

# Quarterly Report

**Q1 2023-24**

July  
August  
September



We acknowledge the Traditional Custodians of country throughout Australia and their connections to land, sea and community. We pay our respect to their elders past and present, and extend that respect to all Aboriginal and Torres Strait Islander peoples today.

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# From the CEO

Rosemary Sinclair AM  
auDA Chief Executive Officer



**In Q1 we were thrilled to host the Asia Pacific Regional Internet Governance Forum (APrIGF) in Australia.**

The **APrIGF** brought together members of the multi-stakeholder community from across Asia Pacific to discuss and collaborate on a wide variety of important topics to advance internet governance in the region. More than 250 in-person and 1,000 virtual attendees participated, lending their voices to the discussion.

Key themes include readiness for emerging technology and its regulation, artificial intelligence and the future of the multi-stakeholder model of internet governance. We were also pleased to support **NetThing** (Australia's local forum for internet governance), the **Pacific IGF** and the **Youth IGF**, which took place alongside the APrIGF. NetThing continues to build its community year-on-year and it is encouraging to see a growing number of Australians seeking to contribute to matters of internet governance.

Highlights from the forums were a ministerial address from Minister for Communications, Michelle Rowland, an address by Australia's Ambassador for Cyber Affairs and Critical Technology, Brendan Dowling and a speech from Senator Jana Stewart to launch the NetThing Indigenous Leaders Internet Governance and Policy Fellowship.

During the quarter we also released auDA's inaugural **Internet Governance Roadmap** and **Public Policy Agenda** – two guiding documents that further support our work in internet governance and policy. The Roadmap sets out our recommendations to sustain and improve multi-stakeholder approaches to internet governance. Our Public Policy Agenda outlines the issues central to auDA's domestic internet policy and advocacy work, focused on cyber security, privacy, and digital identity.

As always, our multi-stakeholder engagement extended to our .au members. We had the pleasure of engaging with students at the **University of Tasmania** and **RMIT University**, Melbourne. auDA's presentations at these events on the domain name system (DNS) and internet governance sparked thought-provoking discussion from our leaders of tomorrow. In the quarter, the Membership Team also hosted a networking event at the APriGF and a virtual workshop to help members boost their cyber security knowledge and practice.

## At auDA, we believe innovation is a key way to unlock social and economic benefits of the internet for Australians.

To this end, in August we were delighted to open the **auDA Foundation's 2023 community grant round**. \$600,000 is available to support education and research projects that improve the utility of the internet. Successful recipients of the funding will be announced in coming months. I look forward to learning about the diverse projects the grant round will support and witnessing their positive impact in the months thereafter.

Part of our mission to administer a trusted .au for the benefit of all Australians is supported by a reliable registry operation. During the quarter we announced the reappointment of **Identity Digital Australia** as the registry operator of the .au domain following an open, global tender process. Identity Digital's new term will commence on 1 July 2024 and we look forward to continuing our productive working relationship.

Lastly, a focus of auDA's Nomination Committee over the quarter was to identify candidates suitable for **election or appointment to the Board**. In the second quarter of the financial year, director appointments will be announced and .au members will have the opportunity to vote in a ballot to elect a Director to the Board.

## As we fast approach the end of the calendar year, I would like to express my thanks for your continued contributions to our purpose to deliver a trusted .au and support an open, free, secure and global internet. I look forward to continuing this important work together in the next quarter and beyond.



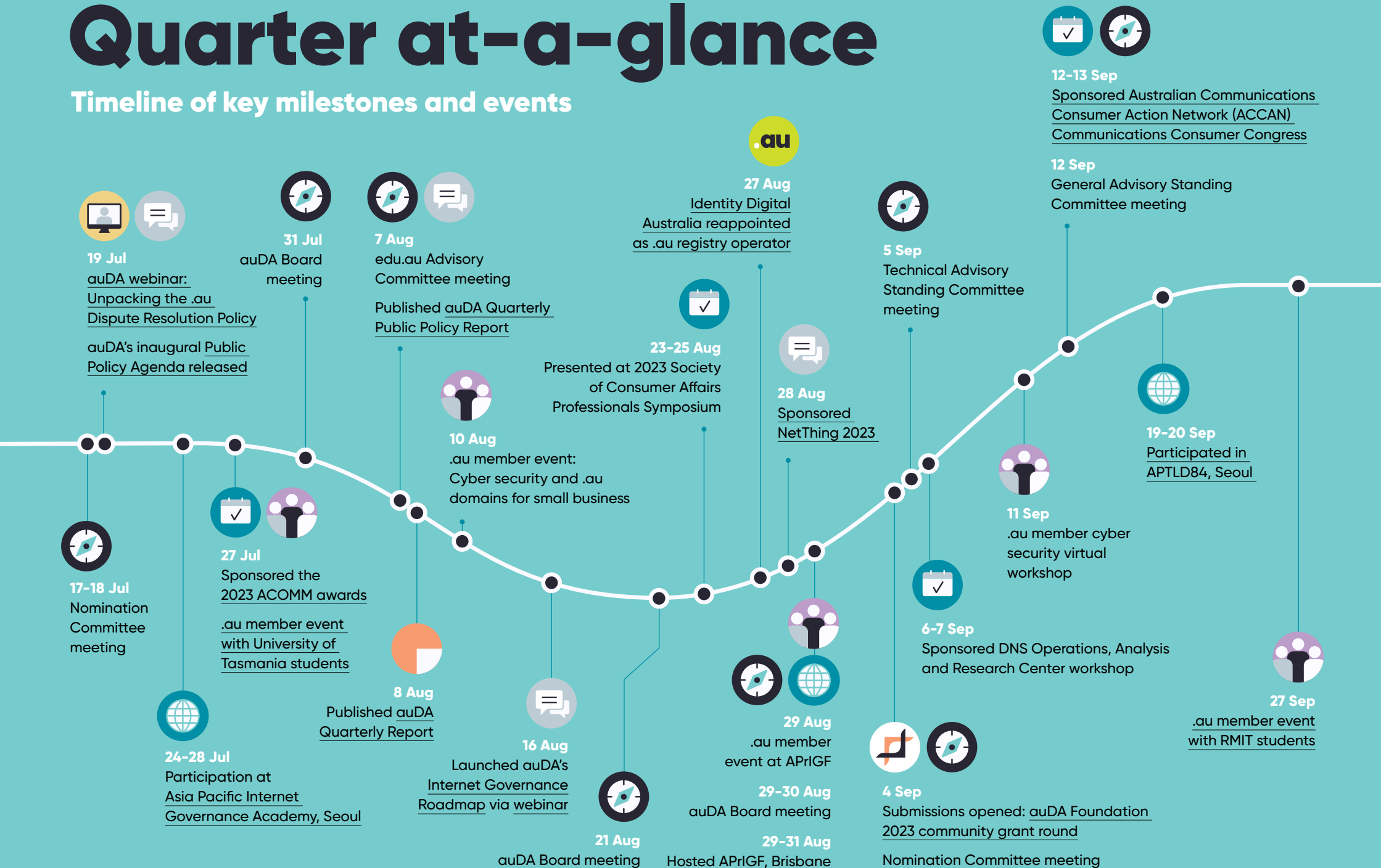
auDA CEO Rosemary Sinclair AM at the APriGF



.au member event with RMIT University students

# Quarter at-a-glance

## Timeline of key milestones and events





# .au by numbers

## Overview of key Q1 operational metrics

Variations are year-on-year



### REGISTRATIONS

Domains under management, Sep 2023

**4,260,489** +6%

New domain names created in Q1

**156,719\*** -70%



### MEMBERS

.au members, Sep 2023

**4,488** +40%

New members in Q1

**191**



### SECURITY

All registrars have completed an annual baseline security audit

**24**

Registrars with ISO 27001 certification or equivalent

**6**

Registrars with ISO 27001 progress plan in place

**3**

Registrars with transitional arrangements\*



### ENGAGEMENTS

**3**

Registrar briefings



**1**

.au member virtual workshop



**4**

.au member events



**2**

auDA webinars



### COMPLIANCE

Enquiries

**801**

-73%

Complaints

**250**

-56%

Audits

**2,838**

+43%

Enforcement body requests

**9**

+80%

auDRP disputes

**17**

+13%



### DNS AND REGISTRY SERVICES

.au DNS queries per second in Q1

**78,148\*** +113%

DNS availability

**100%\*\***

WHOIS availability

**99.98%**

Registry database availability

**99.98%**

DNS abuse audits

**430** +113%

\* The close of the .au direct Priority Allocation Period on 20 September 2022 drove a spike in new .au domain names created in September 2022.

\* Registrars transitioning away from offering registrar services. \* Increase in DNS queries traffic is due to logging improvements at some DNS nameservers.

\*\* There was a 47 minute outage in the DNSSEC signing system on 18 September that impacted internet users whose Internet Service Providers (ISPs) use a Domain Name System (DNS) resolver with DNSSEC validation.

# .au scorecard

## Overview of strategic objectives and key results

| Objective                                                                      | Key Result by 30 June 2024                                                                                | Status   |
|--------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|----------|
| <b>Trust</b>                                                                   |                                                                                                           |          |
| Drive down DNS abuse                                                           | .au domain names with an instance of DNS abuse down to 0.02 per cent                                      | <b>G</b> |
| Drive up the integrity of the .au domain                                       | 98 per cent of new .au registrations and 92 per cent of .au renewals have a validated Australian presence | <b>G</b> |
| Lead world's best practice ccTLD security                                      | 80 per cent of registrars have ISO 27001 certification or equivalent                                      | <b>G</b> |
| <b>Innovation</b>                                                              |                                                                                                           |          |
| Improve the utility of the .au by providing greater choice of .au domain names | .au direct names account for 18 per cent of total .au domain names                                        | <b>G</b> |
| Invest to enable innovation and research by others                             | \$1.3m invested in innovation initiatives                                                                 | <b>G</b> |
| <b>Multi-stakeholder engagement</b>                                            |                                                                                                           |          |
| Grow auDA's membership                                                         | 5,000 .au members                                                                                         | <b>G</b> |
| Increase auDA's influence in multi-stakeholder internet governance             | 40 key international and domestic internet governance and policy forums attended                          | <b>G</b> |

| Objective                                                                      | Key Result by 30 June 2024                                               | Status   |
|--------------------------------------------------------------------------------|--------------------------------------------------------------------------|----------|
| <b>People</b>                                                                  |                                                                          |          |
| Build an organisation regarded as an employer of choice, a great place to work | Maintain or improve culture survey result of 79                          | <b>G</b> |
| <b>Governance</b>                                                              |                                                                          |          |
| Strive for excellence in our reporting                                         | Pre-assurance review of 2022-23 Annual Report conducted by external body | <b>G</b> |

On track **G**

Being managed within tolerance **A**

Outside tolerance **R**

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