Titles Management
System

MONTHLY STAKEHOLDER NEWSLETTER

September 2020

A message from the Titles Management System team

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

The last month has been another productive one for the TMS project team, with the team focussed on building and testing new functionality for the next major system release.

A post-Phase 2 user feedback survey was conducted in September to gauge industry sentiment about performance of the system so far. Some broad findings are provided here, with further analysis to be published later in the TMS Engagement Hub on the Department's website.

We also provide some tips on system usage and information about the industry testing that will take place in October, in preparation for the next Phase 3 release.

TMS stats

As of 23 September 2020, there were 400 user accounts created in TMS (see Figure 1). This number continues to grow while the wider industry sector has become more familiar with the system and more functionality made available.

The increasing trend to lodge renewal applications in TMS continues. As of 23 September 2020, the number of renewal applications lodged via TMS continues to exceed the number lodged offline (see Figure 2).
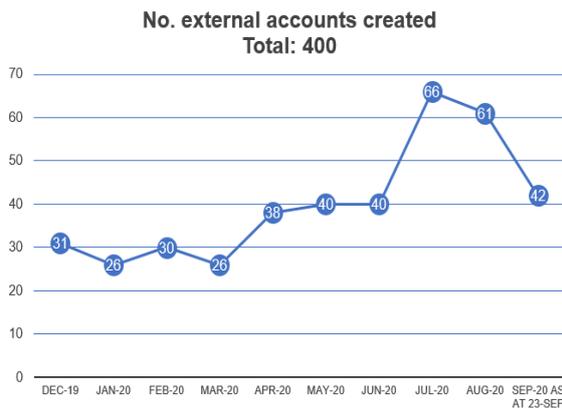

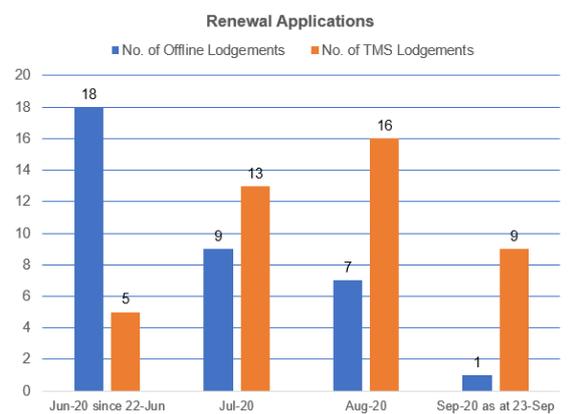**Figure 1: Number of user accounts created as at 23/09/2020**

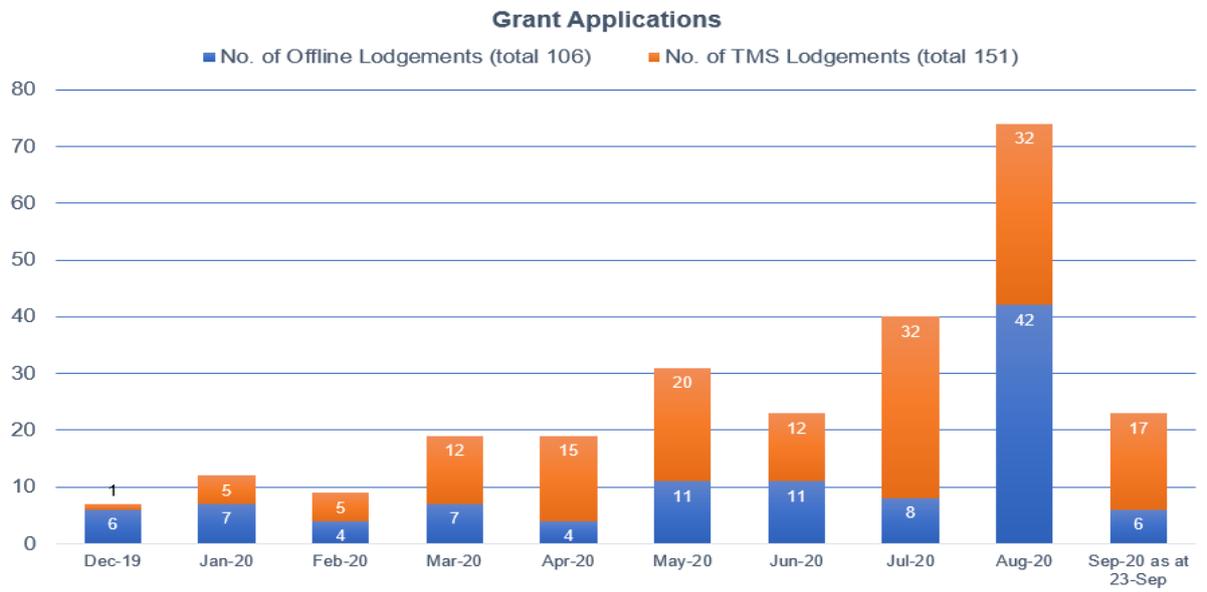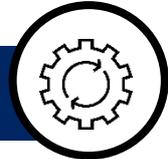**Figure 2: Renewal applications lodged as at 23/09/2020**

Figure 3: Grant applications lodged as at 23/09/2020

TMS tips and updates

Avoiding duplicated company records in TMS

Additional validations to reduce the duplication of party records are expected to be implemented in the next Phase 3 release.

In the meantime, if you are lodging an application for a party that currently holds an authority or has applied for an authority, their party record will already be in TMS. So please remember to search first in the party details screen, before adding a potential duplicate record.. We also recommend users consider if a company name change has occurred in recent times as this may impact the search results.

Updating of company details

The TMS team has received a few enquiries regarding the changing of company details. Until the next release, which will introduce the ability for a manager or administrator of a company profile to update those details, users will need to contact the TMS team at tms@planning.nsw.gov.au .

Users should also note that once an application has been commenced in TMS, the system will retain the party details as they were when the application was started. Should the user then wish to change a company address, it will not update in the application data. However, if, prior to submission, they remove that party from their party details screen, save and then add the party back in, it will capture the updated address details.

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Industry engagement

TMS user engagement survey

The post-Phase 2 user feedback survey closed on 17 September.

Of the responses received, almost half of them had used the system to successfully lodge an application for either grant or a renewal.

It was pleasing to note the favourable reception to certain aspects of the system such as the ease of adding relevant parties, uploading attachments, exporting application details to a PDF, ease in navigating the case tracking feature and dashboard. Users could find the information they needed without difficulty and were happy with how informative the dashboard, help text and this newsletter were.

The responses also highlighted areas for improvements, including selection of Application Area and how to use the Search functionality.

A majority of respondents found the level of industry engagement over the last six months was either good or very good. This demonstrates the Department's success in ensuring the stakeholders are being consulted while delivering the system.

More investigation and work will be done with this feedback these findings to provide a better user experience, either through more guidance or tweaks where possible. Further analysis and more detailed findings from this survey will be published in the TMS Engagement Hub in due course.

Pre-Phase 3 industry user testing

Testing for new functionality is scheduled to occur in mid-October and will cover the apply stage of seeking approval to transfer and register an agreement, together with profile management and uplifts in the user dashboard.

The TMS team will invite a shortlist of industry users to undertake this next round of testing including those who asked to be involved when the call for participation went out last month.

Titles Management System: A fit-for-purpose platform to support the end-to-end management of titles administration.

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Operational updates

Minimum standards/ MILC feedback

We anticipate that the changes required to implement the Mineral prospecting minimum standards will be included in the Phase 3 release scheduled for December 2020.

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

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