



**The Honourable Melinda Pavey MP**  
Minister for Water, Property and Housing

BN21/5992

Dr Stepan Kerkyasharian AO  
Chair  
Cemeteries & Crematoria NSW Board  
Locked Bag 5022  
PARRAMATTA NSW 2124

Dear Dr Kerkyasharian

### **STATEMENT OF EXPECTATIONS FOR CEMETERIES & CREMATORIA NSW**

The *Cemeteries and Crematoria Act 2013* (the Act) is the NSW Government's commitment to support and regulate the cemeteries and crematoria industry and to recognise the right of all individuals to a dignified and respectful burial or cremation. The Act is essential for ensuring everyone in this State receives respectful, affordable and consistent burial and cremation services, now and into the future.

I am writing to the Board, through you as its Chair, to set out my expectations for CCNSW in the 2021-2022 financial year. An annual Ministerial Statement of Expectations, as recommended in the Statutory Review of the Act, will outline the priorities and direction of the NSW Government for the sector, as well as how CCNSW is expected to contribute to them. This will be an annual requirement and consideration will be given as to whether it should be reinforced via the passing of legislation at the appropriate time.

In addition to its normal business of regulating the sector, there is a significant program of work for CCNSW resulting from the implementation of the recommendations from the Statutory Review of the Act, released in February 2021, and the NSW Independent Pricing and Regulatory Tribunal's Review of the Costs and Pricing of Interment in NSW, released in June 2021.

My expectation for the 2021-2022 financial year is that CCNSW will:

- consider the implementation of the recommendations that relate to CCNSW and its regulation of the sector
- develop a plan to implement these recommendations
- indicate which, if any, recommendations require further analysis and bring these to my attention, along with alternative solutions to achieve their intent.

In particular, I would like CCNSW to focus on:

- delivering an interment industry scheme to regulate the sector and provide consumer confidence in these services
- developing ways to make the cost of burials and cremations more transparent
- transforming the way the sector deals with perpetual maintenance obligations
- considering options for the wider application of the interment services levy to ensure adequate future resourcing of CCNSW.

To ensure everyone in NSW receives respectful and affordable burial and cremation services, consistent with their faith and cultural requirements now and into the future, I also expect CCNSW to prioritise these four themes when delivering the reforms over the next three years.

### **Respect**

I expect CCNSW to consider respect as a central principle when delivering regulatory reforms, and to ensure the State's cemeteries and crematoria sector meets individual, community and customer service requirements. I also expect consultation with faith, cultural and industry stakeholders to factor the emotional, personal and symbolic nature of burial and cremation services.

### **Land availability and use**

I expect CCNSW to partner with planning, industry and public space stakeholders to support the NSW Government's plans to increase urban cemetery land through an integrated whole-of-government approach.

### **Governance and leadership**

A new regulatory framework and regime is essential for strong governance and leadership of the cemeteries and crematoria sector. I expect CCNSW to enhance its regulation of the sector and to perform as a best-practice regulator with guidance from the NSW Government's Quality Regulatory Services Initiative process. By delivering on its program of regulatory reform, I also expect CCNSW to further develop its identity as a more proactive and visible regulator.


### **Public confidence**

I expect CCNSW to be an accountable and transparent regulator as well as an influencer and coordinator of information and strategic advice. To assure public confidence in the State's burial and cremation services, I expect CCNSW to regularly publish content on its website and provide considered responses to public enquiries, with all communication in plain English.

As the responsible Minister, I expect CCNSW to be supported by the NSW Department of Planning, Industry and Environment (DPIE) in meeting these expectations and delivering this program of work. If there are any impediments to CCNSW being able to meet the expectations set out in this letter, I expect them to be addressed with DPIE at the earliest possible opportunity. I also expect CCNSW to work closely with DPIE, through the Cemeteries Review Taskforce, to develop and implement the reform recommendations.

Thank you for your time and commitment to improving the performance of the State's cemeteries and crematoria sector. These are important reforms for the people of New South Wales, and I look forward to the Board keeping me informed of progress through quarterly reporting.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Melinda Pavey', with a large, stylized flourish at the end.

### **Melinda Pavey MP**

Minister for Water, Property and Housing

CC: Kiersten Fishburn, Secretary DPIE