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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 close 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 and improve. We are building a more connected public sector, underpinned by secure, scalable systems designed 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.

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.

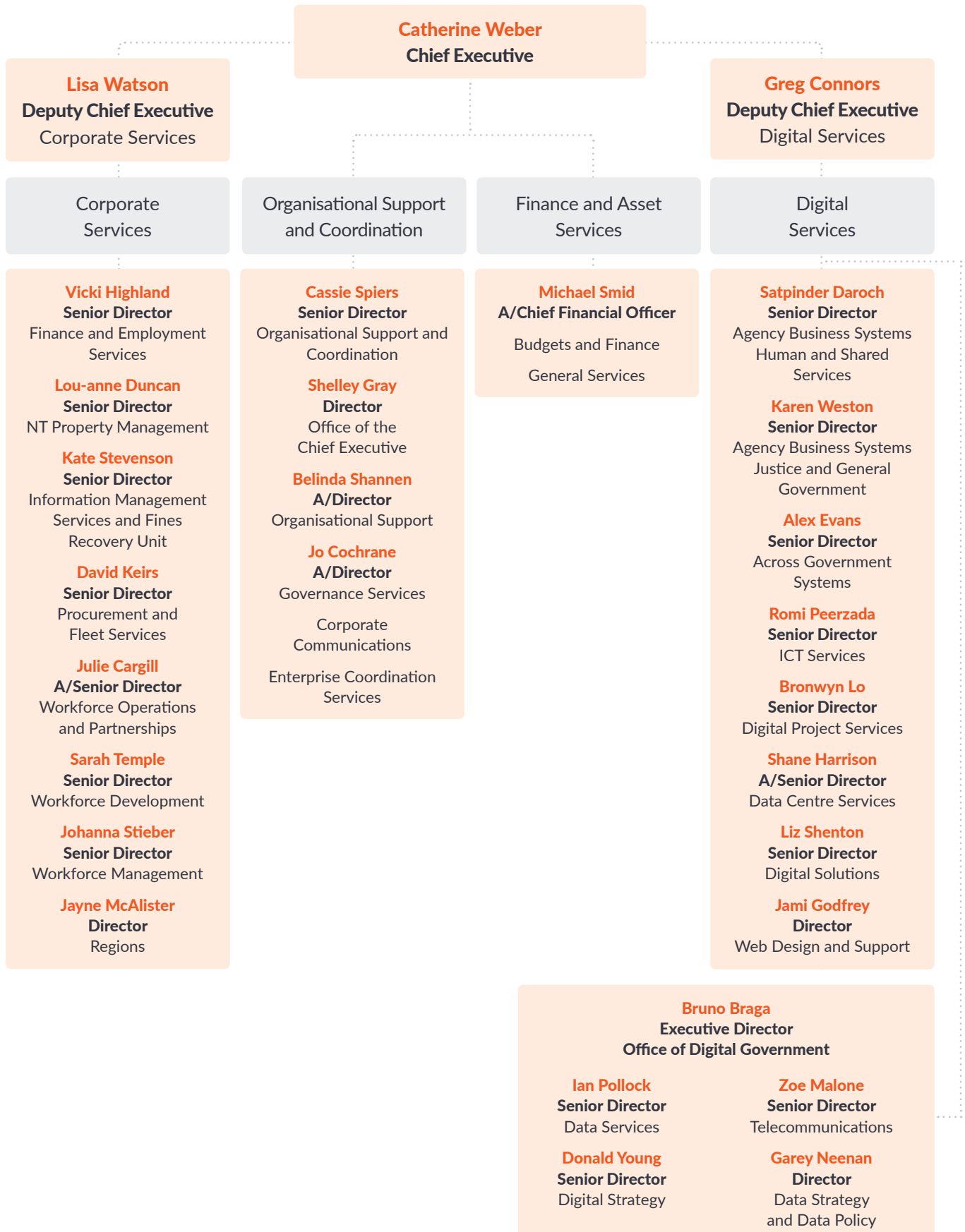
Data Centre Services – operates secure, purpose-built facilities that support computing, network, and telephony services for the whole of government. As a GBD, it manages core infrastructure enabling reliable, 24/7 digital operations.

Organisational Support and Coordination – provides internal services that support departmental operations and whole of government programs, including executive support, planning and reporting, governance, communications, HR administration, work health and safety and strategic coordination for DCDD as an agency.

Finance and Asset Services – delivers strategic financial management and operational support including budgeting, accounting, asset management, and coordination of general services such as building maintenance, office relocations, and procurement support for DCDD as an agency.

The department

Our structure



Structural changes during the year

To strengthen internal operations and enhance service delivery, DCDD implemented the following changes during the reporting period:

- transferred the Fines Recovery Unit from the Attorney-General's Department into the agency following the Administrative Arrangements Order in September 2024
- incorporated workforce services and information management teams from Northern Territory Police Force into the DCDD shared services model
- transitioned the Office of Digital Government into the Digital Services division streamlining digital strategy, ICT governance and digital transformation
- integrated Data Services with the Office of Digital Government to improve strategic alignment, efficiency and service integration
- realigned NT Property Management within the Corporate Services division to better integrate operational support functions
- co-located NT Fleet with Procurement Services, in terms of both leadership and location
- established a dedicated Organisational Support and Coordination division to focus on internal corporate service lines to strengthen DCDD's capability and performance as an agency, as well as coordinating enterprise reforms.

Strategic Plan

In February 2025, DCDD launched its Strategic Plan 2024–2028, setting a clear and ambitious direction for the next 4 years. The plan is designed to support government priorities, and is built on 3 key goals:

- enabling government priorities
- engaging our customers
- evolving our business.

Developed through extensive consultation and shaped by staff feedback, the plan reflects our collective vision and priorities of our teams. It defines our vision to be a trusted and valued partner in government, and our purpose to deliver specialised services, advice and solutions that empower our customers to succeed.

The goals build on our strengths and foster collaboration across the agency to deliver smarter, more responsive services for the Northern Territory community.



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.

Our Goals

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 2024–25 was \$442 million, while expenditure totalled \$435 million (noting the GBDs operate as separate budget entities).

Overviews and financial statements for the 3 entities are provided in section 7.

The 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:

- accommodation assistance was provided to 36 non-government organisations, totalling over \$3 million
- short-term vehicle loans were provided to 32 organisations supporting community events, valued at over \$328,000. This program will conclude at the end of 2025
- grants and sponsorships were delivered to support a range of initiatives, as outlined in Appendix C.

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.