



Committee Secretary
Senate Economics References Committee
Department of the Senate
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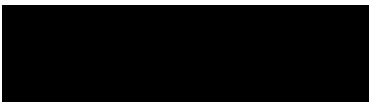
Dear Committee Members

Senate Economics References Committee – Inquiry into Micro-Competition Opportunities in the Australian Economy in relation to eConveyancing – Questions on Notice

I refer to the 9 September 2025 hearing for the Committee’s inquiry into micro-competition opportunities in the Australian economy in relation to eConveyancing. Thank you for the opportunity to assist the Committee regarding this important matter of national significance.

During the hearing, I took five questions on notice. The answers to those questions are set out in the enclosed table. If you require additional information, please contact my office at registrar.general@customerservice.nsw.gov.au.

Yours sincerely



Danusia Cameron
Registrar General

Date: 2025-09-18

NSW Registrar General responses to Questions on Notice

1	Question	How many PEXA outages have been caused by or originated from the NSW land registry or revenue office? (Hansard page 64)
	Answer	Since 1 July 2024, one incident has occurred in the NSW land registry's systems that impacted PEXA's services in NSW. For the same period, there were no incidents within Revenue NSW systems that impacted PEXA's services in NSW.
2	Question	How has the NSW Government communicated its willingness and desire for greater Commonwealth Government involvement? (Hansard page 67)
	Answer	The NSW Minister for Customer Service and Digital Government, Emergency Services and Youth Justice, the Hon. Jihad Dib MP, has made multiple representations to the Commonwealth including writing to the Commonwealth Treasurer on 6 September 2024, formally seeking the involvement of the Commonwealth government and regulators to address issues beyond the remit of States and Territories.
3	Question	How many Sympli outages have occurred, compared to PEXA outages? (Hansard page 69)
	Answer	In the 2024/2025 Financial Year, Sympli undertook 1.1% of total electronic lodgments in NSW and PEXA undertook the remaining electronic lodgments in NSW. Since 1 July 2024, Sympli has reported to the NSW Office of the Registrar General one outage impacting its services in NSW, compared to 50 incidents or outages reported by PEXA impacting its services in NSW.
4	Question	What is the scale of penalty under the NSW electronic conveyancing legislation? (Hansard page 70)
	Answer	Section 16 of the <i>Electronic Conveyancing Enforcement Act 2022</i> (NSW) permits the Supreme Court to make an order that an ELNO pay to the State an amount not exceeding the maximum amount, being: <ul style="list-style-type: none"> • for a contravention of the <i>Electronic Conveyancing National Law</i> (NSW), section 18A (ELNO required to establish and maintain interoperability) (i) \$10,000,000, and (ii) for a continuing contravention—a further \$250,000 for each day the contravention continues, • for a contravention of the <i>Electronic Conveyancing National Law</i> (NSW), section 34 (Obligation to cooperate with examination) —\$250,000, • for a contravention of a requirement of a remedial direction or an interim remedial direction—\$10,000,000.
5	Question	What regulatory action is taken in response to an ELNO's contravention of an obligation under the NSW licence conditions or Operating Requirements? What timeframes are involved? (Hansard page 70)
	Answer	The appropriate regulatory response to an ELNO contravention and any related timeframes will depend on the circumstances.

		<p>As an example, in April 2025, PEXA reported an incident which impacted Subscribers' access to the platform for one hour. This outage caused PEXA to breach the monthly Service Reliability Performance Level in the Operating Requirements. PEXA provided a post incident review in May 2025, and the NSW Office of the Registrar General (NSW ORG) monitored PEXA's remediation of the incident throughout May, including actions to prevent re-occurrence. NSW ORG will note the breach as part of PEXA's annual compliance assessment for the 2024/2025 Financial Year, under the Operating Requirements.</p>
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