

**INQUIRY INTO CEMETERIES AND CREMATORIA
AMENDMENT REGULATION 2018**

Organisation: InvoCare
Date Received: 17 September 2018

17th September 2018

Dear Committee Members,

RE: Inquiry into Cemeteries and Crematoria Amendment Regulation 2018

Thank you for the opportunity for InvoCare to make a submission to this inquiry. InvoCare, listed on the Australian Securities Exchange, is a leading international provider of Funeral, Cemetery, Crematoria, and related services. It currently operates, and is a market leader, in Australia, New Zealand and Singapore.

InvoCare currently operates 270 funeral locations and 16 cemeteries and crematoria, all in competitive markets in Australia, New Zealand and Singapore. InvoCare employs around 1,800 people globally.

In keeping with InvoCare's commitments to Innovation, Vocation and Care, each of InvoCare's cemeteries and crematoria are responsive to the needs of the communities they serve, especially as the demographics of these communities change.

InvoCare's commitment can be seen in the introduction of new developments and memorial sections, tailored to the needs of cultural or religious groups. This includes Asian sections designed with Feng Shui advisors and the premium crypts, vaults and family mausoleums preferred by many European communities. InvoCare is also committed to the introduction of new methods of memorialisation, such as natural burials areas, as well as hosting many cultural events such as The Ching Ming Festival, All Souls Day and The Vu Lan Festival.

InvoCare appreciates the significance of matters raised in this inquiry specific to the multi-cultural and broader communities we serve in the state of New South Wales. We also appreciate the benefits underpinning the offering of renewable tenure option to free up space in Sydney's cemeteries by allowing for a higher turnover of memorial sites, as well as offering a cheaper alternative to "perpetual rights" where remains are left undisturbed forever. However, we have seen no demand for renewable tenure options in the communities we serve.

At this point in time, InvoCare in NSW will continue to offer burial and cremation memorialisation services in perpetuity and will monitor the acceptance and take-up of the renewable tenure options in NSW.

We thank the Upper House Committee for their request for input by Stakeholders.

Kind Regards,

Vijay Singh
NSW General Manager
Cemeteries & Crematoria | InvoCare Australia