

September 2022

Pricing and what to expect

There are no set costs for burial, placement of ashes or cremation in NSW. Costs will vary across the state and will be determined by a number of factors.

Funerals

Even a simple funeral will have some basic requirements. It is important to understand what services are provided by a funeral director. General information and guidance about funeral directors are available from NSW Fair Trading (visit: fairtrading.nsw.gov.au and search for 'funeral directors'). Funeral directors must provide information about funeral goods and services as shown in the Funeral Information Standard, available from NSW Fair Trading (visit: fairtrading.nsw.gov.au and search for 'funeral information standard').

Costs and fees

In general, there are no standard fees and charges for burials and cremations, and placement of ashes (interments) in NSW. Costs are set by operators and vary significantly throughout the state. Charges depend on factors including

- location of the cemetery (metropolitan, regional, or rural)
- the choice of interment within a cemetery (e.g., lawn or monumental)
- the choice of memorials.

Interment fees cover a range of activities including administration, recording keeping obligations and site preparation and management (including the opening and closing of a grave). Before entering into a contract or agreement, make sure you receive an itemised quote and that you understand each item. If you are unsure of any items including cost, speak with your funeral director, or cemetery or crematorium operator

This is a stressful time for families and sometimes there can be misunderstandings about which fees have been paid and which are still outstanding. If at any time you are unsure of outstanding expenses, seek clarification from your funeral director, or cemetery or crematorium operator.

Burial costs

There is no standard cost for burial across NSW. Costs can vary between metropolitan and regional areas and between operators. If possible, compare quotes from a few different cemeteries to make an informed choice. There are generally three main parts to burial costs:

- **Interment right fee** – this is a sale fee for the interment right. This fee covers the operator's costs of preparing the site as well as maintaining the site and surrounding area. Some cemetery operators offer ongoing maintenance for an annual fee.
- **Burial fee** – this is a fee for the burial process. This covers the operator's costs of opening and closing a grave and landscaping after the burial. After-hours fees may apply for burials outside of normal business hours, for example burial fees are often higher on Saturdays, Sundays, and public holidays.
- **Memorialisation fee** – this is a sale fee for a memorial (for example a headstone, plaque or other monument or memorial) and generally includes having it inscribed and erected at the site.

Burial costs can be offered in a package, for example some operators offer a package that includes the site, interment fee and memorial. However, the parts of this package should still be clear in the contract.

There can be a range of additional fees on top of the basic costs, for example:

- the cost of using a casket-lifting device
- the cost of bottom sand-filling
- administrative charges
- the cost of grave digging
- the cost for processing an application for memorialisation
- installation of a memorial
- engraving a plaque
- a one-off maintenance fee
- late payment fees
- surcharge for individuals who reside outside the local government area.

Cremation and ash interment costs

As with burial, there is no standard cost for cremations or ash interments across NSW. It can depend on how ashes will be stored and how ashes will be managed (whether scattered or placed in a niche). If possible, compare quotes from a few different cemeteries/crematoria to make an informed choice. Cost can include:

- the cremation,
- ash interment (depending on what is done with the ashes):

- a niche for the ashes in a garden, columbarium or burial site
- placement of the ashes
- a memorial or plaque.

Ashes can be kept in an urn (or similar) by the family or be scattered.

Many crematorium operators also offer a 'no service, no attendance' cremation, which can reduce the cost.

Some cemetery and crematorium operators offer packages, for example a complete package that includes cremation, chapel, single niche, interment, and memorial plaque.

Additional fees may apply for cremations outside of normal business hours, for example fees are often higher on Saturdays, Sundays, and public holidays.

For more information

More information on cost and pricing can be found in the CCNSW General Consumer guide to interment in NSW which can be found

https://www.industry.nsw.gov.au/__data/assets/pdf_file/0019/219610/CCNSW-General-Consumer-Guide.pdf

It is also worth looking at the websites for cemetery and crematoria operators in your area to see if they have basic pricing available on their website or call them and ask for a quote.

CCNSW understands this is a complicated and multi-faceted process, during a difficult time. If you are unsure about any details, always seek clarification from the operator or funeral director.