

# Customer Information Bulletin

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## Registrar-General's Industry Survey 2023 Results

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In August 2023, Jenny Cottnam the Registrar-General conducted an Industry Survey to find out how eConveyancing was progressing and what were the biggest issues for Conveyancers today. The survey was issued to industry on 10 August 2023 and remained open for four weeks, closing on 12 September 2023.

The Registrar-General sought your feedback on topics related to:

- 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

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

We have prepared a report of the responses which highlights the main themes raised from the data collected. You will find the report on the Office of the Registrar-General's [resources and information](#) page. The responses contained in this report are taken directly from the Industry Survey and are not the views of the Office of the Registrar-General.

The results contained in the 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, Australian Banking Association (ABA), 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.

For all enquiries regarding this report please email: [DIT.RegistrarGeneral@sa.gov.au](mailto:DIT.RegistrarGeneral@sa.gov.au).



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