

## LEGISLATIVE ASSEMBLY OF THE NORTHERN TERRITORY

### WRITTEN QUESTION

Mrs Finocchiaro to the Minister for Infrastructure, Planning and Logistics, Minister for Renewables and Energy, Minister for Environment, Minister for Water Security, Minister for Climate Change, Minister for Essential Services – 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 2021. Please include a note if a response is affected by Machinery of Government changes following the General Election in August 2020.

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 be very grateful if these practices are continued.

### STAFFING

1. (a) Please advise the number of staff employed in the following categories as at 31 March 2021:

#### Answer:

Category	Number
Total Full Time Equivalent	65.81
<i>Break-up:</i>	
1. Ongoing Full Time	44.96
2. Ongoing Part Time	0.60
3. Fixed Term Full Time	13.97
4. Fixed Term Part Time	0.00
5. Casual Contract	2.28
6. Executive Contract	4.00

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

**Answer:**

<b>Category</b>	<b>Number of employees</b>	<b>Position Classifications</b>
1. Ongoing Full Time	45	JL1 x 12 JL2 x 10 JL3 x 11 JL4 x 12
2. Ongoing part time	1	JL2 x1
3. Fixed Term Full Time	15	JL1 x 10 JL2 x 5
4. Fixed Term Part Time	0	
5. Casual Contract	3	JL1 x 3
6. Executive Contract	4	ECO2 x 3 ECO5 x 1

2. Please advise the number of staff held against the following categories as at 31 March 2021.

**Answer:**

<b>Category</b>	<b>Number</b>
Resigned	24
Made Redundant	0
Terminated	0
Unattached	0
Classified Redeployee	0
Supernumerary	20

3. Please advise the number of staff who identify as Aboriginal and Torres Strait Islander as at 31 March 2021.

**Answer:**

<b>Category</b>	<b>Number</b>
Aboriginal and Torres Strait Islander	3

4. (a) Please advise the number of Frontline staff as FTE as at 31 March 2021 and as a percentage of the Agency total employment.

**Answer:**

Category	Number	%age of Total Staff
Frontline	43.25	65.71%

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

**Answer:**

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
- Commercial and Industrial

5. Please advise how many staff have been engaged through employment agency arrangements, for what purpose, for what duration and at what cost as at 31 March 2021. Please use the table format presented below for your response.

**Answer:**

Number Engaged	Purpose	Duration	Cost
0			

6. Please advise how many **locums** have been employed, for what purpose, for what duration and at what cost as at 31 March 2021. Please use the table format presented below for your response.

**Answer:**

Number Employed	Purpose	Duration	Cost
0			

7. (a) How many positions were advertised during the period 1 July 2020 to 31 March 2021?

**Answer:** 12

- (b) Of the total number advertised above, how many positions had Special Measures applied?

**Answer:** 4

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

**Answer:**

- 1 x JL4
- 2 x JL3
- 1 x ECO2

## **OUTSOURCING**

8. For the period 1 July 2020 to 31 March 2021, 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 2021/22? If so, provide details.

**Answer:**

No outsourcing has occurred in the period, or is being considered in 2021-22.

## **LEGAL EXPENSES**

9. What has been the expenditure on legal advice or related expenses for the period 1 July 2020 to 31 March 2021? 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

**Answer:**

<b>Matter</b>	<b>Amount Paid</b>	<b>Firm</b>	<b>Finalised/ Ongoing</b>
Commercial contract negotiations	\$14,500	Hive Legal	Finalised
Network services	\$13,260	Minter Ellison	Finalised
Competition and Consumer Law	\$5,000	Squire Patton Boggs	Finalised
Letter of comfort	\$1,965	Minter Ellison	Finalised
General advice - professional fees	\$1,335	Minter Ellison	Ongoing
<b>TOTAL</b>	<b>\$36,060</b>		

**PROCUREMENT / CONSULTANCIES**

- 10.** For the period 1 July 2020 to 31 March 2021, 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

**Answer:**

<b>Purpose</b>	<b>Cost</b>	<b>Entity Engaged</b>	<b>Place of business</b>	<b>Tabled at LA</b>	<b>Outcomes/KPIs</b>	<b>Tender or EOI</b>
Call centre optimisation	\$209,217	Webtools Energy by Agility CIS	Christchurch, NZ	No	Enhanced systems and processes in Operations team	Yes
Customer analytics	\$8,000	Align Analytics	Perth, WA	No	Data reporting	Yes
Financial analysis and reporting	\$30,000	KPMG	Darwin, NT	No	Improved management accounting process	Yes
ICT governance structure	\$29,500	KPMG	Brisbane, QLD	No	Governance documentation	Yes
Human resources	\$13,320	Mercer Consulting Pty Ltd	Sydney, NSW	No	Job evaluations completed	No
Human resources	\$3,600	McTaggart Consulting	Darwin, NT	No	HR consulting advice provided	No
Human resources	\$3,000	All Aspects Recruitment & HR Services	Darwin, NT	No	Recruitment support provided	Yes
Human resources	\$8,975	HJW Consulting	Darwin, NT	No	Recruitment support provided	No
Human resources	\$30,000	Resourceful Pro Pty Ltd	Brisbane, QLD	No	Recruitment support provided	Yes
Human resources	\$6,400	Resourceful Pro Pty Ltd	Brisbane, QLD	No	Recruitment support provided	Yes
Financial analysis and reporting	\$23,477	Ernst and Young	Sydney, NSW	No	Finance consulting advice provided	Yes
Website design and development	\$275,000	ICE Media	Darwin, NT	No	Website delivery	Yes
Commercial analysis and development	\$30,000	Ernst and Young	Sydney, NSW	No	Commercial consulting support provided	Yes
<b>TOTAL</b>	<b>\$395,489</b>					

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 2020 to 31 March 2021 as follows:

**Answer:**

Number in the NT	Number outside of the NT
5	8

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

**Answer:**

Per Jacana Energy's Procurement Policy, tenders are selected based on an assessment across the following selection criteria:

- Local content
- Past performance
- Capacity
- Price

13. For Tier 3, Tier 4 and Tier 5 procurement activities, how many public tenders were advertised during the period 1 July 2020 to 31 March 2021?

**Answer:**

One tier three procurement went to public tender.

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 2020 to 31 March 2021?

**Answer:**

One tier three procurement contract was awarded in the period without going to public tender. -

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?

**Answer:**

- a) Review and optimisation of contact centre processes.
- b) \$209,217.
- c) Select tender process was used given specific industry experience and contact centre expertise was required.
- d) Executive Manager Operations.
- e) Acting Chief Executive Officer.

**COMMUNICATIONS AND MARKETING**

**16.** Please detail expenditure on advertising and communications during the period 1 July 2020 to 31 March 2021.

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?



**Answer:** (applies to both A and B)

<b>Campaign</b>	<b>Purpose/description</b>	<b>Placement</b>	<b>Production cost</b>	<b>Placement cost</b>
eBilling	to encourage customers to switch from paper bills to emailed bills	Facebook	In-house	\$1,069.23
Energy Efficiency	to encourage customers to download our energy efficiency guide	Facebook	In-house	\$948.30
Messenger	to encourage customers to utilise our Facebook Messenger as a communication channel	Facebook	In-house	\$1,368.13
Facebook 'likes'	to encourage Territorians to 'like' our Facebook page	Facebook	In-house	\$1,370
Payment channels	to encourage customers to utilise different payment channels such as direct debit and Bpay	Facebook Google Adwords	In-house	Facebook: \$743.22  Google: \$2,460.91
Sponsorship	to promote our available grants and current partnerships	Facebook	Videography: \$2,724	\$600.13
Adhoc Facebook posts	posts used to boost engagement. Content varies, selected posts were those we deemed would receive the most engagement and boost our digital presence.	Facebook	In-house  Graphic Designer: \$880	\$2,068.99

Campaign	Purpose/description	Placement	Production cost	Placement cost
Christmas lights campaign with Hot 100	Jacana Energy sponsored HOT 100's promotion for the best Christmas Lights	Radio (Hot 100)  Exposure on their Facebook page	Absorbed in placement cost	\$5000
		<b>TOTAL</b>	<b>\$3,604.00</b>	<b>\$15,628.91</b>

**Answer: (C)**

Overall total cost (placement and production): \$19,232.91

d) Were tenders or expressions of interest called? If not, why not?

**Answer:** 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.

## TRAVEL

17. 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 2020 to 31 March 2021 broken down to:

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

**Answer:**

Type	International	Interstate	Intrastate
Airfares	\$	\$21,644	\$5,664
Taxis	\$	\$588	\$737
Accommodation	\$	\$4,071	\$2,156
Travel Allowance	\$	\$	\$2,185
<b>TOTAL</b>	<b>\$</b>	<b>\$26,303</b>	<b>\$10,743</b>

18. 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.

**Answer:** N/A - related to international travel

19. 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 2020 to 31 March 2021.

**Answer:** N/A - related to international travel

### **GRANTS, DONATIONS AND INCENTIVES**

20. Please detail expenditure on grants, donations and incentives paid by your Agency (including the recipient of each payment) during the period 1 July 2020 to 31 March 2021.

**Answer: Nil**

21. Please detail the funds utilised to distribute awards and sponsorships in the period 1 July 2020 to 31 March 2021.

**Answer:**

<b>Organisation</b>	<b>Sponsorships</b>
Total Recreation	\$25,000
Tennis NT –Racquets to red dust program	\$22,000
Triathlon NT – event sponsorship	\$3,000
The Salvation Army NT	\$333
Nightcliff Seabreeze – Branching out program	\$3,000
Volunteer NT –The NT volunteer awards	\$2,000
BRADAAG	\$3,000
Alice Springs Birth and Beyond	\$3,000
Reeling veterans NT	\$3,000
Darwin Netball Association	\$2,000
<b>TOTAL</b>	<b>\$66,333</b>

22. Indicate which awards and sponsorships were managed by Regional Offices. What is anticipated for the 2021/22 financial year?

**Answer:**

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

23. Please detail the amounts paid on grants, donations and incentives to non-Government organisations for the period 1 July 2020 to 31 March 2021, including to which organisation and the services to be provided?

**Answer:** Nil.

#### **MEDIA MONITORING SERVICES**

24. Provide expenditure details on media monitoring services for the period 1 July 2020 to 31 March 2021 (including entities engaged and who utilises the service).

**Answer:** Isentia platform - \$11,250

#### **GOVERNMENT LEASED BUILDINGS**

25. What is the total annual power bill of each Government building owned/leased/used by each Department for the period 1 July 2020 to 31 March 2021?

**Answer:**

<b>Building</b>	<b>\$</b>
Level 3, 24 Mitchell Street, Darwin	\$8,923
2/82 Todd Street, Alice Springs	\$4,122
25 Parap Rd, Darwin	\$7,485
<b>TOTAL</b>	<b>\$20,530</b>

26. 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 2020 to 31 March 2021?

**Answer:**

<b>Building</b>	<b>\$</b>	<b>Square Metres</b>
Level 3, 24 Mitchell Street, Darwin	\$411,822	992
2/82 Todd Street, Alice Springs	\$32,256	119
25 Parap Rd, Darwin	\$141,112	265.80
<b>TOTAL</b>	<b>\$585,190</b>	<b>1376.80</b>

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

**Answer:** Nil.

### FEES AND CHARGES

28. Please detail the statutory or legislative fees and charges levied by your Agency/authority, the revenue raised in the 2020/21 financial year and whether any of these fees and charges was increased following the passage of the 2020/21 financial year budget.

**Answer:** Nil.

### INTERNAL AUDITS

29. How many internal audits and financial investigations were conducted in the period 1 July 2020 to 31 March 2021?

**Answer:**

Two internal audits were carried out in this period.

Internal audit	Terms of Reference or focus
Electricity Industry Performance Code Independent Audit	To ensure regulatory compliance with the Electricity Industry Performance Code (NT) and Jacana Energy's Retail License.
Compliance Management Internal Audit	To perform a current state maturity assessment of Jacana Energy's Compliance Framework across the following areas: compliance requirements, governance and culture, resource and accountability, controls, policies and procedures, monitoring and reporting and information technology.

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

**Answer:** Please refer to the table in Q.1

31. 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.

**Answer:** N/A – there were 0

**BOARDS / ADVISORY BODIES**

32. Please detail all boards and advisory bodies in your Agency in 2020/21, 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 2020/21 financial year
- d) The itemised total cost incurred by the Board during the 2020/21 financial year

**Answer:**

a) Terms of Reference:

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 ( <b>ARC</b> )	<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"> <li>• provide the Board with financial reporting which provides a true and fair view of the financial position and performance of Jacana Energy;</li> <li>• identify, monitor and manage risk so that Jacana Energy achieves its strategic objectives within the risk appetite set by the Board;</li> <li>• comply with relevant laws and regulations; and</li> <li>• address findings arising from external and internal audits.</li> </ul>

b) Membership:

Current members and when they were appointed:

<b>Member</b>	<b>Appointment date</b>
Noel Faulkner (Chair)	29 May 2014
Trevor James	1 September 2019
Cheryl Hopkins	1 March 2021

Notes:

- The Chair was reappointed during 2018.
- Clare Milikins completed her term as a Director and Cheryl Hopkins was appointed on 1 March 2021.
- All three Directors are members of the Audit and Risk Committee.

c) Remuneration:

The total Board remuneration the period 1 July 2020 to 31 March 2021 was \$181,452.

d) Board costs:

<b>As at 31 March 2021:</b>	
Other expenses	\$17,608.08
Travel	\$26,332.54
<b>Total</b>	<b>AUD43,940.62</b>

33. The number of times the Board met during the period 1 July 2020 to 31 March 2021.

**Answer:**

<b>Board/Committee</b>	<b>Number of meetings</b>
Board of Directors	9
Audit & Risk Committee	5

**REVIEWS AND INQUIRIES -**

34. Details of all reviews and inquiries completed or commenced during the 2020/21 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

**Answer:** None

## **WORKPLACE HEALTH AND SAFETY**

- 35.** Please provide the number, nature and cost of reportable safety issues for the period 1 July 2020 to 31 March 2021.

**Answer:**

Jacana Energy has had 0 reportable safety issues during the period 1 July 2020 to 31 March 2021.

- 36.** Please detail the number of stress related matters and claims for the period 1 July 2020 to 31 March 2021.

**Answer:**

There has not been any stress related matters or claims during the period 01 July 2020 to 31 March 2021.



## REGIONAL OFFICES

37. Please detail expenditure on staff located in regional offices across the Territory. Include the number of staff, their functions and outcomes achieved in the 2020/21 financial year. What are the locations for which they are responsible?

**Answer:**

<b>Regional Office</b>	<b>Salaries</b>	<b>No. of staff</b>	<b>Function</b>	<b>Outcome achieved</b>
2/82 Todd Street, Alice Springs	\$212,177	3	Credit Management	Proactive engagement and collection activities with Jacana Energy customers.