# auDA's year of reform

Millions of Australians own domain names or visit .au websites every day to communicate and transact business. As the designated administrator of the nation's namespace, auDA has a special responsibility to ensure they do so using a Domain Name System that is reliable, stable and secure.

In 2018/19 auDA embarked on an ambitious program of transformation that included –

- introducing a new constitution, governance model and reporting framework
- transferring 3.1 million domain names to a new registry operator
- implementing a new IT platform to improve complaint handling
- launching a new membership program that has already attracted nearly 1500 members
- improving transparency with Tier 1 financial reporting standards
- overhauling systems, processes and policies to give effect to new, stricter ISO standards

**The sum of these reforms has made auDA more stable, efficient, responsive, representative, accountable and transparent.**

Today auDA publishes its annual report for 2018/19 together with a special companion performance report which transparently measures our fulfilment of recommendations made by the Department of Communications in 2018 following a review of the organisation by the Australian Government.

These recommendations spanned strategy, security, stakeholder management, transparency, accountability and board operations. All are either complete or on-track to be finished well ahead of the April 2020 deadline.

I would like to sincerely thank employees and my fellow board directors for their hard work, diligence and collegiality over the past year to transform auDA into the successful organisation that it is today.
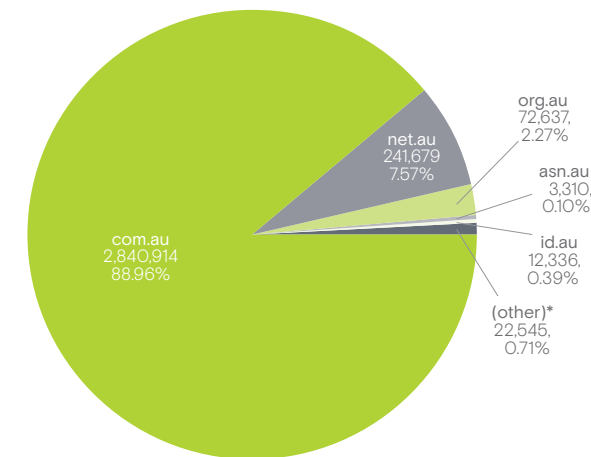
As we review the past year, my fellow directors and I look back with great satisfaction at just how much has been achieved, notwithstanding a challenging environment which has seen changing models of governance and membership, ever-present advances in technology, the development of new policies, and transitions at both board and executive level.

They join me in thanking you for the opportunity to support the critical work of this important Australian institution.

Suzanne Ewart
Executive Chair

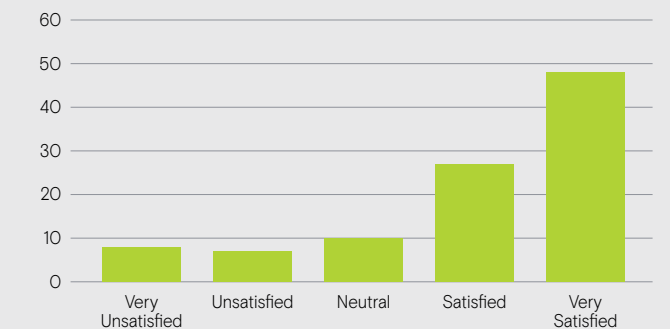## Number of domains under management on 30 June 2019



com.au 2,840,914 88.96%
net.au 241,679 7.57%
org.au 72,637, 2.27%
asn.au 3,310, 0.10%
id.au 12,336, 0.39%
(other)* 22,545, 0.71%

**3.1** million domains transferred in a single day

**1–5** year domain registrations and renewals implemented

### New platform for faster complaint handling

Satisfaction with complaint handling



*Source: auDA*

### New membership model

**1500** members to date

Member satisfaction high



*Source: auDA*

### DOCA recommendations implemented or on-track

### 121 initiatives implemented or on-track

### Overhaul of systems and processes to meet ISO standards

### Transition to new governance model and constitution

### Transition to Tier 1 financial reporting standards