



Cemeteries and Crematoria NSW Customer Service Standards

Crown lands vision

- NSW: a place where the sustainable use of land and natural resources enables economic growth and social wellbeing

Cemeteries and Crematoria NSW Vision

- All people in NSW have access to sustainable, affordable and culturally appropriate services provided by the interment industry in a consistent, transparent and accountable manner

Crown lands purpose

- To facilitate the sustainable use and protection of land and natural resources to deliver social and economic benefits for NSW

Cemeteries and Crematoria NSW purpose

- To work with industry and the community to deliver our vision in a collaborative and constructive manner

Cemeteries and Crematoria NSW—our priority areas

Respect

- All people in NSW have access to a range of interment services that preserve dignity and respect and support cultural diversity

Affordability and sustainability

- All people in NSW have access to affordable and sustainable interment options

Land availability

- Sufficient and suitable land is available to meet future demand for interment services

Governance

- All cemetery and crematorium operators in NSW function in a consistent, transparent and accountable manner

Our standards in responding to you

We will:

- respond to 80% of online enquiries within 2 working days
- provide an initial response to GIR Unit to formal GIPA request within 12 working days.

Our standards for our regulatory services

We will:

- complete a cemetery and registry inquiry within five working days*
- refer third-party complaints to a cemetery or crematoria operator within two working days*
- ensure a 90% initial response rate to complainants with 14 working days*
- ensure that oversight and review of Crown Cemetery Trusts plans of management, financial reports and fees and charges are completed annually, where required in accordance with the Cemeteries and Crematoria Act 2013, and the decision published within 90 days.

* Providing all required documents, including any third party documents, are submitted.