

Submission  
No 20

## INQUIRY INTO FUNERAL INDUSTRY

**Organisation:** COTA National Seniors Partnership

**Name:** Ms Lucy Cheetham

**Telephone:**

**Date Received:** 26/05/2005

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**Theme:**

**Summary**

## Submission 20 Funeral Industry

### Author

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### Submission

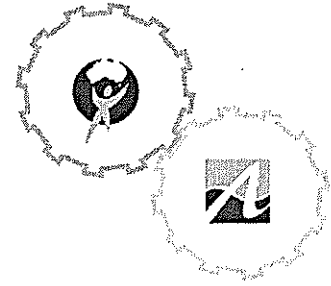
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Generate in Word	<a href="#">Submission Cover</a>   <a href="#">Acknowledgement Letter</a>		

### Attachments

This submission raised a number of concerns from the perspective of seniors as clients of the funeral industry particularly in relation to cost, lack of choice and lack of clarity in relation to pricing.

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COTA NATIONAL SENIORS  
WORKING IN PARTNERSHIP



27 May 2005

The Hon Jan Burnswoods  
Chairperson  
The Standing Committee on Social Issues  
Parliament House  
Macquarie Street  
SYDNEY NSW 2000

Dear Ms Burnswoods

**Inquiry into the Funeral Industry**

COTA National Seniors Partnership (CNSP) wishes to bring before the Standing Committee on Social Issues a number of matters of relevance to the Inquiry into the Funeral Industry.

While COTA National Seniors Partnership has no formal policy in relation to the funeral industry we note with concern a number of issues:

- the high costs of funeral services in New South Wales and in Sydney in particular
- the difficulty experience by clients in obtaining a clear indication of the services to be provided and the costs, both itemised and in total, of those services
- difficulty in accessing cheaper options such as DIY funerals or caskets made of cheaper materials
- a lack of mandatory registration for funeral directors
- moves within the industry that might limit the capacity of small independent companies to operate and consequently reduce choice and drive up prices for consumers, and
- moves within the industry to limit options available to families including DIY funerals.

COTA National Seniors Partnership (CNSP) is the largest membership organisation representing the concerns and interests of Australians aged 50 and over, both nationally and in every State and Territory. CNSP develops policy based on membership input, including through Branches and member organisation forums.

Policy Councils in each State and Territory, and our National Policy Council, determine CNSP policies and positions. The NSW Policy Council is co-chaired by Dr Susan Kurrle and Ms Sheila Rimmer AM.

With more than 270,000 individual seniors and over 800 organisations in membership, CNSP is the largest membership organisation representing the concerns and interests of Australians aged 50 and over, both nationally and in every State and Territory. In New South Wales we have more than 70,000 individual members.

With its combined individual and organisational membership representing all aspects of Australian seniors' interests, CNSP has a pre-eminent role in representing, advocating for and serving older Australians.

We would be happy to supplement this brief submission with further information and to appear before the Committee to discuss the issues raised. Please do not hesitate to contact me by phone on 02 9251 6088 or email [l.cheetham@nationalseniors.com.au](mailto:l.cheetham@nationalseniors.com.au) for further information on this submission.

**Yours sincerely**

Lucy Cheetham  
**NSW Manager - Policy and Programs**