



NOPTA 2021 Stakeholder Survey Report

National Offshore Petroleum Titles Administrator
Final Report

July 2021

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Disclaimer

Inherent Limitations

This report has been prepared as outlined in the Scope section of the Project Plan. The services provided in connection with this engagement comprise an advisory engagement, which is not subject to assurance or other standards issued by the Australian Auditing and Assurance Standards Board and, consequently no opinions or conclusions intended to convey assurance have been expressed.

No warranty of completeness, accuracy or reliability is given in relation to the statements and representations made by, and the information and documentation provided by, National Offshore Petroleum Titles Administrator stakeholders consulted as part of the process.

KPMG have indicated within this report the sources of the information provided. We have not sought to independently verify those sources unless otherwise noted within the report.

KPMG is under no obligation in any circumstance to update this report, in either oral or written form, for events occurring after the report has been issued in final form.

The findings in this report have been formed on the above basis.

Third Party Reliance

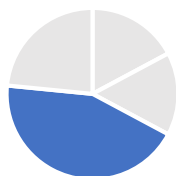
This report is solely for the purpose set out in the scope section of the contract and for the National Offshore Petroleum Titles Administrators information and is not to be used for any other purpose or distributed to any other party without KPMG's prior written consent.

This report has been prepared at the request of National Offshore Petroleum Titles Administrator in accordance with the terms of KPMG's contract dated 13 April 2021. Other than our responsibility to National Offshore Petroleum Titles Administrator, neither KPMG nor any member or employee of KPMG undertakes responsibility arising in any way from reliance placed by a third party on this report. Any reliance placed is that party's sole responsibility.

NOPTA 2021 Stakeholder Survey

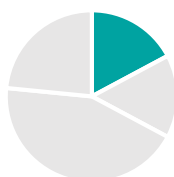
SURVEY RESPONSES

n=64



Responses.
Increased
from n=61
in 2019

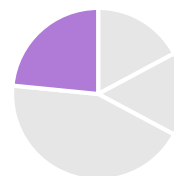
44%
Titleholders.
Decreased from
70% in 2019



17% Commonwealth
Government.
Increased from
8% in 2019



16% State
Government.
No change from
2019



23% Other
stakeholders.
Increased from
7% in 2019

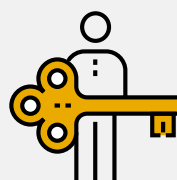
SURVEY FINDINGS



99%

NOPTA's role

Understand NOPTA's role as it relates to their requirements to a great or some extent. Asked for the first time in 2021



97%

Valued contribution

To the process of managing Australia's resources to a great or some extent. Decreased from 98% in 2019

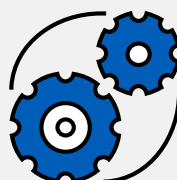
Highly satisfied with NOPTA's performance, role and function



68%

Effort required

Very or somewhat satisfied with the level of effort required for data submission interactions. Decreased from 76% in 2019

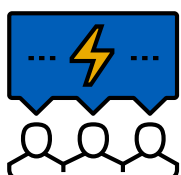


57%

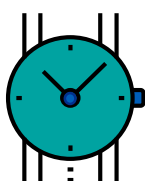
Transparency

Of Joint Authority decisions affecting respondents businesses viewed as always or often transparent. Decreased from 69% in 2019

FOCUS AREAS



Proactively
engaging and
communicating



Improving
timeframes for
decisions



Reduce the level
of effort for
organisations



Greater
transparency

1 Executive Summary

The National Offshore Petroleum Titles Administrator (NOPTA) engaged KPMG to undertake its 2021 Stakeholder Survey. As part of NOPTA's ongoing performance reporting, including obligations under the Regulator Performance Framework, NOPTA undertakes regular stakeholder surveys to assess client satisfaction with NOPTA's performance in key areas of the government's regulator performance framework.

Survey background

This survey follows 2015, 2016, 2017 and 2019 stakeholder surveys. The 2021 stakeholder survey asked 31 questions across topics such as interaction and communication of NOPTA's role; access to information; regulatory effort; resource management; communication, openness and transparency; cost recovery and risk management. Within this, a range of free text questions which invited stakeholders to clarify their comments and detail opportunities for improvement were included.

A total of 64 responses were received, of which 44 per cent were Titleholders, 23 per cent were Commonwealth or State/Territory government representatives, and 23 per cent were other stakeholders. Notably, the 2021 stakeholders survey observed the highest count of responses to date.

Survey results

As per previous years, a high-level of satisfaction with NOPTA's performance, role and function was reported. Stakeholders interacted and communicated with staff frequently and regarded their technical expertise and interaction highly. Similarly, information accessed from NOPTA was highly regarded due to its accuracy, completeness, consistency, clarity and currency.

Overwhelmingly, stakeholders thought that NOPTA makes a valuable contribution to the process of managing Australia's resources to a great extent or some extent. With most stakeholders indicating that fees and levies were reasonable and set with clarity and transparency.

The survey results used to draw this conclusion are as follows:

Interaction and communication of NOPTA's role

- Respondents interacted with NOPTA frequently, with 48 per cent of stakeholder interacting on a daily (2 per cent), weekly (14 per cent) and monthly (32 per cent) basis.
- NOPTA's role is very well communicated, with 71 per cent of stakeholders understanding NOPTA's role to a great extent.

Access to information

- Respondents mostly relied on the NOPTA website (other than the National Electronic Approvals Tracking System (NEATS) portal) for information, with 81 per cent accessing the website over the last 12 months. The website was the preferred source of information for all stakeholder groups except for Commonwealth representatives, who were more likely to use email.
- Respondents were highly satisfied with web-based products. Specifically, the refreshed NEATS portal, where over 50 per cent of all stakeholders reported being very satisfied that the information was up-to-date, clear, accessible, accurate, complete and consistent. Similar levels of satisfaction were found for the NOPTA website.
- Respondents were highly satisfied with personal communication from NOPTA staff, indicating high satisfaction with the information received through phone, email, face-to-face and video conference communication.

Regulatory effort

- Respondents who submitted or reported data to NOPTA noted satisfaction with their interaction, particularly regarding the technical expertise of NOPTA staff and the usefulness of guidance materials and templates. Lower levels of satisfaction with the overall level of effort required from

companies (32 per cent) was observed across reporting obligations and data submissions (47 per cent) (noting these were still positive).

- Respondents indicated that the time and effort spent on compliance was reasonable and proportionate to some extent (65 per cent).

Resource management / Stewardship

- Nearly all respondents thought that NOPTA makes a valuable contribution to the process of managing Australia's resources to a great extent or some extent (97 per cent).
- Nearly half of the respondents (46 per cent) indicated being involved in resource stewardship discussions with NOPTA.

Communication, openness and transparency

- Respondents were highly satisfied with the information received from NOPTA to support Joint Authority decision making, especially the accuracy, timeliness, completeness, consistency and supportability of this information.
- Half of respondents (50 per cent) were satisfied with their last interaction with NOPTA regarding a Petroleum Title application. A lower level of satisfaction was observed with the overall level of effort required from companies (32 per cent) and the usefulness of guidance materials and application forms (24 per cent).
- Respondents varied in their views of Joint Authority and Titles administration decisions affecting their businesses. Over 60 per cent of respondents were satisfied that these decisions were clear, consistent and justified. Lower levels of satisfaction were observed in relation to the transparency, timeliness and predictability of these decisions.

Cost recovery and risk management

- Respondents largely viewed NOPTA's current fees and levies as very reasonable or reasonable (71 per cent). Majority of respondents agreed that these fees and levies are set clearly and transparently (71 per cent).
- Respondents ranked regulatory and policy certainty as the largest risk to their organisations (44 per cent), followed by timely regulatory decisions (38 per cent).

Focus areas

As per previous years, a high-level of satisfaction with NOPTA's performance, role and function was reported. It is hoped that the information in this report will provide a useful basis for NOPTA to continue measuring and improving performance.

Four focus areas have been identified for consideration; however, the ability of NOPTA to effect certain decisions due to the nature of their role and function should also be considered.

The four focus areas for consideration are:

- Proactively engaging and communicating with stakeholders.
- Improving timeframes for decisions.
- Reducing the level of effort required when interacting with NOPTA.
- Providing greater transparency in decision making.

2 Background and Function

The National Offshore Petroleum Titles Administrator (NOPTA) engaged KPMG to undertake its 2021 Stakeholder Survey. As part of NOPTA's ongoing performance reporting, including obligations under the Regulator Performance Framework, NOPTA undertakes regular stakeholder surveys to assess client satisfaction with NOPTA's performance in key areas of the government's regulator performance framework.

This survey follows 2015, 2016, 2017 and 2019 stakeholder surveys, which KPMG also conducted. After 2017, the stakeholder survey moved to a biannual survey of stakeholders. As per previous years, this report provides the results from the 2021 stakeholder survey and comparison to results from 2019.

2.1 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* (OPGGs 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:

- Providing information, assessments, analysis, reports, advice and recommendations to the relevant decision makers under the OPGGS Act.
- Facilitating life of title administration, including compliance monitoring.
- Engaging with titleholders on their performance in meeting regulatory obligations and expectations.
- 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 long term petroleum recovery.
- Manage the submission and release of data.
- Decision maker for the approval and registration of transfers and dealings, including consideration of the financial and technical capacity of prospective titleholders.
- Decisions for granting of short-term titles.
- Maintain the public registers of offshore petroleum and greenhouse gas titles.
- Cooperate with NOPSEMA on matters relating to the administration and enforcement of the OPGGS Act and regulations.
- Collecting levies and fees in accordance with government policy and NOPTA's approved CRIS. Maintaining a special account consistent with the requirements of the *Public Governance, Performance and Accountability Act 2013*.

The Joint Authority have the power to make certain decisions under the OPGGS Act. NOPTA provides advice and recommendations in relation to these decisions. All communications to or from the Joint Authority occurs through NOPTA.

NOPTA has the authority to grant short term titles (petroleum access authority and petroleum special prospecting authority) and is the decision maker for the approval or refusal of the registration of certain commercial arrangements relating to a title, known as transfers and dealings.

NOPTA's performance requirements

As a regulator, NOPTA is required to assess its performance against the key performance indicators (KPIs) in the Regulator Performance Framework (RPF).

The key purpose of the RPF is to improve regulator performance by being publicly accountable in demonstrating effective management of risk. Measuring and publicly reporting on performance provides confidence to industry and the broader community that NOPTA is being effective and is contributing to reducing regulatory burden.

The RPF consists of six outcomes-based KPIs covering:

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 help NOPTA understand the extent to which it is successfully meeting its performance goals and how it can improve its performance against these goals in the future.

2.3 Report and survey structure

This report and the 2021 stakeholder survey have nine sections; see Table 1.

Table 1. Report and survey structure

Section	Description
Demographic details	This section asked questions focused on soliciting consent and demographic information.
Interaction and communication of NOPTA's role	This section covered how respondents access and receive information from and provide information to NOPTA and their satisfaction with various aspects of these processes.
Access to information	This section covered how participants accessed information from NOPTA and their satisfaction with this information regarding several important factors.

Section	Description
Regulatory effort	This section asked respondents about information requests and to what extent NOPTA makes a valuable contribution to managing Australia's natural resources in line with the risk it manages.
Resource Management/ Stewardship	This section covered respondents experience with NOPTA around stewardship and their satisfaction with various engagement elements. Respondents were also asked if NOPTA makes a valuable contribution to the process of managing Australia's resources.
Communication, openness and transparency	This section gauged respondents level of satisfaction with the decision-making processes NOPTA is part of, recognising certain decisions about Joint Authority related decisions, petroleum title applications and title administration.
Cost recovery	This section covered respondents views on NOPTA's current fees and levies.
Risk management	This section covered respondents views on the major risks to their organisation.
General questions	This section provided respondents with the opportunity to provide any additional comments or feedback.

2.4 Survey modifications

To enable comparison across time periods, many of the questions used in the 2019 survey were retained. In 2021, nine new questions were added to reflect the industry landscape/NOPTA's operations better. These are presented in Appendix C.

2.5 Survey implementation

An email containing the survey link was sent by KPMG to 195 stakeholders on 28 April 2021. 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 the level of insight into NOPTA's performance, the survey window was extended by one week to 19 May 2021. In accommodating this, an email to inform stakeholders of the extension was sent. This was followed by another reminder email to complete the survey that was sent 24 hours before the survey closed. The complete survey questionnaire is provided in Appendix A.

3 Survey Results

3.1 Demographic details

This section asked two questions focused on soliciting consent and demographic information. The demographic question sought to understand which stakeholder group the respondent was representing. Based on the response to this question, respondents were displayed questions relative to their grouping.

Response rates

- The overall response rate to the survey was 31 per cent (n=64).
- A total of 64 responses were received, of which 44 per cent were Titleholders, 23 per cent were Commonwealth or State/Territory government representatives, and 23 per cent were other stakeholders.
- There was a small increase in the overall number of respondents compared to 2019. However, relative to 2019, there was a distinct shift in the distribution of stakeholder types, with 70 per cent of 2019 respondents identifying as Titleholders but only 44 per cent in 2021.

Question 1. Do you consent to participate in this survey? By consenting to participate you agree to form part of a de-identified dataset which will be provided to NOPTA.

- Question 1 was asked in both 2019 and 2021. It focused on obtaining consent to participate in the survey. All respondents but one gave consent to participate and form part of a de-identified data set. The participant who chose not to give consent was screened out of the survey at this question.

Question 2. Are you a representative of:

- Question 2 was asked in 2019 and 2021 and applied to all respondents.
- A sample of 195 respondents were invited by KPMG to participate in the survey. This sample represented Titleholders (n=126), Commonwealth government and State/Territory government (n=27) and other stakeholders (n=41). The other stakeholders group was comprised of industry bodies and associations.
- In 2021, the survey received 64 responses, its largest count of responses to date. Of which 44 per cent were Titleholders, 33 per cent were Commonwealth or State/Territory government representatives, and 23 per cent were other stakeholders.
- This is in comparison to 2019, where 61 responses were received. The distribution across stakeholder groups changed from 2019. While Titleholders still comprised the largest count of responses (44 per cent), they were less likely to respond than in 2019 and did not account for the majority of responses (70 per cent). The survey also saw an increase in responses from State/Territory government and other stakeholders.
- The distribution is outlined in Table 2, Figure 1 and Table 3 below.

Table 2. Respondents by stakeholder group, compared with total sample

Grouping	Total sample		Responses	
	Sample	Percentage	Count	Percentage
A Titleholder	126	65%	28	44%
Commonwealth government	27	14%	11	17%
State/Territory government			10	16%
Other stakeholder	41	21%	15	23%
Total	195	100%	64	100%

Source: KPMG analysis

Figure 1. Respondents by stakeholder group 2021, chart

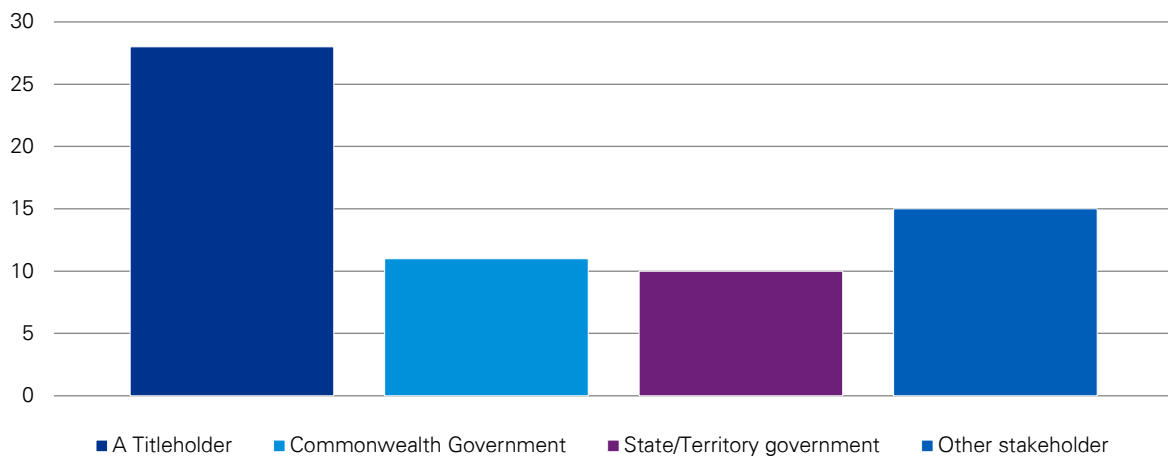


Table 3. Respondents by stakeholder group, 2019 and 2021 comparison

Grouping	2019		2021	
	n	%	n	%
A Titleholder	43	70%	28	44%
State/Territory Government	5	8%	11	17%
Commonwealth Government	9	15%	10	16%
Other stakeholder	4	7%	15	23%
Total	61	100%	64	100%

Source: KPMG analysis

3.2 Interaction and communication of NOPTA's role

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

Channels of communication with NOPTA

- Respondents interacted with NOPTA frequently, with 48 per cent of stakeholders interacting on a daily (2 per cent), weekly (14 per cent) and monthly (32 per cent) basis.
- NOPTA's role is very well communicated, with the majority of respondents indicating that they understood NOPTA's role related to their requirements to either a great extent (71 per cent) or some extent (28 per cent).

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 previously in 2019 and was displayed to all respondents.
- On average, respondents were most likely to interact with NOPTA on a less than monthly basis (46 per cent), followed by a monthly basis (32 per cent). See Table 4.
- Responses to this question differed by respondent type. Commonwealth government representatives were most likely to interact with NOPTA on a weekly basis (50 per cent). While all other respondent groups were most likely to interact with NOPTA on a less than monthly basis (60 per cent, State/Territory government) (47 per cent, Titleholders) (47 per cent, other stakeholders). See Table 4.
- Compared to 2019, respondents are more likely to have less than monthly interactions with NOPTA. See Table 5.

Table 4. Frequency of respondent interaction

Domain	Count	Percentage
	n	%
Daily	1	2%
Weekly	9	14%
Monthly	20	32%
Less than monthly	29	46%
Not at all	4	6%
Total	63	100%

Source: KPMG analysis

Table 5. Frequency of interaction, 2019 and 2021 comparison

Domain	2019		2021	
	n	%	n	%
Daily	2	3%	1	2%
Weekly	10	16%	9	14%
Monthly	25	41%	20	32%
Less than monthly	22	36%	29	46%
Not at all	2	3%	4	6%
Total	61	100%	63	100%

Source: KPMG analysis

Question 4. Based on your interactions with NOPTA, do you feel you have a sufficient understanding of NOPTA's role in the offshore regulatory regime as it relates to your requirements?

- Question 4 was asked for the first time in 2021 and was displayed to all respondents.
- A majority of respondents indicated that they understood NOPTA's role related to their requirements to either a great extent (71 per cent) or some extent (28 per cent). See Table 6.

Table 6. The extent of NOPTA role understanding

Domain	Count	Percentage
	n	%
To a great extent	43	71%
To some extent	17	28%
Not at all	1	1%
Total	61	100%

Source: KPMG analysis Note "can't say" responses were excluded from analysis

Question 5: Do you have any suggestions on how NOPTA might improve its communication with your organisation?

- Question 5 was asked for the first time in 2021 and was displayed to all respondents.
- A total of 24 free text responses were recorded for question 5, with 12 of the respondents (50 per cent) stating that they found communication with NOPTA to be satisfactory and/or that they had no suggestions for improvement.
- Themes within the remaining responses included:
 - **Increased engagement:** an appetite to see an increase in the frequency of communication and engagement between NOPTA and their organisation, primarily in the form of more proactive notifications and relevant industry newsletters, with one respondent stating this would make the engagement less “*transactional*”.
 - **Accessibility:** an appetite to see an increase in the accessibility of communication with NOPTA, with the lack of a direct and clear line of communication being a concern. One respondent expressed the desire to discuss matters with NOPTA over the phone, rather than “*having to wait for that email*”.

3.3 Access to Information

This section covered how participants accessed information from NOPTA and their satisfaction with this information regarding several important factors.

Access to Information

- Respondents' most frequent method of interaction with NOPTA was with the NOPTA website (other than the NEATS portal) at 81 per cent.
- Respondents were very satisfied that the information received through phone, email, or face-to-face / video conferencing meeting communication was up to date (68 per cent), accurate (68 per cent), complete (56 per cent), accessible (60 per cent), consistent (60 per cent), timely (46 per cent) and clear (66 per cent).
- Respondents generally reported being very satisfied that the information accessed from the NOPTA website was up to date (55 per cent), clear (49 per cent), accessible (63 per cent), accurate (59 per cent), complete (47 per cent) and consistent (55 per cent).
- Respondents generally reported being very satisfied that the information accessed from the NEATS website was up to date (66 per cent), clear (58 per cent), accessible (63 per cent), accurate (58 per cent) and complete (61 per cent).

Question 6: In the last 12 months, have you accessed information from NOPTA using any of the following methods?

- Question 6 was asked previously in 2019 and was displayed to all respondents. Respondents were able to select all domains that applied.
- Respondents were most likely to access information through the NOPTA website (81 per cent) and email (72 per cent). See Table 7. Commonwealth government stakeholders were most likely to access information from NOPTA through email, while all other stakeholders were most likely to use the NOPTA website (other than the NEATS portal). See Table 8 and Figure 2.
- Compared to 2019, the response distribution is similar across available domains. See Table 9.

Table 7. Frequency of respondent interaction with NOPTA

Domain	Count	Percentage
	n	%
NOPTA website (other than NEATS portal)	52	81 %
NEATS portal	40	63%
Phone	31	48%
Email	46	72%
Face-to-face/video conference meeting	35	55%

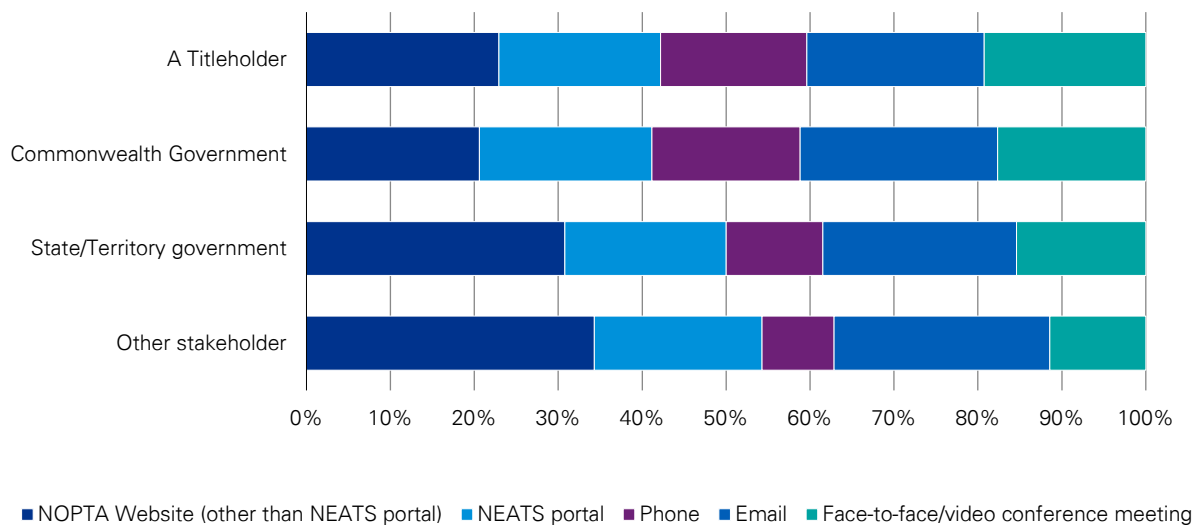
Source: KPMG analysis Note: The denominator used to derive these percentages is 64

Table 8. Methods used to access information from NOPTA, by stakeholder

	Commonwealth government		State/Territory government		A Titleholder		Other stakeholder		Total
NOPTA Website (other than NEATS portal)	7	64%	8	80%	25	89%	12	80%	52
NEATS portal	7	64%	5	50%	21	75%	7	47%	40
Phone	6	55%	3	30%	19	68%	3	20%	31
Email	8	73%	6	60%	23	82%	9	60%	46
Face-to-face/video conference meeting	6	55%	4	40%	21	75%	4	27%	35
Total	11	100%	10	100%	28	100%	15	100%	64

Source: KPMG analysis

Figure 2. Methods used to access information from NOPTA, by stakeholder, chart



Source: KPMG analysis

Table 9. Methods used to access information from NOPTA, 2019 and 2021 comparison

Domain	2019		2021	
	n	%	n	%
NOPTA Website (other than NEATS portal)	33	77%	52	81%
NEATS portal	37	61%	40	63%
Phone	51	84%	31	48%
Email			46	72%
Face-to-face/video conference meeting			35	55%

Source: KPMG analysis

Question 7: In general, thinking about the information you received from NOPTA by phone, email and/or in face-to-face/video conference meetings, how satisfied or dissatisfied are you that the information is:

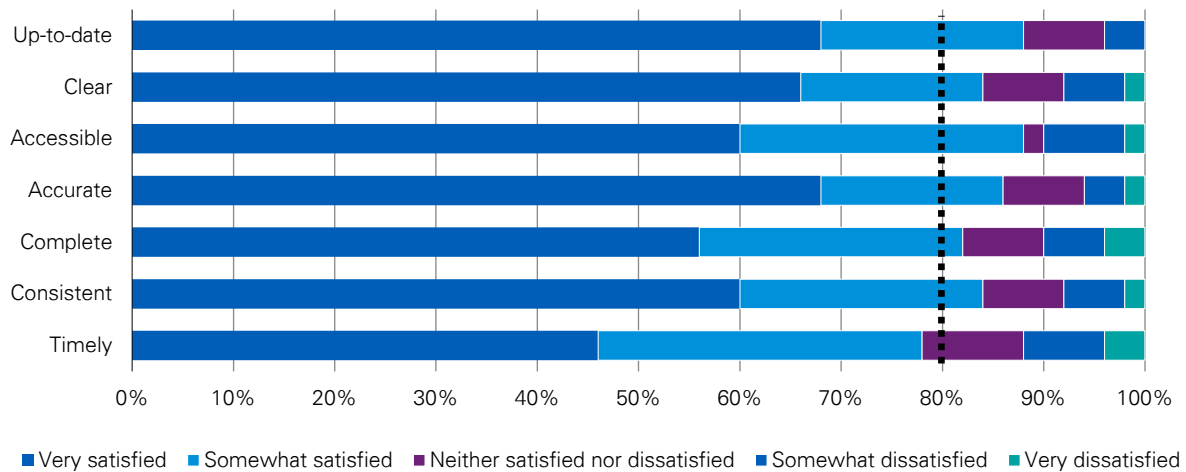
- Question 7 was asked previously in 2019 and was displayed to all respondents who had indicated receiving information from NOPTA by phone (n=31), email (n=46) and/or in face-to-face/video conference (n=35) in question 6
- Respondents indicated a high level of satisfaction with the information received from NOPTA by phone, email and/or in face-to-face/video conference meetings. Respondents generally reported being very satisfied or somewhat satisfied that the information was up-to-date (88 per cent), clear (84 per cent), accessible (88 per cent), accurate (86 per cent), complete (82 per cent), consistent (84 per cent) and timely (78 per cent). See Table 10 and Figure 3.
- Overall, respondent satisfaction with the quality of the information received from NOPTA by phone, email and/or in face-to-face/video conference meetings was high, as it was in previous years. See Table 11.

Table 10. Respondent satisfaction with personal communication

Domain	Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied		Total
	n	%	n	%	n	%	n	%	n	%	n
Up to date	34	68%	10	20%	4	8%	2	4%	0	0%	50
Clear	33	66%	9	18%	4	8%	3	6%	1	2%	50
Accessible	30	60%	14	28%	1	2%	4	8%	1	2%	50
Accurate	34	68%	9	18%	4	8%	2	4%	1	2%	50
Complete	28	56%	13	26%	4	8%	3	6%	2	4%	50
Consistent	30	60%	12	24%	4	8%	3	6%	1	2%	50
Timely	23	46%	16	32%	5	10%	4	8%	2	4%	50

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

Figure 3. Respondent satisfaction with personal communication, chart



Source: KPMG analysis

Table 11. Respondent satisfaction with personal communication, 2019 and 2021 comparison

Domain	Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied	
	2019	2021	2019	2021	2019	2021	2019	2021	2019	2021
Up-to-date	68%	68%	22%	20%	6%	8%	4%	4%	0%	0%
Clear	56%	66%	32%	18%	6%	8%	2%	6%	4%	2%
Accessible	58%	60%	28%	28%	10%	2%	4%	8%	0%	2%
Accurate	68%	68%	24%	18%	4%	8%	2%	4%	2%	2%
Complete	62%	56%	22%	26%	10%	8%	4%	6%	2%	4%
Consistent	58%	60%	24%	24%	10%	8%	8%	6%	0%	2%
Timely	56%	46%	26%	32%	14%	10%	2%	8%	2%	4%

Source: KPMG analysis

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

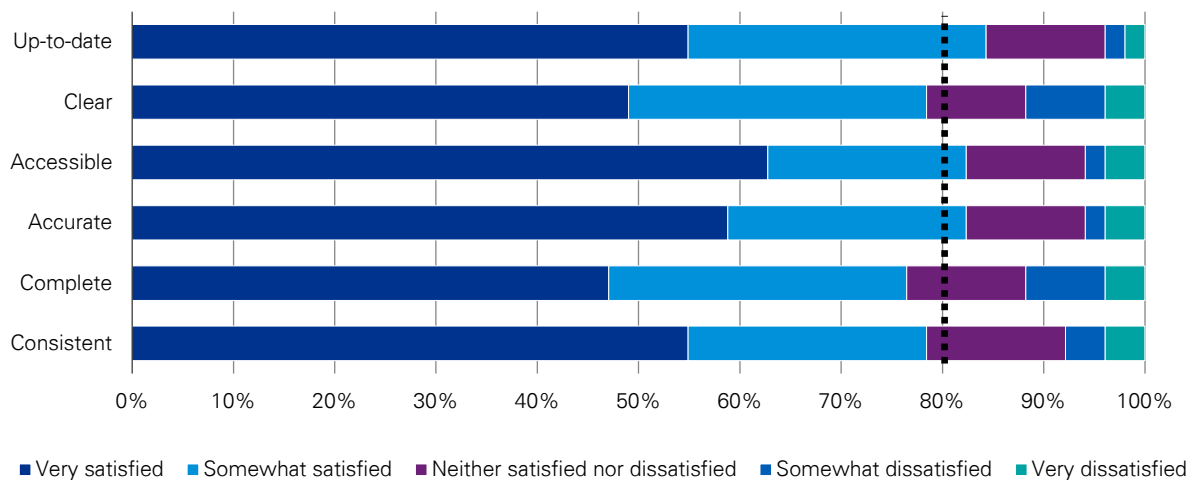
- Question 8 was asked previously in 2019 and was displayed to all respondents who had indicated accessing the NOPTA website (n=52) in question 6.
- Respondents indicated a high level of satisfaction with the information accessed from the NOPTA website. Respondents generally reported being very satisfied or somewhat satisfied that the information was up-to-date (84 per cent), accessible (82 per cent), accurate (82 per cent), clear (78 per cent), consistent (78 per cent) and complete (76 per cent). See Table 12 and Figure 4.
- Overall, respondent satisfaction with the quality of information access from the NOPTA website is high, as it was in previous years. See Table 13.

Table 12. Satisfaction with the information from NOPTA's website

Domain	Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied		Total
	n	%	n	%	n	%	n	%	n	%	
Up-to-date	28	55%	15	29%	6	12%	1	2%	1	2%	51
Clear	25	49%	15	29%	5	10%	4	8%	2	4%	51
Accessible	32	63%	10	20%	6	12%	1	2%	2	4%	51
Accurate	30	59%	12	24%	6	12%	1	2%	2	4%	51
Complete	24	47%	15	29%	6	12%	4	8%	2	4%	51
Consistent	28	55%	12	24%	7	14%	2	4%	2	4%	51

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

Figure 4. Satisfaction with the information from NOPTA's website, chart



Source: KPMG analysis

Table 13. Satisfaction with the information from NOPTA's website, 2019 and 2021 comparison

Domain	Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied	
	2019	2021	2019	2021	2019	2021	2019	2021	2019	2021
Up-to-date	51%	55%	40%	29%	7%	12%	2%	2%	0%	2%
Clear	34%	49%	52%	29%	9%	10%	5%	8%	0%	4%
Accessible	41%	63%	50%	20%	7%	12%	2%	2%	0%	4%
Accurate	50%	59%	34%	24%	11%	12%	5%	2%	0%	4%
Complete	50%	47%	34%	29%	7%	12%	7%	8%	2%	4%
Consistent	52%	55%	27%	24%	14%	14%	5%	4%	2%	4%

Source: KPMG analysis

Question 9: In February 2021, NOPTA released a refreshed NEATS portal. In thinking about the information you accessed from the NEATS portal since February 2021, how satisfied or dissatisfied are you that the information is:

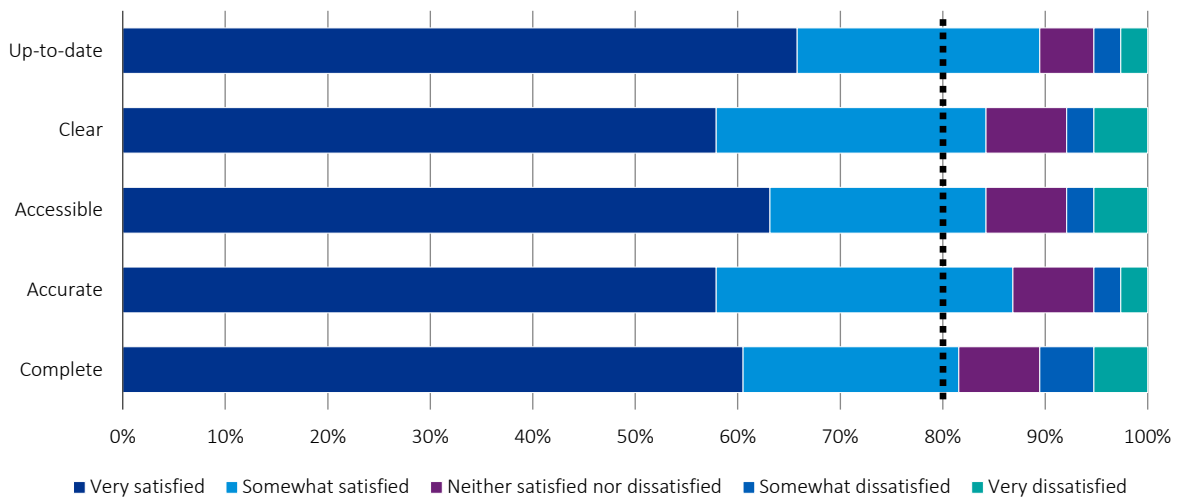
- Question 9 was asked previously in 2019 and was displayed to all respondents who had indicated accessing the NEATS portal (n=40) in question 6.
- Respondents indicated a high level of satisfaction with the refreshed NEATS portal, with 80 per cent of all responses across all domains distributed across the very satisfied or somewhat satisfied domains. See Table 14 and Figure 5.
- Overall, respondent satisfaction with the quality of information access from NEATS is high, as it was in previous years. See Table 15.

Table 14. Level of satisfaction with information accessed from NEATS

Domain	Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied		Total
	n	%	n	%	n	%	n	%	n	%	
Up-to-date	25	66%	9	24%	2	5%	1	3%	1	3%	38
Clear	22	58%	10	26%	3	8%	1	3%	2	5%	38
Accessible	24	63%	8	21%	3	8%	1	3%	2	5%	38
Accurate	22	58%	11	29%	3	8%	1	3%	1	3%	38
Complete	23	61%	8	21%	3	8%	2	5%	2	5%	38

Source: KPMG analysis

Figure 5. Level of satisfaction with information accessed from NEATS, chart



Source: KPMG analysis

Table 15. Satisfaction with the information from NEATS, 2019 and 2021 comparison, Proportion

Domain	Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied	
	2019	2021	2019	2021	2019	2021	2019	2021	2019	2021
Up-to-date	57%	66%	30%	24%	11%	5%	3%	3%	0%	3%
Clear	51%	58%	32%	26%	14%	8%	3%	3%	0%	5%
Accessible	57%	63%	30%	21%	8%	8%	5%	3%	0%	5%
Accurate	61%	58%	28%	29%	11%	8%	0%	3%	0%	3%
Complete	59%	61%	27%	21%	11%	8%	0%	5%	3%	5%

Source: KPMG analysis

Question 10: Is there any training (e.g., workshops on a particular subject matter) or additional information you would like to see on the NOPTA or NEATS websites?

- Question 10 was asked previously in 2019 and was displayed to all respondents.
- A total of 20 free text responses were recorded for Question 10, with 12 (60 per cent) stating they were satisfied with the current NOPTA or NEATS websites and/or that they had no further suggestions for improvement.
- Themes within the remaining responses included:
 - **User Interface and Data Accessibility:** there was a desire for improvements to the usability of some features of the NOPTA/NEATS websites. These included increased search functionality, improvements to the online map controls and features, and improved access to historical data. Additionally, there was a desire from one respondent for training to use NEATS more fully. Finally, one respondent requested the reinstatement of highly detailed guidelines on data submissions.

3.4 Regulatory effort

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.

Data activities

- Respondents who submitted or reported data to NOPTA reported satisfaction with their interaction, particularly regarding the technical expertise of NOPTA staff and the usefulness of guidance materials and templates. Lower levels of satisfaction with the overall level of effort required from companies (32 per cent) was observed across reporting obligations and data submissions (47 per cent) (noting these were still positive).
- Relative to 2019, there was an increase in the number of respondents who rated NOPTA data requests as coordinated with other related requests for information to a great extent, and a decrease in regards to being reasonable in terms of time and effort they required to address. However, a small sample size is noted.
- The majority of respondents think that their company's time and effort spent on complying with NOPTA administered functions is reasonable, relative to the regulatory risk NOPTA manages to a great or some extent (92 per cent). This represents a slight drop compared to 2019 respondents who rated the statement as agreeing to a great or some extent (96 per cent)

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:

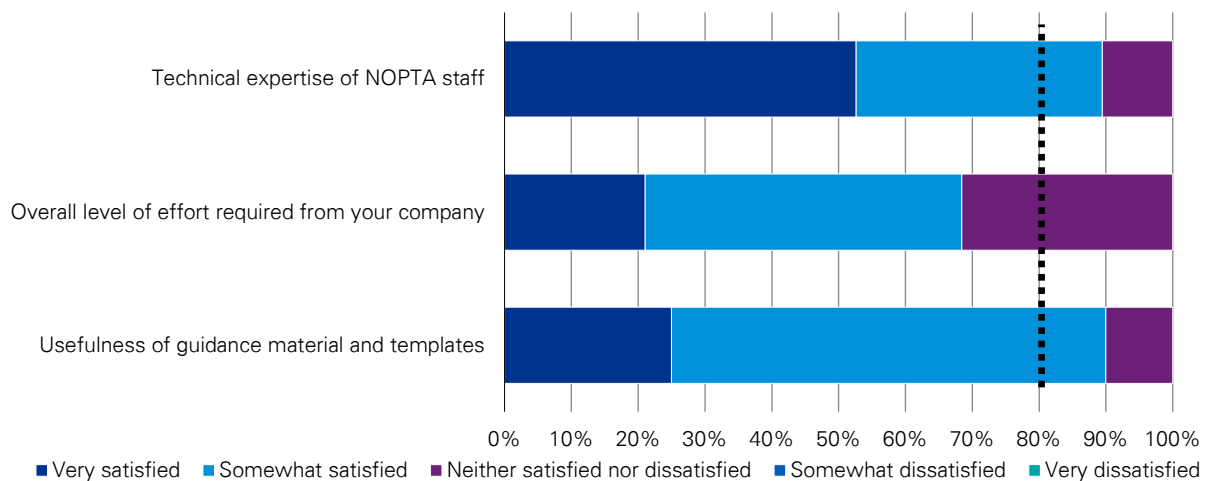
- Question 11 was asked previously in 2019 and was displayed to Titleholders (n=28) only.
- The majority of respondents were satisfied with their last interaction with NOPTA regarding data submissions. For example, respondents were very satisfied (53 per cent) or somewhat satisfied (37 per cent) with the technical expertise of NOPTA staff. Respondents were also satisfied with the usefulness of guidance material and templates; 25 per cent indicated they were very satisfied and 65 per cent somewhat satisfied. See Table 16 and Figure 6.
- The response distribution to this question was similar in 2019 and 2021. See Table 17.

Table 16. Satisfaction with data submission interaction

Domain	Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied		Total
	n	%	n	%	n	%	n	%	n	%	
Technical expertise of NOPTA staff	10	53%	7	37%	2	11%	0	0%	0	0%	19
Overall level of effort required from your company	4	21%	9	47%	6	32%	0	0%	0	0%	19
Usefulness of guidance material and templates	5	25%	13	65%	2	10%	0	0%	0	0%	20

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

Figure 6. Satisfaction with data submission interaction, chart



Source: KPMG analysis

Table 17. Satisfaction with data submission interaction, 2019 and 2021 comparison

Domain	Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied	
	2019	2021	2019	2021	2019	2021	2019	2021	2019	2021
Technical expertise of NOPTA staff	51%	53%	32%	37%	14%	11%	0%	0%	3%	0%
Overall level of effort required from your company	38%	21%	38%	47%	19%	32%	3%	0%	3%	0%
Usefulness of guidance material and templates	25%	25%	56%	65%	14%	10%	6%	0%	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:

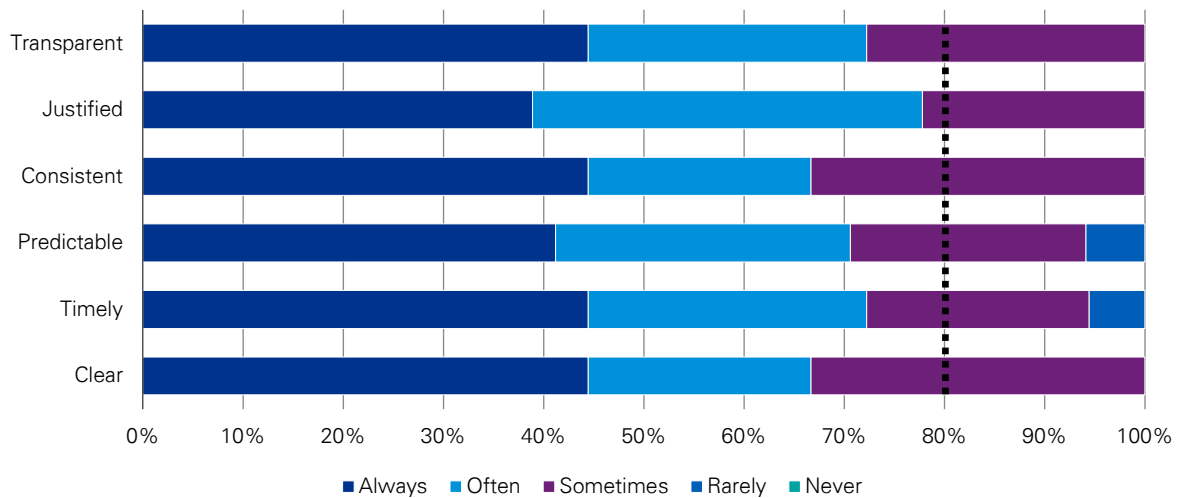
- Question 12 was asked previously in 2019 and was displayed to Titleholders (n=28) only.
- Responses varied across domains for data-related authorisations. However, respondents were most likely to indicate that NOPTA's data-related authorisations were always transparent (44 per cent), consistent (44 per cent), timely (44 per cent), clear (44 per cent), and predictable (41 per cent). See Table 18 and Figure 7.
- Compared with 2019, respondents were more likely to select always across all domains indicating increased satisfaction. See Table 19.

Table 18. Satisfaction with data-related authorisations

Domain	Always		Often		Sometimes		Rarely		Never		Total
	n	%	n	%	n	%	n	%	n	%	
Transparent	8	44%	5	28%	5	28%	0	0%	0	0%	18
Justified	7	39%	7	22%	4	22%	0	0%	0	0%	18
Consistent	8	44%	4	22%	6	33%	0	0%	0	0%	18
Predictable	7	41%	5	29%	4	24%	1	6%	0	0%	17
Timely	8	44%	5	28%	4	22%	1	6%	0	0%	18
Clear	8	44%	4	22%	6	33%	0	0%	0	0%	18

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

Figure 7. Satisfaction with data-related authorisations, chart



Source: KPMG analysis

Table 19. Satisfaction with data-related authorisations, 2019 to 2021 comparison

Domain	Always		Often		Sometimes		Rarely		Never	
	2019	2021	2019	2021	2019	2021	2019	2021	2019	2021
Transparent	36%	44%	48%	28%	12%	28%	3%	0%	0%	0%
Justified	39%	39%	48%	22%	9%	22%	0%	0%	3%	0%
Consistent	39%	44%	39%	22%	18%	33%	3%	0%	0%	0%
Predictable	30%	41%	48%	29%	18%	24%	3%	6%	0%	0%
Timely	36%	44%	45%	28%	18%	22%	0%	6%	0%	0%
Clear	41%	44%	41%	22%	16%	33%	3%	0%	0%	0%

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

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:

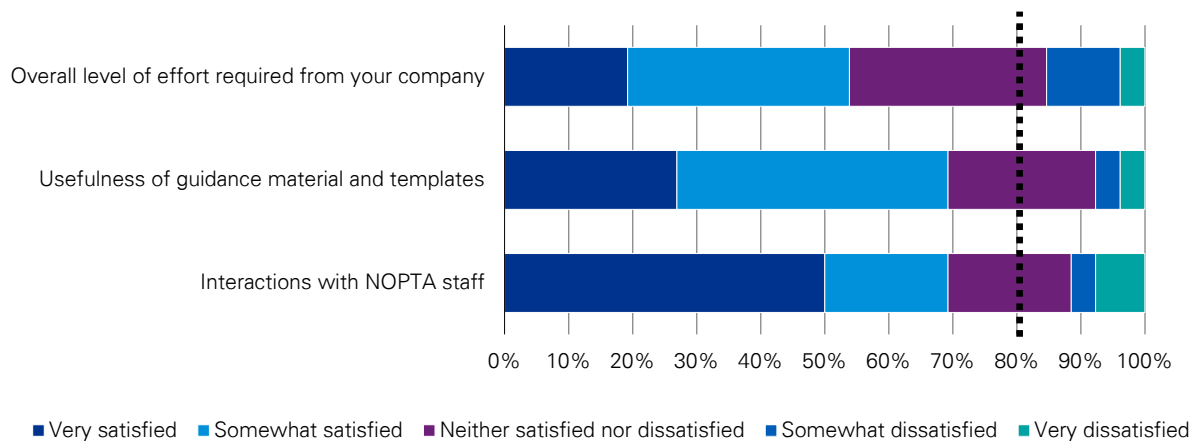
- Question 13 was asked previously in 2019 and was displayed to Titleholders (n=28) only.
- Response options varied across domains related to reporting obligations, with over half of respondents either very or somewhat satisfied across all domains. Respondents were least likely to report being very satisfied (18 per cent) and somewhat satisfied (35 per cent) with the overall level of effort required from their company. See Table 20 and Figure 8.
- Compared to 2019, respondents were less likely to report being very satisfied (22 per cent) and somewhat satisfied (51 per cent) with the overall level of effort required from their company. See Table 21.

Table 20. Satisfaction with reporting obligations

Domain	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	5	19%	9	35%	8	31%	3	12%	1	4%	26
Usefulness of guidance material and templates	7	27%	11	42%	6	23%	1	4%	1	4%	26
Interactions with NOPTA staff	13	50%	5	19%	5	19%	1	4%	2	8%	26

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

Figure 8. Satisfaction with reporting obligations, chart



Source: KPMG analysis

Table 21. Satisfaction with reporting obligations, 2019 and 2021 comparison

Domain	Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied	
	2019	2021	2019	2021	2019	2021	2019	2021	2019	2021
Overall level of effort required from your company	22%	19%	51%	35%	24%	31%	2%	12%	0%	4%
Usefulness of guidance material and templates	24%	27%	44%	42%	24%	23%	7%	4%	0%	4%
Interactions with NOPTA staff	49%	50%	32%	19%	15%	19%	2%	4%	2%	8%

Source: KPMG analysis. Note * indicates a new domain for 2021, which was not measured in 2019

Question 14: In general, thinking about when you receive information requests from NOPTA, to what extent would you say that these are:

- Question 14 was asked previously in 2019 and was displayed to Titleholders (n=28) only.
- Respondents generally agreed that information requests were coordinated (45 per cent), reasonable (60 per cent), clear (50 per cent) and consistent (50 per cent) to some extent. See Table 22.
- Compared to 2019, the response distribution is similar. See Table 23.

Table 22. Views on NOPTA information request

Domain	To a great extent		To some extent		Not at all		Total
	n	%	n	%	n	%	N
Coordinated with other related requests for information	10	45%	10	45%	2	9%	22
Reasonable in terms of time and effort they require to address	8	32%	15	60%	2	8%	25
Clear in terms of the information required and what NOPTA does with the information	10	42%	12	50%	2	8%	24
Consistent	10	42%	12	50%	2	8%	24

Source: KPMG analysis. Note "can't say" responses were excluded from analysis

Table 23. Views on NOPTA information request, 2019 and 2021 comparison

Domain	To a great extent		To some extent		Not at all	
	2019	2021	2019	2021	2019	2021
Coordinated with other related requests for information	36%	45%	58%	45%	6%	9%
Reasonable in terms of time and effort they require to address	41%	32%	56%	60%	4%	8%
Clear in terms of the information required and what NOPTA does with the information	41%	42%	48%	50%	7%	8%
Consistent	*	42%	*	50%	*	8%

Source: KPMG analysis. Note "can't say" responses were excluded from analysis, * indicates that this domain was not measured in 2019

Question 15: In general, to what extent would you say the time and effort your organisation spends on complying with NOPTA administrative matters is reasonable and proportionate to the regulatory risk NOPTA manages?

- Question 15 was asked previously in 2019 and was displayed to Titleholders (n=28) only.
- The majority of respondents (92 per cent) thought that their organisation's time and effort complying with NOPTA administrative matters was reasonable and proportionate to the regulatory risk NOPTA manages. See Table 24.
- Compared to 2019, a smaller percentage of respondents indicated that this effort was reasonable and proportionate to a great extent (44 per cent). See Table 25.

Table 24. NOPTA's function (non-government)

Domain	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	7	27%	17	65%	2	8%	26

Source: KPMG analysis. Note can't say was excluded from analysis

Table 25. NOPTA's function (non-government), 2019 and 2021 comparison

Domain	To a great extent		To some extent		Not at all	
	2019	2021	2019	2021	2019	2021
The time and effort your company spends on complying with NOPTA administered functions is reasonable, relative to the regulatory risk NOPTA manages	44%	27%	54%	65%	2%	8%

Source: KPMG analysis. Note can't say was excluded from analysis

3.5 Resource Management / Stewardship

This section covered respondents experience with NOPTA around stewardship and their satisfaction with various elements of such engagement. Respondents were also asked if NOPTA makes a valuable contribution to the process of managing Australia's resources.

Resource Stewardship Engagement

- Nearly half of the respondents (46 per cent) indicated being involved in resource stewardship discussions with NOPTA.
- There was an 11 per cent increase in the number of respondents involved in stewardship discussions compared to 2019.
- The majority of respondents were either very or somewhat satisfied with the technical expertise of NOPTA staff (91 per cent), the overall level of effort required from your company (75 per cent) and the usefulness of the interaction (67 per cent) during NOPTA stewardship discussions.

Question 16: 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 16 was asked previously in 2019 and was displayed to Titleholders (n=28) only.
- Almost half (44 per cent) of Titleholders reported involvement in discussions regarding resource stewardship, including field performance, resource maturation, regional development plans and benchmarking. See Table 26.
- Compared to 2019, the response distribution is similar. See Table 27.

Table 26. Involvement in discussions

Domain	Count	Percentage
	n	%
Yes	12	44%
No	15	56%
Total	27	100%

Source: KPMG analysis

Table 27. Involvement in discussions, 2019 and 2021 comparison

Domain	Yes		No	
	2019	2021	2019	2021
Involvement in discussions	33%	44%	67%	56%

Source: KPMG analysis

Question 17: How satisfied were you with:

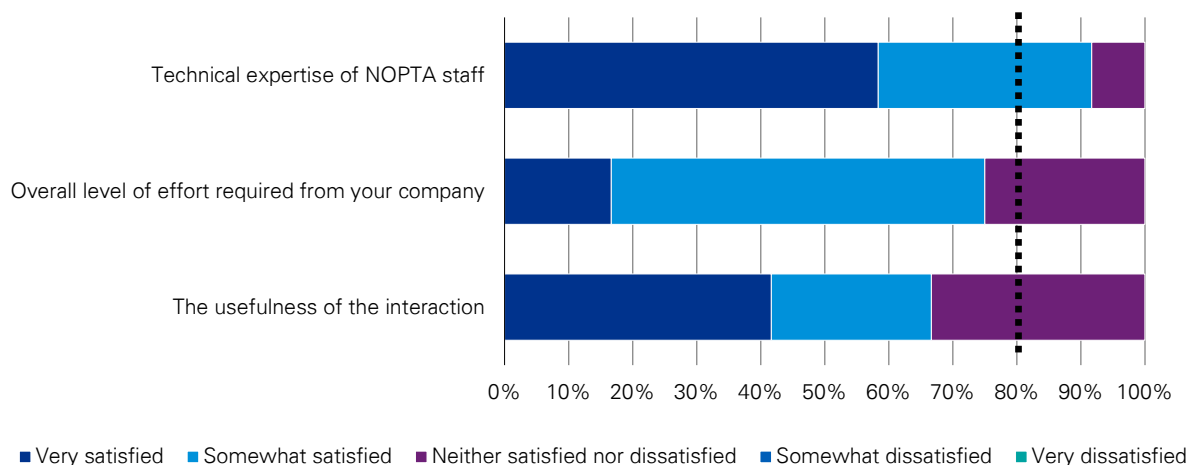
- Question 17 was asked previously in 2019 and was displayed to Titleholders (n=28) who responded yes to Question 16 (n=12) only.
- A total of 92 per cent of respondents were either very or somewhat satisfied with the technical expertise of NOPTA staff. Further to this, 75 per cent were either very satisfied or somewhat satisfied with the overall level of effort required. See Table 28 and Figure 9.
- Compared to 2019, the distribution of respondents, either somewhat dissatisfied or very dissatisfied, has decreased to zero. While the distribution of respondents neither satisfied nor dissatisfied has increased overall. See Table 29.

Table 28. Satisfaction with NOPTA stewardship engagement

Domain	Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied		Total
	n	%	n	%	n	%	n	%	n	%	N
Technical expertise of NOPTA staff	7	58%	4	33%	1	8%	0	0%	0	0%	12
Overall level of effort required from your company	2	17%	7	58%	3	25%	0	0%	0	0%	12
The usefulness of the interaction	5	42%	3	25%	4	33%	0	0%	0	0%	12

Source: KPMG analysis

Figure 9. Satisfaction with NOPTA stewardship engagement, chart



Source: KPMG analysis

Table 29. Satisfaction with NOPTA stewardship engagement, 2019 and 2021 comparison

Domain	Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied	
	2019	2021	2019	2021	2019	2021	2019	2021	2019	2021
Technical expertise of NOPTA staff	71%	58%	21%	33%	0%	8%	7%	0%	0%	0%
Overall level of effort required from your company	43%	17%	43%	58%	7%	25%	7%	0%	0%	0%
The usefulness of the interaction	64%	42%	29%	25%	0%	33%	0%	0%	7%	0%

Source: KPMG analysis

Question 18: In general, do you consider that NOPTA makes a valuable contribution to the process of managing Australia's resources.

- Question 18 was asked previously in 2019 and was displayed to all respondents.
- A total of 97 per cent of respondents thought that NOPTA makes a valuable contribution to the process of managing Australia's resources to a great extent or some extent. See Table 30. Across all respondent groups, state government respondents rated NOPTA contribution the highest. See Table 31.
- Compared to 2019, the distribution of respondents' views that NOPTA makes a valuable contribution to the process of managing Australia's resources to a great extent or some extent has decreased by a percentage point from 98 per cent. See Table 31.

Table 30. NOPTA's role

Domain	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	32	54%	26	43%	2	3%	60

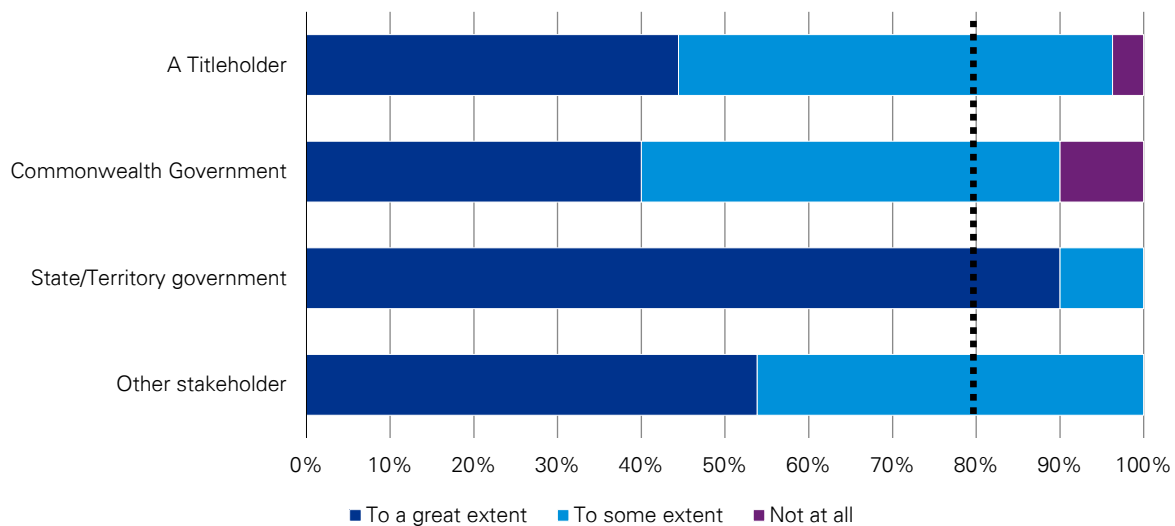
Source: KPMG analysis "Can't say" responses excluded from analysis

Table 31. NOPTA's role, by stakeholder

Domain	Commonwealth government		State/Territory government		A Titleholder		Other stakeholder		Total
To a great extent	4	40%	9	90%	12	44%	7	54%	32
To some extent	5	50%	1	10%	14	52%	6	46%	26
Not at all	1	10%	0	0%	1	4%	0	0%	2
Total	10	100%	10	100%	27	100%	13	100%	60

Source: KPMG analysis "Can't say" responses excluded from analysis

Figure 10. NOPTA's role by stakeholder, chart



Source: KPMG analysis "Can't say" responses excluded from analysis

Table 32. NOPTA's role), 2019 and 2021 comparison

Domain	To a great extent		To some extent		Not at all	
	2019	2021	2019	2021	2019	2021
NOPTA makes a valuable contribution to the process of managing Australia's resources	62%	53%	36%	43%	2%	3%

Source: KPMG analysis "Can't say" responses excluded from analysis

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

- Question 19 was asked for the first time in 2021 and was displayed to all respondents.
- A total of 21 free-text responses were recorded for question 19, with 11 (52 per cent) of the respondents outlining that NOPTA makes a valuable contribution to the process of managing Australia's resources. Other themes within the responses included:
 - **Data Accessibility:** Access to, and better utilisation of, the various data sets that are held or available to NOPTA, with one respondent stating that "*NOPTA would benefit from paying more consideration to the value of open file data to industry and the potential value that creates for the Australian Government*".
 - **Efficiency:** There was awareness of NOPTA's role as a regulator. However, one respondent noted that the divergence in roles between NOPTA and NOPSEMA could be confusing and lead to possible inefficiencies. Another respondent noted that "*NOPTA are able to offer guidance but not explicit direction*", which may lead to uncertainty and delays in activities.

Joint Authority Decision Making

- Half of the respondents were not involved in Joint Authority decision making (55 per cent)
- In terms of the information that respondents received to assist with Joint Authority decision making, respondents were very satisfied with the accuracy of the information received (89 per cent), timeliness of the information (67 per cent), completeness of the information (67 per cent), consistency of NOPTA's recommendations (78 per cent), and the supportability of NOPTA's recommendations (56 per cent).
- There was an increase in 2021 respondent satisfaction with the information received to assist with Joint Authority decision making across all domains relative to 2019.
- Respondents indicated that Joint Authority Decisions affecting their business were transparent (57 per cent), justified (70 per cent), consistent (65 per cent), predictable, (54 per cent), timely (42 per cent) and clear (62 per cent) always or often.
- There was a positive increase in respondents' view of how Joint Authority Decisions affected their business compared to 2021.

Title Decisions

- Satisfaction with interactions with NOPTA staff surrounding Petroleum Title Applications was mixed, with respondents very satisfied with the technical expertise of NOPTA staff (52 per cent), consistency of advice received from NOPTA (48 per cent), usefulness of guidance material and application form (40 per cent) and technical expertise of NOPTA staff (52 per cent).
- 2021 respondent satisfaction with interactions with NOPTA staff surrounding Petroleum Title Applications varied across domains compared to 2019.
- Respondents had a generally positive view of Title Administrator decisions (i.e. Petroleum Special Prospecting Authorities, Access Authorities, and Transfers and Dealings), with respondents rating such decisions as always or often; transparent (69 per cent), justified (71 per cent), consistent (76 per cent), predictable (66 per cent), timely (60 per cent) and clear (66 per cent)

Question 20: Are you involved in the Joint Authority decision making process?

- Question 20 was asked for the first time in 2021 and was displayed to Commonwealth government (n=11) and State/Territory government (n=10) respondents.
- Nearly all Commonwealth government and State/Territory government respondents completed this question. A total of 45 per cent of respondents were involved in Joint Authority decision making processes, while 55 per cent were not involved in these decision-making processes. See Table 33.
- Respondents who answered yes to this question were displayed Question 21, while respondents who answered no skipped to Question 32.

Table 33. Involvement in decision making processes

Domain	Count	Percentage
	n	%
Yes	9	45%
No	11	55%
Total	20	100%

Source: KPMG analysis

Question 21: In relation to information you receive from NOPTA to support Joint Authority decision making, how satisfied are you with the:

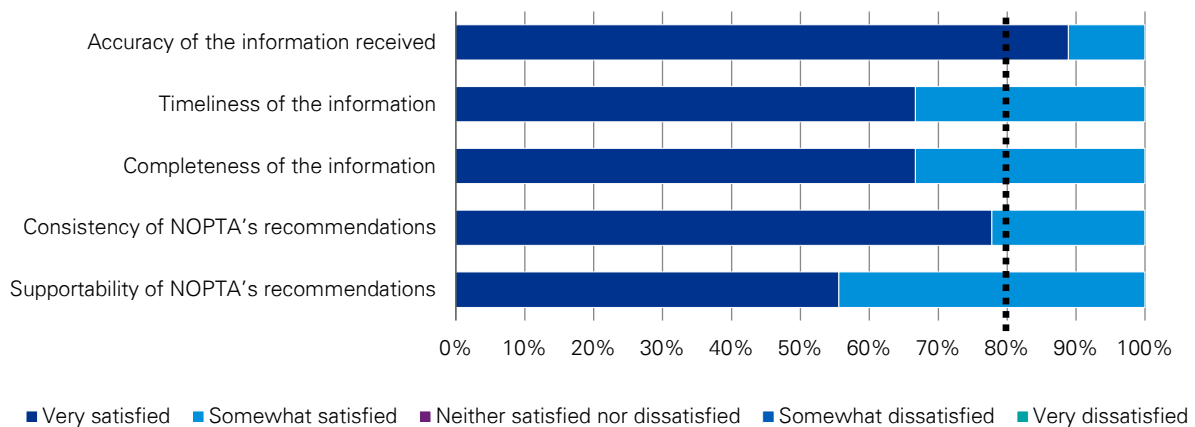
- Question 21 was asked previously in 2019 and was displayed to Commonwealth government (n=11) and State/Territory government (n=10) respondents.
- Respondents were either very satisfied or somewhat satisfied across all response options. The majority of respondents were very satisfied with the accuracy (89 per cent), and consistency (78 per cent) of the information received. While all respondents were highly satisfied, nearly half (44 per cent) were somewhat satisfied with the supportability of NOPTA's recommendations. See Table 34 and Figure 11.
- Compared to 2019, the distribution of dissatisfied respondents has decreased to zero, while the distribution of respondents very satisfied with the information received increased across all domains. See Table 35.

Table 34. Joint Authority satisfaction with NOPTA decision making support

Domain	Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied		Total
	n	%	n	%	n	%	n	%	n	%	
Accuracy of the information received	8	89%	1	11%	0	0%	0	0%	0	0%	9
Timeliness of the information	6	67%	3	33%	0	0%	0	0%	0	0%	9
Completeness of the information	6	67%	3	33%	0	0%	0	0%	0	0%	9
Consistency of NOPTA's recommendations	7	78%	2	22%	0	0%	0	0%	0	0%	9
Supportability of NOPTA's recommendations	5	56%	4	44%	0	0%	0	0%	0	0%	9

Source: KPMG analysis

Figure 11. Joint Authority satisfaction with NOPTA decision making support, chart



Source: KPMG analysis

Table 35. Joint Authority satisfaction with NOPTA decision making support, 2019 and 2021 comparison

Domain	Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied	
	2019	2021	2019	2021	2019	2021	2019	2021	2019	2021
Accuracy of the information received	69%	89%	15%	11%	8%	0%	8%	0%	0%	0%
Timeliness of the information	46%	67%	38%	33%	8%	0%	8%	0%	0%	0%
Completeness of the information	62%	67%	23%	33%	8%	0%	0%	0%	8%	0%
Consistency of NOPTA's recommendations	54%	78%	23%	22%	15%	0%	8%	0%	0%	0%
Supportability of NOPTA's recommendations	54%	56%	23%	44%	15%	0%	8%	0%	0%	0%

Source: KPMG analysis

Question 22: Thinking about your last interaction with NOPTA in relation to a Petroleum Title Application, how satisfied were you with the:

- Question 22 was asked previously in 2019 and was displayed to Titleholders (n=28) only.
- Respondents were mostly satisfied with their last interaction with NOPTA concerning a Petroleum Title Application. Over half of all respondents indicated they were either very satisfied or somewhat satisfied. For example, respondents were most likely to be satisfied with the technical expertise of NOPTA staff, with 88 per cent indicating they were either very satisfied (52 per cent) or somewhat satisfied (36 per cent). A quarter of respondents were dissatisfied with the overall level of effort required from their company, with 16 per cent selecting either somewhat dissatisfied (12 per cent) or very dissatisfied (4 per cent). See Table 36 and Figure 12.

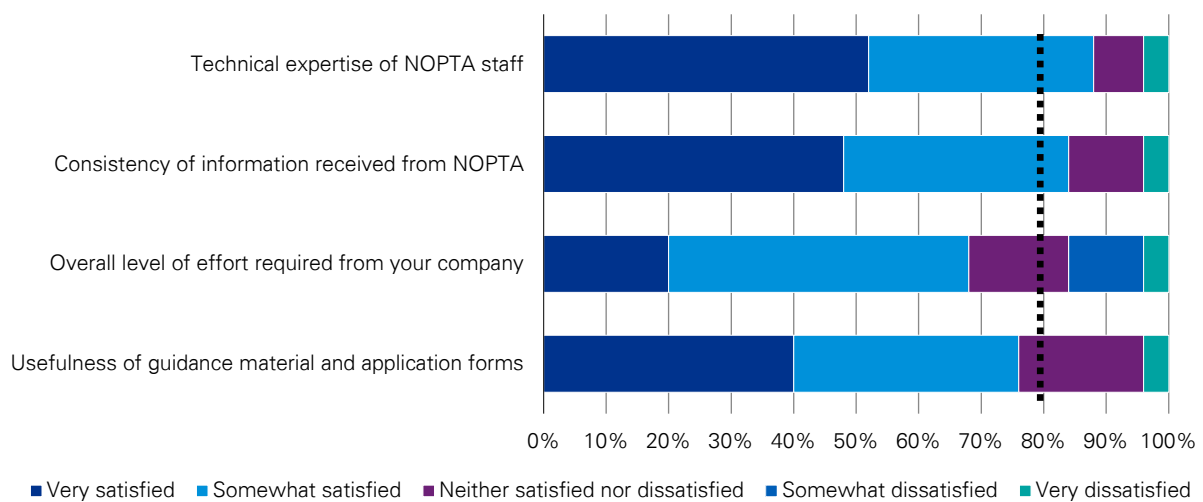
— The 2019 results showed that most respondents were very satisfied or somewhat satisfied across all response options, which is similar to 2021. See Table 37.

Table 36. Satisfaction with Petroleum Title interaction

Domain	Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied		Total
	n	%	n	%	n	%	n	%	n	%	
Technical expertise of NOPTA staff	13	52%	9	36%	2	8%	0	0%	1	4%	25
Consistency of advice received from NOPTA	1	48%	20	36%	3	12%	0	0%	1	4%	25
Overall level of effort required from your company	5	20%	12	48%	4	16%	3	12%	1	4%	25
Usefulness of guidance material and application forms	10	40%	9	36%	5	20%	0	0%	1	4%	25

Source: KPMG analysis

Figure 12. Satisfaction with Petroleum Title interaction, chart



Source: KPMG analysis

Table 37. Satisfaction with Petroleum Title interaction, 2019 and 2021 comparison

Domain	Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied	
	2019	2021	2019	2021	2019	2021	2019	2021	2019	2021
Technical expertise of NOPTA staff	45%	52%	38%	36%	10%	8%	7%	0%	0%	4%
Consistency of advice received from NOPTA	48%	48%	34%	36%	10%	12%	0%	0%	7%	4%
Overall level of effort required from your company	24%	20%	48%	48%	17%	16%	7%	12%	3%	4%
Usefulness of guidance material and application forms	32%	40%	46%	36%	7%	20%	14%	0%	0%	4%

Source: KPMG analysis

Question 23: In general, would you say that Joint Authority decisions affecting your business are:

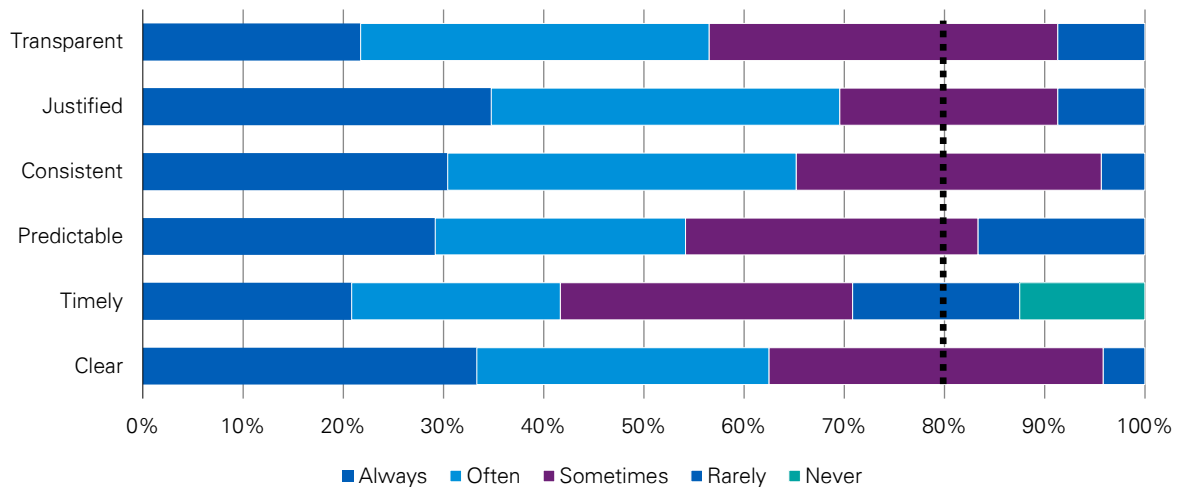
- Question 23 was asked previously in 2019 and was displayed to Titleholders (n=28) only.
- Responses varied across the areas affecting respondents' businesses. Respondents were most likely to indicate that decisions were often justified (35 per cent), transparent (35 per cent) and consistent (35 per cent). See Table 38 and Figure 13.
- Compared to 2019, the distribution of respondents indicating that Joint Authority decision affecting their business was rarely (17 per cent) or never (13 per cent) had increased. This may indicate that some respondents would welcome a continued focus on improving the timeliness of Joint Authority decisions affecting businesses. See Table 39.

Table 38. Satisfaction with Joint Authority decisions affecting your business

Domain	Always		Often		Sometimes		Rarely		Never		Total
	n	%	n	%	n	%	n	%	n	%	
Transparent	5	22%	8	35%	8	35%	2	9%	0	0%	23
Justified	8	35%	8	35%	5	22%	2	9%	0	0%	23
Consistent	7	30%	8	35%	7	30%	1	4%	0	0%	23
Predictable	7	29%	6	25%	7	29%	4	17%	0	0%	24
Timely	5	21%	5	21%	7	29%	4	17%	3	13%	24
Clear	8	33%	7	29%	8	33%	1	4%	0	0%	24

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

Figure 13. Satisfaction with Joint Authority decisions affecting your business, chart



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

Table 39. Satisfaction with Joint Authority decisions affecting your business, 2019 and 2021 comparison

Domain	Always		Often		Sometimes		Rarely		Never	
	2019	2021	2019	2021	2019	2021	2019	2021	2019	2021
Transparent	17%	22%	52%	35%	17%	35%	7%	9%	7%	0%
Justified	34%	35%	34%	35%	28%	22%	3%	9%	0%	0%
Consistent	24%	30%	41%	35%	31%	30%	3%	4%	0%	0%
Predictable	14%	29%	34%	25%	41%	29%	10%	17%	0%	0%
Timely	17%	21%	28%	21%	31%	29%	21%	17%	3%	13%
Clear	24%	33%	59%	29%	17%	33%	0%	4%	0%	0%

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

Question 24: Please include any further comments to clarify your ratings above.

- Question 24 was used previously in 2019 and was displayed to Titleholders (n=28).
- A total of 9 free-text responses were recorded for question 24, highlighting the following key themes:
 - **Timelines:** was cited as a reason for respondent ratings to question 23, with one respondent stating that they had experienced “*significant delays*” associated with the Joint Authority. Another respondent outlined that the “*timing uncertainty creates business uncertainty*”.
 - **Transparency and processes:** were cited as a reason for respondent ratings to question 23, with some respondents demonstrating a desire for increased transparency in the Joint Authority. One respondent cited issues with the transparency and timeliness of a recent Titles Application. However, they noted that once “*issues were escalated, the support from NOPTA was excellent, and the delays/problems were remedied quickly*”. Another respondent spoke to the subjectiveness of guidelines and noted that “*business process maps would assist titleholders in stepping through requirements*”.

Question 25: 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:

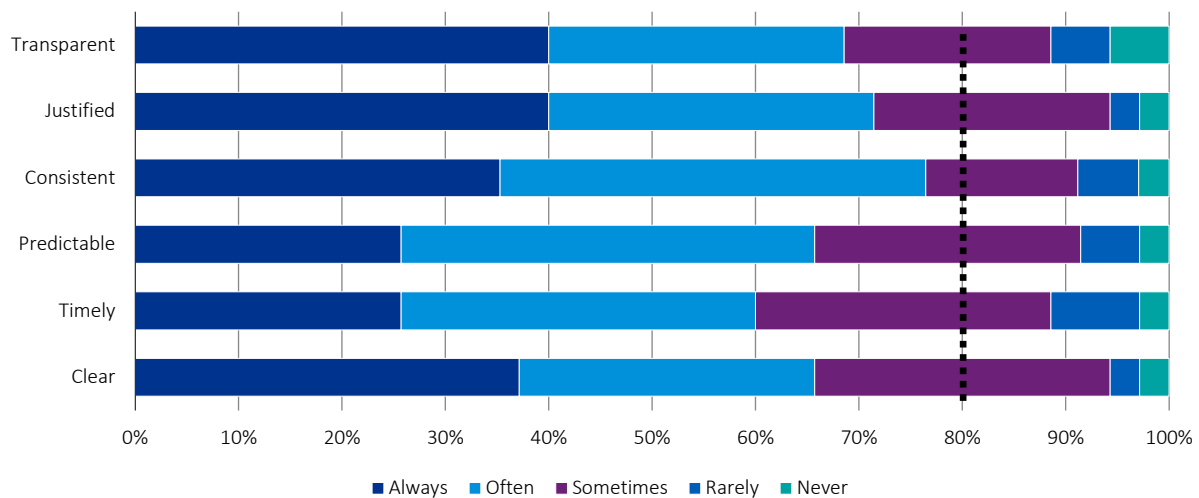
- Question 25 was asked previously in 2019 and was displayed to Titleholders (n=28) and other stakeholders (n=15).
- Responses varied across all decision-making domains. Respondents were most likely to indicate that Titles Administrator decisions were often consistent (41 per cent) and predictable (40 per cent) followed by always transparent (40 per cent) and justified (40 per cent). See Table 40 and Figure 14.
- Compared to 2019, the distribution of respondents selecting always and often across all domains, except for “Timely”, had decreased. In 2021, participants were slightly more satisfied that Titles Administrator decisions were always or often timely. See Table 41.

Table 40. Titles Administrator decision making (non-government)

Domain	Always		Often		Sometimes		Rarely		Never		Total
	n	%	n	%	n	%	n	%	n	%	
Transparent	14	40%	10	29%	7	20%	2	6%	2	6%	35
Justified	14	40%	11	31%	8	23%	1	3%	1	3%	35
Consistent	12	35%	14	41%	5	15%	2	6%	1	3%	34
Predictable	9	26%	14	40%	9	26%	1	6%	1	3%	35
Timely	9	26%	12	34%	10	29%	3	9%	1	3%	35
Clear	13	37%	10	29%	10	29%	1	3%	1	3%	35

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

Figure 14. Titles Administrator decision making (non-government), chart



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

Table 41. Titles Administrator decision making (non-government), 2019 and 2021 comparison

Domain	Always		Often		Sometimes		Rarely		Never	
	2019	2021	2019	2021	2019	2021	2019	2021	2019	2021
Transparent	31%	40%	50%	29%	15%	20%	0%	6%	4%	6%
Justified	42%	40%	38%	31%	12%	23%	4%	3%	4%	3%
Consistent	31%	35%	54%	41%	12%	15%	0%	6%	4%	3%
Predictable	19%	26%	50%	40%	23%	26%	4%	6%	4%	3%
Timely	23%	26%	31%	34%	35%	29%	8%	9%	4%	3%
Clear	42%	37%	33%	29%	21%	29%	0%	3%	4%	3%

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

Question 26: Please include any further comments to clarify your ratings above.

- Question 26 was asked previously in 2019 and was displayed to Titleholders (n=28) and other stakeholders (n=15).
- A total of 10 free text responses were recorded for question 26. Of these, 4 responses (40 per cent) either had no feedback to give or stated that their interactions were not applicable.
- Themes within the remaining responses included:
 - **Timeliness and transparency:** Concerning Title Applications for transfers and dealings, some respondents reported uncertainty surrounding timeliness. These respondents noted that with outcomes and timelines being unpredictable, this generated risk for their organisation, with one respondent saying that the uncertainty may lead to "significant uncertainty". One respondent mentioned that while the end results of the decision-making process were transparent, the decision-making process itself was often not.

3.6 Cost Recovery

This section covered respondents' views on NOPTA's current fees and levies regarding how reasonable the rate is and whether they are clearly and transparently set.

Fees and levies

- The majority of respondents viewed NOPTA's current fees and levies as very reasonable or reasonable (71 per cent).
- The majority of respondents agreed that how NOPTA's fees and levies are set is clear and transparent (81 per cent).

Question 27: Do you consider NOPTA's current fees and levies rates to be:

- Question 27 was asked for the first time in 2021 and was displayed to Titleholders (n=28) only.
- Respondents were most likely to indicate that NOPTA's current fees and levies were either very reasonable (4 per cent) or reasonable (67 per cent). See Table 42.

Table 42. Regard of NOPTA's current fees and levies

Domain	Count	Percentage
	n	%
Very reasonable	1	4%
Reasonable	18	67%
Not reasonable	8	30%
Total	27	100%

Source: KPMG analysis

Question 28: Do you agree that how NOPTA's fees and levies are set is clear and transparent:

- Question 28 was asked for the first time in 2021 and was displayed to Titleholders (n=28) only.
- Respondents were most likely to agree that NOPTA's fees and levies are set clearly and transparently (81 per cent). See Table 43.

Table 43. Agreement for NOPTA's current fees and levies

Domain	Count	Percentage
	n	%
Yes	21	81%
No	5	19%
Total	26	100%

Source: KPMG analysis

3.7 Risk Management

This section covered respondents' views on the major risks to their organisation.

Risks Perception

- The number one ranked risk for respondents' organisations was regulatory and policy certainty (44 per cent), while the second most commonly number one ranked risk was timely regulatory decisions (38 per cent)
- The lowest-ranked risk was the digital transformation of regulatory processes, with no respondents nominating this as the number one risk to their organisation.

Question 29: Please rank the following issues in terms of risk for your organisation:

- Question 29 was asked for the first time in 2021 and was displayed to Titleholders (n=28) only.
- Respondents ranked regulatory and policy certainty as the number one risk to their organisation (44 per cent), followed by timely regulatory decisions (38 per cent). The lowest-ranked risk to organisations was the digital transformation of regulatory processes (62 per cent). See Table 44.

Table 44. Organisational risk rankings

Domain	Rank 1		Rank 2		Rank 3		Rank 4		Rank 5		Rank 6		Total
	n	%	n	%	n	%	n	%	n	%	n	%	
Timely regulatory decisions	10	38%	7	27%	7	27%	2	8%	0	0%	0	0%	26
Transparency and consistency in decision making	3	11%	10	37%	9	33%	5	19%	0	0%	0	0%	27
Timely access to government held data/information	1	4%	1	4%	1	4%	6	23%	10	38%	7	27%	26
Regulatory and policy certainty	12	44%	4	15%	8	30%	2	7%	0	0%	1	4%	27
Regulatory effort/costs	1	4%	5	19%	2	7%	9	33%	8	30%	2	7%	27
Digital transformation of regulatory processes	0	0%	0	0%	0	0%	2	8%	8	31%	16	62%	26

Source: KPMG analysis

Question 30: Please include any further comments to clarify your ratings above.

- Question 30 was asked for the first time in 2021 and was displayed to Titleholders (n=28) only.
- A total of 4 free text responses were recorded for question 30. Of these, 2 responses (50 per cent) report 'nil' or 'none'.
- The remaining responses centred on clarifying their response to question 29. One respondent suggested that their risks are identified on a "case by case" basis, while the other respondent highlighted that they could classify all risks identified in question 9 as the "highest risk".

3.8 General Questions

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

Question 31: Do you have any additional feedback for NOPTA?

- Question 31 was asked previously in 2019 and was displayed to all respondents.
- A total of 18 free text responses were recorded for Question 31. Of the 18 responses, 7 respondents (39 per cent) had no suggestions or feedback for NOPTA, and 4 (22 per cent) provided general positive feedback regarding the professionalism of NOPTA and quality of service.
- Other themes within responses included:
 - **Regulation:** One respondent suggested that NOPTA ensure that new and old regulations are reviewed and amended/deleted to “*ensure that regulatory compliance activities either add value or reduce the risks to Titleholders*”. Additionally, other respondents highlighted suggestions that the regulatory framework for seismic data should be reviewed to “*provide better information availability to all*”. Another respondent suggested a more “*fit-for-purpose*” approach could be used in certain instances and highlighted some concerns about short timelines for requests that were “*unreasonable given when the notice was given and level of detail requested*”.
 - **Increased engagement and communication:** Respondents suggested additional communication and feedback would enhance their engagement with NOPTA. Regarding increased engagement, a respondent suggested using a quarterly newsletter to help interested parties keep up to date. Another respondent detailed the opportunity for greater consistency and timeliness in the decision making regarding RFI requests. A final respondent outlined that it would benefit their organisation to receive feedback on annual title assessment reports (and other reporting submissions) to ensure they were on the right track.

Appendix A: Survey questionnaire

#	KPI	2021 QUESTIONS
CONSENT		
1.	NA	Please check this box to acknowledge that your response to this survey will part of a de-identified dataset given to NOPTA and that you agree to participate in the survey.
STREAMING		
2.	NA	Are you a representative of: <ul style="list-style-type: none"> – Commonwealth Government – State/Territory government – A Titleholder – Other stakeholder
INTERACTION AND COMMUNICATION OF NOPTA'S ROLE		
3.	NA	Over the past 12 months, how often do you estimate you have interacted with NOPTA (not including accessing the website), on average? <ul style="list-style-type: none"> – Daily – Weekly – Monthly – Less than monthly – Not at all <i>Question relevant to all participants</i>
4.	KPI 2	Based on your interactions with NOPTA, do you feel you have a sufficient understanding of NOPTA's role in the offshore regulatory regime as it relates to your requirements? <ul style="list-style-type: none"> – To a great extent – To some extent – Not at all – Can't say <i>Question relevant to all participants</i>
5.	KPI 5	Free text – Do you have any suggestions on how NOPTA might improve its communication with your organisation?
ACCESS TO INFORMATION		
6.	NA	In the last 12 months, have you accessed information from NOPTA using any of the following methods? (Choose all that apply) <ul style="list-style-type: none"> – NOPTA Website (other than NEATS portal) [Y/N] – NEATS portal [Y/N] – Phone [Y/N] – Email [Y/N] – Face-to-face/video conference meeting [Y/N]

#	KPI	2021 QUESTIONS
		<i>Question relevant to all participants</i>
7.	KPI 1 KPI 2 KPI 5	<p>In general, thinking about the information you received from NOPTA by phone, email and/or in face-to-face/video conference meetings, how satisfied or dissatisfied are you that the information is:</p> <ul style="list-style-type: none"> – Up-to-date [VS/SS/NSND/SD/VD] – Clear [VS/SS/NSND/SD/VD] – Accessible [VS/SS/NSND/SD/VD] – Accurate [VS/SS/NSND/SD/VD] – Complete [VS/SS/NSND/SD/VD] – Consistent [VS/SS/NSND/SD/VD] – Timely [VS/SS/NSND/SD/VD] <p><i>Question relevant to all participants</i></p> <p><i>[Very satisfied / somewhat satisfied / neither satisfied nor dissatisfied / somewhat dissatisfied / very dissatisfied]</i></p>
8.	KPI 1 KPI 2	<p>In general, thinking about the information you accessed from the NOPTA website, how satisfied or dissatisfied are you that the information is:</p> <ul style="list-style-type: none"> – Up-to-date [VS/SS/NSND/SD/VD] – Clear [VS/SS/NSND/SD/VD] – Accessible [VS/SS/NSND/SD/VD] – Accurate [VS/SS/NSND/SD/VD] – Complete [VS/SS/NSND/SD/VD] – Consistent [VS/SS/NSND/SD/VD] <p><i>Question relevant to all participants</i></p> <p><i>[Very satisfied / somewhat satisfied / neither satisfied nor dissatisfied / somewhat dissatisfied / very dissatisfied]</i></p>
9.	KPI 1 KPI 2 KPI 3	<p>In February 2021 NOPTA released a refreshed NEATS website. In thinking about the information you accessed from the NEATS website since February 2021, how satisfied or dissatisfied are you that the information is:</p> <ul style="list-style-type: none"> – Up-to-date [VS/SS/NSND/SD/VD] – Clear [VS/SS/NSND/SD/VD] – Accessible [VS/SS/NSND/SD/VD] – Accurate [VS/SS/NSND/SD/VD] – Complete [VS/SS/NSND/SD/VD] <p><i>Question relevant to all participants</i></p> <p><i>[Very satisfied / somewhat satisfied / neither satisfied nor dissatisfied / somewhat dissatisfied / very dissatisfied]</i></p>
10.	KPI 1 KPI 2 KPI 3	<p>Free text – Is there any training (e.g., workshops on a particular subject matter) or additional information you would like to see on the NOPTA or NEATS websites?</p> <p><i>Question relevant to all participants</i></p>

#	KPI	2021 QUESTIONS
REGULATORY EFFORT		
11.	KPI 3 KPI 4 KPI 6	<p>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:</p> <ul style="list-style-type: none"> – Technical expertise of NOPTA staff [VS/SS/NSND/SD/VD] – Overall level of effort required from your company – Usefulness of guidance material and templates [VS/SS/NSND/SD/VD] – Not applicable <p><i>Question relevant to titleholders</i></p> <p><i>[Very satisfied / somewhat satisfied / neither satisfied nor dissatisfied / somewhat dissatisfied / very dissatisfied]</i></p>
12.	KPI 3 KPI 4 KPI 5	<p>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"> – Transparent [A/O/S/R/N] – Justified, with reference to the relevant legislation and guidelines [A/O/S/R/N] – Consistent [A/O/S/R/N] – Predictable [A/O/S/R/N] – Timely [A/O/S/R/N] – Clear [A/O/S/R/N] – Not applicable <p><i>Question relevant to titleholders</i></p> <p><i>[Always/often/sometimes/rarely/never/NA]</i></p>
13.	KPI 3 KPI 4 KPI 6	<p>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"> – Overall level of effort required from your company [VS/SS/NSND/SD/VD] – Usefulness of guidance material and templates [VS/SS/NSND/SD/VD] – Interactions with NOPTA staff [VS/SS/NSND/SD/VD] <p><i>Question relevant to titleholders</i></p> <p><i>[Very satisfied / somewhat satisfied / neither satisfied nor dissatisfied / somewhat dissatisfied / very dissatisfied]</i></p>
14.	KPI 3 KPI 4 KPI 5	<p>In general, thinking about when you receive information requests from NOPTA, to what extent would you say that these are:</p> <ul style="list-style-type: none"> – Coordinated with other related requests for information [GE/SE/NAA] – Reasonable in terms of time and effort they require to address [GE/SE/NAA] – Clear in terms of the information required and what NOPTA does with the information[GE/SE/NAA]

#	KPI	2021 QUESTIONS
		<p>– Consistent [GE/SE/NAA]</p> <p><i>Question relevant to titleholders</i></p> <p><i>[To a great extent/to some extent/not at all]</i></p>
15.	KPI 3	<p>In general, to what extent would you say the time and effort your organisation spends on complying with NOPTA administrative matters is reasonable and proportionate to regulatory risk NOPTA manages? [GE/SE/NAA]</p> <p><i>Question relevant to titleholders</i></p> <p><i>[To a great extent/to some extent/not at all]</i></p>
RESOURCE MANAGEMENT / STEWARDSHIP		
16.	KPI 2 KPI 4 KPI 5	<p>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? (Y/N)</p> <p><i>Question relevant to titleholders.</i></p>
17.	KPI 2 KPI 4 KPI 5	<p>[IF YES ABOVE]</p> <p>How satisfied were you with:</p> <ul style="list-style-type: none"> – <i>Technical expertise</i> of NOPTA staff [VS/SS/NSND/SD/VD] – Overall <i>level of effort</i> required from your company [VS/SS/NSND/SD/VD] – The usefulness of the interaction [VS/SS/NSND/SD/VD] <p><i>Question relevant to titleholders</i></p> <p><i>[Very satisfied / somewhat satisfied / neither satisfied nor dissatisfied / somewhat dissatisfied / very dissatisfied]</i></p>
18.	KPI 1 KPI 4	<p>In general, do you consider that NOPTA makes a valuable contribution to the process of managing Australia's resources. [GE/SE/NAA]</p> <p><i>Relevant to all participants</i></p> <p><i>[To a great extent/to some extent/not at all]</i></p>
19.	NA	<p>Free text – Please include any further comments to clarify your ratings above.</p> <p><i>Question relevant to all participants</i></p>
COMMUNICATION, OPENNESS AND TRANSPARENCY		
20.	NA	<p>Are you involved in the Joint Authority decision making process? [Y/N]</p> <p>If Yes, go to question 21. If No, go to question 32.</p> <p><i>Question relevant for Commonwealth Government; State/Territory government</i></p>
21.	KPI 2 KPI 5	<p>In relation to information you receive from NOPTA to support Joint Authority decision making, how satisfied are you with the:</p> <ul style="list-style-type: none"> – Accuracy of the information received? [VS/SS/NSND/SD/VD] – Timeliness of the information? [VS/SS/NSND/SD/VD] – Completeness of the information? [VS/SS/NSND/SD/VD]

#	KPI	2021 QUESTIONS
		<ul style="list-style-type: none"> – Consistency of NOPTA's recommendations? [VS/SS/NSND/SD/VD] – Supportability of NOPTA's recommendations? [VS/SS/NSND/SD/VD] <p><i>Question relevant for Commonwealth Government; State/Territory government</i></p> <p><i>[Very satisfied / somewhat satisfied / neither satisfied nor dissatisfied / somewhat dissatisfied / very dissatisfied]</i></p>
22.	KPI 2 KPI 3 KPI 4 KPI 6	<p>Thinking about your last interaction with NOPTA in relation to a PETROLEUM TITLE APPLICATION, how satisfied were you with the:</p> <ul style="list-style-type: none"> – Technical expertise of NOPTA staff [VS/SS/NSND/SD/VD] – Consistency of information received from NOPTA [VS/SS/NSND/SD/VD] – Overall level of effort required from your company – Usefulness of guidance material and application forms [VS/SS/NSND/SD/VD] <p><i>Question relevant to titleholders.</i></p> <p><i>[Very satisfied / somewhat satisfied / neither satisfied nor dissatisfied / somewhat dissatisfied / very dissatisfied]</i></p>
23.	KPI 2 KPI 5	<p>In general, would you say that Joint Authority decisions affecting your business are:</p> <ul style="list-style-type: none"> – Transparent? [A/O/S/R/N] – Justified, with reference to the relevant legislation and guidelines? [A/O/S/R/N] – Consistent? [A/O/S/R/N] – Predictable? [A/O/S/R/N] – Timely? [A/O/S/R/N] – Clear? [A/O/S/R/N] <p><i>Question only relevant to titleholders.</i></p> <p><i>[Always/often/sometimes/rarely/never]</i></p>
24.	NA	<p>Free text – Please include any further comments to clarify your ratings above.</p> <p><i>Question only relevant to titleholders.</i></p>
25.	KPI 2 KPI 5	<p>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:</p> <ul style="list-style-type: none"> – Transparent? [A/O/S/R/N] – Justified, with reference to the relevant legislation and guidelines? [A/O/S/R/N] – Consistent? [A/O/S/R/N] – Predictable? [A/O/S/R/N] – Timely? [A/O/S/R/N] – Clear? [A/O/S/R/N] – Not applicable <p><i>Question relevant to titleholders and other</i></p> <p><i>[Always/often/sometimes/rarely/never]</i></p>

#	KPI	2021 QUESTIONS
26.	NA	Free text – Please include any further comments to clarify your ratings above.
COST RECOVERY		
27.	KPI 2 KPI 5	<p>Do you consider NOPTA's current fees and levies rates to be:</p> <ul style="list-style-type: none"> – Very reasonable – Reasonable – Not reasonable (free text, please explain) <p><i>Question relevant to titleholders</i></p>
28.	KPI 2 KPI 5	<p>Do you agree that how NOPTA's fees and levies are set is clear and transparent:</p> <ul style="list-style-type: none"> – Yes – No (free text, please explain) <p><i>Question relevant to titleholders</i></p>
RISK MANAGEMENT		
29.	KPI 3	<p>Please rank the following issues in terms of risk for your organisation (1=highest risk, 6 = lowest risk):</p> <ul style="list-style-type: none"> – Timely regulatory decisions – Transparency and consistency in decision making – Timely access to government held data / information – Regulatory and policy certainty – Regulatory effort / costs – Digital transformation of regulatory processes <p><i>Question relevant to titleholders</i></p>
30.	NA	Free text – Please include any further comments to clarify your ratings above.
GENERAL		
31.	NA	<p>Do you have any additional feedback for NOPTA?</p> <p>[You can provide any comments that you have, including broader issues related to NOPTA's regulatory framework.]</p> <p><i>Relevant to all participants</i></p>

Appendix B: Survey charts

Figure 15. Question 2. Are you a representative of:

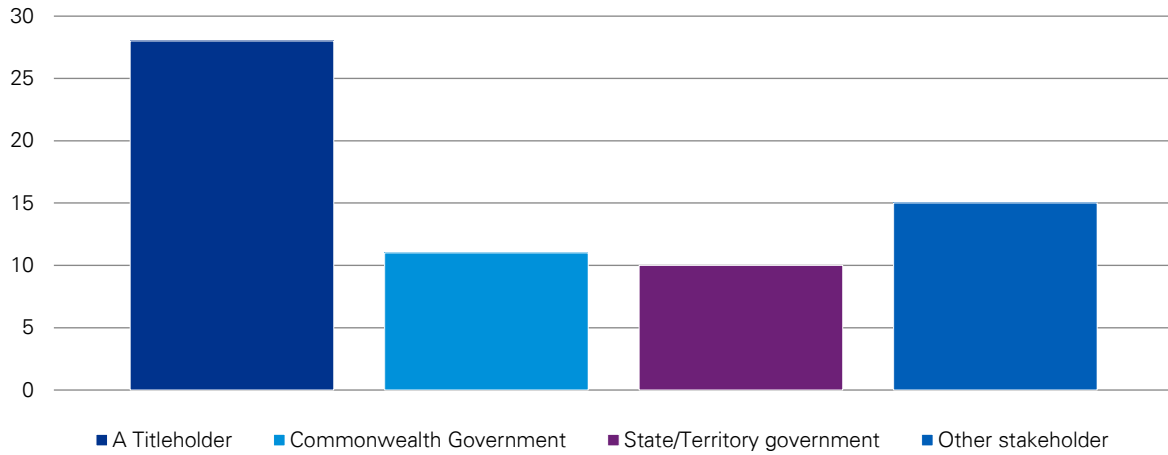


Figure 16. Question 3. Over the past 12 months, how often do you estimate you have interacted with NOPTA (not including accessing the website), on average?

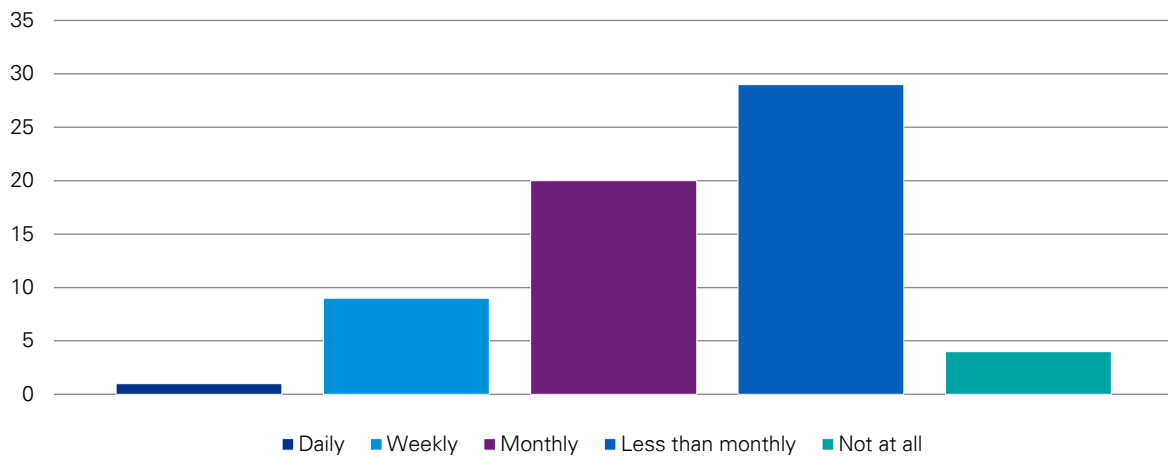


Figure 17. Question 4. Based on your interactions with NOPTA, do you feel you have a sufficient understanding of NOPTA's role in the offshore regulatory regime as it relates to your requirements?

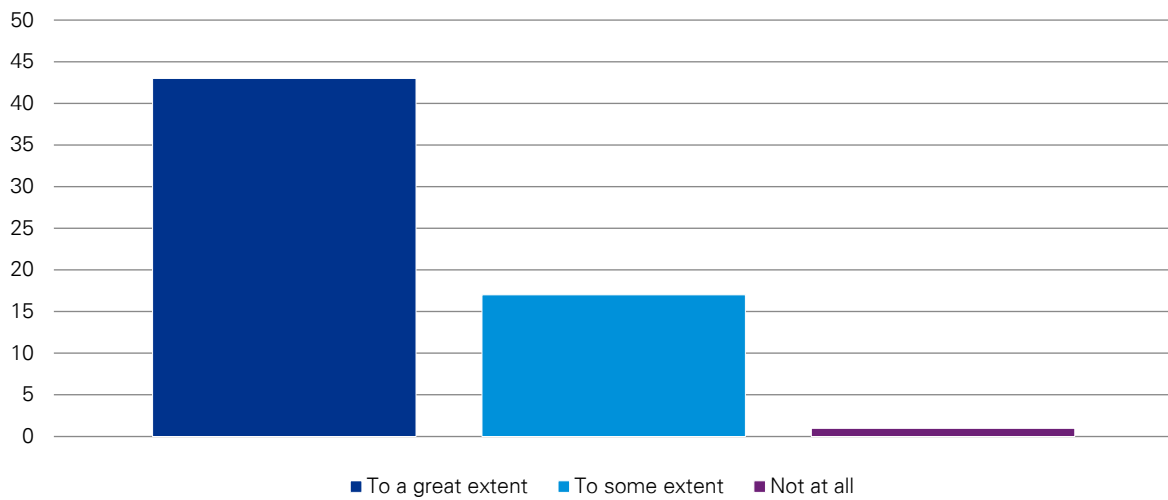


Figure 18. Question 6: In the last 12 months, have you accessed information from NOPTA using any of the following methods?

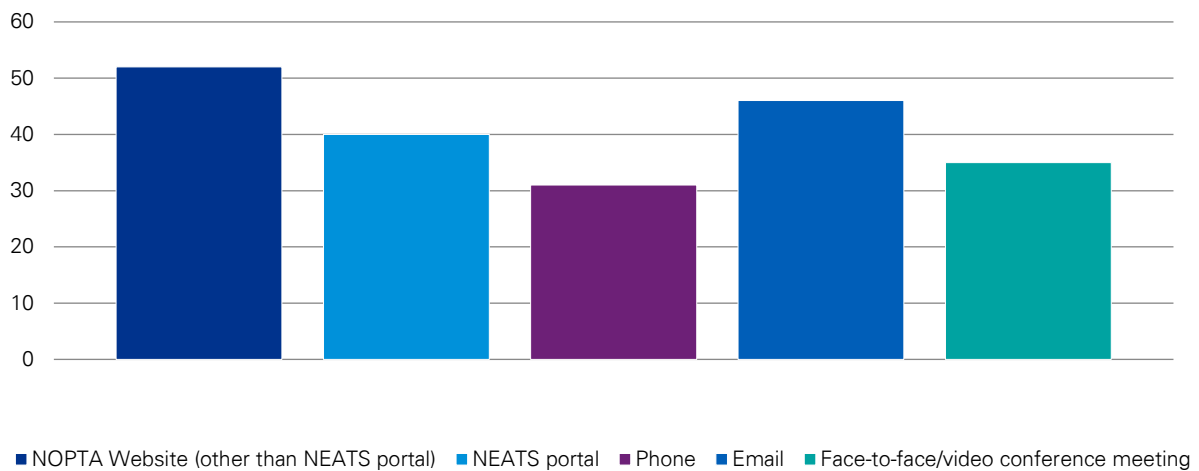


Figure 19. Question 7: In general, thinking about the information you received from NOPTA by phone, email and/or in face-to-face/video conference meetings, how satisfied or dissatisfied are you that the information is:

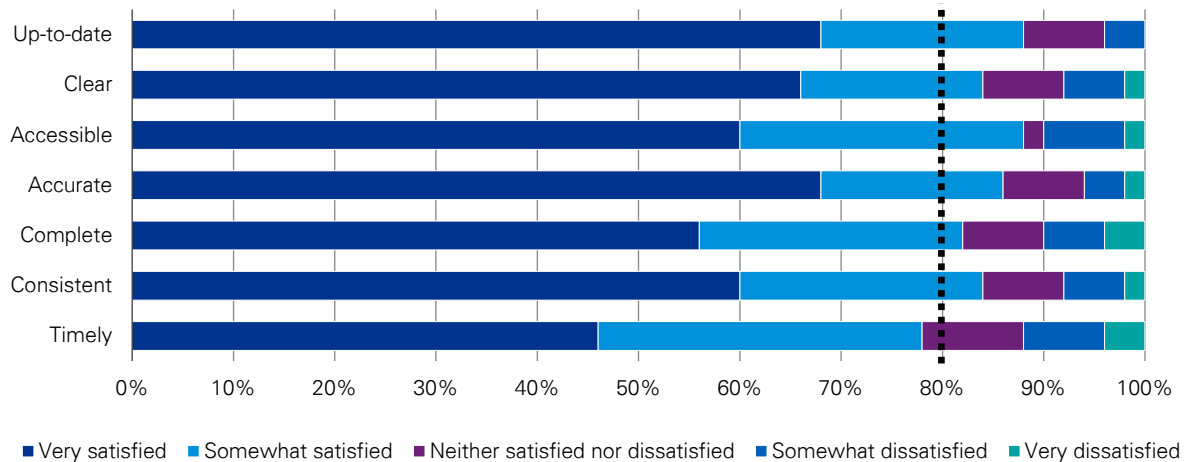


Figure 20. Question 8: In general, thinking about the information you accessed from the NOPTA website, how satisfied or dissatisfied are you that the information is:

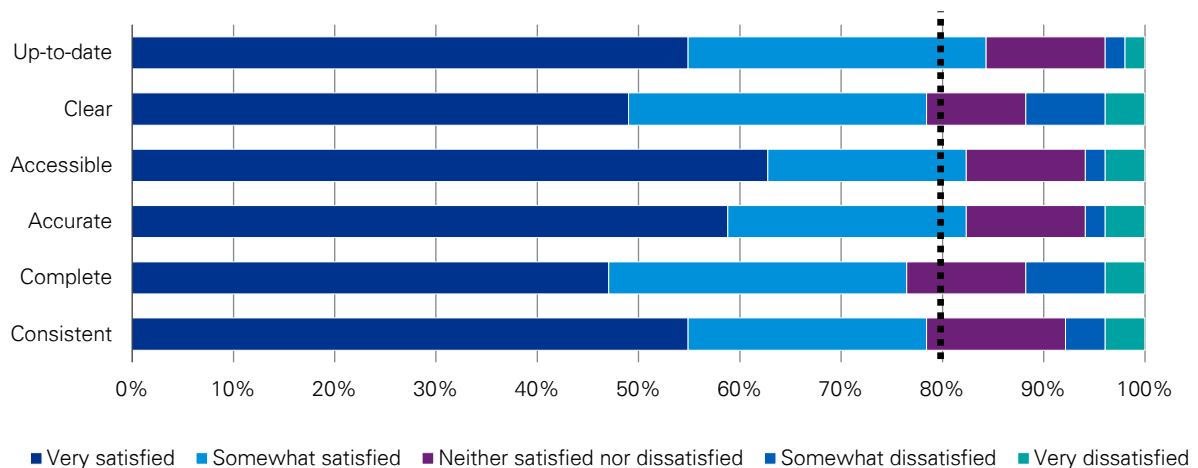


Figure 21. Question 9: In February 2021 NOPTA released a refreshed NEATS portal. In thinking about the information, you accessed from the NEATS portal since February 2021, how satisfied or dissatisfied are you that the information is:

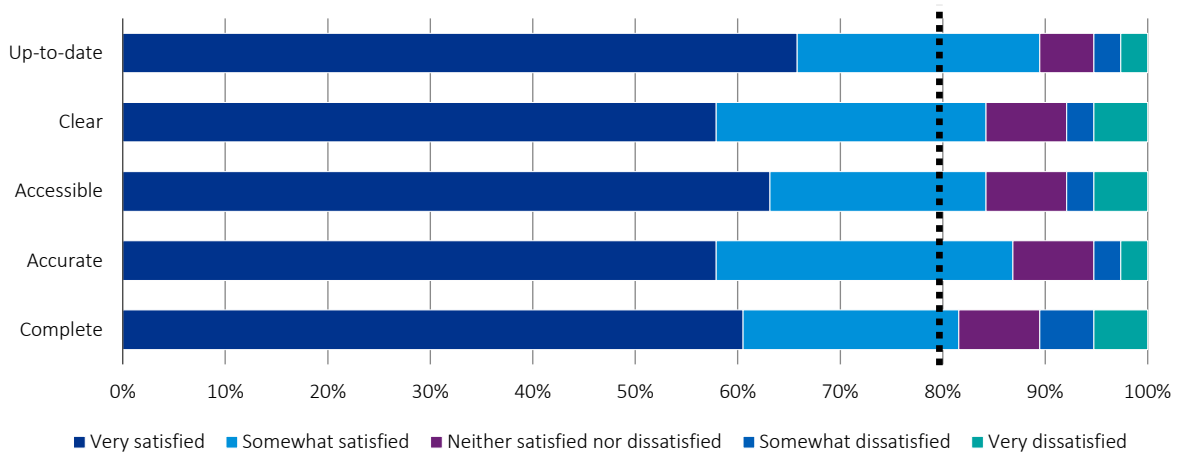


Figure 22. Question 11: Thinking about your last interaction with NOPTA regarding DATA SUBMISSIONS (e.g. well or survey related submissions), how satisfied or dissatisfied were you with the:

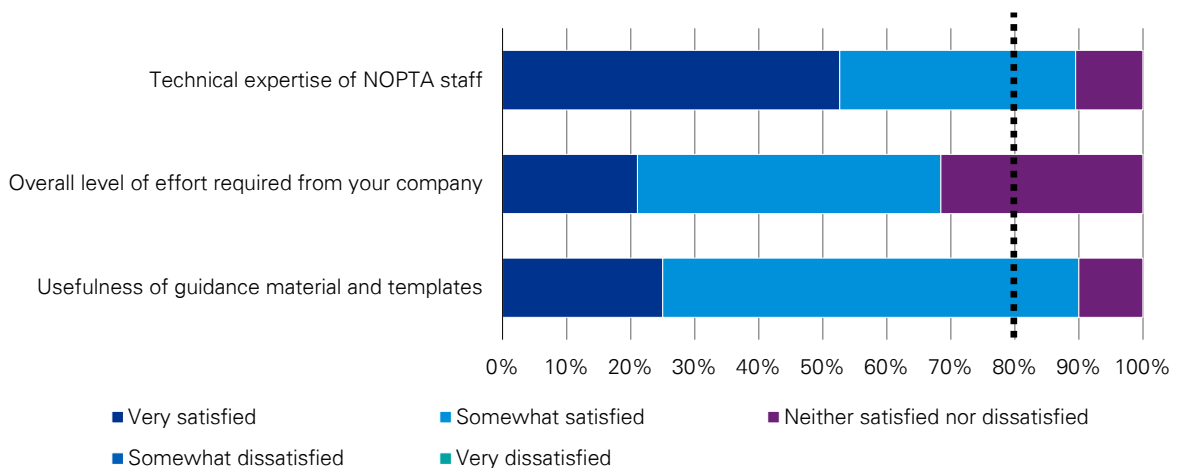


Figure 23. Question 12: In general, would you say that NOPTA's data-related authorisations, including data release, export approvals or submission variations affecting your business are:

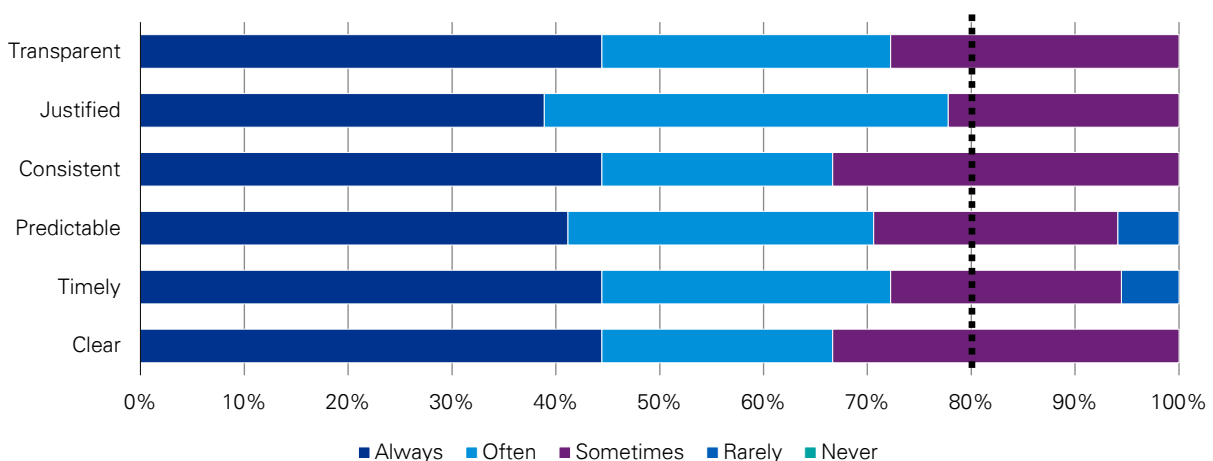


Figure 24. Question 13: Thinking about your last interaction with NOPTA in relation to a REPORTING obligation (e.g. ATAR, monthly production report), how satisfied or dissatisfied were you with the:

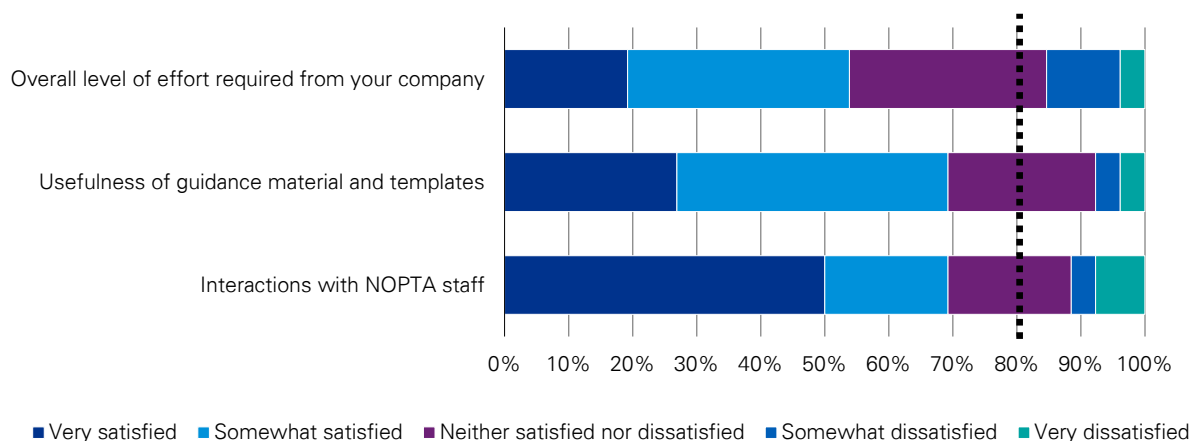


Figure 25. Question 14: In general, thinking about when you receive information requests from NOPTA, to what extent would you say that these are:

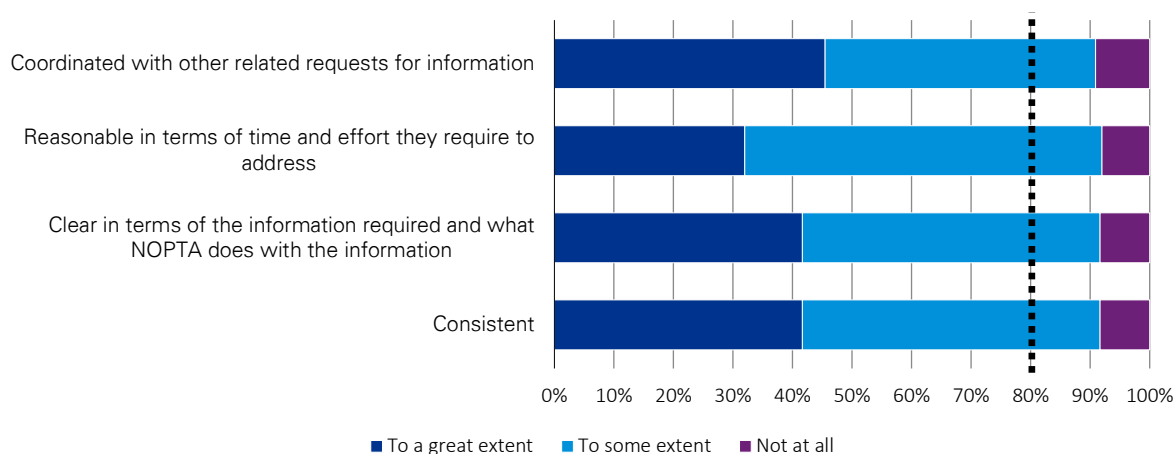


Figure 26. Question 15: In general, to what extent would you say the time and effort your organisation spends on complying with NOPTA administrative matters is reasonable and proportionate to the regulatory risk NOPTA manages?

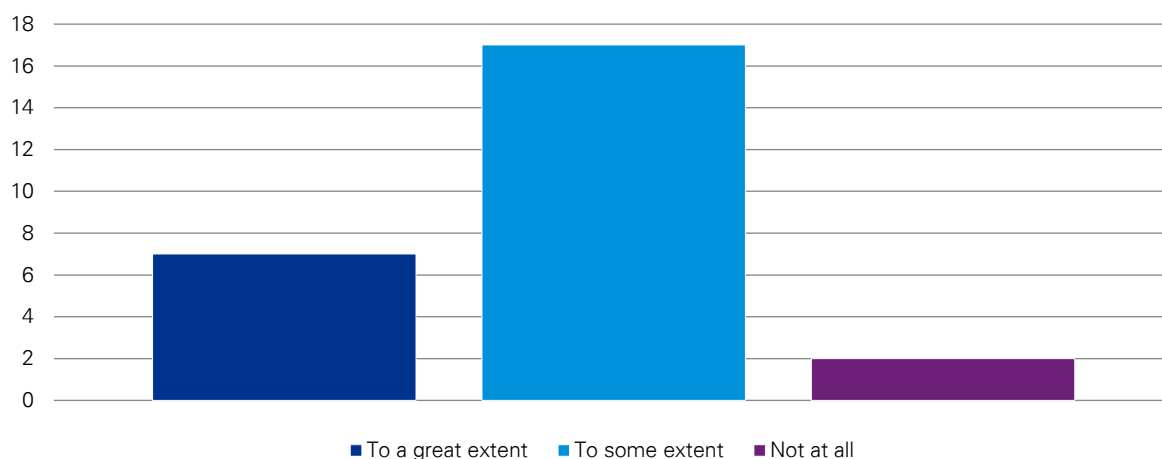


Figure 27. Question 16: NOPTA has increased engagement with titleholders regarding resource stewardship, including field performance, resource maturation, regional development plans and benchmarking. Have you been involved in such discussions?

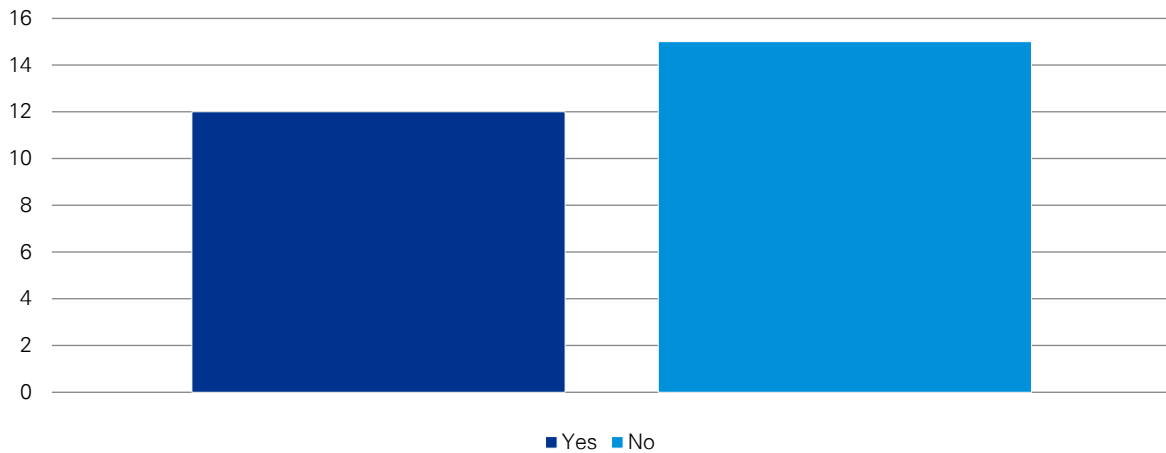


Figure 28. Question 17: How satisfied were you with:

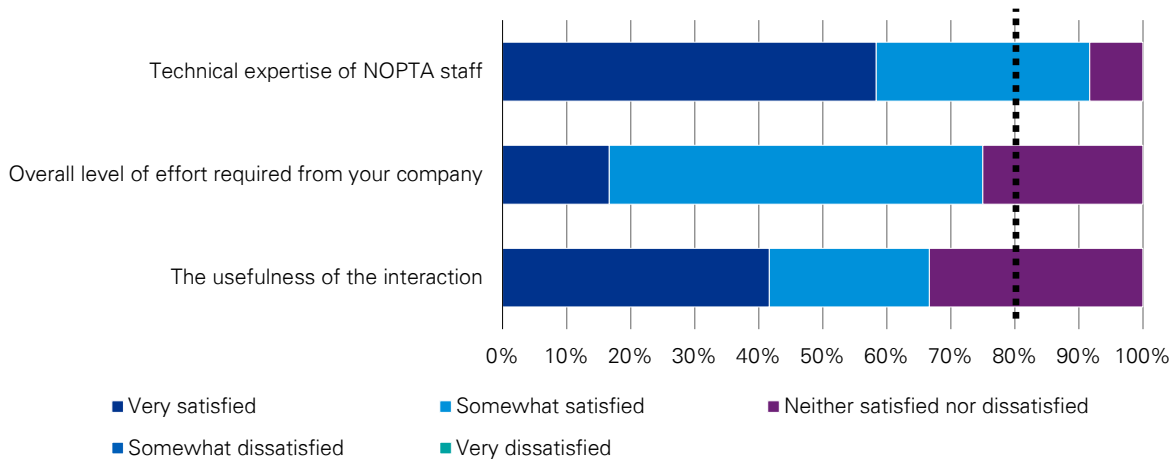


Figure 29. Question 18: In general, do you consider that NOPTA makes a valuable contribution to the process of managing Australia's resources:

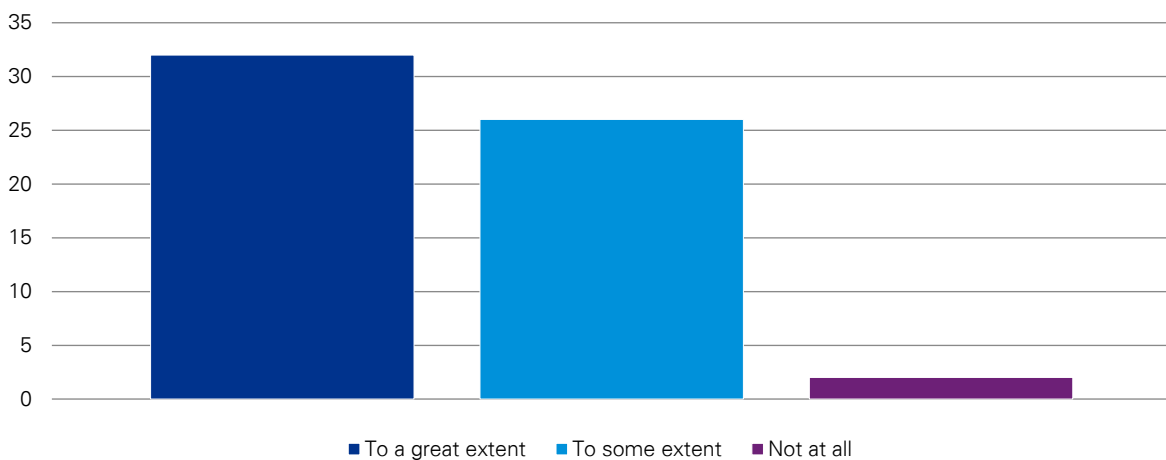


Figure 30. Question 20: Are you involved in the Joint Authority decision making process?

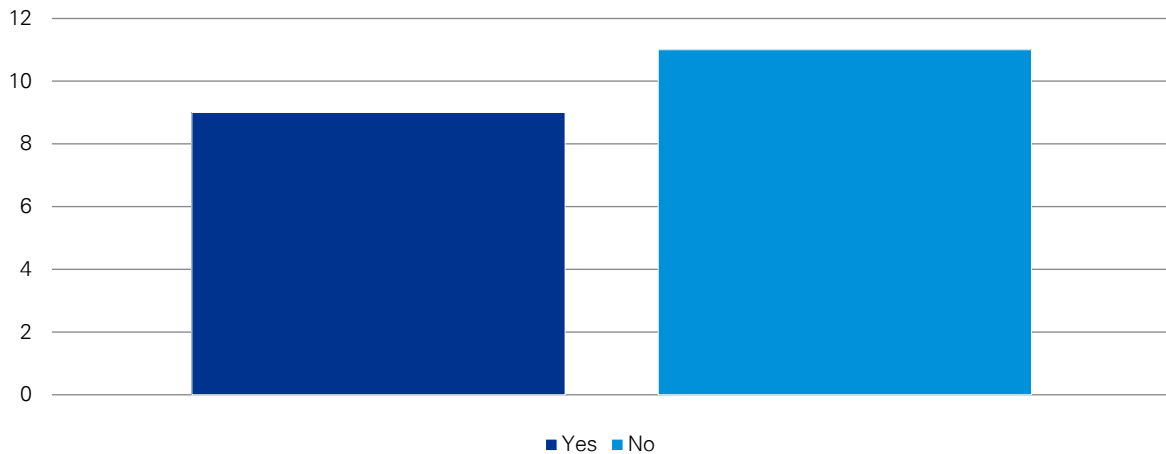


Figure 31. Question 21: In relation to information you receive from NOPTA to support Joint Authority decision making, how satisfied are you with the:

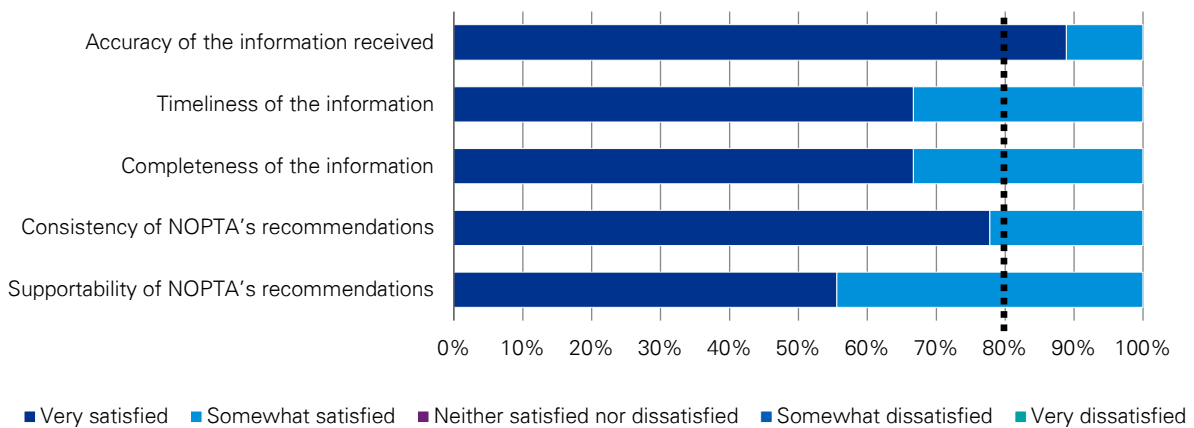


Figure 32. Question 22: Thinking about your last interaction with NOPTA in relation to a PETROLEUM TITLE APPLICATION, how satisfied were you with the:

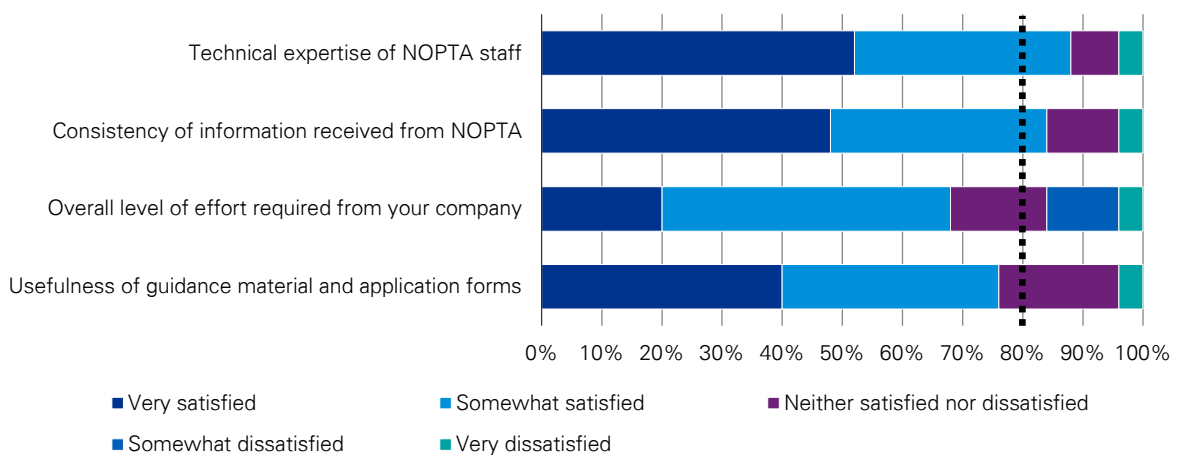


Figure 33. Question 23: In general, would you say that Joint Authority decisions affecting your business are:

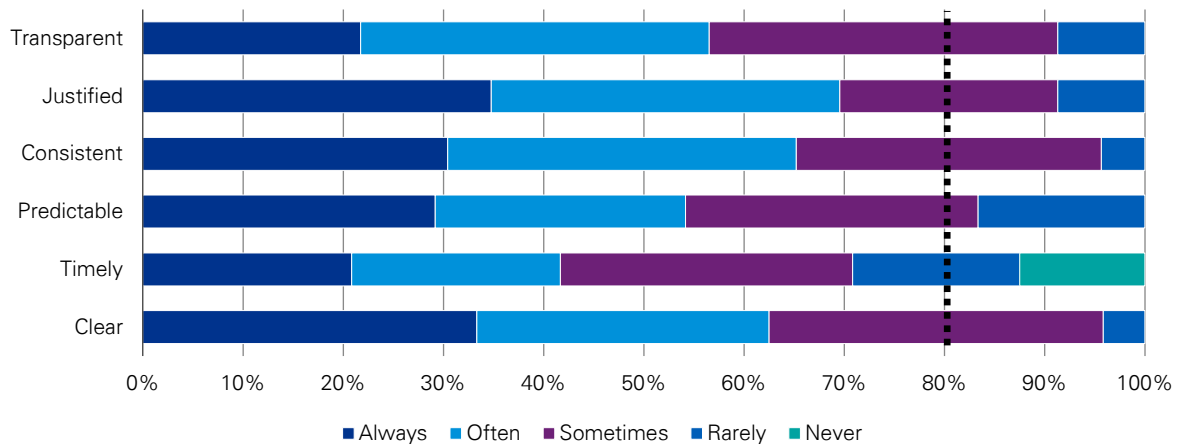


Figure 34. Question 25: In general, would you say that the Titles Administrator decisions (i.e. Petroleum Special Prospecting Authorities, Access Authorities, and Transfers and Dealings) affecting your business are:

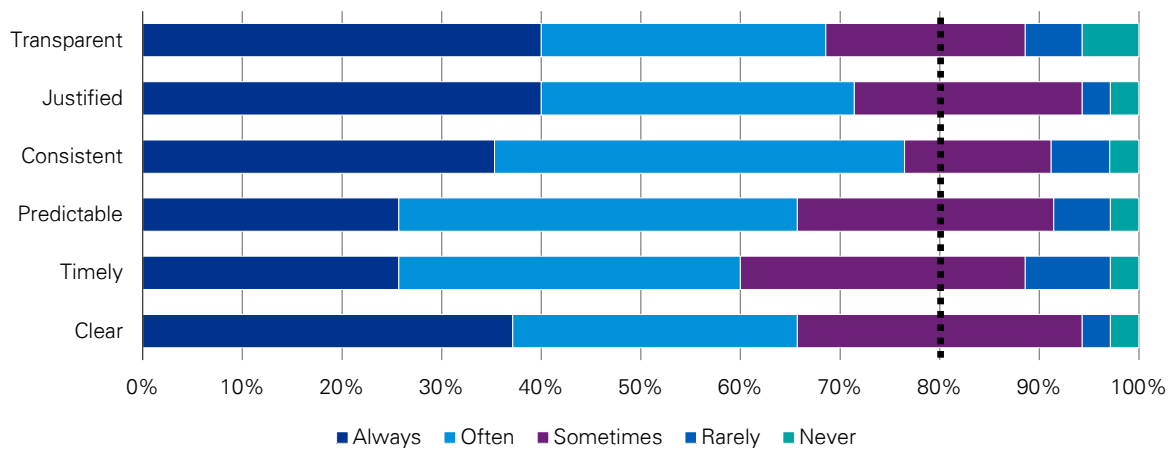


Figure 35. Question 27: Do you consider NOPTA's current fees and levies rates to be:

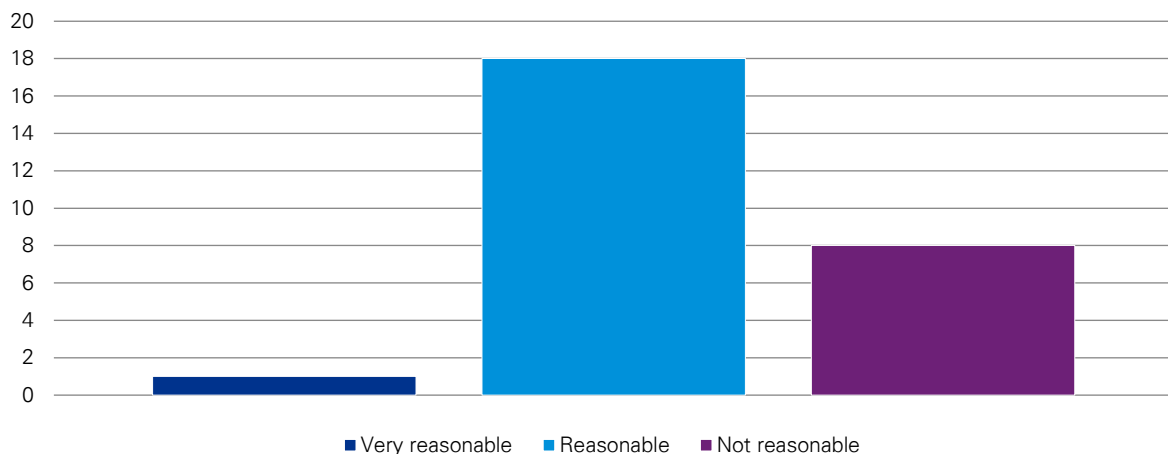


Figure 36. Question 28: Do you agree that how NOPTA's fees and levies are set is clear and transparent:

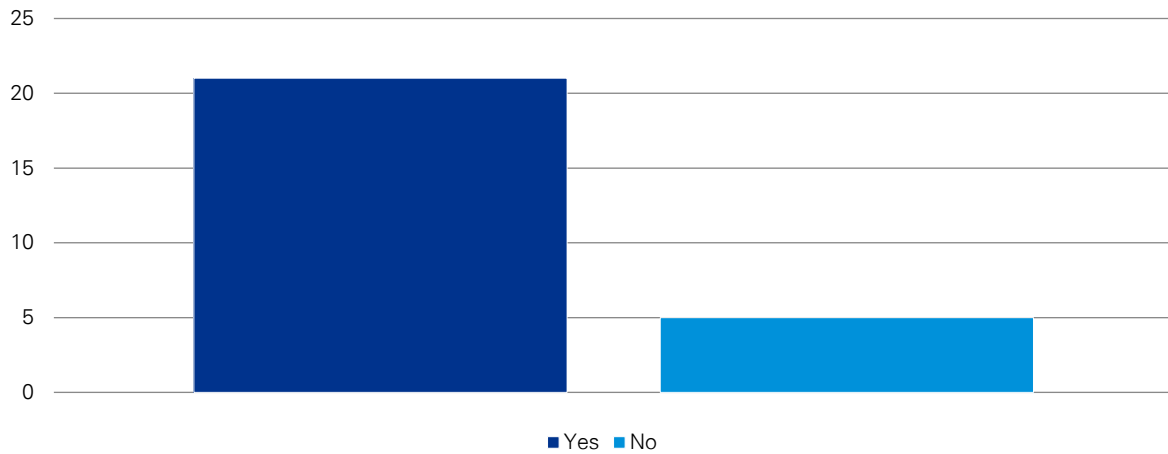
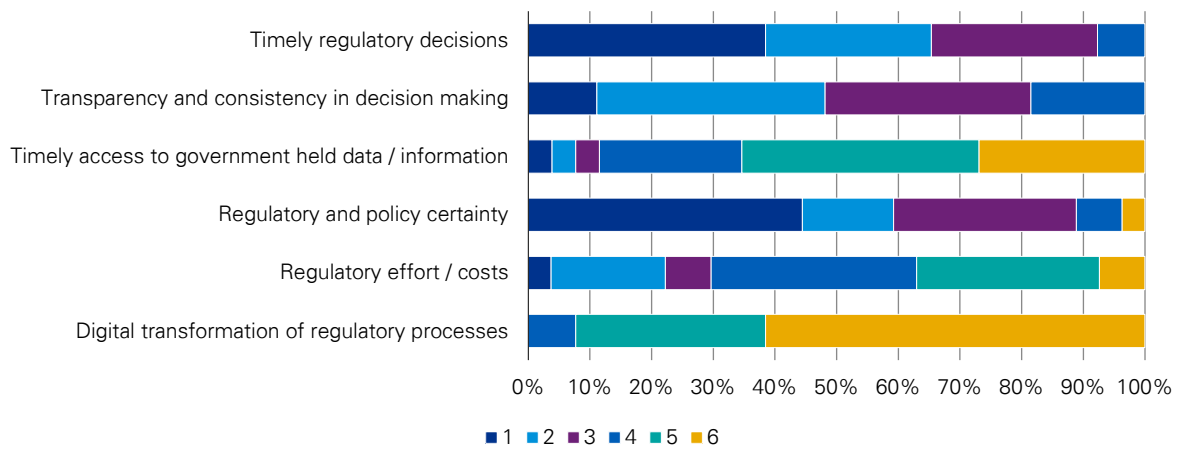


Figure 37. Question 29: Please rank the following issues in terms of risk for your organisation:



Appendix C: New questions in 2021

The following questions were included for the first time in 2021.

#	KPI	NEW QUESTIONS IN 2021
INTERACTION AND COMMUNICATION OF NOPTA'S ROLE		
4.	KPI 2	<p>Based on your interactions with NOPTA, do you feel you have a sufficient understanding of NOPTA's role in the offshore regulatory regime as it relates to your requirements?</p> <ul style="list-style-type: none"> - To a great extent - To some extent - Not at all - Can't say <p><i>Question relevant to all participants</i></p>
5.	KPI 5	<p>Free text – Do you have any suggestions on how NOPTA might improve its communication with your organisation?</p>
REGULATORY EFFORT		
15.	KPI3	<p>In general, to what extent would you say the time and effort your organisation spends on complying with NOPTA administrative matters is reasonable and proportionate to regulatory risk NOPTA manages? [GE/SE/NAA]</p> <p><i>Question relevant to titleholders</i></p> <p><i>[To a great extent/to some extent/not at all]</i></p>
RESOURCE MANAGEMENT / STEWARDSHIP		
19.	NA	<p>Free text – Please include any further comments to clarify your ratings above.</p> <p><i>Question relevant to all participants</i></p>
COMMUNICATION, OPENNESS AND TRANSPARENCY		
20.	NA	<p>Are you involved in the Joint Authority decision making process? [Y/N]</p> <p><i>Question relevant for Commonwealth Government; State/Territory government</i></p>
COST RECOVERY		
27.	KPI 2 KPI 5	<p>Do you consider NOPTA's current fees and levies rates to be:</p> <ul style="list-style-type: none"> - Very reasonable - Reasonable - Not reasonable (free text, please explain) <p><i>Question relevant to titleholders</i></p>

#	KPI	NEW QUESTIONS IN 2021
28.	KPI 2 KPI 5	<p>Do you agree that how NOPTA's fees and levies are set is clear and transparent:</p> <ul style="list-style-type: none"> – Yes – No (free text, please explain) <p><i>Question relevant to titleholders</i></p>
RISK MANAGEMENT		
29.	KPI 3	<p>Please rank the following issues in terms of risk for your organisation (1=highest risk, 6 = lowest risk):</p> <ul style="list-style-type: none"> – Timely regulatory decisions – Transparency and consistency in decision making – Timely access to government held data / information – Regulatory and policy certainty – Regulatory effort / costs – Digital transformation of regulatory processes <p><i>Question relevant to titleholders</i></p>
30.	NA	Free text – Please include any further comments to clarify your ratings above.



Inherent Limitations

This report has been prepared as outlined in the Scope section of the Project Plan. The services provided in connection with this engagement comprise an advisory engagement, which is not subject to assurance or other standards issued by the Australian Auditing and Assurance Standards Board and, consequently no opinions or conclusions intended to convey assurance have been expressed.

No warranty of completeness, accuracy or reliability is given in relation to the statements and representations made by, and the information and documentation provided by, National Offshore Petroleum Titles Administrator stakeholders consulted as part of the process.

KPMG have indicated within this report the sources of the information provided. We have not sought to independently verify those sources unless otherwise noted within the report.

KPMG is under no obligation in any circumstance to update this report, in either oral or written form, for events occurring after the report has been issued in final form.

The findings in this report have been formed on the above basis.

Third Party Reliance

This report is solely for the purpose set out in the Scope section of the contract and for National Offshore Petroleum Titles Administrators information and is not to be used for any other purpose or distributed to any other party without KPMG's prior written consent.

This report has been prepared at the request of National Offshore Petroleum Titles Administrator in accordance with the terms of KPMG's contract dated 13 April 2021. Other than our responsibility to National Offshore Petroleum Titles Administrator, neither KPMG nor any member or employee of KPMG undertakes responsibility arising in any way from reliance placed by a third party on this report. Any reliance placed is that party's sole responsibility.

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