

Corporate plan on a page 2024–25

For the period 2024–25 to 2027–28

Our purpose

We contribute to maximising the economic and social benefits of communications infrastructure, content and services for Australia. We do this by:

- maintaining, enforcing, and improving regulation to drive industry performance and protect consumers
- managing public resources to enable industry to deliver services to the community.

Our vision

A connected, informed and entertained Australia.

Our culture and values

Our values support a culture that is purposeful, collaborative, and curious and questioning.

Our environment

Major changes that may shape our environment over the next 4 years, include:

- The accelerated adoption and integration of 6G technology and private networks, presenting new opportunities for Australian industries amid global telecommunication advancements.
- The continuing rapid take-up of 5G technology and ongoing spectrum refarming to support deployment and drive innovation and new service developments.
- The evolution of satellite communications and its potential to transform regional and remote connectivity.
- The continual reshaping of Australians' media consumption by online platforms and our consequential exposure to mis- and disinformation.
- The explosion in AI use, including in increasingly sophisticated scams, necessitating regulatory responses to protect both consumers and businesses.
- Ongoing legislative and regulatory reforms in telecommunications and media sectors to enable us to adapt to evolving technology and societal challenges.

Our key activities

Support an efficient and reliable communications infrastructure

- Our spectrum planning, allocation and licensing activities meet the needs of the communications industry.
- Our contribution to the international spectrum framework supports the needs of the Australian communications industry.
- Our activities contribute to telecommunications infrastructure providers having confidence that they are appropriately authorised and enabled to provide communication services.

Build consumer trust in the use of communications content and services

- Our activities contribute to Australian consumers having confidence in the content and services available to them.
- Our activities enable Australian consumers to access diverse media content and services.

Our capabilities

Our skills and expertise as a regulator are fundamental to achieving our purpose. During the period covered by the plan, we will:

- Enhance our workforce capability by implementing a new enterprise agreement aimed at improving workplace flexibility and attracting key talent to support regulatory functions.
- Address current and future skills gaps in our workforce planning.
- Strengthen our regulatory capability by developing and embedding best practice across the workforce, supported by strategic training partnerships with the APS Academy and regulatory practice initiatives.
- Deliver a research program to provide strategic and regulatory analysis and support informed decision-making and effective regulation in the evolving communications and media environment.
- Build our data capability with a focus on increasing data maturity, discoverability, usability and security.
- Maintain our ICT and critical business systems for spectrum management, media diversity regulation and compliance enforcement in areas such as scams, spam and online gambling.
- Implement new cost recovery arrangements as approved by government and continue to refine cost attribution processes.