

# Titles Management System

MONTHLY STAKEHOLDER NEWSLETTER



24 April 2020

## A message from the Titles Management System team

Welcome to the second edition of the monthly Titles Management System (TMS) stakeholder newsletter.

Since the newsletter issued in mid-March 2020, we have experienced a change at a departmental level, with the former Division of Resources and Geoscience (DRG) now called Mining, Exploration and Geoscience (MEG). MEG has also moved from the Department of Planning, Industry and Environment to the newly formed Department of Regional NSW. Despite these changes, and many of us working from home due to COVID-19, the TMS team continues to prepare for the next release of TMS in June 2020.

Over the last month we also sent out an industry-wide survey seeking your feedback on the system and to get your input on future releases. We have also held a number of one-on-one engagement sessions with stakeholders.

## TMS stats



Since the last update in March, we now have 138 user accounts created in TMS (see Figure 1). As the wider industry sector becomes more familiar with the system, we look forward to seeing this number continue to rise. It is also encouraging to see the number of applications lodged in TMS has now reached 30, with the proportion of applications lodged in TMS now outweighing those lodged external to the system since December 2019 (see Figure 2).

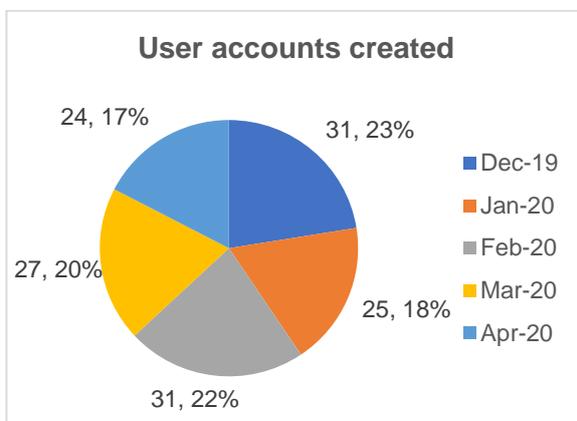


Figure 1: Number of user accounts created as at 22/04/2020

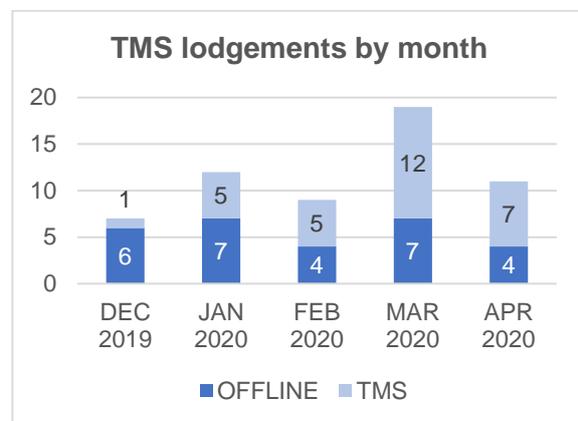


Figure 2: Applications lodged using TMS as at 22/04/2020

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## What's coming up next



### Phase 2

Our Resource Operations team has been readily using TMS to process applications lodged after Phase 1 in December 2019. With the next release allowing you to track the status of applications lodged prior to Phase 1, we continue to migrate pending dealings into the system in the coming months.

A key achievement of Phase 2 is the additional functionality we are providing to our coal stakeholders. The Resources Customer Portal (RCP) only catered for the grant and renewal of group 9 exploration licences. TMS will support the grant and renewal of all authority types, that is, exploration licences, assessment leases and mining leases.

The following features are planned for release in Phase 2, expected in late June 2020:

- Renewal of mineral authorities
- Grant of coal authorities (all types)
- Renewal of coal authorities (all types)
- PDF generation of the application data
- Auto case creation – real time writing to the public register (TAS) for both applications and renewals
- Case tracking of non-portal transactions, and
- For newly granted authorities, the inclusion of the DAP authority identifier from TAS.

## Recent engagement activities



### Industry-wide TMS pulse check survey

On 7 April members of the industry were invited to complete a survey seeking feedback on the functionality of the current system as well as input on functional priorities for the future releases.

The survey closed at midnight on Friday 17 April, with a total of 53 complete responses received.

Thank you to those that provided feedback to the survey. Your valuable feedback will assist the TMS project team in developing a system that best meets your title administration needs. All feedback from the system will be communicated to you once collated and analysed.

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## Virtual roadshows

In the week prior to Easter, the TMS team conducted ten 1-on-1 virtual industry engagement sessions with agents and holders from the coal and minerals sectors. The sessions included:

- Targeted feedback on the operation of the current system,
- A demonstration of Phase 2 functionality in a testing environment, and
- Discussions on key functional priorities for TMS looking ahead.

The invaluable feedback gathered from these sessions, along with responses from the online survey will inform planning and scheduling activities for future phases of the project.

All feedback from the sessions will be available to view once collated and analysed.

## Upcoming engagement activities



### Industry round table

A round-table workshop to discuss feedback from the online survey and virtual engagement sessions will be scheduled for May 2020. Arrangements for the session will be made in the next few weeks.

### Phase 2 – industry testing sessions

Prior to the Phase 2 deployment in mid-June 2020, a user testing session will be held to allow participants to test drive its new features in a ‘testing environment’. Testing is expected to occur in the weeks leading up to the release in June 2020.

If you are interested in participating testing activities and any of the future stakeholder engagement sessions, please send an email to [tms@planning.nsw.gov.au](mailto:tms@planning.nsw.gov.au).

## Want to know more?



For general inquiries about TMS, or if you have any concerns with the system you would like to tell us about, please send us an email at [tms@planning.nsw.gov.au](mailto:tms@planning.nsw.gov.au)