

# Customer Information Bulletin

20 March 2020

Issue 340

## Settlements Room closures due to Coronavirus (COVID-19)

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### Settlements Room closures

We understand there are many concerns around COVID-19 (Coronavirus) and wish to reassure you that the protection of our customers, staff and broader community is of the highest priority.

As part of precautionary measures to combat the spread of the COVID-19, the Office of the Registrar-General wishes to advise that the Settlements Room on the ground floor at 101 Grenfell Street and the overflow room located on level 3, 101 Grenfell Street, will be closed effective from 5 p.m. Friday 20 March 2020. This aligns with the Federal Government announcement on 18 March 2020 banning non-essential indoor gatherings of 100 or more people. As we cannot guarantee numbers in the settlements room, we are putting the health and safety of our community, as well as our legal obligations, at the forefront.

We apologise for the inconvenience this closure will cause to the conveyancing industry and hope you understand the necessity of implementing this measure in these unprecedented times.

### Effects on services and processes (general)

At this stage, the Drop & Go and Face-to-Face Lodgment services provided by Land Services SA remain unchanged. We will, however, continue to closely monitor the situation and respond according to government directives, health advice and guidelines. We would encourage our customers to consider digital options first, as many transactions can be done online.

We do ask that if you are unwell, that you consider the health and safety of others and do not enter the Land Services SA office. Should you have any questions, rather than come into the Land Services SA office, we encourage you to contact Land Services SA at [customersupport@landservices.com.au](mailto:customersupport@landservices.com.au) or 08 8423 5000 (country callers 1800 648 176).

During this pandemic, our focus remains on delivering high quality service to our customers, we will continue to monitor and respond to the COVID-19 situation as it develops. We will keep you updated should there need to be any changes to our services and will endeavour to provide as much notice as possible.

Following a number of enquiries about the Verification of Identity (VOI) Standard, industry is reminded that practitioners are able to take reasonable steps to verify client identity. The Australian Registrars National Conveyancing Council (ARNECC) will be releasing additional

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information about VOI and the signing of Client Authorisations within the next few days on the ARNECC website (<https://www.arnecc.gov.au/>).

Information pertaining to COVID-19 is constantly changing. For up-to-date information, please refer to the [Australian Government Department of Health](#) and [SA Health](#) websites.

Thank you for your cooperation and understanding.



Jenny Cottnam  
REGISTRAR-GENERAL