rauDA Quarterly Report Q2 2024-25

**October, November, December**

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

**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.

**.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](https://www.auda.org.au/news-insights/blog/icann-81-readout/), 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)](https://www.auda.org.au/news-insights/blog/australias-igf-connecting-local-to-global/), 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)](https://www.auda.org.au/news-insights/blog/developing-the-next-generation-of-internet-leaders-apiga-australia-2024/). 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.

**Dr Bruce Tonkin, auDA CEO**

Quarter at a glance

**Timeline of key milestones and events**

**October**

* edu.au Advisory Committee meeting
* Annual Registrar Summit
* Announced two auDA Appointed Directors
* Opened auDA Elected Director ballot
* Published [2023-24 Annual Report](https://www.auda.org.au/about-auda/corporate-reporting/annual-reports/)
* auDA Board meeting
* auDA appearance at Senate Inquiry into the Privacy Bill
* Chief Communications Officer Sophie Mitchell spoke on Australian National University’s Advanced Futures Course panel
* Participated at and supported the organisation of the [auIGF, Melbourne](https://www.auda.org.au/news-insights/blog/australias-igf-connecting-local-to-global/)
* Cyber security exercise with senior leaders and Board
* Bruce Tonkin presented to DataX Blue Pacific

**November**

* Applications closed for R&D Grant Program
* auDA 2023-24 Annual General Meeting and Elected Director announcement
* auDA hosted inaugural [APIGA Australia](https://www.auda.org.au/news-insights/blog/developing-the-next-generation-of-internet-leaders-apiga-australia-2024/)
* Launched new [auDA website](https://www.auda.org.au/news-insights/blog/building-audas-online-presence-behind-the-website-launch/)
* [Participated at ICANN81](https://www.auda.org.au/news-insights/blog/icann-81-readout/)
* Cyber security exercise with auDA and Identity Digital
* Nomination Committee meeting
* Bruce Tonkin presented at Vanuatu 2024 Regulatory Internet Forum

**December**

* General Advisory Standing Committee meeting
* Technical Advisory Standing Committee meeting
* Participated at the global Internet Governance Forum 2024
* auDA Board meeting
* Alan Cameron AO reappointed as Chair of the auDA Board

.au by numbers

**Overview of core function metrics**

Variations are year-on-year

**.au registrations**

4,230,926 domain names under management, December 2024 (up 0.2%)

143,227 new domain names created in Q2 2024-25 (down 0.8%)

**Security**

30 registrars with ISO 27001 certification or equivalent at end of Q2 2024-25

1 registrar with ISO 27001 progress plan in place at end of Q2 2024-25

auDA completes an annual Baseline Security Audit program with registrars

**DNS and registry services**

73,200 average .au DNS queries per second, down 29 per cent

100% DNS availability

100% WHOIS availability

100% registry database availability

**Compliance activity**

659 enquiries (down 14%)

423 complaints (up 118%)

15 auDRP disputes (up 50%)

4,380 compliance audits (up 30%)

39 enforcement body requests (up 144%)

242 DNS abuse reviews (down 48%)

**Members**

5,393 at 31 December 2024 (up 14%)

168 new members in Q2 2024-25

**Engagements**

Two .au registrar briefings

Eight .au member events, workshops and sponsorships

Two auDA webinars

.au scorecard

**Overview of strategic objectives and key results as at 31 December 2024**

**Trust**

Trust objective 1 is to drive down DNS abuse. The key result is to reduce .au domain names with an instance of DNS abuse down to 0.005 per cent by 30 June 2025. Status of this objective is on track.

Trust objective 2 is to drive up the integrity of the .au domain. The key result is for 99 per cent of new .au registrations and 92 per cent of .au renewals have a validated Australian presence by 30 June 2025. Status of this objective is on track.

Trust objective 3 is to lead the world’s best practice country code Top Level Domain security. The key result is for 100 per cent of registrars to have ISO 27001 certification or equivalent by 30 June 2025. Status of this objective is on track.

**Innovation**

Innovation objective 1 is to improve the utility of the .au by providing greater choice of .au domain names. The key result is to have .au direct names account for 18 per cent of total .au domain names by 30 June 2025. Status of this objective is on track.

Innovation objective 2 is to invest to enable innovation and research by others. The key result is $2.2 million invested in innovation initiatives by 30 June 2025. Status of this objective is on track.

**Multi-stakeholder engagement**

Multi-stakeholder engagement objective 1 is to grow auDA’s membership. The key result is 6,000 .au members by 30 June 2025. Status of this objective is on track.

Multi-stakeholder engagement objective 2 is to increase auDA’s influence in multi-stakeholder internet governance. The key result is to actively participate at 40 key international and domestic internet governance and policy forums by 30 June 2025. Status of this objective is on track.

**People**

People objective 1 is to build an organisation regarded as a great place to work. The key result is to maintain or improve the annual culture survey result by 30 June 2025. Status of this objective is on track.

**Governance**

Governance objective 1 is to strive for excellence in our reporting. The key result is to engage an external body to conduct an assurance readiness review of the 2024-25 Annual Report. Status of this objective is on track.