

**NSW Fair Trading Regulation 2019
Funeral Information Standard | Pricing for Salvos Funerals**

Prices

Below are all the fees we are required by the NSW Department of Fair Trading to list in this document. All prices include GST. See 'Explanation of terms' section over the page for further information.

Note: please refer to our package pricing tables for a reasonable estimate of what you are likely to pay in total. Please contact Salvos Funerals if you would like a specific quote prepared.

Our fees

This includes meeting the family and making the necessary arrangements, depending on what is required. Importantly, this also covers the cost of operating Salvos Funerals and our contribution back to the work of The Salvation Army. The two options are set out below:

Professional fee (funeral service)	\$2,719
Coffin/casket price range (funeral service)	\$695 to \$4,017
Richmond coffin (most popular for funerals)	\$695
Visual Tribute	\$150
Memorial Books/ Recorded Music	(no charge)

OR

Professional fee (direct cremation)	\$1,116
Direct cremation coffin	\$150

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Disbursements

These are third party charges which we include on the invoice. Below is the cost price or our reasonable estimates, which are subject to change. There may also be other disbursements that are not captured below. Cemetery fees vary greatly from one cemetery to another and are not charged as a disbursement but are paid directly by a family.

Transfer into our care	\$302
Care facility storage	\$330
Preparation at care facility	\$235
Early delivery/coffin in place	\$230
Hire of a refrigeration plate	N/A
Viewing at funeral	\$0
Viewing at care facility	\$280
Doctors' cremation documents	\$284
Certified death certificate	\$60
Direct cremation	\$515
Crematorium chapel hire and cremation	\$1,174.70 to 1,415
Orders of service booklets (1 to 4 pages, 30 copies)	\$245
Prices specific to Sydney:	
Hearse hire and driver	\$580
Floral tribute (small casket cover)	\$275
Transfer for doctor's identification	\$245
Prices specific to Central Coast to Newcastle regions:	
Hearse hire and driver	\$440
Floral tribute (small casket cover)	\$275
Transfer for doctor's identification	\$185

Explanation of terms

Transfer into our care

Transport by van of the body from place of death to mortuary/holding room.

Early delivery/coffin in place

Transport by van of the body from mortuary/holding room to crematorium. For operational reasons, it may be that the coffin is transported with other coffins at the same time. The coffin is delivered discreetly to the crematorium and kept in a holding area. Prior to the start of the service, the coffin is put in place in the chapel.

Hearse hire and driver

Transport by hearse of the body from mortuary/holding room to location of service.

Care facility storage

Storage of the body in a mortuary/holding room for up to six (6) nights.

Preparation at care facility

Care and preparation of the body prior to burial or cremation, including a nameplate and shroud if required. This fee allows for what is known as a 'basic preparation' or a 'temporary preservation', whichever is required at Salvos Funerals' discretion.

Coffins and caskets

Coffins are tapered at the head and the foot of the coffin. Caskets are rectangular in shape. Either are suitable for a funeral.

Direct cremation coffin

Designed only for a cremation without a prior funeral.

Viewing at funeral

This is the viewing of a body at the location of the funeral service. If the service is only at a grave, the cemetery will not normally allow a viewing to take place.

Viewing at care facility

This is the viewing of a body at either the care facility at Baulkham Hills (Sydney) or Tuggerah (Central Coast). This includes staff charges and room hire. The price indicated above is during business hours. Price on application for prices outside of these hours.

Professional funeral service fee

Meeting the family to arrange the funeral and the Salvos Funerals team being available on the day of the funeral (service) to ensure that everything runs smoothly.

Importantly, this also covers the cost of operating Salvos Funerals and our contribution back to the work of The Salvation Army.

Venue hire is not included in this fee but is charged out at cost on the invoice to the family.

Professional direct cremation fee

Meeting the family to arrange the cremation without a funeral.

Importantly, this also covers the cost of operating Salvos Funerals and our contribution back to the work of The Salvation Army.

Doctors' cremation documents

This is the cost of obtaining certificates required by the *Public Health Act 2010* in relation to a cremation. Note: small variations exist in the prices we pay across different doctors' surgeries.

Certified death certificate

This is the cost of obtaining a Death Certificate from the NSW Registry of Births Deaths and Marriages under the *Births, Deaths and Marriages Registration Act 1995*.

Direct cremation

This is the cost of a cremation without a funeral ceremony at Macarthur Grange Crematorium. Most such cremations we arrange are performed in this way. Other crematoriums we work with charge up to \$855.

Crematorium chapel hire and cremation

The price depends on the given crematorium. These will be passed onto the family at cost.

Burial plot and grave digging fees

These vary significantly from one cemetery to another. The fees depend on the grave chosen and the grave digging (interment/opening and closing) fee. All cemetery fees are to be paid directly by families to the cemetery, ie. they are not a disbursement of Salvos Funerals. For advice on cemetery prices, please call us directly. Alternatively, please contact the cemetery.

Orders of service booklets

These are booklets which typically have an outline of the service and which are given to those who attend a funeral or memorial service.

Floral tribute

Flowers which sit on the coffin during the funeral. Often it is a casket cover -- an arrangement that covers a portion of the coffin/casket lid.

Transfer for doctor's identification

This is a transfer of the deceased so that the doctor can view the deceased in person, if the doctor is not able to arrange the same by video-call.

Least expensive package - Direct Cremation

We are required by the Department of Fair Trading to publish our least expensive package. It is a cremation without a prior funeral (service). The price breakdown is as follows:

Professional fee (direct cremation)	\$1,116
Transfer into our care	\$270
Certified death certificate	\$60
Direct cremation coffin	\$150
Doctors' cremation documents	\$284
Direct cremation	\$515
<u>Total (inc GST)</u>	<u>\$2,395</u>

Location of crematorium for direct cremations

The crematorium Salvos Funerals use most often for direct cremations is Macarthur Grange Crematorium and is managed by Dale Neale. The address is:

Unit 6
186 Hartley Road
Smeaton Grange
NSW. 2567

Location of care facilities (mortuaries)

The care facility we use in Sydney is managed by Suzanne Lambert. The address is:

Unit 50
5-7 Inglewood Place
Baulkham Hills
NSW. 2153

The care facility we use on the Central Coast, Lake Macquarie and Newcastle regions is managed by Tanya Wilson. The address is:

Unit 1
5 Joule Place
Tuggerah
NSW. 2259

Transporting a coffin prior to burial or cremation

If the service takes place at a crematorium, the body can be transported by hearse or by van (otherwise known as an 'early delivery'). An early delivery is a lesser cost than a hearse.

For funerals involving a burial or a funeral service held at a location other than at a crematorium (eg: a local church), a hearse is required.