



The Hon. Stephen Kamper M.P.
Minister for Lands and Property
GPO Box 5341
SYDNEY NSW 2001

Dear Minister Kamper

On 28 March 2024 you released *Delivering strong consumer outcomes for Cemeteries and Crematoria in NSW* to guide the transformation of the state's cemeteries and crematoria sector.

I am pleased to share with you Cemeteries & Crematoria NSW's (CCNSW) Statement of Regulatory Intent which is how CCNSW will exercise its functions and powers to deliver on the vision and actions contained in the strategic statement.

The work outlined below builds on significant achievements in recent years. CCNSW is now able to be a strong advocate for customers and communities, to support industry to meet the standards, and to ensure the ongoing sustainability of the industry. I would like to thank you for the clear direction and stability in the sector you have provided. I would also like to thank the industry for engaging constructively with key changes like the Interment Industry Scheme and Crown Lands for their essential work on the operating model for the Crown operators.

CCNSW's Priorities for 2024/25 and beyond

1. Delivering strong consumer protections for customers and the community

The greatest share of CCNSW's effort will go towards ensuring consumers and the community benefit from high standards and strong protections. Areas we will make substantial progress from 2024/25 are:

- Implementing proactive compliance, including commencing a program of audits, investigations, and enforcement action where needed.
- Handling and resolving consumer complaints and enquiries and taking a stronger approach to serious complaints.
- Embedding operators' and funeral directors' understanding of the standards.
- Streamlining and modernising the *Cemeteries and Crematoria Act 2013*.
- Developing a contemporary approach to perpetual maintenance.

Areas of work for a focus in future years include:

- Evaluating the impact of the Interment Industry Scheme.
- Fully implementing price transparency, building on the new pricing transparency licence condition and improving how we review pricing at Crown operators.
- Supporting operators to maximise the use of cemeteries as public spaces.

2. Support sustainable practices to promote new supply

The area we will make substantial progress in from 2024/25 is becoming an expert source of the information industry needs to support planning and decision making to meet future demand through traditional and sustainable options.

In future years we will explore promoting sustainable options including reducing emissions from cremators and more sustainable alternatives to burial than using precious green space.

3. Provide certainty for our Crown Operators

Substantial progress has already been made to provide certainty for Crown operators thanks to the work of Crown Lands and many actions are nearing completion. Most significantly the two-operator model has been established.

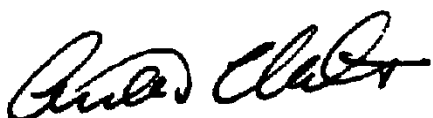
In 2024/25 and beyond CCNSW's focus will be on ensuring consumer protections are working well at Crown operators and supporting development of options to expand burial supply. Both Crown operators are licenced under the Interment Industry Scheme.

As we move forward together, CCNSW will engage with stakeholders to gain input and strengthen partnerships. Each year we will report publicly on progress against these actions.

With this program of work, I am confident CCNSW will deliver value to the people of New South Wales. We will make substantial progress towards our shared vision that all people have access to sustainable and affordable burial and cremation services that are respectful of culture and faith and be provided in a consistent, transparent, and accountable way.

Thank you for the clear directions and support you have provided to the agency.

Yours sincerely



Andrew Mills
Chair, CCNSW Board