Q1 2022

Quarterly Report

.auDA

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, present and emerging, 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

The first quarter of 2022 has been historic for the .au domain, with the much-anticipated introduction of .au direct on 24 March.

Updated on 6 July 2022 to clarify .au direct percentage breakdowns. *New names are those without a match in an existing namespace such as com.au.

The launch of the shorter, simpler and uniquely Australian namespace followed several years of community consultation and collaboration with the Australian domain name industry. We were delighted to see Australians welcome **.au direct** with enthusiasm! In total, 35,000 .au direct domain names were registered in the first 24 hours, and almost 80,000 by 31 March.

Of the new .au direct names added to the .au registry in March*, approximately 9 percent were registered by not-for-profit organisations, 13 percent by individuals and 78 percent by businesses. It is wonderful that .au direct is creating new opportunities for a wider range of Australians. Thanks to Australians' strong support for .au direct, the .au registry now holds over 3.5 million domain names for the first time, further signalling strong trust and confidence in .au.

In addition to innovation in .au, we also facilitated innovation in the community through the auDA Foundation. In Q1, the Foundation awarded 15 grants for education and research initiatives that will deliver tangible benefits to Australians through the Internet. You can hear directly from grant recipients about their valuable projects in this video. As part of our continuing committment to innovation, we will open applications for the 2022 Grants Program later in the year.

Administering a trusted .au is fundamental to auDA's purpose. Security and compliance are critical to maintaining this trust. In Q1, we completed our second **annual ISO 27001 surveillance audit**, meeting our information security requirements. We also continued to work with auDA accredited registrars on security and validation standards. Almost all registrars are now

Awareness campaign for the new **.au direct** namespace

ISO 27001 certified or have a progress plan in place. They also have documented validation plans to support compliance with .au rules.

Engagement with our multi-stakeholder community is the bedrock of Internet governance and critical to our purpose. This quarter, we delivered a **refreshed member program** offering more benefits, events and opportunities to have a say on .au. The program aims to diversify our membership base to better reflect the Australian community we serve. Over the quarter we welcomed almost 350 new members. We also began outreach to our existing members, inviting them to opt-in to our new membership model. Thank you to the more than 1,200 members who have already opted-in. We hope all our existing members choose to continue on as a .au member. If you are yet to transition, I encourage you to visit our website for more information.

Connecting with fellow **top level domain (TLD) managers** is another way we further our work in .au. In the quarter, we held meetings with Australian (including .cc, .nf, .cx, .sydney, .melbourne) and selected international TLD managers. The meetings enabled discussion of key issues affecting the domain name sector, such as regulatory initiatives and geopolitical developments. We also participated in the 81st meeting of the Asia Pacific Top Level Domain Association (**APTLD 81**) and the 73rd meeting of the Internet Corporation for Assigned Names and Numbers (**ICANN 73**). You can read our insights on ICANN73 on our blog.

The **General, Technical and edu.au Advisory Committees** also met in Q1 to develop workplans for 2022. The Advisory Committees provide expert advice to the Board. For the General and Technical Advisory Committees, these were the first meetings with new membership, announced in December 2021.

Good governance is one of auDA's core strategic capabilities. This quarter, the **auDA Board** continued to provide support, oversight and approvals on key matters such as preparations for .au direct. The Board also approved the reappointment of the Licence Review Panel (LRP) members and the auDA Chair, Alan Cameron AO. We are delighted to have the LRP members continue with us for another year, and have Alan provide his significant leadership and expertise to auDA for another three years.

Finally, we present a refreshed approach to our **quarterly reporting**. This new format reflects our 2021-25 Strategy, new Terms of Endorsement and our shift toward Integrated Reporting. I hope you enjoy the format, which highlights key operational and strategic metrics.

Thank you to those who lent their time and support to auDA in ways big and small during Q1. I look forward to our continued engagement in Q2.

Quarter at-a-glance

Timeline of key milestones and events

24 Mar
auDA launches new .au namespace, **.au direct**

25 Jan
New **.au membership model** launched

9 Feb
Q4 2022 report released

15 Feb
auDA CEO presents to Victorian Chamber of Commerce and Industry on .au direct

7–10 Mar
auDA attended **ICANN73**

8 Mar
First Technical Advisory Standing Committee meeting of 2022

1 Feb
auDA Foundation announces 15 recipients of its 2021 Grants Program

7 Feb
.au direct national campaign launched

16 Feb
First Board meeting of 2022, auDA Chair and Licence Review Panel members reappointed

3 Mar
auDA community webinar on the latest updates on .au direct

26 Mar
.au members pass **4,500**

3 Feb
.au member webinar on the new member program

14 Feb
First edu.au Advisory Committee meeting of 2022

24 Feb
auDA hosted a meeting of Australian TLD managers

COO Bruce Tonkin presented at **APTLD81**

5 Mar
36 years of the .au domain

9 Mar
.au member webinar on cyber-fitness for small business

14 Mar
auDA hosted a meeting of select ccTLDs

29 Mar
.au registrations pass **3.5 million**

First General Advisory Standing Committee meeting of 2022

.au by numbers

Overview of key Q1 operational metrics

Variations are year-on-year

REGISTRATIONS

Domains under management, Mar 2022

3,505,657 +6%

New domain names created in Q1

217,123 +41%

MEMBERS

Associate Members, Mar 2022

4,556 +17%

New Members in Q1

349

ENGAGEMENTS

5
Registrar briefings

2
.au Member webinars

1
Community webinar

SECURITY

ISO 27001

auDA passed its second surveillance audit in Q1

20	12
Registrars with ISO 27001 certification	**Registrars with ISO 27001 progress plan in place**

COMPLIANCE

Enquiries	Complaints	Audits	Enforcement body requests	auDRP disputes
1,312	**363**	**899**	**15**	**4**
–7%	–36%	0%	–21%	–69%

DNS AND REGISTRY SERVICES

.au DNS queries per second in Q1

29,100 –29%

DNS availability

99.91%* –0.09%

WHOIS availability

100% 0%

Registry database availability

100% 0%

✱ A DNSSEC digital signature error occurred on 22 March. We are aware that end users using one public DNS resolver were impacted. More information is available on our website.

.au scorecard

Objective	Key Result	Status
Trust		
Drive down DNS abuse	DNS abuse in .au is less than 0.04 percent of all registered names by June 2022	🟩
Drive up the integrity of the .au domain	95 percent of .au registrants have a validated Australian presence by June 2023	🟩
Lead world's best practice ccTLD security	Maintain ISO 27001 certification	🟩
Innovation		
Improve the utility of the .au by providing greater choice of .au domain names	Launch .au direct namespace in March 2022	🟩
Produce leading insights from our data and community research	Deliver 2022 Digital Lives of Australians research report	🟩
Invest to enable innovation and research by others	auDA Foundation Grants Program invests $600,000 in community projects by June 2022	🟩
Multi-stakeholder engagement		
Grow and diversify auDA's membership	3,000 new members by June 2022	🟨
Increase auDA's influence in multi-stakeholder Internet governance	Majority of participants identify auDA's multi-stakeholder processes as inclusive (establish baseline by April 2023)	🟩

Objective	Key Result	Status
People		
Build an organisation regarded as an Employer of Choice	Improve auDA's culture values against independent global ranking assessment (2021 survey results act as baseline)	🟩
Strengthen the trust and confidence our stakeholders have in us	Establish effective working relationships with Advisory Committees (establish baseline by Q4 2022)	🟩
Governance		
Strengthen transparency and accountability	ASX Corporate Governance Principles reported publicly by auDA annually with all relevant Principles addressed satisfactorily (initial baseline 2020-21 Annual Report)	🟩
Strive for excellence in our reporting	Increase elements of Integrated Reporting in auDA's 2021-22 Annual Report.	🟩

🟩 On track
🟨 Being managed within tolerance
🟧 Outside tolerance