

LEGISLATIVE ASSEMBLY OF THE NORTHERN TERRITORY

WRITTEN QUESTION

Mrs Finocchiaro to the Minister for Housing and Homelands, Minister for Renewables and Energy, Minister for Essential Services, Minister for Aboriginal Affairs and Minister for Treaty and Local Decision Making – for all agencies falling under the Ministers' portfolios.

AGENCY ADMINISTRATION

Notes:

- The following questions can be answered from existing Agency data as at 31 March 2023.
- You have previously referred questions requiring a Whole of Government response to the Minister responsible at a time that enables a response within the same timeframe as the remainder of the questions.
- Further, you have previously inserted the question at the beginning of each answer.
- My Office would appreciate these practices being continued.

STAFFING

1. (a) Please advise the number of staff employed in the following categories as at 31 March 2023:

Category	FTE	Head Count (Actual)	NT-based	Located outside NT
1. Ongoing Full Time	37	39	39	0
2. Ongoing Part Time	1.90	3	3	0
3. Fixed Term Full Time	24	24	23	1
4. Fixed Term Part Time	1.63	2	2	0
5. Casual Contract	0	0	0	0
6. Executive Contract	9.41	10	9	1

(b) Please provide, for each of the six categories above: the relevant position classifications and the number of staff employed against each classification.

Category	Number of employees	Position Classifications
1. Ongoing Full Time	39	JL1(8); JL2(9); JL3(17); JL4(5)
2. Ongoing part time	3	JL1(1); JL2(1); JL3(1)
3. Fixed Term Full Time	24	JL1(10); JL2(9); JL3(2); JL4(3)
4. Fixed Term Part Time	2	JL1 (2)
5. Casual Contract	0	0
6. Executive Contract	10	ECO1 (2); ECO2(2); ECO3(1); ECO5(1); ECM(4)

(c) Where there is a difference between FTE and Headcount (Actual), please provide an explanation for the difference, including any reasons for use of part-time and casual positions within the overall workforce profile.

Part time employees and employees on extended leave.

2. Please advise the number of staff held against the following categories as at 31 March 2023:

Category	Number
Resigned	2
Made Redundant	nil
Terminated	nil
Unattached	1
Classified Redeployee	nil
Supernumerary	10

3. Please advise the number of staff who identify as Aboriginal and Torres Strait Islander as at 31 March 2023.

Category	Number
Aboriginal and Torres Strait Islander	2

4. (a) Please advise the number of Frontline staff as FTE as at 31 March 2023 and as a percentage of the Agency total employment.

Category	Number	%age of Total Staff
Frontline	31.44	40.86

(b) Please advise how the Agency determines which staff fall under the category of Frontline.

Jacana Energy classifies any of our employees who are direct line customer facing as Frontline workers. This includes the following business units:

- Contact Centre
- Billing
- Credit Services (including Hardship)
- Commercial and Industrial

5. Please advise how many staff have been engaged through labour hire, employment agency arrangements and/or consultancy contracts, for what purpose, for what duration and at what cost as at 31 March 2023. Please use the table format presented below for your response.

Number Engaged	Labour Hire / Employment Agency / Consultancy	Purpose	Duration	Cost
1	Haeberlin Consulting	HR and communications consulting services.	5 Months	\$37,335
1-10 dependent on month.	Red Appointments	Customer service staff appointments	9 Months	\$265,222
1	Vaddis Pty	Analytics advisory and contract support	6 Months on and off	\$41,822
1	Ernst and Young	Commercial and financial advisory services	6 Months	\$114,876
1	Adour Advisory	Commercial advisory services	6 Months on and off	\$18,700

6. Please advise how many locums have been employed, for what purpose, for what duration and at what cost as at 31 March 2023. Please use the table format presented below for your response.

Not applicable.

7. (a) How many positions were advertised during the period 1 July 2022 to 31 March 2023?

18.

(b) Of the total number advertised in 7(a), how many positions had Special Measures applied?

18.

(c) Please break down the levels of positions that had Special Measures applied.

JL1=(2); JL2=(4); JL3=(5); JL4=(3); ECM=(1); ECO2=(1); ECO3=(2)

(d) How many positions that had Special Measures applied were not able to be filled against these requirements during this period and required contract or backfilling arrangements?

18.

OUTSOURCING

8. (a) For the period 1 July 2022 to 31 March 2023, detail any decision(s) to outsource, contract out or privatise functions that have traditionally been carried out by the Agency.

Nil.

(b) Is consideration being given to outsource, contract-out or privatise in financial year 2023/24? If so, provide details.

Not applicable.

LEGAL EXPENSES

9. What has been the expenditure on legal advice or related expenses for the period 1 July 2022 to 31 March 2023? Provide details on:

- a) The matter(s) (designate which are finalised and which ongoing)**
- b) The amount paid by matter**
- c) The amount paid to each outside legal firm or barrister engaged**

Matter	Amount Paid	Firm	Finalised/ Ongoing
Review of commercial contracts	8,498.68	Minter Ellison	Ongoing
Review of commercial contracts	5,500.00	Hive	Finalised
Review of commercial contracts	20,000.00	Hive	Finalised
Legal Advice	4,652.24	Minter Ellison	Ongoing
Review of commercial contracts	5,750.00	Hive	Ongoing
Legal Advice	2,916.37	Minter Ellison	Finalised
Review of commercial contracts	31,898.58	Minter Ellison	Finalised
Review of regulations	9,159.63	Minter Ellison	Finalised
Legal Advice	19,203.08	Minter Ellison	Ongoing
Review of commercial contracts	5,981.70	Minter Ellison	Finalised
Review of commercial contracts	4,572.00	Ashurst	Ongoing

PROCUREMENT / CONSULTANCIES

10. For the period 1 July 2022 to 31 March 2023, please detail expenditure on each report and consultancy (excluding annual reports) that have been obtained from outside the NTPS. For each report/consultancy detail:

- a) Purpose
- b) Cost
- c) Person or entity engaged
- d) Whether the person or entity has their principal place of business in the Northern Territory or elsewhere (if elsewhere, please provide the address of the principal place of business of the person or entity)
- e) Whether a report has been tabled in the Legislative Assembly as a result of the report or consultancy
- f) Outcomes or key performance indicators for the report or consultancy
- g) Whether tenders or expressions of interest were invited prior to work on the report or consultancy being undertaken

A	B	C	D	E	F	G
Purpose	Cost	Entity Engaged	Place of business	Tabled at LA	Outcomes/KPIs	Tender or EOI
Credit Management and Collection Services	\$158,453	Jarosite Consulting Pty Ltd	Victoria	No	Credit Management	Yes
Project Management Services	\$138,303	Quality People	Victoria	No	Project Management Services	Yes
Retail Billing System Training Development and Facilitation	\$56,200	Tally Group	New Zealand	No	Training facilitation and materials.	Yes
Data Analytics Strategy Services	\$41,822	Vaddis Pty Ltd	Western Australia	No	Data Analytics strategy	No
Internal Communication and Marketing Services	\$37,355	Haeberlin	Western Australia	No	Communication Services	No
Internal Audit Services	\$133,768	Ernst & Young	Western Australia	No	Audit Services	Yes
Merit Selection Assistance	\$8,412	CJ Consulting	Darwin NT	No	Recruitment Sourcing Services	No
Recruitment Services	\$56,327	Hays Australia	Sydney NSW	No	Recruitment Sourcing Services	No

A	B	C	D	E	F	G
Purpose	Cost	Entity Engaged	Place of business	Tabled at LA	Outcomes/KPIs	Tender or EOI
Recruitment Services	\$17,000	Mercer Consulting	South Australia	No	Recruitment Sourcing Services	No
Data Analytics services for Alice Springs Future Grid Project	\$30,924	Align Analytics	Western Australia	No	Recruitment Sourcing Services	Yes

11. Please advise the number of contracts awarded to business entities with a principal place of business in the NT and outside the NT for the period 1 July 2022 to 31 March 2023 as follows:

Number in the NT	Number outside of the NT
2	5

12. For each of the contracts awarded to business entities with a principal place of business outside of the Northern Territory, please advise the selection criteria on the applicable contract or tender.

Technical Writing Services	Ekistica
Commercial Advisor	Ernest Young
Legal Services	Hive Legal
System Training Services	Tally Group
Software Development Services	Tally Group

13. For Tier 3, Tier 4 and Tier 5 procurement activities, how many public tenders were advertised during the period 1 July 2022 to 31 March 2023?

None.

14. For Tier 3, Tier 4 and Tier 5 procurement activities, how many contracts or tenders were awarded without undertaking a public tender process during the period 1 July 2022 to 31 March 2023?

Five (5) contracts were awarded using a select quotation procedure in line with Jacana Energy's procurement policy for Tier 2 and 3 procurement requests.

Two (2) contracts were awarded via direct contracting to our current billing system provider.

15. For each instance identified in the question above, where a public quotation process was not undertaken, including for those with a Certificate of Exemption:

- a) What is the description of the goods and services contracted?
- b) What is the value of the goods and services contracted?
- c) What was the reason for not using the public tender process or for requiring a Certificate of Exemption?
- d) Who recommended the course of action in c) above?
- e) Who approved the course of action in c) above?

a) Description	b) Value	c) Reason	d) Recommendation	e) Approver
Technical Writing Services	\$70,000	Select process in line with procurement policy	Executive Manager Commercial	Executive Manager Commercial
Commercial Advisor	\$70,000	Select process in line with procurement policy	Executive Manager Commercial	Executive Manager Commercial
System Training Services	\$56,200	Training for billing software to support a major system upgrade that could only be provided by a single supplier.	Manager ICT and Projects	CFO
Software Development Services	\$495,000	Billing system upgrades that could only be provided by a single supplier.	Manager ICT and Projects	CEO
Cyber Security Services	\$37,468	Select process in line with procurement policy	Manager ICT and Projects	CFO
Data Analytics Services	\$41,822	Select process in line with procurement policy & no local expertise available.	Manager, Wholesale and Analytics	CEO

- 16. Please advise the total number of NTG Corporate Credit Cards within the Agency, including the position titles and levels of the staff holding the corporate credit cards for the purchase of goods and/or services as at 31 March 2023.**

8.

Cardholder Position	Classification
Chief Executive Officer	ECO5
Chief Customer Officer	ECO2
General Counsel / Company Secretary	ECO2
A/Chief Finance Officer	ECO2
Manager Products and Innovation	JL4
Manager People and Culture	JL4
Manager Marketing and Communications	JL4
Credit Control Manager	JL3

FOCUS GROUPS / POLLING / SURVEYS

For the period 1 July 2022 to 31 March 2023:

- 17. Please detail expenditure on opinion polls and focus groups, including costs and entities that conducted the work.**

Nil. Jacana Energy undertakes regular surveying of customers to determine satisfaction with the level of customer service, however this does not take the form of opinion polls or focus groups.

- 18. Detail all surveys undertaken in relation to the focus groups and opinion polls above, including their form, the cost and the inducements that were provided to incentivise participation.**

Nil.

- 19. Please provide copies of each survey and the results of each survey.**

Not applicable.

COMMUNICATIONS AND MARKETING

20. Please detail expenditure on advertising and communications during the period 1 July 2022 to 31 March 2023.

For each advertisement for which an expense was incurred:

- a) What was the purpose / description of the advertisement?
- b) Who was the advertisement placed with, i.e. media outlet, newspaper, television station, digital platform; or other?
- c) What was the total production cost, including, but not limited to, design, commissions, and placement costs?
- d) Were tenders or expressions of interest called? If not, why not?
- e) Did the agency enter into any separate arrangements for advertising placements or advertorials? If so, please provide details of expenditure and media outlet.

Applies to both A and B.

Placement	Purpose	Total spent on platform	Total spent on production
Facebook	Marketing campaigns	\$2,375.85	\$780.00
Digital	Marketing campaigns	\$5,093.66	\$1,040.00
Radio	Marketing campaigns	\$5,000.00	\$251.90
Newspaper	Marketing campaigns	\$8,206.74	\$1,285.00

(C) \$3,356.90.

(D) No. Given the majority of production work was undertaken in-house, the volume and value of outsourced work was not high enough to require a tender process.

(E) No. All are listed in the above table.

TRAVEL

21. Please provide the total expenditure and itemised details of travel, including, but not limited to travel-related costs such as accommodation, travel allowance, entertainment, car rental, meals and incidentals, in each Agency and authority during the period 1 July 2022 to 31 March 2023 broken down to:
- International Travel
 - Interstate Travel
 - Intrastate Travel

Type	International	Interstate	Intrastate
Amount	\$0	\$71,803.82	\$88,378.53

22. In the case of international travel identified in response to the question above, please provide the purpose, itinerary, persons and costs involved in each trip.

Nil international travel.

23. Please provide itemised details and costs of all travel undertaken by the Minister that was paid for by the Agency or authority, including travel on charters during the period 1 July 2022 to 31 March 2023.

Nil travel paid for the minister.

HOSPITALITY / FUNCTIONS AND EVENTS

24. Please provide full details of all official hospitality provided for the period 1 July 2022 to 31 March 2023.

In relation to each occasion where official hospitality was provided:

- What was the purpose of the hospitality?
- How many guests attended?
- How many Ministers attended?
- How many Ministerial staff attended?
- How many MLAs attended?
- How many Public Sector employees attended?
- What was the total cost incurred?

No official hospitality events provided in the period.

GRANTS, SPONSORSHIPS, DONATIONS AND INCENTIVES

25. Please detail expenditure on grants, sponsorships, donations and incentives paid by your Agency (including the recipient of each payment) during the period 1 July 2022 to 31 March 2023, including agency budget totals to administer such programs.

\$12,436.36

26. Please detail the funds utilised to distribute awards and sponsorships in the period 1 July 2022 to 31 March 2023, and to what activities. Please list details of any contract periods as part of any arrangement.

Organisation	Sponsorships	Date
Neighbourhood Watch NT	\$3,000.00	19/12/2022
South ASP sporting club	\$2,727.27	12/10/2022
Total Recreation NT	\$3,527.27	08/11/2022
Total Recreation NT	\$3,181.82	06/12/2022

27. Indicate which awards and sponsorships were managed by Regional Offices. What is anticipated for the 2023/24 financial year?

All sponsorships have been managed out of the Jacana Energy head office in Darwin, however sponsorship funding has been awarded to organisations operating across the Northern Territory.

28. Please detail the amounts paid on grants, donations and incentives to non-Government organisations for the period 1 July 2022 to 31 March 2023, including to which organisation and the services to be provided?

Nil.

MEDIA MONITORING SERVICES

29. Provide expenditure details on media monitoring services for the period 1 July 2022 to 31 March 2023 (including entities engaged and who utilises the service).

Isentia platform - \$11,250 ex.GST (9 months pro-rata expenditure, part of annual NTG contract)

INFRASTRUCTURE PROJECTS

30. How many projects have been submitted or are in the process of being submitted to Infrastructure Australia or Northern Australia Infrastructure Facility (NAIF) to be considered for the Infrastructure Priority List?

Nil.

31. Please provide details of newly committed projects for the period 1 July 2022 to 31 March 2023.

Nil.

32. Please provide details of contracts awarded to interstate firms, for what purpose, the cost and why a Territory firm was not chosen.

Nil.

GOVERNMENT LEASED BUILDINGS

33. What is the total annual power bill of each Government building owned/leased/used by each Department for the period 1 July 2022 to 31 March 2023?

Building	\$
Level 3, 24 Mitchell Street, Darwin	\$12,520.16
2/82 Todd Street, Alice Springs	\$5,735.49
TOTAL	\$18,255.65

34. What is the total annual leased space of each Government building used by each Agency/authority and at what cost for the period 1 July 2022 to 31 March 2023?

Leased property	Leased space	Lease cost (1 July 2022 to 31 March 2023)
Level 3, 24 Mitchell Street, Darwin	992	\$541,813
2/82 Todd Street, Alice Springs	119	\$45,125
	1,111	\$586,938

35. How much Government owned or leased premises or office space is currently under-utilised (at less than 100 per cent occupied) or vacant?

Nil.

FEES AND CHARGES

36. Please detail the statutory or legislative fees and charges levied by your Agency/authority, the revenue raised in the 2022/23 financial year and whether any of these fees and charges were increased following the passage of the 2022/23 financial year budget.

Nil.

INTERNAL AUDITS

37. How many internal audits and financial investigations were conducted in the period 1 July 2022 to 31 March 2023?

There were two internal audits conducted in this period.

38. What were the terms of reference or focus for each investigation?

Internal audit	Terms of Reference or focus
Wrongful Disconnections	The objective of the internal audit was to assess the design and operational effectiveness of key processes and controls in place to prevent wrongful disconnections of supply of electricity to Jacana Energy customers, and that associated compliance reporting and continuous improvement processes are effective.
Fraud and Corruption Control	The objective of the internal audit was to assess the alignment of Jacana Energy's Fraud and Corruption Control Plan Framework, with the <i>Australian Standard 8001:2021 – Fraud and Corruption Control</i> , and the mandatory reporting directions and guidelines of the ICAC. The purpose was to identify any key gaps and broader improvement opportunities that should be considered in the context of Jacana Energy's day-to-day operations.

39. Please provide details of any fraud, anomalies, breaches of financial legislation or Northern Territory Government policy and procedures exposed by the audits and financial investigations.

None noted by the audits.

40. How many agencies have been referred to existing bodies eg Auditor-General/Independent Commission Against Corruption (ICAC) and how many have been resolved? Please detail the agency referred to, the date of referral and the date resolved, including those with multiple referrals.

None.

BOARDS / ADVISORY BODIES

41. Please detail all boards and advisory bodies in your Agency in 2022/23, also providing the following information:

- a) The Terms of Reference, if changed from last year
- b) The current members and when they were appointed
- c) The total remuneration paid to each Board member during the 2022/23 financial year
- d) The itemised total cost incurred by the Board during the 2022/23 financial year

a) Terms of Reference (noting no changes from prior year):

Board/Advisory	Terms of Reference
Board of Directors	<p>The role of the Board is to provide leadership of Jacana Energy within a framework of prudent and effective controls that enables risks to be identified, assessed and managed.</p> <p>The Board is responsible for the governance of Jacana Energy. It is involved in the development and approval of Jacana Energy's strategic objectives and provides oversight of Management. It also promotes a healthy corporate culture by monitoring the implementation of Jacana Energy's values and key policies.</p>
Audit and Risk Committee (ARC)	<p>The ARC assists the Board to discharge its responsibilities in relation to oversight of the integrity and adequacy of Jacana Energy's financial reporting systems and processes, and the adequacy of its systems of compliance, risk management and internal control.</p> <p>The role of the ARC is to provide advice and assurance to the Board that Management has developed and effectively implemented policies, practices and systems to:</p> <ul style="list-style-type: none"> • provide the Board with financial reporting which provides a true and fair view of the financial position and performance of Jacana Energy; • identify, monitor and manage risk so that Jacana Energy achieves its strategic objectives within the risk appetite set by the Board; • comply with relevant laws and regulations; and • address findings arising from external and internal audits.

b) Membership:

Current members and when they were appointed:

Member	Appointment date
Trevor James	1 September 2019
Cheryl Hopkins	1 March 2021
David Brown	1 January 2023

Notes:

- All three Directors are members of the Audit and Risk Committee.

c) Remuneration:

The total Board remuneration the period 1 July 2022 to 31 March 2023 was \$154,924.76.

d) Board costs:

As at 31 March 2023:	
Other expenses	\$11,175.00
Travel	\$30,026.11
Total	AUD\$41,201.11

42. The number of times the Board met during the period 1 July 2022 to 31 March 2023.

Board/Committee	Number of meetings
Board of Directors	6
Audit & Risk Committee	3

REVIEWS AND INQUIRIES

43. Details of all reviews and inquiries completed or commenced during the 2022/23 financial year, also providing the following information:
- The Terms of Reference
 - The criteria for selection of all panel members
 - The composition, qualifications and state or territory of residence of the persons undertaking the review/inquiry
 - The cost of the review/inquiry
 - How the information was/is accumulated to contribute to the review/inquiry
 - If completed, when, the outcome and whether the report has been tabled in the Legislative Assembly
 - If not completed when this is expected

Nil.

WORKPLACE HEALTH AND SAFETY

44. Please provide the number, nature and cost of reportable safety issues for the period 1 July 2022 to 31 March 2023.

Nil.

45. Please detail the number of stress related matters and claims for the period 1 July 2022 to 31 March 2023.

Nil.

REGIONAL OFFICES

46. Please detail expenditure on staff located in regional offices across the Territory. Include the number of staff, their functions and outcomes achieved in the 2022/23 financial year. What are the locations for which they are responsible?

Regional Office	Salaries	No. of staff	Function	Outcome achieved
2/82 Todd Street, Alice Springs	\$271,841	4	Credit Management	Proactive engagement and collection activities with Jacana Energy customers.