

INQUIRY INTO COMPETITION REFORMS IN ELECTRONIC CONVEYANCING

Organisation: Peta Stewart Property Conveyancers

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20 August, 2025

The Hon. Taylor Martin MLC
Chair, Select Committee on Competition Reforms in Electronic Conveyancing
Legislative Council
Parliament of New South Wales

Dear Chair and Committee Members,

Submission to the Select Committee on Competition Reforms in Electronic Conveyancing

I write to provide my views to the Committee's inquiry into competition reforms in electronic conveyancing in New South Wales.

As a long-standing subscriber and user of PEXA, I have not found PEXA to behave in a way consistent with a monopoly provider. Instead, PEXA has consistently acted as a customer focused service, striving to deliver the best outcomes for its subscribers (their clients).

I recall vividly a conference I attended where the then CEO of PEXA made it clear that the organisation does not consider itself free from competition. Rather, PEXA views itself as competing with everyone, because customer expectations and demands mean that they must continually perform at the highest standard.

In practice, this has been my experience. PEXA's support team has always been diligent, responsive, and open to feedback. They have demonstrated a willingness to adapt their systems and processes to improve user experience. Far from acting as an unchallenged monopoly, PEXA has cultivated a culture of continual improvement and accountability to its customers.

While I do not have technical expertise in interoperability, my understanding is that PEXA has not opposed competition. Instead, competition has not yet delivered a functioning network capable of interoperating effectively with PEXA. In other words, the barrier has not been PEXA's resistance, but the absence of a workable system on the part of its competitor.

From my perspective as a practitioner working directly with property buyers and sellers, the reliability, security, and responsiveness of the electronic conveyancing network is paramount. PEXA has provided this and has always been open to innovation and improvement.

I encourage the Committee, in its consideration of competition reforms, to acknowledge the significant role PEXA has played in ensuring stability in settlements, supporting practitioners and advancing digital conveyancing in Australia.

Thank you for the opportunity to make this submission. I would be pleased to provide further information if required.

Yours faithfully

Peta Stewart.
Founder & CEO
Peta Stewart Property Conveyancers