

5.00pm AEDT, 10 November 2020

Annual General Meeting



During the meeting,
questions may be submitted to
companysecretary@auda.org.au

.au Domain
Administration Ltd



Directors



James
Atkins



Kate
Cornick



Sandra
Davey



Peter
Elford



Tania
Fryer



Angelo
Giuffrida



Matthew
Healy



Alice
McCleary

Agenda

1. Welcome
2. Reports from the Chair and CEO
3. Reports – financial, Directors' and auditor's
4. General business

2

Reports from the Chair and CEO

Governance

New Board & CEO appointed



Board appointed:
15 Nov 2019

CEO commenced:
1 Mar 2020

Governance

2018 review completed

“I would like to express the Government's appreciation for auDA's efforts in so **substantially overhauling its governance** within the time allotted, which I know posed many challenges for the company. I look forward to auDA continuing to provide a stable and secure .au domain space, which in light of current events is **more important to Australia's prosperity than ever.**”

Hon. Paul Fletcher MP



Governance

Transition date extended



**12,500
Associate Members**

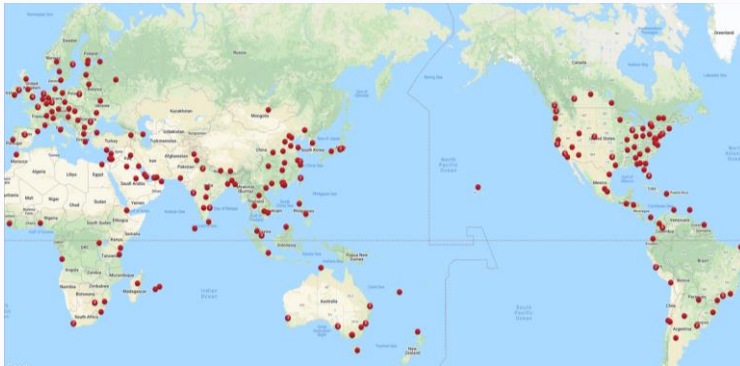
or

27 September 2022

Terms of Endorsement

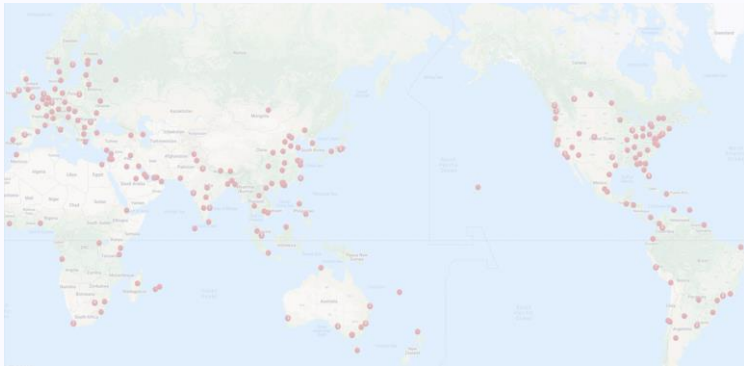
- Ensure stable, secure and reliable operation of the .au domain space
- Respond quickly to matters that compromise DNS security
- Promote principles of competition, fair trading, and consumer protection
- Operate as a fully self-funding and not-for-profit organisation
- Actively participate in national and international technical and policy namespace fora
 - to ensure that Australia's interests are represented, and
 - to identify trends and developments relevant to the administration of the .au namespace
- Establish appropriate dispute resolution mechanisms

Security



Globally distributed network of .au DNS nameservers.

Security

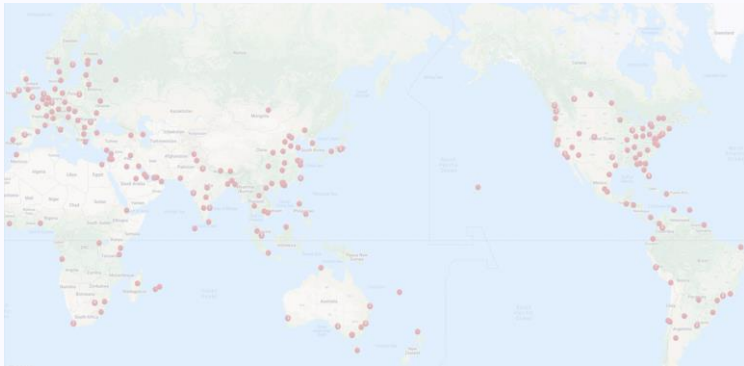


Globally distributed network of .au DNS nameservers.



Achieved ISO 27001 certification.

Security



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Red team penetration and automated vulnerability testing.

Policy



New licensing framework

- Licensing rules
- Registrar agreement
- Registrar rules

Policy



New licensing framework

- Licensing rules
- Registrar agreement
- Registrar rules



Consultation

- 1,410 survey responses
- 200 webinar/forum participants
- 7,000 website views

Policy



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Direct registration

- Licensing framework paves the way
- Progress once framework embedded

Complaints and dispute resolution

4458 Complaints



52 Law enforcement requests



3426 Enquiries



● Advised ● Denied ● Upheld ● Adjourned

Complaints and dispute resolution

“
The entire
process took
way too long...
”

“
I am very grateful
for the service your
team member provided,
from the first reassuring
telephone interaction to
the successful outcome.
Many thanks.
”

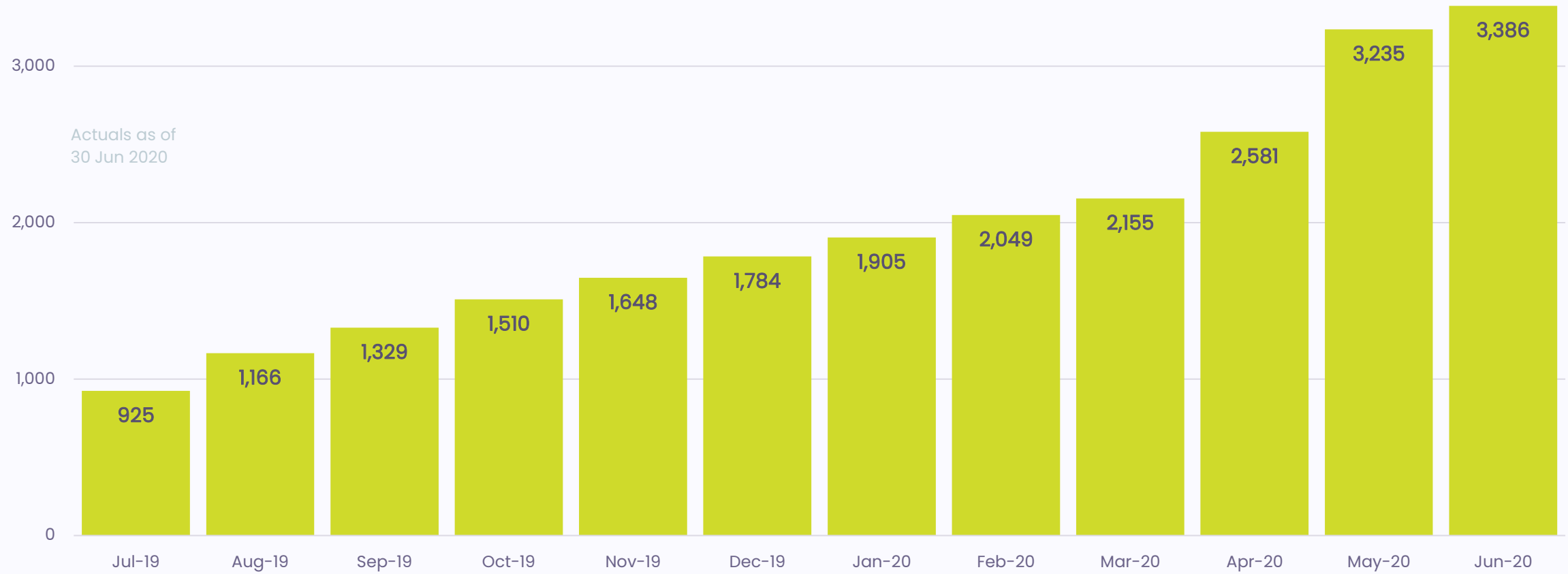
“
Way beyond
expectations in terms
of both response time
and detailed quality
response
”

“
Excellent
support
”

“
I just want to say a massive
thanks...[the] genuine interest
in helping me understand the
domain transfer process was
exceptional. I finished the call
feeling empowered, and that I
had the information I needed.
Thank you so much. Really
grateful.
”

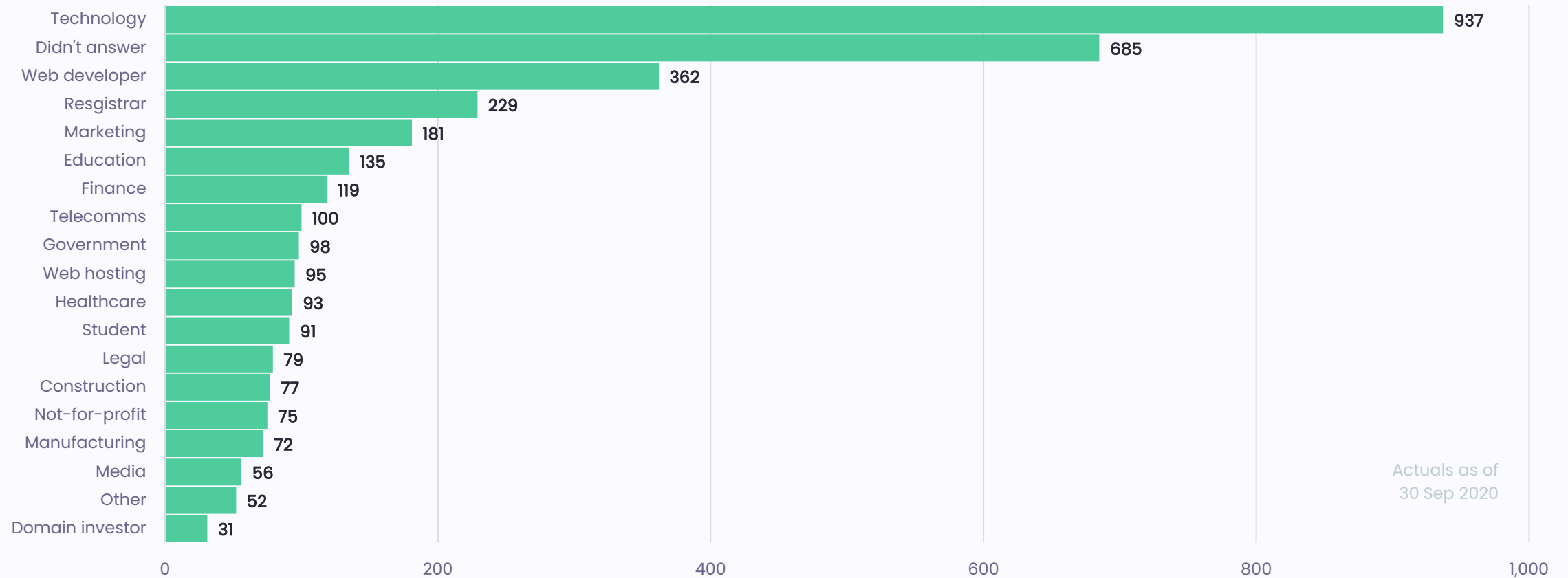
Associate membership

Growth



Associate membership

By industry



Associate membership

Member satisfaction

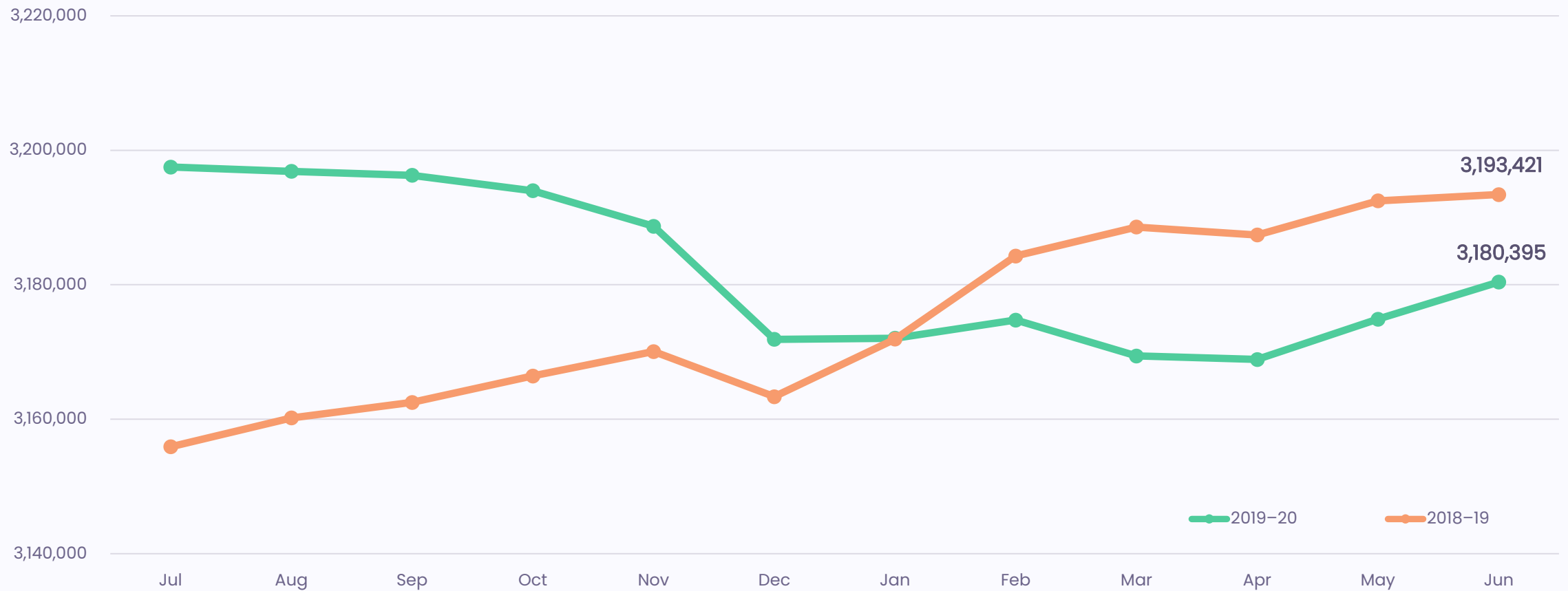


3.7

Oct 2020

Domain name registration

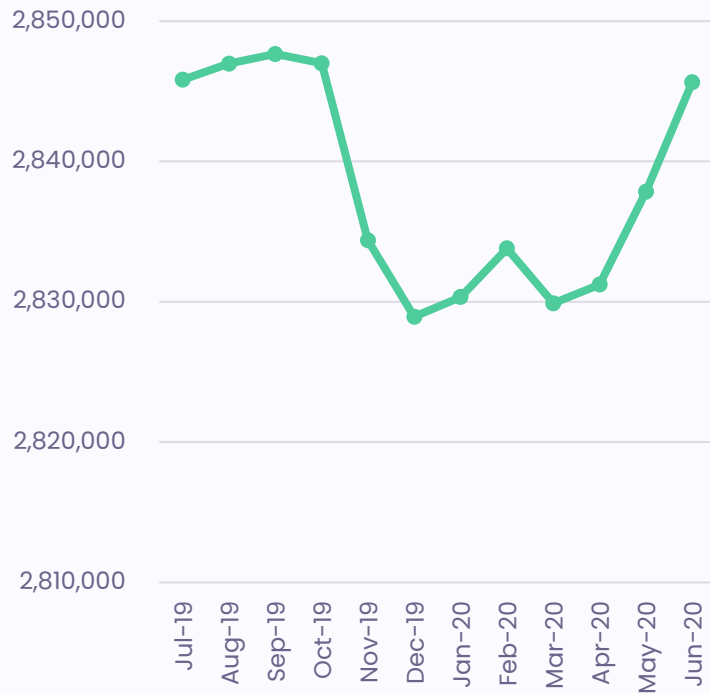
Total domains under management



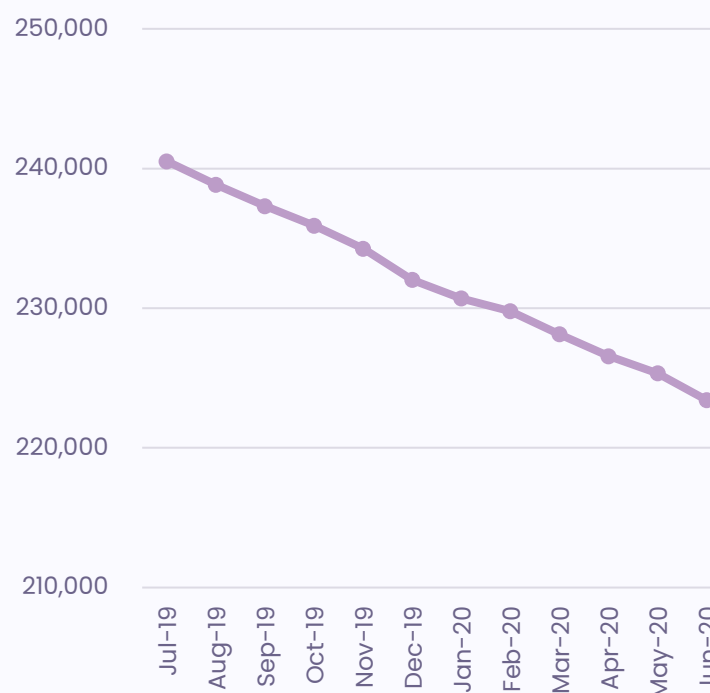
Domain name registration

Namespaces

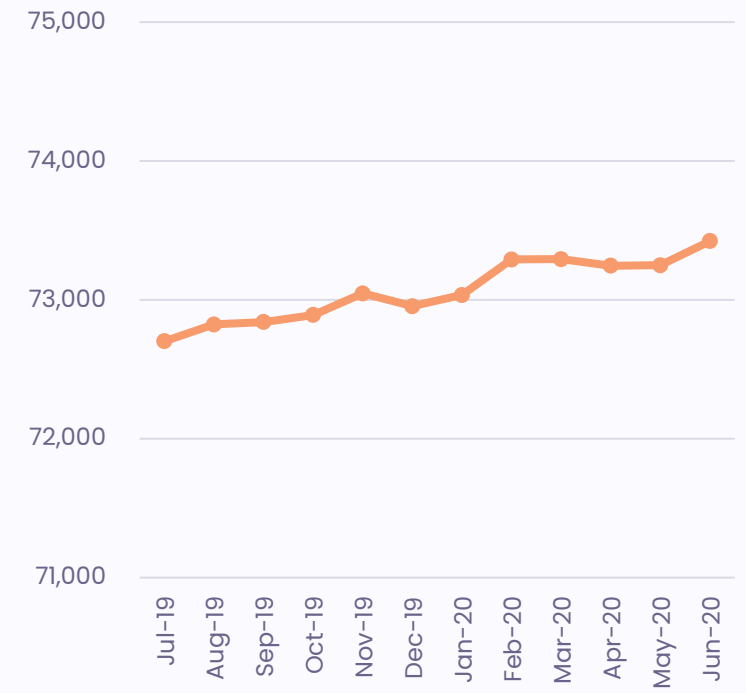
com.au



net.au

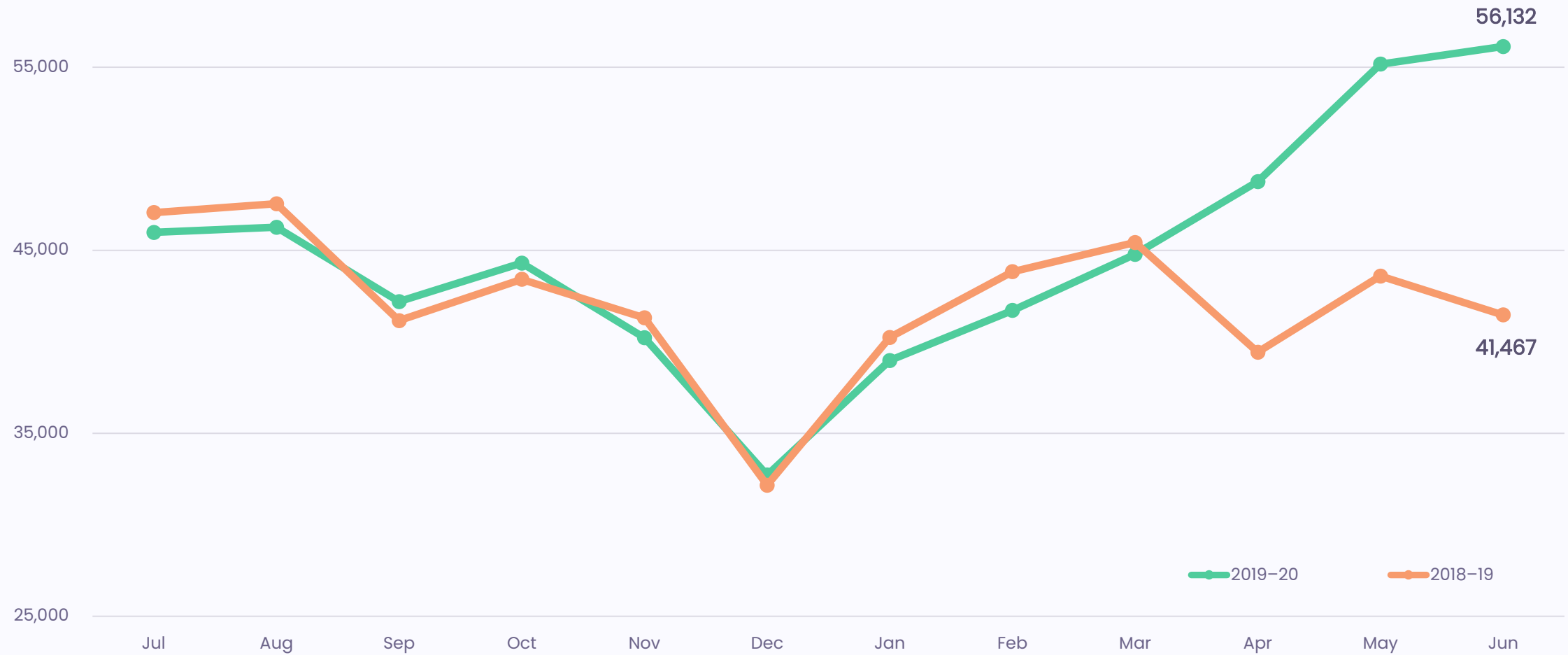


org.au



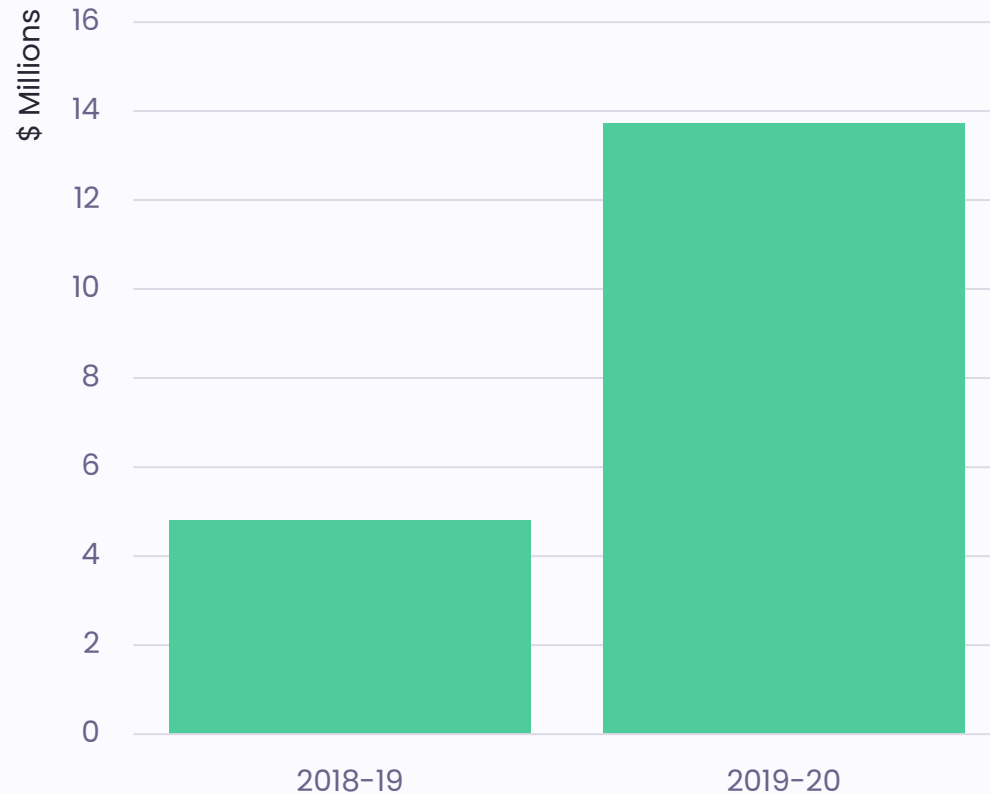
Domain name registration

New domains created

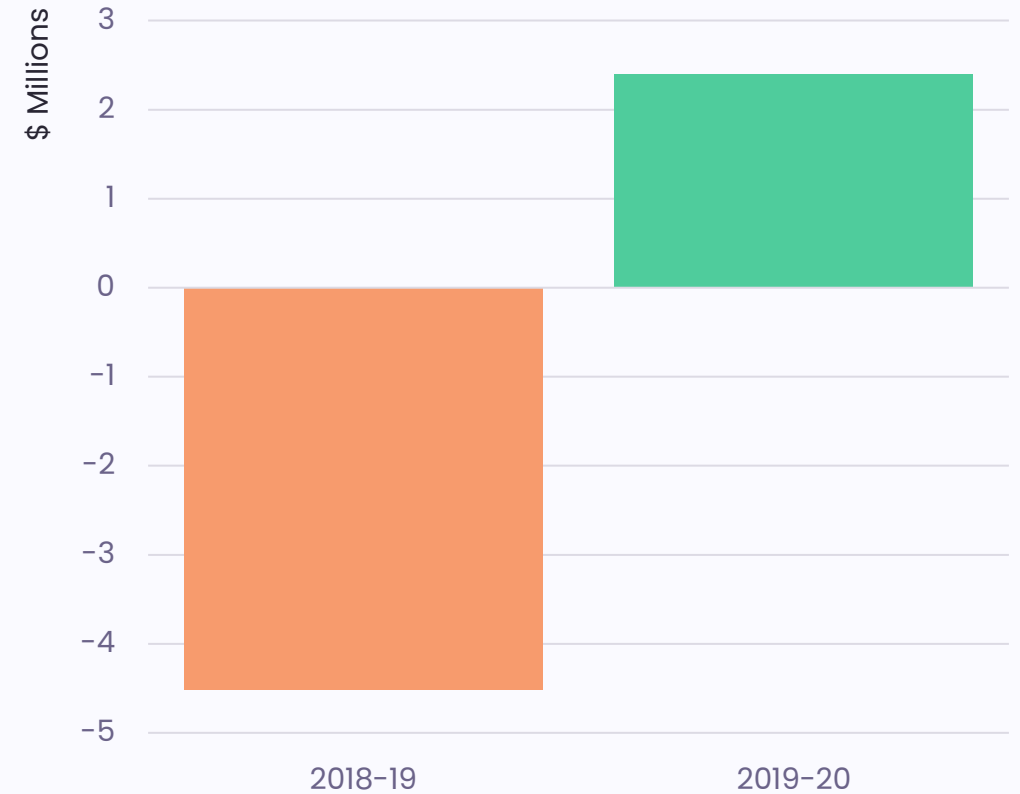


Financial performance

Revenue



Total comprehensive income



Commencing 2018-19, auDA adopted a changed accounting methodology recognising domain name revenue over the term of the domain (up to five years), rather than at the point cash is received. A normalisation of revenue recognised will occur over the next few years.

Ballot results

24

Candidate	For	% Favourable	Total valid available votes
Jacqueline Korhonen	252	74%	340
Clare Petre	142	49%	291
Jennifer Wilson	171	56%	307

Ballot results

Elected Director

25



**Jackie
Korhonen**

3

Reports

Financial, Directors' and auditor's

Questions:

companysecretary@auda.org.au

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General business

Questions:

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