

Quarterly Report

Q3
2022

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** _____ **3**

**Quarter
at-a-glance** _____ **5**

**.au by
numbers** _____ **6**

**.au
scorecard** _____ **7**

From the CEO

Rosemary Sinclair AM
auDA Chief Executive Officer



In the third quarter of 2022, Australia's newest namespace, .au direct, established a firm position in the .au domain market. Following its launch in March 2022, community demand for the shorter, simpler domain names propelled .au direct to the second largest namespace in .au by August, behind only com.au.

While .au direct registrations have been strong from the outset, we saw a significant uptick as we approached the close of the .au direct Priority Allocation Period on 20 September. We ended the quarter with more than 550,000 .au direct domain names, accounting for almost 14 per cent of total .au domain names under management.

We are delighted by the response to this innovation in .au, with businesses, individuals, community groups and not-for-profit organisations alike, embracing the opportunities .au direct provides.

Another milestone in Q3 was the **auDA membership transition**. As set out in auDA's Constitution, a new membership model came into effect on 27 September 2022. We are thrilled that 3,170 members chose to make the transition to the new model with us.

Our members are a core part of our multi-stakeholder community, and while our membership base reduced at the transition date, we remain committed to delivering a valuable program to members and further growing and diversifying our membership in Q4 and beyond.

Our multi-stakeholder engagement extends to the international internet community. In September, an auDA delegation travelled to Kuala Lumpur to attend **ICANN75**.

It was a valuable opportunity to share our expertise on DNS abuse and internet governance, with a focus on issues relevant to country code top level domains (ccTLDs). We also gained insights on developments within the internet ecosystem from our international peers, which continue to inform our work administering .au and advocating for an open, free, secure and global internet.



The auDA team attends ICANN75



auDA COO at CEDA's 2022 State of the Nation forum

Trust in .au is underpinned by the secure, reliable operation of the .au domain name system. To this end, we continue to invest in the highest levels of security and compliance.

In Q3, we delivered more than 1,900 **compliance** audits – a significant increase of 220 per cent year-on-year – which helps us maintain registrant compliance with the .au Licensing Rules. With the increased interest in .au direct, we also experienced an increase in enquiries and complaints. Enquiries were up 250 per cent and complaints up 46 per cent year-on-year. These increases accompanied record numbers of registrations and were not unexpected. Our Compliance Team extended its hours during August and September to support registrants with timely responses to their queries. We also continued our close work with registrars and registry operator, Identity Digital Australia, on maintaining the security and resilience of .au.

In addition, we shared our **security** expertise with the community more broadly. I was pleased to speak on a webinar hosted by the Committee for Economic Development of Australia (CEDA) on cyber resilience for Australian critical infrastructure providers. Later in the quarter, auDA's Chief Operating Officer (COO), Dr Bruce Tonkin, spoke at CEDA's 2022 State of the Nation forum at Parliament House in Canberra. He joined a panel of cyber security experts discussing regional and global approaches to cyber security.

Our community focus extended to support for the launch of the **auDA Foundation 2022 Grant Round** in August. We were delighted to host an event in Sydney where we heard from the 2021 recipients about the incredible

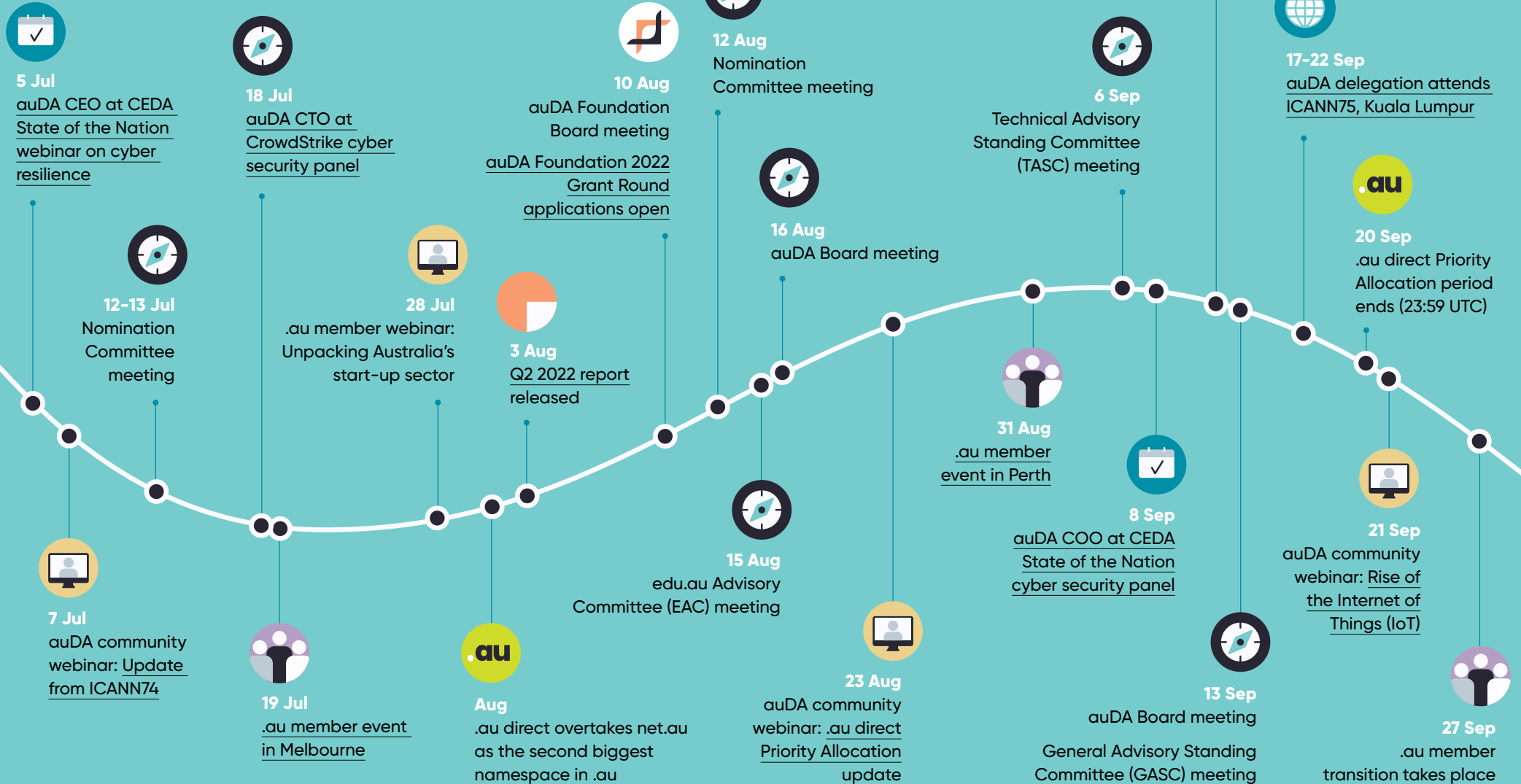
impact their projects are making. In its 2022 Grant Round, the Foundation will deliver \$600,000 in funding for education, research and community-based projects that improve how Australians benefit from the internet. We have received numerous high-quality applications and look forward to announcing the recipients in early 2023.

Lastly, in the quarter, the auDA Nomination Committee progressed the selection of candidates to fill vacancies on the **auDA Board**. The auDA Board met in September to approve five Appointed Directors and five candidates to fill three Elected Director positions, as recommended by the Nomination Committee. The Elected Director Ballot opened in October and .au members are eligible to vote. The successful Appointed and Elected Directors commence their terms from the 2022 Annual General Meeting in November.

Together with the auDA team, I approach the final quarter of 2022 with excitement. I look forward to our continued engagement with our multi-stakeholder community in support of a trusted .au for the benefit of all Australians.

Quarter at-a-glance

Timeline of key milestones and events



.au by numbers

Overview of key Q3 operational metrics

Variations are year-on-year

REGISTRATIONS

Domains under management, Sep 2022

4,001,431 +18%

New domain names created in Q3

529,748 +208%

MEMBERS

.au members, Sep 2022

3,200* -22%

New members in Q3

980

SECURITY

24

Registrars with ISO 27001 certification or equivalent

9

Registrars with ISO 27001 progress plan in place

ENGAGEMENTS

2

.au member events



1

.au member webinar



3

Community webinars



3

Registrar briefings



COMPLIANCE

Enquiries
2,978
+250%

Complaints

574
+46%

Audits
1,984
+220%

Enforcement body requests

5
-79%

auDRP disputes

15
+7%

DNS AND REGISTRY SERVICES

.au DNS queries per second in Q3

36,767
+20%

DNS availability

100%

WHOIS availability

100%

Registry database availability

100%

* .au membership transitioned to a new model on 27 September 2022, as set out in auDA's Constitution. 3,170 Associate Members opted-in to the terms and conditions of the new model and became auDA Members under the Constitution.

.au scorecard




Overview of strategic objectives and key results

Objective	Key Result	Status
Trust		
Drive down DNS abuse	.au domain names affected by DNS abuse down to 0.025 per cent	On track
Drive up the integrity of the .au domain	90 per cent of .au domain names have validated Australian presence	On track
Lead world's best practice ccTLD security	ISO 27001 adopted by registrars managing 90 per cent of .au domain names	On track
Innovation		
Improve the utility of the .au by providing greater choice of .au domain names	.au direct reaches five per cent of total .au domain names*	On track
Produce leading insights from our data and community research	\$450,000 funding for registrar impact projects	On track
Invest to enable innovation and research by others	\$600,000 funding for community impact projects	On track
Multi-stakeholder engagement		
Grow and diversify auDA's membership	Grow auDA membership 20 per cent from the number of members at transition	On track
Increase auDA's influence in multi-stakeholder internet governance	Actively engage in ICANN work streams	On track

Objective	Key Result	Status
People		
Build an organisation regarded as an Employer of Choice	Improve culture survey result by 10 points	On track
Governance		
Strive for excellence in our reporting	Fully adopt two of the eight content elements of the Integrated Report Framework for the 2022-23 Annual Report.	On track

Target: achieve Key Results by 30 June 2023

*.au direct reached 14 per cent of total .au domain names at 30 September 2022

On track 
 Being managed within tolerance 
 Outside tolerance 

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