

Department of Business and Employment

	2008-09 Estimate	2009-10 Budget
	\$000	\$000
Output Group		
Shared Services	116 278	116 077
Business Development	21 626	15 842
Employment	6 112	4 920
Total Expenses	144 016	136 839
Appropriation		
Output	125 454	121 488
Capital	762	2 835
Commonwealth		

2009-10 Staffing: 663

Agency Profile

The Department of Business and Employment provides:

- shared corporate services for government agencies and business divisions including financial and human resource administration, procurement, information technology management and office leasing;
- leadership to develop and broaden the Northern Territory economic base and strategic programs and activities to support business and industry development; and
- strategic labour market policy advice and forecasting to maximise employment opportunities for Territorians and meet industry needs.

Key functional responsibilities are:

- operating corporate systems to enable processing of Government transactions, such as accounts and payroll;
- providing payroll services, coordinating employment programs for graduates, new apprentices and Indigenous cadets;
- managing the provision of information technology services to support Government business and develop information and communications technology (ICT) policy including telecommunications strategy for remote area communication services;
- developing procurement policy, providing procurement advice to agencies and providing secretariat services to the Procurement Review Board;
- leasing office space and other property for agencies;
- identifying, assessing and supporting business and industry development opportunities, and improving business competitiveness and productivity;
- stimulating business innovation, research and knowledge development;
- providing strategic labour market research and advice; and

- developing, promoting and implementing employment strategies, including coordination of Indigenous employment, Regional Job Hubs, skilled migration programs and Workforce Growth NT.

Strategic issues facing the agency in 2009-10 include:

- improving efficiency and service quality through increased automation and standardisation of processes across government by implementing significant corporate systems and business process changes across core service lines;
- planning, tender assessment and implementation of next round of ICT outsourced services to support the Government's business;
- developing strategies to support Closing the Gap initiatives including increasing the number of Indigenous people employed in the Northern Territory Public Sector (NTPS) administrative stream and delivering cross-cultural training to NTPS employees;
- responding to climate change by developing and implementing strategies to reduce greenhouse gases associated with the operation of the Territory Government vehicle fleet, Territory Government leased office accommodation and ICT;
- progressing strategies to enhance communications infrastructure across the Territory;
- supporting the development of e-service strategies to meet the needs of the Territory, in partnership with service delivery agencies, especially in relation to education, health and support to business;
- evaluating and delivering a suite of professional business development programs and services to people and businesses across the Territory;
- assisting Territory business and industry to adjust to changed business and market conditions;
- delivering an internal investment assessment framework for the Department to help evaluate requests for government assistance including a web-based investment information portal, an investment inquiries database and an investment project assessment tool for project developers; and
- developing and implementing a whole of government employment strategy which will include direction and initiatives to support the Territory Workforce.

Budget Highlights

Enhancing and streamlining government services through:

- additional funding of \$2.8 million in 2009-10 to complete the Territory's total commitment of \$11.8 million for the construction of an 800km fibre optic telecommunications link between Jabiru and Nhulunbuy to provide high speed broadband to facilitate the delivery of e-services to Nhulunbuy and nine Arnhem land communities;
- development, negotiation and implementation of the next round of ICT outsourced services to support government business;
- streamlining the provision of corporate services across Government, by introducing a vendor portal to enable suppliers to electronically lodge invoices, inquire into payments and update business details as well as implementing an Electronic Invoice Management System to automate the accounts payable process;
- promoting business and industry development and growth and providing business with assistance in responding to the challenges of current market conditions;
- \$1.4 million through the Industry Development Support Program to provide operational and program support for peak business-related organisations;
- \$0.67 million funding in 2009-10 as part of a three year commitment of \$2 million for ecoBizNT, a new Business Energy Efficiency Program to improve environmental aspects (such as energy efficiency) of operating an established business through grants and training to business operators;
- \$0.35 million to support research and innovation including grants to the Northern Territory Research and Innovation Fund;
- \$0.3 million to assist Territory businesses with their export marketing objectives. The Trade Support Scheme is operated jointly with the Department of the Chief Minister and Tourism NT; and
- progression of the project to provide improved e-government support to business and increasing the range of government services available to business electronically.

Territory Workforce initiatives include:

- \$2 million through the Indigenous Training Employment Program to identify employment opportunities in remote communities and provide relevant vocational education training;
- \$0.74 million to develop the Skilled Worker Campaign and the Workforce Growth Unit. The unit will be the Government's driver in attracting skilled and unskilled labour from around Australia and overseas to the Territory;
- \$0.5 million to establish two Regional Job Hubs in Nhulunbuy and Tennant Creek to improve employment outcomes for local people in the regions through a coordinated service;

- \$0.3 million in 2009-10 to complete the Territory's total commitment of \$1.6 million over three years from 2007-08 to assist with the employment of 200 apprentices within Government as part of the Jobs Plan 3 initiative, with a focus on employing Indigenous apprentices in remote areas to build skills and local workforces;
- training and placing Indigenous recruits into entry level administrative positions in the NTPS; and
- implementing programs to deliver cross-cultural awareness training for NTPS recruits and senior officers.

Outputs and Performances

Output Group/Output	2008-09 Estimate	2009-10 Budget	Variation
	\$000	\$000	\$000
Shared Services	116 278	116 077	- 201
Finance Services	20 009	19 811	- 198
Human Resource Services	27 439	26 910	- 529
Procurement Policy and Services	3 689	4 005	316
Information and Communication Technology Services	14 036	12 076	- 1 960
Office Leasing Management	51 105	53 275	2 170
Business Development	21 626	15 842	- 5 784
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Employment	6 112	4 920	- 1 192
Employment	6 112	4 920	- 1 192
Total Expenses	144 016	136 839	- 7 177

Key Variations

- The decrease in 2009-10 for the Finance Services output reflects the reduction in staff as a result of the Corporate Services Review.
- The decrease in 2009-10 for the Human Resource Services output reflects the reduction in staff as a result of the Corporate Services Review and a reduction in Commonwealth grants for apprentices.
- The increase in 2009-10 for the Procurement Policy and Services output reflects the move to providing outposted procurement professionals to agencies.
- The decrease in 2009-10 for the Information and Communication Technology Services output reflects a one-off grant of \$4 million in 2008-09 with a grant of \$2.8 million in 2009-10, additional funding of \$0.95 million in 2008-09 for whole of government ICT sourcing strategy and tender reducing to \$0.45 million in 2009-10 and a one-off e-services consultancy (\$0.3 million).
- The increase in 2009-10 for the Office Leasing Management output reflects an increase in demand for commercial accommodation associated with Closing the Gap and Northern Territory Emergency Response initiatives.

- The decrease in 2009-10 for the Business Development output reflects grants in 2008-09 for the Aviation Hub (\$5 million), Centre Bush Bus (\$0.3 million) and Desert Knowledge Australia (\$0.2 million) and major projects election commitment of \$0.2 million.
- The reduction in 2009-10 for the Employment output reflects one-off Commonwealth funding in 2008-09 of \$2 million, offset by funding in 2009-10 to establish regional job hubs (\$0.5 million) and Workforce Growth NT (\$0.3 million).

Output Group: Shared Services

Provides shared corporate services to support Northern Territory Government agencies and business divisions.

The outcome is the provision of cost-effective shared financial and human resource administration, procurement, information technology management and office leasing services for all government agencies.

Finance Services

Payment of accounts, administration of corporate credit cards, management of debtors, preparation of corporate tax returns, provision of banking services, administration of asset records, management of financial systems and preparation of financial reports.

Performance Measures		2008-09 Estimate	2009-10 Budget
<i>Quantity</i>	Creditor invoices processed	340 000	345 000
	Debtor invoices processed	32 000	33 000
<i>Quality</i>	Processing error rate	< 0.5%	< 0.5%
	System availability	100%	100%
<i>Timeliness</i>	Creditor invoices paid within 30 days ¹	90%	90%
	Average days to collect debts	55	55

¹ Relates to undisputed creditor invoices paid within 30 days of invoice date.

Human Resource Services

Payment of salaries, recruitment of employees, provision of employee support services, administration of workers compensation claims, provision of occupational health and safety advisory services, delivery of short courses, coordination of government apprenticeship program, management of human resource systems and preparation of human resource reports.

Performance Measures		2008-09 Estimate	2009-10 Budget
<i>Quantity</i>	Payroll transactions processed	920 000	950 000
	Commencements and terminations processed	13 300	13 420
<i>Quality</i>	Processing error rate ¹	0.08%	0.05%
	Proportion of apprentices completing qualification	80%	80%
<i>Timeliness</i>	Payroll transactions processed in applicable pay period	98%	98%
	Average days to commence new employees	5	5
	Workers compensation claims processed within statutory time limits	100%	100%

¹ Measured as a proportion of salary overpayments compared to total salary payments.

Procurement Policy and Services

Development of whole of government procurement policy.

Coordination and advisory services to joint industry and government groups with a procurement focus.

Provision of contract, tendering and advisory services for the procurement by government agencies of works, services and goods. Provision of guidance and administrative support to the Procurement Review Board.

Performance Measures		2008-09 Estimate	2009-10 Budget
<i>Quantity</i>	Tenders awarded ¹	700	600
<i>Quality</i>	Addenda to tenders issued	14%	14%
	Proportion of tenders lodged electronically	50%	70%
	Procurement Review Board appeals upheld as a proportion of tenders awarded	2%	2%
<i>Timeliness</i>	Average days to issue tenders	7	7

¹ This measure covers tenders administered by the department within the Tiers 4 and 5 procurement bands.

Information and Communication Technology Services

Management of whole of government outsourced ICT services and security. Development of whole of government ICT strategies, architectures and policies, together with records management policies and administration of the whole of government records management system. Development of telecommunications and broadcasting policies and strategies, particularly for remote Territory communities and economic development opportunities through the Territory ICT industry.

Performance Measures		2008-09 Estimate	2009-10 Budget
<i>Quantity</i>	Laptops/workstations	12 500	12 500
	Average monthly user service calls to helpdesk ¹	11 000	10 000
	Remote communities connected to broadband	17	21
<i>Quality</i>	Agency score card for desktop services (out of 10)	7.7	7.8
	Outsourced services provided within agreed service levels	85%	87%
	Records management system availability ²	99%	99%
<i>Timeliness</i>	Severe desktop faults restored within service level agreement	100%	100%
	Records management system work requests resolved within 2 days	98%	100%

¹ Industry average 0.8 – 1.2 per device per month.

² The records management system (TRIM) is a 24 x 7 system with 3 planned outages per year.

Office Leasing Management

Management of leased properties, security and cleaning services which meet the service demands of government agencies.

Performance Measures		2008-09 Estimate	2009-10 Budget
<i>Quantity</i>	Property leases	170	195
	Area leased (000m ²)	183	200
	Average cost per m ²	\$274	\$285
<i>Quality</i>	Area of leased commercial property accredited for energy efficiency under NABERS 4 star or better ¹ (m ²)	11 437	13 577
<i>Timeliness</i>	Rental payments made on time	99%	99%

¹ NABERS is the Australian built environmental rating system, 4 star is equivalent to the Australian best practice.

Output Group: Business Development

Provides strategic programs and activities to support sustainable business development.

The outcome is substantial and lasting economic benefits for business and the broader community.

Business Development

Work with business and industry to develop a broader based and more competitive Territory business community through:

- provision of business information, access to training, coaching and business planning;
- pursuit of industry development and investment opportunities;
- provision of strategic policy advice and analysis to enhance economic development; and
- support for the development of knowledge and innovation.

Performance Measures		2008-09 Estimate	2009-10 Budget
<i>Quantity</i>	Licence and business infrastructure services provided by Territory Business Centres	100 000	100 000
	Economic reports and fact sheets issued	35	35
	Industry and investment projects facilitated	71	60
	Business and industry associations provided with financial assistance	100	100
	Research and innovation grants	19	15
<i>Quality</i>	October Business Month participant satisfaction ¹	90%	90%
	Upskills workshops participant satisfaction ¹	96%	96%
<i>Timeliness</i>	Business growth applications assessed within 30 days	100%	100%

¹ This measure is defined as the proportion of participant evaluation responses recording an above average or excellent rating.

Output Group: Employment

Provides strategic advice and forecasts on employment opportunities in the Northern Territory to ensure a skilled workforce is available to meet identified employment needs. Promotes the Northern Territory nationally and internationally as a place to live and work. Provides advice and information about business and skilled migration programs.

The outcomes are a diversified skill base with fewer skills shortages and maximised employment opportunities for Territorians.

Employment

Develop and implement the Northern Territory Government's employment strategy. Match labour and skills development supply and demand through Workforce Growth NT and skilled migration to meet employers' needs, particularly in the regions.

Performance Measures		2008-09 Estimate	2009-10 Budget
<i>Quantity</i>	Workforce Growth NT/skilled migration database registrations:		
	– international	550	550
	– interstate	2 000	2 000
	Employment programs developed and introduced ¹		2
	Business and skilled migration visas for nominations and sponsorships certified	870	850
<i>Quality</i>	Client satisfaction with employment programs ¹		80%
<i>Timeliness</i>	Timeframes met as agreed ¹		100%

¹ New measure, 2008-09 data not available.

Operating Statement

	2008-09 Estimate	2009-10 Budget
	\$000	\$000
INCOME		
Taxation revenue		
Grants and subsidies revenue		
Current	1 875	238
Capital		
Appropriation		
Output	125 454	121 488
Commonwealth		
Sales of goods and services	13 443	12 867
Interest revenue	20	20
Goods and services received free of charge	1 500	1 500
Gain(+)/loss(-) on disposal of assets		
Other revenue	70	70
TOTAL INCOME	142 362	136 183
EXPENSES		
Employee expenses	49 901	49 693
Administrative expenses		
Purchases of goods and services	74 739	76 256
Repairs and maintenance	407	419
Depreciation and amortisation	656	656
Services free of charge	1 500	1 500
Other administrative expenses		
Grants and subsidies expenses		
Current	7 813	5 521
Capital	9 000	2 794
Community service obligations		
Interest expenses		
TOTAL EXPENSES	144 016	136 839
NET SURPLUS(+)/DEFICIT(-)	- 1 654	- 656

Balance Sheet

	2008-09 Estimate	2009-10 Budget
	\$000	\$000
ASSETS		
Cash and deposits	4 016	4 016
Receivables	2 683	2 683
Prepayments	3 514	3 514
Inventories		
Advances and investments	394	394
Property, plant and equipment	6 636	8 815
Other assets		
TOTAL ASSETS	17 243	19 422
LIABILITIES		
Deposits held	395	395
Creditors and accruals	3 531	3 531
Borrowings and advances		
Provisions	7 408	7 408
Other liabilities	114	114
TOTAL LIABILITIES	11 448	11 448
NET ASSETS	5 795	7 974
EQUITY		
Capital		
Opening balance	4 247	8 584
Equity injections/withdrawals	4 337	2 835
Reserves	324	324
Accumulated funds		
Opening balance	- 1 459	- 3 113
Current year surplus(+)/deficit(-)	- 1 654	- 656
Accounting policy changes and corrections		
TOTAL EQUITY	5 795	7 974

Cash Flow Statement

	2008-09 Estimate	2009-10 Budget
	\$000	\$000
CASH FLOWS FROM OPERATING ACTIVITIES		
Operating receipts		
Taxes received		
Grants and subsidies received		
Current	1 875	238
Capital		
Appropriation		
Output	125 454	121 488
Commonwealth		
Other agency receipts from sales of goods and services	15 231	12 937
Interest received	14	20
Total operating receipts	142 574	134 683
Operating payments		
Payments to employees	48 398	49 693
Payments for goods and services	76 669	76 675
Grants and subsidies paid		
Current	7 813	5 521
Capital	9 000	2 794
Community service obligations		
Interest paid		
Total operating payments	141 880	134 683
NET CASH FROM OPERATING ACTIVITIES	694	
CASH FLOWS FROM INVESTING ACTIVITIES		
Investing receipts		
Proceeds from asset sales		
Repayment of advances		
Sales of investments		
Total investing receipts		
Investing payments		
Purchases of assets	762	2 835
Advances and investing payments		
Total investing payments	762	2 835
NET CASH FROM INVESTING ACTIVITIES	- 762	- 2 835
CASH FLOWS FROM FINANCING ACTIVITIES		
Financing receipts		
Proceeds of borrowings		
Deposits received		
Appropriation		
Capital	762	2 835
Commonwealth		
Equity injections	2 846	
Total financing receipts	3 608	2 835
Financing payments		
Repayment of borrowings		
Finance lease payments		
Equity withdrawals		
Total financing payments		
NET CASH FROM FINANCING ACTIVITIES	3 608	2 835
Net increase(+)/decrease(-) in cash held	3 540	
Cash at beginning of financial year	476	4 016
CASH AT END OF FINANCIAL YEAR	4 016	4 016