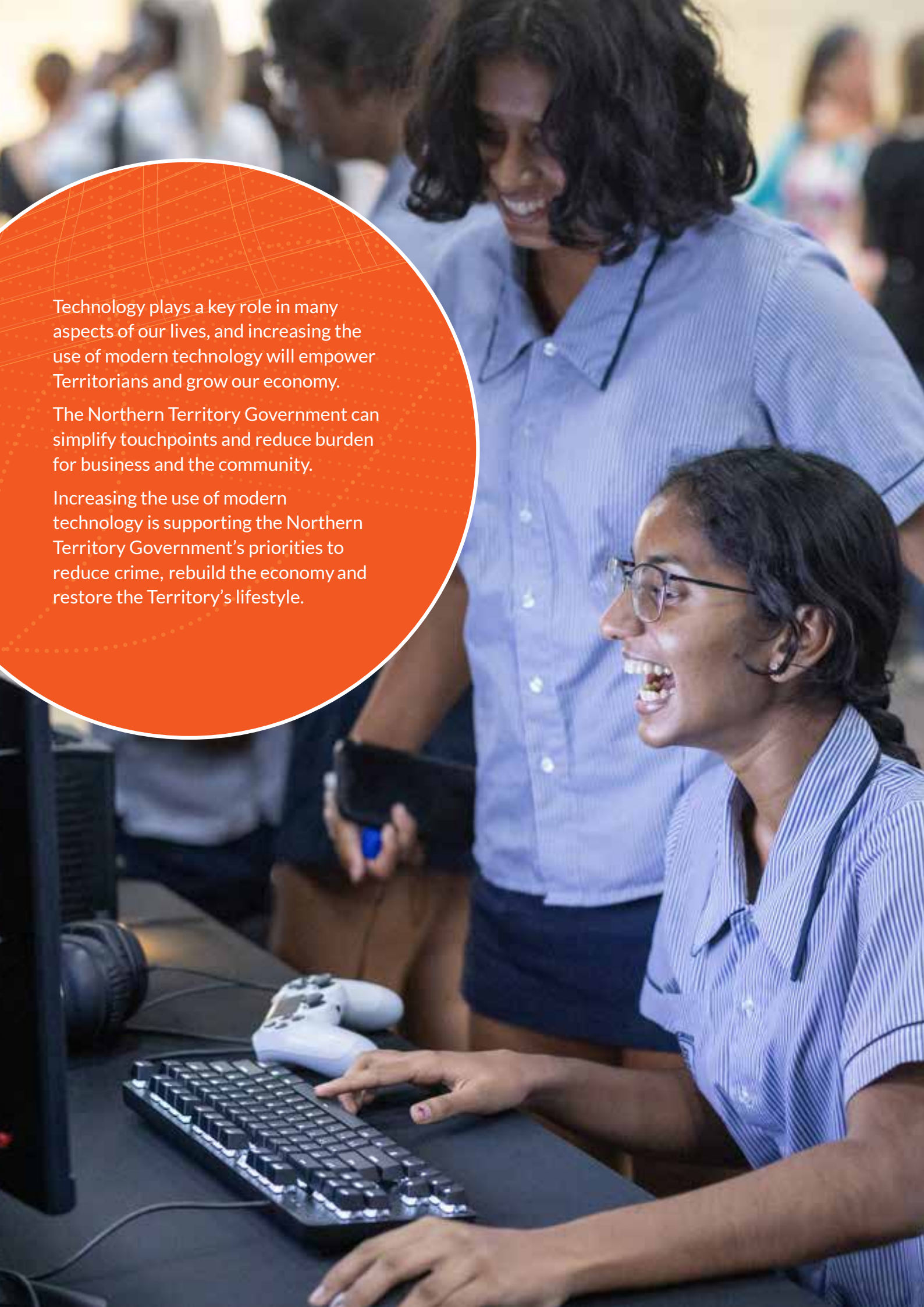


Department of
CORPORATE AND DIGITAL DEVELOPMENT

Digital Futures Strategy 2026–2028





Technology plays a key role in many aspects of our lives, and increasing the use of modern technology will empower Territorians and grow our economy.

The Northern Territory Government can simplify touchpoints and reduce burden for business and the community.

Increasing the use of modern technology is supporting the Northern Territory Government's priorities to reduce crime, rebuild the economy and restore the Territory's lifestyle.

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CORPORATE AND DIGITAL DEVELOPMENT

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Minister's message

The Northern Territory is a place of opportunity, innovation, and resilience.

As Minister for Corporate and Digital Development, I am proud to present our Digital Futures Strategy—a roadmap for the use of modern technology to benefit all Territorians.

This strategy is about more than technology: it's about people.

Our government is investing in digital skills to ensure Territorians can live, work and thrive—because we know the modern world is evolving rapidly, and we must adapt and grow alongside it.

Technology connects people with local jobs and careers, increases accessibility, and boosts connectivity. We are supporting local businesses to embrace new tools and technologies to help them grow and compete on a global stage.

We are harnessing data to make smarter decisions that improve outcomes for our communities, and we are transforming government services to be simpler, faster, and more accessible.

Digital technology can connect us, empower us, and open doors to new possibilities such as entrepreneurship and innovation. By working together, we can build a stronger, smarter, and more inclusive Northern Territory—one where everyone has the opportunity to succeed.

Let's embrace the digital future and make it ours.

The Hon Joshua Burgoyne MLA
Minister for Corporate and Digital Development

April 2026



Vision

The Northern Territory Digital Futures Strategy brings together a vision for the Northern Territory.

Local businesses, Northern Territory communities, and the Northern Territory Government will utilise technology to unlock opportunities, increase their skills and connect.

Our vision for the future of the Northern Territory:

Modern technology connects Territorians with local jobs and careers, with trusted and accessible services they need, and with each other.

NT context

The Northern Territory embraces innovation and tackles challenges head on. We are a relatively small population spread across a wide expanse. This is a perfect environment to prove how effective or challenging a technology product is at supporting people to connect.

Territorians understand that it takes fresh ideas and approaches and working together to solve problems. We have challenges of climate, distance and remoteness that are good testing grounds for technology and other products.

The Digital Futures Strategy is focused on these opportunities and encouraging the use of and exploration of technology to improve our lifestyle and connections.

Insights into the NT digital industry

\$538M

Contributed by the ICT sector

as measured through value added, to the Northern Territory economy in FY24¹

137

ICT businesses

operate within the Northern Territory as of 2024¹

5,100

workers in 2025

in the digital industry in the Northern Territory¹

AI

and machine learning technology

being used or trialled by many digital industry members in 2025¹

¹ Exploring the digital frontier - the digital industry of the NT, 2025. Deloitte and ICT Industry Association of the Northern Territory

The value of digital technology

There are multiple ways in which digital technology benefits the Territory



Artificial Intelligence (AI) can assist local businesses to streamline operations, build efficiencies, innovate and grow. It can help coach students in their learning or help people throughout their daily lives with smart devices and online services.



Quantum computing provides significantly increased power to solving complex problems.

Traditionally quantum computing has required specialist skills and hardware, but scalable and accessible versions of quantum computing are expected to be broadly available soon. This transformative problem solving technology is expected to benefit almost all industries.



The NT digital business sector is growing, with demand for traditional digital businesses increasing and new businesses are exploring innovative niche areas, like eSports and computer game development.



Data centre and storage infrastructure demand is creating opportunities for the Northern Territory to play a greater role in technology and digital capability development in the future.



Virtual Reality and Augmented Reality can help improve learning with new immersive experiences, or shape how people connect in completely new and different ways.



Low Earth Orbit (LEO) satellites are rapidly transforming how people connect with each other and to the online services they need. Remote and rural Territorians no longer have to wait for expensive and slow infrastructure.

Overview

The Northern Territory Digital Futures Strategy focuses on the opportunities for technology and digital transformation in the Northern Territory and learning from innovation occurring across the globe.

This can include solutions to address the unique challenges of the Northern Territory. There is an ever-increasing gap between those with high-speed and reliable access to digital connectivity and those with none at all for hundreds of kilometres in any direction.

Aligned with Government's priority to reduce crime, rebuild the economy and restore our lifestyle, this strategy will focus Government's effort and investment across four digital directions:

- Increase digital skills and support local digital industry
- Innovate with technology and grow connectivity
- Utilise and secure Territory data
- Increase, transform and improve online government services

These directions will be implemented through 17 actions, and progress will be measured and reported annually.

Reducing crime

Improving data sharing and streamlining justice systems will support crime reduction in the Territory.

Rebuilding the economy

Leveraging technology to expand crucial infrastructure and optimise regulatory and administrative processes will make it easier for local business.

Restoring the Territory lifestyle

Improving the efficiency of government service delivery will make life easier for Territorians.

Digital Futures Strategy 2026–2028

Objective

Technology plays a key role in many aspects of our lives. The Northern Territory Government is harnessing technology to enable efficient service delivery for the community, and support its priorities to reduce crime, rebuild the economy and restore the Territory lifestyle.

Vision

Modern technology connects Territorians with local jobs and careers, with trusted and accessible services they need, and with each other.

Digital Directions



1. Increase digital skills and support local digital industry

Building digital skills across the Territory and support local digital businesses to encourage growth and increase demand.



2. Innovate with technology and grow connectivity

Using new technology and improved connectivity to help businesses and communities access online services.



3. Utilise and secure Territory data

Using Territory data to guide decisions and deliver services safely.



4. Transform and improve online government services

Making online government services easy to use, fast and simple.

Our Action Plan

Grow Territorians' digital skills and confidence so they harness opportunities and succeed in jobs of the future.

Encourage private investment in digital infrastructure, positioning the Territory to be a digital hub between Australia and Asia.

Support small to medium businesses to uplift their cybersecurity and resilience.

Invest in programs to increase the number of ICT specialists in the Northern Territory.

Embrace AI technology across Government to improve productivity and the speed of government service delivery.

Advocate to the Commonwealth for improved access to modern and reliable communication solutions across the Territory.

Foster partnerships to improve access and connectivity in Territory communities and increase digital inclusion.

Work with the local digital industry to trial digital technology that simplifies government services and processes.

Reform government's data management, information sharing and data governance to improve services and strengthen decision-making.

Continue sharing government data to help people and industry solve problems that matter.

Harness data and analytics to guide decisions that benefit the Territory.

Ensure government information remains secure with an agile, responsive cyber posture.

Work with local government organisations to review and strengthen the cyber capabilities of councils across the Territory.





Deliver more online government services that are faster and simpler.

Reform government's ICT governance frameworks to maximise the benefits from its digital investment.

Improve the NT Government website so people can quickly find services and support.

Deliver digital licences for Territorians that are quick and easy to use.

Measures Of Success

| Targets | What the measure shows | What does success look like |
|--|--|---|
|  <p>Target 1: Strengthened the digital industry's contribution to the Territory economy.</p> | The digital industry's share of the Territory economy. | The NT economy is positively impacted by increased gross state product (GSP) from the local digital industry. |
|  <p>Target 2: Improved digital inclusion indicators for the Northern Territory.</p> | Opportunities for Territorians to access online services from the places they live and work. | Territorians gain better access to the internet, making it easier to reach the people and services they need. |
|  <p>Target 3: Improved cyber resilience across the Territory.</p> | Investment and effort to maintain the digital security of Territory businesses. | Territory businesses are better prepared to face online threats. |
|  <p>Target 4: Increased volume of digital government services and transactions.</p> | The growth and popularity of government's online service delivery. | Easier for Territorians and Territory business to interact with government online. |

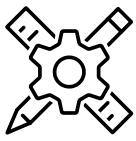
Alignment with Government priorities

Just as data and technology support modern service delivery, the Digital Futures Strategy complements and aligns with key government priorities and strategies.

The NT Government has set a clear agenda for the future of the Northern Territory through 3 major strategies. The major strategies all include data and digital actions which will be prioritised as part of the delivery of the Digital Futures Strategy.

| Major strategy | Major strategy actions | Related Digital Futures Strategy direction |
|--|---|--|
| <p>Reducing Crime: Northern Territory Crime Reduction Strategy 2025 – 2028</p> <p>Sharing data and improving digital access can improve many socio-economic inequalities and disadvantages, helping to address key drivers of crime.</p> <p>The Northern Territory Government justice systems will benefit from technology-based solutions to increase their responsiveness, responding to changing conditions quickly.</p> | Enhance the efficiency of the criminal justice system | Transform and improve online government services |
| | Implement effective data collection and information sharing systems | Utilise and secure Territory data |
| <p>Rebuilding the Economy: NT Economic Strategy 2025 – 2028</p> <p>Increasing investment in digital technology and capability can ensure local businesses are efficient, secured and harness data and analytics insights to make better decisions.</p> <p>Territory businesses can be ready for the future by upskilling and growing their workforce with keen Territorians ready to harness digital solutions to tackle modern problems.</p> | Deliver on government’s digitisation and data priorities to optimise regulatory and administrative processes | Increase digital skills and support local digital industry |
| | Leverage emerging technology to expand connectivity across the Territory | Innovate with technology and grow connectivity |
| <p>Restoring the Territory Lifestyle: Northern Territory Lifestyle Strategy 2025 – 2028</p> <p>The Territory lifestyle can be enhanced with accessible services, modern technology and improvements to communications infrastructure.</p> <p>Territorians will be able to easily access more services online in a manner and at times more convenient to them.</p> | Make life easier for Territorians by improving efficiency of government service delivery, including through digital solutions | Transform and improve online government services |





1. Increase digital skills and support local digital industry

Building digital skills across the Territory and supporting local digital businesses to encourage growth and increase demand.

A strong digital industry can provide cyber security and other digital and data services to improve the resilience, efficiency and productivity of the local business sector.

Growing broad digital and data skills across the Northern Territory will equip Territorians and Territory businesses with the knowledge and capability to engage with the increasingly digital world.

Increasing digital skills will ensure people can access and use the services they need and connect with others. Ensuring all Territorians have strong digital skills will help local business to grow and innovate inside their organisations.

For the digital industry, increasing specialist workers in the Territory, such as software developers, data scientists, network and cyber security engineers will grow capacity within the local workforce.

The increased global demand for data storage and computer processing capacity is fuelling additional interest in the Northern Territory by data centre developers. The Northern Territory offers data centre owners access to clean energy, space to establish and expand and close proximity to new high speed international connectivity.

Our Action Plan:

- 1.1 Grow Territorians' digital skills and confidence so they harness opportunities and succeed in jobs of the future.
- 1.2 Encourage private investment in digital infrastructure, positioning the Territory to be a digital hub between Australia and Asia.
- 1.3 Support small to medium businesses to uplift their cybersecurity and resilience.
- 1.4 Invest in programs to increase the number of ICT specialists in the Northern Territory.

This will benefit Territorians in many ways:

Business owners:

The broader business sector can draw on the local digital industry to transform and leverage online services, establishing a prosperous business ecosystem in the Territory enabled by digital technology.

Territorians and Territory communities:

People will easily find the services and products they need from local businesses online. People will also have increased job opportunities with improved digital skills and are ready for jobs of the future.

Delivery of government services:

A stronger digital industry will support the NT Government's broader digital transformation goals. The NT Government will have increased access to skilled resources to build better online and streamlined government services.

We're already taking action:

- The NT Government has engaged with private investors and facilitated private investments in digital infrastructure like the Darwin to Asia under-sea fibre cables and the new NextDC D1 Data Centre.
- In 2025, free AI and automation training was delivered to NT small businesses through the Business Flexible Skills and Training Response program, delivered by local business Captovate.

Alignment to government priorities

| | |
|-----------------------------------|--|
| Reducing crime | Increasing access to work-ready digital skills can help address many socio-economic inequalities and disadvantages, helping to address key drivers of crime. |
| Rebuilding the economy | <p>The Territory can enhance productivity and efficiency, supporting the NT Government’s goals in the <i>Rebuilding the Economy: Northern Territory Economic Strategy 2025</i> through:</p> <ul style="list-style-type: none"> • a skilled digital workforce and strong digital industry • a non-digital workforce upskilled and more confident with technology. |
| Restoring the Territory lifestyle | Increased investment in the digital industry and the resulting boost to economic activity in the Northern Territory will enhance our great lifestyle, increasing the attraction and retention of digitally skilled people in the Territory. |

Measure of success

| Target | What the measure shows | What does success look like? | Annual reporting |
|--|--|---|-------------------|
| Strengthened the digital industry’s contribution to the Territory economy. | The digital industry’s share of the Territory economy. | The NT economy is positively impacted by increased gross state product (GSP) from the local digital industry. | NT economic brief |





2. Innovate with technology and grow connectivity

Using new technology and improved connectivity to help businesses and communities access online services.

Digital transformation, digitisation and adopting technology deliver measurable benefits for businesses, communities, and Northern Territory and local governments.

Transformative technologies like artificial intelligence (AI), quantum computing, and low earth orbit satellite internet are changing the ways people live, work and play. The Northern Territory can use these technologies to be at the forefront of improving and applying them to solve unique Territory problems.

There continues to be a strong need for improvements and increased access to modern connectivity and communications solutions across the Northern Territory. This will ensure all Territorians, including those in remote areas, can access services and connect with others.

By improving technology infrastructure and promoting digital inclusion, there will be more opportunities to access the essential services people need and unlock opportunities.

Our Action Plan:

- 2.1 Embrace AI technology across Government to improve productivity and the speed of government service delivery.
- 2.2 Advocate to the Commonwealth for improved access to modern and reliable communication solutions across the Territory.
- 2.3 Foster partnerships to improve access and connectivity in Territory communities and increase digital inclusion.
- 2.4 Work with the local digital industry to trial digital technology that simplifies government services and processes.

This will benefit Territorians in many ways:

Business owners:

AI and connected services can help the business sector to be productive and better reach customers to grow their businesses.

Territorians and Territory communities:

Improving access to online services and new technology will ensure people have access to the services they need and can better connect with family, friends and others.

Delivery of government services:

New technology and connectivity infrastructure brings more government services to Territory communities on the ground and online, bridging distance with technology and ensuring the public sector can deliver modern, agile services.

We're already taking action:

- In 2025, the NT Government launched a new AI policy and program to encourage the safe and responsible use of AI to improve government efficiency and service delivery.
- New mobile coverage has been delivered in Kakadu in sites like Gunlom Falls campground, Burrunkuy (Nourlangie) and more through a co-investment by the NT Government and Parks Australia.
- The NT Government has supported private investment to connect Darwin with Asia through under-sea fibre cables and the new NextDC D1 Data Centre.
- Improved internet access speeds for more than 180 schools across the NT.

Alignment to government priorities

| | |
|-----------------------------------|---|
| Reducing crime | The NT Government justice systems will benefit from technology-based solutions to increase their responsiveness to changing conditions and improve their productivity so they can focus on reducing crime across the Territory. |
| Rebuilding the economy | Local businesses will be able to leverage modern technology and broader connectivity to streamline their operations and increase their customer reach. The NT Government can leverage technology to reduce unnecessary touch points and ease administrative burden on local businesses. |
| Restoring the Territory lifestyle | Improving the accessibility and availability of internet connectivity and other technology will ensure people can access and use the services they need and connect with others. |

Measure of success

| Target | What the measure shows | What does success look like? | Annual reporting |
|---|--|---|--|
| Improved digital inclusion indicators for the Northern Territory. | Opportunities for Territorians to access online services from the places they live and work. | Territorians gain better access to the internet, making it easier to reach the people and services they need. | Northern Territory scores on the Australian Digital Inclusion Index Increases and improvements to mobile coverage access where Territorians live and work |





3. Utilise and secure Territory data

Using Territory data to guide decisions and deliver services safely.

Government will increase the use of data analysis and safe data sharing to support decision-making and improve outcomes for Territorians. Government will balance this opportunity with its responsibility to safeguard personal and sensitive information about Territorians and businesses.

Increased government data sharing will:

- improve government decision-making
- reduce unnecessary touch points for local businesses and the community
- transform government service delivery with better outcomes for Territorians.

The Northern Territory Government will continue to treat data about Territorians and businesses with utmost care and attention to safety. Secure data sharing and improved analytics enable more personalised, efficient government services.

Cybercrime is a persistent and disruptive threat, with increasing reports of sophisticated attacks on the rise in Australia and around the world. Raising awareness of cyber security for Territorians and Territory businesses can help people be more resilient to these attacks and strengthen their protections.

Our Action Plan:

- 3.1 Reform government's data management, information sharing and data governance to improve services and strengthen decision-making.
- 3.2 Continue sharing government data to help people and industry solve problems that matter.
- 3.3 Harness data and analytics to guide decisions that benefit the Territory.
- 3.4 Ensure government information remains secure with an agile, responsive cyber posture.
- 3.5 Work with local government organisations to review and strengthen the cyber capabilities of councils across the Territory.

This will benefit Territorians in many ways:

Business owners:

Data and technology enables key industries in the NT, including resources exploration, tourism and logistics. Sharing government-managed data assists business in exploration, expansion, service delivery and investment planning.

Businesses can partner with the local digital industry to protect their data and the data of their customers, ensuring their businesses remain secure and efficient.

Territorians and Territory communities:

By maintaining the security of online services in the Northern Territory, it is less likely that Territorians will be exposed to fraud or the breach of their privacy.

Delivery of government services:

Sharing secure data will improve Government regulatory and service delivery functions, ensuring timely and relevant information is available for decision-makers.

We're already taking action:

- \$1 million Cyber Invest Business Program launched in October 2025, supporting small and medium Territory businesses to improve their cyber security and resilience.
- Automated secure information sharing about children and families through the 360 Degree View of the Child, to improve investigations of notifications of harm or suspected harm to children.

Alignment to government priorities

| | |
|-----------------------------------|--|
| Reducing crime | Increased sharing of government data enhances the efficiency of the criminal justice system by making better data-informed decisions and supports justice system reforms to address demand pressures. |
| Rebuilding the economy | Publishing open data, progressing increased data sharing and continuing to address cyber risks throughout the Territory will enable delivery of critical government services and help to reduce business costs. |
| Restoring the Territory lifestyle | Increasing the utilisation of data across the Territory to make decisions will support better health and education outcomes for Territorians and improve the quality of NT Government lifestyle programs and services. |

Measure of success

| Target | What the measure shows | What does success look like? | Annual reporting |
|---|---|--|---|
| Improved cyber resilience across the Territory. | Investment and effort to maintain the digital security of Territory businesses. | Territory businesses are better prepared to face online threats. | Number of Cyber Invest grants issued Number of Cyber Invest approved service providers |





4. Transform and improve online government services

Making online government services easy to use, fast and simple.

The NT Government will continue to invest in digital transformation to improve and streamline delivery of government services.

The NT Government has been leveraging digital technology to streamline government services over many years, making more services available online all the time. Digital technology reduces wait times, removes roadblocks for Territorians and improves service delivery.

Making government services more efficient and accessible has a positive impact on the lifestyle of Territorians as they spend less time searching for essential services and more time with their families and connecting with their communities.

Our Action Plan:

- 4.1 Deliver more online government services that are faster and simpler.
- 4.2 Reform government's ICT governance frameworks to maximise the benefits from its digital investment.
- 4.3 Improve the NT Government website so people can quickly find services and support.
- 4.4 Deliver digital licences for Territorians that are quick and easy to use.

This will benefit Territorians in many ways:

Business owners:

Improvements to NT Government's online services will make it easier for business owners to access government services and reduce the administrative effort required to report or engage with the NT Government.

Territorians and Territory communities:

Streamlining government services will mean Territorians can access the services and products, including their digital driver licence, online and at any time they need.

Delivery of government services:

Investment in digital transformation will continue to support the NT Government's goals and improve efficiency in delivering government services.

We're already taking action:

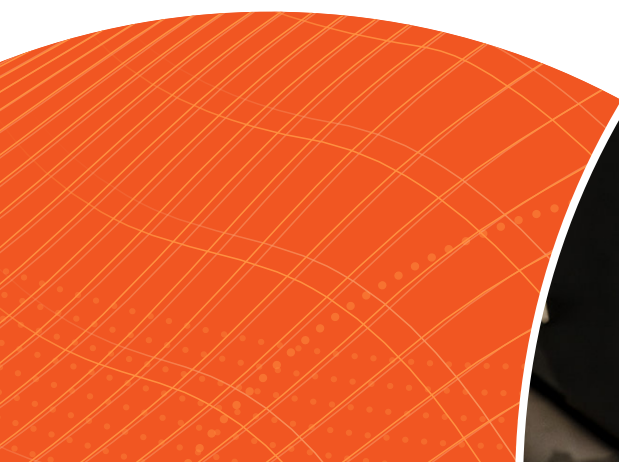
- Delivered Territory Services, an online platform designed to streamline access to government services for Territorians and Territory business.
- Trialling an online booking service for Motor Vehicle Registry in Darwin for people who need to visit in person, saving time waiting in line.
- Delivered a new Bus Tracker app supporting improved access for public transport passengers.

Alignment to government priorities

| | |
|-----------------------------------|---|
| Reducing crime | <p>Technology assists to make the Territory safer and will support reforms in the justice system.</p> <p>Through faster responses to incidents and improved connection between frontline teams, the justice system can better respond to changing situations and ensure there are relevant and timely insights.</p> |
| Rebuilding the economy | <p>Reducing costs to local business by streamlining NT Government services. Optimising regulatory and administrative processes and removing unnecessary touch points will help to make the Territory a highly competitive investment environment and support business growth.</p> |
| Restoring the Territory lifestyle | <p>Making NT Government's online services fast and easy will reduce waiting times and improve access to government services. This will contribute to making life easier for Territorians.</p> |

Measure of success

| Target | What the measure shows | What does success look like? | Annual reporting |
|--|--|--|---|
| Increased volume of digital government services and transactions | The growth and popularity of government's online service delivery. | Easier for Territorians and Territory businesses to interact with government online. | Number of NT Government digital services Number of people accessing NT Government online services and volume of digital transactions |



Next steps

The Northern Territory Digital Futures Strategy 2026 – 2028 charts a path forward for transformation for the Territory over the next three years.

Department of Corporate and Digital Development will monitor the delivery of the actions identified in the Strategy, and will provide annual reporting on progress:

- Outlining what has been achieved in the previous 12 months
- Providing an update and report on data against the four measures of success
- Identifying key priorities for the next 12 months to deliver commitments in the Strategy.

Strategy evaluation





Successful delivery of the actions in the Strategy will have positive influences on:

- Growth in digital skills and the local digital industry
- Streamlining government services and improving customer experiences
- Accessibility of technology and connectivity across the Territory.

A review will be undertaken in three years to update and adjust the strategy to align with the needs and priorities of the NT Government and Territorians.

The review will consider these outcomes and the longer term outcomes from our vision to use modern technology to connect Territorians with local jobs and careers, with trusted and accessible services they need, and with each other.

The evaluation will use data from across the Territory and NT Government to identify progress against the measures of success identified below, and other indicators identified when the review commences.

| Target | What the measure shows | What does success look like? |
|--|---|---|
|  Strengthened the digital industry's contribution to the Territory economy. | The digital industry's share of the Territory economy. | The NT economy is positively impacted by increased gross state product (GSP) from the local digital industry. |
|  Improved digital inclusion indicators for the Northern Territory. | Opportunities for Territorians to access online services from the places they live and work. | Territorians gain better access to the internet, making it easier to reach the people and services they need. |
|  Improved cyber resilience across the Territory. | Improved cyber resilience across the Territory. Investment and effort to maintain the digital security of Territory businesses. | Territory businesses are better prepared to face online threats. |
|  Increased volume of digital government services and transactions. | The growth and popularity of government's online service delivery. | Easier for Territorians and Territory businesses to interact with government online. |



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