

REMOTE SERVICE DELIVERY BILATERAL PLAN
Plan Period: 2009 – 2014

IMPLEMENTATION PLAN FOR NATIONAL PARTNERSHIP AGREEMENT
ON REMOTE SERVICE DELIVERY
BETWEEN THE COMMONWEALTH OF AUSTRALIA
AND
THE NORTHERN TERRITORY

PRELIMINARIES

1. The Commonwealth and Northern Territory Governments (the Governments) signed the National Partnership Agreement on Remote Service Delivery (the Agreement) in January 2009. The Agreement contributes to the Closing the Gap targets listed in the National Indigenous Reform Agreement.
2. The Agreement aims to establish a new coordination model for remote service delivery to ensure Indigenous Australians living in remote communities receive and actively participate in government services at a level broadly comparable with that in non-Indigenous communities of similar size, location and need elsewhere in Australia.
3. This Agreement will be implemented initially in the priority locations of Hermannsburg, Yuendumu, Lajamanu, Ngukurr, Numbulwar, Angurugu, Umbakumba, Yirrkala, Gapuwiyak, Galiwin'ku, Milingimbi, Maningrida, Gunbalanya, Nguui and Wadeye.
4. Once the strategy is established in the first fifteen locations, consideration will be given to expanding the approach to additional locations, including those identified as Territory Growth Towns under the Northern Territory Government's *A Working Future* policy framework (specifically Ali Curung, Papunya, Borroloola, Daguragu/Kalkarindji, Ramingining and Elliot). This process will be consistent with the principles outlined in the *Principles Taken into Account in Deciding Sequencing* at Schedule B of the Agreement and with the *Coordinator-General for Remote Indigenous Services Act 2009*, which provides that the Australian Government Minister for Indigenous Affairs must consult with the relevant Northern Territory Minister prior to specifying new remote locations under the Act.
5. The Governments note the Northern Territory Government's *A Working Future* policy, which provides a longer term vision and framework for remote towns in the Northern Territory. This Implementation Plan is consistent with that policy and will assist in achieving its objectives and priorities through remote service delivery reform.
6. The Governments note progress under the Groote Eylandt and Bickerton Island Regional Partnership Agreement and agree that the Regional Partnership Agreement approach provides one model to assist in achieving the objectives of the National Partnership Agreement on Remote Service Delivery at a local level and agree that it will be the vehicle for implementation in the Groote Eylandt region.

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7. The Governments note the important role of Local Government in providing services to remote communities and are committed to working in partnership with Local Government Shire Councils and Advisory Boards to implement the Agreement.
8. The Governments will identify the Commonwealth and Territory investment for each action area in this Implementation Plan by October 2009.
9. In line with the Remote Service Delivery National Partnership Agreement, clear statements of expenditure under the National Partnership Agreement in each location will be presented by the Commonwealth, States and the Northern Territory 12 months after Implementation Plans have been agreed.

TERM OF THE IMPLEMENTATION PLAN

10. The term of this Implementation Plan will be from the date that both Governments agree to the Plan until 30 June 2014. The Plan may be amended or extended beyond this date with the written agreement of both parties.
11. The Implementation Plan will be reviewed within six months after it has been agreed by both Governments, and thereafter on an annual basis to ensure its continuing relevance to the requirements of the Agreement and to the COAG reform agenda.

GOVERNANCE ARRANGEMENTS

12. The Governments agree that a Board of Management will be established as part of the Northern Territory COAG overarching governance arrangement contained in the *Overarching Bilateral Indigenous Plan*.
13. The Board of Management will include senior representatives of the Commonwealth Departments of Families, Housing, Community Services and Indigenous Affairs; Health and Ageing; and Education, Employment and Workplace Relations; and the Northern Territory Departments of the Chief Minister; Education and Training; Local Government and Housing; and Health and Families; and the Local Government Association of the Northern Territory. The Coordinator-General for Remote Indigenous Services and the Northern Territory Coordinator-General will be invited to attend the meetings.
14. The Board of Management will:
 - monitor and report on progress against the actions in this Implementation Plan;
 - take a whole-of-government approach to supporting the work of the Coordinators-General and Regional Operations Centres (ROCs); and
 - solve any problems and seek to address any lack of progress on implementation.

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15. The Board of Management will meet at least monthly and be chaired on a rotational basis by the Commonwealth Department of Families, Housing, Community Services and Indigenous Affairs and the Northern Territory Department of the Chief Minister.
16. The Board of Management will meet within one month after this Implementation Plan has been agreed by both Governments to determine its terms of reference and working arrangements.
17. The Governments also agree to establish a non-government (NGO) forum that will provide an opportunity for Indigenous and non-Indigenous NGOs to participate in and support the implementation of the Remote Service Delivery National Partnership Agreement in the Northern Territory. The Forum will meet quarterly, in Darwin and Alice Springs on a rotational basis, with the first meeting to be held within two months after both Governments have agreed this Implementation Plan. The Regional Operations Centres will provide secretarial support.

IMPLEMENTATION

18. This Implementation Plan will be publicly available.
19. The objectives and outcomes of the Remote Service Delivery National Partnership Agreement will be actioned as set out in the following tables.

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| Action 1: Engagement with Communities | | |
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| <p>What are we trying to do? (Purpose)</p> <p>1 Engage community members, including Shire local boards, in the development and implementation of Local Implementation Plans in the fifteen identified locations.</p> <p>2 Improve the level of governance and leadership within Indigenous communities and Indigenous community organisations.</p> <p>3 Improve the cultural inclusiveness of services, including through strengthened interpreter/translation services and cultural competence training for government employees.</p> | <p>Commonwealth and Territory Investment: \$</p> <p>To be identified by October 2009.</p> | |
| <p>What we will do (Strategies):</p> | <p>Who will do it? (Roles and Responsibilities)</p> | <p>How long will it take? (Timeframe)</p> |
| <p>1 Develop a community engagement and communications plan for Remote Service Delivery implementation in the Northern Territory</p> | | |
| <p>1.1 Develop community engagement plans for each of the fifteen identified locations which include identification of key stakeholders such as local community representatives, non-government organisations, business/industry partners and Shire local boards. The community engagement plans will incorporate the <i>Working Future</i> policy, and position both Remote Service Delivery and <i>Working Future</i> within the context of the two governments' broader efforts to close the gap in Indigenous disadvantage.</p> | <p>The Department of the Chief Minister (DCM) and the Commonwealth Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) in consultation with Government Business Managers (GBMs) and Indigenous Engagement Officers (IEOs)</p> <p>ROCs will be responsible for ongoing engagement with communities</p> | <p>Work to commence immediately and be completed by 31 August 2009</p> <p>Once ROC established (by November 2009)</p> |
| <p>1.2 Develop a communications strategy to ensure stakeholders outside the fifteen identified locations are aware of and understand the governments' approach. The communications strategy will incorporate the <i>Working Future</i> policy, and position both Remote Service Delivery and <i>Working Future</i> within the context of the two governments' broader efforts to close the gap in Indigenous disadvantage.</p> | <p>DCM and FaHCSIA</p> | <p>Work to commence immediately and be completed by 31 August 2009</p> |
| <p>1.3 Develop and test plain English and, where appropriate, Indigenous language communications materials to facilitate effective communication of Remote Service Delivery and <i>Working Future</i> activities and objectives.</p> | <p>DCM and FaHCSIA in consultation with GBMs/IEOs</p> | <p>Ongoing over the life of the Agreement</p> |
| <p>2 Establish programs to develop community leadership and governance skills</p> | | |
| <p>2.1 Identify all Indigenous associations and community based organisations in each of the fifteen locations, along with their governance structure.</p> | <p>FaHCSIA and DCM</p> | <p>By November 2009</p> |
| <p>2.2 Implement a program of leadership development for each of the fifteen identified locations.</p> | <p>FaHCSIA and Northern Territory in consultation with communities</p> | <p>From November 2009</p> |

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| 2.3 | Identify governance training needs for individuals and community organisations in each of the fifteen identified locations. | Regional Operations Centres (ROCs) | From November 2009 |
| 2.4 | Implement a program of governance training to respond to identified needs, which: <ul style="list-style-type: none"> o incorporates existing training programs, enhanced programs and, where necessary, new programs; and o identifies targets for the number of training programs to be delivered and the number of people to participate in the programs. | Commonwealth and NTG will work together to develop a whole-of-government community leadership and governance strategy. Training packages will be developed and implemented within this framework. | Strategy developed by February 2010 |
| 3 | Facilitate engagement with Indigenous people and service delivery through appropriate use of interpreters | | |
| 3.1 | Introduce a national framework, working with the States and Northern Territory, for the effective supply and use of Indigenous language interpreters and translators (both technical and non-technical), including protocols for the use of interpreters and translators. | Commonwealth (drawing on and consistent with existing policies and protocols in the Northern Territory) | December 2009 |
| 3.2 | Provide access to high quality interpreter services in each of the fifteen identified locations. | Commonwealth and Northern Territory | Ongoing |
| 3.3 | Establish a local collection mechanism for data on the use of translators and interpreters. | FaHCSIA and DCM | By October 2009 |
| 4 | Deliver cultural competency measures | | |
| 4.1 | Provide a research capacity to advise government on local and systemic issues associated with cultural accessibility, including cross-cultural training materials. | Commonwealth | Ongoing |
| 4.2 | Identify and meet the cultural awareness training needs of staff working in the fifteen identified locations and in the ROCs. | All Commonwealth and Northern Territory agencies | Ongoing |
| <p>How we will know we have achieved the purpose (Performance Benchmarks):</p> <ul style="list-style-type: none"> • Community engagement plans developed, objectives and activities achieved. • Governance and leadership training packages developed and delivered. • Community organisations have leadership and succession plans in place to ensure continuity of good governance. • Trend data shows an increase of Indigenous people into local management positions. • Qualified interpreters are employed in, or available to support, all fifteen identified locations. • Trend data indicates an increase in the use of translators and interpreters over the five year period. • Qualified interpreters working with key service providers. • Training programs in place for interpreters and staff working with interpreters. | | | |

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| Action 2: Baseline mapping, service and local infrastructure audits | | |
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| <p>What are we trying to do? (Purpose)</p> <p>1 Determine the current social and economic indicators, government investments, services and service gaps so as to be able to measure improvements.</p> <p>2 Ensure the baseline mapping effectively informs the development of local Implementation Plans.</p> | <p>Commonwealth and Territory Investment: \$</p> <p>To be identified by October 2009.</p> | |
| <p>What we will do (Strategies):</p> | <p>Who will do it? (Roles and Responsibilities)</p> | <p>How long will it take? (Timeframe)</p> |
| <p>1 Baseline mapping</p> | | |
| <p>1.1 Conduct baseline mapping of social and economic indicators in each of the fifteen identified locations, in partnership with Northern Territory Government, Shires and communities.</p> | <p>FaHCSIA (National Office)</p> | <p>To commence immediately and be complete by November 2009</p> |
| <p>1.2 Define administrative data sets with clear specifications to ensure repeatability and collate for inclusion in the baseline mapping for the fifteen locations.</p> | <p>All Commonwealth and NT Government agencies to provide relevant data. DCM will coordinate the exercise for NTG. FaHCSIA to coordinate for the Commonwealth.</p> | <p>By October 2009</p> |
| <p>1.3 Provide feedback to each of the communities on the completed baseline mapping to inform the identification of strategies and priorities for the Local Implementation Plans.</p> | <p>FaHCSIA</p> | <p>Upon completion of baseline mapping</p> |
| <p>2 Building and maintaining the evidence base</p> | | |
| <p>1.4 Replicate the Baseline Community Profiles for each of the fifteen identified locations to measure improvements.</p> | <p>Overall responsibility rests with FaHCSIA. All Commonwealth and NTG agencies to provide relevant data.</p> | <p>Annually</p> |
| <p>3 Identify and prioritise service gaps</p> | | |
| <p>3.1 Compare the standard and range of services in the RSD locations in the Northern Territory with communities of similar size, location and need.</p> | <p>Commonwealth and Northern Territory</p> | <p>October 2009</p> |
| <p>3.2 Assess current and planned government investments and services in each of the fifteen identified locations against the desired services.</p> | <p>Commonwealth and Northern Territory</p> | <p>By November 2009</p> |
| <p>4 Identify gaps in priority local infrastructure</p> | | |
| <p>4.1 Undertake an infrastructure gap analysis across the fifteen identified locations.</p> | <p>Northern Territory</p> | <p>Preliminary desktop assessment by October 2009</p> <p>More detailed audit to be conducted by November 2009 as part of baseline mapping.</p> |

How we will know we have achieved the purpose (Performance Benchmarks):

- Administrative data provided by NTG and Commonwealth agencies.
- Baseline Community Profiles completed for all fifteen identified locations and feedback provided to communities.
- Baseline Community Profiles used as an evidence base to inform strategies and priorities in Local Implementation Plans.
- Service and infrastructure audits completed.
- Baseline Community Profiles replicated according to the agreed timeframes.

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| Action 3: Establish integrated government planning, coordination and reporting mechanisms | | |
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| What are we trying to do? (Purpose) | Commonwealth and Territory Investment: \$ | |
| <ol style="list-style-type: none"> 1 Provide simpler access and better coordinated government services delivered by the three tiers of government for Indigenous people in identified communities. 2 Provide a base for coordination of whole of government operations within a specified region. 3 Establish an appropriate jurisdiction-wide coordination mechanism for remote service delivery that will cut through red tape and ensure that services are delivered as agreed. | <p>To be identified by October 2009.</p> | |
| What we will do (Strategies): | Who will do it? (Roles and Responsibilities) | How long will it take? (Timeframe) |
| 1 Locationally based work | | |
| 1.1 Agree fifteen remote service delivery locations. It is agreed as part of this RSD Implementation Plan that the fifteen locations will be: Hermannsburg, Yuendumu, Lajamanu, Ngukurr, Numbulwar, Angurugu, Umbakumba, Yirrkala, Gapuwiyak, Galiwin'ku, Milingimbi, Maningrida, Gunbalanya, Nguiu and Wadeye. | Commonwealth and Northern Territory | Completed |
| 1.2 Establish a Single Government Interface in each of the fifteen identified locations, providing a leadership role for the strategic coordination of government services and the interaction of communities and government agencies. At a minimum, the SGI will consist of one Government Business Manager (GBM) and one Indigenous Engagement Officer (IEO). The GBMs and IEOs will form part of, and report to, the ROCs. | Commonwealth and Northern Territory | Senior officers to be in place within one month of the ROCs being established (ie. by end November 2009). |
| 1.3 Develop and sign a Memorandum of Understanding to facilitate joint recruitment and management of Government Business Managers and Indigenous Engagement Officers. | Commonwealth and Northern Territory | By September 2009 |
| 2 Regionally based work | | |
| 2.1 Establish Regional Operations Centres (ROCs), supported by staff from agencies of the Northern Territory and Commonwealth governments, to work across government and with local Indigenous people and other stakeholders to develop Local Implementation Plans and ensure that they are implemented in a timely and accountable way. | Commonwealth and Northern Territory | By November 2009. |
| 2.2 Agree on location of the Regional Operations Centres. It is agreed as part of this bilateral plan that two ROCs will be established; one in Darwin and one in Alice Springs. | Commonwealth and Northern Territory | Completed |
| 2.3 Agree structure, staffing levels, roles and responsibilities (including duty statements and lines of reporting) and operational processes for the ROCs. | Commonwealth and Northern Territory, led by FaHCSIA and DCM | By September 2009 |
| 2.4 Agree physical locations of ROCs and secure office space, arrange fit-out, information and communications technologies, etc. | Commonwealth and Northern Territory, led by FaHCSIA and DCM | By October 2009 |
| 2.5 Finalise recruitment of ROC staff and commence necessary training including cultural competence training. | Commonwealth and Northern Territory, led by FaHCSIA and DCM | By November 2009 |

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| 3 | Work across agreed RSD NP locations | | |
| 3.1 | Establish a high level coordination mechanism to facilitate problem solving as well as to ensure that the development and implementation of service delivery proceeds smoothly. The Coordinator-General will work with coordinators identified by Commonwealth agencies and State and Northern Territory coordinators-general to coordinate planning for, and monitor the delivery of, programs and services in the 26 locations selected under the Remote Service Delivery National Partnership Agreement. | <p>The Commonwealth will appoint a Coordinator-General for Remote Indigenous Services with oversight of remote service delivery nationally.</p> <p>The Northern Territory will appoint a coordinator-general to work closely with the Commonwealth's officer.</p> | By June 2009 |
| 3.2 | Convene Board of Management established at item 12 to 16 of the preliminaries. | Commonwealth and Northern Territory | Within one month of agreeing this Implementation Plan |
| 3.3 | Convene NGO forum established at item 17 of the preliminaries. | Commonwealth and Northern Territory | Within two months of agreeing this Implementation Plan |
| <p>How we will know we have achieved the purpose (Performance Benchmarks):</p> <ul style="list-style-type: none"> • MOU for joint management of GBMs signed. • Structure, staffing levels, roles and responsibilities and operational processes agreed and established. • All positions filled and staff commence work. • All staff have undergone appropriate training. • Recruitment, performance management and succession planning operating effectively. • Governance arrangements facilitate problem solving. • Effective coordination of service delivery commitments under the RSD Agreement. | | | |

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| Action 4: Improve service design and delivery through the development of local Implementation Plans and the development of local economies and jobs for local people | | |
| What are we trying to do? (Purpose) | Commonwealth and Territory Investment: \$ | |
| <p>1 Give effect at the local level to the commitments made in the Remote Service Delivery Agreement through Local Implementation Plans which:</p> <ul style="list-style-type: none"> o are developed and implemented consistently with community engagement plans developed under Action 1; o draw on the results of the Baseline Community Profiles and address service and infrastructure gaps identified under Action 2; o identify community aspirations for the future of the township, including objectives identified by community reference groups and Shire local boards o have regard to and support Shire Service Delivery Plans; and o include plans to improve economic participation and development. <p>2 Resolve land tenure issues to facilitate and support maximum economic development, private sector investment, opportunity for private home ownership and improved public housing (in line with the Remote Indigenous Housing National Partnership Agreement).</p> | To be identified by October 2009 | |
| What we will do (Strategies): | Who will do it? (Roles and Responsibilities) | How long will it take? (Timeframe) |
| 1 Develop and implement Local Implementation Plans to deliver the appropriate range and level of quality services to contribute to progress against the Closing the Gap targets | | |
| 1.1 Develop Local Implementation Plans in each of the fifteen identified locations. The five-year Plans will include the practical goals, targets, actions, timelines, monitoring, evaluation and reporting to support the commitment to develop remote communities into well serviced townships. The results of previous planning exercises for those communities will be considered in the development of the Local Implementation Plans as will Territory-wide service delivery issues, plans, commitments and resourcing. | <p>ROCs in consultation with the communities, relevant NT and Commonwealth agencies and other stakeholders.</p> <p>Endorsement of each Local Implementation Plan by the Board of Management.</p> | Preparation of local Implementation Plans to commence on the completion of baseline mapping (November 2009) |
| 1.2 Implement improvements to the design and delivery of programs and services through Local Implementation Plans. | Relevant NT and Commonwealth agencies and other stakeholders, with oversight by the ROCs | Ongoing |
| 1.3 Monitor progress against the Local Implementation Plans and make any necessary changes to the Plans in consultation with relevant stakeholders. | ROCs in consultation with relevant NT and Commonwealth agencies and other stakeholders | As needed, once Local Implementation Plans have been developed and agreed |

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| 2 | Provide local Indigenous people with employment opportunities associated with investments | | |
| 2.1 | Assess opportunities and barriers to employment in each of the fifteen identified locations. | Commonwealth in consultation with NTG and local service providers | To commence in November 2009 |
| 2.2 | Build strategies and targets to address employment barriers and maximise local employment and business development opportunities. | ROCs in consultation with relevant NT and Commonwealth agencies and other stakeholders | As part of Local Implementation Plan process |
| 3 | Implement changes to land tenure and administration to enable development of residential and commercial properties and facilitate development of service hubs | | |
| 3.1 | Consult with Traditional Owners, through relevant land councils, for township leasing in each of the fifteen identified locations. Leasing arrangements should be for a minimum of 40 years. | Commonwealth in consultation with Northern Territory | Ongoing |
| 3.2 | Collaborate on negotiation of subleases for government infrastructure, with a view to approximating land arrangements in the fifteen locations with arrangements off Aboriginal land to the greatest extent possible including: <ul style="list-style-type: none"> ○ land costs for government facilities (calculated by reference to normal commercial arrangements off Aboriginal land in the NT); and ○ land development and release consistent with the NT Planning Scheme. | Northern Territory to establish a central coordination office for the negotiation of subleases for NTG infrastructure and develop a template sublease for NTG facilities for consideration by the Executive Director of Township Leasing (EDTL). Lease-holding entity (EDTL) to develop sub-lease templates in association with all stakeholders, including the Northern Territory Government, Shires, local organisations, business entities and individuals. | Finalise all template leases by December 2009, noting that these will be subject to review and development as leasing negotiations unfold. |
| 3.3 | Review legislative and administrative arrangements and work towards a framework which allows maximum transferability of individual titles on Indigenous held land with clear and streamlined procedures, including in relation to land registration and planning related laws. | Northern Territory | Ongoing (to be reported upon annually) |
| 3.4 | Negotiate with Traditional Owners for interim block lease arrangements over new government infrastructure pending agreement to whole of township lease arrangements. Leasing arrangements should be for a minimum of 40 years. | Commonwealth and Northern Territory | Ongoing until township leases are finalised |
| <p>How we will know we have achieved the purpose (Performance Benchmarks):</p> <ul style="list-style-type: none"> • Local Implementation Plans finalised in consultation with all relevant stakeholders. • The services available in each community are identified and monitored against the Local Implementation Plan. • Service standards are identified, published and reported. • Agency performance expectations, as outlined in Local Implementation Plans, are met. • Local stakeholders, in particular local community reference groups and shire councillors, are kept informed of progress. • Stakeholders have been engaged in the development of the Plan and are able to access ROCs or GBMs to | | | |

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propose changes (if changes are needed).

- Local Implementation Plans are regularly reviewed in consultation with communities.
- Strategies to increase local employment opportunities are a feature of Local Implementation Plans.
- More local jobs are created and more local Indigenous people are engaged in employment.
- Template headlease and subleases developed.
- Township leases are finalised and subleasing arrangements in place.
- Land tenure arrangements facilitate home ownership, commercial investment and economic development and provide secure tenure for Government investment.

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| Action 5: Reporting and share best practice | | |
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| <p>What are we trying to do? (Purpose)</p> <ol style="list-style-type: none"> 1 Meet reporting commitments under the Agreement. 2 Ensure ongoing commitment to continuous improvement in service delivery to Indigenous people. 3 Effectively plan and evaluate outcomes and investments. | <p>Commonwealth and Territory Investment: \$</p> <p>To be identified by October 2009</p> | |
| <p>What we will do (Strategies):</p> | <p>Who will do it? (Roles and Responsibilities)</p> | <p>How long will it take? (Timeframe)</p> |
| <p>1 Reporting</p> | | |
| <p>1.1 Provide all administrative data (as specified in Part 4 of the National Partnership Agreement and in the Implementation Plans) required for effective planning and a thorough evaluation of outcomes of the National Partnership Agreement at a national and local level.</p> | <p>DCM will coordinate collection of the required data across Northern Territory Government agencies.</p> <p>FaHCSIA will coordinate collection of the required data across Commonwealth Government agencies.</p> | <p>To support the annual evaluation and reporting process</p> |
| <p>1.2 Where gaps in necessary administrative data are identified, agree on the best way to address those gaps and funding for collection of new data, consistent with jurisdictional responsibilities.</p> | <p>Commonwealth and Northern Territory</p> | <p>Ongoing as required</p> |
| <p>1.3 Agree to the publication of administrative data required for monitoring and evaluation reports that the Australian and Northern Territory Governments propose to make public.</p> | <p>Commonwealth and Northern Territory agencies</p> | <p>To support the annual evaluation and reporting process</p> |
| <p>1.4 Provide a report card to communities, the Commonwealth and NTG against the performance indicators, completed baseline mapping and timelines, as detailed in the Local Implementation Plans.</p> | <p>ROCs</p> | <p>By October 2009 and then every 12 months. To be provided within 1 month of the end of the relevant period (ie. November, annually).</p> |
| <p>1.5 Report to COAG on implementation of the National Partnership Agreement on Remote Service Delivery, including:</p> <ul style="list-style-type: none"> o progress against this RSD Implementation Plan and its performance benchmarks; o progress against Local Implementation Plans, and o evaluation of this RSD Implementation Plan's ongoing alignment with the COAG reform agenda. | <p>Commonwealth</p> | <p>Annually each November</p> |
| <p>1.6 Provide clear statements of expenditure as allocated under the National Partnership Agreement in each location</p> | <p>Northern Territory and Commonwealth</p> | <p>12 months after this RSD implementation plan has been agreed</p> |

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| 2 | Continuous improvement in service delivery | | |
| 2.1 | <p>Identify and share best practice across all parties to the National Partnership Agreement:</p> <ul style="list-style-type: none"> ○ monitor the overall implementation of the Agreement, including the Bilateral Plan and Local Implementation Plans; ○ design mechanisms and tools for collecting and sharing best practice and improvement strategies; ○ participate in National Indigenous Clearinghouse collections of evidence to inform policy and service delivery for Indigenous Australians; and ○ where appropriate, consider the integration of information provided by the National Indigenous Clearinghouse in policy and service delivery in the Northern Territory. | <p>The Northern Territory's Service Delivery Coordination Unit, Department of the Chief Minister will be responsible for providing information on behalf of the NTG.</p> <p>FaHCSIA will be responsible for collating best practice examples, including those of other Commonwealth agencies, on behalf of the Commonwealth.</p> | <p>Closing the Gap COAG meeting in July 2009 and ongoing</p> |
| <p>How we will know we have achieved the purpose (Performance Benchmarks):</p> <ul style="list-style-type: none"> • Action and progress against this RSD Implementation Plan, Local Implementation Plans, evaluations and local expenditure are reported against as required and made available publicly. • Reporting complies with the requirements of Schedule C to the <i>Intergovernmental Agreement on Federal Financial Relations</i>. • Ongoing improvements are made through use of evidence to better refine initiatives over time. • Commonwealth and Northern Territory agencies undertake regular reviews and evaluations of their service delivery approaches and evidence is used to refine the way services are delivered to accelerate progress towards the Closing the Gap targets. | | | |

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| Action 6: Risk management | | |
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| <p>What are we trying to do? (Purpose)</p> <p>Identify and manage risks associated with the implementation of the Remote Service Delivery National Partnership Agreement.</p> | <p>Commonwealth and Territory Investment: \$</p> <p>To be identified by October 2009</p> | |
| <p>What we will do (Strategies):</p> | <p>Who will do it? (Roles and Responsibilities)</p> | <p>How long will it take? (Timeframe)</p> |
| <p>1 Develop overall risk management plan for implementation of the Remote Service Delivery National Partnership Agreement.</p> | <p>FaHCSIA and DCM</p> | <p>By October 2009</p> |
| <p>2 Develop risk management plans for each of the fifteen identified locations.</p> | <p>FaHCSIA and DCM in consultation with GBMs</p> | <p>By October 2009</p> |
| <p>How we will know we have achieved the purpose (Performance Benchmarks):</p> <ul style="list-style-type: none"> • Risk management plans developed. • Risks are effectively identified and managed. | | |

LIST OF ACRONYMS

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| BOM | Board of Management |
| COAG | Council of Australian Governments |
| DCM | Northern Territory Department of the Chief Minister |
| EDTL | Executive Director of Township Leasing |
| FaHCSIA | Commonwealth Department of Families, Housing, Community Services and Indigenous Affairs |
| GBM | Government Business Manager |
| IEO | Indigenous Engagement Officer |
| LIP | Local Implementation Plan |
| NGO | Non-Government Organisation |
| NTG | Northern Territory Government |
| ROC | Regional Operations Centre |
| RSD | Remote Service Delivery |
| SGI | Single Government Interface |