



PERFORMANCE REPORTING OVERVIEW

The Northern Territory's financial management framework is based on outputs and accrual budgeting, accounting and reporting, with performance management as a central platform. As required by the *Financial Management Act*, performance measures for each output are recorded in the categories of:

- quantity – relates to the number or amount of services provided and is generally a volume measurement, except for policy and advisory services where the overall capacity to provide the service is more meaningful
- quality – relates to the calibre of an output and generally reflects service standards based on client need
- timeliness – relates to the time taken to produce the output and provides an indication of the service or processing efficiency.

Actual performance levels are measured and assessed against estimates published in Budget Paper No.3, with explanations of significant variations provided in this annual report.

For the department, the primary performance measure for quality is client satisfaction, which is assessed through client surveys. In addition to ongoing collection of performance feedback, the department conducts major client surveys from time to time to assess:

- the levels of satisfaction with existing policy advice and services
- emerging issues with, and gaps in, policy advice and services

- suggestions to improve the accessibility of policy advice and services.

Client feedback from the last major client survey reflected a high level of overall satisfaction: over 85%. A number of useful suggestions to further improve client services and relationships were received, and implementation of these commenced in the relevant business units during 2010–11 and continued during 2011–12.

The department will conduct its next major client survey during 2012–13.

The department's output structure for 2011–12 was:

Policy Advice and Public Sector Coordination

Policy Advice and Coordination

Multicultural Advancement

Alice Springs Transformation Plan

Northern Territory Development

Major Projects

Asian Relations and Trade

Government Business Support

Support to Ministers and Leader of the Opposition

Legislation Production

Support to Administrator and Government House

Community Support

Community Support

POLICY ADVICE AND PUBLIC SECTOR COORDINATION

This output group provides strategic, economic and social policy advice to the Chief Minister, Cabinet and agencies, and performs a coordination role in the area of intergovernmental relations and other areas where a whole-of-government position is required.

The group works with Northern Territory agencies to develop and communicate an overarching framework for whole-of-

government strategies and priorities by:

- providing comments to agencies and advice to the Chief Minister on Cabinet submissions
- monitoring the strategic policy issues in areas of primary focus across government agencies
- monitoring and coordinating the implementation of government's strategic directions.

OUTPUT: POLICY ADVICE AND COORDINATION

This output works with agencies to develop and guide implementation of whole-of-government strategies and priorities by providing:

- advice to agencies and the Chief Minister on Cabinet submissions

- leadership and coordination in the development and implementation of initiatives to advance government's strategic priorities
- monitoring of key policy issues across government and nationally.

Key Deliverables	2009–10 Actual	2010–11 Actual	2011–12 Budget	2011–12 Actual
Client Satisfaction*	>85%	>85%	>80%	>85%
Advice provided within agreed timeframes	>80%	>80%	>80%	>80%

* Results based on latest available client survey



INTERGOVERNMENTAL RELATIONS

The department's realigned structure and the creation of the Intergovernmental Relations group (IGR) has increased the agency's ability to respond more directly to emerging priorities.

IGR leads, coordinates and provides policy advice to the Chief Minister, Chief Executive and Deputy Chief Executive. It has proactively engaged in existing and emerging issues, particularly through COAG and the Council for the Australia Federation (CAF).

The objectives of IGR are to:

- perform a coordination role in intergovernmental relations, including

with COAG and CAF and other areas where a whole-of-government position is required

- monitor strategic policy issues and provide high-level policy and technical advice to the Chief Minister, Cabinet and agencies
- monitor the implementation of key government priorities across the public service
- support agencies in policy development and implementation
- liaise with other agencies in relation to strategic policy development and implementation.

Key Achievements 2011–12

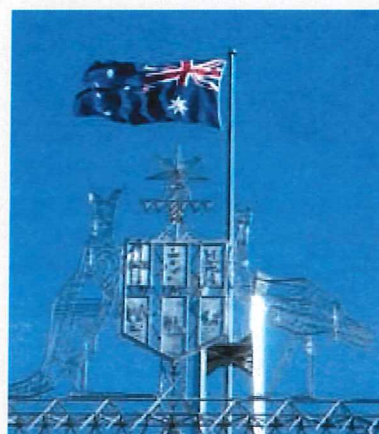
- Provided strategic policy advice and analysis and coordinated implementation of National Partnership Agreements and other major policy reforms.
- Engaged proactively through intergovernmental/interagency working groups on emerging issues through COAG and CAF.
- Coordinated Northern Territory responses and inputs regarding treaty actions, trade agreements and periodic reporting for United Nations conventions and committees.
- Coordinated and participated in Northern Territory responses to national enquiries and reform processes.
- Provided advice on internal and external reviews of government service delivery.
- Provided advice on Cabinet submissions, Executive Council matters and ministerial correspondence.
- Participated and assisted in the resolution of specific Northern Territory issues, the development of policies and the implementation of whole-of-government strategies.
- Supported the department and other agencies in governance and policy implementation.

Future Priorities 2012–13

- Provide advice and monitor the implementation of current and emerging National Partnership Agreements.
- Engage proactively on emerging COAG issues, including national disability insurance and competition and regulatory reforms.
- Coordinate the resolution of emerging Northern Territory issues, re-shape evidence-based policy and program design and implement government priorities.

Snapshot: Council of Australian Governments

The department's Intergovernmental Relations unit (IGR) provides policy advice to the Chief Minister and the Chief Executive about COAG, the peak intergovernmental forum in Australia. A significant undertaking of IGR has been the provision of strategic and policy advice into the negotiation and development, through COAG, of the next stage of national economic and productivity reforms and the coordination and implementation of the suite of Seamless National Economy reforms. In 2012, IGR has also provided advice on the overarching National Agreements (NAs) of Affordable Housing, Healthcare, Health Reform, Indigenous Reform, Education, Skills and Workforce Development and the National Disability Reform, as well as being a significant contributor to the Australia in the Asian Century initiative. IGR has coordinated and monitored the implementation of these and other policy reforms that impact on the Northern Territory and which require cooperative action by Northern Territory agencies through National Partnership Agreements (NPAs) and their Implementation Plans (IPs).



This has included having a primary role in negotiating a new NPA for the Commonwealth's Stronger Futures policy including the development of nine IPs which underpin the policies. IGR also supported the Chief Minister's participation in the inaugural Business Advisory Forum, an opportunity for First Ministers to meet with business leaders to identify reform priorities to strengthen the Australian economy. The forum will meet biannually to generate new reform priorities and to monitor implementation of agreed priorities, including improved environmental regulation, energy market reforms and the rationalisation of carbon reduction and energy efficiency schemes.



SOCIAL POLICY

Social Policy's core business is to improve social outcomes through strategic policy and engagement by:

- providing advice on current and emerging social policy issues and initiatives to promote improved social outcomes
- facilitating and monitoring the **implementation of significant** government policies that target social needs
- facilitating partnerships across government and in the community to strengthen social participation outcomes

- facilitating an evidence-based understanding of social policy issues and initiatives.

This division works closely with other agencies on strategic social policy developments, along with key stakeholders such as business, the non-government sector and the community. It also works with the Social Responsibility Subcommittee of the Chief Executives' Coordination Committee and provides support to the Community Safety Sub-Committee of Cabinet.

Key Achievements 2011–12

- Provided policy advice to the Northern Territory Government on a range of social policy issues, including child care and protection, community safety, homelessness, youth and the ageing.
- Supported the Charles Darwin University (CDU)/Northern Territory Government Partnership Agreement, including a review of the 2007–2011 agreement and implementation of a third agreement (2012–2017).
- Developed a framework to help government support non-government organisations to build their capacity. This included working with agencies on streamlined funding arrangements and systems, and the establishment of an Northern Territory Government 'Workplace Giving' program.
- Initiated and supported the NT Volunteering Awards program in partnership with Volunteering SA–NT, and developed further opportunities to help build volunteer activity within the Northern Territory community.
- Participated in a number of Australian Government initiatives with Northern Territory implications, including those aimed at reform of the not-for-profit sector and of national volunteering programs and activities.
- Assisted in the development of a University Capital Strategic Plan in partnership with CDU and Darwin City Council.
- Provided support and advice to a number of non-government organisations assisting government.

Future Priorities 2012–13

- Work with government, business and the community to develop a social participation framework, and undertake work to ensure it is the key consideration in the development of new policy, infrastructure and major projects.
- Expand support to other agencies to ensure policy development is underpinned by positive social outcomes.
- Work with government, business and the community on social impact planning and associated resourcing.
- Facilitate opportunities for government in the expansion of the Northern Territory's social economy.
- Support the non-government sector with the establishment of a joint government and non-government organisation working group and opportunities for increased workforce capacity.
- Contribute to Northern Territory participation in national commemorations for those that served in wars, conflicts and peace keeping operations.



SECURITY AND EMERGENCY RECOVERY

The Security and Emergency Recovery unit has a central role in government to coordinate and maintain a whole-of-government approach to security and emergency recovery in the Northern Territory. It also represents the Northern Territory's interests in the broader national security and emergency management context.

The unit is responsible for the implementation of measures to:

- counter terrorism and its consequences
- coordinate and support whole-of-government recovery from emergencies
- facilitate the implementation of nationally agreed security and emergency initiatives
- strengthen government, business and community resilience to all hazard events
- build supportive, purposeful and trusting relationships between stakeholders.

Key Achievements 2011–12

- Led the Northern Territory's participation in improving national coordination arrangements and capability in emergency recovery and security.
- Progressed national initiatives, including:
 - a review of the National Counter Terrorism Plan
 - a review of national and jurisdictional disaster recovery payments
 - funding for Northern Territory projects from the National Disaster Resilience Program
 - a national work plan for fuel security
 - a review of the Guide to Australian Maritime Security Arrangements
 - development of the National Organisational Resilience Framework.
- Progressed local initiatives, including:
 - a review and update of the NT Fuel Emergency Plan and Fuel Emergency Manual
 - commenced a review of the *Disasters Act*
 - developed communications principles for critical infrastructure owner/operators located at or near Wickham Point.
- Developed Proposed Incident Management Arrangements.
- Enhanced aspects of Northern Territory Government security protocols, such as overseas travel briefings.
- Assisted in the coordination of whole-of-government security arrangements for President Barack Obama's visit.
- Coordinated whole-of-Territory emergency recovery and security incidents, including:
 - Cyclone Grant and its associated monsoonal trough that cut Stuart Highway access at the Cullen River and Edith River bridges and led to the derailment of a freight train and damage to the railway line
 - emergency recovery arrangements for a cyclone watch for Darwin on 14 March 2012
 - whole-of-government recovery action for flooding in Palumpa.
- Delivered the fourth annual Northern Territory Critical Infrastructure Protection Forum.



Future Priorities 2012–13

- Continue to represent the security and emergency management interests of the Northern Territory through participation in national forums, such as the National Counter Terrorism Committee (NCTC), the National Emergency Management Committee (NEMC), the National Critical Infrastructure Resilience Committee (NCIRC), Critical Infrastructure Advisory Committee (CIAC), Oil and Gas Security Forum (OGSF) and the National Oil Supply Emergency Committee (NOSEC).
- Further progress the review of the *Disasters Act*.
- Review and update the Critical Infrastructure Framework in line with the National Critical Infrastructure Resilience Framework.
- Ensure recovery is incorporated or considered in all Northern Territory security and emergency management exercises.
- Complete Evacuation Centre Plans covering the Northern Territory.
- Complete an Evacuation Centre Guide for potential emergency accommodation providers.
- Complete a post-cyclone Response and Recovery plan for the Greater Darwin region.
- Facilitate a desktop recovery exercise for the Counter Disaster Council using the completed Greater Darwin Region Post-Cyclone Relief and Recovery Plan.

Snapshot: Presidential Visits

PRESIDENT OBAMA

The President of the United States of America, Barack Obama, visited Darwin on Thursday 17 November 2011. This was the first time any president of the United States has made an official visit to the Northern Territory. To assist with facilitating this historic visit, the Protocol unit worked with officials

from the White House, the Prime Minister's department, military personnel and a range of Northern Territory Government departments.

The visit provided worldwide exposure for Darwin and the Northern Territory, and clearly demonstrated that Territorians can match it with the best to facilitate an event of this scale.



President Obama with Prime Minister Julia Gillard.



OUTPUT: MULTICULTURAL ADVANCEMENT

This output group coordinates, monitors and reports on government services and programs for the multicultural community. The Office of Multicultural Affairs develops

and delivers initiatives that promote community participation and encourage multicultural groups to contribute to government decision making.

Key Deliverables	2009–10 Actual	2010–11 Actual	2011–12 Budget	2011–12 Actual
Value of grants paid	\$1.01M	\$1.07M	\$1.10M	\$1.14M
Grants issued	110	102	100	126
Forums, workshops and consultations conducted	75	45	50	57

Office of Multicultural Affairs

The Office of Multicultural Affairs (OMA) engages with community groups and other government agencies to support multicultural activities. The

OMA coordinates the implementation of government's policy priorities for the multicultural community. It also acts as a facilitator in encouraging contributions from multicultural groups to government decision-making processes.

Key Achievements 2011–12

- Hosted formal engagement meetings with multicultural community executive committees, in addition to regular informal community engagement.
- Developed a whole-of-government submission to the Australian Government on the Humanitarian Settlement Program for 2012–13 onwards.
- Undertook 130 assessments of recognition of overseas qualifications in addition to enquiries by phone, email or in person.
- Established a cross-government working group on migrant and refugee employment.
- Established partnerships to improve sexual and reproductive health for migrants.
- Administered 126 grants and awards for the purpose of multicultural advancement in the Northern Territory.
- Reviewed the funding for service delivery to the Northern Territory's multicultural community.
- Facilitated information sessions and workshops for migrants on community safety, sexual and reproductive health and employment.
- Implemented an online multicultural events calendar.
- Organised the second Harmony Day Soiree at the Darwin Waterfront.
- Continued the distribution of the OMA e-newsletter to government and other stakeholders.
- Launched an incentive scheme for the voluntary shared usage of facilities by multicultural community groups.

Future Priorities 2012–13

- Release and implement the multicultural policy and associated grants program.
- Implement strategies to increase the number of Territorians from diverse backgrounds in leadership positions, such as the Charles See Kee Leadership Scholarship Award.
- Promote the Northern Territory as an inclusive society that embraces cultural diversity.
- Develop a strategic and coordinated approach to address employment issues faced by the migrant and refugee community.
- Continue support of the Harmony Day Soiree in conjunction with the Darwin Waterfront Corporation.
- Undertake research on migrant health to further enhance evidence-based policy development.
- Provide assistance and support for a multilingual broadcasting service.



Snapshot: Harmony Day Soiree

The second Darwin Waterfront Harmony Soiree was held on 24 March 2012. The event, which notably grew in size from the previous year, involved the participation of approximately 40 multicultural community groups who provided interactive cultural activities such as dumpling making (China), henna tattooing (India), dolos throwing (South Africa) and the ever-popular lantern making (Thailand, Japan).

There were seven food stalls for the crowds to savour, including delights from Italy, the Democratic Republic of Congo, Fiji and Sri Lanka. The afternoon showcased colourful, beautiful and entertaining performances on the main stage with dancing and singing from over 30 different countries, including Ireland and China.

The popular lantern competition showcased the creative skills of individuals and school teams, with lanterns of all shapes and sizes. The prize for the largest lantern was awarded to Millner Primary School for their fabulous giant turtle which was two metres in size. The 'most original' prize was awarded to Palmerston Senior College for their intricate soccer ball lantern. Seven other prizes were also awarded to individuals and community groups for their amazing lantern designs. The night concluded with hundreds of

beautiful lanterns floating out into the lagoon and dazzling fireworks lighting up the sky.

In addition to the Harmony Day Soiree, schools and community organisations also received funding to celebrate harmony in schools and through community events.



Thai floating lanterns

REGIONAL COORDINATION

The department's Southern Region Coordination unit's role is to work with other agencies to implement and facilitate the directions and priorities of government in the Southern Region. The unit also provides advice to the Chief Minister, the Minister for Central Australia and government departments on matters affecting Central Australia.

The unit coordinates public sector activities to ensure a whole-of-government approach to progressing major projects and initiatives, including the Alice Springs Transformation Plan (ASTP) and the Alice Springs Youth Action Plan.

Key Achievements 2011–12

- Represented government in key public forums, meetings and on committees of significance to Central Australia, including the Solar City Board, Desert Knowledge Australia, Indigenous Education and Employment Taskforce, ASTP Joint Steering Committee, Alice Springs Youth Coordination Committee and Tourism Central Australia.
- Coordinated whole-of-government responses to community issues affecting Alice Springs, including crime and antisocial behaviour, and conflict and disputes on remote communities.
- Coordinated whole-of-government efforts in achieving better outcomes for Alice Springs with the Youth Action Plan.
- Supported the coordination of the Territory 2030 Youth Conference in Alice Springs in February 2012, which provided youth with information about the Territory 2030 strategy and encouraged their engagement with it.
- Supported the Alice Springs Community Action Plan, which outlines the goals, aspirations and roles in creating a better community.



Future Priorities 2012–13

- Coordinate the implementation of government initiatives on community safety in Central Australia, including town camps and remote communities.
- Monitor outcomes associated with government initiatives in remote communities.
- Coordinate the Alice Springs Transformation Plan (ASTP) Implementation Plan under Stronger Futures.
- Ensure government collaboration on regional and economic development and jobs growth opportunities in Central Australia.
- Support the Alice Springs Community Action Plan Committee's work with the Alice Springs community to identify and address existing and emerging issues.
- Continue engagement with the Alice Springs Youth Coordination Committee to address youth issues in Alice Springs, including the formulation of a blueprint for the youth sector based on information gathered from young people.

OUTPUT: ALICE SPRINGS TRANSFORMATION PLAN

This output is focussed on reducing homelessness and overcrowding in Alice Springs, particularly in town camps, and increasing access to services for Indigenous residents and visitors.

Key Deliverables	2009–10 Actual	2010–11 Actual	2011–12 Budget	2011–12 Actual
Beds provided for Indigenous residents and visitors to Alice Springs	N/A	150	150	150
Value of projects funded	N/A	\$16.2M	\$34.7M	\$30.9M**
Client satisfaction *	N/A	>90%	>80%	>90%
Grant payments paid within agreed timeframes	N/A	>80%	>80%	>80%

* Results based on latest available client survey

** In line with the timing of grant payments under the Alice Springs Transformation Plan (see Chapters 5 and 6).

The ASTP is a joint Australian and Northern Territory government initiative. It aims to improve life outcomes for Indigenous residents and visitors in Alice Springs and reduce homelessness through housing and infrastructure upgrades, expanded support services and new accommodation facilities.

The department's Southern Region Coordination unit has the lead role in managing a whole-of-government coordination effort through the ASTP.



Key Achievements 2011–12

- \$27 million committed to strengthen, expand and improve the capacity of 35 local support services that focus on alcohol rehabilitation, family support, family violence services, safety and security, early childhood, tenancy management support, life skills and intensive case management.
- Employment of a dedicated Community Development Officer to work with town camp residents to address antisocial behaviour and stabilise town camps as safer, more secure and better-connected neighbourhoods.
- Major infrastructure works commenced at town camps Trucking Yards, Larapinta Valley and Hidden Valley, including works external to the camp boundaries.
- Formation of a working group of key Northern Territory Government agencies to develop suitable long-term arrangements for delivering local government services to the town camps.
- Formation of a working group to progress options to enable home ownership in town camps.
- Closed Namatjira Town Camp, cleared structures and relocated permanent residents to public housing properties with full support.
- Expanded Tenancy Support Services provided to town camp residents.
- Construction completed on 86 new houses.
- Construction completed on rebuilds of 164 houses and 32 refurbishments.
- Rebuilds completed for five existing town camps houses (outside SIHIP scope).
- New power reticulation completed at four town camps, including new main connections, power poles, power lines, additional street lights and connections to homes (Trucking Yards, Larapinta Valley, Hidden Valley and Anthepe).
- Minor infrastructure works completed or underway on six town camps.
- Demolition of two community ablutions facilities (Anthepe and Hoppys).
- Ninety-two local Indigenous people employed on the housing construction program, which equates to 45% of the alliance workforce.
- Improved municipal services to town camps, including a weekly wheelie bin garbage collection service, wheelie bins extended to community parks and funding for a dog control program by Alice Springs Town Council.
- Rolled out postal services to five town camps.
- Consulted 14 town camps on street names, with eight receiving official sign-off and gazetting at 30 June 2012. Street signs for approved street names installed on town camp roads.

Future Priorities 2012–13

DEAL WITH SOCIAL ISSUES

- Continue existing ASTP programs in the areas of alcohol rehabilitation, family support, family violence services, early childhood, tenancy management support, life skills and intensive case management. This priority focuses on:
 - alcohol rehabilitation program for young people
 - a continued focus on visitor management
 - engagement with town camp residents and services to develop and implement community safety plans for town camps.
- Host a conference to report on achievements and examine opportunities, challenges and strategic reform priorities in continuing to improve life opportunities for Indigenous people in town camps and the wider Alice Springs community.

TRANSFORM TOWN CAMPS

- Complete programmed civil works.
- Work with stakeholders on the long-term provision of municipal and essential services on town camps that are equivalent to those in other areas of Alice Springs.
- Develop pathways to enable home ownership on identified town camps.
- Continue working with residents of Whitegate town camp to develop options for future living arrangements.
- Name streets on remaining four town camps.
- Deliver postal services to remaining 13 town camps.
- Continue construction and upgrade of fencing to town camp dwellings.

REDUCE HOMELESSNESS

- Improve linkages between all new visitor accommodation facilities to enhance their effectiveness in alleviating homelessness in Alice Springs.



Snapshot: Alice Springs Transformation Plan

The Alice Springs Transformation Plan, a joint partnership between the Australian and Northern Territory governments, has achieved some significant improvements throughout the 18 Alice Springs town camps. Since it commenced in December 2009, the \$150 million investment to make fundamental and lasting improvements to the lives and opportunities of town camp residents has seen major enhancements to housing and infrastructure, strengthened social support programs and built additional accommodation to help reduce overcrowding in town camp houses.

In late 2011, 196 rebuilds and refurbishments were completed and 85 new houses built across the town camps.

In addition to the housing, major and minor infrastructure work commenced at Trucking Yards, Hidden Valley and Larapinta Valley. The works include new roads, power, water, sewerage, drainage and street lighting throughout the town camps.



Improving Alice Springs town camps

Along with the completion of housing works and ongoing civil works, streets are being officially named, houses numbered and letter boxes installed across the town camps to enable residents to enjoy regular mail services similar to the rest of the town.

The Alice Springs town camps also receive other regular services such as a weekly wheelie bin collection and improved animal management services as part of the Alice Springs Town Council Dog Control Program.

NORTHERN TERRITORY DEVELOPMENT

The Major Projects, Asian Relations and Trade outputs develop and facilitate major economic and resource development projects, attract foreign investment into the Northern Territory and promote international trade and business opportunities. The government's key objective is to deepen and diversify the Northern Territory's economic base, maximise local industry participation and increase employment opportunities for Territorians.

Major Projects facilitates major economic development in the strategic interest of the Northern Territory, including:

- resource development and other major strategic infrastructure projects
- onshore gas industry developments
- strategic mineral development proposals.

Asian Relations and Trade perform the following core functions:

- promoting international trade
- increasing foreign investment opportunities in the Northern Territory
- strengthening relationships with countries of strategic interest in the Asian region and beyond.

Key priorities for the division include:

- coordinating Northern Territory Government support for major projects of significance to the Northern Territory, including the Ichthys project and development of Timor Sea and Browse Basin gas resources
- pursuing opportunities to develop new strategic economic projects in the Northern Territory and assisting proponents to reach investment decisions, including Darwin's Marine Supply Base
- positioning Darwin as Australia's 'gateway to Asia' for international trade
- strengthening the Northern Territory's long-term relationships with countries in the region
- developing international trade markets such as Japan, China and Indonesia, and building increased capacity in niche sectors, such as mining supply and servicers
- attracting, expanding and marketing foreign investment opportunities in the Northern Territory.



OUTPUT: MAJOR PROJECTS

The Major Projects output facilitates major economic, resource development and other projects of strategic interest to the Northern Territory. These projects include onshore gas industry developments, major mineral developments, Marine Supply Base facilities and coordinating the implementation of the Territory 2030 Strategic Plan across sectors.

Key Deliverables	2009–10 Actual	2010–11 Actual	2011–12 Budget	2011–12 Actual
Client satisfaction *	>85%	>85%	>80%	>85%
Territory 2030 Strategic Plan stakeholder consultation activities completed within agreed timeframes	N/A	>95%	>80%	>95%

* Results based on latest available client survey

OUTPUT: ASIAN RELATIONS AND TRADE

The Asian Relations and Trade output promotes international trade and investment opportunities in the Northern Territory and fosters relationships with countries of strategic interest in the wider Asian region.

Key Deliverables	2009–10 Actual	2010–11 Actual	2011–12 Budget	2011–12 Actual
Client satisfaction *	85%	>75%	>80%	>75%
Trade and investment opportunities pursued within agreed timeframes	N/A	>85%	>80%	>85%
Developments in regional relationships responded to within appropriate timeframes	N/A	>85%	>80%	>85%

* Results based on latest available client survey

Major Projects, Asian Relations and Trade

Key Achievements 2011–12

MAJOR PROJECTS

- Facilitated the INPEX Ichthys project (Stage 1) to its final investment decision, for the US\$34 billion offshore facilities in the Browse Basin and the onshore gas processing facility at Blaydin Point in Darwin Harbour including:

- coordinated a whole-of-government response to the Environmental Impact Statement for the project
- coordinated site selection of the construction workers' village
- coordinated high-level government interactions with INPEX for the project.

The project delivery has now been transferred to the department's Strategic Projects Implementation Office.

- Coordinated a whole-of-government response on the Australian Government's White Paper on Energy Policy.

TRADE

- Coordinated whole-of-government activities for the SEAAOC 2011 Oil and Gas Conference in Darwin to promote the Northern Territory's current and potential capacity as an investment location and petroleum supply and service centre.
- Continued to implement the Northern Territory Government's Growing International Trade-Priority

Action Plan 2009–2013, which is focused on growing the Northern Territory's trade performance.

- Continued to oversee the management of the Darwin-based Indonesian Customs Pre-Inspection Facility.
- Continued to sponsor and coordinate the Chief Minister's Export and Industry Awards, which recognise the excellence and success of Northern Territory businesses.
- Coordination of the Chief Minister's visit to Timor-Leste for the Presidential inauguration, 10th anniversary celebrations and to gift scholarships in oil and gas training at CDU.
- Support of the Darwin to Dili, Sail Indonesia and Darwin to Ambon yacht races.

ASIAN RELATIONS

- Supported high-profile international visits by the President of the United States of America, the Prime Minister of Timor-Leste and Japan's Senior Vice Minister.
- Strengthened relations with Timor-Leste through inbound visits from Timor-Leste officials, including Prime Minister Guzman's visit to receive an Honorary Doctorate from CDU, and capacity building in Timor-Leste through public sector scholarships and crocodile management training.



Future Priorities 2012–13

MAJOR PROJECTS

- Continue to progress the Ichthys, Conoco Phillips, Prelude, Montara, GDF Suez, Kitan and Sunrise LNG projects.
- Progress the Western Desert Resources and Sherwin iron ore projects.
- Coordinate investigations into potential new bulk export ports in the Roper and Gulf regions.
- Pursue opportunities for value-added gas projects in the petrochemical, gas-to-liquids and alumina sectors.
- Coordinate bulk export proposals by BHP for Olympic Dam.
- Continue to work with key oil and gas industry proponents on the establishment of a Myer store as part of the re-development of Casuarina Square.

TRADE

- Continue to connect local business with prime contractors at overseas and national levels who have been awarded contracts with Ichthys and other major projects.
- Continue to implement the Growing International Trade Priority Action Plan 2009–2013 to increase the Northern Territory's trade performance.
- Establish and implement a dedicated Supply and Service Industry strategy for the oil and gas industry.
- Facilitate growth of the Northern Territory's petroleum and mining supply and service sector through various industry expositions, including SEAAOC Darwin, Australasian Oil and Gas (Perth), Mining Indonesia (Jakarta) and OSEA Singapore.

ASIAN RELATIONS

- Continue to consolidate relationships with our Asian neighbours through overseas visits, cultural and sporting exchanges.
- Supporting the Timor Sea Cup fourth round in Kupang, West Timor and 2013 Arafura Games.

Snapshot: Ichthys Liquefied Natural Gas Project

INPEX and TOTAL announced their Final Investment Decision to proceed with the US\$34 billion Ichthys LNG project on 13 January 2012. Construction commenced on 18 May 2012. The on-shore processing facility is being built at Blaydin Point on the Middle Arm Peninsula in Darwin Harbour at a cost of US\$14 billion. It will employ up to 3000 people at peak construction and around 300 during operations. The plant will be commissioned in stages, over four to five years, with first exports expected in 2016.

The project will have a significant and long-lasting impact on growth, development and employment in the Northern Territory for the next 40 years through its construction, commissioning and ongoing maintenance requirements. The Department of the Chief Minister is the lead agency in coordinating negotiations and government interface with the project.





Strategic Projects Implementation Office

Key Achievements 2011–12

- Facilitated the INPEX Ichthys project to final investment decision and commencement of construction for the Darwin onshore gas processing facility at Blaydin Point, including:
 - coordinating environmental and regulatory approvals for the INPEX Ichthys project
 - negotiations concerning the determination of suitable land parcels for the onshore facility
 - coordinating road and transport planning matters related to the project
 - coordinating legal, financial and contractual matters related to the project
 - coordinating government interaction with INPEX
 - negotiating and establishing road funding and headworks agreements with INPEX.
- Progressed the Marine Supply Base project to final approval and contractual close, with construction started in April 2012. Scope included:
 - coordinating environmental and regulatory approvals
 - coordinating related headworks projects
 - coordinating project interaction with other government agencies
 - coordinating legal, financial and contractual matters related to the project
 - acting as the Northern Territory's representative in managing the construction phase of the project through Macmahon contractors.
- Coordinated briefings and project reporting arrangements for the Northern Territory Government, Commonwealth agencies and other parties in relation to the Ichthys and Marine Supply Base (MSB) projects.
- Undertook preliminary planning for further East Arm Expansion projects comprising the planned East Arm Wharf Expansion.

Future Priorities 2012–13

- Continue coordination and facilitation of Ichthys LNG project, including:
 - finalisation and implementation of:
 - › transport management plans (land and marine)
 - › Insurance Management Plan
 - › Dredging and Spoil Disposal Management Plan.
 - oversight of construction activities at Howard Springs workers' village
 - oversight of construction activities at Blaydin Point
 - finalisation and implementation of headworks assistance arrangements
 - implementation of roads assistance and related road upgrade activities
 - coordination and oversight of regulatory approval requirements
 - provide input into the finalisation and implementation of the Social Impact Management Plan.
- Continue to manage the construction phase of the Marine Supply Base project, including coordination and facilitation of:
 - environmental and regulatory approvals
 - legal, financial and contractual matters
 - environmental and project construction oversight.
- Prepare for the commencement of the Marine Supply Base operations phase.
- Finalise pricing and access arrangements and establish the initial pricing regime for the Marine Supply Base.
- Continue planning and facilitation for further East Arm Wharf expansion projects.



Territory 2030 Implementation Unit

The key priority for the Territory 2030 Implementation Unit is to coordinate implementation of the Territory 2030 Strategic Plan across the NTPS and the broader Northern Territory community. The plan provides the framework for

guiding the Northern Territory's direction over the next two decades. The unit supports the activities of the Territory 2030 Cabinet Sub-Committee and Parliamentary Secretary, and engages other stakeholders, internal and external to government, to progress the plan's key priorities and targets.

Key Achievements 2011–12

- Coordinated the ongoing implementation of Territory 2030 across the NTPS.
- Delivered Territory 2030 briefings to a range of stakeholder groups.
- Provided secretariat services to the Territory 2030 Sub-Committee of Cabinet.
- Supported the regional activities of the Parliamentary Secretary for Territory 2030.
- Continued reporting on Territory 2030 through snapshots published on the Territory 2030 website.
- Launched a youth-focussed project aimed at engaging middle and senior school students with Territory 2030.
- Coordinated the Territory 2030 Youth Conference in Alice Springs in February 2012, which provided youth with information about the Territory 2030 strategy and encouraged their engagement with it.
- Published the first Territory 2030 Scorecard.
- Supported government agencies to align corporate and strategic planning and reporting with Territory 2030.
- Delivered a range of presentations and papers to various stakeholder groups, conferences and workshops.
- Staff led or contributed to a range of departmental leadership activities.

Future Priorities 2012–13

- Work with government and agencies to consolidate reporting and monitoring mechanisms to enhance overall agency priority setting for frontline service delivery.

GOVERNMENT BUSINESS SUPPORT

The Government Business Support output group provides administrative and protocol support to the Administrator of the Northern Territory, the Chief Minister, ministers and the Leader of the

Opposition. The support group provides secretariat services to Executive Council and Cabinet, drafts legislation and is responsible for the maintenance and upkeep of Government House.

OUTPUT: SUPPORT TO MINISTERS AND LEADER OF THE OPPOSITION

This output provides operational advice, administrative support, hospitality services and advice on protocol matters to the Chief Minister, ministers and

Leader of the Opposition, as well as secretariat services to the department, Cabinet and the Executive Council.

Key Deliverables	2009–10 Actual	2010–11 Actual	2011–12 Budget	2011–12 Actual
Client satisfaction *	>90%	>90%	>80%	>90%
Official functions supported	180	157	140	156
Cabinet, Cabinet sub-committee and Executive Council meetings supported	N/A	116	120	93
Advice provided within agreed timeframes	100%	100%	>80%	>80%

* Results based on latest available client survey

Cabinet Office

The Cabinet Office provides secretariat services to the Northern Territory Cabinet, the Executive Council, the Department of the Chief Minister and the Remuneration Tribunal. The office also advises ministers and agencies on machinery-of-government matters, and has a coordination role in managing a number of whole-of-government databases and monitoring government's election and other public commitments.

The office provides content for the newspaper public notices and website 'In your Parliament', an informative feature on legislation and ministerial statements debated in the Northern Territory Legislative Assembly.

The Cabinet Office administers the *Assembly Members and Statutory Officers (Remuneration and Other Entitlements) Act*, and provides assistance to agencies in administering entitlements for members of government boards and committees.



Key Achievements 2011–12

- Implemented a pilot program for paperless Cabinet meetings – endorsed as an ongoing activity in February 2012.
- Prepared three new Administrative Arrangements Orders for the Northern Territory Government.
- Made arrangements for changed portfolio appointments within the Ministry in October 2011.
- Assisted the Remuneration Tribunal with inquiries into the entitlements of members of the Legislative Assembly and magistrates.
- Reviewed and updated the Northern Territory Government's guidelines on Caretaker Conventions in preparation for the August 2012 general election.
- Arranged the biennial update to Northern Territory Government board remuneration, effective 1 March 2012.
- Reviewed and re-issued the Cabinet Handbook and the DCM Ministerial Correspondence Handbook.
- Prepared materials for the 30-year opening of the 1981 Cabinet and Executive Council records under the *Information Act* on 1 January 2012.
- Continued to support Machinery of Government training courses for Northern Territory public servants, in partnership with Charles Darwin University.
- Enhanced the functionality of the government's commitments database.

Future Priorities 2012–13

- Make administrative arrangements in relation to the calling of the Northern Territory general election in August 2012.
- Arrange swearing-in of new Ministry and new Administrative Arrangements Order following Northern Territory general election in August 2012.
- Prepare materials for the 30-year opening of the 1982 Cabinet records under the *Information Act*.
- Finalise testing and transition of the Cabinet, Executive Council, Boards and Committees and other related databases to new data management platform.
- Review and update the Government Boards and Committees Handbook.

Protocol

The Protocol unit is responsible for administering official ceremonial and hospitality activities for the Northern Territory Government. It ensures that the conduct of state political, cultural and economic exchanges is carried out efficiently, securely and with dignity.

As the principal source of advice for all matters relating to protocol, the unit has a whole-of-government responsibility to provide informed advice on the day-to-day management of the ministers'

hospitality agenda, and oversee government ceremonies, major special events and promotional activities.

The unit also manages state funerals and the government's VIP vehicle fleet, and advises the community on general protocol matters, congratulatory messages, state emblems, flags and national symbols. It maintains and develops relationships with consular and diplomatic corps and develops and implements programs for diplomats, heads of state and business leaders to visit the Northern Territory.

Key Achievements 2011–12

- Facilitated 156 functions and events hosted by the Northern Territory Government.
- Supported visits by 32 dignitaries and VIPs.
- Assisted with delivery of a range of events acknowledging the 70th Anniversary of the Bombing of Darwin.
- Assisted with the coordination of the President of the United States of America's visit to Darwin.
- Provided hospitality and support for significant events, including the V8 Supercars, Australian Superbikes, the Arafura Games and Darwin Cup.
- Provided VIP transport services to the Chief Minister, ministers, Leader of the Opposition, Chief Justice and a number of visiting dignitaries.
- Facilitated Territory Day fireworks displays in all major population centres.
- Coordinated a Territory Day flag raising ceremony and a citizenship ceremony for 91 conferees.
- Facilitated one state funeral.
- Facilitated the swearing-in ceremony of the new Administrator of the Northern Territory.



Future Priorities 2012–13

- Continue to provide coordination support for major special projects and events, including ceremonial and hospitality activities.
- Enhance government, business and community ties through effective public communication of protocols, standards and principles.
- Further strengthen strategic relationships through building supportive and purposeful relationships between stakeholders.
- Develop and maintain effective business systems and practices within the Protocol unit.
- Ensure Protocol standards, procedures and policies are clearly articulated.
- **Introduce an efficient and effective event management system.**

OUTPUT: LEGISLATION PRODUCTION

This output provides legislative drafting services (including drafting Bills,

subordinate legislation and statutory instruments, and providing related advice) to the government and to members of the Legislative Assembly and makes legislation available to the public.

Key Deliverables	2009–10 Actual	2010–11 Actual	2011–12 Budget	2011–12 Actual
Client satisfaction *	>90%	>90%	>80%	>80%
Pages of legislation drafted	3300	4794	3000	4768
Legislative deadlines met	100%	100%	>80%	100%

* Results based on latest available client survey

Office of the Parliamentary Counsel

The Office of the Parliamentary Counsel (OPC) provides legislative drafting services to the government, including:

- drafting Bills for Acts, committee stage amendments for Bills, subordinate legislation and statutory instruments
- providing advice on legislative proposals, legal matters arising during drafting and matters relating to the legislative process.

OPC provides limited legislative drafting services to individual members of the Legislative Assembly (including opposition and independent members) to the extent resources allow.

OPC also makes Northern Territory legislation available to the public by:

- preparing consolidated versions of Acts and subordinate legislation (reprints)
- publishing electronic copies of Bills, Acts, subordinate legislation, reprints and associated information on the NT Legislation databases
- providing copies of Bills, Acts, subordinate legislation and reprints to the Government Printing Office.



Key Achievements 2011–12

- Drafted 4768 pages of legislation within imposed timeframes.
This included:
 - 40 government Bills introduced (1857 pages), including nine Bills for national legislative schemes
 - four proposed Bills distributed for public discussion or consultation (187 pages)
 - 13 government committee stage amendments moved (24 pages)
 - three non-government Bills introduced (50 pages)
 - four non-government committee stage amendments (14 pages)
 - 78 items of subordinate legislation settled (2003 pages)
 - 451 statutory instruments settled (633 pages).
- Made legislation available to the public within OPC time guidelines.
This included:
 - 303 reprints of Acts and subordinate legislation prepared following amendment
 - 329 items published on the Current Legislation Database
 - 77 reprints provided to the Government Printing Office (5486 pages).
- Participated in activities of the Australasian Parliamentary Counsel's Committee, including attending meetings, a drafting conference and an information technology forum.
- Changed OPC procedures for statutory instruments so they are prepared and settled electronically.

Future Priorities 2012–13

- Meet increasing demands for legislative drafting services, including from members of the Legislative Assembly.
- Actively participate in the Australasian Parliamentary Counsel's Committee to ensure the Northern Territory's interests are properly represented in relation to national legislative schemes.
- Improve the capacity of OPC to provide high-quality legislative drafting and publishing services by:
 - reviewing and improving office processes and systems, particularly in relation to publication systems
 - continuing to improve the capacity of drafters and other staff.

OUTPUT: SUPPORT TO ADMINISTRATOR AND GOVERNMENT HOUSE

This output maintains Government House and provides administrative, secretarial, hospitality and ceremonial support to the Administrator of the Northern Territory.

Key Deliverables	2009–10 Actual	2010–11 Actual	2011–12 Estimate	2011–12 Actual
Client satisfaction *	100%	100%	>80%	100%
Number of internal and external hospitality, and ceremonial and statutory events supported	N/A	531	490	584
Government House maintenance programs implemented within agreed timeframe	N/A	>80%	>80%	>80%

* Results based on latest available client survey

Government House

Government House provides support to the Administrator of the Northern Territory, enabling the incumbent to perform the duties associated with the office. Government House also promotes and raises community awareness of the official role of the Administrator and the significance of Government House.

Government House plays an important role as the location for hosting visiting royalty and official dignitaries, including vice-regal, diplomatic and government representatives of Australia and other nations. The Administrator maintains a busy schedule of statutory, representational and ceremonial functions at Government House, where the Administrator also resides, and hosts several open days each year.

Government House conducts ceremonies to present honours and awards to Northern Territory citizens who have been recognised for merit, bravery, services or personal achievement. Administrator's medals are also presented to individuals or organisations to recognise significant achievement.

Government House is maintained at a standard appropriate to a vice-regal office and for the benefit of the people of the Northern Territory. The property is preserved and managed in line with the Burra Charter, the Northern Territory Heritage Conservation Act and related conservation and heritage requirements.



Key Achievements 2011–12

- The Administrator hosted 76 events at Government House, officially attended 294 external events, received 128 courtesy calls, delivered 86 official speeches and conducted swearing-in ceremonies for statutory positions.
- Managed the internal and external activities of Government House as the 19th Administrator completed his term and the 20th Administrator of the Northern Territory was sworn in and assumed office.
- Conducted four investiture ceremonies throughout the Northern Territory for a total of 28 Northern Territory recipients of Australian Honours and Awards and Bravery Decorations.
- Held three Government House open days, which were attended by more than 4400 people.
- The Administrator visited several remote communities, regional centres, government and non-government organisations, schools, businesses, public offices and cattle stations throughout the Northern Territory.
- Under s.7 of the *Northern Territory (Self Government) Act 1978*, the Administrator presided over ten Executive Council meetings and four Special Executive Council meetings and assented to 43 proposed laws.

Future Priorities 2012–13

- Continue the development and execution of an appropriate program for the Administrator to engage the Northern Territory community, considering the position's statutory, ceremonial and representational duties.
- Maintain and foster greater relationships with the Administrator's 61 patronages and three honorary roles.
- Develop an engaging and intuitive new website for Government House with an emphasis on education and awareness on the role of the Administrator.
- Manage the Government House Programmable Works schedule against allocated minor new works, capital works and repairs and maintenance funds.

COMMUNITY SUPPORT

This output group provides grants, donations and sponsorships to support community association activities, and promotes increased participation in community events including the Australia Day Council and Northern Territory show societies. Support is also provided for a number of high-profile events through the Northern Territory Major Events Company, including the V8 Supercars, Australian Superbikes, BASSINTHEGRASS, The Concert, the Finke Desert Race and the Masters Games.

OUTPUT: COMMUNITY SUPPORT

Community Support

This output supports a number of high-profile community events and activities by providing donations and sponsorships to encourage community groups in the development of activities that benefit the community.

Key Deliverables	2009–10 Actual	2010–11 Actual	2011–12 Budget	2011–12 Actual
Number of grants issued	87	108*	90	120*
Value of grants paid to				
• Darwin Waterfront Corporation	\$17.5M	\$16.8M	\$16.9M	\$16.9M
• Northern Territory Major Events Company	\$4.9M	\$5.5M	\$5.4M	\$5.5M
• other organisations	\$1.3M	\$1.9M	\$0.9M	\$1.9M
Grant payments provided within agreed timeframes	>85%	>85%	>80%	>85%

* Higher number of grants paid in part due to one-off Northern Territory Centenary Grant program.



Northern Territory Major Events Company

The Northern Territory Major Events Company Pty Ltd provides support for the Northern Territory's largest events.

The company was established to attract, select, organise and market special major events, particularly those that bring substantial economic and social benefits to the Northern Territory.

Key Achievements 2011–12

- Organised the following events:
 - 2011 THE CONCERT music event, Alice Springs
 - 2012 Northern Territory Sports Awards
 - 2012 Australian Superbike Championship, Darwin
 - 2012 BASSINTHEGRASS music festival, Darwin
 - 2012 Finke Desert Race, Alice Springs
 - 2012 V8 Supercars Championship, Darwin.
- Provided support to the following events:
 - 2011 Barkly Muster and Camp Draft, Tennant Creek
 - 2011 Global Green Challenge
 - 2012 Hottest 7s in the World Rugby Tournament, Darwin
 - 2012 Mountain Bike Enduro, Alice Springs.

Future Priorities 2012–13

- Organise the following events:
 - 2012 Masters Games, Alice Springs
 - 2013 Northern Territory Sports Awards
 - 2013 Australian Superbike Championship Round, Darwin
 - 2013 BASSINTHEGRASS music festival, Darwin
 - 2013 Finke Desert Race, Alice Springs
 - 2013 V8 Supercars Championship, Darwin.
- Provide support to the following events:
 - 2012 Barkly Muster and Camp Draft, Tennant Creek
 - 2013 Hottest 7s in the World Rugby Tournament, Darwin
 - 2013 Mountain Bike Enduro, Alice Springs.

INPUT: SERVICES

The services inputs strengthen the capacity of the department to deliver strategic objectives. The department's services inputs include Strategic Communications, Human Resources and Information, Finance and Procurement and Corporate Governance units. Together, these services support the operational business units and associated entities, including the Office of the Chief Minister, the Northern Territory Major Events Company, the Darwin Waterfront Corporation and the Office of the Commissioner for Public Employment. The department's services inputs also assist with whole-of-government coordination and capabilities.

Strategic Communications

Strategic Communications provides corporate communication services to the Department of the Chief Minister and the Office of the Commissioner for Public Employment. In addition, the unit is involved in the development of strategic communication policy and has a coordination role within the strategic whole-of-government framework. The division is responsible for:

- providing support, advice and coordination on all matters relating to media management
- online communications management
- brand management
- sponsorship

- strategic marketing
- social media
- internal and external communications
- whole-of-government issues management
- crisis communications: the provision of public information and whole-of-government strategic coordination
- recovery communications.

The unit supports business areas within the department, particularly in engaging staff and in consulting with stakeholders and the broader community on key issues. Strategic Communications facilitates the communication of agency initiatives and outcomes within government and to the broader community.



Key Achievements 2011–12

- Redeveloped the secureNT website as the central point of authorised information on preparing for and getting through emergency situations, such as natural disasters.
- Introduced social media elements to secureNT prior to the 2011 wet season.
- Coordinated media and communications across government during major events, including Tropical Cyclone Grant and associated flooding, and recovery of the Palumpa community following flooding.
- Launched and published the biennial Territory 2030 Scorecard.
- Coordinated government communications and media for major projects, including Ichthys LNG and the Marine Supply Base.
- Initiated and managed national and international marketing activities to support economic attraction and investment in the Northern Territory, such as:
 - the Australian Petroleum Production Exploration Association (APPEA) Conference
 - the South East Asia Australia Offshore Conference (SEAAOC)
 - the Australasian Oil and Gas (AOG) Exhibition and Conference
 - Offshore South East Asia
 - the Balikpapan Expo.
- Promoted Darwin as a growing oil and gas hub, including promoting the opportunities for Territorians locally and promoting the Northern Territory nationally and internationally.
- Established and introduced new protocols and procedures for managing whole-of-government information during response to and recovery from emergency situations and crisis events.
- Developed and implemented communication campaigns to promote community resilience and preparation for natural disasters, including promotion of secureNT.
- Delivered whole-of-government marketing campaigns and activities to support key initiatives, such as Supporting Territorians and Buy Territory.
- Introduced the Northern Territory Government's social media policy.
- Supported the visit of the President of the United States of America Barack Obama to Darwin in 2011.
- Coordinated communications and community engagement activities associated with the Alice Springs Community Action Plan.
- Delivered communications to highlight the achievements of the Alice Springs Transformation Plan and other coordinated efforts to make fundamental and lasting improvements to the lives of Alice Springs residents and opportunities for the town.

Future Priorities 2012–13

- Consolidate Northern Territory Government branding (local, national and international).
- Continue to facilitate whole-of-government communications support and advice, including the Public Information Act Committee.
- Continue to coordinate government communications and media relating to major projects, including the Ichthys project and the Marine Supply Base.
- Manage national and international marketing activities to support economic attraction and investment in the Northern Territory, such as at the Australian Petroleum Production Exploration Association (APPEA) Conference, South East Asia Australia Offshore Conference (SEAAOC), Australasian Oil and Gas (AOG) Exhibition and Conference, Offshore South East Asia and the Balikpapan Expo.
- Continue to roll out the Northern Territory Government's social media policy across all government communications units and departments.
- Develop a secureNT iPhone and Android mobile device application to help Territorians stay informed about emergency situations, such as natural disasters.
- Continue to provide whole-of-government coordination of media and communications during crisis events and emergency situations, such as natural disasters.
- Continue to provide communications support to the Office of the Commissioner for Public Employment and the Department of the Chief Minister.
- Continue to promote the Northern Territory locally, nationally and internationally.
- Continue to deliver strategic media and issues management.



Snapshot: secureNT



The new secureNT website, mobile site, and Facebook and Twitter pages were launched in October 2011 to help Territorians stay informed during emergency events, such as natural disasters. Territorians learnt about secureNT through an extensive marketing campaign, which included advertisements on radio, online and in local newspapers and magazines.

The website received 150 000 page views over the first six months, and proved to be an important source of public information when a cyclone threatened the Northern Territory coast during the 2011–12 Christmas holiday period.

SecureNT has significantly increased the Northern Territory Government's capacity to communicate directly with the public during an emergency, and taps into the power of modern technology. This capacity will be further enhanced when an iPhone and Android application for mobile devices is launched in 2012–13.

To further promote secureNT and community resilience to disasters, the 2012 Emergency Preparation and Response Calendar was published in late 2011.

The calendar features the artwork of 12 Northern Territory primary school students, who were selected from almost 700 entries received as part of a drawing competition held to prepare the calendar.

Corporate Governance

The Corporate Governance unit, which was established in March 2012 following a review of Corporate Services, provides support across the department, ministerial offices and the Office of the Commissioner for Public Employment through the development and maintenance of strong corporate governance frameworks, including:

- operation and support of effective governance committees
- strategic and business planning and reporting frameworks
- regular monitoring of strategic and operational risks, risk management strategies and audit plans
- policies and practices to encourage accountability, transparency and integrity
- the management and processing of requests for information under the *Information Act*.

Key Achievements 2011–12

- Reviewed the governance committee framework, including role and membership, consistency of documentation and management of committee records.
- Redesigned the structure of the Estimates Committee SharePoint site.
- Commenced the establishment of a DCM Committees' SharePoint site to show approved recommendations and actions.
- Created an Annual Report SharePoint site to improve with the coordination and approval of content for the annual report.
- Redeveloped the Risk Register to assist with the identification, monitoring and reporting of strategic and operational risk treatments.
- Managed and processed seven requests for information under the *Information Act*.

Future Priorities 2012–13

- Assist and support new ministers and staff with operational procedures and corporate policy following the Northern Territory general election in August 2012.
- Review and update the department's Strategic Plan.
- Redevelop strategic and operational risk management strategies and audit plans.
- Further develop the Corporate Governance SharePoint site as a hub for corporate information sharing, planning and reporting.
- Review and update registers for contingent liabilities, guarantees and indemnities, and gifts and benefits.
- Review and update the department's Freedom of Information Procedure Manual in accordance with amendments to the *Information Act* and internal policies.



Human Resources

Key Achievements 2011–12

- Implemented a Health and Wellbeing Strategy.
- Developed and implemented two whole-of-government policy development programs.
- Developed and implemented a Strategic Thinking program.
- Continued to drive and promote the initiatives under the Department of the Chief Minister Leadership Roadmap.
- Reviewed human resource delegations and updated all policies and procedures affected by the revised *Public Sector Employment and Management Act* and subordinate legislation.
- Conducted in-house training sessions on the Code of Conduct and the department's Recruitment and Selection Policy.
- Implemented Working Smarter groups to improve the department's business processes.
- Developed a specifically tailored Positive Workplace program.

Future Priorities 2012–13

- Continue to drive initiatives under the Leadership Roadmap in consultation with employees.
- Implement a robust reporting database for all Leadership Roadmap programs and initiatives.
- Continue to work in collaboration with Charles Darwin University to develop and implement an Executive Policy Development program across government to build workforce capability.
- Develop a comprehensive coaching skills program for leaders and managers.
- Promote and develop entry level programs aimed at students.
- Continued emphasis on professional development and training to build capability and leadership.

Records

Key Achievements 2011–12

- Finalised the intergration of Electronic Documents Records Management in all business units.
- Established a quality assurance audit process for the department.
- Conducted a major disposal project at the McMinn Street Store which housed historical financial and other non-TRIM records ensuring legislative compliance with scheduling, appraisal, removal and destruction of records.
- Reviewed and implemented information guides for employees.

Future Priorities 2012–13

- Review record management functions and procedures to enhance services.
- Develop and conduct training programs.
- Continue work towards electronic document and records management.
- Promote and establish electronic collaboration capability.
- Develop information for the department's intranet site.

Information and Communications Technology (ICT)

Key Achievements 2011–12

- Commissioned an ICT audit to identify and assess key strategic risks associated with ICT business systems, practices and security access within the agency.
- Reviewed data plans for all Smart Phones, modems, Tablet PCs and iPads with a view to reducing costs.
- Reviewed membership for the Information Management Committee.
- Coordinated the creation of an eCabinet environment using Dell tablets.
- Implemented a procedure for the management of the department's information resources and technology.

Future Priorities 2012–13

- Continue to review all ICT policies and procedures.
- Continue to build capability in the unit to support the department in its activities.



Finance

Key Achievements 2011–12

- Developed an overarching grants management policy for the department.
- Enhanced client liaison, service focus and communication through the introduction of Finance Relationship Managers.
- Streamlined accounts payable processes to reduce overall timeframes, thereby increasing efficiency levels.
- Improved efficiency and accuracy of monthly financial performance reports, which were distributed to all business units within seven days of end of month.
- Developed and implemented strategically structured Executive Management financial reports to allow for enhanced decision-making capability.

Future Priorities 2012–13

- Build our capabilities to ensure our staff have the necessary skills and knowledge.
- Enhance budgeting capabilities to assist planning and managing budgetary pressures.
- Promote the Finance unit as an exemplary place to work.
- Launch a Finance unit page on the DCM intranet, which will provide relevant, current and accurate information on the accounting and financial systems, practices, policy and financial procedures used in the department.

Travel

Key Achievements 2011–12

- Reviewed reporting processes for Official Travel to improve efficiency and accuracy.
- Converted the travel database to improve reporting and reconciliations.

Future Priorities 2012–13

- Establish a more efficient and user-friendly and system to record and report on Official Travel.

Office Services

Key Achievements 2011–12

- Reviewed and updated the Stratatel system provided by the Department of Business and Employment to streamline telecommunications accounts payable, recording and reporting processes.
- Implemented the Vehicle Booking system to maximise Fringe Benefits Tax and other reporting benefits, with a centralised data entry point.

Environment

Key Achievements 2011–12

- Establishing a Sustainability Committee to identify, implement and promote green initiatives in accordance with the Northern Territory Climate Change Policy.