



Strategic Plan

Department of the
Legislative Assembly



Who we are

The Department of the Legislative Assembly (DLA) enables the effective and efficient functioning of the Northern Territory Parliament.

We provide operational support and professional advice to the 25 Members of the Legislative Assembly (MLAs), facilitate meetings of the Parliament, produce the parliamentary record, and support its committees to deliver public inquiries. We assist MLAs by providing information, library and research services, administering their entitlements, and supporting electorate offices and electorate staff. We help Territorians wherever they live to access their representatives and their Parliament, and manage and maintain the Parliament building in line with its status as the Territory's seat of government.

Our Vision

A strong,
effective and open
Parliament for
all Territorians.

Our Purpose

To support the Territory's
Legislative Assembly by:

Bringing a rich understanding of
parliamentary principles, procedures
and history.

Providing trusted, reliable and impartial
advice, services and support to Members.

Promoting engagement between
the Territory community
and its Parliament.

Our Values



Our Strategic Aspirations

We respond to the needs of Parliament, MLAs and the community

We play a crucial supporting role for both the Legislative Assembly as an institution and the MLAs that constitute it, regardless of political or ideological affiliation. We also serve the Northern Territory community by fostering an open and accessible Parliament for all.

We are committed to providing outstanding customer service

We rely on our reputation to retain the trust and confidence of the MLAs we support. Our customer service mentality allows us to build this trust and confidence by:

- acting flexibly, providing our services with agility and creativity;
- acting strategically, knowing when and where to prioritise action and effort; and
- enabling, supporting and advocating for the roles of MLAs, Parliament and the community in our democratic system of government.

Our services provide a foundation for MLAs to fulfil their duties and for Parliament to run smoothly

We ensure services to MLAs and key stakeholders remain high-quality. We acknowledge that MLAs rely on us to get things right and we commit to developing robust and efficient systems and practices to ensure our efforts translate into trusted and effective support for all MLAs.

We address challenges strategically to ensure we thrive in our unique operating environment

We are a Government department impartially supporting the political process amidst the competition and partisanship inherent in the Westminster system. We recognise and manage the risks which this gives rise to, and we use our relationships and partnerships within the structures of shared government services to respond effectively, efficiently and transparently to the needs of MLAs and their electorate offices.

We uphold the integrity of the institution of Parliament

We act as a custodian of the Territory's Parliament, cultivating its customs while engendering a customer-service culture that sustains strong services, systems, and processes. This means appraising where change is needed and where tradition and culture plays an important role, using our judgment to ensure each step forward retains the important knowledge and experience from what has come before.

We celebrate the Territory's culture and engage deeply with the Territory community

We are proud of the Territory's rich Aboriginal culture and traditions and its diverse, multicultural population and seek to assist the Assembly to represent these, both in its procedure and in the precinct. We help enhance engagement across the community by improving the availability of information and encouraging access to the parliamentary precinct and electorate offices. Within our parliamentary education function, we engage with Territorians across remote and regional areas and have accessible online resources for those we cannot reach in person.

We build strong partnerships and invest in our people

We foster a positive and respectful workplace culture and work diligently to build strong relationships across the Parliament, our service partners and the community. With our parliamentary stakeholders, we maintain a customer service mentality that helps Parliament function smoothly and effectively. With our service delivery partners from the Department of Corporate and Digital Development (DCDD) and the Department of Infrastructure, Planning and Logistics (DIPL), we are reliable and effective, working together to ensure services are delivered well and with the necessary compliance and governance oversight. With our colleagues, we build strong teams and facilitate personal and collective professional development, making sure that our capability, culture and safety and security are valued and maintained.

Our strategic objectives for 2024 – 2028

These strategic objectives outline how we will deliver on our purpose and build toward our vision of a strong, effective and open Parliament for all Territorians.

STRATEGIC OBJECTIVE 1	Support the functioning and integrity of Parliament	
STRATEGIC OBJECTIVE 2	Deliver high-quality services to MLAs and their electorate offices	
STRATEGIC OBJECTIVE 3	Foster engagement between the Assembly and the community	
STRATEGIC OBJECTIVE 4	Invest in our people	
STRATEGIC OBJECTIVE 5	Strengthen Departmental effectiveness	



Strategic Objective 1

Support the functioning and integrity of Parliament

We are the custodians of the Parliament and its principles, procedures and history. We will provide timely and necessary advice and support to guide the legislative process and will promote the integrity and import of the institution of Parliament.

- Provide trusted, reliable and impartial advice to help MLAs fulfil their parliamentary duties.
- Maintain internal expertise and capability to support MLAs to utilise parliamentary processes and committee systems effectively.
- Embrace technological opportunities to improve efficiency and openness, including by implementing a parliamentary information management system to provide centralised and consolidated access to key documents and procedures, both internally and externally.
- Promote the conditions for a culture of collaboration and collegiality within Parliament.



Strategic Objective 2

Deliver high-quality services to MLAs and their electorate offices

We will support MLAs and electorate offices to represent their constituents by providing timely and effective administrative and operational services.

- Embed customer-service values across the DLA, including by implementing a customer relationship management system to better track and record our ongoing delivery of services and to inform future improvements.
- Provide enhanced induction, training and ongoing support to MLAs, recognising the unique parliamentary workplace environment and MLAs' differing backgrounds, experiences and ways of working.
- Provide enhanced induction, training and ongoing support to electorate office staff, recognising the diverse needs of the different electorates and electorate offices across the Territory.
- Deepen our engagement with MLAs and their electorate offices to better understand their varied needs and to help them understand our roles and responsibilities.



Strategic Objective 3

Foster engagement between the Assembly and the community

We recognise that the Parliament ultimately belongs to the people of the Northern Territory. We will facilitate the community's engagement with and access to Parliament in line with principles of accessibility, inclusiveness and respect.

- Support the Parliament in celebrating the rich and varied Aboriginal culture of the Northern Territory, and its diverse, multicultural populations.
- Pursue a new parliamentary information management system that supports access and engagement by members of the public and key stakeholders.
- Provide targeted and impactful education outreach, working both independently and alongside partner providers and ensuring effective engagement with remote and regional areas.
- Promote more effective day-to-day use of Parliament House and cultivate its iconic status, including by supporting ease of use for all building occupants, working with expert partner agencies to develop a strategy.



Strategic Objective 4

Invest in our people

Our people are the driving force of our organisation. We will work together as a unified team to deliver on our objectives and celebrate both our individual and collective successes.

- Reinforce our culture of safety and respect across the Department and address current and future workforce challenges, including by developing a DLA People Plan.
- Establish the DLA as an employer of choice with a focus on professional development, career pathways within the Agency, development opportunities with relevant external employers, and a welcoming and inclusive culture.
- Foster a flexible and agile workforce through our organisational policies and structure, including strengthening individual role clarity and overall team and divisional accountabilities.
- Promote collaboration, communication and knowledge-sharing across the DLA.



Strategic Objective 5

Strengthen Departmental effectiveness

We hold ourselves to the highest standards of integrity and performance, recognising our compliance obligations. We proudly manage the Territory's premier public building, and maintain it in keeping with its status as a high-priority government asset for the Northern Territory.

- Develop and document robust systems and processes that support governance and manage risk, including effective asset management and internal controls.
- Partner more effectively and efficiently with service delivery stakeholders by agreeing clear roles and responsibilities and clarifying scope and level of services.
- Strengthen our relationship with and support for electorate offices, with a focus on improving safety and effectiveness through more timely advice and services.
- Provide a secure, safe and well-maintained Parliament building, facilities and precinct that supports the operation of Parliament and the activities of MLAs and all other users of the building.



Department of the Legislative Assembly
