



# Stakeholder Survey Report 2019

**National Offshore Petroleum Titles  
Administrator**

Final Report

July 2019

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# NOPTA Stakeholder Survey 2019

## RESPONSES

61

Highest number of responses in 2019



70%



Titleholders

16%



State/Territory government

8%



Commonwealth government

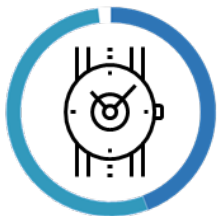
7%



Other

## KEY FINDINGS

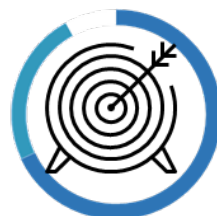
Stakeholder satisfaction continues to be high as it was in previous years



98%

### Time and Effort

Reasonable amount of time and effort spent on NOPTA administered functions



92%

### Accuracy of information

High satisfaction with the accuracy of information received from NOPTA



98%

### Valuable contribution

NOPTA makes a valuable contribution to managing Australia's resources



93%

### Technical expertise

High satisfaction with the technical expertise of NOPTA staff

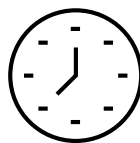
## FOCUS AREAS

1



Effort required for petroleum title applications

2



Timeliness of Title Administrator decisions

3



Improving portal interface

## Executive Summary

### About this survey

This 2019 survey of NOPTA's stakeholders repeated similar surveys undertaken in 2015, 2016 and 2017. The survey consists of questions for stakeholders related to NOPTA's performance in key areas. The specific goals of the 2019 stakeholder survey were to provide NOPTA with:

- A contemporary snapshot of NOPTA's performance in the opinion of surveyed stakeholders
- A comparison of NOPTA's performance, in the opinion of surveyed stakeholders, against results of the 2017 survey for timeliness, quality of communication, accessibility and responsiveness
- Stakeholder perceptions of NOPTA's performance against the key performance indicators (KPIs) associated with its Regulator Performance Framework<sup>1</sup> and
- Any further areas stakeholders identified for future improvement or action.

### Stakeholder consultation activities since last survey

#### Survey response

The survey was open from 6 May to 24 May 2019. In total, the survey was distributed to 151 Titleholders, Commonwealth, State/Territory government representatives and other stakeholders from 81 unique organisations. The overall response rate to the survey was 40 per cent. This is in comparison to the 2017 survey, which was distributed to 120 stakeholders and received 38 responses, for an overall response rate of 32 per cent.

Table 1. Response rate by stakeholder type

Stakeholder	Total sample		Responses	
	Sample	Percentage	Count	Percentage
A Titleholder	119	79%	43	70%
Commonwealth Government	20	13%	5	8%
State/Territory Government			9	15%
Other stakeholder	12	8%	4	7%
<b>Total</b>	<b>151</b>	<b>100%</b>	<b>61</b>	<b>100%</b>

Source: KPMG analysis

Of the total of 61 responses received, 70 per cent were Titleholders, 23 per cent were Commonwealth or State/Territory government representatives and 7 per cent were other stakeholders. This is in comparison to the 2017 survey where 68 per cent were Titleholders, 17 per cent were Commonwealth or State/Territory government representatives and 5 per cent were other stakeholders

<sup>1</sup>NOPTA website, <https://www.nopta.gov.au/joint-authorities.html> and <https://www.nopta.gov.au/about.html>. Accessed 13 June 2019.

Table 2. Respondents by stakeholder group, 2017 and 2019 comparison

Stakeholder	2017		2019	
	n	%	n	%
A Titleholder	26	68%	43	70%
State/Territory Government	5	13%	5	8%
Commonwealth Government	5	13%	9	15%
Other stakeholder	2	5%	4	7%
<b>Total</b>	<b>38</b>	<b>100%</b>	<b>61</b>	<b>100%</b>

Source: KPMG analysis

## Key findings

### The 2019 Stakeholder Survey had the largest number of respondents

Compared to the 2015, 2016 and 2017 surveys the 2019 survey had the largest number of respondents.

### Stakeholders again reported high overall levels of satisfaction with NOPTA

In 2019, stakeholders reported high overall levels of satisfaction across the domains of communication, data and reporting, title application processes and NOPTA's function and regulatory role.

### The 2019 Stakeholder Survey respondents were mainly titleholders

Of the 61 responses received, 70 per cent were Titleholders, 23 per cent were Commonwealth or State/Territory government representatives and 7 per cent were other stakeholders. Despite, this increase in responses, the distribution of stakeholder types remains similar to 2017, with the majority of responses received from Titleholders in 2019 (70 per cent) and 2017 (68 per cent).

### The amount and type of communication between NOPTA and its stakeholder's remains typically monthly, and a large proportion of this includes direct communication with NOPTA staff. This communication is typically by phone, email or face-to-face

Overall, both Titleholders and non-Titleholders were most likely to be in contact with NOPTA through phone, email or face-to-face meetings. The most common response for Titleholders was contact on a weekly basis (33 per cent) and for non-Titleholders on a monthly basis (47 per cent). However for both groups the majority of respondents selected that they were in contact monthly or less than monthly (56 per cent for non-Titleholders and 87 per cent for Titleholders). This distribution is similar to 2017.

A large proportion of interactions with NOPTA includes direct communication with NOPTA staff members. Internet-based information mechanisms were also highly used by respondents, particularly Titleholders, who were frequent users of the NOPTA website and the National Electronic Approvals Tracking System (NEATS) portal.

Respondents were highly satisfied with the information accessed from the NEATS portal. When asked about future NEATS portal enhancements, over 80 per cent of eligible respondents rated the interactive maps, online submissions of data reporting, and Titleholder reporting and tracking, as key areas of improvement to a great extent or to some extent. These results align with some views expressed in the free-text comment section, suggesting a potential focus area for NOPTA.

Respondents generally reported being very satisfied or somewhat satisfied that the information accessed from the NOPTA website was up to date (91 per cent), clear (86 per cent), accessible (91 per cent), accurate (84 per cent), complete (84 per cent) and consistent (80 per cent).

### **Respondents were generally highly satisfied with NOPTA's data and reporting processes**

Respondents were mostly very satisfied or somewhat satisfied by their interactions with NOPTA across various domains. Respondents rated their last interaction regarding data submissions highly.

NOPTA's stakeholders overall report high levels of satisfaction in relation to their reporting obligations. With stakeholders most likely to be somewhat satisfied (51 per cent) with the overall level of effort required from their company.

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 technical competence, with over 90 per cent very satisfied (71 per cent) or somewhat satisfied (21 per cent) with the technical expertise of NOPTA staff.

### **Respondents were generally highly satisfied with NOPTA decision-making processes**

Respondents were highly satisfied with the process of accessing and receiving information from NOPTA. There was a high-level of 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 2017 survey.

Specifically:

- In relation to information received to support Joint Authority (JA) decision making, respondents were most likely to be very satisfied with the information received.
- Respondents were mostly satisfied with their last interaction with NOPTA in relation to a petroleum title application, with over half of all respondents indicating they were either very satisfied or somewhat satisfied. A focus area for NOPTA regarding petroleum title applications, may be in the areas of overall level of effort required from companies. A number of respondents (27 per cent) indicated that they were neither satisfied nor dissatisfied, somewhat dissatisfied or very dissatisfied with the overall effort required from their company.
- Respondents were most likely to indicate that JA decisions affecting their business are often clear (59 per cent) transparent (52 per cent) and consistent (41 per cent). A focus area regarding JA decisions may be in the areas of predictability and timeliness as the majority stakeholders responded that JA decisions affecting their business were sometimes, rarely or never predictable (51 per cent) or timely (55 per cent).

### **NOPTA remains highly regarded for the value of its role and function**

Nearly all (98 per cent) respondents considered that NOPTA makes a valuable contribution to the process of managing Australia's resources, with almost two-thirds of respondents considering this was true to a great extent.

### **Respondents were complimentary of NOPTA's role, administration and communications**

A number of complimentary comments and some suggestions for improvements were provided in the free text section of the survey regarding NOPTA's role, administration and communications.

## Background and introduction

KPMG was engaged by the National Offshore Petroleum Titles Administrator (NOPTA) to undertake its 2019 survey of the satisfaction of its clients and stakeholders. This survey follows 2015, 2016 and 2017 surveys of clients and stakeholders, also conducted by KPMG. Analysis in this report only includes comparisons to 2017. 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

NOPTA, also known as the Titles Administrator, is appointed by the Secretary of the Department of Industry, Innovation and Science (the Department) under section 695A of the *Offshore Petroleum and Greenhouse Gas Storage Act 2006* (OPGGGS Act). NOPTA was established on 1 January 2012 as part of the Australian Government's regulatory reform program for the Commonwealth offshore oil and gas industry.

The primary purpose of NOPTA is to advise on and administer the OPGGS Act for Australia's offshore petroleum titles regime, to support the effective regulation of Australia's offshore oil and gas resources consistent with good oil field practice and optimum resource recovery.

Consistent with the OPGGS Act and associated regulations, NOPTA's functions include:

- Advising the responsible Commonwealth Minister (both as a member of the Joint Authority (JA) and otherwise) and State and Northern Territory Ministers of the JA and their delegates
- The day-to-day administration of offshore petroleum titles in Commonwealth waters in accordance with the OPGGS Act and associated regulations
- Maintaining a public register of Commonwealth offshore petroleum and greenhouse gas titles
- Ensuring petroleum resource management is undertaken in accordance with the principles of good oilfield practice
- Implementing effective field performance monitoring strategies in order to secure optimum petroleum recovery for the benefit of the Australian community
- In partnership with Geoscience Australia and the Western Australian Geological Survey, maintaining the National Offshore Petroleum Data and Core Repository (NOPDCR)
- Collecting levies and fees in accordance with government policy and NOPTA's approved Cost Recovery Impact Statement (CRIS)
- Maintaining a special account consistent with the requirements of the Public Governance, Performance and Accountability Act 2013 (PGPA Act).

The JA is the decision-makers for the granting of the petroleum titles that underpin petroleum exploration and development – exploration permits, retention leases and production licenses. NOPTA provides advice and recommendations in relation to these decisions. All communication to or from the JA occurs through NOPTA.

NOPTA has the authority to grant short-term titles (petroleum access authority and petroleum special prospecting authority) and approves certain commercial arrangements known as transfers and dealings.

## NOPTA's performance requirements

NOPTA's compliance and enforcement approach is underpinned by five principles<sup>2</sup>:

- Helpfulness
- Accountability
- Transparency
- Consistency
- Efficiency.

These principles are reflected in NOPTA's key performance indicators (KPIs), which are as follows<sup>3</sup>:

- 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

**NOPTA interaction:** covered 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

**Data and reporting:** covered respondents' level of satisfaction with their last interaction with NOPTA pertaining to data and reporting obligations

**Title application process:** gauged respondents' level of satisfaction with the decision-making processes of which NOPTA is part, recognising certain decisions pertaining to petroleum title applications and title administration

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<sup>2</sup> *ibid.*

<sup>3</sup> NOPTA Corporate Plan 2017-2019



**NOPTA function and regulatory role:** asked respondents about information requests, and to what extent NOPTA makes a valuable contribution to the management of Australia's natural resources in line with the risk it manages

**Free text:** provided respondents the opportunity to provide any additional comments or feedback.

## Modifications since the 2017 survey

Many of the questions used in the 2017 survey were retained for the 2019 survey. This enabled comparison across time periods. In minimising the response burden on participants, two questions previously asked in 2017 were not asked in 2019. These two questions related to interactions with NOPTA over the last 12 months.

There were ten new questions added to the survey, presented at Appendix C. These questions were added to better reflect the industry landscape in 2019 and NOPTA's operations. These questions related to NOPTA maintaining an industry profile, the NEATS Industry portal, data related authorisations and free text fields for respondents to further elaborate on their response.

## Survey implementation

An email containing a link to the survey was sent by KPMG to 151 stakeholders on 6 May 2019. The survey was originally open for two weeks. During this time, a reminder email to complete the survey was sent to participants. To maximise the opportunity for all stakeholders to participate and help improve NOPTA's performance, the survey window was extended to 24 May 2019. In accommodating this, an email to inform stakeholders of the extension was sent. This was followed by another reminder email to complete the survey which was sent 24 hours before survey close out.

The full survey questionnaire is provided in Appendix A.

## Detailed survey responses

### Demographic details

This section was comprised of consent and demographic questions. The demographic question sought to understand the stakeholder group the respondents was representing. Based on the response to this question, stakeholders were displayed questions relative to their stakeholder group only.

#### **Response rates**

- The overall response rate to the survey was 40 per cent (n=61).
- A total of 61 responses were received of which 70 per cent were from Titleholders, 8 per cent were from Commonwealth government representatives, 15 per cent were from State/Territory government, and 7 per cent were from other stakeholders.
- There was an increase in the overall number of respondent's compared to 2017. The distribution of stakeholder types remains similar across the two years, with the majority of responses received from Titleholders in 2019 (70 per cent) and 2017 (68 per cent).

Question 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.

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

#### Question 2: Are you a representative of:

- Question two was asked in 2017 and 2019 and applied to all stakeholders.
- A sample of 151 stakeholders were invited to participate in the survey, representing Titleholders (n=119), Government (n=20), and other stakeholders (n=12). There were a total of 61 responses received of which 70 per cent were from Titleholders, 8 per cent were from Commonwealth government representatives, 15 per cent were from State/Territory government, while 7 per cent were from other stakeholders.<sup>4</sup>
- In 2019, the survey received 61 responses, which is the largest number of responses to date. This is in comparison to 2017, which received 38 responses. The distribution of stakeholder types remains similar across the two years, with the majority of responses received from Titleholders in 2019 (70 per cent) and 2017 (68 per cent).
- The distribution for each area of representation is outlined in Table 3 and Table 4 below.

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<sup>4</sup> Note: due to rounding to the nearest per cent some breakdowns may not sum to 100 per cent.

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

Stakeholder	Total sample		Responses	
	n	%	n	%
A Titleholder	119	79%	43	70%
Commonwealth Government	20	13%	5	8%
State/Territory Government			9	15%
Other stakeholder	12	8%	4	7%
<b>Total</b>	<b>151</b>	<b>100%</b>	<b>61</b>	<b>100%</b>

Source: KPMG analysis

Table 4. Respondents by stakeholder group, 2017 and 2019 comparison

Stakeholder	2017		2019	
	n	%	n	%
A Titleholder	26	68%	43	70%
State/Territory Government	5	13%	5	8%
Commonwealth Government	5	13%	9	15%
Other stakeholder	2	5%	4	7%
<b>Total</b>	<b>38</b>	<b>100%</b>	<b>61</b>	<b>100%</b>

Source: KPMG analysis

## NOPTA Interaction

This section covered how respondents access and receive information from and provide information to NOPTA. In addition to their satisfaction with various aspects of these processes.

### **Channels of communication with NOPTA**

- Respondents were most likely to interact with NOPTA on a monthly basis (41 per cent).
- The 2019 results are broadly similar to those reported in 2017.
- Majority of respondents indicated that NOPTA maintains an appropriate profile with its stakeholders with regard to communicating and explaining its strategic direction, plans and outcomes, to a great extent or some extent (80 per cent).

### **Accessing and receiving information from NOPTA**

- Respondents most frequent method of interaction with NOPTA was through phone, email or face-to-face meeting (84 per cent)
- Both non-Titleholder and Titleholders were most likely to use phone, email or face-to-face meetings to interact with NOPTA.
- Respondents overall were very satisfied that the information received through phone, email or face-to-face communication was up to date (68 per cent), accurate (68 per cent), complete (62 per cent), accessible (58 per cent), consistent (58 per cent), timely (56 per cent) and clear (56 per cent).
- Respondents generally reported being very satisfied or somewhat satisfied that the information accessed from the NOPTA website was up to date (91 per cent), clear (86 per cent), accessible (91 per cent), accurate (84 per cent), complete (84 per cent) and consistent (80 per cent).
- Respondents indicated a high level of satisfaction with information accessed from NEATS, with 80 per cent of all responses between all domains distributed across the very satisfied and some satisfied domains.

### Question 3: Over the past 12 months, how often do you estimate you have interacted with NOPTA (not including accessing the website), on average?

- Question 3 was asked in 2017 and 2019 and applied to all stakeholders.
- Respondents were most likely to interact with NOPTA on a monthly basis (41 per cent), followed by a less than monthly basis (36 per cent). See Table 5.
- Responses to this question were disaggregated by non-Titleholders and Titleholder respondents, to identify any differences between the stakeholder groups. The most common response from non-Titleholders was a monthly interaction with NOPTA (47 per cent) while the most common response for Titleholders was weekly (33 per cent). See Table 6.
- The 2019 results are broadly similar to those reported in 2017, confirming that stakeholders are slightly less likely to have monthly and less than monthly interactions than in 2017. See Table 7.

Table 5. Frequency of respondent interaction with NOPTA

Frequency	Count	Percentage
	n	%
Daily	2	3%
Weekly	10	16%
Monthly	25	41%
Less than monthly	22	36%
Not at all	2	3%
<b>Total</b>	<b>61</b>	<b>100%</b>

Source: KPMG analysis

Table 6. Frequency of interaction, by stakeholder type

Frequency	Non-titleholder		Titleholder	
	n	%	n	%
Daily	0	0%	0	0%
Weekly	6	33%	4	9%
Monthly	5	28%	20	47%
Less than monthly	5	28%	17	40%
Not at all	2	11%	2	5%
<b>Total</b>	<b>18</b>	<b>100%</b>	<b>43</b>	<b>100%</b>

Source: KPMG analysis.

Table 7. Frequency of interaction, 2017 and 2019 comparison

Frequency	2017		2019	
	n	%	n	%
Daily	2	5%	2	3%
Weekly	6	16%	10	16%
Monthly	18	47%	25	41%
Less than monthly	12	37%	22	36%
Not at all	*	*	2	3%
<b>Total</b>	<b>38</b>	<b>100%</b>	<b>61</b>	<b>100%</b>

Source: KPMG analysis. Note: \* indicates that this option was not available in the 2017 survey

Question 4: In general, does NOPTA maintain an appropriate profile with its stakeholders, for example with regard to communicating and explaining its strategic direction, plans and outcomes?

- Question 4 was asked in 2017 and 2019 and applied to all stakeholders.

- The majority of respondents indicated that NOPTA maintains an appropriate profile with its stakeholders to a great extent or some extent (80 per cent).
- The distribution is outlined in Table 8.

Table 8. Extent to which NOPTA maintains an appropriate profile

Response	Count	Percentage
	n	%
To a great extent	17	28%
To some extent	32	52%
Not at all	5	8%
Can't say	7	11%
<b>Total</b>	<b>61</b>	<b>100%</b>

Source: KPMG analysis

### Question 5: In the last 12 months, have you accessed information from NOPTA using any of the following methods?

- Question 5 was asked in 2017 and 2019 and applied to all stakeholders. Respondents were able to select multiple options for this question.
- Respondents' most frequent method of interaction with NOPTA was through telephone, email or face-to-face meeting (84 per cent), followed by the NOPTA website (other than NEATS portal (72 per cent). See Table 9.
- Responses to this question were disaggregated by non-Titleholder and Titleholder respondents, to identify any difference between the stakeholder groups. Both non-Titleholder and Titleholders were most likely to use phone, email or face-to-face meetings to interact with NOPTA. See Table 10.
- Response distribution to this question were similar in 2017 and 2019. See Table 11.

Table 9. Frequency of respondent interaction with NOPTA

Method	Count	Percentage
	n	%
Phone, email or face-to-face meeting	51	84%
NOPTA Website (other than NEATS portal)	44	72%
NEATS portal	37	61%

Source: KPMG analysis. Note: The denominator used to derive these percentages is 61

Table 10. Methods used to access information from NOPTA, by stakeholder

Method	Non-Titleholder		Titleholder	
	n	%	n	%
Phone, email or face-to-face meeting	14	78%	37	86%
NOPTA Website (other than NEATS portal)	11	61%	33	77%
NEATS portal	11	61%	26	60%

Source: KPMG analysis. Note: The denominator used to derive these percentages is 18 for Non-Titleholders and 43 for Titleholders

Table 11. Methods used to access information from NOPTA, 2017 and 2019 comparison

Method	2017		2019	
	n	%	n	%
Phone, email or face-to-face meeting	36	97%	51	84%
NOPTA Website (other than NEATS portal)	32	86%	44	72%
NEATS portal	*	*	37	61%

Source: KPMG analysis. Note: \* indicates that this option was not available in the 2017 survey. The denominator used to derive these percentages in 2017 is 37 and in 2019 is 61

Question 6: In general, thinking about the information you received from NOPTA by phone, email and in face-to-face meetings, how satisfied or dissatisfied are you that the information is:

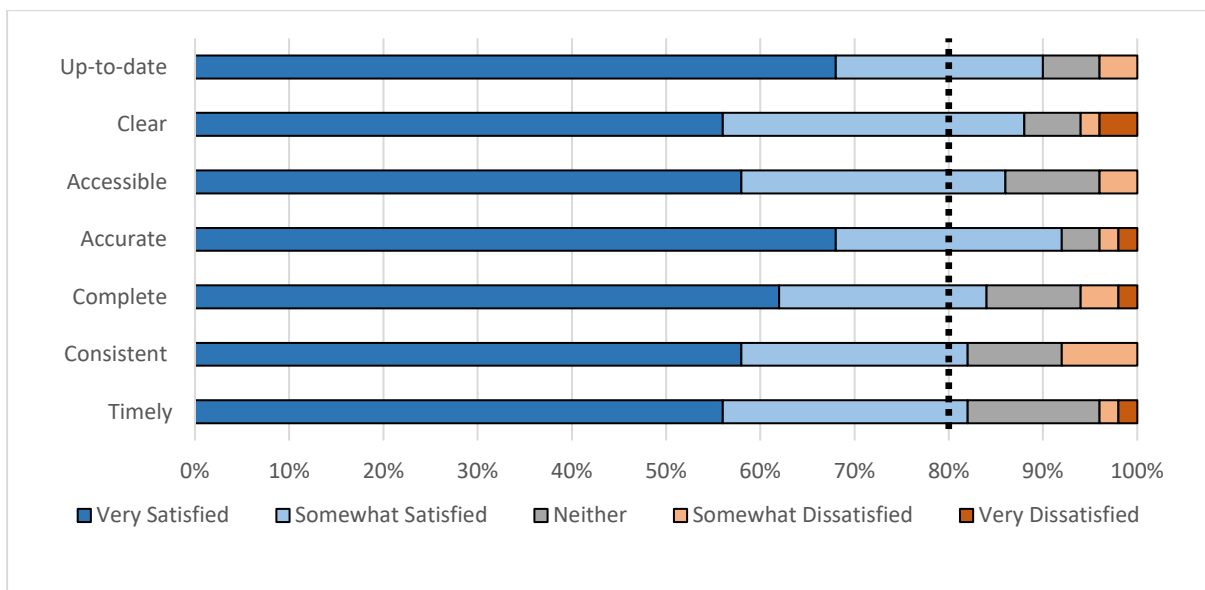
- Question 6 was asked in 2017 and 2019. Respondents who indicated that they had telephone, email or face-to-face meeting communication with NOPTA in Question 5 were directed to Question 6.
- Respondents overall were very satisfied that the information received through telephone, email or face-to-face communication was up to date (68 per cent), accurate (68 per cent), complete (62 per cent), accessible (58 per cent), consistent (58 per cent), timely (56 per cent) and clear (56 per cent). See Table 12 or Figure 1.
- Respondent satisfaction regarding information received from NOPTA in 2019 is high, as it was in 2017. The 2019 results show an overall increase in respondents who are very satisfied across all response options when compared to 2017 results. See Table 13.

Table 12. Respondent satisfaction with personal communication

	Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied		Total
	n	%	n	%	n	%	n	%	n	%	
Up to date	34	68%	11	22%	3	6%	2	4%	0	0%	50
Clear	28	56%	16	32%	3	6%	1	2%	2	4%	50
Accessible	29	58%	14	28%	5	10%	2	4%	0	0%	50
Accurate	34	68%	12	24%	2	4%	1	2%	1	2%	50
Complete	31	62%	11	22%	5	10%	2	4%	1	2%	50
Consistent	29	58%	12	24%	5	10%	4	8%	0	0%	50
Timely	28	56%	13	26%	7	14%	1	2%	1	2%	50

Source: KPMG analysis. Note: The denominator used to derive these percentages is listed in the Total column

Figure 1. Respondent satisfaction with personal communication, chart<sup>5</sup>



Source: KPMG analysis

<sup>5</sup> NOPTA uses an internal benchmark of 80 per cent stakeholder satisfaction (black dotted line) to help identify domains that may require more focus.



Table 13. Respondent satisfaction with personal communication, 2017 and 2019 comparison

(%)	Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied	
	2017	2019	2017	2019	2017	2019	2017	2019	2017	2019
Up-to-date	64%	68%	33%	22%	3%	6%	0%	4%	0%	0%
Clear	47%	56%	42%	32%	8%	6%	3%	2%	0%	4%
Accessible	44%	58%	42%	28%	8%	10%	6%	4%	0%	0%
Accurate	50%	68%	31%	24%	11%	4%	8%	2%	0%	2%
Complete	42%	62%	42%	22%	8%	10%	8%	4%	0%	2%
Consistent	42%	58%	42%	24%	6%	10%	8%	8%	3%	0%
Timely	50%	56%	36%	26%	3%	14%	11%	2%	0%	2%

Source: KPMG analysis

### Question 7: In general, thinking about the information you accessed from the NOPTA website, how satisfied or dissatisfied are you that the information is:

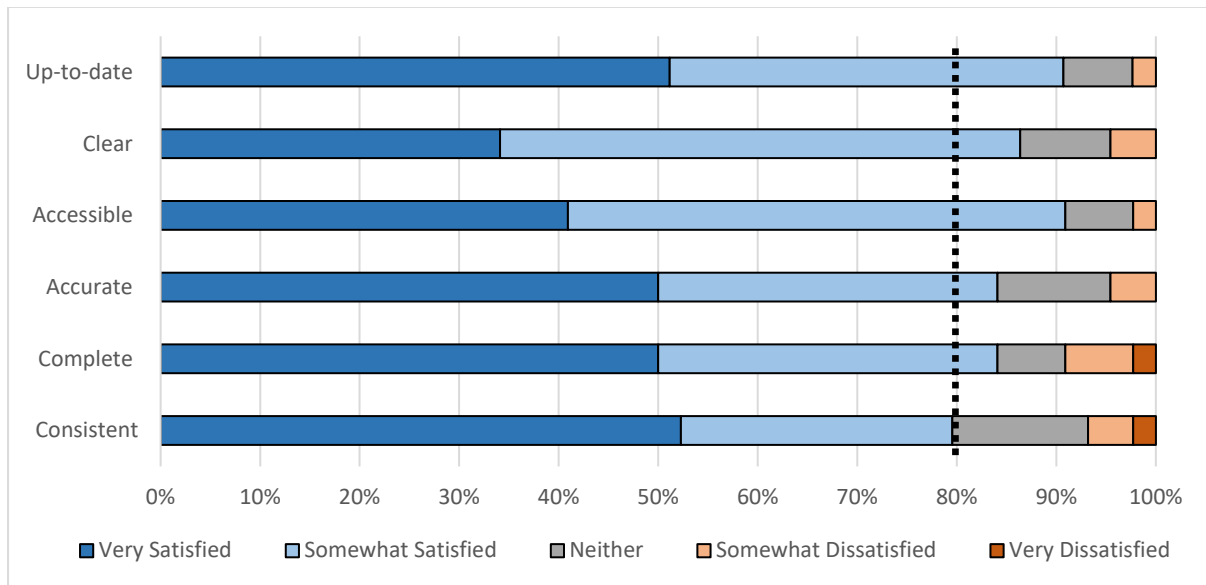
- Question 7 was asked in both 2017 and 2019. Respondents who indicated that they had accessed information from the NOPTA website in Question 5 were directed to Question 7.
- Respondents generally reported being very satisfied or somewhat satisfied that the information was up to date (91 per cent), clear (86 per cent), accessible (91 per cent), accurate (84 per cent), complete (84 per cent) and consistent (80 per cent). See Table 14 or Figure 2.
- Respondent satisfaction overall with the quality of information accessed from the NOPTA website in 2019 is high, as it was in previous years. See Table 15.

Table 14. Satisfaction with the information from NOPTA's website

	Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied		Total
	n	%	n	%	n	%	n	%	n	%	
Up to date	22	51%	17	40%	3	7%	1	2%	0	0%	43
Clear	15	34%	23	52%	4	9%	2	5%	0	0%	44
Accessible	18	41%	22	50%	3	7%	1	2%	0	0%	44
Accurate	22	50%	15	34%	5	11%	2	5%	0	0%	44
Complete	22	50%	15	34%	3	7%	3	7%	1	2%	44
Consistent	23	52%	12	27%	6	14%	2	5%	1	2%	44

Source: KPMG analysis. Note: The denominator used to derive these percentages is listed in the Total column

Figure 2. Satisfaction with the information from NOPTA's website, chart



Source: KPMG analysis.

Table 15. Satisfaction with the information from NOPTA's website, 2017 and 2019 comparison, Proportion

Category	Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied	
	2017	2019	2017	2019	2017	2019	2017	2019	2017	2019
Up-to-date	59%	51%	31%	40%	9%	7%	0%	2%	0%	0%
Clear	31%	34%	50%	52%	16%	9%	3%	5%	0%	0%
Accessible	47%	41%	38%	50%	9%	7%	3%	2%	3%	0%
Accurate	50%	50%	38%	34%	9%	11%	3%	5%	0%	0%
Complete	50%	50%	31%	34%	16%	7%	3%	7%	0%	2%
Consistent	56%	52%	28%	27%	16%	14%	0%	5%	0%	2%

Source: KPMG analysis

Question 8: In general, thinking about the information you accessed from NEATS, how satisfied or dissatisfied are you that the information is:

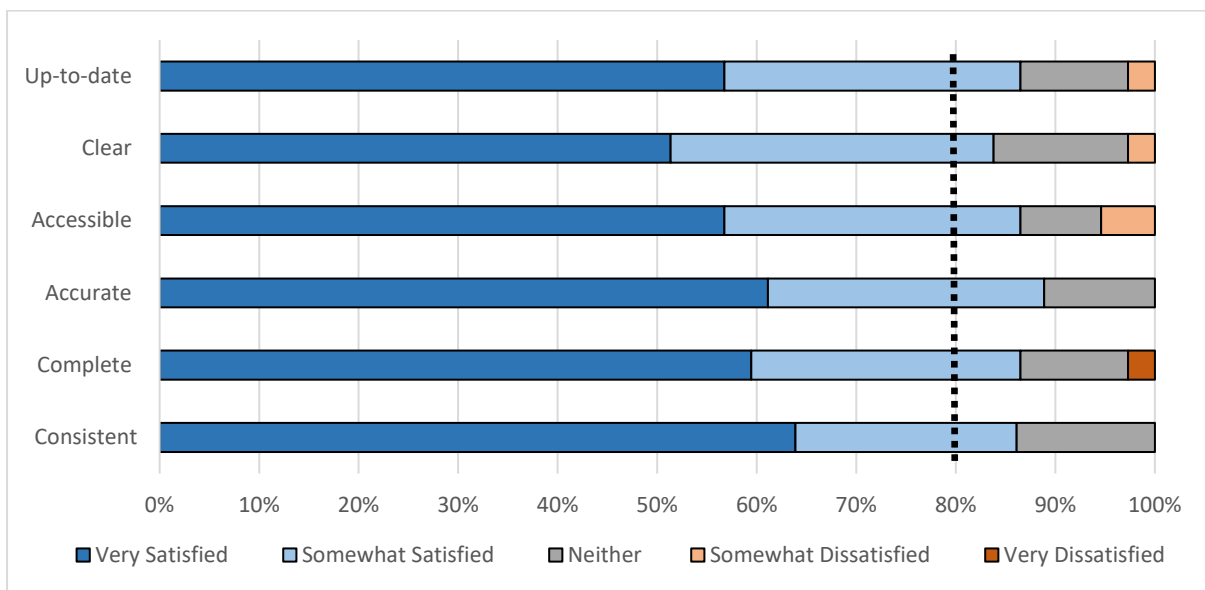
- Question 8 was a new question in 2019. Respondents who indicated that they had accessed NEATS in Question 5 were directed to Question 8.
- Respondents indicated a high level of satisfaction with information accessed from NEATS, with 80 per cent of all responses between all domains distributed across the very satisfied and some satisfied domains. See Table 16 or Figure 3.

Table 16. Level of satisfaction with information accessed from NEATS

	Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied		Total
	n	%	n	%	n	%	n	%	n	%	
Up to date	21	57%	11	30%	4	11%	1	3%	0	0%	37
Clear	19	51%	12	32%	5	14%	1	3%	0	0%	37
Accessible	21	57%	11	30%	3	8%	2	5%	0	0%	37
Accurate	22	61%	10	28%	4	11%	0	0%	0	0%	36
Complete	22	59%	10	27%	4	11%	0	0%	1	3%	37
Consistent	23	64%	8	22%	5	14%	0	0%	0	0%	36

Source: KPMG analysis. Note: The denominator used to derive these percentages is listed in the Total column

Figure 3. Level of satisfaction with information accessed from NEATS, chart



Source: KPMG analysis

### Question 9: Thinking about the NEATS industry portal, what do you consider to be the key areas for improvement?

- Question 9 was a new question in 2019 and was only asked of Titleholders (n=43).
- Response options varied across key areas for improvements to the NEATS industry portal. Respondents were most likely to indicate agreement that enhancements to the interactive maps, online submissions of data reporting and Titleholder reporting and tracking in NEATS are required. For example, for enhancements to the interactive maps, 91 per cent of Titleholders responded to

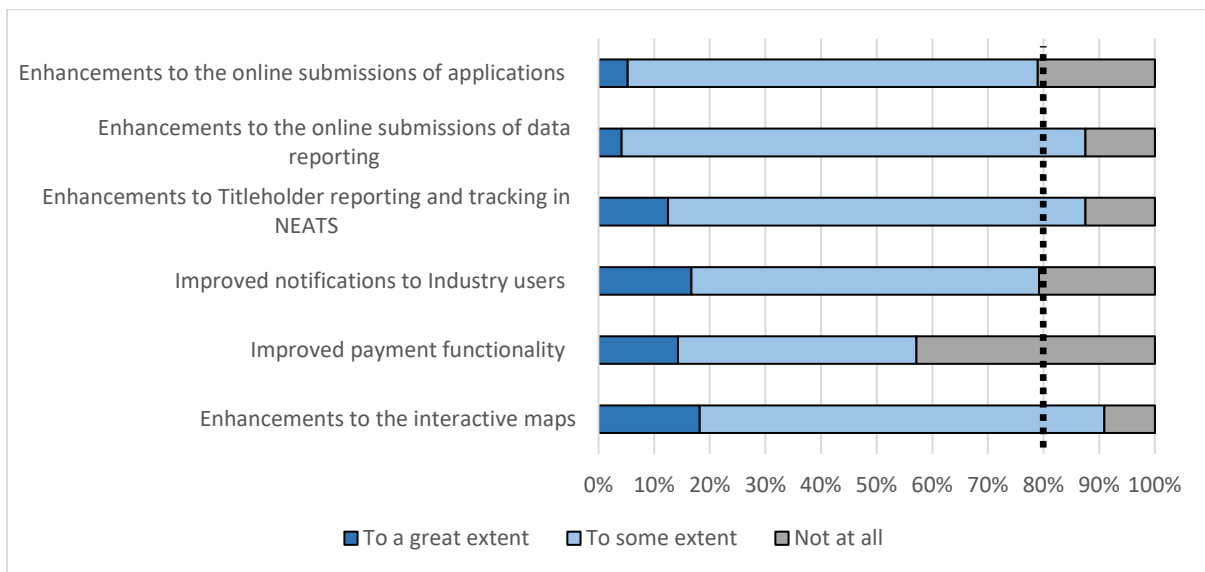
a great extent (18 per cent) or some extent (73 per cent). See Table 17 or Figure 4. Key areas for improvement to the NEATS Industry Portal, chart

Table 17. Keys areas for improvement to the NEATS Industry Portal

	To a great extent		To some extent		Not at all		Total
	n	%	n	%	n	%	n
Enhancements to the online submissions of applications	1	5%	14	74%	4	21%	19
Enhancements to the online submissions of data reporting	1	4%	20	83%	3	13%	24
Enhancements to Titleholder reporting and tracking in NEATS	3	13%	18	75%	3	13%	24
Improved notifications to Industry users	4	17%	15	63%	5	21%	24
Improved payment functionality	3	14%	9	43%	9	43%	21
Enhancements to the interactive maps	4	18%	16	73%	2	9%	22

Source: KPMG analysis

Figure 4. Key areas for improvement to the NEATS Industry Portal, chart



Source: KPMG analysis

### Question 10: Are there any additional areas for future improvement of the NEATS Industry Portal that you would like to see?

- Question 10 was a new question and was only asked of Titleholders (n=43).

- A total of seven free text responses were recorded to Question 10 of those three directly addressed the question, while four provided responses such as "Not applicable." The three responses that directly answered the question were as follows:

*"1. Email Reminders when key documents are due- e.g. ATAR, Well Completion Reports, etc.*

*2. Access to previously lodged reports and record of dates submitted"*

*"I would like to see tracking & reporting of GSA application, decision & media notification"*

*"It is hard to do an open search if you don't know some key things like dates of permits"*

## Data and reporting

This section covered respondents' level of satisfaction with their last interaction with NOPTA pertaining to data and reporting obligations.

### **Data activities**

- Respondents were very satisfied (51 per cent) or somewhat satisfied (32 per cent) with the technical expertise of NOPTA staff.
- Respondents were most likely to indicate that NOPTA's data-related authorisations including data release, export approvals or submission variations affecting their business were always or often justified (63 per cent) and transparent (61 per cent).

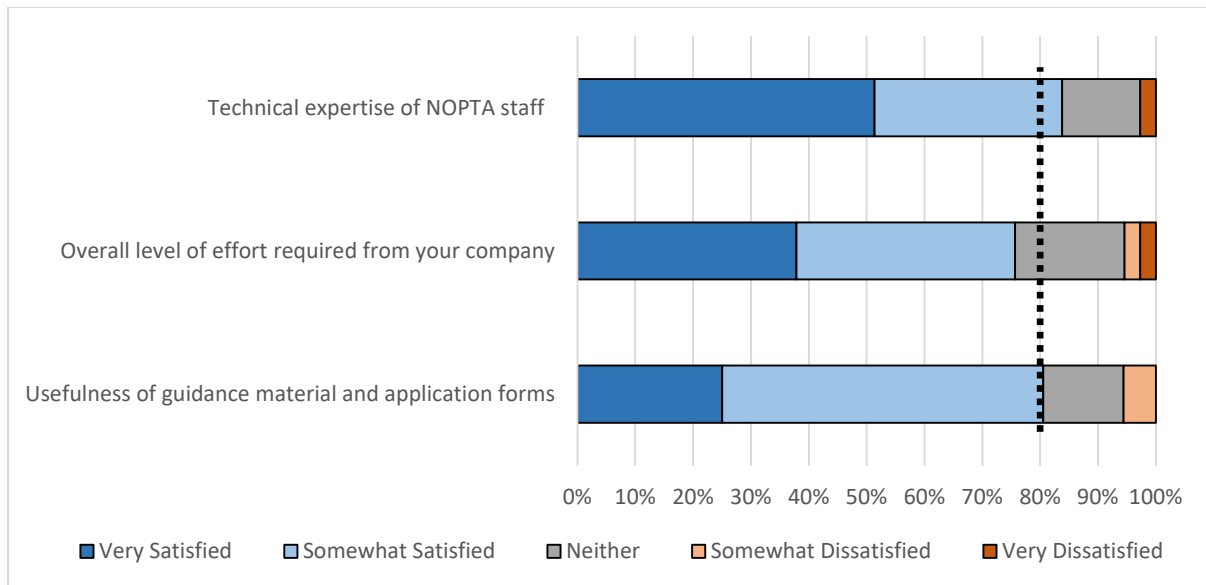
### **Reporting activities**

- The majority of Titleholders were very or somewhat satisfied in relation to reporting obligations across all domains. Titleholders were most likely to be somewhat satisfied with the overall level of effort required by their company (51 per cent).
- Over half (67 per cent) of Titleholders reported no involvement in discussions regarding resource stewardship, including field performance, resource maturation, regional development plans, and benchmarking.
  - Of those Titleholders involved in these discussions, 93 per cent were very or somewhat satisfied with the technical expertise of NOPTA staff and the usefulness of the interaction.
  - A further 86 per cent were either very satisfied or somewhat satisfied with the overall level of effort required by their company.

### Question 11: Thinking about your last interaction with NOPTA regarding DATA SUBMISSIONS (e.g. well or survey related submissions), how satisfied or dissatisfied were you with the:

- Question 11 was asked in both 2017 and 2019 and was only asked of Titleholders (n=43) and other stakeholders (n=4).
- There was a total of 37 responses across Titleholders and other stakeholders. The majority of respondents were generally very or somewhat satisfied across all domains. For example, respondents were very satisfied (51 per cent) or somewhat satisfied (32 per cent) with the technical expertise of NOPTA staff. See Table 18 or Figure 5. Satisfaction with data submission interaction, chart
- Response distribution to this question was similar in 2017 and 2019. See Table 19.

Figure 5. Satisfaction with data submission interaction, chart



Source: KPMG analysis

Table 18. Satisfaction with data submission interaction

	Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied		Total
	n	%	n	%	n	%	n	%	n	%	
Technical expertise of NOPTA staff	19	51%	12	32%	5	14%	0	0%	1	3%	37
Overall level of effort required from your company	14	38%	14	38%	7	19%	1	3%	1	3%	37
Usefulness of guidance material and application forms	9	25%	20	56%	5	14%	2	6%	0	0%	36

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

Table 19: Satisfaction with data submission interaction, 2017 and 2019 comparison

(%)	Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied	
	2017	2019	2017	2019	2017	2019	2017	2019	2017	2019
Technical expertise of NOPTA staff	43%	51%	43%	32%	7%	14%	7%	0%	0%	3%
Overall level of effort required from your company	21%	38%	57%	38%	21%	19%	0%	3%	0%	3%
Usefulness of guidance material and application forms	7%	25%	71%	56%	14%	14%	7%	6%	0%	0%

Source: KPMG analysis

Question 12: In general, would you say that NOPTA’s data-related authorisations, including data release, export approvals or submission variations affecting your business are:

- Question 12 was a new question in 2019 and was only asked of Titleholders (n=43) and other stakeholders (n=4).
- Response options varied across domains for data-related authorisations. Respondents were most likely to select always or often across all domains for data-related authorisations. For example, for data-related authorisations being justified, with reference to the relevant legislation and guidelines, 88 per cent of respondents selected either always (36 per cent) or often (48 per cent).
- The distribution for each area is outlined in Table 20 or Figure 6 below.

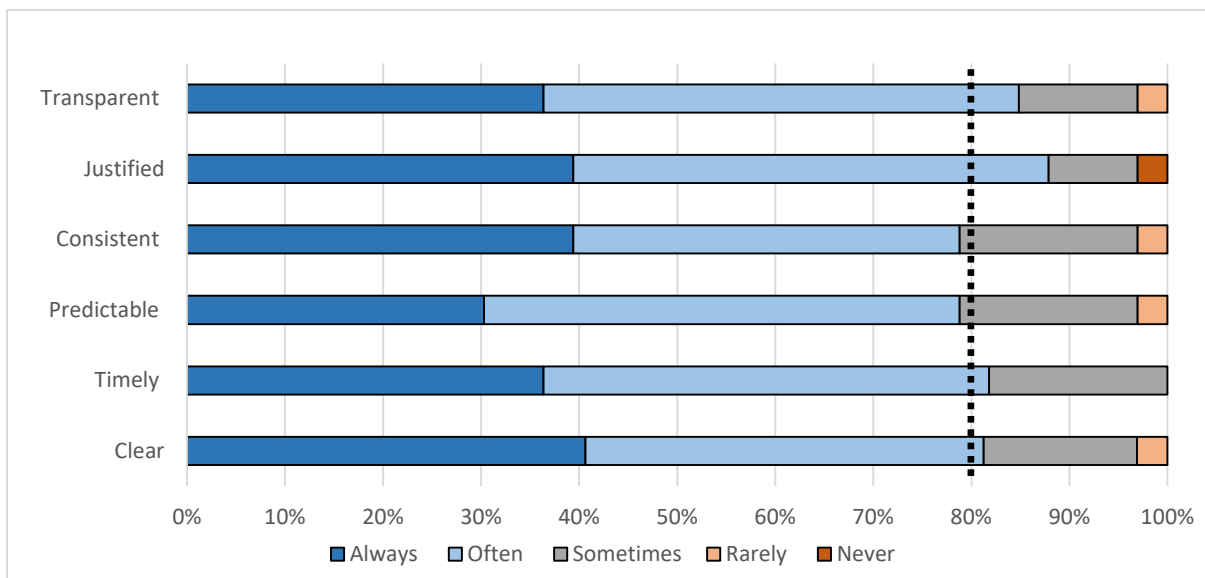


Table 20. Satisfaction with data-related authorisations

	Always		Often		Sometimes		Rarely		Never		Total
	n	%	n	%	n	%	n	%	n	%	
Transparent	12	36%	16	48%	4	12%	1	3%	0	0%	33
Justified, with reference to the relevant legislation and guidelines	13	39%	16	48%	3	9%	0	0%	1	3%	33
Consistent	13	39%	13	39%	6	18%	1	3%	0	0%	33
Predictable	10	30%	16	48%	6	18%	1	3%	0	0%	33
Timely	12	36%	15	45%	6	18%	0	0%	0	0%	33
Clear	13	41%	13	41%	5	16%	1	3%	0	0%	32

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

Figure 6. Satisfaction with data-related authorisations, chart



Source: KPMG analysis

Question 13: Thinking about your last interaction with NOPTA in relation to a reporting obligation (e.g. ATAR, monthly production report), how satisfied or dissatisfied were you with the:

- Question 13 was a new question in 2019 and was only asked of Titleholders (n=43).
- Response options varied across domains in relation to reporting obligations. The majority of respondents were very or somewhat satisfied in relation to reporting obligations across all domains. Respondents were most likely to be somewhat satisfied with the overall level of effort required by their company (51 per cent). See Table 21.

Table 21. Satisfaction with reporting obligations

	Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied		Total
	n	%	n	%	n	%	n	%	n	%	
Overall level of effort required from your company	9	22%	21	51%	10	24%	1	2%	0	0%	41
Usefulness of guidance material and templates	10	24%	18	44%	10	24%	3	7%	0	0%	41
Interactions with NOPTA staff	20	49%	13	32%	6	15%	1	2%	1	2%	41

Source: KPMG analysis. Note: The denominator used to derive these percentages is listed in the Total column

Question 14: NOPTA has increased engagement with titleholders regarding resource stewardship, including field performance, resource maturation, regional development plans, and benchmarking. Have you been involved in such discussions?

- Question 14 was a new question in 2019 and was only asked of Titleholders (n=43).
- A total of 33 per cent of respondents indicated involvement in discussions regarding resource stewardship, including field performance, resource maturation, regional development plans, and benchmarking. See Table 22.

Table 22. Involvement in discussions

	Count	Percentage
	n	%
Yes	14	33%
No	28	67%
<b>Total</b>	<b>42</b>	<b>100%</b>

Source: KPMG analysis

Question 15: How satisfied or dissatisfied were you with:

- Question 15 was a new question for 2019 and was only asked of Titleholders (n=43) who responded yes to Question 14 (n=14).
- All respondents who responded yes to Question 14 provided a response to this question. A total of 93 per cent of respondents were very or somewhat satisfied with the technical expertise of NOPTA staff and the usefulness with the interaction. A further 86 per cent were either very satisfied or somewhat satisfied with the overall level of effort required from their company. See Table 23.

Table 23. Satisfaction of interaction with NOPTA staff

	Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied		Total
	n	%	n	%	n	%	n	%	n	%	
Technical expertise of NOPTA staff	10	71%	3	21%	0	0%	1	7%	0	0%	14
Overall level of effort required from your company	6	43%	6	43%	1	7%	1	7%	0	0%	14
The usefulness of the interaction	9	64%	4	29%	0	0%	0	0%	1	7%	14

Source: KPMG analysis

## Title application process

This section gauged respondents level of satisfaction with the decision-making processes NOPTA is part of, recognising certain decisions pertaining to petroleum title applications and title administration.

### **Interactions with NOPTA**

- Response options varied across areas of satisfaction in relation to the information received from NOPTA to support JA decision making. Respondents were most likely to be very satisfied with the information received.
- Compared to 2017 the distribution of respondents very satisfied with the accuracy of information received and the timeliness of the information has decreased.
- Respondents were mostly satisfied with their last interaction with NOPTA in relation to a petroleum title application, with over half of all respondents indicating they were either very satisfied or somewhat satisfied.
- Compared to 2017, respondents were also most likely to indicate that they were very satisfied or somewhat satisfied across all domains with their last interaction with NOPTA in relation to a petroleum title application.

### **Decision-making processes**

- Respondents were most likely to indicate that JA decisions affecting their business are often clear (59 per cent) transparent (52 per cent) and consistent (41 per cent), followed by an indication that decisions are sometimes predictable (34 per cent).
- Respondents were most likely to indicate that Titles Administrator decisions were often consistent (54 per cent), transparent (50 per cent) and predictable (50 per cent).
- Compared to 2017, only 65 per cent of respondents indicated that NOPTA's decisions that affect their business are always (35 per cent) or often transparent (30 per cent). In 2019, this increased across both domains to 81 per cent.

## Question 16: In relation to information you receive from NOPTA to support JA decision making, how satisfied or dissatisfied are you with the:

- Question 16 was asked in both 2017 and 2019 and was only asked of Government representatives (n=14), which is comprised of State/Territory government (n=9) and Commonwealth government (n=5) representatives.
- Response options varied across areas of satisfaction in relation to the information received from NOPTA to support JA decision making. Respondents were most likely to be very satisfied with the information received. For example, 69 per cent of were very satisfied with the accuracy of the information received, while 54 per cent were very satisfied with both the consistency of NOPTA's recommendations and supportability of NOPTA's recommendations. See Table 24.
- Compared to 2017 the distribution of respondents very satisfied with the accuracy of information received and the timeliness of the information has decreased.

Table 24. JA satisfaction with NOPTA decision making support

	Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied		Total
	n	%	n	%	n	%	n	%	n	%	
Accuracy of the information received	9	69%	2	15%	1	8%	1	8%	0	0%	13
Timeliness of the information	6	46%	5	38%	1	8%	1	8%	0	0%	13
Completeness of the information	8	62%	3	23%	1	8%	0	0%	1	8%	13
Consistency of NOPTA's recommendations	7	54%	3	23%	2	15%	1	8%	0	0%	13
Supportability of NOPTA's recommendations	7	54%	3	23%	2	15%	1	8%	0	0%	13

Source: KPMG analysis

Table 25. JA satisfaction with NOPTA decision making support, 2017 and 2019 comparison

(%)	Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied	
	2017	2019	2017	2019	2017	2019	2017	2019	2017	2019
Accuracy of the information received	86%	69%	0%	15%	0%	8%	14%	8%	0%	0%
Timeliness of the information	57%	46%	29%	38%	0%	8%	14%	8%	0%	0%
Completeness of the information	57%	62%	29%	23%	0%	8%	14%	0%	0%	8%
Consistency of NOPTA's recommendations	43%	54%	43%	23%	14%	15%	0%	8%	0%	0%
Supportability of NOPTA's recommendations	29%	54%	43%	23%	29%	15%	0%	8%	0%	0%

Source: KPMG analysis

### Question 17: Thinking about your last interaction with NOPTA in relation to a petroleum title application, how satisfied or dissatisfied were you with the:

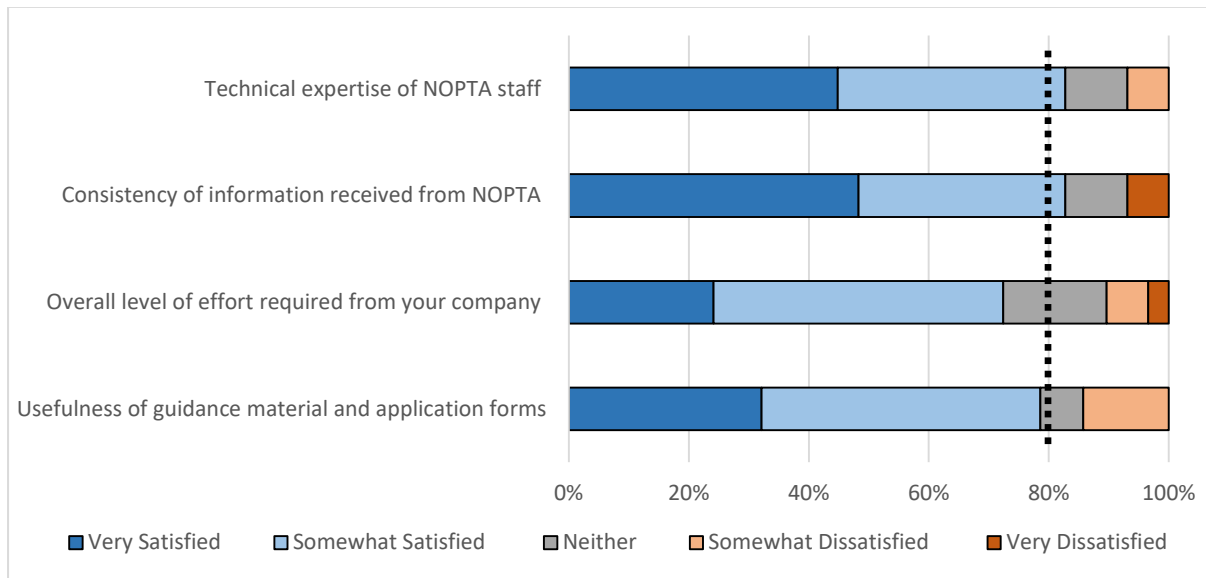
- Question 17 was asked in both 2017 and 2019 and was only asked of Titleholders (n=43). In 2017, Question 17 was asked of both Titleholders and other stakeholders (n=25).
- Respondents were mostly satisfied with their last interaction with NOPTA in relation to a petroleum title application, with over half of all respondents indicating they were either very satisfied or somewhat satisfied. For example, respondents were most likely to be satisfied with the consistency of advice received from NOPTA, with 83 per cent responding very satisfied (45 per cent) or somewhat satisfied (38 per cent). In addition to being satisfied with the consistency of information received from NOPTA, 83 per cent of respondents selected either very satisfied (48 per cent) or somewhat satisfied (34 per cent). See Table 26 or Figure 7.
- The 2019 results showed that the majority of respondents were very satisfied or somewhat satisfied across all domains. This is similar to 2017. See Table 27.

Table 26. Satisfaction with Petroleum Title interaction

	Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied		Total
	n	%	n	%	n	%	n	%	n	%	
Technical expertise of NOPTA staff	13	45%	11	38%	3	10%	2	7%	0	0%	29
Consistency of advice received from NOPTA	14	48%	10	34%	3	10%	0	0%	2	7%	29
Overall level of effort required from your company	7	24%	14	48%	5	17%	2	7%	1	3%	29
Usefulness of guidance material and application forms	9	32%	13	46%	2	7%	4	14%	0	0%	28

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

Figure 7. Satisfaction with Petroleum Title interaction, chart



Source: KPMG analysis.

Table 27: Satisfaction with Petroleum Title interaction, 2017 and 2019 comparison

Category	Very Satisfied (%)		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied	
	2017	2019	2017	2019	2017	2019	2017	2019	2017	2019
Technical expertise of NOPTA staff	52%	45%	28%	38%	12%	10%	4%	7%	4%	0%
Consistency of advice received from NOPTA	40%	48%	36%	34%	12%	10%	12%	0%	0%	7%
Overall level of effort required from your company	36%	24%	24%	48%	20%	17%	12%	7%	8%	3%
Usefulness of guidance material and application forms	44%	32%	24%	46%	12%	7%	16%	14%	4%	0%

Source: KPMG analysis

Question 18: In general, would you say that JA decisions affecting your business are:

- Question 18 was a new question in 2019 and was only asked of Titleholders (n=43).
- Response options varied across areas impacting respondents business. Respondents were most likely to indicate that JA decisions affecting their business are often clear (59 per cent) transparent (52 per cent) and consistent (41 per cent), followed by an indication that decisions are sometimes predictable (34 per cent). A total of 24 per cent of participants indicated that JA decisions affecting their business are rarely or never timely. A focus area for NOPTA regarding JA decisions may be in the areas of predictability and timeliness as the majority stakeholders responded that JA decisions affecting their business were sometimes, rarely or never predictable (51 per cent) or timely (55 per cent). See Table 28.

Table 28. Satisfaction with JA decisions affecting your business

	Always		Often		Sometimes		Rarely		Never		Total
	n	%	n	%	n	%	n	%	n	%	
Transparent	5	17%	15	52%	5	17%	2	7%	2	7%	29
Justified, with reference to the relevant legislation and guidelines	10	34%	10	34%	8	28%	1	3%	0	0%	29
Consistent	7	24%	12	41%	9	31%	1	3%	0	0%	29
Predictable	4	14%	10	34%	12	41%	3	10%	0	0%	29
Timely	5	17%	8	28%	9	31%	6	21%	1	3%	29
Clear	7	24%	17	59%	5	17%	0	0%	0	0%	29

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

Question 19: Please include any further comments to clarify your ratings above.

- Question 19 was a new question in 2019, and was only asked of Titleholders (n=43).
- A total of five free text responses were recorded to Question 19, of these all addressed the question. These responses were as follows:

*"The Joint Authority is still a "Black Box". People and process behind the JA is opaque"*

*"[NOPTA employee] in Perth has consistently been EXTREMELY helpful"*

*"The time taken for Joint Authority decisions is a critical path item impacting the Company's ability to finance, plan and undertake petroleum works"*



*“Whilst most of our discussions have been related to potential title applications, NOPTA were extremely good in terms of engaging with us to find the best way to progress the process”*

Question 20: In general, would you say that the Titles Administrator decisions (i.e. Petroleum Special Prospecting Authorities, Access Authorities, and Transfers and Dealings) affecting your business are:

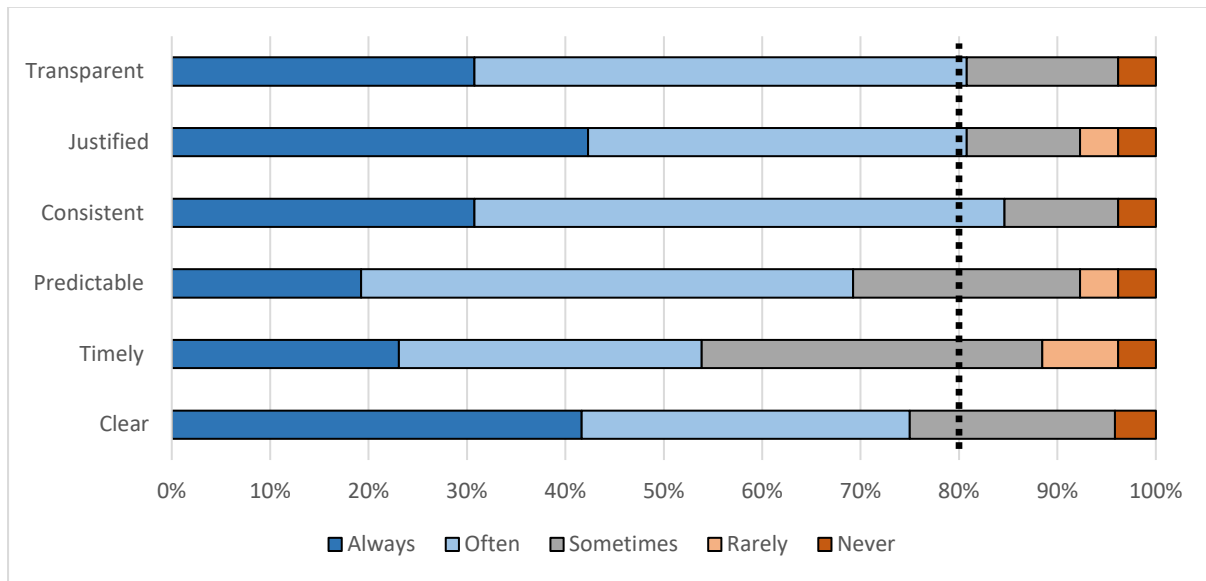
- Question 20 was asked in both 2017 and 2019 and was asked of Titleholders (n=43) and other stakeholders (n=4). Domains asking whether decisions were clear and timely were added to the survey in 2019.
- Response options varied across all domains of decision making. Respondents were most likely to indicate that Titles Administrator decisions were often consistent (54 per cent), transparent (50 per cent) and predictable (50 per cent). See Table 29 or Figure 8.
- The 2017 survey only asked respondents if Titles Administrator decisions were transparent, justified, consistent and predictable. See Table 30.
- In comparison to 2017, only 65 per cent of respondents indicated that NOPTA’s decisions that affect their business are always (35 per cent) or often transparent (30 per cent). In 2019, this has increased across both domains to 81 per cent.

Table 29. Titles Administrator decision making (non-government)

	Always		Often		Sometimes		Rarely		Never		Total
	n	%	n	%	n	%	n	%	n	%	
Transparent	8	31%	13	50%	4	15%	0	0%	1	4%	26
Justified, with reference to the relevant legislation and guidelines	11	42%	10	38%	3	12%	1	4%	1	4%	26
Consistent	8	31%	14	54%	3	12%	0	0%	1	4%	26
Predictable	5	19%	13	50%	6	23%	1	4%	1	4%	26
Timely	6	23%	8	31%	9	35%	2	8%	1	4%	26
Clear	10	42%	8	33%	5	21%	0	0%	1	4%	24

Source: KPMG analysis. Note the denominator used to derive percentages does not include stakeholders who responded ‘not applicable’

Figure 8. Titles Administrator decision making (non-government), chart



Source: KPMG analysis.

Table 30: Titles Administrator decision making (non-government), 2017 and 2019 comparison

Category	Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied	
	2017	2019	2017	2019	2017	2019	2017	2019	2017	2019
Transparent	35%	31%	30%	50%	20%	15%	15%	0%	0%	4%
Justified, with reference to the relevant legislation and guidelines	40%	42%	25%	38%	30%	12%	5%	4%	0%	4%
Consistent	25%	31%	35%	54%	40%	12%	0%	0%	0%	4%
Predictable	15%	19%	40%	50%	40%	23%	5%	4%	0%	4%
Timely	*	23%	*	31%	*	35%	*	8%	*	4%
Clear	*	42%	*	33%	*	21%	*	0%	*	4%

Source: KPMG analysis. Note: \* indicates that this option was not available in the 2017 survey

Question 21: Please include any further comments to clarify your ratings above.

- Question 21 was a new question in 2019 and was only asked of Titleholders (n=43) and other stakeholders (n=4).
- A total of four free text responses were recorded to Question 21; of these, one response was relevant. This response was as follows:

*“Extraordinary time taken on registration of a title transfer dealing with no clear justification of NOPTA's position and no policy or legislative backing for the delay resulting in extreme time and cost wastage”*

## NOPTA function and regulatory role

This section asked respondents about information requests, and to what extent NOPTA makes a valuable contribution to the management of Australia’s natural resource in line with the risk it manages.

### **Function and regulatory role**

- Almost all Titleholders – 98 per cent – rated the time and effort they spend on compliance as reasonable to a great extent or some extent, given the regulatory risk, NOPTA manages.
- There was a decrease in respondents who considered the time and effort they spend on compliance as reasonable ‘to a great extent’ from the last survey, with 44 per cent indicating this was the case in 2019, compared to 56 per cent in 2017.
- Ninety-eight per cent of respondents consider that NOPTA makes a valuable contribution to the process of managing Australia’s resources.

### **Information requests**

- Respondents generally agreed, to a great extent or some extent, that requests were coordinated with other related requests for information (94 per cent), reasonable in terms of the effort they are required to address (96 per cent); and clear in terms of the information required (93 per cent).
- This follows the trends identified in 2017. Where respondents also 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 are required to address (97 per cent), and clear in terms of the information required (96 per cent).

## Question 22: To what extent would you say:

- Question 22 was asked in both 2017 and 2019 and was asked of all respondents.
- A total of 98 per cent of respondents indicated that they felt the time and effort their company spends on complying with NOPTA administered functions is reasonable, relative to the regulatory risk NOPTA manages. See Table 31.
- This is in comparison to 2017, 96 per cent of respondents indicated to a great extent (56 per cent) or some extent (40 per cent). See Table 32.

Table 31. NOPTA’s function (non-government)

	To a great extent		To some extent		Not at all		Total
	n	%	n	%	n	%	
The time and effort your company spends on complying with NOPTA administered functions is reasonable, relative to the regulatory risk NOPTA manages	23	44%	38	54%	1	2%	52

Source: KPMG analysis

Table 32: NOPTA's function (non-government), 2017 and 2019 comparison

(%)	To a great extent		To some extent		Not at all	
	2017	2019	2017	2019	2017	2019
The time and effort your company spends on complying with NOPTA administered functions is reasonable, relative to the regulatory risk NOPTA manages	56%	44%	40%	54%	4%	2%

Source: KPMG analysis

### Question 23: To what extent would you say:

- Question 23 was asked in both 2017 and 2019 and was asked of all respondents.
- A total of 98 per cent of respondents indicated that NOPTA makes a valuable contribution to the process of managing Australia's resources to a great extent or some extent, with 62 per cent responding to a great extent. See Table 33.
- This is in comparison to 2017, where 100 per cent of respondents indicated that NOPTA makes a valuable contribution to the process of managing Australia's resources. See Table 34.

Table 33. NOPTA's role (non-government)

	To a great extent		To some extent		Not at all		Total
	n	%	n	%	n	%	
NOPTA makes a valuable contribution to the process of managing Australia's resources	36	62%	21	36%	1	2%	58

Source: KPMG analysis

Table 34: NOPTA's role (non-government), 2017 and 2019 comparison

(%)	To a great extent		To some extent		Not at all	
	2017	2019	2017	2019	2017	2019
NOPTA makes a valuable contribution to the process of managing Australia's resources	64%	62%	36%	36%	0%	2%

Source: KPMG analysis

### Question 24: In general, thinking about when you receive information requests from NOPTA, to what extent would you say that these are:

- Question 24 was asked in both 2017 and 2019 and applied to all stakeholders.
- Respondents generally agreed, to a great extent or some extent, that requests were coordinated with other related requests for information (94 per cent), reasonable in terms of the effort they are

required to address (96 per cent); and clear in terms of the information required (93 per cent). See Table 35.

- The 2019 respondents are similar to those in 2017. In 2017, respondents also 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 are required to address (97 per cent), and clear in terms of the information required (96 per cent). See Table 36.

Table 35. 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	19	36%	31	58%	3	6%	53
Reasonable in terms of time and effort they require to address	22	41%	30	56%	2	4%	54
Clear in terms of the information required and what NOPTA does with the information	24	44%	26	48%	4	7%	54

Source: KPMG analysis

Table 36. Satisfaction with information requests from NOPTA, 2017 and 2019 comparison

(%)	To a great extent		To some extent		Not at all	
	2017	2019	2017	2019	2017	2019
Coordinated with other related requests for information	36%	36%	57%	58%	7%	6%
Reasonable in terms of time and effort they require to address	36%	41%	61%	56%	4%	4%
Clear in terms of the information required and what NOPTA does with the information	46%	44%	50%	48%	4%	7%

Source: KPMG analysis

## Free text

This section provided respondents with the opportunity to provide any additional comments or feedback.

### **Additional comments and feedback**

- Respondents commented on positive experiences with NOPTA in regards to administration and communications.
- A few respondents spoke to possible improvements around NOPTAs administrative processes, specifically mentioning the fees associated with NOPTAs operations and security issues.
- Suggestions were made around the availability and transparency of data provided to or by NOPTA.

## Question 25: Do you have any additional feedback for NOPTA?

- Question 25 was asked in both 2017 and 2019 and was of all respondents.
- A total of 15 free text responses were recorded to Question 25, of these 14 addressed the question. These responses were as follows:

*"It is frustrating that the ATAR's and seismic interp reports (etc.) are never actually released to be used by future explorers - why do them if they are not used?"*

*"My interactions with NOPTA are strictly around end of well data submissions and samples. In the past year I've had to locate information that was not submitted in the past. While the omissions were before my time, I find it reasonable that NOPTA reaches out for the missing information. Some of the requests are more extensive than others, but I have never felt they are asking for items that are outside of what is expected. They also allow reasonable time frames for the information to be collected and sent in"*

*"NOPTA has a very important role to play. Transparency and consistent application of principles is the key. NOPTA generally does a good job of balancing the need to have smaller companies involved in the industry as they are the ones that are generally the hotbeds of innovation"*

*"NOPTA is a well led, professional organization, highly organized and quietly confident in its approach to regulating offshore petroleum titles. A pleasure to deal with"*

*"NOPTA, in the past year has put in significant effort in ensuring optimal value from discovered gas resources through more effective engagement with RL title holders"*

*"NOPTA's role in ensuring our petroleum resources are appropriately managed is extremely important and I am encouraged that they have taken this role seriously and looking to ensure that the broader issues of Title transfer including long term ability to operate and meet obligations are not compromised"*

*"Online Data Submissions should be a priority as industry moves towards the cloud. Currently we need to submit via un-encrypted media, which has obvious risk. I would think this is easy enough in 2019!"*

*"The fees charged by NOPTA are outrageous and there is never any indication in NOPTA's reporting that the organisation is efficient in the use of those funds. It seems that whenever NOPTA needs more funding they apply to increase user fees. They never seem to demonstrate to industry (the users of their services) that the funds they receive (from industry) are applied as efficiently and effectively as possible"*

*"The recent request from NOPTA for an annual review of performance seemed clear in the letter sent and we complied with this, however during the meeting we were told that NOPTA was expecting a different conversation, however the NOPTA staff member requesting this could not articulate what was missing compared to the letter sent by NOPTA. Even when offered a more informal conversation, they did not take this up and then requested a further meeting. This is not a good use of company time when the request cannot be clearly articulated in writing ahead of a meeting"*

*"The regulations relating to exploration permit obligations should be reviewed to acknowledge the commerciality tests that must be applied to prospectively. Potential changes in commerciality can come into conflict with requirements for further activity. There is a growing tension between the environmental expectations from NOPSEMA and the exploration activities (e.g. seismic programs) committed to and accepted by NOPTA"*

*"Very steady increase in quality and availability. The survey is a good example of it"*

*"We always appreciate that NOPTA staff are available to meet in person or speak on the phone. Informal discussions and advice is invaluable and saves both sides a great deal of re-work. Keep these lines of communication open please"*

*"We fail to understand and appreciate the role NOPTA plays in the Australian petroleum industry, often there is confusion and different communications between NOPTA, the Joint Authority and each state and territory authorities"*



*"With regards to the NOPIMS website - please capture the line prefix so that it is a searchable field"*

## Appendix A – Survey questionnaire

A Titleholder	Commonwealth and State /Territory Government	Other stakeholder
<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>		
<b>Introductory text</b>		
<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>		
<b>Streaming questions</b>		
<p>2. Are you a representative of:</p> <ul style="list-style-type: none"> <li>– Commonwealth Government</li> <li>– State/Territory Government</li> <li>– A Titleholder</li> <li>– Other stakeholder</li> </ul>		
<b>NOPTA Interaction</b>		
<p>3. 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"> <li>– Daily</li> <li>– Weekly</li> <li>– Monthly</li> <li>– Less than monthly</li> <li>– Not at all</li> </ul>		
<p>4. In general, does NOPTA maintain an appropriate profile with its stakeholders, for example with regard to communicating and explaining its strategic direction, plans and outcomes?</p> <ul style="list-style-type: none"> <li>– To a great extent</li> <li>– To some extent</li> <li>– Not at all</li> <li>– Can't say</li> </ul>		
<p>5. In the last 12 months, have you accessed information from NOPTA using any of the following methods? (Choose all that apply)</p> <ul style="list-style-type: none"> <li>– NOPTA Website (other than NEATS portal)</li> <li>– NEATS portal</li> <li>– Phone, email or face-to-face meeting</li> </ul>		
<b>Display This Question:</b>		
<b>If In the last 12 months, have you accessed information from NOPTA using any of the following method... = Phone, email or face-to-face meeting</b>		
<p>6. In general, thinking about the information you received 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"> <li>– Up-to-date? [VS/SS/NSND/SD/VD]</li> <li>– Clear? [VS/SS/NSND/SD/VD]</li> <li>– Accessible? [VS/SS/NSND/SD/VD]</li> <li>– Accurate? [VS/SS/NSND/SD/VD]</li> <li>– Complete? [VS/SS/NSND/SD/VD]</li> <li>– Consistent? [VS/SS/NSND/SD/VD]</li> </ul> <p>[Very satisfied / somewhat satisfied / neither satisfied nor dissatisfied / somewhat dissatisfied / very dissatisfied]</p>		

A Titleholder	Commonwealth and State /Territory Government	Other stakeholder
<p>Note to NOPTA: questions below will be asked of stakeholders in the categories above, as per their answer to streaming question 2.</p>		
<p><b>Display This Question:</b> <b>If In the last 12 months, have you accessed information from NOPTA using any of the following method... = NOPTA Website (other than NEATS portal)</b></p>		
<p>7. 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"> <li>- Up-to-date? [VS/SS/NSND/SD/VD]</li> <li>- Clear? [VS/SS/NSND/SD/VD]</li> <li>- Accessible? [VS/SS/NSND/SD/VD]</li> <li>- Accurate? [VS/SS/NSND/SD/VD]</li> <li>- Complete? [VS/SS/NSND/SD/VD]</li> <li>- Consistent? [VS/SS/NSND/SD/VD]</li> </ul> <p>[Very satisfied / somewhat satisfied / neither satisfied nor dissatisfied / somewhat dissatisfied / very dissatisfied]</p>		
<p><b>Display This Question:</b> <b>If In the last 12 months, have you accessed information from NOPTA using any of the following method... = NEATS portal</b></p>		
<p>8. In general, thinking about the information you accessed from NEATS, how satisfied or dissatisfied are you that the information is:</p> <ul style="list-style-type: none"> <li>- Up-to-date? [VS/SS/NSND/SD/VD]</li> <li>- Clear? [VS/SS/NSND/SD/VD]</li> <li>- Accessible? [VS/SS/NSND/SD/VD]</li> <li>- Accurate? [VS/SS/NSND/SD/VD]</li> <li>- Complete? [VS/SS/NSND/SD/VD]</li> <li>- Consistent? [VS/SS/NSND/SD/VD]</li> </ul> <p>[Very satisfied / somewhat satisfied / neither satisfied nor dissatisfied / somewhat dissatisfied / very dissatisfied]</p>		
<p>9. Thinking about the NEATS Industry Portal, what do you consider to be the key areas for improvement:</p> <ul style="list-style-type: none"> <li>- Enhancements to the online submissions of applications? [GE/SE/NAA/CS]</li> <li>- Enhancements to the online submissions of data reporting? [GE/SE/NAA/CS]</li> <li>- Enhancements to Titleholder reporting and tracking in NEATS? [GE/SE/NAA/CS]</li> <li>- Improved notifications to Industry users? [GE/SE/NAA/CS]</li> <li>- Improved payment functionality? [GE/SE/NAA/CS]</li> <li>- Enhancements to the interactive maps? [GE/SE/NAA/CS]</li> </ul> <p>[To a great extent / to some extent / not at all / can't say]</p>	<p>[not asked]</p>	

A Titleholder	Commonwealth and State /Territory Government	Other stakeholder
<i>Note to NOPTA: questions below will be asked of stakeholders in the categories above, as per their answer to streaming question 2.</i>		
10. Are there any additional areas for future improvement of the NEATS Industry Portal that you would like to see? – Free text	[not asked]	
<b>Data and reporting</b>		
11. Thinking about your last interaction with NOPTA regarding DATA SUBMISSIONS (e.g. well or survey related submissions), how satisfied or dissatisfied were you with the: <ul style="list-style-type: none"> <li>– Technical expertise of NOPTA staff [VS/SS/NSND/SD/VD/NA]</li> <li>– Overall level of effort required from your company [VS/SS/NSND/SD/VD/NA]</li> <li>– Usefulness of guidance material and templates [VS/SS/NSND/SD/VD/NA]</li> </ul> [Very satisfied / somewhat satisfied / neither satisfied nor dissatisfied / somewhat dissatisfied / very dissatisfied / not applicable]	[not asked]	11. Thinking about your last interaction with NOPTA regarding DATA SUBMISSIONS (e.g. well or survey related submissions), how satisfied or dissatisfied were you with the: <ul style="list-style-type: none"> <li>– Technical expertise of NOPTA staff [VS/SS/NSND/SD/VD/NA]</li> <li>– Overall level of effort required from your company [VS/SS/NSND/SD/VD/NA]</li> <li>– Usefulness of guidance material and templates [VS/SS/NSND/SD/VD/NA]</li> </ul> [Very satisfied / somewhat satisfied / neither satisfied nor dissatisfied / somewhat dissatisfied / very dissatisfied / not applicable]
12. In general, would you say that NOPTA’s data-related authorisations, including data release, export approvals or submission variations affecting your business are: <ul style="list-style-type: none"> <li>– Transparent [A/O/S/R/N/NA]</li> <li>– Justified, with reference to the relevant legislation and guidelines [A/O/S/R/N/NA]</li> <li>– Consistent [A/O/S/R/N/NA]</li> <li>– Predictable [A/O/S/R/N/NA]</li> <li>– Timely [A/O/S/R/N/NA]</li> <li>– Clear [A/O/S/R/N/NA]</li> </ul> [Always / often / sometimes / rarely / never / not applicable]		12. In general, would you say that NOPTA’s data-related authorisations, including data release, export approvals or submission variations affecting your business are: <ul style="list-style-type: none"> <li>– Transparent [A/O/S/R/N/NA]</li> <li>– Justified, with reference to the relevant legislation and guidelines [A/O/S/R/N/NA]</li> <li>– Consistent [A/O/S/R/N/NA]</li> <li>– Predictable [A/O/S/R/N/NA]</li> <li>– Timely [A/O/S/R/N/NA]</li> <li>– Clear [A/O/S/R/N/NA]</li> </ul> [Always / often / sometimes / rarely / never / not applicable]
13. Thinking about your last interaction with NOPTA in relation to a REPORTING obligation (e.g. ATAR, monthly production report), how satisfied or dissatisfied were you with the:	[not asked]	

A Titleholder	Commonwealth and State /Territory Government	Other stakeholder
<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"> <li>- Overall level of effort required from your company [VS/SS/NSND/SD/VD]</li> <li>- Usefulness of guidance material and templates [VS/SS/NSND/SD/VD]</li> <li>- Interactions with NOPTA staff [VS/SS/NSND/SD/VD]</li> </ul> [Very satisfied / somewhat satisfied / neither satisfied nor dissatisfied / somewhat dissatisfied / very dissatisfied]		
14. NOPTA has increased engagement with titleholders regarding resource stewardship, including field performance, resource maturation, regional development plans and benchmarking. Have you been involved in such discussions? <ul style="list-style-type: none"> <li>- Yes</li> <li>- No</li> </ul>	[not asked]	
<b>Display This Question:</b> <b>If NOPTA has increased engagement with titleholders regarding resource stewardship, including field... = Yes</b>		
15. How satisfied or dissatisfied were you with: <ul style="list-style-type: none"> <li>- Technical expertise of NOPTA staff [VS/SS/NSND/SD/VD]</li> <li>- Overall level of effort required from your company [VS/SS/NSND/SD/VD]</li> <li>- The usefulness of the interaction [VS/SS/NSND/SD/VD]</li> </ul> [Very satisfied / somewhat satisfied / neither satisfied nor dissatisfied / somewhat dissatisfied / very dissatisfied]	[not asked]	
<b>Titles application process</b>		
[not asked]	16. In relation to information you receive from NOPTA to support JA decision making, how satisfied or dissatisfied are you with the: <ul style="list-style-type: none"> <li>- Accuracy of the information received [VS/SS/NSND/SD/VD]</li> </ul>	[not asked]

A Titleholder	Commonwealth and State /Territory Government	Other stakeholder
<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>		
	<ul style="list-style-type: none"> <li>- Timeliness of the information [VS/SS/NSND/SD/VD]</li> <li>- Completeness of the information [VS/SS/NSND/SD/VD]</li> <li>- Consistency of NOPTA's recommendations [VS/SS/NSND/SD/VD]</li> <li>- Supportability of NOPTA's recommendations [VS/SS/NSND/SD/VD]</li> </ul> <p>[Very satisfied / somewhat satisfied / neither satisfied nor dissatisfied / somewhat dissatisfied / very dissatisfied]</p>	
<p>17. Thinking about your last interaction with NOPTA in relation to a PETROLEUM TITLE APPLICATION, how satisfied or dissatisfied were you with the:</p> <ul style="list-style-type: none"> <li>- Technical expertise of NOPTA staff [VS/SS/NSND/SD/VD/NA]</li> <li>- Consistency of information received from NOPTA [VS/SS/NSND/SD/VD/NA]</li> <li>- Overall level of effort required from your company [VS/SS/NSND/SD/VD/NA]</li> <li>- Usefulness of guidance material and application forms [VS/SS/NSND/SD/VD/NA]</li> </ul> <p>[Very satisfied / somewhat satisfied / neither satisfied nor dissatisfied / somewhat dissatisfied / very dissatisfied / not applicable]</p>	<p>[not asked]</p>	
<p>18. In general, would you say that JA decisions affecting your business are:</p> <ul style="list-style-type: none"> <li>- Transparent [A/O/S/R/N/NA]</li> <li>- Justified, with reference to the relevant legislation and guidelines [A/O/S/R/N/NA]</li> <li>- Consistent [A/O/S/R/N/NA]</li> <li>- Predictable [A/O/S/R/N/NA]</li> <li>- Timely [A/O/S/R/N/NA]</li> <li>- Clear [A/O/S/R/N/NA]</li> </ul>	<p>[not asked]</p>	

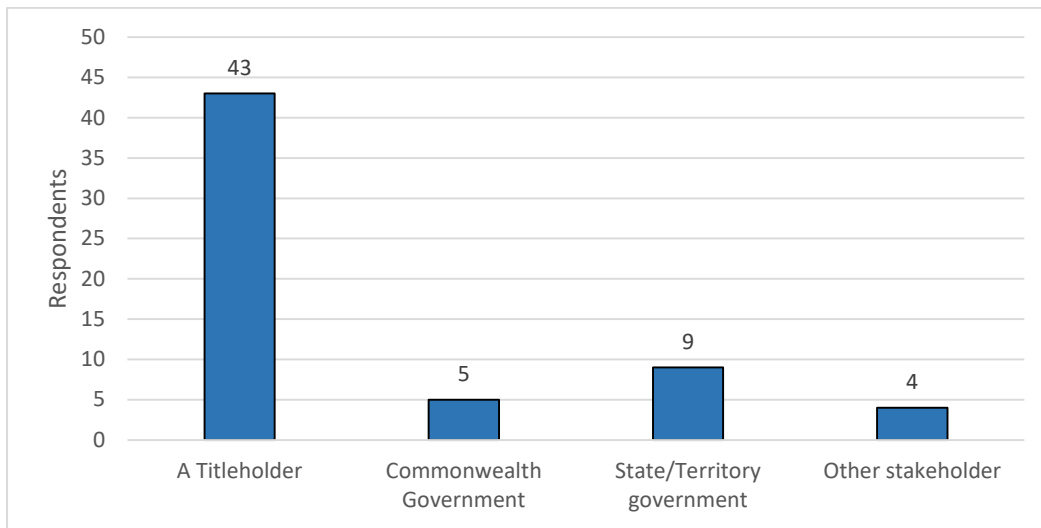
A Titleholder	Commonwealth and State /Territory Government	Other stakeholder
<i>Note to NOPTA: questions below will be asked of stakeholders in the categories above, as per their answer to streaming question 2.</i>		
[Always / often / sometimes / rarely / never / not applicable]		
19. Please include any further comments to clarify your ratings above. – Free text	[not asked]	
20. In general, would you say that the Titles Administrator decisions (i.e. Petroleum Special Prospecting Authorities, Access Authorities, and Transfers and Dealings) affecting your business are: – Transparent [A/O/S/R/N/NA] – Justified, with reference to the relevant legislation and guidelines [A/O/S/R/N/NA] – Consistent [A/O/S/R/N/NA] – Predictable [A/O/S/R/N/NA] – Timely [A/O/S/R/N/NA] – Clear [A/O/S/R/N/NA] [Always / often / sometimes / rarely / never / not applicable]		20. In general, would you say that the Titles Administrator decisions (i.e. Petroleum Special Prospecting Authorities, Access Authorities, and Transfers and Dealings) affecting your business are: – Transparent [A/O/S/R/N/NA] – Justified, with reference to the relevant legislation and guidelines [A/O/S/R/N/NA] – Consistent [A/O/S/R/N/NA] – Predictable [A/O/S/R/N/NA] – Timely [A/O/S/R/N/NA] – Clear [A/O/S/R/N/NA] [Always / often / sometimes / rarely / never / not applicable]
21. Please include any further comments to clarify your ratings above. – Free text		21. Please include any further comments to clarify your ratings above. – Free text
<b>NOPTA function and regulatory role</b>		
22. To what extent would you say: – The time and effort your organisation spends on complying with NOPTA administrative functions is reasonable, relative to regulatory risk NOPTA manages [GE/SE/NAA/NA] [To a great extent / to some extent / not at all / not applicable]		
23. To what extent would you say: – NOPTA makes a valuable contribution to the process of managing Australia’s resources [GE/SE/NAA] [To a great extent / to some extent / not at all]		
24. In general, thinking about when you receive information requests from NOPTA, to what extent would you say that these are: – Coordinated with other related requests for information [GE/SE/NAA/NA] – Reasonable in terms of time and effort they require to address [GE/SE/NAA/NA] – Clear in terms of the information required and what NOPTA does with the information [GE/SE/NAA/NA] [To a great extent / to some extent / not at all / can’t say / not applicable]		
<b>Free text</b>		
25. Do you have any additional feedback for NOPTA? You can provide any comments that you have, including broader issues related to NOPTA’s regulatory framework. – Free text		





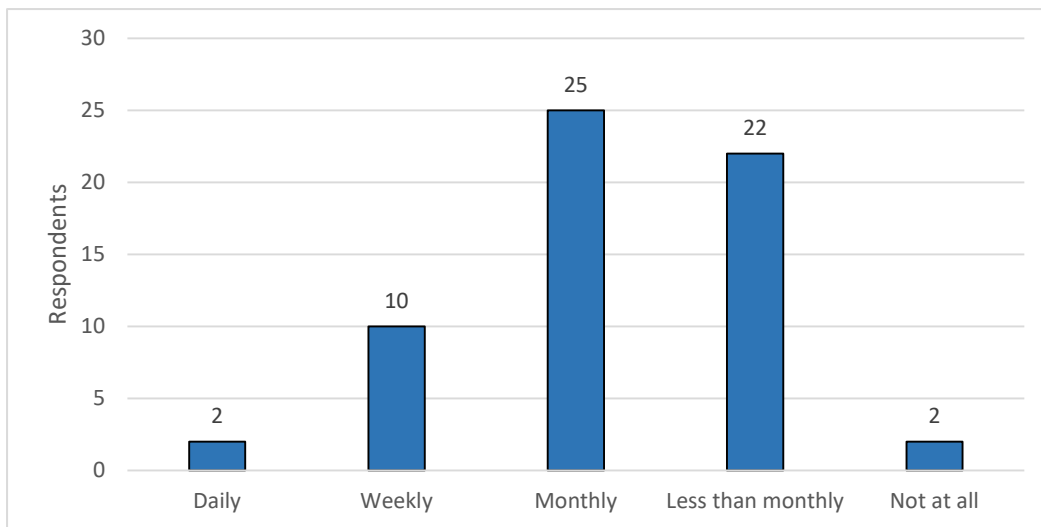
## Appendix B – Survey charts

Figure 9. Question 2: Are you a representative of



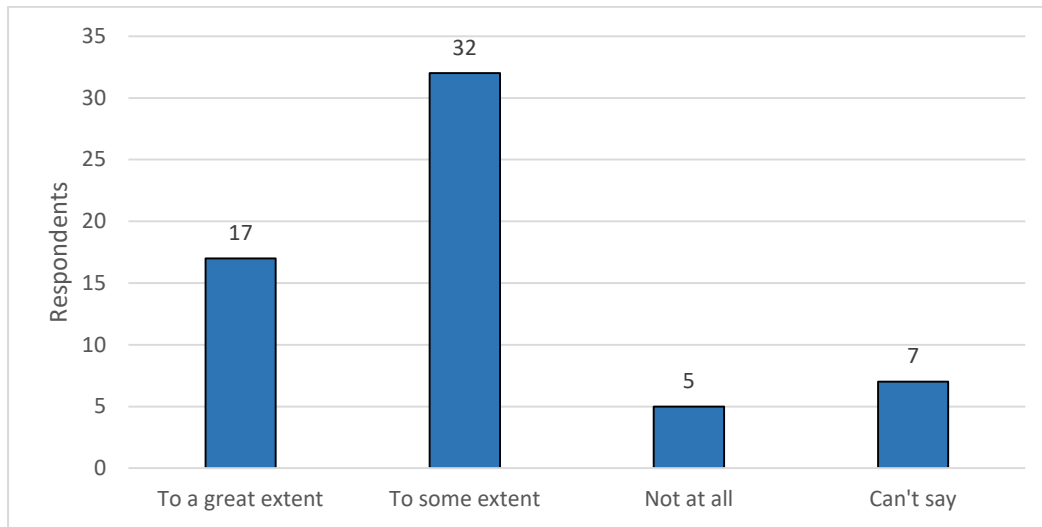
Source: KPMG analysis

Figure 10. Question 3: Over the past 12 months, how often do you estimate you have interacted with NOPTA (not including accessing the website), on average?



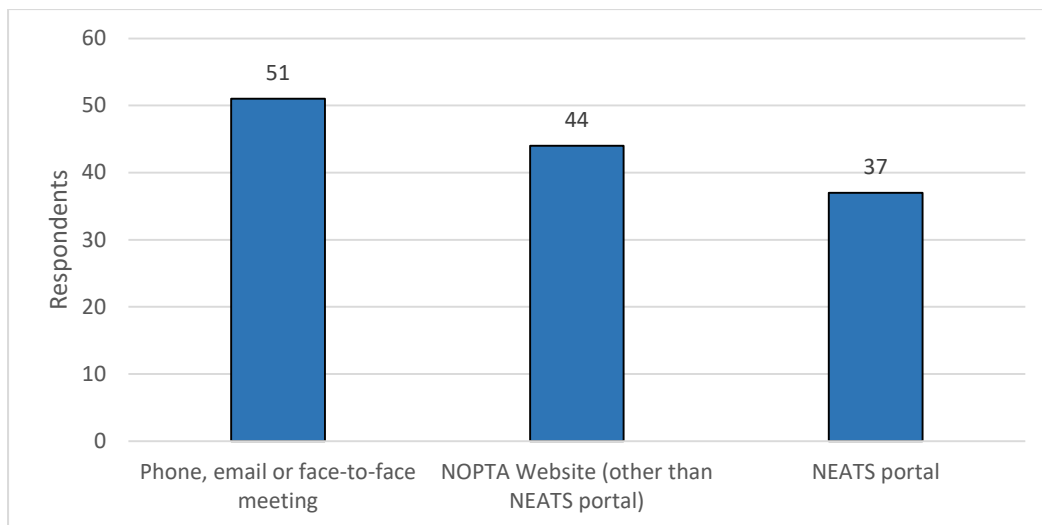
Source: KPMG analysis

Figure 11. Question 4: In general, does NOPTA maintain an appropriate profile with its stakeholders, for example with regard to communicating and explaining its strategic direction, plans and outcomes?



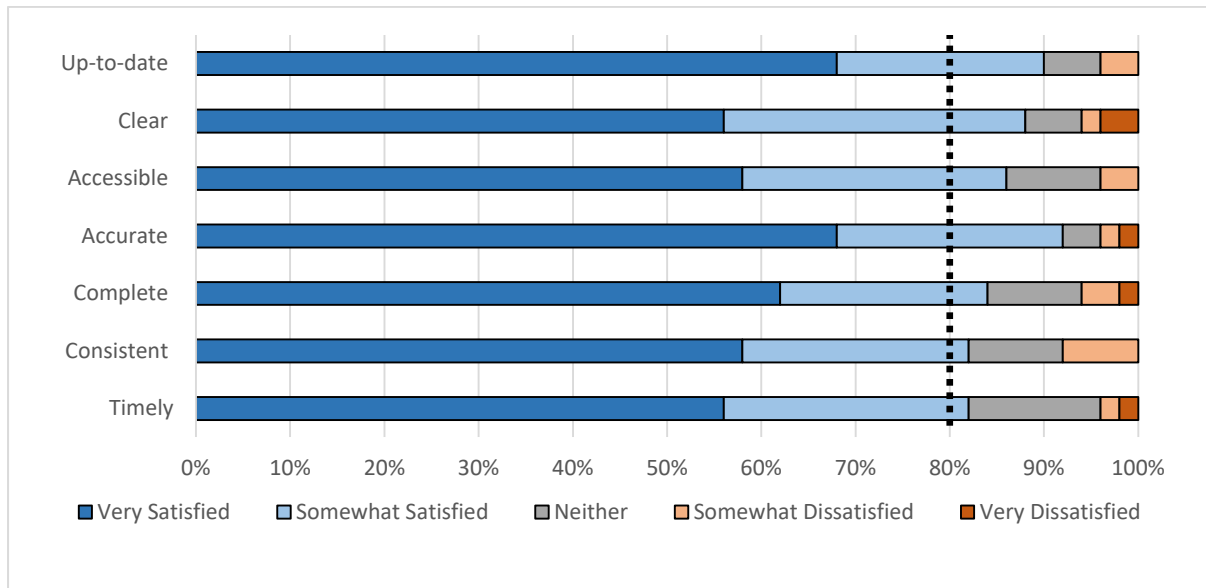
Source: KPMG analysis

Figure 12. Question 5: In the last 12 months, have you accessed information from NOPTA using any of the following methods? (Choose all that apply)



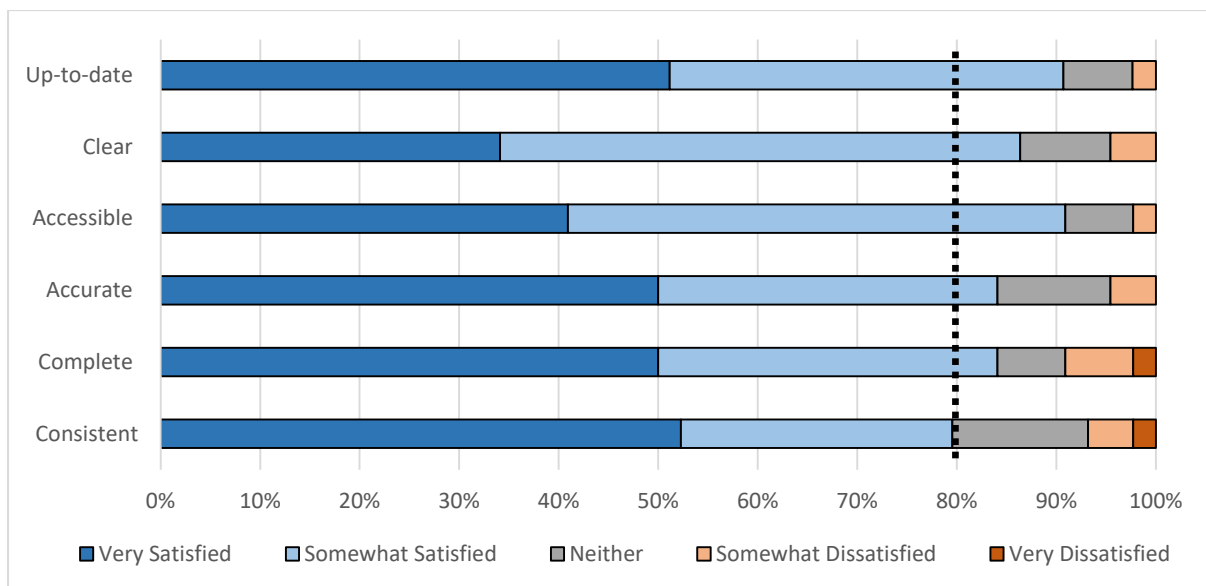
Source: KPMG analysis

Figure 13. Question 6: In general, thinking about the information you received from NOPTA by phone, email and in face-to-face meetings, how satisfied or dissatisfied are you that the information is:



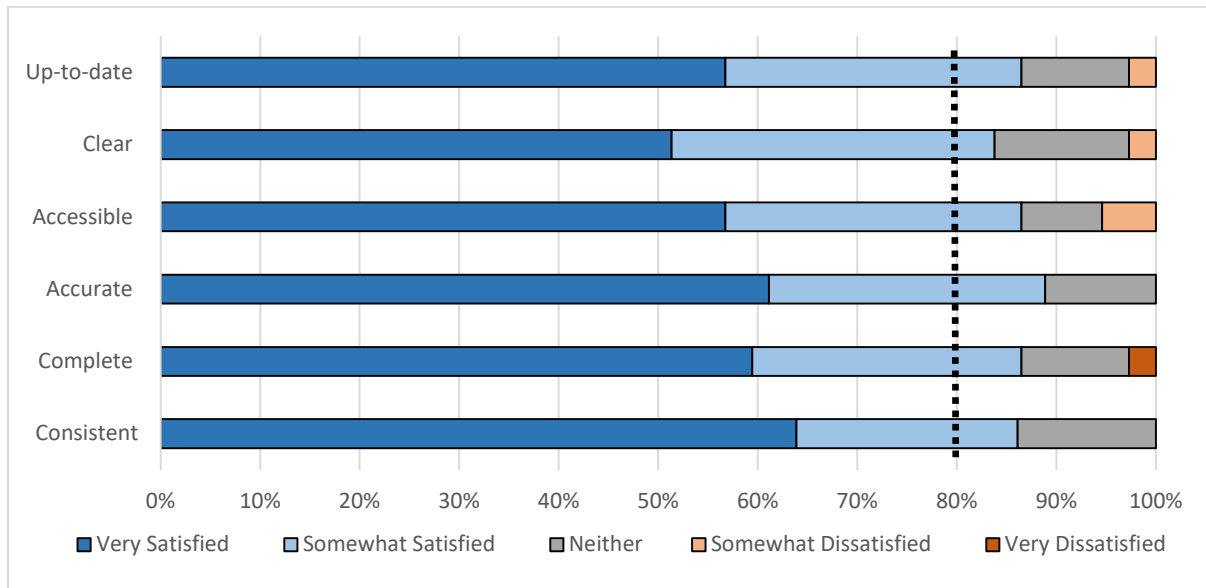
Source: KPMG analysis

Figure 14. Question 7: In general, thinking about the information you accessed from the NOPTA website, how satisfied or dissatisfied are you that the information is:



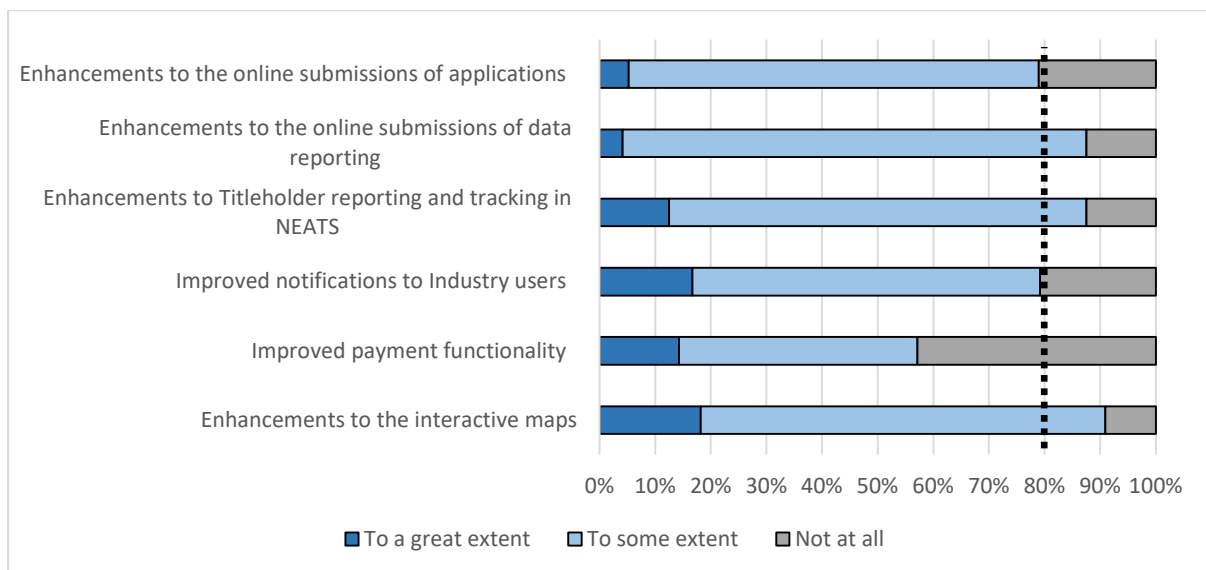
Source: KPMG analysis

Figure 15. Question 8: In general, thinking about the information you accessed from NEATS, how satisfied or dissatisfied are you that the information is:



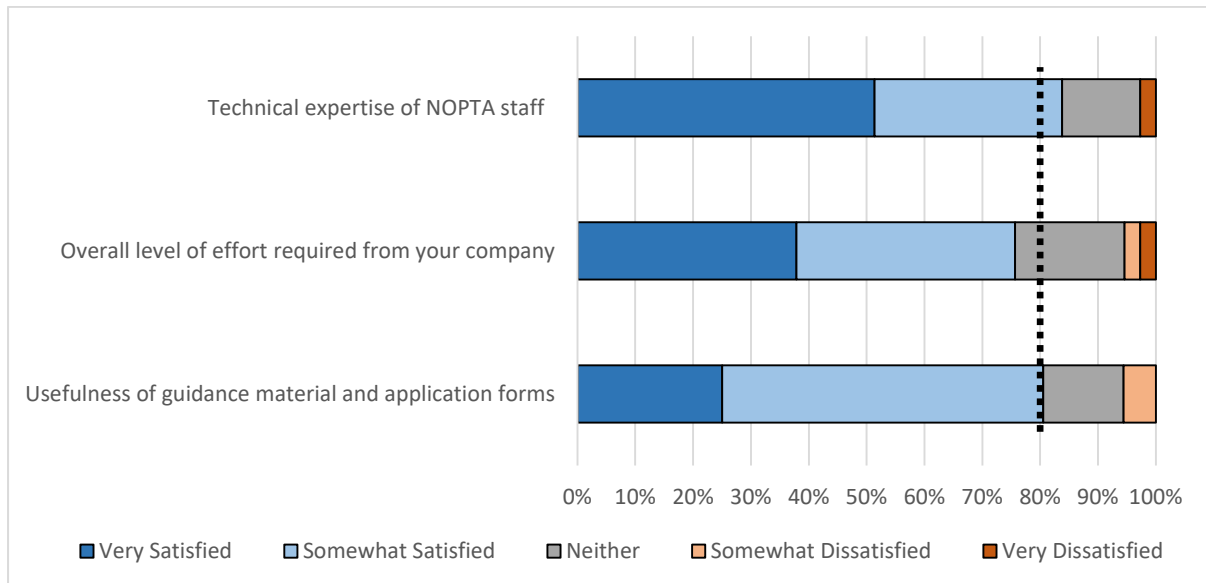
Source: KPMG analysis

Figure 16: Question 9: Thinking about the NEATS Industry Portal, what do you consider to be the key areas for improvement:



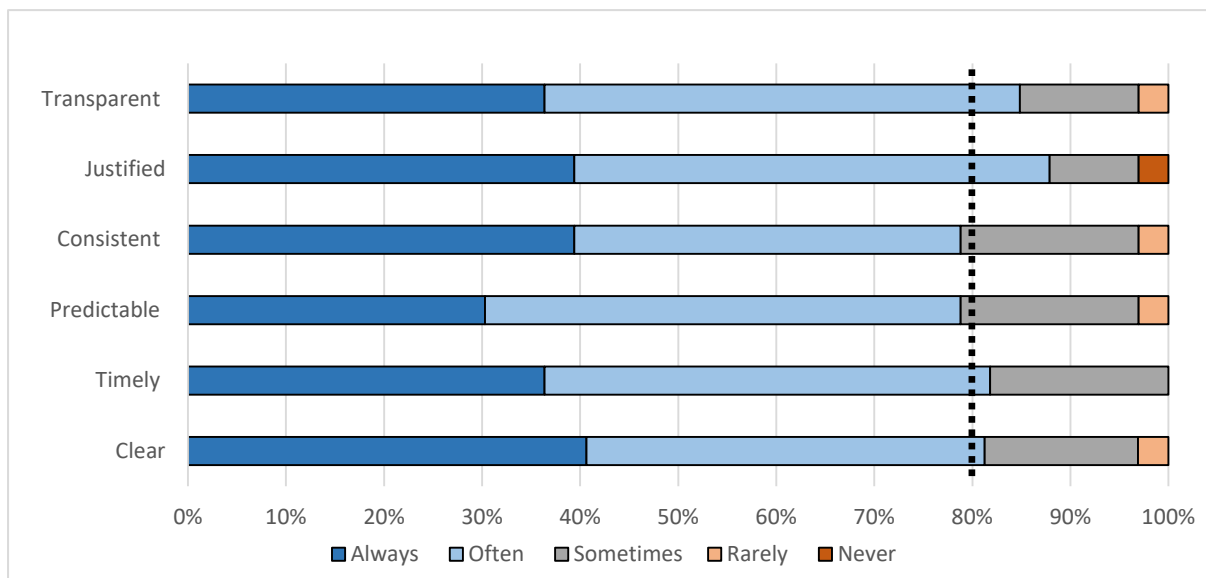
Source: KPMG analysis

Figure 17. Question 11: Thinking about your last interaction with NOPTA regarding DATA SUBMISSIONS (e.g. well or survey related submissions), how satisfied or dissatisfied were you with the:



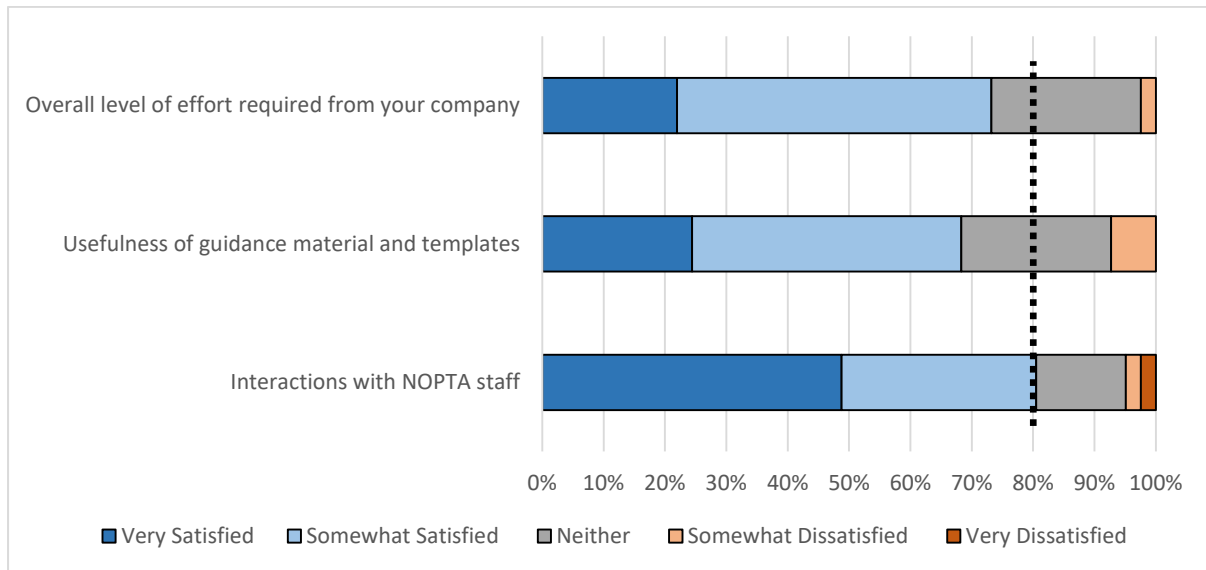
Source: KPMG analysis

Figure 18. Question 12: In general, would you say that NOPTA's data-related authorisations, including data release, export approvals or submission variations affecting your business are:



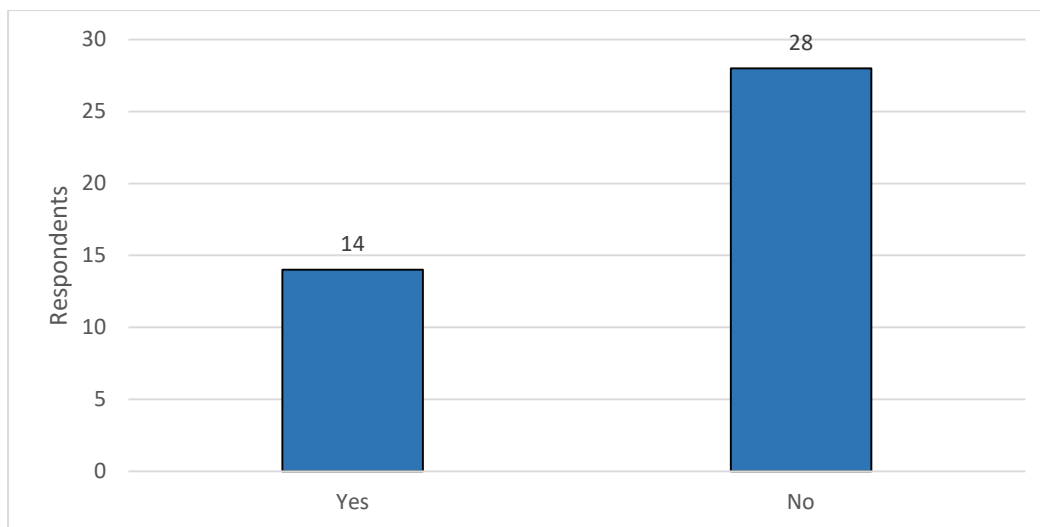
Source: KPMG analysis

Figure 19. Question 13: Thinking about your last interaction with NOPTA in relation to a REPORTING obligation (e.g. ATAR, monthly production report), how satisfied or dissatisfied were you with the:



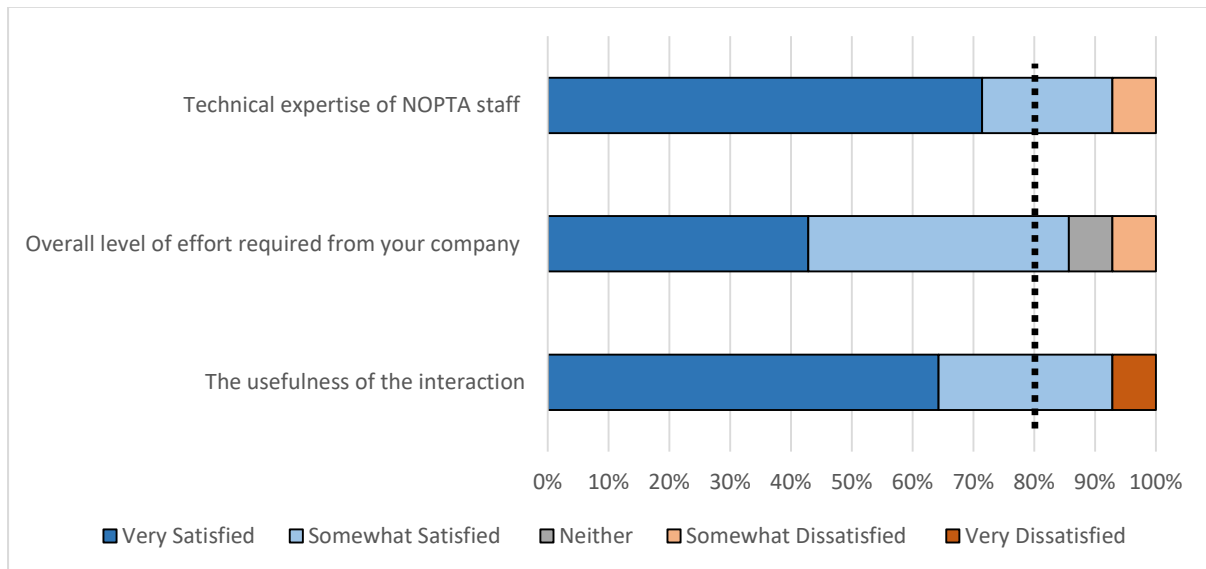
Source: KPMG analysis

Figure 20. Question 14: NOPTA has increased engagement with titleholders regarding resource stewardship, including field performance, resource maturation, regional development plans and benchmarking. Have you been involved in such discussions?



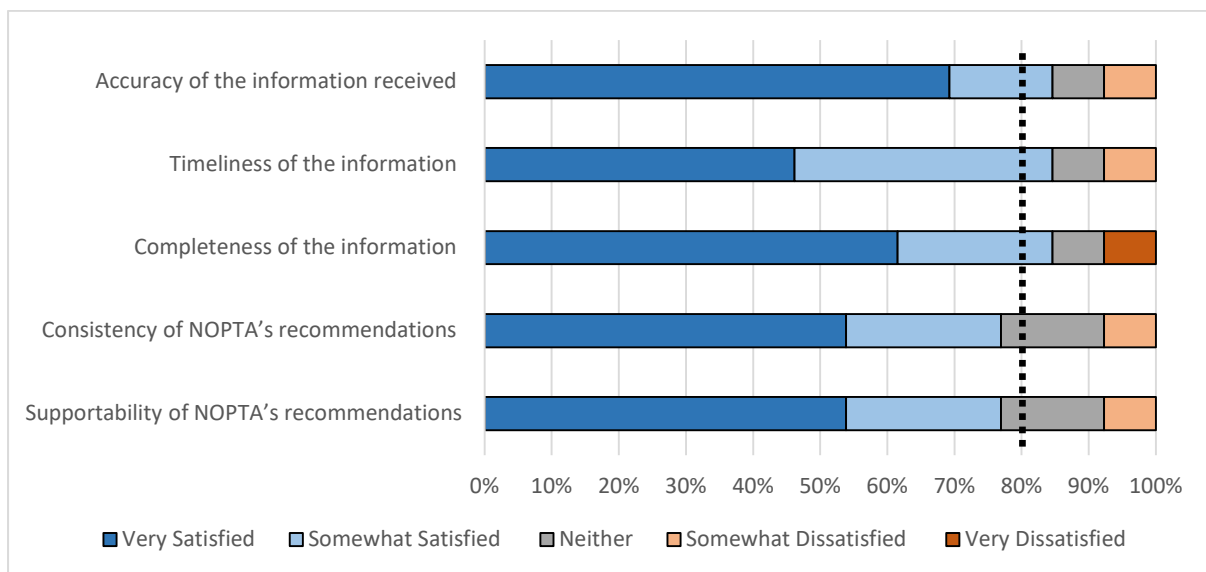
Source: KPMG analysis

Figure 21. Question 15: How satisfied or dissatisfied were you with:



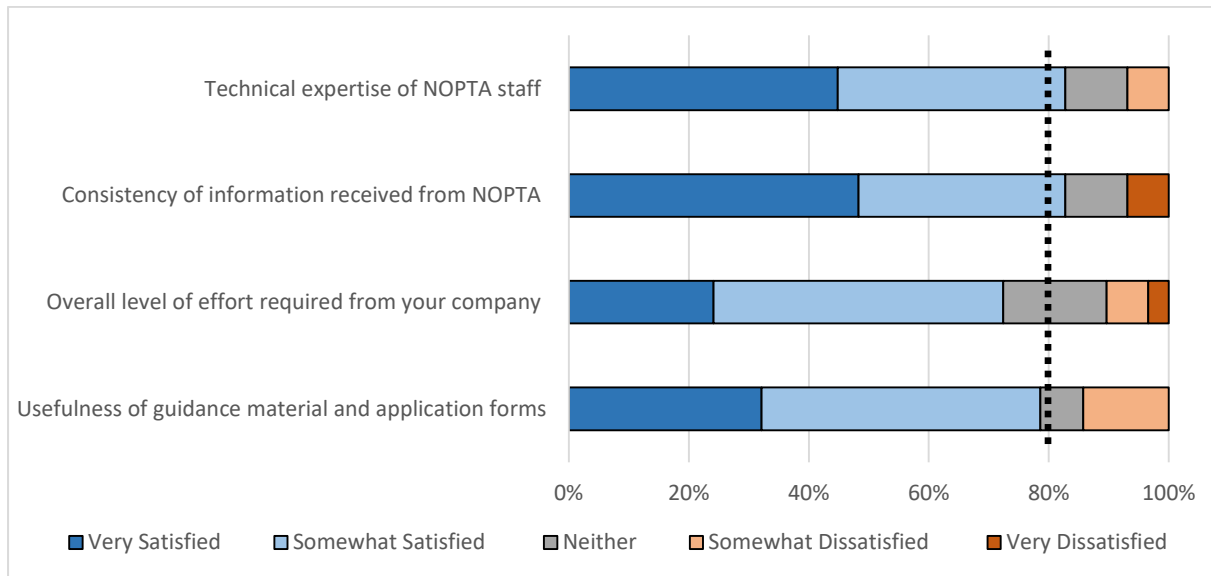
Source: KPMG analysis

Figure 22. Question 16: In relation to information you receive from NOPTA to support JA decision making, how satisfied or dissatisfied are you with the:



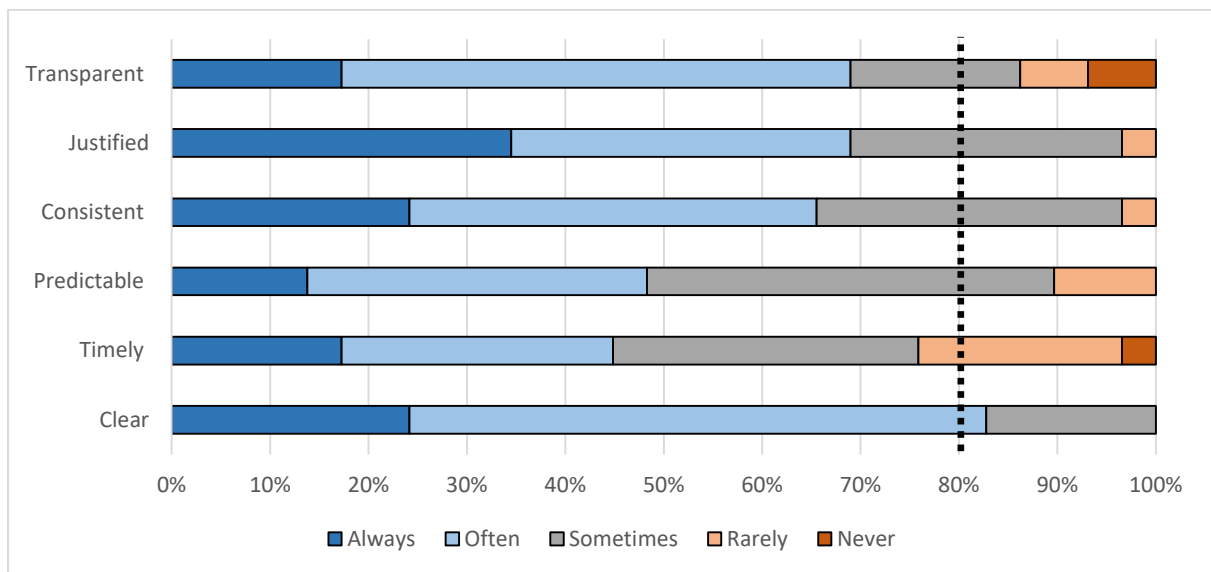
Source: KPMG analysis

Figure 23. Question 17: Thinking about your last interaction with NOPTA in relation to a PETROLEUM TITLE APPLICATION, how satisfied or dissatisfied were you with the:



Source: KPMG analysis

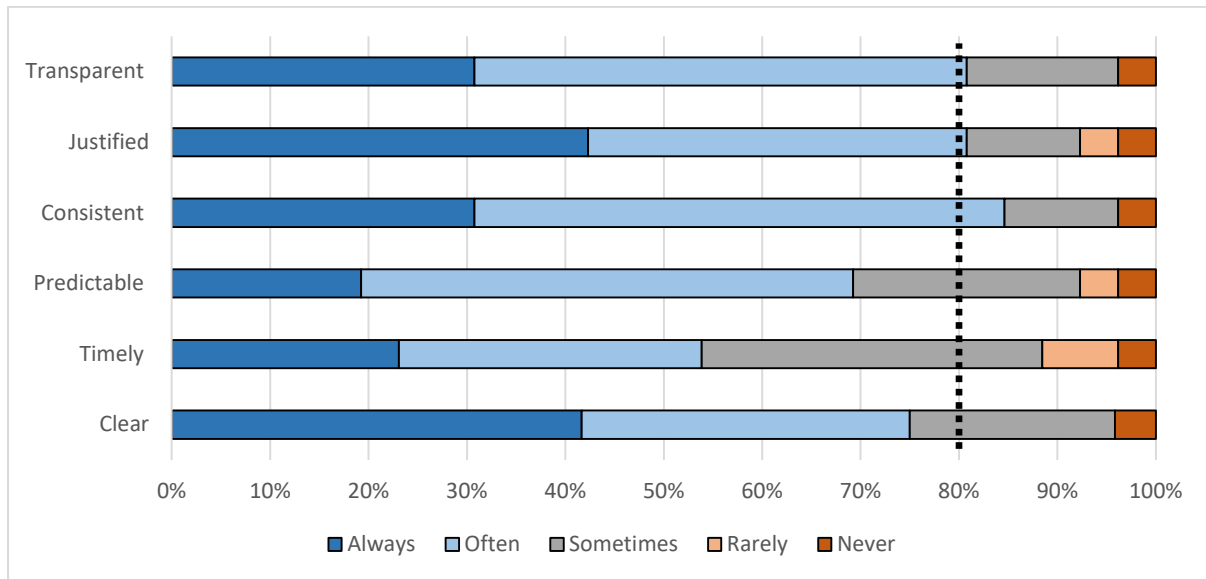
Figure 24. Question 18: In general, would you say that JA decisions affecting your business are:



Source: KPMG analysis

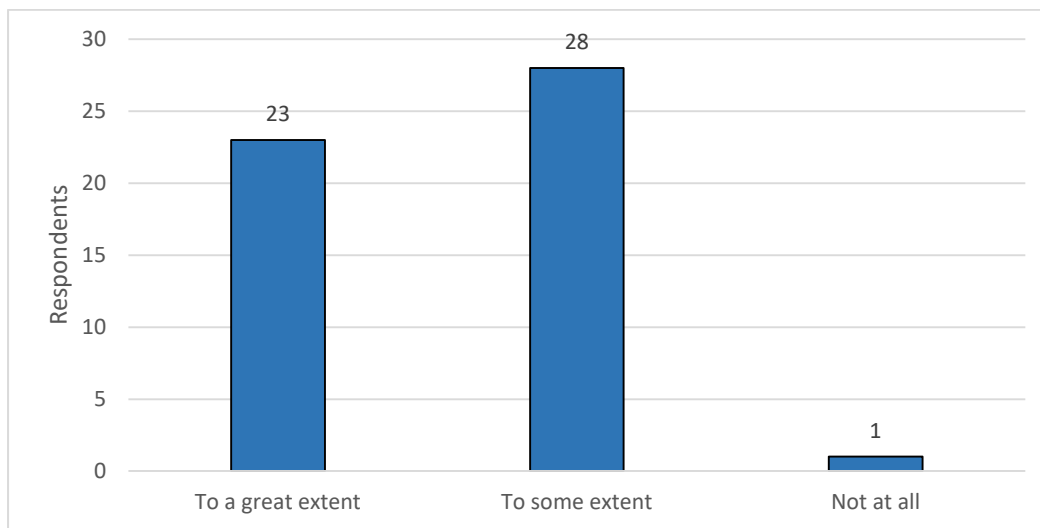


Figure 25. Question 20: In general, would you say that the Titles Administrator decisions (i.e. Petroleum Special Prospecting Authorities, Access Authorities, and Transfers and Dealings) affecting your business are:



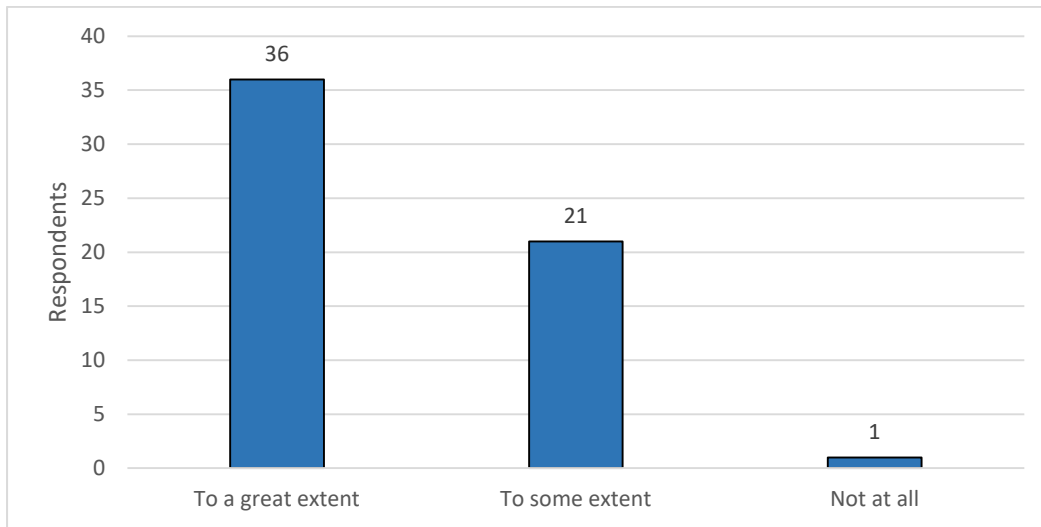
Source: KPMG analysis

Figure 26. Question 22: To what extent would you say the time and effort your organisation spends on complying with NOPTA administrative functions is reasonable, relative to regulatory risk NOPTA manages:



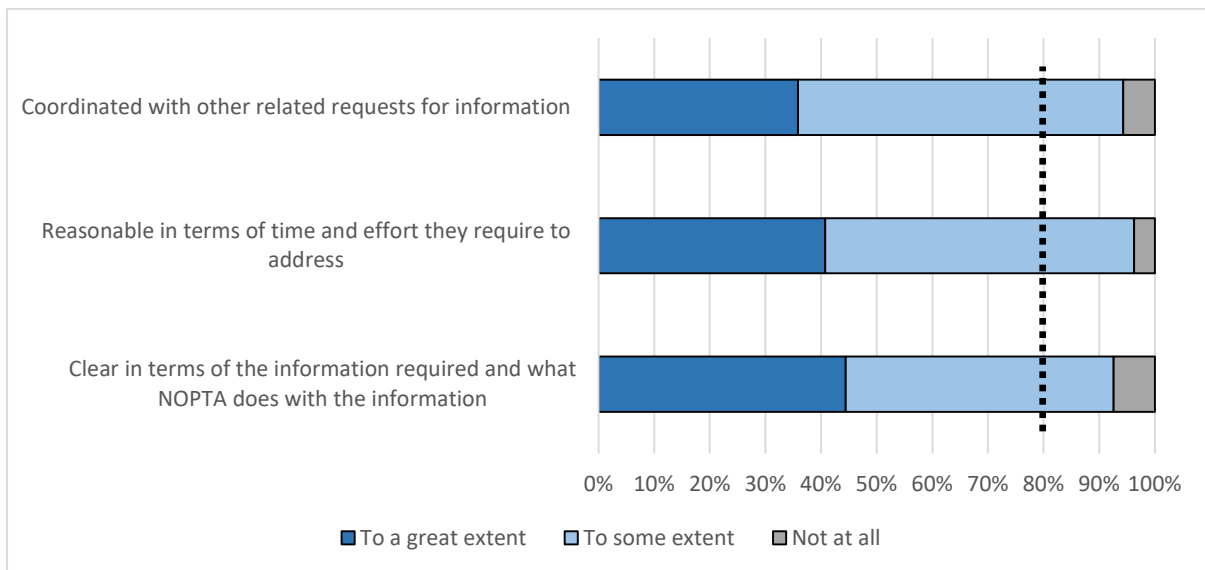
Source: KPMG analysis

Figure 27. Question 23: To what extent would you say NOPTA makes a valuable contribution to the process of managing Australia's resources:



Source: KPMG analysis

Figure 28. Question 24: In general, thinking about when you receive information requests from NOPTA, to what extent would you say that these are:



Source: KPMG analysis

## Appendix C – New questions in 2019

A Titleholder	Commonwealth and State /Territory Government	Other stakeholder
<p>8. In general, thinking about the information you accessed from NEATS, how satisfied or dissatisfied are you that the information is:</p> <ul style="list-style-type: none"> <li>– Up-to-date? [VS/SS/NSND/SD/VD]</li> <li>– Clear? [VS/SS/NSND/SD/VD]</li> <li>– Accessible? [VS/SS/NSND/SD/VD]</li> <li>– Accurate? [VS/SS/NSND/SD/VD]</li> <li>– Complete? [VS/SS/NSND/SD/VD]</li> <li>– Consistent? [VS/SS/NSND/SD/VD]</li> </ul> <p>[Very satisfied / somewhat satisfied / neither satisfied nor dissatisfied / somewhat dissatisfied / very dissatisfied]</p>		
<p>9. Thinking about the NEATS Industry Portal, what do you consider to be the key areas for improvement:</p> <ul style="list-style-type: none"> <li>– Enhancements to the online submissions of applications? [GE/SE/NAA/CS]</li> <li>– Enhancements to the online submissions of data reporting? [GE/SE/NAA/CS]</li> <li>– Enhancements to Titleholder reporting and tracking in NEATS? [GE/SE/NAA/CS]</li> <li>– Improved notifications to Industry users? [GE/SE/NAA/CS]</li> <li>– Improved payment functionality? [GE/SE/NAA/CS]</li> <li>– Enhancements to the interactive maps? [GE/SE/NAA/CS]</li> </ul> <p>[To a great extent / to some extent / not at all / can't say]</p>	[not asked]	
<p>10. Are there any additional areas for future improvement of the NEATS Industry Portal that you would like to see?</p> <ul style="list-style-type: none"> <li>– Free text</li> </ul>	[not asked]	
<p><b>Data and reporting</b></p>		
<p>12. In general, would you say that NOPTA's data-related authorisations, including data release, export approvals or submission variations affecting your business are:</p> <ul style="list-style-type: none"> <li>– Transparent [A/O/S/R/N/NA]</li> <li>– Justified, with reference to the relevant legislation and guidelines [A/O/S/R/N/NA]</li> <li>– Consistent [A/O/S/R/N/NA]</li> </ul>		<p>12. In general, would you say that NOPTA's data-related authorisations, including data release, export approvals or submission variations affecting your business are:</p> <ul style="list-style-type: none"> <li>– Transparent [A/O/S/R/N/NA]</li> </ul>

A Titleholder	Commonwealth and State /Territory Government	Other stakeholder
<ul style="list-style-type: none"> <li>- Predictable [A/O/S/R/N/NA]</li> <li>- Timely [A/O/S/R/N/NA]</li> <li>- Clear [A/O/S/R/N/NA]</li> </ul> <p>[Always / often / sometimes / rarely / never / not applicable]</p>		<ul style="list-style-type: none"> <li>- Justified, with reference to the relevant legislation and guidelines [A/O/S/R/N/NA]</li> <li>- Consistent [A/O/S/R/N/NA]</li> <li>- Predictable [A/O/S/R/N/NA]</li> <li>- Timely [A/O/S/R/N/NA]</li> <li>- Clear [A/O/S/R/N/NA]</li> </ul> <p>[Always / often / sometimes / rarely / never / not applicable]</p>
<p>13. Thinking about your last interaction with NOPTA in relation to a REPORTING obligation (e.g. ATAR, monthly production report), how satisfied or dissatisfied were you with the:</p> <ul style="list-style-type: none"> <li>- Overall level of effort required from your company [VS/SS/NSND/SD/VD]</li> <li>- Usefulness of guidance material and templates [VS/SS/NSND/SD/VD]</li> <li>- Interactions with NOPTA staff [VS/SS/NSND/SD/VD]</li> </ul> <p>[Very satisfied / somewhat satisfied / neither satisfied nor dissatisfied / somewhat dissatisfied / very dissatisfied]</p>	[not asked]	
<p>14. NOPTA has increased engagement with titleholders regarding resource stewardship, including field performance, resource maturation, regional development plans and benchmarking. Have you been involved in such discussions?</p> <ul style="list-style-type: none"> <li>- Yes</li> <li>- No</li> </ul>	[not asked]	
<p><b>Display This Question:</b> <b>If NOPTA has increased engagement with titleholders regarding resource stewardship, including field... = Yes</b></p>		
<p>15. How satisfied or dissatisfied were you with:</p> <ul style="list-style-type: none"> <li>- Technical expertise of NOPTA staff [VS/SS/NSND/SD/VD]</li> <li>- Overall level of effort required from your company [VS/SS/NSND/SD/VD]</li> <li>- The usefulness of the interaction [VS/SS/NSND/SD/VD]</li> </ul>	[not asked]	

A Titleholder	Commonwealth and State /Territory Government	Other stakeholder
[Very satisfied / somewhat satisfied / neither satisfied nor dissatisfied / somewhat dissatisfied / very dissatisfied]		
<b>Titles application process</b>		
18. In general, would you say that JA decisions affecting your business are: <ul style="list-style-type: none"> <li>– Transparent [A/O/S/R/N/NA]</li> <li>– Justified, with reference to the relevant legislation and guidelines [A/O/S/R/N/NA]</li> <li>– Consistent [A/O/S/R/N/NA]</li> <li>– Predictable [A/O/S/R/N/NA]</li> <li>– Timely [A/O/S/R/N/NA]</li> <li>– Clear [A/O/S/R/N/NA]</li> </ul> [Always / often / sometimes / rarely / never / not applicable]	[not asked]	
19. Please include any further comments to clarify your ratings above. <ul style="list-style-type: none"> <li>– Free text</li> </ul>	[not asked]	
21. Please include any further comments to clarify your ratings above. <ul style="list-style-type: none"> <li>– Free text</li> </ul>		21. Please include any further comments to clarify your ratings above. <ul style="list-style-type: none"> <li>– Free text</li> </ul>