

LEGISLATIVE ASSEMBLY OF THE NORTHERN TERRITORY

WRITTEN QUESTION

Mrs Finocchiaro to the Minister for Renewables, Energy and Essential Services, for all agencies falling under the Minister's portfolio responsibilities:

AGENCY ADMINISTRATION

Note 1:

We have submitted similar questions to those below in past years prior to the Estimates Committee Hearings. Although it appears there will not be any Estimates Committee Hearings this year; we are submitting these questions in the interests of accountability and continuity, to enable the comparison of agency information across years.

Note 2:

If there is to be a Whole of Government response to any of the questions, it would be appreciated if these are referred early to the Minister responsible to enable a response within the same timeframe as the remainder of the questions.

Note 3:

My Office would be very grateful if the question could be inserted at the beginning of each answer.

STAFFING

1. Please provide details for the following staffing questions as at 30 June 2019, and as at 31 March 2020:

- a) How many staff were employed in the following categories:
- i. Full time equivalent
 - ii. Permanent part time contract
 - iii. Contract

| | 30 June 2019 | 31 March 2020 |
|----------------------------------|--------------|---------------|
| i. Full time equivalent | 67.25 | 68.53 |
| ii. Permanent part time contract | 0 | 0 |
| iii. Contract | 27.52 | 35.63 |
| | | |

- b) Please advise the number of staff who identify as Aboriginal and Torres Strait Islander as at 30 June 2019, as at 31 March 2020, and as a percentage of the Agency total employment as at 31 March 2020 (all classifications);**

A whole-of-government response to Question 1(b) will be provided by the Minister for Public Employment.

- c) Please advise the number of frontline staff as FTE as at 31 March 2020 and as a percentage of the Agency total employment (all classifications).**

| | 30 June 2019 | | |
|-----------------------------|--------------|---------------|-------|
| Frontline Comparison by FTE | Frontline | Non-Frontline | Total |
| FTEs | 42.10 | 25.15 | 67.25 |
| % of total | 62.9 | 37.4 | 100 |

| | 31 March 2020 | | |
|-----------------------------|---------------|---------------|-------|
| Frontline Comparison by FTE | Frontline | Non-Frontline | Total |
| FTEs | 40.10 | 28.5 | 68.53 |
| % of total | 58.5 | 41.5 | 100 |

2. Please advise, in each category:

- a) The total number of staff on contracts (by executive and temporary employment contracts) as at 30 June 2019 and as at 31 March 2020**

A whole-of-government response to Question 2(a) will be provided by the Minister for Public Employment.

b) By position, the levels at which staff are employed on executive or temporary employment contracts as at 30 June 2019 and as at 31 March 2020

| Paid Classification | Temporary Employment Contracts as at 30 June 2019: | Temporary Employment Contracts As at 31 March 2020: |
|----------------------------|---|--|
| EO2C | 4 | 2 |
| EO1C | 1 | 1 |
| ECM | 1 | 0 |
| JL4 | 1 | 1 |
| JL3 | 5 | 3 |
| JL2 | 7 | 9 |
| JL1 | 31 | 20 |
| Grand Total | 50 | 36 |

3. For the full financial year ending 30 June 2019 and for the period from 1 July 2019 to 31 March 2020 how many staff:

- a) Resigned**
- b) Were made redundant**
- c) Were terminated**

Answer:

| | FY ending 30 June 2019 | 1 July 2019 – 31 March 2020 |
|-------------------------------|-------------------------------|------------------------------------|
| a) Resigned | 21 | 19 |
| b) Were made redundant | 0 | 0 |
| c) Were terminated | 0 | 0 |

- Note for a) – the total includes 9 separations relating to temporary contracts to cover peak period demands in the customer contact centre and 3 internal NTG transfers.

4. How many staff were unattached or categorized as redeployees for the full financial year ending 30 June 2019 and for the period from 1 July 2019 to 31 March 2020?

| FY ending 30 June 2019 | 1 July 2019 – 31 March 2020 |
|-----------------------------------|--|
| 0 | 0 |

5. How many staff were categorized as supernumerary for the full financial year ending 30 June 2019 and for the period from 1 July 2019 to 31 March 2020?

| FY ending 30 June 2019 | 1 July 2019 – 31 March 2020 |
|-----------------------------------|--|
| 10 | 10 |

6. How many staff have been engaged through employment agency arrangements, for what purpose, for what duration and at what cost for the full financial year ending 30 June 2019 and for the period from 1 July 2019 to 31 March 2020?

| | FY ending 30 June 2019 | 1 July 2019 to 31 March 2020 |
|------------------------------|--|---|
| No. of arrangements | 1 | 0 |
| Purpose | Short-term vacancy for project implementation work | |
| Duration | 8 months | |
| Total cost for period | \$58,463.12 | |

Total cost figures are inclusive of associated fees, it is too administratively onerous to calculate FTE's for the desired period.

7. How many locums have been employed, for what purpose, what duration and at what cost for the full financial year ending 30 June 2019 and for the period from 1 July 2019 to 31 March 2020?

Not applicable.

8. How many positions had Special Measures applied when advertised for the full financial year ending 30 June 2019 and for the period from 1 July 2019 to 31 March 2020?

Not applicable - Jacana Energy does not participate in Special Measures.

9. How many positions that had Special Measures applied, as referred to in the question above, had to be re-advertised due to the initial process not securing suitable candidates?

Not applicable - Jacana Energy does not participate in Special Measures.

10. How many grievances have arisen as a direct result of the Special Measures program since 1 July 2019. Of these, how many remain unresolved?

A whole-of-government response to Question 10 will be provided by the Minister for Public Employment.

OUTSOURCING

11. For the period beginning 1 July 2019 and ending 31 March 2020, detail any decision(s) to outsource, contract out or privatise functions that have traditionally been carried out by the Agency. Is consideration being given to outsource, contract-out or privatise in financial year 2020/21? If so, provide details.

Nil and no.

LEGAL EXPENSES

12. What has been the expenditure on legal advice or related expenses for the financial year 2019/20? Provide details on:

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

Total expenditure was \$7,300.50.

Given commercial and legal sensitivities of legal matters, only the total overall expenditure has been provided.

PROCUREMENT / CONSULTANCIES

13. For the period beginning 1 July 2019 and ending 31 March 2020, please detail expenditure on each report and consultancy (excluding annual reports) that has 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

| Purpose | Cost ex GST YTD Jul 19 - Mar20 | Entity | Place of Business | Tabled for LA | Outcome/KPIs | Tender or EOI previous to work |
|--|---|-----------------------------|------------------------------|--------------------------|---------------------------------------|---|
| Contract Services to support operations team | \$59,800.00 | A.K. Inkster & P.J. Inkster | VIC | N | Act as Manager Strategic Projects | N |
| Contract Services as Temporary Chief Executive Officer | \$119,350.00 | Browns Management | QLD | N | Act as the Chief Executive Officer | N |
| Contract Services as Temporary Chief Executive Officer | \$76,630.33 | GA & DM Draper Nominees PL | WA | N | Act as the Chief Executive Officer | N |
| Contract Services as Manager Pricing and Analytics | \$231,803.12 | Roger Dunstan | QLD | N | Acts as Manager Pricing and Analytics | Y |

| | | | | | | |
|---|--------------|------------------------|-----|---|--|---|
| Contract Services as ROS Project Manager | \$120,740.00 | DB Results | VIC | N | Implementation of ROS | Y |
| Contract Services as ROS Business Analyst | \$84,253.55 | Little Ones Away | NSW | N | Implementation of ROS | Y |
| Job evaluation questionnaires | \$6,290.00 | HJW Consulting | NT | N | Assess appropriate level of remuneration for roles | N |
| Audit of Commercial Pricing Tool | \$11,682.50 | Align Analytics | WA | N | Assessment of C&I Pricing Tool | Y |
| Facilitate Strategic Planning Workshop | \$17,659.37 | PricewaterhouseCoopers | NSW | N | Strategy and Guidelines | Y |
| Internal audit services | \$58,304.54 | Ernst & Young | WA | N | Assessment of HR and payroll process and customer feedback process | Y |
| Consultancy services in relation to recruitment of executive and senior managers | \$47,522.83 | U&U Pty Ltd | QLD | N | Recruitment of CEO and 2 Managers | Y |
| Consultancy services in relation to recruitment of CEO and Non-executive Director | \$7,923.71 | Resourceful Pro | QLD | N | Recruitment of CEO and Director | Y |
| Consultancy services in relation to recruitment of senior managers | \$6,181.82 | Mercer Consulting | SA | N | Recruitment of Managers | Y |
| Contract Services to support operations team | \$272,881.59 | Web Tools | VIC | N | Contract Centre Optimisation, Establishment of Project Management Office | Y |

14. Please detail expenditure paid, or expected to be paid, to Hawker Britton and/or associated entities for the period beginning 1 July 2019 and ending 31 March 2020. Outline the tasks performed.

None.

15. How many contracts and tenders have been awarded to business entities with their principal place of business in the Northern Territory so far, and what works have been undertaken?

See table in Question 13.

16. How many contracts have been awarded to business entities with a principal place of business outside the Northern Territory for the period beginning 1 July 2019 and ending 31 March 2020? Detail the work being undertaken by each business entity and the selection criteria for the successful business entity on the applicable contract or tender.

See table in Question 13.

17. For Tier 3, Tier 4 and Tier 5 procurement activities, how many public quotations were undertaken during the period beginning 1 July 2019 and ending 31 March 2020?

None.

18. For Tier 3, Tier 4 and Tier 5 procurement activities, how many contracts or tenders were awarded without undertaking a public quotation process during the period beginning 1 July 2019 and ending 31 March 2020?

One.

19. For each instance identified in the question above, where a public quotation process was not undertaken, including for Certificates of Exemption:

a) What is the description of the goods and services contracted?

Contact Centre optimization and performance improvement.

b) What is the value of the goods and services contracted?

\$150,000.

c) What was the reason for not using the public quotation process or for requiring a Certificate of Exemption?

Limited number of suitable consultants nationally with the required specialist experience and skills in electricity retail contact centres.

d) Who recommended the course of action in c) above?

Executive Manager Operations.

e) Who approved the course of action in c) above?

Chief Executive Officer.

20. 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 2020.

| | Cardholder Position | Classification |
|----|-------------------------------------|-----------------------|
| 1. | Executive Assistant | JL2 |
| 2. | Executive Manager Sales & Marketing | EO2C |
| 3. | Manager Marketing & Communication | JL4 |
| 4. | Administration Coordinator | JL2 |
| 5. | Executive Manager Operations | EO1C |
| 6. | Manager Customer Care | JL4 |
| 7. | Manager Billing and Credit Services | JL4 |
| 8. | Credit Control Manager - ASP | JL3 |

FOCUS GROUPS / POLLING / SURVEYS

21. Please detail expenditure during the period beginning 1 July 2019 and ending 31 March 2020 on opinion polls and focus groups, including costs and entities that conducted the work.

Quarterly customer satisfaction surveys are conducted online using CheckMarket surveying program – survey sent to sample customers by email every quarter.

The survey is managed and sent from in-house.

22. Please provide copies of the surveys identified in the question above and detail all surveys undertaken, their form, the cost and what inducements were provided to incentivise participation during the period beginning 1 July 2019 and ending 31 March 2020.

| Survey | Cost | Form | Inducements |
|---|------|---------------|---|
| Customer satisfaction – Full survey (quarterly) | n/a | Online survey | No incentives are given for participation; however, Jacana Energy donates \$1 to nominated charities for every completed survey. Customers are invited to choose from one of our partners: Salvation Army, St Vincent de Paul, Catholic Care, Anglicare, or Somerville. |

Survey questions:

1. Overall, how satisfied are you with Jacana Energy?
2. How likely is it that you would recommend Jacana Energy to a friend or colleague?
3. Why do you say that?
4. How would you rate Jacana Energy on...?
 - a. Flexible payment options
 - b. Sending bills on time
 - c. Knowledgeable and helpful Contact Centre
 - d. Easy to read bills
 - e. Accurate bills
5. Electricity products that suit my needs
6. Please provide comments so that we can understand the reasons for your ratings?
7. Thinking about the ways in which you have contacted Jacana Energy in the last 12 months, how satisfied were you when you contacted Jacana Energy by...?
 - a. Mail
 - b. Website contact form
 - c. Phone

- d. Email
 - e. Facebook
8. Thinking about the ways in which you may have interacted with the Jacana Energy website in the last 12 months, how satisfied were you when you used it to:
- a. Pay your bill
 - b. Connect/disconnect electricity
 - c. Haven't used in last twelve months
 - d. Find energy saving info
 - e. Fill-in online forms
 - f. other
9. Which describes your situation?
- a. Own Home
 - b. Renting
10. How many people live in your home?
11. How long have you lived in the Northern Territory?
12. What region do you live in?
13. What is your annual household income?
14. What is your preferred billing frequency:
- a. Monthly
 - b. Quarterly
15. Do you have a concession applied to your account?
16. Are you currently on a payment plan?
17. Lastly, is there anything we can do to improve?

COMMUNICATIONS AND MARKETING

23. Please detail expenditure on advertising and communications during the period beginning 1 July 2019 and ending 31 March 2020.

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, and television station or similar?**
- 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?**

| Expenditure | AUD |
|--------------------------------|--------------------|
| Advertising and communications | \$30,434.00 ex GST |

| Campaign | Placement | Production /Placement costs | EOI / Tender invited |
|--|--|-----------------------------|---|
| MyAccount campaign – promote self-service portal | n/a – product not yet available – No campaign placement has yet occurred | \$24,363.00 ex GST | No – assets created by various agencies |

| | | | |
|---|----------------------|-------------------|------------------------------------|
| eBilling – promote switch to electronic billing | Local radio | \$5,500.00 ex GST | n/a – re-run of existing campaign |
| High Bills and energy efficiency | Facebook advertising | \$814.00 ex GST | No – produced and managed in-house |

TRAVEL

24. 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 for the period beginning 1 July 2019 and ending 31 March 2020 broken down to:

- a) International travel
- b) Interstate travel
- c) Intrastate travel

| | |
|-------------------------------|--------------------|
| Interstate | \$ ex GST |
| Accommodation - interstate | \$3,161.94 |
| Airfares - interstate | \$45,929.89 |
| Taxi / hire car - interstate | \$2,458.22 |
| Travel Allowance - interstate | \$493.80 |
| Total - interstate | \$52,043.85 |
| | |
| Intrastate | \$ ex GST |
| Accommodation - NT | \$22,287.76 |
| Airfares - NT | \$6,952.37 |
| Taxi / hire care - NT | \$2,131.54 |
| Travel allowance - NT | \$1,785.10 |
| Total - NT | \$33,156.77 |
| | |
| Grand Total | \$85,200.62 |

25. 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.

Not applicable.

26. Please provide itemised details and itemisation of costs of all travel undertaken by the Minister that was paid for by the Agency or authority, including travel on charters during the period beginning 1 July 2019 and ending 31 March 2020.

Nil.

HOSPITALITY / FUNCTIONS AND EVENTS

27. Please provide full details of all public service hospitality provided for the period beginning 1 July 2019 and ending 31 March 2020.

In relation to each occasion on which official hospitality was undertaken:

- a) What was the purpose of the hospitality?**
- b) How many guests attended?**
- c) How many Ministers attended?**
- d) How many Ministerial staff attended?**
- e) How many MLAs attended?**
- f) How many Public Sector employees attended?**
- g) What was the total cost incurred?**

Nil.

GRANTS AND DONATIONS

28. Please detail expenditure on grants and donations paid by your Agency (including the recipient of each grant) during the period beginning 1 July 2019 and ending 31 March 2020.

Nil grants.

29. Please detail the funds utilised to distribute awards and sponsorships in the period beginning 1 July 2019 and ending 31 March 2020. Indicate which awards and sponsorships were managed by Regional Offices.

Sponsorships paid out during the prescribed period:

| Sponsorships approved in the 2019/2020 | Amount | Program |
|---|---------------|---|
| Total Recreation | \$20,000 | FREDI Fitness program |
| Starlight Children's Foundation Healthier Futures program | \$10,000 | Healthier Futures Program |
| TEMHCO | \$10,000 | Art Therapy program |
| Nightcliff Seabreeze Festival Branching Out program | \$5,000 | Branching Out Project |
| Tennant Creek Womens Refuge | \$4,500 | Improvement to security equipment |
| Volunteering NT | \$4,000 | NT volunteer of the year awards |
| BRADAAG Rehabilitation Centre (Tennant Creek) | \$2,000 | Bicycle program |
| Dawn House Creative Families and School Holiday Program | \$2,500 | Creative Families and School Holidays Program |
| The Salvation Army | \$1,500 | Christmas Appeal |
| Darwin Men's Shed | \$1,500 | Outdoor equipment |
| Ingkintja Men's Shed (Alice Springs) | \$1,500 | Outdoor equipment |
| Starlight Children's Foundation | \$250 | Christmas Toy Drive |

What is anticipated for the 2020/21 financial year?

Jacana Energy's sponsorship Plan for 2020-21 has not yet been developed; however it is expected that budget for sponsorship will be increased to \$100,000.

30. Please detail the amounts paid on grants to non-Government organisations for the period beginning 1 July 2019 and ending 31 March 2020, including to which organisation and the services to be provided?

None.

MEDIA MONITORING SERVICES

31. Provide expenditure details on media monitoring services for the period beginning 1 July 2019 and ending 31 March 2020 (including entities engaged and who utilises the service).

| Purpose | Cost | Entity |
|---|-------------------------------|--|
| Media monitoring services – Online portal | \$11,250 ex GST annual charge | iSentia (annual charge is pro-rated from whole-of-government contract) |

INFRASTRUCTURE PROJECTS

32. How many projects have been submitted or are in the process of being submitted to Infrastructure Australia to be considered for the Infrastructure Priority List?

A whole-of-government response to Question 32 will be provided by the Minister for Trade and Major Projects.

33. Please provide details of newly committed projects for the period beginning 1 July 2019 and ending 31 March 2020.

A whole-of-government response to Question 33 will be provided by the Minister for Infrastructure, Planning and Logistics.

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

A whole-of-government response to Question 34 will be provided by the Minister for Infrastructure, Planning and Logistics.

GOVERNMENT LEASED BUILDINGS

35. What is the total annual power bill of each Government building owned/leased/used by each Department for the period beginning 1 July 2019 and ending 31 March 2020?

| | Amount \$ (Ex GST) |
|---|---------------------------|
| Level 3, TIO Building, 24 Mitchell Street, Darwin | \$13,338.81 |
| T2, 82 Todd St, Alice Springs | \$4,197.20 |

All figures are in A\$, for 9 months ending 31 March 2020

36. What is the total annual leased space of each Government building used by each Agency/authority and at what cost for the period beginning 1 July 2019 and ending 31 March 2020?

A whole-of-government response to Question 36 will be provided by the Minister for Corporate and Information Services.

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

A whole-of-government response to Question 36 will be provided by the Minister for Corporate and Information Services.

FEES AND CHARGES

38. Please detail the statutory or legislative fees and charges levied by your Agency/authority, the revenue raised in the 2019/20 financial year and whether any of these fees and charges was increased following the passage of the 2019/20 financial year budget.

The Electricity Pricing Order applies to Jacana Energy customer on a regulated tariff.

Included in the 2019-20 budget were selected retail electricity tariff increases, based on CPI, of approximately 1.2% effective 1 July 2019. The actual tariff increases applied at 1 July 2019 were lower, based on a CPI of 0.4%.

Given commercial sensitivities revenue amounts are not disclosed.

INTERNAL AUDITS

39. How many internal audits and financial investigations were conducted in the period beginning 1 July 2019 and ending 31 March 2020?

Two.

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

| Internal audit/investigation | Terms of Reference or focus |
|--|---|
| HR and Payroll Processes Internal Audit | To assess the effectiveness of key control procedures and supporting systems in place to support Jacana Energy's HR and Payroll processes. |
| Customer Feedback and Complaints Management Internal Audit | To assess the existence of adequate policies, procedures, guidelines and/or work practices (including reporting) to support timely and accurate customer feedback and complaints management processes performed by Jacana Energy. |

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

Nil.

BOARDS / ADVISORY BODIES

42. Please detail all boards and advisory bodies in your Agency in 2019/20, 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 2019/20 financial year
- d) The itemised total cost incurred by the Board during the 2019/20 financial year
- e) The number of times the Board met during the period beginning 1 July 2019 and ending 31 March 2020

42(a) The Terms of Reference have not changed since the 2018-19 reporting period.

42(b) The current members and when they were appointed:

| Member | Appointment date |
|-------------------------------|-------------------------|
| Noel Faulkner (Chair) | 29 May 2014 |
| Clare Milikins (Deputy Chair) | 29 May 2014 |
| Trevor James | 1 September 2019 |

Notes:

- The Chair and Deputy Chair were reappointed during 2018 for staggered terms.
- Caryle Demarte completed her term as a Director and Trevor James was appointed.
- All three Directors are members of the Audit and Risk Committee.

42(c) The total remuneration paid to each Board member during the 2019/20 financial year:

Total remuneration for the Board as at 31 March 2020 is \$169,529.35.

42(d) The itemised total cost incurred by the Board during the 2019/20 financial year:

Total cost incurred by the Board as at 31 March 2020 is \$39,697.92.

42(e) The number of times the Board met during the period beginning 1 July 2019 and ending 31 March 2020.

| Board/Committee | Number of meetings |
|------------------------|---------------------------|
| Board of Directors | 7 |
| Audit & Risk Committee | 6 |

REVIEWS AND INQUIRIES

43. Details of all reviews and inquiries completed or commenced during the 2019/20 financial year, also providing the following information:

- a) The Terms of Reference**
- b) The criteria for selection of all panel members**
- c) The composition, qualifications and state or territory of residence of the persons undertaking the review/inquiry**
- d) The cost of the review/inquiry**
- e) How the information was/is accumulated to contribute to the review/inquiry**
- f) If completed, when, the outcome and whether the report has been tabled in the Legislative Assembly**
- g) If not completed when this is expected**

None.

WORKPLACE HEALTH AND SAFETY

44. Please provide the number, nature and cost of reportable safety issues for the period beginning 1 July 2019 and ending 31 March 2020.

Nil.

45. Please detail the number of stress related matters and claims for the period beginning 1 July 2019 and ending 31 March 2020.

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 2019/20 financial year. What are the locations for which they are responsible?

| Location | Function | Number of staff | Cost July 2019 - March 2020 |
|-----------------|-------------------------------|------------------------|--|
| Alice Springs | Credit and billing management | 3 | \$224,527.11 |