



LEGISLATIVE ASSEMBLY OF THE NORTHERN TERRITORY

No. 205

WRITTEN QUESTION

Ms Uibo to the Minister for Corporate and Digital Development, Hon Joshua Burgoyne MLA:

Department of Corporate and Digital Development Administration

Cost for the Department of Corporate and Digital Development to complete these responses is estimated to have been approximately \$77,500. As a central supporting agency, as well as preparing its own responses to these written questions, the department has also supported all agencies to prepare their responses by providing data and other information.

Note: Data provided for Written Question 205 relates to the Department of Corporate and Digital Development, including NT Fleet and Data Centre Services.

STAFFING

1. (a) Please advise the number of staff employed in the following categories as of 31 March 2026:

Category	FTE	Head Count (Actual)	NT-based	Located outside NT
1. Ongoing Full Time	968.0	997	995	3
2. Ongoing Part Time	66.7	91	91	0
3. Fixed Term Full Time	106.7	113	113	0
4. Fixed Term Part Time	5.6	9	9	0
5. Casual Contract	0.0	0	0	0
6. Executive Contract	42.6	44	44	0

(b) Please provide, for each of the six categories above: the relevant position classifications and the number of staff employed against each classification:

Category	Classification	FTE	Head Count (Paid)	NT-based (head count)	Located outside NT (head count)
1. Ongoing Full Time	Administrative Officer 2	7.9	8	8	0
	Administrative Officer 3	42.7	44	44	0
	Administrative Officer 4	129.8	135	135	0
	Administrative Officer 5	165.4	169	168	1
	Administrative Officer 6	210.7	218	218	0
	Administrative Officer 7	173.3	179	179	0
	Executive Officer 2	4.0	4	4	0
	Nurse Level 5	1.0	1	1	0
	Professional 2	1.0	1	1	0
	Professional 3	2.0	2	2	0
	Senior Administrative Officer 1	146.8	151	149	2
	Senior Administrative Officer 2	82.5	84	84	0
	Technical 4	1.0	1	1	0

Category	Classification	FTE	Head Count (Paid)	NT-based (head count)	Located outside NT (head count)
2. Ongoing Part Time	Administrative Officer 2	2.6	4	4	0
	Administrative Officer 3	3.7	5	5	0
	Administrative Officer 4	9.5	14	14	0
	Administrative Officer 5	11.3	16	16	0
	Administrative Officer 6	11.2	15	15	0
	Administrative Officer 7	15.9	20	20	0
	Professional 2	0.5	1	1	0
	Senior Administrative Officer 1	12.1	16	16	0

Category	Classification	FTE	Head Count (Paid)	NT-based (head count)	Located outside NT (head count)
3. Fixed Term Full Time	Administrative Officer 2	8.9	11	11	0
	Administrative Officer 3	22.1	23	23	0
	Administrative Officer 4	20.0	20	20	0
	Administrative Officer 5	19.3	20	20	0
	Administrative Officer 6	11.0	11	11	0
	Administrative Officer 7	6.0	6	6	0
	Trainees/Graduate Trainees	10.7	12	12	0
	Senior Administrative Officer 1	7.7	9	9	0
	Senior Administrative Officer 2	1.0	1	1	0

Category	Classification	FTE	Head Count (Paid)	NT-based (head count)	Located outside NT (head count)
4. Fixed Term Part Time	Administrative Officer 2	2.3	4	4	0
	Administrative Officer 3	0.8	1	1	0
	Administrative Officer 5	0.9	1	1	0
	School Based Trainee	1.7	3	3	0

Category	Classification	FTE	Head Count (Paid)	NT-based (head count)	Located outside NT (head count)
6. Executive Contract	Executive Contract Officer 1	18.3	19	19	0
	Executive Contract Officer 2	16.3	17	17	0
	Executive Contract Officer 3	5.0	5	5	0
	Executive Contract Officer 4	2.0	2	2	0
	Executive Contract Officer 6	1.0	1	1	0

- (c) Where there is a difference between FTE and Headcount (Actual), please provide an explanation for the difference, including any reasons for the use of part-time and casual positions within the overall workforce profile.**

Full Time Equivalent (FTE) = the proportion of an employee's salary payment to that of an equivalent full-time employee in any given fortnight.

Paid Headcount = Headcount is the count of physical people, so a part-time person counts as one.

The NT Government provides opportunities for employees to balance the demands of work with the needs of family and general health and wellbeing. Flexible work practices are used in the Northern Territory Public Service to attract and retain employees. Flexible work arrangements can include flexibility in relation to an employee's hours of work, or mode of employment such as part-time, and leave.

Note: Data as at Pay 20 of 2025–26.

- 2. Please advise the number of staff held against the following categories as of 31 March 2026:**

Category	Number
Resigned	101
Made Redundant	0
Terminated	4
Unattached	56
Classified Redeployee	0
Supernumerary	101

- 3. Please advise the number of staff identifying as Aboriginal and Torres Strait Islander as of 31 March 2026.**

A whole-of-government response to Question 3 will be provided by the Office of the Commissioner for Public Employment.

- 4. (a) Please advise the number of Frontline staff as FTE as of 31 March 2026 and as a percentage of the Agency's total employment.**

Category	Number	%age of Total Staff
Frontline	0	0

5. Please advise how many staff have been engaged through labour hire, employment agency arrangements and/or consultancy contracts, for what purpose, for what duration and at what cost as of 31 March 2026. Please use the table format presented below for your response.

Number of staff engaged	Labour Hire / Employment Agency / Consultancy	Purpose	Duration	Cost (\$)
4	Hays Specialist Recruitment (Australia) Pty Ltd	To support the Royal Darwin and Palmerston Hospital emergency departments while Acacia is further enhanced.	Contract ended August 2025. Spend is for period 1 July 25 to 31 August 25.	49 063

6. Please advise how many locums have been employed, for what purpose, duration, and at what cost as of 31 March 2026. Please use the table format presented below for your response.

Not applicable.

7. (a) How many positions were advertised during the period 1 July 2025 to 31 March 2026?

7(a)	1 July 2025 to 31 March 2026
Positions advertised	329

- (b) Of the total number advertised in 7(a), how many positions had Special Measures applied?

(b)	1 July 2025 to 31 March 2026
Positions advertised with Special Measures applied	302

(c) Please break down the levels of positions that had Special Measures applied.

(c)	
Classification Level	Total Positions Advertised
Aboriginal Health Cadetship Program	1
Administrative Officer 2	3
Administrative Officer 3 (Total includes x1 Data Centre Services and x3 NT Fleet)	25
Administrative Officer 4 (Total includes x4 NT Fleet)	48
Administrative Officer 5 (Total includes x2 NT Fleet)	45
Administrative Officer 5, Administrative Officer 6	2
Administrative Officer 6 (Total includes x2 NT Fleet)	54
Administrative Officer 6, Administrative Officer 7	2
Administrative Officer 7	50
Administrative Officer 7, Nurse Level 5	1
Administrative Officer 7, Senior Administrative Officer 1	1
AQF III Traineeship Salary Level A, AQF III Traineeship Salary Level A, Aboriginal Employment Program	2
AQF III Traineeship Salary Level A, AQF III Traineeship Salary Level B, AQF III Traineeship Salary Level C, AQF IV Traineeship Salary Level A, AQF IV Traineeship Salary Level B, AQF IV Traineeship Salary Level C, AQF III Traineeship Salary Level A, AQF III Traineeship Salary Level B, AQF III Traineeship Salary Level C, AQF IV Traineeship Salary Level A, AQF IV Traineeship Salary Level B, AQF IV Traineeship Salary Level C	2
AQF III Traineeship Salary Level A, AQF III Traineeship Salary Level B, AQF III Traineeship Salary Level C, AQF IV Traineeship Salary Level A, AQF IV Traineeship Salary Level B, AQF IV Traineeship Salary Level C, School Based Trainee, AQF III Traineeship Salary Level A, AQF III Traineeship Salary Level B, AQF III Traineeship Salary Level C, AQF IV Traineeship Salary Level A, AQF IV Traineeship Salary Level B, AQF IV Traineeship Salary Level C	1
Executive Contract Officer 1, Senior Administrative Officer 2	1
Executive Contract Officer 2	3
Graduate Trainee, Professional Graduate, Band 1 Administrative Corporate Services, Band 2 Administrative Corporate Services, Band 2 Professional	2
Senior Administrative Officer 1 (Total includes x1 Data Centre Services and x1 NT Fleet)	37
Senior Administrative Officer 1, Nurse Level 6	2
Senior Administrative Officer 1, Senior Administrative Officer 2	2

(c)	
Classification Level	Total Positions Advertised
Senior Administrative Officer 2 (Total includes x1 Data Centre Services)	18
Total	302

(d) How many positions that had Special Measures applied were not able to be filled against these requirements during this period and required contract or backfilling arrangements?

Most NT Government agencies have implemented special measures arrangements across the whole agency or for some roles. The process for positions that are advertised with special measures is to consider special measures applicants first; if no special measures applicants apply, or no special measures applicants are considered suitable, recruitment panels may assess all other applicants' suitability for the role.

OUTSOURCING

8. (a) For the period 1 July 2025 to 31 March 2026, detail any decision(s) to outsource, contract out or privatise functions that have traditionally been carried out by the Agency.

Nil.

(b) Is consideration being given to outsource, contract-out or privatise any functions in this Department in financial year 2026/27? If so, provide details.

No.

LEGAL EXPENSES

9. What has been the expenditure on legal advice or related expenses for the period 1 July 2025 to 31 March 2026? Provide details on:
- The matter(s) (designate which are finalised and which are ongoing)
 - The amount paid by matter
 - The amount paid to each outside legal firm or barrister engaged

For the reporting period, total expenditure on legal advice or related expenses was \$617,818.

Provider	Amount (\$)
Finalised	
JKW Law Practice	16 815
Caroline Heske	13 695
Clayton Utz (Brisbane)	12 364
HWL Ebsworth Lawyers	11 893
Minter Ellison Lawyers	10 196
Cozens Johansen Lawyers	8 886
Bowden McCormack Lawyers & Advisers	6 291
Aitran Nguyen Territory Legal Advisors	5 920
Finlaysons	2 538
Ongoing	
JKW Law Practice	354 064
Finlaysons	61 025
Minter Ellison Lawyers	62 004
Maddocks	47 054
Aitran Nguyen Territory Legal Advisors	2 844
Cozens Johansen Lawyers	1 329
HWL Ebsworth Lawyers	900
TOTAL	617 818

PROCUREMENT / CONSULTANCIES

10. From 1 July 2025 to 31 March 2026, please detail expenditure on each report and consultancy (excluding annual reports) obtained from outside the NTPS. For each report/consultancy detail:

- a) Purpose
- b) Cost
- c) Person or entity engaged
- d) Whether the person or entity has their principal place of business in the Northern Territory or elsewhere (if elsewhere, please provide the address of the principal place of business of the person or entity)
- e) Whether a report has been tabled in the Legislative Assembly as a result of the report or consultancy
- f) Outcomes or key performance indicators for the report or consultancy
- g) Whether tenders or expressions of interest were invited prior to work on the report or consultancy being undertaken

From 1 July 2025 to 31 March 2026, the Department of Corporate and Digital Development's expenditure on consultancies with reports obtained from outside the NTPS through consultancy.

Purpose or function	Cost \$	Entity/person engaged	Territory Enterprise
Information Services East Arm Archives review	61 676	KPMG	Yes
Accounts Receivable assurance review	50 578	Deloitte	Yes
Workforce Recruitment Services review	15 312	KPMG	Yes
Governance Strategic Risk Assessment	14 063	Hill Professional Services	Yes
NTG Central Content Strategy	90 197	True North Content	No (Victoria)
Total	231 826		

The department had no external reports tabled at Legislative Assembly.

11. Please advise the number of contracts awarded to business entities with a principal place of business in the NT and outside the NT for the period 1 July 2025 to 31 March 2026 as follows:

Number in the NT	Number outside of the NT
78	50

12. For each of the contracts awarded to business entities with a principal place of business outside of the Northern Territory, please advise the selection criteria on the applicable contract or tender.

Business Entity	Address	Selection Criteria
ALTARAMA INFORMATION SYSTEMS PTY LTD	Palm Beach, NSW	N/A direct contracting
INTERSKILL LEARNING PTY. LTD.	Keysborough, VIC	N/A direct contracting
Kapish Services Pty Ltd	Melbourne, VIC	N/A direct contracting
MATTR TRADING AUSTRALIA PTY LTD	Sydney, NSW	N/A direct contracting
Promadis Pty Ltd	Glenelg East, SA	N/A direct contracting
Prosentient Systems Pty Ltd	Milsons Point, NSW	N/A direct contracting
Recoveries Corporation Pty Ltd, Trading As Recoveriescorp	Melbourne, VIC	Local Content 30 Past Performance 10 Scope Specific 40 Price 20
SAS INSTITUTE AUSTRALIA PTY. LIMITED	Lane Cove North, NSW	N/A direct contracting
SEE ME PLEASE	Sydney, NSW	Local Content 30 Scope Specific 50 Price 20
SupportLink IT Pty Ltd	Erindale Centre, ACT	N/A direct contracting
SYMPHONY CONNECT PTY LTD	St Leonards, NSW	Local Content 30 Scope Specific 50 Price 20
The Escal Institute Of Advanced Technology Inc	Ste 200 N Bethesda, MD	N/A direct contracting
THE TRUSTEE FOR SALSA DIGITAL TRUST	Melbourne, VIC	N/A direct contracting
THE UNIVERSITY OF SYDNEY	Sydney, NSW	N/A direct contracting
Vimeo.com Inc	New York, New York	N/A direct contracting
Adactin Group Pty Ltd	Parramatta, NSW	Capacity 40 Local Content 30
Akkodis Australia Consulting Pty Ltd	Sydney, NSW	

Business Entity	Address	Selection Criteria
Alpha Echo Pty Ltd, Trading As Alpha Echo	Newcastle, NSW	Past Performance 30 (panel contract)
Asset Management Systems Pty Ltd	Bucca, NSW	
Axios IT Pty Ltd, Trading As Axios IT	Adelaide, SA	
Bailey Abbott Group Pty Ltd	Unley, SA	
Bdna Group Pty Ltd	Toowong Dc, QLD	
Bevington Consulting Pty Ltd, Trading As Bevington Group	Melbourne, VIC	
BiTech Group Pty Limited	Queen Victoria Building, NSW	
Business Analysts Pty Ltd, Trading As BAPL	Brisbane, QLD	
Catalyst IT Australia Pty Limited	Dee Why, NSW	
Centorrino Technologies Pty Ltd	Coburg, VIC	
Concert ICT Pty Limited, Trading As Concert ICT	Ultimo, SA	
Digital Discovery Pty Ltd, Trading As See Me Please	Sydney, NSW	
Elysium DC Solutions Pty Ltd as Trustee for AKC and RTB Trust	Blackwood, SA	
Flame Tree Cyber Consultancy Pty Ltd	Brisbane, QLD	
gdBI Pty Ltd as Trustee for Davey B I Consulting Trust, Trading As gdBI	Mile End, SA	
GREX Consulting Pty Ltd	Sydney, NSW	
ICTPioneers Pty Ltd, Trading As CISO Online	Sydney, NSW	
IM Systems Pty Ltd as Trustee of IM Systems Trust, Trading As IM SYSTEMS Pty Ltd	Melbourne, VIC	
Information Professionals Pty Ltd	Brisbane, QLD	
InsurgenceAI Pty Ltd, Trading As Insurgence	Brighton, VIC	
Mercury Information Security Services Pty Ltd	Sydney, NSW	
Nebulaus Pty Ltd	Coolalinga, NT	
Prashuk Jain	St Kilda, VIC	
Redwood Security Pty Ltd, Trading As Redwood Security	Brisbane, QLD	

Business Entity	Address	Selection Criteria
SpeedCast Australia Pty Limited	Alexandria, NSW	
SYMPHONY CONNECT PTY LTD, Trading As Symphony	St Leonards, NSW	
Talent International Holdings Pty Ltd	Adelaide, SA	
TEKNO Pty Ltd, Trading As Gaia Resources	Perth, WA	
WORKINGMOUSE Pty Ltd, Trading As WorkingMouse	Brisbane, QLD	
Davidson Executive & Boards Pty Ltd	Brisbane, QLD	
Health One Consulting Pty Ltd, Trading As RecruitOne Consulting and Recruitment	Casula Mall, NSW	Local Content 30 Scope Specific 50 Price 20 (panel contract)
HG LEADERSHIP PTY LTD, Trading As HardyGroup	Sydney, NSW	
Omega Medical Pty Ltd, Trading As Omega Medical	Sydney, NSW	

13. For Tier 3, Tier 4 and Tier 5 procurement activities, how many public tenders were advertised during the period 1 July 2025 to 31 March 2026?

Tier	Number of Procurement Activities
Tier 3	0
Tier 4	2
Tier 5	2
Total	4

14. For Tier 3, Tier 4 and Tier 5 procurement activities, how many contracts or tenders were awarded without undertaking a public tender process during the period 1 July 2025 to 31 March 2026?

Tier	Number of Procurement Activities
Tier 3	6
Tier 4	4
Tier 5	0
Total	10

15. For each instance identified in the question above, where a public quotation process was not undertaken, including for those with a Certificate of Exemption:
- What is the description of the goods and services contracted?
 - What is the value of the goods and services contracted?
 - What was the reason for not using the public tender process or for requiring a Certificate of Exemption?
 - Who recommended the course of action in c) above?
 - Who approved the course of action in c) above?

Description of Goods and Services (a)	Awarded value \$ (b)	Reason for Exemption (c)	Approved by (e)
Provision of Support and Maintenance for Masterpiece and CA Datacom for a Period of 60 Months	3,302,601	Direct Contracting - Sole supplier due to patent, copyright or other exclusive rights	Chief Executive
Provision of the SupportLink Referral Management System Including Software Licensing, Support and Maintenance Services for a Period of 36 Months	2 588 604	Direct Contracting - Sole supplier due to patent, copyright or other exclusive rights	Chief Executive
Provision of the MATTR Credentials Management Platform Subscription and Support Services for a Period of 36 Months	859 843	Direct Contracting - Limited suppliers due to technical requirements	Deputy Chief Executive Digital Services
Darwin - Lease Renewal - 3 Nylander Street Parap - Health Clinic - DoH for a Period of 60 Months	353 182	Direct Contracting - Acquisition or rental of land, existing building or other immovable property	Chief Executive
All of NT - Provision of Information security and Cyber security training	337 756	Direct Contracting - Sole supplier due to patent, copyright or other exclusive rights	Deputy Chief Executive Digital Services
Coolalinga - Lease Renewal - Goyder Electorate Office - Tenancy 4 Coolalinga Shopping Centre - DLA for a Period of 48 Months	274 761	Direct Contracting - Acquisition or rental of land, existing building or other immovable property	Chief Executive
Provision of PROMADIS Support Services for a Period of 36 Months	260 229	Direct Contracting - Limited suppliers due to technical requirements	Deputy Chief Executive Digital Services

Description of Goods and Services (a)	Awarded value \$ (b)	Reason for Exemption (c)	Approved by (e)
Katherine - Lease Renewal - Gwoja Liaison Office - T2 - Katherine Shopping Centre - DLA for a Period of 48 Months	236 752	Direct Contracting - Acquisition or rental of land, existing building or other immovable property	Chief Executive
Provision of Statistical Analysis Software for Personal Computer Licences, Support and Maintenance for a Period of 12 Months	124 506	Direct Contracting - Limited suppliers due to technical requirements	Deputy Chief Executive Digital Services
Yarrowonga - Lease Renewal - TESFL - 60 Georgina Crescent - DET for a Period of 12 Months	59 614	Direct Contracting - Acquisition or rental of land, existing building or other immovable property	Chief Executive

16. Please advise the total number of NTG Corporate Credit Cards within the Agency, including the position titles and levels of the staff holding the corporate credit cards for purchasing goods and/or services as of 31 March 2026?

At 31 March 2026, there were 21 credit card holders within the Department of Corporate and Digital Development, one within NT Fleet and one within Data Centre Services.

Positions	Level	Number of positions
Agency Fleet Officer (NT Fleet) Business Support Officer Executive Assistant Office Manager (Data Centre Services) Program Support Officer Team Administrator Workforce Operations Support Officer	AO4	11
Executive Assistant Program Finance Officer Records Operations Supervisor Workforce Project Officer	AO5	6
Service Support Manager Team Lead Records Support Workforce Operations Senior Officer Reporting Analyst	AO6	4
Service Designer	AO7	2
TOTAL		23

- 17. For each contract awarded to a non-Territory enterprise:**
- a) Was a Territory enterprise shortlisted? If not, why not?**
 - b) What weighting was given to local content?**
 - c) Did the procurement process include a local industry participation requirement?**

The administrative effort required to respond is excessive and would result in undue diversion of resources from service delivery.

- 18. What percentage of total procurement spend was awarded to:**
- a) Interstate businesses**
 - b) International businesses**

The percentage of total procurement value awarded from 1 July 2025 to 31 March 2026.

- (a) 38.8%
- (b) 0.28%

FOCUS GROUPS / POLLING / SURVEYS

For the period 1 July 2025 to 31 March 2026:

- 19. Please detail expenditure on opinion polls and focus groups, including costs and entities that conducted the work.**

In February 2026, Captovate Pty Ltd was engaged to undertake 3 focus group sessions across the Northern Territory to explore community perceptions of the proposed Territory Services App and Digital Driver Licence. Sessions were held in Darwin, Alice Springs and Nhulunbuy.

Total expenditure was \$19,470.

- 20. Detail all surveys undertaken in relation to the focus groups and opinion polls above, including their form, the cost and the inducements that were provided to incentivise participation.**

This response is to be read in conjunction with the response for sub-question 19.

Prior to the 3 focus group sessions, Captovate Pty Ltd asked participants to undertake a pre-session questionnaire to understand their demographic information and level of technical capability/digital skills. Participants that completed the survey and attended the focus group received a \$100 incentive.

21. Please provide copies of each survey and the results of each survey.

This response is to be read in conjunction with the response for sub-question 19 and 20.

The pre-session questionnaire provided from Captovate is attached. The results are summarised below.

Responses as below:

Across the 3 workshops, there were 22 participants in total: 12 from Darwin, 6 from Nhulunbuy and 4 from Alice Springs.

- The participant group was made up of 17 women and 5 men. Ages of participants included:
 - aged 18 – 24 – 3 participants
 - aged 25 – 34 – 3 participants
 - aged 35 – 44 – 4 participants
 - aged 45 – 54 – 5 participants
 - aged 55 – 64 – 3 participants.
- In terms of culture and language, most participants identified as Australian (15). There were also 3 participants who spoke Yolŋu languages. Other cultural and language backgrounds identified included Asian (1), NZ European / Pākehā (1), Cantonese-speaking (1), and 1 blank response.
- Most identified as living in the workshop locations of Darwin, Nhulunbuy or Alice Springs. Within the Darwin group, however, 3 participants identified as living in rural areas, and 1 specifically identified Wagait Beach, indicating some representation from surrounding regional areas as well.
- In relation to education levels, participants were generally well educated.
- Technology confidence was relatively high overall. On a scale of 1 to 5, the average confidence score was approximately 4.0, with 9 participants rating themselves 4 or 5. Only 5 participants rated themselves 3 or lower.
- The technical questions about use of phones and confidence with related technologies are being used to inform the development of the Territory Services app by the NT Government.

Pre-Session Questionnaire — Territory Services App Focus Groups

(This pre-session questionnaire was produced/proposed by Captovate)

Thank you for taking part in this user research session. Before we begin, we'd like to ask a few questions to help us understand your background, your experience with NT Government Services.

This information helps ensure the Territory Services App meets the needs of people with different levels of digital confidence, languages, devices, and connectivity.

If you're unsure about a question, feel free to ask for clarification.

1. Age

- 18–24
- 25–34
- 35–44
- 45–54
- 55–64
- 65+

2. Gender

- Male
- Female
- Non-binary or gender diverse
- Prefer not to say
- Prefer to self-describe: _____

3. Cultural or language background

What cultural background do you identify with? **Optional:** Prefer not to say

3a. What language do you mainly speak at home?

- English
- Aboriginal language (please specify): _____
- Other language (please specify): _____

4. Accessibility

Do you have any physical, sensory, or cognitive considerations that may affect how you use technology?

(e.g., eyesight, hearing, hand mobility, memory, dyslexia)

- No
- Yes (please specify): _____
- Prefer not to say

5. Where do you currently live?

- Darwin / Palmerston
- Rural area (e.g. Howard Springs, Humpty Doo, Bees Creek)
- Alice Springs

- Nhulunbuy
- Remote community (please specify): _____

6. How long have you lived in the Northern Territory?

- Less than 1 year
- 1–5 years
- 6–10 years
- 11–20 years
- 21+ years
- Not currently living in the NT

7. Highest level of education

- Primary school
- High school
- Certificate or Diploma
- Bachelor's degree
- Postgraduate degree
- Other: _____

8. How confident do you feel using technology?

- 1 (Not confident)
- 2 (Somewhat confident)
- 3 (Moderately confident)
- 4 (Comfortable)
- 5 (Very confident)

9. What type of phone do you use most often?

- iPhone
- Samsung
- Other Android
- Not sure
- I don't use a mobile phone

10. How old is your phone?

- Less than 1 year
- 1–2 years
- 3–4 years
- 5+ years
- Not sure

11. How often do you update apps on your phone?

- Automatically
- Often
- Sometimes
- Rarely
- Never / I don't know how to update apps

**12. Have you used NT Government online services before?
(Select all that apply)**

- Car registration or renewal
- Driver licence renewal
- Child sport or Learn to Swim vouchers
- Applying for a permit, licence or certification (e.g. white card)
- Senior concessions
- Police check
- Paying bills (e.g. power, fines)
- Applying for a grant or funding
- Accessing health travel or patient assistance
- None of the above
- I'm not sure
- other.....

14. How do you usually get help with online tasks?

- Family or friends
- I search online
- I go to a Territory Government office
- I look for a helpline
- I don't usually ask for help
- Other: _____

15. Have you ever used a digital wallet (e.g., Apple Wallet, Google Wallet, MyGovID, Booking pass)?

- Yes, often
- Yes, sometimes
- I have tried before but stopped using it
- No, I haven't used one
- Not sure

16. How comfortable do you feel storing important ID on your phone? (e.g. digital driver licence, cards, permits)

- Very comfortable
- Somewhat comfortable
- Unsure
- Not very comfortable
- Not comfortable at all

17. How comfortable are you with biometric security? (Face recognition, fingerprint unlock)

- Very comfortable
- Somewhat comfortable
- Unsure
- Not very comfortable
- Not comfortable at all

18. Anything else you'd like us to know before the session?

COMMUNICATIONS AND MARKETING

22. Please detail expenditure on advertising and communications during the period 1 July 2025 to 31 March 2026.

For each advertisement for which an expense was incurred:

- a) What was the purpose/description of the advertisement?
- b) Who was the advertisement placed with, i.e., media outlet, newspaper, television station, digital platform, or other?
- c) What was the total production cost, including, but not limited to, design, commissions, and placement costs?

Data relates to the Department of Corporate and Digital Development (DCDD).

No advertising expenses were incurred by NT Fleet and Data Centre Services in the reporting period.

Purpose/Description (a)	Media Outlet (b)	Total Cost \$ (c)
Recruitment	Seek	44 086
Recruitment	LinkedIn	6 210
Recruitment	CareerOne.com.au	236
Bereavement notice	NT News	394
Cyber Invest Business Program	NT News	8 748
Cyber Invest Business Program	Mix FM 104.9	3 451
Cyber Invest Business Program	Hot 100 Darwin	3 046
Cyber Invest Business Program	Centralian Today	2 324
Cyber Invest Business Program	8HA Alice Springs	1 624
Cyber Invest Business Program	Katherine Times	1 379
Cyber Invest Business Program	Facebook	500
Digital Futures	Hot 100 Darwin	1 480
Digital Futures	Facebook	1 028
Digital Futures	Mix FM 104.9	136
Early Careers Programs	Facebook	732
Early Careers Programs	Mix FM 104.9	134
Early Careers Programs	SunFM Alice Springs	56
Early Careers Programs	Tourist Gold FM	56
Total		75 620

Note: DCDD recruitment includes advertising for workforce careers programs and general recruitment.

d) Were tenders or expressions of interest called? If not, why not?

All services were engaged in accordance with Northern Territory Government (NTG) procurement requirements.

e) Did the agency enter into any separate arrangements for advertising placements or advertorials? If so, please provide details of expenditures and media outlets.

Newspaper advertisements were placed via the NTG media agency provider (Atomic Search Pty Ltd) under the across government contract.

TRAVEL

23. Please provide the total expenditure and itemised details of travel, including, but not limited to, travel-related costs such as accommodation, travel allowance, entertainment, car rental, meals and incidentals, in each Agency and authority during the period 1 July 2025 to 31 March 2026 broken down to:

- a) International Travel
- b) Interstate Travel
- c) Intrastate Travel

(a) International Travel – Nil.

(b) Interstate Travel

Fares (\$)	Accommodation (\$)	Travel Allowance (\$)	Other Expenses (\$)	Total (\$)
87 268	43 687	14 447	7 939	153 341

(c) Intrastate Travel

Fares (\$)	Accommodation (\$)	Travel Allowance (\$)	Other Expenses (\$)	Total (\$)
211 014	163 768	94 160	27 539	496 481

NT Fleet

- (a) International Travel – Nil.
- (b) Interstate Travel – Nil.
- (c) Intrastate Travel

Fares (\$)	Accommodation (\$)	Travel Allowance (\$)	Other Expenses (\$)	Total (\$)
3 864	1 606	1 504	92	7 066

Data Centre Services

- (a) International Travel – Nil
- (b) Interstate Travel – Nil
- (c) Intrastate Travel – Nil

- 24. In the case of international travel identified in response to the question above, please provide the purpose, itinerary, persons and costs involved in each trip.**

Not applicable, nil international travel.

- 25. Please provide itemised details and costs of all travel undertaken by the Minister that was paid for by the Agency or authority, including travel on charters during the period 1 July 2025 to 31 March 2026.**

No travel undertaken by the Minister was paid by the agency.

- 26. Please provide itemised details and costs of all travel undertaken by any Assistant Minister that was paid for by the Agency or authority, including travel on charters during the period 1 July 2025 to 31 March 2026.**

No travel undertaken by any Assistant Minister was paid by the agency.

HOSPITALITY / FUNCTIONS AND EVENTS

- 27. Please provide full details of all official hospitality provided for the period 1 July 2025 to 31 March 2026**

In relation to each occasion where official hospitality was provided:

- a) What was the purpose of the hospitality?**
- b) How many guests attended?**
- c) How many Ministers attended?**

- d) How many Ministerial staff attended?
- e) How many MLAs attended?
- f) How many Public Sector employees attended?
- g) What was the total cost incurred?

Purpose (a)	Guests (b)	Minister (c)	Ministerial Staff (d)	MLAs (e)	NTPS (f)	Total Cost (\$) (g)
Staff meetings and attendance at forums and events (19 occasions)	346	1 (one occasion)			886	11 120
Cyber Security Awareness Programs (5 occasions)	242				9	5 951

GRANTS, SPONSORSHIPS, DONATIONS AND INCENTIVES

28. Please detail expenditure on grants, sponsorships, donations and incentives paid by your Agency (including the recipient of each payment) during the period 1 July 2025 to 31 March 2026, including agency budget totals to administer such programs.

For the period 1 July 2025 to 31 March 2026, the department's expenditure on grants, sponsorships, donations and incentives was \$241,187.

Grants

Description	Budget(\$)	Expense(\$)
8CCC Community Radio Incorporated	119 055	118 977
Easyweb Digital Pty Ltd for Regional Connectivity Project - Community WiFi in Central Australia	364 000	98 575
Total	483 055	217 552

Note: Variance due to timing of deliverables for the grants.

Sponsorships

Description	Budget(\$)	Expense(\$)
Govhack 2025	4 999	4 999
Department of Trade, Business and Asian Relations - October Business Month	5 000	5 000
Charles Darwin University ICT Code Fair 2025	13 636	13 636
Total	23 635	23 635

- 29. Please detail the funds utilised to distribute awards and sponsorships in the period 1 July 2025 to 31 March 2026, and to what activities. Please list details of any contract periods as part of any arrangement.**

Expense	Sponsorship
\$13 636	Charles Darwin University IT Code Fair – Platinum Sponsorship – to help build the Northern Territory technology workforce and support students to showcase IT skills to local industry professionals.
\$4 999	Govhack 2025 – Silver Sponsorship – to support showcasing open data as mechanism for identifying and solving social, economic and environmental challenges.
\$5 000	Department of Trade, Business and Asian Relations – October Business Month – programs that assists NT businesses connect, learn and grow through workshop, speakers and networking.

- 30. Indicate which awards and sponsorships were managed by Regional Offices. What is anticipated for the 2026/27 financial year?**

There were no awards or sponsorships managed by regional offices.

There are none anticipated for 2026–27.

- 31. Please detail the amounts paid on grants, donations and incentives to non-Government organisations for the period 1 July 2025 to 31 March 2026, including to which organisation and the services to be provided?**

For the period 1 July 2025 to 31 March 2026, the department's expenditure on grants, donations and incentives to non-government organisations was \$123,976.

Grant / Sponsorship	Expense (\$)
Sponsorship provided for GovHack 2025 to showcase open data as mechanism for identifying and solving social, economic and environmental challenges.	4 999
8CCC Radio – 8CCC Community Radio Incorporated - to support radio broadcast services	118 977
Total	123 976

MEDIA MONITORING SERVICES

- 32. Provide expenditure details on media monitoring services for the period 1 July 2025 to 31 March 2026 (including entities engaged and who utilises the service).**

A whole-of-government response to Question 32 will be provided by the Department of the Chief Minister and Cabinet.

INFRASTRUCTURE PROJECTS

- 33. How many projects have been submitted or are in the process of being submitted to Infrastructure Australia or Northern Australia Infrastructure Facility (NAIF) to be considered for the Infrastructure Priority List?**

A whole-of-government response to Questions 33 to 35 will be provided by the Department of Logistics and Infrastructure.

- 34. Please provide details of newly committed projects for the period 1 July 2025 to 31 March 2026.**

A whole-of-government response to Questions 33 to 35 will be provided by the Department of Logistics and Infrastructure.

- 35. Please provide details of contracts awarded to interstate firms, the purpose of the contract, the cost, and why a territory firm was not chosen.**

A whole-of-government response to Questions 33 to 35 will be provided by the Department of Logistics and Infrastructure.

GOVERNMENT LEASED BUILDINGS

36. What is the total annual power bill of each Government building owned/leased/used by this Department for the period 1 July 2025 to 31 March 2026?

For the reporting period, total power bill expenditure was \$1.07 million.

Building	Expenditure (\$)
Millner Archives, 11 Kelsey Crescent, Millner	648 529
Power House, 41 Smith Street, Darwin	124 315
Charles Darwin Centre, 19 Smith Street, Darwin	84 881
Manunda Place, 38 Cavenagh Street, Darwin	67 342
Alice Plaza, 36 Todd Mall, Alice Springs	49 386
RCG Centre, 83-85 Smith Street, Darwin	25 151
Harbour View Plaza, 8 McMinn Street, Darwin	20 979
Jacana House, 39 Woods Street, Darwin	18 302
9 Cavenagh Street, Darwin	10 377
Arnhemica House, 16 Parap Road, Parap	5 748
Paspalis Centrepoint, 48 Smith Street, Darwin	5 332
NAB Building, 71 Smith Street, Darwin	3 921
Randazzo Centre, 16 Katherine Terrace, Katherine	1 366
Total	1 065 629

37. What is the total annual leased space of each Government building used by this Agency/authority and at what cost for the period 1 July 2025 to 31 March 2026?

Agency	Leased space (m ²)	Rental costs (\$000)
Aboriginal Areas Protection Authority	1 347	500
Attorney-General's Department	15 828	6 500
Northern Territory Auditor-General's Office	204	90
Department of Agriculture and Fisheries	2 267	400
Department of the Chief Minister and Cabinet	6 094	2 700
Department of Children and Families	11 878	4 000
Department of Corporate and Digital Development ¹	30 945	10 900
Department of Corrections	6 986	2 800
Department of Education and Training	18 521	5 500

Department of Health	40 822	8 900
Department of Housing, Local Government and Community Development	8 408	3 400
Department of Lands, Planning and Environment	10 894	3 800
Department of the Legislative Assembly	3 510	1 400
Department of Logistics and Infrastructure	11 701	4 900
Department of Mining and Energy	3 636	1 500
Department of People, Sport and Culture	17 744	3 700
Department of Tourism and Hospitality	6 761	2 200
Department of Trade, Business and Asian Relations	7 719	3 000
Department of Treasury and Finance	2 257	1 300
Office of the Independent Commissioner Against Corruption	800	300
Jacana Energy	1 271	500
Northern Territory Electoral Commission	765	300
Northern Territory Fire and Emergency Services	1 055	500
Northern Territory Police Force	24 836	7 300
Ombudsman's Office	410	200
Power and Water Corporation	81	40
Total	236 740	76 630

1. Data for DCDD includes office space being used for NTG purposes without a dedicated agency tenancy, such as temporary decant accommodation while fitout works and relocations are undertaken.

38. How much Government owned or leased premises or office space is currently under-utilised (at less than 100 per cent occupied) or vacant?

The Department of Corporate and Digital Development is responsible for leased property and does not hold information on government owned buildings.

As at 31 March 2026, unallocated vacant leased space totalled 708m², representing approximately 0.37% of the leased property portfolio.

- 39. Please detail all expenditure for the period 1 July 2025 to 31 March 2026 incurred by the Agency on repairs, maintenance or replacement of assets as a direct result of:**
- a) Vandalism
 - b) Theft
 - c) Property damage associated with criminal activity

A whole-of-government response to Question 39 to 41 will be provided by the Department of Logistics and Infrastructure and Department of Housing, Local Government and Community Development.

- 40. For each instance:**
- a) Nature of damage
 - b) Location/ region (table)
 - c) Cost

A whole-of-government response to Question 39 to 41 will be provided by the Department of Logistics and Infrastructure and Department of Housing, Local Government and Community Development.

- 41. What preventative measures has the Agency implemented to reduce crime-related damage to assets?**

A whole-of-government response to Question 39 to 41 will be provided by the Department of Logistics and Infrastructure and Department of Housing, Local Government and Community Development.

FEES AND CHARGES

- 42. Please detail the statutory or legislative fees and charges levied by your Agency/authority, the revenue raised in the 2025/26 financial year and whether any of these fees and charges were increased following the 2026 budget.**

Revenue raised from statutory fees and charges from 1 July 2025 to 31 March 2026:

Description	Amount
Fines Recovery Unit	\$2 600 000
Freedom of Information ¹	\$41 912
TOTAL	\$2 641 912

1. Fees were collected by the FOI unit in the Department of Corporate and Digital Development on behalf of agencies and passed on to those agencies.

There were no increases in fees or charges following the 2026-27 Budget.

INTERNAL AUDITS

43. How many internal audits and financial investigations were conducted in the period 1 July 2025 to 31 March 2026?

For the reporting period 1 July 2025 to 31 March 2026 there were:

- four internal audits conducted
- no financial investigations conducted.

44. What were the terms of reference or focus for each investigation?

Not applicable – there were no financial investigations conducted in the reporting period.

45. Please provide details of any fraud, anomalies, breaches of financial legislation or Northern Territory Government policy and procedures exposed by the audits and financial investigations.

The internal audits undertaken in the reporting period did not identify fraud or any breaches of financial legislation or Northern Territory Government policy and procedures.

46. How many agencies have been referred to existing bodies, e.g. Integrity and Ethics Commissioner /Independent Commission Against Corruption (ICAC), and how?

Agencies are not privy to details of referrals made to Independent Statutory Officers.

47. How many have been resolved? Please detail the agency referred to, the date of referral and the date resolved, including those with multiple referrals.

Agencies are not privy to details of referrals made to Independent Statutory Officers.

BOARDS / ADVISORY BODIES

- 48. Please detail all boards and advisory bodies in your Agency in 2025/26, also providing the following information:**
- a) The Terms of Reference, if changed since the election.**
 - b) The current members and when they were appointed**

The Department of Corporate and Digital Development has no boards or advisory bodies.

- 49. The number of times the Board met during the period 1 July 2025 to 31 March 2026.**

Not applicable.

REVIEWS AND INQUIRIES

- 50. Details of all reviews and inquiries completed or commenced since 1 July 2025, also providing the following information:**
- a) The Terms of Reference**
 - b) The criteria for selection of all panel members**
 - c) The composition, qualifications and state or Territory of residence of the persons undertaking the review/inquiry**
 - d) The cost of the review/inquiry**
 - e) How the information was/is accumulated to contribute to the review/inquiry**
 - f) If completed, when, the outcome and whether the report has been tabled in the Legislative Assembly**
 - g) If not completed when this is expected**

Nil.

- 51. Please provide a comprehensive list of all:**
- a) Policies.**
 - b) Procedures.**
 - c) Guidelines.**
 - d) Discussion papers.**
 - e) Briefing papers.**
 - f) Reports.**
 - g) Reviews.**
 - h) Media releases.**
 - i) Internal communications intended for external publication.**
 - j) Submissions to Federal Parliamentary Inquiries and other inquiries by Independent Agencies.**
 - k) Responses to reviews and inquiries**

issued or updated between 1 July 2025 to 31 March 2026.

Reports, findings and associated materials arising from official government reviews and inquiries, where appropriate are made publicly

available. Such material is typically published on relevant agency websites, subject to applicable legislative, policy and confidentiality requirements.

- 52. For each document listed:**
- a) Date of issue.**
 - b) Whether publicly released.**
 - c) If not publicly released, why not.**

Reports, findings and associated materials arising from official government reviews and inquiries, where appropriate are made publicly available. Such material is typically published on relevant agency websites, subject to applicable legislative, policy and confidentiality requirements.

WORKPLACE HEALTH AND SAFETY

- 53. Please provide the number, nature and cost of reportable safety issues for the period 1 July 2025 to 31 March 2026.**

For the period 1 July 2025 to 31 March 2026, there were:

- No notifiable incidents reported to NT WorkSafe under section 35 of the *Work Health and Safety (National Uniform legislation) Act 2011*.
- 24 incidents reported that led to or could have led to a physical or psychological injury, illness or disease, or where property and/or equipment was damaged.

Regarding the nature of costs, the amount of administration effort required to respond is excessive and would result in undue diversion of resources from service delivery.

- 54. Please detail the number of stress-related matters and claims for the period 1 July 2025 to 31 March 2026.**

For the period 1 July 2025 to 31 March 2026, there were 4 stress-related workers compensation claims lodged in accordance with the *Return to Work Act 1986*.

REGIONAL OFFICES

55. Please detail expenditure on staff located in regional offices across the Territory. Include the number of staff, their functions and outcomes achieved since 1 July 2025. What are the locations for which they are responsible?

From 1 July 2025 to 31 March 2026, expenditure on Department of Corporate and Digital Development (DCDD) staff located in regional offices across the Northern Territory was \$5.4 million.

Central Australia

Staffing – 37 full-time equivalent (FTE)

Functions – whole of government service delivery for:

- Vacancy Advertising Services
- Accounts Receivable.

Regional service delivery for:

- NT Property Management
- NT Fleet
- Workforce Services
- Contracts and Procurement
- Information Management
- Technology Services
- Digital Project Services
- Agency Business Systems.

DCDD also assists the Department of Treasury and Finance with the collection of Stamp Duty.

The Director Regions participates in regional coordination committees and facilitates corporate and digital services for Central Australia, Barkly, Big Rivers, East Arnhem and Top End.

Outcomes are effective corporate and digital services delivery to client agencies.

Big Rivers

Staffing – 6 FTE

Regional service delivery for:

- Workforce Services
- Agency Business Systems.

The senior Katherine-based position facilitates corporate and digital services for the Big Rivers and East Arnhem regions.

Outcomes are effective corporate and digital services delivery to client agencies.

CONFLICTS OF INTEREST

- 56. What policies and procedures are in place to identify, declare and manage conflicts of interest in:**
- a) Procurement processes**
 - b) Grant allocation processes**

All Northern Territory (NT) Government employees and officers are bound by the NT Public Sector Code of Conduct, Employment Instruction 121 established under the Public Sector Employment and Management Act 1993. Clause 5.4. of Employment Instruction No. 12 includes conflict of interest.

The Department of Corporate and Digital Development's (DCDD) Conflict of Interest Policy is reviewed regularly and requires annual declarations to be completed by all employees. These are reviewed by senior leaders in the agency and management strategies approved by senior delegated officers. The policy applies to all activities of the agency including procurement and grant processes.

Where there is a change in roles, circumstances, or an actual, perceived or potential conflict of interest arises, an employee is required to make a new declaration.

The policy requires employees to manage conflicts with their official duties including advising their managers when they arise. A declaration may be made at any time.

Proactive management of conflicts of interest ensures employees are excluded from procurement and grant processes where required. Should an employee identify an actual, perceived or potential conflict of interest during a procurement or grant process, they are required to declare the conflict to the panel chairperson or manager to ensure it is managed appropriately.

The DCDD Procurement Governance Committee seeks confirmation by members on any conflicts of interest at every meeting and members are excluded from consideration of papers where required.

¹ <https://ocpe.nt.gov.au/media/documents/employment-law/employment-instructions-and-commissioners-guidelines/code-of-conduct-for-the-northern-territory-public-sector.pdf>

- 57. How many conflicts of interest were declared in the period 1 July 2025 to 31 March 2026 in:**
- a) Procurement.**
 - b) Grants programs.**

The administrative effort to respond to this question is excessive and would result in undue division of resources from service delivery.

See Question 56 with respect to the Department of Corporate and Digital Development's (DCDD) management approach.

All DCDD employees are required to complete an annual conflict of interest declaration.

Where employees undertake a procurement activity, all panel members need to identify if they have an actual, potential or perceived conflict to the delegate in accordance with the Northern Territory Government Procurement Policy. Management of a conflict is then agreed by the assessment panel chair and may require a panel member to vacate the panel and not participate further in the assessment. This declaration is then documented and stored with the activity's procurement records.

- 58. For each declared conflict of interest:**
- a) What mitigation measures were implemented?**
 - b) Was the individual excluded from decision-making?**

The administrative effort to respond to this question is excessive and would result in undue diversion of resources from service delivery. See Question 56 with respect to the Department of Corporate and Digital Development's management approach.

- 59. Were any breaches of conflict-of-interest policies identified? If so:**
- a) Provide details.**
 - b) What actions were taken?**

There were no identified breaches of the conflict-of-interest policy.

- 60. Are conflict-of-interest declarations independently audited or reviewed? If so, by whom? Please provide copies of any conflict-of-interest guidelines, policies or training materials used by the Agency.**

The Department of Corporate and Digital Development's (DCDD) Conflict of Interest Policy requires all employees to complete an annual declaration. All declarations are reviewed with senior executives including Chief Executive approval of declarations and management actions. Policies and guidelines are published on the DCDD intranet.

OPERATIONAL SAVINGS

- 61. Please identify all savings measures implemented by the Agency to contribute to the Government's \$20 million per annum, per agency operational savings target, including:**
- a) Description of each measure**
 - b) Estimated savings**
 - c) Actual savings achieved to date**

The Department of Corporate and Digital Development's contribution to the \$20 million whole-of-government savings equated to 0.6% (or \$2.1 million) of the department's budget and applied as an efficiency dividend across the agency consistent with usual parameters applied at each budget.

The amount of administrative effort required to identify savings on individual projects or programs is too administratively onerous and would result in undue diversion of resources from service delivery.

- 62. Please identify any reductions in:**
- a) Staffing**
 - b) Programs**
 - c) Service delivery resulting from these savings measures.**

Refer to the answer for sub-question 61.

- 63. What impact assessments were undertaken prior to implementing these savings?**

Refer to the answer for sub-question 61.

- 64. Have any services been reduced, delayed or discontinued as a result of these savings measures? If so, provide details.**

Refer to the answer for sub-question 61.

- 65. What reductions have been made in the following categories:**
- a) Consultancies**
 - b) Travel**
 - c) Communications and marketing**
 - d) Other discretionary spending**

Refer to the answer for sub-question 61.

- 66. Please quantify how much has been saved in each of the above categories.**

Refer to the answer for sub-question 61.

- 67. Please provide any internal reports or advice identifying service delivery risks within the Agency for 2025–26.**

Refer to the answer for sub-question 61.

- 68. Please identify any programs or services where demand exceeded available funding or capacity.**

Refer to the answer for sub-question 61.

- 69. Please provide details of any projects or programs delayed due to budget constraints or resourcing issues.**

Refer to the answer for sub-question 61.

COST PRESSURES

- 70. What specific programs, policies or initiatives, for the period 1 July 2025 to 31 March 2026 has the Agency implemented or contributed to in the reporting period to reduce cost of living pressures for Territorians? Please detail:**
- a) Target cohort**
 - b) Budget allocation**
 - c) Measurable outcomes or KPIs**

The Department of Corporate and Digital Development (DCDD) leads and supports agencies with activities to address the Government's strategic priorities that affect cost of living pressures, including the Rebuilding the Economy Strategy and the Restoring the Territory Lifestyle Strategy.

DCDD contribution to Priority 1 of the Rebuilding the Economy Strategy

Strategic initiative 1A – Deliver a regulatory reform program to improve certainty and reduce timeframes

DCDD is supporting agencies through activities of the Approvals Fast Track Taskforce recommendation 17:

- 17a. Supporting the Department of Logistics and Infrastructure (DLI) to integrate electronic payment of invoices to DLI through NTGPay to reduce payment processing time and enhance contractor experience.
- 17b. Supporting DLI to develop a transport permit system to reduce timeframes for regulatory approvals and enhance user experience.
- 17c. Supporting the Department of Treasury and Finance (DTF) to develop a standardised system for data collection, monitoring and reporting on approval timeframes.

17d. DCDD is leading the work to complete the digitisation of all remaining online small business applications forms and renewals through Territory Services.

Strategic initiative 1B – Reform government procurement operations to achieve an efficient interface for business

DCDD is working with the Department of Trade, Business and Asian Relations with operational advice and technical system changes to support procurement reform.

Strategic initiative 1D – Deliver on government's digitisation and data priorities to optimise regulatory and administrative processes

DCDD is leading projects for:

1. Digital Driver Licence – a digital licence and evidence of age card for Territorians, making it easier to prove identity.
2. Territory Services and Territory Services Account – making it easier for individuals and businesses to interact with and access government services.

DCDD contribution to Priority 4 of the Restoring the Territory Lifestyle Strategy

Strategic initiative 4B – Make life easier for Territorians by improving efficiency of government service delivery, including through digital solutions

DCDD is supporting agencies with digital projects:

1. Pensioner Concession System – replacing the Pensioner Concession Scheme system, streamlining internal government processes and improving the experience for NTG customers of the scheme.
2. Territory Services – regularly adding new online citizen-facing government services to the Territory Services portal. Currently over 135 services on the portal, reducing time and effort, and increasing convenience and accessibility for Territorians.

- 71. Has the Agency undertaken any modelling or analysis of cost-of-living pressures relevant to its portfolio? If so:**
- a) Please provide copies**
 - b) What policy changes have resulted?**
 - c) Cost of modelling**

Not applicable.

- 72. Please identify any fees, charges or cost-recovery mechanisms administered by the Agency that have increased since 1 July 2025, including:**
- a) Amount of increase**
 - b) Rationale**
 - c) Estimated impact on households/businesses**

There have been no fees, charges or cost recovery mechanisms administered by the agency that have increased and impacted households/businesses.

- 73. What steps has the Agency taken to ensure government services delivered by the Agency are accessible and affordable, particularly in remote and regional areas?**

This response should be read in conjunction with the response for sub-question 70.

The Department of Corporate and Digital Development (DCDD) leads and supports agencies with activities to address the Government's strategic priorities, including the Rebuilding the Economy Strategy and the Restoring the Territory Lifestyle Strategy.

In relation to accessibility of government services in remote and regional areas, the Northern Territory leads the national Digital Inclusion Working Group under the Data and Digital Ministers Meeting and leads projects under the Rebuilding the Economy Strategy Strategic initiative 5B – Leverage emerging technology to expand connectivity across the Territory.

1. Regional Connectivity Programs – co-investing in existing and emerging technologies in remote communities and homelands to support improved access to connectivity:
 - new Telstra mobile coverage delivered in remote communities through Regional Telecommunications Co-investment Program (RTCP) and Remote Small Cells Program (RESC)
 - improved Telstra mobile coverage in Kakadu National Park through Connecting Kakadu co-investment
 - co-investment in First Nations community Wi-Fi aligned to the Commonwealth's grant program
 - NBN Co installing Fixed Wireless in Maningrida under the Commonwealth Regional Connectivity Program
 - Regional Roads Australia Mobile Program NT pilot.
2. Vehicle based Low Earth Orbit (LEO) solutions – Working in partnership with the NT Police Force (NTPF), DCDD has delivered 7 LEO services to NTPF vehicles in the following locations: Ali Curung, Harts Range, Ti Tree, Katherine, Galiwinku, Ngukurr and Maningrida. These services allow for internet access, phone wireless calling and access to NTPF applications (via a virtual private connection). DCDD

will be expanding out the LEO service offering to NTG agencies. Vehicle LEO solutions are also being explored as part of remote worker safety.

3. School Connectivity Uplift Program – up to \$4 million per year to improve connectivity all Territory Schools by improving the resilience and quality of connectivity through new technology or upgrading existing fibre connections.

DCDD has also improved accessibility to services for regional and remote Territorians through the Territory Services online portal which includes 140 services in online form for ease of use and convenience.

- 74. Has the Agency reviewed any programs or services to reduce out-of-pocket costs for users? If so, provide details and outcomes.**

Not applicable.

- 75. Please quantify any savings to households or businesses that have resulted from Agency initiatives since 1 July 2025.**

Adding new services to the Territory Services portal reduces time and effort for individuals and businesses and increases convenience and accessibility. Savings cannot be quantified.

- 76. What additional costs has the Agency incurred during the period 1 July 2025 to 31 March 2026 as a result of increases in fuel prices? Please detail:**

- a) Total additional expenditure attributable to fuel price increases.
- b) Impact on operational budgets (including service delivery, logistics, and regional operations).
- c) Any mitigation strategies implemented to manage these increased costs.

This level of detail on expenditure attributable to fuel price increases is not available.

- 77. What additional costs has the Agency incurred during the period 1 July 2025 to 31 March 2026 as a result of increases in airfares? Please detail:**

- a) Total additional expenditure attributable to airfare increases.
- b) Impact on travel requirements, including any reduction, deferral or substitution of travel.
- c) Any changes to service delivery, stakeholder engagement or program implementation as a result.

This level of detail on expenditure attributable to fuel price increases is not available.

COMPLAINTS

78. Number of complaints received about Agency services, broken down by category, complainant (internal or external) and outcome.

From 1 July 2025 to 31 March 2026, the Department of Corporate and Digital Development received 53 complaints about agency services.

Category	Complainant	Outcome	Number of complaints
Recruitment	Internal and external	All complaints resolved	18
Intranet content	Internal	All complaints resolved	13
Finance	Internal and external	All complaints resolved	8
ICT services	Internal and external	All complaints resolved	8
Unrelated to DCDD	External	Redirected to responsible agency	2
Human Resources	Internal	All complaints resolved	1
Payroll	External	All complaints resolved	1
Policy	Internal	All complaints resolved	1
Procurement	Internal	All complaints resolved	1
Total			53

OTHER EXPENDITURE

79. Please provide details for the period 1 July 2025 to 31 March 2026 on the following matters:

- a) **Whether the Agency or Ministerial Offices utilise artificial intelligence or other digital services to enhance or promote social media or public communications, including:**
 - a. **The name and purpose of each service used.**
 - b. **Total expenditure on such services.**

- b) **All paid subscriptions held by the Agency, including:**
 - a. **Type and purpose (e.g. software, data services, publications, memberships).**
 - b. **Total cost of each subscription.**
 - c. **Whether each subscription has been reviewed for cost efficiency or ongoing necessity.**

(a) and (b)

Microsoft Copilot is endorsed as the preferred generative AI tool for use within the NT Government. The NT Government version of Copilot operates entirely within its secure digital environment, ensuring that information entered is not exposed to the internet.

All use of AI must comply with the acceptable use of digital resources policy, the code of conduct and align with the AI ethics principles outlined in the AI assurance framework. Refer NTGCentral – Artificial intelligence policy.

- c) Expenditure on the production of Government materials in Aboriginal languages and culturally and linguistically diverse (CALD) languages, including:**
 - a) Languages materials were produced in.**
 - b) Total cost.**
- d) The number of instances where non-government organisations or private entities have assisted the Agency.**
- e) The number of consultations, engagements or community meetings that were cancelled, rescheduled or postponed due to the unavailability of interpreters, including the language required.**

(c) to (e)

A whole-of-government response to Question 79 c) to e) will be provided by the Department of Housing, Local Government and Community Development

- f) Reimbursements made to staff, including:**
 - a) Total value of reimbursements (including fuel and work-related purchases).**
 - b) The types of expenses reimbursed.**
 - c) Average processing time for reimbursement.**

All reimbursements made to NT Public Sector staff are for official government purposes and are subject to approval by an authorised financial delegate.

Reimbursements are made in accordance with relevant legislative requirements, financial management frameworks and agency policies, and include expenses incurred in the course of performing official duties, such as approved work-related purchases and fuel expenses. Processing of reimbursements occurs in line with established financial procedures and internal controls to ensure appropriate oversight and accountability.

- g) Heritage-listed buildings under the Agency's responsibility that have received, or are scheduled to receive, repairs or maintenance, including:**
 - a) Description of works undertaken or planned.**
 - b) Total cost.**

A whole-of-government response to Question 79 g) will be provided by the Department of Logistics and Infrastructure.

- h) Expenditure associated with Government-hosted or Government-attended events, including:**
 - a) Traffic management and control costs.**
 - b) Policing, security or crowd control costs.**

A whole-of-government response to Question 79 h) will be provided by the Department of Tourism and Hospitality.

MEDIA ENQUIRIES

- 80. Please detail all media enquiries received by the Agency during the period 1 July 2025 to 31 March 2026, including:**
- a) The date each enquiry was received.**
 - b) The media outlet or individual making the enquiry.**
 - c) The subject matter of the enquiry.**
 - d) The date a response was provided**

The administrative effort required to respond is excessive and would result in undue diversion of resources from service delivery.

- 81. For each enquiry where no response was provided, please detail the reasons why no response was issued.**

As per the response to sub-question 80, the administrative effort required to respond is excessive and would result in undue diversion of resources from service delivery.

- 82. For each enquiry where a response was provided, please provide a copy of the response.**

As per the response to sub-question 80, the administrative effort required to respond is excessive and would result in undue diversion of resources from service delivery.