ACMA Corporate plan 2016–17

Australian Government | acma

communicating | facilitating | regulating

Our purpose: Making communications and media work in Australia's public interest

Operating environment

Strategic challenges

> Facilitating new services and business models.

> Supporting community standards in communications and media.

> Fostering Australia's ongoing transition to an internet-enabled economy and society.

> Ensuring network reliability and security.

> Supporting access to new communications technologies in Australia.

Priorities

> Enabling access to spectrum and telephone numbers for mobile broadband, M2M communications and the Internet of Things.

> Pursuing opportunities to reduce regulatory burden on industry and citizens.

> Implementing Spectrum Review recommendations.

> Implementing changes in the ACMA's regulatory responsibilities arising from the ACMA review.

Performance

Key result areas	Performance priorities	Performance targets
1. The planning, allocation and use of public resources maximises their value to the Australian community.	1.1. Effective planning and allocation for the use of the radiofrequency spectrum. 1.2. Minimising unacceptable interference to radiocommunications services. 1.3. Promoting efficiency and innovation in the administration of broadcast, telecommunications and radiocommunications licensing and numbering arrangements; and promoting competition in the Australian telecommunications and broadcasting industries.	1.1. Adjustment of spectrum pricing is completed by April 2017. 1.1. Effective and efficient delivery of spectrum planning, allocation and pricing arrangements to maximise public value. 1.1. Contributions to and implementation of spectrum reform processes is efficient and meets required timeframes. 1.2. 90% of interference management activities completed within published timeframes. 1.2. Management of unacceptable interference is efficient and informed by a priority compliance program developed in consultation with industry. 1.3. 100% of spectrum and apparatus licensing allocations completed within statutory timeframes. 1.3. Administration of numbering allocation and licensing arrangements is efficient; numbering provider meets 100% of contractual milestones.
2. Consumer, citizen and audience safeguards are effective and reflect community standards; and that national safety and security interests are appropriately supported in planning and delivery of communications infrastructure services.	2.1. Fostering industry compliance with codes and other requirements to ensure effective telecommunications and broadcasting safeguards for citizens, consumers and small businesses. 2.2. Ensuring industry compliance with standards and legislative instruments including the Do Not Call Register Act and the Spam Act, to ensure effective unsolicited communications safeguards for citizens, consumers and small businesses. 2.3. Partnering with ISPs, critical infrastructure providers and others to promote a secure online environment for consumers and businesses. 2.4. In partnership with industry, working to improve the performance of Australia's emergency call service, ensuring the security and reliability of critical communications services and providing appropriate support to law enforcement, emergency services and national security organisations.	2.1. 100% of broadcasting compliance investigations completed within an average of 6 months. 2.1. 100% of telecommunications compliance investigations completed within an average of 6 months. 2.2. Do Not Call Register services are available for at least 99% of their scheduled hours. 2.2. 90% of complaints about unsolicited communications completed within 15 days. 2.3. 99% of notifications of malware infections and vulnerabilities made to Australian Internet Security Initiative partners within 24 hours. 2.3. 100% of interactive gambling complaints and investigations completed within an average of 6 months. 2.4. Facilitation of emergency call service obligations is efficient, with 100% of post-complaint investigations into compliance and other activities completed within an average of 6 months.
3. The ACMA is a resilient, agile, efficient and knowledge-based organisation; and that regulatory settings are efficient, effective and evidence-informed.	3.1. Enhancing organisational capability through development of efficient and effective corporate planning, performance reporting, risk management and governance arrangements. 3.2. Contributing to an agile and knowledge-based organisation supporting achievement of maintaining ACMA outcomes through effective workforce planning and people management. 3.3. Enhancing ICT capability, and designing efficient and effective capital investment programs. 3.4. Delivering productive and effective engagement with external ACMA stakeholders. 3.5. Enhancing the effectiveness and efficiency of regulatory design and administration settings through continuous improvement and research to ensure evidence-informed decision making.	3.1. Revision of performance reporting mechanisms to address changes to PGPA Act reporting requirements, and implementation of risk management strategy to meet timeframes for 2016 and 2017 reporting requirements. 3.2. Completion of customer experience and business process improvement programs by June 2017. 3.3. Commence migration of ICT services to support implementation of an initial phase of cloud migration by 30 June 2017. 3.4. ACMA Customer Service Centre resolves 95% of customer enquiries within 3 working days. 3.5. Publication of updated research**acma** program by August 2016. 3.5. ACMA contributes to meeting portfolio regulation reform targets.

Capabilities

2015–18 Learning and Development Strategy

Workforce affordability and agility planning to respond to changing circumstances

Agency-wide planning to deal with changing, challenging and uncertain environment

Capital investment strategy covering ICT, technical equipment and property portfolios

Evaluation

Risk

Risk management approach and strategic risks

Executive Group risk assessment

Audit Committee

Strategic Finance Committee

Integrated governance and performance improvement strategies for integrating risk management capability within the agency

Please refer to the full ACMA *Corporate plan 2016–17* for the complete set of performance targets.