

3



Performance and achievements

Corporate support development	17
Digital government development	29
Corporate and shared activities	42
Government business divisions	44

Corporate support development

Workforce services

Provide workforce decision support, human capital initiatives and advice to assist agencies to manage their workforce, including human resource case management and training.

The business functions supporting this output through across-government human resource service delivery models and advice are workforce development, workforce management, and workforce operations and partnerships.

Key statistics in 2025–26

Workforce Services Support:

- processed 12,882 online human resource forms
- resolved 46,187 first level HR queries received through our HR Services Portal
- received 44,846 calls in the Service Centre and completed first assessment of 84% of HR Services portal queries within 2 hours
- actioned 2,054 requests for position changes under the Job Evaluation System.

2,480 NTPS employees participated in the 2026 flu vaccination program coordinated by Workforce Services, with vaccination hubs established in Darwin, Palmerston, Casuarina, Millner, Alice Springs, and Katherine.

43 virtual HR Skill Up sessions delivered, comprising 22 manager series, 20 staff series and one combined staff and manager session, with an average of 156 employees joining per session.

Key performance indicators	2025–26 Estimate	2025–26 Actual	2026–27 Target
Average days taken to resolve human resource matters ¹	≤92	84.7	≤80
Hours to complete a preliminary assessment of first level human resource service requests (average)	3.4	1.32	≤2
Participants in whole of government early careers programs ²	390	450	350
Days to activate new employees on payroll system (average)	≤4	4	≤4
NTPS employees completing training programs coordinated by the department	30 024	36 344	≥30 000

¹ The reduction in the 2025–26 actual and the 2026–27 target reflects continued operational improvements to resolve human resource matters.

² The increase in the 2025–26 actual reflects increased participation in the Aboriginal Employment and Work Experience programs.

Performance and achievements

Key achievements in 2025–26

Onboarded an additional 5 agencies to the myPerformance system, totalling 22 agencies using the system for staff performance and development processes.

Reviewed and redesigned the standardised roles and recruitment program, supporting agencies with talent pipelines for standardised high demand roles.

Developed a comprehensive suite of resources, tools and guidance materials to support agencies in efficiently filling vacancies through the Expression of Interest (EOI) process, improving consistency, transparency, compliance and user confidence while streamlining recruitment outcomes.

Delivered changes to probation processing, including automation of some aspects to reduce the number of employees having tenure confirmed without a probation assessment and reduce unnecessary human handling.

Expanded the NTG corporate training offering from 12 to 25 courses, increasing learning opportunities for NTPS employees and strengthening workforce capability across key corporate, digital and professional skill areas.

Partnered with multiple agencies to develop tailored workforce strategies, strengthening workforce capability and supporting the delivery of agency priorities.

Finalised work to implement the General Northern Territory Public Sector Enterprise Agreement 2025–2029, the Northern Territory Public Sector Aboriginal Health Practitioners Enterprise Agreement 2025–2029 and the Northern Territory Police Consent Agreement 2025. Additionally, partnered with agencies, including Health, Corrections and Northern Territory Fire and Emergency Services, to support negotiations for 5 enterprise agreements and a new determination for casual Aboriginal interpreters not covered by an enterprise agreement.

Developed and launched the Remote Recruitment Toolkit, which supports agencies to attract and recruit local Aboriginal people in remote Northern Territory communities.

Future priorities 2026–27

Implement an upgraded myPerformance system that caters to shift workers and staff with more than one supervisor in an assessment period.	Upgrade the OneNTG Learning Management System to improve client experience and expand the system capabilities.
In partnership with the Office of the Commissioner for Public Employment, investigate options to improve the job evaluation process making it more streamlined for agencies to quickly assess job values, reducing administrative time, effort and cost, and manage their position structures.	Explore opportunities to use artificial intelligence tools to support Workforce Services activities to create efficiencies and improve responsiveness for clients.
Implement an end-to-end recruitment service to improve the overall customer and candidate experience.	Launch an electronic eRecruit expression of interest workflow process across all agencies.
Expand the whole of government Standardised Roles and Recruitment (SRR) program to grow centralised talent pools for high volume, in demand roles that can be standardised across agencies. The SRR program provides a centrally coordinated recruitment model using standardised job descriptions, streamlined merit processes and shared talent pools, reducing duplicated effort and improving agency access to pre-qualified candidates for standardised roles across government.	

Corporate support development

Employment services

Deliver end-to-end enterprise employment operations and advisory services that support the employment of staff across government, including payroll processing.

The business functions supporting this output through whole of government employment service delivery models and advice are payroll services, employee benefits, and assurance and process improvement.

Key statistics in 2025–26

Almost 1.67 million payroll transactions processed, ensuring timely payments across the Northern Territory Public Sector (NTPS).

Approximately 16,000 transactions processed by each payroll officer.

Key performance indicators	2025–26 Estimate	2025–26 Actual	2026–27 Target
Payroll transactions processed ¹		1 665 424	
Payroll client queries resolved on first contact ²	70%	58%	70%

1 Activity measure and reported without targets.

2 The lower 2025–26 actual reflects the increase in enquiries sent to specialist teams for action, reducing first-contact resolution rates but improving the quality of our response to urgent and complex requests.

Key achievements in 2025–26

Invested in automation to improve timeliness and accuracy and enable staff to manage requests through online human resources (HR) systems.	Improved processes to meet Australian Taxation Office (ATO) obligations, particularly for Single Touch Payroll and Payday Super.
Implemented 3 renewed enterprise agreements, 25 employment determinations, and a range of arbitral determinations and conditional agreement changes. This work ensured new salaries, allowances, leave provisions and classification structures were delivered effectively, supporting employees across the NTPS.	

Future priorities 2026–27

Improve payroll assurance, reporting and risk management practices to support informed decision-making, service reliability and continuous improvement.	Strengthen operational governance and oversight to support ongoing compliance with changes to ATO obligations, particularly Single Touch Payroll and Payday Super.
Progress the Payroll Automation and Service Uplift program, delivering priority automation and service improvement initiatives to reduce manual effort, strengthen compliance and improve the employee experience.	Expand digital and self-service capabilities to improve access to payroll and employment services.

Corporate support development

Procurement services

Coordinate procurement and contract administration services, provide strategic advice and innovative solutions, and manage across government contracts to enable agencies to efficiently source the goods and services required to deliver government services and business operations.

The business functions supporting this output through whole of government service delivery models and advice are agency procurement services, across government contracts, and contract and procurement services.

Key statistics in 2025–26

373 requests for tenders/quotations were advertised, attracting 2,187 responses, and resulting in 664 contracts awarded to the value of \$1.66 billion.

223 procurement activities were supported, including 57 Tier 4 (\$0.5 million and above) and Tier 5 (\$5 million and above) tenders, and 707 contract amendments with agencies.

31 across government contracts managed for common use good and services, used by all agencies, comprising 281 contractors, including 255 Territory enterprises.

Key performance indicators	2025–26 Estimate	2025–26 Actual	2026–27 Target
Days to process tender documents (average)	≤2.9	2.6	≤3
Across government contracts – annual contractor performance reviews ^{1, 2}	255	235	270

1 The variance to the 2025–26 estimate is due to reviews being affected by contract expiry and renewal cycles.

2 The increase in the 2026–27 target is due to an estimated increase in contractor numbers.

Key achievements in 2025–26

Supported the Department of Trade, Business and Asian Relations (as the policy agency) with procurement reform to achieve efficiencies without impeding business or increasing risk to government, including the system enhancements aimed at modernising the Procurement Framework to make it easier for tenderers and suppliers to do business with government.

Worked with Digital Services colleagues to develop and implement a new smart form to support direct purchasing and Tier 1 quotation approval processes, including its design, testing, go-live, communications and webinar presentations.

Awarded 2 across government contracts: for provision of recruitment services and debt resolution services.

Future priorities 2026–27

Finalise procurement planning and release of 5 across government contracts to market (professional advisory services, training services, pest control services, vehicle rental services, and stationery and office supplies). This will ensure continuity of supply for all agencies for common use goods and services.

Expand Procurement Services information through the Territory Services online portal, providing a one-stop digital platform for all procurement information and system access, improving self-service access for suppliers and contractors.

Corporate support development

Information management services

Provide professional information and records management services that support agencies to manage their business records, and deliver expert freedom of information (FOI) services to applicants and agencies.

The business functions supporting this output through whole of government service delivery models and advice are records management and training, courier and mail services, help desk services, records appraisal, sentencing and disposal, digital policy and FOI.

Key statistics in 2025–26

More than 52 million records managed in Territory Records Manager (TRM), the NTG's records management system.

2.2 million records migrated following machinery of government changes.

2.2 million records managed in secondary storage and more than 115,000 images digitised.

More than 12,800 TRM users supported across 25 datasets.

4,768 online and 1,050 face-to-face records management participants trained.

More than 71,000 mail pick-ups and deliveries completed.

More than 31,000 service requests resolved.

More than 2,000 FOI applications managed.

Key performance indicators	2025–26 Estimate	2025–26 Actual	2026–27 Target
Days to process information management service requests	2	1.9	2
Applications made under the <i>Information Act 2002</i> finalised within statutory timeframes	≥95%	98%	≥95%

Key achievements in 2025–26

Completed the major records migrations required following machinery of government changes in 2024 and established shared TRM datasets for client agencies, improving records security and accessibility.

Established a privacy service, supporting NTG agencies to improve their privacy practices through guidance materials, templates, training, tools and resources, increasing public confidence in NTG's handling of personal information.

Published the Information Management Authority template and guidance material to assist agencies in establishing clear decision-making authority for records and information management, ensuring accountability, consistency and compliance.

Published the Information Management Maturity Assessment tool, providing agencies with an evidence-based approach to assess their information management capability and prioritise their improvement activities.

Future priorities 2026–27

Develop self-service records management training targeted at leaders to improve understanding of recordkeeping requirements, best practice and information management responsibilities, supporting effective team management, compliance and informed decision-making across agencies.	Modernise the NTG Business Classification Scheme to improve recordkeeping consistency, strengthen information governance and support agencies through updated training, guidance and tools that enable compliant records management across government.
Investigate the use of artificial intelligence in records management to support improved information governance, recordkeeping compliance, user experience and operational efficiency.	Strengthen privacy capability, promote good practices and support a more consistent approach to privacy management across government.
Continue the standardisation of TRM across client agencies to improve the user experience, enable consistent training and guidance, and support a more efficient, compliant and sustainable records management environment across government.	

Corporate support development

Finance services

Provide whole of government finance operations and expert advice that support agencies to manage their financial resources effectively.

The business functions supporting this output through whole of government service delivery models and advice are accounts payable, accounts receivable, banking and card administration, reconciliations and cash payment facilities, taxation services, and asset and ledger services.

Key statistics in 2025–26

More than 170,000 fringe benefits tax (FBT) transactions analysed to ensure correct FBT treatment across the Northern Territory Public Sector (NTPS).

Of salary overpayment cases, 81% (\$13.38 million) were fully recovered or referred to debt management services, 14% (\$2.35 million) are under payment plans, and 5% (\$0.87 million) are pending recovery.

535,000 payments processed on behalf of agencies, achieving a payment processing accuracy rate of 99.95%, supporting efficient operations and maintaining strong relationships with suppliers and agencies.

More than 1,000 corporate credit cards managed, providing secure and modern payment solutions for NTPS employees and suppliers.

Key performance indicators	2025–26 Estimate	2025–26 Actual	2026–27 Target
Payments processed ¹		535 036	
Payments processing accuracy	100%	99.95%	100%
Debts processed ¹		213 461	
Days to collect debts (average)	55	56.9	≤55

¹ Activity measured and reported without targets.

Key achievements in 2025–26

Automated payroll tax processing for interstate employee arrangements, reducing manual effort, improving payment accuracy and strengthening governance controls.

Supported the Department of Children and Families-led Northern Territory Welfare Group's flood response by enabling the rapid and accountable delivery of financial assistance to flood-affected Territorians.

Introduced a standardised payment request process that reduces manual errors, improves data quality and strengthens controls to prevent fraud and unauthorised payments.

Introduced a digital process for requesting reconciliation receipts, improving request tracking, reducing manual administration and providing a more efficient service to client agencies.

Completed key planning activities for the Contemporary Banking Program, laying the foundation for enhanced digital banking services, improved security and more efficient payment processing across government.



Future priorities 2026–27

Design and implement an FBT Dashboard to improve agency FBT reporting, visibility and decision-making throughout the FBT year.

Implement an online supplier vendor form, incorporating digital authentication to strengthen fraud safeguards and improve the security of supplier details.

Enhance NTG debt management to improve efficiency and the collection of overdue debt.

Advance the Contemporary Banking Program to deliver enhanced banking capabilities including more efficient payment processing across government.

Introduce call recording for all vendor verification activities to strengthen auditability, enhance staff training, support quality assurance and drive continuous improvement outcomes.

Corporate support development

Property leasing services

Deliver property leasing and tenancy management services and commercial advice to meet the leased accommodation requirements of government.

The business functions supporting this output through whole of government service delivery models and advice are property leasing, property services and leasing advice.

Key statistics in 2025–26

1,877 maintenance work orders processed ensuring leased accommodation remains in good repair.

236,367 m² of leased accommodation managed on behalf of government.

166 lease contracts managed, providing modern and contemporary workplaces for agencies.

12 contractors managed, providing cleaning, waste and security services to leased accommodation.

Key performance indicators	2025–26 Estimate	2025–26 Actual	2026–27 Target
Leased accommodation occupancy density (m ² /FTE)	15.5	14.5	15.5
Unallocated net lettable area	≤0.4%	0.37%	≤0.4%

Key achievements in 2025–26

Finalised agency relocations following machinery of government changes in 2024 to support agencies to effectively deliver government's priorities in consolidated workspaces.

Reviewed the NTG standard lease provisions, to update government's lease terms and conditions to ensure they are contemporary, and in line with current market parameters.

Finalised fitout design for the Alice Plaza refurbishment project to provide a modern and contemporary workspace for agencies in Alice Springs and a single service centre for the delivery of business-related government transactions to the public.

Relocated agencies affected by cyclone and flood damage to support business continuity for government services.

Future priorities 2026–27

Implement digital inspection, monitoring and workflow tools to improve data-driven and digitally enabled property services.

Finalise and release updated NTG standard lease provisions to ensure they are contemporary and in line with market parameters.

Provide oversight of the Alice Plaza refurbishment project to provide a modern and contemporary workspace for agencies in Alice Springs and a single service centre for the delivery of business-related government transactions to the public.

Develop an NTG accommodation strategy to optimise portfolio utilisation and deliver fit-for-purpose leased accommodation to better support decision-making and future government service delivery.

Corporate support development

Fines recovery unit

Administers court fines and infringement notice penalties and undertakes enforcement actions to collect unpaid fines and penalties once they are overdue.

Fines Recovery Unit (FRU) is a statutory authority established by the *Fines and Penalties (Recovery) Act 2001*. The unit is responsible for the recovery and enforcement of unpaid court fines and infringement notice penalties issued in the Territory. FRU recovers these monies on behalf of the Territory, the Commonwealth, participating local government authorities and third-party restitution recipients.

Key statistics in 2025–26

32,288 enforcement orders issued for unpaid and overdue fines and penalties.

7,757 sanctions applied to fine defaulters, demonstrating improvement in addressing defaulting behaviour sooner.

11,476 voluntary time to pay arrangements entered into with 6,162 successfully paid in full.

47,977 fines and penalties satisfied in full.

10,463 of the enforcement orders issued on behalf of external issuing agencies, an increase of approximately 20% from the previous year.

47,388 client and stakeholder emails received, seeking assistance with fine-related matters, demonstrating a significant increase in digital communication as a preference.

39,279 inbound calls received, contributing significantly to resolving fines debts and revenue recovery.

Key performance indicators	2025–26 Estimate	2025–26 Actual	2026–27 Target
Fines and penalties collection rate ^{1, 2}	85%	77%	80%

1 The 2025–26 actual reflects a change in the recovery environment. Multiple external factors may affect a defaulter's capacity to pay, such as financial hardship.

2 The decrease in the 2026–27 target reflects current operating conditions and a more realistic assessment of collectable debt.

Key achievements in 2025–26

Enhanced FRU digital service channels through the online Territory Services portal, making it easier for clients to access information, manage debts and engage with the unit. This improved accessibility and reduced reliance on traditional email and telephone-based transactions.

Expanded payment options to include a recurring card payment option, providing customers with a more flexible and convenient way to pay outstanding fines. This facility has reduced manual administration and boosted efficiency in customer transactions.

Increased the number of Community Work Orders (CWOs) issued to address outstanding fines debt in collaboration with the Department of Corrections. CWOs are an important alternative pathway for people to complete programs under supervision and pay off their debts.

Delivered automation initiatives that reduced manual handling of instalment arrangements, improving processing timeliness, reducing administrative effort and increasing consistency in enforcement activities.

Future priorities 2026–27	
Strengthen customer service and stakeholder partners through the delivery of customer satisfaction surveys, refreshed stakeholder operating agreements and improved customer service quality across customer channels.	Increase recovery performance and support appropriate debt resolution through targeted recovery strategies, improved debtor engagement and expanded pathways that support timely resolution of debt.
Modernise FRU systems, processes and workforce capability through governance improvements, strengthened workforce capability and automation opportunities to reduce manual work.	

Digital government development

ICT network services

Operation and oversight of government's ICT network, enterprise architecture, cyber security operations and sourcing of ICT services to manage and sustain government's digital ecosystem.

ICT Services works with agencies and industry partners to maintain reliable and contemporary ICT services, improve user experience and enable government priorities while enabling innovation and digital transformation across government.

Key statistics in 2025–26

80 million emails reviewed at the Northern Territory Government (NTG) gateway, with 63% (49.9 million) blocked.

Approximately 35,000 laptops, workstations and tablets maintained across government.

292,143 ICT service requests from NTG users logged with 92.7% completed.

Approximately 12,000 mailboxes migrated to cloud-based services, supporting modern workplace capabilities across government.

More than 8,400 devices upgraded to Windows 11, improving security, performance and access to contemporary workplace technologies.

17 cyber security capability-building activities completed, including national and Territory cyber security exercises, training activities and industry engagement events.

11 cyber security awareness sessions delivered to NTG employees and the community, including 5 sessions for senior Territorians.

Key performance indicators	2025–26 Estimate	2025–26 Actual	2026–27 Target
ICT Service Centre queries resolved on first contact	70%	81%	>70%

Key achievements in 2025–26

Progressed the NTG Windows 11 uplift program to 30% completion, improving security, maintaining vendor support and enabling access to contemporary workplace technologies.

Progressed the Schools ICT Service Model and connectivity initiatives to improve cyber security, digital infrastructure, device lifecycle management and technology support services for Territory schools.

Strengthened cyber security capability through awareness activities, resilience initiatives and collaboration with national cyber security partners.

Completed an independent cyber security review of NT local government councils, providing participating councils with recommendations and practical tools to improve their cyber security capability and resilience.

Continued to enhance remote and regional connectivity solutions through a review of Wide Area Network (WAN) service delivery aimed at improving services and reducing costs in remote regions. Deployed Starlink services to remote government sites and vehicle-based connectivity solutions, improving access to reliable connectivity in remote locations.

Launched the Cyber Invest Business Grants program and CyberNT website during October Business Month 2025 to support NT businesses to strengthen cyber security capability. Round 1 awarded 17 grants.

Future priorities 2026–27	
Continue modernising the NTG digital workplace, including the rollout of Windows 11, upgrades to devices and systems, and improvements to user experiences.	Enhance network performance and connectivity across the Territory, with a continued focus on resilience, regional service delivery and emerging connectivity solutions, including satellite technologies.
Strengthen cyber security and cyber resilience through capability uplift initiatives, security improvements and ongoing awareness activities.	Continue delivery of the Schools ICT Service Model to improve technology infrastructure, cyber security, device management and support services for Territory schools.

Digital government development

Agency business systems and support services

Deliver systems administration and support services, improvement initiatives, digital solutions and technical advice that support agencies to deliver their services to the community.

Agency Business Systems supports the delivery of essential government services by managing, maintaining and continuously improving critical business systems in partnership with Northern Territory Government (NTG) agencies.

Key statistics in 2025–26

8,664 incidents raised with 8,456 (98%) resolved and closed, ensuring agency business systems continue to meet operational requirements.

126,906 service requests raised with 124,458 (98%) resolved and closed.

2,487 changes implemented across agency business systems to support enhancements, new features and maintenance activities.

805 business system training sessions delivered to government agencies. These sessions supported 7,750 participants.

Key performance indicators	2025–26 Estimate	2025–26 Actual	2026–27 Target
Availability of core agency business systems	≥ 99%	99.9%	≥ 99%

Key achievements in 2025–26

Provided role-based user access to the Department of Health's clinical information systems, introducing digital forms and beginning the transition to automated access improving efficiency and reducing manual effort.

Upgraded SerPro, the Northern Territory Police Force's core operational policing system, improving operational capabilities, data quality, meeting new legislative requirements and improving the long-term reliability of the platform.

Supported the Northern Territory Welfare Group led by the Department of Children and Families to ensure ICT services were available during emergency events, including at recovery centres.

Implemented a streamlined and sustainable platform for managing school swimming excursions, supporting delivery of an NTG election commitment and improving service delivery.

Improved access to key business applications for Department of Health staff, particularly remote workers, through a modern, supported platform.

Automated data collection systems for the Department of Education and Training.

In partnership with the Department of Logistics and Infrastructure, supported the delivery of 3 NTG election commitments relating to motor vehicle registration and driver licensing, helping reduce cost-of-living pressures through frozen vehicle registration fees, 3-year trailer registration renewals and a one-year free driver licence.

Performance and achievements

Future priorities 2026–27	
With Department of Health, transition the Core Clinical Systems Renewal Program (Acacia) from a large program model to sustainable business-as-usual operations strengthening long-term support, capability and lifecycle management.	Enhance the CARE case management system and associated reporting for the Department of Children and Families, and Youth Justice in the Department of Corrections.
Continue to improve service delivery processes and technology through the adoption of contemporary IT service management practices to increase service quality and customer satisfaction.	Strengthen the governance and lifecycle management of critical government business systems.



Digital government development

Across government systems and support services

Deliver systems administration, support services, technical advice, digital solutions and continuous improvement initiatives for systems that operate across government to support reliable and effective services for the Northern Territory Public Sector.

The business functions supporting this output deliver practical, reliable and responsive whole of government systems and services that support agencies to operate efficiently.

Key statistics in 2025–26

More than 65,000 service requests resolved, with an average time to resolution of 7 hours.

More than 2,300 customer satisfaction survey responses received, with an average rating of 4.9 out of 5 stars.

More than 108,000 views recorded on the Across Government Systems Client Support wiki, enabling users to access self-service FAQs and help articles and reducing the need for direct support.

More than 800 enhancements, upgrades and maintenance changes were delivered across whole of government corporate systems, strengthening system reliability, capability and service delivery.

7,700 automated ticket management requests processed, improving system access and enhancing service delivery and user experience.

Key performance indicators	2025–26 Estimate	2025–26 Actual	2026–27 Target
Average annual unscheduled outages per core system	≤2	≤2	≤2
Availability of core across government systems	99%	99%	99%

Key achievements in 2025–26

Enhanced automated invoice data capture, reducing manual effort, improving data accuracy and enabling faster invoice processing.	Enhanced GrantsNT, improving the user experience and supporting more efficient and consistent grants administration across government.
Improved single touch payroll reporting solutions to comply with complex Northern Territory Government (NTG) and Australian Taxation Office (ATO) requirements, improving reporting accuracy and legislative compliance.	Completed records standardisation activities for Travel Request Information Processing System (TRIPS) datasets and completed the 2024 machinery of government (MoG) records migrations, supporting effective records management across government.
Enhanced NTG human resources (HR) systems to meet new ATO Payday Super requirements, ensuring the NTG, as an employer, meets its obligations with ongoing compliance and accurate reporting.	Supported MoG records migrations from a technical perspective, coordinating the transfer of more than 20 datasets into new agency structures and maintaining strong records governance and retention controls.
Delivered enhancements to fuel price reporting and market availability monitoring, supporting legislative requirements, improving transparency for users of the MyFuel NT app.	Automated service operations across several corporate systems, reducing the need for manual intervention and enabling staff to focus on high value service and support activities.

Performance and achievements

Integrated the Asset Information System (AIS) used by the Department of Logistics and Infrastructure with NTGPay, enabling end-to-end digital invoice processing and improving efficiency, accuracy, auditability and the payment experience.

Future priorities 2026–27

Increase automation and streamline data entry to improve efficiency while maintaining high quality client outcomes.

Transition all existing ticketing and software management systems to the contemporary cloud solution, supporting improved security standards and service delivery.

Modernise legacy applications such as TRIPS, Agency Purchase Requisitions Online (APRO) and Fares Out of Isolated Locality (FOILS), to improve functionality, reliability and user experience.

Modernise finance systems through software upgrades that improve business processes, efficiency and service delivery.

Support the HR Systems and Payroll Uplift program by providing subject matter expertise, quality assurance, and release and deployment support.

Support delivery of the whole of government rostering solution with technical expertise and business support.

Digital government development

Digital projects

Deliver and implement digital projects in collaboration with agencies to support improved digital service delivery. Provide advice and guidance that helps agencies develop efficient, customer-focused digital systems.

The business functions supporting this output deliver major digital and business transformation projects across government using recognised project management frameworks and methodologies, working closely with agencies.

They also work with client agencies to deliver solutions that improve the quality and efficiency of government services to provide and enhance customer experience for Territorians transacting with government online.

Key statistics in 2025–26

23 digital projects managed and 2 digital transformation programs led, supporting government priorities and the delivery of improved digital services across agencies.

Added more than 40 services to the Territory Services platform, bringing the total number of online services to 144, and enabling more than 95,000 online transactions to be processed online making it quicker and more convenient for Territorians to access government services, while reducing demand on frontline services.

Key achievements in 2025–26

Completed the implementation of the patient administration system component of Acacia in all Territory public hospitals, providing clinicians with a single comprehensive digital system to support healthcare delivery across the Territory.	In partnership with Northern Territory Police Force (NTPF), progressed the Northern Territory National Firearms Registry uplift and developed a firearms portal to enable cross jurisdictional information sharing.
Progressed stage 1 planning and procurement for the Education Management Transformation Program (EMTP), which will deliver a new student-centred education management ICT solution for the Department of Education and Training.	In partnership with Northern Territory Emergency Services, upgraded WebEOC, the critical incident management system for emergency responses, through improved dashboards and real-time incident information sharing.
Delivered an automated read-only 360 view of a child application displaying child protection, youth justice and housing data for authorised child protection workers in compliance with Northern Territory Government data access agreements managed by Department of Children and Families.	Progressed the digital driver licence program to provide Territorians with a secure, modern and convenient way to prove their identity and right to drive.

Future priorities 2026–27

Implement EMTP with Department of Education and Training to provide a new student-centric system.

Continue to onboard services into the Territory Services platform to meet the needs of government and Territorians.

Roll out the myRoster workforce management system with Northern Territory Fire and Emergency Services, Department of Corrections (Youth Justice and Community Corrections), NTPF, and other government agencies with rostered workforces.

Deliver a digital account in Territory Services to support the growing requirements for identity management that will keep Territorians safe and secure when they transact online while preserving their privacy.

Complete the Joint Emergency Services Communication Centre digital uplift and server relocation project to strengthen operational capability and efficiency for NTPF.

Continue to build the RevConnect revenue management system to improve operational efficiency and customer experience for tax lodgements and assessments.

Deliver the eConveyancing solution to enable electronic lodgement and processing of land title transactions and support the modernisation of conveyancing services.

Digital government development

Data services

Provide data management, reporting services, improvement initiatives and advice to inform agency business decisions to improve service delivery.

The business functions supporting this output through whole of government service delivery are data warehouse management, business intelligence administration support, whole of government corporate reporting and agency specific reporting.

Data Services helps agencies make informed decisions through data management and governance, data policy, data warehouse management, corporate and strategic reporting, improvement initiatives and advisory services.

Key statistics in 2025–26

More than 47 critical data integration processes and 69 supporting server platforms supported and maintained across 8 NTG agencies.

Supported the delivery of more than 4,500 published reports across government.

Key performance indicators	2025–26 Estimate	2025–26 Actual	2026–27 Target
Availability of OneNTG business intelligence environment	≥99%	≥99.92%	≥99%

Key achievements in 2025–26

Reviewed more than 30,000 finance reporting system access records across government to ensure appropriate access following machinery of government changes and agency restructures.	Upgraded the business intelligence and reporting platform by replacing outdated technology, migrating reports and content, and updating user access and security settings, ensuring it remains future-ready.
Maintained high platform availability through proactive monitoring and rapid response to server, application and processing failures, reducing the number and duration of service interruptions.	Streamlined Department of Health data loads from 7 major clinical systems, ensuring healthcare information was processed reliably within the overnight operational window.
Successfully piloted a modern cloud-based data warehouse to guide data warehouse development for the Department of Education and Training (DET), and the Department of Children and Families (DCF).	

Performance and achievements

Future priorities 2026–27

Continue development of the DET and DCF data warehouse projects to ensure implementation within project timeframes.	Continue to consolidate licensing products across data warehouse platforms to support future cloud-based data warehouse solutions.
Further develop and transition the reporting environment supporting Sage, the whole of government budgeting system, including report development, testing and migration, access management and user readiness, with minimal disruption to business reporting services.	Engage with business stakeholders, technical teams and governance groups on emerging analytics technologies, including Microsoft Fabric, to ensure future platform investments align with agency needs.



Digital government development

Digital communications

Provide whole of government web services, web development and advice that supports agencies and delivers accessible online government information for the community.

Web Services delivers whole of government web services, solutions and advice to support agencies in providing accessible online government information and services, including quality assurance services and continuous improvement activities.

Key statistics in 2025–26

More than 135 websites and 25,000 webpages managed, ensuring consistent and reliable access to information.

More than 20,000 service requests resolved, with an average turnaround of 12 hours, highlighting a strong focus on timely support.

Achieved a 4.9 out of 5 stars customer satisfaction rating from more than 2,200 survey responses, reflecting high-quality service delivery.

Conducted technical and security reviews for 14 websites, ensuring security and accessibility standards were met before publishing.

Key performance indicators	2025–26 Estimate	2025–26 Actual	2026–27 Target
Days to process website publishing requests (average)	<5	3	<5

Key achievements in 2025–26

Supported emergency response activities during the Northern Territory flooding events, ensuring timely and accurate publication of clear and accessible emergency communications to the public.

Explored new search technologies and tools for NTG Central and agency intranets, identifying opportunities to improve information discovery and user experience.

Partnered with the Northern Territory Electoral Commission to deliver website services for 6 election events, ensuring the timely and accurate publication of election results.

Migrated 3 public-facing websites and one agency intranet to the Northern Territory Government (NTG) web design system, improving customer usability, accessibility and maintenance requirements.

Completed user research and stakeholder engagement to develop a public-facing website strategy, providing a roadmap to improve customer experiences when accessing government websites.

Future priorities 2026–27

Finalise a content strategy and governance framework for NTG Central to support plain English content, clear ownership of content and improved access to information for NTG employees.

Launch the NTG Web Design System to support consistent application of the NTG brand and improve the usability, accessibility and trustworthiness of NTG websites.

Implement improved search capability across NTG Central and agency intranets to improve information discovery and the user experience.

Publish and commence implementation of the public-facing website strategy.

Digital government development

Digital connectivity and strategy

Provide digital strategy development, telecommunications advocacy and coordination, reform initiatives and advice to support the digital transformation of government services and development of the local digital economy.

This transformation is achieved by providing digital technology and service expertise to government agencies, advocating to the Commonwealth and telecommunications industry for improved telecommunications services, and delivering strategic advice and products that support better government service delivery.

The business functions supporting this output through whole of government service delivery are digital strategy, data strategy, regional connectivity, digital inclusion advocacy and digital governance and assurance.

Key statistics in 2025–26

- More than 160 artificial intelligence (AI) advisory workshops, presentations, advisory meetings and reviews held.
- 40 AI training workshops delivered, including 19 sector-wide sessions, 20 sessions for teams across 10 departments, one session for the 2026 NTG graduate cohort. 5 workshops delivered in Alice Springs.
- More than 50 AI advisory meetings held to support departments and teams with AI-related assistance.
- 38 AI presentations delivered across 14 departments, supporting awareness and capability in the use of AI.
- 32 AI Self-Assurance Assessments reviewed to support responsible and appropriate AI adoption.
- 13 locations provided with new mobile coverage across the Northern Territory, including 9 Aboriginal communities and homelands, providing new or improved connectivity across the Territory.
- 10 major digital projects overseen by the ICT Governance Board.

Key performance indicators	2025–26 Estimate	2025–26 Actual	2026–27 Target
Major ICT projects overseen by the ICT Governance Board	≥ 90%	100%	100%
Additional published datasets on the NT Open Data Portal	32	34	≥ 30

Key achievements in 2025–26

Launched an AI policy for government through the ‘Say H.I. to A.I.’ campaign, promoting the responsible use of AI to improve service delivery and support staff.	Delivered improved telecommunications access through co-investment programs, including support for 37 new community Wi-Fi projects to be delivered under round 2 of the Commonwealth’s First Nations Community Wi-Fi program.
Established an AI advisory service to help Northern Territory Government (NTG) agencies adopt AI and build staff capability.	Established a grant program to pilot the restoration of easy access to free-to-air television services in 3 remote communities.

Continued to lead the national Digital Inclusion Working Group (DIWG), under the Data and Digital Ministers Meeting, focusing on expanding collaboration with the First Nations Digital Advisory Group and exploring options with the Commonwealth to improve free-to-air television in remote communities.	In partnership with the Department of Education and Training, delivered the Schools Connectivity Uplift Program by leveraging new and emerging technology to provide every Territory student with a minimum connectivity speed of one megabit per second.
Published the Digital Futures Strategy 2026–2028, setting a vision for the NT where modern technology connects Territorians. The strategy includes 17 actions under 4 digital directions, identifying how government will achieve this vision.	Reviewed the NTG's ICT Governance Framework to modernise arrangements and reflect contemporary requirements for strategic oversight of digital and data investment across government.
Continued support for the local digital industry through support to industry events, graduate pathways and sponsoring digital excellence awards.	Completed the privacy impact assessment and legal review for Microsoft Copilot for general use by NTG staff.
Delivered the Digital Futures 2025 event, encouraging Territorians to explore a digital career. The event included keynote speakers such as Dr Paola Magni, and local e-game developer Dylan Bennett. It also featured interactive and hands-on displays including computer games controlled by moving your body and virtual reality.	

Future priorities 2026–27

Develop NTG's AI Plan to improve access to AI tools, build workforce capability and support better public service outcomes across government.	Support the Territory's input to the 2027 Regional Telecommunications Review to advocate for improved regional connectivity and digital inclusion.
Explore customisation and development of AI tools to support agencies to access the corporate and digital services they need.	Continue delivery of co-investment programs to improve regional connectivity, including new community Wi-Fi projects to provide access for more remote Territorians.
Implement the new Digital Governance Framework to support clearer roles, stronger investment oversight, improved data governance and risk management, and more collaborative digital planning aligned with budget and strategic objectives.	Deliver the pilot for rebroadcasting free-to-air television in remote communities, capturing initial data on the digital inclusion impacts of this program and continue leading advocacy efforts for Commonwealth investment through the DIWG.
Deliver the Digital Futures 2026 event, further promoting the digital industry to local Territorians as a career for their future.	

Corporate and shared services

Improved organisational performance through strategic leadership and governance, and provision of corporate services functions, for the Department of Corporate and Digital Development (DCDD) itself.

The business functions of this output provide agency-wide service delivery including finance and asset services, Office of the Chief Executive, governance services, supply and contract services, enterprise coordination services, work health and safety (WHS) services, human resource administration and corporate communications.

Corporate and governance

Provide a range of corporate and governance services to support the agency's functions.

Shared services received

Receive infrastructure services from the Department of Logistics and Infrastructure.

Shared services provided

Provide corporate and governance services to support functions and divisions assisted by the department, namely Data Centre Services, NT Fleet and Northern Territory Electoral Commission.

Key achievements in 2025-26	
Developed the 2026-2029 Workforce Strategy with a focus on attracting and retaining talented people, building skills and capability, and supporting wellbeing and safety in our workplace.	Delivered strategic financial, budgetary and accounting advice and services to DCDD, Data Centre Services, NT Fleet and the Northern Territory Electoral Commission.
Developed a new Risk Appetite Statement and Strategic Risk Register to align risk management with the department's strategic priorities. This established clear risk parameters, strengthened risk oversight arrangements and enables more informed decision-making, governance oversight and targeted risk treatment planning.	Improved financial reporting processes through the effective use of the Sage budgeting system and increased collaboration across divisions, supporting stronger financial management and oversight.



Future priorities 2026–27

Undertake an outcomes evaluation of the centralisation of corporate and ICT services using the NTG Program Evaluation Framework.	Undertake an outcomes evaluation of the Digital Project Management Framework using the NTG Program Evaluation Framework.
Prepare for the 2027 People Matter Survey, including continued implementation of divisional action plans following the 2025 survey to address staff feedback and drive continuous improvement.	Strengthen contract management practices to support best-practice governance, clarify accountabilities, and ensure departmental commercial contracts are established, managed and finalised appropriately.
Launch the Digital Workforce Plan (as part of the 2026–29 Workforce Strategy) to focus on the agency's digital workforce, to build capability and capacity, strengthen talent retention and knowledge transfer, and position the organisation for future growth.	Enhance financial governance, reporting accuracy and audit readiness by strengthening controls, standardising accounting practices, and leveraging automated reporting, integrated financial data, and self-service dashboards.
Review DCDD business continuity plans and templates to reduce duplication and ensure the agency is well prepared, and ready to support other agencies in the event of natural disaster or other business interruption.	

Government business divisions

Data Centre Services

Data Centre Services (DCS) delivers core ICT infrastructure and support services to Northern Territory Government (NTG) agencies.

Key statistics in 2025–26

- 179 million messages exchanged through managed integration platforms, enabling communication between diverse IT systems across NTG platforms. This amounts to a 23% increase in managed messaging traffic from 2024–25.
- 1.7 million automation tasks managed, maintained and monitored across mainframe and distributed environments.
- 3,947 change controls approved and implemented across managed services.
- 1,048 tickets logged through the self-service portal.
- 5 application development projects (to enhance system performance or capability) delivered for Attorney-General's Department, Department of Logistics and Infrastructure, and Department of Housing, Local Government and Community Development.

Key performance indicators	2025–26 Estimate	2025–26 Actual	2026–27 Target
Fully managed servers	2 057	2 094	2 135
Data storage area network (terabytes)	15 000	15 250	16 000
Virtual server computing availability	100%	100%	100%
Mainframe computing availability	100%	100%	100%

Key achievements in 2025–26

- Processed more than 100 infrastructure requests and delivered more than 400 new services across government, including 326 virtual servers, 28 Structured Query Language (SQL) databases, 24 Network-Attached Storage (NAS) shares, 13 File Transfer Protocol (FTP) sites, 8 websites, 3 MySQL databases and 1 Notes database.

Deployed a new midrange server monitoring system to improve alert handling and enable additional monitoring and reporting.
- Implemented upgrades to the Government Data Centre's diesel fuel supply systems (for back-up power), including the installation of high-flow fuel transfer pumps and upgraded fuel polishing ability (removes surface contamination).



Future priorities 2026–27

Improve client notifications for major updates, product upgrades and planned changes so agencies receive clearer information about potential application impacts, recommended testing and the actions required to prepare for change.

Provide client reporting on computing infrastructure usage to support better cost monitoring and management.

Extend monitoring to applications, enabling system owners to receive immediate, real-time alerts about software performance issues and escalate access to support when required.

Government business divisions

NT Fleet

NT Fleet provides whole-of-life vehicle fleet management services to most Northern Territory Government (NTG) agencies by acquiring, leasing, maintaining and disposing of vehicles. Vehicle fleet services support agencies to operate safe, sustainable, cost-effective and fit-for-purpose fleets. NT Fleet does not manage vehicles for the Northern Territory Police Force or Northern Territory Fire and Emergency Services.

Key statistics in 2025–26

3,582 vehicles managed in the NTG fleet, including 902 light passenger vehicles, 1,731 light commercial vehicles and 949 heavy vehicles and equipment.

371 low-emission vehicles managed in the fleet, comprising 234 hybrid vehicles and 137 electric vehicles, contributing to ongoing reductions in fleet emissions and environmental impact.

439 vehicles sold for approximately \$11 million, with 325 acquisitions valued at \$23 million during 2025–26.

11,889 fleet service orders issued to local businesses totalling \$9 million across the Territory.

Key performance indicators	2025–26 Estimate	2025–26 Actual	2026–27 Target
Vehicles managed ¹	3 638	3 582	3 647
Light vehicles managed within the NTG fleet policy ²	≥ 90%	96%	≥ 90%
Electric vehicles in the Territory fleet	145	137	159

1 Vehicles managed were 1.5% below estimate due to supply chain disruptions and global vehicle shortages. Numbers are expected to recover in 2026–27 as the replacement program returns to normal.

2 Minimum acceptable target (≥ 90%) for vehicles managed within standard lifecycle parameters, allowing flexibility during supply disruptions while supporting continued fleet performance.

Key achievements in 2025–26

Transitioned the community short-term vehicle loan program to the Community Benefit Fund administered by the Department of Tourism and Hospitality from 1 January 2026, providing a fairer and more transparent process for community organisations.	Reduced the fleet’s environmental impact through continued use of low-emission vehicles, achieving a 4% (295,776 kilograms) reduction in CO ₂ emissions compared with 2024–25, and a reduction of 12% (1,038,597 kilograms) since 2021.
--	--

Reviewed NT Fleet’s financial model to support actions to strengthen oversight, manage risk and support continuous improvement.	Facilitated the donation of 3 vehicles through the Community Benefit Fund to community organisations.
---	---

Assisted agencies to develop fleet strategies to improve vehicle use and efficiency, improve safety for remote workers and increase the number of low-emission vehicles.	Implemented call management and workflow management solutions to streamline client interactions and gain efficiencies in operation.
--	---

Installed additional electric vehicle charging points, bringing the total to 190, improving charging accessibility for electric vehicles in the fleet, and delivered an emissions reporting dashboard aligned with the Australian National Greenhouse Accounts Factors to support emissions monitoring and reporting.

Future priorities 2026–27

Maintain NT Fleet’s cost-recovery model and ensure that pricing, asset replacement and disposal decisions support long-term commercial viability.	Improve access to reliable fleet data through a suite of dashboard reports to support informed decisions by agencies, executives and government.
Partner with NTG agencies to optimise use of the government fleet through improved vehicle use, reducing unnecessary holdings and matching vehicles to operational needs.	

