



Information for consumers organising a funeral

Funeral directors can help you organise a funeral service. They must be transparent with their pricing and not make incorrect or misleading statements and not offer unfair contract terms.

Use this information to assist you to organise a funeral service.

Please note: This is not an exhaustive list and has been produced for guidance only.

TASK	TICK ONCE COMPLETED
Does the deceased have funeral insurance or a pre-paid funeral?	
Has a pre-paid burial plot been organised?	
Check the deceased person's will for any funeral preferences.	
Does the deceased person have funds in their bank account that could be used to pay for the funeral? Contact the bank to find out whether funds can be accessed to pay for the funeral.	
Was the deceased person a returned service person or did they belong to a club, pensioner association or a trade union that may entitle them to a payment that could help pay for the funeral?	
Do you or did the deceased person receive Centrelink payments? If so, check if there is bereavement payment/allowance available.	
Seek quotes from at least three funeral companies. Funeral directors are legally required to provide you with an itemised price list within two business days of request.	
When choosing your funeral company, are you satisfied they offered enough information about your options and listened to your requirements?	
Once you have chosen a funeral company, contact the funeral director to organise the funeral.	

TASK	TICK ONCE COMPLETED
<p>There are minimum legal requirements when organising a funeral service that must be met and a funeral director can help you with these.</p> <p>The minimum legal requirements include:</p> <ul style="list-style-type: none"> • Obtaining a death certificate; • Choosing between a burial or cremation service; <ul style="list-style-type: none"> ▶ If choosing a burial service, there will be a burial fee; or ▶ If choosing a cremation service, there will be cremation and permit fees. • Purchasing either a coffin, casket or shroud; • Choosing transportation of deceased body; and • Choosing mortuary care (storage, care and preparation of the deceased body prior to burial or cremation). <p>Discuss any additional requirements with your funeral director.</p>	
Once you have decided on your funeral requirements, request an itemised quote with a total amount payable including GST in writing.	
<p>Carefully read the itemised quote and ask questions if you are unsure about anything listed. If you are happy to proceed, accept the quote and sign the agreement.</p> <p>Note: Do not let the funeral directors rush you into making a decision. Carefully read the agreement. You are encouraged to ask questions or let a family member or a friend read over the agreement for you.</p>	
Keep a copy of the agreement and tax invoices.	
Raise any issues with the funeral director as soon as possible.	

What if I want to organise a funeral myself?

If you do not want to use a funeral director to organise the funeral, you can apply for a Single Funeral Permit. For further information, please check the [Metropolitan Cemetery Board \(MCB\)](#) website.

Complaints

If you have a complaint with a funeral director and cannot resolve it directly with them, you can contact MCB by phoning 1300 793 109 or email at mcb@mcb.wa.gov.au.

When contacting MCB, have the following information ready:

- The name of the deceased, the date of funeral, the name of the administrator;
- The date, time, location, manner of the issue of complaint (i.e. in person, at funeral, over the phone, etc.);
- Exactly what happened and why you wish to make a complaint; and
- What resolution you may be after.

If your complaint is still not resolved with the funeral director, you may then contact the Consumer Protection either by calling on 1300 30 40 54, or via email at consumer@dmirs.wa.gov.au.

Disclaimer – The information contained in this fact sheet is provided as general information and a guide only. It should not be relied upon as legal advice or as an accurate statement of the relevant legislation provisions. If you are uncertain as to your legal obligations, you should obtain independent legal advice.

Consumer Protection | Department of Mines, Industry Regulation and Safety

1300 30 40 54

8.30am – 4.30pm Mon to Fri
Gordon Stephenson House
Level 2, 140 William Street
Western Australia 6000
M: Locked Bag 100, East Perth WA 6892
W: www.consumerprotection.wa.gov.au
E: consumer@dmirs.wa.gov.au

Regional Offices

Goldfields/Esperance	(08) 9021 9494
Great Southern	(08) 9842 8366
Kimberley	(08) 9191 8400
Mid-West	(08) 9920 9800
North-West	(08) 9185 0900
South-West	(08) 9722 2888



National Relay Service: 13 36 77

Translating and Interpreting Service (TIS): 13 14 50

This publication is available in other formats on request to assist people with special needs.