# National Offshore Petroleum Titles Administrator

## Stakeholder Survey 2025
## Overall results report

Report date: November 2025

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Australian Survey Research Group Pty Ltd prepared this report in accordance with the ISO 20252:2019 quality standard applying to market and social research.

# NOPTA Stakeholder Survey 2025
## Summary of key findings

The National Offshore Petroleum Titles Administrator (NOPTA) regularly collects stakeholder feedback which forms part of its ongoing performance reporting including obligations under the Australian Government's Regulator Performance Framework.

| | |
|---|---|
| **85** | Completed surveys compared with 42 in 2023 |
| **35%** | Response rate – the highest since survey inception |
| **32** | Unique companies / industry associations responded |
| **9** | Unique government agencies (Commonwealth and State) responded |

**100%** positive score for the items "building cooperative relationships" and "behaving ethically" for both title holders and licence holders as well as government agencies

Over **90%** positive

**The following items scored 90% positive or higher:**
- Accuracy, clarity and consistency of information and advice
- Helpfulness and technical expertise of staff
- Trust in Title Administrator and Registrar
- Behaving ethically
- Collaboration with stakeholders

**Lower scoring items all scoring between 74% - 58% positive:**
- Balancing administrative and compliance effort with outcomes
- Transparency of its decisions about offshore titles / licences
- The efficiency of its title / licence administration
- Processing its applications to meet published assessment timeframes

**FOCUS AREAS**

| 1. Balancing administrative and compliance effort with outcomes | 2. Efficiency in processing applications | 3. Improving NEATS & NOPIMS |
|---|---|---|

**4. Increased information about:**

- NOPTA's role in decision making
- Transparency of decisions
- Continuous improvement efforts

- Voluntary compliance
- Risk based decision

# Introduction

The National Offshore Petroleum Titles Administrator (NOPTA) regularly collects stakeholder feedback which forms part of its ongoing performance reporting including obligations under the Australian Government's Regulator Performance Framework.

In 2025, NOPTA engaged Australian Survey Research (ASR) to help refine the survey instrument used in the two-yearly online survey as well as to conduct and report on the stakeholder survey. NOPTA-identified stakeholders to participate in the survey: title and licence holders as well as government decision makers and advisors, all of whom were invited to participate in the survey, while ASR provided expert survey advice as well as the online survey platform.

The report presents findings for each question in the survey, presented within topics. Some questions have been analysed by key sub-groups. A copy of the survey instrument can be found in Appendix A of this report. Detailed respondent suggestions about strengths and improvements forms Appendix B while a discussion of *unsure* and no answer responses forms Appendix C.

# Background

NOPTA has conducted stakeholder surveys since 2015, and this has been done every two years after 2017. In 2022, the General Manager of the NOPTA Branch was appointed as the Registrar under the *Offshore Electricity Infrastructure Act 2021*.The 2025 stakeholder survey included stakeholders of the Offshore Infrastructure Registrar (OIR) for the first time.

As a result, the survey questions used in 2023 were updated to reflect both NOPTA and OIR stakeholders. In addition, the survey questions were reviewed to reflect:

- NOPTA's four pillars within its 2024-2027 strategic plan
- Australian Public Service values, particularly trust and
- Performance measures as required in the Public Governance, Performance and Accountability Act through using the Resource Management Guides 128 and 131.

As part of this 2025 update, rating scales were also moved away from a satisfaction focus to a performance focus: away from a respondent focus where low expectations may result in higher satisfaction to a focus on the performance of the entities being surveyed.

Because of these fundamental changes to topics, questions and answer options, no historical comparisons have been made.

# Survey administration

NOPTA and ASR project staff developed the survey questionnaire together, while NOPTA identified stakeholders to be invited to the survey. Once the questionnaire was finalised, it was loaded into ASR's proprietary online survey platform, SurveyManager, hosted in a high security data centre in Sydney. No data was sent offshore.

NOPTA sourced potential survey participants from a range of internal staff as well as using different types of interactions, channels and systems within NOPTA so that only relevant and current stakeholders were invited to participate. NOPTA provided meta-data about respondents like industry sector and role (title holder and licence holder or government representative) as well as email addresses. Meta-data was used in survey logic to present relevant questions to each respondent.

The survey was in field from 30 September 2025 until 21 October 2025.

ASR distributed invitation emails with unique survey links to 241 potential participants. During the fieldwork period two additional reminder emails were sent to people who had not yet completed the survey.

At survey close, a total of 85 people had responded which was the highest number since inception of this survey.

# Response rate

For this round of surveying NOPTA wanted to hear from more stakeholders than in previous surveys, in other words, to increase the response sample and the response rate achieved in previous surveys. A number of measures were taken to make this happen in this round of surveying, including:

- precise identification of relevant stakeholders through NOPTA's internal research and consultation
- communicating with all identified stakeholders before commencing the survey
- prior consultation with companies that had many titles and/or licences and therefore had more staff interacting with NOPTA
- allowing participating organisations to provide a consolidated response in order to reduce administrative effort
- reducing the number of questions
- better targeting of questions to respondents' experiences.

Collectively these measures worked and the survey achieved the highest response rate (35%) and the highest response sample (n=85) since the survey's inception in 2015. This level of response is within the range of response rates for contemporary, Australian, online stakeholder surveys.

# Analysis notes

These are important to understand as the material covered here affects how a report reader comprehends and interprets the survey results and findings.

## *Weighting*

Survey response data was not weighted due to an indeterminate (unknown and potentially unlimited) survey population, with one exception. Weighting can only happen when population proportions are known. To help reduce respondent burden some larger stakeholder groups (large petroleum and greenhouse gas companies and government agencies with many contacts) were given the opportunity to provide a group, as in a single and consolidated, response. To ASR's knowledge, only one company took that opportunity. Their single response was triplicated (copied and added twice) to reflect a larger set of responses. This multiplier or weight was chosen as it reflected the general response rate of all other title/holders.

## *Rounding*

In all tables with a total of more than 100% some rounding errors may occur, that is, it may appear that a column total should be 99% or 101%. If decimal points were presented in sub-items, the totals would be 100%. All results are presented with zero decimal places.

## *Varying response counts in answers*

Logic was applied to questions within the survey, to cater for different types of people answering, such as title or licence holders compared with government decision makers or advisors. This means that no respondents saw all the questions within the survey questionnaire. As a result, in this report the n counts (the number of respondents providing a valid answer to a question) varies between questions. Tables and charts specify the n counts for each answer.

## Percent positive calculations

For most questions in this survey the percent positive score (% pos) for rated items (those using a Likert-type scale) was calculated by adding the proportions of respondents who selected any of the agreement or positive answers in a rating scale, for example *very good* and *good*  When calculating these scores, ASR has deliberately chosen to remove *unsure* and no answer responses. We believe this gives a more accurate reading of sentiment, as it only considers those who had a view. As a result, and as explained in the previous paragraph, the n count (sample) used in calculations varies between survey questions.

## Margin of error

While the most people in the survey's history responded (85 representing a 35% response rate), results still need to be interpreted with caution.

Given the way in which NOPTA / OIR stakeholders were identified and selected (the sample frame that was used for this survey), and the relatively small size of the survey response sample, results must be treated as indicative only. For example, ASR suggests that a margin of error of around ±10% or higher needs to be applied to all of this survey's results, meaning that all results in this report need to be treated as indicative only.

## Glossary of terms and abbreviations

| Term | Explanation |
|---|---|
| NOPTA | National Offshore Petroleum Titles Administrator (this entity administers offshore petroleum and greenhouse gas titles) |
| OIR | Offshore Infrastructure Registrar (this entity administers and regulates offshore electricity licences) |
| Stakeholder | Title holders, licence holders and applicants, government decision makers and advisors, industry association or peak council representatives |
| Title holder | A company that holds an offshore petroleum or greenhouse gas title |
| P/GHG | Petroleum / Greenhouse Gas – the industry |
| Licence holder | A company that holds an offshore electricity feasibility licence |
| OEI | Offshore Electricity Infrastructure licence holder and government decision maker / advisor, also referred to as a sector |
| Industry sectors | For this survey there are two industry sectors: offshore petroleum and greenhouse gas title holders / representatives and related government decision makers and advisors OR offshore electricity licence holders, and representatives and related government decision makers and advisors.<br><br>For this report, the two sectors have been abbreviated to P/GHG and OEI. |
| NEATS | National Electronic Approvals Tracking System |
| NOPIMS | National Offshore Petroleum Information Management System |

# Survey participants

This section provides a brief profile of the survey respondents.

| | |
|---|---|
| **241** | Stakeholders invited to participate |
| **85** | Responded |
| **35%** | Response rate |
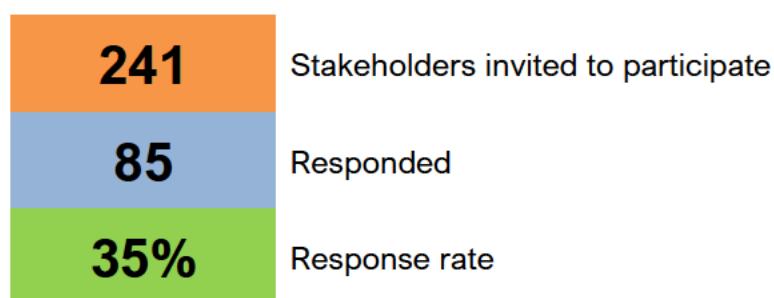
## Type of organisation

Table 1 below shows the breakdown of respondents in terms of the organisation they were representing when responding. The orange highlight shows the breakdown of the 85 respondents. It shows that many companies participated and these included both large and small title and licence holders. Overall, it shows that a diverse group of stakeholders participated. This is a robust result because it indicates that survey answers reflected a range of views.

Table 1: Survey respondent organisation breakdown

| Type of respondent organisation | Number responding |
|---|---|
| Unique company / industry association (all industries) | 32 |
| Unique government agency (Commonwealth & state) (all industries) | 9 |
| P/GHG government agency | 14 |
| OEI government agency | 7 |
| P/GHG title holder, applicant or industry rep | 51 |
| OEI licence holder, applicant or industry rep | 11 |
| Any government agency | 23 |
| **Total survey respondents** | **85** |

## Frequency of interactions

Most commonly (40%), survey respondents had 10 or fewer interactions with NOPTA or OIR in the past 6 to 12 months, referring to the chart to the right.

However, 57% had 11 or more interactions in the time period. This indicates a relatively informed or experienced response sample.

There are some differences in views between those with more and less experience with NOPTA / OIR. These are detailed in a later section on sub-group differences.

Number of interactions with NOPTA / OIR in past 6 to 12 months (% of each category) n=82
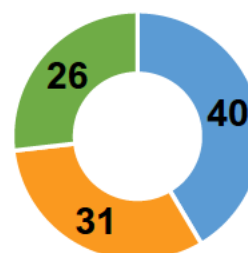


- 1 to 10
- 11 to 30
- More than 30

# Overall results

Results shown in tables in this and the following sections use a percent (%) positive score. This is the sum of the positive answers in a five-point rating scale and most commonly in this survey it is the sum of the proportion of respondents who answered *good* and *very good* to a question.

Table 2 below shows a quick summary of common questions ordered from highest to lowest % positive scores. This table excludes any items relating to digital systems and websites.

**Highest scoring items** with larger response samples were around the areas of building cooperative relationships and collaboration, behaving ethically, accuracy of information / advice and NOPTA / OIR staff (helpfulness and technical expertise). The concept of organisational trust was also highly rated.

**Lower scoring items** (below 75% positive) were asked of title holders and licence holders only with the lowest scoring item asked of title holders only. Note that government agency respondents answered the balancing effort with outcomes question with a 100 % positive score while title / licence holders scored a similar item as 74% positive. This was the largest difference in scores between sub-groups, reflecting quite different experiences or views. Transparency of decision making and efficiency of titles / licence administration are potential areas for improvement.

Note:   *Italic* items were asked of government agency respondents only

   **Bold** items in the table below were lowest scoring (below 75% positive)

   n counts are smaller (n=7 or 8) for some items because only a small group of people were knowingly presented with these questions or provided valid answers. Hence results for these items should be treated as being somewhat indicative only.

Table 2: Common survey items ordered high to low % positive

| High to low % pos scores for survey questions* | % positive |
|---|---|
| Building cooperative relationships with your company and industry n=57 | 100 |
| *Building cooperative relationships with government decision makers / your agency n=22* | 100 |
| *Accuracy of advice it provides n=22* | 100 |
| *Clarity of advice it provides  n=22* | 100 |
| *Justification of its recommendations made about offshore titles / licences n=7* | 100 |
| *Consistency of its advice / recommendations n=8* | 100 |
| Behaving ethically n=76 | 100 |
| *Balancing administrative effort with outcomes n=17* | 100 |
| Accuracy of the information it provides n=58 | 98 |
| Helpfulness of staff n=80 | 98 |
| Technical expertise of staff n=79 | 96 |
| Overall, I trust the Offshore Infrastructure Registrar to administer the offshore petroleum and greenhouse gas framework in Australia's national interest n=18 | 94 |
| Collaboration with stakeholders to improve administration n=74 | 93 |
| Clarity of information it provides n=58 | 93 |
| Overall, I trust NOPTA to administer the offshore petroleum and greenhouse gas framework in Australia's national interest n=58 | 93 |
| Consistency of its information n=52 | 90 |

| High to low % pos scores for survey questions* | % positive |
|---|---|
| Supporting the responsible use of Australia's offshore energy resources across the title / licensing lifecycle n=69 | 88 |
| The effectiveness of its titles / licences administration n=71 | 87 |
| Encouraging voluntary administrative compliance n=45 | 87 |
| Its focus on continuous improvement n=57 | 86 |
| Working with other government agencies and authorities to provide a consistent, whole of government approach to offshore electricity infrastructure# n=15 | 80 |
| Justification of its decisions made about offshore titles / licences n=50 | 78 |
| Being risk-based n=51 | 76 |
| Balancing administrative and compliance effort with outcomes n=55 | 75 |
| Transparency of its decisions about offshore titles / licences n=49 | 73 |
| **The efficiency of its titles / licences administration n=68** | **67** |
| **Processing its applications to meet its published assessment timeframes^ n=45** | **58** |

*Excludes digital experience questions which had small sample numbers and were user selected (only those with experience in a system / platform answered about it)*

*#Asked of the OEI sector only*

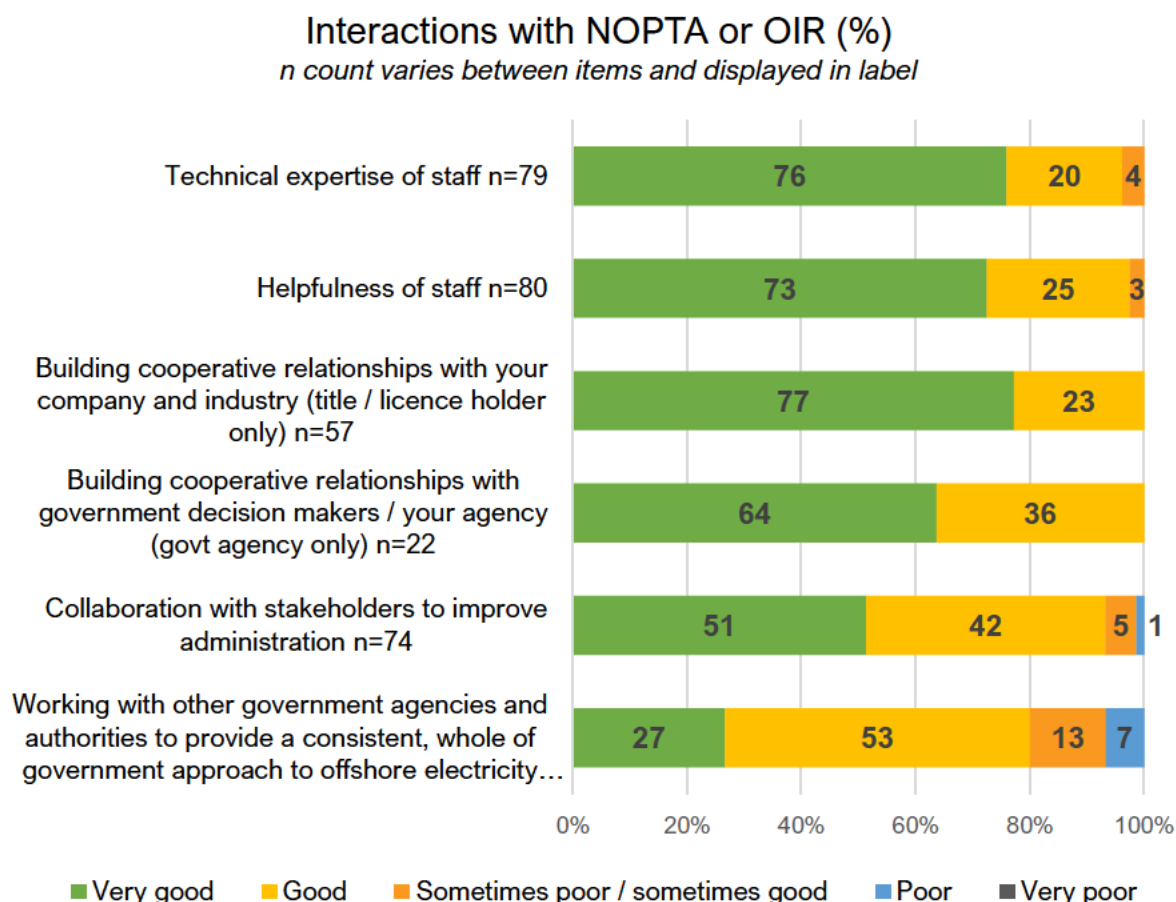*^Asked of title holders only*

## Interactions with NOPTA / OIR

Respondents were asked a range of questions around their interactions with administrator / registrar staff. All questions in this topic scored highly and **staff and relationships with stakeholders** should be considered a NOPTA / OIR strength, particularly as both title holders / licence holders and government agency staff had identical views on cooperative relationships.

Only those respondents who were part of the OEI sector were asked about the **consistent whole of government approach** question (hence the lower n count) and this is the lower scoring item within this topic. It could point to providing more information about how a consistent approach is being achieved.

Table 3: Interactions with NOPTA / OIR

| Interactions with NOPTA / OIR | % positive |
|---|---|
| Technical expertise of staff n=79 | 96 |
| Helpfulness of staff n=80 | 98 |
| Building cooperative relationships with your company and industry (title / licence holder only) n=57 | 100 |
| *Building cooperative relationships with government decision makers / your agency (govt agency only) n=22* | 100 |
| Collaboration with stakeholders to improve administration n=74 | 93 |
| Working with other government agencies and authorities to provide a consistent, whole of government approach to offshore electricity infrastructure (OEI sector only) n=15 | 80 |
| **Topic average** | **94** |

The chart below is a breakdown of the answers to the interaction topic questions. Note that yellow and green cells constitute the % positive score and *unsure* and no answers are excluded from the calculation base.

## Interactions with NOPTA or OIR (%)
*n count varies between items and displayed in label*



Legend: ■ Very good ■ Good ■ Sometimes poor / sometimes good ■ Poor ■ Very poor

## Information and advice from NOPTA / OIR

Table 4 below shows the % positive results for survey questions related to information and advice from NOPTA / OIR. Overall this is a high scoring topic.

All stakeholders rated the organisations highly on *accuracy*, *clarity* and *consistency* of information that they provide. Government agency respondents rated *justification of recommendations* very highly, while licence and title holders rated a similar question on *justification of decisions* more than 20% lower-, so a notable difference and indicating quite different experiences and views around justifications.
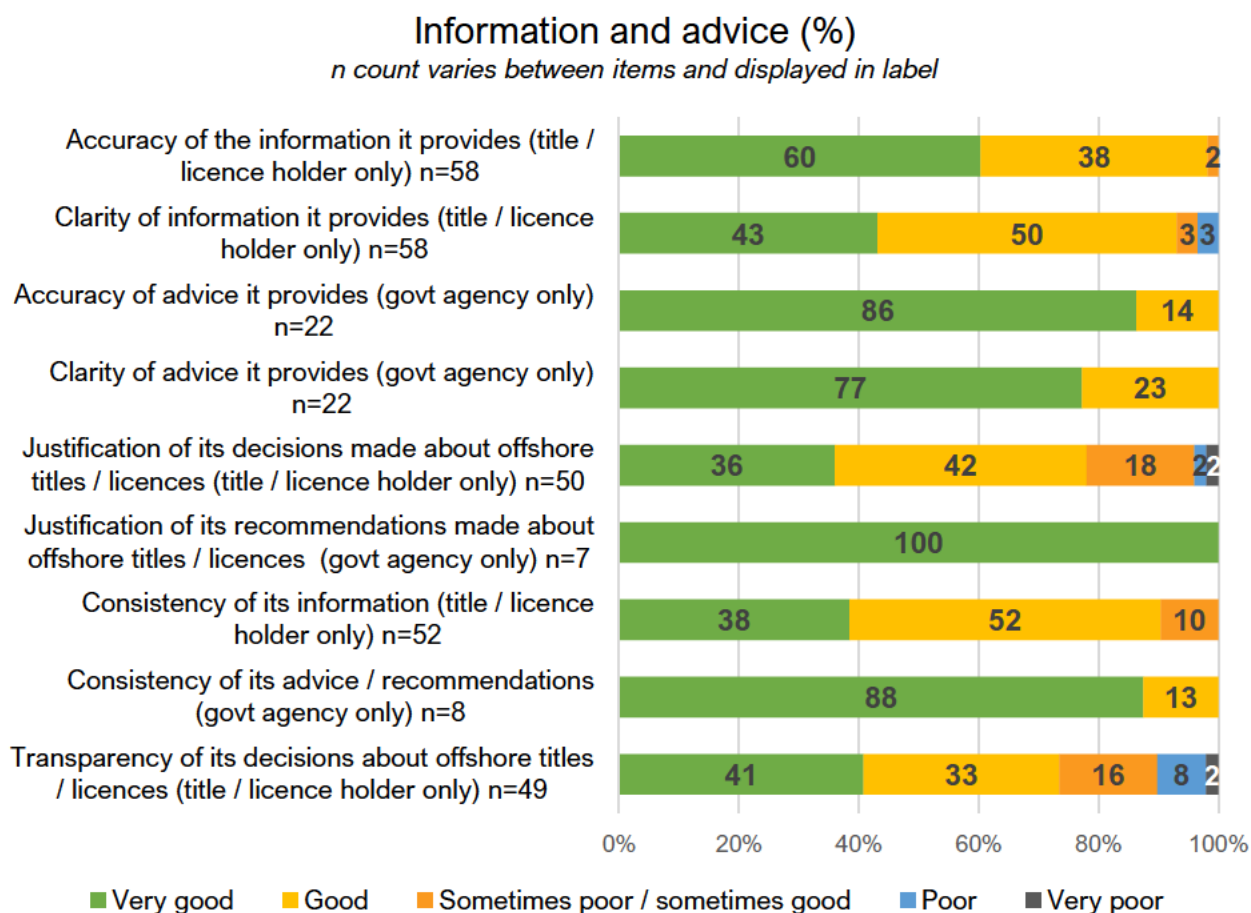
In comparison to the high scores for a number of aspects of NOPTA's information, *transparency of decision making* had one of the lower % positive scores in the survey (73%). Note two things: the transparency question was only asked of title holders / licence holders and of the 62 respondents presented with the question, 13 (20%) answered that they were *unsure* or had no answer. As a result these answers were excluded from the % positive score calculation. This is a relatively high proportion of *unsure* answers and one possible reason for this non-response is a lack of or insufficient information about this topic from a respondent's perspective. See the further explanation about invalid answers at Appendix C.

Also note that with lower response numbers, the results should be treated as indicative only.

Table 4: Information and advice from NOPTA and OIR

| Information and advice | % positive |
|---|---|
| Accuracy of the information it provides (title / licence holder only)) n=58 | 98 |
| Accuracy of advice it provides (govt agency only) n=22 | 100 |
| Clarity of information it provides (title / licence holder only)n=58 | 93 |
| Clarity of advice it provides (govt agency only) n=22 | 100 |
| Justification of its decisions made about offshore titles / licences (title / licence holder only) n=50 | 78 |
| Justification of its recommendations made about offshore titles / licences (govt agency only) n=7 | 100 |
| Consistency of its information (title / licence holder only) n=52 | 90 |
| Consistency of its advice / recommendations (govt agency only) n=8 | 100 |
| Transparency of its decisions about offshore titles / licences (title / licence holder only) n=49 | 73 |
| **Topic average** | **93** |

The chart below is a breakdown of the answers to the information and advice topic questions. Note that yellow and green cells constitute the % positive score and *unsure* and no answers were excluded from the calculation base.

## Information and advice (%)
### *n count varies between items and displayed in label*



Legend: ■ Very good  ■ Good  ■ Sometimes poor / sometimes good  ■ Poor  ■ Very poor

# NOPTA / OIR performance and stakeholder effort required

This topic focuses on performance measures, including administrative / regulatory effort.

Respondents were given the following explanations about efficiency and effectiveness when answering those questions:

- *efficiency refers to accomplishing objectives with the least waste of time and effort as well as on time / on budget*

- *effectiveness refers to success in achieving stated objectives / functions).*

The results for this topic were very mixed with topic items achieving the highest and lowest scores in the survey.

Respondents from government agencies rated NOPTA at 100% positive on *balancing administrative effort with outcomes*. However, when licence and title holder respondents were asked a similar question (*balancing administrative and compliance effort with outcomes*) they scored 25% positive points lower at 75% positive. This is a notable difference in opinion.

The two lowest scores in the survey were *the efficiency of NOPTA/OIR titles / licences administration* (68%) asked of all title holders and licence holders and *processing NOPTA applications to meet its published assessment timeframes* (58%) asked of title holders only.

A number of comments about **where efficiencies could be achieved** were offered under the suggested improvements section and these point to:

- acknowledgement of other government agencies and what they regulate to reduce duplication and particularly with NOPSEMA

- the number of NOPTA staff who attend meetings

- system upgrades

- asking for information once only for companies with multiple titles / licences

- reducing the amount of information required including around financial competency.

NOPTA has a published performance measure of 90% of **applications processed within published timeframes**. In 2024-25 NOPTA exceeded that target with 99% of applications meeting timeframes. However many title holders were probably not aware of that measure and NOPTA's performance. Confusing the issue is that the processing of title applications is quite different from approving applications. Other departmental branches (not NOPTA) support decision makers (ministers / delegates) to approve applications. Some applicants may have only considered the total time from application to approval and not been aware that any decision-making time is outside of NOPTA's remit. However, the result for this survey item does point to clearer information from NOPTA about NOPTA's role and which organisation/s make decisions. This information could possibly be provided at point of application submission.

Table 5: NOPTA/OIR performance and stakeholder effort required

| NOPTA and OIR performance and stakeholder effort required | % positive |
|---|---|
| The efficiency of NOPTA/OIR titles / licences administration n=68 | 68 |
| The effectiveness of NOPTA/OIR titles / licences administration n=71 | 87 |
| Processing NOPTA applications to meet its published assessment timeframes (title holder only) n=45 | 58 |
| Balancing administrative and compliance effort with outcomes (title / licence holder only) n=55 | 75 |
| Balancing administrative effort with outcomes (govt agency only) n=17 | 100 |
| Encouraging voluntary administrative compliance (title / licence holder only) n=45 | 87 |
| **Topic average** | **79** |

The chart below is a breakdown of the answers to the performance and effort topic questions. Note that yellow and green cells constitute the % positive score and *unsure* and no answers were excluded from the calculation base.

## NOPTA / OIR performance and stakeholder effort dimensions (%)
*n count varies and displayed in labels*
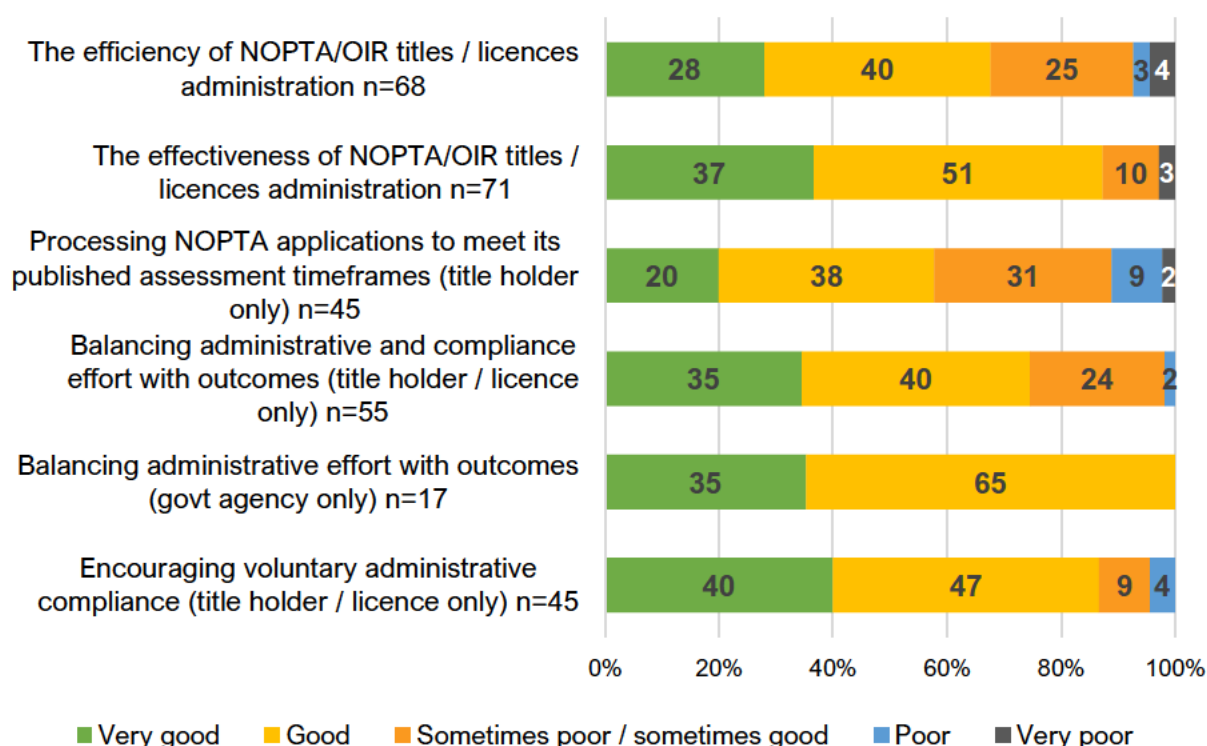
## Demonstration of key values

NOPTA / OIR scored 100% positive on *behaving ethically*—an excellent result. *Focus on continuous improvement* and *supporting the responsible use of offshore energy resources* also scored relatively well.

Even though the question on continuous improvement was asked of all respondents, irrespective of role or sector, only 57 respondents provided a valid answer. This means that 28 people answered *Unsure* or provided no answer, possibly indicating lack of information or experience of the activity or unwillingness to provide an answer. This high proportion of *Unsure* and no answer responses points to providing more information about NOPTA's activities; approaching or involving stakeholders more in improvement initiatives; or only asking those who have been involved in continuous improvement initiatives about them.

Table 6: Demonstration of key values

| Demonstration of key values | % positive |
|---|---|
| NOPTA/OIR focus on continuous improvement n=57 | 86 |
| Supporting the responsible use of Australia's offshore energy resources across the title / licensing lifecycle n=69 | 88 |
| Behaving ethically n=76 | 100 |
| Being risk-based (title / licence holder only) n=51 | 76 |
| **Topic average** | **88** |

The chart below is a breakdown of the answers to the demonstration of key values topic questions. Note that yellow and green cells constitute the % positive score and *unsure* and no answers were excluded from the calculation base.

### Demonstration of key values (%)
*n count varies and displayed in labels*



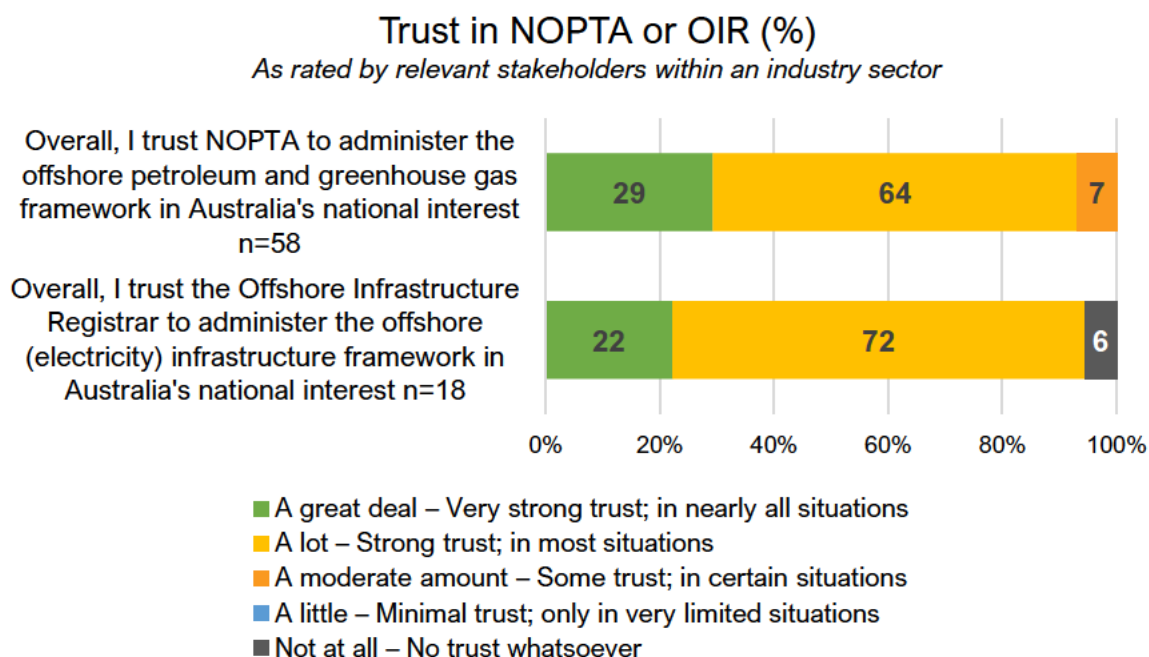| | Very good | Good | Sometimes poor / sometimes good | Poor | Very poor |
|---|---|---|---|---|---|
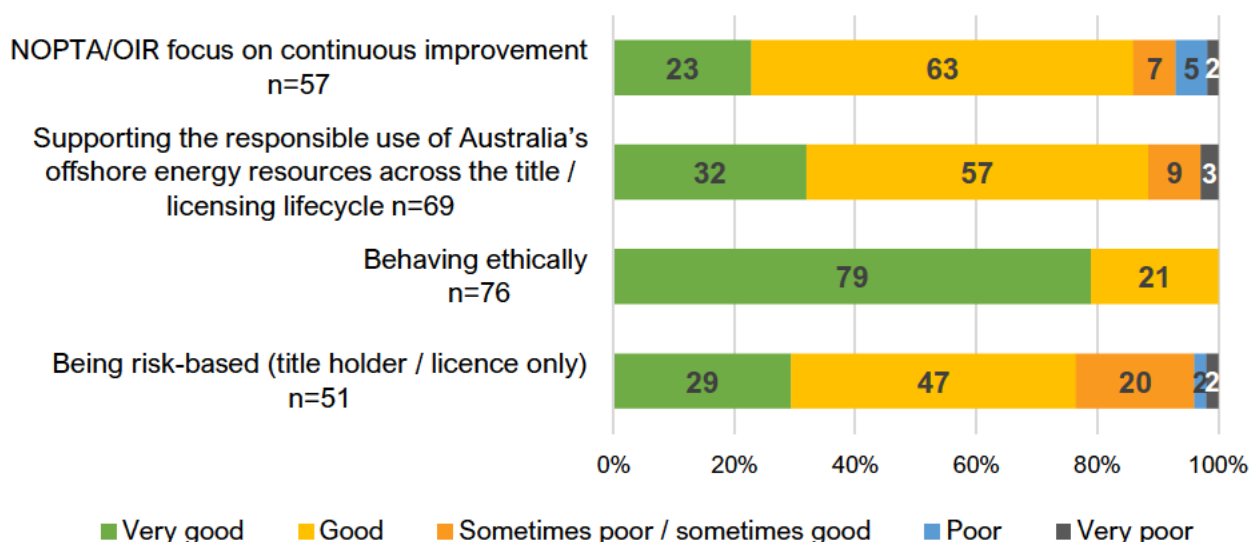
## Trust in organisation

Each sector was asked a specific question about NOPTA or OIR. Respondents from both sectors answered similarly except for one respondent who indicated no trust at all in OIR. The overall result, however, was an almost identical and high percent positive score—an excellent result for both the administrator and registrar.

Table 7: Trust in NOPTA/OIR

| Trust in organisation | % positive |
|---|---|
| Overall, I trust NOPTA to administer the offshore petroleum and greenhouse gas framework in Australia's national interest n=58 | 93 |
| Overall, I trust the Offshore Infrastructure Registrar to administer the offshore (electricity) infrastructure framework in Australia's national interest n=18 | 94 |
| **Topic average** | **94** |

The chart below is a breakdown of the answers to the trust question. Note that yellow and green cells constitute the % positive score and *unsure* and no answers were excluded from the calculation base.

### Trust in NOPTA or OIR (%)
*As rated by relevant stakeholders within an industry sector*



- ■ A great deal – Very strong trust; in nearly all situations
- ■ A lot – Strong trust; in most situations
- ■ A moderate amount – Some trust; in certain situations
- ■ A little – Minimal trust; only in very limited situations
- ■ Not at all – No trust whatsoever

# Digital experiences

In order to reduce respondent burden, respondents were asked to select which NOPTA/OIR digital applications / platforms they had used recently. Only those who selected an application were asked questions about it. The results for each application surveyed are shown separately below with improvement suggestions at the end of the section.
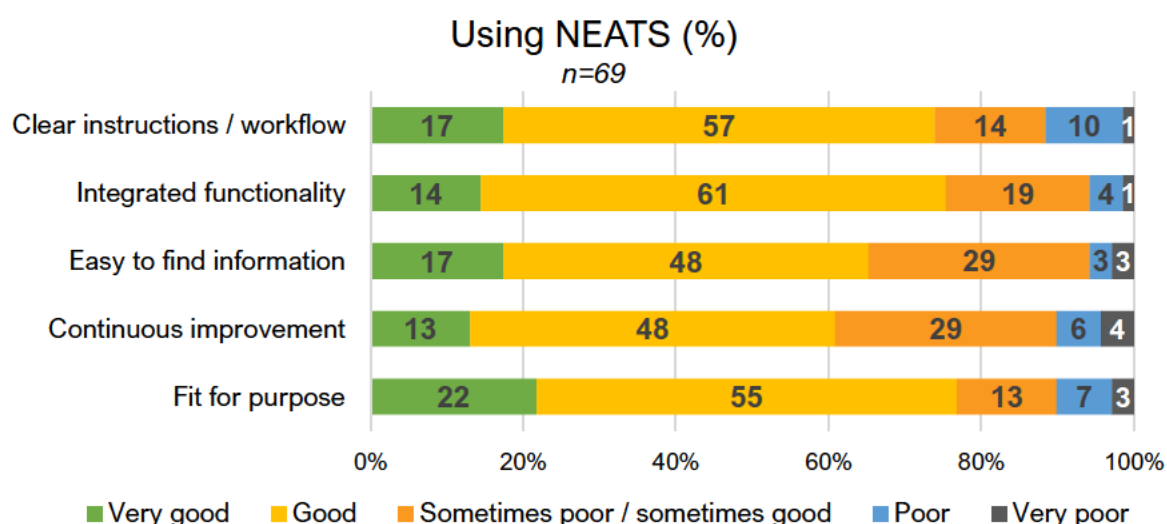
## NEATS

Most commonly NEATS users rated the system as *good* and comments (at the end of this section) clearly state users' ideas about improvements, many of them quite specific.

At an overall view and given the scores to other items in this survey, NEATS' results indicate room for improvement. Refer to Table 8. Those with more interactions with NOPTA rated the NEATS system lower than those with fewer interactions which is surprising as, anecdotally in our experience, it's usually the opposite pattern. This may be because more frequent NOPTA interactors used more advanced aspects of the system and/or have more experience with it and with other systems that it could or does integrate with. Refer to Table 12 for a more detailed breakdown of level of interaction results.

Table 8: Using NEATS

| NEATS dimensions | % positive n=69 |
|---|---|
| Clear instructions / workflow | 74 |
| Integrated functionality | 75 |
| Easy to find information | 65 |
| Continuous improvement | 61 |
| Fit for purpose | 77 |
| **Topic average** | **70** |

## Using NEATS (%)
### n=69

| Dimension | Very good | Good | Sometimes poor / sometimes good | Poor | Very poor |
|---|---|---|---|---|---|
| Clear instructions / workflow | 17 | 57 | 14 | 10 | 1 |
| Integrated functionality | 14 | 61 | 19 | 4 | 1 |
| Easy to find information | 17 | 48 | 29 | 3 | 3 |
| Continuous improvement | 13 | 48 | 29 | 6 | 4 |
| Fit for purpose | 22 | 55 | 13 | 7 | 3 |

Legend: ■ Very good  ■ Good  ■ Sometimes poor / sometimes good  ■ Poor  ■ Very poor

## NOPIMS

As shown in Table 9 below, NOPIMS achieved a topic average score of 60%, making it the lowest-performing digital system in the survey.
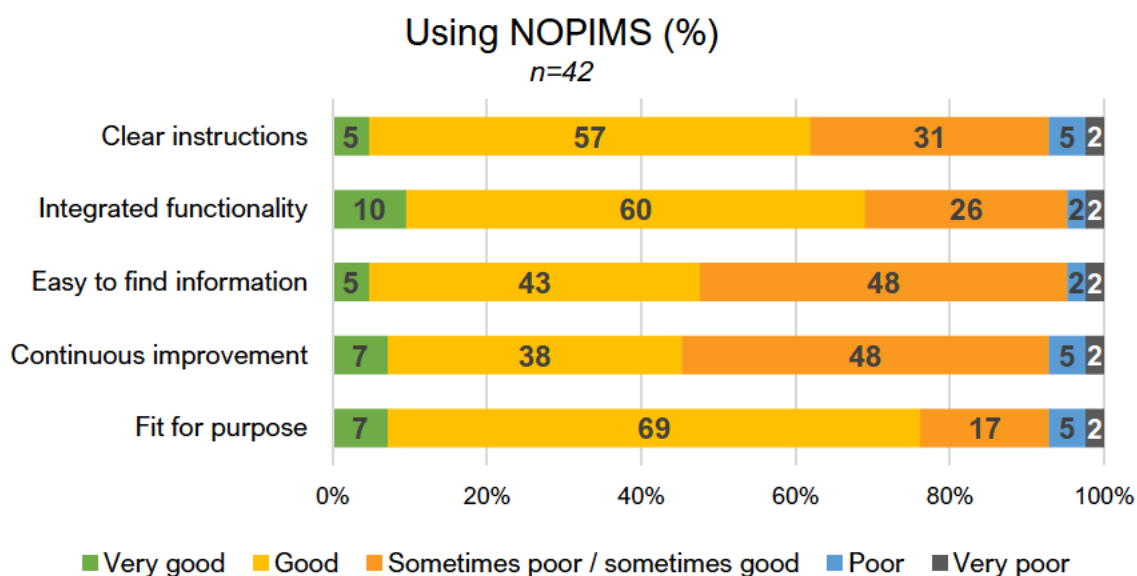
In line with the NEATS system, respondents with more interactions with NOPTA / OIR rated the NOPIMS system considerably lower on all dimensions and particularly *easy to find information* and *continuous improvement* than those with fewer interactions.

Refer to Table 12 for more details about level of interaction.

There is considerable room for improvement with the *easy to find information* and *continuous improvement* dimensions.

Table 9: Using NOPIMS

| NOPIMS dimensions | % positive n=42 |
|---|---|
| Clear instructions / workflow | 62 |
| Integrated functionality | 69 |
| Easy to find information | 48 |
| Continuous improvement | 45 |
| Fit for purpose | 76 |
| **Topic average** | **60** |

### Using NOPIMS (%)
*n=42*

| Dimension | Very good | Good | Sometimes poor / sometimes good | Poor | Very poor |
|---|---|---|---|---|---|
| Clear instructions | 5 | 57 | 31 | 5 | 2 |
| Integrated functionality | 10 | 60 | 26 | 2 | 2 |
| Easy to find information | 5 | 43 | 48 | 2 | 2 |
| Continuous improvement | 7 | 38 | 48 | 5 | 2 |
| Fit for purpose | 7 | 69 | 17 | 5 | 2 |

Legend: ■ Very good ■ Good ■ Sometimes poor / sometimes good ■ Poor ■ Very poor

## NOPTA website

Both the NOPTA and OIR websites scored much more positively than NEATS and NOPIMS. However, again, the lowest score item for the NOPTA website was *easy to find information* with a 70% positive result. Refer to Table 10.

Anecdotally, many professional people have considerable experience in conducting internet searches and using a range of applications, so they have considerable experience to draw from and compare. Professionals also have relatively high expectations of search functions. When a website doesn't work as fast or as well as familiar search engines and browsers, a user may be somewhat disappointed.

Table 10: Using NOPTA website

| NOPTA website dimensions | % positive n=69 |
|---|---|
| Clear | 86 |
| Relevant | 96 |
| Easy to find information | 71 |
| Concise | 83 |
| **Topic average** | **84** |

## Using NOPTA's website (%)
### n=69



■ Very good  ■ Good  ■ Sometimes poor / sometimes good  ■ Poor  ■ Very poor
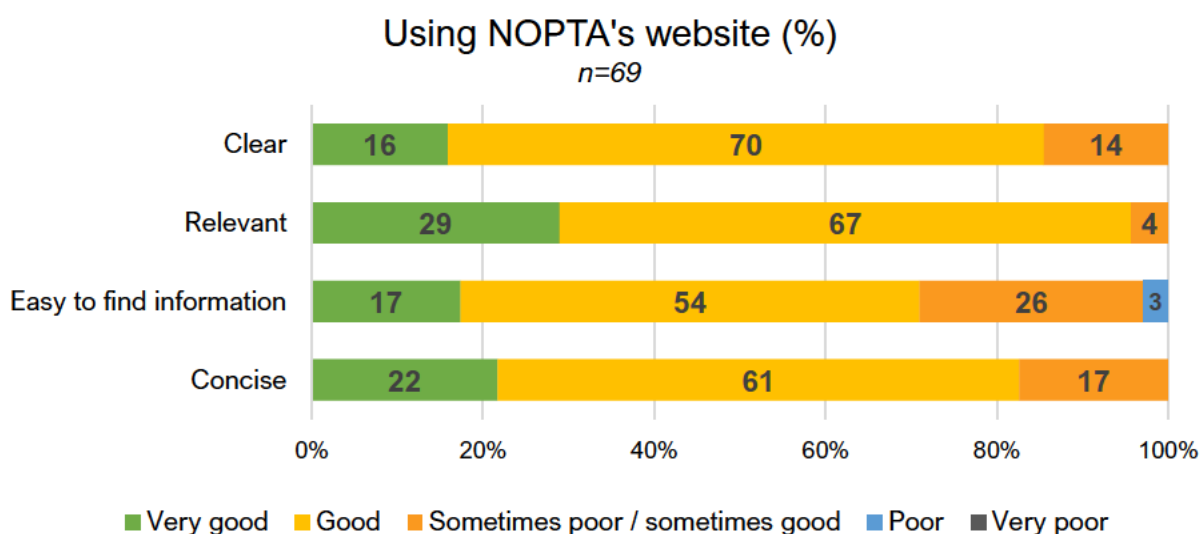
## OIR website

The OIR website score highly on all dimensions—an excellent result. However, note the considerably smaller sample size for this topic.

Table 11: Using OIR website

| OIR website dimensions | % positive n=21 |
|---|---|
| Clear | 90 |
| Relevant | 90 |
| Easy to find information | 90 |
| Concise | 90 |
| **Topic average** | **90** |

### Using OIR's website (%)
*n=21*



| Dimension | Very good | Good | Sometimes poor/ sometimes good | Poor |
|---|---|---|---|---|
| Clear | 10 | 81 | 10 | |
| Relevant | 14 | 76 | 10 | |
| Easy to find information | 14 | 76 | 5 | 5 |
| Concise | 10 | 81 | 5 | 5 |

■ Very good  ■ Good  ■ Sometimes poor/ sometimes good  ■ Poor  ■ Very poor
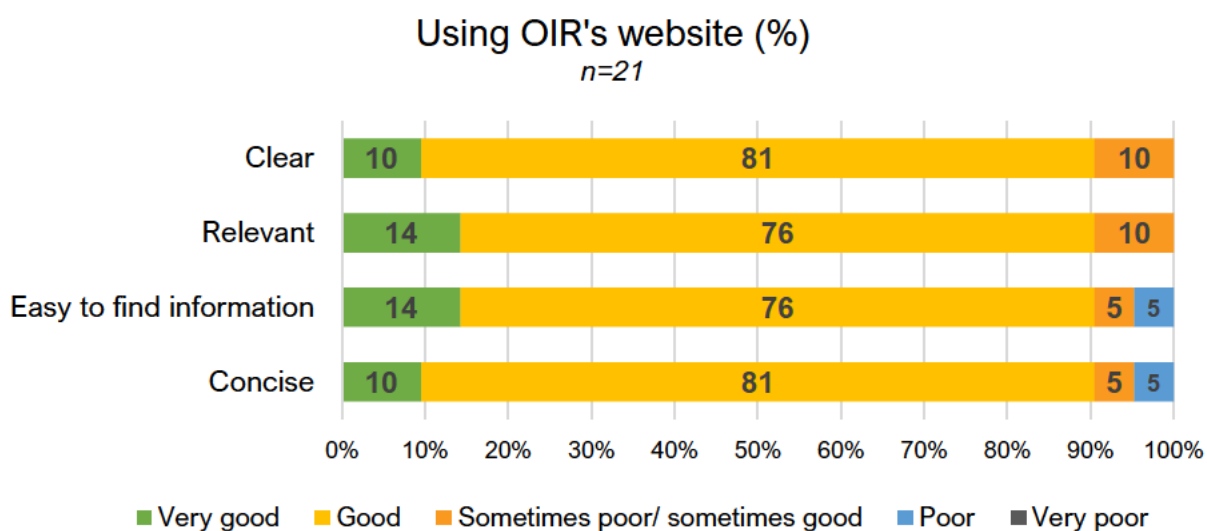
# Differences in level of interaction

Each set of answers for digital applications / platforms were analysed by role, level of interaction and industry. Interactions was the only sub-group that had clear differences about digital experiences. The level of interactions n counts in the column headings of Table 12 below refer to the maximum possible number of respondents that could have been in either category.

As a general pattern, but not universal, respondents who had more than 10 interactions with NOPTA / OIR tended to rate systems and platforms lower than those with fewer interactions. The most notable differences (20% difference or higher) were for NOPIMS. Refer to the blue highlight in the table below. NOPIMS received the lowest scores on all dimensions for all application / platforms surveyed. It is likely that those who had more experience with the application more clearly understood its limitations.

Table 12: Digital application / platform by level of interaction with Administrator / Registrar

| Application / platform | Less than 10 interactions n=34 max | More than 10 interactions n=50 max | Total |
|---|---|---|---|
| **NEATS** n=67 answered this topic Clear instructions / workflow | 77 | 71 | 74 |
| Integrated functionality | 81 | 71 | 75 |
| Easy to find information | 73 | 59 | 65 |
| Continuous improvement | 69 | 54 | 61 |
| Fit for purpose | 81 | 73 | 77 |
| **NOPIMS** n=42 answered this topic Clear instructions | 83 | 53 | 62 |
| Integrated functionality | 83 | 63 | 69 |
| Easy to find information | 83 | 33 | 48 |
| Continuous improvement | 67 | 37 | 45 |
| Fit for purpose | 92 | 70 | 76 |
| **NOPTA website** n=68 answered this topic Clear | 93 | 80 | 86 |
| Relevant | 93 | 98 | 96 |
| Easy to find information | 74 | 68 | 71 |
| Concise | 85 | 81 | 83 |
| **OIR website** n=21 answered this topic Clear | 89 | 92 | 90 |
| Relevant | 89 | 92 | 90 |
| Easy to find information | 89 | 92 | 90 |
| Concise | 89 | 92 | 90 |

# Digital application comments

All respondents, irrespective of whether or not they used an application or platform were asked *"What one thing could the Titles Administrator / Registrar do to improve its digital systems.* A total of 28 respondents provided one or more suggestions. These are offered verbatim below--as entered by respondents.

There are few common themes among the comments except for:

- **Improving search functionality**. This feature was the lowest scoring item for all application / platforms except the OIR website (which also had a lower response sample compared with other applications / platforms).

- Generally NEATS needing an upgrade or revamp to be more intuitive, easier to use and more integrated with other applications.

A number of suggestions were unique and about specific functionality improvements.

| Digital system improvement suggestions |
|---|
| *We find both NEATS and NOPIMs quite functional and good once we became familiar with the overall layout. Make the public portal application tracking data match the user login application tracking. The submission of applications is quite cumbersome and we have frequently submitted physical copies to avoid doubt - an online submissions portal with tracking would be a great step forward.* |
| *There used to be an option to search by title on the NEATS page. This appears to not be the case now (or if it is, then it's not that obvious). The only search function seems to be in the interactive map.* |
| *The site has all the relevant information but presented in a very technical and not necessarily user friendly way. Instead of one page different pages may be better. Also good to present a flow diagram as to how to apply for a licence.* |
| *The search functionality is limited, i.e. inability to return one step in a search process - the search often needs to return to the first step in the process.* |
| *The NEATS portal is difficult to use for submission of applications / communication and could be improved as it requires support through other methods of submission as a result. and is not very interactive.* |
| *The forms and templates are still pdf based - may be more efficient to use a portal with pre-filled information on each title that avoids duplication.* |
| *Splitting documents by guideline v factsheet on NOPTA's website is not very helpful, it's hard to understand what the difference between one and the other is and where you might find what you need. Suggest thematic sorting might be easier to navigate i.e. everything related to GHG is one spot, everything related to petroleum exploration in one spot etc.* |
| *Really appreciate the guidelines and fact sheets. I refer to these often.* |
| *NOPTA website | a FAQ for non-well or new seismic data submissions ie providing insights to reprocessed data submission requirements submission timelines etc. NEATS | providing the Working Interest of the Titleholders (captured on GP Info).* |
| *NOPIMS needs to have a floating horizontal scroll bar when viewing some of the information tables. The current static bar requires you to scroll down the page to use, consequently losing the column headings. It is almost unusable on a laptop.* |
| *NOPIMS - it can be difficult to sift through files to find what is actually required as the columns containing file data are often empty or in the incorrect field making it difficult to search or filter data. Understanding correcting this is a huge task it would be great to have it all correct. At the moment I handle this by contacting GA directly.* |
| *NEATS needs an overhaul* |

## Digital system improvement suggestions

*NEATS - titleholders login area: Create an option for visibility of progress on titles applications even for non-operated titles. Currently these titles are not listed under in the titleholder section.*

*More clear links, search functionality needs to improve (eg: NOPSEMA)*

*Modernise the structure and functions of all the systems. Given the pace of tech change and AI perhaps start a project like NOPSEMA to rebuild and include new functionality.*

*Make the system easier to follow and make payments on. It can be difficult to know what to do when submitting applications as drafts and different types that are not listed for review and submitting payment is very complicated and doesn't need to be.*

*It would be fantastic to be able to export the register and or search results and be able to see version history or changes in relation to acreage and locations.*

*It is very difficult to update the information, e.g. long delay between submitted and then subsequently published data (NEATS & NOPIMS)*

*Integration between the GIS Map and NOPIMS data listings.*

*Integrate workflows / submissions from NOPTA platforms with other regulator systems (eg. NOPSEMA)*

*Include links to information on government consultation which would / may potentially impact the regulatory regime, such as the draft revision to the Offshore Petroleum Explo Permit guidelines.*

*Improve search functions. Also consider the possibility that the words being searched may not be a match or exact fit to the terms used in-house.*

*I think communication could be clearer around significant changes that are planned for these websites and when functions are transferred from one to another, for example the latest changes to the NOPIMS website around data management.*

*I find both NEATS and NOPIMs quite functional and good once we became familiar with the overall layout. Think it could be made slightly more user friendly, ie more intuitive.*
*The submission of applications feels a bit cumbersome, and we have frequently submitted physical copies to avoid doubt*

*Have added functionality of map layers in NEATS*

*Aggregation of services into one portal.*

*Advise on the website (NOPTA) if Schedule of Fees are due to increase. EG: Either a notification goes out via the website or it's on the main landing page. No notification I could find when they increased Jan2025.*

# Differences within sub-groups

This section focuses on the common questions where there were notable differences between sub-groups (title holders compared with licence holders, title holders / licence holders compared with decision makers / advisors, P/GHG compared with OEI, etc). Digital experience differences were covered in that section.

## Role differences

There were three different categories in this analysis: title holders or applicants (P/GHG respondents), licence holders or applicants (OEI respondents) and government employees (decision makers or advisors). Survey results have been cross tabulated using these categories and are shown in Table 13 below. The results indicate quite different perspectives or experiences in specific, but not all, aspects of interacting with NOPTA / OIR. Unfortunately, they do not indicate why or the reasons behind respondents having these views.

Notes for reading Table 13:

- NA means not asked
- Government rep indicates a government person who is a decision-maker or advisor
- *Italics* indicates asked of government representatives only
- Pale orange highlight shows similar question asked of different roles
- Blue highlight shows considerable differences in % positive scores between roles (15% or more).

The key findings of Table 13 are that:

- Licence holders rated the *technical expertise of staff* considerably lower than title holders and government respondents.

- Government respondents rated NOPTA / OIR considerably higher in *justification of its recommendations* compared with title holders and particularly licence holders.

- Government respondents rated NOPTA / OIR considerably higher in *the efficiency of its titles / licences administration* compared with title and licence holders.

- Government respondents rated NOPTA / OIR considerably higher in *balancing administrative effort with outcomes* compared with title and licence holders.

- Title holders rated OIR considerably higher in *encouraging voluntary administrative compliance* than licence holders rated NOPTA.

All of the above differences were 15% or higher. While there are many smaller differences between roles, these should be interpreted with caution, as they fall within the range of variation expected for this sample and may not represent true differences.

The table also highlights where there were commonalities in views as well as higher scoring results and these should be considered NOPTA / OIR strengths:

- Helpfulness of staff

- Building cooperative relationships and collaboration

- Accuracy, clarity and consistency of information

- The effectiveness of titles / licences administration

- Behaving ethically

- Overall trust in NOPTA / OIR.

No further breakdown of government representatives was conducted, for example comparisons of Commonwealth and state agencies or comparison sectors, simply because government representatives had 100% positive scores for nearly all items that they answered. Refer to Table 13. This type of scoring means that government representatives had common, and possibly

identical, opinions, irrespective of employer or sector. One item (*working with other government agencies and authorities, etc*) was asked of the OIE sector only (licence holders and government representatives) and government representatives had an 83% positive score for the item. This was the only common item asked of one sector.

Table 13: Common items by role differences

| Common survey item | % positive scores | | | |
|---|---|---|---|---|
| | Title holder *n=51 max* | Licence holder *n=11 max* | Govt rep *n=23 max* | Total *n=85 max* |
| Technical expertise of staff | 98 | 82 | 100 | 96 |
| Helpfulness of staff | 98 | 100 | 95 | 98 |
| Building cooperative relationships with your company and industry | 100 | 100 | NA | 100 |
| *Building cooperative relationships with government decision makers / your agency* | NA | NA | 100 | 100 |
| Collaboration with stakeholders to improve administration | 91 | 91 | 100 | 93 |
| Working with other government agencies and authorities to provide a consistent, whole of government approach to offshore electricity infrastructure | NA | 78 | 83 | 80 |
| Accuracy of the information it provides | 98 | 100 | NA | 98 |
| Clarity of information it provides | 94 | 91 | NA | 93 |
| *Accuracy of advice it provides* | NA | NA | 100 | 100 |
| *Clarity of advice it provides* | NA | NA | 100 | 100 |
| Justification of its decisions made about offshore titles / licences (justification includes clearly explaining the reasons for a decision) | 83 | 60 | NA | 78 |
| *Justification of its recommendations made about offshore titles / licences* | NA | NA | 100 | 100 |
| Consistency of its information | 89 | 100 | NA | 90 |
| *Consistency of its advice / recommendations* | NA | NA | 100 | 100 |
| Transparency of its decisions about offshore titles / licences | 74 | 70 | NA | 73 |
| The efficiency of its titles / licences administration | 59 | 64 | 100 | 68 |
| The effectiveness of its titles / licences administration | 82 | 88 | 100 | 87 |
| Its focus on continuous improvement | 78 | 88 | 100 | 86 |
| Supporting the responsible use of Australia's offshore energy resources across the title / licensing lifecycle | 83 | 90 | 100 | 88 |
| Behaving ethically | 100 | 100 | 100 | 100 |
| Balancing administrative and compliance effort with outcomes | 73 | 82 | NA | 75 |
| *Balancing administrative effort with outcomes* | NA | NA | 100 | 100 |

| Common survey item | % positive scores | | | |
|---|---|---|---|---|
| | Title holder n=51 max | Licence holder n=11 max | Govt rep n=23 max | Total n=85 max |
| Being risk-based | 78 | 73 | NA | 76 |
| Encouraging voluntary administrative compliance | 91 | 70 | NA | 87 |
| Overall, I trust NOPTA to administer the offshore petroleum and greenhouse gas framework in Australia's national interest | 90 | NA | 100 | 93 |
| Overall, I trust the Offshore Infrastructure Registrar to administer the offshore petroleum and greenhouse gas framework in Australia's national interest | NA | 91 | 100 | 94 |

## Level of interaction

All respondents, irrespective of role, were asked to estimate their level of interaction with NOPTA/OIR in the past 6 to 12 months. Table 14 below shows the four items where there were notable differences on common items. The two blue highlights are where there were large difference indicating that greater experience generated quite different and more negative views.

Table 14: Common items by interactions with NOPTA / OIR in the past 6-12 months (large differences)

| Common survey item | Less than 10 interactions n=34 | More than 10 interactions n=50 | Total n= |
|---|---|---|---|
| Justification of its decisions made about offshore titles / licences | 90 | 69 | 78 |
| Consistency of its information | 96 | 86 | 90 |
| Transparency of its decisions about offshore titles / licences | 94 | 60 | 73 |
| Balancing administrative and compliance effort with outcomes | 68 | 78 | 75 |

## Industry sector

All respondents were grouped into two sectors: P/GHG or OEI. This includes title holders and government employees associated with decisions or advice about P/GHG and OEI licence holders and government employees associated with decisions or advice about OEI.

Table 15 shows where there were differences of 10% positive scores or more. The two most notable differences are highlighted in blue and were about *justification of decisions* about licences and titles and encouraging voluntary administrative compliance where the OEI sector was considerably lower than the P/GHG sector.

Table 15: Common items by industry sector (large differences)

| Common survey item | P/GHG industry | OEI industry | Total |
|---|---|---|---|
| Technical expertise of staff | 98 | 88 | 96 |
| Justification of its decisions made about offshore titles / licences | 83 | 60 | 78 |
| Consistency of its information | 89 | 100 | 90 |
| Balancing administrative and compliance effort with outcomes | 73 | 82 | 75 |
| Encouraging voluntary administrative compliance | 91 | 70 | 87 |

# Results by APS values

This section shows results for key items that were included in the questionnaire in order to generate an APS value score and that was aligned with the survey instrument used in the *Trust in Australian Public Services Survey* for 2022-23[1].

All APS values scored above 80% positive with the values of *Integrity* and *Fairness* scoring highest.

Table 16: Items and associated APS value

| Survey item/s | APS value | Average %pos score for contributing items | Average % pos score for value |
|---|---|---|---|
| Consistency of information / advice | Fair | 95 | 91 |
| Minimising administrative burden | Fair | 87 | |
| Supporting the responsible use of Australia's offshore energy resources | Integrity | 88 | 94 |
| Behaves ethically | Integrity | 100 | |
| Justification of decisions / recommendations | Open and honest | 89 | 81 |
| Transparency of decisions | Open and honest | 73 | |
| Staff expertise | Reliable | 96 | |
| Providing advice to govt decision makers (accuracy and clarity) | Reliable | 100 | 88 |
| Administration of titles and licences (efficient and effective) | Reliable | 77 | |
| Fit for purpose IT systems | Reliable | 77 | |
| Building cooperative relationships | Responsive | 100 | |
| Collaboration with stakeholders | Responsive | 93 | 83 |
| Continuous improvement | Responsive | 86 | |
| Innovative IT systems | Responsive | 53 | |
| Trust | Trust | 94 | 94 |

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[1] https://www.apsreform.gov.au/resources/reports/trust-australian-public-services-2023-annual-report

# Suggestions

This section summarises the comments that respondents offered about what NOPTA / OIR does well and what it could improve. All verbatim strengths and improvement suggestions provided can be found in Appendix B.

## Doing well and should continue

Many respondents commented about NOPTA staff: their knowledge, helpfulness, responsiveness and professionalism.

NOPTA's engagement with stakeholders and relationship building was praised. Its provision of good and accessible information and advice was also noted.

The comments corroborated the numeric results of this survey indicating that the numeric results were a true reflection of stakeholder sentiment.

## Improvements needed

A number of improvements focused on providing faster decisions which was commented on earlier in this report and is known to be outside NOPTA's remit.

Greater flexibility, particularly for smaller title holders / licence holders was raised by more than one respondent. Another recurring theme was greater efficiency, particularly around applications, duplication with other administrators / regulators and the amount of information required.

Updating of digital systems was the most common area of improvement and also, again, reflected in numeric results.

# Conclusions

The key messages / findings of the survey are presented below. With the application of organisational knowledge and insight, these could become survey recommendations.

1.  NOPTA / OIR staff are a key strength. Whatever senior managers are doing now to recruit, support and encourage staff should be continued.

2.  NOPTA relationships with title and licence holders as well as government decision makers and advisors were strongly endorsed. This collaborative approach is another of NOPTA's key strengths and should be continued.

3.  The accuracy, clarity and consistency of information and advice the Title Administrator /Registrar provides were rated highly and also needs to continue.

4.  Because of all of the above, as well as behaving ethically and being seen as effective in their roles, the Titles Administrator and Registrar were considered trusted entities—a strong endorsement of the organisations' administrative role and activities.

5.  For some stakeholders, particularly newer title holders / licence holders, there appears to be either lack of information and/or confusion about the Title Administrator / Registrar's role in decision-making. NOPTA needs to consider more timely, clear and concise information at point of application and throughout all its communication activities about its role or lack thereof in the decision making process. This is probably closely related to clarifying the nature of NOPTA's application processing time target / performance measure.

6.  NEATS and NOPIMS systems need to be updated, linked with other systems and improved in key areas of functionality, particularly searching.

7.  Government stakeholders need to understand that their views about administrative effort for title and licence holders and justification about decisions are not shared by title and licence holders. This difference in views could lead, at times, to significant misalignment between policy making or implementation and stakeholder reactions.

8.  Many title holders and licence holders believe that their administrative and compliance efforts are not balanced with outcomes: too much is asked at times without apparent understanding of effort involved.

9.  The Title Administrator / Registrar needs to be more efficient in its operations, including having more streamlined processes and systems as well as reduced duplication and greater integration across government.

10. There is a lack of information from a stakeholder's perspective about a number of NOPTA's activities, particularly continuous improvement initiatives, encouraging voluntary compliance, the transparency of its decisions and being risk-based (based on high proportions of *Unsure* or no answers to these questions). NOPTA needs to consider increasing its information about these activities and/or only asking knowledgeable stakeholders for feedback about the activities.

# Appendix A: 2025 questionnaire

*This version of the questionnaire below shows all questions. Logic was applied using respondent attributes, so no respondent saw all questions presented below.*

## Your interactions with the Titles Administrator / Offshore Infrastructure Registrar

Over the past 6 to 12 months, please estimate how many times you interacted in some way with Titles Administrator / Offshore Infrastructure Registrar. This could include using digital systems, phone calls, attending meetings, using Titles Administrator / Offshore Infrastructure Registrar's website, etc. *An estimate is fine.*

- ☐ No interactions
- ☐ 1 to 10
- ☐ 11 to 30
- ☐ More than 30

How do you rate the Titles Administrator / Offshore Infrastructure Registrar on the following:
*When answering, think about your interactions in the last 6 to 12 months.*

|  | Very poor | Poor | Someti mes poor/ someti mes good | Good | Very good | Unsure / not enough info to answer |
|---|---|---|---|---|---|---|
| **Technical expertise** of staff | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| **Helpfulness** of staff | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| **Building cooperative relationships** with your company and industry | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| **Building cooperative relationships** with government decision makers / your agency | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| **Collaboration** with stakeholders to improve administration | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| **Working with other government agencies** and authorities to provide a consistent, whole of government approach to offshore electricity infrastructure | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |

How do you rate the Titles Administrator / Offshore Infrastructure Registrar on the following:
*When answering, think about your interactions in the last 6 to 12 months.*

| | Very poor | Poor | Someti mes poor/ someti mes good | Good | Very good | Unsure / not enoug h info to answer |
|---|---|---|---|---|---|---|
| **Accuracy** of the information it provides | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| **Clarity** of information it provides | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| **Accuracy** of advice it provides | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| **Clarity** of advice it provides | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| **Justification** of its decisions made about offshore titles / licences *(justification includes clearly explaining the reasons for a decision)* | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| **Justification** of its recommendations made about offshore titles / licences | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| **Consistency** of its information | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| **Consistency** of its advice / recommendations | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| **Transparency** of its decisions about offshore titles / licences | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |

How do you rate the Titles Administrator / Offshore Infrastructure Registrar on the following:
*When answering, think about your interactions in the last 6 to 12 months.*

| | Very poor | Poor | Sometimes poor/ sometimes good | Good | Very good | Unsure |
|---|---|---|---|---|---|---|
| The **efficiency** of its titles / licences administration (*efficiency refers to accomplishing objectives with the least waste of time and effort as well as on time / on budget*) | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| The **effectiveness** of its titles / licences administration (*effectiveness refers to success in achieving stated objectives / functions*) | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Its focus on **continuous improvement** | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |

| | | | | | | |
|---|---|---|---|---|---|---|
| Supporting **the responsible use** of Australia's offshore energy resources across the title / licensing lifecycle | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Behaving **ethically** *(with integrity and high standards of behaviour)* | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| **Balancing** administrative and compliance **effort** with **outcomes** | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| **Balancing** administrative **effort** with **outcomes** | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |

How do you rate the Titles Administrator / Offshore Infrastructure Registrar's approach to administrative compliance in terms of:
*When answering, think about your interactions in the last 6 to 12 months.*

| | Very poor | Poor | Sometimes poor/ sometimes good | Good | Very good | Unsure |
|---|---|---|---|---|---|---|
| Being risk-based | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Encouraging voluntary administrative compliance | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |

Which of the following have you used in the last 6 to 12 months?

- ☐ National Electronic Approvals Tracking System (NEATS)
- ☐ National Offshore Petroleum Information System (NOPIMS)
- ☐ NOPTA website
- ☐ Offshore Infrastructure Registrar's website
- ☐ None of the above

How do you rate **NEATS** on the following:
*When answering, think about your interactions in the last 6 to 12 months.*

| | Very poor | Poor | Sometimes poor/ sometimes good | Good | Very good |
|---|---|---|---|---|---|
| Clear instructions / workflow | ☐ | ☐ | ☐ | ☐ | ☐ |
| Integrated functionality | ☐ | ☐ | ☐ | ☐ | ☐ |
| Easy to find information | ☐ | ☐ | ☐ | ☐ | ☐ |
| Continuous improvement | ☐ | ☐ | ☐ | ☐ | ☐ |
| Fit for purpose | ☐ | ☐ | ☐ | ☐ | ☐ |

How do you rate **NOPIMS** on the following:
*When answering, think about your interactions in the last 6 to 12 months.*

|  | Very poor | Poor | Sometimes poor/ sometimes good | Good | Very good |
|---|---|---|---|---|---|
| Clear instructions | ☐ | ☐ | ☐ | ☐ | ☐ |
| Integrated functionality | ☐ | ☐ | ☐ | ☐ | ☐ |
| Easy to find information | ☐ | ☐ | ☐ | ☐ | ☐ |
| Continuous improvement | ☐ | ☐ | ☐ | ☐ | ☐ |
| Fit for purpose | ☐ | ☐ | ☐ | ☐ | ☐ |

How do you rate **NOPTA's** website on the following:
*The website **does not include** NEATS or NOPIMS.*
*When answering, think about your interactions in the last 6 to 12 months.*

|  | Very poor | Poor | Sometimes poor/ sometimes good | Good | Very good |
|---|---|---|---|---|---|
| Clear | ☐ | ☐ | ☐ | ☐ | ☐ |
| Relevant | ☐ | ☐ | ☐ | ☐ | ☐ |
| Easy to find information | ☐ | ☐ | ☐ | ☐ | ☐ |
| Concise | ☐ | ☐ | ☐ | ☐ | ☐ |

How do you rate the **Offshore Infrastructure Registrar's** website on the following:
*When answering, think about your interactions in the last 6 to 12 months.*

|  | Very poor | Poor | Sometimes poor/ sometimes good | Good | Very good |
|---|---|---|---|---|---|
| Clear | ☐ | ☐ | ☐ | ☐ | ☐ |
| Relevant | ☐ | ☐ | ☐ | ☐ | ☐ |
| Easy to find information | ☐ | ☐ | ☐ | ☐ | ☐ |
| Concise | ☐ | ☐ | ☐ | ☐ | ☐ |

What is **one thing** the Titles Administrator / Offshore Infrastructure Registrar could do to improve its digital systems?
*When answering please be specific about the platform, service or product you are referring to. Please leave blank if you have no comment.*

_____

How do you rate the Titles Administrator (NOPTA) on the following:

|  | Very poor | Poor | Sometimes poor/ sometimes good | Good | Very good | Unsure / not enough info to answer |
|---|---|---|---|---|---|---|
| Processing its applications to meet its published assessment timeframes | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |

Rate your level of trust in this organisation.

|  | Not at all – No trust whatsoever | A little – Minimal trust; only in very limited situations | A moderate amount – Some trust; in certain situations | A lot – Strong trust; in most situations | A great deal – Very strong trust; in nearly all situations |
|---|---|---|---|---|---|
| Overall, I trust NOPTA to administer the offshore petroleum and greenhouse gas framework in Australia's national interest | ☐ | ☐ | ☐ | ☐ | ☐ |
| Overall, I trust the Offshore Infrastructure Registrar to administer the offshore (electricity) infrastructure framework in Australia's national interest | ☐ | ☐ | ☐ | ☐ | ☐ |

## Suggestions

What does the Titles Administrator / Offshore Electricity Infrastructure Registrar **do well and should keep doing?**
*Please leave blank if you have no comment.*

_____

What could the Titles Administrator / Offshore Electricity Infrastructure Registrar **improve on** as an administrator / regulator?
*Please be as specific as possible. Please leave blank if you have no comment.*

_____

# Appendix B: Suggestions: verbatim comments

## Suggestions about NOPTA / OIR strengths

A total of 33 respondents provided comments about what NOPTA / OIR do well and should continue doing. A number offered several suggestions to this question.

*All human interactions have been very successful and effective. The tracking of applications is also effective and useful.*

*Collaborate, being available to provide clarifications to Operators*

*Continue to be accessible.*

*Continue to support staff development, recognising that some team members are still new and may not yet be fully across all aspects of their role. I find NOPTA to be constructive and facilitative in its approach to applications, and I greatly value the expertise and willingness of experienced staff to collaborate closely with titleholders. This supportive attitude is sincerely appreciated.*

*Engagement with Titleholders and providing advice, ie answering questions, providing insights, sharing lessons learned.*

*Excellent interaction with my agency, willingness and availability to hold discussions and explore ideas, as well as collaborate/cooperate when appropriate.*

*General communication and relationship with stakeholders. Trying to solve problems together, rather than being an adversarial relationship.*

*Good communication, available to talk on the phone, friendly and knowledgeable staff.*

*Good people so this makes it easier to deal with.*

*I am always able to call a member of the team and speak to them directly to ask questions or discuss matters. They are always available for meetings, both formal and informal, and are happy to share updates and advice where possible.*

*In terms of guidance towards decision making they provide valuable input that is useful and avoids documents being submitted that will be rejected due to small errors.*

*Information provision and active licence administration*

*Maintain relevant communications and answers to inquiries where possible*

*Maintaining excellent relationships with its key stakeholders, particularly in respect of timely advice and guidance when queries are raised regarding applications.*

*Making data publicly available is invaluable. Even if it may sometimes be a bit of a journey to find information, it's worth having it semi-discoverable.*

*Meet government's expectations*

*NOPTA staff are the organization's best asset - knowledgeable and helpful with an attitude of trying to support the best outcomes.*

*Open to consultation and engagement with Titleholder/Owner*

*Pro-actively engage when new guidelines or documents are about to be released for information and seek comments.*

*Productive engagement and offers of support to navigate regulatory processes / requirements*

*Provides good, consistent advice.*

*Responding to issues and questions in a timely manner with good and robust advice and supported reasoning.*

*RFI's sent for permit related submissions are very clear.*

*Staff are readily available to discuss an issue and give guidance and advice. The guidance and advice is generally accurate and helpful.*

*Strong engagement and relationship building with licence holders and generally clear in its communications with licence holders.*

*The NOPTA Data Team, who we deal with regularly, do an excellent job of responding promptly to queries and providing data related advice. They are a very helpful team.*

*The Titles Administrator is structured and has a very good, structured approach to licensing and titles management - and is clear to everyone.*
*They offer specialist knowledge and in very recent years have taken on more experienced and technically relevant specialists into their organization - this is an ever-changing landscape I like to see its kept relevant.*
*You support Carbon Capture and Storage which is key to New Energy development helping Aus to a low-emissions future. I very much like the fact that the departments of NOPTA work closely with DISR, DCCEEW and DFAT - that is an excellent collaboration - well done. Always willing to see us in Perth or Canberra and so easily contactable - keep it up*

*The Titles Administrator staff are very knowledgeable and seek to have open discussion and provide guidance on how to ensure and maintain compliance. I have found them extremely helpful and friendly while still clearly and explicitly highlighting when they cannot advise to maintain their independence. They also do complete their activities within reasonable and expected timeframes, it is just unfortunate that the Joint Authority does not.*

*They administer the Regulations and Act as they are written.*

*Very consistent and trustworthy in its administration of the Act and regulations*

*Very helpful and professional staff in most instances*

*Working collaboratively with other Commonwealth and State government agencies who have functions relating to the regulation of offshore energy projects.*


## Suggestions for improvements

A total of 29 respondents provided comments about improvements. A number offered several suggestions to this question.

*1. Work to reduce the overlap between GHG approvals ie  RCM approves the proposed work-bid and then RCM (or delegate) needs to approve the KGO (SROSAI assessment) for an approved work-bid activity.  There are only a few activities that a SROSAI will arise ie injectivity test - so maybe there is an opportunity to streamline KGO.*
*2. Provide a standard ingress agreement form.  An ingress agreement is a requirement for the short-term title but different operators have different views on liabilities, and this negotiation can take way too long to formalise even though the Act and assignment of liability is relatively clear.*
*3. Better alignment between NOPSEMA and NOPTA approvals for instance NOPSEMA requires the short-term title application to be made prior to EP submission - meaning that short term title application must be submitted very early and therefore stakeholder consultation is early.  NOPTA have a view that the consultation must be undertaken closer to the activity, but this is not always possible as EP submission is very early due to the length of time for EP approval.*

*Appears to be an increasing burden of compliance through the RFI process related to many recent dealings with NOPTA. Questioning around financial competency and requirements to provide details cash flows, planned expenditures/commitments etc across the whole business (not just related to the project or permit in question) on multiple occasions.*

*Applications are managed promptly at the administrative stage; however, once escalated to the decision-maker, the process tends to break down. Any improvements that could provide greater line-of-sight and more consistent processing beyond the initial advice stage would be greatly appreciated.*

*Approximately four years between gazettal and award for 2021 offshore licence round.*
*No acreage releases for multiple years when country is barrelling towards an energy crisis and gas is a critical firming commodity for domestic energy; implies an appalling lack of accountability with regard to responsible management of Australian Resources*

*Be clear and succinct about its compliance responsibilities and relay that through the website.*

*Be flexible/ adapt to project specifics*

*Be more clear and concise decision making and confidence in making the decisions. The decisions should be realistic in relation to the economic needs as well and while supporting the environment also supporting the needs of the community so there are no shortfalls in resourcing and employment due to overcomplicated targets that cannot really be achieved. It should be more evident that it is teamwork rather than a power struggle.*

*Better management of the approval timeframe from the joint authority.*

*Consistency of request / assessment (especially in relation to administrative requests).*
*Increase transparency of assessment/ decision / provide further explanation.*

*Enabling industry to undertake its activities, particularly in newer areas or where legislation hasn't been tested all that thoroughly.  In some cases levels of information that are required to support decisions can be too onerous.*

*Ensure the risk of activities aligns with the level of regulation for the activity (e.g TIL for geotech activities may be excessive if we have EPBC referral conditions) and ensure offshore wind are no penalised for isses or mistakes made in the past by the oil and gas industry.*

*Ideally, better integration and data sharing with other APS departments, noting current legislative restrictions.*

*It would be extremely helpful to be able to nominate applications where titleholders are seeking initial review and comment in some circumstances and to receive feedback to be addressed which could reduce s258 requests. Alternatively, the s258 requests could refer to specific sections and communicate the issue(s) or concerns as they are not always clear on the gap the regulator is seeking to address. The current engagement process could be more helpful in improving industry performance in this way.  It could address the risks associated with rejection of applications due to errors or drafting and allow an element of due process and transparency to the recommendation process as while decisions sit with the Joint Authority, there is no insight as to the recommendation being made and no reliable line of sight to an outcome.*

*Look at ways of streamlining applications regarding titles, to reduce the administrative burden on both the title holder and the agency. For instance if the application checklists were live documents so you could download them and cross the boxes rather than having to create your own word document to do so. Further if there was a way of streamlining the financial and technical information for companies with numerous entities.*

*Many of the frustrations we have extend beyond the Titles Administrator, it seems that they don't have much influence over timeframes involved in decision making by the commonwealth. Since there is so much that is out of the Titles Administrator's hands it is difficult to understand the significant increase in fees that occurred last year. The fees are unreasonably high for applications and should be reviewed.*

*Modernise systems to be more user friendly*

*NEATS portal as per previous suggestion and issuance of guidance on future licences (ie, commercial licence).*

*Often too many people - like 10+ will join a teams call, few speak and often answers need to be returned later.*
*Would be nice to have a client manager - always a different person replying to us.*

*Provide more flexibility to support smaller operators of licences*

*providing decisions quicker*
*providing feedback in writing*

*Quicker feedback on permit decisions e.g S+E applications etc.*

*Regulatory processes and timelines that better align with industry needs to capture value*

*Significantly simplify its approach and area of focus (i.e. very basic licence compliance and licence administration only). Acknowledge other areas of government and what they Regulate (i.e. remove any focus on technical risk, commercial risk, schedule etc). For an industry with very low activity levels the Regulation and Governance burden on projects is significant and disproportional to the risk for the Government.*

*They have a high number of attendees at meetings. This should be reviewed to determine the correct number to improve internal efficiencies.*

*To advocate for policies that maximize economic recovery with Government. The exploration industry, and by extension the rest of industry, is downtrending and Government can influence the upturn.*

*Understand that some requests may appear to be easy to answer, but actually may result in significant work on the side of the companies.*

*We have found that applications are taking increasingly longer to process over the last few years.*

*We have found that applications are taking increasingly longer to process over the last few years. In addition, we find the overlapping of petroleum and CCUS licences in the Petrel area very concerning given the proximity of the CCUS activities to known petroleum accumulations*

*Whereas the relationships with key departments like DCCEEW etc. (see above) is first class - I am not feeling the same between NOPTA and NOPSEMA further developments here to cut down timing.*
*With Science experts sitting in Canberra 'Geoscience Australia' I am not sure if there is the effective use of these solid scientists and academic experts in the field of Geoscience, Hydrocarbon Exploration, CC(U)S, New Energies and decommissioning.*
*More one on one meetings with Operators especially post submission of permit bids / work programs/ applications. A lot of time, effort, money and passion goes into work programs and bids it's important to present to the regulator - opportunity for both to understand the concepts and key objectives of the project, I think Australia is one of the few places in the world that doesn't request this.*

# Appendix C: Unsure / no answers

While the overall response numbers were the highest since survey inception, not every respondent answered every question presented. For future survey design and, more importantly, for future focus of NOPTA's communication activities, low valid responses to questions need to be considered. A valid answer to a question is where a rating scale option was selected as a response. An invalid answer is *Unsure* or where no answer was provided. Don't know or not applicable are similar types of invalid answers.

High unsure or no answer counts for a question indicate that a respondent does not have sufficient information to answer. This may be for several reasons: the respondent does not have a lot of experience with the subject-matter; they do not have enough information to offer an informed view; or they do not and possibly will never have line-of-sight to gain information or experience to offer an informed view. Respondents in a government-focused stakeholder survey are unlikely to offer a view when they have no evidence to support an answer.

All of these reasons point to a number of actions around questions or concepts with a high proportion of invalid responses:

- Providing more information about activities that the organisation being surveyed wants feedback about and also making this information easy to find or part of regular communication with stakeholders

- Surveying people or screening out respondents who have more rather than less experience with the organisation

- Providing more examples of what a survey question or concept means or how respondents might experience a concept in everyday interactions so that respondents are clearer about what to think about when answering.

Table 17: Items with high unsure / no answer count

| Survey item | Valid answer count | Unsure / no answer count |
|---|---|---|
| NOPTA/OIR focus on continuous improvement | 57 | 28 |
| The efficiency of NOPTA/OIR titles / licences administration | 68 | 17 |
| Encouraging voluntary administrative compliance (title holder / licence only) | 45 | 17 |
| Supporting the responsible use of Australia's offshore energy resources across the title / licensing lifecycle | 69 | 16 |
| The effectiveness of NOPTA/OIR titles / licences administration | 71 | 14 |
| Transparency of its decisions about offshore titles / licences (title / licence holder only) | 49 | 13 |
| Justification of its decisions made about offshore titles / licences (title / licence holder only) | 50 | 12 |
| Collaboration with stakeholders to improve administration | 74 | 11 |
| Being risk-based (title holder / licence only) | 51 | 11 |