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BENEFITS OF GRANNY FLATS

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CONVEYANCER

AUSTRALIAN

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GIVING BACK

In this special edition, we shine a light on nine leaders whose peers believe best exemplify the virtues of International Women's Day: sharing, support and a spirit of generosity

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Spirit of generosity

The conveyancing sector in this country is largely powered by women. About 70 per cent of practitioners are female – strong, no-nonsense and pragmatic professionals.

These results-oriented individuals lead with meticulous care and unwavering dedication.

They're the reason why this industry is such a joy to serve.

Australian Conveyancer exists to provide clarity in uncertain times through its storytelling. We aim to educate and, hopefully, entertain.

This month, we've been reminded of the remarkable work done by conveyancers around the country who play a significant and increasingly difficult role in Australia's annual residential property turnover of some \$210 billion. Conveyancers do it all so quietly. They just get on with the job, with little fanfare.

On March 8, as the world celebrated International Women's Day, acknowledging the spirit of giving, *Australian Conveyancer* selected nine women in this sector for their efforts to advance the industry.

Each of them is known for giving to others. We thought it was about time they got their own moment in the spotlight.

Did they feel slightly uncomfortable taking part in a fashion photo shoot? Yes. However, in their own words, the experience was ultimately an uplifting makeover of their personal brand.

But beneath all of that, and behind the curtain of their profession, we got to know more about them as individuals.

Judy Bliss, Adele Brincat, Tania Gooley, Marlise Kersnovske, Maria Kontorigas, Kiani Mills, Grace Munro, Sasha Obeid and Jennie Tonner are all inspirational.

Each has an interesting story to tell, and an intriguing journey.

In this special tribute edition of *Australian Conveyancer*, we devote 22 pages to our nine International Women's Day honourees. 'Nine Lives' starts on page 11. We hope you enjoy.

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NP Conveyancing principal Casey Arslan says there are many benefits to working in a regional area.

By RICHARD CUNNINGHAM

Photos LUKE MARSDEN

Surf, sun and settlements: Conveyancing in the country

Conveyancing in a regional area is different to a big-city practice, especially when it comes to local knowledge, staff recruitment and fees. One practitioner in the NSW Northern Rivers area tells AC there are plenty of challenges, but also many rewards

Pottsville in NSW was once named Potts Point. However, unlike the bustling Sydney suburb, it's a charming coastal town just 33km south of the Queensland border.

Roughly halfway between Surfers Paradise and Byron Bay, it's home to about 7000 people, including NP Conveyancing principal Casey Arslan.

NP is a five-woman practice handily sandwiched between two realtors on Pottsville's main street.

Casey's mother Narelle Davis became one of the state's first licensed conveyancers in 1999 and founded the business in 2007.

"She started at her dining table, then found office space in Pottsville and opened a second office in Byron Bay," Casey said.

Nowadays, HQ is in Pottsville, but they still retain a presence in Byron.

Casey was working in Sydney when she came to live with her mum during maternity leave around 2013. "I just joined the team and stayed forever," she said.

A qualified accountant, Casey also gained a conveyancing diploma but found the practical office experience "more valuable than the course".

When Covid came along in 2020, "business just exploded", Casey said. "There was a huge number of people coming from Sydney and Melbourne seeking a lifestyle change," she said.

"They didn't want to be in the city lockdowns and they found they could work from anywhere."

Local flooding in 2022 brought a slowdown, "but I feel the market is definitely moving again."

Being close to the border brings special challenges, because Queensland has no licensed conveyancers (it's done by solicitors) and clients might not appreciate the work involved in NSW.

"Perhaps there are not as many disbursements [in Qld], not as many documents, so they come across the border and it's a bit of a shock."

Regional conveyancers also need specialised local knowledge.

"We deal not just in standard houses and units, but high-end properties and massive acreages," Casey said.

"Then there are dwelling entitlements, easements, existing carriageways, access across Crown land and forests."

Casey is well aware of the coming Tranche 2 AML/CTF regime and the added burden of compliance.

"If the government's expecting us to do all these things, there needs to be a lot of support," she said.

"I'm not panicking, but I am concerned about how I'm going to explain it to my clients. I mean, we get a lot of push-back just asking for people's ID sometimes."

Fees are a sensitive issue. Casey recently raised her flat fee to \$1700 plus GST, a modest price and only the second hike in two years.

But she wonders if that properly reflects the experience within her office. "When you have people with 15, 20 or 40 years of experience, that really should be valued," she said.

Then there are overheads such as office space and staff costs that competitors working from home might not have.



“When you have people with 15, 20 or 40 years of experience, that really should be valued.”

– Casey Arslan



Finding qualified staff can be difficult in a regional area. “There aren’t thousands of conveyancers and paralegals we can choose from,” Casey added. “And if they have to drive 30km or 50km to work, that’s a pretty big ask.”

She continues her mother’s tradition of mentoring graduates, but wishes there were government incentives or financial support, as with some apprenticeships.

When Casey’s lease came up recently, she considered whether to downsize but

decided to keep her shop and team intact. “I’m kind of happy where I am,” she said. “I like coming to the office where clients can just pop in.

“I’m really lucky and grateful to live where I do. It’s beautiful here.” **C.**



MOMENTUM BUILDS FOR BAN ON REAL ESTATE REFERRAL PAYMENTS

After years of consumer concerns about referral programs between conveyancers and real estate agents, pressure is intensifying on lawmakers to bring an end to the controversial practice

By SAM McKEITH

Legislators are facing increased pressure to curb controversial referral programs between conveyancers and real estate agents amid long-running claims the fees hurt homebuyers.

Referral payments paid to real estate agents are legal in the most populous states of NSW, Victoria and Queensland, as well as the ACT and Northern Territory, while the practice is banned in Western Australia, South Australia and Tasmania.

The fees have long been dogged by criticism, including that real estate agents demanding payment from conveyancers creates a conflict of interest that



“We are seeing increased noise from professional bodies. The Australian Institute of Conveyancers and various law societies have become more vocal, calling the practice unethical and a race to the bottom.”

– Griffith University retail and consumer expert Graeme Hughes

prioritise business over the conveyancer’s knowledge, skills and quality of service.

Griffith University retail and consumer expert Graeme Hughes said after years of issues, momentum is building for a nationwide ban. However, he concedes it’s a “slow burn”.

“We are seeing increased noise from professional bodies. The Australian Institute of Conveyancers and various law societies have become more vocal, calling the practice unethical and a race to the bottom,” Hughes tells *Australian Conveyancer*.

Consumer groups are driving a push to treat the fees similar to conflicted remuneration in financial planning, changes enacted after the financial services royal commission.

“Furthermore, 2026 AML/CTF Reforms and new Anti-Money Laundering and Counter-Terrorism Financing Tranche 2 rules coming into effect in March and July 2026 are forcing real estate agents and conveyancers to be much more transparent about their business relationships,” Hughes said.

“This may indirectly make secret or complex referral arrangements too risky to maintain.”

Hughes said if a ban is not achievable, then the reform drive will likely shift to mandatory standardised disclosure. This would see a referral fee disclosed on a one-page consumer warning sheet, instead of being “buried” in a lengthy contract, he said.

“Another approach involves ‘hard caps’ that would ‘limit the dollar amount of a referral fee to a nominal admin fee of perhaps \$50 to remove the profit incentive’.

“Finally, there is a call for increased audit powers to give fair trading and consumer protection agencies the resources to conduct mystery shopper audits of real estate offices.”

Hughes warns that getting action from policy makers remains a difficult task, pointing to the lobbying power of the real estate industry. The sector is historically among the biggest contributors to political campaigns, he said.

“While states like Queensland have banned donations from property developers to reduce clientelism, the broader real estate sector still holds substantial lobbying power,” he said.

The push would also likely face political pushback on the basis that strengthening consumer protections was “an attack

on small business marketing rights”. “Legislators also frequently default to the belief that disclosure is a sufficient remedy. This assumes a rational consumer who has the time and mental bandwidth to analyse every line of a contract,” Hughes said.

“The high-stress environment of a property transaction often leads to information overload. Most consumers do not effectively process the fine print when they are emotionally and financially overwhelmed by the primary purchase.”

In Victoria, All Hours Conveyancing’s Shakila Maclean condemns the practice as causing conflict of interest, undermining consumer choice and reducing transaction transparency.

“Many buyers and sellers do not understand how referral fees influence recommendations, particularly where disclosure is minimal or unclear,” said Maclean, who is also president of the Australian Institute of Conveyancers Victorian division.

“Obligations exist, for example professionals must disclose referral benefits, but they are not always followed, and enforcement is limited,” she added.

Maclean echoes Hughes’ comments, saying there is growing awareness and concern within the conveyancing profession and consumer advocacy circles about referral fees.

The industry leader said stronger rules and enforcement would help protect consumers, but warns that “industry resistance” remains a stumbling block to action.

There is also the “enforcement burden” to consider, with regulators lacking “resources to monitor and enforce disclosure and ethical obligations effectively”.

Maclean said the state body is so concerned about the issue that it has launched a petition calling for a ban. The petition, which claims many conveyancers are pressured to pay hundreds of dollars in “kickbacks” to real estate agents, already has more than 1000 signatories.

“Clients were ‘coerced’ into using ‘preferred’ conveyancers without full disclosure of the financial arrangements, and in many cases, the fees are not disclosed to the clients at all, turning these payments into illegal ‘secret commissions’, according to the petition.

According to Maclean, adding to problems for buyers was that even “where disclosure is required, how and when it must be given varies, so poor compliance persists”. **C.**

Former *Sunrise*
co-host and
financial guru
David Koch.

Kochie Incorporated

By RICHARD CUNNINGHAM

Photos NEIL BENNETT

Former *Sunrise* co-host and financial guru David Koch is the special guest for the third edition of AC's podcast *Settlement Day*. From humble beginnings, he became an icon of television and business

When this writer left Sydney's 7 News some months ago, it was said the network was losing a man who "helped David Koch become comfortable in front of the camera".

I rang Kochie to apologise and explain that I hadn't planted that line.

He laughed it off. It was true that when Kochie began doing finance segments for the Seven Network, I was assigned as his field producer.

That was after he filed a story that included a 26-second piece to camera (PTC). "The executive producer went ballistic!" said Kochie, who is a special guest on the third edition of AC's podcast *Settlement Day*.

The average PTC is about 10 seconds; Kochie's would have taken up about a third of the story. Since PTCs and live crosses were a new medium for Kochie, my job was to advise him on some helpful techniques. But he was no greenhorn.

Then in his early 40s, Kochie had studied accountancy, written for *The Australian* and *BRW*, created the magazine *Personal Investment* and been a regular radio commentator. He was already an ace communicator, with incredible contacts.

As Kochie confided during one outback road trip, he held the ambition to "be someone" by the time he was 30.

He well and truly achieved his goal, but there was plenty more to come.

Kochie took to TV like a fish to water and in 2002 he was asked to fill in as co-host of Seven's breakfast show *Sunrise*, alongside Melissa Doyle.

"I was only hired for three months," he said. "And I didn't particularly want to do it because it was a straight news-reading show then. Reading from an autocue didn't really excite me much."

Besides, *Sunrise* didn't rate. Staff worked out of a demountable in the carpark.

"I said, 'If I can be myself, I'll give it a go'. They said, 'Er, well... within reason'."

Kochie "being Kochie" soon boosted ratings and he was asked to take on the role full-time.

Within 18 months, *Sunrise* was beating Nine's flagship show *Today*. His temporary gig lasted 21 years and made Kochie a superstar of the small screen.

"It was the longest fill-in job in the world," he laughed.

Kochie was nominated for a Silver Logie in 2004 and 2005, voted Australia's Best Finance Journalist and a Small Business

Champion, was recognised as one of the 10 most influential people in retail financial services, and regularly ranked among the top 25 most trusted people in Australia.

He was named Father of the Year in 2007 and honoured with the Order of Australia in 2024.

He's climbed Mount Kilimanjaro twice to raise money for charity – among his many philanthropic endeavours – and walked the Kokoda Track.

That's an impressive professional résumé. However, Koch is also beloved for being a dork: his dad jokes, singing with INXS, kneeling before idol Julie Andrews, wearing a toupee on April Fool's Day.

As the *Sydney Morning Herald* noted in 2004, "Kochie is a reality check for blow-dried, cosmetically perfect commercial television. He isn't handsome, hirsute or Jamie Durie-hunky."

"Look, I'm no oil painting, and I never had a professional TV voice," he admitted.

"But in three-and-a-half hours of live TV every day, you can't pretend to be something you're not. I was just a normal, real person."

After more than two decades on *Sunrise*, he left behind those brutal 3.45am starts to devote more time to his family and other passions – but he hardly takes it easy.

Kochie remains President of Port Adelaide Football Club and chair of the South Australian Tourism Commission, plus many other side hustles.

"Retirement, for me, is more flexibility," he said. "I just like being busy." **C.**

"In three-and-a-half hours of live TV every day, you can't pretend to be something you're not. I was just a normal, real person."

– David Koch



Hear more from Kochie

Scan the QR code to listen to Kochie in the third episode of AC's podcast *Settlement Day*





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THE LEADING LIGHTS OF OUR INDUSTRY

NINE LIVES

To celebrate International Women's Day, AC shines a spotlight on nine female practitioners who are each making an indelible mark on the sector

At first glance, this could be any studio ahead of a major photo shoot. The hum of hairdryers competes with the banter of stylists, models, photographers and make-up artists. Music echoes through Sydney's Baker Street Studios, giving the session an insistent but unintrusive energy. However, this fashion shoot is different.

This time, women who have put their businesses and customers above all else are in the spotlight.

Australian Conveyancer has gathered them to be honoured in a special tribute to mark International Women's Day.

Bonding, lasting, meaningful conversations bloom under a cloud of nervous energy.

Suddenly, everything stops.

Grace Munro enters the building on a motorised chair, her right leg immobilised.

She has made the trip to Sydney from Ballarat 24 hours after major surgery to repair a badly broken leg, incurred while tending horses on the family property.

What is she doing here?

"I wouldn't miss this event for the world," Munro exclaimed.

It's a moment that encapsulates the inner strength of the nine amazing women who *AC* is honouring for their work and leadership in the conveyancing industry.

And the camaraderie that exists.

"There is competition amongst us, naturally, but we're also here to support each other and to learn from each other, too," said Kiani Mills from *Impériale Conveyancing*.

In late 2025, *AC* asked practitioners to nominate peers who they believed embodied the virtues of International Women's Day: Generous in spirit; sharing knowledge; mentoring and training others; advocating for gender equality; and amplifying the voice of women in the workplace.

From 150 nominations, 30 were shortlisted before the final nine honourees were named. From across the country, they personify the values of International Women's Day and those of a professional sector largely powered by women.

"I can't believe this," said Judy Bliss from *Bliss Conveyancing*.

"You get invited to lots of events, but you often say no because you're so busy. But I am so glad I made the time to be part of this wonderful initiative. To be here with the other girls is truly inspiring."

This March edition of *Australian Conveyancer* not only shares what the nine honourees experienced on this special day in early March, it also highlights their own remarkable stories.

Nine incredible women. Nine extraordinary journeys. Nine lives.

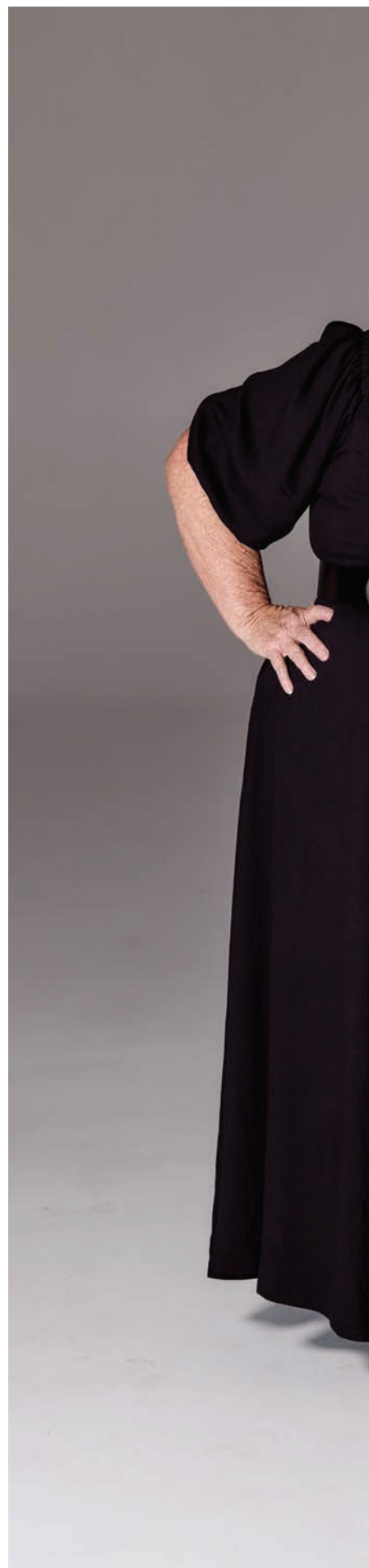
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*Photos ALANA LANDSBERRY
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Hair CRAIG WALKER
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A PICTURE OF STRENGTH:
From left - Judy Bliss,
Grace Munro, Sasha Obeid,
Marlise Kersnovske, Jennie
Tonner, Maria Kontorigas,
Tania Gooley, Kiani Mills
and Adele Brincat.







JUDY BLISS

In the early days of her career in the NSW court system, Judy Bliss learnt a valuable lesson about teamwork. “You can’t do everything yourself,” she said. “Unless you have the right team all working in the same direction, nothing ever gets done”

Founder, Bliss Conveyancing

Conveyancer for 19 years

Judy Bliss began her career in 1984, including serving as personal assistant to the Chief Magistrate of NSW and in senior court roles. She also worked as a coroner’s registrar and marriage celebrant.

Starting out, Judy describes a “sink or swim” environment.

“There wasn’t a lot of women about when I started in the court system,” she said. “It was all up to yourself to make it work.”

Judy’s early working life gave her a keen self reliance and firm grounding in understanding how the law affects real people.

When she pivoted to conveyancing, her courtroom experience helped shape the culture and leadership style she brings to her practice Bliss Conveyancing, which marks 20 years next year.

Integrity, she said, is among the most important values she carried over from that time, along with precision, attention to detail and accountability.

“You’ve got to be honest and open with clients, telling them exactly what the situation is and not sugarcoating it,” she said.

“So long as you’re calling out everything your client needs to know to make informed decisions, you’ve done your job.”

Judy is equally committed to developing her team and encouraging ongoing training, believing investing in their growth ultimately benefits clients.

“If you don’t keep your clients happy and satisfied with your services, you don’t have a business,” she added.

Beyond her firm, Judy advocates for



“There wasn’t a lot of women about when I started in the court system. It was all up to yourself to make it work.”

– Judy Bliss

the industry through her roles on the board of the Australian Institute of Conveyancers NSW Division and NSW representative on the PEXA Advisory Council.

“I’m there to give the average conveyancer at the coalface the voice to be heard,” she said.

Judy is especially focused on ensuring proper training as compliance obligations increase.

“We weren’t given the right training to begin with over the years from the departments who were handing off their work to us. That’s slowly changing, because we’re being the voice, saying, ‘Hang on a minute, you want us to do this? You have to actually give us the appropriate training.’”

With experience spanning the paper-based era to today’s electronic systems, Judy is passionate about preserving industry knowledge for future practitioners.

“We need to capture as much of that experience as we can now and get it down on paper so it’s never lost,” she said.

ADELE BRINCAT

More than 30 years on, Adele Brincat still carries the voices of her first mentors in her head. That early guidance shaped not only her career, but her sense of responsibility to the profession

Head of Compliance & Practice Excellence, Dott & Crossitt

Conveyancer for 12 years

Over the years, I've been really blessed to have some great mentors with good standing in the conveyancing community and decades of experience," said Adele Brincat.

"That's what inspired me to want to be that person for the next generation of conveyancers."

Today, as head of compliance and practice excellence at NSW firm Dott & Crossitt – a company she has been with for more than six years – Adele plays a key role mentoring the large team.

"Probably the part of my job I'm most passionate about is passing that information on," she said.

"I can only hope I'm as good a mentor to our amazing team as so many have been to me."

While her focus is in NSW, Adele is building a team to offer the same support to the firm's 52 conveyancers and conveyancing paralegals nationwide.



"Feeling supported and to have people you can go to with any of the trickier questions just helps with team culture and also the outcomes we're going to get for our clients."

– Adele Brincat

One motto from her early mentors continues to resonate: 'You don't know what you don't know'.

"Until you're in a situation where you realise there's something you don't quite know, you don't know who to go to for support," she said.

"Having someone you can ask any question without judgment helps fill those knowledge gaps."

Adele's early mentors built their networks from the ground up, and she has benefited from that experience and those connections in her current role.

Now with hundreds of years' of combined experience across the firm – spanning rural and city offices – staff can tap into a broad support network capable of answering almost any question.

"Conveyancing is a high-pressure environment and we're constantly dealing with deadlines every day," she said.

"Feeling supported and to have people you can go to with any of the trickier questions just helps with team culture and also the outcomes we're going to get for our clients."

"It's also important to share all of the wins as well to help build our teams."

For Adele, mentoring isn't merely optional, but an obligation for conveyancers to skill up the next generation.

"Some of the trickier transactions you're lucky to experience only once or twice in your whole career," she said.

"To be able to pass on the knowledge you've acquired from those more technical transactions is something we should all aspire to do."









TANIA GOOLEY

In the high-pressure, complex world of conveyancing, Tania Gooley is known as a calm presence in the storm. Amid tight deadlines, intricate transactions and sensitive clients, the experienced practitioner often tells her team members and clients: “Don’t panic until I panic”

Founder and Principal, Chambers Conveyancing

Conveyancer for 35 years

Tania Gooley said maintaining a sense of calm helps create confidence that everything will be OK and results in better outcomes for everyone.

A conveyancer for more than 35 years, Tania began her career as a junior law clerk at a suburban law firm. She counts herself fortunate to have had a knowledgeable mentor early on who taught her not only the technical skills of conveyancing, but also the importance of communication, professionalism and people skills.

“That guidance continues to influence how I support others in the profession today,” Tania said.

“I try to create an environment where people feel supported, respected and genuinely heard.

“I’m always open to listening to others’ ideas, whether it’s about a matter we’re working on or ways we can improve our processes – because we don’t know what we don’t know.

“Some of the best improvements and

ideas come from simply being open to different perspectives.”

As well as running her own firm since 2007, Tania has been committed to giving back to the profession. She has served as a volunteer committee member of the Australian Institute of Conveyancers (Vic) for the past five years, including as secretary, and has also held the role of national Victorian representative for four years.

As part of her leadership work, she has chaired industry events, presented the two-day Basics Conveyancing Course for new practitioners and participated in the PEXA Member Advisory Council. She also represented the industry last year at a Senate inquiry into micro-competition opportunities in the e-conveyancing sector.

Over the past three years, Tania has worked as chair and co-author of the Basics Conveyancing Course Handbook to support the next generation of conveyancers.

“I’m passionate about supporting them by sharing practical knowledge, guidance and real-world experience to help them succeed,” she said.

She has also facilitated meetings that bring conveyancers together across metropolitan areas to connect, share experiences and support one another.

“These experiences have reinforced my belief in the power of teamwork, the importance of community and the value of supporting the continued growth of our industry,” she said.

“Bringing practitioners together to discuss challenges, share insights and learn from each other not only strengthens individuals, but also strengthens the profession as a whole.”

“Bringing practitioners together to discuss challenges, share insights and learn from each other not only strengthens individuals, but also strengthens the profession as a whole.”

– Tania Gooley

MARLISE KERSNOVSKE

Being approachable, supportive and willing to truly listen is what builds strong, lasting relationships

Head of Franchisee Support, Operations & Compliance, By The Rules Conveyancing

Conveyancer for 20 years

Marlise Kersnovske has worked in conveyancing for more than 20 years, including the past decade with ByTheRules, where she began as a conveyancing paralegal and progressed to head of operations, compliance and franchisee support.

Her focus has been on continually refining workflows and procedures so staff are supported by the most effective systems and processes possible.

"The key to my role is to ensure I can support our staff in the day-to-day running of conveyancing matters and growth in their own careers," she said.

"It's really important to me that our operations remain efficient and compliant.

"Conveyancing has become such a demanding job. You're dealing with clients in high-pressure situations.

"With continual additions to the conveyancing process and the pressure created by recent and upcoming changes within the Queensland industry, the workload placed on conveyancers has increased significantly."



"It's about providing clear communication to everybody, and acknowledging them – giving everybody the time of day when they approach you. If you do that, you remain approachable to them and very supportive."

– Marlise Kersnovske

ByTheRules is an established conveyancing law firm with more than 25 years' experience and over 60,000 settled property transactions. It operates as a multi-state franchise network. Marlise ensures the network's 150-plus staff members are given the training and support they need to respond to regulatory changes.

"We try to make our systems available and very user friendly for the clients. That starts at the client onboarding process, with quoting right through to settlement day," she said.

"Communication is the absolute key with our clients, real estate agents, brokers and other firms that we deal with day-to-day.

"The easier we make communication available to our clients and industry colleagues, the better the overall experience for everyone."

Marlise said she has been fortunate to be supported by mentors who were approachable and ready to listen – a trait she has carried into her own leadership style.

"There is no such thing as a silly question," she said.

"Sometimes my staff just need somebody to listen to.

"I myself have grown so much since I first started as a conveyancer due to the support from my colleagues."

Marlise credits part of her career success to the generosity of those she has worked alongside.

Early on, she learnt that clear communication and being ready to listen matter most.

"It's about providing clear communication to everybody, and acknowledging them – giving everybody the time of day when they approach you," she said. "If you do that, you remain approachable to them and very supportive."









MARIA KONTORIGAS

When Maria Kontorigas began in property law, support was scarce. “I just had to do it by myself,” she said. “The partner of the firm would say, ‘Draft a lease’, but there was no guidance or software that could help me”

Senior national account manager, triSearch

Conveyancer for 13 years

“There is a lot of competition in the conveyancing industry, because there’s so many women doing it, which offers an amazing work-life balance. The problem is they don’t charge enough.”

– Maria Kontorigas

Having navigated early professional challenges on her own, Maria Kontorigas is now passionate about helping others in her field. With more than a decade of experience in property law, she knows how much guidance can make a difference.

“It’s in my nature to assist, and this is why I love conveyancing so much,” she said.

In her role as senior national major account manager at triSearch, Maria keeps an open door for her team.

“If I’m hearing someone struggle, I always go above and beyond to assist them, because I never had that,” she said.

“With the open-door policy, I want everyone to feel comfortable to have that communication and not feel like no one is supporting them. I believe that’s how they will grow, by having that support.

“I would rather them come up and go, ‘Hey, Maria, can you help me with this’ or take me five minutes to explain, rather than them struggling to try to find the answer.”

In her role, Maria helps firms run their practice more efficiently, freeing up conveyancers to spend more time on clients rather than admin.

“I’m giving them time to build relationships, to network, rather than spend five hours doing admin tasks,” she said.

Maria is especially passionate about helping conveyancers realise their worth.

“There is a lot of competition in the conveyancing industry, because there’s so many women doing it, which offers an amazing work-life balance,” she said.

“The problem is they don’t charge enough. Agents will get \$50,000 on commission for selling a property, but when it comes to the conveyancing work and legal transactions – because there are so many conveyancers in the industry – they automatically undercut each other just to win the business.”

Maria suggests conveyancers should charge like a law firm to reflect the work involved in sealing deals.

By showing firms how to use the right tools and organise their workflows so they’re not constantly working late, Maria said they can focus on what really counts. “They can do what they need to do in eight hours and make money doing it. Time equals money at the end of the day.”

KIANI MILLS

Kiani Mills left school and went straight into working in law firms at 18, discovering property law almost by accident in 2006. She became a conveyancer and started her own thriving business

Founder and Director, Impériale Conveyancing

Conveyancer for 11 years

Kiani Mills learnt a lot when she worked in big-city law firms. “Stepping into the conveyancing space almost felt like a simplification of everything I’d learnt,” she said. “I got to really simplify and hone in on my specialty and my craft.”

For the first couple of years, Kiani admits she “flew blind”. The single mum-of-two was living life in panic mode and realised that she was good at conveyancing, but not at running a business. “I wouldn’t go to sleep until 2am doing emails and I’d wake up at 6am with a full list of things to do. That was the only way I could get everything done and be a good mum,” she said.

“Part of my purpose on this earth is to share and educate, and not from a place of thinking I know better. I’ve made all the mistakes already, and don’t want others to go through it the way I did – it was hard and painful, and my kids and business suffered, I physically suffered.”

– Kiani Mills

With the help of business mentors, she experienced a “sliding doors moment” and realised she could run a successful firm without sacrificing her wellbeing. The changes were “astronomical”.

“That took me from being a slave to my business to actually falling in love with it – having a profitable business and being proud of it,” she said.

Today, alongside directing her conveyancing firm, Kiani coaches others, particularly women in business, on navigating life and their careers without suffering burnout.

“I see how much business owners struggle. We were taught how to be good conveyancers, we weren’t taught how to run a business.”

Impériale operates with a lean team of two, supported by outsourced administration. Despite its size, the firm handles a higher capacity of work than when Kiani managed nine staff.

“We run a very lean team, but we’re a very profitable and systemised business,” she said.

“That just shows if you put the right processes in place and hire the right people, it’s possible to do it without burning out.”

Also a motivational speaker, podcaster and published author, Kiani said mentoring others is her way to give back to the industry that shaped her.

“Part of my purpose on this earth is to share and educate, and not from a place of thinking I know better.

“I’ve made all the mistakes already, and don’t want others to go through it the way I did – it was hard and painful, and my kids and business suffered, I physically suffered.”









GRACE MUNRO

Grace Munro admits she doesn't do anything by halves. At just 22, she's arguably one of the industry's youngest conveyancers to launch their own practice

**Founder and Principal,
Munro & Associates
Conveyancing**

Conveyancer for 7 years

Grace Munro started in the industry with no experience, but quickly built up her skills.

Now in its third year, her practice Munro & Associates Conveyancing has grown to eight staff across two regional Victorian offices.

Grace began in conveyancing at 18 as an assistant to property law specialist Jamie McCallum, who she counts among her early mentors. By 21, she had risen to office manager at another firm.

Alongside her mentors, an early health battle instilled in her a strong sense of drive and purpose.

"I was nine when I had a heart attack. I was so young, but it really helped me for my career," she said. "It was a turning point, that balance between life and death. It's something that's always really stuck with me and at the back of my mind. You've just got to keep going, striving. I just don't do anything by halves. If it doesn't work, I'm sure there's another way."

While Grace has long been back to full health, her love for conveyancing lies in helping others achieve their goals.

She is committed to developing her staff from the ground up. One team member began as an assistant with no conveyancing experience and now "pretty much runs the show" alongside her.

"We take the approach that you don't necessarily need experience in conveyancing, as long as you've got the drive and characteristics I believe you need to be successful," Grace said.

"Certainly, we can teach the rest. It's really an area that you can grow in."

Relationship building has also been central to her success. Early on, she recognised the value of mentors, supportive colleagues and professional friendships.

"I don't really look at anyone else as a competitor," she said.

"Some of my competitors in Ballarat are actually friends. Having relationships and looking at everyone with the idea that there's plenty to go around has put me in a really good position to have that network and people that can support me."

Sponsoring initiatives in the Ballarat and Shepparton communities she serves is a way Grace can give back.

"I love giving back to the community," she said. "There's been so many people that have assisted me in my career. Giving back is really important to me."

"Some of my competitors in Ballarat are actually friends. Having relationships and looking at everyone with the idea that there's plenty to go around has put me in a really good position to have that network and people that can support me."

– Grace Munro

SASHA OBEID

Building an inclusive team culture that blends professionalism with a sense of fun is essential to success

Founder and Director, Paramount Conveyancing

Conveyancer for 16 years

Each month, Sasha Obeid's fresh-faced team of five ventures outside of the office for a bonding activity to refresh their mindset and reconnect.

"It's just to build that rapport," Sasha said. "Work is work, but also I like it to be a fun environment. I like them to want to come to work, and we're all friends. That adds value."

Sasha moves away from the "typical office environment" and hires staff who fit the firm's culture.

"A lot of people think conveyancing can be quite boring and mundane," she said. "For us, it's just making sure we're delivering a really good experience for our clients."

Most of the firm's work comes from word-of-mouth referrals and repeat clients – something Sasha is proud of.

"The girls in my team share the same values," she said. "It's important to me that they're really approachable and easy to talk to."

Sasha began as a law clerk before

launching her own conveyancing business as a mother-of-two.

With little guidance early on apart from a local conveyancer she could call on for questions, she's now committed to mentoring and preparing her staff for senior roles.

"I'm here to train the girls how I've been trained and keep them there long term," she said. "I want the staff I hire to be in the business for a very long time and run other offices for me."

Collaboration, communication and ongoing training are central to the firm's success. "We mentor each other," she said. "We've brought on a couple of younger girls and my conveyancers in their mid-to-late 20s are training them now."

The firm also builds its profile through social media.

"We want our clients to know who we are, our journeys and more about us personally," Sasha said. "It's quite rewarding to share that with our clients and build that community."

The strong online presence has helped attract new talent, with applicants drawn to the firm's visible culture and office vibe.

Approachability is key to the business model, supported by the shopping centre location of the firm's main office and walk-in shopfront.

"We're heavily involved in the community," she said. "It was important to me to have an environment where clients can just pop in and say hello. Everyone knows who we are."

Long-term clients still drop by without appointments – a sign the welcoming approach is working.

"That is the value we've contributed to our community."



"We're heavily involved in the community. It was important to me to have an environment where clients can just pop in and say hello. Everyone knows who we are."

– Sasha Obeid







JENNIE TONNER

A wealth of experience is leading to an opportunity to share knowledge based on the fact “I feel like I’ve done it all”

Director, Cremorne Conveyancing

Conveyancer for 35 years

Jennie Tonner started as the office “gopher” at a conveyancing firm at 18. When the sole practitioner fell ill, she was thrown in to fill the gap. “I was working seven days a week for 12 months, but settling probably 100 settlements a month. It gave me great grounding and skill,” she said.

She moved to other firms, undertaking national conveyancing – a rare skill then – before being poached by Mallesons Stephen Jaques, where she spent a decade overseeing major transactions, including the city’s tallest building Centrepont (now Sydney Tower).

“Centrepont wasn’t just the tower – it was thousands of shops, tunnels leased to Sydney City Council, air bridges, Olympic statues on the top, signage, and the Taxation Office,” she said. “I learnt so much.”

Tonner’s largest deal exceeded \$4.5 billion, covering shopping centres, commercial buildings and a golf course.

“I got the best experience and mentorship,” she said. “I wasn’t limited because

I didn’t have a full law degree. If I could do the work, I did. It gave me confidence to keep going higher.”

Jennie now directs her own firm, Cremorne Conveyancing, serves as president of the Australian Institute of Conveyancers NSW Division, and sits on the Real Estate Institute of NSW board.

“I feel confident giving advice because I feel like I’ve done it all,” she said.

“I’ve got a very whole level of experience and knowledge to give people. I want to be able to leave and say I did everything I could for my industry.”

She emphasises backing peers and elevating the profession.

“Our industry is pretty beaten down by other industries, particularly the Law Society,” she said.

“We’ve never said we’re the same, because we’re not – we don’t have a law degree. But when it comes to conveyancing, we do the same work. I want to try and collaborate more, but that’s a tough beast.”

Higher workloads from the state government without extra training or support, plus new anti-money laundering and counter terrorism laws, make advocacy essential.

“My goal is to educate the public about what we do, why it’s important and why we need to charge our fees at a good price – to make people realise we are specialists in this field and understand the risk involved in a conveyance,” she said.

Twenty years ago, no one entered a contract without speaking to their solicitor or conveyancer. Now it’s a “box to tick”, frustrating clients when conveyancers take time to do the work properly: “Agents have such a stranglehold on property sales now.”



“I’ve got a very whole level of experience and knowledge to give people. I want to be able to leave and say I did everything I could for my industry.”

– Jennie Tonner

Moving the dial

Game-changing words and numbers that impacted the industry this month

16.8%

Dwelling prices in Western Australia have risen faster than any other state or territory, soaring 16.8 per cent to \$1.01 million since December quarter 2024. This quarter, WA became the third state after NSW and Qld to have a mean dwelling price of more than \$1 million.

Source: Dr Mish Tan, ABS head of finance statistics

7 days

Record time for units sold

Perth units sold in a record time of seven days in February, houses in a median of eight days. Both were one day faster than January and six days faster than a year ago.

Source: Real Estate Institute of WA



31,783

The number of first-home buyer loans in the December quarter, a rise of 6.1 per cent of the September quarter.

Source: Australian Bureau of Statistics

149,435

The total number of new home loan commitments in the December 2025 quarter, which was a 5.1 per cent increase from the September quarter.

Source: Australian Bureau of Statistics

0/
0



14,564



The total number of dwellings approved for construction in Australia in January. This was a 7.2 per cent drop in approvals in December 2025.

Source: Australian Bureau of Statistics

*“SHORT-TERM OIL PRICES,
WHICH WILL DROP RAPIDLY
WHEN THE DESTRUCTION OF
THE IRAN NUCLEAR THREAT IS OVER,
IS A VERY SMALL PRICE TO PAY”*

– US President Donald Trump on March 9



306,000

Net overseas migration was 306,000 in 2024–25, down from 429,000 a year earlier. Migrant arrivals decreased 14 per cent while migrant departures increased 13 per cent.

Source: Australian Bureau of Statistics



Keys to inflation

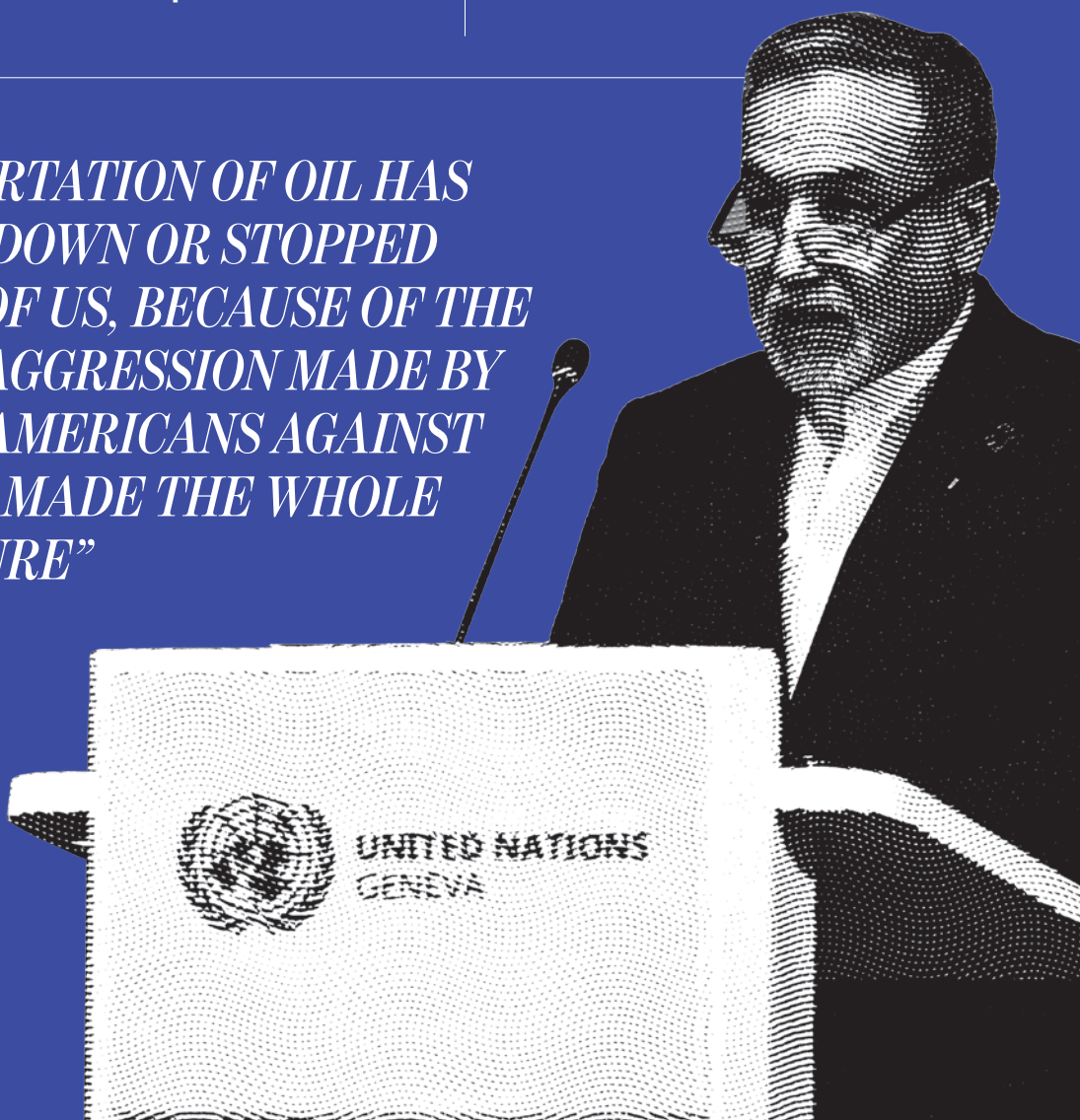
The largest contributors to annual inflation were housing (+6.8 per cent), food and non-alcoholic beverages (+3.1 per cent) and recreation and culture (+3.7 per cent).

3.8%

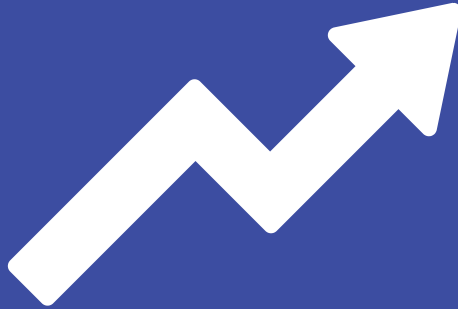
Rise in the Consumer Price Index in the 12 months to January 2026 (unchanged from 3.8 per cent in the 12 months to December 2025).

“THE TRANSPORTATION OF OIL HAS BEEN SLOWED DOWN OR STOPPED NOT BECAUSE OF US, BECAUSE OF THE ATTACKS AND AGGRESSION MADE BY ISRAELIS AND AMERICANS AGAINST US. THEY HAVE MADE THE WHOLE REGION INSECURE”

– Iranian Foreign Minister
Abbas Araghchi on March 9

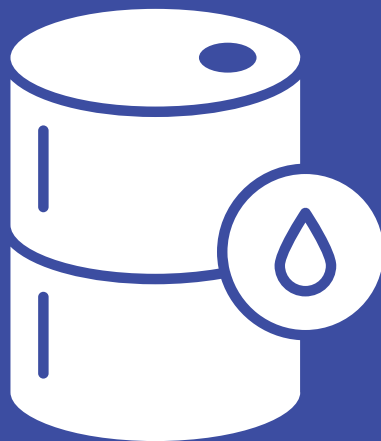


\$12.3 trillion



The total value of Australia's residential dwellings rose by \$384.8 billion or 3.2 per cent to \$12.3 trillion in the December quarter 2025.

Source: Australian Bureau of Statistics



US\$145 a barrel

US\$145 a barrel is the all-time record price for oil. Three months of disruption could see it rise to US\$185, with severe consequences for the global economy, Westpac economists predict.



"Airspace development can add some dwellings in very constrained locations, and that's not nothing. But it is not scalable enough to materially shift housing affordability or supply shortfalls. These projects are complex, slow, capital-intensive, and usually only viable at the top end of the market."

– Griffith University real estate lecturer Rachel Gallagher



"There's a legislated obligation to implement this reform, it's a policy decision that's been embedded across bipartisan governments. We're looking for ARNECC to announce the date for this to be delivered by the middle of next year."

– Sympli CEO Philip Joyce, commenting on the slow movement in the eConveyancing interoperability issue

By SAM McKEITH
Photos NEIL BENNETT

AUSTRALIA ‘WAKING UP’ TO GRANNY FLAT BUILDS AMID HOUSING PINCH

More homeowners are building a small second dwelling, driven by solid rental returns and more relaxed planning rules, according to property experts



Developer Beau Arfi (left) and builder Dan Ivkin pictured at an example of their work – building and developing granny flats – in Linton, near Ballarat, Victoria.

Granny flats are becoming more common in Australian backyards as robust rental returns and cuts to red tape fuels demand, according to real estate experts.

Melbourne-based Maple Property Group said one in 10 clients are looking to build a granny flat – a small second dwelling – due to faster approvals and high rental yields.

The market segment is booming, with industry data showing rental returns on granny flats in Sydney and Melbourne reached \$350-\$600 a week in December.

Maple CEO Beau Arfi said the phenomenon is linked to the country's housing squeeze.

"The migration level is really high, so there's a lot of people coming into the country. That's the first part – the demand is there," Arfi said.

"The perfect storm of it all is that the [housing] supply isn't there, too."

Another contributor was law changes in Victoria, NSW, Queensland, South Australia and Western Australia that slashed red tape on build approvals.

In Victoria, interest had surged since the state government passed laws creating "some of the most favourable and flexible laws in this space", Arfi said.

"It becomes a lot easier now for people who are living in their own home, who have a bit of space in their backyard to generate some income from their second dwelling."

"Previously, you weren't able to lease out any granny flat or any second dwelling on your property. It was only for those people who were family members or carers."

Construction costs are usually about \$180,000, making it an affordable option for property owners in many parts of the country, he added.

"If somebody can build something on their property for \$180,000, they don't have to rent it out for \$600 a week or \$350 a week. It could be that they go, 'Well I'm not in the best area. I'm in an OK area and I'm renting it out for \$270'."



View from above: Developer Beau Arfi (left) and builder Dan Ivkin show the scale of their granny flat design.

There is also upside for tenants amid a tough rental market, Arfi said.

He added for less than around \$1100 a month, tenants “could live in a nice, new and clean property rather than perhaps being banged up in an apartment in the CBD”.

While Victoria’s rules on granny flats changed a couple of years ago, Arfi said “people are only starting to wake up to this”.

Looking ahead, he suspects more changes could be brought in that would boost the allowable size of granny flat builds and further stoke demand.

In Sydney, Fox Auctions founder Jack Harris said interest in granny flats was also on the rise, which he attributed to a “dual-income strategy” being pursued by many homeowners.

“Over the past 12 months, I’ve noticed a significant surge in demand for houses featuring granny flats, primarily driven by investors seeking additional rental income,” Harris said.

“In the current Sydney market, it’s not uncommon to see more than 15 registered bidders at auctions for ‘House & GF’ opportunities.

“One owner I know realised a \$555,000 profit over just six years simply by adding a secondary dwelling to their property.”

One “strategy for success” is to acquire “ready-made” dual-occupancy properties or those with potential for dual-occupancy conversion, according to Harris.

The approach was attractive because the barriers to entry were very low.

He points to the Blacktown local government area in Sydney where the eligibility

threshold for a development application was a block of at least 450 square metres, with a 12m frontage.

“Construction remains a cost-effective way to manufacture equity. A high-quality, turn-key granny flat currently costs between \$200,000 and \$300,000,” Harris said.

“If a primary residence generates \$700 per week and the granny flat contributes an extra \$400 to \$500, total rental income reaches approximately \$1200 per week. On the right purchase price, this can represent an impressive 7 per cent annual yield.”

A key tip for those considering building a granny flat is to focus on build quality.

“I have seen many sub-par builds that actually cause buyers to steer clear. Aesthetic and structural quality matters,” Harris said.

“Consult with engineers, surveyors and certifiers from the outset and prioritise compliance. Always ensure you have full council approval to protect your resale value.”

When it comes to building a second dwelling, his advice is to “choose wisely”.

“Partner with a reputable builder who specialises in secondary dwellings,” Harris suggested. **C.**

“It becomes a lot easier now for people who are living in their own home, who have a bit of space in their backyard to generate some income from their second dwelling.”

– Maple CEO Beau Arfi

RARE AIR: PLANNING REFORMS DRIVE ‘UPLIFT’ IN AIRSPACE DEVELOPMENTS IN AUSTRALIAN CAPITALS

Changes to planning laws and skyrocketing property prices are sparking a lift in airspace development in several Australian capitals, according to experts

By *SAM McKEITH*

Some of Australia’s biggest cities are witnessing a surge in airspace development on the back of changes to planning laws and property supply constraints.

Griffith University real estate lecturer Rachel Gallagher said airspace development – builds that create new homes above existing buildings – is on the rise, especially in Sydney.

Gallagher said land scarcity and high land values, especially in inner and middle suburbs of Australia’s largest city, is a key driver for the lift as land becomes “extremely expensive” and “building up becomes more financially attractive”.

Other factors are planning reforms that relaxed height, floor space ratio or zoning controls near centres and transport hubs, and asset-rich but cash-poor owners including strata bodies funding maintenance or capital works by selling rooftop rights.

Gallagher also points to construction innovation, including lightweight and modular systems, which reduce structural and disruption challenges of building on top of structures.

“I’d characterise it as emerging and opportunistic, rather than a major shift in housing delivery,” she said.

“There’s definitely increased interest, particularly in Sydney, driven by planning changes and very high land values. But it’s not yet a high-volume pathway for new housing supply in Australia.”

Airspace development – a relatively

new concept in Australia – is common in major cities overseas. London, for instance, has seen a steep increase in such developments in recent years and the industry is said to be worth close to \$86 billion across the UK.

In Australia, it’s estimated that up to 250,000 new rooftop homes could be constructed, with most potential in NSW, which has about 90,000 strata apartments or blocks.

At the moment, Gallagher said airspace development tends to “occur in high-value, well-located areas, not where housing need, including affordability need, is greatest”.

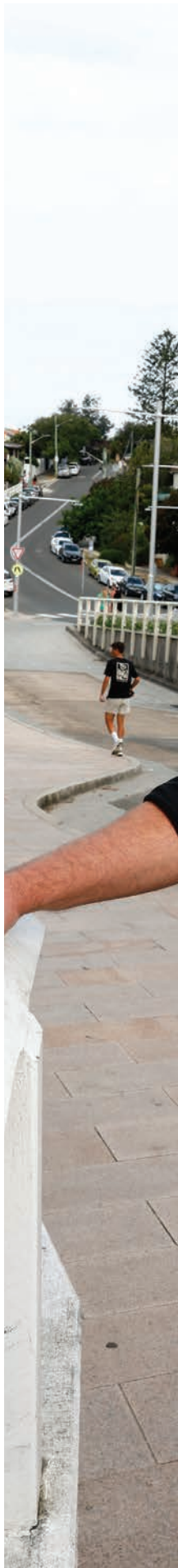
“Outside Sydney, it’s mostly speculative rather than widespread,” she said.

Her view was that airspace development could help the housing crisis “only at the margins”.

“Airspace development can add some dwellings in very constrained locations, and that’s not nothing. But it’s not scalable enough to materially shift housing affordability or supply shortfalls.

“These projects are complex, slow, capital-intensive and usually only viable at the top end of the market.

“They should be understood as a supplementary infill mechanism, not a solution. Framing them as a serious response to the housing crisis risks distracting from the harder reforms around zoning, land supply, social housing investment and infrastructure coordination.”



Buy Airspace owner Warren Livesey says there is big demand for rooftop builds, especially at the top end of the market.
Picture: Daily Telegraph



Warren Livesey, who owns Sydney-headquartered Buy Airspace, is more bullish, saying there is big demand for rooftop builds, especially at the top end of the market.

Livesey said trade at his firm, which facilitates airspace developments in NSW, has increased significantly in the past 12 months, helped by more relaxed planning laws.

Livesey points to the state government's Low and Mid-Rise (LMR) reforms, which he said gives developers and owners corporations a key opportunity to cash in on airspace rights.

"There wasn't much airspace before in Sydney because most buildings over the last 50, 60, 70 years have already built up to as high as they could go," he said.

"What's happened now is the NSW government has released this \$180 billion worth of airspace and allowed everybody to add one to two additional stories within an 800m radius of 171 business areas. They've created this particular market which wasn't there before."

Livesey said the company is in talks with the government about supercharging airspace developments by enabling a "targeted assessment pathway" for property owners. The option would be similar to that for granny flats, allowing owners to "bypass council and build a certain amount in a certain place and you can just do it via a private certifier".

"That's what we're ultimately trying to push for to expedite rooftop airspace development because they're getting bogged down into these new big builds that councils are having to deal with and they're knockdown rebuilds, they take a lot more time."

Many owners find the option attractive as they can either partner with developers that fund the builds or manage the process internally, said Livesey, who also points to a surge in demand in other capitals such as Brisbane.

"They've got two options: they can either get a developer to do it or they can manage within themselves," he said.

"That's what we do. We have a group of architects, town planners and engineers and work with buildings that don't want to get a developer in.

"We're actually going from one apartment block to the next apartment block to the next apartment block speaking to the strata managers and alerting them to this new uplift." **C.**

Dwelling values

Date range 12 months
to February, 2026

According to Cotality, national home values were up 9.9 per cent in the 12 months to February 28. Every capital and region recorded an annual rise, including 22 per cent in Perth and 19.4 per cent in Darwin. But Sydney and Melbourne flatlined in the last quarter, while national values rose 2.1 per cent in the quarter. Combined regional areas are attractive, up 11.1 per cent for the year. The median dwelling price for Australia is now \$922,838.

Sydney



Sydney's most expensive sale in February is said to have been \$56 million for a Vaucluse Rd, Vaucluse estate, set for a knockdown rebuild. In the inner west, 1-13 Grafton St, Balmain, sold for \$12.2 million.

Melbourne



2 Grandview Tce, Kew, with five beds, five bathrooms and six car spaces recently sold for \$4.681 million. A freestanding Edwardian at 125 Richardson St, Albert Park, fetched \$3.91 million.

Brisbane



10 Mayfield St, Ascot, sold for \$7.750 million in early March. It has five beds, four bathrooms and six car spaces. On the Gold Coast, a three-bedder at 115 Seagull Ave, Mermaid Beach, sold for \$4.21 million.

Adelaide



45 Gilbert St Gilberton, a four-bed, two-bathroom house sold in February for \$2.526 million. Meanwhile, 14 Leonard Tce, another four-bedder on a tree-lined street in Torrens Park fetched \$2.46 million.

Perth



A five-bed seafront property at 55 West Coast Dr, Watermans Bay, sold for \$5.9 million. Further north, another waterfront five-bed at 2 Southampton Lane, Mindarie, fetched \$4.85 million.

Hobart



A three-bed, two-bathroom house at 25 Fisher Ave, Sandy Bay, made \$2.5 million in February, while a four-bed rural property further south at 215 Nierinna Rd, Margate, fetched \$1.575 million.

Darwin



The Top End's top sales in February were sub-million dollar properties. A four-bed at 32 Hedley Pl, Durack, sold for \$849,000, while north of the city 4 Wessel St, Wagaman, made \$800,000.

Canberra



The ACT's top sales in the first week of February included 16 Bizant St, Amaroo on Canberra's northside for \$2.64 million, and a five-bedder at 2 Hovell St, Griffith for \$2.6 million.

For year **+6.0%**

Last quarter **-0.1%**

For year **+4.7%**

Last quarter **-0.4%**

For year **+17.3%**

Last quarter **+4.8%**

For year **+10.9%**

Last quarter **4.3%**

For year **+22.0%**

Last quarter **+6.8%**

For year **+7.7%**

Last quarter **+2.6%**

For year **+19.4%**

Last quarter **+3.6%**

For year **+6.2%**

Last quarter **+1.3%**

The method behind the communication

Licensed conveyancer Craig Radford joined Sydney-based Paul Denny Conveyancing in 2000. Craig became a partner in 2014 and participated in the first PEXA settlement. Upon Paul's retirement in 2022, Craig took over the business with Linda Henry and Sarah Johnstone. The current leadership team at PDC remains committed to clear advice and personal service, carrying on Paul's mantra: "When all you do is conveyancing, you get very good at it."

Over the journey, I've come to realise that for even the most knowledgeable conveyancer to be a great conveyancer, they really must have these two traits: next-level communication skills and excellent organisational skills.

For conveyancers, I think these skills are the difference between being "technically competent" and becoming a genuinely trusted practitioner.

Clients want someone who can explain complex legal issues in a calm and approachable way. The best conveyancers communicate clearly, avoid jargon and keep clients updated without chasing them.

Your communication skills may be the one thing that differentiates you from your competitors and really dictates how confidently clients can rely on you.

Conveyancers juggle multiple files, deadlines and compliance requirements.

Strong organisational skills such as prioritising tasks, meeting key dates and providing timely information ensure nothing is missed and that everything happens on time.

This reliability builds trust and gives clients the confidence that their matter is in safe hands.

Not everyone naturally possesses these skills so you have to build in certain measures that ensure a high level of consistent service across your team.

At PDC, building trust with our clients and other key parties is at the top of our list and we have worked hard to make sure that our level of organisation and communication is consistently high across the board.

Here's the key things we think have made a difference:

- Ensure staff know the "why" and not just the "what" or "how". If your staff understand something fully, they can explain it far better to your clients.

- Build effective checklists and workflows into your everyday routine.

Even the best conveyancers can sometimes overlook something important or miss a deadline. You can also use this as a prompt to discuss important information with your client along the way.

- Take the time to create your own plain language precedents using your own style. This helps your clients better understand the process and putting your own spin on it certainly differentiates you from your competitors.

Ultimately, great conveyancing isn't just about knowing the law — it's about delivering an experience that clients trust from start to finish.

When communication is clear and organisation is embedded into every step of your workflow, trust becomes the natural outcome.

Craig Radford
Principal, Paul Denny
Conveyancing



Intimate industry conversations
that will stretch your mind



facetoface

PODCAST SERIES STARTS MARCH 25



AUSTRALIAN
CONVEYANCER.