

Why have an interment services levy?

Everyone will need a cemetery or crematorium service for themselves or their loved ones at some point.

If you are in a time of bereavement, may we extend our sincere condolences.

How we help you

Cemeteries & Crematoria NSW (CCNSW) is the regulator of cemeteries and crematoria in NSW.

As you make important decisions about a burial, cremation, or ash interment we aim to make sure you are protected as a consumer and receive high standards of customer service. We want you to have less to worry about now and in the future.

We do this by setting standards the industry must follow. We train and support industry to meet the standards, and monitor industry performance.

A levy to protect customers

Our work is funded by a levy on burials, cremations, and ash interments. You may see this interment services levy fee in the pricing or on an invoice from the cemetery, crematoria or your funeral director. If so, this is part of your payment to the funeral director, cemetery or crematorium.

You do not need to pay a fee directly to CCNSW.

The levy for 2024–25

Service	Levy (excluding GST)
Cremation	\$41
Ash interment	\$63
Burial	\$156

Funds raised through the levy support stronger consumer protections and better standards across the industry.





What we do

CCNSW is an independent agency that supports and regulates cemetery and crematorium operators. We give the public information about burial and cremation options.

We work with the industry to ensure that all people in NSW have access to sustainable and affordable burial and cremation services. These services should be respectful of culture and faith, and be provided in a consistent, transparent, and accountable way.

To help customers, we have set standards across 5 areas:

- **clear contracts**, so people know what they are buying
- **clear pricing**, so people can easily compare prices and make informed choices
- **respect for culture and faith** for all individuals and communities
- **maintenance**, so cemeteries are safe, accessible, and respectful in the long term
- **customer service**, which is at the heart of this important industry.

Cemeteries and crematoria must meet these standards. CCNSW supports industry through education and training. We also receive and help with customer complaints, and monitor compliance in the long term.

Contact us

Please contact us if you have questions or feedback about the interment services levy.

Phone: 02 9842 8473

Email: ccnsw.info@cemeteries.nsw.gov.au

You can also contact us this way if you have feedback, or a compliment or complaint about a cemetery or crematorium.

Visit www.cemeteries.nsw.gov.au to find out more about our work.

