



Stakeholder Survey Report 2017

National Offshore Petroleum Titles Administrator

ADVISORY

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kpmg.com



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Executive Summary

Background

The National Offshore Petroleum Titles Administrator (NOPTA) was established on 1 January 2012 as a statutory position within the current Department of Industry, Innovation and Science.¹ NOPTA is responsible for the day-to-day administration of all petroleum and greenhouse gas titles in Commonwealth waters in Australia and is the first point of contact for matters relating to offshore titles administration.

NOPTA's key functions in Commonwealth waters are to²:

- provide information, assessments, analysis, reports, advice and recommendations to members of the Joint Authorities and the 'responsible Commonwealth Minister' under the Offshore Petroleum Greenhouse Gas Storage Act 2006 and associated regulations;
- facilitate life of title administration, including but not limited to Joint Authority consideration of changes to permit conditions, and approval and registration of transfers and dealings associated with offshore petroleum titles;
- manage the collection, management and release of data; and
- oversee the keeping of the registers of petroleum and greenhouse gas storage titles.

NOPTA is not the decision maker for the majority of applications concerning the granting of petroleum titles, the imposition of title conditions and the cancelling of titles under the Offshore Petroleum Greenhouse Gas Storage Act 2006 (OPGGSA). This function is performed by the Joint Authority (JA), comprising the responsible Commonwealth Minister (currently the Minister for Resources, Energy and Northern Australia) and the relevant State or Northern Territory Minister.

NOPTA's role is to act as the central point of contact for applicants, provide technical advice to the Joint Authorities, and implement decisions. As such, while NOPTA is responsible for the timeliness of its advice to the JAs and in implementing decisions in an efficient and effective manner, NOPTA is not responsible for the timeframes associated with JA decisions.

About this survey

This 2017 survey of NOPTA's stakeholders repeated similar surveys undertaken in 2015 and 2016, and assesses client satisfaction with NOPTA's performance in key areas. The specific goals of this survey are to provide NOPTA with:

- A comparison of NOPTA's performance, in the opinion of surveyed stakeholders, against results of the 2015 and 2016 Surveys for timeliness, quality of communication, accessibility and responsiveness;

¹ Prior to this time, the Australian offshore petroleum regulation framework had been administered at the State or Territory level. The creation of NOPTA as a Commonwealth body responded to recommendations from a Productivity Commission Review that found this generated duplication and overlap.

² NOPTA website, http://www.nopta.gov.au/joint_authority.html and <http://www.nopta.gov.au/about/index.html>. Accessed 1 May 2017.

- Stakeholder perceptions of NOPTA's performance against the KPIs associated with its Regulator Performance Framework³; and
- Any further areas stakeholders identify for future improvement or action.

Stakeholder consultation activities since last survey

Since the last survey, NOPTA engaged KPMG to conduct a pre-planning and scoping engagement for the next iteration of the National Electronic Application Tracking System (NEATS), to be known as NEATS2020. This consultation activity was part of a recommendation made by the 2015 ministerial review that NOPTA work in conjunction with its stakeholders to develop and implement enhancements to NEATS to improve the system's efficiency and improve access to titles information.⁴

The pre-planning and scoping engagement involved significant stakeholder consultation, including interviews and focus groups with titleholders, government agencies and internal NOPTA staff members. The consultations activities concluded in November of 2016 and involved many of the same individuals that were sent the 2017 survey. To reduce burden on the part of these respondents and to further streamline the survey's design, a number of NEATS related questions that were posed in the 2015 and 2016 were not asked in the 2017 survey.

Survey response

The survey was open between 27 March and 19 April 2017. In total the survey was distributed to 120 Titleholders, Government representatives and others. The overall response rate to the survey was 32 per cent (n=38).

Table 1. Response rate by stakeholder type

Stakeholder	Total sample		Responses	
	Sample	Percentage	Count	Percentage
A Titleholder	78	65%	26	68%
Commonwealth Government	20	17%	5	13%
State/ territory Government			5	13%
Other stakeholder	22	18%	2	5%
Total	120	100%	38	100%

Source: KPMG analysis. Note rounding error.

Of the total of 38 responses; 68 per cent were Titleholders (n=26), 26 per cent were Commonwealth or state/territory government representatives (n=10) and 5 per cent were other stakeholders (n=2). Government respondents represented those who had contact with NOPTA in a Joint Authority (JA) capacity (n=1), a non-JA capacity (n=3), and both JA and non-JA capacities (n=6).

³ Available <https://www.cuttingredtape.gov.au/resources/rpf>

⁴ 2015 Operational Review of the National Offshore Petroleum Titles Administrator – Report for the Minister of Industry and Science, 2015 Noetic Solutions.

Key findings

In 2017, NOPTA stakeholders who responded to this survey reported high overall levels of satisfaction with NOPTA, its staff and processes. This repeats the overall results of the 2015 and 2016 stakeholder surveys, which also revealed overall high levels of satisfaction among NOPTA stakeholders.

The amount and type of communication between NOPTA and its stakeholders remains typically monthly, and almost universally include direct communication with NOPTA staff (by phone, email or face-to-face).

Overall, both Titleholders and non-Titleholders were most likely to be in contact with NOPTA monthly (50 per cent and 42 per cent respectively), with contact frequency reported in 2017 broadly similar to that for 2015 and 2016.

Respondent interactions with NOPTA almost universally include direct communication with NOPTA staff members. Internet-based information mechanisms are also highly used by NOPTA respondents, particularly Titleholders, all of whom used the website within the past 12 months.

Satisfaction with NOPTA as an organisation and its staff remains very high

NOPTA's stakeholders overall report high levels of satisfaction in their communications with NOPTA and its staff. NOPTA's staff rated particularly highly for their professionalism, responsiveness and approachability, and rated well for their technical competence.

NOPTA as an organisation was viewed favourably on the characteristics measured, particularly its level of public accountability and commitment to continuous improvement; as well as its openness and transparency; collaboration, responsiveness to business needs; and levels of stakeholder engagement.

NOPTA's staff typically were also rated highly for their understanding of the operating environment of the oil and gas industry; and their understanding of current and emerging issues affecting the oil and gas industry.

Stakeholders were generally highly satisfied with the information they receive from NOPTA.

Respondents were satisfied with the process of receiving information from NOPTA, in terms of the issues surveyed. There was typically satisfaction with the extent to which the information is useful, up-to-date, clear, accessible, accurate, complete, concise, consistent and timely, continuing the findings of the 2015 and 2016 surveys.

Specifically:

- Respondents were very satisfied with the information received via direct communication with staff, particularly the currency and accuracy of this information. Respondents were most likely to indicate being very satisfied or somewhat satisfied that the information received was up-to-date (97 per cent) clear (89 per cent), accessible, timely (86 per cent each) and complete, and consistent (84 per cent each). Eleven per cent of respondents (n=4) indicated that they were somewhat dissatisfied with the information's timeliness, and eight per cent (n=3) were somewhat dissatisfied each with the information's accuracy, completeness and consistency. Generally Titleholder organisations were more satisfied with the information they received directly from NOPTA staff when compared to non-Titleholders.
- Respondents indicated general satisfaction with the information accessed via the website. Respondents generally reported being satisfied (either 'very' or 'somewhat') that the information was up to date (90 per cent), clear (81 per cent), accessible (85 per cent), accurate (88 per cent), complete

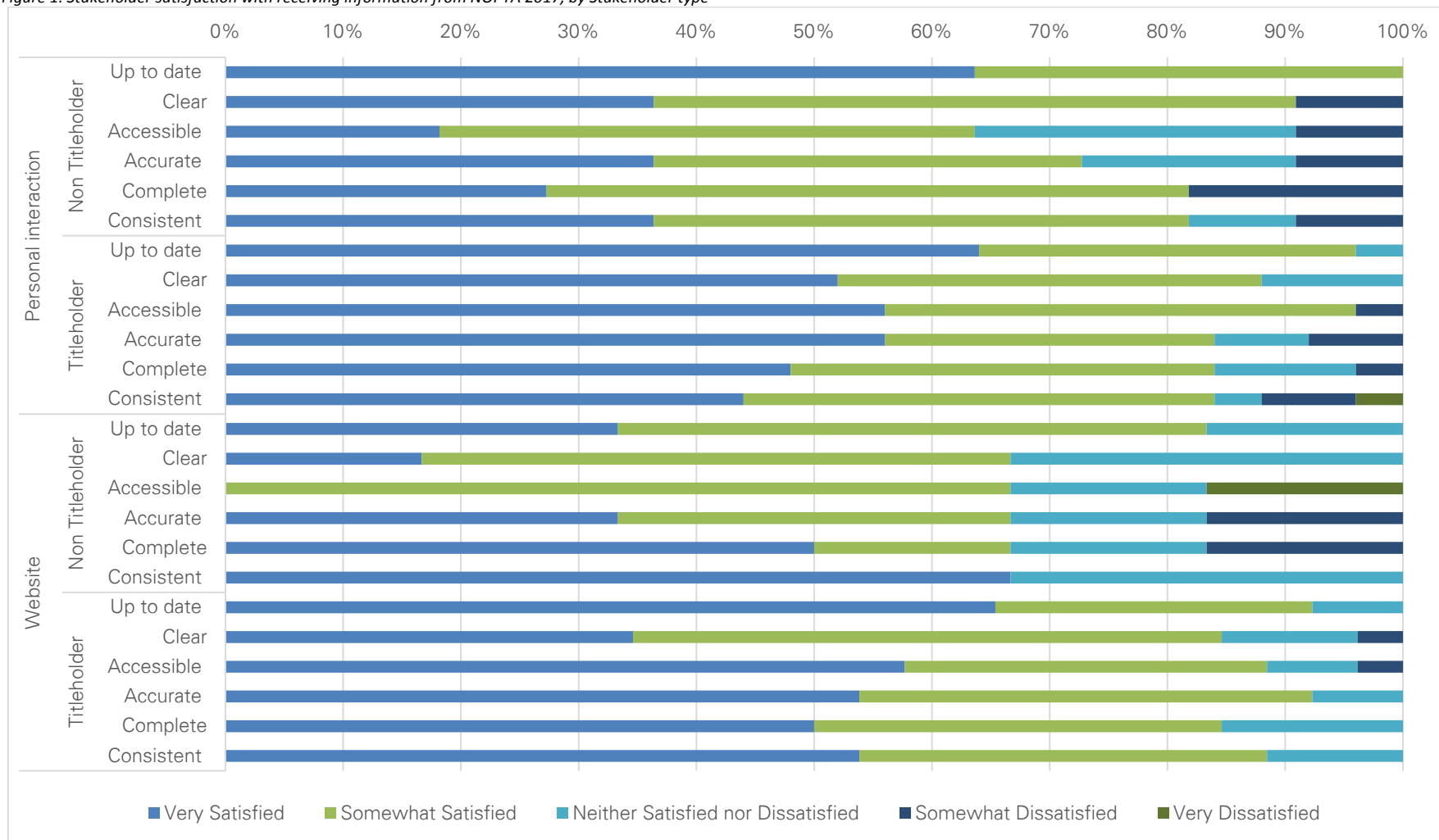
(81 per cent) and consistent (84 per cent). Of these, respondents were most likely to indicate that they were very satisfied the information was up to date (59 per cent) and consistent (56 per cent).

- Satisfaction was overall higher for information received via direct communication than via the website. Titleholder organisations were more satisfied than non-Titleholders when it came to accessing information via the website.

A number of practical suggestions for potential website improvements to support information provision from NOPTA to stakeholders were provided in the free text section of the survey, particularly requests for additional guidelines and fact sheets relating to certain processes.

A figure illustrating the results for receiving information from NOPTA by stakeholder type is featured on the next page.

Figure 1. Stakeholder satisfaction with receiving information from NOPTA 2017, by Stakeholder type



Source KPMG analysis

Stakeholders were satisfied with the process of providing information to NOPTA. A small minority of stakeholders expressed the view that the time and effort involved were not reasonable.

In general, respondents reported being satisfied with the processes of providing information to NOPTA. They were most likely to strongly agree that NEATS was an appropriate portal, and all considered at least to some extent that there were enough reporting templates available; and that forms, templates and documentation were generally user friendly. Respondents also largely agreed that requests were coordinated with other related requests for information; were reasonable in terms of the effort they require to address; and were clear in terms of the information required.

While 100 per cent of respondents reported that they understood why NOPTA needs the information it requests, knowledge was lower of what NOPTA does with that information; 19 per cent of respondents indicated that they did not know this.

A minority of 11 per cent of stakeholders judged the time and effort required to provide information as 'not reasonable', noting that this represented the views of three stakeholders.

A number of practical suggestions for potential website improvements to support more streamlined information provision were provided in the qualitative section of the survey, for example additional website-based forms and reporting capabilities.

Stakeholder satisfaction with Petroleum Title Applications and Reporting Submission was generally high; satisfaction regarding Data Submission was also positive, although somewhat less so.

Stakeholders were asked about their experience with the specific processes of:

- Petroleum Title Applications;
- Data submission;
- Reporting submission; and
- Interactions conducted by NOPTA related to field development plans and applications for production rates of recovery.

Overall, respondents were most consistently and highly satisfied with the level of technical competence of NOPTA staff in these areas, while being less satisfied with the timeliness of decision making for petroleum titles and data submission, and general level of effort required for data submission. The process of data submission was viewed as less satisfactory overall for stakeholders than the other processes surveyed.

Respondents with direct experience with petroleum titles applications during the course of the last 12 months were generally satisfied with most aspects of this process on which feedback was sought. Satisfaction with NOPTA staff's technical expertise was particularly high at 52 per cent very satisfied with this; timeliness of decision making and overall effort from the company were rated lower, with four respondents somewhat dissatisfied and two respondents very dissatisfied with these aspects.

Respondents were broadly satisfied with the processes regarding data submissions (e.g. well data, survey data) to NOPTA. Again satisfaction generally was highest for the technical expertise of NOPTA staff at 43 per cent very satisfied with this, and positive (although less strongly so) for the consistency of advice received from NOPTA (85 per cent 'very' or 'somewhat satisfied'), overall level of effort from the company (78 per cent 'very' or 'somewhat satisfied', and timeliness (86 per cent 'very' or 'somewhat satisfied' related to this process. The usefulness of the guidance material was less positively rated, with respondents typically (71 per cent) somewhat satisfied with this, and very few respondents (n=1) 'very satisfied'.

Those stakeholders who were involved in reporting submission were also generally satisfied with the related processes as surveyed, particularly the technical expertise of NOPTA, consistency of information received, and usefulness of guidance materials required in this area. Usefulness of the ATARS guidance materials and templates was particularly high. While most stakeholders were satisfied with the level of effort required, ten per cent were somewhat dissatisfied with this.

Respondents who had been involved in Interactions relating to Field Development Plans and Applications for Production Rates of Recovery were typically satisfied with the aspects of these interactions surveyed, particularly the technical competence of NOPTA staff involved in the activity. Two thirds of respondents considered the interaction had been useful.

JA partners and Titleholders were generally satisfied with processes around NOPTA's decision-making, with Titleholders comparatively less satisfied with predictability and transparency.

JA stakeholders surveyed were overall satisfied with the aspects of NOPTA's decision-making that were surveyed, and generally considered that the decisions NOPTA makes are always or often transparent, justified (with reference to the relevant legislation and guidelines), consistent, and predictable. There was one negative response regarding the accuracy; timeliness; and completeness of information received by NOPTA.

Most titleholders were satisfied with the transparency and justification of the decisions made, and the consistency of those decisions. There was less strong satisfaction with the predictability of decision making.

Comparison with 2015 and 2016

Responses to the survey are lower than in past years

The number of responses for all groups of stakeholders for the 2017 survey is down from the 2016 survey, which was down from the 2015 survey. As a result, the 2017 survey results are based on a smaller sample of stakeholders than past years.

Table 2. Respondents by stakeholder group, 2015-2016 comparison

Stakeholder	2015		2016		2017	
	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%
A Titleholder	43	67%	32	67%	26	68%
State/Territory Government	7	11%	4	8%	5	13%
Commonwealth Government	9	14%	9	19%	5	5%
Other stakeholder	5	8%	3	6%	2	13%
Total	64	100%	48	100%	38	100%

Source: KPMG analysis. Note rounding error.

The high overall level of satisfaction with NOPTA and its staff has continued. However, satisfaction generally speaking is less strongly expressed in 2017.

The general view of the organisation and its staff is overall highly positive. NOPTA staff particularly have rated highly on technical competence and professionalism across each of the three surveys conducted so far.

However, levels of satisfaction, generally speaking, are less strong across the various dimensions than they have been in past years, and particularly with reference to the inaugural 2015 survey. It is noted that the results of the inaugural survey were almost universally very high.

The level of satisfaction with the amount of effort required to interact with NOPTA has not changed markedly since 2016.

Higher levels of dissatisfaction relating to the amount of effort required to comply with NOPTA's reporting requirements was a key theme in the 2016 report. In 2017, a minority of stakeholders still considered the effort as 'not reasonable', but at levels that were similar to, or less than, in 2016 (noting that in both years this represents a small number of stakeholders).

It is noted that stakeholders who responded to the survey in 2017 were also slightly more likely to indicate that they knew what NOPTA needed the information it requested for; if stakeholders know why NOPTA needs the information, it may follow that they are likely to consider the requests made for it as reasonable.

Respondents to the 2017 survey are more likely to be either 'very satisfied' or 'very dissatisfied' with NOPTA's level of understanding of the industry operating environment, and current issues affecting the industry, with few expressing a more moderate (or no) opinion.

NOPTA's staff were typically rated highly for their understanding of the operating environment of the oil and gas industry; and their understanding of current and emerging issues affecting the oil and gas industry.

Stakeholders this year are more likely to be 'very satisfied' with NOPTA's understanding of the operating environment of the industry, with more than half (54 per cent) expressing this view in 2017, compared to 48 per cent in 2016. They are also more likely to say they are 'very satisfied' with NOPTA's understanding of current and emerging issues affecting the industry, with 43 per cent 'very satisfied' with this in 2017, compared to 32 per cent in 2016.

Conversely, stakeholders this year are also more likely to express strong dissatisfaction with both of these compared to last year, with three per cent and eight per cent (respectively) 'very dissatisfied' with this in 2017, compared to no 'very dissatisfied' responses in 2016. .

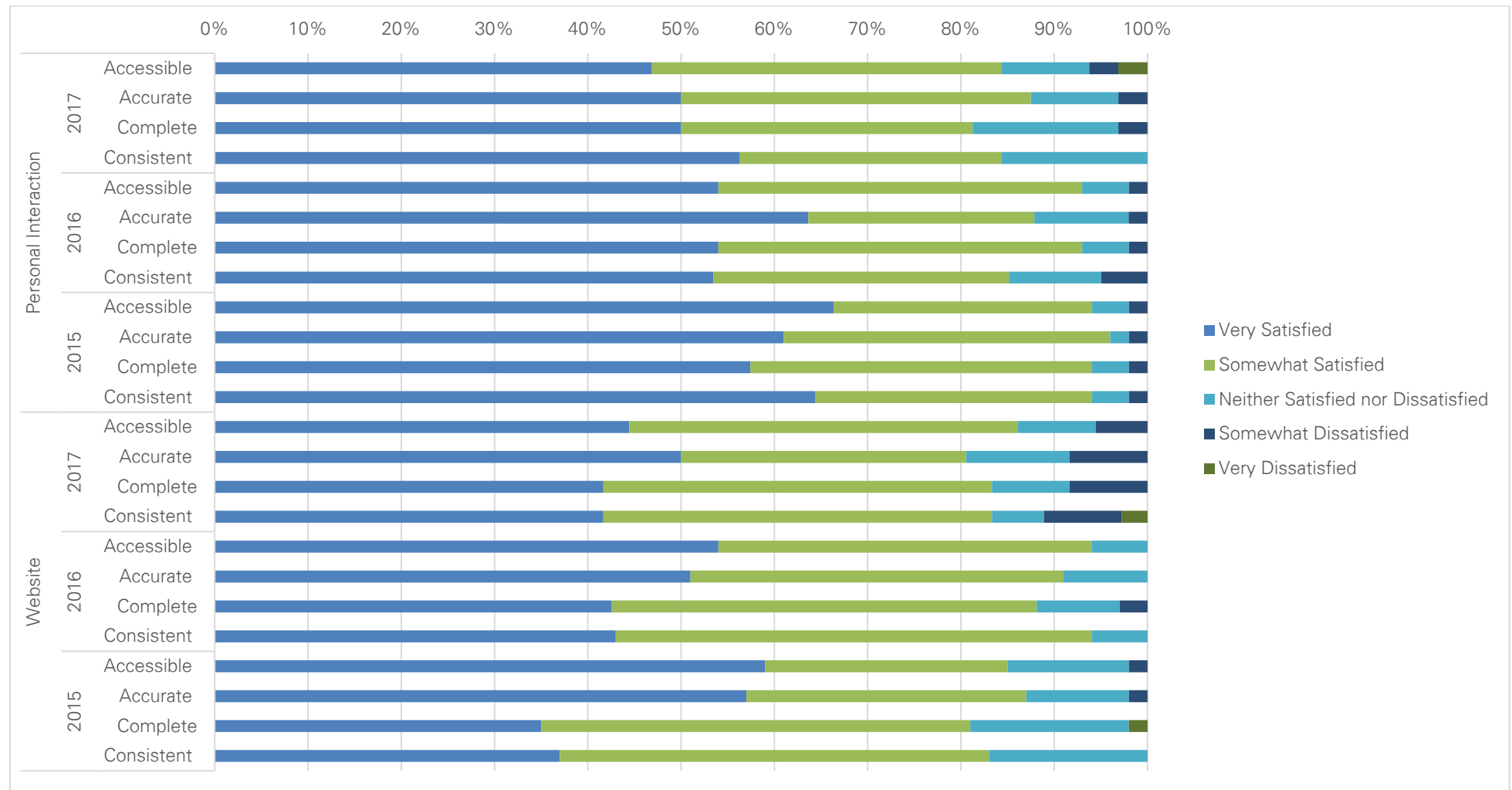
The lower response rate of the 2017 survey is noted, meaning that those with more extreme views may have been more likely to respond to this survey.

In terms of the higher number of 'very dissatisfied' responses, it is also noted that several comments were made in free text responses relating to the industry downturn that has occurred since 2015. One impact of this on industry might be that some stakeholders are finding it difficult to meet NOPTA's requests in the context of what is likely to be reduced resources available for all functions across the industry, with this potentially leading to these stakeholders expressing stronger dissatisfaction with NOPTA's industry knowledge.

NOPTA remains highly regarded for the value of its role and the work it does

As in past years, 100 per cent of stakeholders considered that NOPTA makes a valuable contribution to the process of managing Australia's resources, with around two-thirds of respondents considering this was true to a great extent – the same level as recorded last year, and a higher response than in the inaugural 2015 survey.

Figure 2. Comparison of Stakeholder satisfaction with information received from NOPTA 2015, 2016 & 2017 results, by mode



Source: KPMG analysis

Summary comments and recommendations for consideration

Overall, stakeholder satisfaction with and regard for NOPTA and its role, staff, and work continues to be very high. The comments below should be viewed in this context.

The results of the 2017 survey are less strongly positive than previous surveys have been, continuing a trend from 2016. Possible reasons for this that were outlined in the 2016 survey commentary, including: the influence of external environmental factors; the normalisation of higher expectations among stakeholders; and/or a decline in NOPTA's service quality.

While it is not known for certain which of these influences (if any) may be behind changes in the results, these factors may be relevant to the 2017 results; it is clear from free text responses that the increased pressure and constrained resources identified in the sector in 2016 have continued into this year, and that in this context, the resources required to meet NOPTA's requirements continue to be viewed by a small number of respondents as a burden. It is also noted that fewer people completed the survey this year, and it may be that those who had more extreme views (and potentially those who wanted to express more negative views) were more likely to respond.

The on-going impact of the industry downturn was evident in some stakeholder free text comments. As one stakeholder wrote: "In current times, the economic viability of future exploration is challenged. In this context, the way work programs are managed across titles and title holders must respond. In particular, examining how NOPTA can foster collaboration between operators, transfer commitments across permits based on technical justification has to be considered...."

Noting the role of NOPTA as the industry regulator and not a policy-maker, NOPTA may wish to consider if there are any additional ways that it could support the industry through its current downturn, in ways that are in line with its core functions and responsibilities.

For example, a number of stakeholders in free text responses took the opportunity to raise the issue of NOPTA's fees, with some considering that NOPTA could do more to explain the rationale behind recent fee increases, particularly in the context of the industry downturn. NOPTA may wish to consider if additional promotion of its on-going efforts to improve its service to industry may be useful in enhancing further the general regard of the industry towards the Authority, as well as contribute to its own goals of being publicly accountable, and open and transparent, in its dealings.

In particular it is highlighted that a relatively large proportion of respondents – 20 per cent – indicated they did not understand what NOPTA did with the information it requested, indicating that on-going efforts to engage with industry on this issue could be enhanced.

Specific improvements to some websites and forms were also suggested by stakeholders in the free text section of the survey, including additional alerts and accessibility enhancements. The guidance material relating to data submissions was considered 'somewhat satisfactory' by a majority of stakeholders, indicating scope for potential enhancements.

Finally, the lower response rate for the survey this year is noted, and resulted in some questions with small response numbers. Consideration could be given to whether alternative methods of engaging stakeholders could be used to ensure NOPTA retains an ability to identify and respond to the needs and demands of its stakeholders, insofar as its remit allows, in line with its commitment to continuous improvement.

1. Background and introduction

KPMG was engaged by NOPTA to undertake its 2017 survey of the satisfaction of its clients and stakeholders. This survey follows 2015 and 2016 surveys of clients and stakeholders, also conducted by KPMG. This report provides a summary of the survey method used, the results, and some analysis of the implications of these results for NOPTA.

NOPTA's functions and role

The National Offshore Petroleum Titles Administrator (NOPTA) was established on 1 January 2012 as a statutory position within the current Department of Industry, Innovation and Science. NOPTA is responsible for the day-to-day administration of all petroleum and greenhouse gas titles in Commonwealth waters in Australia and is the first point of contact for matters relating to offshore titles administration. NOPTA's key functions in Commonwealth waters are to⁵:

- provide information, assessments, analysis, reports, advice and recommendations to members of the Joint Authorities and the 'responsible Commonwealth Minister' under the Offshore Petroleum Greenhouse Gas Storage Act 2006 and associated regulations;
- facilitate life of title administration, including but not limited to Joint Authority consideration of changes to permit conditions, and approval and registration of transfers and dealings associated with offshore petroleum titles;
- manage the collection, management and release of data; and
- oversee the keeping of the registers of petroleum and greenhouse gas storage titles.

The primary decision maker concerning the granting of petroleum titles, the imposition of title conditions and the cancelling of titles is the Joint Authority (JA). The JA for each State and the Northern Territory comprises the responsible Commonwealth Minister (currently the Minister for Resources, Energy and Northern Australia) and the relevant State or Northern Territory Minister. The JAs may delegate any or all of their functions and powers to appropriate Commonwealth and State/NT department officials. The JAs have the power to make certain decisions under the Offshore Petroleum Greenhouse Gas Storage Act 2006 (OPGGSA).

Because of the operation and role of the JA, NOPTA is not the decision maker for the majority of applications under the OPGGSA (exceptions include transfers and dealings). As such, while NOPTA is responsible for the timeliness of its advice to the JAs and in implementing decisions in an efficient and effective manner, NOPTA is not responsible for the timeframes associated with JA decisions.

NOPTA's principal functions are to provide information, assessments, analysis, reports, advice and recommendations to members of the JAs and the responsible Commonwealth Minister in relation to the performance of those functions and the exercise of their powers⁶. NOPTA also acts as the central point of contact for applicants, provides technical advice to the JAs, and implements decisions.

NOPTA also:

- is the decision-maker in respect to the granting of petroleum special prospecting authorities and petroleum access authorities;
- provides approval and registration for all transfers and dealings against petroleum titles;
- keeps the petroleum titles register; and
- manages the collection and storage and releases authorisation of data.

⁵ NOPTA website, http://www.nopta.gov.au/joint_authority.html and <http://www.nopta.gov.au/about/index.html>. Accessed 1 May 2017

⁶ NOPTA policy – Compliance and enforcement. <http://www.nopta.gov.au/documents/nopta-compliance-enforcement-policy.pdf> Accessed 1 May 2017

In addition, all communications by Titleholders or other persons with the JA are made through NOPTA.⁷ This means that NOPTA is the public face of titles administration and all communications, including applications, requiring the JA's attention are received and processed by NOPTA.⁸

NOPTA's performance requirements

NOPTA's compliance and enforcement approach is underpinned by five principles⁹:

- helpfulness
- accountability
- transparency
- consistency
- efficiency.

These principles are reflected in the key performance indicators (KPIs) identified for NOPTA, which are as follows¹⁰:

- KPI 1: NOPTA does not unnecessarily impede the efficient operation of Titleholders.
- KPI 2: Communication with Titleholders is clear, targeted and effective.
- KPI 3: Actions undertaken by NOPTA are proportionate to the regulatory risk being managed.
- KPI 4: Compliance and monitoring approaches are streamlined and coordinated.
- KPI 5: NOPTA is open and transparent in its dealings with Titleholders.
- KPI 6: NOPTA actively contributes to the continuous improvement of regulatory frameworks.

Seeking feedback on NOPTA's current performance in key areas that relate to these KPIs will not only help NOPTA to understand the extent to which it is successfully meeting its performance goals, but to improve its performance against these goals into the future.

Survey content

The 2017 survey questions were grouped into six main categories:

- Information and data – how respondents access information from and provide information to NOPTA, and their satisfaction with various aspects of the information and data processes, including specific products available from the website.
- Specific activities – specific information regarding the satisfaction with various aspects of processes relating to Petroleum Titles, and data and reporting submissions.
- NOPTA and its staff – the level of satisfaction with various aspects of NOPTA's staff's performance and the organisation in general.

⁷ *ibid.*

⁸ *ibid.*

⁹ *ibid.*

¹⁰ NOPTA Corporate Plan 2015-2017

- Decision-making process – respondents’ level of satisfaction with the decision-making processes NOPTA is part of, recognising that certain aspects, e.g. timeliness of decision-making for which the JA is responsible, is outside of NOPTA’s control.
- NOPTA’s function and role – respondents were asked whether NOPTA makes a valuable contribution to the management of Australia’s natural resource in line with the risk it manages.
- Free text responses – two free text questions provided respondents the opportunity to suggest improvements to NOPTA’s website and express general opinions on NOPTA’s performance as a regulator.

Modifications since the 2015 and 2016 surveys

The questions asked in 2017 were similar to those in 2016, in order to allow changes between each survey to be measured.

The 2015 and 2016 surveys asked a number specific questions about the National Electronic Application Tracking System (NEATS). These questions were not asked in the 2017 survey as detailed feedback on NEATS was sought during a separate program of work preparing for the next iteration to NEATS, to be known as NEATS2020. This consultation activity was part of a recommendation made by the 2015 ministerial review that NOPTA work in conjunction with its stakeholders to develop and implement enhancements to NEATS to improve the system’s efficiency and improve access to titles information.¹¹

Across 2016 and 2017 NOPTA has been increasing its interaction with stakeholders prior to and during assessments of field development plans and applications for production rates of recovery. Titleholder respondents who had been involved in these interactions (n=6) were also asked an additional set of question about how satisfied they were with the expertise of NOPTA staff involved, the level of effort required and the overall usefulness of the interaction.

An additional answer statement was added to question 8 that sought to gain an understanding of whether or not stakeholders are accessing newly created Dashboard Summaries via the NOPTA website.

Survey implementation

An email containing a link to the survey was sent by KPMG to 120 stakeholders on 27 March 2017. The survey was distributed earlier in 2017 than both 2015 and 2016 in an effort to avoid periods that can adversely affect response rates (i.e. school and public holidays). Respondents had three weeks to respond, with reminders sent during this time. The survey closed on 19 April 2017.

The full survey questionnaire is provided in Appendix A.

¹¹ 2015 Operational Review of the National Offshore Petroleum Titles Administrator – Report for the Minister of Industry and Science, 2015 Noetic Solutions.

2. Detailed survey responses

This section provides details of the results of each survey question.

Response rates

- The overall response rate to the survey was 32 per cent (n=38).
- 38 responses were received, of which 68 per cent were Titleholders (n=26), 26 per cent were State or Commonwealth government representatives (n=10) and 5 per cent were Other (n=2).
- Government respondents represented those who had contact with NOPTA in a JA capacity (10 per cent, n=1), in a non-JA capacity (33 per cent, n=3), and both JA and non-JA capacities (67 per cent, n=6).
- The response rate was lower than that for the 2015 and 2016 surveys, which had a response rate of 66 per cent and 45 per cent respectively. The proportion of those who responded who represented Titleholders has remained stable at around two-thirds of the sample.

Streaming questions

Question 1

Question 1 obtained consent to participate in the survey. All 38 respondents indicated that they had consent and no responses ended at this question.

Question 2

Question 2 asked respondents to identify which category of NOPTA stakeholder they fall into. A total sample of 120 stakeholders were invited to participate in the survey, representing Titleholders (n=78), government agencies (n=20), and other stakeholders (n=22).¹²

Table 3. Respondents by stakeholder group, compared with total sample

Stakeholder	Total sample		Responses	
	Sample	Percentage	Count	Percentage
A Titleholder	78	65%	26	68%
Commonwealth Government	20	17%	5	13%
State/ territory Government			5	13%
Other stakeholder	22	18%	2	5%
Total	120	100%	38	100%

Source: KPMG analysis. Note rounding error.

There were a total of 38 responses received of which:

- 68 per cent (n=26) were from Titleholders;
- 13 per cent (n=5) were from Commonwealth Government representatives;
- 13 per cent (n=5) from State or Territory Government representatives; and
- 5 per cent (n=2) from 'other stakeholders'.

¹² Other stakeholders are mainly third party firms working on behalf of Titleholders, e.g. legal consultants.

Table 4. Respondents by stakeholder group, 2015-2017 comparison

Stakeholder	2015		2016		2017	
	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%
A Titleholder	43	67%	32	67%	26	68%
State/Territory Government	7	11%	4	8%	5	13%
Commonwealth Government	9	14%	9	19%	5	13%
Other stakeholder	5	8%	3	6%	2	5%
Total	64	100%	48	100%	38	100%

Source: KPMG analysis. Note rounding error.

There has been an overall decrease in respondents of all categories between the 2015 and 2017 results. The proportion of respondents received from title-holders, at just over two-thirds of total responses, has remained stable.

Question 3

Question 3 asked Titleholder and Other respondents if they had interacted with NOPTA in the last 12 months relating to: Petroleum Titles, Greenhouse Gas Titles, data submissions, reporting submission, other or where applicable, no interaction. Note respondents could select multiple options for this question.

Table 5. Respondents by Specific Activity

Stakeholder	Count	Percentage
Petroleum Titles	26	93%
Reporting submissions	22	79%
Data submissions	14	50%
Other	5	18%
Greenhouse Gas Titles	0	0%
I have not had any interaction with NOPTA (including accessing the website) in this time	0	0%

Source: KPMG analysis. Note the denominator used to derive percentages for this table is 28.

Of the responses to this question:

- 93 per cent (n=26) had interacted with NOPTA in regard to a Petroleum Titles;
- 79 per cent (n=22) had interacted in regard to reporting submissions;
- 50 per cent (n=14) had interacted in regard to data submissions; and
- 18 per cent (n=5) had interacted in regard to other activities.

No respondents indicated that they had interacted with NOPTA in regards to Greenhouse Gas Titles.

Question 4

Where respondents indicated they were from a Government agency, question 4 asked whether their interactions with NOPTA were as a JA representative, a capacity other than a JA representative, or both.

Table 6. Government respondents by Joint Authority status

Capacity	Count	Percentage
Capacity other than a Joint Authority representative	3	30%
As Joint Authority representative	1	10%
As both Joint Authority and other capacities	6	60%
I haven't had any interaction with NOPTA (including accessing the website) in the last 12 months	0	0%
Total	10	100%

Source: KPMG analysis.

Of the 10 government representatives who responded:

- 60 per cent (n=6) had interacted with NOPTA in the capacity of both a Joint Authority and other capacities;
- 30 per cent (n=3) indicated that they had interacted with NOPTA in a capacity other than Joint Authority representative; and
- 10 per cent (n=1) had interacted with NOPTA in the capacity of Joint Authority representative only.

Channels of communication with NOPTA

- Overall, both Titleholders and non-Titleholders were most likely to be in contact with NOPTA monthly (50 per cent and 42 per cent respectively).
- Contact frequency reported in 2017 is broadly similar to that for 2015 and 2016. Stakeholders indicated that they are slightly more likely to be in monthly contact and slightly less likely to be in weekly contact with NOPTA in 2017 than they were in earlier surveys. (44 per cent in 2016 vs. 41 per cent in 2015).
- Respondent interactions with NOPTA almost universally include direct communication with NOPTA staff members. Internet-based information mechanisms are also highly used by NOPTA respondents, particularly Titleholders, all of whom used the website within the past 12 months.
- The guidelines, fact sheets and forms pages were the most commonly accessed components of the website. Titleholders are more likely to access reporting templates than non-Titleholders (73 per cent and 17 per cent, respectively). A similar trend is observable in the split between Titleholder and non-titleholder access of the Forms page and fact sheets.

Receiving information from NOPTA

- Stakeholders remained overall satisfied with the information they received from NOPTA in 2017.
- In regard to information received from NOPTA's website, respondents generally reported being satisfied (either 'very' or 'somewhat') that the information was up to date (90 per cent), clear (81 per cent), accessible (85 per cent), accurate (88 per cent), complete (81 per cent) and consistent (84 per cent). Of these, respondents were most likely to indicate that they were very satisfied the information was up to date (59 per cent) and consistent (56 per cent).
- Compared to the 2015 and 2016 surveys, survey respondents in 2017 were:
 - More likely to be very satisfied that the information on the NOPTA website was complete and consistent
 - Less likely to be very satisfied that the information on the NOPTA website was up-to-date, clear and accessible
- In regard to information received from NOPTA in person (via phone, e-mail or face-to-face), respondents were most likely to indicate being very satisfied or somewhat satisfied that the information received was up-to-date (97 per cent) clear (89 per cent), accessible, timely (86 per cent each) and complete, and consistent (84 per cent each). Eleven per cent of respondents (n=4) indicated that they were somewhat dissatisfied with the information's timeliness, and eight per cent (n=3) were somewhat dissatisfied each with the information's accuracy, completeness and consistency.

Receiving information from NOPTA (cont.)

- Stakeholder satisfaction overall with the quality of information received directly from NOPTA staff in the 2017 are overall high. However, 2017 results continue a general downward trend in overall satisfaction, with stakeholders less likely to indicate that they were ‘very satisfied’ and more likely to indicate that they were ‘somewhat satisfied’ compared to results in 2015 and 2016. A greater proportion of stakeholders also indicated that they were dissatisfied, particularly with the timeliness, accuracy, completeness and consistency of information (noting that the majority of respondents still indicated overall satisfaction with these).

Providing information to NOPTA

- Stakeholders also remained overall satisfied with the process of providing information to NOPTA.
 - 100 per cent of respondents agreed to a great extent or to some extent that there were enough reporting templates available; that forms, templates and documentation were generally user friendly; and that NEATS was an appropriate portal.
 - 100 per cent of respondents reported that they understood why NOPTA needs the information it requested. Knowledge was lower of what NOPTA does with that information, with 19 per cent of respondents indicating that they understood this ‘not at all’.
 - 11 per cent of respondents (n=3) indicated that the amount of time and effort spent on providing data was ‘not at all’ reasonable.
- Respondents generally agreed, to a great extent or some extent, that requests were coordinated with other related requests for information (93 per cent); reasonable in terms of the effort they require to address (97 per cent); and clear in terms of information required (96 per cent).
- Compared to 2016, respondents in 2017 were slightly more likely to consider the amount of time and effort spent on providing the information was at least ‘somewhat’ reasonable (in 2016, 79 per cent ‘very’ or ‘somewhat’ reasonable, compared to 89 per cent in 2016).

Question 5

Question 5 asked all respondents how often, on average, they had interacted with NOPTA in the last 12 months (not including accessing the NOPTA website).

Table 7. Frequency of respondent interaction with NOPTA

Frequency	Count	Percentage
Daily	2	5%
Weekly	6	16%
Monthly	18	47%
Less than monthly	12	32%
Total	38	100%

Source: KPMG analysis

In total, there were 38 respondents to this question. Of these:

- 5 per cent (n=2) indicated daily interaction;
- 16 per cent (n=6) indicated weekly interaction;
- 47 per cent (n=18) indicated monthly; and
- 32 per cent (n=12) indicated less than monthly interaction.

Responses to this question were disaggregated by Titleholder and non-Titleholder respondents, to identify any differences between the stakeholder groups.

Table 8. Frequency of interaction, by stakeholder type

Frequency	Non-Titleholder		Titleholder	
	<i>n</i>	%	<i>n</i>	%
Daily	2	17%	0	0%
Weekly	2	17%	4	15%
Monthly	5	42%	13	50%
Less than monthly	3	25%	9	35%
Total	12	100%	26	100%

Source: KPMG analysis

As indicated in this Table, both non-Titleholder and Titleholder stakeholders were most commonly in contact with NOPTA monthly (42 per cent and 50 per cent respectively).

Table 9. Frequency of interaction, 2015-2016 comparison

	2015		2016		2017	
	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%
Daily	4	6%	1	2%	2	5%
Weekly	14	22%	12	25%	6	16%
Monthly	26	41%	21	44%	18	47%
Less than monthly	20	31%	14	29%	12	32%
Total	64	100%	48	100%	38	100%

Source: KPMG analysis

The 2017 results are broadly similar to those for 2015 and 2016. Stakeholders who responded to the survey indicated that they are slightly more likely to be in monthly contact and slightly less likely to be in weekly contact with NOPTA in 2017 than they were in earlier surveys.

Question 6

Question 6 asked respondents what methods they had employed to access information from NOPTA in the last 12 months. Options given were: through the NOPTA website; or via phone, email or face-face meeting, indicating personal contact with a staff member. Note respondents could select multiple options for this question.

Table 10. Interaction type

Information source	Count of respondents	Percentage
Phone, email or face-to-face meeting	36	97%
NOPTA Website	32	86%

Source: KPMG analysis. Denominator used to derive percentages is 37.

In total, there were 37 responses to this question. Of these:

- 97 per cent of respondents (n=36) contacted NOPTA via phone, email or face-to-face meetings;
- 86 per cent of respondents (n=32) accessed the NOPTA website.

Responses to this question were disaggregated by Titleholder and non-Titleholder respondents, to identify any differences between the stakeholder groups.

Table 11. Interaction type by stakeholder

	Non-Titleholder		Titleholder	
	<i>n</i>	%	<i>n</i>	%
Phone, email or face-to-face meeting	11	92%	25	96%
NOPTA Website	6	50%	26	100%

Source: KPMG analysis.

Titleholders were more likely to access the NOPTA website (100 per cent) compared with 50 per cent of non-Titleholders. All but one of the non-Titleholders surveyed indicated they had had direct contact with a NOPTA staff member.

Table 12. Interaction type, 2015-2016 comparison

	2015		2016		2017	
	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%
Phone, email or face-to-face meeting	63	98%	43	90%	36	97%
NOPTA Website (other than NEATS portal)	50	78%	37	77%	32	86%
NEATS portal	45	70%	35	73%	*	*

Source: KPMG analysis

*note this option was not available in the 2017 survey.

Stakeholders who responded to the 2017 survey indicated that they were more likely to have accessed the NOPTA website than those in previous years. Stakeholders in 2017 also indicated they were more likely to have had direct contact with NOPTA staff via phone, e-mail or a face-to-face meeting than they were in 2016, however the reports of direct contact were similar to that in 2015.

Question 7

Respondents who indicated that they had accessed the NOPTA website in question 6 were directed to question 7 to identify which elements of the NOPTA website they have accessed. In total there were 32 responses to this question. Note respondents could select multiple options for this question.

Table 13. Elements of the NOPTA website accessed

Element	Count	Percentage
Guidelines	28	88%
Forms page (e.g. notifications, nominations, applications for exploration permits, retention leases or production licenses)	27	84%
Fact Sheets	25	78%
Reporting templates (annual title assessment report, monthly production reports)	20	63%
Acreage Release information	14	44%
Spatial Data and Maps	10	31%
Open information relating to wells and/or surveys	7	22%
Monthly dashboard summaries*	9	28%

Source: KPMG analysis. Denominator used to derive percentages is 32. *new option since 2016 survey

These results were disaggregated by Titleholder and non-Titleholder stakeholder groups to identify any areas of difference.

Table 14. Elements of the NOPTA website accessed, by stakeholder type

Element	Non-Titleholder		Titleholder	
	n	%	n	%
Guidelines	6	100%	22	85%
Fact Sheets	3	50%	24	92%
the Forms page (e.g. notifications, nominations, applications for explorations permits, retention leases or production licenses)	3	50%	22	85%
Reporting templates (annual title assessment report, monthly production reports)	1	17%	19	73%
Acreage Release information	0	0%	14	54%
Spatial Data and Maps	2	33%	8	31%
Open information relating to wells and/or surveys	3	50%	4	15%
Monthly dashboard summaries*	2	33%	7	27%

Source: KPMG analysis. *new option since 2016 survey

Titleholder and non-Titleholder stakeholder's access guidelines (92 per cent and 100 per cent, respectively) and spatial data and maps (31 per cent and 33 per cent) similar levels.

Titleholders indicated that they are more likely to access reporting templates than non-Titleholders (73 per cent and 17 per cent, respectively). A similar trend is observable in split between Titleholder and non-titleholder access of the Forms page (85 per cent and 50 per cent, respectively) and fact sheets (92 per cent compared with 50 per cent, respectively).

Question 8

Respondents who indicated that they had accessed the NOPTA website in question 6 were directed to question 8, which asked these respondents to rate the NOPTA website across a number of criteria: up to date, clear, accessible, accurate, complete and consistent.

Table 15. Satisfaction with the information from NOPTA's website

	Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied		Total
	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%	
Up to date	19	59%	10	31%	3	9%	0	0%	0	0%	32
Clear	10	31%	16	50%	5	16%	1	3%	0	0%	32
Accessible	15	47%	12	38%	3	9%	1	3%	1	3%	32
Accurate	16	50%	12	38%	3	9%	1	3%	0	0%	32
Complete	16	50%	10	31%	5	16%	1	3%	0	0%	32
Consistent	18	56%	9	28%	5	16%	0	0%	0	0%	32

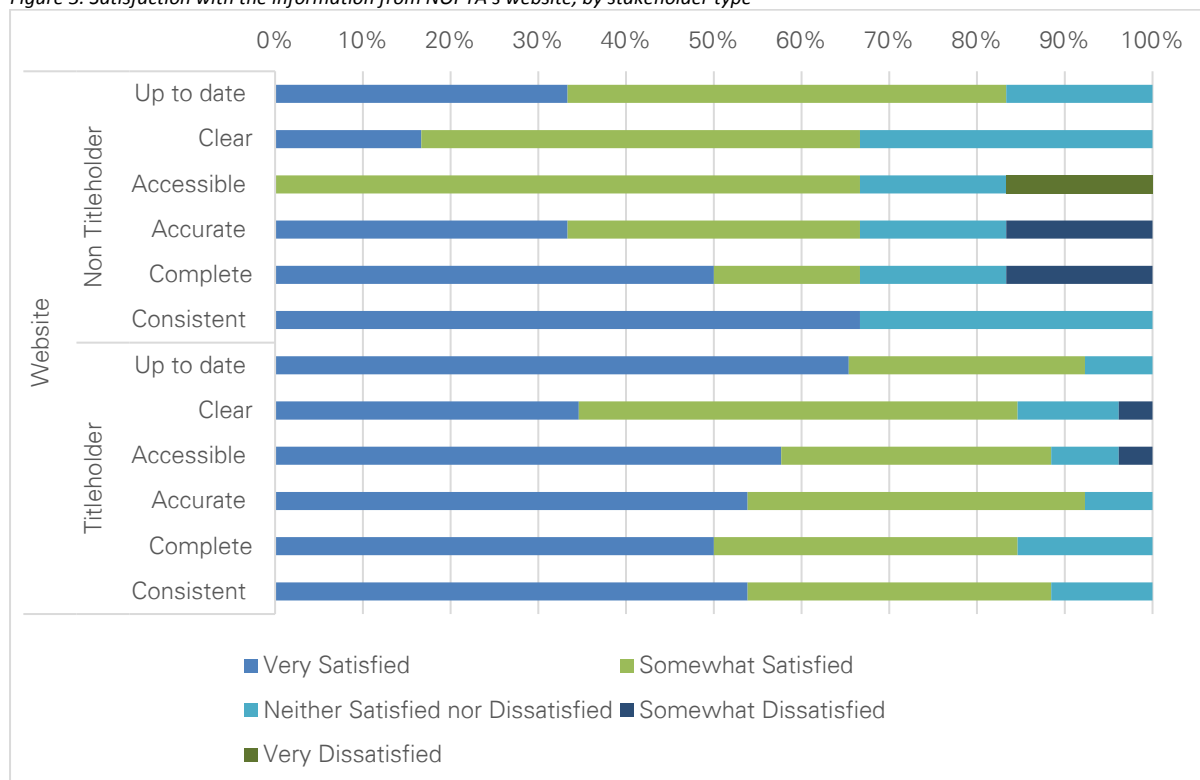
Source: KPMG analysis. Note rounding error

In total, there were 32 responses to this question. Of these:

- Respondents generally reported being very satisfied or somewhat satisfied that the information was up to date (90 per cent), clear (81 per cent), accessible (85 per cent), accurate (88 per cent), complete (81 per cent) and consistent (84 per cent).
- Respondents were most likely to indicate that they were very satisfied the information was up to date (59 per cent) and consistent (56 per cent).
- One respondent indicated that they were very dissatisfied that the information was accessible.

Responses to this question were disaggregated by Titleholder and non-Titleholder respondents, to identify any differences between the stakeholder groups. This information is presented in Figure 3.

Figure 3. Satisfaction with the information from NOPTA's website, by stakeholder type



Source: KPMG analysis

As indicated in Figure 3, Titleholders were more likely to be very satisfied across most domains, with non-Titleholders more likely to indicate they were somewhat satisfied.

Table16. Satisfaction with the information from NOPTA's website, 2015, 2016 & 2017 comparison, Proportions

	Very Satisfied			Somewhat Satisfied			Neither Satisfied nor Dissatisfied			Somewhat Dissatisfied			Very Dissatisfied		
(%)	2015	2016	2017	2015	2016	2017	2015	2016	2017	2015	2016	2017	2015	2016	2017
Up to date	*	63	59	*	31	31	*	6	9	*	0	0	*	0	0
Clear	*	43	31	*	54	50	*	3	16	*	0	3	*	0	0
Accessible	59	54	47	26	40	38	13	6	9	2	0	3	0	0	3
Accurate	57	51	50	30	40	38	11	9	9	2	0	3	0	0	0
Complete	35	43	50	46	46	31	17	9	16	0	3	3	2	0	0
Consistent	37	43	56	46	51	28	17	6	16	0	0	0	0	0	0

Source: KPMG analysis. Note rounding error. *this terminology not asked in this year

Compared to the 2015 and 2016 surveys, survey respondents in 2017 were:

- More likely to be very satisfied that the information on the NOPTA website was complete and consistent
- Less likely to be very satisfied that the information on the NOPTA website was up-to-date, clear and accessible

Question 9

Respondents who indicated that they had had phone, email or face-to-face communication with NOPTA were directed to Question 9, which asked respondents to rate their level of satisfaction with the information received via these mechanisms.

Table 17. Respondent satisfaction with personal communication

	Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied		Total
	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%	
Up to date	23	64	12	33	1	3	0	0	0	0	36
Clear	17	47	15	42	3	8	1	3	0	0	36
Accessible	16	44	15	42	3	8	2	6	0	0	36
Accurate	18	50	11	31	4	11	3	8	0	0	36
Complete	15	42	15	42	3	8	3	8	0	0	36
Consistent	15	42	15	42	2	6	3	8	1	3	36
Timely	18	50	13	36	1	3	4	11	0	0	36

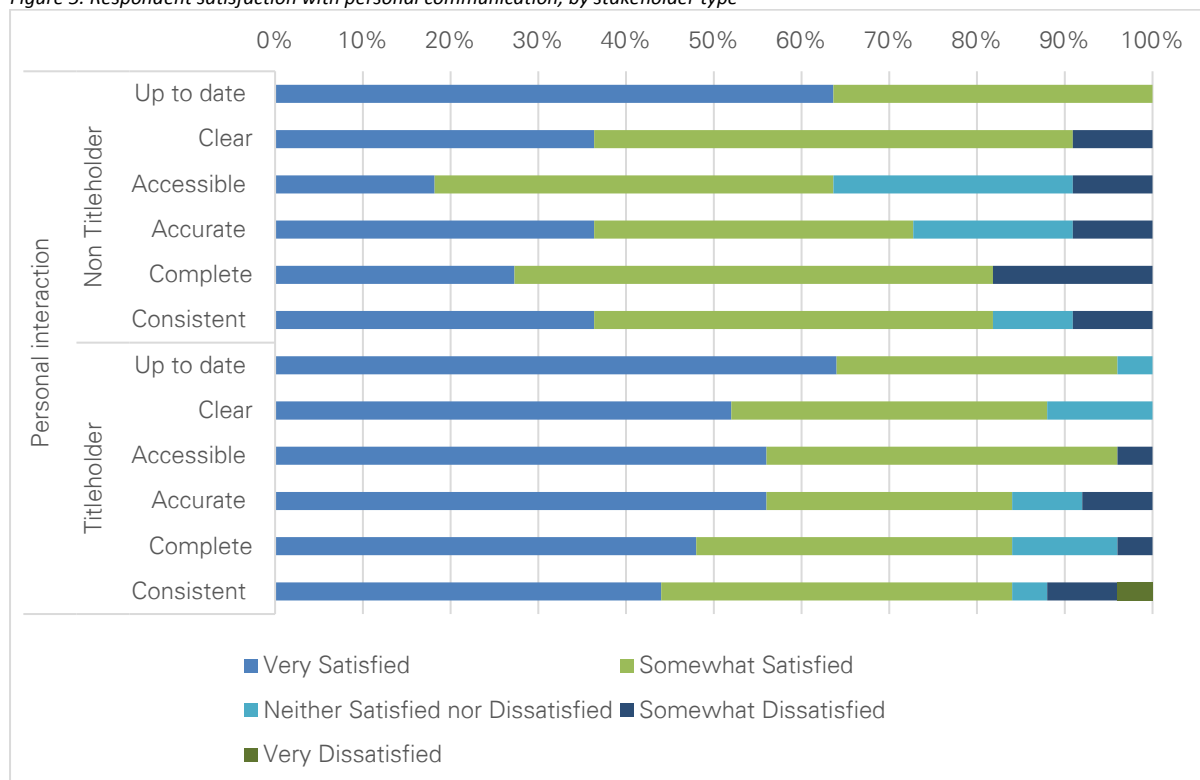
Source: KPMG analysis. Note rounding error.

In total, there were 36 responses to this question. Of these:

- Respondents overall were most likely to indicate being very satisfied or somewhat satisfied that the information received was up-to-date (97 per cent) clear (89 per cent), accessible and timely (86 per cent) and complete and consistent (84 per cent).
- Respondents were most likely to indicate that they were very satisfied that the information was up to date (64 per cent). 50 per cent of respondents indicated they were very satisfied with the information's accuracy and timeliness.
- 4 respondents were somewhat dissatisfied with the information's timeliness. Three somewhat dissatisfied responses were received relating to each of the information's accuracy, completeness and consistency. One very dissatisfied response was received for consistency.

Responses to this question were disaggregated by Titleholder and non-Titleholder respondents. This information is presented in Figure 5.

Figure 5. Respondent satisfaction with personal communication, by stakeholder type



Source: KPMG analysis

As indicated in above, Titleholders were more likely to be very satisfied across all domains, with non-Titleholders more likely to indicate they were somewhat satisfied.

Table 18. Respondent satisfaction with personal communication, 2015, 2016 & 2017 comparison - Proportion

	Very Satisfied			Somewhat Satisfied			Neither Satisfied nor Dissatisfied			Somewhat Dissatisfied			Very Dissatisfied		
(%)	2015	2016	2017	2015	2016	2017	2015	2016	2017	2015	2016	2017	2015	2016	2017
Up to date	*	66	64	*	27	33	*	5	3	*	2	0	*	0	0
Clear	*	51	47	*	44	42	*	2	8	*	2	3	*	0	0
Accessible	67	54	44	28	39	42	4	5	8	2	2	6	0	0	0
Accurate	61	63	50	35	24	31	2	10	11	2	2	8	0	0	0
Complete	58	54	42	37	39	42	4	5	8	2	2	8	0	0	0
Consistent	65	54	42	30	32	42	4	10	6	2	5	8	0	0	3
Timely	67	49	50	26	37	36	5	7	3	2	7	11	0	0	0

Source: KPMG analysis. Note rounding error. *this terminology not asked in this year

Stakeholder satisfaction overall with the quality of information received directly from NOPTA staff in the 2017 are overall high, as they have been in past years. However, 2017 results show a general downward trend in overall satisfaction from 2015 and 2016, with stakeholders somewhat less likely to indicate that they were very satisfied and somewhat more likely to indicate that they were somewhat satisfied, or that they were neither satisfied nor dissatisfied, compared to results in 2015 and 2016. A greater proportion of stakeholders were also likely to indicate that they were dissatisfied, particularly with the timeliness, accuracy, completeness and consistency of information, noting that the majority of respondents still indicated overall satisfaction with these.

Question 10

Question 10 asked Titleholders to consider the extent to which certain statements were true of their interactions when providing information to NOPTA.

Table 19. Satisfaction when providing information to NOPTA

	To a great extent		To some extent		Not at all		Total
	n	%	n	%	n	%	
The forms, templates and accompanying documentation are user friendly	8	30%	19	70%	0	0%	27
There are enough reporting templates available for your interactions with NOPTA	11	44%	14	56%	0	0%	25
NEATS is an appropriate portal	17	63%	10	37%	0	0%	27
The amount of time and effort you spent on providing this information (including applications) is reasonable	10	37%	14	52%	3	11%	27
The level of information required to be provided is reasonable	13	48%	12	44%	2	7%	27
You understand why NOPTA needs the information it asks for	11	41%	16	59%	0	0%	27
You understand what NOPTA does with the information you provide	6	22%	16	59%	5	19%	27

Source: KPMG analysis. Note denominator used was the total number of responses for each criteria not including 'can't say' responses. Note rounding error

Results compared to the 2016 survey are broadly similar in terms of responses regarding 'the forms, templates and accompanying documentation are user friendly', NEATS is an appropriate portal', and 'there are enough reporting templates available for your interactions with NOPTA' (Note that this question last year was slightly differently worded.)

Compared to 2016 (not shown here), in 2017 stakeholders who responded to the survey were less likely to indicate that the following were 'not at all' the case:

- 'the time and effort you spent on providing information is reasonable' – 11 per cent of respondents indicated this was not at all the case in 2017, compared to 19 per cent in 2016.
- 'the level of information required is reasonable' – 7 per cent of respondents indicated this was not at all the case in 2017, compared to 19 per cent in 2016.
- 'you understand why NOPTA needs the information it asks for – no respondent indicated this was 'not at all' the case in 2017, compared to 6 per cent of respondents in 2016.

19 per cent of stakeholders indicated that it was 'not at all' the case that they 'understand what NOPTA does with the information you provide', compared to 14 per cent in 2016.

Question 11

Question 11 asked respondents to consider whether the information they receive from NOPTA are: useful, up to date, clear, concise and timely.

Table 20. Satisfaction when receiving information from NOPTA

	To a great extent		To some extent		Not at all		Total
	n	%	n	%	n	%	
Useful	14	50%	13	46%	1	4%	28
Up-to-date	15	54%	13	46%	0	0%	28
Clear	10	36%	17	61%	1	4%	28
Concise	12	43%	15	54%	1	4%	28
Timely	10	36%	18	64%	0	0%	28

Source: KPMG analysis

In total, there were 28 responses to this question. Of these, 100 per cent of respondents indicated that the information they received from NOPTA in general was up-to-date and timely, with all but one respondent indicating this was also the case for information's usefulness, clarity, and conciseness.

Table 21. Satisfaction when receiving information from NOPTA 2016-2017

	To a great extent		To some extent		Not at all	
	2016	2017	2016	2017	2016	2017
Useful	64%	50%	36%	46%	0%	4%
Up-to-date	70%	54%	30%	46%	0%	0%
Clear	52%	36%	48%	61%	0%	4%
Concise	61%	43%	39%	54%	0%	4%
Timely	48%	36%	52%	64%	0	0%

Source: KPMG analysis

Compared to responses received in 2016, survey respondents in 2017 are less likely to indicate that the information had these attributes 'to a great extent' and more likely to indicate they were present 'to some extent'.

Question 12

Question 12 asked respondents to consider the extent to which certain statements were true of the information requests they received from NOPTA. (Question 12 was not asked in previous years.)

Table 22. Satisfaction with information requests from NOPTA

	To a great extent		To some extent		Not at all		Total
	N	%	n	%	n	%	
Coordinated with other related requests for information	10	36	16	57	2	7	28
Reasonable in terms of effort they require to address	10	36	17	61	1	4	28
Clear in terms of the information required	13	46	14	50	1	4	28

Source: KPMG analysis

In total, there were 28 responses to this question. Of these:

- Respondents generally agreed, to a great extent or to some extent, that requests were coordinated with other related requests for information (93 per cent); reasonable in terms of the effort they require to address (97 per cent); and clear in terms of the information required (96 per cent).
- 46 per cent of respondents (n=13) considered the information requests were clear in terms of the information required to a great extent.

Question 13

Question 13 asked respondents for free text suggestions about how information requests received from NOPTA could be improved. There were no responses received for this question. (Question 13 was not asked in previous years.)

Specific activities

Petroleum Title Applications

- Respondents with direct experience with NOPTA in relation to Petroleum Titles Applications were generally satisfied with the technical expertise of NOPTA staff, consistency of information received, overall level of effort, timeliness of decision-making and usefulness of guidance material and application forms relating to this process.
- Respondents were most likely to indicate that they were very satisfied in regards to technical expertise of NOPTA staff (52 per cent, n=13).
- Small numbers (n=2) of respondents indicated they were very dissatisfied (n=2) and somewhat dissatisfied (n=4) with the timeliness of decision making, and with the overall level of effort required from the company.

Data submission to NOPTA

- Respondents were generally satisfied with the indicated processes related to data submission to NOPTA.
- Respondents were most likely to indicate that they were very satisfied in regards to technical expertise of NOPTA staff (43 per cent, n=6).
- Stakeholders were generally 'somewhat' satisfied with the consistency of advice received from NOPTA, overall level of effort from your company, and timeliness related to this process.
- Very few respondents (7 per cent) were 'very satisfied' with the usefulness of guidance materials, with respondents typically (71 per cent, n=10) 'somewhat satisfied' with this.

Reporting Submission to NOPTA

- Respondents were generally satisfied with the indicated processes related to reporting Submission.
- Respondents were typically very satisfied with the technical expertise of NOPTA, consistency of information received, usefulness of guidance materials and overall level of effort required in this area.
- Satisfaction with the usefulness of ATARS guidance material and templates was the highest, with 52 per cent of respondents indicating they were 'very satisfied' with this.
- Respondent dissatisfaction was registered with the level of effort required; while 72 per cent of stakeholders were satisfied with this, 10 per cent (n=2) indicated they were somewhat dissatisfied.

Interactions relating to Field Development Plans and Applications for Production Rates of Recovery

Respondents who had been involved in these interactions were typically satisfied with the aspects of these interactions surveyed.

- 84 per cent of respondents indicated they were very or somewhat satisfied with the technical expertise of NOPTA staff in relation to this interaction.
- 66 per cent of respondents indicated the interaction had been very or somewhat useful.

Question 14

Respondents who had indicated that they had interacted with NOPTA in regards to a Petroleum Titles in question 3 were directed to Question 14 to indicate their level of satisfaction with NOPTA across a number of domains.

Table 23. Satisfaction with Petroleum Title interaction

	Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied		Total
	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%	
Technical expertise of NOPTA staff	13	52%	7	28%	3	12%	1	4%	1	4%	25
Consistency of advice received from NOPTA	10	40%	9	36%	3	12%	3	12%	0	0%	25
Overall level of effort required from your company	9	36%	6	24%	5	20%	3	12%	2	8%	25
Timeliness of decision-making	7	28%	8	32%	5	20%	3	12%	2	8%	25
Usefulness of guidance material and application forms	11	44%	6	24%	3	12%	4	16%	1	4%	25

Source: KPMG analysis. Note rounding error.

Of these responses:

- A majority of respondents indicated that they were very satisfied or somewhat satisfied across all domains.
- Respondents were most likely to indicate that they were very satisfied in regards to technical expertise of NOPTA staff (52 per cent, n=13).
- 6 per cent (n=2) of respondents indicated they were very dissatisfied and 13 per cent (n=4) indicated they were somewhat dissatisfied with the timeliness of decision making, and with the overall level of effort required from the company.

Question 15

Respondents who had indicated in that they had interacted with NOPTA in regards to a data submission (well data, survey data, etc.) were directed to question 15 to indicate their level of satisfaction with NOPTA across a number of criteria.

Table 24. Satisfaction with data submission interaction

	Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied		Total
	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%	
Technical expertise of NOPTA staff	6	43%	6	43%	1	7%	1	7%	0	0%	14
Consistency of advice received from NOPTA	3	21%	9	64%	2	14%	0	0%	0	0%	14
Overall level of effort required from your company	3	21%	8	57%	3	21%	0	0%	0	0%	14
Timeliness of decision-making	4	29%	8	57%	2	14%	0	0%	0	0%	14
Usefulness of guidance material	1	7%	10	71%	2	14%	1	7%	0	0%	14

Source: KPMG analysis

There were 14 responses to this question. Of these:

- Respondents were generally satisfied across all domains.
- Respondents were most likely to indicate that they were very satisfied in regards to technical expertise of NOPTA staff (43 per cent, n=6).
- Very few respondents (7 per cent) were ‘very satisfied’ with the usefulness of guidance materials, with respondents typically (71 per cent, n=10) ‘somewhat satisfied’ with this.
- One respondent indicated they were somewhat dissatisfied with each of the technical expertise of NOPTA staff, and usefulness of guidance information.

Question 16

Respondents who had indicated that they had interacted with NOPTA in regards to a reporting submission (Annual Title Assessment Report (ATAR), monthly production report, etc.) in question 3 were directed to Question 16 to indicate their level of satisfaction with NOPTA in regards to that interaction.

Table 25. Satisfaction with reporting submission interaction

	Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied		Total
	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%	
Technical expertise of NOPTA staff	8	38%	6	29%	7	33%	0	0%	0	0%	21
Consistency of advice received from NOPTA	7	33%	8	38%	5	24%	1	5%	0	0%	21
Overall level of effort required from your company	6	29%	9	43%	4	19%	2	10%	0	0%	21
Timeliness of decision-making	5	24%	8	38%	8	38%	0	0%	0	0%	21
Usefulness of guidance material and templates for monthly production reports	5	24%	6	29%	9	43%	1	5%	0	0%	21
Usefulness of guidance material and templates for ATARS	11	52%	6	29%	3	14%	1	5%	0	0%	21

Source: KPMG analysis

There were 21 responses to this question. Of these:

- A majority of respondents indicated that they were very satisfied or somewhat satisfied across all domains.
- Respondents were most likely to indicate that they were very satisfied in regards to the usefulness of guidance material and templates for ATARS (52 per cent, n=11)
- Two respondents indicated that they were somewhat dissatisfied with the overall level of effort required from the company.
- No respondents indicated that they were very dissatisfied across any of the domains.

Question 17

Question 17 asked respondents who indicated that they had submitted an ATAR in the past 12 months if they were aware that a template for this is available on the NOPTA website. (This question was not asked in previous years)

Table 26. Knowledge of the availability of the ATAR template on the NOPTA website

Total			
	n	%	
Yes	19	95%	20
No	1	5%	20

Source: KPMG analysis. Respondents to whom this question was not applicable have been removed from the analysis.

Of those respondents who indicated they had submitted an ATAR in the past 12 months, 95 per cent indicated they were aware that a template for this is available on the NOPTA website. One respondent indicated they were not aware of this template.

Question 18

Question 18 asked respondents if they had been involved in interactions prior to and during assessments of field development plans and applications for production rates of recovery. (This question was not asked in previous years).

Table 27. Involvement in field development plan and production rates of recovery application interactions

Total			
	n	%	
Yes	6	22%	27
No	21	78%	27

Source: KPMG analysis. Respondents to whom this question was not applicable have been removed from the analysis.

There were 27 responses to this question. Of these, 78 per cent of respondents indicated they had not been involved in interactions prior to and during assessments of field development plans and applications for production rates of recovery.

Question 19

Question 19 asked those respondents who had been involved in interactions prior to and during assessments of field development plans and applications for production rates of recovery, for their level of satisfaction with these activities. (This question was not asked in previous years).

Table 28. Satisfaction with reporting submission interaction

	Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied		Total
	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%	
Technical expertise of NOPTA staff	4	67%	1	17%	0	0%	1	17%	0	0%	6
The level of effort required from your company	1	17%	1	17%	3	50%	0	0%	1	17%	6
The usefulness of the interaction	2	33%	2	33%	1	17%	1	17%	0	0	6

Source: KPMG analysis

There were 6 responses to this question. Of these:

- 84 per cent of respondents indicated they were very or somewhat satisfied with the technical expertise of NOPTA staff in relation to this interaction.
- 66 per cent of respondents indicated the interaction had been very or somewhat useful.

NOPTA and its staff

NOPTA staff

- Respondents generally indicated a very high level of satisfaction with NOPTA's staff, particularly their approachability (59 per cent very satisfied), responsiveness (65 per cent very satisfied) and professionalism (73 per cent very satisfied).
- Most respondents were also 'very satisfied' with NOPTA staff's understanding of the operating environment of the oil and gas industry. However, 14 per cent indicated they were 'somewhat dissatisfied' or 'very dissatisfied' with this.
- Respondents were also satisfied with NOPTA staff's level of technical competence (84 per cent 'very' or 'somewhat satisfied').
- 73 per cent of respondents were very or somewhat satisfied with NOPTA's understanding of the current and emerging issues affecting the oil and gas industry. 19 per cent (n=7) of respondents indicated some level of dissatisfaction with NOPTA's understanding of the current and emerging issues affecting the oil and gas industry, of which 8 per cent of responses indicated they were 'very dissatisfied'.
- Titleholders were more likely to indicate that they are dissatisfied with the level of understanding NOPTA staff have of current and emerging issues facing the oil and gas industry. Outside of this area Titleholders are generally more likely to be very satisfied with NOPTA across the more technical and customer service domains than non-Titleholders.
- Comparison between the 2107 and 2016 indicates that stakeholders in 2017 were more likely to say they were either 'very satisfied' OR 'very dissatisfied' with NOPTA's understanding of the operating environment of the oil and gas industry; understanding of the current and emerging issues affecting the oil and gas industry; and level of technical competence, and correspondingly less likely to be 'somewhat satisfied'.

NOPTA as an organisation

- NOPTA as an organisation was favorably viewed on the characteristics measured. Respondents most commonly considered it to exhibit the following to a great extent:
 - Publicly accountable;
 - Committed to continuous improvement; and
 - Open and transparent.
- Most respondents (92 per cent) also considered NOPTA to be collaborative, responsive to business needs and engaging stakeholders, although 8 per cent considered they were not at all so.
- Responses in the 2016 were similar, although in 2017 stakeholders were slightly more likely to indicate NOPTA exhibited these characteristics 'somewhat' rather than 'to a great extent'.

Question 20

Question 20 asked respondents to rate their satisfaction with NOPTA's staff across a number of criteria.

Table 29. Satisfaction with NOPTA staff

	Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied		Total
	n	%	n	%	n	%	n	%	n	%	
Understanding of the operating environment of the oil and gas industry	20	54%	10	27%	2	5%	4	11%	1	3%	37
Understanding of the current and emerging issues affecting the oil and gas industry	16	43%	11	30%	3	8%	4	11%	3	8%	37
Level of technical competence	17	46%	14	38%	4	11%	0	0%	2	5%	37
Professionalism	27	73%	7	19%	2	5%	0	0%	1	3%	37
Approachability	22	59%	12	32%	2	5%	1	3%	0	0%	37
Responsiveness	24	65%	11	30%	1	3%	1	3%	0	0%	37

Source: KPMG analysis. Note rounding error.

In total there were 37 respondents to this question. Of these responses:

- 95 per cent (n=35) of respondents were very or somewhat satisfied with the responsiveness of NOPTA staff;
- 92 per cent (n=34) of respondents were very or somewhat satisfied with each of the professionalism and approachability of NOPTA staff, with 73 per cent of respondents (n=27) very satisfied with their professionalism.
- 73 per cent of respondents were very or somewhat satisfied with NOPTA's understanding of the current and emerging issues affecting the oil and gas industry. 19 per cent (n=7) of respondents indicated some level of dissatisfaction with NOPTA's understanding of the current and emerging issues affecting the oil and gas industry, of which 8 per cent of responses indicated they were 'very dissatisfied'.

These results were disaggregated by Titleholder and non-Titleholder stakeholder groups to identify any areas of difference.

Table 30. Satisfaction with NOPTA staff, Non-Titleholder responses only

	Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied		Total
	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%	
Understanding of the operating environment of the oil and gas industry	7	58%	4	33%	0	0%	1	8%	0	0%	12
Understanding of the current and emerging issues affecting the oil and gas industry	6	50%	5	42%	0	0%	1	8%	0	0%	12
Level of technical competence	5	42%	6	50%	0	0%	0	0%	1	8%	12
Professionalism	8	67%	3	25%	0	0%	0	0%	1	8%	12
Approachability	6	50%	5	42%	1	8%	0	0%	0	0%	12
Responsiveness	6	50%	5	42%	1	8%	0	0%	0	0%	12

Source: KPMG analysis. Note rounding error.

Table 31. Satisfaction with NOPTA staff, Titleholder responses only

	Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied		Total
	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%	
Understanding of the operating environment of the oil and gas industry	13	52%	6	24%	2	8%	3	12%	1	4%	25
Understanding of the current and emerging issues affecting the oil and gas industry	10	40%	6	24%	3	12%	3	12%	3	12%	25
Level of technical competence	12	48%	8	32%	4	16%	0	0%	1	4%	25
Professionalism	19	76%	4	16%	2	8%	0	0%	0	0%	25
Approachability	16	64%	7	28%	1	4%	1	4%	0	0%	25
Responsiveness	18	72%	6	24%	0	0%	1	4%	0	0%	25

Source: KPMG analysis. Note rounding error.

Disaggregation by Titleholder and non-Titleholder stakeholder groups indicates that Titleholders are more likely to indicate that they are dissatisfied with the level of understanding NOPTA staff have of current and emerging issues facing the oil and gas industry. Outside of this area Titleholders are generally more likely

to be very satisfied with NOPTA across the more technical and customer service domains than non-Titleholders.

Table 32. Satisfaction with NOPTA staff, 2015-2017 comparison. Proportion

(%)	Very Satisfied			Somewhat Satisfied			Neither Satisfied nor Dissatisfied			Somewhat Dissatisfied			Very Dissatisfied		
	2015	2016	2017	2015	2016	2017	2015	2016	2017	2015	2016	2017	2015	2016	2017
Understanding of the operating environment of the oil and gas industry	*	48	54	*	36	27	*	7	5	*	9	11	*	0	3
Understanding of the current and emerging issues affecting the oil and gas industry	*	32	43	*	36	30	*	16	8	*	16	11	*	0	8
Level of technical competence	63	39	46	34	48	38	2	7	11	2	7	0	0	0	5
Professionalism	88	77	73	11	23	19	2	0	5	0	0	0	0	0	3
Approachability	86	75	59	13	23	32	2	2	5	0	0	3	0	0	0
Responsiveness	75	64	65	20	30	30	4	7	3	2	0	3	0	0	0

Source: KPMG analysis. Note rounding error. * not asked in this year.

Comparison between the 2017 and 2016 surveys indicates that stakeholders in 2017 were more likely to say they were either 'very satisfied' OR 'very dissatisfied' with NOPTA's understanding of the operating environment of the oil and gas industry; understanding of the current and emerging issues affecting the oil and gas industry; and level of technical competence, and correspondingly less likely to be 'somewhat satisfied' (or 'neither satisfied nor dissatisfied'). In 2017, 43 per cent of stakeholders indicated they were 'very satisfied' with NOPTA's understanding of current and emerging issues affecting the oil and gas industry compared to 32 per cent of stakeholders in 2016; while eight per cent were 'very dissatisfied' in 2017, compared to no stakeholders in 2016.

Question 21

Question 21 asked respondents to consider the extent to which they believe NOPTA performs across a number of criteria.

Table 33. Overall NOPTA performance

	To a great extent		To some extent		Not at all		Total
	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%	
Open and transparent in its dealings	17	46%	18	49%	2	5%	37
Publicly accountable in publishing performance results	21	57%	16	43%	0	0%	37
Committed to continuous improvement	20	56%	15	42%	1	3%	36
Collaborative in its approach	18	49%	16	43%	3	8%	37
Responsive to business needs	12	33%	21	58%	3	8%	36
Engaging stakeholders to streamline, clarify or improve reporting requirements	14	39%	19	53%	3	8%	36

Source: KPMG analysis. Note rounding error.

Of these responses:

- 57 per cent (n=21) indicated that NOPTA was publicly accountable in publishing performance results to a great extent, with 43 per cent (n=16) to some extent.
- 56 per cent (n=20) indicated that NOPTA was committed to continuous improvement to a great extent, with 42 per cent (n=15) to some extent and 3 per cent (n=1) not at all.
- 49 per cent (n=18) indicated that NOPTA is collaborative in its approach to a great extent, with 43 per cent (n=16) to some extent and 8 per cent (n=3) not at all.
- 46 per cent (n=17) indicated that NOPTA was open and transparent in its dealings to a great extent, with 49 per cent (n=18) to some extent and 5 per cent (n=2) not at all.
- 33 per cent (n=12) indicated that NOPTA is responsive to business needs to a great extent, with 58 per cent (n=21) to some extent and 8 per cent (n=3) not at all.
- 39 per cent (n=14) indicated that NOPTA is engaging stakeholders to streamline, clarify or improve reporting requirements to a great extent, with 53 per cent (n=19) to some extent and 8 per cent (n=3) not at all.

These results were disaggregated by type of stakeholder to identify any patterns by stakeholder category.

Table 34. Overall NOPTA performance, non-Titleholder responses only

	To a great extent		To some extent		Not at all		Total
	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%	
Open and transparent in its dealings	5	42%	7	58%	0	0%	12
Publicly accountable in publishing performance results	8	67%	4	33%	0	0%	12
Committed to continuous improvement	7	58%	5	42%	0	0%	12
Collaborative in its approach	6	50%	6	50%	0	0%	12
Responsive to business needs	4	33%	8	67%	0	0%	12
Engaging stakeholders to streamline, clarify or improve reporting requirements	7	58%	4	33%	1	8%	12

Source: KPMG analysis. Note rounding error.

Table 35. Overall NOPTA performance, Titleholder responses only

	To a great extent		To some extent		Not at all		Total
	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%	
Open and transparent in its dealings	12	48%	11	44%	2	8%	25
Publicly accountable in publishing performance results	13	52%	12	48%	0	0%	25
Committed to continuous improvement	13	54%	10	42%	1	4%	24
Collaborative in its approach	12	48%	10	40%	3	12%	25
Responsive to business needs	8	32%	13	52%	3	12%	25
Engaging stakeholders to streamline, clarify or improve reporting requirements	7	28%	15	60%	2	8%	25

Source: KPMG analysis. Note rounding error.

Disaggregated analysis indicates that Titleholders are more likely to respond that NOPTA is ‘Not at all’ collaborative in its approach (n=3) or responsive to business needs (n=3), when compared to non-Titleholders.

Decision-making process

Information received by JAs

- JA respondents were generally satisfied with the information they received from NOPTA in terms of its accuracy, timeliness and completeness, and the consistency of the recommendations.
- One stakeholder indicated they were 'somewhat dissatisfied' with the information's accuracy; timeliness; and completeness.

Titles Administrator decisions

- Most (65 per cent, n=13) indicated that NOPTA's decisions that affect their business are always or often transparent. A few (30 per cent, n=4) felt that NOPTA's decisions were sometimes transparent and 3 respondents (15 per cent) felt that NOPTA's decision were rarely transparent.
- 65 per cent (n=13) felt that NOPTA's decisions were always or often justified with reference to the relevant legislations and guidelines. A few (30 per cent, n=6) felt that NOPTA's decisions were sometimes justified and 1 respondent (5 per cent) felt that NOPTA's decision were rarely justified.
- 60 per cent (n=15) indicated that NOPTA's decisions in regard to their business were always or often consistent. 40 per cent (n=8) felt that NOPTA's decisions were sometimes consistent, and one respondent indicated they considered that they 'rarely' were.
- 55 per cent (n=11) felt that decisions made were 'always' or 'often' predictable.
- Compared to results in 2016, Stakeholders in 2017 were more likely to indicate decisions were 'sometimes' justified, consistent and predictable, and less likely to indicate they were 'always' or 'often' so. Stakeholders were slightly more likely to indicate that decisions were 'always' transparent. They were also more likely to indicate that they were 'rarely' transparent.

Government partner view of NOPTA decision-making

- Government stakeholders who responded to the survey indicated a very high level of satisfaction with the transparency, consistency and predictability of NOPTA's decisions and the extent to which they were justified (with reference to the relevant legislation and guidelines).

Question 22

Question 22 asked representatives of JAs to rate their satisfaction with the information that NOPTA supplies to support JA decision making in terms of the information's accuracy, timeliness, completeness, and the consistency and supportability of NOPTA's recommendations.

Table 36. Joint Authority satisfaction with NOPTA decision making support

	Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied		Total
	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%	
Accuracy of the information received	6	86%	0	0%	0	0%	1	14%	0	0%	7
Timeliness of the information	4	57%	2	29%	0	0%	1	14%	0	0%	7
Completeness of the information	4	57%	2	29%	0	0%	1	14%	0	0%	7
Consistency of NOPTA's recommendations	3	43%	3	43%	1	14%	0	0%	0	0%	7
Supportability of NOPTA's recommendations	2	29%	3	43%	2	29%	0	0%	0	0%	7

Source: KPMG analysis

There were a total of 7 respondents from JA partners. Of these responses;

- 86 per cent (n=6) of stakeholders who responded indicated they were 'very satisfied' with the information's accuracy.
- 86 per cent of stakeholders indicated they were 'very satisfied' or 'somewhat satisfied' with the information's accuracy; timeliness; completeness' and the consistency of NOPTA's recommendations.
- One stakeholder indicated they were 'somewhat dissatisfied' with the information's accuracy; timeliness; and completeness.

Table 37. Joint Authority satisfaction with NOPTA decision making support, 2015-2016 comparison

(%)	Very Satisfied			Somewhat Satisfied			Neither Satisfied nor Dissatisfied			Somewhat Dissatisfied			Very Dissatisfied		
	2015	2016	2017	2015	2016	2017	2015	2016	2017	2015	2016	2017	2015	2016	2017
Accuracy of the information received	43	50	86	57	25	0	0	25	0	0	0	14	0	0	0
Timeliness of the information	57	50	57	43	25	29	0	25	0	0	0	14	0	0	0
Completeness of the information	43	50	57	57	25	29	0	25	0	0	0	14	0	0	0
Consistency of NOPTA's recommendations	75	75	43	20	0	43	4	25	14	2	0	0	0	0	0
Supportability of NOPTA's recommendations	57	25	29	29	50	43	14	25	29	0	0	0	0	0	0

Source: KPMG analysis. Note rounding error.

Compared to the 2016 survey, in 2017 stakeholders indicated a greater level of satisfaction with the accuracy of the information provided by NOPTA for JA decision-making.

Question 23

Question 23 asks Titleholders and Other stakeholders about the transparency, justification for, constancy and predictability of Titles Administrator decisions (i.e. Petroleum Special Prospecting Authorities; Access Authorities; Transfers and Dealings; and Release of Data). To do this the questions asked how often they considered that decisions could be said to meet each of these criteria.

Table 38. Titles Administrator decision making (non-government)

	Always		Often		Sometimes		Rarely		Never		Total
	n	%	n	%	n	%	n	%	n	%	
Transparent	7	35%	6	30%	4	20%	3	15%	0	0%	20
Justified, with reference to the relevant legislation and guidelines	8	40%	5	25%	6	30%	1	5%	0	0%	20
Consistent	5	25%	7	35%	8	40%	0	0%	0	0%	20
Predictable	3	15%	8	40%	8	40%	1	5%	0	0%	20

Source: KPMG analysis. Note denominator used to derive percentages does not include stakeholders who responded 'not applicable'. Rounding error.

Of these responses:

- Most (65 per cent, n=13) indicated that NOPTA's decisions that affect their business are always or often transparent. A few (30 per cent, n=4) felt that NOPTA's decisions were sometimes transparent and 3 respondents (15 per cent) felt that NOPTA's decision were rarely transparent.

- 65 per cent (n=13) felt that NOPTA's decisions were always or often justified with reference to the relevant legislations and guidelines. A few (30 per cent, n=6) felt that NOPTA's decisions were sometimes justified and 1 respondent (5 per cent) felt that NOPTA's decision were rarely justified.
- 60 per cent (n=15) indicated that NOPTA's decisions in regard to their business were always or often consistent. 40 per cent (n=8) felt that NOPTA's decisions were sometimes consistent, and one respondent indicated they considered that they 'rarely' were.
- 55 per cent (n=11) felt that decisions made were 'always' or 'often' predictable.

Table 39. Titles Administrator decision making (non-government), 201, 2016 & 2017 comparison, Proportions

(%)	Always			Often			Sometimes			Rarely			Never		
	2015	2016	2017	2015	2016	2017	2015	2016	2017	2015	2016	2017	2015	2016	2017
Transparent	25	33	35	56	44	30	11	15	20	6	7	15	3	0	0
Justified	49	37	40	35	44	25	16	15	30	0	4	5	0	0	0
Consistent	33	33	25	47	56	35	19	11	40	0	0	0	0	0	0
Predictable	19	15	15	50	4	40	31	42	40	0	0	5	0	0	0

Source: KPMG analysis

Compared to results in 2015 and 2016, in 2017 stakeholders were more likely to indicate that decisions were either 'always', 'sometimes' or 'rarely' transparent, and less likely to indicate they were 'often' transparent.

Stakeholders in 2017 were more likely to indicate decisions were 'sometimes' justified, consistent and predictable, and less likely to indicate they were 'always' or 'often' so.

Question 24

All government stakeholders (including JAs) were asked about the transparency, justification (with reference to the relevant legislation), consistency and predictability of decisions made by NOPTA in general. To do this the questions asked how often they considered that decisions could be said to meet each of these criteria.

Table 40. Titles Administrator decision making (government)

	Always		Often		Sometimes		Rarely		Never		Total
	n	%	n	%	n	%	n	%	n	%	
Transparent	2	20%	8	80%	0	0%	0	0%	0	0%	10
Justified (with reference to the relevant legislation and guidelines)	5	50%	4	40%	1	10%	0	0%	0	0%	10
Consistent	6	60%	3	30%	1	10%	0	0%	0	0%	10
Predictable	5	50%	4	40%	1	10%	0	0%	0	0%	10

Source: KPMG analysis

Government stakeholders who responded to the survey indicated a very high level of satisfaction with the transparency, consistency and predictability of NOPTA's decisions and the extent to which they were justified (with reference to the relevant legislation and guidelines).

There were 10 responses to this question. 100 per cent indicated they felt NOPTA's decision were always or often transparent; 90 per cent (n=9) indicated that NOPTA's decisions were always or often, justified (with reference to the relevant legislation and guidelines), consistent and predictable.

NOPTA's function and role

- Almost all Titleholders – 96 per cent – rated the time and effort they spend on compliance as reasonable to a great extent or to some extent, given the regulatory risk NOPTA manages.
- There was an increase in respondents who considered the time and effort they spend on compliance as reasonable 'to a great extent' from the last survey, with 56 per cent indicating this was the case in 2017, compared to 35 per cent in 2016 (54 per cent had considered this true to a great extent in 2015).
- 100 per cent of respondents consider that NOPTA makes a valuable contribution of the process of managing Australia's resources, with 64 per cent of Titleholder respondents considering this was true to a great extent.

Question 25

All non-government stakeholders were directed to question 25 to consider the extent to which they believe: the time and effort your company spends on complying with NOPTA administered functions is reasonable relative to the regulatory risk NOPTA manages, and NOPTA makes a valuable contribution to the process of managing Australia's resources.

Table 41. NOPTA's function and role (non-government)

	To a great extent		To some extent		Not at all		Total
	<i>n</i>	%	<i>N</i>	%	<i>n</i>	%	
The time and effort your company spends on complying with NOPTA administered functions is reasonable, relative to the regulatory risk NOPTA manages.	14	56%	10	40%	1	4%	25
NOPTA makes a valuable contribution to the process of managing Australia's resources	16	64%	9	36%	0	0%	25

Source: KPMG analysis. Note rounding error.

There were 25 responses to this question. Of these:

- 96 per cent of respondents (n=24) indicated that they felt 'the time and effort your company spends on complying with NOPTA administered functions is reasonable, relative to the regulatory risk NOPTA manages' to a great extent or to some extent, with one respondent responding 'not at all'.
- 100 per cent of respondents indicated that they felt that NOPTA makes a valuable contribution to the process of managing Australia's resources to a great extent or to some extent, with 64 per cent (n=16) responding to a great extent.

Question 26

All government stakeholders were directed to question 26 to consider the extent to which they believe NOPTA makes a valuable contribution to the process of managing Australia's resources.

Table 42. NOPTA's function and role (government)

	Count of respondents	Percentage
To a great extent	5	50%
To some extent	5	50%
Not at all	0	0%
Total	10	100%

Source: KPMG analysis

There were 10 responses to this question. 100 per cent of respondents indicated that they felt that NOPTA makes a valuable contribution to the process of managing Australia's resources to a great extent or to some extent, with 50 per cent (n=5) responding to a great extent.

Future improvements

Suggestions for improvement – general

- Five stakeholders mentioned the fees associated with NOPTA's operations, with the suggestion that more information could be provided regarding the method that NOPTA uses to set its costs and the causes of, or additional value delivered through, any fee increases. Several stakeholders noted that fees were of greater concern at a time of general industry downturn.
- Three stakeholders made suggestions regarding possible improvements to the availability or transparency of data provided to or by NOPTA.
- A few stakeholders also pointed out administrative processes they considered could be improved.

Suggestions for improvement – website-specific

- Stakeholders also made a number of specific suggestions for possible improvements to NOPTA's website in the areas of:
 - Web-based functionality for some existing paper-based forms and reports;
 - Automated alerts;
 - Additional guidelines and factsheets;
 - Payment functionality;
 - Mapping capability; and
 - Usability and intuitiveness.

Question 27

Question 27 asked respondents for any feedback specifically regarding the NOPTA website. The following suggestions have been excerpted from those received:

Table 43. Suggestions for NOPTA website improvements (free text)

Suggestions
<i>Include in the NEATS area when titles have been transferred from the original Title Holder to the next Title Holder.</i>
<i>Recently sent change of details forms and was given inconsistent advice from NOPTA which resulted in [senior staff] having to re-sign forms.</i>
<i>Ingress Agreements would be far more user-friendly and resource [efficient] to all concerned, if they could somehow be web-based forms. The current process of creating Agreements and having certain Titleholders spending an inordinate amount of time/effort on them for what ostensibly is a simple ingress request is frustrating and time consuming.</i>
<i>An alerts service that could be subscribed to would be handy to track changes to the forms. Currently they can change without notice – particularly the checklists.</i>
<i>User experience and accessibility – I often find it difficult to locate the information I am looking for even if I know what I need.</i>
<i>Title holder percentage interests are transparent and up-to-date via NEATS</i>
<i>Variation of title instruments easily accessible</i>
<i>More guidelines/fact-sheets on specific ambiguous areas e.g. well naming convention; multi-client seismic data submissions/reporting requirements.</i>
<i>Clearer submissions page with all assessment periods, applications etc. classified by title type or other.</i>
<i>Electronic payments by Credit Card for all types of payments – with the issuing of an email receipt</i>
<i>On-line application forms with inbuilt payment method and ability to attach documents, receive confirmation email.</i>

Suggestions

Form 2s are a bit onerous, i.e. need director's signature just to update a contact detail if someone moves on in the company, and the requirement to write back with a form to tell you we have become a titleholder when you grant us a title.

Improve the mapping capability within NEATS

Include details on when invoices have been issued, paid and the amount within the permit.

Participating interests should be shown.

Source: KPMG analysis

Question 28

Question 28 asked respondents for any additional feedback regarding NOPTA as a regulator, or broader issues related to NOPTA's regulatory framework. The following themes were identified (responses that touched on more than one theme have been counted more than once; positive or general comments, other than areas for improvement, are not counted in this table):

Table 44. NOPTA areas for improvement (free text)

Theme	Count
Amount & transparency of costs	5
Data requests & access (in and out)	3
Administrative burden	2
Guideline clarity	2
Unequal treatment for different players	2
More industry engagement	1

Source: KPMG analysis

There were a total of 20 responses to this question. Of these:

- Issues of the fees associated with NOPTA's operations were raised by five stakeholders. One suggested more information could be provided regarding the method that NOPTA uses to set its costs and the causes of, or additional value delivered through, any fee increases. Several stakeholders noted that this was of greater concern at a time of general industry downturn with one commenting that in such times NOPTA could also be looking to find efficiencies in its work so as to identify potential savings that could be passed on.
- Three stakeholders made comments regarding the availability or transparency of data provided to or by NOPTA. 'NOPTA needs to think about how its confidential information on resources could be used to advise government rather than [using] confidentiality clause in the regulations... as it is the only reliable source of information,' one commented. One noted that publishing the contact list had been 'great'.
- Two stakeholders made comments regarding administrative processes they considered could be streamlined. 'Ingress procedure is left to applicant, and can be a time-consuming nightmare,' one commented; another noted that applications could be 'subject of numerous requests for information... also it is not always clear why the additional information is being requested.'
- Guidelines were the specific subject of two suggestions, being that they should 'more clearly reflect minimum requirements of legislation' and that 'data submission guidelines need to be updated to be consistent with standard working environments with regard to products produced and media for submission'.
- Two stakeholders perceived that larger players had an advantage in their dealings with NOPTA and in relation to the regulatory framework in general.
- One stakeholder suggested that NOPTA to attempt to meet industry participants at all levels regularly. Another commented that NOPTA is 'very helpful and easily contactable on the telephone'.

Appendix A – Survey questionnaire

Private company	Government - JA member	Government – non-JA member
<p><i>Note to NOPTA: questions below will be asked of stakeholders in the categories above, as per their answer to streaming question 2.</i></p>		
<p>Introductory text</p>		
<p>1. Please check this box to acknowledge you understand that your response to this survey will be part of a de-identified dataset given to NOPTA and that you agree to participate in the survey.</p>		
<p>Streaming questions</p>		
<p>2. Are you a representative of:</p> <ul style="list-style-type: none"> – Commonwealth Government – State/Territory Government – A Titleholder – Other stakeholder 		
<p>3. In the last 12 months, have you interacted with NOPTA (including accessing the website) in relation to (choose all that apply):</p> <ul style="list-style-type: none"> – Petroleum Titles – Greenhouse Gas titles – Data submissions – Reporting submissions – Other – I have not had any interaction with NOPTA (including accessing the website) in this time. [END] <p><i>[Note: this question asks about the nature of your individual interactions with NOPTA. Your company may have had interactions with NOPTA on other issues]</i></p>	<p>4. In the last 12 months, in what capacity have you had any interactions (including accessing the website) with NOPTA?</p> <ul style="list-style-type: none"> – As Joint Authority representative – Capacity other than a Joint Authority representative – As both Joint Authority and other capacities – I haven't had any interaction with NOPTA (including accessing the website) in the last 12 months [END] 	
<p>5. Over the past 12 months, how often do you estimate you have interacted with NOPTA (not including accessing the website), on average?</p> <ul style="list-style-type: none"> – Daily – Weekly – Monthly – Less than monthly 		
<p>Information and data</p>		
<p>6. In the last 12 months, have you accessed information from NOPTA using any of the following methods? (Choose all that apply)</p>		

Private company	Government - JA member	Government – non-JA member
Note to NOPTA: questions below will be asked of stakeholders in the categories above, as per their answer to streaming question 2.		
<ul style="list-style-type: none"> – NOPTA Website (other than NEATS portal) [Y/N] (to #6 and 7) – Phone, email or face-to-face meeting [Y/N] (to #9) 		
<p>7. On the NOPTA website did you access:</p> <ul style="list-style-type: none"> – the Forms page? (e.g. notifications, nominations, applications for explorations permits, retention leases or production licenses) [Y/N] – Fact Sheets [Y/N] – Guidelines [Y/N] – Reporting templates (annual title assessment report, monthly production reports [Y/N] – Acreage Release information [Y/N] – Spatial Data and Maps [Y/N] – Open information relating to wells and/or surveys [Y/N] – Monthly Dashboard Summaries [Y/N] 		
<p>8. In general, thinking about the information you accessed from the NOPTA website, how satisfied or dissatisfied are you that the information is:</p> <ul style="list-style-type: none"> – Up-to-date? [VS/SS/NSND/SD/VD] – Clear? [VS/SS/NSND/SD/VD] – Accessible? [VS/SS/NSND/SD/VD] – Accurate? [VS/SS/NSND/SD/VD] – Complete? [VS/SS/NSND/SD/VD] – Consistent? [VS/SS/NSND/SD/VD] <p>[Very satisfied / somewhat satisfied / neither satisfied nor dissatisfied / somewhat dissatisfied / very dissatisfied]</p>		
<p>9. In general, thinking about the information you accessed from NOPTA by phone, email and in face-to-face meetings, how satisfied or dissatisfied are you that the information is:</p> <ul style="list-style-type: none"> – Up-to-date? [VS/SS/NSND/SD/VD] – Clear? [VS/SS/NSND/SD/VD] – Accessible? [VS/SS/NSND/SD/VD] – Accurate? [VS/SS/NSND/SD/VD] – Complete? [VS/SS/NSND/SD/VD] – Consistent? [VS/SS/NSND/SD/VD] – Timely? [VS/SS/NSND/SD/VD] 		
<p>10. In general, thinking about when you provide information to NOPTA, to what extent would you say:</p> <ul style="list-style-type: none"> – The forms, templates and accompanying documentation are user friendly [GE/SE/NAA] 	[not asked]	

Private company	Government - JA member	Government – non-JA member
<i>Note to NOPTA: questions below will be asked of stakeholders in the categories above, as per their answer to streaming question 2.</i>		
<ul style="list-style-type: none"> – There are enough reporting templates available for my interactions with NOPTA [GE/SE/NAA] – NEATS is an appropriate portal [GE/SE/NAA] – The amount of time and effort you spent on providing this information is reasonable [GE/SE/NAA] – The level of information required to be provided is reasonable [GE/SE/NAA] – You understand why NOPTA needs the information it asks for [GE/SE/NAA] – You understand what NOPTA does with the information you provide [GE/SE/NAA] <p>[To a great extent / to some extent / not at all / can't say]</p>		
<p>11. In general, thinking about when you receive information from NOPTA, to what extent would you say the advice you receive from NOPTA is:</p> <ul style="list-style-type: none"> – useful [GE/SE/NAA] – up-to-date [GE/SE/NAA] – clear [GE/SE/NAA] – concise [GE/SE/NAA] – timely [GE/SE/NAA] 	[not asked]	
<p>12. In general, thinking about when you receive information requests from NOPTA, to what extent would you say that these are:</p> <ul style="list-style-type: none"> – Coordinated with other related requests for information [GE/SE/NAA] 	[not asked]	

<i>Private company</i>	<i>Government - JA member</i>	<i>Government – non-JA member</i>
<i>Note to NOPTA: questions below will be asked of stakeholders in the categories above, as per their answer to streaming question 2.</i>		
<ul style="list-style-type: none"> – Reasonable in terms of effort they require to address [GE/SE/NAA] – Clear in terms of the information required [GE/SE/NAA] 		
<p>13. How could information requests you receive from NOPTA be improved?</p> <p>If possible please provide examples.</p>	[not asked]	
Specific activities		
<p>[WHERE IDENTIFIED IN #3]</p> <p>14. Thinking about your last interaction with NOPTA on a PETROLEUM TITLE APPLICATION, how satisfied or dissatisfied were you with the:</p> <ul style="list-style-type: none"> – <i>Technical expertise</i> of NOPTA staff [VS/SS/NSND/SD/VD] – <i>Consistency of information</i> received from NOPTA [VS/SS/NSND/SD/VD] – Overall level of <i>effort</i> required from your company [VS/SS/NSND/SD/VD] – <i>Timeliness</i> of decision-making [VS/SS/NSND/SD/VD] – Usefulness of guidance material and application forms [VS/SS/NSND/SD/VD] 	[not asked]	
<p>[WHERE IDENTIFIED IN #3]</p> <p>15. Thinking about your last interaction with NOPTA regarding DATA SUBMISSIONS (basic data etc), how satisfied or dissatisfied were you with the:</p>		

<i>Private company</i>	<i>Government - JA member</i>	<i>Government – non-JA member</i>
<i>Note to NOPTA: questions below will be asked of stakeholders in the categories above, as per their answer to streaming question 2.</i>		
<ul style="list-style-type: none"> – <i>Technical expertise</i> of NOPTA staff [VS/SS/NSND/SD/VD] – <i>Consistency of information</i> received from NOPTA [VS/SS/NSND/SD/VD] – <i>Overall level of effort</i> required from your company – <i>Usefulness</i> of guidance material [VS/SS/NSND/SD/VD] – <i>Timeliness</i> of decision-making [VS/SS/NSND/SD/VD] 		
<p>[WHERE IDENTIFIED IN #3] 16. Thinking about your last interaction with NOPTA in relation to a REPORTING SUBMISSION (ATAR, monthly production report etc.), how satisfied or dissatisfied were you with the:</p> <ul style="list-style-type: none"> – <i>Technical expertise</i> of NOPTA staff [VS/SS/NSND/SD/VD] – <i>Consistency of advice</i> received from NOPTA [VS/SS/NSND/SD/VD] – <i>Overall level of effort</i> required from your company – <i>Timeliness</i> of decision-making [VS/SS/NSND/SD/VD] – <i>Usefulness</i> of guidance material and templates for Monthly Production reports [VS/SS/NSND/SD/VD] – <i>Usefulness</i> of guidance material and templates for ATARS [VS/SS/NSND/SD/VD] 	[not asked]	
17. If you submitted an ATAR in the last 12 months were you aware	[not asked]	

Private company	Government - JA member	Government – non-JA member
Note to NOPTA: questions below will be asked of stakeholders in the categories above, as per their answer to streaming question 2.		
that a template is available on the NOPTA website? (Y/N)		
18. NOPTA has been increasing interaction prior to and during assessments of field development plans and applications for production rates of recovery. Have you been involved in such an interaction? (Y/N)	[not asked]	
[IF YES ABOVE] 19. Thinking about this interaction how satisfied or dissatisfied were you with: - Technical expertise of NOPTA staff [VS/SS/NSND/SD/VD] - The level of effort required from your company [VS/SS/NSND/SD/VD] - The usefulness of the interaction [VS/SS/NSND/SD/VD]	[not asked]	
NOPTA and its staff		
20. Thinking about the staff you deal with at NOPTA in general, how satisfied or dissatisfied are you with their: <ul style="list-style-type: none">– Understanding of the operating environment of the oil and gas industry? [VS/SS/NSND/SD/VD]– Understanding of the current and emerging issues affecting the oil and gas industry? [VS/SS/NSND/SD/VD]– Level of technical competence? [VS/SS/NSND/SD/VD]– Professionalism? [VS/SS/NSND/SD/VD]– Approachability? [VS/SS/NSND/SD/VD]– Responsiveness? [VS/SS/NSND/SD/VD]		
21. Thinking about NOPTA in general, to what extent would you say the organisation is: <ul style="list-style-type: none">– Open and transparent in its dealings? [GE/SE/NAA]– Publically accountable in publishing performance results? e.g. NOPTA Dashboard summaries, outcomes of reviews of NOPTA, NOPTA Annual report of activities etc. [GE/SE/NAA]– Committed to continuous improvement? [GE/SE/NAA]– Collaborative and consultative in its approach? [GE/SE/NAA]– Responsive to business needs? [GE/SE/NAA]– Engaging stakeholders to streamline, clarify or improve reporting requirements [GE/SE/NAA]		
Decision-making process		
	22. In relation to information you receive from NOPTA to support Joint Authority decision-making.	[not asked]

Private company	Government - JA member	Government – non-JA member
Note to NOPTA: questions below will be asked of stakeholders in the categories above, as per their answer to streaming question 2.		
	how satisfied or dissatisfied are you with the: <ul style="list-style-type: none">– Accuracy of the information received? [VS/SS/NSND/SD/VD]– Timeliness of the information? [VS/SS/NSND/SD/VD]– Completeness of the information? [VS/SS/NSND/SD/VD]– Consistency of NOPTA’s recommendations? [VS/SS/NSND/SD/VD]– Supportability of NOPTA’s recommendations? [VS/SS/NSND/SD/VD]	
23. In general, would you say that the Titles Administrator decisions (i.e. Petroleum Special Prospecting Authorities, Access Authorities, Transfers and Dealings, and Releases of Data) affecting your business are: <ul style="list-style-type: none">– Transparent [A/O/S/R/N]– Justified, with reference to the relevant legislation and guidelines? [A/O/S/R/N]– Consistent? [A/O/S/R/N]– Predictable? [A/O/S/R/N] <p>Always/often/sometimes/rarely/never</p>	24. In general, to what extent would you say that the decisions NOPTA makes are: <ul style="list-style-type: none">– Transparent [A/O/S/R/N]– Justified, with reference to the relevant legislation and guidelines? [A/O/S/R/N]– Consistent? [A/O/S/R/N]– Predictable? [A/O/S/R/N]	
NOPTA function and regulatory role		
25. To what extent would you say: <ul style="list-style-type: none">– The time and effort your company spends on complying with NOPTA-	26. To what extent would you say NOPTA makes a valuable contribution to the process of managing Australia’s resources? [GE/SE/NAA]	

Private company	Government - JA member	Government – non-JA member
<p><i>Note to NOPTA: questions below will be asked of stakeholders in the categories above, as per their answer to streaming question 2.</i></p>		
<p>administered functions is reasonable, relative to the regulatory risk NOPTA manages [GE/SE/NAA]</p> <p>– NOPTA makes a valuable contribution to the process of managing Australia’s resources. [GE/SE/NAA]</p>		
<p>Free text</p>		
<p>27. NOPTA is currently in the process of looking at ways to improve its website. Do you have any feedback for NOPTA that may assist in this process?</p>		
<p>28. Do you have any additional feedback for NOPTA?</p> <p><i>You can provide any comments that you have including broader issues related to NOPTA’s regulatory framework.</i></p>		

