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Our customers

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Overview

The Department of Corporate and Digital Development's (DCDD) primary role is to deliver a wide range of services that underpin and enable the work of government. We are continually refining and enhancing the way we deliver services to benefit our customers. Customer service is vitally important to our department, our reputation and our culture.

Customer profile

As a Northern Territory (NT) public sector department, delivering services to Territorians and businesses is at the heart of what we do in government. As the provider of enterprise corporate and digital services, our key customers are other public sector departments, statutory organisations and NT public servants.

DCDD's customers include:

- NT Government departments and authorities – supporting their core business operations
- NT Public Sector employees – mostly through arranging employment, paying payroll and providing advice
- suppliers to NT Government – paying invoices for goods and services provided
- businesses seeking to supply NT Government – facilitating procurements
- NT community – interactions with digital systems that service the community
- remote NT communities and businesses – through telecommunications co-investment programs
- DCDD staff – as NT Public Sector employees, our staff are also our customers.

Guiding frameworks

There are several frameworks that guide and underpin our approach to customer service.

NTG customer focus framework

Government is committed to improving customer experience (CX) and making it easy for people to do business in the Territory as a driver for economic growth. This is established through the NTG Customer Focus Framework being led by the Department of the Chief Minister and Cabinet. The framework is designed to improve overall community satisfaction with government service delivery by improving the experience that customers have in their interactions with NT Government departments.

The NTG Customer Focus Framework is premised on:

- a customer-first approach
- data and tracking
- active management of processes developed using the agreed CX principles of make it simple, listen and understand, own it and see it through
- supporting the capability and culture of department teams to deliver experiences that are better aligned to customer expectations.

OneNTG

The OneNTG model represents a collective view of government where all departments and employees work collaboratively to a common goal and a consistent focus on quality customer service.

This reflects a significant change in service delivery mindset from department-based to a single-government focus, where services are delivered for the benefit of the NT Government and by extension the community.

Principles of OneNTG

- Support – Responsive and reliable services for customers.
- Partner – Collaboration and respect between departments and stakeholders.
- Integrate – Unified and standardised services effectively leveraging scale.
- Improve – Better solutions, quality performance and innovation.

This whole of NT Government commitment aims to build strong productive relationships across departments to achieve successful service integration that will deliver consistent and positive customer experiences across departments.

DCDD enterprise services framework

The DCDD Enterprise Services Framework sets out our commitments to our customers providing a unified enterprise-wide approach to delivering corporate and digital support services for all our customers.

The framework is founded on the OneNTG principles, outlines how we will engage with our customers and guides and informs decisions, addressing both strategic and operational requirements, to meet government policy and department business requirements.

There are clear linkages between the NTG Customer Focus Framework, the OneNTG collaborative model and the framework. The guides are all customer service centred, with a whole of government approach and a focus on continuous improvement. Messages are consistent around working together, supporting customers and being responsive.

DCDD customer charter

DCDD’s Customer Charter aligns with the department’s Strategic Plan 2022-2024 and is our commitment to customers and clients about how we will engage with them to develop and deliver quality services and contemporary solutions.

The charter was informed by feedback from our clients and developed to align with the Enterprise Services Framework and Customer Experience (CX) principles. The charter is supported by a Staff Behaviours Framework and has been embedded in our culture through our team and department action plans.

Our commitments

The charter describes what clients can expect when working with any area of DCDD:

Deliver reliable services	We will provide a reliable, responsive service using our professional expertise to connect and deliver what you need.
Listen to customers	We will listen to your business needs, ask for your views and provide well considered advice that supports decision-making.
Respect customer needs	We will make dealing with us simple, keep you informed and see things through.
Create better experiences	We will partner to proactively develop innovative solutions that improve customer experience.

Digital transformation

DCDD has led the development of the NT Government Digital Transformation Plan to enhance the delivery and accessibility of government services through technology. The plan outlines 5 key transformation priorities for government, including:

- Territory Services, an online service portal that will act as a single, digital entry point to access government services
- individual digital identities for Territory citizens and businesses, making it faster for customers to access their records and prepopulate online government forms
- improving how government captures, stores, shares and analyses NT Government data
- modernising current digital government platforms to make them easier to use
- increasing staff confidence with digital services through training opportunities.

The Digital Transformation Plan has been developed to ensure that businesses and individuals have convenient online access in a secure environment that will make it easier to do business with Government, and to connect to and use services.

This is a key step to deliver economic and lifestyle benefits through efficiencies, ease of access, time and savings.

Customer experience

Customer Experience (CX) refers to a customer's perceptions and feelings from interactions with an organisation's employees, systems, channels, products or services.

Customer feedback

During the reporting year the DCDD Chief Executive met with all heads of agencies across government to seek feedback on how we are performing, what is working well for our customers and where we can do better.

This was a really valuable exercise. We got to hear about the things that are adding value for our customers, where we are working collaboratively and how the central model is enabling departments to get on with their core business. We also identified areas where we can do better and we share this information with each other in DCDD and use it to drive change and improvements in the things we do.

We are now developing a broader customer sensing program so that we can stay close to our customers and the experience they are having. This is all part of the journey to our future as a sophisticated, mature central service provider to our colleagues across government.

Complaints and resolutions

As part of our CX focus, DCDD customers are welcome to provide feedback to help us improve our service delivery.

Customers have multiple channels to provide feedback about our services, including via our website, by email, phone or through ministerial correspondence. There were 21 instances of feedback and/or complaints being submitted through these channels in 2022-23, all were resolved in the reporting period. A bi-annual report is provided to the Executive Management Board, with a detailed overview of the feedback/complaints.

Our staff have the right to make a complaint if they are aggrieved by matters relating to their employment. Where employees make a complaint, they are contacted personally to discuss matters and, where required, are provided a formal response through written correspondence. Complaints can also be lodged through external reporting departments and are considered impartially with a focus on resolution and learning.

Ombudsman

In 2022-23 the Ombudsman received 2 enquiries in relation to the department. These enquiries were addressed by the Ombudsmans Office and finalised without requiring formal notification.

Buy local industry advocate

The Buy Local Industry Advocate is an independent link between local business and the NT Government in respect to government procurement. The advocate investigates complaints from industry and conducts audits on the awarding and implementation of contracts.

DCDD had no procurement complaints recorded in 2022-23 with the Buy Local Industry Advocate.

DCDD invites the Advocate to industry briefings and meets throughout the year to discuss procurement activities.

Anti-discrimination

If employees experience discrimination in the workplace they can lodge a complaint to the NT Anti-Discrimination Commission, who will assess the complaint. The *Northern Territory Anti-Discrimination Act 1992* outlines discrimination and conduct, and the process for resolution of complaints of alleged acts of discrimination.

There were no complaints made to the Anti-Discrimination Commission in this reporting period.

Fair Work Commission

The Fair Work Commission is Australia's national workplace relations tribunal. It is an independent body with power to carry out a range of functions under the *Fair Work Act 2009*, to ensure a safe environment is maintained.

There were 2 disputes of actions for DCDD staff made to Fair Work Commission in this reporting period.

NT WorkSafe

DCDD is committed to provide a safe, healthy and secure learning and working environment for all employees, contractors and visitors. NT WorkSafe is the NT Government's WHS watchdog, responsible for helping businesses and workers within the NT to understand their obligations under work health and safety.

There were no notifiable incidents or regulatory infringements involving NT WorkSafe in this period.