

# Titles Management System

MONTHLY STAKEHOLDER NEWSLETTER



August 2020

## A message from the Titles Management System team

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

August has been a productive month for the TMS project team, with the launch of the new TMS [Industry Engagement Hub](#) and the completion of targeted stakeholder engagement sessions. See below for further details.

In this issue we also provide some information about improved system functionality as a result of an interim release (Phase 2.1) rolled out at the end of July.

### TMS Stats



As of 21 August 2020, there were 343 user accounts created in TMS (see Figure 1). As the wider industry sector becomes more familiar with the system and more functionality is made available, we expect this upward trend to continue.

There has also been a continued increase in the use of TMS to lodge renewal applications, a key functionality of the system's Phase 2 release in June. As of 21 August 2020, the number of renewal applications lodged via TMS continues to exceed the number lodged offline (see Figure 2).

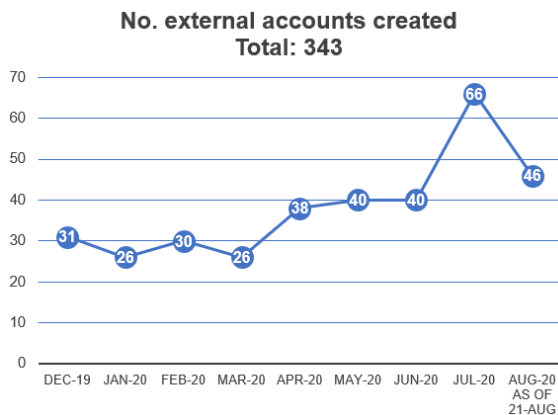


Figure 1: Number of user accounts created as at 21/08/2020

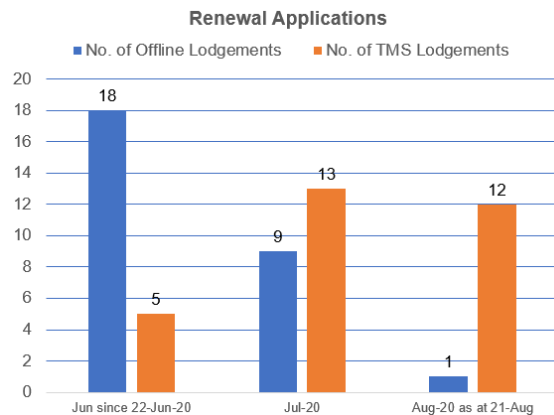


Figure 2: Renewal applications lodged as at 21/08/2020

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And the number of applications for grants lodged in TMS has now reached 119, with the proportion of applications lodged in TMS outweighing those lodged external to the system since December 2019 (see Figure 3).

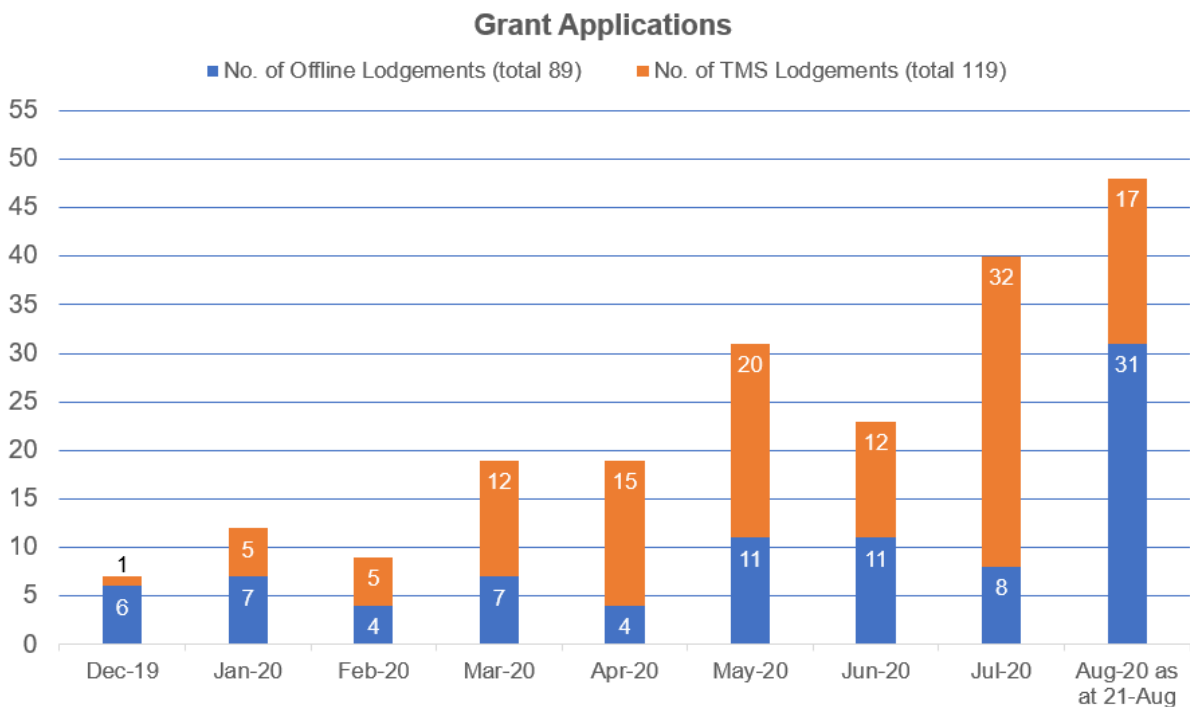
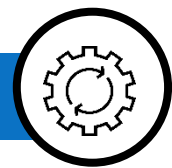


Figure 3: Grant applications lodged as at 21/08/2020

## Interim Phase 2.1 Release



### Summary guide of changes implemented with the interim Phase 2.1 release

To provide users with some additional benefits and functionality the TMS team released an interim Phase 2.1 upgrade of the system at the end of July. To keep industry informed about this interim release, a summary of changes document has been developed outlining the key changes and what they mean for users.

View the [Summary Guide for Phase 2.1](#) functionality changes.

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## Industry Engagement



### TMS Engagement Hub

As part of our commitment to having an open and transparent dialogue with industry the team has launched a [TMS Engagement Hub](#).

This hub, which is available on the Mining, Exploration and Geoscience (MEG) website, collates feedback from all key engagement activities conducted with industry for the TMS project. It also summarises how the TMS project team will address this feedback and how it is informing the continued development and enhancement of the system.

### TMS user engagement survey

An industry survey on the current functionality of TMS will be sent out shortly. This survey will allow current TMS users to give feedback on their experience with TMS, since the release of Phase 2 and Phase 2.1 of the system. The survey will be open for 10 days and feedback will be summarised and added to the new TMS Engagement Hub.

### Targeted engagement

Over the last month, the TMS team conducted nine one-on-one sessions with a cross-section of users including mining companies and agents representing both the minerals and coal industries.

The focus of the sessions was to refine the design requirements for key external functions being proposed for the Phase 3 deployment of TMS in December 2020. The sessions covered 'profile management' functionality and further enhancements to the external TMS dashboard.

Themes covered in these sessions included:

1. **General expectations for the system** – to inform future enhancements
2. **Feedback on current system usage** – what works and doesn't work?
3. **Dashboard features** – what else could be included that would be useful?
4. **Profile management** – establishing relationships between individual accounts and a company profile. And who can update and access these.
5. **Work allocation to staff** – how are responsibilities split between individuals within a company?
6. **Technical manager appointment** – how does this work, and could it be improved?
7. **Submission of standard documents** – could this be improved in the applications process?

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8. **Case lifecycle: from Notice of Proposed Decision to grant of licence** – could this be better managed via TMS rather than via email correspondence?
9. **Other feedback** – anything to assist us achieve better customer service outcomes?
10. **Use of mobile devices** – gauging if this needs to be catered for.

Session outcomes will be made available on the TMS Engagement Hub.

## Industry testing

The TMS team will be conducting some industry testing on the functionality proposed for the next deployment of the system (Phase 3) in the coming months. More details on this testing should be available in early September. If you are interested in participating, please email your details to [tms@planning.nsw.gov.au](mailto:tms@planning.nsw.gov.au), with “Industry Testing” in the subject line of your email.

## Operational updates



### Credit card payments

We would like to inform you about changes made by the Department of Regional NSW to its credit card payment process.

These changes are now reflected in the payment section of TMS:

- AMEX credit card surcharges will be changed to 1.4 per cent (up from 0.8 per cent).
- Diners Club cards will no longer be accepted.

### Minimum standards/ MILC feedback

Following the launch of the revised *Minimum Standards for Work Programs and Technical and Financial Capacity* (the Standards) in July, MEG will commence industry engagement and consultation on its external facing documents, with the aim of revising them by September 2020. The new Standards and all updated documents are to be applied to your application process as of 1 January 2021.

These changes will be reflected in TMS to support your application process.

### Resource Operations Customer Service Improvement Program

Customer service is a key component of MEG’s operations. Being able to deliver a positive customer experience for our external stakeholders is a key component of the TMS project. In

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line with this, the Resources Operations branch (RO branch) is embarking on a Customer Service Improvement Program (CSIP) for 2020/21.

Developing and delivering this CSIP is the first exciting step in transforming the RO branch to be more customer centric.

To better understand its customers, their experiences and customer journey, the RO branch will form an industry focus group comprising a cross-section of industry representatives. These representatives will be consulted over the duration of the project. If you would like to be part of this group, please send an email to [resource.operations@planning.nsw.gov.au](mailto:resource.operations@planning.nsw.gov.au), putting "Customer Service Improvement Program" in the subject of the email and confirming that you'd like to participate in it.

**Want to know more?**



For general enquiries about TMS, or if you have any concerns with the system, please email us at [tms@planning.nsw.gov.au](mailto:tms@planning.nsw.gov.au)

To subscribe to this newsletter, please sign up via this [link](#).