

## 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 2022.

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.

All questions to be answered as at 31 March 2022.

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 2022:

## Answer:

Category	FTE	Head Count (Actual)	NT-based	Located outside NT
1. Ongoing Full Time	47.18	48.0	48.0	0
2. Ongoing Part Time	0.96	1.0	1.0	0
3. Fixed Term Full Time	21.26	23.0	23.0	0
4. Fixed Term Part Time	1.4	2.0	2.0	0
5. Casual Contract	0.00	0	0	0
6. Executive Contract	9.00	9.0	9.0	0

- (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	48	JL1(8),JL2(14),JL3(18),JL4(8)
2. Ongoing part time	1	JL4(1)
3. Fixed Term Full Time	23	Jl1(19),JL2(3),JL4(1)
4. Fixed Term Part Time	2	JL1
5. Casual Contract		
6. Executive Contract	9	ECM(3),ECO1(2),ECO2(3),ECO5(1)

(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.

**Answer:** Part Time Employees and Employee Leave

(d) What is the total number of staff that have been recruited for COVID-19 purposes over the period?

**Answer:** N/A

2. Please advise the number of staff held against the following categories as at 31 March 2022:

**Answer:**

<b>Category</b>	<b>Number</b>
Resigned	1
Made Redundant	n/a
Terminated	n/a
Unattached	2
Classified Redeployee	Nil
Supernumerary	11
Total number terminated due to COVID mandate	1

3. Please advise the number of staff who identify as Aboriginal and Torres Strait Islander as at 31 March 2022.

**Answer:**

<b>Category</b>	<b>Number</b>
Aboriginal and Torres Strait Islander	5

4. (a) Please advise the number of Frontline staff as FTE as at 31 March 2022 and as a percentage of the Agency total employment.

Category	Number	% of Total Staff
Frontline	49	59

- (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 31
- Billing 6
- Credit Services (including Hardship) 8
- Commercial and Industrial 4

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 2022. Please use the table format presented below for your response.

**Answer:**

Number Engaged	Labour Hire / Employment Agency / Consultancy	Purpose	Duration	Cost
1	Haeberlin Consulting	Establishment of internal communications function and role.	8 months	78,351
1	Ernst and Young	Backfill for senior finance role during vacancy period.	3 months	77,250
1	TM Modelling	Modelling & forecasting	2 months	33,825

6. Please advise how many **locums** have been employed, for what purpose, for what duration and at what cost as at 31 March 2022. Please use the table format presented below for your response.

Number Employed	Purpose	Duration	Cost
N/A			

7. (a) How many positions were advertised during the period 1 July 2021 to 31 March 2022?

**Answer:** 17

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

**Answer:** 17

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

Answer: JL1= 4, JL2= 3 JL3 =7 ECM =1 ECO2 =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?

**Answer:** 17

## **OUTSOURCING**

8. (a) For the period 1 July 2021 to 31 March 2022, detail any decision(s) to outsource, contract out or privatise functions that have traditionally been carried out by the Agency.

**Answer:** Nil

- (b) Is consideration being given to outsource, contract-out or privatise in financial year 2022/23? If so, provide details.

**Answer:** N/A

## **LEGAL EXPENSES**

9. What has been the expenditure on legal advice or related expenses for the period 1 July 2021 to 31 March 2022? 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

**Answer:**

<b>Matter</b>	<b>Amount Paid</b>	<b>Firm</b>	<b>Finalised/ Ongoing</b>
Review of commercial contracts	\$52,000	Minter Ellison	Ongoing
Review of commercial contracts	\$13,000	Minter Ellison	Finalised
Review of commercial contracts	\$2,700	Minter Ellison	Finalised
Review and submission on changes to industry regulations	\$5,400	Minter Ellison	Finalised
Review of commercial contracts	\$1,200	Minter Ellison	Finalised

**PROCUREMENT / CONSULTANCIES**

10. For the period 1 July 2021 to 31 March 2022, 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>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>
<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>
Recruitment services	\$5,550	All Aspects Recruitment & HR	NT	N	Recruitment services reports	No
Recruitment services	\$2,933	CJ Consulting - HR Sols PL	NT	N	Recruitment services reports	No
Financial analysis and reconciliation	\$39,000	CQ Energy Pty Ltd	SA	N	Financial analysis and reconciliation reporting	Yes
Internal audit	\$48,800	Ernst & Young	WA & NT	N	Internal audit reports	Yes
Commercial advisory	\$262,393	Ernst & Young	NSW	N	Commercial advisory	Yes
Marketing & Communications	\$15,585	Haeberlin Consulting Pty Ltd	WA	N	Communications strategy	No
Recruitment services	\$4,452	Hays Specialist Recruitment	NT	N	Recruitment services	Yes
Energy industry advisory	\$31,350	Marsden Jacob Assoc P/L	NSW	N	Energy industry advisory report	Yes
Recruitment services	\$3,520	McTaggart Consulting	NT	N	Recruitment services reports	No
Commercial advisory	\$10,000	MDQ Investments Pty Ltd	QLD	N	Commercial advisory	No
Recruitment services	\$13,320	Mercer Consulting Aus PL	NSW	N	Recruitment services reports	No
Data analytics and reporting	\$32,910	PMSI Pty Ltd t/a AlignAlytics	WA	N	Data analytics reports	No
Commercial advisory	\$14,250	Seed Advisory Pty Ltd	QLD	N	Commercial advisory	No

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 2021 to 31 March 2022 as follows:

<b>Number in the NT</b>	<b>Number outside of the NT</b>
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 2021 to 31 March 2022?

**Answer:** Three

- Customer Relationship Management System RFQ – T3
- Insurance Broker Services – T3
- A public Expression of Interest for Printing Services was also undertaken.

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 2021 to 31 March 2022?

**Answer:** None (see question 15)

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:** N/A

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 2022.

**Answer:** 10

Cardholder Position	Classification
Manager Products and Innovation	JL4
Manager Credit Control	JL3
Systems and Facilities Administrator	JL2
Executive Manager Operations	EO1
CEO	EO5
Executive Manager Sales and Marketing	EO2
Manager Marketing and Communications	JL4
Manager People and Culture	JL4
Manager Sales and Business Development	ECM
Manager Customer Care	JL4

## FOCUS GROUPS / POLLING / SURVEYS

For the period 1 July 2021 to 31 March 2022:

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

**Answer:** 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.

**Answer:** Nil

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

**Answer:** N/A

## COMMUNICATIONS AND MARKETING

20. Please detail expenditure on advertising and communications during the period 1 July 2021 to 31 March 2022.



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.

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

Placement	Purpose	Total spent on platform	Total spent on production
Facebook	Marketing campaigns	\$9,218.95	\$14,408
Cinema	Marketing campaigns	\$6,240	-
Radio	Marketing campaigns	\$17,806.63	-

**Answer:** (C)

Overall total cost (placement and production): \$33,265.58

**Answer:** (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.

**Answer:** (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 2021 to 31 March 2022 broken down to:

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

**Answer:**

Type	International	Interstate	Intrastate
Amount	\$0	\$29,253	\$36,206

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.

**Answer:** Nil

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 2021 to 31 March 2022.

**Answer:** Nil

### **HOSPITALITY / FUNCTIONS AND EVENTS**

24. Please provide full details of all official hospitality provided for the period 1 July 2021 to 31 March 2022.

In relation to each occasion where official hospitality was provided:

- (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?

**Answer:** Nil

### **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 2021 to 31 March 2022, including agency budget totals to administer such programs.

**Answer:** \$90,443.50

26. Please detail the funds utilised to distribute awards and sponsorships in the period 1 July 2021 to 31 March 2022, and to what activities. Please list details of any contract periods as part of any arrangement.

**Answer:**

Organisation	Sponsorships	Date
Total Recreation	\$25,000	1/07/21
Tennis NT –	\$22,000	
The Y	\$25,987	
Riding with the Disabled	\$3,000	30/08/2021
Darwin Netball Association	\$2,000	
Gray Community Garden project	\$2,000	
Darwin Horse and Pony Club	\$3,000	13/12/2021
Alice Springs Baseball Association	\$3,000	
Kindness Shake	\$3,000	
The Salvation Army	\$1,456.50	12/12/2021

27. Indicate which awards and sponsorships were managed by Regional Offices. What is anticipated for the 2022/23 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.

28. Please detail the amounts paid on grants, donations and incentives to non-Government organisations for the period 1 July 2021 to 31 March 2022, including to which organisation and the services to be provided?

**Answer:** Nil

## **MEDIA MONITORING SERVICES**

29. Provide expenditure details on media monitoring services for the period 1 July 2021 to 31 March 2022 (including entities engaged and who utilises the service).

**Answer:** Isentia platform - \$11,250 (as part of the 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?

**Answer:** Nil

31. Please provide details of newly committed projects for the period 1 July 2021 to 31 March 2022.

**Answer:** Nil

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

**Answer:** 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 2021 to 31 March 2022?

**Answer:**

<b>Building</b>	<b>\$</b>
Level 3, 24 Mitchell Street, Darwin	\$8,331
2/82 Todd Street, Alice Springs	\$4,416
<b>TOTAL</b>	<b>\$12,747</b>

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 2021 to 31 March 2022?

**Answer:**

<b>Building</b>	<b>Amount</b>	<b>Square Metres</b>
Level 3, 24 Mitchell Street, Darwin	\$417,438	992
2/82 Todd Street, Alice Springs	\$32,256	119
48 The Mall Darwin	\$66,810	222.7
<b>TOTAL</b>	<b>\$516,504</b>	<b>1333.7</b>

35. 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

36. Please detail the statutory or legislative fees and charges levied by your Agency/authority, the revenue raised in the 2021/22 financial year and whether any of these fees and charges were increased following the passage of the 2021/22 financial year budget.

**Answer:** N/A – nil statutory or legislative fees or charges levied

## INTERNAL AUDITS

37. How many internal audits and financial investigations were conducted in the period 1 July 2021 to 31 March 2022?

**Answer:**

Three internal audits were carried out in this period.

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

**Answer:**

Internal audit	Terms of Reference or focus
Life Support Processes (Follow up) Internal Audit	Life Support Processes internal audit to assess the design and operating effectiveness of new processes and key controls that have been introduced.
Cyber Security Internal Audit	Understand and assess Jacana Energy's cyber security risk profile and associated processes and controls.
Retail Licence Obligations – Electricity Pricing Order Internal Audit	Assess the design and operating effectiveness of key processes, controls and other mechanisms in place to capture and record data for tariffs.

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.

**Answer:**

N/A - None

40. How many agencies have been referred to existing bodies e.g. 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.

**Answer:** N/A

## **BOARDS / ADVISORY BODIES**

41. Please detail all boards and advisory bodies in your Agency in 2021/22, 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 2021/22 financial year
  - (d) The itemised total cost incurred by the Board during the 2021/22 financial year

**Answer:**

- a) Terms of Reference:

<b>Board/Advisory</b>	<b>Terms of Reference</b>
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</li></ul>

	<p>Board;</p> <ul style="list-style-type: none"> <li>• comply with relevant laws and regulations;and</li> <li>• address findings arising from external and internal audits.</li> </ul>
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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:

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

c) Remuneration:

The total Board remuneration the period 1 July 2021 to 31 March 2022 was \$169,785.04.

d) Board costs:

<b>As at 31 March 2022:</b>	
Other expenses	\$10,680.82
Travel	\$30,330.40
<b>Total</b>	<b>AUD\$41,011.22</b>

42. The number of times the Board met during the period 1 July 2021 to 31 March 2022.

**Answer:**

<b>Board/Committee</b>	<b>Number of meetings</b>
Board of Directors	12
Audit & Risk Committee	4

## REVIEWS AND INQUIRIES

43. Details of all reviews and inquiries completed or commenced during the 2021/22 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:**

Nil

**WORKPLACE HEALTH AND SAFETY**

44. Please provide the number, nature and cost of reportable safety issues for the period 1 July 2021 to 31 March 2022.

**Answer:** Nil

45. Please detail the number of stress related matters and claims for the period 1 July 2021 to 31 March 2022.

**Answer:** 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 2021/22 financial year. What are the locations for which they are responsible?

**Answer:**

Regional Office	Salaries	No. of staff	Function	Outcome achieved
2/82 Todd Street, Alice Springs	\$387,750	6	Credit Management	Proactive engagement and collection activities with Jacana Energy customers.



## WRITTEN QUESTIONS

47. How many written questions has the agency answered in the period 1 July 2021 to 31 March 2022? Please provide WQ reference numbers.

**Answer:**

Details are provided on the NTG Parliament website - <https://parliament.nt.gov.au/business/written-questions>