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Appendices

Appendix A – Cost allocation model

The cost allocation model provides for calculation and distribution of service delivery costs equitably across DCDD service lines.

Service usage information for each client, such as transactional volume data, is extracted from our systems with unit costs applied to determine client service charges.

Departments are notionally charged for the value of DCDD services received, with fees recorded in their budgets and ledgers.

DCDD services are provided on a cost recovery basis to GBDs and other non-budget entities. The cost allocation model continues to be refined and is reviewed annually for inclusion in department/GBD budget forecasts.

Product name	Cost driver description	$ (GST exclusive)
Employment Services		
Entry Level Recruit	# of FTEs per pay (Administrative Officer levels only)	0.46
Payroll Employees	# of paid employees	6.65
Payroll Manual Pay Transaction Records	# of pay transaction records – manual	14.50
Payroll Auto Pay Transaction Records	# of pay transaction records – auto	2.95
Payroll Commencement	# of commencements	135.20
Payroll Termination	# of terminations	152.20
Payroll Debt Recovery	# of FTEs per pay	0.97
Payroll Contacts	# of payroll contacts	13.97
Recruitment Advertising	# of advertisements	103.35
Position occupant moves	# of temporary /nominal moves	8.91
Executive Contract Officers	# of paid Executive Contract Officers per pay	28.08
Recruitment requests	# of requests to fill (RTF) processed	44.08
Workers Compensation	# of Workers Compensation payroll transaction records	43.50
Finance Services		
Interfaced payments	# of interfaced payment transactions into government accounting system	1.08
Internet payments	# of internet payment transactions	62.91
Manual payments	# of manual payment transactions	57.48
NTGPay payments	# of NTGPay payment transactions	9.43
Power billing and revenue collection/ Medicare receipts	# of claims processed	0.73
Accounts receivable process Electronic Invoice	# of electronic invoices processed	23.86

Product name	Cost driver description	$ (GST exclusive)
Advance cheques/petty cash	# of advance cheques/petty cash	91.72
Manual Ledger Transfer	# of manual ledger transfers	45.27
Accounts receivable Reciever of Territory Monies (RTM) Receipts	# of RTM receipts	12.87
Bank Accounts	# of bank accounts managed	418.10
Manual receipts	# of manual receipts	48.63
Asset Disposals	# of asset disposal transactions	43.08
Asset additions	# of asset addition transactions	27.83
Asset maintenance	# of asset maintenance transactions	1.27
Credit Cards	# of credit cards	39.05
BAS/GST Return	# of Goods and Services Tax (GST) lines on Business Activity Statement (BAS)	0.68
FBT Return	# of Fringe Benefit Tax (FBT) liability lines	15.21
Payroll Tax Return	# of tax payroll tax lines	4.69

Across Government Systems

Human Resource Systems – eRecruit	# of eRecruit RTFs	16.04
Human Resource Systems – FOILS	# of fares out of isolated locations claim	6.80
Human Resource Systems	# of HR system transactions	6.65
NTGPay	# of NTGPay invoices	4.10
Expense8	# of Expense8 credit card transactions	4.96
Official travel system (TRIPS)	# of travel transactions	4.53
Government Accounting System (GAS)	# of general ledger transactions	0.62
Procurement Systems	# of procurements	474.34
GrantsNT	% of $ value of grants processed	1 020.56
Property Leasing System (PROGEN)	# of square metres of accommodation	0.07
Asset Systems (ASNEX)	% of system usage	3 269.92
Contract Management Systems (TRAX)	# of contracts	10.66
TRM administration	Per workstation	2.74

Workforce Development

Early Career Programs	# of FTE – AO6 (and equivalent) and below / per pay	9.05
OneNTG Leadership courses (academy)	# of FTE – AO7 (and equivalent) and above / per pay	18.05
Workforce Capability Program	# of FTE per month	14.05
Agency Analytics and Insights	# of FTE per month	5.65
Enterprise Analytics and Insights	# of FTE per month	1.40
Workforce Planning and Advice	# of FTE per month	8.10

Product name	Cost driver description	$ (GST exclusive)
Workforce Relations		
Case Management	# of case management processes started per employee	16 239.04
Complex Advice	per advice across the full suite of HR services	6 560.43
Simple Advice	per advice across the full suite of HR services	266.97
Service Request	# of FTE per month	22.71
Job Evaluations	Per evaluation	204.63
Benchmark	Per benchmarked position	122.64
HR Business Partners	% of services by agency	1 047.75
Specific Recruitment Services	% of services by agency	26.00
ICT Services		
Contract Management and Security	Per device	5.99
IT Agency Services Manager	# of Managers	12 072.50
IT Agency Services Director	# of Directors	14 919.21
Agency Technology Services*	Based on agency utilisation	–
Web Services		
NTG Web Services	# of FTEs per pay	3.56
Web Page Updates	# of updates	97.37
Procurement Services		
Across Government Contracts	# of FTEs per pay per contract	0.14
Contract Administration	Per transaction for contract amendments	725.65
Tier 2 Quotes	Per Request for Quotation (RFQ) – (APRO data)	140.25
Non-Standard Procurement	Per non-standard procurement – (APRO data)	140.25
Tender Management	Per tender – (APRO data)	2 010.15
Tier 3 Request for Quotation	Per quote and award	1 792.95
Tier 3, 4 and 5 Quotes	Per quotation or tender for Power Water Corporation only	1 792.95
Procurement Advisory Services	# of FTEs per client agency	4.50
Tier 2 and Non-Standard Full Procurement	Per Tier 2 Request for Quotation or non-standard procurement	3 359.53
Tier 3 Full Procurement	Per Tier 3 Request for Quotation	6 305.82
Tenders Full Procurement	Per Request for Tender	12 626.76
Property Management		
Leased property management lease management fees	# of square meters of accommodation	1.06

Product name	Cost driver description	$ (GST exclusive)
Agency Business Systems		
Agency Business Systems *	Based on agency utilisation	–
Data Services		
Data Services *	Based on agency utilisation	–
DCDD Data Warehouse	# of FTEs per pay	6.62
Fleet Services		
Fleet Services	# of vehicles	29.43
Information Management		
Active Users	# of active users with access to TRM datasets	9.73
Active Records	# of active records	0.01
Freedom of Information	Charged back based on budget transferred	–
Service Request	# of requests	100.57
Training	# per training	140.11
Subsidiary Services	Mail and courier services across five agencies	10 694.34

*Note: New services and allocation is based on agency utilisation.

Appendix B – Gifted and loaned vehicles

Loaned Vehicles[1]	$ (GST exclusive)
All Good Project	600
Artback NT	550
Aussie Filipino Tekken Showdown	1 900
Barunga Festival	4 955
Bush Bands Bash	5 175
Corrugated Iron Youth Arts	1 650
Cricket 365	22 550
Daminmin Arts and Culture Festival	2 030
Darwin Aboriginal art fair	4 180
Darwin Christmas Pageant	1 405
Darwin Festival	83 165
Darwin International Film Festival	880
Darwin International Jazz and Arts Festival	220
Darwin Kite Festival	570
Darwin Table Tennis	900
Desert Festival	2 660
Desert Harmony Festival	570
FAB Alice	2 650
Finke Desert Race	37 465
Garma Festival	69 205
Geek Culture Collective NT	750
Imparja Cup NT Cricket	8 070
Kangaroo Film	79 365
Malandarri Festival	2 725
National Indigenous Music Awards	1 370
Nightcliff Seabreeze Festival	3 410
NT Dance Company, The Other Side of Me	4 400
Numburindi Festival	1 560
Prospero Productions	1 560
Run Larapinta and The Redback MTB	5 820
Scripted Series Shoot in Top End	17 010
Southern Ngaliya Dance Camp Program	15 450
The Hairy Marys	2 040

Loaned Vehicles	$ (GST exclusive)
Top End Bub	10 725
Tracks Dance Company	5 620
Unbroken Land Creative Development	660
Watch This Space	605
West Macs Monsters	4 110
Freds Pass Rural Show	3 870
Total	**412 405**

[1]The cost of loaning a vehicle is reported at a daily rate times the number of days the vehicle was loaned. The cost of this community service is absorbed by NT Fleet

Appendix C – Grants and sponsorships

Organisation	Purpose	$ (GST exclusive)
Grants		
8CCC Community Radio Incorporated	Enable 8CCC to sustain its community broadcast service and operations	154 963
City of Palmerston	Smart City Fibre Sense Pilot Program	500 000
Telstra Corporation Ltd	NTG / Telstra Remote Telecommunications Co-Investment Programs	2 500 000
Sponsorships		
Charles Darwin University	IT CodeFair 2023	35 000
Australian Information Security Association (AISA) Ltd	Cyber Security Conference, DarwinSEC 2023	5 000
Department of Industry, Tourism and Trade	October Business Month	10 000
ICT Industry Association of the NT	ICTNT 2024 Innovation Symposium	6 818
ICT Industry Association of the NT	Inspiring Women Award	2 000
Total		**3 213 781**

Appendix D – Accommodation costs for non-government organisations

Value of rental paid by DCDD to landlords for the premises over the reporting period. As part of pricing model agencies provide DCDD with the capacity to pay through Appropriation transfers.

Non-government organisation	Building	Supporting agency	$ (GST exclusive
Association of Independent Schools of the Northern Territory	NAB Building	Department of Education	95 275
Association of Northern, Kimberley and Arnhem Aboriginal Artists	Harbour View Plaza	Department of Territory Families, Housing and Communities	64 342
Artback NT	Harbour View Plaza	Department of Territory Families, Housing and Communities	84 698
Australia Day Council NT	NAB Building	Department of the Chief Minister and Cabinet	67 437
Autism NT	Goyder Centre	Department of Health	98 024
BushMob Aboriginal Corporation	Centre for Appropriate Technology Building 36 and 38 Priest Street	Department of Health	241 599
Camp Quality/CanTeen	Unit 13, 82 Woods Street	Department of Health	42 843
Cancer Council of the Northern Territory	NT House, Alice Springs	Department of Health	38 985
Cancer Council of the Northern Territory	Casi House	Department of Health	62 137
Cancer Council of the Northern Territory	Randazzo Centre	Department of Health	18 855
Darwin Aboriginal Art Fair	Harbour View Plaza	Department of Territory Families, Housing and Communities	38 793
Darwin Festival	Harbour View Plaza	Department of Territory Families, Housing and Communities	177 802
Darwin RSL	NAB Building	Department of Corporate and Digital Development	11 463
Darwin Visual Arts Association	Harbour View Plaza	Department of Territory Families, Housing and Communities	91 600
Girls Academy	Goyder Centre	Department of Education	5 002
Industry Skills Advisory Council	The Avenue	Department of Industry, Tourism and Trade	264 241
Katherine Women's Information and Legal Services	Randazzo Centre	Department of the Attorney-General and Justice	122 978
Keep Australia Beautiful Council Northern Territory	NAB Building	Department of Environment, Parks and Water Security	16 673

Non-Government Organisation	Building	Supporting Agency	Cost ($)
Life Education	Goyder Centre	Department of Education	7 002
Multicultural Community Services of Central Australia Inc.	Youth & Community Centre	Department of Territory Families, Housing and Communities	53 082
Multicultural Council of the Northern Territory Inc. and Multilingual Broadcasting Council Northern Territory Inc.	Malak Shopping Centre	Department of Territory Families, Housing and Communities	113 220
Music NT	Harbour View Plaza	Department of Territory Families, Housing and Communities	69 826
Northern Territory Badminton Association Inc.	Lot 1718/1719 Albatross Street	Department of Territory Families, Housing and Communities	165 361
Northern Territory Indigenous Business Network	Development House	Department of Industry, Tourism and Trade	402 649
NT Writers Centre	Harbour View Plaza	Department of Territory Families, Housing and Communities	27 803
Off the Leash Magazine	Harbour View Plaza	Department of Territory Families, Housing and Communities	31 038
Pensioners Workshop Association Inc.	48 Albatross Street Winnellie	Department of Health	38 665
Red Cross	Tennant Creek Government Centre	Department of Infrastructure, Planning and Logistics	0
The Duke of Edinburgh's International Award – Australia (NT Division)	Goyder Centre	Department of Education	10 504
Top End Women's Legal Service Inc.	17 Lindsay Street, Darwin	Department of the Attorney-General and Justice	75 480
Total Recreation	Casuarina Health Services Complex	Department of Health	54 452
Tracks Dance Company	Harbour View Plaza	Department of Territory Families, Housing and Communities	131 811
Victims of Crime NT Inc.	NAB Building	Department of the Attorney General and Justice	107 184
YMCA of the Top End	Satepak House, Palmerston	Department of Territory Families, Housing and Communities	137 742
Youth Drop-in Centre	Palmerston Leisure Centre	Department of Territory Families, Housing and Communities	1
Total			2 968 566

Appendix E – Governance – Audits

Internal audits and reviews

A summary of internal audits undertaken during 2023-24 is set out in the table below.

Audit/review	Objective	Outcome
Cabinet information security	Annual review of the department's Cabinet information security measures.	No matters were identified.
Value for Territory procurement	Independent audit to assess compliance with the NT Government's Procurement Framework, including Value for Territory assurance.	Acknowledged a high compliance focus with regards to the Procurement Framework. Three findings were identified, along with opportunities for process improvement.
Review of Medical Officer Allowances		No matters were identified.

Audits by the Auditor-General

A summary of external and performance management system audits undertaken by the Auditor-General during 2023-24 is set out in the table below.

Audit/review	Objective	Outcome
DCDD Shared Services end of year review for the year ended 30 June 2023	To review the adequacy of selected aspects of end of financial year controls over accounting and material financial transactions.	One matter was identified and has been addressed.
DCDD end of year review for the year ended 30 June 2023	To assess the adequacy of selected aspects of end of financial year controls over reporting, accounting and material financial transactions and balances at DCDD, with the primary purpose of providing support to the audit of the Treasurer's Annual Financial Statements (TAFS).	Three matters were identified and have been addressed.
DCS Financial Statement audit for the year ended 30 June 2023	To undertake sufficient audit procedures relating to the financial year accounts and records of Data Centre Services.	An unmodified audit opinion was issued.
NT Fleet Financial Statement audit for the year ended 30 June 2023	To undertake sufficient audit procedures relating to the financial year accounts and records of NT Fleet.	An unmodified audit opinion was issued.

Audit/review	Objective	Outcome
Agency compliance audit for the year ended 30 June 2024	The audit examined selected aspects of the systems in use as required in particular by Treasurer's Direction Part 3, Section 1 and Procurement Governance Policy and Procurement Rules, with the objective of obtaining reasonable assurance those requirements were being achieved.	Two matters were identified and have been addressed.
Government Accounting System (GAS) controls audit for the year ended 30 June 2024	To determine there is reasonable assurance that there are satisfactory internal controls for central maintenance of GAS and over the financial services provided to departments.	The audit identified there are generally satisfactory internal controls of the central maintenance of GAS and over the financial services provided to departments.
Personnel Information and Payroll System (PIPS) compliance audit for the year ended 30 June 2024	To determine if there is reasonable assurance that satisfactory internal controls in respect of the PIPS payroll and leave recording functions provided to departments.	The audit identified there are satisfactory internal controls. Three matters were identified and are being addressed.
NT Fleet Interim Financial Statements audit the year ended 30 June 2024	To facilitate the end of financial year audit of NT Fleet's Financial Statements required by section 10 of the *Financial Management Act 1995*.	No matters were identified.
APEX system internal control audit	To understand, risk assess and test the internal controls over the APEX application system, relating to financial audit requirements.	The audit identified that controls have been effectively applied.
IT controls environment review	To understand, risk assess and test the internal control structure within the service-wide IT mainframe environment with particular reference to mainframe operations for GAS, PIPS and Payroll and Payments Management Services. The audit also considered the control environment over the NAB DirectLink interface.	The audit identified the controls tested are operating effectively. One matter was identified and is being addressed.
NTG Pay project management review	The audit examined the design of DCDD's project management in relation to NTG Pay project and verified the controls in place in April 2024.	One matter was identified and is being addressed.
Review and testing of application and general information technology controls - GrantsNT	To understand, risk assess, and test the internal control structure with particular reference to the GrantsNT system.	Four matters were identified and are being addressed.

Audit/review	Objective	Outcome
Motor Vehicle Registry System (MOVERS) General IT Controls and Application Controls	To assess the effectiveness of controls in relation to the information technology general computer controls and the key application controls over the MOVERS to support the reliability of the information interfaced between the MOVERS and other NT Government systems used for management decision-making.	One matter was identified and is being addressed.
Post Implementation Review of the CARE Project within Client Management Service Alignment Program	To report on the post-deployment status of a key component of the Client Management System Alignment program which was focused on designing and implementing a new client management system at the Department of Territory Families, Housing and Communities.	There were no significant matters reported arising from the review.