

# Communicating to the Resources Regulator through the “Regulator Portal”

Small Mines Safety Roadshow  
February – April 2022



NSW  
Resources  
Regulator





## NSW Resources Regulator

Regulating work health and safety, and mine rehabilitation compliance for NSW mines and petroleum sites. Find out more >



### Latest news

Latest news and updates from Regulator



### Media releases

Ministerial updates from the Regulator



### Events

Upcoming safety and rehabilitation events



## Portal services

### SEED Portal

'SEED' is the central resource for Sharing and Enabling Environmental Data (SEED) in NSW



### Resources Regulator Portal

Visit the Resources Regulator portal to report incidents, or notify the Regulator of other matters



### Mine Rehabilitation Portal

View the Mine Rehabilitation portal to access spatial data related to mine rehabilitation and closure



Quick link at the bottom of the Resource Regulator home page

l for mining →

Enforcement action →

/ →

Legislation →

eporting reforms →

Our regulatory approach →

→

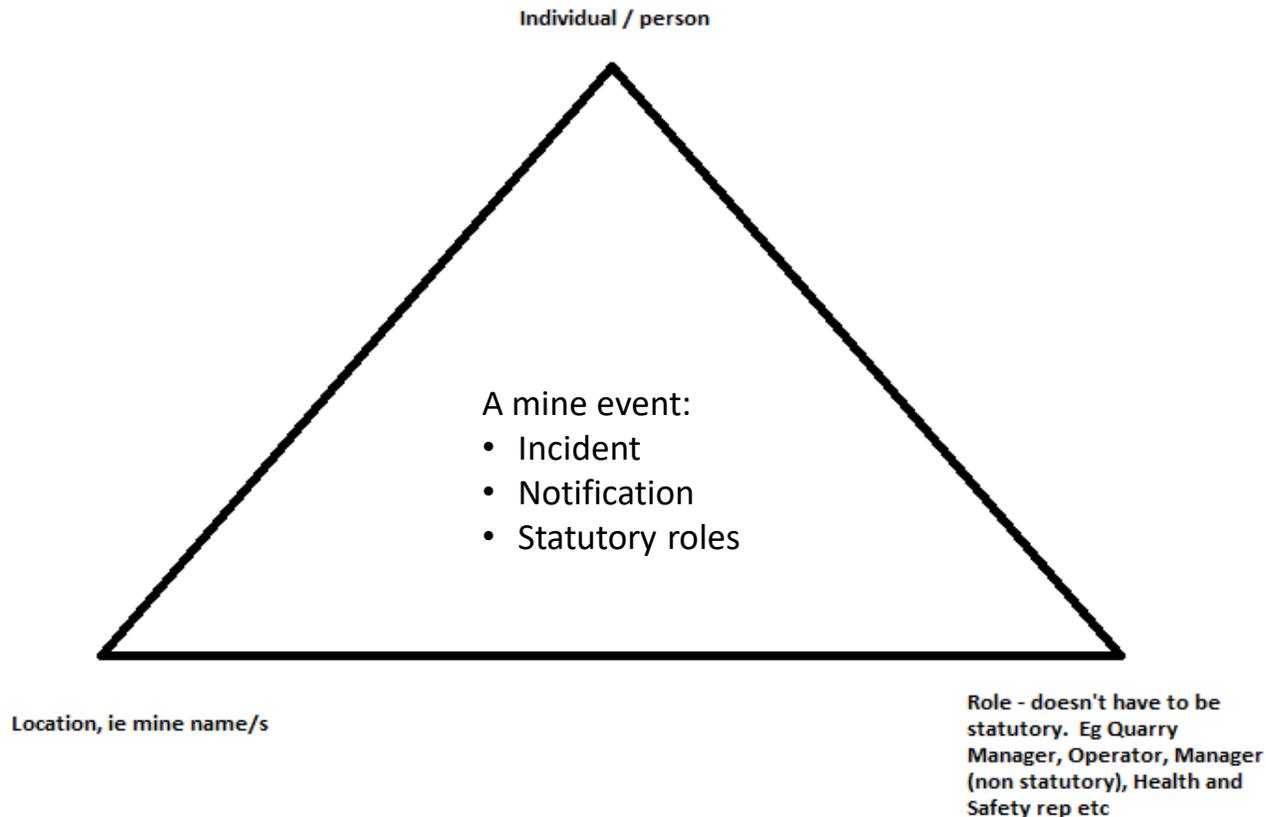
Policies and guidelines →

## Topics

- Why should I access the portal?
- How do I request access to the portal?
- What information does the portal provide?
- What can I notify / request in the portal for my quarry?
- Examples of accessing webpage forms in the portal

# Why should I access the portal?

The portal retrieves information from the Regulator's database on a relationship between mines - people - roles



## The portal provides:

- Web-based communication pathway to information about your mine held by the Regulator being notices, notifications, WHS reports and statutory roles.
- A history of events and regulatory submissions.
- Access to and submission of forms required by legislation and the Regulator, removing the need for hardcopy/paper forms.
- Access to and submission of applications for Practising Certificates and Certificate of competency examinations.

# How do I request access to the portal?



To: cau@planning.nsw.gov.au

Cc: \_\_\_\_\_

Subject: XYZ Quarry Regulator Portal Access Request

← Email sent by a person in authority, such as the Director of a company, or a statutory position holder

Attention CAU

We require access to the Resources Regulator Portal for XYZ quarry. Details required are:

NAME:  
EMAIL:  
PHONE:  
JOB TITLE:  
MINE: XYZ Quarry

← Name of person to receive administration status.  
Repeat list for additional administration users

← The email will be the account USER ID when logging in to the account and must be unique to the person

Regards

← Mine name as specified on the Nomination of operator form.

Administration

Note: "Admin" users in the portal can provide portal access to other workers



# How do I request access to the portal?

A user account has been created for you on the Resources Regulator Portal

 Resources Regulator <nswresourcesregulator@service-now.com>  
To  email address of user ;  RRD OCI Central Assessment Unit Mailbox

Your nominated email address from the email request information will be your USER ID

Dear First name of user

A new user account for the Resources Regulator Portal has been created for you. Your access details are as follows:

**User ID:** email address of user

**Password:** Tdlfq728eqb

The Regulator portal address is <https://nswresourcesregulator.service-now.com/regulator>

If you believe you have received this email in error please contact the Resources Regulator on 1300 814 609.

Regards,

Resources Regulator  
516 High Street | Maitland NSW 2320  
PO Box 344 HRMC NSW 2310  
Telephone: 1300 814 609



[Unsubscribe](#) | [Notification Preferences](#)

# What information does the portal provide?

(Portal dashboard or home page when logged in)

The screenshot shows the NSW Regulator Portal dashboard. At the top left is the NSW Government logo. In the center is the 'Regulator Portal' logo. On the top right, there is a 'Drafts' label and a 'Search field' highlighted in yellow. Below the header is a banner image of workers in a mining environment with a search bar containing the text 'How can we help?' and a magnifying glass icon. Below the banner is a navigation menu with 'Announcements' and 'Nomination of operator'. The main content area features a grid of six blue buttons: 'Title Holder's Portal (Mining Act)', 'Operator's Portal (WHS(MPS) Act)', 'Mining Worker's Portal', 'Mine Rehabilitation Portal', 'Complete or draft a form', and 'Regulator Web Page'. Two orange arrows point from yellow text boxes to the 'Mining Worker's Portal' and 'Operator's Portal' buttons. The footer contains the text 'NSW Resources Regulator'.

Mine worker's portal gives you access to your certificate records

Operators portal is the main one to use

This is the mine dashboard webpage once you have logged in

# What information does the portal provide?

(WHS Operators information page)

People widget

Quick access to dashboard items

Regulator Portal

Add a record using the + sign

Filter records

The screenshot displays the NSW Regulator Portal dashboard. At the top, there is a blue header with the NSW Government logo and the text 'Regulator Portal'. Below the header, there are several widgets:

- All Records:** A table with columns 'Open' and 'Closed'. It lists several incident notifications (IncNot) with details like 'zTestMine | High Potential | Mathew Barnes | 05 Aug 2019 14:00:17 • about a year ago'. A '+ sign' is visible in the top right corner of the widget.
- Operation Notifications:** A table with columns 'Submitted' and 'Processed'. It lists event notifications (EvtNot) with details like 'ABC123 Company as Mine Holder at zTestMine; • 8mo ago'. A '+ sign' is visible in the top right corner.
- Safety and Health Reporting:** A widget with tabs for 'Current Incidents', 'Past Incidents', and 'Health Report'. It lists incident notifications (IncNot) with details like 'zTestMine | High Potential | Steven Bentham | 22 Jul 2019 10:24:13 • 25d ago'. A '+ sign' is visible in the top right corner.
- Notices:** A widget with a 'Notices' tab. It lists notices (N155-2017/00037, N191-2018/00542, N191-2018/00561, N191-2018/00616, N191-2018/00708) with details like 'Peter Ostermann | 17/00037 (none) (SAss-2017/03199) • WHSA s155 to obtain information • ...'. A filter icon is visible in the top right corner.
- Survey Plans:** A widget with tabs for 'Plans Due' and 'Past Plans'. It shows 'No records to display.' A '+ sign' is visible in the top right corner.
- People:** A widget with tabs for 'Current', 'Stat Roles', 'Users', and 'All'. It lists people like 'Alexia Desreux (Employee - zTestMine)', 'Angus McDouall (Health and Safety Role (non statutory) - zTestMine)', 'Antony Smith (Notifier - zTestMine)', 'Ben Withers (Notifier - zTestMine)', and 'Cassandra Frew (Fire officer - zTestMine)'. A '+ sign' is visible in the top right corner.
- Ancillary Reports:** A widget with tabs for 'Incomplete', 'Completed', 'Expired', and 'All'. It lists reports like 'AINST0010010', 'AINST0010016', 'AINST0010018', and 'AINST0010021' with details like 'Paul Blume • 3y ago • Incident Notification: IncNot0033156 • Ancillary - fire on Mobile Plant'.

List of records in the notices section. Filter records and click on the record to download a Pdf copy

View all records in the list

This is the main page for mine operators containing information about your mine(s)

# What information does the portal provide?

(WHS Operators information page)



You can export the record list or click on a record and export to Pdf.

Export as PDF  
Export as Excel  
Export as CSV

Keyword Search

or. Task Group Locations CONTAINS ( zTestMine ) > State in (Submitted, In Review, Closed, Closed - Inactive) > Draft != true > Task type = Design Registration .or. Task type = HRA .or. Task type = Incident Notification .or. Task type = Survey Plan .or. Task type = Work Health and Safety Report .or. Task type = Hazardous Chemicals

Number	Task type	Short description	Our reference	Enviro mine	Enviro mine	Location	Location Contact	Reporting quarter	Updated	Updated by	Created	Created
IncNot0034903	Incident Notification	zTestMine   High Potential   CAU Central Assessment Unit   18 Jun 2019 12:00:24				zTestMine	Jane Daly (Mine Operator - zTestMine)		21 Apr 2021 17:42:06	system	19 Jun 2019 12:01:09	cau@pl
IncNot0034912	Incident Notification	zTestMine   High Potential   Steven Bentham   19 Jun 2019 10:16:57				zTestMine	Jane Daly (Mine Operator - zTestMine)		21 Apr 2021 17:42:06	system	20 Jun 2019 10:17:36	steve.be
IncNot0035143	Incident Notification	zTestMine   High Potential   Steven Bentham   21 Jul 2019 10:25:09				zTestMine	Jane Daly (Mine Operator - zTestMine)		21 Apr 2021 17:42:04	system	22 Jul 2019 10:26:56	steve.be

Click on the various categories to sort the records

When you view all the records, you can sort them by various categories

# Summary - What can I notify / request in the portal for my quarry?

<p>Safety and health reporting</p>	<ul style="list-style-type: none"> <li>• <b>Clause 128 High potential incidents (including dust exceedance)</b></li> <li>• Clause 128 Injury or illness of a “person” for a continuous period of 7 days where they cannot perform their usual work (LTI) (clause 13 of Schedule 9)</li> <li>• <u>Adverse</u> health monitoring report for worker (WHS Regulations)</li> </ul> <p><b>Cannot report serious injury or illness (clause 178) or dangerous incidents (clause 179)</b></p>
<p>Annual mine safety report (previously mine quarterly report)</p>	<p>Clause 130 Work health and safety reports and Schedule 9 of the regulations</p>
<p>Ancillary reports</p>	<p>Clause 131 Ancillary reports (mobile plant fire)</p>
<p>Operation notifications</p>	<ul style="list-style-type: none"> <li>• Clause 7 Notification of mine operator</li> <li>• <b>Clause 129 Notification of other matters (mine commencement, suspension and closure, connection of electrical supply.</b></li> <li>• Clause 348 (WHS) notify hazardous chemicals where Schedule 11 quantities are to be exceeded</li> </ul>
<p>People <b>(Administration “users” only)</b></p>	<ul style="list-style-type: none"> <li>• <b>Clause 129 (4g) persons nominated to exercise key statutory functions.</b></li> <li>• <b>Clause 8(1) of the Quarry Manager Instrument of Exemption 2015 ( temporary competent person)</b></li> <li>• Clause 14 (div) Site contacts in the management structure.</li> <li>• <b>Nomination of portal “users”.</b></li> </ul>
<p>Certification of competency</p>	<ul style="list-style-type: none"> <li>• Submit an application for a certificate of competency for key statutory function.</li> <li>• Register to sit an examination for a certificate of competency.</li> <li>• Request a review of an examination outcome.</li> <li>• Enquire or request a reissue of a certificate.</li> <li>• Submit an application for or change a practising certificate.</li> <li>• Apply for a practising certificate through mutual recognition.</li> </ul>
<p>Resource Regulator reviews</p>	<ul style="list-style-type: none"> <li>• Part 11.1 of the WHS Regulation and clause 175 Reviewable decisions - Apply for an internal review of WHS decisions in relation to the mine.</li> </ul>

# Summary - What can I notify / request in the portal for my quarry?

The screenshot displays the NSW Regulator Portal interface. At the top, there is a blue header with the NSW Government logo on the left, the 'Regulator Portal' text in the center, and 'Drafts' on the right. Below the header is a navigation bar with icons for home, search, and other functions. A search bar is located on the right side of the navigation bar. The main content area is divided into two columns. The left column features a 'Catalogs' section with a dropdown menu set to 'All'. Below this is a 'Categories' section with a list of items, each with a blue circle containing a number: 'Application for internal review' (1), 'Mining Act Forms' (5), 'Safety and Health Reporting' (2), 'Operation Notifications' (7), 'General' (2), 'Certificates of Competence' (3), and 'Practising Certificates' (4). An orange arrow points from a yellow text box on the left to the 'All' dropdown menu. The right column is titled 'Popular Items' and contains a grid of nine cards, each representing a different notification or request type: 'Incident', 'High Risk Activities (HRA)', 'Hazardous Chemicals', 'Adverse health monitoring', 'Survey Plan (out of cycle)', 'Statutory', 'Apply for a Practising Certifi...', 'Operator Appointment', and 'Commencement of Mining'. Each card includes a brief description and a 'View Details' button. At the bottom of the page, there is a blue footer with the text 'NSW Resources Regulator'.

Click on the various categories to open the forms available

When you click the +sign for "All records" this webpage is opened

# Examples of accessing webpage forms in the portal - Entering and updating an incident

Click the + sign to enter or the "past incidents" tab to update an incident

The screenshot displays the NSW Regulator Portal interface. At the top, there is a blue header with the NSW Government logo and the 'Regulator Portal' text. Below the header, there are several navigation tabs: 'All Records', 'Operation Notifications', 'Safety and Health Reporting', and 'People'. Each tab has a '+' icon for adding new records and a filter icon. The 'Safety and Health Reporting' tab is currently selected and expanded, showing sub-sections for 'Current Incidents', 'Past Incidents', and 'Health Report'. The 'Past Incidents' sub-section is active, displaying a list of incident notifications with details like ID, location, and date. Below this, there are sections for 'Notices' and 'Work Health and Safety Reports'. The 'People' tab on the right shows a list of users associated with the system. The bottom of the page features the NSW Resources Regulator logo and name.

# Examples of accessing webpage forms in the portal – Entering an incident

The screenshot shows the NSW Government portal interface. At the top left is the NSW Government logo. Below it is a navigation bar with icons for various services. The main content area is titled "Incident" and includes the text "Report an incident or injury". A modal dialog box is open in the center, titled "Should you be using this form?". The dialog contains the following text:

Should you be using this form?

If you are reporting either:

- A Death; or
- Serious injury; or
- Dangerous incident

within the meaning of section 14 of WHS(MPS)A;

or

- a serious incident involving explosives or explosive precursors, within the meaning of clause 103 of the Explosives Reg 2013,

You must **call 1300 814 609**.

Proceed to the notification form for all other matters.

At the bottom of the dialog are two buttons: "I can notify using this form" and "I need to call 1300 814 609". An orange arrow points from a yellow callout box to the "I can notify using this form" button.

The background form includes a "Submit" button and a "Required information" section with the following items:

- Mine
- Incident date
- The date and time you became aware of the incident
- Please provide a detailed description of the incident

Below the dialog, the form fields are partially visible:

- Incident time accuracy: -- None --
- \* The date and time you became aware of the incident
- \* Please provide a detailed description of the incident

Click button "I can notify using this form"

You are reminded, dangerous incidents and serious injures CANNOT be reported this way

# Examples of accessing webpage forms in the portal – Entering an incident

Incident

Report an incident or injury

Notifiable incidents\* must be notified to the regulator by calling 1300 814 609 (\*notifiable incident means: the death of a person, or a serious injury or illness of a person that is prescribed, or a dangerous incident prescribed)

\* Mine

\* Incident date

\* The date and time you became aware of the incident

\* Please provide a detailed description of the incident

Instructions to the Regulator

Please select the legislative reason for your report of this incident to the regulator:

- Medical treatment injury (cl 128(1)(a))
- High potential incident (cl 128(1)(b))
- Loss or theft of explosives (cl 102)
- Mine rescue station (s 45)

Describe the location of the incident within the site

Geolocation if known

Number injured

Number exposed

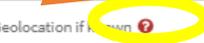
Use calendar for date and time



Legislative reason for your report



A ? Symbol will give you some hints on how to fill in the field



Mandatory information before submitting. These are:

- 1 Mine name
- 2 Incident date
- 3 Date and time you became aware of the incident
- 4. Detailed description of incident

When you enter data in the fields these prompts will disappear.



# Example of accessing webpage forms in the portal – Updating an incident

Incident number system generated when first reported.

To update click “edit” to provide additional information

When finished click the “Save” button at the bottom of the form

NSW GOVERNMENT Regulator Portal

How can we help?

IncNot0040079

Attachments Edit

Your incident IncNot0040079 has been received by the Regulator.eml

Incident Notification

Number: IncNot0040079

Reporting company incident reference

\* Mine: West Balranald Mine ML 1736

PCBU: ILUKA RESOURCES LIMITED (Mine Operator - West Balranald Mine ML 1736)

\* Notifier: Troy Webster

Title: Senior Health and Safety Advisor, Exploration

Email: troy.webster@iluka.com

Phone: (08) 9360 4987

Mobile phone

Save Save (Ctrl + s)



# Example of accessing webpage forms in the portal – Notifying appointment of a quarry manager or temporary manager

The screenshot displays the NSW Regulator Portal interface. At the top, the NSW Government logo is on the left, and the 'Regulator Portal' title is in the center. On the right, there are 'Drafts' and a user profile for 'John Norcott'. Below the header is a search bar with the text 'How can we help?'. The main content area is divided into several colored tabs: 'All Records' (orange), 'Operation Notifications' (blue), 'Safety and Health Reporting' (red), 'People' (light blue), 'Designs' (orange), 'Survey Plans' (blue), 'Notices' (red), and 'Ancillary Reports' (green). The 'People' tab is highlighted with a yellow box and an orange arrow pointing to a '+' sign in its top right corner. A text box with a yellow background and black text is overlaid on the 'People' tab, containing the following instructions: 'Click the + sign in the "people" folder to enter a new person in your management structure or new portal user. YOU MUST HAVE ADMINISTRATION STATUS.' Below the 'People' tab, the 'Ancillary Reports' tab is visible, showing a list of reports with columns for 'Incomplete', 'Completed', 'Expired', and 'All'. The footer of the page features the 'NSW Resources Regulator' logo and name.

# Example of accessing webpage forms in the portal – Notifying appointment of a temporary manager or portal user

The screenshot shows the NSW Regulator Portal interface. At the top, there is a blue header with the NSW Government logo on the left and the 'Regulator Portal' logo on the right. Below the header is a navigation bar with a search box and a 'How can we help?' link. The main content area is divided into a left sidebar and a main panel. The sidebar contains a 'Catalogs' dropdown menu set to 'All' and a 'Categories' list with 'People' selected. The main panel is titled 'People' and 'Forms about people'. It displays two form cards: 'Location Contact' (with a description: 'Add a person to your mine structure. Use this form to relate a contact to a location and specify a role, start and end date.') and 'Quarry Manager' (with a description: 'Demonstrate Quarry Manager competence'). Both cards have a 'View Details' button at the bottom. Two orange arrows point from the 'View Details' buttons to yellow text boxes. The first arrow points to a text box containing two bullet points: 'To enter a new quarry manager for your site' and 'To enter a new site portal "user"'. The second arrow points to a text box containing the text: 'To enter a temporary quarry manager in the management structure.'

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Regulator Portal

Home > All Catalogs > People

Search

How can we help?

Catalogs

All

Categories

- Application for internal review
- Mining Act Forms
- People**
- Safety and Health Reporting
- Operation Notifications
- General
- Certificates of Competence
- Practising Certificates

People

Forms about people

**Location Contact**  
Add a person to your mine structure. Use this form to relate a contact to a location and specify a role, start and end date.  
View Details

**Quarry Manager**  
Demonstrate Quarry Manager competence  
View Details

- To enter a new quarry manager for your site
- To enter a new site portal "user".

To enter a temporary quarry manager in the management structure.

# Example of accessing webpage forms in the portal – Notifying appointment of a temporary manager

Temporary Quarry manager exemption form

Must add documented evidence of competency

## Quarry Manager

Demonstrate Quarry Manager competence

Under clause 8(1) of the Quarry Manager Instrument of Exemption 2015, a mine operator must, using this form, demonstrate that their nominee is a competent person.

\* Mines

\* Provide details of the mining operations taking place

\* Email

Submit

- Mines
- Provide details of the mining operations taking place
- First name Last name Email
- Date the nominee commences supervising the mining operations
- Declaration

Mandatory information before submitting. These are:

1. Mine name
2. Type of mine: Extractive
3. First and last name
4. Email
5. Start date
6. Declaration tick boxes

When you enter data in the fields these prompts will disappear.

# Example of accessing webpage forms in the portal – Notifying other matters under clause 129

The screenshot displays the NSW Regulator Portal interface. At the top, the NSW Government logo is on the left, and the Regulator Portal logo is in the center. On the right, there are links for 'Drafts' and 'John Norcott'. Below the header is a navigation bar with icons for Home, My Profile, My Alerts, My Notifications, My Reports, My Surveys, and My Designs. A search bar on the right asks 'How can we help?' with a search icon.

The main content area is divided into several sections:

- All Records:** A table with columns 'Open' and 'Closed'. It shows 'No records to display.'
- Operation Notifications:** A table with columns 'Submitted' and 'Processed'. It shows 'No records to display.' An orange arrow points to the '+' sign in the top right corner of this section.
- Safety and Health Reporting:** A table with columns 'Current Incidents', 'Past Incidents', and 'Health Report'. It shows 'No records to display.'
- People:** A table with columns 'Current', 'Stat Roles', 'Users', and 'All'. It shows 'No records to display.'
- Designs:** A list of design records with details like 'Design • 2011SS • MDR 077125 TBS-2a - Waratah Engineering Pty Ltd • Waratah Engineering Pty Ltd'.
- Survey Plans:** A table with columns 'Plans Due' and 'Past Plans'. It shows 'No records to display.'
- Notices:** A list of notices with details like 'N155-2017/00037 Peter Ostermann • N155-2017/00037 (none) (SAss-2017/03199) • WHSA s155 to obtain information • David Clarence'.
- My Open Ancillary Reports:** A section stating 'You have no surveys to take'.
- Ancillary Reports:** A table with columns 'Incomplete', 'Completed', 'Expired', and 'All'. It lists reports like 'AINST0012174 Miles Chester • 6d ago • Incident Notification: IncNot0039791 • Ancillary - fire on Mobile Plant'.
- Work Health and Safety Reports:** A section at the bottom right.

A yellow callout box with an orange arrow pointing to the '+' sign in the 'Operation Notifications' section contains the text: 'Click the + sign to enter a legislative notification.'

NSW Resources Regulator

# Example of accessing webpage forms in the portal – Notifying other matters under clause 129

The screenshot displays the NSW Regulator Portal interface. At the top, the NSW Government logo and 'Regulator Portal' are visible. Below the header, there is a navigation breadcrumb: Home > All Catalogs > Operation Notifications. A search bar is located on the right side of the header. The main content area is divided into a left sidebar and a main grid of notification options.

**Catalogs**  
All

**Categories**

- Application for internal review
- Mining Act Forms
- People
- Safety and Health Reporting
- Operation Notifications**
- General
- Certificates of Competence
- Practising Certificates

**Operation Notifications**

- Hazardous Chemicals**  
Submit a notification of Schedule 11 Hazardous Chemicals on Mine and Petroleum sites in New South Wales (NSW)  
View Details
- Survey Plan (out of cycle)**  
Survey Plan for Closure, Suspension, or Cessation of Duty  
View Details
- Commencement of Mining**  
Notification of your intent to commence mining or petroleum operations  
View Details
- High Risk Activities (HRA)**  
Notification of your intent to perform a High Risk Activity  
View Details
- Operator Appointment**  
Notification of appointment of an Operator for a Mine or Petroleum site  
View Details
- Statutory**  
Notification of other matters as required by legislation (and boundary changes)  
View Details
- Lead risk work**  
Notification of lead risk work for a Mine or Petroleum site  
View Details

An orange arrow points from a yellow callout box to the 'Statutory' option. The callout box contains the text: **Select the "Statutory" option**

# Example of webpage forms in the portal – Notifying other matters under clause 129

NSW GOVERNMENT Regulator Portal

Home > All Catalogs > Forms > Operation Notifications > Statutory

Search [ ] Q

Notification of other matters as required by legislation (and boundary changes)

- any significant interruption to, or suspension of, mining activities at the mine (including care and maintenance)

*Note:* Notification is not required in relation to a significant interruption to, or suspension of, mining activities at the mine if the mine operator has already notified the regulator of the interruption or suspension in relation to an incident referred to in clause 128 or a notifiable incident.

\* Mine or Petroleum Site

\* Notification provision

WHS(MPS) Reg cl 129 (1)(c)	the recommencement of normal mining operations at the mine following an event referred to in paragraph (b)
<b>WHS(MPS) Reg cl 129 (1)(d)</b>	<b>the commencement of intermittent mining operations at the mine</b>
WHS(MPS) Reg cl 129 (1)(e)	the connection of an electricity supply to the mine
WHS(MPS) Reg cl 129 (1)(f)	the closure of the mine
WHS(MPS) Reg cl 129 (7)	any proposed material change to any information provided under subclause (5) (incl. boundaries)

Drop files here or

Submit

Required information

- Mine or Petroleum Site
- Notification provision
- Effective change date
- Description of notification
- Declaration

Name of quarry to which the notification applies

Drop down list assists with legislative notification type

You can add files such as an electrical compliance certificate

For a large number of mines it may be better to submit a paper-based form as you need to repeat this notification for each mine.





**If you have any problems with using the Regulator Portal please contact:**

**Email: [CAU@planning.nsw.gov.au](mailto:CAU@planning.nsw.gov.au)**

**Subject: Resource Regulator Portal**

**If Urgent**

**Phone: 1300 814 609 option # 2 & 4 to speak to a Resource Regulator Officer.**

**Communicating to the Resource Regulator through the “Regulator Portal**

