

Titles Management System

MONTHLY STAKEHOLDER NEWSLETTER



May 2020

A message from the Titles Management System team

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

With our next release of the TMS (Phase 2) scheduled for 22 June, we look forward to bringing even more functionality in the coming weeks.

The team is working hard to bring you new and improved functions and capabilities in TMS this year.

TMS stats



Since the last update in April, we now have 178 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 55, with the proportion of applications lodged in TMS now outweighing those lodged external to the system since December 2019 (see Figure 2).

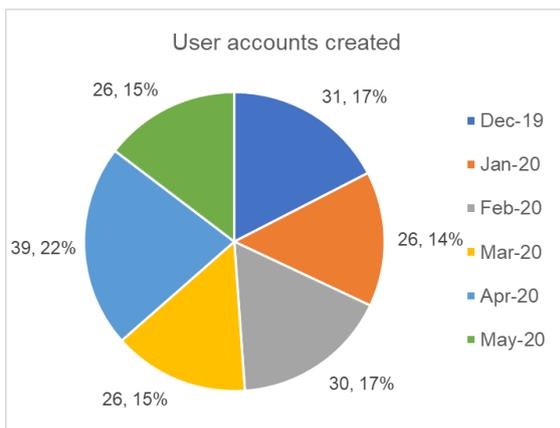


Figure 1: Number of user accounts created as at 25/05/2020

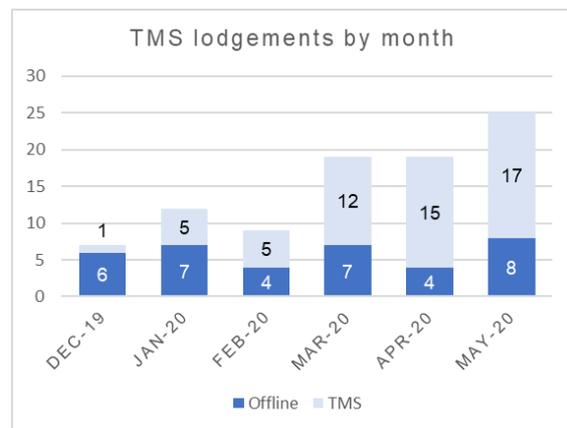


Figure 2: Applications lodged using TMS as at 25/05/2020

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What's coming up next



Phase 2 – Go-live on 22 June 2020

We look forward to bringing you added functionality with the next release.

A key achievement of Phase 2 is the additional functionality we are providing to our coal stakeholders. From 22 June 2020, TMS will support the grant and renewal of all authority types (including coal), i.e. exploration licences, assessment leases and mining leases.

The following features will be made available in our Phase 2 release, which will give you the ability to:

- renew of all mineral authorities
- apply for the grant of coal authorities (all types)
- apply for the renewal of coal authorities (all types)
- create a PDF version of your application
- track the status of selected* applications lodged prior to Phase 1

Note*: In order for users to view the status of pending applications in TMS, they must first be physically created in TMS by our project team. We will continue to create cases for pending dealings post Phase 2, so your patience while this process continues is appreciated.

Phase 2 will also allow for automatic case creation, i.e. real-time writing to the public register Titles Administration System (TAS) for both applications and renewals. It will also allow for the inclusion of the DAP authority identifier from TAS for newly granted authorities.

Future of Resource Customer Portal

With the encouraging uptake of TMS over the last few months and its intention to eventually be a 'single point of entry' for industry, we would like to inform you that the Resource Customer Portal (RCP) will be decommissioned shortly after the release of Phase 2 for TMS.

For those with draft applications in RCP, a notification will be sent to you informing you of the cut-off date. You will then be able to either conclude your application or transfer your draft applications over to the new TMS portal before RCP is decommissioned.

Stay tuned for more information on this!

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Recent engagement activities



Industry TMS pulse check survey

In April members of the industry were invited to complete an industry-wide pulse survey seeking feedback on the functionality of the current system as well as input on functional priorities for the future releases. A total of 53 complete responses were received. We would like to thank all those that participated in the survey.

It was encouraging to hear that a majority of respondents to the survey noted that the system is currently quite intuitive and easy to use. We continue to refine the system's functionality and ease of use to give you a better customer experience. It was also great to hear that most respondents found the dashboard, in its current format a useful tool. We look forward to bringing you added dashboard functionality in the coming releases for TMS.

We also welcomed your constructive feedback on the system's current functionality and what features you identified as the most important:

- visibility over progress of pending applications
- enhanced dashboard functionality and greater visibility over reports, renewals, conditions, payments etc.

We appreciate these comments and will continue to work towards maintaining visibility over the status of your application and further dashboard functions in upcoming releases.

Virtual roadshows

Virtual roadshows were held with a number of industry representatives in April 2020. Thank you all for your participation and feedback provided during the sessions. Key themes noted from the sessions include:

- ability to access previous documents lodged in TMS, such as Work Programs and Renewal Justification Statements
- enhanced dashboard functionality, such as reminders for renewals, reports, payments etc.
- having a single point of entry for all titles administration functions.
- the ability to view multiple applications from a single entity as a 'Super User' and prioritise workload.

Feedback from these sessions will be reflected in more detail in the TMS Engagement Hub, which is currently under construction.

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TMS Engagement Hub

The TMS Project Team is currently building an Engagement Hub to capture and collate all feedback from industry engagement sessions. The Hub will be housed on the Mining, Exploration and Geoscience (MEG) website and will detail when and how the TMS will address each item in future releases.

Upcoming engagement activities



Phase 2 – industry testing sessions

The user testing session prior to the Phase 2 deployment has been scheduled for 9-12 June. We have already confirmed a dozen participants for this testing session and look forward to your participation. Participants will have the opportunity to lodge an application for grant and renewal and explore the new features on our dashboard in a test environment.

Feedback from the session will be collated and inform the development of our upcoming release.

If you are still interested in participating in these testing activities and any of the future stakeholder engagement sessions, please send an email to tms@planning.nsw.gov.au We are accepting responses for testing until COB Wednesday, 3 June 2020.

Previous survey request



While sending you a reminder to participate in the TMS survey, the Department unintentionally sent the email on 14 April 2020 using the 'To' field rather than the 'Bcc' field and disclosed the email addresses of all participants to all recipients of the survey.

The Department apologises for this mistake and any inconvenience caused by it and requests that you delete the email. The Department takes the privacy of its industry stakeholders very seriously and is currently reviewing its internal processes to maintain the privacy of all recipients of industry-wide correspondence

If your email address contains your personal information such as your name, for example `firstname.lastname@company.com`, the disclosure of your email address may have been a breach of your privacy. If your email address does not contain your personal information, for example, `info@company.com`, then the privacy rights will not apply to you.

Privacy Laws in NSW

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The Privacy and Personal Information Protection Act 1998 (PPIP Act) protects your privacy rights in NSW by establishing how personal information is properly collected, stored, used or released by NSW public sector agencies.

If you wish to submit a complaint about disclosure of your personal information detailed above, the PPIP Act allows you to:

- Ask for an internal review from a NSW public sector agency (an investigation must be done if you make such a request); or If you are seeking to apply for an internal review as a result of this disclosure please review, complete and submit the [form](#) within 6 months of this notification.
- Complain to the NSW Privacy Commissioner More information about that is available here: <https://www.ipc.nsw.gov.au/privacy/privacy-resources-citizens/how-do-i-make-complaint>

If you request an internal review you will be informed of the findings of the review, and the action proposed to be taken by the agency, if any. The internal review report will also advise you of your further review rights.

If you have any further question please contact Paul Kim, Senior Information and Privacy Officer on 02 9934 0848 or paul.kim@dpie.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