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# 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 enterprise-wide human resource service delivery models and advice are workforce development, workforce management, and workforce operations and partnerships.

### Key statistics in 2024–25

Workforce Services Support:

- processed 11,060 online human resource forms
- resolved 91% of first level human resource queries within 16 hours
- resolved 27,594 first level human resource queries in total.

Coordinated the whole of government 2025 flu vaccination program, with 2,480 NTPS employees participating. Vaccination hubs were established in Darwin, Palmerston, Casuarina, Millner, Alice Springs, and Katherine.

383 participants selected across 5 early careers programs were supported in collaboration with 18 agencies.

23,771 individuals recorded a total of 109,000 course completions.

Delivered 47 virtual HR Skill Up sessions, comprising 24 manager series and 23 staff series sessions. A total of 7,413 NTPS employees participated in the live sessions.

Key performance indicators	2024–25 Estimate	2024–25 Actual	2025–26 Budget
Average days taken to resolve human resource matters	60%	72%	≤92%
Participants in whole of government early careers programs	371	383	390
NTPS employees training programs offered through DCDD	18,000	23,771	≥18,000

### Key achievements in 2024–25

Released the OneNTG Policy Library, providing a comprehensive suite of OneNTG human resource policy documents for use by all NTG employees.

Established the Structure Alignment Services (SAS) unit, supporting agencies in maintaining accurate and functional organisational structures, reporting lines, and position data, and advice on the placement of unattached and supernumerary employees.

Implemented the work experience program, strengthening connections with secondary schools, promoting NTG job opportunities and boosting student participation in early careers programs.

Successfully launched MyForms, a centralised digital platform that streamlines HR processes and enhances staff visibility and control over submissions.

## Performance and achievements

### Key achievements in 2024–25

Commenced an organisational design advisory service, assisting agencies to align their organisational structures with the delivery of their strategic priorities.

Introduced the Emerging Leaders Program and procured the Senior Leaders Program, providing opportunities to enhance leadership capability and foster cross-agency networks.

Launched the Succession Planning Toolkit, enabling agencies to build a sustainable workforce and manage risks associated with critical position vacancies.

Developed the Strategic Workforce Reporting Tool, featuring a data catalogue and scorecards that help agencies monitor progress against their workforce strategies, demonstrate the impact of initiatives over time, and streamline administrative reporting processes.

### Future priorities 2025–26

Review the probation process to support managers and reduce the number of employees being confirmed without completing appropriate probation assessment. Automate confirmation letters to reduce manual administration.

Pilot a virtual workforce services assistant (chatbot or live chat) to handle first level HR queries.

Develop a Culture Framework to help agencies identify key cultural focus areas and connect them with actions, resources, and services to improve workplace culture and align behaviours to NTPS values.

Support agencies and the Office of the Commissioner for Public Employment with bargaining for various enterprise agreements expiring during the year.

Upgrade the OneNTG Learning Management System in partnership with Across Government Systems delivering an improved client interface and enhanced learning management capabilities.



# 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 enterprise-wide employment service delivery models and advice are payroll services, employment actions, employee benefits, and assurance and process improvement.

### Key statistics in 2024-25

Processed almost 1.5 million payroll transactions, ensuring timely payments across the public sector.

Each payroll officer processed about 17,000 transactions.

Key performance indicators	2024-25 Estimate	2024-25 Actual	2025-26 Budget
Payroll transactions processed		1 480 436	
Payroll client queries resolved on first contact <sup>1</sup>			70%
Days to activate new employees on payroll system (average)	≤ 4	4	≤ 4

<sup>1</sup> New measure commencing 1 July 2025.

### Key achievements in 2024-25

Continued delivery and investment in automation to drive improvements in timeliness and accuracy, and enable staff to manage requests through online HR systems.	Enhanced reporting to provide agencies with tools to track recruitment activities, manage onboarding and maintain visibility during periods of high-volume recruitment.
Introduced a unique identifier for employee records, allowing multiple employment engagements to be linked, supporting faster re-engagement, improved reporting and accreditation processes.	Implemented a bulk remediation payment process to ensure timely and accurate payments for current employees, reducing manual processing risks.
Processed the Teachers Enterprise Agreement, including processing of associated employee entitlements.	

### Future priorities 2025-26

Continue support for enterprise agreements as they are negotiated and finalised, ensuring timely payment processes for eligible employees.	Increase system automation for processing leave in line with current employment conditions, reducing manual requirements and ensuring a more timely experience for employees.
Improve processes to comply with Australian Taxation Office obligations, particularly Single Touch Payroll.	Enable automated transitions where employees change positions, ensuring only eligible allowances continue and preventing over or underpayments.

# Corporate support development

## Procurement services

Coordinate procurement and contract administration services, advice and management of across-government contracts, enabling agencies to source the supplies needed for their business operations.

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

### Key statistics in 2024–25

479 requests for tenders/quotations were advertised, attracting 2,709 responses, and resulting in 638 contracts awarded to the value of \$1.25 billion.

609 procurement activities were supported, including 57 Tier 4 and Tier 5 tenders, and 1,301 contract amendments with agencies.

7 across government contracts were awarded, including consolidating aerial work operations and air charter services into one contract.

Key performance indicators	2024–25 Estimate	2024–25 Actual	2025–26 Budget
Across-government contractors managed <sup>1</sup>	265	263	
Client procurements facilitated <sup>2</sup>	720	609	
Days to process tender documents (average)	3	2.9	≤3
Across-government contracts – annual contractor performance reviews <sup>3</sup>			250

<sup>1</sup> Measure ceased 1 July 2025 and replaced with annual contractor performance reviews.

<sup>2</sup> Measure ceased 1 July 2025 with new indicator to be developed. Variance due to client requirements and resource capacity.

<sup>3</sup> New measure commenced 1 July 2025.

### Key achievements in 2024–25

Expanded the suite of 'how to' videos releasing 4 new videos covering across government contracts and information management within the NTGProcure Content Manager dataset.

Developed and released a tender for a new across government contract for recruitment services to support agencies source quality candidates.

Awarded 7 across government contracts, including a new consolidated panel for aerial work operations and air charter services, streamlining service delivery.

Reviewed low value quotation processes resulting in a range of actions to support amended processes and practices delivered through procurement reforms.

### Future priorities 2025–26

Deliver proposals and system enhancements to support procurement reforms aimed at modernising the Procurement Framework and making it easier for tenderers and suppliers to do business with government.

Continue expanding the series of self-service 'how to' videos to support and enhance procurement practices across the NTG.

Award the new across government contract for recruitment services to support recruitment of executives, board members and industry specific roles.

Support agencies with training, advice, and improved processes such as system automation in implementing procurement reforms.

# 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 in this output are records management, help desk services, records appraisal, sentencing and disposal, training development and delivery, and FOI services.

### Key statistics in 2024-25

- Managed over 50 million records in TRM, the NTG’s electronic records management system.

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- 18,500 TRM users supported across 22 datasets.

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- Over 31,000 service requests resolved.

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- 580,000 records migrated related to machinery of government changes in 2024.

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- 4,457 online and 1,047 face to face training participants, an increase of over 37%.

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- Over 49,000 mail pick-ups and deliveries.

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- Over 2.3 million records managed in secondary storage.

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- Nearly 23,000 images digitised.

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- Over 1,900 FOI applications managed.

Key performance indicators	2024-25 Estimate	2024-25 Actual	2025-26 Budget
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%	95%	≥ 95%

### Key achievements in 2024-25

Published the Information Management Services Strategy 2024-2028 to guide the future direction of Information Management Services and prioritise enhanced service delivery for client agencies.	Updated the Records Management Capability Framework for NTG employees, supporting capability development and stronger record management practices.
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### Future priorities 2025-26

Complete the major records migrations required following machinery of government changes in 2024 and establish shared TRM datasets for client agencies, improving records security and accessibility.	Establish a centralised privacy advisory service for client agencies to improve privacy practices across government and increase public confidence in the NTG’s handling of personal information.
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# Corporate support development

## Finance services

Provide enterprise finance operations, development initiatives and advisory services that support government and agencies to manage their financial resources.

The business functions supporting this output through enterprise-wide 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 2024–25

Managed over 1,200 corporate credit cards, providing secure and modern payment solutions for NTPS employees and suppliers.

Analysed more than 160,000 fringe benefits tax (FBT) transactions to ensure correct FBT treatment across the public sector.

Processed 539,000 payments on behalf of agencies, achieving an on-time payment accuracy rate of 99.98%, supporting efficient operations and maintaining strong relationships with suppliers and agencies.

Of salary overpayment cases, 83% (\$9.41 million) were fully recovered or referred to debt management, 12% (\$1.26 million) are under payment plans, and 6% (\$0.83 million) are pending recovery.

Key performance indicators	2024–25 Estimate	2024–25 Actual	2025–26 Budget
Payments processed		538,971	
Payments processing accuracy	100%	99.98%	100%
Debts processed		213,208	
Days to collect debts (average) <sup>1</sup>	60	68	≤55

<sup>1</sup> The variation in 2024-25 reflects agency debt management decisions.

### Key achievements in 2024–25

Digitised FBT employee declaration requirements, improving compliance, maximising concession eligibility, and reducing year-end processing.

Published a suite of corporate taxation guidance advices, providing consistent advice to support compliance across government.

Established a monitoring system to support compliance with updated Treasurer’s Directions on debt recovery, enabling timely tracking of reminders and follow-ups within extended timeframes.

Deployed an SMS and bulk email system to improve efficiency in managing overdue invoices reminders.

### Future priorities 2025–26

Prepare for future banking technology and industry practices, enabling faster, more secure payments for agencies and recipients.

Implement a digital supplier vendor form, incorporating digital multi-factor authentication to strengthen fraud safeguards and improve the security of supplier details.

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

# Corporate support development

## Property leasing services

Deliver property leasing and tenancy management services, development initiatives and advice to meet the accommodation requirements of agencies.

The business functions supporting this output through enterprise-wide service delivery models and advice are property leasing, property services and leasing advice.

### Key statistics in 2024-25

- Processed 1,456 maintenance work orders to ensure leased accommodation remains in good repair.

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- Managed 234,258 m<sup>2</sup> of leased accommodation on behalf of government.

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- Managed 164 lease contracts to provide modern and contemporary workplaces for agencies.

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- Managed 12 contractors to provide cleaning, waste and security services to leased accommodation.

Key performance indicators	2024-25 Estimate	2024-25 Actual	2025-26 Budget
Leased accommodation occupancy density (m <sup>2</sup> /FTE)	15.0	14.47	15.5
Unallocated net lettable area <sup>1</sup>	≤ 0.3%	≤ 0.4%	≤ 0.4%

<sup>1</sup> The increase in the 2025-26 target includes additional allowance for decant accommodation during refurbishments.

### Key achievements in 2024-25

- Concluded the Leased Property Stimulus Scheme with 33 projects delivered across the NT, generating approximately \$80 million in capital works to support local businesses and jobs.

Developed the accommodation plan to assist with machinery of government changes and implemented all agency relocations to allow agencies to effectively deliver on Government's priorities in consolidated workspaces.

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- Continued working with NT Fleet and Department of Logistics and Infrastructure to deliver electric vehicle charging infrastructure in key locations to support the use of electric vehicles in the government fleet.

### Future priorities 2025-26

- Review and update NTG standard lease provisions, including engagement with the Government Property Group and the Property Council of Australia to ensure government's lease terms and conditions are contemporary and in line with current market parameters.

Finalise fitout design for the Alice Plaza refurbishment project and commence works 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.

# 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.

### Key statistics in 2024–25

Over 31,000 enforcement orders issued for unpaid and overdue fines and penalties.

5,900 sanctions applied to fine defaulters.

10,400 voluntary time to pay arrangements entered into with 5,700 successfully finalised.

49,600 fines and penalties paid in full, reflecting strong commitment to close outstanding matters.

7,944 infringements enforced on behalf of external issuing agencies.

35,662 client and stakeholder emails received, seeking assistance with fine-related matters.

39,336 inbound calls received, contributing significantly to resolving fines debts and revenue recovery.

Key performance indicators	2024–25 Estimate	2024–25 Actual	2025–26 Budget
Fines and penalties collection rate <sup>1</sup>	85%	73%	≥85%
Fines and penalties clearance rate <sup>2</sup>	85%	84%	N/A

<sup>1</sup> Measure based on the dollar value of debts payable to Fines Recovery Unit (FRU) compared to the dollar value of debts collected by FRU. Enforcement ceased for 6 months in the first half of 2024–25 while legislative change was implemented, resulting in a lower than usual collection rate.

<sup>2</sup> Measure based on finalising (satisfaction in full) the total number of fines and penalties compared to total number issued in a 12-month period. Because this includes payment of fines issued in previous years, it is possible for this figure to exceed 100% in periods where fewer fines are issued. Discontinued key performance indicator.

### Key achievements in 2024–25

Legislative amendments were introduced to strengthen FRU’s enforcement functions and enhance its reputation as an effective enforcement body for the Territory.

Standardised FRU front counter services at courthouses with the Attorney-General’s Department, ensuring consistent service delivery for Territorians in key population centres.

Recommended issuing Community Work Orders through streamlined processes, to offer an alternative for those unable to pay their fine/s on time.

### Future priorities 2025–26

Implement new payment options for FRU clients by introducing the online PayTo system.

Collaborate with Community Corrections to increase the number of Community Work Orders issued in regional and remote communities.

Increase automation to drive greater efficiencies in processing and enforcing fines and penalties.

# 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.

The business functions supporting this output through enterprise-wide service delivery are ICT service management, ICT project management, ICT enterprise architecture, ICT sourcing, ICT network and telephony services, cyber security, cyber resilience and ICT service delivery.

### Key statistics in 2024–25

- 105 million emails reviewed at the NTG gateway, with 73.4% or 77.6 million blocked.
- Maintained almost 25,000 laptops, workstations and tablets across the NTG.
- 109 ICT service projects completed during the year, including 64 multi-year projects.
- 283,108 ICT service requests logged by NTG users with 92.6% completed.
- 14 cyber security awareness sessions delivered to NTG employees.
- 8 cyber security awareness sessions delivered to the general public, with 3,210 participants.

Key performance indicators	2024–25 Estimate	2024–25 Actual	2025–26 Budget
ICT Service Centre queries resolved on first contact	70%	76%	≥ 70%

### Key achievements in 2024–25

Enhanced digital connectivity for 143 schools across the Northern Territory by completing the Schools Connectivity Uplift program in partnership with the Department of Education and Training (DET).	Deployed Microsoft Office 365 across NTG, ensuring continued vendor support, enabling collaboration through standardised software and preparing for integration with artificial intelligence tools.
Improved remote connectivity by deploying Low Earth Orbit satellite services and vehicle-based solutions to police, health and education sites.	Facilitated NT’s first participation in the national PECAN+ Capture the Flag student cyber security competition, enabling Territory students to develop technical cyber security defence skills on a national stage.
Led national cyber security efforts, including co-chairing the National Cyber Security Committee and chairing its Policy Sub-Committee.	Engaged industry through workshops, concept papers and consultation on draft tender scopes, resulting in the award of 5 ICT services contracts.
Participated in cyber security incident exercises with national partners to strengthen preparedness.	

### Future priorities 2025–26

Deploy Windows 11 across NTG, ensuring devices meet requirements for biometric functionality, maintain vendor support and enable access to security features.	Implement Cyber Invest business grants to support small to medium businesses to invest in cyber security and strengthen their protections.
Complete the cyber security review of local government organisations across the Territory, helping them understand their cyber security exposure and steps they can take to strengthen their cyber resilience.	Launch the CyberNT website to provide Territorians with trusted guidance and awareness resources relating to cyber security.
Upgrade and improve school network infrastructure, in partnership with DET to enhance resilience.	

# Digital government development

## Agency business systems and support services

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

The business functions supporting this output through enterprise-wide service delivery are systems management and system operations.

### Key statistics in 2024–25

10,520 incidents raised with 10,282 (97%) resolved and closed, ensuring agency business systems continue to meet operational requirements.

112,329 service requests raised with 110,504 (98%) resolved and closed.

2,274 participants attended training sessions for a range of business systems including police constables and auxiliary recruits, Aboriginal liaison officers, correctional custodial and community correctional officers.

890 instructor-led training sessions were delivered by the Human and Shared Services division, supporting frontline workers, health staff, executives and administrative staff in health and education.

Key performance indicators	2024–25 Estimate	2024–25 Actual	2025–26 Budget
Availability of core agency business systems	98%	98%	≥99%

### Key achievements in 2024–25

In collaboration with Department of Logistics and Infrastructure, developed and implemented the new Bus Tracker application providing improved services for public transport customers.	Implemented system components of the election commitments relating to Motor Vehicle Registry, including the 1-year free driver licence and a freeze on car registrations.
Provided technical support to the NT Electoral Commission for the 2024 NT Legislative Assembly elections.	Delivered significant changes, including automation, to a major Department of Corrections system to improve service delivery.
Implemented a new case management system for the Director of Public Prosecutions and NT WorkSafe, improving service delivery.	Assisted with updates to multiple justice systems to support requirements of the government’s reducing crime legislative reforms.
Delivered enhancements to the Business Customer Relationship Management system to support business and industry. These included a new template for the business confidence survey, major development for investment pipeline activities, system integration and other system related upgrades and modifications.	Supported transition activities for the Acacia solution in health to move into operational support, with a handover in late 2025.

Key achievements in 2024-25

Released multiple updates to the CARE system, improving the case management, finance and reporting capabilities for Department of Children and Families (DCF).

Performed high-level machinery of government changes across multiple systems to accommodate newly formed agencies and employee access to applications.

In collaboration with Department of Treasury and Finance, implemented system changes relating to lower payroll taxes for 1 July 2025 start.

Future priorities 2025-26

Deliver the Joint Emergency Services Communications Centre (JESCC) digital uplift and server relocation project in collaboration with NT Police Force.

Finalise implementation of the information technology system for trailer registrations in collaboration with the Department of Logistics and Infrastructure (DLI).

Assist with modifications to the Bus Tracker application.

Continue working with the NT Electoral Commission to support the 2025 NT local government elections.

Complete the transition of radiology systems currently managed by NT Health to DCDD and complete software upgrade to latest versions.

Continue enhancements to the CARE system in collaboration with DCF.

# Digital government development

## Across government systems and support services

Deliver systems administration and support services, improvement initiatives, digital solutions and technical advice for enterprise systems that operate across government to support the NTPS.

The business functions supporting this output through enterprise-wide service delivery are systems management and the operations centre.

### Key statistics in 2024–25

Resolved over 65,000 service requests, with an average time to resolution of 5.5 hours.

Received over 3,200 customer satisfaction survey responses, with an average rating of 4.9 out of 5 stars.

The Across Government Systems Client Support wiki, which provides self-service access to system FAQs and help articles, has generated over 30,000 views.

Designed, built and released over 300 changes for maintenance, upgrades, systems enhancements and new features for NTG corporate systems.

Key performance indicators	2024–25 Estimate	2024–25 Actual	2025–26 Budget
Average annual unscheduled outages per core system	0	2	≤ 2
Availability of core across government systems	100%	99.99%	≥ 99%

### Key achievements in 2024–25

Procured a contemporary learning management system to support a OneNTG model, streamlining the lifecycle of training programs, including creation, delivery, administration, tracking and reporting.

Documented a roadmap to guide the modernisation of NTG procurement systems, recommending upgrades and enhancements to deliver on procurement reforms.

Designed, built and implemented the myFunds application to support agencies to transition from virtual to real funded bank accounts.

Implemented automated access processes for GrantsNT to drive service delivery improvements.

Managed the transition of support services for the new NTG budget management system, Sage, from project to business as usual teams for first and second level support services.

Secured a new 5-year support agreement for the government accounting system (GAS), with a technical plan in place to ensure reliability over the medium term.

Completed system design and process mapping for the integration between the asset information system (AIS) and NTG Pay. Build and test phases are underway to automate manual invoice processes in DLI.

Documented a technical roadmap to replace end-of-life Lotus Notes business systems and completed Phase 1 by upgrading the TRIPS travel processing system to a modern, supported technology aligned with NTG's future needs.

Automated processes to provide user access to across government systems, processing over 15,000 service requests in 12 months.

Future priorities 2025–26

Implement the OneNTG Learning Management System to deliver modern online learning experiences, including via mobile devices.

Integrate AIS to NTG Pay to modernise invoice management in DLI and drive process efficiency.

Automate user access for GAS, TRIPS and HR systems.

Develop a cloud migration strategy for Enterprise Atlassian Cloud products.

Migrate TRIPS, the vehicle booking system and APRO legacy Lotus Notes applications to modern technology platforms to mitigate technical risk and improve user experience.

Analyse and design leave automation in the PIPS payroll processing data management system to reduce manual payroll processes.

Incorporate the functionality of the SkillsNT Training Contract Management System within GrantsNT to support Department of Education and Training to manage training grants.

Implement enhancements to the procurement systems to make it easier for businesses to access Government procurement processes.



# Digital government development

## Digital projects

Coordinate and oversee projects, develop initiatives and provide advice to deliver transformational digital solutions to agencies that improve government services for the public.

The business functions supporting this output through enterprise-wide service delivery are digital project services and digital solutions.

### Key statistics in 2024–25

Managed 23 digital projects and led 2 digital transformation (multi project) programs for agencies, aligned with government priorities and enabling digital services.

Key performance indicators	2024–25 Estimate	2024–25 Actual	2025–26 Budget
Digital programs in progress	2	2	2
Digital projects being managed	20	20	24

### Key achievements in 2024–25

Established the Education Management Transformation Program stage 1 to procure and implement a new student-centric education management ICT solution for the Department of Education and Training (DET), replacing ageing systems to support learning from early years to graduation.

Worked closely with the Department of Health to continue phased delivery of the Acacia digital health solution, integrating electronic health records into a single interoperable system for real-time access to vital patient information across primary and acute settings.

Planned procurement of the Aboriginal Areas Protection Authority regulatory management solution to simplify external client processes, upgrade sacred site related technology and improve regulatory and administrative efficiency.

With DET, continue to upgrade local area network (LAN) cabling and infrastructure in government schools across the Territory, improving wireless connection points and network capacity to support accessible content for all schools.

Progressed the electronic rostering solution with NT Police Force (NTPF) and NT Fire and Emergency Services users to enhance productivity and strengthen workforce management.

Advanced a digital identity solution to support the growing requirement for citizen identity management that will keep Territorians safe and secure when they transact online while preserving their privacy.

In collaboration with Department of Treasury and Finance (DTF), continued software development of RevConnect, a multi-stream revenue management solution delivering operational efficiencies and improved customer experience for tax lodgements and assessments.

Progressed the digital driver licence program to provide Territorians with a secure, modern and convenient way to prove their identity and right to drive.

Continued development of eConveyancing to enable electronic lodgement and processing of land title transactions, modernising conveyancing ahead of cheque withdrawal by 2028.

With NTPF, progressed the NT National Firearms Registry uplift and developed a firearms portal to enable cross jurisdictional sharing of firearms information, leading to improved policing and community safety.

Key achievements in 2024-25

Progressed the Sage budgeting solution with DTF to provide agencies with a consolidated budget management system.

In conjunction with NT Emergency Service, commenced uplift of WebEOC, the critical incident management system for emergency responses through improved dashboards and real time incident information sharing.

Future priorities 2025-26

Progress the Education Management Transformation Program stage 1, finalising procurement of the new education management solution.

Continue phased delivery of Acacia to all Territory clinics and hospitals, including Alice Springs, Tennant Creek and Top End emergency departments.

Complete procurement and commence implementation of the Aboriginal Areas Protection Authority regulatory management solution.

Progress upgrades to LAN cabling and infrastructure in NTG schools across urban, regional and remote areas of the Territory.

Finalise implementation of the electronic rostering solution with NTPF.

Deliver a digital solution to support the growing requirement for citizen identity management.

Implement the 360 view of a child solution, complementing the CARE child protection system to provide a secure multi-agency data platform providing a collective view of a child.

Commence the Joint Emergency Services Communication Centre (JESCC) digital uplift and server relocation project to enhance operational capability and efficiency for the NTPF.

Further develop the RevConnect and eConveyancing systems.

Complete implementation of the new WebEOC system with NT Emergency Services.

Roll out the digital driver licence program.



# Digital government development

## Data services

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

The business functions supporting this output through enterprise-wide service delivery are data warehouse management, corporate reporting and strategic agency reporting.

### Key statistics in 2024–25

Migrated over 6,000 users and 63,000 reports as part of a major upgrade of the Business Intelligence environments supporting 6 NTG data warehouse platforms.

Managed over 27,000 tables and 440,000 columns of data, transforming information into datasets suitable for reporting across government.

Key performance indicators	2024–25 Estimate	2024–25 Actual	2025–26 Budget
Availability of OneNTG business intelligence environment <sup>1</sup>		99.9%	≥ 99%

<sup>1</sup> New measure commencing 1 July 2025.

### Key achievements in 2024–25

Published whole of government measurement framework with detailed definitions for workforce, grants and procurement measures, ensuring data and statistics are reported consistently across government.	Initiated development of a new data warehouse for the Department of Education and Training (DET), improving data quality and process efficiency through automation and timely data insights.
Completed a pilot of new technology to inform future NTG data environments.	Continued to consolidate licensing products across data warehouse platforms by phasing out Oracle and IBM products to support future data environments.

### Future priorities 2025–26

Support agency transition to the whole of government budgeting system, Sage, including improvements to reporting and data processes.	Deliver a new data warehouse for DET, as part of the education management system ICT major project, supporting improved data quality, automation and timely insights.
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# Digital government development

## Digital communications

Provide web services, digital solutions, and advice to support NTG agencies to inform the community about government services online.

The business functions supporting this output through enterprise-wide service delivery are nt.gov.au support, NTG Central support and agency web services.

### Key statistics in 2024–25

Managed over 120 websites and maintained over 20,000 webpages, ensuring consistent and reliable access to information.

Resolved over 20,000 service requests with an average turnaround of 9.5 hours, highlighting a strong focus on timely support.

Achieved a 4.5/5 customer satisfaction rating from over 2,000 survey responses, reflecting high-quality service delivery.

Conducted technical and security reviews for 32 websites to ensure security and accessibility standards before publishing.

Provided web support for the Public Information Group, ensuring accurate and 24-hour updates to the public during emergencies.

Automated the publication of fireban notifications on the SecureNT website, improving speed and accuracy of emergency updates.

Addressed and resolved 75 web infrastructure security vulnerabilities.

Key performance indicators	2024–25 Estimate	2024–25 Actual	2025–26 Budget
Website service requests resolved	20,000	20,186	20,000
Days to process website publishing requests (average) <sup>1</sup>		<2 days	≤ 5

<sup>1</sup> New measure commencing 1 July 2025.

### Key achievements in 2024–25

Developed 10 new websites for new agencies formed following machinery of government changes in 2024, providing the public with seamless access to government information and services for new departments.

Centralised web service functions into DCDD for Jacana Energy, Power Water Corporation, Auditor-General’s Office, NT Police Force and NT Fire and Emergency Services, improving service delivery and coordination.

Completed a pilot of new technology to inform future NTG data environments.

Continued to consolidate licensing products across data warehouse platforms by phasing out Oracle and IBM products to support future data environments.

## Performance and achievements

### Key achievements in 2024–25

Migrated 3 public-facing websites to the NTG Web Design System, ensuring consistent branding and improving usability for the public.

Redesigned over 1,000 content pages on nt.gov.au in key areas of health, education, regulation, home ownership, youth justice and motor vehicles, improving accessibility and user-friendliness for the public to interact with government online.

Designed and launched a whole of government corporate policy library, starting with human resource policies, to provide employees with improved access to OneNTG policies.

Redesigned 10 agency intranets using the NTG internal web design system, improving search functionality, and access to information for staff.

### Future priorities 2025–26

Partner with stakeholders to review and enhance the NTG's public facing website to make it easier for citizens and businesses to access government information and services online.

Develop a content strategy and governance guide for NTG Central to establish roles, responsibilities, and processes to support plain English and make it easier for staff to find the information they need.

Explore new technology and tools to improve search capability within NTG Central and agency intranets to improve the user experience.

# Digital government development

## Digital connectivity and strategy

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

The business functions supporting this output through enterprise-wide service delivery are digital strategy, data strategy, telecommunications and ICT governance.

### Key statistics in 2024-25

Piloted a new artificial intelligence (AI) advisory service for government agencies, assisting with over 32 requests for support, including AI tool selection, policy review and development of agency procedures.

Conducted high-level assessments of 350 ICT systems with NT Police Force, NT Fire and Emergency Services, Department of Education and Training, and NT Electoral Commission.

Supported telecommunications projects that improved connectivity for almost 5,000 Territorians, mainly in very remote communities and homelands.

Key performance indicators	2024-25 Estimate	2024-25 Actual	2025-26 Budget
Major ICT projects overseen by the ICT Governance Board	100%	100%	≥ 90%
Additional published datasets on the NT Open Data Portal	33	37	≥ 30

### Key achievements in 2024-25

Collaborated with the Commonwealth to adopt international standards for delivering digital credentials, such as the digital driver licence, enabling secure identity verification for Territorians across Australia and the world.	Promoted digital skills development by sponsoring and participating in events, including the Careers Expo, Charles Darwin University IT Code Fair, GovHack and the Digital Excellence Awards. Delivered a Digital Futures event to encourage women and girls to consider a digital career.
Led the Digital Inclusion Working Group under the Data and Digital Ministers Meeting, focusing on recommendations from the First Nations Digital Inclusion Advisory Group roadmap.	Supported 4 agencies in reviewing and documenting their ICT systems by producing tailored digital landscapes and roadmaps. These documents provide recommendations to assist with ICT governance in each agency and assist with decision-making.
Co-invested with the Commonwealth to improve NBN services in Yirrkala and install community Wi-Fi in Haasts Bluff, Mulga Bore, Nturiya, Pmara Jutunta and Wilora.	Delivered new Telstra mobile coverage in Canteen Creek, Avon Downs, Corella Creek, Emu Point, Garrthalala, Orrtipa-Thurra and Urlampe through existing co-investment programs.

## Performance and achievements

### Key achievements in 2024–25

Enhanced mobile coverage across Kakadu National Park, supporting the Territory lifestyle and tourism through co-investment with Telstra and Parks Australia.

Continued coordination of the Northern Territory's participation in national strategic data sharing projects, including the National Disability Data Asset and information sharing about perpetrators of family and domestic violence.

### Future priorities 2025–26

Review and streamline the NT Government's AI Assurance Framework to support responsible AI adoption.

Establish an AI Advisory service to support agencies and staff with the adoption and implementation of AI tools.

Support delivery of OneNTG training programs to build confidence of NT Government staff in using digital tools and services across the Territory.

Publish a new Digital Strategy for the Northern Territory.

Review the Treasurer's Directions – ICT Series and the NTG ICT Governance Framework.

Undertake a Northern Territory pilot of the Commonwealth's Regional Roads Australia Mobile Program to improve mobile coverage along Territory roads.

Leverage emerging technologies to expand connectivity across the Territory and continue delivering improved telecommunications access through co-investment programs.

Advocate for better connectivity across the Territory and initiatives to improve digital inclusion to benefit all Territorians.

# Corporate and shared services

Improved organisational performance through strategic leadership and governance, and the provision of corporate services functions.

The business functions of this output provide agency-wide service delivery including finance and asset services, Office of the Chief Executive, governance services, enterprise services and reform, work health and safety (WHS), 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 provided

Provide corporate and governance services to NT Fleet and Data Centre Services, and the Northern Territory Electoral Commission (NTEC).

## Shared services received

Receive infrastructure services from the Department of Logistics and Infrastructure.

### Key achievements in 2024–25

Developed and launched the 2024–2028 DCDD Strategic Plan, providing clear direction for the agency, aligning resources with government priorities and guiding decision-making to achieve long-term goals.	Strengthened the agency’s Governance Framework, to ensure accountability, promote transparency, improve risk management and support strategic alignment across the department’s operations.
Delivered strategic financial, budgetary and accounting advice and services to DCDD, Data Centre Services, NT Fleet and NTEC, enabling effective resource management and achievement of budget targets.	Supported agencies in implementing initiatives from the NTPS WHS Strategic Priorities Plan, promoted consistent WHS practices and enhanced collaboration through shared OneNTG WHS resources and templates.
As an additional integrity measure, launched a new online conflict of interest declaration form, featuring an automated workflow and central register of all declared conflicts of interest in the agency.	Developed a Remote Worker Safety Hub to provide a single, reliable source of WHS information to support staff living and working in remote areas to enhance preparedness before travelling or relocating.
Implemented new budget reporting processes through the whole of government Sage budgeting system, improving financial oversight.	Coordinated a series of service development projects across the agency to drive innovation and improve services for clients.

### Future priorities 2025–26

Review performance reporting across DCDD to increase transparency and accountability for our clients and ensure alignment with strategic objectives.	Explore options for a suitable whole of sector WHS tool to standardise risk and incident management processes.
Undertake an outcomes evaluation of the centralisation of corporate and ICT services using the NTG Program Evaluation Framework.	Prepare for the 2025 People Matter Survey, including development of a post-survey action plan to address staff feedback and drive continuous improvement.
Review DCDD business continuity plans and templates to reduce duplication and ensure the agency is 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 delivers core ICT infrastructure and support services to Territory Government agencies.

### Key statistics in 2024–25

145 million messages exchanged through managed middleware software, enabling communication between diverse IT systems across NTG platforms.

1.37 million automation tasks managed, maintained and monitored across mainframe and distributed environments.

3,606 change controls approved and implemented across managed services.

559 tickets logged through the self-service portal.

6 application development projects (to enhance system performance or capability) delivered for NT Fleet, Attorney-General’s Department, the Department of Logistics and Infrastructure and the Department of Housing, Local Government and Community Development.

Key performance indicators	2024–25 Estimate	2024–25 Actual	2025–26 Budget
Fully managed servers	1 980	2 010	2 050
Data storage area network (terabytes)	14 197	15 500	16 000
Virtual server computing availability	100%	100%	100%
Mainframe computing availability	100%	100%	100%

### Key achievements in 2024–25

Commissioned the Government Data Centre’s 86.24 kW solar system in October 2024, producing an average of 500 kWh per day, meeting approximately 10% of the centre’s total power usage.

Completed a project to improve the availability of midrange servers for web and databases, eliminating the need for outages during patching or maintenance.

### Future priorities 2025–26

Replace the midrange server monitoring system to improve alert handling and enable additional monitoring and reporting.

Upgrade software to improve failover and recovery of hosted applications during outages, enhancing disaster recovery between the Government Data Centre and the backup data centre.

# Government business divisions

## NT Fleet

NT Fleet operates the NTG vehicle fleet, with the exception of NT Police Force and NT Fire and Emergency Services.

Vehicle fleet services also supports this business division through safe, cost-efficient, fit-for-purpose vehicles that support agencies' business requirements.

### Key statistics in 2024-25

The vehicle fleet of 3,689 vehicles includes 141 electric and 189 hybrid vehicles with most being light vehicles.

NT Fleet CO<sub>2</sub> emissions have reduced by approximately 743 kilograms or 8.4% over 5 years due to the increase in electric and hybrid vehicles.

581 vehicles were sold for approximately \$14 million, with 480 acquisitions valued at \$35 million during 2024-25.

Key performance indicators	2024-25 Estimate	2024-25 Actual	2025-26 Budget
Vehicles managed	3 670	3 649	3 681
Light vehicles managed within the Territory Government fleet policy <sup>1</sup>	87%	94%	≥ 90%
Electric vehicles in the Territory fleet	139	141	159

<sup>1</sup> The variation in 2024-25 is due to estimate accuracy when establishing the performance indicator prior to the new dashboard.

### Key achievements in 2024-25

Partially automated the executive contract officer (ECO) vehicle contribution reconciliation process, ensuring ECOs are paying the correct contribution rate for allocated vehicles.	Transitioned the community short-term vehicle loan program, ceasing 31 December 2025, to the Community Benefit Fund administered by the Department of Tourism and Hospitality.
Installed additional electric vehicle charging points, bringing the total to 166 and supporting increased use of electric vehicles in the fleet.	Completed a review of NT Fleet governance and controls to inform a program of actions for continuous improvement and effective risk management.

### Future priorities 2025-26

Support agencies to develop fleet strategies that maximise utilisation and efficiency, including increasing the number of electric vehicles and enhancing safety for remote workers.	Review and update NT Fleet's charter and policies to ensure safe, cost efficient, fit-for purpose vehicles for government use.
Deliver an emissions reporting dashboard aligned with the Australian National Greenhouse Accounts Factors to support NTG emissions reporting.	Implement call management and workflow management solutions to streamline client interactions and gain efficiencies in operation.

