



# NOPTA 2023 Stakeholder Survey Report

National Offshore Petroleum Titles Administrator  
Draft Report

July 2023

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## Disclaimer

### Inherent Limitations

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

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

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

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

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

### Third Party Reliance

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

This report has been prepared at the request of National Offshore Petroleum Titles Administrator in accordance with the terms of KPMG's contract dated 4 May 2023. Other than our responsibility to National Offshore Petroleum Titles Administrator, neither KPMG nor any member or employee of KPMG undertakes responsibility arising in any way from reliance placed by a third party on this report. Any reliance placed is that party's sole responsibility.



Australian Government

# National Offshore Petroleum Titles Administrator (NOPTA)

## 2023 Stakeholder Survey Summary of Key Findings

As part of its ongoing performance reporting, NOPTA invited 196 external stakeholders to participate in its biennial Stakeholder Survey. Responses inform NOPTA on how it is performing as a regulator and provides insight into areas for improvement.

# 42

Stakeholders participated in the NOPTA 2023 Stakeholder Survey, down from 64 in 2021



19% identified as Commonwealth Government Representatives



17% identified as State/Territory Government Representatives



64% identified as Titleholders (62%) or Other Stakeholders (2%)

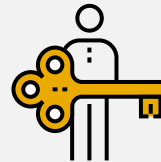
## SURVEY FINDINGS



# 100%

### NOPTA's role

Understand NOPTA's role as it relates to their requirements to a great or some extent. Increased from 99% in 2021



# 100%

### Valued contribution

To the process of managing Australia's resources to a great or some extent. Increased from 97% in 2021

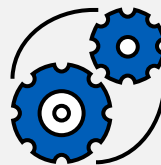
### Highly satisfied with NOPTA's performance, role and function



# 59%

### Effort required

Very or somewhat satisfied with the level of effort required for data submission interactions. Decreased from 68% in 2021

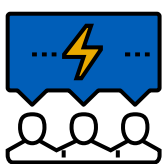


# 45%

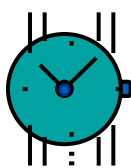
### Transparency

Of Joint Authority decisions affecting respondents businesses viewed as always or often transparent. Decreased from 57% in 2021

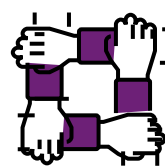
## FOCUS AREAS



Collaborating and engaging with stakeholders



Improving timeframes for decisions



Reducing the level of effort for businesses and organisations



Support for management of regulatory risks

# 1 Executive Summary

As part of its ongoing performance reporting, including obligations under the Regulator Performance Framework, the National Offshore Petroleum Titles Administrator (NOPTA) undertakes regular stakeholder surveys to assess client satisfaction with its performance in key areas of the Federal Government’s regulator performance framework.

Insights from these surveys are used to help NOPTA improve understanding of its performance as a regulator and to identify opportunities for continuous improvement.

NOPTA engaged KPMG to undertake its 2023 stakeholder survey, the results are presented in this report.

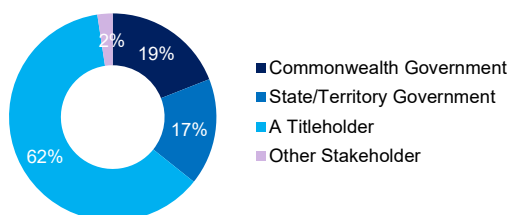
## 1.1 Survey background

The NOPTA Stakeholder Survey 2023 follows the approach of previous surveys commissioned by the regulator in 2015, 2016, 2017, 2019 and 2021. The survey captured responses to 39 qualitative and quantitative questions. These questions were categorised to assess NOPTA’s performance across six key areas:

- 1 Interaction and communication of NOPTA’s role;
- 2 Access to information;
- 3 Regulatory effort;
- 4 Resource management / stewardship;
- 5 Communication, openness, and transparency; and
- 6 Cost recovery and risk management.

## 1.2 Survey results

A total of 196 stakeholders across government and industry were invited to participate in the survey. 42 respondents completed the survey, of which 62 per cent identified as Titleholders, 36 per cent as Commonwealth or State/Territory Government Representatives, and 2 per cent as other stakeholders.



Survey results indicated a high level of stakeholder satisfaction with NOPTA’s performance, role and function as a regulator.

In particular, participants were highly satisfied with the NOPTA’s communication across all mediums. Stakeholders considered information to be easily accessible, clearly communicated, up to date, accurate, complete and consistent.

Results indicate a high level of trust in NOPTA’s technical capacity as a regulator, with consistently strong ratings across the transparency of operations and technical expertise of NOPTA staff. All participants recognised the value of NOPTA’s contributions to the process of managing Australia’s resources and reported a high degree of satisfaction with advice from NOPTA to support Joint Authority decision making.

Most Titleholders indicated the fees and levies were reasonable and recognised the support provided by the regulator to their company to manage regulatory risks.

The survey results used to draw these conclusions are detailed below.

## Interaction and communication of NOPTA's role

- Respondents reported occasional interactions with NOPTA, with 17 per cent of stakeholders interacting with the regulator on a weekly basis, 47 per cent on a monthly basis and 36 per cent interacting less than monthly.
- NOPTA's role is very well communicated, with 76 per cent of stakeholders reporting they understood NOPTA's role to a great extent.

## Access to information

- Respondents were highly satisfied with personal communication from NOPTA staff, with 78 per cent reporting they were either somewhat or highly satisfied with the information received.
- Respondents indicated a high level of satisfaction with web-based products with 75 per cent reporting they were either somewhat or highly satisfied.

## Regulatory effort

- Most respondents who submitted or reported data to NOPTA were satisfied with their interaction, particularly with the technical expertise of NOPTA staff (95 per cent) and the helpfulness of NOPTA staff during the process (87 per cent).
- The majority of respondents considered the time and effort spent on complying with NOPTA administrative functions were reasonable to at least some extent (89 per cent).

## Resource management / stewardship

- All respondents considered NOPTA to be a valuable contributor to the process of managing Australia's resources either to a great extent or some extent (100 per cent).
- The majority of Titleholders (67 per cent) indicated they had been involved in resource stewardship discussions with NOPTA. While all Titleholders reported high satisfaction with the technical expertise of NOPTA staff during discussions, some participants questioned the overall value.

## Communication, openness and transparency

- The majority of Titleholders considered the time required to decide on petroleum or greenhouse gas related titles to be somewhat reasonable (64 per cent), while 20 per cent of respondents found the time to be not reasonable at all.
- More than half of Titleholders (55 per cent) thought the effort required to comply with recent legislative reforms was reasonable to some extent, while 45 per cent found the effort required to be not reasonable at all.
- Respondents from Government Authorities were highly satisfied with the information received from NOPTA to support Joint Authority decision making, with 91 per cent of respondents reporting they were satisfied with the timeliness, completeness, consistency and supportability of information. No respondents reported being in any way dissatisfied with the advice received.
- Most Titleholders (65 per cent) were satisfied with their last interaction with NOPTA in relation to a Petroleum Title Application. Respondents reported being particularly satisfied with the technical expertise of NOPTA staff and the consistency of information received.
- The majority (77 per cent) of Titleholders found decisions requiring NOPTA/Title Administrator decisions were often or always transparent. In contrast, 45 per cent of those respondents regarded decisions requiring Joint Authority or Responsible Commonwealth Minister approval at the same level of transparency.

## Cost recovery and risk management

- Respondents largely viewed NOPTA's current fees and levies as very reasonable or reasonable (88 per cent).
- Respondents ranked regulatory and policy certainty as the largest risk to their organisations (46 per cent), followed by timely regulatory decisions (42 per cent). Timely access to government held data or information was ranked as the lowest risk by 50 per cent of respondents, followed by the regulatory effort or costs at 38 per cent.

## 1.3 Areas for improvement

While consistently high levels of satisfaction were typically reported by participants across all areas assessed, some questions with comparatively low results indicate opportunities for continued improvement. It is hoped that the information in this report will provide a useful basis for NOPTA to continue measuring and improving performance.

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

The four focus areas for consideration are:

### 1 Improving collaboration and engagement with stakeholders

While NOPTA's engagement with stakeholders have improved since the previous survey, there are opportunities for continued development. These may include revising guidance materials to ensure their usefulness, and a focus on involving Titleholders in field performance, resource maturation, regional development planning and benchmarking discussions.

### 2 Addressing timeframes for decisions affecting Titleholders

Titleholders reported some concern with the timeliness of decisions affecting their businesses. This was comparatively low when compared to previous survey results and was a more of a concern for Greenhouse Gas (GHG) decisions and those requiring Joint Authority or Responsible Commonwealth Minister Approval.

### 3 Reducing the level of effort required by stakeholders

Consistent with results from previous surveys, the lowest levels of satisfaction were reported in the amount of effort required during certain interactions with NOPTA.

Almost half of the respondents did not consider the effort needed to comply with new legislative reforms to be at all reasonable, with one respondent highlighting the administrative burden and duplication of effort.

### 4 Further support for management of regulatory risks

Regulatory and policy uncertainty, and the timeliness of regulatory decisions remain the greatest risks among Titleholders, with respondents expressing their concerns for the additional regulatory requirements.

While one in three respondents believe NOPTA provides the support required to help manage these risks to a great extent, opportunities exist to provide Titleholders with further assistance.

## 2 Background and Function

The National Offshore Petroleum Titles Administrator (NOPTA) engaged KPMG to undertake its 2023 Stakeholder Survey. As part of NOPTA's ongoing performance reporting, including obligations under the three principles of best practice outlined in the Resource Management Guide – Regulator Performance (RMG 128), NOPTA undertakes regular stakeholder surveys to assess client satisfaction with NOPTA's performance in key areas of the government's regulator performance framework.

This survey follows 2015, 2016, 2017, 2019 and 2021 stakeholder surveys, which KPMG also conducted. After 2017, the stakeholder survey moved to a biennial survey of stakeholders. As per previous years, this report provides the results from the 2023 stakeholder survey and comparison to results from 2021.

### 2.1 NOPTA's functions and role

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

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

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

- Providing information, assessments, analysis, reports, advice and recommendations to the relevant decision makers under the OPGGS Act.
- Facilitating life of title administration, including compliance monitoring.
- Engaging with Titleholders on their performance in meeting regulatory obligations and expectations.
- Ensuring petroleum resource management is undertaken in accordance with the Principles of good oilfield practice.
- Implementing effective field performance monitoring strategies to secure optimum long term petroleum recovery.
- Manage the submission and release of data.
- Decision maker for the approval and registration of transfers and dealings, including consideration of the financial and technical capacity of prospective Titleholders.
- Decisions for granting of short-term titles.
- Maintain the public registers of offshore petroleum and greenhouse gas titles.
- Cooperate with National Offshore Petroleum Safety and Environmental Management Authority (NOPSEMA) on matters relating to the administration and enforcement of the OPGGS Act and regulations.
- Collecting levies and fees in accordance with government policy and NOPTA's approved Cost Recovery Implementation Statement (CRIS). Maintaining a special account consistent with the requirements of the *Public Governance, Performance and Accountability Act 2013*.

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

NOPTA has the authority to grant short term titles (Petroleum Access Authority and Petroleum Special Prospecting Authority) and is the decision maker for the approval or refusal of the registration of certain commercial arrangements relating to a title, known as transfers and dealings.

## 2.2 NOPTA's performance requirements

As a regulator, NOPTA is required to assess its performance against the three Principles of best practice outlined in RMG 128. These Principles replace the key performance indicators under the former Regulator Performance Framework (RPF), referenced in past reports.

The three Principles are designed to support the transparency and accountability of regulator performance, while standardising the performance framework for relevant authorities. By measuring and publicly reporting on performance provides confidence to industry and the broader community that NOPTA is being effective and is contributing to reducing regulatory burden.



Questions in the 2023 survey were broadly designed to assess NOPTA's current performance as they relate to the three Principles. Feedback received from participating stakeholders will help NOPTA understand the extent to which it is successfully meeting its performance goals, and how it can continue to improve its performance in the future.

## 2.3 Report and survey structure

This report and the 2023 stakeholder survey were divided into 10 sections; see Table 1.

Section	Description
<b>Consent</b>	This section was soliciting consent from survey recipients to complete the survey.
<b>Streaming</b>	This section was designed to identify the classification of the stakeholder to understand the nature of their interactions with NOPTA.
<b>Interaction and communication of NOPTA's role</b>	This section covered how respondents access and receive information from and provide information to NOPTA, and their satisfaction with various aspects of these processes.
<b>Access to information</b>	This section covered how participants accessed information from NOPTA and their satisfaction with this information regarding several important factors.



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

## 2.4 Survey modifications

Most questions included in the 2023 survey are consistent with those used in the 2021 survey. Consistency in the questions asked helps to facilitate the comparative analysis with past surveys and provide insight into how NOPTA's performance has developed over time. In 2023, 13 additional questions were included in recognition of the new regulatory Principles under RMG 128. These are presented in Appendix B.

## 2.5 Survey methodology

Recipients of the 2023 survey were identified by NOPTA and included personnel from Government and Industry organisations.

Industry stakeholders were nominated for selection by NOPTA staff who had interacted with the named person(s) within the last two years. Government stakeholders included in the survey were predominantly Joint Authority Delegates, relevant government agencies that NOPTA has regular interaction with (e.g. NOPSEMA, Geoscience Australia) and relevant policy areas of the DISR (e.g. Offshore Resources Branch). NOPTA provided KPMG with contact details for 196 stakeholders across both sectors.

An email containing the survey link was sent by KPMG to stakeholders on 24 May 2023. The survey was initially open for two weeks. During this time, two reminder emails were sent to recipients to encourage participation in the survey. To maximise the opportunity for recipients to participate, the survey closure date was extended to 15 June 2023 and recipients who had not yet completed the survey were notified of the revised date. This was followed by another reminder email to complete the survey that was sent 24 hours before the survey closed. The complete survey questionnaire is provided in Appendix A.

Survey results were deidentified prior to analysis.

## 3 Survey Results

### 3.1 Demographic details (Consent and Streaming)

This section asked two questions focused on soliciting consent and demographic information. The demographic question sought to understand which stakeholder group the respondent was representing. The stakeholder group would determine which questions were asked in the survey.

#### **Response rates**

- The overall response rate to the survey was 22 per cent (n=42).
- A total of 42 responses were received, of which 62 per cent were Titleholders, 36 per cent were Commonwealth or State/Territory Government Representatives, and two per cent were other stakeholders.
- There was a decrease in the overall number of respondents compared to 2021. However, relative to 2021, there was a noticeable shift in the distribution of stakeholder types, with 44 per cent of 2021 respondents identifying as Titleholders compared to 64 per cent in 2023.

#### **Question 1**

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

- Question 1 was asked in both 2021 and 2023 and was displayed to all respondents.
- It focused on obtaining consent to participate in the survey. All but four respondents gave consent to participate and form a de-identified data set. The participants who chose not to give consent were screened out of the survey at this question.

#### **Question 2**

*“Are you a representative of:*

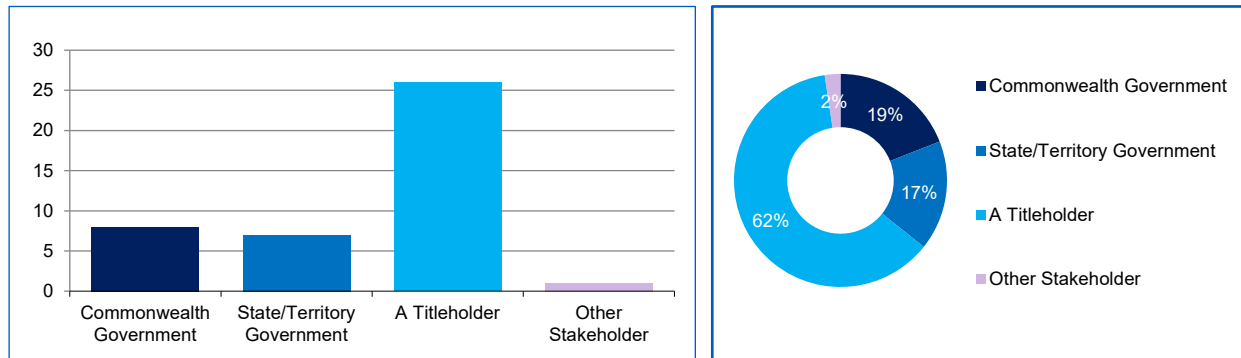
- *Commonwealth Government*
- *State/Territory Government*
- *A Titleholder*
- *Other Stakeholder”*

- Question 2 was asked in both 2021 and 2023 and was displayed to all respondents.
- In 2023, the survey received 42 responses, of which 62 per cent were Titleholders, 36 per cent were Commonwealth or State/Territory government representatives, and two per cent were other stakeholders.
- In comparison, the previous survey in 2021 received 64 responses. 44 per cent of respondents in the 2021 survey identified as Titleholders, while 33 per cent were representatives from either State or Commonwealth Governments. Despite the lower response rate in 2023, the total number of participating Titleholder only decreased by two.
- The distribution is outlined in Table 1 and Figure 1 below.

Table 1. Respondents by stakeholder group, 2021 and 2023 comparison

Stakeholder Grouping	2021		2023	
	n	%	n	%
Titleholder	28	44%	26	62%
Commonwealth Government	11	17%	8	19%
State/Territory Government	10	16%	7	17%
Other Stakeholder	15	23%	1	2%
<b>Total</b>	<b>64</b>	<b>100%</b>	<b>42</b>	<b>100%</b>

Figure 1. Total respondents by stakeholder group and proportion of stakeholders, 2023



## 3.2 Interaction and communication of NOPTA's role

Respondents were asked four questions relating to their recent interactions with NOPTA and their understanding of NOPTA's role as a regulator.

### Key insights from questions 3-6:

- Respondents interacted with NOPTA semi-frequently, with zero per cent of stakeholder's interaction on a daily, (17 per cent) weekly (47 per cent) monthly, and (36 per cent) on a less than monthly basis.
- NOPTA's role is very well communicated, with the majority of respondents indicating that they understood NOPTA's role related to their requirements to either a great extent (76 per cent) or some extent (24 per cent).

### Question 3

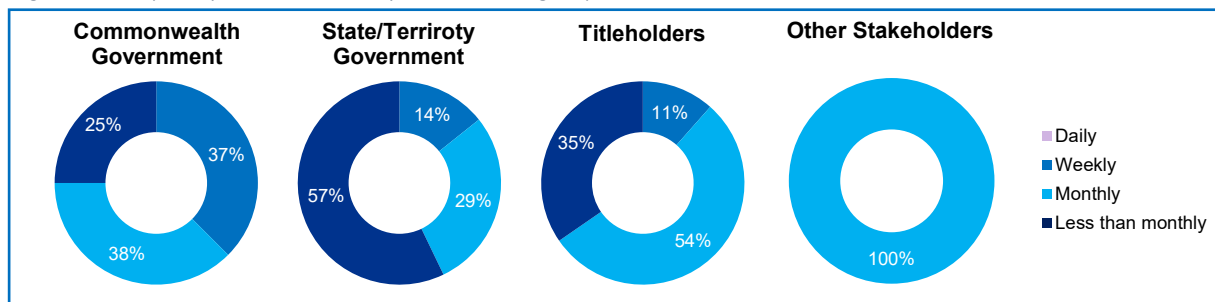
*"Over the past 12 months, how often do you estimate you have interacted with NOPTA (not including accessing the website) on average?"*

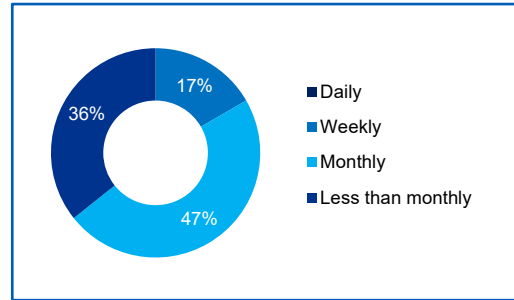
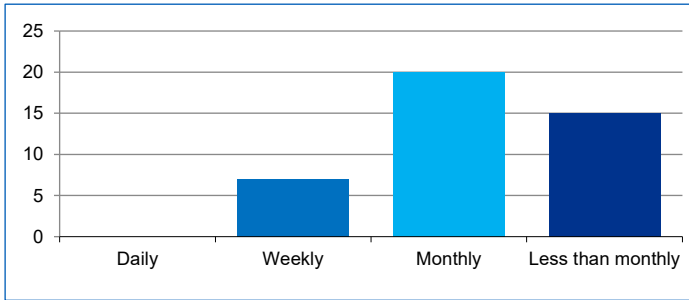
- Question 3 was asked previously in 2021 and was displayed to all respondents.
- On average, respondents were most likely to interact with NOPTA on a monthly basis (47 per cent), followed by a less than monthly basis (36 per cent). See Figure 2.
- Responses to this question differed by respondent type. Commonwealth Government representatives were most likely to interact with NOPTA on a weekly basis (38 per cent). Most Titleholders were more likely to interact on a monthly basis (54 per cent) and State/Commonwealth Government stakeholders reported the least frequent interactions with 58 per cent interacting with NOPTA less than monthly. See Figure 2.
- Compared to 2021, respondents are more likely to have monthly interactions with NOPTA. See Table 2.

Table 2. Frequency of interaction, 2021 and 2023 comparison

Frequency	2021		2023	
	n	%	n	%
Daily	1	2%	0	0%
Weekly	9	14%	7	17%
Monthly	20	32%	20	48%
Less than monthly	29	46%	15	36%
Not at all	4	6%	0	0%
<b>Total</b>	<b>63</b>	<b>100%</b>	<b>42</b>	<b>100%</b>

Figure 2. Frequency of interaction by stakeholder group, 2023





### Question 4

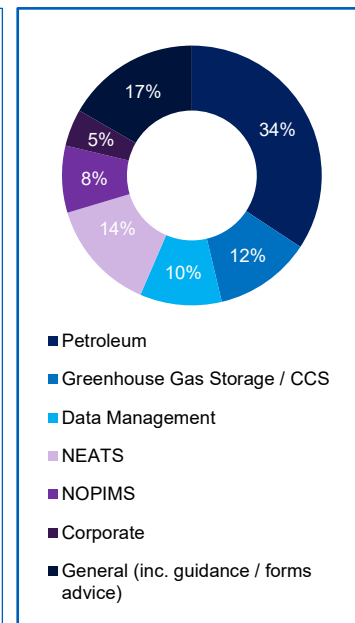
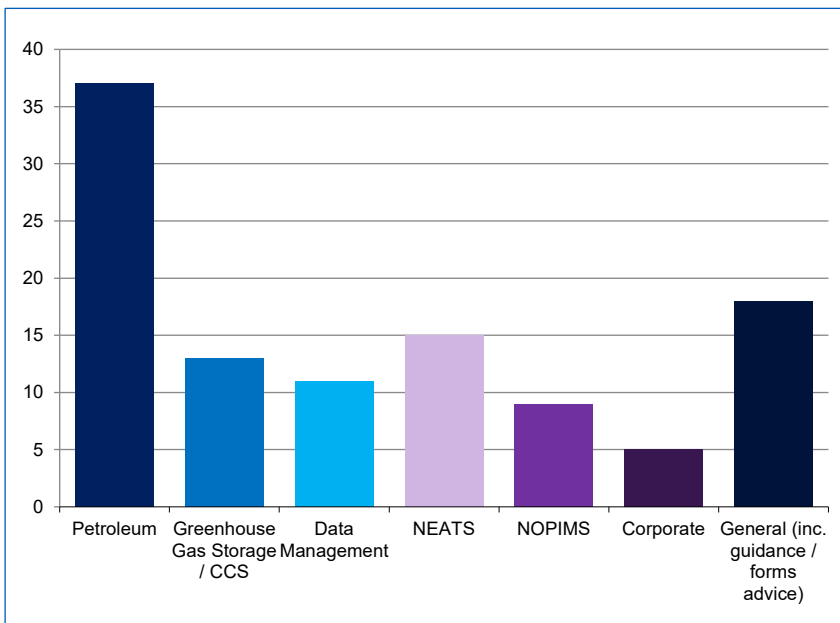
*“What was the main reasons for your interaction with NOPTA?”*

- Question 4 is a new question for 2023 and was displayed to all respondents.
- A majority of respondents indicated that their main reason for interaction with NOPTA was for petroleum with 37 selections. The second largest area with 18 selections was general which included topics such as guidance and forms advice. The remaining areas were all very similar, with the average being 11 selections. See Table 3 and Figure 3.

Table 3. Number of respondents by reason for interaction

Grouping	2023	
	n	%
Petroleum	37	88%
Greenhouse Gas Storage / CCS	13	31%
Data Management	11	26%
NEATS	15	36%
NOPIIMS	9	21%
Corporate	5	12%
General (inc. guidance / forms advice)	18	43%

Figure 3. Total and proportion of respondents by reason for interaction, 2023



## Question 5

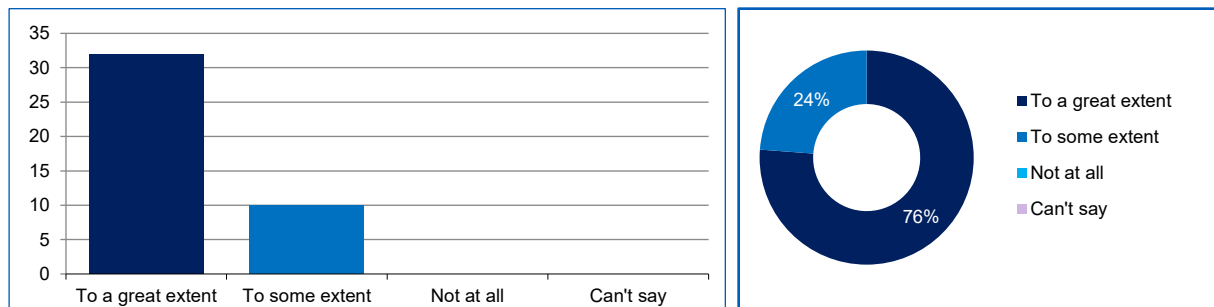
*“Based on your interactions with NOPTA, do you feel you have a sufficient understanding of NOPTA’s role in the offshore regulatory regime as it relates to your requirements?”*

- Question 5 was asked previously in 2021 and was displayed to all respondents.
- Most respondents indicated that they understood NOPTA’s role relative to their requirements, to either a great extent (76 per cent) or some extent (24 per cent). See Figure 4.
- Compared to 2021, respondents indicated a higher level of understanding, with 76 per cent stating they understood to a great extent, an increase from 71 per cent in 2021. See Table 4.

Table 4. Respondents by extent of understanding of NOPTA’s role

Extent	2021		2023	
	n	%	n	%
To a great extent	43	71%	32	76%
To some extent	17	28%	10	24%
Not at all	1	1%	0	0%
Can’t say	N/A	N/A	0	0%
<b>Total</b>	<b>61</b>	<b>100%</b>	<b>42</b>	<b>100%</b>

Figure 4. Total and proportion of respondents based on understanding of NOPTA’s role



## Question 6

*Free Text – “Do you have any suggestions on how NOPTA might improve its communication with stakeholders?”*

- Question 5 was asked previously in 2021 and was displayed to all respondents.
- Four free text responses were recorded following qualitative synthesis of results, with two of the respondents (50 per cent) stating that they found communication with NOPTA to be satisfactory or mostly satisfactory:
  - Response 1: *“Finding common ground with their sister agency NOPSEMA and focus on collective comms opportunities to ensure both regulators are aligned on the issues and challenges for the transition of the petroleum industry and the opportunity to enable the CCS industry.”*
  - Response 2: *“Engage with stakeholders prior to implementing guidelines and Guidelines and Fact Sheets. Further, during our interactions with NOPTA, it was difficult to obtain any response to emails (in a timely fashion or at all)/ phone calls went unanswered, voicemails not returned. There are no mandated decision making timeframes within which NOPTA must respond. This makes it difficult for stakeholders to conduct business.”*

- Response 3: *“Communications with NOPTA team and contacts are very helpful - usually very responsive and clear, both for verbal and written communications. However, would like to see greater heads-up provided re: deadlines/consultations - e.g. less than 1 month for this survey feedback. Usually timelines given are not sufficient (too short, not enough turn-around time) for internal teams to provide feedback that is complete, considered and in reasonable detail.”*
- Response 4: *“Generally pretty good. At a push it would be good to get earlier advice on requirements (e.g. Field Performance Review requirements advised earlier).”*

## 3.3 Access to information

Respondents were asked four questions relating to access of information from NOPTA. Questions were designed to assess the satisfaction of stakeholders with the quality and availability of information across various channels.

### Snapshot: Access to information

Respondents reported a very high level of satisfaction across all three performance Principles, indicating strong performance in the quality and availability of information provided by NOPTA.

#### Key insights from Questions 7-10:

- Respondents were very satisfied that the information received through phone, email, or face-to-face / video conferencing meeting communication was up to date (93 per cent), accurate (90 per cent), complete (90 per cent), accessible (85 per cent), consistent (83 per cent), timely (78 per cent) and clear (93 per cent).
- Respondents generally reported being very satisfied that the information accessed from the NOPTA website was up to date (83 per cent), clear (89 per cent), accessible (85 per cent), accurate (94 per cent), complete (83 per cent) and consistent (83 per cent).
- Respondents generally reported being very satisfied that the information accessed from the NEATS website was up to date (93 per cent), clear (90 per cent), accessible (76 per cent), accurate (87 per cent) and complete (90 per cent).

### Question 7

*“In general, thinking about the information you received from NOPTA by phone, email and in face-to-face/video conference meetings, how satisfied are you that the information is: up to date; clear; accessible; accurate; complete; consistent; [and] timely?”*

- Question 7 was asked previously in 2021 and was displayed to all respondents.
- Respondents indicated a high level of satisfaction with the information received from NOPTA by phone, email and/or in face-to-face/video conference meetings. Respondents generally reported being very satisfied or somewhat satisfied that the information was up-to-date (93 per cent), clear (90 per cent), accessible (85 per cent), accurate (90 per cent), complete (90 per cent), consistent (83 per cent) and timely (78 per cent). See Table 5 and Figure 5.
- Overall, respondent satisfaction with the quality of the information received from NOPTA by phone, email and/or in face-to-face/video conference meetings was high, as it was in previous years. See Table 5.
- Question 7 also contained a free text sub question asking respondents for further comments to clarify their ratings. Nine responses were provided (following the qualitative synthesis of results):
  - Response 1: *“As a non-technical person information is not always pitched at a level that is clear and accessible.”*
  - Response 2: *“There has been some delay around providing up to date information and guidance on the new Greenhouse Gas Storage Permitting regime.”*
  - Response 3: *“We are generally extremely satisfied with our relationship and the information coming from NOPTA data management team. The rating on consistency refers to previous experience where advice from one NOPTA management team member (in writing) differs from advice from a different team member sometime later,*



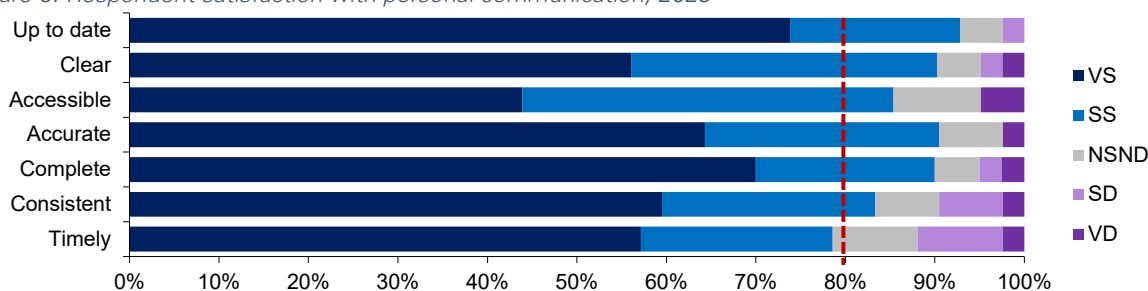
essentially different interpretations of the same regulations. I think we all know the regulations are the actual problem.”

- Response 4: “Emails can sometimes be difficult to decipher however when speaking over the phone the information and instructions are always clearly explained. The set up required for our companies to use the new NEATS portal was confusing and quite a muck around, email instructions were not easy to follow and the order of steps to be taken was not clear at all. Once I spoke with NOPTA staff I was able to get everything over the line however without their help I would never have gotten there.”
- Response 5: “No clear purpose or objective in requests for further information - some requests were counter intuitive and contradictory.”
- Response 6: Phone calls to Perth NOPTA office not always answered efficiently as many staff WFH or on irregular hours.
- Response 7: “ROR / MEP submission language is unclear in the online guidelines... was very clear once reaching out to the team directly to clarify.”
- Response 8: “Very good turnaround from the Titles email address.”
- Response 9: “NOPTA takes a legalistic approach to many of its functions. Approvals of matters which one might regard as routine or which take the same form or are in substance the same as an approval given previously, are often fully assessed resulting in much larger workload for both NOPTA and for any applicant than the substantive regulatory decision demands. It might be said that there is now a form for everything and a prescriptive list type approach is the preferred model to drive decision making in the exercise of agency discretion.”

Table 5. Respondent satisfaction with personal communication

Domain	Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied	
	2021	2023	2021	2023	2021	2023	2021	2023	2021	2023
Up to date	68%	74%	20%	19%	8%	5%	4%	2%	0%	0%
Clear	66%	56%	18%	34%	8%	5%	6%	2%	2%	2%
Accessible	60%	44%	28%	41%	2%	10%	8%	0%	2%	5%
Accurate	68%	64%	18%	26%	8%	7%	4%	0%	2%	2%
Complete	56%	70%	26%	20%	8%	5%	6%	3%	4%	3%
Consistent	60%	60%	24%	24%	8%	7%	6%	7%	2%	2%
Timely	46%	57%	32%	21%	10%	10%	8%	10%	4%	2%

Figure 5. Respondent satisfaction with personal communication, 2023



## Question 8

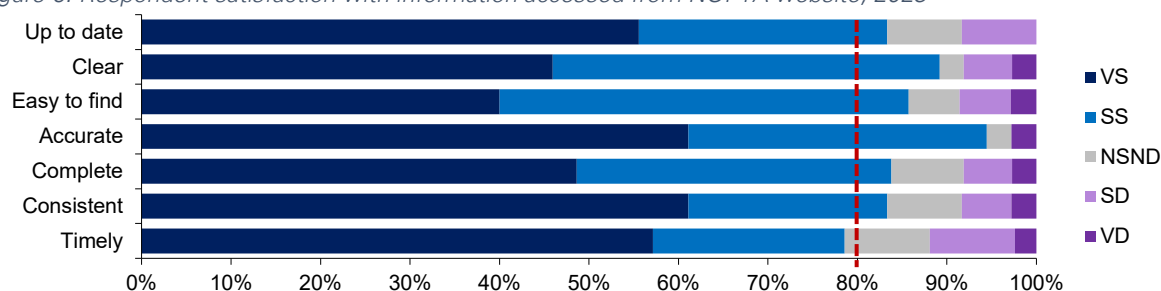
“In general, thinking about the information you accessed from the NOPTA website (including guidance material, forms etc.), how satisfied are you that the information is: up to date; clear; accessible; accurate; complete; [and] consistent?”

- Question 8 was asked previously in 2021 and was displayed to all respondents who had indicated accessing the NOPTA website (n=37) in question 8.
- Respondents indicated a high level of satisfaction with the information accessed from the NOPTA website. Respondents generally reported being very satisfied or somewhat satisfied that the information was up-to-date (83 per cent), clear (89 per cent), accessible (85), accurate (94 per cent), complete (83 per cent) and consistent (83 per cent). See Table 6 and Figure 6.
- Overall, respondent satisfaction with the quality of information access from the NOPTA website is high, as it was in previous years. See Table 6.
- Question 8 also contained a free text sub question asking respondents for further comments to clarify their ratings. Five responses were provided (following the qualitative synthesis of results):
  - Response 1: *“Issues with this information relate to lack of clarity in policy settings underpinning NOPTA advice.”*
  - Response 2: *“The website is great for finding information about regular straight forward tasks and is a great library of resources however for anything ‘outside the box’ or not within the ‘usual and standard operations’ there is no real information. To find answers a phone call to the NOPTA office is required.”*
  - Response 3: *“There is a vast amount of information and content on the NOPTA website - it is very hard and confusing to navigate. The links referenced in various guidance pages and documents make it difficult to get a clear understanding of applicable requirements. Links are also sometimes out of date / broken.”*
  - Response 4: *“Having just submitted an FDP I can confirm the submission process was not as straightforward as I would have hoped and, in the end, we had to revert to asking questions. What we found was the real basics - like how do you submit the document was a challenge. Also, I think there is conflicting advice on the need for a hard copy. I've seen written advice that says you need to submit a hard copy while we were advised by email that was not necessary.”*
  - Response 5: *The detail in the guidance is generally very helpful. While it is only guidance, there can be different views as to whether guidance accurately reflects the underpinning law and rather might represent a policy position or Govt direction. The content of the guidance in practice is strictly followed and we are not aware that there is much flexibility (shown) to depart from what it contains. As a matter of practice NOPTA could consider offering a process of consultations for periodic update or revision of Guidance.”*

Table 6. Respondent satisfaction with information accessed from NOPTA website, 2023

Domain	Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied	
	2021	2023	2021	2023	2021	2023	2021	2023	2021	2023
Up to date	55%	56%	29%	28%	12%	8%	2%	8%	2%	0%
Clear	49%	46%	29%	43%	10%	3%	8%	5%	4%	3%
Accessible	63%	40%	20%	46%	12%	6%	2%	6%	4%	3%
Accurate	59%	61%	24%	33%	12%	3%	2%	0%	4%	3%
Complete	47%	49%	29%	35%	12%	8%	8%	5%	4%	3%
Consistent	55%	61%	24%	22%	14%	10%	4%	10%	4%	2%

Figure 6. Respondent satisfaction with information accessed from NOPTA website, 2023



## Question 9

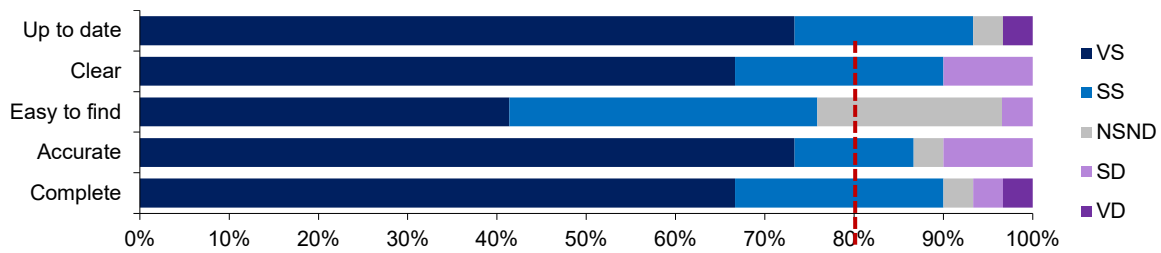
*“In relation to the information you accessed from the NEATS website, how satisfied are you that the information is: up to date; clear; accessible; accurate; [and] complete?”*

- Question 9 was asked previously in 2021 with slightly different wording and was displayed to all respondents.
- Respondents indicated a high level of satisfaction with the NEATS website, with 87 per cent of all responses across all domains distributed across the very satisfied or somewhat satisfied domains. See Table 7 and Figure 7.
- Overall, respondent satisfaction with the quality of information access from NEATS is high, as it was in previous years, with accessible being the lowest rated overall this year. See Table 7.
- Question 9 also contained a free text sub question asking respondents for further comments to clarify their ratings. Five responses were provided (following the qualitative synthesis of results):
  - Response 1: “The search function for titles does not work particularly well when using the industry login.”
  - Response 2: “Some of the GHG applications are still not showing in NEATS.”
  - Response 3: “All documents are up to date and easy to find.”
  - Response 4: “Updating system with title information is very slow. Also, whether information is complete or not, depends on what people have lodged - generally, can't rely on information.”
  - Response 5: “NEATS website is easier to navigate vs. the NOPTA website.”

Table 7. Respondent satisfaction with information accessed from NEATS website, 2023

Domain	Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied	
	2021	2023	2021	2023	2021	2023	2021	2023	2021	2023
Up to date	66%	73%	24%	20%	5%	3%	3%	0%	3%	3%
Clear	58%	67%	26%	23%	8%	0%	3%	10%	5%	0%
Accessible	63%	41%	21%	34%	8%	21%	3%	3%	5%	0%
Accurate	58%	73%	29%	13%	8%	3%	3%	10%	3%	0%
Complete	61%	67%	21%	23%	8%	3%	5%	3%	5%	3%

Figure 7. Respondent satisfaction with information accessed from NEATS website, 2023



## Question 10

*Free Text – “Do you have any suggestions for improving the NOPTA or NEATS websites?”*

- Question 10 was asked previously in 2021 with slightly different wording and was displayed to all respondents.
- A total of seven free text responses were recorded following the qualitative synthesis of results:
  - Response 1: “Not clear on where to click through for any dealings and JV partners associated with title.”
  - Response 2: “Generally happy with the content and ease of access.”
  - Response 3: “it would be very helpful to be able to generate reports from the NEATS website. This is a functionality that used to exist but appears to have disappeared with the new iteration.”
  - Response 4: “As a NEATS user, an application’s progress is not stepped out like it is via the public portal. My preference would be to have in both as I spend most of my time logged in as a user and it would be useful to have this information handy vs going out to public portal.”
  - Response 5: “The NOPTA website could include more information about each topic. For example, it could cover what NOPTA expects from a data submission where the work satisfies work program obligations across multiple titles operated by the same company.”
  - Response 6: “Greater functionality for NEATS website for submissions.”
  - Response 7: “Searching via NEATS reference numbers would be helpful.”

## 3.4 Regulatory effort

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

### Snapshot: Regulatory effort

Respondents reported a very high level of satisfaction across all three performance Principles, indicating strong performance in the level of effort required by those regulated by NOPTA.

#### Key insights from Questions 11-15:

- Respondents who submitted or reported data to NOPTA reported satisfaction with their interaction, particularly regarding the technical expertise of NOPTA staff and helpfulness of NOPTA staff during the process. There were lower levels of satisfaction with the overall level of effort required from companies (30 per cent).
- Relative to 2021, there was a slight decrease in the number of respondents who rated NOPTA data requests as coordinated with other related requests for information to a great extent, and a decrease in being reasonable with the time and effort required. However, a small sample size is noted.
- Most respondents think that their company's time and effort spent on complying with NOPTA administered functions is reasonable relative to the regulatory risk NOPTA manages, to a great or some extent (89 per cent). This represents a slight drop compared to 2021 respondents who rated the statement as agreeing to a great or some extent (92 per cent).

### Question 11

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

- *Technical expertise of NOPTA staff*
- *Overall level of effort required from your company*
- *Usefulness of guidance material and templates*
- *Helpfulness of NOPTA staff during the process*
- *Timeliness of information received"*

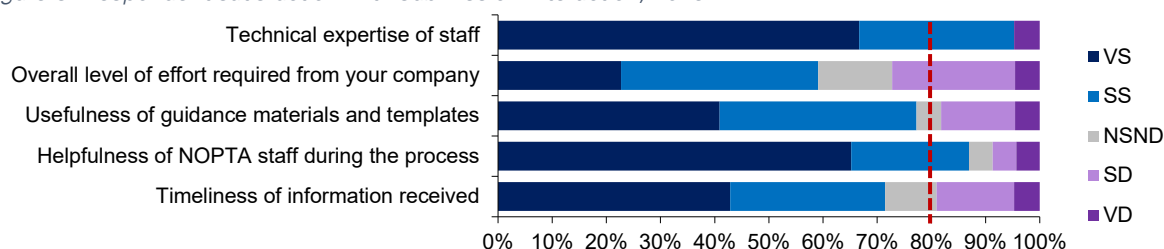
- Question 11 was asked previously in 2021, however with two fewer categories, and was displayed to relevant Titleholders and or other Stakeholders (n=27) only.
- The majority of respondents were satisfied with their last interaction with NOPTA regarding data submissions. For example, respondents were very satisfied (67 per cent) or somewhat satisfied (29 per cent) with the technical expertise of NOPTA staff. Respondents were also satisfied with the helpfulness of NOPTA staff during the process; 65 per cent indicated they were very satisfied and 22 per cent somewhat satisfied. See Table 8 and Figure 8.
- The response distribution to this question was similar in 2021 and 2023 for technical expertise across very satisfied and somewhat satisfied. The largest variance came from usefulness of guidance materials being very satisfied increasing from five per cent to 41 per cent. See Table 8.
- Question 11 also contained a free text sub question asking respondents for further comments to clarify their ratings. Five responses were provided (following the qualitative synthesis of results):
  - Response 1: *"Templates for initial well completion reports, final well completion reports, and interim well completion reports could be provided. Especially the well index sheet could be standardised across the entire industry. This would help everybody."*

- Response 2: “The guidance materials are great for standard submissions. As mentioned above, anything non-standard required a call to NOPTA. Each time we speak with NOPTA staff we get clear and quick answers, always find them helpful.”
- Response 3: “Very dissatisfied with NOPTA performance. In general, appeared to be more interested in ticking boxes than actually investigating substance of content/ purpose of regulatory exercise.”
- Response 4: “No issues with support provided by NOPTA staff - always useful, timely and helpful guidance. Admin burden of reporting requirements and efficacy of recycle of data (duplication) is a concern.”
- Response 5: “Guidance material/templates is out-dated and needs review. i.e. there are new ways to receive data, along with different types of survey data that doesn't fit into current guidelines.”

Table 8. Respondent satisfaction with submission interaction, 2023

Domain	Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied	
	2021	2023	2021	2023	2021	2023	2021	2023	2021	2023
Technical expertise of NOPTA Staff	53%	67%	37%	29%	11%	0%	0%	0%	0%	5%
Overall level of effort required from your company	21%	23%	47%	36%	32%	14%	0%	23%	0%	5%
Usefulness of guidance materials and templates	5%	41%	65%	36%	10%	5%	0%	14%	0%	5%
Helpfulness of NOPTA staff during the process	N/A	65%	N/A	22%	N/A	4%	N/A	4%	N/A	4%
Timeliness of information received	N/A	43%	N/A	29%	N/A	10%	N/A	14%	N/A	5%

Figure 8. Respondent satisfaction with submission interaction, 2023



## Question 12

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

- Transparent
- Justified, with reference to the relevant legislation and guidelines
- Consistent
- Predictable
- Timely
- Clear”

- Question 12 was asked previously in 2021, however had slightly different selection options, and was displayed to Titleholders (n=26) only.
- Responses varied across domains for data-related authorisations. However, respondents were most likely to indicate that NOPTA’s data-related authorisations were always transparent (47 per

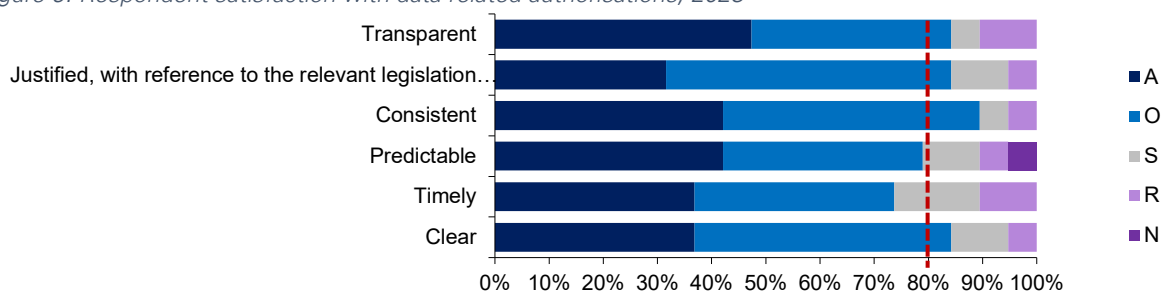
cent), consistent (42 per cent), timely (37 per cent), clear (37 per cent), and Predictable (42 per cent). See Table 9 and Figure 9.

- Compared to 2021, respondents were more likely to select often instead of always, across all domains indicating a slight decrease in satisfaction. See Table 9.
- Question 12 also contained a free text sub question asking respondents for further comments to clarify their ratings. One response was provided (following the qualitative synthesis of results):
  - Response 1: “No issues with support provided by NOPTA staff - always useful, timely and helpful guidance. Admin burden of reporting requirements and efficacy of recycle of data (duplication) is a concern.”

Table 9. Respondent satisfaction with data-related authorisations, 2023

Domain	Always		Often		Sometimes		Rarely		Never	
	2021	2023	2021	2023	2021	2023	2021	2023	2021	2023
Transparent	44%	47%	28%	37%	28%	5%	0%	11%	0%	0%
Justified with reference to the relevant legislation and guidelines	39%	32%	22%	53%	22%	11%	0%	5%	0%	0%
Consistent	44%	42%	22%	47%	33%	5%	0%	5%	0%	0%
Predictable	41%	42%	29%	37%	24%	11%	6%	5%	0%	5%
Timely	44%	37%	28%	37%	22%	16%	6%	11%	0%	0%
Clear	44%	37%	22%	47%	33%	11%	0%	5%	0%	0%

Figure 9. Respondent satisfaction with data-related authorisations, 2023



## Question 13

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

- Question 13 was asked previously in 2021 and was displayed to Titleholders (n=26) only.
- Response options varied across domains related to reporting obligations, with over half of respondents either very or somewhat satisfied across all domains. Respondents were least likely to report being very satisfied (26 per cent) and somewhat satisfied (42 per cent) with the overall level of effort required from their company. See Table 10 and Figure 10.
- Compared to 2021, respondents were more likely to report being very satisfied (26 per cent) and somewhat satisfied (42 per cent) with the overall level of effort required from their company. See Table 10.
- Question 13 also contained a free text sub question asking respondents for further comments to clarify their ratings. Three responses were provided (following the qualitative synthesis of results):
  - Response 1: “We have always found NOPTA staff to be helpful and reasonable. The new templates and formatting for reporting are a big step up from the old ways of reporting and have streamlined reporting within our company.”

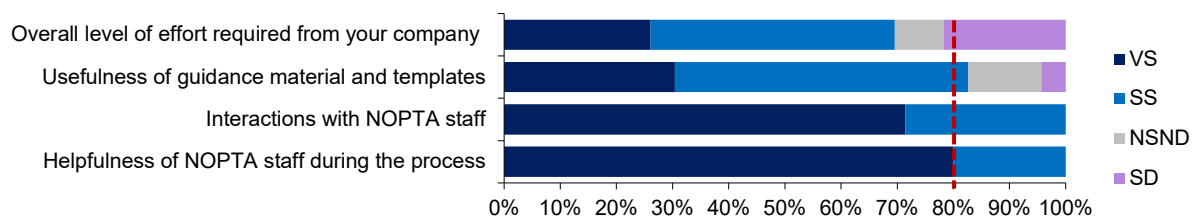


- Response 2: “No issues with support provided by NOPTA staff - always useful, timely and helpful guidance. Admin burden of reporting requirements and efficacy of recycle of data (duplication) is a concern.”
- Response 3: “Good process, NOPTA staff provided good advice (if a bit late) and listened. Clear expectations about what is required.”

Table 10. Respondent satisfaction with reporting obligations, 2023

Domain	Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied	
	2021	2023	2021	2023	2021	2023	2021	2023	2021	2023
Overall level of effort required from your company	19%	26%	35%	43%	31%	9%	12%	22%	4%	0%
Usefulness of guidance materials and templates	27%	30%	42%	52%	23%	13%	4%	4%	4%	0%
Interactions with NOPTA staff	50%	71%	19%	29%	19%	0%	4%	0%	8%	0%
Helpfulness of NOPTA staff during the process	N/A	80%	N/A	20%	N/A	0%	N/A	0%	N/A	0%

Figure 10. Respondent satisfaction with reporting obligations, 2023



## Question 14

“In general, thinking about when you receive information requests (RFIs) from NOPTA, to what extent would you say that these are:

- Coordinated with other related requests for information [GE/SE/NAA]
- Reasonable in terms of time and effort they require to address [GE/SE/NAA]
- Clear in terms of the information required and what NOPTA does with the information [GE/SE/NAA]
- Consistent [GE/SE/NAA]”

- Question 14 was asked previously in 2021 and was displayed to all respondents.
- Respondents generally agreed that information requests were coordinated (67 per cent), reasonable (85 per cent), clear (78 per cent) and consistent (81 per cent) to some extent. See Table 11 and Figure 11.
- Compared to 2021, the response distribution is similar, with a slight shift towards a negative bias. See Table 11.
- Question 14 also contained a free text sub question asking respondents for further comments to clarify their ratings. Six responses were provided (following the qualitative synthesis of results):
  - Response 1: “RFIs are now generally around Applicant Suitability documentation but the need for this information is not consistent.”
  - Response 2: “Requests were unclear, contradictory, and inconsistent.”

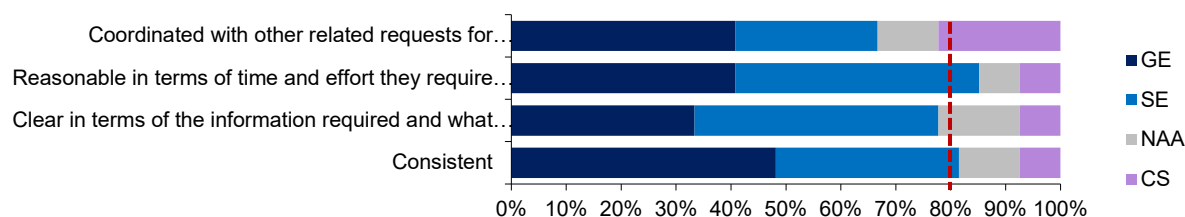


- Response 3: “No issues with communications and support provided by NOPTA staff. Consider reasonableness of timelines for requirements/submissions (as per comments to previous questions).”
- Response 4: “The RFI’s may be consistent with the regulatory requirements, however the regulation requirements themselves can be excessive, repetitive and a significant burden relative to the regulatory merit.”
- Response 5: “Each application, no matter how much effort is originally put in ALWAYS ends up with an RFI. Financial RFI’s whilst consistent with the guidelines, should be scaled to the application request, i.e. small S&E or name changes require same financial information as new title applications. Technical RFI are inconsistent - RFI’s always request different details.”
- Response 6: “Often the relevance of the RFI is questionable - has little connection with the substance of the application.”

Table 11. Respondent views on NOPTA information request, 2023

Domain	To great extent		To some extent		Not at all		Can’t say	
	2021	2023	2021	2023	2021	2023	2021	2023
Coordinated with other related requests for information	45%	41%	45%	26%	9%	11%	N/A	22%
Reasonable in terms of time and effort required	32%	41%	60%	44%	8%	7%	N/A	7%
Clear in terms of information required and what NOPTA does with the information	42%	33%	50%	44%	8%	15%	N/A	7%
Consistent	42%	48%	50%	33%	8%	11%	N/A	7%

Figure 11: Respondent views on NOPTA information request, 2023



## Question 15

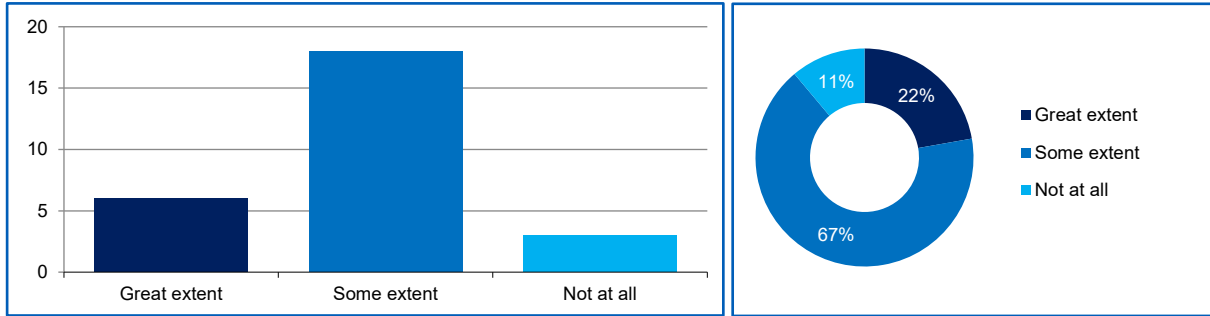
*“In general, to what extent would you say the time and effort your organisation spends on complying with NOPTA administrative functions is reasonable?”*

- Question 15 was asked previously in 2021 with slightly different wording and was displayed to all respondents.
- The majority of respondents (89 per cent) thought that their organisation's time and effort complying with NOPTA administrative matters was reasonable and proportionate to the regulatory risk NOPTA manages. See Table 12 and Figure 12.
- Compared to 2021, a smaller percentage of respondents indicated that this effort was reasonable and to a great extent (22 per cent), with a larger percentage of some extent 67 per cent in 2023. See Table 12.

Table 12. Extent to which time and effort spent on NOPTA’s administrative functions were reasonable, 2021 and 2023 Comparison

Extent	2021		2023	
	n	%	n	%
Great extent	7	27%	6	22%
Some extent	17	65%	18	67%
Not at all	2	8%	3	11%
<b>Total</b>	<b>26</b>	<b>100%</b>	<b>27</b>	<b>100%</b>

Figure 12: Extent to which time and effort spent on NOPTA’s administrative functions were reasonable



## 3.5 Resource management / stewardship

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

### Snapshot: Resource management / stewardship

Respondents reported a very high level of satisfaction across all three performance Principles, indicating strong performance in the NOPTA’s contribution to the stewardship and management of Australia’s natural resources.

#### Key insights from Questions 16-18:

- Nearly half of the respondents (44 per cent) indicated being involved in resource stewardship discussions with NOPTA.
- There was a 23 per cent decrease in the number of respondents involved in stewardship discussions compared to 2021.
- All respondents were either very or somewhat satisfied with the technical expertise of NOPTA staff (100 per cent), the overall level of effort required from their company (75 per cent) and the usefulness of the interaction (69 per cent) during NOPTA stewardship discussions.

### Question 16

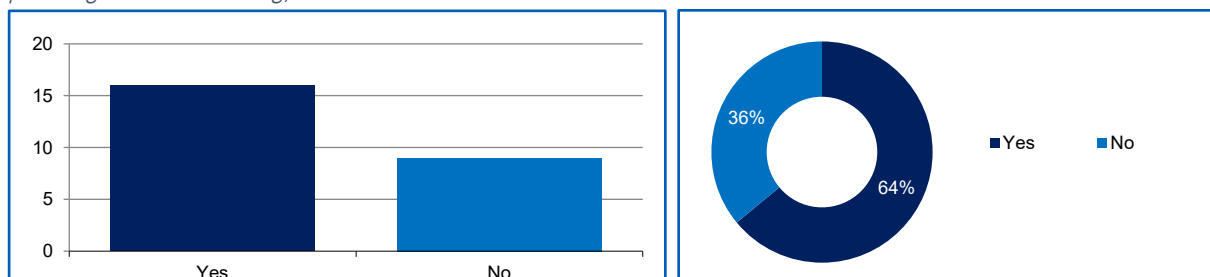
*“Have you been involved in discussion with NOPTA regarding field performance, resource maturation, regional development plan or benchmarking?”*

- Question 16 was asked previously in 2021 with different wording and was displayed to Titleholders (n=26) only.
- More than half (64 per cent) of Titleholders reported involvement in discussions regarding resource stewardship, including field performance, resource maturation, regional development plans and benchmarking. See Table 13 and Figure 13.
- Compared to 2021, the response distribution is 67 See Table 13.

Table 13. Involvement in discussions regarding field performance, resource maturation, regional development planning or benchmarking, 2021 and 2023 comparison

Grouping	2021		2023	
	n	%	n	%
Yes	12	44%	16	67%
No	15	56%	9	36%
<b>Total</b>	<b>27</b>	<b>100%</b>	<b>25</b>	<b>100%</b>

Figure 13: Involvement in discussions regarding field performance, resource maturation, regional development planning or benchmarking, 2023



## Question 17

*"[IF YES ABOVE] How satisfied were you with:*

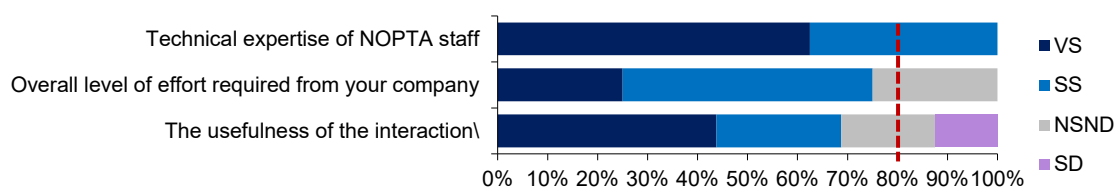
- Technical expertise of NOPTA staff*
- Overall level of effort required from your company*
- The usefulness of the interaction"*

- Question 17 was asked previously in 2021 and was displayed to Titleholders (n=26) who responded yes to Question 16 (n=16) only.
- A total of 100 per cent of respondents were either very or somewhat satisfied with the technical expertise of NOPTA staff. Further to this, 75 per cent were either very satisfied or somewhat satisfied with the overall level of effort required. See Table 14 and Figure 14.
- Compared to 2021, the distribution of respondents, either very satisfied or somewhat satisfied has increased across all domains. The number of dissatisfied respondents also increased from zero per cent in 2021 to 13 per cent in 2023. See Table 14.
- Question 17 also contained a free text sub question asking respondents for further comments to clarify their ratings. Four responses were provided (following the qualitative synthesis of results):
  - Response 1: *"The benchmarking statistics NOPTA generates are not useful. The way they are reported to high level management who do not understand the rating systems or nuances of submitting data results in unrealistic expectations (100%) on the technical teams. I have personally seen this cause undue stress on individuals because of the "perception of their work" from above. It is fine to say it is all anonymous but in reality, it is quite obvious whom in the company is responsible, more so in small companies, I guess."*
  - Response 2: *"The benchmarking is all one way - there is no NOPTA review of the time to approve with a lookback on the reason why an approval took so long."*
  - Response 3: *"Interactions have not necessarily led to clear or useful outcomes."*
  - Response 4: *"Effort required to prepare for an annual review, with limited engagement or questions during the session. Leads to questioning the value received by NOPTA for having these sessions."*

Table 14. Satisfaction with NOPTA stewardship engagement, 2021 and 2023 comparison

Domain	Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied	
	2021	2023	2021	2023	2021	2023	2021	2023	2021	2023
Technical expertise of NOPTA staff	58%	63%	33%	38%	8%	0%	0%	0%	0%	0%
Overall level of effort required from your company	17%	25%	58%	50%	25%	25%	0%	0%	0%	0%
The usefulness of the interaction	42%	44%	25%	25%	33%	19%	0%	13%	0%	0%

Figure 14. Satisfaction with NOPTA stewardship engagement, 2023



## Question 18

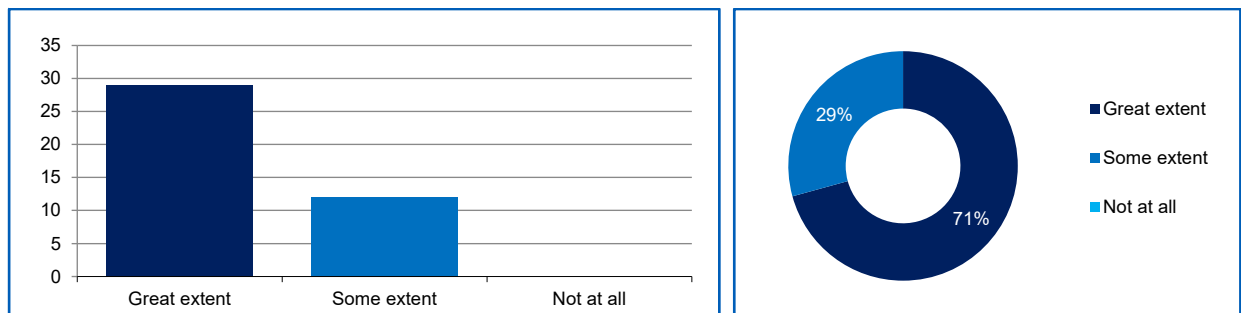
*“In general, do you consider that NOPTA makes a valuable contribution to the process of managing Australia’s resources.”*

- Question 18 was asked previously in 2021 and was displayed to all respondents.
- A total of 100 per cent of respondents thought that NOPTA makes a valuable contribution to the process of managing Australia’s resources to a great extent or some extent. See Table 15 and Figure 15.
- Compared to 2021, the proportion of respondents who considered NOPTA makes a valuable contribution to the process of managing Australia’s resources to a great extent or some extent has increased from 54 to 71 per cent. See Table 15.

Table 15. Extent to which NOPTA makes a valuable contribution to managing Australia’s resources, 2021 and 2023 comparison

Extent	2021		2023	
	n	%	n	%
Great extent	32	54%	29	71%
Some extent	26	43%	12	29%
Not at all	2	3%	0	0%
<b>Total</b>	<b>60</b>	<b>100%</b>	<b>41</b>	<b>100%</b>

Figure 15. Extent to which NOPTA makes a valuable contribution to managing Australia’s resources, 2023



## 3.6 Communication, openness and transparency

### Snapshot: Communication, openness and transparency

Respondents reported a very high level of satisfaction across performance Principles 1 and 2, and a high level of satisfaction for Principle 3. Results indicate a strong performance in the way that NOPTA communicates with stakeholders in its capacity as a regulator. The comparatively low score for Principle 3 was driven by a demand for greater timeliness in decision making.

#### Key insights from questions 19-31

##### Joint Authority Decisions

- In terms of the information that respondents received to assist with Joint Authority decision making, respondents were very satisfied with the accuracy of the information received (92 per cent), timeliness of the information (75 per cent), completeness of the information (92 per cent), consistency of NOPTA's recommendations (92 per cent), and the supportability of NOPTA's recommendations (75 per cent).
- There was an increase in respondent satisfaction with information received to assist with Joint Authority decision making across all domains in 2023 relative to 2021.
- Respondents indicated that Joint Authority Decisions affecting their business were transparent (45 per cent), justified (82 per cent), consistent (73 per cent), Predictable, (71 per cent), timely (32 per cent) and clear (64 per cent) always or often.
- There was a decrease in positive respondents' view of how Joint Authority Decisions affected their business compared to 2021.

##### Title Decisions

- Satisfaction with interactions with NOPTA staff surrounding Petroleum Title Applications was mixed, with respondents very satisfied with the technical expertise of NOPTA staff (74 per cent), consistency of advice received from NOPTA (61 per cent), usefulness of guidance material and application form (40 per cent) and helpfulness of NOPTA staff during the process (75 per cent).
- 2023 respondent satisfaction with interactions with NOPTA staff surrounding Petroleum Title Applications varied across domains compared to 2021.
- Respondents had a generally positive view of Title Administrator decisions (i.e. Petroleum Special Prospecting Authorities, Access Authorities, and Transfers and Dealings), with respondents rating such decisions as always or often; transparent (77 per cent), justified (86 per cent), consistent (86 per cent), Predictable (77 per cent), timely (50 per cent) and clear (85 per cent).

### Question 19

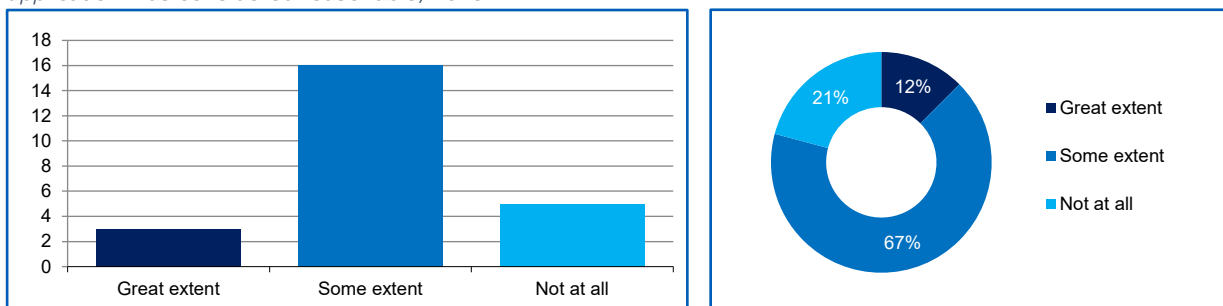
*"Thinking about the last application you submitted to NOPTA in relation to a petroleum and/or GHG related title, to what extent do you consider the time taken to receive a decision was reasonable?"*

- Question 19 was asked for the first time in 2023 and was displayed to all respondents.
- A total of 12 per cent of respondents thought that NOPTA's time taken to deliver a decision was reasonable to a great extent, 67 per cent thought that the time taken was reasonable to some extent, with 21 per cent stating they thought the time was not reasonable at all. See Table 16 and Figure 16.

Table 16. Extent to which time taken to receive a decision on last petroleum and/or GHG related title application was considered reasonable, 2023

Extent	2023	
	n	%
Great extent	3	12%
Some extent	16	67%
Not at all	5	21%
<b>Total</b>	<b>24</b>	<b>100%</b>

Figure 16. Extent to which time taken to receive a decision on last petroleum and/or GHG related title application was considered reasonable, 2023



## Question 20

*Free text – “Please include any further comments to clarify your ratings above.”*

- Question 20 was asked for the first time in 2023 and was displayed to all respondents.
- A total of four free text responses were recorded following the qualitative synthesis of results, with all responses commenting on the length of time required to reach a decision:
  - Response 1: “NOPTA takes quite some time to complete assessments of applications and will often make several requests for further information, however the real delay sits within the Joint Authority. The delays in making decisions on applications before the Joint authority takes months and in some cases years. This is unacceptable and untenable for companies trying to managing project deadlines.”
  - Response 2: “During our submission process we contacted NOPTA a number of times to discuss how best to communicate our request and justifications and each time we received responses quickly.”
  - Response 3: “Decision ultimately received was reasonable but took far too much time.”
  - Response 4: “The whole process takes too long, even simple applications. In particular the time for the Joint Authority to review NOPTAs assessment is not satisfactory.”

## Question 21

*“Thinking about an application you submitted that was subject to recent financial and technical-capacity, and suitability disclosure legislative reforms (i.e. section 695YB), to what extent do you consider the effort needed to comply with the new requirements to be reasonable?”*

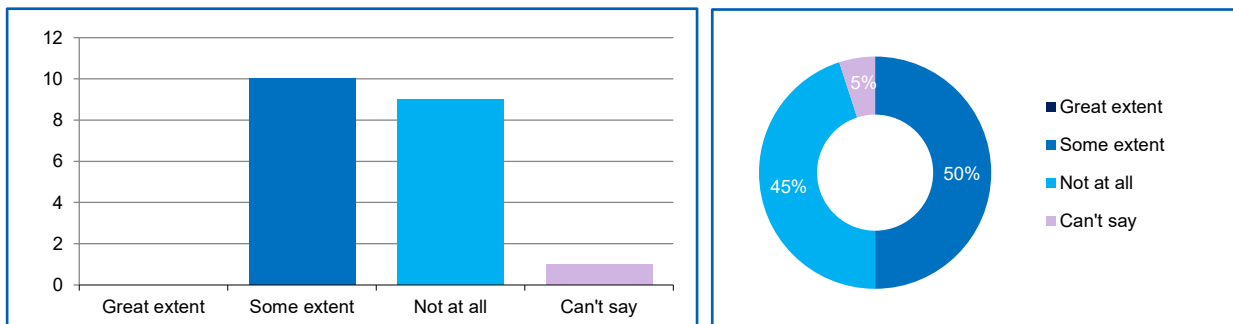
- Question 21 was asked for the first time in 2023 and was displayed to all respondents.

- A total of 50 per cent of respondents thought that effort needed to comply with the new requirements was reasonable to some extent, with 45 per cent stating they thought the effort required was not reasonable at all. See Table 17 and Figure 17.

Table 17. How reasonable respondents found the effort required to comply with new legislative reforms, 2023

Extent	2023	
	n	%
Great extent	0	0%
Some extent	10	50%
Not at all	9	45%
Can't say	1	5%
<b>Total</b>	<b>20</b>	<b>100%</b>

Figure 17. How reasonable respondents found the effort required to comply with new legislative reforms, 2023



## Question 22

*Free text – “Please include any further comments to clarify your ratings above.”*

- Question 22 was asked for the first time in 2023 and was displayed to all respondents.
- A total of seven free text responses were recorded following the qualitative synthesis of results, with six of the respondents stating that they found the process to be time consuming:
  - Response 1: “There needs to be more flexibility around when titleholders are required to provide applicant suitability information, and a ranking of the type of information required, based on the size of the applicant entity.”
  - Response 2: “Initially it is a quite time consuming due to educating the signatories and internal business of the additional requirements as well as having the additional declaration forms (forms 8 & 9) executed. It took some time for NOPTA and industry to test and understand the new requirements and it seems to better now.”
  - Response 3: “For a company that has been operating in Australia for a lengthy period - it is a lot of information to be provided every time a new permit management action is taken. Needing conformation from the Parent company is labour intensive and requires a significant length of time and effort.”
  - Response 4: “It took a long time to collect and collate all the required information, longer than we felt was appropriate for the request.”
  - Response 5: “Board members capability and capacity (technical oil and gas experience) should be irrelevant to decisions on expertise - should focus on executive or operator or access to such expertise, not the strategic decision makers of a company. Financial, technical and disclosure statements for each existing titleholders should be irrelevant when considering new titleholder applications.”



- Response 6: “This is a significant administrative burden; for information that would be considered readily accessible to other government regulatory bodies and/or in the public domain (e.g. internal alignment / communications / sharing of information needed) vs. burden being placed on industry/titleholders. Duplication and multiple requests (and requirement on refreshing this data) is also a concern.”
- Response 7: “Financial and technical capacity information should be tiered to the type of application and the level of exposure. For example purchasing an asset with decommissioning liabilities should not have the same assessment and information requirement as a Permit Year S&E with simple desktop studies.”

## Question 23

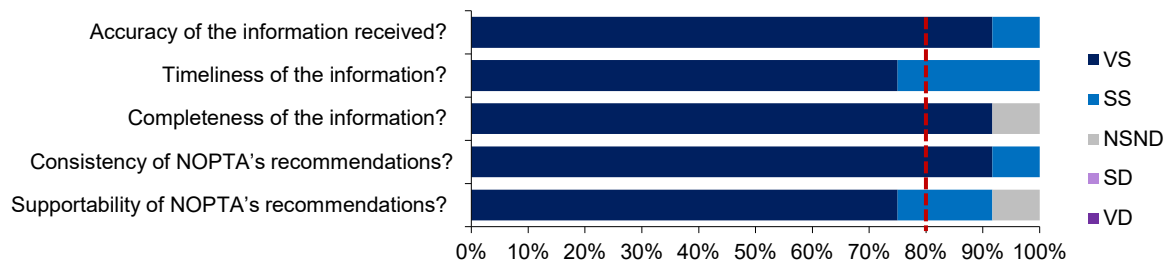
*“In relation to advice you received from NOPTA to support Joint Authority decision making, how satisfied are you with the:*

- Accuracy of the information
  - Completeness of the information
  - Consistency of NOPTA’s recommendations
  - Supportability of NOPTA’s recommendations”
- Question 23 was asked previously in 2021 and was displayed to Commonwealth Government (n=8) and State/Territory government (n=7) respondents.
  - Respondents were either very satisfied or somewhat satisfied across majority response options. The majority of respondents were very satisfied with the accuracy (92 per cent), consistency (92 per cent), and completeness (92 per cent) of the information received. See Figure 18.
  - Compared to 2021, the distribution of very satisfied respondents has increased, while the distribution of respondents below somewhat satisfied stayed at zero per cent across all domains. See Table 18.
  - Question 23 also contained a free text sub question asking respondents for further comments to clarify their ratings. One response was provided (following the qualitative synthesis of results):
    - Response 1: “I have a high degree of confidence in NOPTA’s assessments which inform my decision making. NOPTA could strengthen its analyses with respect to the potential impact of granting petroleum rights on climate change and vice versa, including how these factors fit into the nation’s transition to a net zero greenhouse status.”

Table 18. Satisfaction with advice to support Joint Authority decision making, 2021 and 2023 comparison

Domain	Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied	
	2021	2023	2021	2023	2021	2023	2021	2023	2021	2023
Accuracy of the information received?	89%	92%	11%	8%	0%	0%	0%	0%	0%	0%
Timeliness of the information?	67%	75%	33%	25%	0%	0%	0%	0%	0%	0%
Completeness of the information?	67%	92%	33%	0%	0%	0%	0%	0%	0%	0%
Consistency of NOPTA’s recommendations?	78%	92%	22%	8%	0%	0%	0%	0%	0%	0%
Supportability of NOPTA’s recommendations?	56%	75%	44%	17%	0%	0%	0%	0%	0%	0%

Figure 18. Satisfaction with advice to support Joint Authority decision making, 2023



## Question 24

*“Thinking about your last interaction with NOPTA in relation to a PETROLEUM TITLE APPLICATION, how satisfied were you with the:*

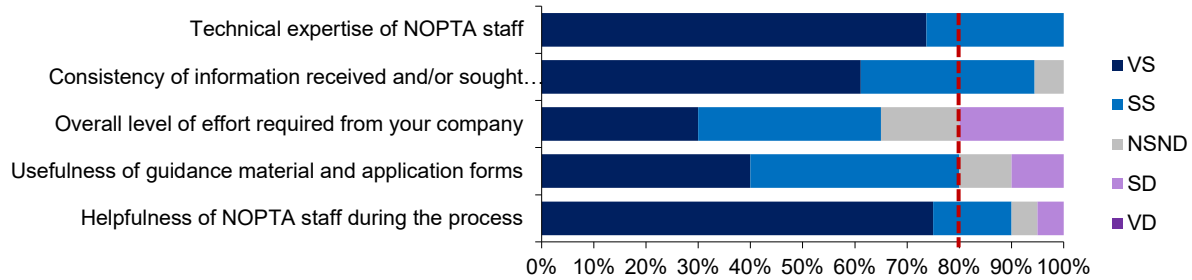
- *Technical expertise of NOPTA staff*
- *Consistency of information received and/or sought from NOPTA*
- *Overall level of effort required from your company*
- *Usefulness of guidance material and application forms*
- *Helpfulness of NOPTA staff during the process”*

- Question 24 was used previously in 2021 and was displayed to Titleholders (n=26).
- Respondents were mostly very satisfied with their last interaction with NOPTA concerning a Petroleum Title Application. Almost all respondents indicated they were either very satisfied or somewhat satisfied. For example, respondents were most likely to be satisfied with the technical expertise of NOPTA staff, with 100 per cent indicating they were either very satisfied (73 per cent) or somewhat satisfied (27 per cent). A majority of respondents were somewhat satisfied with the overall level of effort required from their company, with 65 per cent selecting either very satisfied (30 per cent) or somewhat satisfied (35 per cent). See Table 19 and Figure 19.
- Question 24 also contained a free text sub question asking respondents for further comments to clarify their ratings. One response was provided (following the qualitative synthesis of results):
  - Response 1: *“Work Bid guidelines are very useful to explain to newcomers the process and the level of information required to be submitted. Guidelines and Fact Sheets are very important to the Titleholders.”*
  - Response 2: *“NOPTA assistance in preparing a pFDP and FDP for an undiscovered field was very helpful. They provided good guidance early.”*

Table 19. Satisfaction with last NOPTA interaction in relation to a petroleum title application, 2021 and 2023 comparison

Domain	Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied	
	2021	2023	2021	2023	2021	2023	2021	2023	2021	2023
Technical expertise of NOPTA staff	52%	74%	36%	26%	8%	0%	0%	0%	4%	0%
Consistency of information received and/or sought from NOPTA	48%	61%	36%	33%	12%	6%	0%	0%	4%	0%
Overall level of effort required from your company	20%	30%	48%	35%	16%	15%	12%	20%	4%	0%
Usefulness of guidance material and application forms	40%	40%	36%	40%	20%	10%	0%	10%	4%	0%
Helpfulness of NOPTA staff during the process	NA	75%	NA	15%	NA	5%	NA	5%	NA	0%

Figure 19. Titleholder satisfaction with last NOPTA interaction in relation to a petroleum title application, 2023



## Question 25

*“In general, would you say that decisions (i.e. decisions requiring Joint Authority or Responsible Commonwealth Minister approval) affecting your business are:*

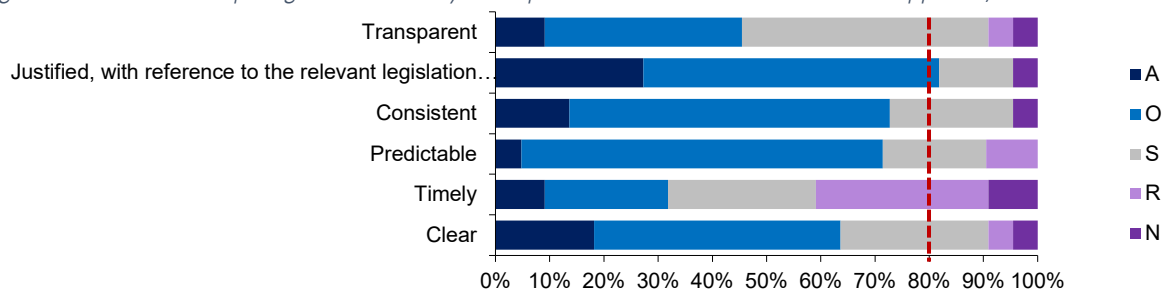
- *Transparent*
- *Justified, with reference to the relevant legislation and guidelines*
- *Consistent*
- *Predictable*
- *Timely*
- *Clear*”

- Question 25 was asked previously in 2021 and was displayed to Titleholders (n=26) and other stakeholders (n=1).
- Responses varied across the areas affecting respondents’ businesses. Respondents were most likely to indicate that decisions were often justified (54 per cent), Predictable (66 per cent) and consistent (69 per cent). See Table 20 and Figure 20.
- Compared to 2021, the distribution of respondents indicating that Joint Authority decision affecting their business was rarely (39 per cent) had decreased, whilst never (29 per cent) had increased. This may indicate that some respondents would welcome a continued focus on improving the timeliness of Joint Authority decisions affecting businesses. See Table 20.

Table 20. Decisions requiring Joint Authority or Responsible Commonwealth Minister approval, 2021 and 2023 comparison

Domain	Always		Often		Sometimes		Rarely		Never	
	2021	2023	2021	2023	2021	2023	2021	2023	2021	2023
Transparent	22%	9%	35%	36%	35%	46%	9%	5%	0%	5%
Justified with reference to the relevant legislation and guidelines	35%	27%	35%	55%	22%	14%	9%	0%	0%	5%
Consistent	30%	14%	35%	59%	30%	23%	4%	0%	0%	5%
Predictable	29%	5%	25%	64%	29%	18%	17%	9%	0%	0%
Timely	21%	9%	21%	23%	29%	27%	17%	32%	13%	9%
Clear	33%	18%	29%	46%	33%	27%	4%	5%	0%	5%

Figure 20. Decisions requiring Joint Authority or responsible Commonwealth Minister approval, 2023



## Question 26

*Free text – “Please include any further comments to clarify your ratings above.”*

- Question 26 was asked previously in 2021 and was displayed to Titleholders (n=26) and other stakeholders (n=1).
- A total of two free text responses were recorded for question 26. One response indicated why Question 25 was not applicable to them, while the other did not provide further insight into their response. Responses have not been included in this report as they may identify the respondent.

## Question 27

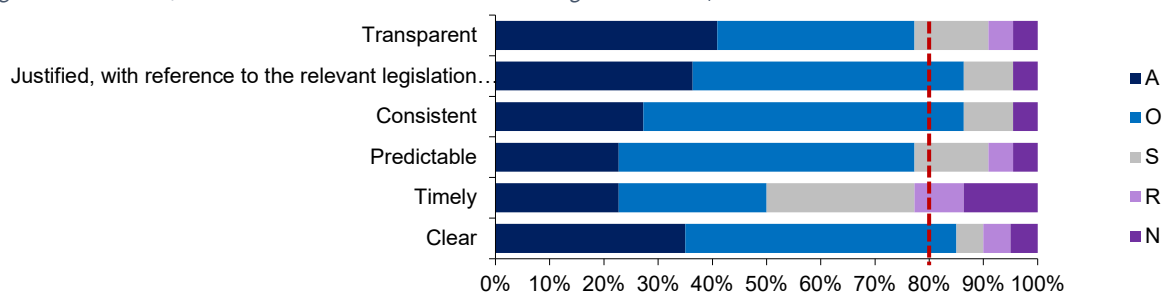
*“In general, would you say that NOPTA/Title Administrator decisions (i.e. decisions that do not required Joint Authority or Commonwealth Minister approval, such as Transfers & Dealings, SPA/AAs) affecting your business are:*

- *Transparent*
  - *Justified, with reference to the relevant legislation and guidelines*
  - *Consistent*
  - *Predictable*
  - *Timely*
  - *Clear”*
- Question 25 was asked previously in 2021 with slightly different wording and was displayed to Titleholders (n=26) and other stakeholders (n=1).
  - Responses varied across all decision-making domains. Respondents were most likely to indicate that Titles Administrator decisions were often consistent (59 per cent) and Predictable (54 per cent) followed by always justified (50 per cent) and clear (50 per cent). See Table 21 and Figure 21.
  - Compared to 2021, the distribution of respondents selecting often across all domains, except for “Timely”, has increased. However, the distribution of respondents selecting always decreased across all domains other than transparent.

Table 21. NOPTA/Title Administrator decisions affecting businesses, 2021 and 2023 comparison

Domain	Always		Often		Sometimes		Rarely		Never	
	2021	2023	2021	2023	2021	2023	2021	2023	2021	2023
Transparent	40%	41%	29%	36%	20%	14%	6%	5	6%	5%
Justified with reference to the relevant legislation and guidelines	40%	36%	31%	50%	23%	9%	3%	0	3%	5%
Consistent	35%	27%	41%	59%	15%	9%	6%	0	3%	5%
Predictable	26%	23%	40%	55%	26%	14%	6%	5	3%	5%
Timely	26%	23%	34%	27%	29%	27%	9%	9	3%	14%
Clear	37%	35%	29%	50%	29%	5%	3%	5	3%	5%

Figure 21. NOPTA/Title Administrator decisions affecting titleholders, 2023



## Question 28

*Free text – “Please include any further comments to clarify your ratings above.”*

- Question 28 was asked previously in 2021 and was displayed to Titleholders (n=26) and other stakeholders (n=1).
- A total of two free text responses were recorded for question 28, with one of the respondents (50 per cent) stating that they found decisions were timely. Responses have not been included in this report as they may identify the respondent.

## Question 29

*“Thinking about your last interaction with NOPTA in relation to a GHG TITLE APPLICATION, how satisfied were you with the:*

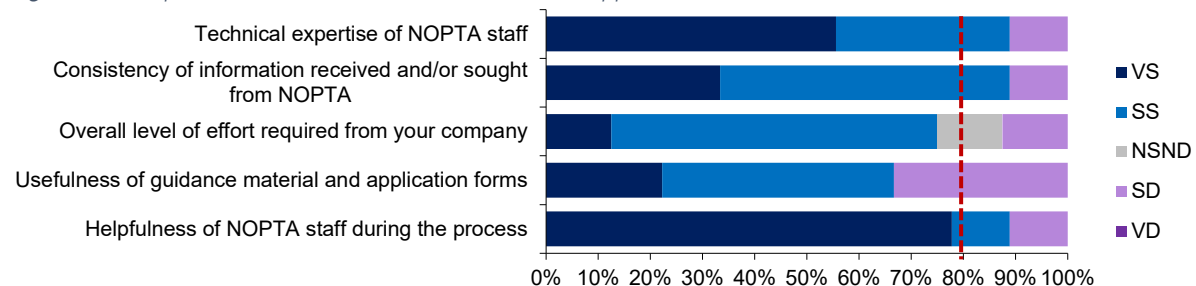
- *Technical expertise of NOPTA staff*
- *Consistency of information received and/or sought from NOPTA*
- *Overall level of effort required from your company*
- *Usefulness of guidance material and application forms*
- *Helpfulness of NOPTA staff during the process”*

- Question 29 is new for 2023 and was displayed to Titleholders (n=26) and other stakeholders (n=1).
- Responses varied across all areas of interaction with NOPTA. Respondents were most likely to indicate that overall level of effort required were somewhat satisfied at 62 per cent, and consistency of information (55 per cent) followed by usefulness of guidance (44 per cent) and technical expertise (33 per cent). See Table 22 and Figure 22.

Table 22. Respondent satisfaction with last GHG title application, 2023

Domain	Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied		Total n
	n	%	n	%	n	%	n	%	n	%	
Technical expertise of NOPTA staff	5	56%	3	33%	0	0%	1	11%	0	0%	<b>9</b>
Consistency of information received and/or sought	3	33%	5	56%	0	0%	1	11%	0	0%	<b>9</b>
Overall level of effort required from your company	1	13%	5	63%	1	13%	1	13%	0	0%	<b>8</b>
Usefulness of guidance material and application forms	2	22%	4	44%	0	0%	3	11%	0	0%	<b>9</b>
Helpfulness of NOPTA staff during the process	7	78%	1	11%	0	0%	1	11%	0	0%	<b>9</b>

Figure 22. Respondent satisfaction with last GHG title application, 2023



### Question 30

*“In general, would you say that GHG decisions affecting your business are:*

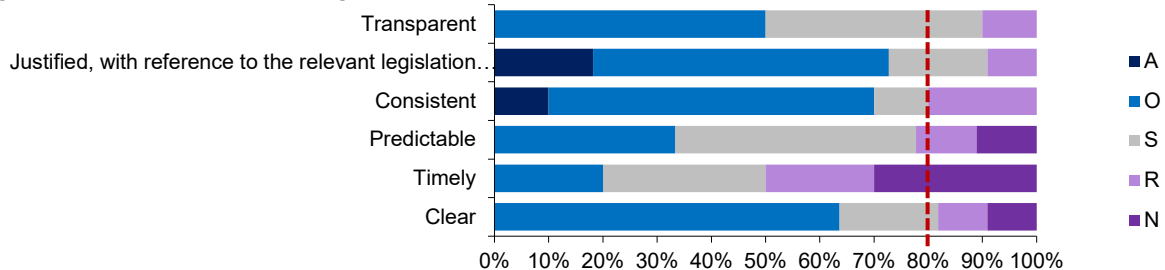
- *Transparent*
- *Justified, with reference to the relevant legislation and guidelines*
- *Consistent*
- *Predictable*
- *Timely*
- *Clear”*

- Question 30 is new for 2023 and was displayed to Titleholders (n=26) and other stakeholders (n=1).
- Responses to question 30 saw the majority of respondents reporting GHG decisions were often or always transparent (50 per cent), justified with reference to relevant legislation and guidelines (73 per cent) and consistent (70 per cent).

Table 23. GHG decisions affecting businesses, 2023

Domain	Always		Often		Sometimes		Rarely		Never		Total
	n	%	n	%	n	%	n	%	n	%	
Transparent	0	0%	5	50%	4	40%	1	10%	0	0%	<b>10</b>
Justified with reference to the relevant legislation and guidelines	2	18%	6	55%	2	18%	1	9%	0	0%	<b>11</b>
Consistent	1	10%	6	60%	1	10%	2	20%	0	0%	<b>10</b>
Predictable	0	0%	3	33%	4	44%	1	11%	1	11%	<b>9</b>
Timely	0	0%	2	20%	3	30%	2	20%	3	30%	<b>10</b>
Clear	0	0%	7	64%	2	18%	1	9%	1	9%	<b>11</b>

Figure 23. GHG decisions affecting businesses, 2023



### Question 31

*Free text – “Please include any further comments to clarify your ratings above.”*

- Question 31 is new for 2023 and was displayed to Titleholders (n=26) and other stakeholders (n=1).
- Two free text responses were recorded following the qualitative synthesis of results, with two of the respondents (66 per cent) stating that they found decisions were timely. Only one response has been included below as the other would deidentify the respondent:
  - Response 1: *“GHG Short term title are not clear - very confusing - and the fact sheet does not match the form. Overlapping titles has made the whole process very hard to meet required agreements prior to applying to NOPTA KGO (key greenhouse gas operation) is in part a repeat of the EP submission. Lots of duplication between approvals now.”*

## 3.7 Cost recovery

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

The majority of respondents viewed NOPTA's current fees and levies as very reasonable or reasonable (88 per cent).

### Question 32

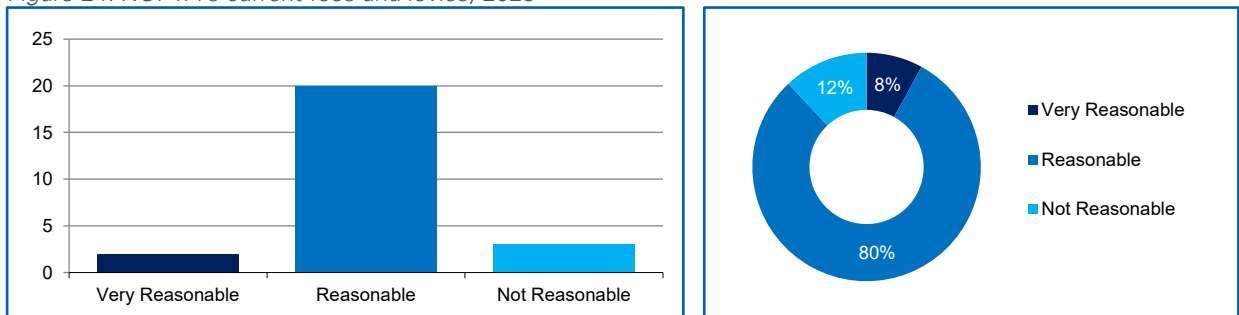
*"[To what extent] do you consider NOPTA's current fees and levies rates to be [reasonable]:"*

- Question 32 was asked previously in 2021 and was displayed to Titleholders (n=26) only.
- Respondents were most likely to indicate that NOPTA's current fees and levies were either very reasonable (8 per cent) or reasonable (80 per cent). See Table 24 and Figure 24.

Table 24. NOPTA's current fees and levies, 2021 and 2023 comparison

Grouping	2021		2023	
	n	%	n	%
Very Reasonable	21	81%	2	8%
Reasonable	N/A	N/A	20	80%
Not Reasonable	5	19%	3	12%
<b>Total</b>	<b>26</b>	<b>100%</b>	<b>25</b>	<b>100%</b>

Figure 24. NOPTA's current fees and levies, 2023





## 3.8 Risk management

This section covered respondents' views on the major risks to their organisation. Respondents were asked to rank those risks of greatest concern and indicate how much support they feel they receive to manage these risks. Respondents were also asked to provide comment on NOPTA's Annual Report of Activities.

### Snapshot: Risk management

Respondents reported a very high level of satisfaction for Principle 2 and a high level of satisfaction for Principle 3. This indicates NOPTA takes a strong, risk-based approach as a regulator and adequately uses the Annual Report of Activities to communicate its performance.

#### Key insights from questions 33-38

- The number one ranked risk for respondents' organisations was timely access to government held data and information at 4.25/5, while the second most commonly number one ranked risk was regulatory effort and costs at 4.04/5. See Figure 27.
- The lowest-ranked risk was regulatory and policy certainty, with no respondents nominating this as the number one risk to their organisation.

### Question 33

*"Please rank the following issues in terms of risk for your organisation (1=highest risk, 5 = lowest risk):*

- *Timely regulatory decisions*
- *Transparency and consistency in decision making*
- *Timely access to government held data / information*
- *Regulatory and policy certainty*
- *Regulatory effort / costs"*

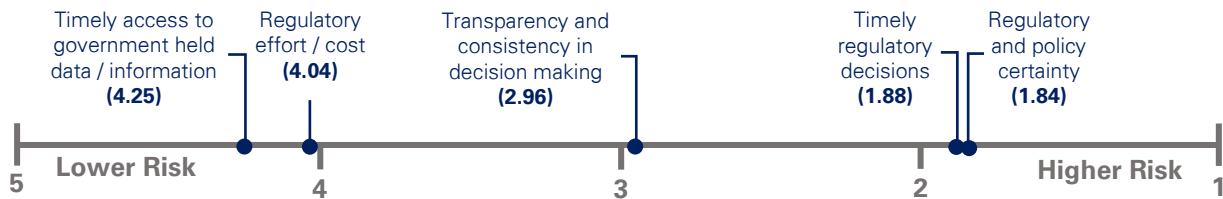
- Question 33 was asked previously in 2021, however evaluated one more criterion compared to 2023, and was displayed to Titleholders (n=26) only.
- Respondents ranked regulatory and policy certainty as the number one risk to their organisations (1.84/5 Ave.), followed by timely regulatory decisions (1.88/5 Ave.). These were also ranked as the two highest risks (1=highest risk) to respondents in the previous survey when the question was first presented.
- The lowest-ranked risk to organisations was the Timely access to government held data/information at (4.25/5 Ave.). See Figure 25 and Table 25.

Table 25. Risks to Titleholders, 2021 and 2023 comparison

Domain	Rank 1		Rank 2		Rank 3		Rank 4		Rank 5	
	2021	2023	2021	2023	2021	2023	2021	2023	2021	2023
Timely regulatory decisions	38%	42%	27%	33%	27%	21%	0	4%	0%	0%
Transparency and consistency in decision making	11%	8%	37%	21%	33%	44%	0%	17%	0%	8%
Timely access to government held data / information	4%	4%	4%	0%	4%	13%	38%	33%	27%	50%
Regulatory and policy certainty	44%	44%	15%	36%	30%	16%	0%	0%	4%	45
Regulatory effort / costs	4%	8%	19%	8%	7%	4%	30%	44%	7%	38%



Figure 25. Ranking of risks to Titleholders (weighted average), 2023



### Question 34

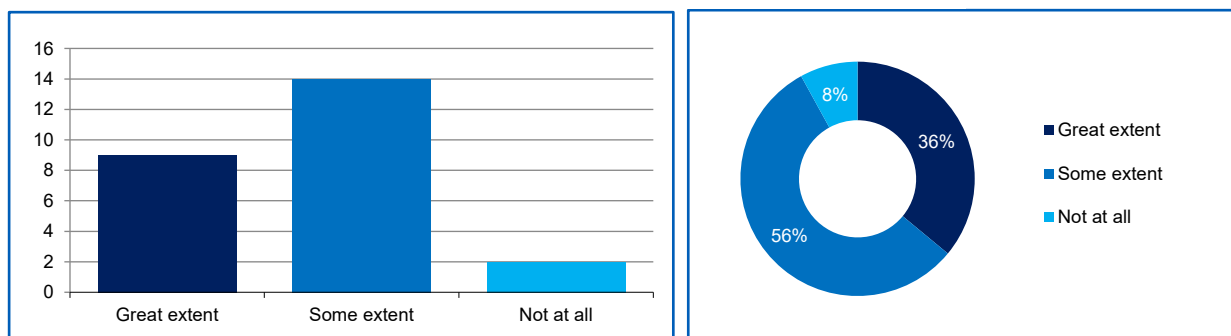
*“Do you believe that NOPTA provides the support you require to help your company manage regulatory risk?”*

- Question 34 was asked for the first time in 2023 and was displayed to all stakeholders.
- The majority of respondents to question 34 said that they believe that NOPTA provides support to a great extent (36 per cent) and to some extent (56 per cent) to help them comply with regulatory risk. See Table 26 and Figure 26.

Table 26. Support provided by NOPTA to help manage regulatory risk, 2023

Extent	2023	
	n	%
Great extent	9	36%
Some extent	14	56%
Not at all	2	8%
<b>Total</b>	<b>25</b>	<b>100%</b>

Figure 26. Support provided by NOPTA to help manage regulatory risk, 2023



### Question 35

*Free text – “Please include any further comments to clarify your ratings above:”*

- Question 35 is new for 2023 and was displayed to all respondents.
- Three free text responses were recorded following the qualitative synthesis of results, with two of the respondents (67 per cent) stating that they found NOPTA to help their company manage regulatory risk:
  - Response 1: *“GHG regulations and associated guidelines/factsheets/forms are in their infancy or not available. Three-year work programs are challenging when approvals for basic data acquisition operations take so long to be approved - there is the risk of S&E from the start. The length of time for a DISF and Site Plans approval will impact new gas delivery. Safeguard mechanism mean that all new gas fields need to be offset via CCS or other. If CCS approvals are slow then new gas delivery will be slow.”*

- Response 2: “Government and regulatory actions have significantly increased the regulatory risk and burden.”
- Response 3: “NOPTA provide good support to manage the current risk, but don’t seem to help reduce regulatory risk and additional processes required.”

### Question 36

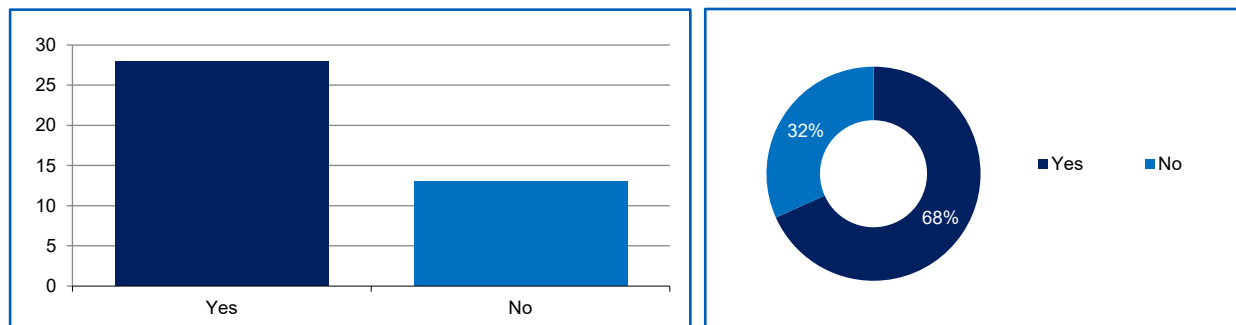
*“Are you aware that NOPTA publishes an Annual Report of Activities on its website?”*

- Question 36 was asked for the first time in 2023 and was displayed to all respondents.
- The large majority of respondents stated that they were aware that NOPTA publishes an Annual Report of Activities on their website. With 68 (per cent) saying yes, and only 32 (per cent) saying no. See Table 27 and Figure 27.

Table 27. Awareness of online access to NOPTA’s Annual Report of Activities, 2023

Grouping	2023	
	n	%
Yes	28	68%
No	13	32%
<b>Total</b>	<b>41</b>	<b>100%</b>

Figure 27. Awareness of online access to NOPTA’s Annual Report of Activities, 2023



### Question 37

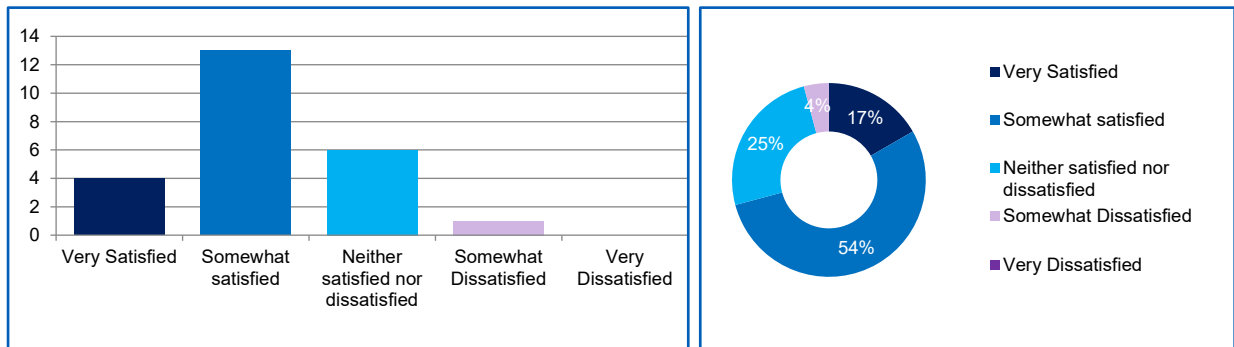
*“If yes to question 36. How satisfied are you that NOPTA’s Annual Report of Activities provides sufficient transparency regarding NOPTA’s administrative and regulatory performance?”*

- Question 37 was asked for the first time in 2023 and was displayed to all respondents.
- The majority of respondents to question 37 stated they are somewhat satisfied NOPTA’s Annual Report of Activities provides sufficient transparency (55 per cent). See Table 28 and Figure 28.

Table 28. Satisfaction with transparency of NOPTA’s administrative and regulatory performance in the Annual Report of Activities, 2023

Grouping	2023	
	n	%
Very satisfied	4	17%
Somewhat satisfied	13	54%
Neither satisfied nor dissatisfied	6	25%
Somewhat dissatisfied	1	4%
Very dissatisfied	0	0%
<b>Total</b>	<b>24</b>	<b>100%</b>

Figure 28. Satisfaction with transparency of NOPTA’s administrative and regulatory performance in the Annual Report of Activities, 2023



### Question 38

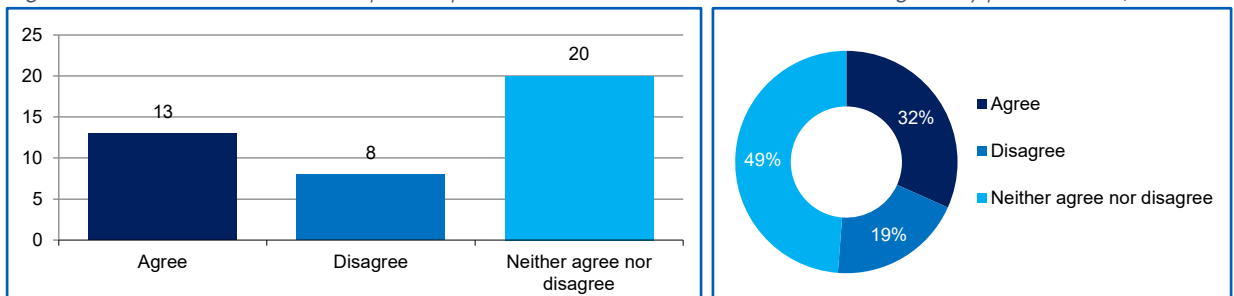
“Would you like to see more frequent (i.e. quarterly) reports from NOPTA on matters relating to its administrative or regulatory performance?”

- Question 38 was asked for the first time in 2023 and was displayed to all respondents.
- Almost half the respondents (49 per cent) were impartial when asked whether they would like to see more frequent reports, while 32 per cent said they would. See Table 29 and Figure 29.

Table 29. Desire to see more frequent reports from NOPTA on administrative or regulatory performance, 2023

Grouping	2023	
	n	%
Agree	13	32%
Disagree	8	19%
Neither agree nor disagree	20	49%
<b>Total</b>	<b>41</b>	<b>100%</b>

Figure 29. Desire to see more frequent reports from NOPTA on administrative or regulatory performance, 2023



## 3.9 General questions

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

### Question 39

*“Do you have any additional feedback for NOPTA?”*

- Question 39 was asked previously in 2021 and was displayed to all respondents.
- Seven free text responses were recorded following the qualitative synthesis of results:
  - Response 1: *“NOPTA do an excellent job. The limitations on information and timeliness relate to political and other policy delays an inertia.”*
  - Response 2: *“NOPTA is our favourite regulator. They are always without fail, helpful, experienced and pragmatic. I find it hard to fault NOPTA. We see them as a valuable partner in the industry. I would like to see a more integrated approach to regulation and administration. i.e. An integrated regulator combining NOPTA, NOPSEMA, Acreage Release etc... into one organization. This would then allow a more holistic approach to regulatory business (approvals, directions, advice etc...). It would thus avoid any miss-alignment in regulations, timelines etc... The biggest issue with doing business offshore in Australia at present is the exceedingly long timelines to gain relevant approvals to conduct activities, be it the EP process through NOPSEMA or the acreage release process etc. Companies budget cycles are yearly, as are strategies. Strategies and budgets are of course reviewed and questioned yearly and hence can change. Once a budget and strategy is set, a company needs to be able to act on it quickly. Often strategies have changed by the time any activity can be conducted due to regulatory timelines. To re-invigorate offshore business, we need to be able to move much quicker now. Current regulatory timelines are miss-matched to the current O&G business cycle and climate.”*
  - Response 3: *“NOPTA has a role to play as the intermediary between titleholders and the Joint Authority /Decision makers, given that NOPTA sees all applications relating to Commonwealth Waters, NOPTA should consider advocating for more timely decision making from the Joint Authority, and working with Industry to establish best practice approaches to data submission and reporting such that these activities can be streamlined as much as possible.”*
  - Response 4: *“Generally speaking, we find most interactions with NOPTA positive, practical, and useful. One potential area for improvement is closer integration between NOPIMS and WAPIMS.”*
  - Response 5: *“1. Firm up GHG processes including forms, fact sheets and guidelines 2. Improve approval times especially for GHG activities 3. Fact sheet for overlapping petroleum and GHG titles - there is no guidance and legislation quiet on this topic. Need to explicitly state the rights of each titleholder, incl ongoing liabilities, and no automatic rights conferred on the other title i.e. no automatic data share, right of refusal, right to withhold approval etc. 4. Streamline the Applicant Suitability requirements for a Holding Company and its subsidiaries. 5. FIRB approval or proof of an application is now a prerequisite for GHG acreage applications - if this same requirement moves to the Petroleum acreage release please note - this approval is only for 12 months, or another application must be made at a cost. With the ever-increasing timeline to grant new titles - please do not bring FIRB earlier into the petroleum gazettal process.”*
  - Response 6: *“NOPTA should look at the purpose and objectives of the legislation it is responsible for administering and government policy changes to ensure that its*

*implementation of the regulatory responses are in line with those purposes and objectives. It should also ensure it has the requisite skills and resources to carry out its duties before implementing policy changes. Careful consideration and due consultation should take place within and outside the industry before knee jerk reactions to one off situation are enacted."*

- Response 7: *"Recent engagements with NOPTA have been professional and successful. NOPTA's feedback has been clear."*

## Appendix A: Survey questionnaire

#	2023 QUESTIONS
1.	<p>Please check this box to acknowledge that your response to this survey will part of a de-identified dataset given to NOPTA and that you agree to participate in the survey.</p> <p><i>Question relevant to all participants</i></p>
2.	<p>Are you a representative of:</p> <ul style="list-style-type: none"> <li>- Commonwealth Government</li> <li>- State/Territory government</li> <li>- A Titleholder</li> <li>- Other stakeholder</li> </ul> <p><i>Question relevant to all participants</i></p>
3.	<p>Over the past 12 months, how often do you estimate you have interacted with NOPTA (not including accessing the website), on average?</p> <ul style="list-style-type: none"> <li>- Daily</li> <li>- Weekly</li> <li>- Monthly</li> <li>- Less than monthly</li> <li>- Not at all</li> </ul> <p><i>Question relevant to all participants</i></p>
4.	<p>What was the main reasons for your interaction with NOPTA (select all that apply):</p> <ul style="list-style-type: none"> <li>- Petroleum</li> <li>- Greenhouse Gas Storage / CCS</li> <li>- Data management</li> <li>- NEATS</li> <li>- NOPIMS</li> <li>- Corporate</li> <li>- General (inc. guidance / forms advice)</li> </ul> <p><i>Question relevant to all participants</i></p>
5.	<p>Based on your interactions with NOPTA, do you feel you have a sufficient understanding of NOPTA's role in the offshore regulatory regime as it relates to your requirements?</p> <ul style="list-style-type: none"> <li>- to a great extent</li> <li>- to some extent</li> <li>- not at all</li> <li>- can't say</li> </ul> <p><i>Question relevant to all participants</i></p>
6.	<p>Free text – Do you have any suggestions on how NOPTA might improve its communication with your organisation?</p>

#	2023 QUESTIONS
7.	<p>In general, thinking about the information you received from NOPTA by phone, email and in face-to-face/video conference meetings, how satisfied are you that the information is:</p> <ul style="list-style-type: none"> <li>– Up-to-date? [VS/SS/NSND/SD/VD]</li> <li>– Clear? [VS/SS/NSND/SD/VD]</li> <li>– Accessible? [VS/SS/NSND/SD/VD]</li> <li>– Accurate? [VS/SS/NSND/SD/VD]</li> <li>– Complete? [VS/SS/NSND/SD/VD]</li> <li>– Consistent? [VS/SS/NSND/SD/VD]</li> <li>– Timely? [VS/SS/NSND/SD/VD]</li> <li>– Not applicable</li> </ul> <p><i>[Very satisfied / somewhat satisfied / neither satisfied nor dissatisfied / somewhat dissatisfied / very dissatisfied]</i></p> <p><i>Question relevant to all participants</i></p>
8.	<p>In general, thinking about the information you accessed from the NOPTA website (including guidance material, forms etc.), how satisfied are you that the information is:</p> <ul style="list-style-type: none"> <li>– Up-to-date? [VS/SS/NSND/SD/VD]</li> <li>– Clear? [VS/SS/NSND/SD/VD]</li> <li>– Easy to find? [VS/SS/NSND/SD/VD]</li> <li>– Accurate? [VS/SS/NSND/SD/VD]</li> <li>– Complete? [VS/SS/NSND/SD/VD]</li> <li>– Consistent? [VS/SS/NSND/SD/VD]</li> <li>– Not applicable</li> </ul> <p><i>[Very satisfied / somewhat satisfied / neither satisfied nor dissatisfied / somewhat dissatisfied / very dissatisfied]</i></p> <p><i>Question relevant to all participants</i></p>
9.	<p>In relation to the information you accessed from the NEATS website, how satisfied are you that the information is:</p> <ul style="list-style-type: none"> <li>– Up-to-date? [VS/SS/NSND/SD/VD]</li> <li>– Clear? [VS/SS/NSND/SD/VD]</li> <li>– Easy to find? [VS/SS/NSND/SD/VD]</li> <li>– Accurate? [VS/SS/NSND/SD/VD]</li> <li>– Complete? [VS/SS/NSND/SD/VD]</li> <li>– Not applicable</li> </ul> <p><i>[Very satisfied / somewhat satisfied / neither satisfied nor dissatisfied / somewhat dissatisfied / very dissatisfied]</i></p> <p><i>Question relevant to all participants</i></p>
10.	<p>Free text – Do you have any suggestions for improving the NOPTA or NEATS websites?</p>

#	2023 QUESTIONS
11.	<p>Thinking about your last interaction with NOPTA regarding DATA SUBMISSIONS (e.g. well or survey related submissions), how satisfied were you with the:</p> <ul style="list-style-type: none"> <li>– Technical expertise of NOPTA staff [VS/SS/NSND/SD/VD]</li> <li>– Overall level of effort required from your company</li> <li>– Usefulness of guidance material and templates [VS/SS/NSND/SD/VD]</li> <li>– Helpfulness of NOPTA staff during the process [VS/SS/NSND/SD/VD]</li> <li>– Timeliness of information received [VS/SS/NSND/SD/VD]</li> <li>– Not applicable</li> </ul> <p><i>[Very satisfied / somewhat satisfied / neither satisfied nor dissatisfied / somewhat dissatisfied / very dissatisfied]</i></p> <p><i>Question relevant to Titleholders and / or other stakeholders</i></p>
12.	<p>In general, would you say that NOPTA’s data-related authorisations (including data release, export approvals or submission variations) affecting your business are:</p> <ul style="list-style-type: none"> <li>– Transparent? [A/O/S/R/N]</li> <li>– Justified, with reference to the relevant legislation and guidelines? [A/O/S/R/N]</li> <li>– Consistent? [A/O/S/R/N]</li> <li>– Predictable? [A/O/S/R/N]</li> <li>– Timely? [A/O/S/R/N]</li> <li>– Clear? [A/O/S/R/N]</li> <li>– Not applicable</li> </ul> <p><i>Always/often/sometimes/rarely/never/NA</i></p> <p><i>Question relevant to Titleholders and / or other stakeholders</i></p>
13.	<p>Thinking about your last interaction with NOPTA in relation to a REPORTING obligation (e.g. ATAR, monthly production report), how satisfied were you with the:</p> <ul style="list-style-type: none"> <li>– Overall level of effort required from your company [VS/SS/NSND/SD/VD]</li> <li>– Usefulness of guidance material and templates [VS/SS/NSND/SD/VD]</li> <li>– Interactions with NOPTA staff [VS/SS/NSND/SD/VD]</li> <li>– Helpfulness of NOPTA staff during the process [VS/SS/NSND/SD/VD]Not applicable</li> </ul> <p><i>[Very satisfied / somewhat satisfied / neither satisfied nor dissatisfied / somewhat dissatisfied / very dissatisfied]</i></p> <p><i>Question relevant to Titleholders</i></p>
14.	<p>In general, thinking about when you receive information requests (RFIs) from NOPTA, to what extent would you say that these are:</p> <ul style="list-style-type: none"> <li>– Coordinated with other related requests for information [GE/SE/NAA]</li> <li>– Reasonable in terms of time and effort they require to address [GE/SE/NAA]</li> <li>– Clear in terms of the information required and what NOPTA does with the information [GE/SE/NAA]</li> <li>– Consistent [GE/SE/NAA]</li> </ul>



#	2023 QUESTIONS
	<p>– Not applicable</p> <p><i>Great extent/some extent/ not at all</i></p> <p><i>Question relevant to all participants</i></p>
15.	<p>In general, to what extent would you say the time and effort your company spends on complying with NOPTA administrative functions is reasonable?</p> <p>[GE/SE/NAA/Not Applicable]</p> <p><i>Great extent/some extent/ not at all/Not Applicable</i></p> <p><i>Question relevant to all participants</i></p>
16.	<p>Have you been involved in discussion with NOPTA regarding field performance, resource maturation, regional development plans or benchmarking? (Y/N)</p> <p><i>Question relevant to Titleholders.</i></p>
17.	<p>[IF YES ABOVE]</p> <p>How satisfied were you with:</p> <ul style="list-style-type: none"> <li>– <i>Technical expertise</i> of NOPTA staff [VS/SS/NSND/SD/VD]</li> <li>– <i>Overall level of effort</i> required from your company [VS/SS/NSND/SD/VD]</li> <li>– The usefulness of the interaction [VS/SS/NSND/SD/VD]</li> </ul> <p><i>[Very satisfied / somewhat satisfied / neither satisfied nor dissatisfied / somewhat dissatisfied / very dissatisfied]</i></p> <p><i>Question relevant to Titleholders.</i></p>
18.	<p>In general, do you consider that NOPTA makes a valuable contribution to the process of managing Australia’s offshore resources. [GE/SE/NAA]</p> <p><i>Great extent/some extent/ not at all/Not Applicable</i></p> <p><i>Question relevant to all participants</i></p>
19.	<p>Thinking about the last application you submitted to NOPTA in relation to a petroleum and/or GHG related title, to what extent do you consider the time taken to receive a decision was reasonable?</p> <p><i>Great extent/some extent/ not at all/Not Applicable</i></p>
20.	<p>Free text – Please include any further comments to clarify your ratings above.</p>
21.	<p>Thinking about an application you submitted that was subject to recent financial and technical-capacity, and suitability disclosure legislative reforms (i.e. section 695YB), to what extent do you consider the effort needed to comply with the new requirements to be reasonable?</p>

#	2023 QUESTIONS
	<i>Great extent/some extent/ not at all/Not Applicable</i>
22.	Free text – Please include any further comments to clarify your ratings above.
23.	<p>In relation to advice you receive from NOPTA to support Joint Authority decision making, how satisfied are you with the:</p> <ul style="list-style-type: none"> <li>– Accuracy of the information received? [VS/SS/NSND/SD/VD]</li> <li>– Timeliness of the information? [VS/SS/NSND/SD/VD]</li> <li>– Completeness of the information? [VS/SS/NSND/SD/VD]</li> <li>– Consistency of NOPTA’s recommendations? [VS/SS/NSND/SD/VD]</li> <li>– Supportability of NOPTA’s recommendations? [VS/SS/NSND/SD/VD]</li> <li>– Not Applicable</li> </ul> <p><i>[Very satisfied / somewhat satisfied / neither satisfied nor dissatisfied / somewhat dissatisfied / very dissatisfied]</i></p> <p><i>Question relevant for Commonwealth Government; State/Territory government</i></p>
24.	<p>Thinking about your last interaction with NOPTA in relation to a PETROLEUM TITLE APPLICATION, how satisfied were you with the:</p> <ul style="list-style-type: none"> <li>– Technical expertise of NOPTA staff [VS/SS/NSND/SD/VD]</li> <li>– Consistency of information received and/or sought from NOPTA [VS/SS/NSND/SD/VD]</li> <li>– Overall level of effort required from your company</li> <li>– Usefulness of guidance material and application forms [VS/SS/NSND/SD/VD]</li> <li>– Helpfulness of NOPTA staff during the process</li> <li>– Not Applicable</li> </ul> <p><i>[Very satisfied / somewhat satisfied / neither satisfied nor dissatisfied / somewhat dissatisfied / very dissatisfied]</i></p> <p><i>Question relevant to Titleholders.</i></p>
25.	<p>In general, would you say that decisions (i.e. decisions requiring Joint Authority or Responsible Commonwealth Minister approval) affecting your business are:</p> <ul style="list-style-type: none"> <li>– Transparent? [A/O/S/R/N]</li> <li>– Justified, with reference to the relevant legislation and guidelines? [A/O/S/R/N]</li> <li>– Consistent? [A/O/S/R/N]</li> <li>– Predictable? [A/O/S/R/N]</li> <li>– Timely? [A/O/S/R/N]</li> <li>– Clear? [A/O/S/R/N]</li> <li>– Not Applicable</li> </ul> <p><i>Always/often/sometimes/rarely/never/</i></p> <p><i>Question only relevant to Titleholders.</i></p>
26.	Free text – Please include any further comments to clarify your ratings above.

#	2023 QUESTIONS
27.	<p>In general, would you say that NOPTA/Titles Administrator decisions (i.e. decisions that <b>do not</b> require a Joint Authority or Commonwealth Minister approval, such as Transfers &amp; Dealings, SPA/AAs) affecting your business are:</p> <ul style="list-style-type: none"> <li>– Transparent? [A/O/S/R/N]</li> <li>– Justified, with reference to the relevant legislation and guidelines? [A/O/S/R/N]</li> <li>– Consistent? [A/O/S/R/N]</li> <li>– Predictable? [A/O/S/R/N]</li> <li>– Timely? [A/O/S/R/N]</li> <li>– Clear? [A/O/S/R/N]</li> <li>– Not applicable</li> </ul> <p><i>Always/often/sometimes/rarely/never/NA</i></p> <p><i>Question relevant to Titleholders and other.</i></p>
28.	<p>Free text – Please include any further comments to clarify your ratings above.</p>
29.	<p>Thinking about your last interaction with NOPTA in relation to a GHG TITLE APPLICATION, how satisfied were you with the:</p> <ul style="list-style-type: none"> <li>– Technical expertise of NOPTA staff [VS/SS/NSND/SD/VD]</li> <li>– Consistency of information received and/or sought from NOPTA [VS/SS/NSND/SD/VD]</li> <li>– Overall level of effort required from your company</li> <li>– Usefulness of guidance material and application forms [VS/SS/NSND/SD/VD]</li> <li>– Helpfulness of NOPTA staff during the process</li> <li>– Not Applicable</li> </ul> <p><i>[Very satisfied / somewhat satisfied / neither satisfied nor dissatisfied / somewhat dissatisfied / very dissatisfied]</i></p> <p><i>Question relevant to Titleholders.</i></p>
30.	<p>In general, would you say that GHG decisions affecting your business are:</p> <ul style="list-style-type: none"> <li>– Transparent? [A/O/S/R/N]</li> <li>– Justified, with reference to the relevant legislation and guidelines? [A/O/S/R/N]</li> <li>– Consistent? [A/O/S/R/N]</li> <li>– Predictable? [A/O/S/R/N]</li> <li>– Timely? [A/O/S/R/N]</li> <li>– Clear? [A/O/S/R/N]</li> <li>– Not Applicable</li> </ul> <p><i>Always/often/sometimes/rarely/never/</i></p> <p><i>Question only relevant to Titleholders.</i></p>
31.	<p>Free text – Please include any further comments to clarify your ratings above.</p>

#	2023 QUESTIONS
32.	<p>Do you consider NOPTA's current fees and levies rates to be:</p> <ul style="list-style-type: none"> <li>– Very reasonable</li> <li>– Reasonable</li> <li>– Not reasonable (free text, please explain)</li> </ul> <p><i>Question relevant to Titleholders</i></p>
33.	<p>Please rank the following issues in terms of risk for your organisation (1=highest risk, 5 = lowest risk):</p> <ul style="list-style-type: none"> <li>– Timely regulatory decisions</li> <li>– Transparency and consistency in decision making</li> <li>– Timely access to government held data / information</li> <li>– Regulatory and policy certainty</li> <li>– Regulatory effort / costs</li> </ul> <p><i>Question relevant to Titleholders</i></p>
34.	<p>Do you believe that NOPTA provides the support you require to help your company manage regulatory risk?</p> <p>[GE/SE/NAA]</p>
35.	<p>Free text – Please include any further comments to clarify your ratings above.</p>
36.	<p>Are you aware that NOPTA publishes an Annual Report of Activities on its website?</p> <ul style="list-style-type: none"> <li>– Yes</li> <li>– No</li> </ul>
37.	<p><i>If yes to question 36</i></p> <p>How satisfied are you that NOPTA's Annual Report of Activities provides sufficient transparency regarding NOPTA's administrative and regulatory performance?</p> <p><i>[Very satisfied / somewhat satisfied / neither satisfied nor dissatisfied / somewhat dissatisfied / very dissatisfied]</i></p>
38.	<p>Would you like to see more frequent (i.e. quarterly) reports from NOPTA on matters relating to its administrative or regulatory performance?</p> <ul style="list-style-type: none"> <li>– Agree</li> <li>– Disagree</li> </ul> <p>Neither agree nor disagree</p>
39.	<p>Do you have any additional feedback for NOPTA?</p>

#	2023 QUESTIONS
	<i>Relevant to all participants</i>

## Appendix B: New questions in 2023

The following questions were included for the first time in 2023.

#	NEW QUESTIONS IN 2023
4.	<p>What was the main reasons for your interaction with NOPTA (select all that apply):</p> <ul style="list-style-type: none"> <li>- Petroleum</li> <li>- Greenhouse Gas Storage / CCS</li> <li>- Data management</li> <li>- NEATS</li> <li>- NOPIMS</li> <li>- Corporate</li> <li>- General (inc. guidance / forms advice)</li> </ul> <p><i>Question relevant to all participants</i></p>
19.	<p>Thinking about the last application you submitted to NOPTA in relation to a petroleum and/or GHG related title, to what extent do you consider the time taken to receive a decision was reasonable?</p> <p><i>Great extent/some extent/ not at all/Not Applicable</i></p>
26.	<p>Free text – Please include any further comments to clarify your ratings above.</p>
27.	<p>Thinking about an application you submitted that was subject to recent financial and technical-capacity, and suitability disclosure legislative reforms (i.e. section 695YB), to what extent do you consider the effort needed to comply with the new requirements to be reasonable?</p> <p><i>Great extent/some extent/ not at all/Not Applicable</i></p>
28.	<p>Free text – Please include any further comments to clarify your ratings above.</p>
29.	<p>Thinking about your last interaction with NOPTA in relation to a GHG TITLE APPLICATION, how satisfied were you with the:</p> <ul style="list-style-type: none"> <li>- Technical expertise of NOPTA staff [VS/SS/NSND/SD/VD]</li> <li>- Consistency of information received and/or sought from NOPTA [VS/SS/NSND/SD/VD]</li> <li>- Overall level of effort required from your company</li> <li>- Usefulness of guidance material and application forms [VS/SS/NSND/SD/VD]</li> <li>- Helpfulness of NOPTA staff during the process</li> <li>- Not Applicable</li> </ul> <p><i>[Very satisfied / somewhat satisfied / neither satisfied nor dissatisfied / somewhat dissatisfied / very dissatisfied]</i></p> <p><i>Question relevant to Titleholders.</i></p>

#	NEW QUESTIONS IN 2023
30.	<p>In general, would you say that GHG decisions affecting your business are:</p> <ul style="list-style-type: none"> <li>– Transparent? [A/O/S/R/N]</li> <li>– Justified, with reference to the relevant legislation and guidelines? [A/O/S/R/N]</li> <li>– Consistent? [A/O/S/R/N]</li> <li>– Predictable? [A/O/S/R/N]</li> <li>– Timely? [A/O/S/R/N]</li> <li>– Clear? [A/O/S/R/N]</li> <li>– Not Applicable</li> </ul> <p><i>Always/often/sometimes/rarely/never</i> <i>Question only relevant to Titleholders.</i></p>
31.	Free text – Please include any further comments to clarify your ratings above.
34.	<p>Do you believe that NOPTA provides the support you require to help your company manage regulatory risk?</p> <p>[GE/SE/NAA]</p>
36.	<p>Are you aware that NOPTA publishes an Annual Report of Activities on its website?</p> <ul style="list-style-type: none"> <li>– Yes</li> <li>– No</li> </ul>
37.	<p><i>If yes to question 36</i></p> <p>How satisfied are you that NOPTA’s Annual Report of Activities provides sufficient transparency regarding NOPTA’s administrative and regulatory performance?</p> <p><i>[Very satisfied / somewhat satisfied / neither satisfied nor dissatisfied / somewhat dissatisfied / very dissatisfied]</i></p>
38.	<p>Would you like to see more frequent (i.e. quarterly) reports from NOPTA on matters relating to its administrative or regulatory performance?</p> <ul style="list-style-type: none"> <li>– Agree</li> <li>– Disagree</li> <li>– Neither agree nor disagree</li> </ul>

## Appendix C: Removed questions From 2021

\*Question number refers to the 2021 Stakeholder Survey,

#	REMOVED QUESTIONS FROM 2021
6.	<p>In the last 12 months, have you accessed information from NOPTA using any of the following methods? (Choose all that apply)</p> <ul style="list-style-type: none"> <li>• NOPTA Website (other than NEATS portal) [Y/N]</li> <li>• NEATS portal [Y/N]</li> <li>• Phone [Y/N]</li> <li>• Email [Y/N]</li> <li>• Face-to-face/video conference meeting [Y/N]</li> </ul> <p><i>Question relevant to all participants</i></p>
28.	<p>Do you agree that how NOPTA's fees and levies are set is clear and transparent:</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No (free text, please explain)</li> </ul>





#### **Inherent Limitations**

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

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

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

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

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

#### **Third Party Reliance**

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

This report has been prepared at the request of National Offshore Petroleum Titles Administrator in accordance with the terms of KPMG's contract dated 4 May 2023. Other than our responsibility to National Offshore Petroleum Titles Administrator, neither KPMG nor any member or employee of KPMG undertakes responsibility arising in any way from reliance placed by a third party on this report. Any reliance placed is that party's sole responsibility.

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