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POLICY, PROGRAMS AND EVALUATION

Stakeholder Survey Report

National Offshore Petroleum Titles
Administrator

27 May 2016



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Executive Summary

Background

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

NOPTA's key functions in Commonwealth waters are to²:

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

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

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

About this survey

KPMG conducted the first survey of NOPTA stakeholders in 2015, to provide a general picture of client satisfaction with NOPTA's performance in key areas. KPMG has been engaged by NOPTA to repeat this survey in 2016. The specific goals of this survey are to provide NOPTA with:

- A comparison of NOPTA's performance, in the opinion of surveyed stakeholders, against results of the 2015 Survey for timeliness, quality of communication, accessibility and responsiveness;
- Stakeholder perceptions of NOPTA's performance against the KPIs associated with the Regulator Performance Framework³; and
- Any further areas stakeholders identify for future improvement or action.

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

² NOPTA website, http://www.nopta.gov.au/joint_authority.html and <http://www.nopta.gov.au/about/index.html>. Accessed 19 April 2016.

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

The 2015 survey also sought insight into the extent to which the creation of NOPTA had contributed to improving the issues it was set up to address. The 2016 survey has not specifically sought stakeholder views on this issue.

Survey response

The survey was open between 4 and 29 April 2016. In total the survey was distributed to 107 Titleholders, Government representatives and others. The overall response rate to the survey was 45 per cent (n=48).

Table 1. Responses by stakeholder type

Stakeholder	Responses	
	Count	Percentage
Titleholder	32	67%
Commonwealth or state/ territory government	13	27%
Other stakeholder	3	6%
Total	48	100%

Source: KPMG analysis

Of the total of 48 responses; 67 per cent were Titleholders (n=32), 27 per cent were Commonwealth or state/territory government representatives (n=13) and 6 per cent were other stakeholders (n=3). Government respondents represented those who had contact with NOPTA in a Joint Authority (JA) capacity (n=4), a non-JA capacity (n=8), and both JA and non-JA capacities (n=1).

Key findings

The inaugural stakeholder survey in 2015 revealed a very high level of satisfaction among those NOPTA stakeholders who responded to the survey. These results were broadly repeated in 2016.

2016 survey

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

Overall in 2016 respondents indicated a very high level of satisfaction with NOPTA's staff, particularly their technical competence, approachability, responsiveness and professionalism, which were similar to the levels of satisfaction recorded in 2015.

NOPTA as an organisation was favourably viewed on the characteristics measured, particularly in terms of collaboration and consultation in its approach and its public accountability. It also rated well on its responsiveness to business needs and commitment to continuous improvement. Most respondents also considered NOPTA to be open and transparent in dealings, and that it engaged stakeholders to streamline, clarify or improve reporting requirements.

A level of dissatisfaction was recorded for the question relating to *staff understanding of the operating environment of the oil and gas industry*; overall the response was positive but a small minority was somewhat dissatisfied. Respondents were also less satisfied with NOPTA's *level of understanding of the current and emerging issues affecting the oil and gas industry*, with 16 per cent (all of whom were Titleholders) indicating they were somewhat dissatisfied.

In terms of the organisation as a whole, a small minority of 5 per cent considered NOPTA *was not at all open and transparent in its dealings*, and a minority of 9 per cent also considered that they did *not at all engage respondents to streamline, clarify or improve reporting requirements*.

Stakeholders were generally highly satisfied with the process of receiving information from NOPTA, particularly through the National Electronic Approvals Tracking System (NEATS).

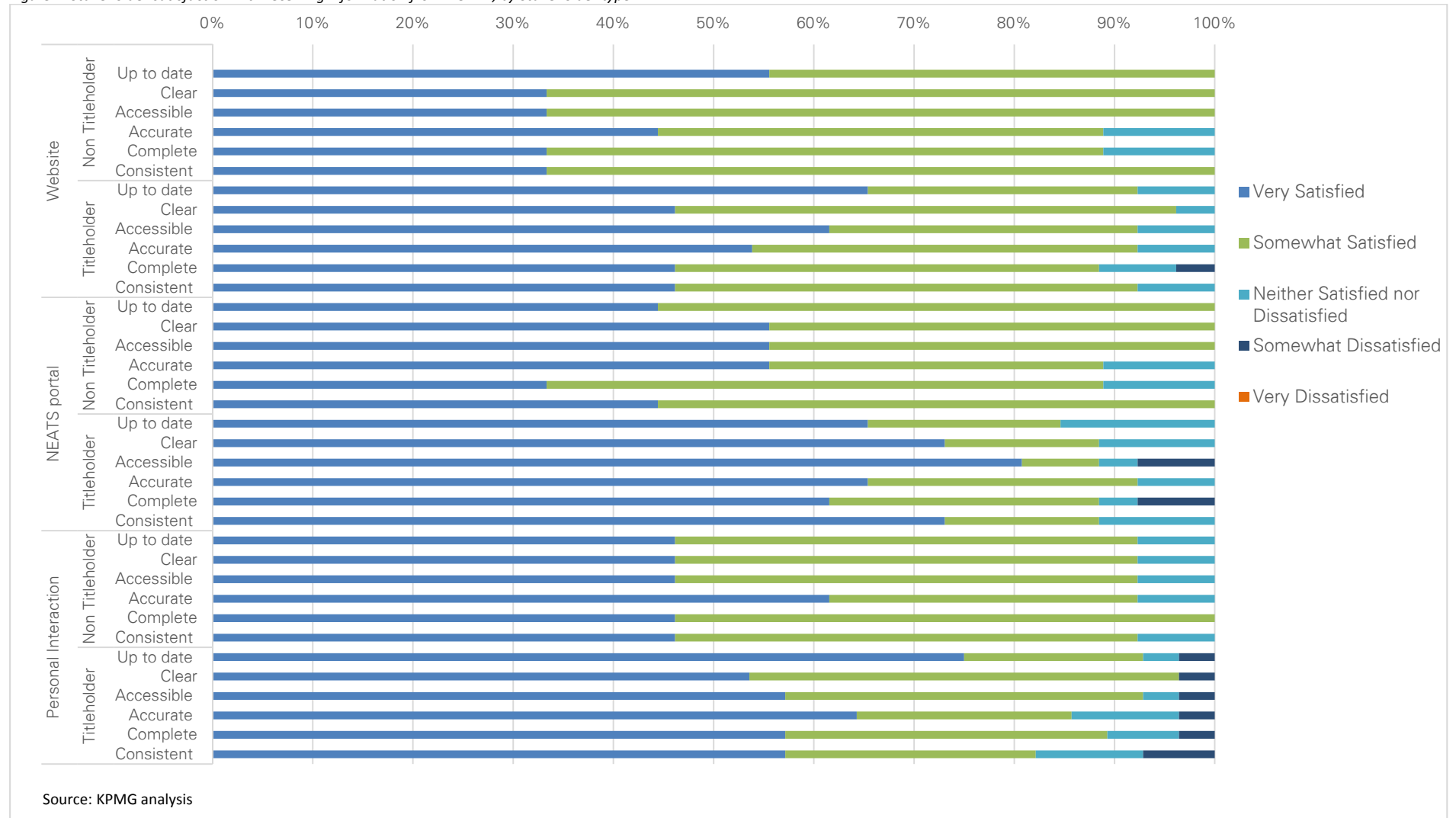
Respondents were satisfied with the process of receiving information from NOPTA. Satisfaction was high with the extent to which the information is useful, up-to-date, clear, accessible, accurate, complete, concise, consistent and timely. This continues strong satisfaction recorded in the 2015 survey. Specifically:

- Respondents were overall most satisfied with information received from the NEATS portal, although a small proportion of respondents were somewhat dissatisfied with the accessibility and completeness of information available via the portal.
- Respondents were generally also very satisfied with the information received via direct communication with staff. They were most satisfied with the currency and accuracy of this information, and less satisfied with its timeliness.
- Respondents also indicated general satisfaction with the information accessed via the website, although overall satisfaction was lower than the other methods.

While stakeholders were generally satisfied, a number of practical suggestions for how NEATS can be improved were provided in the qualitative section of the survey, for example enhancing the portal with an automated receipts function.

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

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



Stakeholders were generally satisfied with the process of providing information to NOPTA, particularly through NEATS, although some considered the time and effort involved to be unreasonable.

In general, respondents reported being satisfied with the processes of providing information to NOPTA. They were particularly satisfied with the functionality of the NEATS portal for this purpose.

A slight level of dissatisfaction was identified regarding the use of the information provided. While respondents generally reported that they understood why NOPTA needs the information it requested, 14 per cent indicated that they did not understand at all what NOPTA does with that information.

A minority (19 per cent of respondents) indicated that the amount of time and effort spent providing data, and the level of information they had to provide, was not at all reasonable. This was also reflected in a number of free text responses suggesting streamlining of processes as an area for improvement for NOPTA and the regulatory framework generally. The amount of time (and associated resource cost) required to comply with NOPTA's processes was a theme throughout the survey.

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

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

- Petroleum Title Application;
- Reporting submission; and
- Data submission.

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

- Respondents with direct experience with petroleum titles applications during the course of the last 12 months were generally satisfied with most aspects of this process on which feedback was sought. Satisfaction with NOPTA technical expertise and consistency of information was particularly high, while timeliness of decision making was lower, with 13 per cent of respondents somewhat dissatisfied and 6 per cent of respondents very dissatisfied with these aspects.
- Respondents were broadly satisfied with the processes regarding data submissions to NOPTA, however, as noted, satisfaction overall was lower than the other processes surveyed. Again satisfaction generally was highest for the technical expertise of NOPTA staff, and the usefulness of the guidance material. A small number of respondents were dissatisfied with the consistency of information received from NOPTA and timeliness related to this process; this process also recorded the greatest level of dissatisfaction in terms of level of effort required, with 24 per cent of respondents surveyed indicating they were somewhat or very dissatisfied with this.
- In terms of reporting submissions, again respondents were generally satisfied, particularly with the technical expertise of NOPTA, consistency of information received and the usefulness of guidance materials. Satisfaction for overall level of effort required was slightly lower than other aspects of this process with 12 per cent of respondents indicating they were somewhat dissatisfied with this aspect.

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

- JA stakeholders surveyed were satisfied with NOPTA's decision-making. JA respondents did not identify dissatisfaction with any aspect of the information received from NOPTA to support JA decision-making, and considered that the decisions NOPTA makes are always or often transparent, justified (with reference to the relevant legislation and guidelines), consistent, and predictable.
- Titleholders were generally satisfied with the justification of the decisions made, and the consistency of those decisions. However, they were less satisfied with the predictability and transparency of decision making. This was similar to the responses to the 2015 survey.

Comparison with 2015

The high overall level of satisfaction with NOPTA and its staff has continued.

The general view of the organisation and its staff is considered to be similar to that found in 2015, with high levels of satisfaction with communication processes and procedures, staff professionalism and technical competence.

Increased satisfaction with technological interfaces is reported by stakeholders.

Stakeholders in 2015 raised a number of issues with NOPTA's technological interfaces, including the functionality of the NEATS portal and the user-friendliness of web-based forms and sites. This appears to have improved somewhat in 2016. While the survey questions do not allow exact comparison, overall sentiment regarding the functionality of NEATS was considered to be higher in 2016 than that recorded in 2015. Respondents also indicated a high level of satisfaction with NEATS in terms of receiving information from and providing information to NOPTA. In both cases, it recorded the highest satisfaction levels of the options given.

In terms of web-based resources more generally, respondent satisfaction was similar to that recorded in 2015, with increased satisfaction with the completeness and consistency of information.

Timeliness of processes and decision-making remains a relative issue

In both years stakeholders expressed lower levels of satisfaction with the timeliness of various processes, including the overall decision-making process, than with other aspects of NOPTA's administration of its responsibilities. This does not indicate widespread dissatisfaction, but that stakeholders tend to be less satisfied with this than with other parts of the process.

Stakeholders also remain relatively less satisfied with the predictability and transparency of decision-making

There was also a lower level of satisfaction expressed in 2016 with the predictability and transparency of decision-making processes than for other aspects of decision-making. As with the timeliness of processes and decision-making, this was consistent with 2015 results.

Dissatisfaction with the amount of effort required to interact with NOPTA has increased.

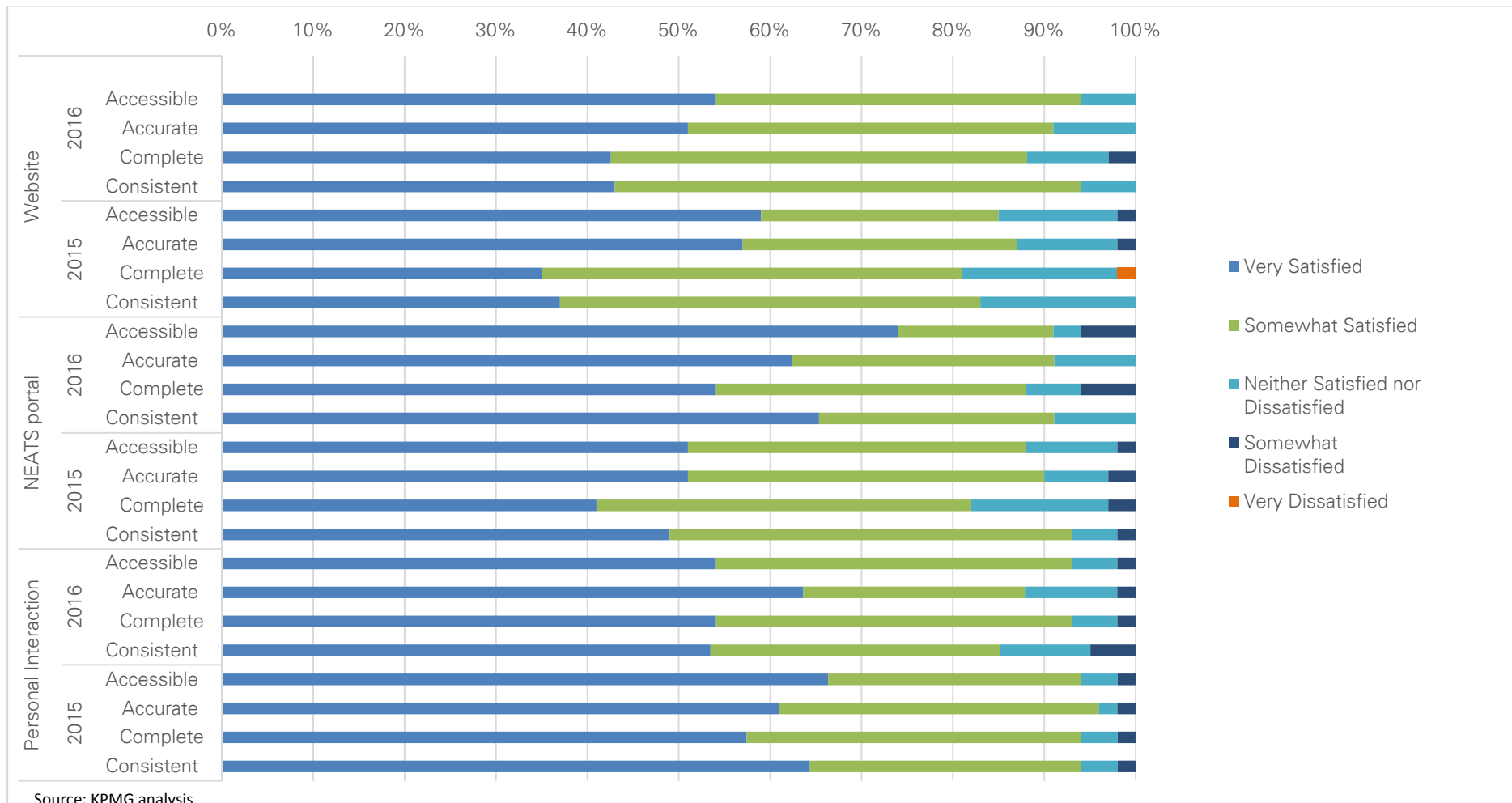
There was a small level of dissatisfaction among titleholders in 2015 relating to the amount of effort required to comply with NOPTA's reporting requirements. In 2016, this was a stronger theme, with a greater level of dissatisfaction expressed, across more tasks. Overall, respondents in 2016 were less likely to consider the amount of time and effort spent on providing the information they were required to as reasonable (81 per cent responded to a great or some extent reasonable), than in 2015 (when 100 per cent of respondents considered it to a great or some extent reasonable).

Compared to the 2015 responses, respondents in 2016 were also less likely to report that they knew why NOPTA was requesting information, and what NOPTA does with that information. It may be that these two factors are linked; if stakeholders aren't aware of what happens to information or why it is collected, they may be less likely to think that the effort they go to provide it is reasonable.

The issues raised notwithstanding, 100 per cent of stakeholders considered that NOPTA makes a valuable contribution to the process of managing Australia's resources. Furthermore, 65 per cent of respondents considered this was true to a great extent, making this a higher response than in 2015, when 59 per cent of respondents answered this way.

A figure comparing 2015 and 2016 results for receiving information from NOPTA is shown on the next page.

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



Response rates

Overall, the very high response rate of 66 per cent for the 2015 survey was not quite matched in 2016 with a response rate of 45 per cent, with responses from non-Titleholders, particularly state government and other stakeholders, notably lower.

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

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

Source: KPMG analysis

Comments and recommendations

Stakeholder feedback indicates a higher level of satisfaction with technological interfaces and information processes than in 2015, when these were identified as areas for improvement. Generally speaking, the overall satisfaction of stakeholders is not as high as was registered in the 2015 survey, and this is the underlying theme of the 2016 survey.

Some consideration has been given to interpreting this theme in the context of the lower overall response rate and at times marginal swings in satisfaction levels. This interpretation is summarised by way of three possible explanations or contributing factors:

1. External environmental factors have influenced these findings.
2. Stakeholders have normalised higher expectations.
3. NOPTA's service quality has fallen.

In terms of the first of these, off-shore petroleum stakeholders in 2016 are under markedly more pressure than 12 months previously, and resources in the sector are constrained. This is reflected in comments from stakeholders such as 'NOPTA should be more responsive to industry cycles, especially severe downturns'. Dissatisfaction is emerging with the amount of effort and resources required from stakeholders to engage with and meet the requirements of the regulatory system as administered by NOPTA. Dissatisfaction over timeliness is also considered to have increased.

It is plausible that a general tightening of resources within the industry could have had a negative influence on stakeholder perceptions of various aspects of their jobs, including the time, cost and requirements relating to compliance with the Australian regulatory framework as administered by NOPTA. It is considered likely that this has influenced stakeholder perceptions of NOPTA in general. Some dissatisfaction among Titleholders with the perceived level of understanding of the current and emerging issues affecting the oil and gas industry of NOPTA staff was also noted.

In terms of the second contributing factor, it is noted that the survey responses received across the board in 2015 were very positive. This followed a major change to the administration of the off-shore titles system, including the creation of NOPTA, which overall stakeholders considered to have improved the system. In the inaugural survey, NOPTA stakeholders might have been comparing NOPTA to the system in place previously, and rated it relatively highly. Stakeholders may have become more accustomed to the

level of service provided by NOPTA and accordingly adjusted their expectations higher. As such, NOPTA's perceived service level may have fallen, without any material change in service actually occurring.

The third contributing factor, that NOPTA's service levels have actually fallen, is also possible. However, this should not necessarily be implied by the results of the survey, particularly given the possible influence of the first two contributing factors.

In terms of areas for NOPTA to consider improving, timeliness of processing and amount of resources stand out, as do issues around the transparency and predictability of decision making. These are similar to those areas identified in 2015. As noted in 2015, NOPTA does not have control over all parts of this process and indeed, it has no control over some parts of it, which are the responsibility of other JA partners or other Commonwealth agencies.

However, the general issues in these areas for improvement suggest a greater role for NOPTA in promoting its roles, responsibilities, processes and duties. This will help stakeholders (particularly Titleholders) be better aware of NOPTA's own business imperatives and span of control. This also offers NOPTA a direct opportunity to improve on other metrics it has identified for itself, such as engaging respondents to streamline, clarify or improve reporting requirements, and operating in an open and transparent way – both of which had some room to improve, in the views of stakeholders, relative to other aspects of NOPTA's operation.

Finally, the lower response rate for this year is noted, and resulted in some questions with small response numbers. Consideration could be given to whether alternative methods of engaging stakeholders (such as stakeholder interviews) could be used in future to gain a more fulsome picture of NOPTA's performance, particularly among government stakeholders.

1. Background and introduction

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

NOPTA's functions and role

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

NOPTA's key functions in Commonwealth waters are to⁴:

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

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

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

NOPTA's principal functions are to provide information, assessments, analysis, reports, advice and recommendations to members of the JAs and the responsible Commonwealth Minister in relation to the performance of those functions and the exercise of their powers⁵. NOPTA also acts as the central point of contact for applicants, provides technical advice to the JAs, and implements decisions.

NOPTA also:

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

⁴ NOPTA website, http://www.nopta.gov.au/joint_authority.html and <http://www.nopta.gov.au/about/index.html>. Accessed 19 April 2016

⁵ NOPTA policy – Compliance and enforcement. <http://www.nopta.gov.au/documents/nopta-compliance-enforcement-policy.pdf> Accessed 19 April 2016

In addition, all communications by Titleholders or other persons with the JA are made through NOPTA.⁶ This means that NOPTA is the public face of titles administration and all communications, including applications, requiring the JA's attention are received and processed by NOPTA.⁷

NOPTA's performance requirements

NOPTA's compliance and enforcement approach is underpinned by five principles⁸:

- helpfulness
- accountability
- transparency
- consistency
- efficiency.

These principles are reflected in the key performance indicators (KPIs) identified for NOPTA, which are as follows⁹:

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

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

Survey content

The 2016 survey questions were grouped into six main categories:

- **Information and data** – how respondents access information from and provide information to NOPTA, and their satisfaction with various aspects of the information and data processes, including specific products available from the website. Specific questions regarding the National Electronic Approval Tracking System (NEATS), a central point of access to publicly available information concerning offshore petroleum titles and applications, were also included.
- **Specific activities** – specific information regarding the satisfaction with various aspects of processes relating to Petroleum Titles, Greenhouse Gas Titles, and data and reporting submissions.
- **NOPTA and its staff** – the level of satisfaction with various aspects of NOPTA's staff's performance and the organisation in general.
- **Decision-making process** – respondents' level of satisfaction with the decision-making processes NOPTA is part of, recognising that certain aspects, e.g. timeliness of decision-making for which the JA is responsible, is outside of NOPTA's control.
- **NOPTA's function and role** – respondents were asked whether NOPTA makes a valuable contribution to the management of Australia's natural resource in line with the risk it manages.

⁶ *ibid.*

⁷ *ibid.*

⁸ *ibid.*

⁹ NOPTA Corporate Plan 2015-2017

- **Free text responses** – three free text questions provided respondents the opportunity to express general opinions on NOPTA’s performance as a regulator, and provide suggested improvements to the organisation and the regulatory framework in general for the future.

Modifications since the 2015 survey

The questions asked in 2016 were generally based on those in 2015, with minor modifications, in order to allow changes between the two surveys to be measured. A specific free-text response regarding the NEATS portal was included, to better understand issues that had been raised in the 2015 survey regarding this resource.

The 2015 survey asked a number of additional questions regarding stakeholder views regarding the changes that had occurred with the introduction of NOPTA, as compared to the previous arrangements that were managed at a State/Territory level. Due to the ‘one-off’ nature of this area of inquiry, the 2016 survey did not repeat these questions.

Survey implementation

A link to the survey was sent by KPMG to 107 stakeholders by email on 4 April 2016. Respondents had three weeks to respond, with 3 reminders sent during this time. The survey closed on 29 April 2016. All responses were anonymous, i.e. individual responses cannot be linked to individual respondents.

The full survey questionnaire is provided in Appendix A.

2. Detailed survey responses

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

Response rates

- The overall response rate to the survey was 45 per cent (n=48).
- Of these 48 responses, 67 per cent were Titleholders (n=32), 27 per cent were State or Commonwealth government representatives (n=13) and 6 per cent Other (n=3).
- Government respondents represented those who had contact with NOPTA in a JA capacity (31 per cent, n=4), in a non-JA capacity (62 per cent, n=8), and both JA and non-JA capacities (8 per cent, n=1).
- The response rate was slightly lower than for the 2015 survey, which had an overall response rate of 66 percent.

Streaming questions

Question 1

Question 1 asked respondents to identify which category of NOPTA stakeholder they fall into. This question was used to stream respondents into different sections of the survey to ensure only relevant questions were asked.

A total sample of 107 stakeholders were invited to participate in the survey, representing Titleholders (n=65), government agencies (n=23), and other stakeholders (n=19).¹⁰

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

Stakeholder	Total sample		Responses	
	Sample	Percentage	Count	Percentage
A Titleholder	65	61%	32	67%
Commonwealth Government	23	21%	9	19%
State/ territory Government			4	8%
Other stakeholder	19	18%	3	6%
Total	107	100%	48	100%

Source: KPMG analysis

There were a total of 48 responses received of which:

- 67 per cent (n=32) were from Titleholders;
- 19 per cent (n=9) were from Commonwealth Government representatives;
- 8 per cent (n=4) from State or Territory Government representatives; and
- 6 per cent (n=3) from 'other stakeholders'.

¹⁰ Other stakeholders are mainly third party firms working on behalf of Titleholders, e.g. legal consultants.

Table 4. Respondents by stakeholder group, 2015-2016 comparison

Stakeholder	2015		2016	
	n	%	n	%
A Titleholder	43	67%	32	67%
State/Territory Government	7	11%	4	8%
Commonwealth Government	9	14%	9	19%
Other stakeholder	5	8%	3	6%
Total	64	100%	48	100%

Source: KPMG analysis

There was a considerable decrease in state/territory government respondents between the 2015 and 2016 results. As a proportion of the overall response, more Commonwealth responses were recorded in 2015 than in 2016, although the raw number did not change.

Question 2

Question 2 asked Titleholder and Other respondents if they had interacted with NOPTA in the last 12 months relating to: Petroleum Titles, Greenhouse Gas Titles, data submissions, reporting submission, other or where applicable, no interaction. Note respondents could select multiple options for this question.

Table 5. Respondents by Specific Activity

Stakeholder	Count	Percentage
Petroleum Titles	33	69%
Reporting submissions	27	56%
Data submissions	25	52%
Other	8	17%
Greenhouse Gas Titles	0	0%
I have not had any interaction with NOPTA (including accessing the website) in this time	0	0%

Source: KPMG analysis. Note the denominator used to derive percentages for this table is 48.

Of the responses to this question:

- 69 per cent (n=33) had interacted with NOPTA in regard to a Petroleum Titles;
- 56 per cent (n=27) had interacted in regard to reporting submissions;
- 52 per cent (n=25) had interacted in regard to data submissions; and
- 17 per cent (n=8) had interacted in regard to other activities.

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

Question 3

Where respondents indicated they were from a Government agency, Question 3 asked whether their interactions with NOPTA were as a JA representative, a capacity other than a JA representative, or both.

Table 6. Government respondents by Joint Authority status

Capacity	Count	Percentage
Capacity other than a Joint Authority representative	8	61%
As Joint Authority representative	4	31%
As both Joint Authority and other capacities	1	8%
I haven't had any interaction with NOPTA (including accessing the website) in the last 12 months	0	0%
Total	13	100%

Source: KPMG analysis.

Of the 13 government representatives:

- 61 per cent (n=8) in a capacity other than as a Joint Authority representative;
- 31 per cent (n=4) indicated that they had interacted with NOPTA as a Joint Authority representative; and
- 8 per cent (n=1) had interacted with NOPTA in the capacity of both a Joint Authority and other capacities.

Information and data

Channels of communication with NOPTA

- Overall, both Titleholders and non-Titleholders were most likely to be in contact with NOPTA monthly (41 per cent and 50 per cent respectively).
- Interactions were similar to those reported in 2015, with contact slightly less likely to be reported daily and slightly more likely to be reported monthly (44 per cent in 2016 vs. 41 per cent in 2015).
- Respondent interactions with NOPTA almost universally include direct communication with NOPTA staff members. Internet-based information mechanisms are also highly used by NOPTA respondents, particularly Titleholders, of whom 84 per cent used the website.
- The forms pages, fact sheets and guidelines were the most commonly accessed components of the website. Titleholders more likely to access the forms page (81 per cent compared with 40 per cent for non-Titleholders) and reporting templates (70 per cent compared with 20 per cent for non-Titleholders) than non-Titleholders. Non-Titleholders more likely to access the spatial data and maps (80 per cent compared with 19 per cent for Titleholders).

Receiving information from NOPTA

- Overall, respondents report strong satisfaction with the extent to which information received from NOPTA is useful, up-to-date, clear, accessible, accurate, complete, concise and consistent. This is true of information accessed via the website, the NEATS portal and in personal communication with staff (face-to-face, phone, email). Respondents were overall slightly more likely to be somewhat rather than very satisfied with the timeliness of information or advice received.
- Most respondents were very satisfied with the NEATS portal as a means to access information, particularly its accessibility (74 per cent very satisfied), clarity (69 per cent very satisfied) and consistency (66 per cent very satisfied). A small proportion of respondents were somewhat dissatisfied with the accessibility and completeness of information available through the NEATS portal (6 per cent for both criteria).
- Respondents were also generally very satisfied with information received via direct communication with NOPTA staff, particularly the extent to which the information provided was up-to-date (66 per cent very satisfied) and accurate (63 per cent very satisfied). Satisfaction was comparatively less for the timeliness of information received directly, with 49 per cent very satisfied and 7 per cent somewhat dissatisfied with this.
- Respondents indicated general satisfaction with the information accessed via the website, although overall satisfaction was lower than the other methods. 63 per cent indicated they were very satisfied with the extent to which this information was up-to-date, with most respondents also very satisfied with that information's accessibility and accuracy. Respondents were generally somewhat satisfied with the information's clarity, completeness and consistency.

Receiving information from NOPTA cont.

- Compared to 2015, satisfaction with information received via the NEATS portal had improved, particularly in terms of the information's accessibility, accuracy, completeness and consistency. Satisfaction with personal communication was similar, although fewer respondents reported being very satisfied with the timeliness of information received (49 per cent in 2016 vs. 67 per cent in 2015). While respondent satisfaction was lowest of the mechanisms surveyed for the website, it is also noted that satisfaction was similar to that recorded in 2015, with improvements to the completeness and consistency of information noted.

Providing information to NOPTA

- In general, respondents reported being satisfied with the process involved in providing information to NOPTA.
- NEATS which was considered an appropriate to a great extent by 55 per cent of respondents, with 45 per cent to indicating they thought it appropriate to some extent.
 - 100 per cent of respondents agreed to a great extent or to some extent that there were enough reporting templates available, and forms, templates and documentation were generally considered to be user friendly.
 - While respondents generally reported that they understood why NOPTA needs the information it requested (94 per cent to a great extent or to some extent), knowledge was lower of what NOPTA does with that information, with 14 per cent of respondents indicating that they understood this not at all.
 - 19 per cent of respondents also indicated that both the amount of time and effort spent on providing data and that the level of information they had to provide was not at all reasonable.
- Compared to 2015, respondents in 2016 were less likely to report that they knew why NOPTA was requesting information (35 per cent to a great extent in 2016, compared to 64 per cent to a great extent in 2015) and what NOPTA does with that information (31 per cent to a great extent in 2016, compared to 43 per cent to a great extent in 2015). They were less likely to consider the amount of time and effort spent on providing reasonable (in 2016, 19 per cent not at all reasonable, compared to 0 per cent in 2015).

NEATS portal

- Respondents were asked their views about the functionality of NEATS for receiving notifications and making payments. Of those who responded, two thirds indicated they were satisfied (14 per cent very satisfied, 52 per cent somewhat), while the remainder indicated they were neither satisfied nor dissatisfied. No respondent indicated they were dissatisfied with the functionality of NEATS.
- While the questions are not exactly comparable, this is considered to be somewhat higher than the satisfaction with NEATS recorded in 2015.

Question 4

Question 4 asked all respondents how often, on average, they had interacted with NOPTA in the last 12 months (not including accessing the NOPTA website).

Table 7. Frequency of respondent interaction with NOPTA

Frequency	Count	Percentage
Daily	1	2%
Weekly	12	25%
Monthly	21	44%
Less than monthly	14	29%
Total	48	100%

Source: KPMG analysis

In total, there were 48 respondents to this question. Of these:

- 2 per cent (n=1) indicated daily interaction;
- 25 per cent (n=12) indicated weekly interaction;
- 44 per cent (n=21) indicated monthly; and
- 29 per cent (n=14) indicated less than monthly interaction.

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

Table 8. Frequency of interaction, by stakeholder type

Frequency	Non-Titleholder		Titleholder	
	n	%	n	%
Daily	0	0%	1	3%
Weekly	5	31%	7	22%
Monthly	8	50%	13	41%
Less than monthly	3	19%	11	34%
Total	16	100%	32	100%

Source: KPMG analysis

As indicated in this Table, both non-Titleholder and Titleholder stakeholders were most commonly in contact with NOPTA monthly (50 per cent and 41 per cent respectively).

Table 9. Frequency of interaction, 2015-2016 comparison

	2015		2016	
	n	%	n	%
Daily	4	6%	1	2%
Weekly	14	22%	12	25%
Monthly	26	41%	21	44%
Less than monthly	20	31%	14	29%
Total	64	100%	48	100%

Source: KPMG analysis

There were no notable differences between the 2015 and 2016 results.

Question 5

Question 5 asked respondents what methods they had employed to access information from NOPTA in the last 12 months. Options given were: through the NOPTA website (other than NEATS portal); NEATS portal; or via phone, email or face-face meeting, indicating personal contact with a staff member. Note respondents could select multiple options for this question.

Table 10. Interaction type

Information source	Count of respondents	Percentage
Phone, email or face-to-face meeting	43	90%
NOPTA Website (other than NEATS portal)	37	77%
NEATS portal	35	73%

Source: KPMG analysis. Denominator used to derive percentages is 48.

In total, there were 48 responses to this question. Of these:

- 90 per cent of respondents (n=43) contacted NOPTA via phone, email or face-to-face meetings;
- 77 per cent of respondents (n=37) accessed the NOPTA website; and
- 73 per cent of respondents (n=35) accessed the NEATS portal.

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

Table 11. Interaction type by stakeholder

	Non-Titleholder		Titleholder	
	n	%	n	%
Phone, email or face-to-face meeting	15	94%	28	88%
NOPTA Website (other than NEATS portal)	10	63%	27	84%
NEATS portal	9	56%	26	81%

Source: KPMG analysis.

Titleholders were more likely to access the NEATS portal 81 per cent compared with Titleholders 56 per cent. Similarly, Titleholders were more likely to access the NOPTA website 84 per cent compared with 63 per cent. All but one of the non-Titleholders surveyed indicated they had had direct contact with a NOPTA staff member.

Table 12. Interaction type, 2015-2016 comparison

	2015		2016	
	n	%	n	%
Phone, email or face-to-face meeting	63	98%	43	90%
NOPTA Website (other than NEATS portal)	50	78%	37	77%
NEATS portal	45	70%	35	73%

Source: KPMG analysis

There were no notable differences between the 2015 and 2016 results.

Question 6

Respondents who indicated that they had accessed the NOPTA website in Question 5 were directed to question 6 to identify which elements of the NOPTA website they have accessed. Note respondents could select multiple options for this question.

Table 13. Elements of the NOPTA website accessed

Element	Count	Percentage
Guidelines	30	81%
Fact Sheets	29	78%
Forms page (e.g. notifications, nominations, applications for explorations permits, retention leases or production licenses)	26	70%
Reporting templates (annual title assessment report, monthly production reports)	21	57%
Acreage Release information	21	57%
Spatial Data and Maps	13	35%
Open information relating to wells and/or surveys	8	22%

Source: KPMG analysis

In total, there were 37 respondents. Of these:

- 81 per cent (n=30) accessed the guidelines;
- 78 per cent (n=29) accessed the fact sheets;
- 70 per cent (n=26) accessed the Forms page;
- 57 per cent (n=21) accessed both report templates and acreage release information;
- 35 per cent (n=13) accessed the spatial data and maps; and
- 22 per cent (n=8) accessed open information relating to wells and/or surveys.

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

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

Element	Non-Titleholder		Titleholder	
	<i>n</i>	%	<i>n</i>	%
Guidelines	8	80%	22	81%
Fact Sheets	7	70%	22	81%
the Forms page (e.g. notifications, nominations, applications for explorations permits, retention leases or production licenses)	4	40%	22	81%
Reporting templates (annual title assessment report, monthly production reports)	2	20%	19	70%
Acreage Release information	6	60%	15	56%
Spatial Data and Maps	8	80%	5	19%
Open information relating to wells and/or surveys	3	30%	5	19%

Source: KPMG analysis

Titleholder and non-Titleholder stakeholder's access factsheets (81 per cent and 70 per cent, respectively), guidelines (81 per cent and 80 per cent, respectively) and acreage release information (56 per cent and 60 per cent, respectively) at similar levels.

Non-Titleholders access spatial data and maps more than Titleholder stakeholders (80 per cent and 19 per cent respectively). Titleholders access reporting templates more than non-Titleholders (70 per cent and 20 per cent respectively).

Question 7

Respondents who indicated that they had accessed the NOPTA website in Question 5 were directed to Question 7, which asked these respondents to rate the NOPTA website across a number of criteria: up to date, clear, accessible, accurate, complete and consistent.

Table15. Satisfaction with the information from NOPTA's website

	Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied		Total
	n	%	n	%	n	%	n	%	n	%	
Up to date	22	63%	11	31%	2	6%	0	0%	0	0%	35
Clear	15	43%	19	54%	1	3%	0	0%	0	0%	35
Accessible	19	54%	14	40%	2	6%	0	0%	0	0%	35
Accurate	18	51%	14	40%	3	9%	0	0%	0	0%	35
Complete	15	43%	16	46%	3	9%	1	3%	0	0%	35
Consistent	15	43%	18	51%	2	6%	0	0%	0	0%	35

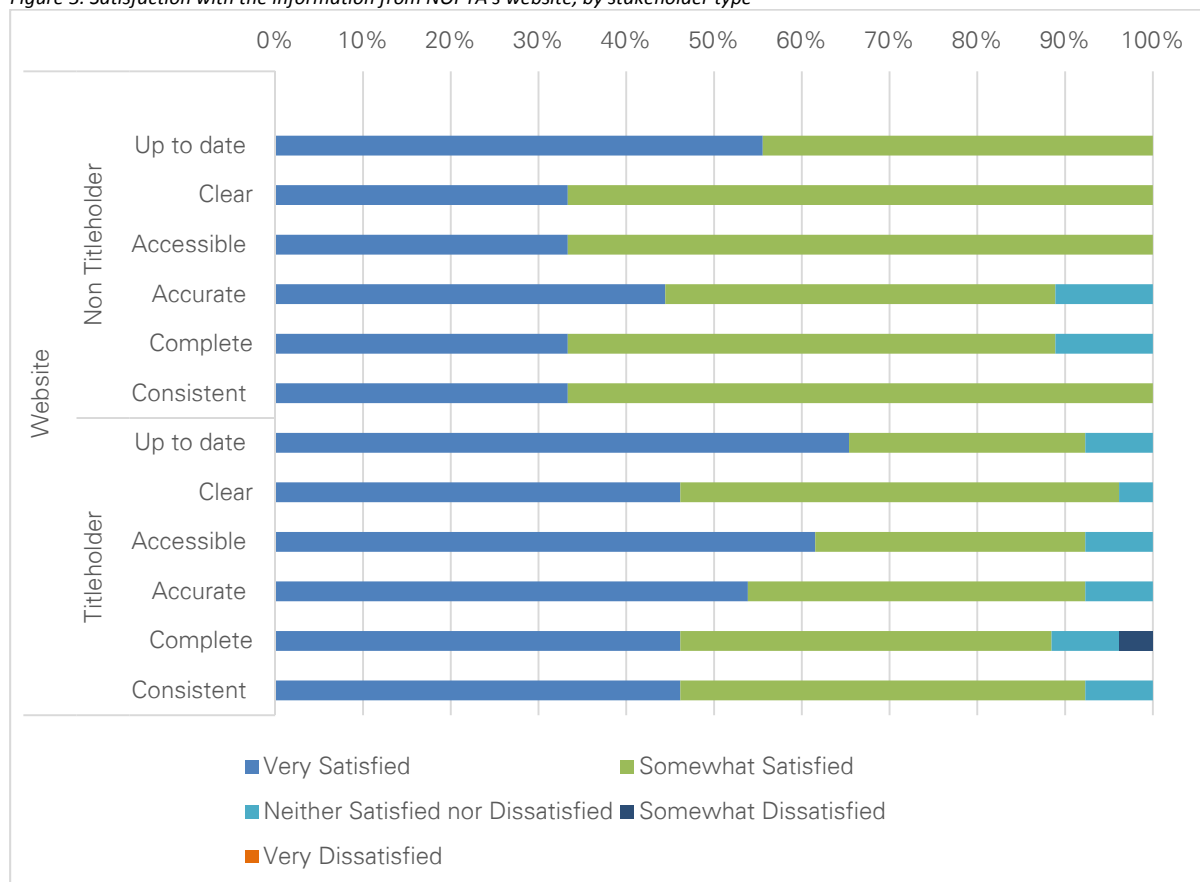
Source: KPMG analysis. Note rounding error

In total, there were 35 responses to this question. Of these:

- Almost all were very satisfied or somewhat satisfied that the information was up to date (94 per cent), clear (97 per cent), accessible (94 per cent), accurate (91 per cent), complete (89 per cent) and consistent (94 per cent).
- Respondents were most likely to indicate that they were very satisfied the information was up to date (63 per cent) and accessible (54 per cent). One respondent indicated that they were somewhat dissatisfied that the information was complete.

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

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



Source: KPMG analysis

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

Table 16. Satisfaction with the information from NOPTA's website, 2015-2016 comparison

	Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied	
	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016
Accessible	59%	54%	26%	40%	13%	6%	2%	0%	0%	0%
Accurate	57%	51%	30%	40%	11%	9%	2%	0%	0%	0%
Complete	35%	43%	46%	46%	17%	9%	0%	3%	2%	0%
Consistent	37%	43%	46%	51%	17%	6%	0%	0%	0%	0%

Source: KPMG analysis. Note rounding error.

There were no notable differences between the 2015 and 2016 results.

Question 8

Respondents who indicated that they had accessed the NEATS portal were directed to Question 8, which asked respondents to rate their level of satisfaction with the information accessed from the NEATS portal across a number of criteria.

Table 17. Satisfaction with the information from NEATS

	Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied		Total
	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%	
Up to date	21	60%	10	29%	4	11%	0	0%	0	0%	35
Clear	24	69%	8	23%	3	9%	0	0%	0	0%	35
Accessible	26	74%	6	17%	1	3%	2	6%	0	0%	35
Accurate	22	63%	10	29%	3	9%	0	0%	0	0%	35
Complete	19	54%	12	34%	2	6%	2	6%	0	0%	35
Consistent	23	66%	9	26%	3	9%	0	0%	0	0%	35

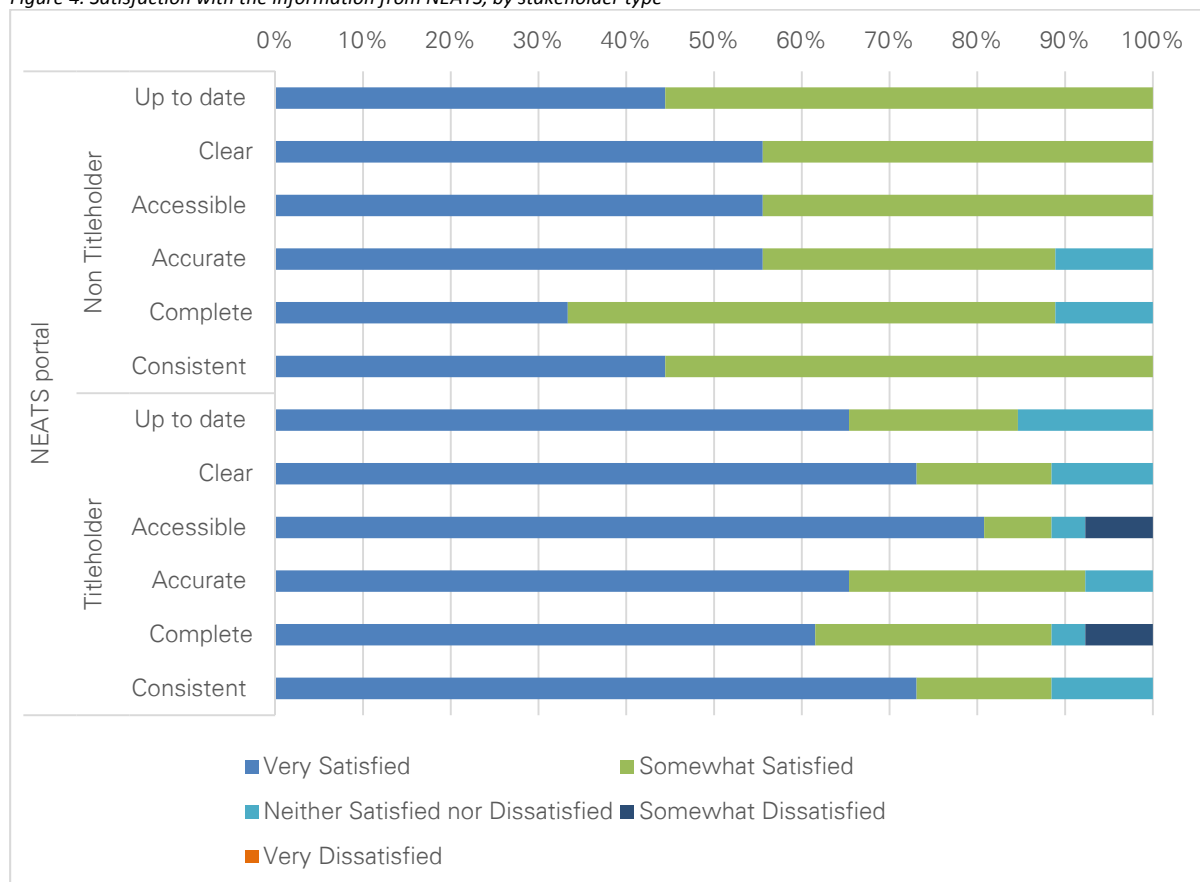
Source: KPMG analysis. Note rounding error.

In total, there were 35 responses to this question. Of these:

- Almost all were very or somewhat satisfied that the information was clear (92 per cent), accessible (91 per cent), accurate (92 per cent) and consistent (92 per cent). A significant majority also indicated satisfaction that information was both complete and up to date (88 and 89 per cent respectively).
- Respondents were most likely to indicate that they were very satisfied that the information was accessible (74 per cent), clear (69 per cent) and consistent (66 per cent).
- For both accessibility and completeness, 2 respondents (6 per cent) indicated that they were somewhat dissatisfied.

Responses to this question were disaggregated by Titleholder / non-Titleholder respondents, to identify any differences between the stakeholder groups. This information is presented in Figure 4.

Figure 4. Satisfaction with the information from NEATS, by stakeholder type



Source: KPMG analysis

As indicated in Figure 4, Titleholders were more likely to be very satisfied across most domains, with non-Titleholders more likely to indicate they were somewhat satisfied.

Table 18. Satisfaction with the information from NEATS, 2015-2016 comparison

	Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied	
	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016
Accessible	51%	74%	37%	17%	10%	3%	2%	6%	0%	0%
Accurate	51%	63%	39%	29%	7%	9%	3%	0%	0%	0%
Complete	41%	54%	41%	34%	15%	6%	3%	6%	0%	0%
Consistent	49%	66%	44%	26%	5%	9%	2%	0%	0%	0%

Source: KPMG analysis. Note rounding error.

There has been a considerable overall increase in the proportion of stakeholders who are very satisfied with NEATS.

Question 9

Titleholders who indicated that they had accessed the NEATS portal in Question 5 were asked about their level of satisfaction with the functionality of the NEATS portal for making payments and receiving payments.

Table 19. Satisfaction with payment and notification functionality of NEATS

	Count of respondents	Percentage
Very satisfied	3	14%
Somewhat Satisfied	11	52%
Neither Satisfied nor Dissatisfied	7	33%
Somewhat Dissatisfied	0	0%
Very Dissatisfied	0	0%
Total	21	100%

Source: KPMG analysis. Note denominator used to derive percentages does not include the 7 stakeholders who responded 'can't say'. Note rounding error.

In total there were 28 responses to this question. 67 per cent of respondents were very satisfied (n=3) or somewhat satisfied (n=11) with the functionality of the NEATS portal. The remaining 33 per cent were neither satisfied nor dissatisfied (n=7).

Table 20. Satisfaction with payment and notification functionality of NEATS, 2015-2016 comparison

	2015	2016
Very satisfied	20%	14%
Somewhat Satisfied	60%	52%
Neither Satisfied nor Dissatisfied	0%	33%
Somewhat Dissatisfied	20%	0%
Very Dissatisfied	0%	0%
Total	100%	100%

Source: KPMG analysis. Note rounding error.

Satisfaction with the payment and notification functionality of the NEATS portal has remained steady, with a decrease in number of stakeholders somewhat dissatisfied with it (from 20 per cent to 0 per cent) offset by a slight reduction in the number of very and somewhat satisfied responses (from 80 per cent in 2015 to 66 in 2016). KPMG notes that the total number of responses for the 2015 survey was small (total n=5) limiting the ability to compare results between years.

Question 10

Respondents who indicated that they had had phone, email or face-to-face communication with NOPTA were directed to Question 10, which asked respondents to rate their level of satisfaction.

Table 21. Respondent satisfaction with personal communication

	Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied		Total
	n	%	n	%	n	%	n	%	n	%	
Up to date	27	66%	11	27%	2	5%	1	2%	0	0%	41
Clear	21	51%	18	44%	1	2%	1	2%	0	0%	41
Accessible	22	54%	16	39%	2	5%	1	2%	0	0%	41
Accurate	26	63%	10	24%	4	10%	1	2%	0	0%	41
Complete	22	54%	16	39%	2	5%	1	2%	0	0%	41
Consistent	22	54%	13	32%	4	10%	2	5%	0	0%	41
Timely	20	49%	15	37%	3	7%	3	7%	0	0%	41

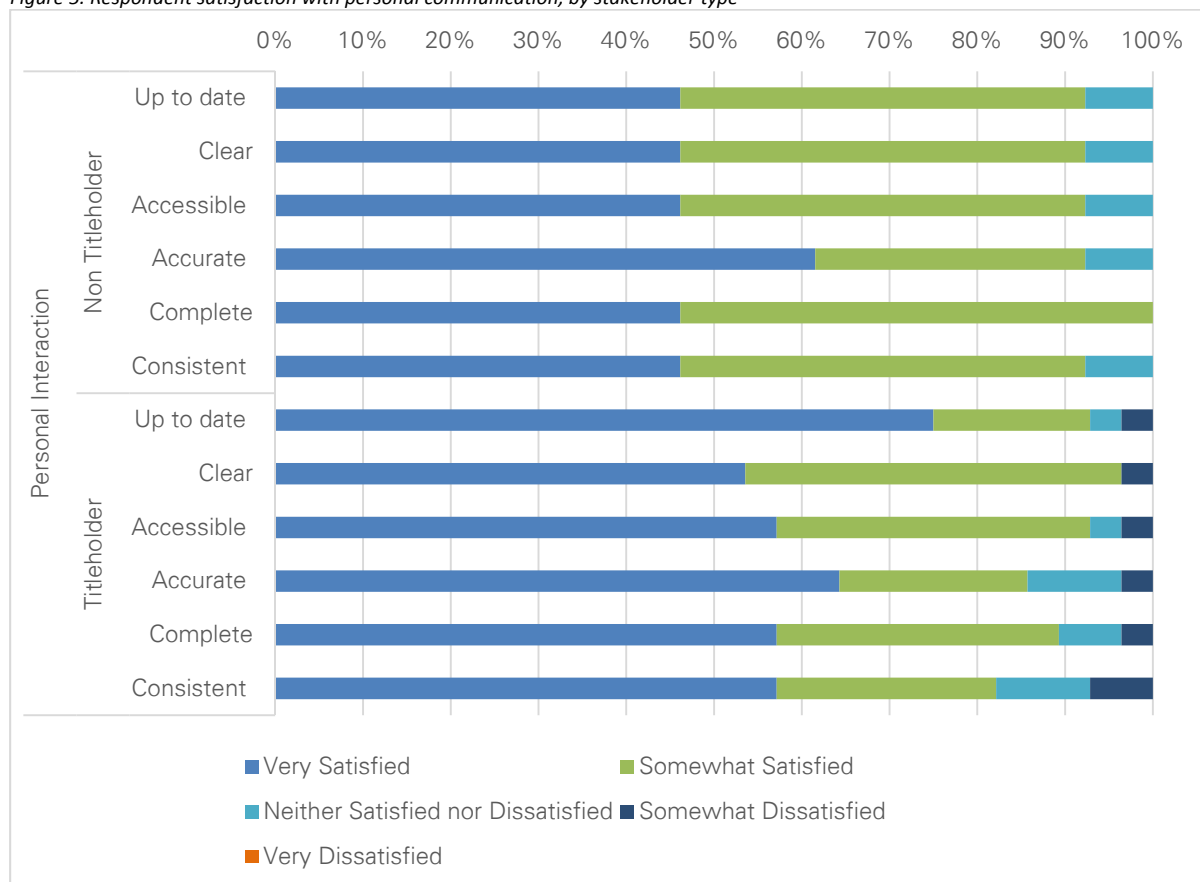
Source: KPMG analysis. Note rounding error.

In total, there were 41 responses to this question. Of these:

- Almost all respondents were very satisfied or somewhat satisfied that the information received was clear (95 per cent), up to date, complete and accessible (93 per cent), accurate (87 per cent), and timely and consistent (86 per cent).
- Respondents were most likely to indicate that they were very satisfied that the information was up to date (66 per cent), followed by accurate (63 per cent) and accessible, complete and consistent (all 54 per cent).
- 2 respondents were somewhat dissatisfied that the information was consistent (5 per cent) and 3 somewhat dissatisfied with information's timeliness (7 per cent). One somewhat dissatisfied response was received for each up to date, clear, accessible, accurate and complete (2 per cent).

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

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



Source: KPMG analysis

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

Table 22. Respondent satisfaction with personal communication, 2015-2016 comparison

	Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied	
	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016
Accessible	67%	54%	28%	39%	4%	5%	2%	2%	0%	0%
Accurate	61%	63%	35%	24%	2%	10%	2%	2%	0%	0%
Complete	58%	54%	37%	39%	4%	5%	2%	2%	0%	0%
Consistent	65%	54%	30%	32%	4%	10%	2%	5%	0%	0%
Timely	67%	49%	26%	37%	5%	7%	2%	7%	0%	0%

Source: KPMG analysis. Note rounding error.

There were no notable differences between the 2015 and 2016 results.

Question 11

Question 11 asked Titleholders to consider the extent to which their interactions when providing information to NOPTA perform across a number of criteria.

Table 23. Satisfaction when providing information to NOPTA

	To a great extent		To some extent		Not at all		Total
	n	%	n	%	n	%	
The forms, templates and accompanying documentation are user friendly	7	23%	23	77%	0	0%	30
There is an appropriate number of reporting templates	14	52%	13	48%	0	0%	27
NEATS is an appropriate portal	16	55%	13	45%	0	0%	29
The amount of time and effort you spent on providing this information is reasonable	8	25%	18	56%	6	19%	32
The level of information required to be provided is reasonable	8	25%	18	56%	6	19%	32
You understand why NOPTA needs the information it asks for	11	35%	18	58%	2	6%	31
You understand what NOPTA does with the information you provide	9	31%	16	55%	4	14%	29

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

Of respondents to each criteria:

- 100 per cent (n=30) were felt forms, templates and accompanying documentation are user friendly to a great extent or to some extent, with 23 per cent (n=7) to a great extent.
- 100 per cent (n=27) felt there is an appropriate number of reporting templates to a great extent or to some extent, with 52 per cent (n=14) to a great extent
- 100 per cent (n=29) felt NEATS is an appropriate portal to a great extent or to some extent, with 55 per cent (n=16) to a great extent
- 81 per cent (n=26) felt the amount of time and effort you spent on providing this information is reasonable to a great extent or to some extent, with 25 per cent (n=8) to a great extent and 19 per cent (n=6) not at all satisfied
- 81 per cent (n=26) felt the level of information required to be provided is reasonable to a great extent or to some extent, with 25 per cent (n=8) to a great extent and 19 per cent (n=6) not at all satisfied
- 93 per cent (n=29) felt that they understand why NOPTA needs the information it asks for to a great extent or to some extent. 6 per cent (n=2) of respondents indicated not at all satisfied.
- 86 per cent (n=25) felt they understand what NOPTA does with the information you provide to a great extent or to some extent, with 31 per cent (n=9) to a great extent and 14 per cent (n=4) not at all satisfied

Question 12

Question 12 asked respondents to consider the extent to which their interactions when receiving information from NOPTA are: useful, up to date, clear, concise and timely.

Table 24. Satisfaction when receiving information from NOPTA

	To a great extent		To some extent		Not at all		Total
	n	%	n	%	n	%	
Useful	21	64%	12	36%	0	0%	33
Up-to-date	23	70%	10	30%	0	0%	33
Clear	17	52%	16	48%	0	0%	33
Concise	20	61%	13	39%	0	0%	33
Timely	16	48%	17	52%	0	0%	33

Source: KPMG analysis

In total there were 33 responses to this question of these:

- 100 per cent of respondents indicated that the information they received was to a great extent or to some extent useful, up to date, clear, concise and timely.
- Respondents were most likely to indicate to a great extent for up to date, useful and concise (70 per cent, 64 per cent and 61 per cent, respectively).

Specific activities

Petroleum Title Application

- Respondents with direct experience with NOPTA in relation to Petroleum Titles Applications were generally satisfied with the technical expertise of NOPTA staff, consistency of information received, overall level of effort, timeliness of decision-making and usefulness of guidance material and application forms relating to this process.
 - Satisfaction with NOPTA technical expertise and consistency of information was particularly high, with 88 per cent and 81 per cent of respondents very satisfied and somewhat satisfied with these aspects respectively.
 - Timeliness of decision making was lower, with 13 per cent and 6 per cent of respondents somewhat dissatisfied and very dissatisfied with these aspects respectively.
 - While the questions asked in 2016 do not directly relate to those asked in 2015, it is noted that timeliness of the processes was also the least satisfactory aspect in that year.

Data submission to NOPTA

- Respondents were generally somewhat satisfied with the indicated processes related to data Submission to NOPTA.
 - Overall satisfaction generally was highest for the technical expertise of NOPTA staff and the usefulness of the guidance material, although technical expertise relating to this specific function was not as positively viewed as that of staff more generally.
 - Satisfaction was also generally good for consistency of information received from NOPTA and timeliness related to this process, although a small number of respondents expressed dissatisfaction with these elements.
 - Respondents were also mainly satisfied with the level of effort required for this function, although this recorded the greatest level of dissatisfaction, with 24 per cent of respondents surveyed indicating they were somewhat or very dissatisfied with this.

Reporting Submission to NOPTA

- Respondents were generally satisfied with the indicated processes related to reporting Submission.
 - Respondents were typically very satisfied with the technical expertise of NOPTA, consistency of information received, usefulness of guidance materials and overall level of effort required in this area.
 - Satisfaction was slightly lower for timeliness, with respondents typically somewhat satisfied with this.
 - The only area where respondent dissatisfaction was registered was with the level of effort required, with 12 per cent somewhat dissatisfied with this.

Question 13

Respondents who had indicated that they had interacted with NOPTA in regards to a Petroleum Titles in Question 2 were directed to Question 13 to indicate their level of satisfaction with NOPTA across a number of domains.

Table 25. Satisfaction with Petroleum Title interaction

	Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied		Total
	n	%	n	%	n	%	n	%	N	%	
Technical expertise of NOPTA staff	16	50%	12	38%	1	3%	3	9%	0	0%	32
Consistency of advice received from NOPTA	14	44%	12	38%	2	6%	3	9%	1	3%	32
Overall level of effort required from your company	9	29%	13	42%	5	16%	4	13%	0	0%	31
Timeliness of decision-making	7	22%	12	38%	7	22%	4	13%	2	6%	32
Usefulness of guidance material and application forms	11	34%	13	41%	5	16%	3	9%	0	0%	32

Source: KPMG analysis. Note rounding error.

Of these responses:

- A majority of respondents indicated that they were very satisfied or somewhat satisfied across all domains.
- Respondents were most likely to indicate very satisfied in regards to technical expertise of NOTPA staff (50 per cent, n=16).
- 6 per cent (n=2) of respondents indicated they were very dissatisfied and 13 per cent (n=4) indicated they were somewhat dissatisfied with the timeliness of decision making.
- 3 respondents (9 per cent) were somewhat dissatisfied with the consistency of advice received from NOPTA and one respondent (3 per cent) was very dissatisfied.

Question 14

Zero respondents indicated that they had interacted with NOPTA in regards to a Greenhouse Gas Title, consequently there were no responses to Question 14.

Question 15

Respondents who had indicated in that they had interacted with NOPTA in regards to a data submission were directed to Question 15 to indicate their level of satisfaction with NOPTA across a number of criteria.

Table 26. Satisfaction with data submission interaction

	Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied		Total
	n	%	n	%	n	%	n	%	n	%	
Technical expertise of NOPTA staff	10	40%	12	48%	1	4%	2	8%	0	0%	25
Consistency of advice received from NOPTA	8	32%	10	40%	4	16%	2	8%	1	4%	25
Overall level of effort required from your company	6	24%	8	32%	5	20%	4	16%	2	8%	25
Timeliness of decision-making	8	32%	9	36%	4	16%	4	16%	0	0%	25
Usefulness of guidance material and application forms	6	24%	14	56%	3	12%	2	8%	0	0%	25

Source: KPMG analysis

There were 25 responses to this question. Of these:

- A majority of respondents indicated that they were very satisfied or somewhat satisfied across all domains.
- Respondents were most likely to indicate very satisfied in regards to technical expertise of NOTPA staff (40 per cent, n=10).
- 8 per cent (n=2) were very dissatisfied and 16 per cent (n=4) were somewhat dissatisfied with the overall level of effort required from their company.
- One respondent (4 per cent) was very dissatisfied and 2 respondents (8 per cent) were somewhat dissatisfied with the consistency of advice received from NOPTA.

Question 16

Respondents who had indicated that they had interacted with NOPTA in regards to a reporting submission in Question 2 were directed to Question 16 to indicate their level of satisfaction with NOPTA in regards to that interaction.

Table 27. Satisfaction with reporting submission interaction

	Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied		Total
	n	%	n	%	n	%	n	%	n	%	
Technical expertise of NOPTA staff	13	50%	10	38%	3	12%	0	0%	0	0%	26
Consistency of advice received from NOPTA	13	50%	10	38%	3	12%	0	0%	0	0%	26
Overall level of effort required from your company	9	35%	11	42%	6	23%	0	0%	0	0%	26
Timeliness of decision-making	9	35%	6	23%	8	31%	3	12%	0	0%	26
Usefulness of guidance material and application forms	12	46%	7	27%	7	27%	0	0%	0	0%	26

Source: KPMG analysis

There were 26 responses to this question. Of these:

- A majority of respondents indicated that they were very satisfied or somewhat satisfied across all domains.
- Respondents were most likely to indicate very satisfied in regards to technical expertise of NOTPA staff and consistency of advice received from NOPTA (both 50 per cent).
- 12 per cent of respondents (n=3) indicated that they were somewhat dissatisfied with the timeliness of decision-making.
- No respondents indicated that they were very dissatisfied across any of the domains.

NOPTA and its staff

NOPTA staff

- Respondents generally indicated a very high level of satisfaction with NOPTA's staff, particularly their approachability, responsiveness and professionalism.
- Respondents were also overall highly satisfied with the level of technical competence of NOPTA staff, with 39 per cent very satisfied. Of titleholders, 45 per cent were very satisfied with NOPTA staff technical competence.
- Respondents were also typically very satisfied with staff understanding of the operating environment of the oil and gas industry, although a small minority (9 per cent) was somewhat dissatisfied with this. Of these, 3 were Titleholders and 1 was a non-Titleholder.
- Satisfaction was somewhat lower for the level of understanding of the current and emerging issues affecting the oil and gas industry. Respondents were generally satisfied with this, however there were a minority of 16 per cent who indicated they were somewhat dissatisfied with this. All of the dissatisfied respondents were from titleholders.
- Compared to the 2015 survey, in 2016 respondents indicated a slightly reduced satisfaction with staff technical competence (39 per cent very satisfied in 2016 compared with 63 per cent very satisfied in 2015). NOPTA were also rated somewhat more poorly on responsiveness (64 per cent very satisfied in 2016 compared with 75 per cent very satisfied in 2015).

NOPTA as an organisation

- NOPTA as an organisation was favorably viewed on the characteristics measured. Respondents most commonly considered it to exhibit the following to a great extent:
 - Collaboration and consultation in its approach; and
 - Publicly accountable.
- Most respondents (95 per cent) also considered NOPTA to be open and transparent in dealings, although 5 per cent considered they were not at all so.
- Respondents most commonly considered it to exhibit the following to some extent:
 - Responsive to business needs; and
 - Committed to continuous improvement.
- Most respondents (91 per cent) also considered that NOPTA engaged respondents to streamline, clarify or improve reporting requirements to, however a minority of responses (9 per cent) considered they did this not at all.
- While the question asked in 2015 does not allow exact comparison, similar questions were asked regarding commitment to continuous improvement, collaboration, and responsiveness, and the responses are considered broadly similar.

Question 17

Question 17 asked respondents to rate their satisfaction with NOPTA's staff across a number of criteria.

Table 28. Satisfaction with NOPTA staff

	Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied		Total
	n	%	n	%	n	%	n	%	n	%	
Understanding of the operating environment of the oil and gas industry	21	48%	16	36%	3	7%	4	9%	0	0%	44
Understanding of the current and emerging issues affecting the oil and gas industry	14	32%	16	36%	7	16%	7	16%	0	0%	44
Level of technical competence	17	39%	21	48%	3	7%	3	7%	0	0%	44
Professionalism	34	77%	10	23%	0	0%	0	0%	0	0%	44
Approachability	33	75%	10	23%	1	2%	0	0%	0	0%	44
Responsiveness	28	64%	13	30%	3	7%	0	0%	0	0%	44

Source: KPMG analysis. Note rounding error.

In total there were 44 respondents to this question. Of these responses:

- 100 per cent (n=44) of respondents were very or somewhat satisfied with the professionalism of NOPTA's staff, with 77 per cent (n=34) very satisfied.
- 98 per cent (n=43) of respondents were very or somewhat satisfied with the approachability of NOPTA's staff, with 75 per cent (n=33) very satisfied.
- 94 per cent (n=41) of respondents were very or somewhat satisfied with the responsiveness of NOPTA's staff, with 64 per cent (n=28) very satisfied.
- 84 per cent (n=37) were very or somewhat satisfied with the understanding of the operating environment of the oil and gas industry, with 48 per cent (n=21) very satisfied and 9 per cent (n=4) somewhat dissatisfied.
- 86 per cent (n=38) of respondents were very or somewhat satisfied with the level of technical competence of NOPTA's staff, with 39 per cent (n=17) very satisfied and 7 per cent (n=3) somewhat dissatisfied.
- 68 per cent (n=30) were very or somewhat satisfied with the understanding of the current and emerging issues affecting the oil and gas industry, with 32 per cent (n=14) very satisfied and 16 per cent (n=7) somewhat dissatisfied.
- No respondents indicated that they were very dissatisfied across any of the domains.

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

Table 29. Satisfaction with NOPTA staff, Non-Titleholder responses only

	Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied		Total
	n	%	n	%	n	%	n	%	n	%	
Understanding of the operating environment of the oil and gas industry	5	38%	4	31%	3	23%	1	8%	0	0%	13
Understanding of the current and emerging issues affecting the oil and gas industry	3	23%	5	38%	5	38%	0	0%	0	0%	13
Level of technical competence	3	23%	7	54%	2	15%	1	8%	0	0%	13
Professionalism	8	62%	5	38%	0	0%	0	0%	0	0%	13
Approachability	9	69%	4	31%	0	0%	0	0%	0	0%	13
Responsiveness	6	46%	6	46%	1	8%	0	0%	0	0%	13

Source: KPMG analysis. Note rounding error.

Table 30. Satisfaction with NOPTA staff, Titleholder responses only

	Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied		Total
	n	%	n	%	n	%	n	%	n	%	
Understanding of the operating environment of the oil and gas industry	16	52%	12	39%	0	0%	3	10%	0	0%	31
Understanding of the current and emerging issues affecting the oil and gas industry	11	35%	11	35%	2	6%	7	23%	0	0%	31
Level of technical competence	14	45%	14	45%	1	3%	2	6%	0	0%	31
Professionalism	26	84%	5	16%	0	0%	0	0%	0	0%	31
Approachability	24	77%	6	19%	1	3%	0	0%	0	0%	31
Responsiveness	22	71%	7	23%	2	6%	0	0%	0	0%	31

Source: KPMG analysis. Note rounding error.

Disaggregation by Titleholder / non-Titleholder stakeholder groups indicates that Titleholders are more likely to indicate that they are very satisfied across all domains, with non-Titleholder stakeholders more likely to indicate that they are somewhat satisfied.

Table 31. Satisfaction with NOPTA staff, 2015-2016 comparison

	Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied	
	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016
Level of technical competence	63%	39%	34%	48%	2%	7%	2%	7%	0%	0%
Professionalism	88%	77%	11%	23%	2%	0%	0%	0%	0%	0%
Approachability	86%	75%	13%	23%	2%	2%	0%	0%	0%	0%
Responsiveness	75%	64%	20%	30%	4%	7%	2%	0%	0%	0%

Source: KPMG analysis. Note rounding error.

Comparison between 2015 and 2016 shows there has been a slight decrease in respondents indicating they were very satisfied with the level of technical competence of NOPTA's staff, however overall satisfaction with all elements remains high.

Question 18

Question 18 asks respondents to consider the extent to which they believe NOPTA performs across a number criteria.

Table 32. Overall NOPTA performance

	To a great extent		To some extent		Not at all		Total
	n	%	n	%	n	%	
Open and transparent in its dealings	23	52%	19	43%	2	5%	44
Publicly accountable in publishing performance results	23	53%	19	44%	1	2%	43
Committed to continuous improvement	18	41%	25	57%	1	2%	44
Collaborative in its approach	26	59%	17	39%	1	2%	44
Responsive to business needs	16	36%	27	61%	1	2%	44
Engaging stakeholders to streamline, clarify or improve reporting requirements	16	37%	23	53%	4	9%	43

Source: KPMG analysis. Note rounding error.

Of these responses:

- 52 per cent (n=23) indicated that NOPTA was open and transparent in its dealings to a great extent, with 43 per cent (n=19) to some extent and 5 per cent (n=2) not at all.
- 53 per cent (n=23) indicated that NOPTA was publicly accountable in publishing performance results to a great extent, with 44 per cent (n=19) to some extent and 2 per cent (n=1) not at all.
- 41 per cent (n=18) indicated that NOPTA was committed to continuous improvement to a great extent, with 57 per cent (n=25) to some extent and 2 per cent (n=1) not at all.
- 59 per cent (n=26) indicated that NOPTA is collaborative in its approach to a great extent, with 39 per cent (n=17) to some extent and 2 per cent (n=1) not at all.
- 36 per cent (n=16) indicated that NOPTA is responsive to business needs to a great extent, with 61 per cent (n=27) to some extent and 2 per cent (n=1) not at all.
- 37 per cent (n=16) indicated that NOPTA is engaging stakeholders to streamline, clarify or improve reporting requirements to a great extent, with 53 per cent (n=23) to some extent and 9 per cent (n=4) not at all.

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

Table 33. Overall NOPTA performance, non-Titleholder responses only

	To a great extent		To some extent		Not at all		Total
	N	%	n	%	n	%	
Open and transparent in its dealings	5	38%	8	62%	0	0%	13
Publicly accountable in publishing performance results	5	42%	7	58%	0	0%	12
Committed to continuous improvement	6	46%	7	54%	0	0%	13
Collaborative in its approach	9	69%	3	23%	1	8%	13
Responsive to business needs	3	23%	10	77%	0	0%	13
Engaging stakeholders to streamline, clarify or improve reporting requirements	5	42%	5	42%	2	17%	12

Source: KPMG analysis. Note rounding error.

Table 34. Overall NOPTA performance, Titleholder responses only

	To a great extent		To some extent		Not at all		Total
	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%	
Open and transparent in its dealings	18	58%	11	35%	2	6%	31
Publicly accountable in publishing performance results	18	58%	12	39%	1	3%	31
Committed to continuous improvement	12	39%	18	58%	1	3%	31
Collaborative in its approach	17	55%	14	45%	0	0%	31
Responsive to business needs	13	42%	17	55%	1	3%	31
Engaging stakeholders to streamline, clarify or improve reporting requirements	12	39%	18	58%	1	3%	31

Source: KPMG analysis. Note rounding error.

Disaggregated analysis indicates that Titleholders are more likely to indicate that NOPTA is open and transparent in its dealings; publicly accountable in publishing performance results; collaborative in its approach and responsive to business needs to a great extent. Non-Titleholders are more likely to indicate that NOPTA is committed to continuous improvement and engaging stakeholders to streamline, clarify or improve reporting requirements to a great extent.

Decision-making process

Information received by JAs

- JA respondents did not identify dissatisfaction with any aspect of the information received from NOPTA to support JA decision-making. (It is noted that a very small number of responses were received to this question.)

Titles Administrator decisions

- Almost all non-Titleholder respondents considered that the decisions NOPTA makes are always or often transparent, justified, consistent and predictable (all 91 per cent).
- Titleholders considered decision-making to be transparent (78 per cent always or often), justified (81 per cent always or often) and consistent (89 per cent always or often).
- Predictability was rated slightly less highly, with 42 per cent considering that decisions were sometimes predictable (the balance considering them always or often so).
- A small minority of Titleholders (15 per cent) also considered decisions were rarely transparent.
- Consistent with these results, respondents in 2015 also indicated that they considered decision-making to be less likely to be predictable and transparent, than justified and consistent.

Question 19

Question 19 asks representatives of JAs to rate their satisfaction with the information that NOTPA supplies to support JA decision making in terms of the information's accuracy, timeliness, completeness, and the consistency and supportability of NOPTA's recommendations.

Table 35. Joint Authority satisfaction with NOPTA decision making support

	Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied		Total
	n	%	n	%	n	%	n	%	n	%	
Accuracy of the information received	2	50%	1	25%	1	25%	0	0%	0	0%	4
Timeliness of the information	2	50%	1	25%	1	25%	0	0%	0	0%	4
Completeness of the information	2	50%	1	25%	1	25%	0	0%	0	0%	4
Consistency of NOPTA's recommendation	3	75%	0	0%	1	25%	0	0%	0	0%	4
Supportability of NOPTA's recommendations	1	25%	2	50%	1	25%	0	0%	0	0%	4

Source: KPMG analysis

There were a total of 4 respondents from JA partners. Of these responses;

- 75 per cent (n=3) indicated that they were very satisfied or somewhat satisfied that the information NOPTA provides is accurate, timely, complete and supportable.
- 75 per cent (n=3) indicated that were very satisfied that the information NOPTA provides is consistent.
- No respondents indicated that they were somewhat dissatisfied or very dissatisfied with the information NOPTA provides for JA decision making.

Table 36. Joint Authority satisfaction with NOPTA decision making support, 2015-2016 comparison

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

Source: KPMG analysis. Note rounding error.

There were no notable differences between the 2015 and 2016 results.

Question 20

Question 20 asks Titleholders and Other stakeholders about the transparency, justification for, constancy and predictability of decisions made by NOPTA that affect their business. To do this the questions asked how often they considered that decisions could be said to meet each of these criteria.

Table 37. Titles Administrator decision making (non-government)

	Always		Often		Sometimes		Rarely		Never		Total
	n	%	n	%	n	%	n	%	n	%	
Transparent	9	33%	12	44%	4	15%	2	7%	0	0%	27
Justified	10	37%	12	44%	4	15%	1	4%	0	0%	27
Consistent	9	33%	15	56%	3	11%	0	0%	0	0%	27
Predictable	4	15%	11	42%	11	42%	0	0%	0	0%	26

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

Of these responses:

- Most (77 per cent, n=21) indicated that NOPTA's decisions that affect their business are always or often transparent. A few (15 per cent, n=4) felt that NOPTA's decisions were sometimes transparent and 2 respondents (7 per cent) felt that NOPTA's decision were rarely transparent.
- 81 per cent (n=22) felt that NOPTA's decisions were always or often justified with reference to the relevant legislations and guidelines. A few (15 per cent, n=4) felt that NOPTA's decisions were sometimes justified and 1 respondent (4 per cent) felt that NOPTA's decision were rarely justified.
- 89 per cent (n=24) indicated that NOPTA's decisions in regard to their business were always or often consistent. A few (11 per cent, n=3) felt that NOPTA's decisions were sometimes consistent.
- 57 per cent (n=15) felt that decisions made were always and often predictable, with 42 per cent (n=11) indicating that they felt NOPTA's decisions were sometimes predictable.

Table 38. Titles Administrator decision making (non-government), 2015-2016 comparison

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

Source: KPMG analysis

Between 2015 and 2016, there was an overall shift from always to often across all criteria.

Question 21

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

Table 39. Titles Administrator decision making (government)

	Always		Often		Sometimes		Rarely		Never		Total
	n	%	n	%	n	%	n	%	n	%	
Transparent	3	27%	7	64%	1	9%	0	0%	0	0%	11
Justified	4	36%	6	55%	1	9%	0	0%	0	0%	11
Consistent	3	27%	7	64%	1	9%	0	0%	0	0%	11
Predictable	3	27%	7	64%	1	9%	0	0%	0	0%	11

Source: KPMG analysis

There were 11 responses to this question. 91 per cent (n=10) indicated they felt NOPTA's decision were always or often transparent, justified, consistent and predictable. 1 respondent (9 per cent) indicated they felt NOPTA's decisions were sometimes transparent, justified, consistent and predictable.

NOPTA's function and role

- Almost all Titleholders – 93 per cent - rated the time and effort they spend on compliance as reasonable to a great extent or to some extent, given the regulatory risk NOPTA manages.
- There was a reduction in respondents who considered the time and effort they spend on compliance as reasonable with 54 per cent considering this true to a great extent in 2015 compared to only 35 per cent in 2016.
- 100 per cent of respondents consider that NOPTA makes a valuable contribution of the process of managing Australia's resources, with 65 per cent of Titleholder and 45 per cent of non-Titleholder respondents considering this was true to a great extent. This is a higher response than in 2015, when 59 per cent of respondents overall considered this was true to a great extent.

Question 22

All non-government stakeholders were directed to Question 22 to consider the extent to which they believe: the time and effort your company spends on complying with NOPTA administered functions is reasonable relative to the regulatory risk NOPTA manages, and NOPTA makes a valuable contribution to the process of managing Australia's resources.

Table 40. NOPTA's function and role (non-government)

	To a great extent		To some extent		Not at all		Total
	<i>n</i>	%	<i>N</i>	%	<i>n</i>	%	
The time and effort your company spends on complying with NOPTA administered functions is reasonable, relative to the regulatory risk NOPTA manages.	11	35%	18	58%	2	6%	31
NOPTA makes a valuable contribution to the process of managing Australia's resources	20	65%	11	35%	0	0%	31

Source: KPMG analysis. Note rounding error.

There were 31 responses to this question. Of these:

- 93 per cent of respondents (n=29) indicated that they felt 'the time and effort your company spends on complying with NOPTA administered functions is reasonable, relative to the regulatory risk NOPTA manages' to a great extent or to some extent, with the other 2 respondents (6 per cent) responding not at all.
- 100 per cent of respondents (n=31) indicated that they felt that NOPTA makes a valuable contribution to the process of managing Australia's resources to a great extent or to some extent, with 65 per cent (n=20) responding to a great extent.

Question 23

All government stakeholders were directed to Question 23 to consider the extent to which they believe NOPTA makes a valuable contribution to the process of managing Australia's resources.

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

	Count of respondents	Percentage
To a great extent	5	45%
To some extent	6	55%
Not at all	0	0%
Total	11	100%

Source: KPMG analysis

There were 11 responses to this question. 100 per cent of respondents (n=11) indicated that they felt that NOPTA makes a valuable contribution to the process of managing Australia's resources to a great extent or to some extent, with 45 per cent (n=5) responding to a great extent.

Key future improvements

Improvements for NOPTA

- Respondents identified streamlining of processes as the primary area for improvement for NOPTA going forward.
- Reduction of administrative burden, improvement of data management and greater responsiveness to changes in industry conditions were also highlighted as areas for improvement.

Uses of NEATS and suggestions for additional functionality

- Respondents primarily use NEATS to track applications.
- Respondents identified a number of additional functionalities to improve NEATS. Generally the commentary provided was positive with several respondents commenting on recent improvements.

Key areas for improvement in regulatory framework

- Respondents also identified streamlining process and increased appreciation of the change in industry conditions as areas where the regulatory framework could be improved.
- In response to changes in industry conditions, respondents emphasised the need for increased flexibility in the operation and interpretation of the regulatory framework.

Question 24

Question 24 asked respondents to identify any areas for improvement for NOPTA as a regulator going forward. The following themes were identified (responses that touched on more than one theme have been counted more than once):

Table 42. NOPTA areas for improvement (free text)

Theme	Count
Streamlining of processes	8
Improved data management practices	6
Reduction of administrative burden	6
NOPTA and its staff	6
Consistency of decisions and advice	5
Increased responsiveness to industry conditions	4
Timeliness of decision making	4
Independence	2

Source: KPMG analysis

There were a total of 31 responses to this question. Of these:

- Further streamlining of processes was the most commonly cited area for improvement for NOPTA (n=8). A range of suggestions on how to achieve this were provided, including; the provision of a single 'account manager' for each operating company; a reduction of duplication in reporting requirements between NOPTA and Geosciences Australia; and the standardisation of submission processes.
- 6 respondents made reference to the need to improve data management practices, with a particular focus on accessibility and process improvement. Suggestions included improving the currency of data collected; increased openness in regard to utilisation of de-identified data; and, the collation of all submission guidance materials in a single location.

- 6 responses made comments about NOPTA and its staff, all of which were positive. These comments focused on the recent improvements to NEATS, the helpfulness of facts sheets and the quality of the regulatory function NOPTA provides.
- 6 responses called for a reduction of the overall level of administrative burden imposed by NOPTA. Suggestions provided for easing this burden included; amalgamation of the large and ‘fractured’ permit base; a reduction of the information required for ATARs; and, the abolition of ‘pointless...S&E applications (sic)’ in the event of delays in data submission.
- 5 responses commented on the consistency and transparency of decisions and advice provided by NOPTA. These responses emphasized the need for uniformity of advice provided; predictability in decisions; and greater clarity about the application of assessment criteria. One response noted the need to provide feedback on the rationale behind decisions.
- 4 responses commented on the timeliness of decision making. Of these, 2 made specific mention of the need to publish and adhere to decision timelines, with the remaining 2 making general statements about the need to increase timeliness of decisions.
- 4 responses commented that NOPTA needs to be more responsive and flexible, particularly in light of current industry conditions. Suggestions for improvement included that NOPTA could more actively engage with the Commonwealth government around the provision of industry support and relax regulatory requirements around minimum work obligations.
- 2 responses made comments on the need for NOPTA to remain independent from policy considerations and to ensure that decisions continue to be transparent.

Question 25

Question 25 asked respondents if they used the NEATS Industry portal and if so which functions they utilise. In addition respondents were asked if there is any increased functionality they would like to see added to NEATS. These responses have been split out into two tables below, the first that relates to the NEATS functions used and the second that includes suggestions for increased functionality. Respondents indicated that they used NEATs for the following purposes:

Table 43. NEATS uses (free text)

Uses	Count
Tracking applications	5
Access and search Titleholder information	4
Work program information	3
Mapping	2
Registration information	2
Payments	2
Data reports	1
New permits	1

Source: KPMG analysis

There were a total of 24 responses to this question. Of these:

- The most common use for NEATS was the tracking of applications (n=5), followed by accessing and searching Titleholder information (n=4) and accessing work program information (n=3).
- 6 respondents indicated that they were satisfied with the current level of functionality provided by NEATS. For example one respondent commented that that NEATs provides a seamless ‘One stop shop for data on titles and activities’.

Specific suggestions for expanded functionality are displayed verbatim below.

Table 44. Suggestions for expanded functionality (free text)

Suggestions
<i>It would be a welcome addition if NEATS provided receipts for payment in order to reconcile our records.</i>
<i>A web service for the title blocks.</i>
<i>Being able to submit data, reports and applications via a secure portal as opposed to simply emailing; emailing has a size limit and security risk. A secure portal would eliminate the need to submit large reports on electronic media such as DVDs, CDs, USBs.</i>
<i>I would like to see the percent of interest on the title documents. Also when a (sic) owner changes, a new title document issued with new percentages, information.</i>
<i>The map could be improved and often doesn't work.</i>
<i>The only other functionality that would be useful is for Titleholders to log in and track data submission compliance.</i>
<i>My staff use it weekly for managing payment of fees. The Fees area is often out of date and could be improved.</i>
<i>Should include offshore Greenhouse Gas Storage titles</i>
<i>Status of applications on titles of other Operators</i>
<i>Tabulate permit history work program variations and title equity changes</i>

Source: KPMG analysis

Question 26

Question 26 asked respondents to identify key areas of the offshore regulatory and administrative framework which they believe could be improved. In total there were 25 responses to this question. The following themes were identified (responses may have touched on more than one theme and hence have been counted more than once):

Table 45. Suggested improvements for regulatory framework (free text)

Theme	Count
Streamlining of processes	8
Understanding of industry conditions	6
Decision making	5
Improved transparency	3
Data management	2

Source: KPMG analysis

In terms of the responses received:

- Streamlining of regulatory processes was the most commonly cited area for improvement (n=8). Suggestions to enable this streamlining included; allowing for a single submission to fulfill all reporting requirements; increasing flexibility in the way operators can satisfy Good Standing agreements; ‘that SPA/AA approvals be set for the life of an activity rather than a set number of days’; and delegation of more decision making authority to NOPTA.
- 6 respondents made reference to the need for greater understanding of the current industry conditions and the impact regulation has on the industry. Increased flexibility in the way regulations are applied and a reduction in overall burden were highlighted as points for improvements. One respondent summarised this theme broadly, commenting that: “The offshore regulatory/administrative framework must remain as flexible as possible to encourage continued exploration for, and production of hydrocarbons in Australia. It is important that Government works with Industry at all levels to reduce regulatory burden and facilitate and encourage investment.”
- 5 respondents made reference to decision making in their responses. 3 of these related to the need to further integrate Commonwealth and state decision makers; for example, merging NOPSEMA and NOPTA to create one regulator, and that NOPTA be split entirely from the Department of Industry.
- 3 respondents mentioned a need for increased transparency. For example, one response highlighted the need for provision of feedback on Acreage releases.
- 2 respondents made reference to the need to improve data management. One commented on the need to ensure the quality of digital and physical submissions, and the other made reference to need to centralise data submission tools.

Appendix A – Survey questionnaire

Private company	Government - JA member	Government – non-JA member
<p><i>Note to NOPTA: questions below will be asked of stakeholders in the categories above, as per their answer to streaming question #1</i></p>		
<p>Streaming questions</p>		
<p>1. Are you a representative of:</p> <ul style="list-style-type: none"> – Commonwealth Government – State/Territory Government – A Titleholder – Other stakeholder 		
<p>2. In the last 12 months, have you interacted with NOPTA (including accessing the website) in relation to (choose all that apply):</p> <ul style="list-style-type: none"> – Petroleum Titles – Greenhouse Gas titles – Data management – Spatial data – Reporting submissions – Fees – Other – I have not had any interaction with NOPTA (including accessing the website) in this time. [END] <p><i>[Note: this question asks about the nature of your individual interactions with NOPTA. Your company may have had interactions with NOPTA on other issues]</i></p>	<p>3. In the last 12 months, in what capacity have you had any interactions (including accessing the website) with NOPTA?</p> <ul style="list-style-type: none"> – As Joint Authority representative – Capacity other than a Joint Authority representative – As both Joint Authority and other capacities – I haven't had any interaction with NOPTA (including accessing the website) in the last 12 months [END] 	
<p>4. Over the past 12 months, how often do you estimate you have interacted with NOPTA (not including accessing the website), on average?</p> <ul style="list-style-type: none"> – Daily – Weekly – Monthly – Less than monthly 		
<p>Information and data</p>		
<p>5. In the last 12 months, have you accessed information from NOPTA using any of the following methods? (Choose all that apply)</p> <ul style="list-style-type: none"> – NOPTA Website (other than NEATS portal) [Y/N] (to #6 and 7) – NEATS portal [Y/N] (to #8) – Phone, email or face-to-face meeting [Y/N] (to #10) 		

Private company	Government - JA member	Government – non-JA member
<p>Note to NOPTA: questions below will be asked of stakeholders in the categories above, as per their answer to streaming question #1</p>		
<p>6. On the NOPTA website did you access:</p> <ul style="list-style-type: none"> – the Forms page? (e.g. notifications, nominations, applications for explorations permits, retention leases or production licenses) [Y/N] – Fact Sheets [Y/N] – Guidelines [Y/N] – Reporting templates (annual title assessment report, monthly production reports [Y/N] – Acreage Release information [Y/N] – Spatial Data and Maps [Y/N] – Open information relating to wells and/or surveys [Y/N] 		
<p>7. In general, thinking about the information you accessed from the NOPTA website, how satisfied or dissatisfied are you that the information is:</p> <ul style="list-style-type: none"> – Up-to-date? [VS/SS/NSND/SD/VD] – Clear? [VS/SS/NSND/SD/VD] – Accessible? [VS/SS/NSND/SD/VD] – Accurate? [VS/SS/NSND/SD/VD] – Complete? [VS/SS/NSND/SD/VD] – Consistent? [VS/SS/NSND/SD/VD] <p>[Very satisfied / somewhat satisfied / neither satisfied nor dissatisfied / somewhat dissatisfied / very dissatisfied]</p>		
<p>8. In general, thinking about the information you accessed from the NEATS portal, 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>9. How satisfied or dissatisfied are you with the functionality of the NEATS portal for receiving notifications and making payments?</p> <ul style="list-style-type: none"> – VS/SS/NSND/SD/VD <p>[Very satisfied / somewhat satisfied / neither satisfied nor dissatisfied / somewhat dissatisfied / very dissatisfied/can't say]</p>	<p>[not asked]</p>	
<p>10. In general, thinking about the information you accessed from NOPTA by phone, email and in face-to-face meetings, how satisfied or dissatisfied are you that the information is:</p> <ul style="list-style-type: none"> – Up-to-date? [VS/SS/NSND/SD/VD] – Clear? [VS/SS/NSND/SD/VD] – Accessible? [VS/SS/NSND/SD/VD] – Accurate? [VS/SS/NSND/SD/VD] – Complete? [VS/SS/NSND/SD/VD] 		

Private company	Government - JA member	Government – non-JA member
<i>Note to NOPTA: questions below will be asked of stakeholders in the categories above, as per their answer to streaming question #1</i>		
– Consistent? [VS/SS/NSND/SD/VD]		
<p>11. In general, thinking about when you provide information to NOPTA, to what extent would you say:</p> <ul style="list-style-type: none"> – The forms, templates and accompanying documentation are user friendly [GE/SE/NAA] – There is an appropriate number of reporting templates [GE/SE/NAA] – NEATS is an appropriate portal [GE/SE/NAA] – The amount of time and effort you spent on providing this information is reasonable [GE/SE/NAA] – The level of information required to be provided is reasonable [GE/SE/NAA] – You understand why NOPTA needs the information it asks for [GE/SE/NAA] – You understand what NOPTA does with the information you provide [GE/SE/NAA] <p>[To a great extent / to some extent / not at all / can't say]</p>	[not asked]	
<p>12. In general, thinking about when you received [information/advice from NOPTA], to what extent would you say the advice you receive from NOPTA is:</p> <ul style="list-style-type: none"> – useful – up-to-date [GE/SE/NAA] – clear [GE/SE/NAA] – concise [GE/SE/NAA] – timely [GE/SE/NAA] 		
Specific activities		
<p>[WHERE IDENTIFIED IN #2]</p> <p>13. Thinking about your last interaction with NOPTA on a PETROLEUM TITLE APPLICATION, how satisfied or dissatisfied were you with the:</p>	[not asked]	

Private company	Government - JA member	Government – non-JA member
<p>Note to NOPTA: questions below will be asked of stakeholders in the categories above, as per their answer to streaming question #1</p>		
<ul style="list-style-type: none"> – <i>Technical expertise</i> of NOPTA staff [VS/SS/NSND/SD/VD] – <i>Consistency of advice</i> received from NOPTA [VS/SS/NSND/SD/VD] – Overall level of <i>effort</i> required from your company [VS/SS/NSND/SD/VD] – <i>Timeliness</i> of decision-making [VS/SS/NSND/SD/VD] – Usefulness of guidance material and application forms [VS/SS/NSND/SD/VD] 		
<p>[WHERE IDENTIFIED IN #2] 14. Thinking about your last interaction with NOPTA in relation to a GREENHOUSE GAS TITLE APPLICATION, how satisfied or dissatisfied were you with the:</p> <ul style="list-style-type: none"> – <i>Technical expertise</i> of NOPTA staff [VS/SS/NSND/SD/VD] – <i>Consistency of advice</i> received from NOPTA [VS/SS/NSND/SD/VD] – Overall <i>level of effort</i> required from your company – <i>Timeliness</i> of decision-making [VS/SS/NSND/SD/VD] – Usefulness of guidance material and application forms [VS/SS/NSND/SD/VD] 	[not asked]	
<p>[WHERE IDENTIFIED IN #2] 15. Thinking about your last interaction with NOPTA regarding DATA SUBMISSIONS (basic data etc), how satisfied or dissatisfied were you with the:</p> <ul style="list-style-type: none"> – <i>Technical expertise</i> of NOPTA staff [VS/SS/NSND/SD/VD] 		

Private company	Government - JA member	Government – non-JA member
<p><i>Note to NOPTA: questions below will be asked of stakeholders in the categories above, as per their answer to streaming question #1</i></p>		
<ul style="list-style-type: none"> – Consistency of advice received from NOPTA [VS/SS/NSND/SD/VD] – Overall level of effort required from your company – Usefulness of guidance material [VS/SS/NSND/SD/VD] – Timeliness of decision-making [VS/SS/NSND/SD/VD] 		
<p>[WHERE IDENTIFIED IN #2]</p> <p>16. Thinking about your last interaction with NOPTA in relation to a REPORTING SUBMISSION (ATAR, monthly production report etc), how satisfied or dissatisfied were you with the:</p> <ul style="list-style-type: none"> – Technical expertise of NOPTA staff [VS/SS/NSND/SD/VD] – Consistency of advice received from NOPTA [VS/SS/NSND/SD/VD] – Overall level of effort required from your company – Timeliness of decision-making [VS/SS/NSND/SD/VD] – Usefulness of guidance material and templates [VS/SS/NSND/SD/VD] 	[not asked]	

<p>NOPTA and its staff</p> <p>17. Thinking about the staff you deal with at NOPTA in general, how satisfied or dissatisfied are you with their:</p> <ul style="list-style-type: none"> – Understanding of the operating environment of the oil and gas industry? [VS/SS/NSND/SD/VD] – Understanding of the current and emerging issues affecting the oil and gas industry? [VS/SS/NSND/SD/VD] – Level of technical competence? [VS/SS/NSND/SD/VD] – Professionalism? [VS/SS/NSND/SD/VD] – Approachability? [VS/SS/NSND/SD/VD] – Responsiveness? [VS/SS/NSND/SD/VD]
<p>18. Thinking about NOPTA in general, to what extent would you say the organisation is:</p> <ul style="list-style-type: none"> – Open and transparent in its dealings? [GE/SE/NAA]

<ul style="list-style-type: none"> – Publically accountable in publishing performance results? e.g. NOPTA Dashboard summaries, outcomes of reviews of NOPTA, NOPTA Annual report of activities etc. [GE/SE/NAA] – Committed to continuous improvement? [GE/SE/NAA] – Collaborative and consultative in its approach? [GE/SE/NAA] – Responsive to business needs? [GE/SE/NAA] – Engaging stakeholders to streamline, clarify or improve reporting requirements [GE/SE/NAA] 		
Decision-making process		
	<p>19. In relation to information you receive from NOPTA to support Joint Authority decision-making, how satisfied or dissatisfied 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] – Consistency of NOPTA’s recommendations? [VS/SS/NSND/SD/VD] – Supportability of NOPTA’s recommendations? [VS/SS/NSND/SD/VD] 	[not asked]
<p>20. In general, would you say that the Titles Administrator decisions (i.e Petroleum Special Prospecting Authorities, Access Authorities, Transfers and Dealings, and Releases of Data) affecting your business are:</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] <p><i>Always/often/sometimes/rarely/n ever</i></p>	<p>21. In general, to what extent would you say that the decisions NOPTA makes 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] 	
NOPTA function and regulatory role		
<p>22. To what extent would you say:</p> <ul style="list-style-type: none"> – The time and effort your company spends on 	<p>23. To what extent would you say NOPTA makes a valuable contribution to the process of managing Australia’s resources? [GE/SE/NAA]</p>	

<p>complying with NOPTA-administered functions is reasonable, relative to the regulatory risk NOPTA manages [GE/SE/NAA]</p> <ul style="list-style-type: none"> – NOPTA makes a valuable contribution to the process of managing Australia’s resources. [GE/SE/NAA] 	
Free text	
24. What would you identify as the main areas for improvement for NOPTA as a regulator going forward?	
25. If you use the NEATs Industry Portal, what functionality do you use and is there any increased functionality you would like to see?	
26. Identify key areas on how the offshore regulatory/administrative framework could be improved.	

