




DIGITAL TERRITORY

Action Plan 2023-24



The Northern Territory Government acknowledges and pays respect to the past, present and future Traditional Custodians and Elders of the Territory and acknowledge the continued cultural, spiritual and educational practices of Aboriginal and Torres Strait Islander communities. We are committed to a positive future for the Territory's Aboriginal peoples and communities.



The Hon Selena Uiibo
Minister for Corporate and
Digital Development

LEAD PARTNERS



MINISTER'S FOREWORD

Digital service development and delivery has grown at a fast pace across the Northern Territory in the last year.

The momentum continues with the latest Digital Territory Action Plan, including contributions from the NT Government, the digital industry, the City of Darwin and City of Palmerston, and Charles Darwin University.

We continue to focus on delivering modern, responsive, and efficient services to our customers with secured and trusted digital platforms.

The Territory still has many challenges from remote connectivity to increased demand for digital solutions, but the new action plan reflects there is an abundance of ideas and Territorians to turn them into reality.

OUR VISION

The Digital Territory Strategy is focused on:

Enabling Territorians to make the most of digital technology to build connections, reach their potential and succeed in a thriving digital economy.

The 2023-24 Action Plan reflects the collective efforts that are being made by the local digital and local government industries, the education sector and the NT Government to deliver on this vision.

ABOUT THE PLAN

The 2023-24 Digital Territory Action Plan is the sixth action plan delivered under the Digital Territory Strategy. The action plan outlines commitments and priorities for the NT Government, local government, the local digital industry and Territory communities.

This year our action plan includes:

- The achievement of 21 actions from 2022-23
- 19 new actions to be delivered
- 9 ongoing actions from 2022-23 carried forward
- 29 multi-year programs.

NT GOVERNMENT LINKAGES

The Digital Territory Strategy and Action Plans have strong linkages to key government strategies and programs:

- Digital Transformation Plan
digitalterritory.nt.gov.au/transformation
- Digital Government Roadmap
digitalterritory.nt.gov.au/roadmap
- Territory Business Innovation Strategy 2.0
innovation.nt.gov.au/strategy

FIND OUT MORE

Further details on the Digital Territory Strategy and action plan initiatives can be found on the Digital Territory website:
digitalterritory.nt.gov.au

- Established a defence industry and aerospace test lab to improve NT's competitiveness and capability in Industry 4.0 technologies 2 4
- Undertook master planning to determine requirements for digital precincts in the NT 1 2
- Grew and improved the Can-do Territory Business Portal 2 3
- Developed a business case for the replacement of NT Government Vocational Education and Training systems to streamline data and reporting 2 5

Growing Jobs and Business

DIGITAL TERRITORY ACTION PLAN

2022-23 ACHIEVEMENTS

ENABLERS

- 1 Made digital more accessible
- 2 Improved economic opportunities
- 3 Enhanced customer experience

- Successfully trialled a cross-sector digital traineeship program, supporting the local digital industry **2**

- Worked with CDU to explore options for a digital-park aligned with other digital initiatives **2 4**

- Implemented key actions from the Education strategic plan: Accelerate - Education for all with technology **1 4**

- Piloted the Aboriginal Leaders of Tomorrow program (formerly named Aboriginal Students Aspiration Program), inspiring secondary students to engage in career opportunities such as cyber security, engineering or space **1 2**

Building Digital Skills

- Delivered a whole of government digital forms platform to manage simple digital government transactions **4**

- Implemented the NT Electric Vehicle Strategy to support the increased uptake of electric vehicles and installation of charging infrastructure **2 4**

- Developed and approved a remote schools telecommunications proposal **1**

- Conducted a drones and 3D scanning pilot to inspect public housing **5**

Enabling Smarter Communities

Connecting Territory Communities

- Delivered NBN fibre-to-the-premises services for Jabiru **2**

- Delivered the Virtual Care Program to increase the accessibility of health care across the Territory **1 4**

- Scoped an environmental regulatory management system **2 5**

- Provided support to the emerging solar and hydrogen renewable energy industries, including battery storage service **2**

Improving Government Services

- Designed the OneNTG Data Platform architecture in phases, starting with child protection **5**

- Explored a replacement election management system **3 5**

- Scoped the Territory Services project, a central NT Government customer digital services platform **3 4**

- Implemented a new, integrated child protection and youth justice system called Care that puts children at the centre **5**

- Enabled smartphone and tablet access for regional staff undertaking housing tenancy inspections **4 5**

Growing Jobs & Business

2023-24 ACTIONS



ENABLERS

- 1 Makes digital more accessible
- 2 Improved economic opportunities
- 3 Enhanced customer experience
- 4 Harnessed new technology and services
- 5 Modernise government services
- 🔄 Ongoing actions
- 🕒 Multi-year actions
- 👥 Partner actions

Delivering the Innovation Symposium 2024 event

The Innovation Symposium supports Territory businesses and is focused on technology-led innovation during challenging economic conditions.

The symposium aims to include industry experts and local business leaders sharing insights on the role innovation can play in an organisation's success: improving productivity, offering competitive advantages, and enhancing customer experience. The event also aims to showcase innovative solutions addressing real-world business challenges.

NEW

- Delivering the Innovation Symposium 2024 event 👥 🕒 1 2
- Delivering a replacement Vocational Education and Training contract management system to streamline processes and reporting 🕒 2 5

🔄 ONGOING

- Developing job pathways and support for Territory women and girls in the digital sector 2
- Developing a Digital Industry Growth Strategy in conjunction with the local industry as a Territory Economic Recovery initiative 2
- Assisting local businesses to develop new digital tools through the Digital Partnerships Program 1 2

🕒 MULTI-YEAR

- Leveraging international submarine fibre cables to unlock opportunities for the digital industry in the NT 2
- Designing an e-conveyancing service that will allow online transfers of land title 5

Scan QR code for more information or

visit digitalterritory.nt.gov.au



Building Digital Skills

2023-24 ACTIONS



ENABLERS

- 1 Makes digital more accessible
- 2 Improved economic opportunities
- 3 Enhanced customer experience
- 4 Harnessed new technology and services
- 5 Modernise government services
- 🔄 Ongoing actions
- 🕒 Multi-year actions
- 👥 Partner actions

Delivering Digital Futures to encourage women to engage in digital career pathways

The NT Government Digital Futures program aims to inspire women of all ages and career stages to pursue digital careers. The program features an annual marquee event to showcase diverse perspectives, innovative opportunities, and demonstrations to enhance digital skills and explore technology-related professions.

In 2023, Digital Futures returns to an in-venue event allowing greater opportunities to network and share journeys to drive change.

NEW

- Delivering the AISA DarwinSec 2023 event for cyber and digital professionals 👥🕒 1 4
- Celebrating local digital skills through the NT Digital Excellence Awards 2023 👥🕒 2 4
- Establishing a CDU Master of IT (Artificial Intelligence) in 2024 👥🕒 2 4
- Offering digital short courses to Territorians to enhance their digital skills at CDU 👥🕒 1
- Delivering the annual CDU IT CodeFair to give students experience solving real world challenges 👥🔄 1 4
- Expanding the cross-sector digital traineeship program with the local digital industry 🕒 2

🔄 ONGOING

- Delivering Digital Futures to encourage women to engage in digital career pathways 2
- Progressing all of government online cyber security awareness training 🕒 4 5

🕒 MULTI-YEAR

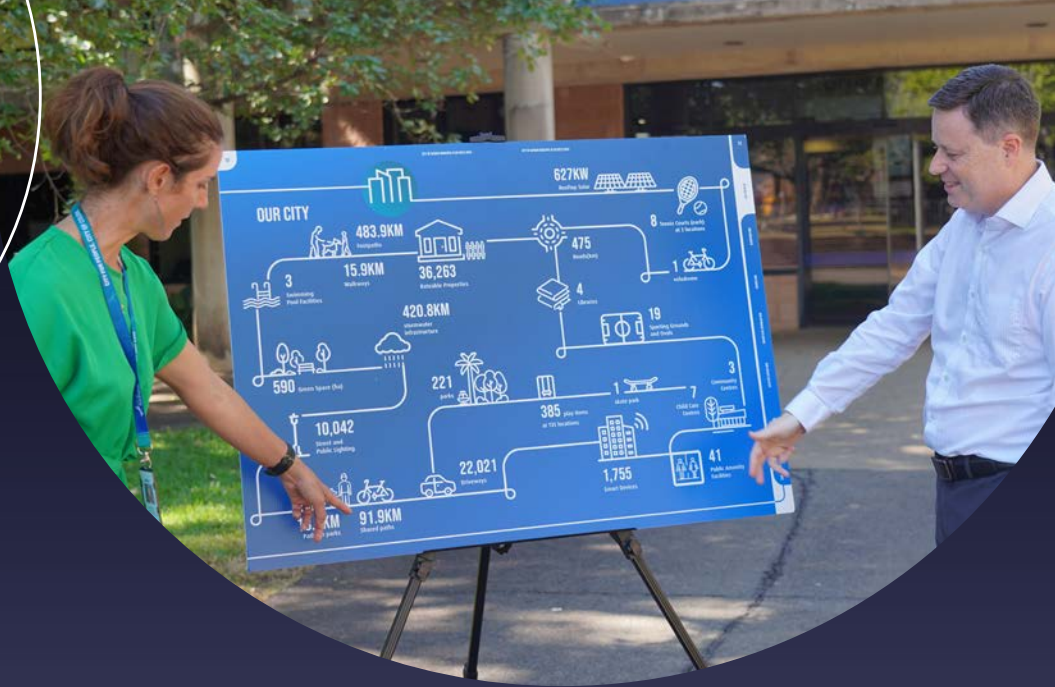
- Exploring appropriate technologies in preparation for a virtual college to revitalise flexible secondary education provision 1 4
- Investigating digital learning programs for government staff, aligned with the NT Government Workforce Strategy 4 5

Scan QR code for more information or

visit digitalterritory.nt.gov.au



Enabling Smarter Communities 2023-24 ACTIONS



ENABLERS

- 1 Makes digital more accessible
- 2 Improved economic opportunities
- 3 Enhanced customer experience
- 4 Harnessed new technology and services
- 5 Modernise government services
- 🔄 Ongoing actions
- 🕒 Multi-year actions
- 👥 Partner actions

Expanding City of Darwin's YourDarwin platform and providing transparent data and information to the community

YourDarwin is an accessible platform for the community to access information on City of Darwin's data, trends and performance. Facts and figures that were previously captured in council agendas and annual reports are now easy to access and understand via this platform.

City of Darwin has committed to a significant expansion of YourDarwin, which will continue to be a key platform to deliver on City of Darwin's promise to be an open and transparent organisation.

NEW

- Expanding City of Darwin's YourDarwin platform, providing transparent data and information to the community 👥 🔄 3 4
- Expanding City of Darwin's smart sensor and related technology to increase liveability, sustainability and economic growth 👥 🔄 2 3 4
- Trialling portable smart poles to provide valuable insights on City of Darwin's public open spaces and facilities 👥 🕒 3 4
- Exploring solar energy solutions for the NT Government's data centre 🕒 2

🔄 ONGOING

- Participating on national collaboration groups to advance facial recognition and identity management improvements for licensing at the MVR 4

🕒 MULTI-YEAR

- Conducting research and preliminary consultation in preparation for developing an Artificial Intelligence framework 4 5
- Progressing the joint Palmerston smart city FibreSense pilot, providing road and critical asset monitoring and protection data 4
- Expanding the Territory Kidney Care solution, an innovative clinical information system to assist with early identification and management of kidney disease 3 4
- Increasing the number of electric vehicles in the NT Government fleet 2
- Investigating the use of drones for remote health services 5
- Progressing actions set out in the Strengthening our Health System Strategy (2020-2025) in collaboration with NT Primary Health Network and other partners 5
- Working with other states and jurisdictions to develop a national automated vehicle regulatory framework 2 4
- Progressing NT education ICT modernisation 1
- Delivering Parks Online Booking system enhancements 3

Scan QR code for more information or

visit digitalterritory.nt.gov.au



Connecting Territory Communities 2023-24 ACTIONS



ENABLERS

- 1 Makes digital more accessible
- 2 Improved economic opportunities
- 3 Enhanced customer experience
- 4 Harnessed new technology and services
- 5 Modernise government services
- 🔄 Ongoing actions
- 🕒 Multi-year actions
- 👥 Partner actions

Improving digital connectivity at Territory schools through the telecommunications uplift project

Using a mixture of fibre, wireless and emerging satellite technologies (such as low earth orbital satellites), this multi-year project aims to deliver improved high speed digital connectivity to all Territory schools including those in our most remote areas.

Improved connectivity supports and encourages our future innovators and leaders from across the Territory to access modern and engaging digital technologies.

NEW

- Implementing a geospatial-centric business solution for the Aboriginal Areas Protection Authority 🕒 3 5
- Improving digital connectivity at Territory schools through the telecommunications uplift project 🕒 1 2

🔄 ONGOING

- Collaborating with federal and state governments to explore ways to reduce the digital divide 1 2

🕒 MULTI-YEAR

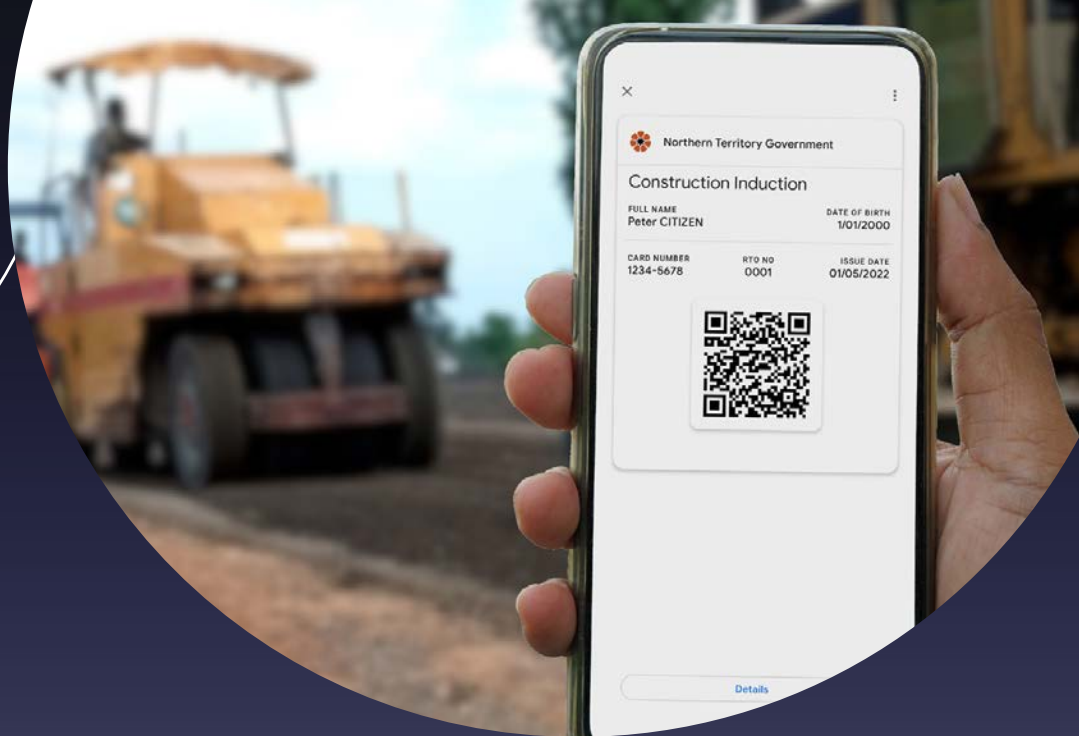
- Delivering NBN fibre-to-the-premise services to residents and businesses in Yirrkala 2
- Expanding mobile phone services in Kakadu National Park 2
- Optical fibre upgrades in Arnhem Land 2
- Piloting localised voice and data service solutions through the Telecommunications for Remote Aboriginal Communities (TRAC) project 1
- Implementing a secure healthcare provider electronic messaging service across the Territory 3 4 5

Scan QR code for more information or

visit digitalterritory.nt.gov.au



Improving Government Services 2023-24 ACTIONS



ENABLERS

- 1 Makes digital more accessible
- 2 Improved economic opportunities
- 3 Enhanced customer experience
- 4 Harnessed new technology and services
- 5 Modernise government services
- 🔄 Ongoing actions
- 🕒 Multi-year actions
- 👥 Partner actions

Delivering the first phases of Territory Services, a digital customer platform for NT Government services

The NT Government recognises the power of digital technology to connect Territorians with the services they need. We are starting the next chapter of our digital journey with the development of the first phase of Territory Services, a digital platform that will grow over time to make all of your government services like MVR available digitally.

The first version will launch later in 2023 with a number of key government services streamlined and available online when you need them.

NEW

- Delivering the first phases of Territory Services, a digital customer platform for NT Government services 🕒 3 5
- Developing a digital identity solution for NT Government customers to transact online faster and easier 🕒 3 4
- Implementing the City of Darwin IT Transformation Roadmap to enhance customer service and user experience 👥 🔄 3 5
- Developing a roadmap for the lifecycle of NT Government Accounting System 🕒 4 5
- Delivering a modern case management solution for NT Government's Freedom of Information requests 🕒 4

🔄 ONGOING

- Deploying digital tools across the NT Government in response to urgent and strategic government priorities 5
- Monitor the national development of digital identification technology 3 4

🕒 MULTI-YEAR

- Developing and implementing Sage, a single, integrated budget management system for the NT Government 5
- Implementing Acacia digital health system in the NT 3 4
- Implementing SerPro, a modern, proven and integrated digital policing system in the NT 5
- Implementing a new digital case management system for NT courts and tribunals 3 5
- Building a new firearms registration system, Tracer, that will streamline applications and enhance community safety 3 5



- Scoping an Education Management Program to streamline Department of Education systems, improve data quality and visibility of student journeys **5**
- Developing a government data sharing model to address the technical requirements for data sharing between agencies **4**
- Implementing an e-Rostering solution for NT Police, Fire and Emergency Services **4 5**
- Modernising the red-light and speed camera infringement system **5**
- Implementing RevConnect, a contemporary revenue solution **2 3**
- Piloting a platform to automate manual processes making government services easier **3 4**

Scan QR code for more information or

visit digitalterritory.nt.gov.au



