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PERFORMANCE AND ACHIEVEMENTS

ADVICE AND COORDINATION

GOVERNMENT BUSINESS SUPPORT

CORPORATE AND GOVERNANCE

Output performance reporting

This section describes the agency's performance against planned outcomes for 2013–14. It also includes performance measures to demonstrate efficiency and effectiveness in achieving those outcomes. Reporting on performance is against outputs identified in NT Treasury's Budget Paper 3.

The output structure of the agency was restructured in 2013–14 to include internal corporate services separately under a Corporate and Governance output group, which is in line with all NT Government agencies. The remaining services delivered by the agency are provided under two output groups of Advice and Coordination and Government Business Support. Further structural changes were made to reflect machinery-of-government changes and Cabinet initiatives.

In 2013–14, the agency operated to a Budget of \$97.69 million across all output groups. The Budget increased by \$33.491 million from the original published amount of \$64.199 million. The additional Budget received during the year provided:

- \$15.8 million for machinery-of-government transfers between agencies, including Asian Engagement, Trade and Investment and NT Major Events Company.
- \$10 million for the transfer of Strategic Economic Infrastructure Grants program from the Department of Transport.
- \$4.5 million for adjustments to Australian Government funded programs across financial years.
- \$4 million for new initiatives, including the establishment of the Northern Australia Development Office.

The agency's reported expenses for the financial year of \$86.41 million was \$11.28 million or 11.55% below target. The reduced expenses are due to the deferral of the Remote Economic Infrastructure Grants program that transferred from the Department of Transport. This \$10 million annual grant program will now be delivered over three years commencing in 2014–15.

Overall, the agency has managed resources to budgeted targets and has sufficient cash reserves to manage outstanding commitments in forward years.

The Budget movement and expenses by output for 2013–14 is included below.

Output	2013–14 published budget \$'000	2013–14 revised (MOG) budget \$'000	2013–14 final estimate \$'000	2013–14 actuals \$'000	2013–14 actuals against final estimate \$'000
Advice and Coordination	31 360	42 459	57 885	46 825	-19.11%
Strategic and Federal Policy Coordination	13 767	10 978	15 658	14 720	
Economic Development and Major Infrastructure		4 174	6 417	6 722	
Northern Australia Development Office			1 510	1 282	
Asian Engagement, Trade and Investment		3 258	3 200	2 612	
Regional Coordination and Economic Development	12 619	14 093	20 826	11 339	
Community Engagement and Support	4 974	9 956	10 274	10 150	
Government Business Support	32 839	27 647	32 327	32 366	0.12%
Support to ministers and Leader of the Opposition	22 703	17 213	18 397	18 711	
Legislation production	2 638	1 975	2 341	2 235	
Government Services and support to the Administrator	7 498	8 459	11 589	11 420	
Corporate and Governance		7 226	7 478	7 219	-3.46%
Corporate and Governance (including Shared Services)		7 226	7 478	7 219	
Agency total	64 199	77 332	97 690	86 410	

ADVICE AND COORDINATION

Strategic and Federal Policy

Strategic and Federal Policy's overarching role is to coordinate and inform policy to best position the Northern Territory's interests as a member of the Australian Federation and lead the development and implementation of policy and project initiatives of strategic priority for the Northern Territory. The work group provides strategic advice across a wide range of public policy issues to the Chief Minister, ministers and the Northern Territory Government, including:

- Leading and progressing the Territory's active participation in the Council of Australian Governments (COAG) and the Council of the Australian Federation (CAF).
- Facilitating and leading the Territory's participation in COAG's national agreements framework and other major intergovernmental partnership arrangements through participation on working parties and in negotiations.
- Facilitating and advising on the Territory's input into international treaties and the Foreign Investment Review Board as they affect the Territory.
- Coordinating and monitoring the Territory's performance through national reporting frameworks, including the Review on Government Services, Productivity Commission and other reports as required.
- Building relationships with government agencies and other stakeholders in identifying opportunities for collaboration.
- Leading and supporting agencies in the development of policy options and solutions on issues and areas of particular interest to the Chief Minister, particularly those with cross-agency involvement and implications.

Key deliverables	2013–14 estimate	2013–14 actuals	2014–15 estimate
Client satisfaction*	>85%	>85%	>85%
Advice provided within agreed timeframes	>85%	>85%	>85%
COAG, Senior Officers and CAF meetings	11	11	14

*Results based on latest available client survey

KEY ACHIEVEMENTS 2013–14

Specific achievements and activities for the year included:

- Rationalisation of six national partnership agreements valued at a total of \$3.5 million to reduce red tape and streamline reporting burden while retaining total funding.
- Lead role in negotiating the Territory's participation in the National Disability Insurance Scheme and the commencement of trials in the Barkly region from 1 July 2014.
- Ongoing negotiations regarding the Territory's participation in Indigenous reforms.

KEY ACHIEVEMENTS 2013–14

- Led the Territory's role in progressing bilateral negotiations with the Commonwealth aimed at streamlining environmental regulatory processes.
- Represented the agency on the Steering Committee for Review of Government Service Provision, which aims to provide information on the effectiveness and efficiency of government services in Australia. This includes coordination and reporting for the Report on Government Services, the Overcoming Indigenous Disadvantage Report and Indigenous Expenditure Report.
- Provided strategic advice on Free Trade Agreements with Japan, Korea, China and Trans-Pacific Partnership, and in particular on government procurement, cross-border trade in services and investment.
- Supported the Royal Commission into Institutional Responses to Child Sexual Abuse.
- Facilitated ongoing operation of the Territory's Container Deposit Scheme by receiving exemption from Commonwealth mutual recognition laws.
- Coordinated the resolution of emerging issues for the Territory through involvement in two COAG meetings, including (but not limited to) recognition of the importance of national infrastructure that unlocks economic growth in regional areas, a commitment to streamline work health and safety laws, and a commitment from the Commonwealth to undertake work within its sphere of influence to support school attendance measures.

FUTURE PRIORITIES 2014–15

In 2014–15, Strategic and Federal Policy will maintain active engagement in emerging and evolving COAG, CAF and other national frameworks to ensure optimal outcomes for the Territory across all policy areas, particularly: the white papers on Reform of Federation and Taxation, Reform of Indigenous Affairs, Infrastructure and Deregulation. The team will also focus on building and maintaining relationships with government agencies to provide strategic support while identifying opportunities for whole-of-government collaboration.

Additional priorities for 2014–15 include:

- Ongoing provision of strategic advice, negotiation and monitoring of national partnership agreements, project agreements and implementation plans, including further rationalisation and streamlining of the funding models.
- Continue to monitor the Territory's performance in delivering its objectives under the National Partnership on Stronger Futures and the National Partnership Agreements on Specified Projects.
- Support the cross-agency deregulation agenda to support the small business sector, investment and competition, including environmental approvals processes.
- Provide input into international treaties, conventions and Foreign Investment Review Board matters.
- Cross-agency engagement on the streamlined COAG Councils in order to position the Territory as a member of the Australian Federation to achieve consistent whole-of-Territory outcomes while maximising strategic interests and federal funding opportunities.
- Coordinate the resolution of emerging Northern Territory issues, assist in program and policy design and implementation of government priorities.

Social Policy Coordination

The core business of Social Policy Coordination (SPC) is to coordinate, monitor and report on various government services and programs focussed on positive social outcomes. SPC develops and delivers initiatives that promote participation and facilitate the contribution of various groups within the community to government decision making and policy development.

The offices of Youth Affairs, Senior Territorians and Multicultural Affairs sit in the Community Engagement team within SPC.



National Youth Week Speaker Amy Hetherington

SPC works closely with other government agencies on strategic social policy developments, along with key stakeholders such as business, the non-government sector and the community.

Key deliverables	2013–14 estimate	2013–14 actuals	2014–15 estimate
Grants paid	\$7.7 M	\$7.6 M	\$9.2 M
Grant payments within agreed timeframe	>90%	>90%	>90%

KEY ACHIEVEMENTS 2013–14

- Coordinated the development of Framing the Future, the government's strategic plan that sets out the government policy that underpins service delivery to Territorians.
- Expanded advice and support to other government agencies to ensure policy development is underpinned by social policy outcomes.
- Established a partnership group of government and non-government agencies to identify and progress areas of common interest, including principles for working together and consistency in funding arrangements.
- Supported the NT Volunteering Awards program in partnership with Volunteering SA and NT, and developed further opportunities to help build volunteer activity within the Territory community.
- Participated in a number of Australian Government initiatives with Territory implications, including those aimed at reform of the not-for-profit sector.
- Coordinated government planning and contribution to Territory participation in Anzac Centenary commemorations and the 40th anniversary of Cyclone Tracy.
- Developed and launched FestivalsNT, a new concept building on existing festivals across the Territory with a focus on Asian engagement and increasing cultural, sporting and business events throughout the year.
- Administered grants to the multicultural community through the Multicultural Affairs Sponsorship Program and the Multicultural Community Facilities Grants program.
- Collaborated with key stakeholders to host the Darwin Waterfront Harmony Soiree and supported the 'Big Day Out in Harmony' in Alice Springs.

KEY ACHIEVEMENTS 2013–14

- Established the Minister's Advisory Council on Multicultural Affairs to give the multicultural community a voice on issues of interest and to provide high level and strategic advice to government.
- Engaged with multicultural communities, non-government organisations and government agencies on issues relating to multicultural affairs.
- Commissioned research on Muslim youth in the Territory.
- Coordinated National Youth Week (NYW) with more than 5 000 young Territorians attending some 100 events and activities held throughout the Territory.
- Completed the Northern Territory Youth Participation Framework 2014–2017, a whole-of-government framework for young Territorians aged 12 to 24 years. The framework contains strategic goals, principles and a shared vision for young Territorians for the next four years.
- Awarded grants through the Youth Engagement Grants Program to a range of community groups, not-for-profit organisations, local businesses, community leaders, other government agencies and young people.
- Facilitated a direct avenue for young Territorians to provide advice to the NT Government through the Chief Minister's Round Table of Young Territorians. Membership of the 2014 round table included young people representing Darwin, Palmerston/Darwin rural, Katherine, Mataranka, Alice Springs, Nhulunbuy, Elliott, and Galiwin'ku.
- Worked with the Northern Australia Development Office in consulting with young people on 'Developing the North'.
- Established the Minister's Advisory Council for Senior Territorians (MACST) to provide a voice for Territory seniors on issues of importance to the Minister for Senior Territorians.
- Administered the Seniors Month Grants Program, providing grants for activities during Seniors Month that encourage an active, healthy lifestyle, celebrate seniors in our community and showcase the positive aspects of ageing.
- Delivered the Seniors Month calendar to more than 20 000 Northern Territory Seniors Card holders. More than 100 events were held in Darwin, Palmerston/Darwin rural, Katherine, Alice Springs, Barkly, East Arnhem, West Arnhem and the Tiwi Islands.



Darwin Waterfront Harmony Soiree

FUTURE PRIORITIES 2014–15

- Contribute to government work aimed at increasing participation in society and the economy.
- Develop strategies to deliver the Strong Society and Confident Culture components of Framing the Future.
- Support government in its work to enhance the sustainability of the non-government sector, including workforce capability and capacity.
- Coordinate and facilitate government planning and contribution to Territory participation in the Anzac Centenary commemorations and the 40th anniversary of Cyclone Tracy.
- Implement FestivalsNT, including establishment of the steering committee, appointing a director to lead further development of the strategy and the development of a signature event for Territory Day 2015.
- Develop the Multicultural Participation Framework and the Seniors Participation Framework in consultation with the minister's advisory councils and the community.
- Provide advice to government on matters important to specific community groups through coordination of the Minister's Advisory Councils on Multicultural Affairs and Senior Territorians and relevant working groups.
- Continue to promote the Northern Territory as an inclusive society that embraces cultural diversity, including the continued support of the Harmony Soiree in conjunction with the Darwin Waterfront Corporation and key stakeholders.
- Undertake relevant research on migrant and refugee activities to further enhance evidence-based policy development.
- Create an online seniors web hub to ensure Territory seniors are able to easily find the information they need.
- Investigate online options for the Northern Territory Seniors Card Discount Directory.
- Establish a quarterly e-newsletter to all Territory Seniors Card holders.



Members of the 2014 Chief Minister's Round Table of Young Territorians

Economic Development and Major Infrastructure

Economic Development and the Office of Major Infrastructure and Investment lead the development and implementation of policies, strategies and projects that drive diversity, productivity, development and participation in the Territory economy.

Key deliverables	2013–14 estimate	2013–14 actuals	2014–15 estimate
Client satisfaction*	>85%	>85%	>85%
Advice provided within agreed timeframes	>85%	>85%	>85%
Projects managed within agreed timeframes	>85%	>85%	>85%
New major projects supported and coordinated	2	2	3

*Results based on latest available client survey

KEY ACHIEVEMENTS 2013–14

- Developed and implemented an unsolicited proposals policy.
- Developed the draft Northern Territory Economic Development Strategy.
- Developed the Katherine and Big Rivers Regional Economic Development Committee Strategic Plan.
- Commenced working with the Tiwi Land Council on economic development, including the signing of the Tiwi Islands Memorandum of Understanding.
- Developed the Community Champions program, supporting ministers and communities to facilitate economic development in remote areas.
- Ongoing implementation of the Regional Development Framework, supporting regional economic development committees and administering the Regional Economic Development Fund (REDF).
- Provided support to the Economic Development Advisory Panel.

FUTURE PRIORITIES 2014–15

- Develop the strategic framework that responds to the *A Balanced Environment* goals of *Framing the Future*.
- Deliver on the Northern Territory Economic Development Strategy, including Community Champions.
- Facilitate and coordinate major projects.
- Drive onshore gas processing strategy and onshore gas exploration and development.
- Support economic development planning and project facilitation throughout each NT region and support Regional Executive Directors.
- Deliver on the Regional Economic Development Framework.
- Maximise opportunities for development on Aboriginal land and native title land.

FUTURE PRIORITIES 2014–15

- Deliver the Tiwi Partnership Model and negotiate associated leases.
- Commence planning for the next major economic development projects:
 - a gas pipeline connecting the Northern Territory to the eastern gas market
 - gas industry developments including LNG expansion and downstream gas and related processing industries
 - Strategic Economic Zone.
- Investigate and develop strategies for attracting external investment into Northern Territory projects, including testing opportunities for private sector investment in the Port of Darwin.

Northern Australia Development

By the end of 2014 the Australian Government will produce a White Paper on Developing Northern Australia. The White Paper will define policies for developing Northern Australia to 2030, including an outline for the implementation of these policies over the next two, five, 10 and 20 years. The White Paper will set out a policy platform to allow for investment in nation building infrastructure fundamental to realising our shared vision for developing Northern Australia and maximising trade opportunities with Asia's economic powerhouses.

In December 2013, the Chief Minister agreed to join the Prime Minister with the Premiers of Western Australia and Queensland in the Northern Australia Strategic Partnership. The partnership provides a national leadership on the development of Northern Australia.

In recognition of the importance of this work to the future of the Northern Territory, the Chief Minister created a ministerial portfolio and established a Northern Australia Development Office (NADO). The NADO was officially opened in May 2014 in Development House on The Esplanade, Darwin.

In particular the NADO:

- Is a conduit between the NT Government and industry groups to market Northern Australia to prospective investors and facilitates a 'one-stop shop' arrangement for stakeholders interested in the development of Northern Australia.
- Is involved in the development of the Australian Government's White Paper on Developing Northern Australia.

Key deliverables	2013–14 estimate	2013–14 actuals	2014–15 estimate
Client satisfaction*	>85%	>85%	>85%
Advice provided within agreed timeframes	>85%	>85%	>85%

*Results based on latest available client survey

KEY ACHIEVEMENTS 2013–14

- Launched the Territory's Northern Australia website (www.northernaustralia.nt.gov.au).
- Received 13 880 views on the website, with feedback from Territorians being used to inform the work of the office.
- Hosted 1245 people from May to July 2014 at the Northern Australia Development Office for various industry engagements.
- Held public information briefings for the first phase of the engagement strategy for Northern Australia development across the Territory, with sessions in Katherine, Tennant Creek, Alice Springs and Nhulunbuy attracting a total of 225 participants.
- Partnered with Deloitte Touche Tohmatsu (Deloitte) to run 14 boardroom sessions from April to July 2014 in Katherine, Tennant Creek, Alice Springs and Darwin with 157 key Territory industry and business identities interacting in the discussions. The theme for the sessions was 'positioning for prosperity – catching the next wave'.
- Delivered television advertisements across the Territory to inform the public about the Territory's Northern Australia development agenda and the opportunities to be involved.

FUTURE PRIORITIES 2014–15

- Explore opportunities for the establishment of NADO offices in Katherine, Nhulunbuy, Tennant Creek and Alice Springs.
- Prepare the Territory Government's response to the Australian Government's Green Paper on Developing Northern Australia. The submission was lodged in September 2013, with the Australian Government due to release the White Paper on Developing Northern Australia at the end of 2014.
- NADO will continue to build momentum for policy, funding and legislative change to develop the north through:
 - Participating in Federal Government Taskforce meetings and provide a commitment that will result in new policies designed to stimulate growth in the Northern Territory.
 - Facilitating public and stakeholder forums informing Territorians of the opportunity for Northern Australia through the Joint Select Committee process, Australian Government's White paper and NT Government's agenda.
 - Working with other government agencies to attract business investment and conferences to drive the develop the north agenda and continue to grow our key economic sectors of mining, cattle, tourism, agriculture, energy, education and health to grow local business and support strong communities.

Asian Engagement, Trade and Investment

Asian Engagement

The Office of Asian Engagement, Trade and Investment (OAETI) drives the promotion and development of the Territory's regional relations across the political, commercial, educational and cultural levels.

Trade

OAETI provides a range of assistance to existing and potential exporters and investors through market intelligence, shared business networks and targeted inbound and outbound trade missions. It also manages and promotes the Trade Support Scheme, which offsets the costs of a range of export marketing activities, including travel, accommodation, marketing collateral and attendance at conferences and exhibitions. The scheme was recently refined to include funding of pre-approved inbound investment activities.

Investment

OAETI works to attract investors to the Territory through a range of promotional activities including the development of an investment guide and a directory of investment opportunities.

The guide gives potential investors an overview of the various aspects of doing business in the Territory. It also includes links to relevant agencies related to investments. The directory outlines current and potential investments across agribusiness, energy, infrastructure, manufacturing, property, tourism and the services sectors. Both are regularly updated and available in English, Indonesian, Japanese and Chinese. Full details are available at www.investnt.com.au

Key deliverables	2013–14 estimate	2013–14 actuals	2014–15 estimate
Advice provided within agreed timeframes	>85%	>85%	>85%
Chief Minister visits to international priority markets	7	7	10
Trade and investment opportunities pursued within agreed timeframes	>85%	>85%	>85%

*Results based on latest available client survey

KEY ACHIEVEMENTS 2013–14

- Coordinated the Chief Minister's visit to Japan in July 2013 to meet with key government officials and major Japanese business houses. This visit provided the opportunity to follow up on the major projects that Japanese companies are undertaking in the NT and to promote new projects.
- Coordinated a second visit to Japan by the Chief Minister in October 2013 to deliver a keynote address to the 51st Australia Japan Joint Business Conference. At that time, agreement was reached to hold the 52nd annual conference in Darwin in 2014, which is expected to include the most important companies involved in commerce between Australia and Japan.
- Coordinated the Chief Minister's visit to China and Vietnam to promote trade and investment links. In China, he delivered an address to the Australia China Business Council's Investment Forum. While in Vietnam, he met with the Vietnamese Prime Minister and senior livestock executives. Vietnam is emerging as an important new market for the NT's cattle exports.
- Coordinated the Chief Minister's visit to Bali in November 2013 where he delivered the keynote address to the annual Indonesia Australia Business Conference to help further promote closer ties with Indonesia and Timor Leste across a trilateral sphere.
- Coordinated the Chief Minister's second visit to Vietnam in February 2014 to promote the NT's growing cattle sector and to explore opportunities in education and training and inward investment. He also developed closer ties with Ho Chi Minh and Haiphong through the signing of agreements to foster closer ties across a range of trade and investment opportunities.
- Continued to champion the successful Team NT approach in cooperation with the Chamber of Commerce, Manufacturers Council and Industry Capability Network to work with key project proponents (eg INPEX and Shell) to maximise local industry participation in current and planned major projects. This included leading an industry delegation to meet with prime contractors associated with the INPEX Ichthys and Shell Prelude projects based in Malaysia and in Thailand in June 2014.
- Coordinated and promoted local industry capabilities through participation in key events such as the annual Australian Petroleum Production and Exploration Association Conference and Exhibition (APPEA), the South East Asia Australia Offshore and Onshore Conference (SEAAOC) and leading business delegations to the annual Australian Oil and Gas Conference and Exhibition (AOG) and the Balikpapan Mining Expo.
- Coordinated the inaugural trade and investment mission to Darwin by the China Council for the Promotion of International Trade (CCPIT) in December 2013. The council is China's most powerful trade and investment bureau and has strong links across business and government in China. The mission also coincided with a delegation from the China Development Bank, which is evidence of the NT's growing profile in China. Both organisations participated in a business seminar to explore investments in minerals, tourism and property development.
- Supported a follow up trade and investment mission in partnership with the NT chapter of the Australia Business Council to a major expo in Beijing in June 2014.

FUTURE PRIORITIES 2014–15

- OAETI plans to release a draft discussion paper to help shape commercial and government relations in the region, particularly around growing our international markets. The discussion paper is a critical component of the NT Government's Northern Australia Development agenda and the overarching Economic Development Strategy.
- The hosting of NT Resources Week on 20-21 August 2014 in Darwin which incorporates the South East Asia Australia Offshore and Onshore Conference, Mining the Territory and Building the Territory. NT Resources Week attracts over 1,000 conference delegates and over 200 exhibitors from across Australia, Asia the USA and Europe.
- In October 2014, Darwin will host the prestigious 52nd Australia Japan Joint Business Conference, which will attract business leaders from both nations and provide an excellent platform to showcase the NT's major project developments. The conference will also help promote a range of investment opportunities in the resources, agribusiness, infrastructure, tourism and education sectors.

Regional Coordination

To drive economic development and policy coordination in the regions, the agency established the senior positions of Regional Executive Director (RED) in Nhulunbuy, Katherine, Tennant Creek and Alice Springs.

The key roles of the REDs is to:

- Facilitate cooperation across agencies to focus on the strategic outcomes of *Framing the Future*, particularly with regard to developing a prosperous economy.
- Communicate government policy and initiatives.
- Provide leadership on emerging priority issues for the whole-of-government.

These positions have commenced with immediate outcomes being the commencement of Regional Economic Development Committees in each region along with a renewed focus on regional coordination among all government agencies.

Key deliverables	2013–14 estimate	2013–14 actuals	2014–15 estimate
Client satisfaction	>85%	>85%	>85%
Grant payments within agreed timeframes	>90%	>90%	>90%
Regional Economic Committee meetings supported	46	35	42
Regional coordination meetings held	32	28	44

*Results based on latest available client survey

Barkly region

KEY ACHIEVEMENTS 2013–14

The Barkly regional office was established and officially opened by the Chief Minister on 3 October 2013.

- It chaired and drove the performance of the Northern Territory Public Sector through the Barkly Regional Coordination Committee to ensure high level coordination of Territory Government activities throughout the region, including economic development, community safety and implementation of the Framing the Future blueprint.
- In partnership with Northern Territory Police, developed a draft Community Safety Action Plan for Tennant Creek.
- Supported and worked closely with the Tennant Creek Regional Economic Development Committee (REDC) to identify and prioritise local economic development opportunities. Achievements included:
 - developed and submitted a paper to the Joint Select Committee on Northern Australia's Inquiry into the Development of Northern Australia outlining key priorities for the Barkly region
 - successful engagement between the REDC and Aard Metals Limited to progress the commencement of the Warrego Tailings Project
 - successful engagement with Territory Metals and Kevin Craig Mining to progress repairs to the battery and underground at the Battery Hill Mining Centre
 - successful engagement with the Department of Business and Tourism NT to secure funding for the Battery Hill Mining Centre for a two-year period
 - in conjunction with Tourism NT and the Department of Business, established the Barkly Local Tourism Advisory Committee
- Successful engagement and administration of a funding agreement in the sum of \$3.75 million with Julalikari Council Aboriginal Corporation for the design and construction of the Tennant Creek youth accommodation facility.
- The regional office supported economic development by providing REDF grants to:
 - Battery Hill Mining Centre - \$20 000
 - Barkly Regional Arts - \$23 500
 - Tennant Creek Show Society - \$25 000
 - Barkly Regional Council - Elliott Business Centre feasibility study - \$16 720.

FUTURE PRIORITIES 2014–15

- Work with Northern Territory Police to establish a Community Safety Committee and implement the Community Safety Action Plan for Tennant Creek.
- In partnership with the REDC and the Department of Mines and Energy, organise and facilitate a mining summit.

Big Rivers region

The Big Rivers Regional Office located in Katherine leads and facilitates strategic approaches to drive regional priorities.

KEY ACHIEVEMENTS 2013–14

- Led and coordinated whole-of-government approaches to local regional matters and government priorities through the Big Rivers Regional Coordination Committee.
- The Katherine Regional Economic Development Committee (KREDC) was established in July 2013. The committee comprises up to 12 members from across key sectors of the community and business industry. It meets monthly to identify and drive local economic development opportunities. Key achievements:
 - Coordinated and hosted key information sessions by Northern Territory Government agencies to build and share knowledge about key work being undertaken in the region such as the proposed Ord River Stage 3 development, Katherine Land Use Plan, upgrades to major infrastructure, and the proposed Katherine Transport Hub.
 - Completed the Katherine Regional Economic Development Strategic Plan 2014–15.
 - Developed and presented Katherine's Regional positioning to the Joint Select Committee on Northern Australia's Inquiry into the Development of Northern Australia.
 - Provided a presentation to the Katherine Regional Infrastructure Study workshop about regional priorities and economic growth.
- Successfully negotiated with key stakeholders for Sunrise Health Services to deliver health services in Borroloola.

FUTURE PRIORITIES 2014–15

- Continue to support and manage the allocation of \$1.35 million through the McArthur River Mine Community Benefits Trust towards social development, capacity building and employment programs in Borroloola.
- Continue to participate in the development and construction of the Borroloola multi-purpose centre.

Central Australia region

The Central Australia office works with other agencies to implement and facilitate the directions and priorities of government in the region.

The office provides advice to the Chief Minister, the Minister for Central Australia and other ministerial portfolios on matters of significance throughout the region.

The office coordinates public sector activities to ensure a whole-of-government approach to progressing key projects and is influential in driving an efficient and effective public service across Central Australia.

Recently, the office underwent changes to reinvigorate its focus on economic development with a strong commitment to driving innovation and sustainable regional growth

KEY ACHIEVEMENTS 2013–14

- Represented the government in key public forums, meetings and on committees of significance to Central Australia.
- Coordinated whole-of-government responses to community safety issues affecting Alice Springs throughout the summer period and during major events.
- Facilitated the rationalisation of government office accommodation requirements in Alice Springs and the relocation of offices to support the creation of the Justice Precinct.
- Represented the Territory Government at cross-sector multi-agency forums focussed on modernising social service delivery throughout the region, including youth, family violence, early childhood development, patrolling and housing sectors.
- The government committed \$2.5 million to the Alice Springs Youth and Community Centre. The newly completed facility includes a new gymnastics/sports hall, administration centre, new entry, forecourt, linkage to the existing structures, car park and landscaping.
- A further \$3.3 million helped complete the newly developed ANZAC Oval Stadium, which includes new grandstands to seat 500 spectators, a kiosk, VIP areas, a refurbished club house, change rooms and an administration centre.

East Arnhem region

KEY ACHIEVEMENTS 2013–14

- The East Arnhem Regional Economic Development Committee (REDC) was established in May 2013 and comprises members across the key sectors of the East Arnhem community and business. The REDC meets monthly to address specific priorities for the stabilisation of the regional economy given the curtailment of the local refinery, and to progress opportunities for economic diversification in the region.
- Continue to work in partnership with the REDC, Rio Tinto Alcan (RTA) and the Australian Government, Traditional Owners and local businesses to broaden the regional economy, including through future developments on Aboriginal land across the region.

KEY ACHIEVEMENTS 2013–14

- Potential growth sectors for the region include minerals and natural gas exploration and processing, defence, mining support services, fisheries and aquaculture, agriculture and agribusiness, forestry, transport and logistics, regional aviation, tourism and arts, and research, education and health.
- A new investment guide for the region was launched on 1 August 2013 by the Chief Minister and Rio Tinto Alcan's CEO and President of Bauxite and Alumina, Mr Phillip Strachan.
- RTA and the Territory Government both committed \$2 million to support regional economic development. The government and RTA have been working toward the establishment of an entity to drive economic development for the region.
- Worked with RTA to open access to company assets, such as housing, the port and the airport, to help facilitate regional economic development.
- Worked with RTA to ensure that the power supply for Gove Peninsula communities is reliable, affordable and able to be expanded for future growth.

FUTURE PRIORITIES 2014–15

- Continue to support the work of the REDC, EARCC and the Regional Transition Taskforce.
- Continue to implement economic development opportunities identified in the Gove Taskforce report and transitional activities in the monitoring and review framework.
- Continue specific sector-based industry and economic development in the regions.
- Assist agencies to effectively implement new government service initiatives including the Prisoner Work Camp for Nhulunbuy, community-based alcohol and other drugs programs, outcomes of the Indigenous Education Review and improvements in regional health services delivery through the Top End Health Service and upgrade of the Gove District Hospital.
- Support ministers and Leader of the Opposition.

GOVERNMENT BUSINESS SUPPORT

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

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	2013–14 estimate	2013–14 actuals	2014–15 estimate
Client satisfaction*	>85%	>85%	>85%
Advice provided within agreed timeframes	>85%	>85%	>85%

*Results based on latest available client survey

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.

Performance measures	2013–14 estimate	2013–14 actuals	2014–15 estimate
Pages of legislation drafted	3000	2887	3000
Client satisfaction	>85%	>80%	>85%
Deadlines met	>85%	100%	>85%

Office of the Parliamentary Counsel

Legislative drafting services

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

Publishing legislation to the public

OPC makes Territory legislation available to the public by:

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

From 14 May 2014, OPC also became responsible for producing the NT Government Gazette.

KEY ACHIEVEMENTS 2013–14

- Drafted 2887 pages of legislation within imposed timeframes. This included:
 - 55 Government Bills introduced (1165 pages), including 6 Bills for national legislative schemes
 - 9 government committee stage amendments drafted (15 pages)
 - 53 items of subordinate legislation settled (498 pages)
 - 794 statutory instruments settled (1023 pages).
- Made legislation available to the public within OPC time guidelines. This included 353 items published on the current legislation database.
- Participated in activities of the Australasian Parliamentary Counsel's Committee, including attending committee meetings and IT forums.
- Changed OPC procedures for subordinate legislation so that they, like statutory instruments, are prepared and settled electronically.

FUTURE PRIORITIES 2014–15

- To meet increasing demands for legislative drafting services, including from members of the Legislative Assembly, and the possible expansion of the types of instruments to be drafted at OPC
- To 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, including (with the assistance of DCIS) the first phases of an IT upgrade project.
 - Engaging with agencies at all levels to give them the information they need to facilitate their drafting projects.
 - Continuing to improve the capacity of drafters and other staff, including new staff who started in 2013–2014 and the additional staff members required for the full complement to be reached.
- To actively participate in the Australasian Parliamentary Counsel's Committee to ensure the Territory's interests are properly represented in relation to national legislative schemes.

Government Services and Support to the Administrator

This output provides strategic coordination and facilitation, policy advice and implementation and planning services for emergency management and high-level security for the Territory. It also provides operational advice, support and hospitality services, including protocol matters, to the Chief Minister, Ministers, the Leader of the Opposition and the Administrator of the Northern Territory.

Key deliverables	2013–14 estimate	2013–14 actuals	2014–15 estimate
Client Satisfaction*	>90%	>90%	>90%
Number of internal and external hospitality, ceremonial and statutory events supported	625	502	625
Government House maintenance programs implemented within agreed timeframe	>80%	>80%	>80%

*Results based on latest available client survey

SNAPSHOT: Royal visit of Their Royal Highnesses the Duke and Duchess of Cambridge

Their Royal Highnesses the Duke and Duchess of Cambridge visited Uluru-Kaṯa Tjuṯa National Park on 22 and 23 April 2014.

In addition to wandering around parts of the iconic Uluru and meeting traditional owners, they spent some time at the National Indigenous Training Academy and also witnessed a traditional Welcome to Country ceremony. They also attended an official afternoon tea reception hosted by the Chief Minister.



The visit created significant opportunities for the Territory with images of the Royal couple as the sun set over Uluru beamed across the world.

Protocol

The Protocol workgroup 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 workgroup 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 and major special events such as State Funerals.

The workgroup also provides the Chief Minister, ministers and other key stakeholders with VIP transport services.

Protocol advises the community on general protocol matters, congratulatory messages, official emblems, flags and symbols.

The workgroup maintains and develops relationships with consular and Diplomatic corps and coordinates and implements programs for diplomats, heads of state and business leaders to visit the Northern Territory.

KEY ACHIEVEMENTS 2013–14

- Facilitated 90 official receptions and events hosted by Northern Territory Government ministers.
- Provided VIP transport services to the Chief Minister, Speaker of the Legislative Assembly, ministers, Leader of the Opposition, Chief Justice and a number of visiting dignitaries.
- Supported visits by 34 ambassadors, high commissioners, consul generals and other dignitaries and VIPs.
- Assisted with the coordination of the official visit to Darwin of His Excellency Mr Taur Matan Ruak, President of the Democratic Republic of Timor-Leste.
- Assisted with delivery of a range of events acknowledging the 72nd Anniversary of the Bombing of Darwin.
- Assisted with the coordination of the official royal visit of Their Royal Highnesses the Duke and Duchess of Cambridge.
- Provided hospitality and support for significant events, including the V8 Supercars, Australian Superbikes, the Darwin Cup Carnival and Territory Day celebrations.
- Coordinated hospitality arrangements for the England and Australia cricket teams' visit to Alice Springs for a pre-Ashes tour match.
- Facilitated Territory Day public fireworks displays in 15 locations around the Northern Territory.
- Arranged the Territory Day flag-raising ceremony and citizenship ceremony on Speakers Green, Parliament House.
- Arranged and coordinated one State Funeral service.

FUTURE PRIORITIES 2014–15

- 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.

Government House

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

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 ongoing 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 activities at Government House relating to the statutory, community and ceremonial duties. The Administrator resides at Government House.

Government House conducts ceremonies for the presentation of Australian honours and awards to Northern Territory citizens who have been recognised for merit, bravery, services or personal achievement. Additionally, Administrator's medals are 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 Act* and related conservation and heritage requirements.

KEY ACHIEVEMENTS 2013–14

- The Administrator hosted 102 events at Government House, officially attended 266 external events, received 73 courtesy calls, delivered 110 official speeches and conducted five swearing-in ceremonies for statutory positions.
- The Administrator presided over 13 meetings and nine special meetings of the Executive Council and assented to 36 proposed laws under Section 7 of the *(Commonwealth) Northern Territory (Self Government) Act 1978*.
- Conducted five investiture ceremonies throughout the Northern Territory for a total of 28 Northern Territory recipients of Australian honours: Order of Australia and Australian bravery decorations.

KEY ACHIEVEMENTS 2013–14

- The Administrator conducted several official intra-territory itineraries encompassing visits to remote communities, regional centres, government and non government community organisations, education facilities, businesses and public offices throughout the Northern Territory.
- On behalf of Territorians, the Administrator welcomed the Duke and Duchess of Cambridge to the Northern Territory during their royal visit to Australia in April 2014.
- Redeveloped the programmable works schedule for Government House and grounds.
- Reviewed and restructured the configuration of the maintenance team to a more efficient level.

FUTURE PRIORITIES 2014–15

- Manage activities to provide a seamless transition with the outgoing and incoming Administrator of the Northern Territory in October/November 2014.
- Develop the focus of the official program for the incoming Administrator in order to engage with the broader community.
- Manage the Government House programmable works schedule against allocated minor new works, capital works, and repairs and maintenance funds.
- Continue to identify environmentally friendly and economically efficient measures for all activities at Government House, including maintenance requirements.

Security and Emergency Recovery

The Security and Emergency Recovery Team (SERT) coordinates a whole-of-government approach to security and emergency recovery in the Northern Territory. SERT also represents the interests of the Territory in the broader national security and emergency management context.

KEY ACHIEVEMENTS 2013–14

Developing the Northern Territory security arrangements aligned with national frameworks.

- Hosted, co-chaired and represented the interests of the Northern Territory at a meeting of the Australia New Zealand Counter Terrorism Committee (ANZCTC) in Alice Springs.
- Represented the interests of the Northern Territory on the following ANZCTC sub-committees:
 - Crisis Coordination Centre and Communications Capability Sub-Committee
 - Countering Violent Extremism Sub-Committee.
- Chaired the Northern Territory Countering Violent Extremism Work Group.
- Finalised the draft Northern Territory Protective Security Framework, which aligns whole-of-government security policy and practice with the Australian Protective Security Policy Framework, including providing guidance to the Power and Water Corporation in implementing those parts of the policy deemed necessary based on their risk assessment.
- Provided security assessments and briefings to ministers and government employees representing the Northern Territory overseas.

KEY ACHIEVEMENTS 2013–14

- Provided whole-of-government coordination for the Northern Territory stage of the Duke and Duchess of Cambridge's Australian Tour.
- Provided a coordination point for the transfer of sensitive Australian Government security information to the Northern Territory Government.
- Managed and maintained the secure national crisis communications capability: the Territory Crisis Coordination Centre.
- Represented the interests of the Northern Territory on the Australian Critical Infrastructure Advisory Council, including:
 - Operated an effective business–government partnership with Northern Territory critical infrastructure owners and operators.
 - Facilitated the development of and provide a secretariat for the new industry-led Northern Territory Critical Infrastructure Reference Group (terms of reference and membership is still being drafted).
 - Developed and promoted an organisational resilience body of knowledge and a common understanding of organisational resilience across industry.
- Represented the interests of the Northern Territory on the Oil and Gas Security Forum (OGSF), which provides an industry–government forum for regular consultation and information sharing on 'all hazard' security matters for both land and sea based oil and gas infrastructure.

Facilitating consistent whole-of-government emergency planning and recovery procedures.

- Represented the interests of the Northern Territory on the Australia New Zealand Emergency Management Committee (ANZEMC).
- Represented the interests of the Northern Territory as the Chair of the National Recovery Sub-committee of ANZEMC.
- Chaired the Steering Committee for the Northern Territory Natural Disaster Resilience Program which provides Commonwealth emergency management grant funding to organisations undertaking projects that enhance the resilience of Territorians and Territory communities.
- Hosted a Commonwealth-funded project officer to deliver a national emergency management recovery project entitled the 'National Impact Assessment Model' and other Recovery Sub-Committee project priorities.
- Received Commonwealth funding for a project officer to develop a post impact disaster information capability for the Territory.
- Developed and facilitated the passage of the new *Emergency Management Act* through the Northern Territory Parliament for the 2013–14 wet season.
- Updated the NT Ministers' Crisis Management Guide following the introduction of the new Act.
- Delivered briefings and facilitated workshops across all regions to develop common understanding of changes to emergency management arrangements under the new Act.
- Instigated a thorough review of the Northern Territory All Hazard Emergency Management Arrangements, Regional and Local Emergency Management Plans, including:

KEY ACHIEVEMENTS 2013–14

- leading the introduction of contemporary emergency management methodology to planning
- leading the inclusion of emergency recovery planning in regional and local plans
- leading the development and inclusion of response to recovery transitional arrangements in regional and local plans.
- Reviewed the Cyclone Shelter Upgrade Program, led an audit of cyclone shelters across the Top End and provided a report to the Territory Emergency Management Council (TEMC) for consideration.
- Finalised the Northern Territory Emergency Management Training Project and presented the 'Report into Emergency Management Training in the Northern Territory' to TEMC for consideration.
- Undertook a Territory-wide risk assessment of priority hazards using the National Emergency Risk Assessment Guidelines (NERAG) in accordance with the requirements of the National Partnership Agreement on Natural Disaster Resilience, and:
 - received TEMC endorsement of the Northern Territory Disaster Hazard Analysis and Risk Register
 - received government approval to publicly release a summarised version of the assessment and Regional Risk Registers
 - progressively incorporated the NERAG as part of the review of Regional and Local Emergency Management Plans.
- In partnership with the Northern Territory Emergency Service, reviewed, updated and developed the TEMC Strategic Plan.
- Represented the agency on the Bureau of Meteorology-led NT Flood Warning Consultative Committee.
- Represented the agency and provided advice to the Rapid Creek Flood Plain Group.
- Represented the agency on the Northern Territory Flood Plain Management Committee.
- Facilitated and/or participated in numerous emergency management exercises locally and nationally.
- Led the development of an evacuation plan for the Daly River community, including assisting the Department of Children and Families with the coordination and establishment of an evacuation centre exercise at Foskey Pavillion.
- Coordinated the Northern Territory Government submission to the COAG endorsed Productivity Commission Inquiry into Natural Disaster Funding Arrangements.

Developing energy security for the Northern Territory

- Represented the interests of the Territory on the National Oil Supply Emergency Committee.
- Chaired the Northern Territory Fuel Emergency Advisory Committee and fulfilled the role of Fuel Emergency Controller under the *Essential Goods and Services Act*.
- Maintained an effective business–government relationship with Vopak and Northern Territory fuel distributors and retailers, and provided advice to government on fuel shortages.

FUTURE PRIORITIES 2014–15

- During August/September the Security and Emergency Recovery Team will co-locate with its partner unit, the Security and Emergency Coordination Centre, at Berrimah Police Centre.
- The new co-location arrangements will:
 - build the Northern Territory's counter-terrorism capability
 - improve the transitional arrangements from disaster response to recovery between police and this agency
 - further develop the Northern Territory Emergency Management arrangements, which align with national standards and are cognisant of the context in which we operate.
- Progress the National Impact Assessment Model (NIAM), which aims to address 2012 COAG resolutions to:
 - develop an agreed national definition of a 'severe' event
 - develop a framework, such as a National Impact Assessment Framework, for collecting data and information in a consistent manner across jurisdictions.
- Progress the Northern Territory Impact Assessment project. The outcomes of this project will provide relief and recovery co-ordinators, agency executives and government with critical information about the impact of an event. Once collected, this information will support a range of decision making, planning and reporting around issues such as:
 - the nature and extent of required support such as emergency food/water distribution, supply of replacement clothing, medical and psychological services
 - the need to evacuate an affected population
 - the need to establish welfare assembly centres, evacuation centres, and welfare recovery centres
 - prioritising repair and reconstruction of the built environment
 - the progress and effectiveness of recovery efforts.
- Continue to provide security assessments and briefings to ministers and government employees representing the Northern Territory overseas.
- Continue to manage and maintain the secure national crisis communications capability – the Territory Crisis Coordination Centre.
- Chair the National Recovery Sub-Committee of the Australia New Zealand Emergency Management Committee.
- Continue to represent the Northern Territory's interests on local and national security and emergency recovery forums.

Cabinet Office

The Cabinet Office provides secretariat services to the Northern Territory Cabinet, the Executive Council and the Remuneration Tribunal. The office advises ministers and agencies on machinery-of-government matters, and has a coordination role in managing a number of whole-of-government databases and reporting to Cabinet. The office coordinates administrative arrangements for regional Cabinet visits and prepares documentation for the annual opening of 30 year old Cabinet records.

The office provides a parliamentary liaison service including tabling of Government documents and regulations, coordination of responses to parliamentary written questions, advice to agencies on assent to legislation and provides content for the regular newspaper notice and website 'In your Parliament'.

The office administers the *Assembly Members and Statutory Officers (Remuneration and Other Entitlements) Act* and has responsibilities in relation to certain requirements of the *NT (Self-Government) Act*, *Audit Act*, *Public Sector Employment and Management Act*, *Interpretation Act* and the *Electoral Act*.

Key deliverables	2013–14 estimate	2013–14 actuals	2014–15 estimate
Client Satisfaction*	>90%	>90%	>90%
Cabinet, Cabinet Subcommittee and Executive Council meetings supported	50	62	50

*Results based on latest available client survey

KEY ACHIEVEMENTS 2013–14

- Arranged swearing-in of the second Giles ministry in September 2013.
- Coordinated administrative arrangements for the calling of a by-election for the Legislative Assembly seat of Blain in March 2014.
- Prepared four new Administrative Arrangements Orders for the Northern Territory Government.
- Assisted the Remuneration Tribunal with inquiries into the entitlements of members of the Legislative Assembly and magistrates.
- Updated and re-issued the Executive Council Handbook.
- Prepared materials for the 30-year opening of the 1983 Cabinet and Executive Council records on 1 January 2014 under the *Information Act*.
- Participated in the delivery of various courses for government officers and the broader community on Cabinet and related legislation processes.
- Implemented the second tranche of responses to the April 2013 Review of Cabinet Information Security, including the 'At a Glance' Cabinet Confidentiality guidelines, email messaging, Cabinet information clean desk policy, and training materials for agencies, and coordinated an agency audit of implementation of the measures in April 2014.
- Developed a number of new processes to support Cabinet decision-making and Cabinet reporting.

KEY ACHIEVEMENTS 2013–14

- Investigated the options for electronic Cabinet meeting documents and commissioned the development of a pilot system.
- Made refinements to the new integrated Cabinet data management system.
- Reviewed administrative support arrangements for the office and recruited to two restructured positions.

FUTURE PRIORITIES 2014–15

- Prepare materials for the 30-year opening of the 1984 Cabinet and Executive Council records on 1 January 2015 under the *Information Act*.
- Issue a new Cabinet Handbook, including enhancements recommended by the Stella Maris Inquiry.
- Commission enhancements to the Government Executive Reporting System to enable transmission of draft Cabinet submissions and agency comments on submissions within the system.
- Update and re-issue the Government's Legislation Handbook.
- Continue to work with agency and other government agency officers to improve the quality of Cabinet submissions.
- Continue to convene meetings of, and work closely with, agency secretariat officers with the aim of improving knowledge of Cabinet and other executive government processes and identifying improvements to those processes.



The Hon Bess Price MLA being sworn in by the Administrator Her Honour the Honourable Sally Thomas AC

Ministerial Liaison

Ministerial Liaison manages the coordination of ministerial advice and information between the department and ministerial offices and provides high-level support services to the Office of the Chief Executive. The team has a key role in cross-agency liaison and information coordination and assists in meeting the agency's whole-of-government reporting obligations and legislative briefing reporting. Advice and assistance is also provided to agencies on the remuneration and administration of statutory and non-statutory government boards and committees.

KEY ACHIEVEMENTS 2013–14

- Coordinated reporting to government on the progress of 2012 election commitments.
- Coordinated agency preparation efforts for the 2014 Estimates Committee Hearings, including information requirements, support to executive staff and the handling of 14 questions on notice.
- Coordinated timely and appropriate briefing notes for the Legislative Assembly Sittings.
- Implemented use of the agency SharePoint site for coordination and processing of the agency's Legislative Assembly and Estimates Committee Hearing briefings.
- Created a new internal mechanism for preparation and coordination of agency comments on draft Cabinet submissions.
- Managed the coordination, processing, quality control and timeliness of agency ministerial correspondence (372 external ministerial requests and 753 agency generated).
- Updated the Ministerial Correspondence Handbook and developed a corporate style guide.
- Provided advice and assistance to agencies regarding procedures on classifying new statutory bodies, including preparation of an updated Board Members Handbook.

FUTURE PRIORITIES 2014–15

- Strengthen business systems through:
 - expanding the use of the agency SharePoint site to incorporate workflows and version control for ministerial correspondence and agency comments on draft Cabinet submissions
 - progressing implementation of electronic document management using the TRIM database (EDRM) for agency ministerial correspondence
 - continually reviewing and improving current processes for tracking and recording ministerial enquiries and requests.
- Provide a lead service to other agency secretariat/ministerial liaison units by providing leadership and direction on a wide range of executive/machinery-of-government matters.
- Coordinate 2015 Estimates Committee Hearing preparation.
- Deliver training sessions to various internal and external client groups as required.
- Continue to deliver a high quality, effective and timely liaison service to stakeholders.

Communications and Marketing Bureau

A new across-government Communication and Marketing Bureau was implemented on 1 July 2013. The structure was designed to support communication of the government's priorities and new initiatives to the community and to progress work relating to branding, websites, the show circuit, and procurement and contract arrangements.

The restructure of marketing and communications aimed to:

- strengthen the focus on service delivery
- develop a culture of strong fiscal management and control over marketing and communications spending
- create a streamlined and cost-effective approach to marketing functions
- support growth in the private sector with increased, transparent use of approved contractors
- provide increased focus on, and coordination of, the NT Government web environment and support increased consistency and coordination in communications from all areas of government
- retain whole-of-government crisis and issues response capability
- achieve savings through a streamlined workforce and more coordinated effort.

The Communications and Marketing Bureau (CMB) provides a streamlined whole-of-government approach to ensure government's communication and marketing priorities are effectively and professionally managed.

KEY ACHIEVEMENTS 2013–14

- Finalised implementation of the review into marketing and communications and participated in the Communications and Marketing Implementation Committee.
- Finalised establishment of the CMB including engagement with agencies.
- Strengthened the focus on delivery of a whole-of-government marketing and communications service including the establishment of strong governance structures such as regular forums for directors, media managers and web team members.
- Delivered more than 60 significant campaigns across government in addition to providing ongoing support and guidance to agencies.
- Established strong governance structures to support implementation of reform, including establishing clear processes for delivery of whole-of-government marketing and communications services through the implementation of the Communications and Marketing Advisory Committee (CMAC).
- Developed whole-of-government policy around social media management and implementation.
- Built a culture of strong fiscal management and control over marketing and communications spending, ensuring projects are delivered within agency budgets or the CMB budget.
- Held whole-of-government crisis communication training sessions to build capacity across government and improve responsiveness.
- Implemented a whole-of-government media buying contract, which provides a streamlined and cost-effective approach to advertising.
- Established the Print Management Unit (PMU), which provides a quality specialised service and technical advice to client agencies to ensure effective coordination and timely delivery of printing requirements.

KEY ACHIEVEMENTS 2013–14

- Transferred the Media Monitoring Unit to the CMB, which enabled some services to be rolled-out across government, increasing efficiency.
- Undertook a web audit and established a whole-of-government Digital Strategy in collaboration with the Department of Corporate and Information Services and agencies.
- Provided communications and public relations support to help advance the Northern Territory profile and visibility with the royal visit to Uluru.
- Developed the new NTG newsroom for distribution of media releases, creating a more robust and dynamic system.

FUTURE PRIORITIES 2014–15

- Assist with the implementation of recommendations from the review of communications and marketing undertaken in June 2014.
- Maintain the focus on delivery of a whole-of-government marketing and communications service while building and maintaining relationships with key stakeholders, including media advisors, agencies and external stakeholders.
- Establish strong governance structures to support implementation of reform while establishing clear processes for delivery of whole-of-government marketing and communications services.
- Establish policy that supports the new direction for whole-of-government major initiatives and direction for marketing and web development.
- Maintain vigilance through the Communications and Marketing Advisory Committee (CMAC) on supporting the NT Government brand platform through the style guide.
- Maintain crisis communication capacity across government and improve responsiveness with new personnel joining agency communications and marketing teams.
- Create a streamlined and cost-effective approach to use of suppliers and approved contractors through implementation of the digital strategy.
- Implement a whole-of-government media monitoring solution.
- Implement a whole-of-government image library system.
- Continue to represent the Territory on national crisis communication committees.

CORPORATE AND GOVERNANCE

Corporate Services

Corporate Services provides services to meet the agency's corporate and governance needs by managing a range of functions, including financial management, human resource management, information and communication technology, governance and risk services, and communications and media. It also provides shared corporate services to the Office of the Commissioner for Public Employment (OCPE).

	2013–14 estimate	2013–14 actual	2014–15 budget
Client satisfaction	>80%	>81%	>80%

KEY ACHIEVEMENTS 2013–14

- Implemented the Travel Request Information Processing System (TRIPS) across this agency and OCPE.
- Implemented a new building security regime to enhance security of staff and sensitive information.
- Re-established the joint Audit and Risk Management Committee (ARMC) for this agency and OCPE.
- Implemented the 2013–14 Internal Audit Plan for this agency and OCPE.
- Developed, in conjunction with DCIS, customised reports for facilitating the reconciliation of GAS to TRIPS for improved efficiency and accuracy of financial information.
- Delivered Total Records and Information Management (HP TRIM) system training to new staff and refresher training for existing users in both agencies.
- Delivered human resource consultancy and advisory services to this agency and OCPE.
- Delivered corporate human resource and payroll services to the Office of the Chief Minister (OCM).
- Under the umbrella of the Early Careers Programs, facilitated the Apprenticeship, Graduate and Indigenous Employment Program.
- Provided core training programs, including induction and Capability Enhancement Plan (CEP) training.
- Facilitated a range of corporate health initiatives arising from the Health and Wellbeing Strategy.

FUTURE PRIORITIES 2014–15

- Implement the electronic purchase request module, which will improve workflow processes and compliance for obtaining prior approval to purchase.
- Strengthen corporate and governance within the agency by commencing a review of the Accounting and Property Manual.
- Develop and implement monthly web-based reporting of ministerial travel to improve timeliness, achieve greater transparency and efficiency of reporting.
- Develop a rolling risk based Strategic Internal Audit Plan for the agencies and implement the approved 2014–15 Internal Audit Plans.
- Implement the approved agency Risk Management Framework for this agency and OCPE.
- Implement the approved Internal Audit Manual.
- Implement the electronic Vehicle Booking System to improve vehicle accessibility and monitoring of vehicle business use, increase value for money and reduce unnecessary lease charges.
- Archive pre-2004 non-electronic files to reduce agency storage costs.
- Develop and implement a centralised event and function management system for OCM.
- Revise the current CEP process to assist with a higher completion rate.
- Develop and implement a new online induction system for all new employees.
- Implement the DCIS initiated organisational chart project.
- Review the current ministerial officer contracts, in consultation with OCM.
- Continue to build on the agency's Leadership Roadmap with a focus on recruitment, selection and induction processes, and engagement and retention strategies.
- Develop a blend of contemporary and targeted learning and development solutions to achieve strategic business objectives and facilitate professional growth.
- Continue to develop leadership skills and capabilities across all employment levels.

Strategic Communications

Strategic Communications provides corporate communication services to the agency and the Office of the Commissioner for Public Employment (OCPE). In addition, the unit is responsible for:

- online communications management of all agency and OCPE websites
- strategic marketing in consultation with the Communications and Marketing Bureau
- internal and external communications
- agency intranet co-ordination.

The unit supports business areas within the agency, on strategic marketing and communications directly related to the agency's business and projects.

KEY ACHIEVEMENTS 2013–14

- Provided communications and marketing support for agency and OCPE initiatives including: the launch of the Anzac Centenary program, Volunteer of the Year Awards, launch of the NTPS Values, the development of a new Northern Australia Capital City Charter, the establishment of a Minister's Advisory Council for Multicultural Affairs and Senior Territorians and Framing the Future policy development.
- Developed an NTPS staff newsletter.
- Reviewed the Chief Minister's Awards with a new-look event for 2014.

FUTURE PRIORITIES 2014–15

- Provide communications and marketing support to the agency and the OCPE.
- Maintain robust and efficient internal processes for supporting client areas.