

LEGISLATIVE ASSEMBLY OF THE NORTHERN TERRITORY

WRITTEN QUESTION

Mrs Finocchiaro to the Minister for Environment, Climate Change and Water Security, Minister for Prevention of Domestic, Family and Sexual Violence, Minister for Sport, Minister for Renewables and Energy, 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 2024.
- 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 2024:

Category	FTE	Head Count (Actual)	NT-based	Located outside NT
1. Ongoing Full Time	45.00	45	45	0
2. Ongoing Part Time	1.66	5	3	2
3. Fixed Term Full Time	16.00	16	15	1
4. Fixed Term Part Time	1.40	2	2	0
5. Casual Contract	0.00	0	0	0
6. Executive Contract	10.00	10	8	2

(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	45	JL1(8); JL2(12); JL3(18); JL4(7)
2. Ongoing part time	5	JL1(1); JL2(1); JL3(1); JL4(2)
3. Fixed Term Full Time	16	JL1(6); JL2(4); JL3(6)
4. Fixed Term Part Time	2	JL1 (2)
5. Casual Contract	0	0
6. Executive Contract	10	ECO2(2); ECO3(2); ECO5(1); ECM(5)

(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:

The difference is due to employees being on part-time hours transitioning back to work from maternity leave.

2. Please advise the number of staff held against the following categories as at 31 March 2024:

Category	Number
Resigned	15
Made Redundant	1
Terminated	0
Unattached	4
Classified Redeployee	1
Supernumerary	12

3. Please advise the number of staff who identify as Aboriginal and Torres Strait Islander as at 31 March 2024.

Category	Number
Aboriginal and Torres Strait Islander	2

4. (a) Please advise the number of Frontline staff as FTE as at 31 March 2024 and as a percentage of the Agency total employment.

Category	Number	% age of Total Staff
Frontline	37.46	50.17%

(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 (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 2024. Please use the table format presented below for your response.

Answer:

Number Engaged	Labour Hire / Employment Agency / Consultancy	Purpose	Duration	Cost
1-10 dependent on month	Red Appointments	Contact Centre Staffing support	9 months	\$272,148
1	Callum Whitehead	Project Coordination	1 Month	\$1,750
1	Astrid Herber	Project Management	9 months	\$33,105
1	Huggart Advisory	New Products Framework	9 months	\$172,669
1	Vaddis Pty Ltd	Data Analytics Strategy	9 months on and off	\$125,243

6. Please advise how many locums have been employed, for what purpose, for what duration and at what cost as at 31 March 2024. Please use the table format presented below for your response.

Answer: N/A

7. (a) How many positions were advertised during the period 1 July 2023 to 31 March 2024?

Answer: 23

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

Answer: 23

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

Answer: JL1=4; JL2=5, JL3=9; JL4=2; ECM = 1; ECO1 = 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: 22

OUTSOURCING

8. (a) For the period 1 July 2023 to 31 March 2024, 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 2024/25? If so, provide details.

Answer: No

LEGAL EXPENSES

9. What has been the expenditure on legal advice or related expenses for the period 1 July 2023 to 31 March 2024? 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	\$4,559.55	MinterEllison	Finalised
Legal advice	\$45,250.00	Hive	Ongoing
Legal advice	\$8,750.00	Hive	Finalised
Legal advice	\$2,650.00	Ward Keller	Finalised
Review of commercial contracts	\$14,000.00	Hive	Finalised
Review of commercial contracts	\$8,609.55	MinterEllison	Finalised
Review of commercial contracts	\$3,396.82	MinterEllison	Finalised
Review of regulations	\$7,544.10	MinterEllison	Finalised
Review of regulations	\$5,828.20	MinterEllison	Finalised

Legal advice	\$8,500.00	Hive	Finalised
Review of commercial contracts	\$4,144.10	MinterEllison	Ongoing
Review of commercial contracts	\$71,842.32	Maddocks	Finalised

PROCUREMENT / CONSULTANCIES

10. For the period 1 July 2023 to 31 March 2024, 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:

Purpose	Cost	Entity Engaged	Place of business	Tabled at LA	Outcomes/ KPIs	Tender or EOI
Financial modelling	\$47,850	TM Modelling	Northern Territory	No	Financial Modelling	N/A
ICT project management advice	\$106,861	Vitae Partners	Victoria	No	ICT Roadmap	Yes
Data analysis	\$6,050	Haerberlin Consulting	Western Australia	No	Data analysis	N/A
Financial Advisory	\$17,600	Kaam Business consulting	Western Australia	No	Financial Advisory services	N/A
Recruitment consultation and advisory	\$27,500	Omera Partners	New South Wales	No	Recruitment Consultation	N/A
Commercial Advisory	\$15,400	Adour Pty Ltd	Victoria	No	Commercial Advisory	N/A
Financial Advisory on Voluntary Disclosures	\$15,015	Deloitte Australia	Northern Territory	No	Tax Advisory Services	N/A
Internal Audit Services	\$118,539	Ernst & Young	Western Australia	No	Internal Audit	Yes

Purpose	Cost	Entity Engaged	Place of business	Tabled at LA	Outcomes/ KPIs	Tender or EOI
Accounting advice	\$13,750	Ernst & Young	New South Wales	No	Accounting advice	N/A
Credit management and collection services	\$36,480	Recoveries Corporation Pty Ltd	Victoria	No	Debt Collection	N/A
Credit management and collection services	\$100,410	Illion Australia Pty Ltd	Victoria	No	Credit and debt management	Yes
Remittances and payments management	\$58,000	Tally Group	New Zealand	No	Remittances and payments management	N/A
Internal Audit Services	\$47,960	Merit Partners	Northern Territory	No	Internal Audit	N/A
Organisational culture development	\$274,920	Corporate Edge	New South Wales	No	Leadership development program	Yes
Technical advisory	\$82,764	Ekistica Pty Ltd	Northern Territory	No	Technical Advisory	N/A
Technical advisory	\$73,851	PMSI Pty Ltd t/a AlignAlytics	Western Australia	No	Technical Advisory	N/A
Cybersecurity advisory	\$23,100	Cyber CX Pty Ltd	New South Wales	No	Technical Advisory	N/A
Writing coaching	\$5,625	KLG Communications Pty Ltd	Queensland	No	Writing coaching	N/A
Probity advisory	\$5,500	BDO Audit (NT)	Northern Territory	No	Probity	N/A
Recruitment Services	\$5,150	Mercer Consulting	South Australia	No	Recruitment sourcing services	N/A

Note: the table above includes expenditure from contracts awarded prior to 1 July 2023. In accordance with Jacana Energy's Procurement Policy, contracts with an estimated value of \$100,000 or less undergo a select quotation process, therefore a tender or EOI process is not applicable.

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 2023 to 31 March 2024 as follows:

Answer:

Number in the NT	Number outside of the NT
4	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.

Answer:

Entity Engaged	Purpose	Place of business	Selection criteria
Vitae Partners	ICT project management advice	Victoria	Value for Territory, Price, Past Performance
Kaam Business consulting	Financial Advisory	Western Australia	Exemption from select quote issued on the basis of specialist advice
Recoveries Corporation Pty Ltd	Credit management and collection services	Victoria	Value for Territory, Price, Past Performance
KLG Communications Pty Ltd	Writing coaching	Queensland	Value for Territory, Price, Past Performance
Mercer Consulting	Recruitment Services	South Australia	Value for Territory, Price, Past Performance

13. For Tier 3, Tier 4 and Tier 5 procurement activities, how many public tenders were advertised during the period 1 July 2023 to 31 March 2024?

Answer:

As approved by the Shareholding Minister, Jacana Energy’s procurement method for Tier 3 procurement activities is select quotation and therefore public tenders are not required for Tier 3.

Jacana Energy had no Tier 4 and Tier 5 procurements during the period 1 July 2023 to 31 March 2024.

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 2023 to 31 March 2024?

Answer:

As approved by the Shareholding Minister, Jacana Energy’s procurement method for Tier 3 procurement activities is select quotation and therefore public tenders are not required for Tier 3.

Jacana Energy had no Tier 4 and Tier 5 procurements during the period 1 July 2023 to 31 March 2024.

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:
- What is the description of the goods and services contracted?
 - What is the value of the goods and services contracted?
 - What was the reason for not using the public tender process or for requiring a Certificate of Exemption?
 - Who recommended the course of action in c) above?
 - 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 2024.

Answer: 9

Position Title	Level
Chief Executive Officer	EO5C
Chief Finance Officer	EO3C
Executive Manager Commercial	EO3C
Chief Customer Officer	EO2C
General Counsel and Company Secretary	EO2C
Senior Finance Manager	ECM
Manager Commercial and Industrial	JL4
Manager People and Culture	JL4
Credit Control Manager	JL3

FOCUS GROUPS / POLLING / SURVEYS

For the period 1 July 2023 to 31 March 2024:

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 2023 to 31 March 2024.

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	\$2,900.00	\$0.00
Digital	Marketing campaigns	\$0.00	\$3,970.00
Radio	Marketing campaigns	\$10,741.00	\$700.00

Answer: (C)

\$4,670.00

Answer: (D)

No. Given 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 2023 to 31 March 2024 broken down to:

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

Answer:

Type	a) International	b) Interstate	c) Intrastate
Amount	\$0	\$69,056.65	\$69,583.14

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: N/A

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 2023 to 31 March 2024.

Answer: N/A

HOSPITALITY / FUNCTIONS AND EVENTS

24. Please provide full details of all official hospitality provided for the period 1 July 2023 to 31 March 2024.

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: N/A

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 2023 to 31 March 2024, including agency budget totals to administer such programs.

Answer:

\$54,000.00

26. Please detail the funds utilised to distribute awards and sponsorships in the period 1 July 2023 to 31 March 2024, and to what activities. Please list details of any contract periods as part of any arrangement.

Answer:

Organisation	Sponsorships	Date
Baseball NT Incorporated	\$ 3,000.00	29-Feb-24
Fab Alice Festival Inc	\$ 15,000.00	29-Feb-24
Birth & Beyond Parent RC	\$ 3,000.00	11-Mar-24
Southern Cross Kids Camps	\$ 18,000.00	12-Mar-24
Top End Pride	\$ 15,000.00	31-Mar-24

27. Indicate which awards and sponsorships were managed by Regional Offices. What is anticipated for the 2024/25 financial year?

Answer:

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 2023 to 31 March 2024, 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 2023 to 31 March 2024 (including entities engaged and who utilises the service).**

Answer:

A whole-of-government response to Question 29 will be provided by the Department of the Chief Minister and Cabinet.

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 2023 to 31 March 2024.**

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 2023 to 31 March 2024?**

Answer:

Building	Cost
Leve 3, 24 Mitchell Street, Darwin	\$11,295
2/82 Todd Street, Alice Springs	\$4,494
Total	\$15,789

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 2023 to 31 March 2024?

Answer:

Leased property	Leased space	\$Lease cost (1 July 2023 to 31 March 2024)
Leve 3, 24 Mitchell Street, Darwin	992m ²	\$422,453
2/82 Todd Street, Alice Springs	119m ²	\$36,187
Total	1111m²	\$458,640

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 2023/24 financial year and whether any of these fees and charges were increased following the passage of the 2023/24 financial year budget.

Answer: Nil.

INTERNAL AUDITS

37. How many internal audits and financial investigations were conducted in the period 1 July 2023 to 31 March 2024?

Answer:

There were 4 internal audits conducted in the period 1 July 2023 to 31 March 2024, namely:

- Workforce Culture, Capability and Capacity
- Pricing and Recontracting Health Check
- Electricity Industry Performance Code
- Supplier Contract Management

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

Answer:

Nil

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:

None noted by the audits.

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 2023/24, 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 2023/24 financial year
- d) The itemised total cost incurred by the Board during the 2023/24 financial year

Answer:

- 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>

<p>Audit and Risk Committee (ARC)</p>	<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.
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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 2023 to 31 March 2024 was \$173,390.

d) Board costs:

As at 31 March 2024:	
Other expenses	\$2,086
Travel and Accommodation	\$66,805
Total	AUD\$68,891

42. The number of times the Board met during the period 1 July 2023 to 31 March 2024.

Answer:

Board/Committee	Number of meetings
Board of Directors	8
Audit & Risk Committee	3

REVIEWS AND INQUIRIES

- 43. Details of all reviews and inquiries completed or commenced during the 2023/24 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 2023 to 31 March 2024.**

Answer: Nil

- 45. Please detail the number of stress related matters and claims for the period 1 July 2023 to 31 March 2024.**

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 2023/24 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	\$308,902	4	Credit Management	Proactive engagement and collection activities with Jacana Energy customers.