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## The department

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# The department

## About us

The Department of Corporate and Digital Development (DCDD) is a central agency supporting the effective operations of the Northern Territory Government (NTG). With offices in Darwin, Katherine and Alice Springs, DCDD delivers specialised corporate and digital services across the public sector, enabling agencies to focus on their core business and frontline service delivery.

We work in partnership with our customers to provide innovative and responsive solutions aligned with government priorities. Our broad portfolio spans critical transactional services, strategic advice, digital tools and advocating for improved telecommunications access across the Territory to enhance digital connectivity.

By embracing digitisation, automation and artificial intelligence, we are leveraging technologies to continuously innovate, improve and add greater value for our clients. We are strengthening our relationships with our customers through striving for service excellence, and adapting, with our customers, to meet the evolving needs of government.

## Our functions

**Corporate Services** – delivers a wide range of essential services that support daily operations of government agencies, ranging from high-volume transactional processing to strategic service delivery and advisory services, covering functions such as payroll, finance, procurement, property leasing, records, freedom of information (FOI), recruitment, training and workforce services. By offering standardised and efficient corporate support, agencies can focus on their primary responsibilities.

**Digital Services** – provides the digital infrastructure and capabilities that enable technology-driven service delivery across government. This includes secure information and communications technology, workplace technologies, digital platforms, cyber security and digital projects. The division plays a key role in reforming government systems, enhancing digital connectivity and driving digital transformation. It also leads whole of government digital and data strategy, policy, data services and ICT governance.

**Business Services** – provides internal services that support departmental operations and whole of government programs, including executive support, planning and reporting, governance, communications, human resources administration, work health and safety, and enterprise coordination. The division also supports ICT and digital contracts, assisting with sourcing, contract management and procurement assurance activities. It also delivers strategic financial management and operational support, including budgeting, accounting, asset management, procurement support and the coordination of general services for DCDD as an agency.

**Data Centre Services** – operates secure, purpose-built facilities that support computing, network, and telephony services for the whole of government. As a GBD, it manages core digital infrastructure enabling reliable, 24/7 digital operations.

**NT Fleet** – supplies cost-effective, fit-for-purpose vehicles, including electric and hybrid options, and equipment to meet agency needs across the Territory (excluding NT Police Force and NT Fire and Emergency Services). As a government business division (GBD), it manages procurement, maintenance and disposal of vehicles and operates on a cost recovery basis.

### Our customers

The Department of Corporate and Digital Development (DCDD) provides strategic advice, trusted services and whole of government capabilities that help the Northern Territory Government (NTG) operate effectively and deliver better outcomes for Territorians. DCDD partners with agencies to deliver tailored solutions through 51 different services that support government priorities and customer needs.

DCDD continues to invest in modern technologies, digital platforms and service improvements to enhance the customer experience, in line with its Customer Charter, and strengthen service delivery across government. Through innovation, process improvement and automation, the department is improving efficiency, reducing complexity and helping agencies achieve their corporate and digital transformation goals.

#### National representation

DCDD represents the NTG and the Minister on a range of national forums, committees and working groups focused on data, digital transformation, digital inclusion, digital identity, cyber security and emerging technologies. The department contributes to national collaboration through the Data and Digital Ministers Meeting and associated working groups, including chairing the Digital Inclusion Working Group and co-chairing the National Cyber Security Committee.

Through partnerships with agencies such as the Australian Signals Directorate, the Department of Home Affairs and jurisdictions across Australia, DCDD helps shape national policy, strategy and operational approaches to cyber security, digital identity, data sharing and service delivery. The department also supports national collaboration on artificial intelligence, digital credentials and critical infrastructure resilience, while strengthening local capability through partnerships with industry and Charles Darwin University.

DCDD contributes to nationally consistent approaches that improve the security, accessibility and effectiveness of government services, including initiatives supporting digital identity, verifiable credentials, information sharing and technology-enabled service delivery across sectors such as health, education, children and families.

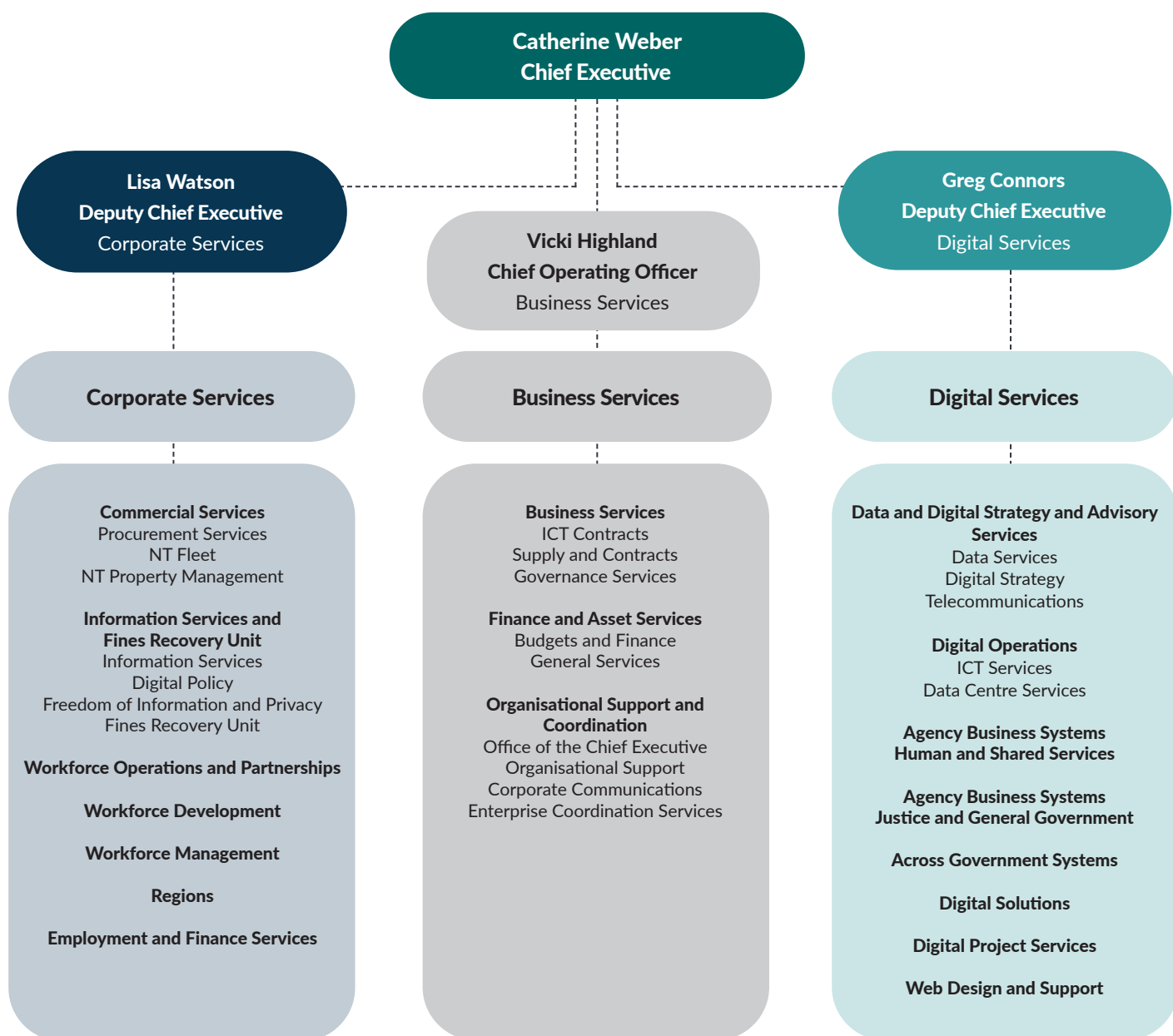
### Our frameworks

As part of its strategic responsibilities, DCDD supports agencies in meeting governance and accountability requirements, with a series of frameworks to ensure initiatives are secure, well-governed and aligned with government priorities.

- **Artificial Intelligence Assurance Framework** – guides the safe, ethical and responsible use of artificial intelligence (AI) across the NT Government. It helps agencies assess AI use cases, identify risks and apply appropriate governance before AI is used.
- **Customer Charter** – outlines DCDD's 4 core commitments to delivering reliable services, listening to customers, respecting their needs and creating better experiences.
- **Cyber Security Governance Framework** – embeds cyber security into the management of government ICT systems and service delivery. DCDD's Cyber Security Committee oversees implementation and provides strategic advice to the ICT Governance Board.
- **Data Governance Framework** – supports secure, ethical, and culturally respectful data management and sharing across government. It ensures compliance with legislation and promotes innovation through responsible data use. DCDD contributes to national initiatives to improve data access.
- **Enterprise Services Framework** – guides strategic and operational decisions, aligning service delivery with government policy and agency needs.

- **ICT Governance Board** – underpins the ICT Governance Framework by providing whole of government oversight to major digital projects. It monitors digital risks, considers emerging issues and reports to the Minister for Corporate and Digital Development. Membership includes senior NTG representatives.
- **ICT Governance Framework** – ensures ICT investments are strategically planned and governed. It includes assurance processes for major ICT programs and projects and is supported by policies, guidelines and reporting tools. It helps agencies align digital initiatives with whole of government priorities.
- **Information Management Capability Framework** – supports consistent records and information management capability across the NT public sector. It helps employees manage government information responsibly and strengthens compliance, accountability and recordkeeping practices.
- **OneNTG Principles** – promotes a unified public sector focused on collaboration and continuous improvement.

## Our structure



### Structural changes during the year

To strengthen organisational capability and support the delivery of corporate and digital services across government, DCDD continued to refine its operating model during 2025–26. The department implemented the following changes:

- established the Information Services and Fines Recovery Unit under a dedicated Executive Director, bringing together information management, digital policy, freedom of information and privacy services and the Fines Recovery Unit
- established the Commercial Services division, consolidating Procurement Services, NT Fleet and NT Property Management under a single Executive Director to strengthen strategic oversight and service integration
- established the Data and Digital Strategy and Advisory Services division to provide a coordinated approach to digital strategy, data governance, telecommunications, assurance and advisory services
- established the Digital Operations division, consolidating ICT Services and Data Centre Services under a dedicated Executive Director to strengthen operational oversight, infrastructure management and the delivery of critical digital services across government
- established the Business Services division overseen by the Chief Operating Officer, consolidating Organisational Support and Coordination and Finance and Asset Services with ICT Contracts, Supply and Contracts, and Governance Services teams to support the department and improve integration, governance and operational performance
- transferred Digital Policy from Digital Services to the Information Services and Fines Recovery Unit to better align policy development, information governance and regulatory functions.

## Strategic Plan

Throughout 2025–26, DCDD continued to embed and deliver on the priorities outlined in the DCDD Strategic Plan 2024–2028. The plan has provided a clear framework for decision-making, service improvement and organisational development, ensuring our work remains aligned with government priorities and the evolving needs of our customers.

Built around 3 strategic goals, enabling government priorities, engaging our customers and evolving our business, the plan has guided the department's efforts to strengthen collaboration, improve service delivery and drive innovation across the Northern Territory Government.

By maintaining a strong focus on our strategic objectives, the department is better positioned to respond to emerging challenges, capitalise on new opportunities and deliver efficient, responsive and future-focused services that create value for government and the Northern Territory community.

Strategic Plan

2024–2028

Our Goals

Our Vision

A trusted and valued partner in government.

Our Purpose

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

Our Values

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

ENABLING

government priorities

Services and solutions that enable the delivery of government priorities

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

ENGAGING

our customers

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

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

EVOLVING

our business

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

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

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

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

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

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

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

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

## Finances

DCDD's final budget for 2025–26 was \$442 million, while expenditure totalled \$435 million (noting the GBDs operate as separate budget entities). Financial outcomes for both GBDs were positive.

Overviews and financial statements for the 3 entities are provided in section 6.

The notional cost of delivering services is recovered from agencies through a cost allocation model, detailed in Appendix A.

## Administered legislation

DCDD is responsible for administering the following legislation:

- *Information Act 2002 Part 9* (except provisions about archives management) as it relates to NTG records management
- *Fines and Penalties (Recovery) Act 2001* which relates to recovery of fines and penalties and associated enforcement activities.

## Community support

While DCDD's primary focus is on supporting government operations, we also contributed to the community:

- office accommodation was provided to 37 non-government organisations, valued at over \$3 million
- a total of 37 short-term vehicle loans to 13 organisations supported community events, valued at more than \$112,000. This program concluded at the end of 2025. Support for organisations continues through the Northern Territory Community Benefit Fund Vehicle Gifts program
- grants and sponsorships to support a range of initiatives, as outlined in Appendix B.

## Sustainability

DCDD is committed to sustainable and responsible business practices, with a focus on reducing emissions and minimising our environmental footprint. Key initiatives include:

- expanding our electric and hybrid vehicle fleet
- improving energy efficiency in leased office spaces and promoting alternative transport through upgraded end-of-trip facilities
- embracing digital solutions such as online services, digital forms, and virtual meetings to reduce paper use and travel
- minimising waste through improved recycling of consumables and the adoption of virtual computing to limit hardware needs
- generating solar energy at the Government Data Centre providing around 10% of the centre's total power needs.