LEGISLATIVE ASSEMBLY OF THE NORTHERN TERRITORY

WRITTEN QUESTION

Mr Higgins to the Minister for Corporate and Information Services:

Annual Report – Department of Corporate and Information Services

1. According to departmental data, 10% of government payments are not paid within 30 days. Can these tardy payments be listed, including the length and amount of each payment?

2. What has the Office of Digital Government achieved since it was established?

3. Given that telecommunications is a Commonwealth responsibility, what has the Department done specifically to improve remote telecommunications? (page 20)

4. Can you name specific ways in which the department has reduced red tape? (page 20)

5. When can Territorians expect the "NT Government public data ecosystem" and how much will it cost to establish? (page 21)

6. The Annual Report mentions a target to increase employment opportunities of Aboriginal and disabled persons, does the Department have specific targets in mind? And does the Department use affirmative action to achieve these targets?

7. What was DCIS' specific role in the implementation of the Machinery of Government changes? (page 25)

8. What plans does the Department have for one-off natural disaster payments and what information has been shared by other departments with DCIS in regard to such a scheme? (page 25)

9. Has DCIS always had responsibility for NTG leasing arrangements? Can the Department provide the details of how many FTEs are employed within this property leasing unit and what the budget is? (page 34)

10. What was the cost of the "development and implementation" of My Fuel NT i.e. the specific appropriation allocated to DCIS? (page 39)

11. What were the costs associated with the Cyber Security Awareness Week events in 2016? Were similar events held in 2017? (page 46)

12. Why is development of the 2019-2021 Strategic Plan commencing as a future priority given that the period of the existing strategic plan has not concluded? (page 49)

13. Can NT Fleet's role in the Community Benefit Fund be explained? And is this role affected by the review being undertaken? (page 50)

14. How often are NT Fleet's vehicles kept in circulation? i.e. what is the maximum life of a vehicle in NT Fleet? And in order to achieve NT Fleet's emissions and fuel consumption targets, have vehicles been replaced sooner than they otherwise would have been? (page 54)

15. Can the Department clarify whether the requirements of the Green Commercial Lease result in cheaper or more expensive leases than what could otherwise be acquired by NTG? (page 55)

16. The Key Performance Indicators referred on page 73, can they be made available?

17. When is the 2017-18 business plan expected to be developed given it is now November 2017? (page 73)

18. Was any departmental travel assessed to be non-compliant with the Travel Policy Framework? (page 82)

19. How many applicants to vacancies meet the essential selection criteria?

20. Can you provide a copy of the department's Special Measures Plan?

21. Are non-unionised staff consulted or represented during industrial relations decision-making? (page 86)

22. How much was spent on Cultural Competency Training and what are the outcomes and Key Performance Indicators requiring this training? (page 92)

23. As part of the Department's Special Measure Plan and Aboriginal employment programs, are there any targets for employees who are from remote areas or traditional communities? (page 99)

24. Can the Department state all unfunded liabilities?

1.

There were well over 500 000 invoices processed in this period and the process to review and provide a response for this question is time consuming and considered an unreasonable diversion of resources. Payment information of suppliers would have commercial sensitivities to take into consideration.

2.

- Office of Digital Government commenced April 2017.
- Development of Digital Territory Strategy progressed including:
  o ICT industry consultation
  o public digital forums held in Alice Springs and Darwin
  o discussion paper prepared
  o digital government forum held
  o public feedback collated
- Introduced digital Information Management Services into pilot sites.
- Implemented online meeting and collaboration workspaces for business and community members of Government advisory bodies.
- Developed an integrated communications hub to assist ICT incident management.
- Implemented knowledge sharing tool with agencies and piloting website governance software.
- Developed 2018 roadmap for NTG web presence including UX improvements and move to standardised mobile framework.
- Migrated agency websites to the whole of government platform delivering ongoing savings.
- Provided training for agencies on website management and plain English writing to improve readability.
- Oversighted 27 major agency ICT projects, including independent stage gate assessments and program health checks.
- Provided guidance to agencies on governance of ICT projects and development of digital solutions.
- Progressed open data policy and standard.
- Prepared business case for open data portal.
- Continued coordination of Telstra / NTG Co-investment Program for remote telecommunications infrastructure.
- Continued oversight of CAT mobile hotspot program.
- Prepared NTG submissions for two senate committees and ACCC and Productivity Commission Inquiries.
- Developed business case for data sharing to improve the well-being of children.
- Participated in first whole of government hackathon
- Assessed business intelligence visualiser tool for application across government.
- Developed 22 digital policies/standards.
- Updated 24 digital policies/standards.

3.
The Department has facilitated and overseen multiple remote telecommunications infrastructure programs that have expanded mobile phone and internet access across the NT. The Department has also maintained a strong advocacy role with the Australian Government and telecommunications service providers. Details are below.

Infrastructure

Centre for Appropriate Technology mobile phone hotspot program (2016–2019)
- Grants to CAT of more than $600 000 over four years for installation and maintenance of mobile phone hotspots in remote areas of the NT.
- Hotspots are a low tech solution designed and built by CAT in Alice Springs to significantly extend the reach of mobile phone coverage.
- Providing telecommunications connectivity in nearly 30 locations that would otherwise never receive services.

Telstra/NT Government Co-investment Program (2015–2018)
- A joint $30 million three year agreement between the NT Government and Telstra.
- Delivering mobile and/or broadband services infrastructure to at least 15 remote communities and more than 5,000 residents.

Project 13 (2013–2014)
- A $5.76 million NT Government and Telstra Co-Investment project.
- Delivered mobile and/or broadband services infrastructure to 13 remote communities and more than 7 000 residents.

Arnhem Land Optic Fibre (2007–2008)
- 800 kilometres of fibre optic cable from Jabiru across Arnhem land to Nhulunbuy.
- $34 million dollar project backed by Telstra, the NT Government, Rio Tinto Alcan and the Northern Land Council.
- Delivered telecommunications services to nine remote communities and up to 10 000 residents along the route.

Advocacy

National Broadband Network (NBN) in remote NT
- Australian Government has determined that all remote communities in the NT will receive the NBN by satellite service.
- Drafted NT Government written submissions to the past three Australian Government Regional Telecommunications Reviews (2015, 2012 and 2008), consistently emphasising that satellite technology will not address disadvantage in remote Aboriginal communities and will not enable economic and social improvements.
- There are 35 remote NT communities with optic fibre connection to the national network which the NT Government advocates should be connected to the NBN.

- Correspondence prepared to the Prime Minister, Australian Government Communications ministers, ministers with Aboriginal Affairs/North Australia Development responsibilities, NBN Co and NBN Board to seek co-operation to provide these communities with a superior fixed wireless solution using existing technology.
- Co-ordinated NTG submission for, and gave evidence to, the Australian parliament's Joint Standing Committee on the National Broadband Network.

Productivity Commission Inquiry into the Telecommunications Universal Service Obligation (USO)
- Prepared NT Government submission to the Productivity Commission's inquiry.
- Submission argues to ensure that, under a revised USO, in remote areas receive the same service guarantee that applies in metropolitan areas.

Australian Competition and Consumer Commission (ACCC) inquiry into domestic mobile telephone roaming
- Developed NTG submission to the inquiry not supporting a domestic mobile roaming declaration.
- The introduction of a mobile roaming declaration would be anticipated to have significant detrimental consequences, particularly in risking much-needed telecommunications infrastructure investment in remote areas of the Territory.

Australian Broadcasting Corporation cessation of the short wave broadcasting service in the NT
- Drafted NTG correspondence to the Chair of the ABC urging the broadcaster review the decision due to its significant adverse impact on very remote residents and businesses in the NT.
- Provided evidence to the Senate Environment and Communications Legislation Committee's public hearing in Darwin on the *Australian Broadcasting Corporation Amendment (Rural and Regional Advocacy) Bill 2015.*

4.
Red tape reduction solutions include new digital delivery channels and enhancements that deliver services online and via mobile devices, some key initiatives are:
- eRecruit – digital recruitment system that automates recruitment processes
- ASNEX – developed web-based portal to provide single access point for users of the system, including contractors to receive and action work orders
- InvoiceNTG – online system for suppliers to submit their invoices digitally to improve payments and reduce their costs to do business with government
- NTGPay - electronic invoice management system used to process suppliers' invoices
- Feenix – solution enabling improved agency-level budget management.
- QTOL – tenders online advising businesses of procurement opportunities, distributing related tender/quotation documents and managing online lodgment of quotation/tender responses
- QTOL app - provides information 'on the move' with tender alerts based on user preferences delivering benefits to businesses
- myResignation – digital resignation process

- myHR - employee self-service portal that allows employees to enter HR requests such as leave and transfers, and maintain their personal information

Additionally, DCIS has assisted red tape reduction initiatives of other agencies, such as the new occupational licensing digital solution.

5.
Implementation of open data is anticipated for 2018. Costs cannot be advised until government approval process is completed.

6.
The Office of the Commissioner for Public Employment determines NTG and agency employment targets for Aboriginal persons. An employment target for disabled persons has not been set.

DCIS has a special measures plan for Aboriginal and Torres Strait Islander persons (refer Question 20).

A range of actions are undertaken by DCIS to support and value workforce diversity with key actions provided at page 100 of the Annual Report.

7.
DCIS centrally coordinated the MOG changes to ensure corporate systems, records and processes were updated and aligned to new structures and functions.

MOG changes range from minor to complex and DCIS, as the government's shared service provider, plays a key coordination role in delivering the corporate changes to ensure a smooth transition to new arrangements for affected agencies.

A working committee is mobilised as required. The committee consists of key staff from the critical service areas within DCIS involved in MOG changes: HR Systems (payroll); Finance Systems (systems administration, ledger changes and accounts); ICT Services (resetting IT devices and access); Corporate Reporting (BOXI reports); NT Fleet (vehicle records); Contract Services (tenders and procurement systems); Finance Services (banking and taxation) and agency representatives from affected agencies.

In 2016-17, following commencement of a new government, the working committee coordinated extensive MOG changes affecting many agencies. The MOG changes were successfully and efficiently implemented with most of the requirements completed within a two month period.

8.
Territory Families is responsible for delivering natural disaster payments to eligible Territorians.

In prior years DCIS has provided assistance to Territory Families by facilitating natural disaster payments.

On request from Territory Families, DCIS investigated alternative methods for delivering natural disaster payments which has resulted in establishing a contemporary prepaid card (debit card) facility.

9.
DCIS has been responsible for NTG lease management since November 2001.

18 FTEs with responsibility for lease/tenancy management; lease procurement; facilities management and finance.

Budget $88.4 million, including $85.6 million for the leasing portfolio, comprising over 320 leases and agreements covering a mix of major commercial leases, remote leases, licences and specific purpose leases.

10.
The specific appropriation allocated to DCIS for the development of the myFuel website was $240 000.

$152 000 of this was spent in the reporting period to 30 June 2017, with remaining costs ($95 000) incurred in 2017-18.

11.
The costs associated with Cyber Security Awareness Week 2016 were:

Advertising	$6 304
Design and promotional material production	$3 890
Venue hire and associated services	$5 906

The Cyber Security Awareness Program was expanded in 2017 to a month-long format to expand the reach of the program.

Cyber Security Awareness Month was held in October 2017 and incorporated 56 events across the Territory. This was a substantial increase from 10 events in the previous year.

Events were held in all regional centres and target audiences included NTG officers; the business sector and ICT industry members. 1 083 participants were recorded as attending across all sessions.

The program was delivered in partnership with the ICT and banking industries.

12.
Planning for the next strategic plan (2019-2021) will commence mid-2018 as a standard business practice so the plan will be ready and in place for commencement in January 2019.

13.
Applications for vehicle gifting through the Community Benefit Fund (CBF) are assessed and approved by the CBF committee, which is administered by the Department of the Attorney-General and Justice.

NT Fleet's role is to support the CBF by supplying vehicles surplus to government needs for gifting where required.

NT Fleet has not been advised of any change in its role resulting from the CBF review.

14.
The NT Government Vehicle Policy Framework requires passenger vehicles to be retained for 3 years or 60 000 km and light commercials/4WDs for 4 years or 100 000 km.

NT Fleet has not replaced vehicles sooner than they would otherwise be replaced in order to achieve emissions and fuel consumption targets.

15.
There is no market evidence to inform whether green commercial leases result in cheaper or more expensive leases. NABERS ratings have been operating for 10 years and it is the industry standard to have commercial properties NABERS rated.

16.
Internal Key Performance Indicators (KPIs) include extensive and granular work unit processing statistics and transaction throughout data that would be difficult to interpret in isolation and are likely to be of limited value outside an organisational management context.

KPI's that are more significant and reflect broader DCIS activity are recorded in the Budget Papers and annual reports.

17.
All business units across DCIS have a 2017-18 Business Plan in place by 1 July 2017. The annual report reflected that an overall plan, incorporating all divisional plans, would be developed.

18.
The internal audit completed in 2016-17 identified some minor discrepancies relating to process issues. All travel complied with official travel principles and there were no breaches for personal gain identified.

19.
To provide a response to this question would require extensive manual effort to locate and review all the applications submitted for positions. This would result in a significant and unreasonable diversion of resources from service delivery.

20.
DCIS Special Measures Plan attached.

Approved Plan.pdf

21.
DCIS disseminates communications and information provided by the Office of the Commissioner for Public Employment, which is responsible for industrial relations for the NTG, to all staff.

22.
$5,786.30 (including GST) spent on Cultural Competency Training in 2016-17.

The Office of the Commissioner for Public Employment's Indigenous Employment and Career Development Strategy 2015-2020 requires departments to ensure employees participate in cultural awareness and competency training. Cross Cultural Training educates participants on tolerance and differences in communication from a cultural perspective. The DCIS Cultural Competency Training has an Aboriginal cultural focus and incorporates references to other cultures.

DCIS' target is at least 90% of staff must have completed cross cultural training with a rolling program to capture staff requiring training.

23.
No. DCIS aligns its program with the NTG strategy issued by the Office of the Commissioner for Public Employment.

24.
DCIS has no unfunded liabilities.