

STRATEGIC PLAN

2024-2028

Our Goals

ENABLING government priorities

Services and solutions that enable the delivery of government priorities

- Partner with agencies in meeting their responsibilities for delivering government priorities.
- Simplify systems and processes making it easier for the public to interact and conduct business with government.
- Provide end to end services and solutions with a focus on innovation and service development.
- Create, refine and reform government systems that enable agencies to optimise efficiency and service outcomes.
- Support government priorities by leading, governing and facilitating effective information sharing across agencies.

Our Vision

A trusted and valued partner in government.

ENGAGING our customers

Expert advice, tools and partnerships through the OneNTG model that empower our customers

- Support corporate and digital transformational capability in agencies.
- Use our expertise to grow public sector capability in partnership with agencies.
- Work in partnership with customers to develop, refine and reform government systems.
- Leverage digitisation, automation and artificial intelligence through continuous improvement initiatives.
- Protect government systems and data to ensure continuity of services.
- Advocate for better connectivity and pursue digital development to benefit all Territorians.

Our Purpose

To deliver specialised services, advice and solutions that empower our customers to succeed.

EVOLVING our business

A skilled and valued workforce, with a culture of working together and collaborating across teams

- Foster a healthy, inclusive and diverse workplace that creates a positive environment for our people.
- Maintain and grow expertise to empower an agile, high-performing workforce with a culture of continuous learning.
- Focus on delivering excellence, knowing our customers and improving partnerships.
- Strengthen our regional presence and capability to better support our people and our customers in the regions.
- Reduce silos and strengthen our services, internal processes and systems to better collaborate and connect across our teams.

Our Values

Commitment to service: we work together with a 'can do' attitude delivering on the commitments in our Customer Charter.

Innovation: we embrace bold ideas and problem solving to deliver meaningful solutions.

Ethical practice: we hold ourselves to the highest standards of conduct, transparency and honesty.

Accountability: we are professional and take responsibility for our own actions, behaviour and work.

Impartiality: we are fair and balanced in our advice, decision making and dealings with others.

Diversity: we embrace differences and value the unique perspectives that everyone brings to our agency.

Respect: we respect each other and our customers at all times.

