will request further details on this and use the information provided to determine their suitability to hold a Licence.

CCNSW may also take into account other circumstances that we may deem appropriate as part of the assessment process for whether the person is a suitable person to hold a Licence.

If you are granted a Licence and we subsequently find that you did not make a truthful declaration, CCNSW may immediately cancel your Licence.

Operators should also be aware that:

- knowingly or recklessly providing false or misleading information is an offence under Part 5A of the *Crimes Act 1900 (NSW)*
- providing a CCNSW authorised officer with information knowing that it is false or misleading in a material particular is an offence under section 137 of the Act.

What CCNSW may consider when imposing licence conditions

CCNSW may consider the following in determining whether to impose a licence condition on an Operator:

1. volume of services likely to be provided during the term of the Licence (based on average number of interments over the previous 3 financial years)
2. total number of existing and likely future interments on the premises
3. compliance history of the operator
4. heritage value of the cemetery, or part of the cemetery or a structure within the cemetery
5. whether the sites are cemeteries and/or crematoria
6. any other information CCNSW may determine as relevant.

The above will also be used to determine the Licence category – Category 1, 2, 3 or 4.

CCNSW will not guarantee the outcome of a Licence application made under the Act or Regulation.

Caretaker Operator (Category 4) Licence

If you manage only inactive cemeteries (cemeteries where you are no longer undertaking any form of interment either of bodies or cremated human remains) and believe that you will undertake no or very limited interments in future, you may apply for a Caretaker (Category 4) Licence.

This can be indicated on the Application Form.

Operators should consider their circumstances when applying for a Caretaker (Category 4) Licence. You may decide to apply if:

- Your cemetery is inactive and is being preserved as a heritage site
- You are a private land holder with a previous cemetery that is now inactive
- Your cemetery is inactive, and you are not performing any more interments
- Your cemetery is inactive with only pre-sold plots remaining, and/or
- Your cemetery is inactive with only limited plots remaining which are allocated for a particular group, such as members of a church congregation.

If you have a columbarium or other area for interring ashes on your site, and are actively doing so, this is not considered an inactive cemetery and you will need to apply for a Cemetery Operator Licence (Categories 1-3).

Generally, Caretaker (Category 4) Licences will be prohibited from carrying out or offering any interments.

CCNSW may grant exceptions to this prohibition within the Licence conditions. You will need to apply for an exception as part of your Licence application. If CCNSW approves the exception the details of this will be included in the Licence certification along with any requirements for interments undertaken pursuant to the exception.

If you wish to perform interments without any restrictions, a Caretaker (Category 4) Licence is not appropriate. Please see the Caretaker Operators fact sheet on our website for further detail.

Time to process a Licence application

CCNSW should give notice of its decision to grant or refuse a Licence application **within 60 business days of a complete application (including fee) being received**. If you are a new Operator and you do not receive a decision from CCNSW within 60 business days, then your application is deemed refused. If CCNSW requires further information or documents to be provided by the applicant at any stage during the assessment process, the period of 60 business days will commence on the day which the applicant provides the further information or documents to CCNSW.

CCNSW will endeavour to communicate any further information or documents required to the applicant within 30 business days of a complete application (with fee payment) being received.

Application processing times for current Operators registered before 14 October 2022

For applications by current Operators registered before 14 October 2022, CCNSW will endeavour to provide notice of its decision within 60 business days. However, if CCNSW fails to do so, the application will not be deemed refused as indicated above.

Refusal of an application

CCNSW may refuse an application if:

- The application is considered incomplete
- The application does not comply with a requirement of the Regulation
- The applicant is not a suitable person to hold the Licence, or
- CCNSW reasonably believes there is a significant risk the applicant will contravene the Act, the Regulation or a condition of Licence.

After the Licence is granted or refused

CCNSW will issue a letter providing notice of its decision - either grant or refusal of the Licence application.

If the licence is granted, the letter will be accompanied by a Licence certificate and a schedule of the General Conditions which apply for the Licence category. It will also include any Operator-specific additional conditions that CCNSW may choose to impose on you as a result of the assessment process ('Special Conditions').

CCNSW will request an acknowledgement that you understand your obligations imposed as a result of the grant of the Licence.

You will be expected to keep the Licence documentation on file.

Withdrawing an application

You may withdraw your application in writing at any time prior to the Licence being granted.

Your application fee will not be refunded if processing has already commenced but if the application has not been assessed then CCNSW may consider a refund of all or part of the application fee.

General and Special Conditions

Each Licence category has a set of requirements that you will be expected to meet. These conditions will be included as part of your Licence documentation and are also outlined in the General Conditions.

Where CCNSW has assessed that you may require Special Conditions on your Licence these will be stated in the Licence documentation, with details of the actions required to satisfy these conditions. You will be provided with the reason for the Special Conditions in your letter explaining the outcome of the application.

Variation of Licence conditions

CCNSW may, at any time, by written notice to the Licence holder, vary the conditions imposed by your Licence. A variation may include:

- Adding a new condition to the Licence
- Substituting a condition in the Licence, and/or
- Removing or amending a condition in the Licence.

CCNSW will request an acknowledgement that you understand your obligations imposed as a result of any variation to your Licence conditions.

CCNSW will issue a new Licence document. You must keep this Licence document in your records.

What happens if an application is refused?

You will be notified in writing if your application has been refused, including the reasons for the decision.

Where CCNSW has refused your application, you may choose to apply for a review of this decision (see Review of Decisions below).

Your application fee will not be refunded.

Where an application is refused by CCNSW, the applicant is not permitted to provide any interment services (even where the applicant was an existing operator prior to the Scheme and such services have been pre-purchased by consumers) until a Licence is obtained. CCNSW will consider the implications for such applicants on a case-by-case basis.

How long a Licence is valid

A Cemetery Operator Licence will be granted for a term up to five (5) years. The Licence certificate will state the Licence approval date and the term commencing from this date. CCNSW may choose to grant a Licence for a period less than five (5) years. In this circumstance, you will be notified of the reason for this decision.

CCNSW may suspend or cancel a Licence at any time, including before the term of a Cemetery Operator Licence ends.

An Operator may voluntarily surrender or suspend a Licence, but this application can be refused by CCNSW.

If you have been granted a Category 4 Caretaker Licence, the licence does not have a specified term and will remain in force unless cancelled by CCNSW.

Sale of cemeteries

If an active cemetery is sold, notification to CCNSW will be required to amend both the licences of the seller and the buyer. If the buyer is a new operator, they will need to apply to CCNSW for a licence and have a licence granted before they can operate the cemetery.

If an inactive cemetery is sold, CCNSW should be notified and the existing Licence should be cancelled. The purchaser (or proposed operator if not the purchaser) would then need to apply for a new Category 4 Caretaker Licence.

How do I update my Licence information?

If your information changes at any time during the term of the Licence, this will need to be notified to CCNSW within 30 days after the date of the change in line with General Condition F.1. by completing a Licence Update Notification Form. This may be submitted by email or post.

CCNSW aims to issue updated Licence documentation within 30 business days.

No fee will be charged for administrative updates.

What to do if you do not need a Licence anymore

If you do not require a Licence anymore, you must inform CCNSW as soon as possible and submit an application for the Licence to be cancelled (see below). There is no fee to apply for cancellation of a Licence.

A Licence cannot be transferred

If the contact person for the Licence changes, this can be done via the Licence Update Notification Form. There will be no fee attached to a notification.

If the operation of the cemetery is changing to another business entity or individual as a result of a sale or acquisition, this will require a cancellation of your Licence and a new Licence being granted for the incoming Operator. This will require a new licence application to be submitted by the new Operator, including the required fee.

Licence renewals

How to renew a Cemetery Operator Licence

You will be notified by CCNSW 30 business days before expiry of the term of your Cemetery Operator Licence and will be given instructions on how to apply for renewal of your Cemetery Operator Licence.

We recommend you apply for renewal of your Cemetery Operator Licence at least 60 business days before expiry of the term to allow for time to process your renewal application prior to the term expiring.

The renewal application form is available on the CCNSW website or on request from CCNSW. You can submit your application via email or in hard copy through the postal service.

If you do not submit a renewal application before the expiry date, your Cemetery Operator Licence will automatically end on the expiry date and a new application will need to be made. Your licence will end on the expiry date if you have not applied for a renewal regardless of whether or not CCNSW notifies you before expiry.

As mentioned above, Category 4 Caretaker Licences do not have a specified term and so renewal applications will not be required for such licences.

Suspension or Cancellation of a Licence

Suspension of a Licence

If CCNSW is satisfied that there are grounds to suspend your Licence, you will be notified in writing of this decision. The notification of suspension will provide details on the date or time that the suspension will take effect, the time period of the suspension and the grounds for the suspension.

Grounds for suspension include:

1. the holder is not a suitable person to hold the Licence, or
2. the holder has applied for the Licence to be suspended. An application must be in the approved form and accompanied by any information required by CCNSW.

If a Licence is suspended, the holder may not carry out interment services during the period of suspension. The holder may also apply to extend, cancel or vary a suspension.

Cancellation of a Licence

If CCNSW is satisfied that there are grounds to cancel your Licence, you will be notified in writing of this decision. The notification of cancellation must include the date or time from which the cancellation will take effect and the grounds for the cancellation.

Grounds for cancellation include:

1. the holder is not a suitable person to hold the Licence, or
2. the holder has applied for the Licence to be cancelled. An application must be in the approved form and accompanied by any information required by CCNSW.

Review and conditions

You may request a review of the decision to suspend or cancel your Licence through the process outlined in the Review of Decisions section below.

CCNSW may impose conditions on the holder as part of the cancellation or suspension of a Licence, and those conditions may include conditions from the Licence before cancellation/suspension and/or entirely new conditions.

Review of Decisions

How to request review of a licence decision

You may choose to request an internal review by CCNSW or an external review by the NSW Civil and Administrative Tribunal (NCAT) of the following decisions made by CCNSW:

1. refusal to grant a Licence
2. suspension or cancellation of a Licence
3. refusal of an application to vary a Licence
4. the imposition of a condition on a Licence or on the suspension or cancellation of a Licence
5. variation of a Licence, or
6. refusal of an application for the cancellation or suspension of a Licence.

An internal review must be sought from CCNSW prior to seeking external review from NCAT. Further information regarding the review processes available in the Review of Decisions Policy available on the CCNSW website.

Public disclosure

What information is made public about my Licence?

The list of licensed operators, their licence number and their Licence category will be publicly available on our website.

You are not required to display your Licence documentation at your premises. You must be able to show your licence upon request.

Information on the Operator and their facilities will also continue to be made public through the Cemeteries and Crematoria register on the CCNSW website.

Privacy of information

Personal information collected will not be given to any other third party without your consent except where required by law. All information provided will be held by CCNSW and will be managed in accordance with provisions under the *Privacy and Personal Information Protection Act 1998* (NSW).

Further Information

[Cemeteries and Crematoria NSW](#)

[Cemeteries and Crematoria Act 2013](#)

[Cemeteries and Crematoria Regulation 2022](#)

[Licence conditions and supporting materials](#)

Contact Information

Further information can be obtained from:

Cemeteries & Crematoria NSW, 4 Parramatta Square, Parramatta, NSW, 2124

Mail address: Locked Bag 5022, Parramatta, NSW 2124

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Appendix 1: Documentation requirements

Operators applying for a new licence will need to supply the following documents:

Document	Requirements
Licence Application Form	Completed fully and signed by the individual person applying for the Licence or in accordance with the execution requirements for the particular legal entity applying for the Licence.
Financial hardship documentation (if applicable)	Documentation evidencing financial hardship must be provided if a waiver of the application fee for financial hardship reasons is being sought (see Fee Policy for details).
Facility details for each facility operated	The table at Appendix 1 of the Application Form must be completed separately for each facility. This should include: <ol style="list-style-type: none"> Evidence of total interments planned and predicted interment activity for a new cemetery or crematoria with memorial garden; For Category 4 Caretaker Licence applications, details of any intended interments which the applicant would like to be excepted from the prohibition on interments.
Further details regarding suitable persons check (if applicable)	If the applicant answers 'Yes' to any of the suitable person questions in the Application Form, further details should be attached.
Proof of authority to sign the Application Form	For example: <ul style="list-style-type: none"> 100-point proof of identity documentation (for individuals) Current ASIC Company Extract (for companies) Document evidencing appointment of authorised signatories (incorporated association, councils, Local Aboriginal Land Councils etc)

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