

# Registrar-General's Industry Survey 2023 Report

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OFFICE OF THE  
REGISTRAR-GENERAL



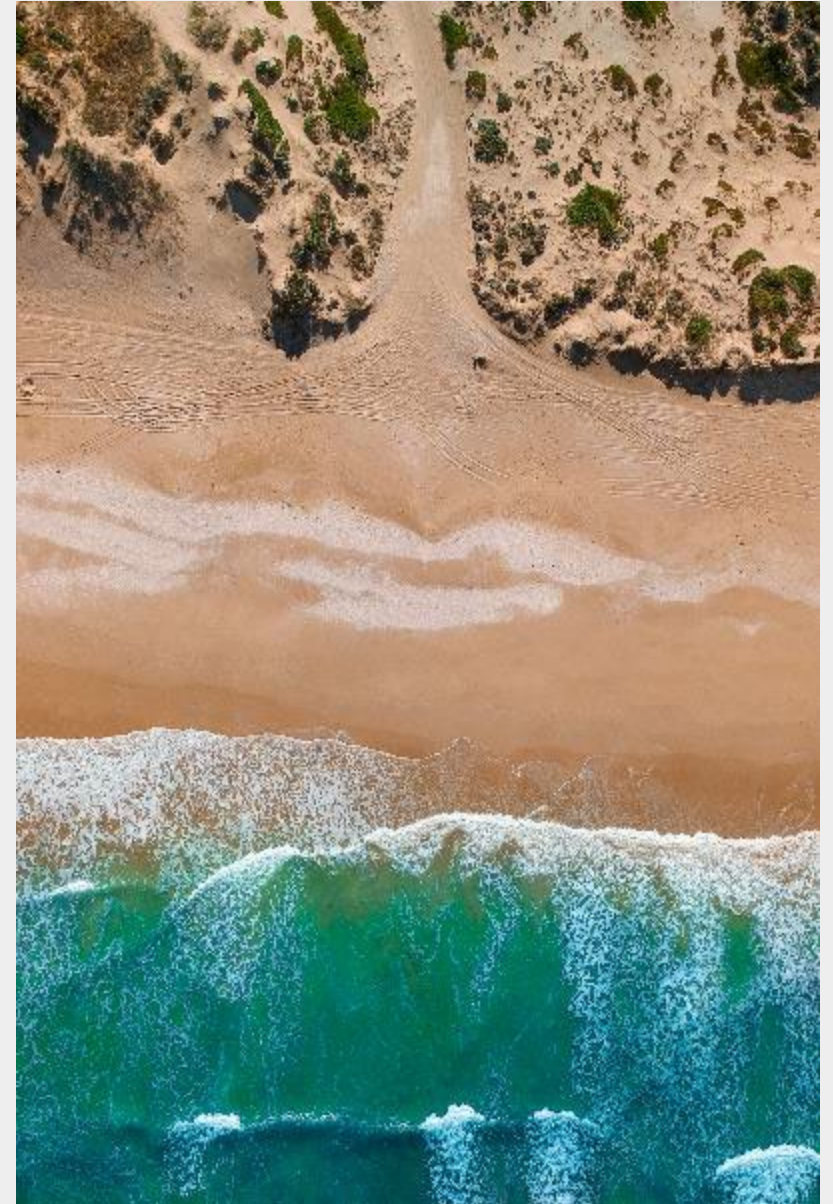
Government of South Australia  
Department for Trade  
and Investment





# Content

- Overview, page 3
- Survey Results, pages 4 - 16
- Next Steps, page 17



## Overview

Three years on from the mandating of eConveyancing, Jenny Cottnam the Registrar-General sought industry feedback on:

- the current state of eConveyancing and the support that is currently being provided,
- if your expectations of eConveyancing are being met,
- the possible mandating of more documents for eConveyancing and
- suggestions for future improvements

Feedback was solicited through a survey issued to industry through multiple channels and with the assistance of industry partners such as AICSA, Law Society of SA and ELNO's. The survey was issued to industry on 10 August 2023 and remained open for four weeks, closing on 12 September 2023.

The survey covered topics in relation to eConveyancing, customer service, cyber security, industry training and resource materials. In total 53 responses were received.

We would like to thank all participants for taking the time to complete the survey.

This report aims to highlight the main themes raised from the data collected.

Please note the responses provided in this report are taken directly from the Industry Survey and are not the views of the Office of the Registrar-General.

# Survey Results

This section aims to summarise the main themes identified through the responses to the eConveyancing survey.





Breakdown of respondents by professional roles:



-  Registered Conveyancer
-  Lawyer / Solicitor
-  Business Owner
-  File Manager Administration
-  Other






Breakdown of where respondents are based:



-  Adelaide CBD
-  Metropolitan Adelaide
-  Regional South Australia
-  Interstate





Breakdown of how long respondents have been in the industry:



-  Less than 5 years
-  5 to 10 years
-  10 to 15 years
-  15 to 20 years
-  20+ years

Breakdown of how many hours of industry training respondents have been undertaking each year:



-  0 hours
-  1 to 5 hours
-  5 to 10 hours
-  10 to 15 hours
-  15+ hours

What is your understanding of the Office of the Registrar-General’s role within the South Australian property industry?

Maintains and manages the integrity of the land registry

Oversees the ELNOs

Administers the Real Property Act

No understanding

Oversees the LTO/Land Services SA

Oversees conveyancing in SA

Are you aware of the Registrar-General’s Property Settlement Process Group that was created following the responses of the last industry survey?



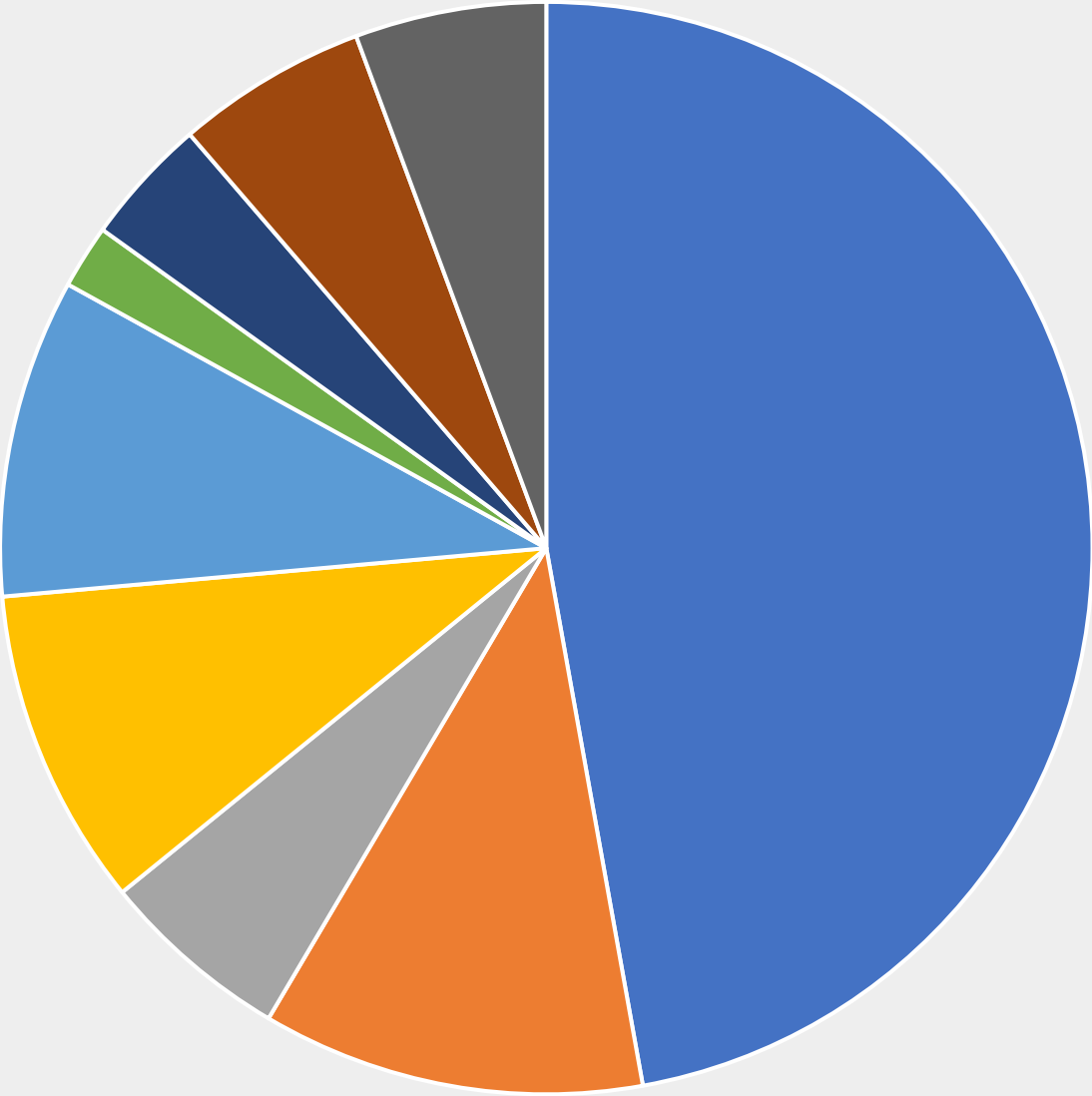
36



17

What are your concerns about eConveyancing?

- Cyber Security
- Level of Support
- User Friendliness
- Loss of work to interstate conveyancers
- Confidence in settlement times
- Ease/timing of issue resolution
- ELNO Interoperability
- Increased costs to industry
- Increased costs to customers



Respondents were asked what could the Office of the Registrar-General do to assist in the concerns listed in the previous question. The below illustrates the main topics from the responses.

### Training

- Constant vigilance and insistence on training being updated.
- More online training and resource materials.
- Conduct free information sessions online.
- Increase the training required for new conveyancers.
- Ensure all ELNO users are properly trained and follow SA legislation.

### Cyber Security

- Conduct more training.
- Mandate annual cyber security training for the entire property industry.
- Provide more guidance.

### Land Services SA

- Provide greater support for complex transactions.
- Ensure all staff are properly trained on how ELNO platforms work and transactions that can be completed via an ELNO.
- Provide more flexibility around difficult dealings.

### Lodgement Fees

- Review the lodgement costs of all documents.

### Interoperability

- Prioritise interoperability.
- Ensure the functionality will match what users currently have available.

### Property Settlement Process Group

- Continue working on improving settlements.
- Assist with improving the Financial Institutions' response to conversations in the ELNO platforms.

### Systems

- Push providers to improve the systems subscribers are using.
- Improve the efficiency of the settlement process by removing unnecessary tasks.
- Improve the communication between the ELNO's, Land Services SA and Revenue SA to ensure settlements are completed in a more streamlined manner.

### Councils

- Develop a standard for change of ownership for conveyancers to provide full new owner contact information including email address and mobile number.

If you are not the responsible subscriber on an electronic workspace, do you want to receive a confirmation of registration notice?



45



8

We are contemplating mandating more documents for eConveyancing, what are your thoughts on this?

- Majority of respondents were in favor of all documents being mandated.
- Minority of respondents were neutral on mandating more documents.
- A few respondents would prefer no further mandating.

What documents (if any) would you like to see mandated for eConveyancing?

- All documents
- Land Division documents
- Requisitions
- Transmission Application (in shares)
- Application to Register Death by Survivor (in shares)
- Change of Name
- Power of Attorney
- Extension of Lease
- Transfer of Lease
- Multiple lots on one title
- Mortgage of Lease
- Council change of ownership
- Transfer under the Trustee Act
- Removal of Charge
- Order of court withdrawal with Crown Law
- Partial discharge of mortgage
- All documents relating to tenants in common



Do you support enabling Division Dealings to be lodged electronically?



What benefits do you anticipate from this change?

Easier and quicker lodging

No more travel into the city to lodge the documents

Improve the accuracy and reduce the number of requisitions

Quicker turnaround on obtaining bank consents

Align with the current eConveyancing system

Won't need cheques anymore

Faster process for clients

Visibility for all parties to the division

Will help offices become paperless

Titles will issue quicker and therefore settlements will occur faster

## What is your understanding of Land Services SA role within the South Australian property industry?

Respondents advised that Land Services SA:

- Manages the land registry
- Completes the examination and registration of documents, and creates new titles
- Provide a range of products and services to assist property professionals and the public
- Provide valuation services to the Valuer General
- Provide client advice

## Are you satisfied with the overall Customer Service and Client Advice offered by Land Services SA?

Over 70% of respondents were satisfied with the overall customer service and client advice.

## Are you satisfied with the timeliness of Land Services SA Customer Service and Client Advice responses?

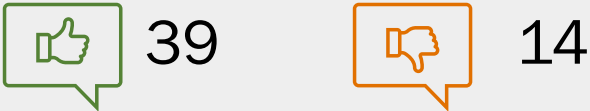
Over 75% of respondents were satisfied with the timeliness of the customer service and client advice responses.

## Feedback in relation to Land Services SA Customer Service and Client Advice

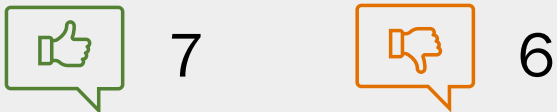
The majority of respondents were satisfied with the service Land Services SA provided, some noting that they felt Land Services SA delivered a great service.

Respondents also provided us with further information that will assist us in understanding the issues and experiences they encounter with Land Services SA. This feedback has been noted and passed onto the relevant parties for consideration.

Have you completed any cyber security training within the last 12 months?



If no, please advise if you have ever undertaken training on this subject?



Majority of respondents that undertook training their main topic of focus was cyber security.

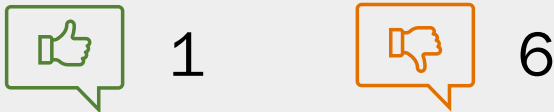
With the minority also completing training on email and phone scams. The top training facilitator was AICSA.

Majority of respondents undertook the training within the last 6 months.

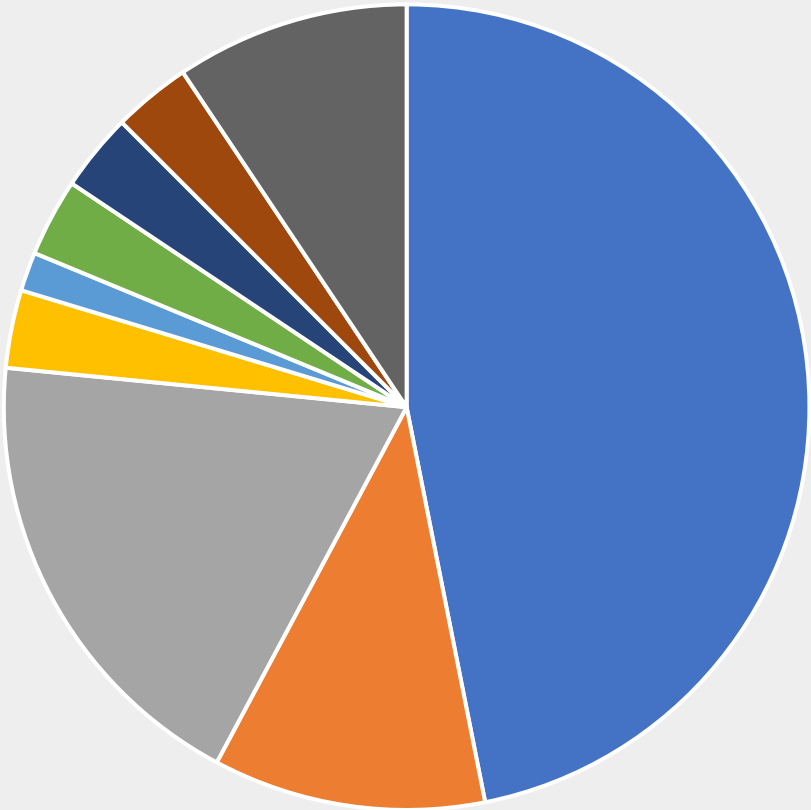
Have you received any information in the last 12 months regarding cyber security training?



If no, have you explored accessing cyber security training yourself?



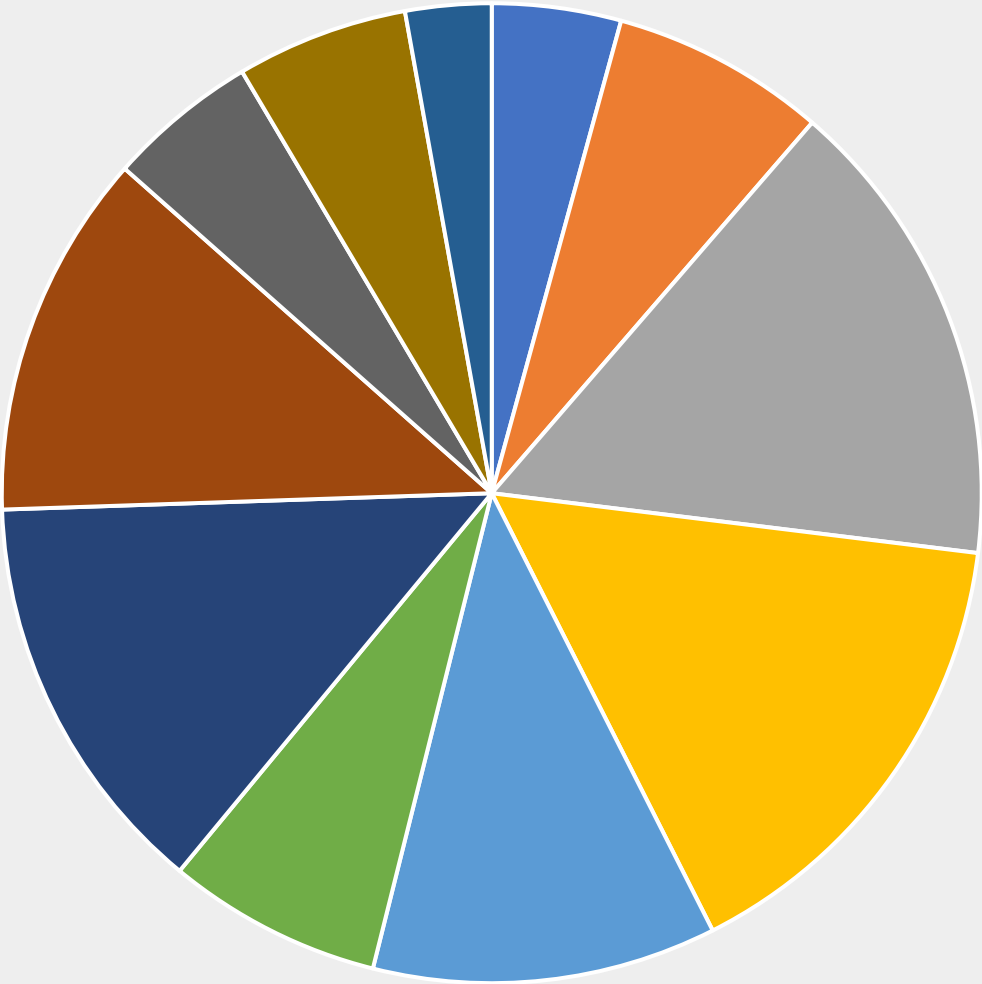
Information on cyber security received from



- AICSA
- PEXA
- Employer
- Law Society
- Land Services SA
- Colleagues
- Fircy
- Business SA
- Other

# What topics would you like to receive additional training and support in?

- Preparation of Application to Register Death/Transmission Applications
- Preparation of Extensions of Lease
- Preparation of Part-Tenancy Transfers
- Exempt Dealings
- How requisitions work in eConveyancing
- Multiple Titles on documents
- Multiple Ownership Holdings
- Cyber Security
- Multi-factor Authentication
- Other
- Not Applicable

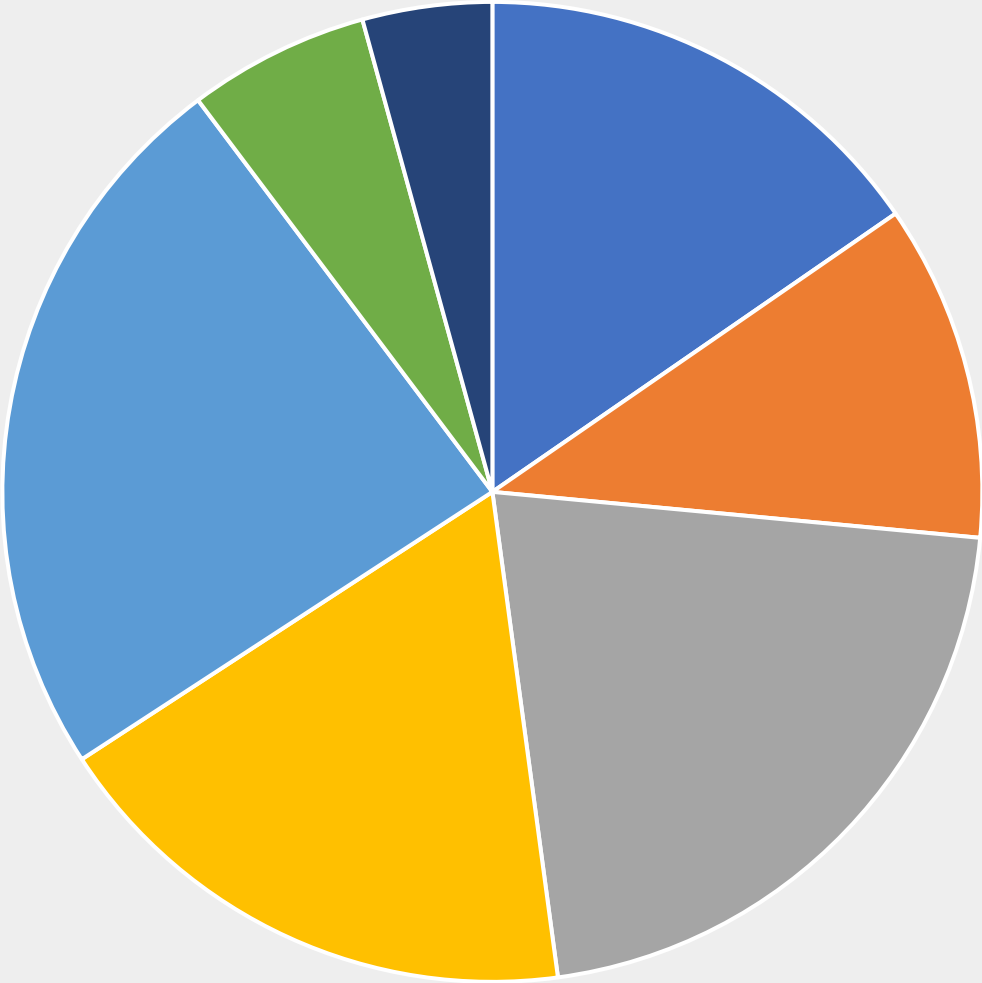


Respondents were asked select all options that they wished to receive additional training and support in.



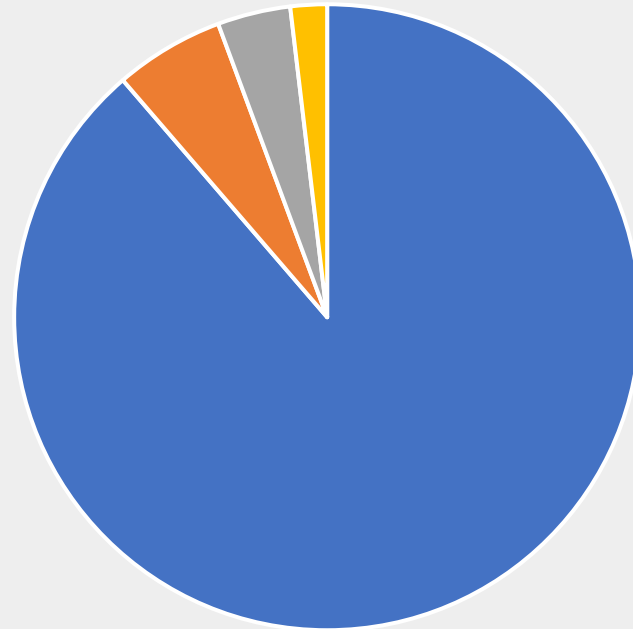
Which transaction scenarios would you like examples on?

- Application to Register Death/Transmission Applications
- Extensions of Lease
- Part-Tenancy Transfers
- Multiple Titles on documents
- Multiple Ownership Holdings
- Other
- Not Applicable



Respondents were asked select all options that they wished to have transaction scenarios examples on.

Do you find the language and terminology used in resource material and webinars/videos for Land Services SA, AICSA and ELNO's websites appropriate and easily understood by you?



■ Yes ■ No ■ Unsure ■ Not Applicable

Would it assist in your understanding if the content was written or reviewed by practicing conveyancers/solicitors?

- Yes, it should be reviewed by practicing conveyancers/solicitors. It should also provide clear answers without the need to rely heavily on Land Services SA client customer service.
- Land Services SA guidance notes for LTO forms are no longer tailored to the particular forms and are generic.
- Jessups needs to be updated, as it still has a lot of old information and does not deal with the recent changes being VOI, VOA and Client Authorisation, etc.
- The number of acronyms used needs to be reduced.

Have you had occasion to contact an ELNO’s customer support team?

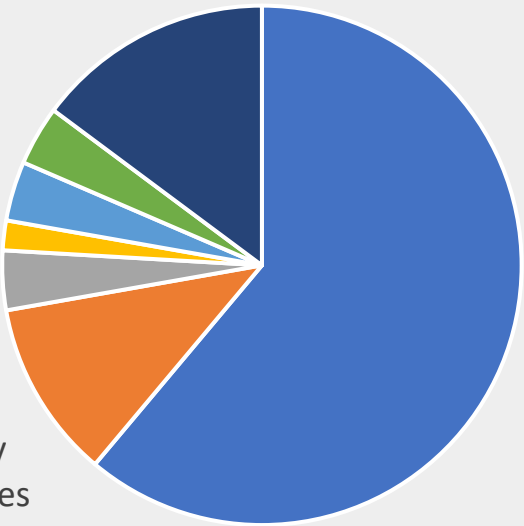


If yes, was your issue resolved successfully?



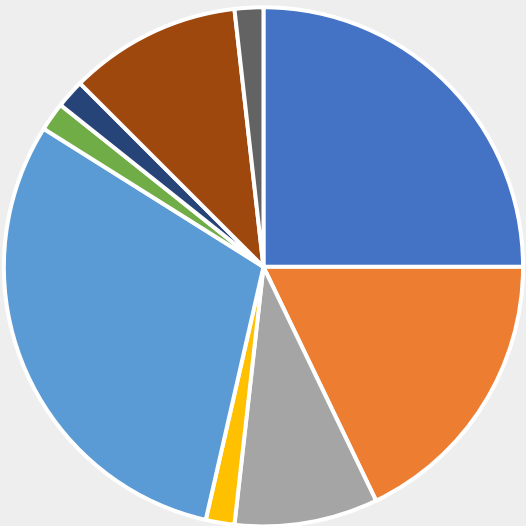
When issues or complaints arise, who do you first contact for advice or trouble shooting?

- PEXA Support
- Land Services SA
- Internal Help
- Bank
- Online community and ELNO resources
- Depends who is relevant to contact for the issue
- Not applicable

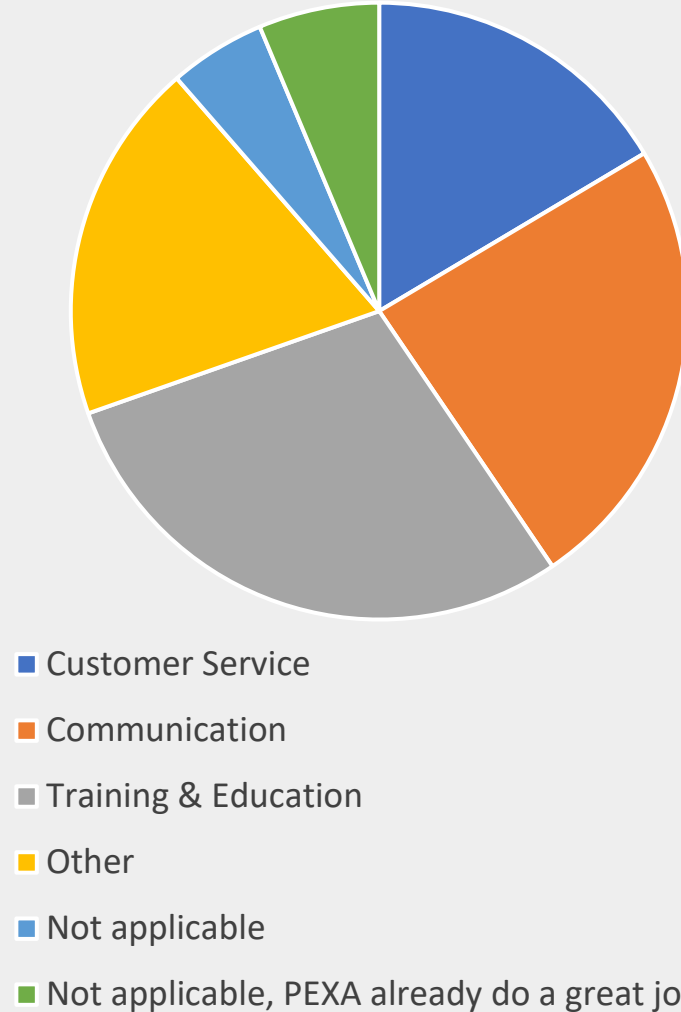


When you need to escalate an issue or complaint, who do you contact for further action/explanation?

- PEXA Support
- PEXA State Representative
- Land Services SA
- Bank
- Not applicable
- Internal Help
- Wasn't aware you could escalate an issue
- Depends who is relevant to contact for the issue
- Office of the Registrar-General



In what areas do you feel the ELNO's could improve?



Respondents were also asked to provide us with further information that will assist us in understanding the issues that they encounter when trying to resolve a problem or the positive assistance they have had when trying to resolve an issue. This feedback has been noted and passed onto the relevant parties.

Respondents were asked select all options that applied.



## Next Steps

The results contained in this report along with additional information has been shared with Land Services SA (LSSA), the Australian Institute of Conveyancers SA Division (AICSA), Law Society of SA, Revenue SA, Property Exchange Australia Ltd (PEXA), and Sympli Australia Pty Ltd (Sympli).

The Office of the Registrar-General will continue to work closely with these organisations to assist in improvements for the industry.



# Thank you

For any additional questions regarding the report, please contact the Office of the Registrar-General.

