

Case Study

How McGrath Sunshine Coast streamlined compliance with the Seller Disclosure Tool

McGrath



Submitted by:

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and REIQ Zone Chair Sunshine Coast

Agency:

McGrath Sunshine Coast – Buderim,
Mooloolaba and Coolum

Monthly listings:

approximately 60+ across three
offices



Overview

When Queensland's Seller Disclosure Regime was announced to take effect on 1 August 2025, many real estate professionals anticipated significant disruption to their sales processes. Increased administrative requirements, legislative complexity, and the risk of delays were among the main concerns.

For McGrath's Sunshine Coast Buderim, Mooloolaba and Coolum offices, early preparation and the adoption of the Seller Disclosure Tool turned potential compliance headaches into a streamlined, stress-free process enabling the team to seamlessly complete 43 seller disclosures in the first month of adoption and significantly reduce the admin they had anticipated.

The challenge: managing compliance in a complex new regime

As a Licensed Real Estate Agent and the Real Estate Institute of Queensland (REIQ) Zone Chair for the Sunshine Coast, Matt Diesel had the advantage of being involved in the background of the Seller Disclosure Regime through his work with the REIQ. This gave him a deep understanding of the legislation well before it launched.

However, despite this head start, the agency still anticipated and experienced common challenges faced across the industry, including:

Increased admin workload and longer turnaround times, particularly with Community Titles or Body Corporate structured properties.

Concern about the risk of missing mandatory documents, potentially exposing clients to unnecessary legal or financial issues.

Slower listing processes caused by additional preparation requirements and seller hesitation.

Confusion over legislative requirements, compounded by inconsistent interpretations from some legal practitioners. In some cases, to the point where practitioners avoided certain matters for fear of making an error.

On whether he thought it would impact client service, Matt explained:

“Knowing your area intimately and understanding its nuances allows you to stand out as a trusted advisor. That knowledge helps you obtain the right information with minimal stress and cost to your clients.”



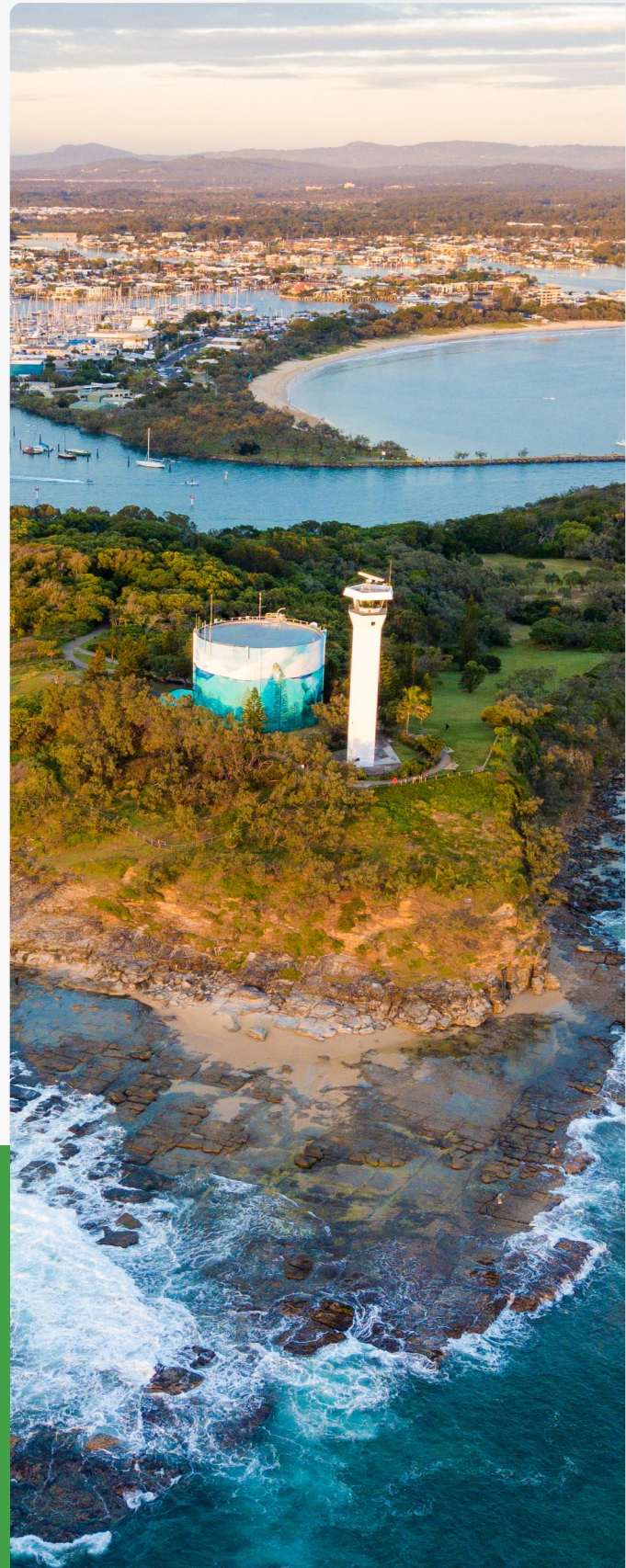
The solution: streamlining compliance with the Seller Disclosure Tool

In the first month since the Seller Disclosure Regime took effect on 1 August, the McGrath Sunshine Coast team used the Seller Disclosure Tool 43 times, ensuring every Form 2 was completed accurately, consistently, and in full compliance with Queensland's new requirements. Staff feedback reported that the tool reduced administrative stress and improved workflow visibility, quickly becoming a trusted part of the agency's day-to-day operations.

McGrath Sunshine Coast first learned about the Seller Disclosure Tool through the REIQ's partnership with Securexchange and gained further clarity at the REIQ Seller Disclosure Roadshows, where the solution was being promoted in more detail.

Matt explained:

"We knew we needed a solution that could handle all the new compliance requirements efficiently. The Seller Disclosure Tool was clearly designed for Queensland's legislation, and it immediately made sense to integrate it into our processes. The team could see straight away how it would simplify ordering searches, completing Form 2, and keep everything organised."



The decision to adopt the solution was simple. Purpose-built for the state's new requirements and backed by the REIQ, the Seller Disclosure Tool integrated effortlessly into McGrath Sunshine Coasts existing processes and centralised every step of the compliance workflow.

This gave the team complete confidence in the accuracy, consistency, and professionalism of every disclosure they delivered.

The results: faster processes, less admin, greater confidence

Since implementing the Seller Disclosure Tool, McGrath Sunshine Coast has achieved significant improvements in efficiency and compliance confidence:

Simplified ordering searches

the integration of the tool made it substantially easier for the team to order all relevant searches from one place.

Time savings

less back-and-forth and fewer manual checks.

Reduced admin workload

with everything in one place, it ensures a smoother, more streamlined process for the whole team.

Increased compliance confidence

with everything in one place, it ensures a smoother, more streamlined process for the whole team.





Matt reflected:

“Before using the Seller Disclosure Tool, we were concerned about how to manage disclosure documents efficiently and ensure everything was completed correctly. The tool has made it easy to order all the relevant searches and prepare the Form 2 with minimal effort. Everything is in one place, which keeps the process smooth and reduces the risk of mistakes.”

Conclusion: a smooth transition to Queensland’s Seller Disclosure Regime

With the Seller Disclosure Tool, McGrath Sunshine Coast has transformed what could have been a complex and stressful compliance change into an efficient, reliable process.

“Adopting the Seller Disclosure Tool from the outset has simplified what we thought would be a complex process. Tasks that initially seemed time-consuming are now easier, giving the team confidence that everything is accurate and compliant. It’s also reassuring for our clients, who know their transaction is being managed professionally.” – Matt Diesel

An aerial photograph of a coastal town, likely on the Sunshine Coast. The image shows a wide sandy beach with people, waves breaking on the shore, and a row of modern buildings and parking lots along the coast. The sky is clear and blue.

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