.auDA

Q2 Report

2024-25

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.

Contents

From the CEO

Dr Bruce Tonkin
auDA Chief Executive Officer

I'm pleased to present auDA's Q2 2024–25 Report, the first published since I stepped into the position of CEO on 1 January 2025.

Before reporting on the quarter, I want to acknowledge Rosemary Sinclair AM, who led auDA from 2020 through to December 2024. In my previous role as auDA's Chief Operating Officer, I worked alongside Rosemary whose leadership supported the delivery of an ambitious program of work and embedded constructive stakeholder relationships. I thank Rosemary and look forward to continuing to build on the great work she and the auDA team achieved together in those five years.

Secure .au

Our role at auDA is to ensure the .au is secure and reliable for all users. In the period, the .au DNS achieved our target of 100% availability, supporting access to .au websites and email addresses.

auDA participated in two cyber security exercises in the quarter. auDA Executives, senior leaders and Board Directors participated in the first, and staff from auDA and the .au registry operator Identity Digital participated in the second. These sessions simulated crisis situations to strengthen our response capabilities and cross-team collaboration, and to support the security and reliability of .au.

While not related to the DNS or .au critical infrastructure, in the quarter we identified a software error related to a tool on the WHOIS page of the auDA website. The error meant it was possible to view additional registrant information. auDA takes data privacy seriously and we apologise for the error. We quickly took steps to resolve the issue and contact all who may have been affected.

The APIGA Australia class of 2024

.au Licensing Rules

The .au Licensing Rules help us make .au a trusted domain for internet users. auDA has mechanisms to review and take action against .au domain names that don't comply with the rules. This includes a proactive program of audits and a complaints process where members of the public can raise concerns about .au domain names they think may not comply. In Q2, we saw a 118 per cent increase in complaints year-on-year. Of the 423 complaints received, almost half related to potential unauthorised use of another business' legal information. In nine out of 10 cases, auDA upheld the complaint and suspended the domain name. Addressing this type of misuse is a continued area of focus for auDA and one of the priorities in our 2024–25 Compliance Plan.

auDA also began preparations for a substantive review of the Licensing Rules, which will commence in 2025, led by an independent Policy Advisory Panel. At our annual Registrar Summit in October we presented on the review and sought feedback from registrars on their experience with the Licensing Rules. We will share more, including opportunities for public participation, in coming months.

Multi-stakeholder engagement

Regular engagement with a diverse range of stakeholders is important to how auDA carries out its work. In the quarter, auDA's Membership Team hosted and supported a range of events for .au members, including the Canberra Women in Business Awards, Women in Digital Awards, Women in Innovation SA Awards and the University of Queensland student innovation showcase.

During the period, auDA representatives attended ICANN81, the 2024 United Nations Internet Governance Forum (IGF) and Council of European National Top-Level Domain Registries (CENTR) Jamboree. Our participation supports work to strengthen the multi-stakeholder model of internet governance through sharing information on policy issues amongst the various bodies that conduct internet governance and sharing best practices with fellow domain name operators.

At home, auDA supported the annual Australian Internet Governance Forum (auIGF), with on the day participation in key discussions, representation on the Multi-Stakeholder Steering Committee and secretariat support. We also held the first Australian Asia Pacific Internet Governance Academy (APIGA Australia). APIGA Australia brought together young people from across Australia to learn about the DNS and internet governance. We were pleased to see participants deeply engaged and eager to learn about internet governance.

Corporate governance

Key governance activities for auDA in the quarter included auDA's 2024 AGM, Board Director changes and the reappointment of Alan Cameron AO for a further term as Chair of the auDA Board. At the close of our AGM, new Directors Claire Rogers (Elected by .au members), Brett Fenton (Appointed) and Tina Wyer (Appointed) commenced their terms. All Director candidates were recommended to the Board by the Nomination Committee. Welcome to Claire, Brett and Tina and thank you to the Nomination Committee. Thanks also to outgoing Directors Angelo Giuffrida and Alice McCleary whose terms ended following the AGM.
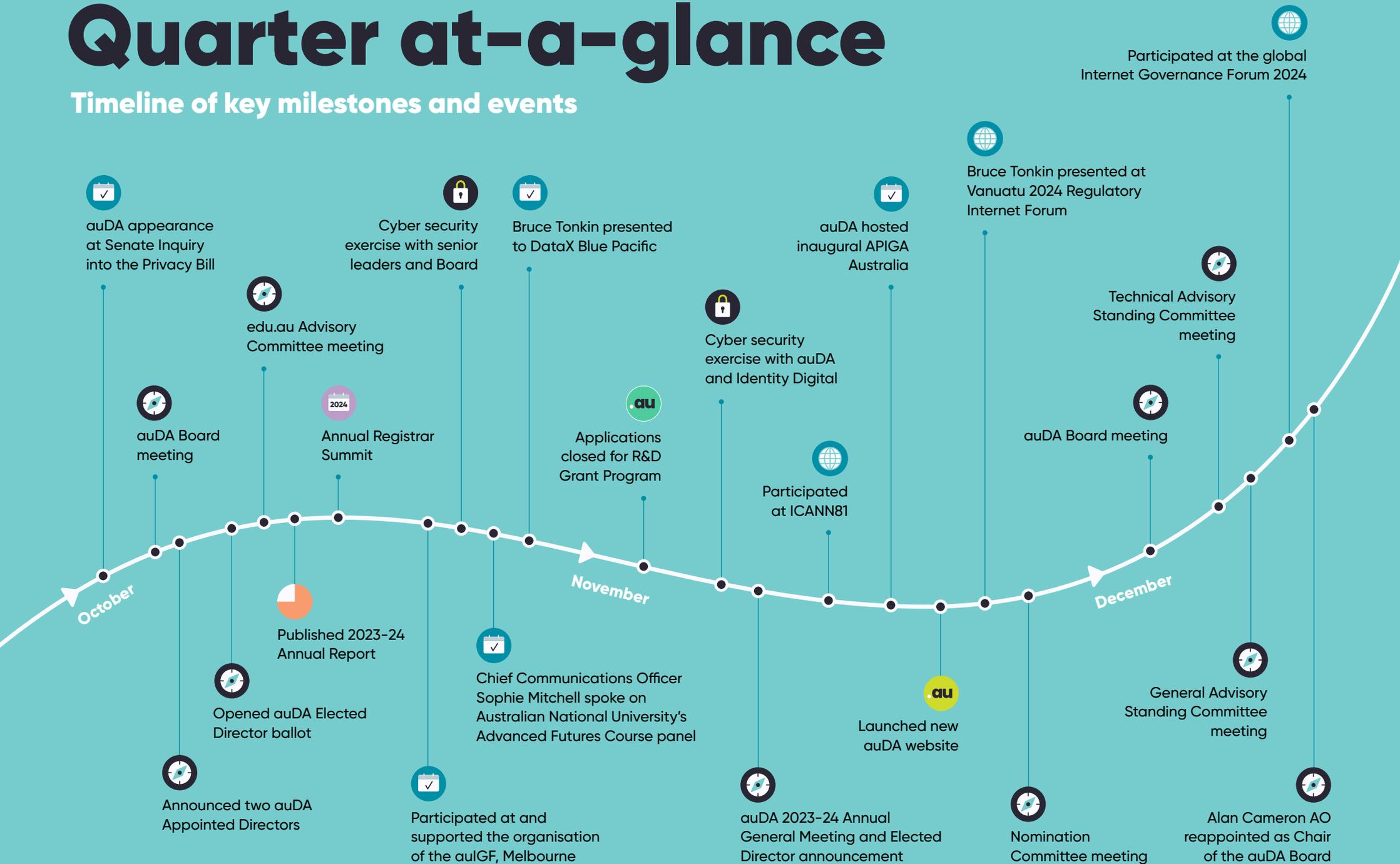
Looking to 2025, auDA will commence our Licensing Rules review, continue our engagement with the multi-stakeholder community, seek feedback on our draft 2026-30 Strategy, and connect with our 5,000+ members around Australia. I look forward to leading auDA as we continue to deliver a trusted, secure and reliable .au for all Australians.

auDA farewells Rosemary Sinclair AM

Quarter at-a-glance

Timeline of key milestones and events

October

auDA appearance at Senate Inquiry into the Privacy Bill

auDA Board meeting

edu.au Advisory Committee meeting

Opened auDA Elected Director ballot

Announced two auDA Appointed Directors

Published 2023-24 Annual Report

Annual Registrar Summit

Cyber security exercise with senior leaders and Board

Bruce Tonkin presented to DataX Blue Pacific

Participated at and supported the organisation of the auIGF, Melbourne

November

Chief Communications Officer Sophie Mitchell spoke on Australian National University's Advanced Futures Course panel

Applications closed for R&D Grant Program

Cyber security exercise with auDA and Identity Digital

Participated at ICANN81

auDA hosted inaugural APIGA Australia

Launched new auDA website

auDA 2023-24 Annual General Meeting and Elected Director announcement

December

Bruce Tonkin presented at Vanuatu 2024 Regulatory Internet Forum

auDA Board meeting

Technical Advisory Standing Committee meeting

Participated at the global Internet Governance Forum 2024

Nomination Committee meeting

General Advisory Standing Committee meeting

Alan Cameron AO reappointed as Chair of the auDA Board

.au by numbers

Overview of core function metrics

Variations are year-on-year

REGISTRATIONS

4,230,926 +0.2%
Domains under management, Dec 2024

143,227 -0.8%
New domain names created in Q2

DNS AND REGISTRY SERVICES

100%
DNS availability

100%
WHOIS availability
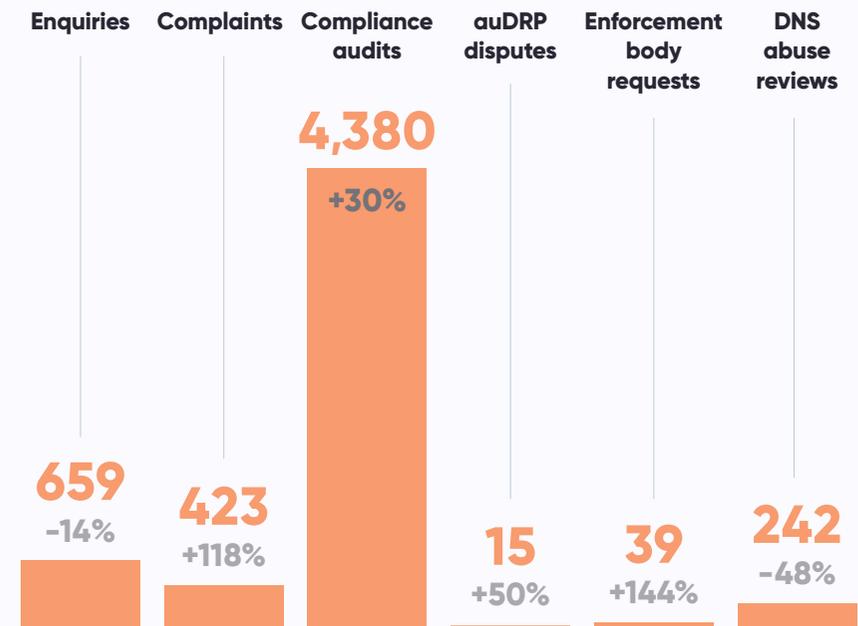
100%
Registry database availability

73,200 -29%
Average .au DNS queries per second in Q2

COMPLIANCE

Enquiries	Complaints	Compliance audits	auDRP disputes	Enforcement body requests	DNS abuse reviews
659 -14%	**423** +118%	**4,380** +30%	**15** +50%	**39** +144%	**242** -48%

ENGAGEMENTS

2
Registrar briefings

8
.au member events, workshops and sponsorships

2
auDA webinars

SECURITY

auDA completes an annual Baseline Security Audit program with registrars

30 | **1**

Registrars with ISO 27001 certification or equivalent
Registrar with ISO 27001 progress plan in place

MEMBERS

5,393 +14%
.au members, Dec 2024

168
New members in Q2

.au scorecard

Overview of strategic objectives and key results

Objective	Key Result by 30 June 2025	Status
Trust		
Drive down DNS abuse	.au domain names with an instance of DNS abuse down to 0.005 per cent	G
Drive up the integrity of the .au domain	99 per cent of new .au registrations and 92 per cent of .au renewals have a validated Australian presence	G
Lead world's best practice ccTLD security	100 per cent of registrars have ISO 27001 certification or equivalent	G
Innovation		
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	G
Invest to enable innovation and research by others	$2.2m invested in innovation initiatives	G
Multi-stakeholder engagement		
Grow auDA's membership	6,000 .au members	G
Increase auDA's influence in multi-stakeholder internet governance	Actively participate at 40 key international and domestic internet governance and policy forums	G

Objective	Key Result by 30 June 2025	Status
People		
Build an organisation regarded as a great place to work	Maintain or improve culture survey result	G
Governance		
Strive for excellence in our reporting	Assurance of 2024–25 Annual Report conducted by external body	G

On track	G
Being managed within tolerance	A
Outside tolerance	R