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Our people

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Our people snapshot

1285

headcount

1231

FTE

42%

of staff have more than 10 years' government service

42

years average age of staff

4%

people work in regional areas

59

participants in our early career programs

938

flexible work arrangements

70%

staff have myPlans in place

3967

attendances at professional development

257

staff attended the OneNTG online orientation Program

491

staff had flu vaccinations across the department

Our people

In DCDD our people always come first. We are a customer service agency, and the customer is at the centre of everything we do but our people come first, every time.

Our people are the reason we are able to provide such a great service to our customers, right across our remit. Without our people, success would be beyond our reach.

Our people are what makes DCDD a great place to work. We invest in and value our people, building a high-performance culture to meet our current and future business needs and opportunities.

Our people play a central role in delivering DCDD and government priorities. We are focused on building and maintaining a workforce with strong leadership, and the ability to think innovatively and engage effectively across teams, agencies, clients and stakeholders.

We strive at all times to build a collaborative, responsive and professional culture within the department, a culture where inclusiveness is valued, and people want to come to work every day and be all that they can be.

Our workforce

The table below sets out full-time equivalent (FTE) paid staff by classification as at 30 June 2024. All other workforce data is expressed by paid headcount, unless stated otherwise.

Designation	FTE June 2023	FTE June 2024 ¹	Headcount June 2024
Executive Contract Officer 6	1.5	1.0	1.0
Executive Contract Officer 4	2.0	3.0	2.0
Executive Contract Officer 3	1.0	1.8	2.0
Executive Contract Officer 2	19.0	20.6	22.0
Executive Contract Officer 1	23.0	21.5	22.0
Executive Officer 2	1.0	1.0	1.0
Senior Administrative Officer 2	63.5	72.4	73.0
Senior Administrative Officer 1	154.3	163.7	170.0
Administrative Officer 7	197.7	212.4	220.0
Administrative Officer 6	210.4	238.5	247.0
Administrative Officer 5	141.5	152.5	158.0
Administrative Officer 4	173.6	175.2	185.0
Administrative Officer 3	91.6	105.5	111.0
Administrative Officer 2	47.8	39.8	48.0
Administrative Officer 1	1.7	0.0	0.0
Graduate	12.0	14.0	14.0
Technical 4	1.0	1.0	1.0
Technical 1	1.0	0.0	0.0
Professional 3	2.0	2.0	2.0
Professional 2	1.0	1.5	2.0
Apprentice	1.9	2.6	3.0
Other	1.0	1.0	1.0
Total	1 149.4	1 231.0	1 285.0

¹The increase in FTE relates to transfer of corporate services staff from Department of Health, and additional ICT project requirements.

Table 1 - Gender breakdown by length of service

Milestone	Female	%	Male	%	Self-Specified	%	Total headcount	%
< 10 years	454	35.3	294	22.9	3	0.2	751	58.5
10-19 years	221	17.2	124	9.7	0	0	345	26.8
20-29 years	71	5.5	46	3.6	1	0.1	118	9.2
30-39 years	38	3.0	12	0.9	0	0	50	3.9
> 40 years	15	1.2	6	0.5	0	0	21	1.6
Total	799	62.2	482	37.5	4	0.3	1 285	100.0

Table 2 - Breakdown by division

	Corporate Services	Digital Services	Office of Digital Gov	Business Support	NT Fleet	Data Centre Services	Total
Headcount	590.0	535.0	21.0	63.0	28.0	48.0	1 285.0
FTE	556.2	521.6	20.0	59.4	26.2	47.8	1 231.0
% of FTE	45.2	42.4	1.6	4.8	2.1	3.9	100.0

Table 3 - Breakdown by region

Location	FTE	% of FTE	Paid headcount	% of paid headcount
Alice Springs	41.5	3.4	43	3.3
Darwin	1 183.5	96.1	1 236	96.2
Katherine	5	0.4	5	0.4
Other	1	0.1	1	0.1
Total	1 231.0	100	1 285	100

Diversity and inclusion

DCDD is committed to a diverse and inclusive workplace. We celebrate the diversity of our people who bring a broad range of skills and experiences to DCDD which contributes to our success. Different backgrounds and identities are valued and welcomed in our inclusive culture.

Staff equity and diversity statistics at 30 June 2024 are presented below.

20%

of our people are from culturally and linguistically diverse backgrounds

3%

of our people identify as having a disability

6.3%

of our people identify as being Aboriginal

62%

females

37%

males

0.31%

self-specified

Recognition

Over the reporting period, a number of celebrations were held across DCDD to recognise and thank staff who reached important milestones.

The service milestones are a significant achievement for staff who have continued to show their commitment and dedication to the NTPS over the years and have contributed to the range of services we deliver to Territorians.

Table 4 - Recognition of service

Years of service	Number of staff
10	33
20	15
30	4
35	5
40	2
50	1

Our people

Staff development

Investing in our people is the first goal in our strategic plan with the key focus on building a supportive, responsive and collaborative workforce.

We support our people through a wide range of training programs to build skills and capability ranging from leadership development to short courses, forums, professional memberships, internal development opportunities and employment pathway programs. We subsidise study for formal qualifications to gain relevant professional and technical skills, with \$9600 provided in study assistance to 12 of our staff.

In 2023-24, DCDD staff participated in a wide range of internal and external training and development initiatives, with 3967 attendees recorded (noting some staff completed multiple training programs). This included 146 completions of the Foundational Cross-Cultural Training and 216 of the online OneNTG Appropriate Workplace Behaviours training.

All staff should have a performance plan in place providing a two-way process to discuss performance, define goals and responsibilities, and identify learning and development areas to support growth. DCDD has a 70% completion rate.

Leadership programs

Public Sector Management Program

DCDD supports and encourages our managers to undertake the Public Sector Management Program (PSMP), with five participants undertaking the program in 2023-24.

This program builds the skills of mid-level managers and results in a Graduate Certificate in Business (Public Sector Management). As part of the program, each participant undertakes a work-based project to deliver innovative outcomes for DCDD.

Emerging Leaders Program

The Emerging Leaders Program is a new enterprise-wide offering tailored for new and emerging leaders at levels 5 to 7 in the Capability Framework.

The program provides participants with key foundational skills and confidence to build

leadership knowledge, gain tools and skills that strengthen their ability to lead and manage effectively in their roles.

DCDD sponsored eight participants in two cohorts of the Emerging Leaders Program.

Executive Leadership Group

DCDD invests in leadership development at various levels to enhance strategic leadership skills and foster succession planning opportunities.

Our Executive Leadership Group forums provide a key mechanism for senior leaders to come together and build their knowledge through leadership, strategic topics and sharing information across DCDD portfolios.

Each forum includes a guest speaker who shares their leadership journey to inspire our future leaders.

Early Careers

DCDD continued to provide opportunities for career pathways, with 59 participants supported in early career programs throughout 2023-24. Updates on progress, participation rates and mentoring are regularly provided to the Executive Management Board.

Graduate Development Program

The Graduate Development Program provides recent university graduates with the opportunity to work in DCDD, rotating through work units based on their field of studies during their 12-month program.

During 2023-24, 24 graduates were employed across DCDD with bachelor and master's degrees in business, public policy, information technology, information systems, data science, psychological science, behavioural science and software engineering.

Traineeship programs

Trainees in DCDD are engaged through full-time and school-based traineeship programs. The traineeship program combines on-the-job experience with nationally recognised training at certificate to diploma level.

In 2023-24, DCDD engaged 11 trainees, of whom seven were full-time trainees and three were school-based apprentices and trainees.

Vacation Employment Program

This program provides professional employment opportunities to current university students during semester breaks and feeds into the Graduate Development Program.

There were 20 vacation students employed by the department in the areas of their studies such as information technology, professional accounting, business information systems, software engineering, commerce, business administration and business studies.

Aboriginal Employment Program

The Aboriginal Employment Program (AEP) delivers training, work readiness skills and employment opportunities through a 20-week pre-employment program, resulting in a Certificate II in Workplace Skills.

Upon successful completion, the participants are awarded a nationally recognised qualification, along with a pathway into permanent or fixed term employment or alternatively an NT Government traineeship to further their studies.

DCDD hosted three AEP participants in this reporting period.

Work experience

In March 2024, DCDD launched a two-week work experience pilot across the NTPS for year 10 students, providing engaging placements in our Corporate Services division for two students.

Work Integrated Learning Scholarship

The Work Intergrated Learning Scholarship (WILS) program provides scholarship payments and paid work placements for Charles Darwin University students over semester breaks to assist with building career options, including pathways to graduate roles with the NT Government. DCDD has one WILS participant studying a Bachelor of Psychological Science.



People matter survey

Every two years all NTPS employees can have their say about their workplace and contribute to making the public sector a better place to work.

DCDD's last survey results in 2023 were a significant improvement from the previous survey in 2021. Responding to the survey results, we developed a DCDD Action Plan with our people to outline our commitments and focus areas. We have worked hard to implement the Action Plan and have delivered a range of initiatives such as:

- Recognising our people's contribution through staff achievement walls and greater visibility of staff being recognised, showcasing our projects to our executive leadership forums and initial consultations with staff on an annual recognition event. The highlight has been the initiative for the Senior Leadership Team to meet with small groups of people from across DCDD for an informal chat over a coffee. Some good suggestions have come from these sessions.
- The Senior Leadership Team is committed to fostering work-life balance by rolling out initiatives such as work-life balance videos distributed via email, expanding flexible work arrangements, implementing a flexible working week, and launching a comprehensive wellbeing program supported by workplace contact officers.
- We have also refreshed our staff advisory group to engage better with staff, cut down red tape, and streamlined processes.

Work life balance

Flexible working options are encouraged in DCDD. Our staff are supported with access to a range of flexible working arrangements, with 938* flexible work arrangements accessed by staff over 2023-24, which has doubled since our last reporting period.

Type	Under 55 years of age	Over 55 years of age	Total
Averaging hours	126	47	173
Individual flexible work agreement*	223	41	264
Part-time work arrangement	116	7	123
Home-based work*	304	69	373
Recreation leave at half pay	80	29	109
Purchased additional leave	3	0	3

* A single work-life balance application can include a combination of flexible hours and home-based work. Each option is reported and counted separately.



Occupational health and safety

Wellbeing and Culture Program

DCDD completed a pilot program for a broader NTPS Mentally Healthy Workplace Framework designed to foster improved employee connections, mental health literacy and the awareness of the benefits of maintaining individual mental and physical wellbeing.

Our Wellbeing and Culture Program was the first initiative from the framework and was launched across DCDD to support a happier and healthier workplace.

We took a diverse range of wellbeing ideas, themes and activities shared by our people to develop our 2024 program, with the aim to:

- improve employee resilience, health and wellbeing
- improve opportunities for employees to engage, collaborate and connect in promoting wellbeing at work
- bring together and share DCDD's wellbeing, culture and care work.

Our wellbeing working group and the workplace champions group are leading and implementing the range of initiatives.

Health and wellbeing

DCDD is committed to the health and wellbeing of all employees and provides staff with opportunities to balance work commitments with family, community and cultural responsibilities.

We promote health and wellbeing initiatives throughout the year, including events and charities. Staff are encouraged to champion events, celebrate and share news of their activities through our staff newsletter.

Other initiatives offered across the department include an Employee Assistance Program, ergonomic awareness and staff raising funds through their work area social clubs to support Christmas party celebrations and charities. The DCDD Workforce Services Calendar promotes inclusion and diversity events across the NTPS.

The annual across-government flu vaccination program was managed by DCDD, with hubs in Darwin, Palmerston, Casuarina and Alice Springs, and a regional program in Tennant Creek, Katherine and Nhulunbuy. In 2024, 491 staff participated in the program.

Workplace Contact Officer Program

This important program was launched to support staff and complement existing services. The program is an initiative that resulted directly from staff feedback and ideas.

The program provides a network of DCDD volunteers, including officers from cultural and linguistically diverse backgrounds who assist by offering guidance and information about connections to support services.

Our contact officers have been trained to help staff explore their options or next steps, and they meet regularly to support each other and identify any trends or common themes based on people interacting with the contact officers.

Work health and safety

DCDD's Work Health and Safety (WHS) Governance Committee operates as the strategic advisory function, continuing to support a range of initiatives and provide oversight of health and safety performance outcomes and improvement strategies. The committee is supplemented with WHS Building Committees comprising employees from all DCDD workplaces.

In 2022, DCDD undertook a safety culture self-assessment which identified a range of leadership, systems and behavioural opportunities to improve WHS performance and outcomes. These objectives were incorporated into a targeted two-year WHS Action Plan.

A 2024 review confirmed that DCDD has improved its safety culture by a full maturity level up to the proactive maturity benchmark. Achieving this benchmark is a significant improvement and means that DCDD has matured its workforce behaviours, attitudes and beliefs about health and safety as well as its systems and governance arrangements.

Looking forward, the DCDD WHS Action Plan 2024-2026 will continue to drive agency-wide safety culture improvement while focusing on improved training to employees in safety sensitive roles such as emergency wardens, first aiders and WHS committee members, as well as proactively managing potential sources of psychosocial harm and promoting the benefits of physical and mental wellness to our workforce.

Workers compensation

DCDD has 15 workers compensation claims open at the end of the reporting period. During the reporting period, nine new claims were submitted, of which five were accepted, one deferred and three were disputed / denied.



Legislative compliance

Employment Instruction reporting

Under the *Public Sector Employment and Management Act 1993 (PSEMA)*, Employment Instructions provide direction to agencies on human resource matters. DCDD complied with its obligations under each Employment Instruction throughout 2023-24.

Public sector principles

Part 1A, sections 5A to 5F of PSEMA lists the general principles underlying this legislation. These principles need to be upheld by agencies, Chief Executive Officers (CEOs) and employees of the NTPS. In 2023-24, DCDD complied with all the prescribed principles.

Administration management principle (section 5B)

DCDD provided effective, efficient and appropriate services to its clients, government and community, ensuring appropriate use of public resources while working cooperatively and responsibly carrying out our functions objectively, impartially and with integrity.

Human Resource Management Principle (section 5C)

Workplace diversity and equity is upheld and provides everyone equal opportunity to make the most of their talents and abilities in the workplace. Our workplace environment ensures our employees are treated fairly, reasonably and in a non-discriminatory way.

Merit principle (section 5D)

DCDD appointments are based on the principles of merit. Employees are capable and competent to perform their duties, having the knowledge, skills, experience and qualifications required to be successful in their role and having consideration of their potential for future development.

Equality of employment opportunity principle (section 5E)

DCDD encourages staff to continually develop and access career development opportunities, which also includes exchange, transfer and mobility. Implementation of a special measures policy is enabling DCDD to eliminate unlawful discrimination while promoting diversity in its workforce.

Performance and conduct principle (section 5F)

DCDD champions NTPS values, treating the workforce fairly, equitably, and with proper courtesy and consideration. DCDD officers avoid actual or apparent conflicts of interest and ensure personal conduct does not adversely affect their performance or that of other public sector officers while performing their duties objectively, impartially, professionally and to the best of their ability with integrity.

