

Quarterly Service Delivery Standards Report

2nd Quarter 2014-15

The results of this sixth report show some decrease in performance compared to the previous report. The Division is very conscious of this fact and is determined to ensure that future reports show vastly improved outcomes.

While a number of targets have been met successfully, the Division is continually identifying where delays are occurring and implementing improvements to resolve these issues. To date this has included the processing and clearing of backlog work; a review of procedures and processes to improve efficiencies and enhancements to reporting and monitoring systems.

As part of meeting the service delivery standards, each technical unit within the Division has been given their own key performance indicators and a timeframe of 15 working days in which to provide input into new applications and renewals.

An assessment of the workflow between the technical units has allowed the Division to identify in which specific areas delays are occurring.

While each technical unit is working to address specific areas of concern within its area, at a broader Divisional level, a review has been undertaken into titles processes. The implementation in February 2015 of new processes, documentation and workflows that have been developed out of the review should greatly assist with ensuring more consistency in meeting the performance targets. As a further part of this review, the Division is also examining options for a major upgrade to its systems in 2015.

Within the Operations & Programs Branch, as part of ensuring improved service delivery to stakeholders, a project is currently underway to restructure functions within the Titles sub-unit to better align resources. The aim of this project is to create a new structure that strengthens the focus on key performance areas and the delivery of services to stakeholders. The planned commencement date for this is 1 March 2015.

The Report itself can be accessed on the Resources & Energy website at:
www.resourcesandenergy.nsw.gov.au/miners-and-explorers/programs-and-initiatives/service-delivery