



Annual report 2024–25

Australian Communications and Media Authority
eSafety Commissioner

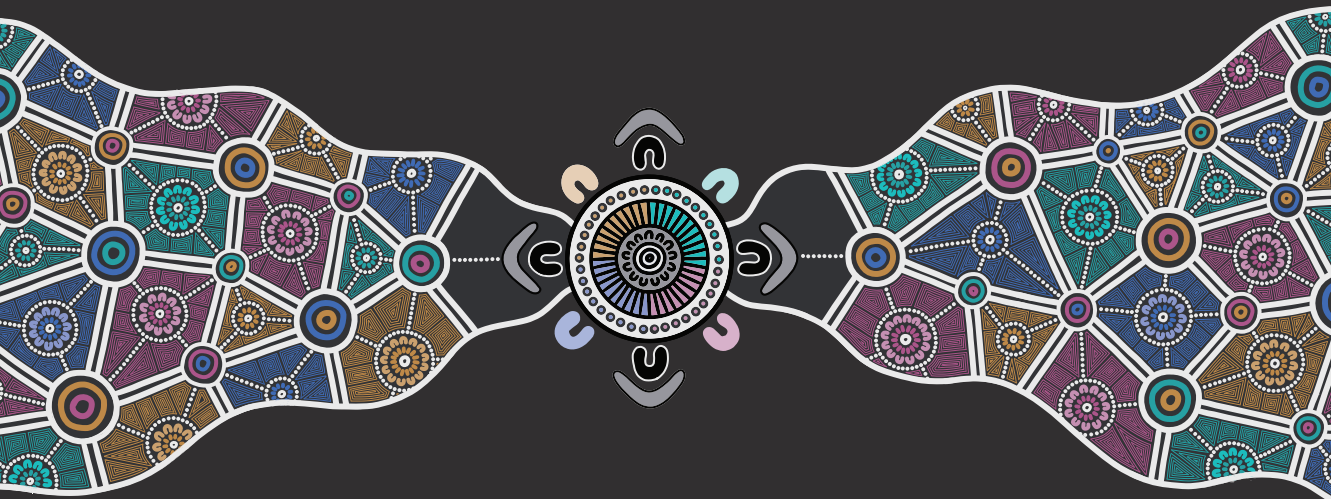
Annual report 2024–25

Part 1

Australian Communications and Media Authority
annual report 2024–25

Part 2

eSafety Commissioner annual report 2024–25



Acknowledgement of Country

The Australian Communications and Media Authority
and the eSafety Commissioner acknowledge First Nations peoples
as the Traditional Owners and Custodians of Australia.

We respect and celebrate First Nations peoples
as the original storytellers and content creators of the lands
on which we work, and honour the enduring strength and
commitment of Aboriginal and Torres Strait Islander peoples
to the land, waters and their communities. We pay our respects
to Elders past and present.

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Introduction

Australian Communications and Media Authority

The Australian Communications and Media Authority (ACMA) aims to contribute to maximising the economic and social benefits of communications infrastructure, content and services for Australia.

We do this by fostering a communications and media environment that balances the needs of industry and the Australian community through regulation, education and advice.

We maintain, enforce and improve regulation to drive industry performance and protect consumers; manage public resources to enable industry to deliver existing and new services; and understand the changing communications sector to inform decision-making.

By engaging with consumers, industry and government to shape and apply the regulatory framework in the public interest, we encourage and promote an innovative communications and media sector.

This work underpins our vision: a connected, informed and entertained Australia.

Find out more at acma.gov.au.

The eSafety Commissioner

The eSafety Commissioner (eSafety) is Australia's independent regulator for online safety. eSafety fosters online safety by exercising powers under Australian Government legislation, primarily the *Online Safety Act 2021*, to protect Australians from online harms and to promote safer, more positive online experiences.

We achieve this through regulation, national leadership and coordination, research, and educational and awareness activities that promote online safety.

eSafety promotes and coordinates online safety efforts across Australian Government departments, authorities and agencies.

The eSafety Commissioner is an independent statutory office holder. Under the Online Safety Act, the ACMA makes staff available to assist the eSafety Commissioner to perform its functions and exercise its powers to such extent as the eSafety Commissioner reasonably requires.

Find out more at [eSafety.gov.au](https://esafety.gov.au).

About this report

This report provides details of the ACMA's and eSafety's performance for 2024–25, key corporate information and responses to the mandatory reporting requirements.

As a primary mechanism of accountability to the Parliament of Australia, this report has been prepared in line with the requirements for annual reports for non-corporate Commonwealth entities under the *Public Governance, Performance and Accountability Act 2013*.

Guide to the report

Introduction outlines the joint nature of this report.

Part 1: Australian Communications and Media Authority annual report 2024–25

- Overview
- Report on performance (includes the ACMA's Annual Performance Statements and financial performance)
- Management and accountability (includes information the ACMA is required to report on in relation to eSafety)
- Appendices (includes information the ACMA is required to report on in relation to eSafety)

Part 2: eSafety Commissioner annual report 2024–25

- Overview
- Report on performance (includes eSafety's Annual Performance Statements)
- Management and accountability
- Appendices

Aids to access

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- Glossary
- List of requirements (Appendix 1.13)

Part 1:
Australian Communications and Media Authority
annual report 2024–25

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This report is available on the ACMA website at acma.gov.au/annualreport

Enquiries about this report can be directed to the Governance Manager at info@acma.gov.au or by calling 1300 850 115.

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Chair and Agency Head

The Hon Anika Wells MP
Minister for Communications
Parliament House
CANBERRA ACT 2600

Dear Minister

I am pleased to present the annual report of the Australian Communications and Media Authority (ACMA) for the year ended 30 June 2025 for presentation to Parliament.

The annual report has been developed in compliance with section 46 of the *Public Governance, Performance and Accountability Act 2013* and section 57 of the *Australian Communications and Media Authority Act 2005*.

Due to its operational independence and statutory obligations, the annual report of the eSafety Commissioner, prepared for the purpose of section 183 of the *Online Safety Act 2021*, is presented in Part 2 of the report.

Further, in accordance with section 10 of the *Public Governance, Performance and Accountability Rule 2014*, I certify that:

- (i) fraud risk assessments and fraud control plans have been prepared for the ACMA;
- (ii) appropriate mechanisms for preventing, detecting incidents of, investigating or otherwise dealing with, and recording or reporting fraud that meet the needs of the ACMA are in place; and
- (iii) all reasonable measures have been taken to deal appropriately with fraud relating to the ACMA.

Yours sincerely



Nerida O'Loughlin PSM
26 September 2025

Chair's foreword



I am pleased to present the annual report of the Australian Communications and Media Authority (ACMA) for 2024–25.

Australians continue to embrace digital technology, with the ACMA's research showing that 99% of adult Australians now rely on the internet for day-to-day activities – from business and education to social connection and entertainment.

Our research also reveals that mobile phones are the most commonly used device to access the internet (95% of Australian adults) with more than 92% of us accessing the internet through our mobile phones multiple times a day.

In a year marked by ongoing technological change and evolving consumer expectations, the ACMA achieved considerable progress in strengthening consumer safeguards,

improving industry accountability, taking effective enforcement action and enabling technological innovation.

Building consumer trust and protection in a connected world

Building on our commitment to safeguard people experiencing vulnerable circumstances, this year's implementation of the Telecommunications (Domestic, Family and Sexual Violence Consumer Protections) Industry Standard was a major outcome for the ACMA.

Made in June 2025, this new standard recognises the critical role that communications services play in both facilitating and preventing harm. It places strong enforceable obligations on telcos to provide safer, more secure and reliable services for victim-survivors of domestic, family and sexual violence. Affected customers will have access to specific measures to support them while preventing services from being misused by perpetrators.

The ACMA also introduced new rules to ensure that telco customers will be better informed during network outages. When a telco outage occurs, customers will be informed of the locations affected, the types of services impacted and an estimated timeframe for resolution. Initial rules covering major network outages commenced on 31 December 2024, with additional rules covering significant local outages coming into effect on 30 June 2025.

Changes were also made to the Emergency Call Service Determination in April 2025 to ensure Triple Zero calls are carried during outages when an alternative network is available. These changes will commence on 1 November 2025.

Together, these new rules represent a significant uplift in the telco consumer protection framework. In 2025–26, the ACMA will step up its efforts to make sure that consumers are aware of these new rules and how they can benefit from them.

The ACMA has also been integral in the fight against scammers attempting to use telco networks to defraud Australians. Industry reports that, under ACMA-administered industry codes, more than 2.6 billion scam calls and 936.7 million scam SMS have been blocked to date. Our efforts support the National Anti-Scam Centre, established in July 2023 as part of the government's Fighting Scams initiative.

The ACMA has also taken further steps in rebuilding confidence in the use of telephone numbers and brands. In 2023, the ACMA established a pilot SMS Sender ID Register to protect legitimate brands and reduce scams. A permanent SMS Sender ID Register will be established in the next reporting period.

BetStop, the National Self-Exclusion Register, continued to empower individuals seeking to take greater control of their gambling behaviour. By the end of June 2025, more than 44,000 Australians have registered to self-exclude from all licensed online and phone wagering providers.

In 2024–25, the ACMA also continued its work with television and radio broadcasters to ensure that their respective codes are up to date and articulate appropriate consumer safeguards consistent with current community expectations.

As part of this work, the ACMA registered a new community radio broadcasting code of practice which introduced stronger safeguards around news content, complaints-handling and prioritisation of First Nations voices.

Taking robust compliance and enforcement action

In 2024–25, the ACMA undertook an extensive range of enforcement actions against companies that failed to meet their regulatory obligations.

Our enforcement approach was characterised by proportionate but decisive action, with penalties reflecting the seriousness of breaches and their potential impact on consumers and public safety. Actions also reflected the powers available to us under the differing regulatory schemes within our remit.

In November 2024, Optus paid penalties totalling more than \$12 million for breaches of emergency call rules following its 2023 outage.

Telstra paid a penalty of more than \$3 million in December 2024 for also failing to comply with emergency call rules due to a technical disruption at its Triple Zero emergency call centre in March 2024.

Over the financial year, the ACMA also issued more than \$12 million in penalties for breaches of the Spam Act. The Commonwealth Bank paid a \$7.5 million penalty for sending approximately 170 million marketing messages without the required unsubscribe functionality. Tabcorp paid \$4 million for illegal direct customer marketing. Telstra also paid a \$1.6 million penalty after failing to perform required customer ID checks, leaving thousands of Australians vulnerable to SIM-swap scams and other types of mobile fraud.

We continued our responsive approach to blocking illegal offshore gambling sites, with internet service providers blocking 256 additional sites throughout the year. More than 1,200 illegal gambling sites have been blocked since the ACMA commenced this work in 2019.

Wagering provider Betchoice, trading as Unibet, paid a \$1 million penalty for failing to close the accounts of 954 of its customers who had registered with BetStop – the National Self-Exclusion Register. Tabcorp paid a \$262,000 penalty for taking online in-play sports bets, which is illegal in Australia.

In March 2025, the Federal Court of Australia imposed a \$1.5 million penalty on V Marketing in relation to proceedings the ACMA took against the company relating to telemarketing calls made to numbers on the Do Not Call Register. The case represents the largest civil penalty imposed for contraventions of the Do Not Call Register Act.

Many of these actions were reflective of the ACMA's annual compliance priorities, which we promote to provide transparency to industry of our focus for the year. To complement these annual priorities, in 2024 the ACMA also set out enduring priorities for the first time.

Supporting innovation and industry development

The ACMA's role in supporting industry innovation while ensuring appropriate regulatory oversight has been central to our work throughout 2024–25, particularly through our comprehensive spectrum management program.

The publication of our *Five-year spectrum outlook 2024–29* (FYSO) provided critical guidance to industry on spectrum allocation priorities and planning for the next 5 years.

This long-term planning is balanced with the ACMA's ability to make spectrum available as quickly as possible and ensure licensing and technical frameworks are effective and flexible with minimal compliance burden.

In September 2024, we issued regulatory advice confirming that our flexible technology-neutral spectrum licences allow new services such as satellite direct-to-mobile services to operate in Australia without the need for additional regulatory approval. As a result, Australia was among the first jurisdictions globally to authorise operation of these services.

New licensing approaches have encouraged business/enterprise level investment using 3.4–4GHz area-wide licences (AWLs). The ACMA issued 80 AWLs in the reporting period, supporting a range of use cases, including in the resources sector, the provision of public and private radiocommunications services, local councils, government agencies, airports and ports.

The ACMA also released preliminary views on the future of expiring spectrum licenses that underpin around 90% of Australia's mobile services. This included consideration of service continuity, facilitating new entrants and use cases, connectivity and investment in regional areas, impacts on competition, and capacity for investment and innovation.

This systematic approach to licence renewals and reallocations is designed to facilitate optimal use of spectrum resources in the public interest and certainty for industry about how the ACMA will manage the future allocation of this spectrum.

Corporate culture and capability

The ACMA is committed to implementing initiatives that support best practice regulatory excellence in performance, culture and capability.

Our workforce development program has focused on building the skills and knowledge needed for effective regulation in the digital age. This has included significant investment in training for our staff in data analytics, digital and emerging technologies, and cybersecurity.

Diversity and inclusion have remained key priorities, with targeted initiatives to build a workforce that reflects Australian society and brings varied perspectives to our regulatory challenges. Key initiatives included implementing the ACMA's first Reconciliation Action Plan and delivering our Health and Wellbeing Strategy, Integrity Framework, and Diversity and Inclusion Strategy.

Our workplace culture program has also emphasised psychological safety, collaborative decision-making, innovation and continuous learning, creating an environment where staff can perform at their best while adapting to rapidly changing regulatory requirements.

The ACMA developed an artificial intelligence (AI) work plan, provided training on the safe and ethical use of AI technologies and deployed generative AI technology to all staff, enabling them to engage with these tools in a safe and secure environment.

The ACMA continued to play a leadership role in international regulatory forums. This included hosting a highly successful 3-day Telecommunications and Radiocommunications Training Program in November 2024 for regulators across the Pacific and Timor-Leste. The forum supported the government's agenda for regional capacity building and promoting stronger regulatory cooperation.

The ACMA continues to strengthen its relationships with key international regulators, including across the Asia-Pacific region, as many regulatory challenges transcend national boundaries and require coordinated responses.

I thank my Authority colleagues and ACMA staff for their dedication and achievements throughout the reporting period. In a dynamic environment, we continue to deliver important regulatory outcomes that benefit Australia's economy and society.

A handwritten signature in black ink, appearing to read 'Nerida O'Loughlin', with a long horizontal flourish extending to the right.

Nerida O'Loughlin PSM
Chair

Our year at a glance

Investigations finalised	333
Broadcasting	22
Gambling advertising – broadcasting and online services	7
Interactive gambling	71
Telco consumer safeguards	25
Unsolicited communications	7
Anti-scams and fraud	6
Integrated Public Number Database (IPND)	1
Radiocommunications	194
Audits conducted	178
EME measurements	178
Informal warnings and advice issued	4,795
Radiocommunications	198
Radiocommunications interference investigations	158
Domestic services interference investigations	79
Broadcasting	76
Media control and diversity rules	3
BetStop – the National Self-Exclusion Register	93
Telco consumer safeguards	106
Unsolicited communications	3,904
Formal warnings and advice issued	62
Forfeiture notices – radiocommunications	14
Broadcasting	1
Interactive gambling	38
BetStop – the National Self-Exclusion Register	2
Telco consumer safeguards	7
Enforceable undertakings accepted	11
Broadcasting	1
BetStop – the National Self-Exclusion Register	3
Telco consumer safeguards	2
Anti-scams and fraud	1
Unsolicited communications	4

Infringement notices issued	79
Telco consumer safeguards	5
Unsolicited communications	5
Anti-scams and fraud	1
Interactive gambling	14*
BetStop – the National Self-Exclusion Register	54†

Directions to comply issued	4
Telco consumer safeguards	1
Phone scams	3

Remedial directions issued	4
Broadcasting	2
BetStop – the National Self-Exclusion Register	1
Telco consumer safeguards	1

Stakeholder engagement	
Public consultations published	56
Targeted electronic newsletters sent	243
Media releases issued	38
Customer enquiries actioned	26,403

Licences allocated or issued	10,769
Broadcasting	90
Telecommunications	9
Radiocommunications	10,670

Licences renewed	147,864
Broadcasting	137
Radiocommunications	147,727

Legislative instruments made	
Legislative instruments	41

* 14 infringement notices issued as part of one enforcement action.

† 54 infringement notices issued as part of one enforcement action.

Overview

Functions and responsibilities

The ACMA's regulatory functions are set out in Part 2, Division 2 of the *Australian Communications and Media Authority Act 2005*. The ACMA is a statutory authority within the Infrastructure, Transport, Regional Development, Communications, Sport and the Arts portfolio, with the Hon Anika Wells MP, Minister for Communications, the responsible minister. The Hon Michelle Rowland MP served as Minister for Communications from 1 June 2022 until 13 May 2025. The ACMA also has formal reporting responsibilities to the Minister for the Arts, the Hon Tony Burke MP on some matters.

The ACMA is responsible for the regulation of broadcasting, radiocommunications, telecommunications and some online content in accordance with 4 principal Acts – the *Radiocommunications Act 1992*, *Telecommunications Act 1997*, *Telecommunications (Consumer Protection and Service Standards) Act 1999* and the *Broadcasting Services Act 1992*.

There are other Acts that confer regulatory jurisdiction on the agency or are otherwise relevant to the ACMA, such as the *Spam Act 2003*, the *Do Not Call Register Act 2006* and the *Interactive Gambling Act 2001*. The ACMA may make regulatory instruments under primary legislation and may, in certain circumstances, be directed by the minister to do so.

In accordance with the relevant legislation, our specific responsibilities include:

- regulating telecommunications and broadcasting services, some internet content, interactive gambling and datacasting services
- managing access to spectrum and planning the availability of radiofrequency bands through licence arrangements, and resolving competing spectrum demands through price-based allocation methods for the telecommunications and broadcasting sectors
- regulating and enforcing compliance with the relevant legislation, licence conditions, codes of practice, standards, service guarantees and other safeguards
- upholding community safeguards and protections
- promoting and facilitating appropriate industry self-regulatory and co-regulatory solutions to emerging issues
- exercising powers, where necessary, to create legislative and other instruments, often in the form of standards or service provider rules
- providing information to Australians to promote informed decisions about communications products and services
- reporting on matters relating to the communications industry, including its performance
- representing Australia's communications interests internationally
- advising the government on specific matters from time to time.

The Authority



Chair and Agency Head – Nerida O'Loughlin PSM

Appointed Chair 14 October 2017 for 5 years

Re-appointed as Chair from 14 October 2022 for 2 years

Re-appointed as Chair from 14 October 2024 for 3 years

Nerida O'Loughlin was appointed Chair and Agency Head of the ACMA on 14 October 2017.

Prior to joining the ACMA, Nerida was Deputy Secretary in the Australian Department of Communications and the Arts, providing policy advice across telecommunications, broadcasting, online content and the arts. Nerida has also been responsible for major projects in the communications portfolio, including leading the Digital Television Switchover Program. Over her career, Nerida has also held senior positions in the Victorian and Commonwealth governments, predominantly across the technology and cultural sectors.

Nerida is also an Associate Member of the Australian Competition and Consumer Commission (ACCC), appointed until 13 October 2027.

In 2019, Nerida was awarded an Australian Public Service Medal in the Queen's Birthday Honours for outstanding public service.



Deputy Chair – Adam Suckling

Appointed Full-time Member 24 July 2023 for 5 years

Appointed Deputy Chair 11 March 2025 for 5 years

Re-appointed as Full-time member from 11 March 2025 for 5 years

Adam Suckling was, until 2022, the Chief Executive Officer of the Copyright Agency. The Copyright Agency is a not-for-profit company that licences intellectual property on behalf of Australian writers, journalists, publishers, media companies and visual artists.

Prior to this, Adam has had over 20 years' experience in a range of senior leadership, commercial, policy, regulatory and corporate affairs roles for companies such as Optus, Singtel (where he undertook an Asia-Pacific role based in Singapore), Foxtel and News Corporation.

In these companies, he ran significant business areas, provided strategic and commercial advice to board members, conducted a range of successful policy advocacy campaigns and oversaw major copyright litigation and regulatory cases.

Adam is also a Part-time Associate Member of the ACCC, appointed on 28 May 2024 to 24 July 2028.

Adam has policy experience across a wide range of areas, including media and telecommunications policy, spectrum allocation, micro-economic reform, telecommunications network pricing, copyright and intellectual property policy, and Australian content and cultural policy.



Full-time Member – Samantha Yorke

Appointed Full-time Member 28 August 2023 for 5 years

Samantha is an accredited mediator, technology lawyer and policy advisor with over 24 years' experience working within the digital media and technology sectors, both in Europe and the Asia Pacific.

Prior to being appointed as an ACMA Authority Member, she worked in Google's Government Affairs and Public Policy team leading their privacy, online safety, scam and mis/disinformation efforts in Australia.

Samantha established the regulatory function at the Interactive Advertising Bureau of Australia, worked as General Counsel AUNZ and Legal Director for Yahoo! Asia Pacific and spent 10 years working for Microsoft in London, where she supported the MSN business through a period of exponential growth and contributed to the launch of the Xbox gaming console across Europe.



Full-time Member – Carolyn Lidgerwood

Appointed Acting Member 25 September 2023 to 13 October 2023

Appointed Full-time Member 16 October 2023 for 5 years

Appointed Acting Deputy Chair 11 December 2024 to 10 March 2025

Carolyn Lidgerwood has worked in leading organisations for more than 30 years, specialising in broadcasting and data privacy law and compliance.

Immediately prior to being appointed as an ACMA Authority Member, Carolyn was, for 12 years, the Head of Privacy at Rio Tinto. Carolyn managed Rio Tinto's data privacy compliance program across its global operations (which included more than 50,000 employees across 35 countries).

Carolyn was also General Counsel and Company Secretary at Southern Cross Media (then Australia's largest regional commercial radio and commercial television broadcaster), and Special Counsel at Gilbert + Tobin Lawyers, where for more than 10 years she acted for clients in every part of the Australian broadcasting industry. In the early years of her career, Carolyn worked at the former Australian Broadcasting Authority (joining the ABA on the same week that subscription television services commenced in Australia).

Carolyn has been a board member of IAPP ANZ, and has previously served on the Privacy Committee and the Media and Communications Committee of the Law Council of Australia. Carolyn holds honours degrees in Arts and Law from the University of Melbourne.

**Part-time Associate Member – Anna Brakey**

Appointed on 6 May 2021 for 5 years or until the appointee ceases to be a member of the ACCC, whichever comes first

Anna Brakey was appointed a Commissioner of the ACCC in December 2020.

Anna has extensive experience in regulatory economics and public policy, with over 25 years of experience working with regulators, government and within the private sector. She has had broad exposure to a wide range of infrastructure industries, including energy, water and transport. She has also worked on economic reform to social policy.

Prior to starting at the ACCC, Anna worked as an economist at Frontier Economics and held a number of roles at IPART, including being a deputy Tribunal Member, the Executive Director of Strategy and Economic Analysis and the Chief Operating Officer.

Anna holds a Bachelor of Economics from the Australian National University and a Graduate Diploma of Applied Finance and Investment from the Securities Institute of Australia. She is also a Graduate of the Australian Institute of Company Directors.

**Part-time Associate Member – Catriona Lowe**

Appointed on 19 June 2023 for 5 years or until the appointee ceases to be a member of the ACCC, whichever comes first

Catriona Lowe was appointed by the Governor General to the position of ACCC Deputy Chair for a 5-year term on 27 January 2023. On 19 June 2023, Catriona commenced as an Associate Member of the Australian Communications and Media Authority.

For over 20 years, Catriona has had a strong commitment to consumer issues and protection of consumer rights in her varied roles as a regulator, litigator and consumer advocate.

Before joining the ACCC, Catriona was a Board Member of the Australian Energy Regulator. She has also held non-executive director roles on boards including the Australian Financial Complaints Authority, the Financial Adviser Standards and Ethics Authority and the Telecommunications Industry Ombudsman. Catriona was Co-CEO of the Consumer Action Law Centre.

Over the years, Catriona has worked extensively on matters involving consumer-focused regulation, behavioural economics and effective enforcement and compliance. She has advocated for consumers across a range of markets, including financial services, telecommunications and energy.

Agency structure

The ACMA's day-to-day activities are managed by the Chair as Agency Head, 5 general managers and 11 executive managers. eSafety's activities are managed by the eSafety Commissioner, 3 general managers, and 8 executive managers and branch heads.

The ACMA's accountable authority, including eSafety, is the ACMA Chair, Nerida O'Loughlin PSM, who occupied the position for the full 2024–25 reporting period.

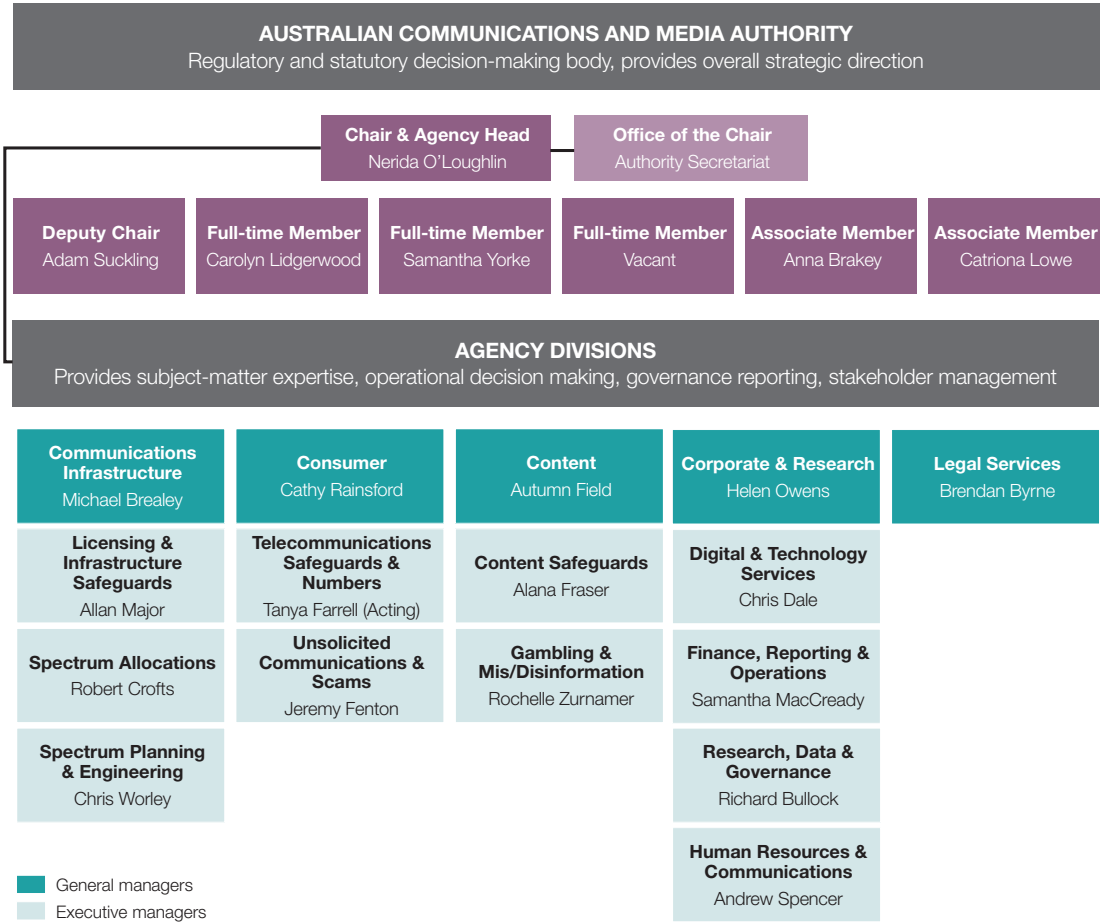
Under section 184 of the Online Safety Act, the ACMA makes staff available to assist the eSafety Commissioner to perform its functions and exercise its powers to such extent as the eSafety Commissioner reasonably requires. These staff are employed by the ACMA under the *Public Service Act 1999* and are covered by all ACMA entitlements, protections and obligations.

At 30 June 2025, the ACMA had 684 staff employed under the Public Service Act, 222 of whom work in eSafety.

Most staff are located in our offices in Canberra, Melbourne and Sydney, with smaller numbers in Brisbane and Hobart. Detailed information about our ACMA and eSafety staff is provided in Appendix 1.2.

The ACMA's organisational structure at 30 June 2025 is set out in Figure 1.1. eSafety's organisational structure at 30 June 2025 can be found in Figure 2.1 on page 185 in Part 2 of this annual report.

Figure 1.1: ACMA organisational structure as at 30 June 2025



Our purpose

The ACMA's purpose, set out in the *Corporate plan 2024–25* and 2024–25 Portfolio Budget Statements (PBS), is to contribute to maximising the economic and social benefits of communications infrastructure, content and services for Australia.

We achieve our purpose 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.

Outcome and program structure

The ACMA's 2024–25 PBS sets out the resources allocated to the ACMA by government to deliver Outcome 1 and the 2 programs that contribute to it.

Outcome 1	
A communications and media environment that balances the needs of the industry and the Australian community through regulation, education and advice	
Program 1.1 Communications regulation, planning and licensing	Program 1.2 Consumer safeguards, education and information
This program contributes to the outcome by the allocation and use of Australia's critical public resources, radiofrequency spectrum and telephone numbers, to maximise their value to the Australian community.	This program contributes to the outcome by ensuring efficient, effective and contemporary safeguards protect users of media and communication services so that the Australian community can confidently use those services.

Report on performance

Annual Performance Statements 2024–25

Introductory statement

I, Nerida O’Loughlin, as the accountable authority of the Australian Communications and Media Authority, present the Annual Performance Statements 2024–25 of the Australian Communications and Media Authority and the eSafety Commissioner, prepared in accordance with paragraph 39(1)(a) of the *Public Governance, Performance and Accountability Act 2013* (the PGPA Act).

In my opinion, the Annual Performance Statements accurately reflect the performance of the Australian Communications and Media Authority and the eSafety Commissioner, and comply with subsection 39(2) of the PGPA Act.

The *Online Safety Act 2021* establishes the eSafety Commissioner as an independent statutory office holder. For the purposes of the finance law, the eSafety Commissioner is an official of the ACMA under section 170 of the Online Safety Act. Under subsection 184(3) of the Online Safety Act, the ACMA makes staff available to assist the eSafety Commissioner to perform their functions and exercise their powers to such extent as the eSafety Commissioner reasonably requires.

This section describes the ACMA’s performance. The eSafety Commissioner’s performance is described in Part 2 of the annual report.



Nerida O’Loughlin PSM

Chair and Agency Head

The ACMA’s performance framework

Our performance framework includes:

- Corporate plan – sets out our purpose, vision, environment, key activities, performance measures, targets and capabilities.
- Portfolio Budget Statements (PBS) – defines our outcome, performance criteria for the programs we deliver and informs our performance planning and reporting.
- Annual Performance Statements (APS) – assesses our performance against our key activities, performance measures and targets to achieve our purpose.

As set out in our *Corporate plan 2024–25*, the ACMA has a total of 16 performance measures, each with an associated target across our 2 key activities. These measures and targets form the basis for assessing our performance in achieving our purpose.

Our methodology for objectively assessing whether each performance measure and its associated target has been met is outlined in the corporate plan. It incorporates a balanced mix of quantitative and qualitative measures to ensure performance information is meaningful, reliable and complete.

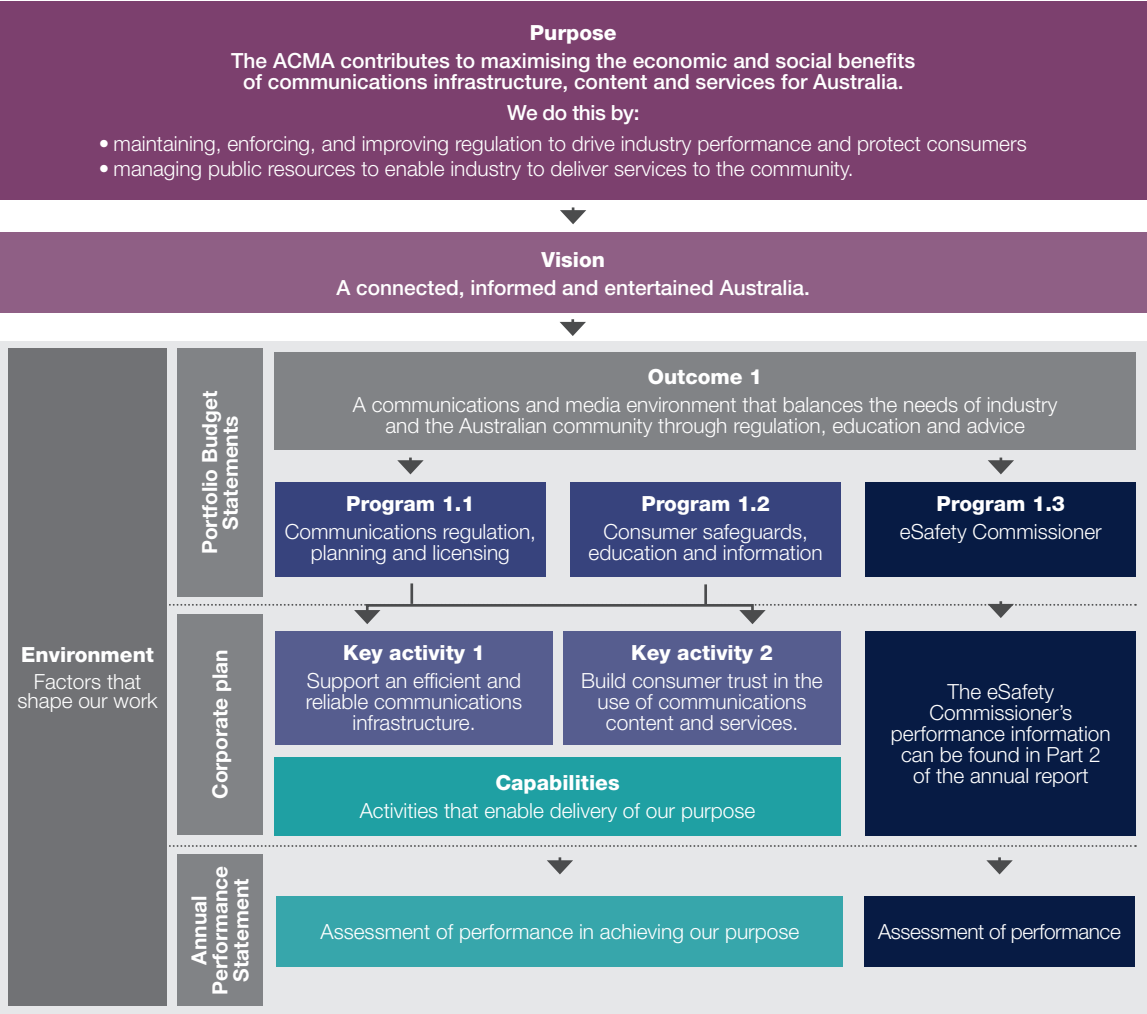
The government’s Regulator Performance Guide (RMG 128) informs how we undertake our work as a regulator. The guide’s best practice principles are embedded into our reporting framework through the design and implementation of our performance measures, ensuring alignment with our regulatory responsibilities and broader accountability obligations.

Refinements to our performance framework

As reflected in our corporate plan, we continued to optimise our performance framework to strengthen the clarity and reliability of our performance information. From 2024–25, we transitioned away from composite measures, which grouped multiple targets under a single measure, and adopted standalone measures instead. This refinement is intended to provide a more focused and transparent assessment of our performance, improve alignment with our key activities and better demonstrate progress toward achieving our purpose.

Figure 1.2 shows the relationship between the ACMA's purpose and key activities in the *Corporate plan 2024–25*, and programs 1.1 and 1.2 in the 2024–25 PBS. Program 1.3, which relates to the eSafety Commissioner, is also shown in the figure, with performance reporting for that program presented separately in Part 2 of this annual report.

Figure 1.2: Relationship between ACMA Corporate plan 2024–25, 2024–25 PBS and 2024–25 APS



Analysis of performance against purpose

During 2024–25, we continued to focus on 2 key activities to deliver on our purpose of contributing to maximising the economic and social benefits of communications infrastructure, content and services for Australia. As set out in our *Corporate plan 2024–25*, we achieve our purpose through the following key activities:

- Key activity 1: support an efficient and reliable communications infrastructure.
- Key activity 2: build consumer trust in the use of communications content and services.

These activities supported our vision of a connected, informed and entertained Australia.

Our environment

In 2024–25, the ACMA operated in a dynamic environment shaped by sustained cost-of-living pressures, rapid technological advancements and increasing reliance on digital connectivity and artificial intelligence (AI). These conditions drove greater public expectations for access to reliable, affordable and secure communications and media services. At the same time, industry participants navigated changing market conditions, including shifts in advertising revenue, major network outages and the ongoing transition away from legacy infrastructure such as 3G networks.

In response, we maintained a strong regulatory focus on protecting consumers and upholding the integrity and resilience of essential services. This included regulatory activities relating to the Financial Hardship Standard, supported by education initiatives to raise awareness of consumer rights and the assistance available to them, as well as amendments to emergency call access provisions to support continued access to essential services and improve outcomes for vulnerable consumers. We also supported the implementation of government reforms, including enhancements to scam prevention, a new media prominence framework, and updates to spectrum management and online gambling regulation. We continued to support the expansion of 5G service deployment and spectrum refarming efforts to enable more efficient use of mobile spectrum, reflecting the growing demand for high-speed mobile connectivity and the expanding use of connected devices and services.

Delivering these regulatory priorities required strong collaboration across government, industry and the community. We actively engaged with stakeholders to address these challenges, focusing on spectrum management to support emerging technologies and enhance connectivity, particularly in regional and remote areas. We also continued to deliver on Australia's international commitments in radiocommunications spectrum management and contributed to broader government initiatives relating to misinformation, digital platforms and the responsible use of AI through our active participation in the Digital Platform Regulators Forum (DP-REG).

Throughout 2024–25, we remained responsive to emerging issues and policy developments, adjusting our regulatory approach where needed to reflect the operating environment. The work undertaken this year demonstrates our adaptability and ongoing commitment to delivering public value through effective, proportionate and accountable regulation.

Principles of regulator best practice

Collaboration and engagement

We actively applied this principle across our regulatory functions during the 2024–25 reporting period. Collaboration and engagement underpinned our approach to policy and regulatory development, planning, compliance and enforcement activities, and the delivery of our regulatory functions.

We engaged with a wide range of stakeholders, including industry, government, consumers and technical experts. These activities were conducted through public consultations, consumer research, advisory groups, targeted meetings and other collaborative forums. Stakeholder input informed our decision-making processes, helped identify emerging issues and regulatory risk, and supported the development of practical regulatory responses. To promote transparency and accountability, we published consultation papers, responses to submissions and progress updates that outlined how stakeholder feedback was considered.

Our international engagement activities involved developing Australian positions for key international radiocommunications forums through consultation with domestic stakeholders. Throughout the reporting period, we convened and participated in domestic preparatory processes, such as the Australian Radiocommunication Study Groups and the Preparatory Group for the Asia-Pacific Telecommunity Wireless Group, which provided expert input to shape Australia's contribution to international discussions.

Within our compliance and enforcement area, we engaged directly with regulated entities to determine appropriate and proportionate regulatory responses to non-compliance. In many cases, enforceable undertakings or agreed measures were applied as constructive regulatory tools to support behavioural change and drive improved compliance outcomes over time.

Risk-based and data-driven

Our risk assessment and data analysis processes are embedded into the way we perform our regulatory functions.

Our regulatory decisions and compliance activities were informed by an assessment of risk, harm and emerging trends, with data and evidence playing a central role in targeting our efforts where they could deliver the greatest impact.

We adopt a risk-based approach to inform our regulatory focus, enabling us to identify and prioritise areas with the greatest potential harm. This was reflected in the development of our annual compliance priorities, which outlined our compliance focus for the year. Our compliance and enforcement actions were proportionate to the nature and seriousness of non-compliance and associated harm, aligning our regulatory response with the level of risk presented.

Our regulatory planning and policy development were also supported by structured data collection and analysis. This included using research to track changes in consumers' behaviour and their adoption of media and communication services – identifying trends and supporting evidence-based regulatory decision making.

Our growing data analytics capabilities also supported our regulatory functions by enabling faster access to actionable insights, improving the efficiency and accuracy of decision making, and strengthening our ability to identify, monitor and respond to emerging compliance risks across various areas of our work.

Continuous improvement and building trust

We continued to undertake our regulatory responsibilities with a focus on service reliability, operational consistency and responsiveness to stakeholder expectations. This included the timely administration of licensing decisions, oversight of regulated entities and delivering key services that support both consumer protection and industry compliance.




High service availability was maintained across several critical platforms, including numbering services, the Do Not Call Register and the National Self-Exclusion Register. These systems support end users by enabling the timely allocation and management of telephone numbers, allowing individuals to protect their privacy through opt-out mechanisms from unsolicited communications and helping to minimise gambling-related harm through self-exclusion services.

In relation to media and content, we supported improved transparency by increasing visibility of broadcasters' compliance with their obligations to deliver accessible and diverse content. This included timely decisions on community broadcasting licence renewals and the processing of captioning exemptions and target reduction applications. These activities demonstrate that regulatory processes are applied consistently based on clear criteria. We also maintained up-to-date public registers of media control and diversity, providing publicly accessible information about media ownership and control arrangements. We also finalised and published key compliance reports, including Australian content compliance reports for metropolitan and regional networks and captioning compliance reports for free-to-air and subscription television, within expected timeframes. These activities reflect our ongoing effort to support transparent regulatory practices and contribute to building confidence in how content standards and captioning requirements are managed.

Our assessment methodology

We assess and report the result of each performance measure as met, partially met or not met, based on the extent to which the associated target has been achieved against defined assessment criteria. These criteria are established for each target and outline the specific benchmarks or thresholds that must be satisfied to support a consistent and evidence-based assessment.

Table 1.1: Assessment of results for performance measures

Results rating	Description
 Met	The performance measure was fully achieved in accordance with the defined assessment criteria.
 Partially met	The performance measure was achieved to some extent, but not fully, based on the assessment criteria.
 Not met	The performance measure was not achieved, as it did not meet the minimum threshold defined in the assessment criteria.

Our performance

In 2024–25, the ACMA had a total of 16 performance measures across the 2 key activities, as set out in the corporate plan. Of these:

- 14 measures were assessed as met
- 1 measure was assessed as partially met
- 1 measure was not applicable.

This equates to 14 of 15 applicable measures (93%) being met.

One measure was assessed as partially met:

- *Performance measure 4.4: Investigations undertaken are completed within target timeframes* – 82% of investigations were completed within 6 months, against the benchmark target of 90% to be completed within this timeframe.












One measure was considered not applicable:





- *Performance measure 1.4: Major spectrum allocations are held effectively* – this measure was considered not applicable, as no major spectrum allocation processes (auctions) were scheduled or conducted in 2024–25. Accordingly, there was no activity against which to assess this measure for the reporting period.

Full analysis of our performance is provided under each key activity.

Overview of results

Table 1.2: Overall performance results for 2024–25

Performance measures		Results
Key activity 1: Support an efficient and reliable communications infrastructure		
Performance objective 1: The ACMA's spectrum planning, allocation and licensing activity meets the needs of the communications industry		
1.1	The spectrum management work program is informed by the ACMA's consultation with spectrum users, industry and government	
1.2	Apparatus licensing issue and renewal decisions meet the statutory requirements	
1.3	Communications infrastructure compliance activities are informed by a risk-based assessment of harm	
1.4	Major spectrum allocations are held effectively	n/a
Performance objective 2: The ACMA's contribution to the international spectrum framework supports the needs of the Australian communications industry		
2.1	Australia's international engagement strategies are informed by the ACMA's consultation with industry and government	
Performance objective 3: The ACMA's activities contribute to telecommunications infrastructure providers having confidence that they are appropriately authorised and enabled to provide communication services		
3.1	Telecommunications carrier licensing and submarine cable permit activities meet statutory requirements	
3.2	Equipment regulation appropriately mitigates the risk of harm to communications networks and people using or working on those networks	
3.3	Numbering services are available 99% of the time and 99.9% of numbering transactions are processed within 5 seconds	
Key activity 2: Build consumer trust in the use of communications content and services		
Performance objective 4: The ACMA's activities contribute to Australians having confidence in the content and services available to them		
4.1	Australians' usage of communications services	
4.2	The NSER data checking service is available to the wagering industry 99.95% or more of the time for the year	
4.3	The DNCR is available to the Australian public 99.5% or more of the time	
4.4	Investigations undertaken are completed within target timeframes	

Performance measures		Results
Performance objective 5: The ACMA's regulatory activities contribute to Australians having access to diverse media content and services		
5.1	Enforcement decisions to accept or give agreed measures, enforceable undertakings (EUs) or remedial directions, or to seek injunctions, deliver improved compliance by the relevant regulated entity	
5.2	Community broadcasting licence renewal decisions are made within the statutory timeframes	
5.3	Media control notifications and captioning order applications are processed within statutory timeframes	
5.4	Annual compliance results for Australian content and captioning reporting are finalised within 6 months of reports being received	

Key activity 1: Support an efficient and reliable communications infrastructure

The ACMA's spectrum allocation and planning functions support the deployment of emerging communications technologies, which brings benefits for Australians using communications services. We also enable spectrum access through issuing apparatus and spectrum licences, managing and developing class licences and ensuring compliance with spectrum regulations through monitoring and enforcement. By maintaining the Radiofrequency Spectrum Plan and Telecommunications Numbering plan, we make spectrum and numbers available for existing and new communications services.

Performance measure 1.1: The spectrum management work program is informed by ACMA's consultation with spectrum users, industry and government

Description

Our plans to manage spectrum are published yearly in the five-year spectrum outlook (FYSO), which includes our annual work program. A draft FYSO is developed by subject matter experts who monitor domestic and international technology and market trends to identify drivers for spectrum demand, which inform our plans to manage spectrum.

The draft FYSO is published on the ACMA website and spectrum users are invited to comment on the draft FYSO and annual work program. We also publish a response to submissions, and 6- and 12-month progress reports.

Methodology

To assess if the spectrum management work program is informed by our consultation, we will undertake a qualitative assessment. This will include reviewing internal records that document our consultation with users, industry and government during the development of the spectrum management work program and assessing whether our decision to approve the spectrum management work program was informed by the views and issues raised through our consultation process.

Target	Result
Stakeholder consultation milestones achieved and progress reports published.	Met
Corporate plan and PBS links	
<i>Corporate plan 2024–25</i> , p. 23.	
Outcome 1, Program 1.1: Communications regulation, planning and licensing.	
Regulator performance principles	
Collaboration and engagement.	

Five-year spectrum outlook

The FYSO is a key publication that sets out our priorities for managing spectrum over the next 5 years. It considers emerging trends and factors that may influence future spectrum needs and includes a detailed program of our spectrum-related activities for the upcoming year. The FYSO is reviewed and updated each year through a collaborative process which involves input from government, industry and spectrum users.

We have met all the FYSO stakeholders' consultation milestones for 2024–25. In March 2024, we consulted on the [draft FYSO 2024–29](#). We promoted the consultation via our website, social media and targeted industry e-bulletins. Consistent with paragraph 28F(1)(a) of the *Radiocommunications Act 1992*, we also consulted with the Minister for Communications on the FYSO, our spectrum management priorities and proposed 2024–25 work program.

In October 2024, we published the [FYSO 2024–29](#), which included the spectrum work program for 2024–25. Feedback received during consultation supported our proposals to:

- further consider current and future use of the upper 6 GHz band through an outcomes paper
- progress the 1.9 GHz band to the ‘implementation’ stage of our planning process, which will commence consultation on new arrangements for various wireless broadband (WBB) applications in the band
- progress our approach to spectrum licences due to expire between 2028 and 2032
- continue our AM to FM conversion program in regional areas.

We reviewed and considered stakeholder feedback through internal analysis and direct engagement, where appropriate. We drafted a response to submissions summarising key themes and the ACMA’s approach to addressing them. The final FYSO, approved by the Authority also incorporated this feedback. Submissions received to our consultation on the draft FYSO 2024–29, the [final FYSO 2024–29](#) and our detailed [response to submissions](#), were published in October 2024.

Our assessment findings demonstrated that issues raised through consultation were considered and addressed in the spectrum work program. This indicates that our spectrum management work program is meaningfully informed by stakeholder input.

We have also met our target to publish the FYSO, response to submissions and FYSO progress reports. In February 2025, we published the FYSO 2024–29 6-month progress report and we published the FYSO 2024–29 annual progress report in July 2025.

In March 2025, we conducted a 6-week [consultation](#) on the draft [FYSO 2025–30](#), seeking views on the proposed spectrum work program and inviting comments on specific issues, such as expiring spectrum licences, advancing the upper 6 GHz band to the implementation stage of the planning process and progressing mobile satellite service allocations in the 1980–2005/2170–2195 MHz bands. Feedback from industry, peak bodies, government and the public will help shape our priorities and suggest new activities for the work program.

Engagement with industry

Our spectrum management activities are guided by stakeholder engagement, including public consultations, expert Technical Liaison Groups (TLGs) and interactive ‘spectrum tune-up’ events with users and industry.

A TLG is a short-term advisory body set up by the ACMA as an informal consultation between our staff and stakeholders. They consider and provide advice on the technical aspects required for the development or review of a technical framework and aim to propose solutions to technical issues. TLGs can also feed into formal consultation activities we undertake.

During the reporting period, we concluded 2 TLGs and held one spectrum tune-up. In September 2024, we concluded a TLG that advised on the development of arrangements to support the introduction of highly localised WBB services in the 3400–3475 MHz (in defined urban areas) and 3950–4000 MHz (in metro and regional areas) frequency ranges. In October 2024, we completed a TLG that advised on the review of the 700 MHz band spectrum licence technical framework. In March 2025, we held a spectrum tune-up for feedback on our administrative arrangements used to plan spectrum and enable coexistence between different spectrum users.

Expiring spectrum licences

The ACMA's expiring spectrum licences (ESL) work forms a significant part of our spectrum management work program and is a key priority for our stakeholders. Our design and delivery of the ESL project is consultative, and we have sought and received submissions from spectrum users, industry and government, and separately engaged with these stakeholder groups.

Following the reporting period, the ACMA conducted an additional 'reply-to-comment' process for our stage 2 consultation process in July 2025. This gave stakeholders the opportunity to respond to other views and contribute further to the development of positions on ESLs.

In response to a [December 2023 request](#) from the Minister for Communications, in November 2024, we provided advice on the use of certain regulatory approaches that could enhance coverage and spectrum utilisation in Australia. Our advice, along with the minister's response, was published in March 2025. We highlighted in our advice ways in which place-based licensing models, enabled by legislative reform, could meet the needs of industry in the form of improved access to unused spectrum, promote the efficient use of spectrum and enhance competition. Consistent with the minister's response, we are exploring the merits of implementing a secondary licensing model with the Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts (DITRDCA).

In April 2025, we commenced a [12-week consultation on our Stage 3 preliminary views](#) on the future arrangements for ESLs, and the underlying spectrum, that are likely to promote the long-term public interest. This consultation provides further transparency and confidence to the communications industry.

Our preliminary views, and our approach to the long-term public interest, were informed by a range of inputs on domestic and international technology and market trends, public consultation with stakeholders, and guided by our 5 public interest criteria. These criteria incorporate and reflect communications policy priorities set out by the minister in the [Radiocommunications \(Ministerial Policy Statement – Expiring Spectrum Licences\) Instrument 2024](#) and in the [2024 Statement of Expectations for the ACMA](#). An additional 3-week 'reply-to-comment' period followed the conclusion of the consultation on those preliminary views.

Performance measure 1.2: Apparatus licensing issue and renewal decisions meet the statutory requirements

Description

The Radiocommunications Act details requirements for issuing and renewing apparatus licences. There are approximately 160,000 apparatus licences currently on issue, with around 13,500 issued annually. All apparatus licence issues and renewals are managed through our spectrum licensing system, SPECTRA, which is designed to meet the statutory requirements for issuing and renewing apparatus licences.

We allow suitably qualified people, called accredited persons, to perform certain activities for radiocommunications licensing. Approximately 90% of apparatus licences are issued via accredited persons. They have the necessary knowledge of the rules and requirements around radiocommunications licensing and apply their technical expertise to submit licence applications in SPECTRA on behalf of applicants.

Methodology

We undertake a qualitative assessment of licences processed in SPECTRA, including reviewing a sample of ‘out-of-policy’ applications (those that require additional technical assessment) and applications for broadcasting services. We assess system upgrades to ensure consistency with new Radiocommunications Assignment and Licensing Instructions (RALIs) and the timing of invoicing for licence renewals.

Target	Result
100% of apparatus licensing issue and renewal decisions meet the statutory requirements.	Met

Corporate plan and PBS links

ACMA *Corporate plan 2024–25*, p. 24.
2024–25 PBS, Outcome 1, Program 1.1: Communications regulation, planning and licensing.

Regulator performance principles

Continuous improvement and building trust.

Apparatus licences authorise the operation of radiocommunications devices at specific locations or areas and on specified frequencies. There are currently approximately 160,000 apparatus licences on issue, representing 97.6% of all licences issued.

A subset of the apparatus licences issued during the reporting period were 80 area-wide licences issued in remote areas in the 3.4–4.0 GHz band. These licences were issued through an over-the-counter process and provide the licensees with the flexibility to operate multiple radiocommunications devices at a specified frequency or frequencies in a specified geographic area, similar to a spectrum licence. The number of applications received through this process shows there is continual demand for this licence type.

SPECTRA is our radiocommunications licensing system used by staff to issue and renew apparatus licences under Divisions 2 and 7 of Part 3.3 of the Radiocommunications Act. We allow certain qualified people (‘accredited persons’) to help with licence applications, undertake frequency coordination and assignment in line with the ACMA’s technical assignment rules and based on their analysis, submit licence applications directly into SPECTRA on behalf of applicants.

In the reporting period, 12,592 licences were issued or varied in accordance with the statutory requirements. We employed a variety of checks and technical assessments to ensure that the quality of our apparatus licensing met statutory requirements. These included:

- conducting technical checks on the information entered into SPECTRA
- conducting audits on work submitted by accredited persons to ensure it meets the ACMA's technical assignment rules
- identifying out-of-policy applications and confirming that the technical assessment was appropriately documented and attached to the licence application in SPECTRA
- reviewing the relevant documentation to ensure it met the statutory requirements for the licence issued
- checking that SPECTRA processes remain consistent with statutory requirements after system updates are made, such as when implementing new assignment policies in Radiocommunications Assignment and Licensing Instructions (RALIs).

During 2024–25, the checks and assessments performed did not identify any licensing issue or renewal decisions that did not meet the statutory requirements, indicating that spectrum users have been provided with a reliable and well-managed framework for their operations.

Table 1.3: ACMA apparatus licensing activities

Licensing activities	Number issued in 2024–25	Decisions made in accordance with requirements
Apparatus licensing activities		
Issuing apparatus licences under section 100 of the Radiocommunications Act (including out-of-policy assessments)	10,670	100%
Changes to licence conditions under section 111 of the Radiocommunications Act	1,922	100%
Renewing apparatus licences under section 130 of the Radiocommunications Act	147,727	100%
SPECTRA maintenance activities		
Number of SPECTRA updates to give effect to new or amended RALIs		0
Number of system outages that compromised licensing activities*		22

* These outages did not affect achievement of the target.

Performance measure 1.3: The ACMA's communications infrastructure compliance activities are informed by a risk-based assessment of harm

Description

Communications infrastructure compliance activities include our efforts to deliver effective compliance and, where necessary, targeted enforcement. These actions contribute to ensuring that licences are operating within the relevant rules and interference is effectively managed.

Methodology

We will undertake a qualitative assessment of all infrastructure compliance priorities to identify if each priority has been informed by a risk-based assessment of harm. This includes potential and actual risks of harm relevant to the identified compliance issue.

Target	Result
Compliance priorities are informed by a risk-based assessment of harm.	Met
Corporate plan and PBS links	
ACMA Corporate plan 2024–25, p. 25.	
2024–25 PBS, Outcome 1, Program 1.1: Communications regulation, planning and licensing.	
Regulator performance principles	
Continuous improvement and building trust.	

Infrastructure compliance focus areas and activities

Our compliance programs are driven by a risk-based assessment of harm, allowing us to target high-impact risks, safeguard public welfare and preserve the reliability of communications infrastructure.

During 2024–25, through analysis of compliance data and active consultation with industry stakeholders and the community, we identified infrastructure-related issues with the potential to cause harm or adversely affect public wellbeing.

For all compliance priorities, project plans were developed and subsequently reviewed to ensure each program has been informed by a risk-based assessment of harm.

Tackling online supply of dodgy devices

Radiocommunications devices that do not comply with Australian rules and safety standards may cause interference to communications, GPS and emergency services, which can put Australians at risk. We continue to see complaints about non-compliant radiocommunications devices advertised or bought online.

Building on last year's 'dodgy devices' program, we took a 3-pronged approach to tackle supply of these devices:

- working with online platforms to proactively remove ads for non-compliant devices
- developing a voluntary pledge with ecommerce platforms to better protect Australian consumers buying online
- educating Australians about the risks of buying these devices online.

In 2024–25 we:

- developed a draft voluntary equipment pledge addressing the sale and resale of non-compliant and illegal devices on ecommerce platforms
- conducted audits of select e-commerce platforms – our audit identified 1,162 advertisements for non-compliant devices; all were removed by the platforms upon request
- engaged with online platforms and suppliers to remove advertisements for non-compliant devices
- educated consumers and suppliers about the problems with buying non-compliant devices and raised awareness of the rules, and ran a digital advertising campaign to educate and inform consumers over the Christmas/New Year holiday period when sales are high.

A final report on this work will be available in the next reporting period.

Communications infrastructure compliance investigations

When determining whether to investigate infrastructure compliance issues, we consider the potential for serious harm, including impacts on emergency service operations, risks to community safety and the broader public's trust in communication networks.

During 2024–25, we conducted 194 communications infrastructure compliance investigations, which resulted in the following types and numbers of enforcement activities:

- matters referred to the Australian Federal Police: 1
- forfeiture notices under the Radiocommunications Act: 14
- warnings given under the Radiocommunications Act: 198

No warrants were executed, remedial directions issued, enforceable undertakings accepted, or infringement notices issued under the Radiocommunications Act during this period.

No formal warnings were issued in relation to communications infrastructure under the *Telecommunications Act 1997* during this period.

Electromagnetic energy (EME) measurement program

The ACMA regulates whether licensed communications transmitters and devices comply with the general public exposure limits in the Australian Radiation Protection and Nuclear Safety Agency (ARPANSA) Standard. As part of our business-as-usual compliance programs, this year we undertook 178 EME measurements at 5G mobile base stations.

Full details of our EME measurement data can be accessed via our [EME Checker](#) tool on the ACMA website.

Performance measure 2.1: Australia’s international engagement strategies are informed by the ACMA’s consultation with industry and government

Description

Australian Radiocommunications Study Groups (ARSGs) and the Preparatory Group for the Asia-Pacific Telecommunity Wireless Group (PG AWG) provide expert advice to assist in our development of Australian positions and contributions to international radiocommunications forums. Membership includes representatives from major telecommunications providers, broadcasters, international and national satellite providers, and various government departments and agencies as well as amateur radio, satellite, maritime and radio-astronomy experts.

The ACMA also participates in international forums and associated preparatory groups that DITRDCSA lead Australia’s engagement on. The ACMA provides technical, regulatory and industry advice to DITRDCSA on matters considered by these forums. The ACMA also provides a representative to be the Deputy Head of Delegation to international forums related to the World Radiocommunication Conferences.

Methodology

We will assess whether consultation undertaken through ARSGs and the PG AWG was consistent with both the:

- Guidelines for participation in Australian Preparatory Groups and Delegations for ITU-R and APT meetings
- Australian Radiocommunications Study Group (ARSG) and Preparatory Group for the Asia-Pacific Telecommunity Wireless Group (PG AWG) Handbook.

If the consultation was inconsistent, we will determine if the complexity of the matter warranted the approach used. Our assessment will be supplemented by an examination of our management of the ARSGs and PG AWG. We will undertake a qualitative assessment of whether ITU-R meeting outcomes reflect the preparatory process undertaken in attending and briefing ITU-R Study Group meetings.

Our target is to have more than 90% of Australian positions and contributions to international meetings informed by consultation with industry and government.

Target	Result
Australian positions are informed by consultation.	Met
Corporate plan and PBS links	
ACMA Corporate plan 2024–25, p. 26.	
2024–25 PBS, Outcome 1, Program 1.1: Communications regulation, planning and licensing.	
Regulator performance principles	
Collaboration and engagement.	

Australia’s engagement in international radiocommunications forums helps to promote and protect Australian interests in spectrum management, including spectrum harmonisation and international frequency coordination.

The ACMA leads Australia’s engagement in international radiocommunication forums, including the:

- International Telecommunication Union (ITU) Radiocommunication Sector study groups, working parties and task groups
- Asia-Pacific Telecommunity Wireless Group (AWG).

The ACMA also participates in international forums and associated preparatory groups that DITRDCSA lead Australia's engagement on, these include:

- World Radiocommunication Conference (WRC)
- APT Preparatory Group for the WRC
- Radiocommunication Assembly
- ITU-R Conference Preparatory Meetings for the WRC.

Our international engagement activities for 2024–25 are shown in Table 1.4. All Australian positions and contributions to international meetings that the ACMA leads engagement on were informed by consultation with industry and government.

Throughout the reporting period, we engaged with stakeholders through our domestic preparatory processes. This includes the ARSGs and the PG AWG.

These groups are managed by the ACMA and chaired by government and industry representatives. They provide a forum for industry, academia and other government agencies to inform Australian positions on radiocommunications issues at international forums by:

- providing expert advice to the ACMA – this assists in developing Australian positions and contributions for Australian delegations to International Telecommunication Union Radiocommunication Sector (ITU-R) study groups and the AWG
- promoting and encouraging the development of Australian participation in ITU-R study groups and AWG matters
- reporting outcomes of ITU-R and AWG meetings that are of interest to Australia.

Members of the ARSGs and PG AWG can apply to participate in Australian delegations to international forums. Delegates to meetings are responsible for:

- developing draft meeting briefs that are then provided to the relevant ARSGs and PG AWG for review and comment before being finalised by the ACMA
- collaboratively developing reports summarising meeting outcomes which are then made available to the relevant ARSG and PG AWG.

Similar processes are used when Australian contributions to meetings are developed.

Table 1.4: ACMA international engagement, 2024–25

Meeting	Date
APT Wireless Group Meeting 33 (AWG-33)	9–13 September 2024
ITU-R Working Party 5D	3–11 October 2024
ITU-R Working Part 4A,4B,4C and Study Group 4	10 October – 1 November 2024
ITU-R Working Party 5A, 5B, 5C and Study Group 5	19 November – 3 December 2024
ITU-R Working Party 5D	5–12 February 2025
APT Wireless Group Meeting 34 (AWG-34)	31 March – 4 April 2025
ITU-R Working Party 4A, 4B and 4C	23 April – 16 May 2025
ITU-R Working Party 5A, 5B and 5C	29 April – 22 May 2025
ITU-R Working Party 5D	24 June – 3 July 2025

Performance measure 3.1: Telecommunications carrier licensing and submarine cable permit activities meet statutory requirements

Description

The ACMA is responsible for ensuring that licences for telecommunications carriers and permits for submarine cabling meet statutory requirements.

For telecommunications carrier licences, this includes consulting with relevant agencies on applications and administering application fees, notices of surrender and notices of cancellations. We also maintain an electronic register of carrier licences and nominated carrier declarations. We assess, grant or refuse applications for submarine cable installation permits.

Methodology

We will undertake a qualitative assessment of whether statutory requirements for telecommunication carrier licences and submarine cable permits have been met in our licensing and permit decisions. The statutory requirements relate to:

- licence and permit applications
- licence carrier formal warnings or remedial directions
- cancellation of carrier licences
- the electronic register of carrier licences and nominated carrier declarations
- revoking nominated carrier declarations
- permit extension applications
- suspensions and cancellations of permits.

Target	Result
100% of licensing and permit decisions meet statutory requirements.	Met

Corporate plan and PBS links

ACMA *Corporate plan 2024–25*, p. 27.

2024–25 PBS, Outcome 1, Program 1.1: Communications regulation, planning and licensing.

Regulator performance principles

Continuous improvement and building trust.

The ACMA regulates telecommunications carrier licensees and submarine cable permit holders under the Telecommunications Act.

We ensure that our telecommunications carrier licensing and submarine cable permit activities are effective by making our decisions in accordance with the statutory requirements. In the reporting period, all carrier licensing decisions and activities during the reporting period met the statutory requirements under Divisions 3 and 4 of the Telecommunications Act. We undertook a qualitative assessment to ensure that statutory requirements for telecommunication carrier licences and submarine cable permits were met in our licensing and permit decisions. These requirements encompass timing, consultation with relevant stakeholders and assessing the information provided in the application. This allows us to assure licensed carriers and permit holders that they are authorised and enabled to provide communications services.

During 2024–25, we finalised 27 requests relating to our telecommunications carrier licence and submarine cable permit activities, all in accordance with the statutory requirements (see Table 1.5).

Table 1.5: ACMA carrier licensing and submarine cable permit activities

Statutory activities	2024–25 decisions	Example of statutory requirements	Decisions made in accordance with requirements
Telecommunications carrier licence activities			
Carrier licences issued	9	Generally, carrier licence applications are assessed within 20 business days of starting consultation with the Communications Access Coordinator (CAC) (subsections 53A(2) and 59(2) of the Telecommunications Act). However, when further information is requested, or the CAC provides a notice under section 56A of the Telecommunications Act, the 20-business day timeframe may be extended (section 59 of the Telecommunications Act).	100%
Nominated carrier declarations issued	7	The ACMA may grant a nominated carrier declaration after considering an application from a carrier (section 81 of the Telecommunications Act). There is no statutory prescribed timeframe for the making of a decision to grant a nominated carrier declaration.	100%
Carrier licences cancelled	2	The ACMA may cancel a carrier licence in some circumstances (subsections 72(1)-(4) of the Telecommunications Act). The ACMA must provide at least 7 days' notice before cancelling a carrier licence unless the carrier licence is deemed to be cancelled in accordance subsection 72(5) of the Telecommunications Act.	100%
Nominated carrier declarations revoked	6	A carrier or owner of the network units may request the ACMA to revoke a nominated carrier declaration (subsection 83(2) of the Telecommunications Act). Alternatively, the ACMA may elect to revoke a nominated carrier declaration in some circumstances (subsection 83(1) of the Telecommunications Act).	100%
Carrier licence formal warnings or remedial directions (issued under Division 3 of Part 3 of the Telecommunications Act)	0	The ACMA may issue a remedial direction or a formal warning if a carrier has breached or is contravening a condition of their carrier licence (section 69 and section 70 of the Telecommunications Act).	n/a

Statutory activities	2024–25 decisions	Example of statutory requirements	Decisions made in accordance with requirements
Submarine cable activities			
Submarine cable installation permit issued – protection zone	2	Generally, the ACMA assesses submarine cable permit applications (in a protection zone) in 25 business days (clause 58 of Schedule 3A to the Telecommunications Act). However, if further information is requested or the ACMA is given a notice by the Attorney-General or the Home Affairs Secretary, the 25-business day timeframe can be extended.	100%
Submarine cable installation permit issued: non-protection zone	0	Generally, the ACMA assesses submarine cable permit applications (not inside a protection zone) in 60 business days (clause 73 of Schedule 3A to the Telecommunications Act). However, if further information is requested or the ACMA is given a notice by the Attorney-General or the Home Affairs Secretary, the 60-business day timeframe can be extended.	n/a
Submarine cable installation permit extension	1	A submarine cable installation permit is in force for 18 months from the day it was issued (clauses 59 and 74 of Schedule 3A to the Telecommunications Act). Applicants can apply to the ACMA before the permit expires for a further 180-day extension (clauses 61 and 76 of Schedule 3A to the Telecommunications Act).	100%
Submarine cable installation permit suspension or cancellation	0	The ACMA may suspend or cancel a submarine cable installation permit (clauses 62 and 77 of Schedule 3A to the Telecommunications Act). The ACMA must give the holder of the permit 30 days' notice before suspending or cancelling a permit.	n/a
Submarine cable protection zones declared	0	The ACMA may declare a submarine cable protection zone (Division 2 of Part 2 of Schedule 3A to the Telecommunications Act). The ACMA can be requested to declare a protection zone or we may, of our own initiative, elect to declare a protection zone.	n/a

Performance measure 3.2: Equipment regulation appropriately mitigates the risk of harm to communications networks and people using or working on those networks

Description

The ACMA regulates the supply of certain telecommunications, radiocommunications and electrical/electronic equipment under the Telecommunications Act and Radiocommunications Act, and makes legislative instruments (ACMA mandatory technical standards) that impose obligations on suppliers at the point-of-supply to the Australian market, including:

- meeting applicable technical standards
- record-keeping
- correctly labelling with the regulatory compliance mark.

Maintaining appropriate and effective ACMA mandatory technical standards contributes to telecommunications infrastructure providers having confidence that they are appropriately authorised and enabled to provide communications services.

Methodology

We will undertake a qualitative assessment of our equipment regulation reform program and its continued impact to establish whether equipment regulation appropriately mitigates the risk of harm to networks and people using or working on those networks. This includes equipment regulation reports being actioned in accordance with our regulatory functions and that the reform program demonstrates that:

- equipment regulation appropriately reflects Australian safety standards
- existing instruments are reviewed with industry, including electrical safety regulators in states and territories being consulted about any proposed changes.

Target	Result
Regulatory requirements met.	Met

Corporate plan and PBS links

ACMA *Corporate plan 2024–25*, p. 28.

2024–25 PBS, Outcome 1, Program 1.1: Communications regulation, planning and licensing.

Regulator performance principles

Risk-based, and data-driven.

We impose obligations on suppliers when they supply certain telecommunications, radiocommunications and electrical/electronic equipment to the Australian market. These obligations include:

- compliance with applicable technical standards
- record-keeping obligations
- labelling with the regulatory compliance mark.

During the reporting period, we continued our program of regulatory reform and review of mandatory technical standards so that our equipment regulation appropriately mitigates the risk of harm to communications networks and people using or working on those networks.

During 2024–25, we:

- consulted publicly on the electromagnetic compatibility (EMC) regulatory arrangements, including with the relevant state and territory electrical safety regulators
- following consultation, remade the Telecommunications Cabling Provider Rules 2014, that were due to sunset on 1 April 2025
- completed a review of 10 ACMA telecommunications technical standards (8 of which were remade) and the Telecommunications (Labelling Notice for Customer Equipment and Customer Cabling) Instrument 2015, prior to sunsetting on 1 April 2025.

By maintaining appropriate and effective mandatory technical standards, we minimise the risk of harm to telecommunications infrastructure and networks so that providers have confidence that they are appropriately authorised and enabled to provide communications services.

Performance measure 3.3: Numbering services are available 99% of the time and 99.9% of transactions are processed within 5 seconds

Description

The ACMA is responsible for managing Australia's phone number system. We provide phone numbers to telecommunications providers that then provide those numbers to their customers. This target is output-based and provides a long-term quantitative assessment of our numbering services by measuring the extent to which the numbering service is available to the telco industry and the time taken to process transactions. The numbering allocation system and services are contracted to ZOAK Solutions to perform these functions on behalf of the ACMA.

Methodology

We will make a quantitative assessment of information provided by ZOAK Solutions on a monthly basis about the percentage of time the numbering service is available, and the percentage of transactions processed within 5 seconds. The annual assessment will be based on the 12 monthly assessments.

Target	Result
Numbering services are available 99% of the time and 99.9% of transactions are processed within 5 seconds.	Met

Corporate plan and PBS links

ACMA *Corporate plan 2024–25*, p. 29.
2024–25 PBS, Outcome 1, Program 1.1: Communications regulation, planning and licensing.

Regulator performance principles

Continuous improvement and building trust.

The ACMA is responsible for the administration, allocation and regulation of Australian telephone numbers. Our automated numbering system provides a reliable and intuitive platform for the allocation, transfer and surrender of telephone numbers to carriage service providers (CSPs).

We outsource the management of these services – including the sale and allocation of ‘smartnumbers’ (13, 1300, and 1800 numbers) and monitor the service levels and KPIs in the contract. Contractual service levels for the availability of the ACMA’s numbering service to industry, along with the 2024–25 performance results, are shown in Table 1.6. Performance in 2024–25, as in the previous year, exceeded the target service level required to support number availability for communications services.

Table 1.6: Performance achieved against contractual service levels for the ACMA’s numbering system

Service level	Target	2022–23 result	2023–24 result	2024–25 result
% of time the numbering service was available	99%	100%	100%	100%
% of numbering transactions processed within 5 seconds	99.9%	99.9%	100%	100%

Key activity 2: Build consumer trust in the use of communications content and services

We undertake compliance and enforcement of rules relating to communications content and services. We educate consumers on the protections they can expect, and industry on their obligations. This contributes to consumer confidence in industry’s performance in delivering communication content and services.

We also maintain BetStop – the National Self-Exclusion Register™ (the NSER), the Do Not Call Register (DNCR) to opt out of telemarketing, and other registers.

Performance measure 4.1: Australians’ usage of communications services

Description

Our Annual Consumer Survey (ACS) tracks changes in the ways Australians engage with media and communications services and the confidence that consumers have in the content and services available to them.

This measure supports our purpose by providing insights into Australian consumers’ access to, and use of, communication services, particularly through the internet and their mobile devices. It focuses on the proportion of adults who are digitally connected. We utilise data-driven research and analysis to assess progress towards the ACMA’s vision of a connected, informed and entertained Australia. The 95% benchmark reflects the expectation that the vast majority of Australian adults are connected through the regular use of communication services, indicating strong access and uptake across the population.

The survey process is outsourced to a research consultancy.

Methodology

Two independent indicators each need to reach 95% to achieve the target. Collectively, they are proxies that relate to connection – the proportion of Australian adults who accessed the internet in the past 6 months and the proportion of Australian adults who have used a mobile phone for communication in the past 6 months.

We will agree on the survey processes and procedures with the research consultant each year, including the sample size, error rates, weighting methods and sample quality. For all annual consumer surveys, the sample is representative of Australian adults, and a probability-based panel or Computer Assisted Telephone Interviewing (CATI) research design is required.

Target	Result
95% of Australian adults are connected.	Met

Corporate plan and PBS links

ACMA *Corporate plan 2024–25*, p.30.
2024–25 PBS, Outcome 1, Program 1.2: Consumer safeguards, education and information.

Regulator performance principles

Risk-based and data-driven

We conduct our Annual Consumer Survey to gain valuable information about consumer behaviour, attitudes towards media and communication services, and adoption rates. The survey also evaluates the effectiveness of regulatory interventions. This research is an essential part of the ACMA’s research program, which provides evidence-based decision making and keeps us informed about market developments and consumer trends.

For 2024–25, the survey was conducted to determine the extent to which Australian adults are connected and informed through their use of communication services, focusing on 2 indicators:

1. The proportion of Australian adults who accessed the internet in the past 6 months.
2. The proportion of Australian adults who used a mobile phone for communication in the past 6 months.

These indicators are derived from the ACMA's ACS and are intended to reflect the effectiveness of our regulatory and engagement activities. By tracking usage patterns, the measure provides insight into the accessibility and uptake of communication services, which are considered enablers of consumer trust.

The performance target for this measure was met in 2024–25, with results from both indicators exceeding the 95% threshold. As this was the first reporting period for the measure, the outcomes provide a baseline against which future performance can be assessed. Results are published in interactive data reports on the ACMA website, supporting transparency and enabling year-on-year trend analysis.

At 30 June 2025, the net results were:

- 99.7% of Australian adults accessed the internet in the previous 6 months
- 98.6% of Australian adults used a mobile phone for calls or texts in the previous 6 months.

The result is directly attributable to strong access to, and adoption of, communications services across the Australian adult population. The ACMA plays a central role in enabling this connectivity through its regulatory, policy and enforcement functions, which ensure reliable infrastructure, promote innovation and safeguard consumer interests.

The ACS sample is representative of the Australian adult population (aged 18 and over), with approximately 3,500 respondents. The survey development, data management and reporting process was transparent, supported by documentation and provided opportunities for stakeholder input at appropriate points in the planning cycle. The methodology includes rigorous quality assurance processes such as data validation, weighting, and manual and semi-automated checks. All methodological processes captured are quality assured and met research and data governance standards within the ACMA and the Australian Public Service more widely. The work undertaken by the external research provider was conducted in accordance with ISO 20252:2019 and ISO 27001:2013 quality standards, the Australian Market and Social Research Society code of professional behaviour, and the Australian Privacy Principles and the Privacy (Market and Social Research) Code 2021.

Performance measure 4.2: The NSER data checking service is available to the wagering industry 99.5% or more of the time for the year

Description

The ACMA administers BetStop – the National Self-Exclusion Register™ (NSER), which allows Australians to self-exclude from all licensed interactive wagering services for 3 months or more. The wagering industry queries the register to stop or not start providing services to those individuals.

Our performance measure is tied to the availability of the industry-facing service, as this is the core aspect that enables licensed interactive wagering providers to action an individual's request to self-exclude. This supports the policy intent of the project by reducing the extent of gambling harm in the community and will provide confidence to consumers that their decision to self-exclude will be supported by the service.

Methodology

We will assess the availability of the data-checking service using a quantitative assessment of performance indicator data provided by the register operator on a monthly basis. This will identify the percentage of time each month that the data-checking service was available and will be used to calculate the availability across the year.

Target	Result
The NSER data checking service is available to the wagering industry 99.5% or more of the time for the year.	Met

Corporate plan and PBS links

ACMA *Corporate plan 2024–25*, p.31.

2024–25 PBS, Outcome 1, Program 1.2: Consumer safeguards, education and information.

Regulator performance principles

Continuous improvement and building trust.

Since BetStop – the National Self-exclusion Register™ was launched on 21 August 2023, the ACMA has supported over 44,000 Australians to exclude themselves from phone and online wagering services in a single process.

Monthly reports provided by the register operator indicate that during the reporting period, the NSER data checking service was available 100% of the time, exceeding the 99.95% target. There have been no outages for the service since it went live and we continue to closely monitor the service levels set out in the contract with the register operator.

Performance measure 4.3: The DNCR is available to the Australian public 99.5% or more of the time

Description

The Do Not Call Register (DNCR) is a secure database where individuals and organisations can register, check or remove their Australian telephone, mobile and fax numbers to opt-out of receiving most unsolicited telemarketing calls and faxes. The ACMA is responsible for establishing and overseeing the DNCR and has contracted IVE Group Australia Pty Ltd to provide the service.

Methodology

We will make a quantitative assessment on the availability of the DNCR to the Australian public on a monthly basis. The annual assessment will be made based on the 12 monthly assessments.

Target	Result
The DNCR is available to the Australian public 99.5% or more of the time	Met

Corporate plan and PBS links

ACMA *Corporate plan 2024–25*, p.32.

2024–25 PBS, Outcome 1, Program 1.2: Consumer safeguards, education and information.

Regulator performance principles

Continuous improvement and building trust.

The Do Not Call Register (DNCR) is a consumer safeguard to prevent unwanted telemarketing. It is a free service that allows people to securely register their home, mobile or fax numbers to reduce unsolicited telemarketing calls and faxes. The DNCR service centre and website are provided under outsourced contract. In 2024–25, the service levels for the DNCR were met, demonstrating continued reliability. Table 1.7 outlines the service levels achieved during 2024–25.

The ACMA is considering the continuing utility of the DNCR. Changes in industry practice since the DNCR was established has significantly reduced unsolicited calls from legitimate telemarketers. Unsolicited calls to Australians in 2025 often involve scammers who do not use the DNCR. The ACMA is undertaking a range of work directed at reducing scam texts and calls.

Table 1.7: Performance achieved against contractual service levels for the DNCR

Service level	Target	2022–23 result	2023–24 result	2024–25 result
Service centre availability	99.5%	99.9%	100%	100%
Washing service availability*	99.5%	99.9%	99.93%	99.92%
Website availability	99.5%	100%	100%	99.97%

*Telemarketers and fax marketers 'wash' their calling lists against the DNCR to enable them to remove any registered numbers from their calling lists.

Performance measure 4.4: Investigations undertaken are completed within the target timeframe

Description

We investigate and enforce compliance with rules set in legislation, industry codes and standards, and licences.

Investigations commonly arise through complaints we receive and our assessment of the risk to Australians. The complexity of the investigations – which include novel issues, technical matters, external advice, large amounts of data and/or multiple parties with relevant information – can vary, affecting the time required to conduct each investigation.

Methodology

The number of investigations completed within 6, 12 and 18 months of being opened will be divided by the total number of investigations in the reporting period to establish a percentage of investigations completed within each of those timeframes.

Target	Result
90% of investigations are completed within 6 months, 95% within 12 months and 100% within 18 months of commencement.	Partially met

Corporate plan and PBS links

ACMA *Corporate plan 2024–25*, p.33.

2024–25 PBS, Outcome 1, Program 1.2: Consumer safeguards, education and information.

Regulator performance principles

Continuous improvement and building trust.

We are responsible for investigating communications content and services and enforcing compliance with statutory requirements. There are different statutory arrangements across the ACMA's remit that will affect the timing, process and enforcement outcomes of different investigations. For example, if rules are set in co-regulatory codes or direct regulation.

Conducting investigations in a timely manner allows us to promptly address concerns about an entity's compliance with its obligations and help them to remedy it if required. It also helps maintain public confidence that relevant protections are adequate and enforceable, and maintains the integrity of the regulator.

In 2024–25, we completed 148 investigations. Of these:

- 6 investigations assessed compliance with rules to safeguard consumers against the intrusion of unsolicited e-marketing. Breaches included commercial emails and text messages sent without consent, without an unsubscribe function and/or without the inclusion of the necessary sender contact details.
- 1 investigation assessed compliance with rules to safeguard consumers against the intrusions of unsolicited telemarketing calls. Breaches included telemarketing calls made without consent to numbers on the Do Not Call Register, telemarketing calls made on prohibited days or at prohibited times.
- 2 investigations assessed compliance with anti-fraud rules that require telcos to verify a customer's identity before accepting transfers of mobile numbers from other telcos, thereby completing requests to port mobile numbers to their services. These breaches led to consumers being exposed to identity theft and financial losses.
- 4 investigations assessed compliance with rules to reduce phone scams, which can lead to significant consumer harms, including identity theft and financial loss. Breaches included failure to comply with rules to identify, report and block scam calls and scam SMS.
- 16 investigations assessed compliance with consumer protection rules. Breaches included failure to include important information in customer communications and train personnel as required by the Financial Hardship Standard, and failure to comply with complaints handling record-keeping rules. We also found non-compliance with other essential consumer safeguards, including responsible selling training requirements, consumer information and advertising rules, and compliance with the TIO scheme.
- 2 investigations assessed alleged non-compliance with the interception and access rules, which protect the confidentiality of personally identifiable information from unauthorised interference or access.
- 1 investigation assessed compliance with statutory infrastructure provider (SIP) rules that require SIPs to notify the ACMA of planned and completed broadband infrastructure installations. The breaches included failures to adequately notify the ACMA.
- 5 investigations assessed compliance with rules that ensure Australians have access to the Triple Zero (000) Emergency Call Service. Breaches included failures to carry emergency calls due to network outages, failure to notify stakeholders of an outage, and failure to successfully transfer calls to emergency service organisations.
- 1 investigation assessed compliance with NBN service migration rules and found breaches of these rules.
- 22 investigations across the commercial, national, narrowcasting and community broadcasting sectors assessed compliance with television and radio codes of practice (including decency, privacy, accuracy, impartiality, complaints handling and disclosure of commercial interests rules), captioning obligations and licence conditions.
- 7 investigations assessed compliance against gambling advertising rules during live sport broadcast or streamed online by online content service providers.
- 71 investigations assessed compliance with interactive gambling rules. Breaches included the provision and advertising of prohibited and unlicensed regulated interactive gambling services to Australians.
- 10 investigations assessed alleged non-compliance with the NSER rules. Breaches include sending marketing material to self-excluded individuals, failing to permanently close the accounts of self-excluded individuals, and allowing people who had completed their self-exclusion period to log in and place bets using their old accounts.

82% of investigations (121) were completed within 6 months, the balance (18%) was completed within 6 to 12 months and no investigations took longer than 12 months to complete, meaning this target was partially met. Investigations that fell outside the target were due to their complexity, particularly those with a significant volume of associated data or those that required consideration of novel issues or, at times, the need to prioritise resources to complete other regulatory work within statutory timeframes.

Performance measure 5.1: Enforcement decisions to accept or give agreed measures, enforceable undertakings (EUs) or remedial directions, or to seek injunctions deliver improved compliance by the relevant regulated entity

Description

Under our compliance and enforcement policy, we adopt a strategic risk-based approach, which recognises that breaches of the rules established by Acts and instruments will be dealt with effectively and efficiently. We take regulatory action commensurate with the seriousness of the breach and the level of harm.

Methodology

We will identify and monitor each entity that is subject to agreed measures, EUs, remedial directions or injunctions required to be reported to the ACMA. We will identify the number of obligations that the entity complies with, as well as if it had subsequent findings of noncompliance for the same compliance issue. This will indicate whether the enforcement actions are delivering improved compliance.

Target	Result
90% of deadlines met.	Met

Corporate plan and PBS links

ACMA *Corporate plan 2024–25*, p.34.

2024–25 PBS, Outcome 1, Program 1.2: Consumer safeguards, education and information.

Regulator performance principles

Collaboration and engagement.

We adopt a graduated and strategic risk-based approach to enforcement, recognising that the primary focus in enforcement action is to help regulated entities achieve ongoing compliance with their obligations.

We evaluate how effective specific enforcement outcomes are in supporting behavioural change in non-compliant entities by assessing whether entities complied with the obligations set out in agreed measures, enforceable undertakings, remedial directions, or injunctions. We also identify subsequent incidences of non-compliance by entities with the same or similar obligations that the agreed measures, enforceable undertakings, remedial directions or injunctions were intended to address. This reflects that in selecting a type of enforcement action, and in the specific design of each, the intent is to facilitate improved and ongoing compliance over time by the entity.

During 2024–25, 92.5% of deadlines were met in the reporting period, which means that this target was met.

Table 1.8: Summary of agreed measures, enforceable undertakings, remedial directions and injunctions 2024–25

Enforcement decisions	Number of deadlines	Number of deadlines met	Number of subsequent findings of non-compliance	Overall % compliance result
Agreed measures	4	4	0	
Enforceable undertakings	130	119	0	
Remedial directions	12	12	0	
Injunctions	n/a	n/a	n/a	
Total	146	135	0	92.5%

There were 146 reporting deadlines from 35 entities, of which 11 deadlines were not met by 8 entities. The majority of these deadlines were missed by a few days, primarily due to an oversight on the entities' part, or misunderstanding the reporting obligation in the enforcement action.

There were an additional 4 reporting deadlines from 2 enforceable undertakings that were not met. However, this was because the enforceable undertaking ceased to have effect.

In the reporting period, no entities subject to enforcement outcomes had subsequent findings of non-compliance for the same obligation, which suggests that for most entities, the selected enforcement action has been improving compliance.

Under the *Broadcasting Services Act 1992* (BSA) and industry codes of practice, we accepted agreed measures that required reporting to the ACMA from 2 entities and accepted 1 enforceable undertaking from 1 entity. We also issued 2 remedial directions to 2 entities for breaches of a standard under the BSA.

Under the *Interactive Gambling Act 2001* (IGA), we issued 1 remedial direction and continued civil penalty proceedings against 3 respondents that commenced in the Federal Court in April 2022.

Under the *Regulatory Powers (Standard Provisions) Act 2014*, we accepted 3 enforceable undertakings from 3 entities for contraventions of the IGA.

Under the *Telecommunications Act*, the *Telecommunications (Consumer Protection and Service Standards) Act 1999* and various industry codes, we accepted 3 enforceable undertakings from 3 entities, issued 1 remedial direction to 1 entity and initiated civil penalty proceedings against 1 respondent in the Federal Court.

Under the *Spam Act 2003*, we accepted 4 enforceable undertakings from 4 entities. Each of these enforceable undertakings was also accompanied by the payment of an infringement penalty, with a total of \$12,632,680 paid by companies as a result of these breach findings.

We continued to monitor one set of agreed measures, 3 remedial directions and 25 enforceable undertakings issued or accepted in previous reporting periods.

Performance measure 5.2: Community broadcasting licence renewal decisions are made within the statutory timeframes

Description

The ACMA is responsible for community broadcasting licensing and renewal decisions. Community broadcasting plays an important role in Australia, delivering content that is diverse and relevant to the local community. The goals of community broadcasters are to:

- promote a diverse range of broadcasting for the Australian public
- develop and reflect Australian identity, character and cultural diversity
- provide local content.

Methodology

We will use a quantitative assessment of whether community broadcasting licence renewal decisions were made within the statutory timeframes. We will identify licences due to expire in the relevant financial year and the relevant renewal applications and compare the date the renewal decisions were made to the licence expiry dates.

Target	Result
100% of decisions made within statutory timeframes.	Met

Corporate plan and PBS links

ACMA *Corporate plan 2024–25*, p.35.

2024–25 PBS, Outcome 1, Program 1.2: Consumer safeguards, education and information.

Regulator performance principles

Continuous improvement and building trust.

Community broadcasting is an important sector in Australia's media content and services industry. Community groups that provide community broadcasting services operate under a community radio or television licence on a not-for-profit basis and provide specific services identified for the local community. Community radio and television licences are generally considered for renewal every 5 years.

We make a renewal decision about a licence in line with our statutory obligations under the BSA. For applications that are not late (that is, they are made more than 26 weeks before the licence expires), the ACMA must make the decision before the licence expiry date, otherwise the licence expires. For 'late' applications (that is, applications made within 26 weeks of the licence expiring), the licence expires if we do not make a renewal decision within 26 weeks of the application being made.

When we assess renewal applications, we generally take into account the extent to which the service meets the community's current and future needs, the nature and diversity of interests in the community, the extent to which the service provides material that is significant to the local community, other broadcasting services in the same licence area, and whether the applicant is able to provide the proposed service.

During 2024–25, 100% of community broadcasting licence renewal decisions were made within the statutory timeframe.

Table 1.9: Community broadcasting licence renewals, 2024–25

Licence	Number of renewal applications processed	Number of renewal applications processed within statutory timeframes	Overall % of renewal applications processed within statutory timeframes
Community television (CTV) broadcasting	1	1	100%
Community radio broadcasting	74	74	100%
Total	75	75	100%

Performance measure 5.3: Media control notifications and captioning order applications are processed within statutory timeframes

Description

The ACMA is responsible for monitoring and enforcing statutory control and media diversity rules, including managing registers with information about the control of media operations. We are also responsible for processing applications for target reduction or exemption orders from captioning obligations by broadcasters.

Methodology

We will compare the date that media control notifications and captioning applications were received with the date the notifications/applications were processed to assess if we met timeframes.

Target	Result
100% of notifications and applications processed within statutory timeframes.	Met

Corporate plan and PBS links

ACMA *Corporate plan 2024–25*, p.36.
2024–25 PBS, Outcome 1, Program 1.2: Consumer safeguards, education and information.

Regulator performance principles

Continuous improvement and building trust.

Media control notifications

We maintain a public register of media assets in Australia, known as the Register of Controlled Media Groups (RCMG). This register provides information about the ownership and control of media companies operating in Australia, including commercial television broadcasters, commercial radio broadcasters and associated newspapers.

Seven media control notifications affecting the RCMG were lodged with the ACMA in the reporting period. These required changes to the RCMG for 53 media groups, all of which were processed within statutory timeframes set out under the BSA.

Captioning order applications

Captioning is a vital service that helps Australians who are deaf or hard-of-hearing to have meaningful access to free-to-air and subscription television programs. Under the BSA, broadcasters are required to provide a captioning service for their programs, unless they are wholly in a language other than English or consist wholly of music. Broadcasters may submit a captioning order application to the ACMA to seek a reduction in their captioning target (a target reduction order) or an exemption from their annual captioning obligations for a set period (an exemption order).

We are responsible for processing all captioning order applications within the specified statutory timeframes. We must, within 50 days of receiving an application for a captioning order, publish the draft order and invite submissions within 30 days of publication, before making a captioning order. If we do not decide on a captioning order within 90 days of receiving an application, the ACMA is taken to have refused to make the captioning order.

We did not receive any captioning order applications in 2024–25.

These activities support Australian consumers’ access to diverse media content and services.

Table 1.10: Applications completed within statutory timeframes

Application	Number of change notifications or captioning applications received	Number of change notifications or captioning applications processed within statutory timeframes	Overall % of applications processed within statutory timeframes
Media control notifications			
Changes to the RCMG	7	7	100%
Captioning order applications			
Target reduction order	0	n/a	n/a
Exemption order	0	n/a	n/a
Total	7	7	100%

Performance measure 5.4: Annual compliance results for Australian content and captioning reporting are finalised within 6 months of reports being received

Description

Certain broadcasters are required to broadcast a minimum amount of Australian content and report to the ACMA annually. There are also rules about showing captions on some programs that broadcasters must report to the ACMA each year. We use this data to prepare and release the following reports:

- content compliance report (metropolitan networks)
- content compliance report (regional networks)
- free-to-air broadcasters and subscription TV licensees captioning compliance report.

Methodology

We will compare the dates when industry data was received with the dates the results were finalised to assess whether the annual compliance results for Australian content and captioning reporting were finalised within 6 months.

Target	Result
Annual compliance results for Australian content and captioning reporting are finalised within 6 months of reports being received.	Met

Corporate plan and PBS links

ACMA *Corporate plan 2024–25*, p.37.

2024–25 PBS, Outcome 1, Program 1.2: Consumer safeguards, education and information.

Regulator performance principles

Collaboration and engagement.

Free-to-air broadcasters and subscription TV licensees must meet minimum targets for the broadcast of Australian content, and captioning. Broadcasters and licensees provide compliance reports to the ACMA annually and we use this information to assess whether each licensee met its regulatory obligations in the previous reporting period. Annual compliance reports allow us to identify any non-compliance so that appropriate enforcement action may be taken.

Australian content reporting results

Commercial television licensees are required to meet minimum standards for broadcasting Australian content and must provide compliance reports to the ACMA by 31 March for the previous calendar year. Licensees report on quotas for Australian content transmission and for first-release Australian content.

In the reporting period, all licensees submitted their compliance results for 2023 before the 31 March 2024 deadline. We assessed and published all annual compliance results for Australian content on commercial television within 5 months of the reports being received, exceeding the target.

Captioning reporting results

Free-to-air broadcasters and subscription TV licensees are required to provide annual captioning compliance reports to the ACMA within 90 days after the end of each financial year. This helps us to assess compliance with the captioning obligations under the BSA.

In the reporting period, all free-to-air broadcasters and subscription TV licensees who were required to lodge compliance reports did so by the due date of 30 September 2024. We assessed and published all annual captioning reports within 5 months of the reports being received, exceeding the target.

Management and accountability

This section details governance, staffing arrangements, and financial and property management. It applies to both the ACMA and eSafety, unless specified. For eSafety's specific governance and administrative information, refer to page 225 in *Part 2: eSafety Commissioner annual report 2024–25*.

Governance

The ACMA is a non-corporate Commonwealth entity under the *Public Governance, Performance and Accountability Act 2013* (the PGPA Act). The ACMA Chair is the accountable authority under the PGPA Act and the agency head for the purpose of the Public Service Act.

The ACMA's decision-making body, the Authority, consists of between 3 and 9 members, including the ACMA Chair and Deputy Chair. Members are appointed by the Governor-General and associate members are appointed by the respective minister of the ACMA. Associate members include 2 appointed under cross-appointment arrangements with the ACCC to support collaboration between the sectoral and economic regulators. The *Code of Conduct for Authority members and associate members* sets out the Authority's strategic intent, approach to business, duties, responsibilities, and the culture and values that guide its work.

The Executive Management Committee (EMC) meets regularly to assist the ACMA Chair in the role of accountable authority. The EMC provides collective advice and support to the Chair on matters including strategic priorities, governance and compliance, risk management, resource allocation, policy development, organisational culture and APS values, performance tracking, and the monitoring of regulatory reform, compliance, and enforcement actions. The EMC comprises the ACMA Chair, Deputy Chair and the 5 Senior Executive Service (SES) Band 2 general managers.

The EMC is supported by the Enterprise Project Group (EPG), which was established as a sub-committee in 2020 to provide oversight of major projects to ensure they align with the ACMA's strategic direction and deliver agreed outcomes and benefits efficiently and effectively. The EPG assists the EMC in monitoring the effectiveness of the agency's major capital and other projects. The EPG was chaired by the then Deputy Chair until 6 December 2024. As at 30 June 2025, the EPG was chaired by the General Manager, Corporate and Research Division as it undergoes review. The EPG meets monthly.

Corporate planning

Our *Corporate plan 2024–25* outlined the strategic approach to achieving our purpose by setting out our medium- to long-term priorities over 4 years.

During 2024–25, the EMC reviewed the agency's progress in achieving our performance measures and targets outlined in the PBS and corporate plan. Our success in achieving our purpose, outcomes and the alignment of our activities in relation to the [regulator performance principles](#) is reported in our Annual Performance Statements.

Risk management and fraud and corruption control

We maintain systems of risk management and fraud and corruption control in accordance with the PGPA Act, the Public Governance, Performance and Accountability Rule 2014 (PGPA Rule) and Commonwealth policies.

The ACMA Risk Management Framework is a set of documents that articulates the approach for managing risk in the ACMA. It supports effective decision-making and creates a shared understanding of our risks, including controls and treatments. The framework is designed to identify our risks transparently and systematically through standardised processes.

The framework provides guidance to staff on their risk management responsibilities, including making risk-aware decisions, utilising risk management tools to prioritise activities and communicating risks to stakeholders.

To ensure comprehensive risk management, the EMC holds quarterly risk management sessions. These involve reviewing relevant risk registers, identifying contributing risk factors, evaluating existing controls and allocating resources to mitigate identified risks.

The framework is consistent with the Commonwealth Risk Management Policy and work is ongoing to strengthen the effectiveness of our risk controls and enhance measures to identify, manage and escalate emerging risks.

The ACMA Fraud and Corruption Control Policy outlines control arrangements, including designated responsibilities and ongoing strategies for risk mitigation to protect public money, property and information. To strengthen our internal controls and governance arrangements, we conduct fraud and corruption risk assessments, implement fraud and corruption prevention measures, raise awareness among staff about fraud and corruption risks, establish clear reporting mechanisms and respond to allegations of fraud or corruption. All instances of suspected fraud and corruption and all investigations are recorded in the Fraud and Corruption Register and reported to the Audit and Risk Committee (ARC).

The ACMA Fraud and Corruption Control Policy aligns with the requirements of the Commonwealth Fraud and Corruption Control Framework, established by the National Anti-Corruption Commission (NACC) on 1 July 2024.

The ACMA has also implemented a dedicated Integrity Framework. This framework consists of initiatives that provide support and guidance to all staff and promote a pro-integrity culture.

Audit

We regularly review our governance and assurance systems, as well as our performance frameworks, and take steps to improve our existing strong foundations. The ARC and internal auditors provide expert advice to the ACMA that informs continuous improvement activities.

During 2024–25, the ARC met 6 times and considered key corporate and regulatory processes. The ARC reviewed all internal and relevant external audit activity and reported on performance against its charter. Key areas of focus for the ARC included arrangements to enhance joint ACMA and eSafety governance and performance reporting, the Australian Cyber Security Centre's Essential Eight implementation, mitigation strategies to address increasing cybersecurity risks and audit coverage of ACMA and eSafety programs.

Over the reporting period, our internal audit services were provided by RSM Australia. Twelve internal audits, and 2 management-initiated reviews were completed and accepted by the ARC. The ARC monitors all audit recommendations and reviews closed recommendations to confirm implementation over the longer term.

Details of the ARC, including a link to its charter, are included in Appendix 1.1.

External scrutiny

During 2024–25, there were:

- no decisions of administrative tribunals or decisions of the Australian Information Commissioner that had, or may have, a significant impact on the operations of the ACMA
- no reports on the operations of the ACMA from the Commonwealth Ombudsman
- no capability reviews of the ACMA released.

Judicial decisions

There was one judicial decision, which has had, or may have, a significant impact on the operations of the ACMA and is summarised below.

Australian Communications and Media Authority v V Marketing Australia Pty Ltd (in liq) (No 4) [2025] FCA 287 (31 March 2025)

The ACMA commenced civil penalty proceedings in April 2019 against V Marketing Pty Ltd, Balaska Pty Ltd, and their respective sole directors for alleged contraventions of the *Do Not Call Register Act 2006*. The ACMA alleged that V Marketing, which operated a marketing business, and Balaska, which operated a solar installation business and engaged V Marketing to conduct marketing on its behalf, had called, or caused to be called, numbers on the Do Not Call Register on numerous occasions during 2017 and 2018. The ACMA further alleged that the companies' respective sole directors were knowingly concerned in the contraventions.

In January 2024, the Court dismissed the proceedings against the director of Balaska. In March 2025, the Court found that during the period 1 March 2017 to 30 September 2017, V Marketing made 553,630 telemarketing calls on behalf of Balaska to numbers on the Do Not Call Register, and that V Marketing also made 548,688 calls to the Register on behalf of its own solar company, Your Choice Solar, from 1 February 2018 to 27 September 2018. The Court also found that the director of V Marketing was knowingly concerned in the contraventions of that company. The Court ordered a total penalty against V Marketing of \$1.5 million, and a penalty of \$60,000 against its director. The Court did not impose any penalty on Balaska.

The case represents the largest civil penalty imposed for contraventions of the Do Not Call Register Act.

Parliamentary committees

Shutdown of the 3G mobile network

On 26 March 2024, this matter was referred to the Rural and Regional Affairs and Transport References Committee for inquiry. On 5 February 2025, the ACMA attended a public hearing. On 26 February 2025, the final report was published, recommending the Australian Government establish a program to help customers that have lost mobile phone coverage since the 3G shutoff, to accelerate the introduction of mobile phone services via the Starlink network and to increase the scope of the National Audit of Mobile Coverage to include off-road areas.

2024 Regional Telecommunications Review

On 13 December 2024, the Regional Telecommunications Independent Review Committee delivered its report to the Australian Government. The review received a total of 3,404 submissions.

The report's 14 recommendations addressed enhanced mobile coverage and affordability, universal service, First Nations inclusion and digital literacy, directly referencing the ACMA:

- 'The Australian Government should ... enhance the ACMA's resources to enforce compliance against the sale and use of illegal mobile phone boosters and other unauthorised equipment and installation practices.'
- 'The Australian Government should establish a national telecommunications data platform ... managed by the ACMA or the Australian Competition & Consumer Commission (ACCC).'
- 'The Committee recommends comprehensive independent monitoring and public reporting during large-scale telecommunications transitions, such as mobile technology switch offs and the migrations required for modernising the Universal Service Obligation (USO). The ACMA could be well-placed to perform this role.'

Digital Platform Services Inquiry – March 2025 – Final Report Issues Paper

On 11 October 2024, the ACMA's submission to inform the final report was published, focusing on the consumer concerns around online gaming raised in the final report – as the ACMA administers the *Interactive Gambling Act 2001* (the IGA) and our regulatory remit also covers some aspects of digital platform services.

Inquiry into the use and governance of artificial intelligence systems by public sector entities

On 12 September 2024, the Joint Committee of Public Accounts and Audit adopted an inquiry into the use and governance of AI systems by public sector entities. The ACMA made a short submission with a high-level overview of the ACMA's AI Steering Committee and forthcoming AI policy. On 4 March 2025, the committee released its report.

The committee's recommendations included:

- that the Australian Public Service Commission introduce detailed questions on the use and understanding of AI systems into its annual APS census
- that a whole of government working group be established within 12 months to consider what mandatory rules, governance frameworks and legislation will be needed for AI systems across the Commonwealth
- that a statutory Joint Committee on Artificial Intelligence and Emerging Technologies be established to give the parliament fully effective oversight of how the government and the public service is managing the impacts of AI.

Optus network outage

On 9 November 2023, the Senate referred the matters around the Optus network outage that occurred on 8 November 2023 to the Environment and Communications References Committee for inquiry. The final report was published on 27 September 2024, with 3 of the 7 recommendations directed to the ACMA:

- Recommendation 1: Prioritise, in collaboration with industry partners, the urgent development of an enforceable communications standard for carriers to communicate with government, emergency services and the public during national outages.
- Recommendation 2: Publish the findings of the ACMA's review into Optus' compliance with its obligations under the Emergency Call Service Determination, the Telco Act and Consumer Protection and Service Standards as soon as possible.
- Recommendation 3: Review Optus' remedial actions to strength processes, governance and communications and appoint an Independent Reviewer if necessary to assess these actions.

The ACMA is working to implement recommendations.

Select Committee on Adopting Artificial Intelligence (AI)

On 26 March 2024, the Senate resolved that the Select Committee on Adopting Artificial Intelligence be established to inquire into and report on the opportunities and impacts for Australia arising out of the uptake of AI technologies in Australia. The ACMA made a short submission as part of the Digital Platform Regulators Forum (DP-REG). On 26 November 2024, the final report was published.

Communications Legislation Amendment (Regional Broadcasting Continuity) Bill 2024

The ACMA has also been maintaining a watching brief on the Environment and Communications Legislation Committee inquiry into the Communications Legislation Amendment (Regional Broadcasting Continuity) Bill 2024. The ACMA made a submission in July 2024 and the final report was published in August 2024.

Australian National Audit Office performance audits

The ACMA was not subject to any performance audits by the Auditor-General during the period.

Legal

Freedom of information

Under Part II of the *Freedom of Information Act 1982* (the FOI Act), agencies and departments subject to the FOI Act are required to publish information as part of the Information Publication Scheme (IPS). The ACMA is an agency for the purpose of the FOI Act.

Information on the ACMA's IPS, including the agency plan, can be found at acma.gov.au/freedom-information

Sunsetting

During 2024–25, we continued the work that flows from the 'sunsetting' regime in the *Legislation Act 2003*. Under the sunset provisions of the Legislation Act, most of the legislative instruments made by Commonwealth entities such as the ACMA 'sunset' (are automatically repealed) 10 years after they are first registered as law.

With reference to the reporting period, there were originally 64 legislative instruments that were due to sunset on either 1 October 2024 or 1 April 2025. Of those:

- 37 instruments were remade during 2024–25 or earlier
- 17 have either been revoked by the ACMA prior to their sunset date or have been allowed to sunset, without being replaced, as we determined that no replacement instrument was necessary
- 10 instruments either self-ceased, or were repealed as a consequence of other legislative amendments.

Directions and instruments

Section 57 of the ACMA Act requires copies of certain directions and instruments to be included in the ACMA's annual report, including directions given to us by the minister under section 14 of the ACMA Act, and instruments (directions) given by us to a carrier or carriage service provider under section 581 of the Telecommunications Act during the financial year.

Additionally, section 67 of the ACMA Act requires us to maintain a register of all directions given to us under that Act or any other Act. The register is published on the ACMA website.

In 2024–25, the minister gave the ACMA one direction under section 14 of the ACMA Act. The Australian Communications and Media Authority (Emergency Call Service Determination) Direction 2024 was made on 21 August 2024 and registered on 4 September 2024. The direction can be accessed on the Federal Register of Legislation or through the ACMA's website.

In addition, the minister gave the ACMA 4 directions under section 125AA of the Telecommunications Act in 2024–25, directing the ACMA to make standards relating to customer communications during outages, complaints handling, protections for consumers affected by domestic, family or sexual violence and the Sender ID Register.

The ACMA did not give any directions under section 581 of the Telecommunications Act during the reporting period.

Corporate support services provided by the ACMA to eSafety

The ACMA provides a range of corporate support services to the eSafety Commissioner and their office under a Memorandum of Understanding, including:

- financial support
- procurement
- accommodation and facilities, including security and reception
- information and communications technology (ICT)
- human resource management and support.

Financial performance and management

The ACMA's financial management activities ensure that we appropriately resource and support our business areas to deliver our key activities. During 2024–25, we improved access to quality financial information for internal and external stakeholders. We also met all statutory budgeting and reporting requirements, and deadlines set by the Department of Finance and Treasury.

In accordance with paragraph 17AG(2)(d) of the PGPA Rule, no instances of significant non-compliance with the finance law were reported to the portfolio minister or the Minister for Finance during the reporting period.

The ACMA's financial statements for 2024–25 were prepared in accordance with section 42 of the PGPA Act. The Australian National Audit Office was given full access to all records and premises to enable it to perform its role and issue an unmodified audit opinion on the ACMA's 2024–25 financial statements and notes (see Appendix 1.14 of this report).

Activities administered on behalf of government

The ACMA collects income on behalf of the Australian Government through broadcasting, radiocommunications and telecommunications taxes, levies, fees and charges. We also administer non-regular income from spectrum auctions. All administered income collected by the ACMA, including through cost recovery, is returned to consolidated revenue.

The ACMA collected income of \$3.46 billion on behalf of government in 2024–25. This was primarily made up of:

- the revenue recognition of the 850/900 MHz band spectrum licences: \$2,091.6 million
- the Regional Broadband Scheme (RBS) charge: \$860.6 million
- the Telecommunications Industry Levy (TIL): \$214.6 million
- radiocommunications taxes (including apparatus licence tax): \$95.0 million
- telecommunication numbering charges: \$60.0 million
- broadcasting apparatus licence taxes (commercial broadcasting tax): \$53.3 million
- the Annual Carrier Licence Charge (ACLC): \$31.9 million
- fines and penalties revenue following the outcome of a number of investigations: \$30.5 million.

The ACMA's administered expenses totalled \$1.979 million comprised of eSafety grant expenditure related to eSafety's Preventing Tech-based Abuse of Women Grants Program. There was total decrease in eSafety's supplier expenses from the prior year as a result of the Digital Literacy for Older Australians program being funded by Departmental appropriation from 1 July 2024.

As at 30 June 2025, the ACMA held \$999.1 million in administered assets, primarily related to the RBS charge, the spectrum licence receivables for the 26 GHz spectrum licences, and the ACLC receivables. The ACMA also held \$46.4 million in administered liabilities for unearned revenue related to radiocommunications licences paid in advance.

Figure 1.3: Administered income

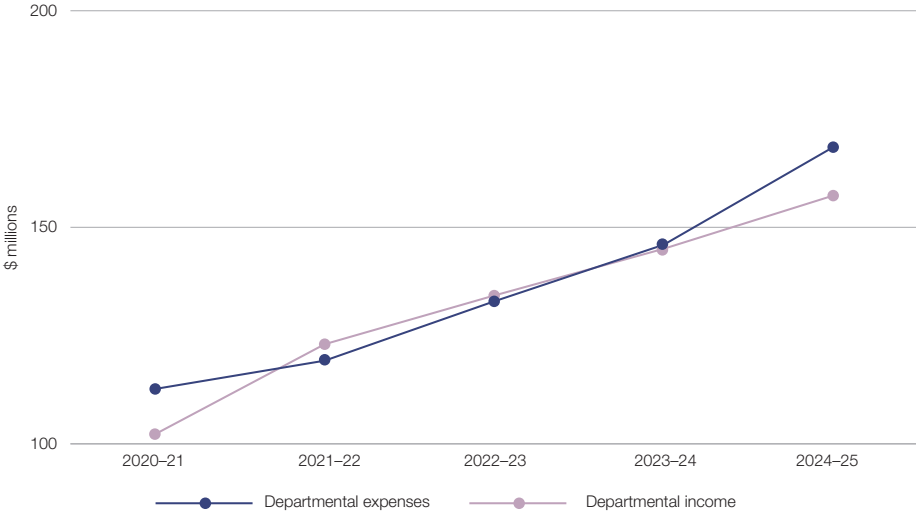


Departmental activities

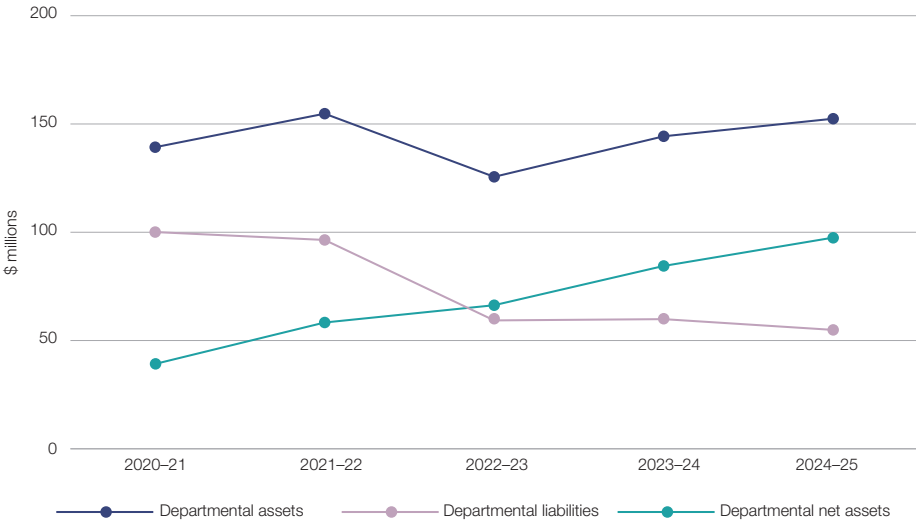
The ACMA reported an operating loss of \$5.8 million, which was a result of eSafety utilising surplus funds in their special account to deliver the Technology-Facilitated Abuse project, increased litigation expenses, and increased corporate and IT costs. Additionally, increases in project depreciation and revaluation of buildings and lease hold assets contributed to the operating loss. The operating loss was approved by the Minister for Finance. Departmental expenses totalled \$168.5 million, primarily made up of staffing and supplier expenditure, and depreciation charges. Departmental income totalled \$157.3 million (including revenue from government), comprising sale of goods, rendering of services, resources received free-of-charge and legal cost recovered.

As at 30 June 2025, the ACMA had a positive net asset position of \$97.5 million. Assets totalled \$152.4 million, with liabilities totalling \$54.9 million, including lease liabilities, employee provisions and supplier accruals.

Figure 1.4: Analysis of departmental activities



Note: Expenses include depreciation and amortisation charges, which are not funded by Departmental income.



Resource taxes and charges

Use of Australian resources by industry attracts various taxes and charges.

Our administration of taxes, levies, fees and charges plays a key role in the planning, allocation and effective use of public resources. Table 1.11 lists these revenue items administered on behalf of government.

Table 1.11: Resource taxes and charges

Description	Revenue in 2023–24 (\$m)	Revenue in 2024–25 (\$m)
Regional Broadband Scheme charge	836.5	860.6
Telecommunications Industry Levy	209.0	214.6
Apparatus licence tax	152.8	77.5
Commercial broadcasting tax	40.4	53.3
Annual numbering charge	60.0	60.0
Other taxes and charges	16.6	17.4
Total taxes	1,315.3	1,283.4

Regional Broadband Scheme

The Regional Broadband Scheme (RBS) was established to provide long-term sustainable funding arrangements to deliver essential broadband services to regional, rural and remote Australians. Under the RBS, for the 2024–25 reporting period, a carrier or declared nominated carrier is required to pay \$8.46 per month for each eligible premise on their telecommunication network with an active fixed line that provides a designated broadband service. Carriers with fewer than 2,000 premises in a month are exempt from paying the charge for that month.

In 2024–25, the ACMA recognised the revenue related to the RBS charge to NBN Co based on an estimate of their eligible premises from 1 July 2024 to 30 June 2025. The RBS charge for other carriers recognised in 2024–25 is based on their actual assessed charge for the 2023–24 reporting period.

Telecommunications Industry Levy

Industry contributions to the Telecommunications Industry Levy (TIL) are assessed through the process set out in Division 6 of Part 2 of the *Telecommunications (Consumer Protection and Service Standards) Act 1999* (TCPSS Act). A combination of funds raised under the TIL and dedicated government funding continues to be used to meet the costs of service contracts to deliver universal service obligations, the National Relay Service, emergency call services and other public policy telecommunications outcomes. The contracts and grants are administered by the portfolio department.

The portfolio department establishes the overall levy target each year. Participants contribute proportionally to the levy based on our assessment of their eligible revenue.

Apparatus licence taxes

The ACMA imposes a tax on behalf of the government for issuing radiocommunications apparatus licences to support the efficient use of spectrum and recover the indirect costs of spectrum management. The tax is calculated by a formula that makes fees consistent, equitable and transparent. The formula encourages efficiency by making taxes higher in congested locations and spectrum bands (so taxes are proportional to the bandwidth) and giving discounts for low power.

There was a substantial decline in apparatus licence tax revenue from the previous year, as higher value 900 MHz PMTS Class B licences ended in 2023–24, prior to the 1 July 2024 commencement of 900 MHz band spectrum licences, which do not attract an apparatus licence tax. Licence tax revenue was also negatively affected by fewer overall licence renewals occurring in 2024–25, although this was partially offset by tax rates being raised through our regular population-based annual updates. Details of the apparatus licence taxes and charging arrangements are in the *Apparatus licence fee schedule: May 2025*, available on the ACMA website.

Commercial broadcasting tax

The commercial broadcasting transmitter licence tax arrangements involve taxes being assessed on commercial radio and commercial television transmitter licences that are associated with a broadcast service licence. The amount of tax assessed for each transmitter licence is based on the frequency band, location and power emissions of the transmitter.

Commercial broadcasting transmitter licence taxes are currently suspended for 12 months, from 9 June 2025 to 8 June 2026. The suspension was applied through an amendment to the Commercial Broadcasting (Tax) (Transmitter Licence Tax Rebate) Rules 2024 (the Rebate Rules 2024), resulting in all taxes imposed in 'rebate period 2' (covering the dates of the suspension) receiving a 100% rebate. Some commercial broadcasting licensees were eligible for rebates in 2024–25 under the Rebate Rules 2024.

The suspension period resulted in an approximate \$3 million reduction in commercial broadcasting transmitter licence tax being assessed in 2024–25, but this only partially offset a large increase that was due to approximately \$7.2 million in taxes imposed late in 2023–24 being assessed in July 2024, which moved 2023–24 revenue into 2024–25. The year-on-year increase was also supported by 3.6% indexation applied from the beginning of 2024–25.

Annual numbering charges

On behalf of the government, the ACMA collects an annual numbering charge (ANC), set at \$60 million per annum, from carriage service providers (CSPs) that hold telephone numbers. CSPs are liable for the charges based on the numbers they hold on a specified census date, which in 2024–25 was 13 April 2025.

In 2024–25, the base number charge for a 10-digit number was \$0.58083. Using the opportunity-cost methodology applied in previous years, 9-digit numbers were charged at \$5.8083, 8-digit numbers at \$58.083 and so on. Numbers used for incoming-only international services, internal network services and testing services have a reduced rate.

Geographic numbers (numbers starting with area codes such as 02, 03, 07 and 08) allocated to a CSP to provide a standard telephone service to a customer are exempt from the charge.

Other taxes and charges

Other taxes and charges mainly consist of spectrum licence taxes of \$2.8 million, which increased from 2023–24 due to an increase in the number of spectrum licences issued and an increase to the total annual electromagnetic energy component, as well as instalments of the spectrum access charges for the conversion of apparatus licences to spectrum licences of \$5.7 million and spectrum licence renewals of \$6.6 million.

Cost recovery charges

In accordance with the Australian Government's Charging Framework, we recover the costs of regulating the telecommunications industry. Revenue raised by the ACMA from cost recovery is shown in Table 1.12.

Table 1.12: Cost recovery charges

Description	Revenue in 2023–24 (\$m)	Revenue in 2024–25 (\$m)
Annual Carrier Licence Charge	31.4	31.9
Other cost recovery	3.7	16.2
Total charges	35.1	48.1

The Annual Carrier Licence Charge (ACLC) is imposed under the *Telecommunications (Carrier Licence Charges) Act 1997* on participating carriers. It recovers the cost incurred by the ACMA, the ACCC and DITRDCSA for regulating entities within the telecommunications industry.

Costs arising from activities on national telecommunications interest issues are also cost-recovered through the ACLC. These include:

- coordinating engagement with the International Telecommunication Union, a telecommunications industry body or association developing industry codes under Part 6 of the Telecommunications Act
- financial assistance grants to support consumer representation in the telecommunication sector.

The total charge is allocated using the same eligible revenue assessments utilised for the TIL.

Other administered revenue

The revenue identified in Table 1.13 mainly consists of fees and fines that primarily relate to infringement notices issued following our investigations. Our investigation and enforcement activities are discussed in the Annual Performance Statements.

Table 1.13: Other administered revenue

Description	Revenue in 2023–24 (\$m)	Revenue in 2024–25 (\$m)
Fines and penalties	15.3	30.5
Total charges	15.3	30.5

Administered gains

The current-year gains identified in Table 1.14 reflect amounts paid for spectrum licences won in the 850/900 MHz band auction. While the auction concluded in December 2021, the licences did not commence until 1 July 2024, and the revenue was therefore recognised in 2024–25. In contrast, gains in 2023–24 were \$721.8 million, reflecting amounts paid for spectrum licences won in the 3.4/3.7 GHz bands allocation process, which concluded in November 2023 and had licences commence in January 2024.

Table 1.14: Administered gains

Description	Gain in 2023–24 (\$m)	Gain in 2024–25 (\$m)
Resources received free of charge (spectrum licences)	721.8	2,091.6
Reversal of write-downs and impairment	0.7	0.0
Total charges	722.5	2,091.6

Procurement and contract management

Our approach to procurement activity is driven by the core principles of the Commonwealth's financial management framework. The framework encourages competition, value for money, transparency and accountability, as well as the efficient, effective, ethical and economical use of Commonwealth resources.

Our policy for procuring goods and services is in accordance with the Commonwealth Procurement Rules (CPRs) and is based on the core principle of achieving value for money. We continue to update our resource materials to accommodate legislative changes in Commonwealth procurement policy. Our procurement and contract management capability continues to be enhanced with our use of training packages provided by the Department of Finance, which contribute to the ACMA complying with the requirements of the CPRs for all procurements and contract management.

During 2024–25, the ACMA and eSafety incurred a total consultancy contract expenditure of \$3,447,467 and total non-consultancy contract expenditure of \$50,706,868. Organisations that received the 5 largest shares or organisations that received more than 5% of the total expenditure for each category of contract for the ACMA and eSafety are shown in tables 1.18 and 1.21.

Annual reports contain information about actual expenditure on reportable consultancy and non-consultancy contracts. Information on the value of reportable consultancy and non-consultancy contracts is available on the AusTender website.

Consultants

The ACMA and eSafety engage consultants to provide specialised services when the capability or capacity to perform these in-house is not available, or where there is a requirement for independent advice or the development of intellectual output to assist with decision making. The majority of consultants were engaged following an open approach to market and use of panel arrangements. The main categories for consultancies in 2024–25 were research and general advice.

During 2024–25, 27 new reportable consultancy contracts were entered into for the ACMA and eSafety, involving total actual expenditure of \$2,659,211 (Table 1.15). In addition, 13 ongoing reportable consultancy contracts were active during the period for the ACMA and eSafety, involving total actual expenditure of \$818,256 (Table 1.16).

Table 1.15: Number and expenditure on new consultancy contracts, 2024–25

	Number of contracts	Expenditure \$ (GST inc.)
ACMA	10	552,412
eSafety	17	2,106,799
Total	27	2,659,211

This table includes both administered and departmental expenditure on consultancies.

Table 1.16: Number and expenditure on ongoing consultancy contracts, 2024–25

	Number of contracts	Expenditure \$ (GST inc.)
ACMA	10	744,501
eSafety	3	73,755
Total	13	818,256

This table includes both administered and departmental expenditure on consultancies.

Table 1.17: Total expenditure on consultancy contracts, 2021–22 to 2024–25

Year	New consultancies \$ (GST inc.)	Continued consultancies \$ (GST inc.)
2021–22	2,390,157	1,434,342
2022–23	2,524,785	1,958,055
2023–24	1,719,045	1,611,145
2024–25	2,659,211	818,256

Table 1.18: Organisations receiving a share of reportable consultancy contract expenditure, 2024–25

Name of organisation	Organisation ABN	Expenditure \$'000 (GST inc.)
Veritec Pty Ltd T/a Atturra Cloud Business Solutions	21166493394	1,084,363
The Social Research Centre Pty Ltd	91096153212	363,140
Gartner Australasia Pty Ltd	69003708601	177,760
The Social Research Centre Pty Ltd	91096153212	159,129
Omnipoll Pty Ltd	45606468044	156,996

Non-consultants

The ACMA and eSafety procure goods and services to deliver agency outcomes. During 2024–25, 149 new reportable non-consultant contracts were entered into for the ACMA and eSafety involving total actual expenditure of \$8,545,534. In addition, 197 ongoing reportable non-consultant contracts were active during the period for the ACMA and eSafety, involving total actual expenditure of \$42,161,334.

Table 1.19: Number and expenditure on new non-consultancy contracts, 2024–25

	Number of contracts	Expenditure \$ (GST inc.)
ACMA	69	3,119,355
eSafety	76	5,426,179
Total	145	8,545,534

This table includes both administered and departmental expenditure on contractors.

Table 1.20: Number and expenditure on ongoing non-consultancy contracts, 2024–25

	Number of contracts	Expenditure \$ (GST inc.)
ACMA	119	28,061,697
eSafety	78	14,099,637
Total	197	42,161,334

This table includes both administered and departmental expenditure on contractors.

Table 1.21: Organisations receiving a share of reportable non-consultancy contract expenditure, 2024–25

Name of organisation	Organisation ABN	Expenditure \$'000 (GST inc.)
Evolve FM Pty Ltd Facilities Trust Payment only	52605472580	10,524,333
Talent International (ACT) Pty Ltd	95121819305	4,395,243
IVE Group Australia Pty Ltd	58000205210	2,707,338
Dataworks Group Limited (formerly IXUP Limited)	85612182368	2,681,608
Balance Consulting Services Pty Ltd	31636099039	2,416,417

Contractors

The ACMA and eSafety engage contractors to perform specialised duties under their direction and supervision. The policy for selecting and engaging contractors, including the use of standing panel arrangements, is in accordance with the CPRs and based on the core principle of achieving value for money.

Table 1.22: Total expenditure on contractors, 2021–22 to 2024–25

Year	ACMA \$ (GST inc.)	eSafety \$ (GST inc.)	Total \$ (GST inc.)
2021–22	6,682,225	15,658,681	22,340,906
2022–23	3,001,567	20,405,951	23,407,518
2023–24	2,380,369	18,243,636	20,624,005
2024–25	2,391,319	13,522,544	15,913,863

This table includes both administered and departmental expenditure on contractors. Contractor expenditure reported in this table is included in total non-consultancy expenditure in the above section.

Procurement initiatives to support small business

The ACMA supports small business participation in the Commonwealth Government procurement market, consistent with the CPRs. Small and medium enterprises (SMEs), and Indigenous participation statistics are available on the Department of Finance's website.

We are Pan-European Public Procurement On-Line (PEPPOL) enabled, and support and adhere to the Payment Times Procurement Connected Policy by ensuring all business types are paid on time within 5 business days for PEPPOL-compliant e-invoices and within 20 calendar days or less for all other invoices.

The ACMA recognises the importance of ensuring that small businesses are paid on time. The results of the Survey of Australian Government Payments to Small Business are available on the Treasury's website.

Our procurement practices support SMEs, consistent with paragraphs 5.5 to 5.8 of the CPRs by adopting initiatives and practices including:

- using the Commonwealth Contracting Suite for procurements under \$200,000
- considering the Australian Industry Participation Plans in whole-of-government procurement, where applicable
- adopting Small Business Engagement Principles (outlined in the government's Industry Innovation and Competitiveness Agenda), such as communicating in clear, simple language and presenting information in an accessible format
- using electronic systems or other processes to facilitate on-time payment performance, including the use of payment cards.

Competitive tendering

No contracts have been let for the delivery of government activities previously performed by a Commonwealth agency.

Access by Auditor-General

No contracts have been let that prevent access by the Auditor-General.

Exemptions from reporting of Commonwealth contracts

No exemptions have been sought or granted for the non-reporting of Commonwealth contracts on AusTender.

Asset management

Our asset management procedures and policies reflect relevant legislation and best practice. Major asset categories include land, buildings, leasehold improvements, plant, equipment and intangibles, such as software that is either developed in-house or bought from third-party vendors. Assets are valued at fair value, with their carrying values and useful lives reviewed annually. Under recent revisions to the accounting standard on leases, AASB 16 Leases, the ACMA also recognises a right-of-use asset for its major office leases.

At the end of 2024–25, the ACMA had a total value of \$83.9 million in net non-financial assets (excluding pre-payments).

Property management

Our Property Management Plan enables us to continue to proactively meet our core business objectives and provide cost effective and fit-for-purpose office accommodation.

Ecologically sustainable development and environmental performance

Integrating energy-efficiency practices allows us to reduce our energy costs and decrease the overall consumption of resources.

In 2024–25, we continued to mitigate the effects of our impact on the environment through:

- using electronic document management systems and web-based information-sharing tools to reduce or eliminate the need to print and retain paper copies
- using video conferencing to reduce the need for local and interstate travel
- identifying and implementing ways to improve the energy efficiency of our facilities
- ensuring new leases comply with the Australian Government's energy policy
- procuring energy-efficiency equipment and lighting, including smart lighting systems that activate only when work areas are occupied
- supplying recycling facilities in all work areas
- using 100% recycled copy paper
- producing environmentally sustainable communications products, including using alternatives to paper products and forms whenever possible.
- using sustainably sourced products and furniture items in the Sydney ACMA and eSafety office refurbishment, such as:
 - ensuring that existing furniture was repurposed wherever possible to reduce waste and minimise the impact and emissions of creating new items
 - reducing use of materials in kitchen upgrades through replacing cupboard doors, rather than full cabinetry
 - using recycled tyre rubber as a sustainable alternative to traditional mulch, contributing to a longer-lasting and lower-maintenance solution
 - installing new energy efficient LED lighting to minimise emissions and the use of electricity.

APS Net Zero 2030

APS Net Zero 2030 is the government's policy for the Australian Public Service to reduce its greenhouse gas emissions to net zero by 2030.

In 2024–25, the ACMA was accountable for total carbon emissions measured at 658.95 tonnes of CO₂ equivalent. Energy consumption represented approximately 63% of our total emissions, with air and ground travel and vehicle fleet management at 27% and 10%, respectively, contributing to the balance of greenhouse gas emissions.

Our strategic implementation of renewable energy sources and the acquisition of certified green power offers viable solutions to lower our overall carbon footprint. These eco-friendly alternatives present a sustainable pathway to the future reduction of our carbon emissions originating from electricity consumption. Additionally, we also acknowledge that adopting alternative modes of travel and options for our vehicle fleet, such as low emission vehicles, or leveraging off new technology for virtual meetings will significantly curb carbon emissions associated with business air and land travel.

Table 1.23: 2024–25 greenhouse gas emissions inventory – location-based method

Emission source	Scope 1 t CO₂-e	Scope 2 t CO₂-e	Scope 3 t CO₂-e	Total t CO₂-e
Electricity (location-based approach)	n/a	383.31	32.93	416.24
Natural gas	-	n/a	-	-
Solid waste	-	n/a	-	-
Refrigerants	-	n/a	n/a	-
Fleet and other vehicles	50.81	n/a	12.48	63.29
Domestic commercial flights	n/a	n/a	176.93	176.93
Domestic hire car	n/a	n/a	2.49	2.49
Domestic travel accommodation	n/a	n/a	-	-
Other energy	-	n/a	-	-
Total t CO₂-e	50.81	383.31	224.84	658.95

Note: The table above presents emissions related to electricity usage using the location-based accounting method. CO₂-e = Carbon Dioxide Equivalent.

n/a = not applicable

Table 1.24: 2024–25 electricity greenhouse gas emissions

Emission source	Scope 2 t CO₂-e	Scope 3 t CO₂-e	Total t CO₂-e	Electricity kWh
Electricity (Location Based Approach)	383.31	32.93	416.24	577,909.19
Market-based electricity emissions	302.18	41.04	343.21	373,055.96
Total renewable electricity consumed	n/a	n/a	n/a	204,853.23
Renewable Power Percentage ¹	n/a	n/a	n/a	105,150.58
Jurisdictional Renewable Power Percentage ^{2, 3}	n/a	n/a	n/a	99,702.65
GreenPower ²	n/a	n/a	n/a	-
Large-scale generation certificates ²	n/a	n/a	n/a	-
Behind the meter solar ⁴	n/a	n/a	n/a	-
Total renewable electricity produced	n/a	n/a	n/a	-
Large-scale generation certificates ²	n/a	n/a	n/a	-
Behind the meter solar ⁴	n/a	n/a	n/a	-

Note: The table above presents emissions related to electricity usage using both the location-based and the market-based accounting methods. CO₂-e = Carbon Dioxide Equivalent. Electricity usage is measured in kilowatt hours (kWh).

¹ Listed as Mandatory renewables in 2023–24 annual reports. The renewable power percentage (RPP) accounts for the portion of electricity used, from the grid, that falls within the Renewable Energy Target (RET).

² Listed as Voluntary renewables in 2023–24 annual reports.

³ The Australian Capital Territory is currently the only state with a jurisdictional renewable power percentage (JRPP).

⁴ Reporting behind the meter solar consumption and/or production is optional. The quality of data is expected to improve over time as emissions reporting matures.

n/a = not applicable

Waste management

We are committed to protecting the environment through implementing efficient and effective waste management programs, including segregated waste streams and comingled recycling. Our aim is to increase the amount of recycled waste as a proportion of total waste. The increase in digital record-keeping has reduced office paper consumption and the amount of paper waste sent for recycling.

Additional recycling efforts include recycling printer and toner cartridges, batteries and mobile phones to ensure these items are diverted from landfill and used in sustainable programs.

We also have a partnership that provides secure IT asset disposal and e-waste management services. Our partner is an accredited e-waste recycler (AS/NZS 5377) that holds relevant ISO certifications in safety (OHSAS 18001, AS/NZS 4801), information security (ISO 27001), quality (ISO 9001) and environmental management (ISO 14001).

Security

All statutory reporting requirements were met in 2024–25, including mandatory participation in the Protective Security Policy Framework compliance reporting conducted by the Attorney-General's Department.

Strategic Commissioning Framework

In 2024–25, the ACMA took steps to bring core work in-house in line with the APS Strategic Commissioning Framework. Our targets for 2024–25 aimed to bring \$1,370,806 (GST excl) of core work in-house in administration, and ICT and digital job families. This target was achieved with an actual reduction of \$1,412,921 (GST excl) in relevant supplier expenditure in 2024–25.

Our people

At 30 June 2025, the ACMA had 684 APS staff, 222 of whom work in eSafety. Staff were located mainly in our central offices in Canberra, Melbourne and Sydney.

Workforce initiatives

Over the reporting period, we continued our focus on developing a talented, dedicated, innovative and committed workforce who work cohesively to achieve a common goal, embody integrity and fairness, and ensure accountability and transparency.

Throughout 2024–25, we implemented the actions outlined in our HR initiatives, including our Reconciliation Action Plan (RAP), Health and Wellbeing Strategy, Integrity Framework and our Diversity and Inclusion Strategy. The reporting period also saw the launch of the SES Performance Leadership Framework to align with the whole of APS direction for SES performance.

These, along with other HR initiatives, aim to create a workforce and workplace to which ACMA staff want to belong. In 2024–25, we continued to develop our HR data and systems to support workforce management and planning to ensure we have the necessary workforce to deliver on our objectives for the longer term.

Entry-level programs

Our entry-level programs target university graduates and junior-level employees embarking on their APS careers by developing their skills and capabilities through various roles and rotations across the organisation. During the reporting period, we welcomed graduates sourced through the Australian Government Graduate Program, Government Apprenticeship Program and School Leaver Program.

Capability development

In line with our Organisational Capability Framework, Diversity and Inclusion Strategy, and RAP, we continued to offer development opportunities that were aligned with our capability priorities. We delivered training across a range of topics, including office productivity, cyber security, use of AI, record keeping, minute taking, report writing, and influence, negotiation and persuasion. We supported staff in addressing individual capability needs through dedicated programs linked to their performance plans.

We invested in leadership development through Manager Essentials training, change management programs, and a targeted EL1 talent program. Delivered over 6 months, the EL1 talent program focused on self-awareness, strategic leadership, leading others and complex decision making, supported by group and individual coaching. A strong emphasis was placed on psychosocial risk, mental health and wellbeing training to support staff exposed to traumatic material, and to build managerial capability in managing stress and burnout. Our 'Speak Up' series complemented the program with sessions on integrity, leading with integrity, and mental health for both managers and staff.

In 2024–25, the ACMA's net expenditure on employee learning and development (including eSafety and ACMA staff) was \$1,218,458 (excluding GST). This included general training, conferences, seminars and study assistance. A total of 18 employees were supported through our study assistance program to pursue tertiary qualifications in fields such as law, business, social work, human resources and public/social policy.

We have processes to ensure that each employee's performance and development is managed to achieve the agency's objectives. Each employee develops an annual performance plan linked to divisional, branch and corporate plans. Regular feedback, identification of development areas and annual performance assessments are key components of this process. In the next reporting period, we will implement a new Performance and Development Framework, streamlining current practices and placing greater emphasis on regular, high-quality 2-way conversations.

Workplace diversity and inclusion

We are committed to providing a supportive and respectful work environment that recognises, values and accommodates the diversity of our employees and represents the Australian community we serve.

In the reporting period, we delivered a number of initiatives within the Diversity and Inclusion Strategy 2024–26 with more to be delivered throughout the next reporting period. A Diversity and Inclusion Working Group has been established to help deliver on the strategy. The strategy sets out the goals and actions required to build on our commitment to being a diverse and inclusive workforce. It aims to build a strong foundation of diversity and inclusion within the ACMA and eSafety by articulating clear actions under the following themes:

- we are purposeful and take deliberate action to enhance the diversity and inclusion of our workforce
- we are curious and questioning and want to value the individual differences between each of us and use these to drive innovative design and delivery of our services
- we are collaborative and want to use our difference to work better together and contribute to the broader APS initiatives to improve diversity and inclusion.

We promoted diversity by recognising and celebrating a range of significant events, such as NAIDOC Week, Deepavali, International Day of People with Disability, International Day for the Elimination of Racial Discrimination, Ramadan, International Women's Day, International Day Against Homophobia, Biphobia, Interphobia and Transphobia (IDAHOBIT), National Sorry Day and National Reconciliation Week. We will develop a new Reconciliation Action Plan (RAP) from 2026 to replace the existing RAP that concluded during this reporting period. In 2024–25, the ACMA and eSafety supported 2 employees to participate in the Jawun program. Both secondees participated in in-place secondments, one in inner Sydney and one on the Central Coast of NSW to increase their understanding of indigenous cultures and work with Indigenous Australian organisations.

Workplace agreements and conditions

The *ACMA Enterprise Agreement 2024–27* sets out the terms and conditions of employment for non-SES employees. In specific circumstances, terms and conditions are supplemented under individual flexibility agreements (see Appendix 1.2). There are no provisions for performance pay under the ACMA's current enterprise agreement.

ACMA employees are provided with a range of non-monetary benefits, including salary packaging, purchased leave, airline club membership for frequent travellers, reimbursing loss or damage to clothing or personal effects and some costs associated with vacation childcare. We also provide a range of benefits to support professional development and health and wellbeing. These include flexible working arrangements, reimbursement of relevant professional association membership fees, skin and health checks, and annual flu immunisation costs.

Terms and conditions for the ACMA's SES employees are contained in determinations made under subsection 24(1) of the Public Service Act. There are currently 25 SES employees within the ACMA, 9 of whom are assigned to the eSafety Commissioner. Salary ranges for SES employees are in Appendix 1.2 of this report.

Non-salary benefits for SES employees may include a mobile phone, airline club membership, reimbursement of professional fees and allocated parking.

Consultation and workplace relations

Staff consultative forums are established under the ACMA Enterprise Agreement.

The National Work Health and Safety (WHS) Committee provides a consultative forum to consider WHS issues that concern the ACMA at an organisational level.

The National Consultative Forum (NCF) deals primarily with key strategic and change issues that affect ACMA staff. Convened by the ACMA Chair, the NCF comprises management, union and employee representatives. The NCF met 3 times during the reporting period.

Minutes of each meeting were made available to staff via the ACMA's internal intranet site.

We participate in the Australian Public Service Commission's Employee Census, which enables us to collect employee feedback to help develop strategies to address specific workforce issues. We had a participation rate of 87% for the 2025 APS census.

Disability reporting

Australia's Disability Strategy 2021–2031 is the overarching framework for inclusive policies, programs and infrastructure that will support people with disability to participate in all areas of Australian life. The strategy sets out where practical changes will be made to improve the lives of people with disability in Australia. It acts to ensure the principles underpinning the United Nations Convention on the Rights of Persons with Disabilities are incorporated into Australia's policies and programs that affect people with disability, their families and carers.

All levels of government have committed to deliver more comprehensive and visible reporting under the strategy. A range of reports on progress of the strategy's actions and outcome areas is available at disabilitygateway.gov.au/ads.

Disability reporting is included in the Australian Public Service Commission's State of the Service reports and the APS Statistical Bulletin. These reports are available at apsc.gov.au.

Ethical standards

During the reporting period, we continued to promote the importance of ethical standards through our Accountable Authority Instructions (AAIs), human resource policies and training programs.

Each year, employees are required to undertake refresher training on important ethical responsibilities. In 2024–25, this training focused on security (including new specific cyber security training), health, safety and wellbeing, records management, bullying and harassment, and privacy awareness. We also required employees to undertake new AI awareness training, consistent with the Digital Transformation Agency's *Policy for the responsible use of AI in government*. Trained Harassment Contact Officers were available across the ACMA to provide advice to employees who may be dealing with workplace bullying or harassment.

All new employees are required to undertake online training on the Australian Public Service (APS) Values and Employment Principles as part of their induction. Adherence to the ACMA and APS Values and the APS Code of Conduct is mandatory and included in all performance agreements.

We now have a centralised integrity function to manage the implementation of the new ACMA and eSafety Integrity Framework. Targeted initiatives are designed to ensure staff not only know how to refer matters or concerns to a dedicated team for assessment and review, but are encouraged to do so. The team also coordinates conflicts of interest and code of conduct issues.

Health and safety

We are committed to safeguarding the health and safety of our staff, visitors and the public by:

- preventing accidents and ill-health caused by working conditions
- protecting against health hazards that may arise out of their work or the conditions in which it is carried out
- consulting with employees and other duty-holders (for example, the employers of contractors)
- maintaining an occupational environment designed to meet health, safety and wellbeing needs.

Health and safety information is provided to all new staff during induction, and staff are required to complete workplace health and safety (WHS) online training on a regular basis.

We continued to provide the health and well-being initiatives outlined in the ACMA Health and Wellbeing Framework 2022–24. These initiatives delivered programs and assistance to staff, including:

- wellness activities and focused information and support
- a flu vaccination program with on-site vaccinations and external provider reimbursements
- skin and health checks on-site
- assistance with costs associated with eye-testing and buying glasses for screen-based use
- access to the Employee Assistance Program.

During the reporting period, we undertook the following WHS compliance activities:

- held regular meetings with our National Work Health and Safety Committee to raise health and safety issues to management and share information
- conducted workplace hazard inspections
- undertook first-aid risk assessments of ACMA offices
- refreshed our WHS support contacts to ensure adequate coverage across health and safety representatives, first-aid officers, harassment contact officers and work health and safety champions.

During the reporting period, no notifiable incidents were reported to Comcare, no work health and safety investigations were conducted, and no notices were given to the ACMA under Part 10 of the *Work Health and Safety Act 2011*.

Appendices

Appendix 1.1: Committees, memberships and attendance at meetings

Authority meetings

During 2024–25, the Authority met 54 times.

Table 1.25: Attendance by members at Authority meetings, 2024–25

Authority member	No. of meetings attended
Nerida O’Loughlin, Chair	48
Creina Chapman, Deputy Chair and CEO (to 6 December 2024)	28
Adam Suckling (Deputy Chair from 11 March 2025)	50
Carolyn Lidgerwood	54
Samantha Yorke	50
Anna Brakey (Associate Member)	8
Catriona Lowe (Associate Member)	7

For more details about the Authority, refer to page 15.

Executive Management Committee meetings

During 2024–25, the EMC met 11 times.

Table 1.26: Attendance at Executive Management Committee meetings, 2024–25

Member of Executive Management Committee	No. of meetings attended
Nerida O’Loughlin, Chair	10
Creina Chapman, Deputy Chair and CEO (to 6 December 2024)	5
Carolyn Lidgerwood, acting Deputy Chair	2
Adam Suckling, Deputy Chair (Deputy Chair from 11 March 2025)	4
Michael Brealey, General Manager, Communications Infrastructure Division	11
Brendan Byrne, General Manager, Legal Services Division	11
Jeremy Fenton, acting General Manager, Consumer Division	1
Autumn Field, General Manager, Content Division	9
Helen Owens, General Manager, Corporate and Research Division	11
Cathy Rainsford, General Manager, Consumer Division	10

Audit and Risk Committee

In its capacity as an advisory committee to the ACMA Chair, the Audit and Risk Committee met 6 times (5 regular meetings and 1 out-of-session) in 2024–25.

The Audit Committee charter is available on the ACMA website at acma.gov.au/compulsory-reporting#audit-and-risk-committee-charter

Table 1.27: Audit and Risk Committee

Member name	Qualifications, knowledge, skills or experience	No. of meetings attended	Total no. of meetings held	Total annual remuneration (GST inc.)	Role on committee
Ian McPhee AO PSM	Public sector and industry experience including as a company director, audit committee chair/member, chair of various governance reviews and Auditor-General for Australia 2005–15. B. Bus (Accountancy), BA (Computing Studies), FCPA, FCA, FIPAA, GAICD	6	6	\$34,600	Chair
Mark Ridley	Experience as an independent member and chair of audit and risk committees for several large-sized and medium-sized Commonwealth agencies since 2011. Also assisted some entities in the oversight of ICT projects. Has held leadership roles in risk advice, internal audit and ICT project assurance for large financial services companies, other industries and state and federal governments. B. Commerce and Accounting, GAICD, FCA	5	6	\$16,863	Member
Karen Michelle	Public sector and industry experience including former Chief Financial Officer in the Australian Government, audit committee member, treasurer of a not-for-profit board, experience in audit, systems of control, finance and risk management, program management, stakeholder management, strategic planning and ICT management. B. Commerce, BSc, FCA	3	6	\$6,050	Member
Josephine Schumann	Experience as an independent member and chair of audit and risk committees. Public sector experience in finance and risk management, governance, audit and corporate reporting. BA (Urban Geography), BA (Hons), GAICD	3	6	\$5,000	Member

ACMA advisory and consultative bodies

Consumer Consultative Forum (CCF)

Ongoing members

- Australian Communications Consumer Action Network
- Telecommunications Industry Ombudsman Limited

Set term members

The following consumer representatives were appointed for a 3-year term in October 2024:

- Associate Professor Lyndon Ormond-Parker, First Nations Digital Inclusion Advisory Group
- Consumer Action Law Centre
- Consumer Policy Research Centre
- Isolated Children's Parents' Association of Australia
- NSW Business Chamber (Business NSW)
- Safe and Equal
- The Country Women's Association of NSW
- Western Community Legal Centre Limited (Westjustice)

Observers

- Australian Competition and Consumer Commission
- DITRDCA

Numbering Advisory Committee (NAC)

Consumer representatives

- Australian Communications Consumer Action Network

Industry representatives

- Commpete Incorporated
- Australian Telecommunications Alliance (formerly Communications Alliance Ltd)
- SingTel Optus Pty Ltd
- Symbio Networks Pty Ltd (formerly MyNetFone Limited)
- Telstra Corporation Ltd
- TPG Telecom
- Verizon Pty Ltd
- Vocus Group Limited

Regulatory, government and ombudsman representatives

- Australian Competition and Consumer Commission
- DITRDCA
- Telecommunications Industry Ombudsman Limited

Observers

- Paradigm One Pty Ltd
- ZOAK Pty Ltd

Scam Telecommunications Action Taskforce (STAT)

Members

- ACMA (Chair and secretariat support)
- Australian Competition and Consumer Commission
- Australian Securities and Investments Commission
- Communications Alliance Ltd
- DITRDCA

Other entities have observer status to provide expertise on specific matters.

Industry observers

- Australian Mobile Telecommunications Association
- Commonwealth Bank of Australia
- Singtel Optus Pty Ltd
- Pivotal Group Pty Ltd
- Sinch
- Symbio Holdings Pty Ltd
- Telstra Limited
- TPG Telecom Ltd
- Twilio Inc
- Verizon Pty Ltd
- Vocus Group Ltd

Government observers

- Australia Post
- Australian Banking Association
- Australian Federal Police
- Australian Financial Crimes Exchange
- Australian Taxation Office
- Department of Home Affairs
- Office of the Australian Information Commissioner
- Services Australia

Other observers

- Crimestoppers
- IDCare
- NBN Co Ltd
- New Zealand Department of Internal Affairs
- NSW Police

Appendix 1.2: Staffing information

This appendix contains staffing details for the ACMA and eSafety on a headcount basis. Other than the Commissioner, all employees working for eSafety remain employed by the ACMA under the *Public Service Act 1999*.

Table 1.28: All ongoing employees – current report period (2024–25)

	Man/Male			Woman/Female			Non-binary			Prefers not to answer			Uses a different term			Total
	Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total	
NSW	78	0	78	127	21	148	0	0	0	0	0	0	0	0	0	226
Qld	3	0	3	1	1	2	0	0	0	0	0	0	0	0	0	5
SA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Tas.	1	0	1	0	1	1	0	0	0	0	0	0	0	0	0	2
Vic.	91	4	95	99	27	126	0	0	0	0	0	0	1	0	1	222
WA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ACT	81	5	86	89	19	108	0	0	0	0	0	0	1	0	1	195
NT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
External territories	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Overseas	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	254	9	263	316	69	385	0	0	0	0	0	0	2	0	2	650

Table 1.29: All ongoing employees – previous report period (2023–24)

	Man/Male			Woman/Female			Non-binary			Prefers not to answer			Uses a different term		
	Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total
NSW	71	1	72	99	20	119	0	0	0	0	0	0	0	0	191
Qld	3	0	3	1	1	2	0	0	0	0	0	0	0	0	5
SA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Tas.	1	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Vic.	87	3	90	80	23	103	0	0	0	0	0	0	1	0	194
WA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ACT	84	4	88	75	18	93	0	0	0	0	0	0	0	0	181
NT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
External territories	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Overseas	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	246	8	254	255	62	317	0	0	0	0	0	0	1	0	572

Table 1.30: All non-ongoing employees – current report period (2024–25)

	Man/Male			Woman/Female			Non-binary			Prefers not to answer			Uses a different term			Total
	Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total	
NSW	2	0	2	8	4	12	0	0	0	0	0	0	0	0	0	14
Qld	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	1
SA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Tas.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Vic.	5	0	5	4	1	5	0	0	0	0	0	0	0	0	0	10
WA	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
ACT	4	0	4	4	0	4	0	0	0	0	0	0	0	0	0	8
NT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
External territories	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Overseas	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	12	0	12	16	6	22	0	0	0	0	0	0	0	0	0	34

Table 1.31: All non-ongoing employees – previous report period (2023–24)

	Man/Male			Woman/Female			Non-binary			Prefers not to answer			Uses a different term			Total
	Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total	
NSW	1	0	1	7	2	9	0	0	0	0	0	0	0	0	0	10
Qld	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Tas.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Vic.	4	0	4	10	3	13	0	0	0	0	0	0	0	0	0	17
WA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ACT	4	0	4	5	2	7	0	0	0	0	0	0	0	0	0	11
NT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
External territories	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Overseas	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	9	0	9	22	7	29	0	0	0	0	0	0	0	0	0	38

Australian Public Service (APS) classification and gender

Table 1.32: Public Service Act ongoing employees – current report period (2024–25)

	Man/Male			Woman/Female			Non-binary			Prefers not to answer			Uses a different term			Total
	Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total	
SES 3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SES 2	4	0	4	4	0	4	0	0	0	0	0	0	0	0	0	8
SES 1	9	1	10	5	2	7	0	0	0	0	0	0	0	0	0	17
EL 2	52	1	53	53	4	57	0	0	0	0	0	0	0	0	0	109
EL 1	95	2	97	131	32	163	0	0	0	0	0	0	1	0	1	261
APS 6	67	3	70	82	22	104	0	0	0	0	0	0	0	0	0	174
APS 5	19	1	20	27	0	27	0	0	0	0	0	0	0	0	0	47
APS 4	8	0	8	12	3	15	0	0	0	0	0	0	0	0	0	23
APS 3	0	0	0	1	5	6	0	0	0	0	0	0	1	0	1	7
APS 2	0	1	1	0	1	1	0	0	0	0	0	0	0	0	0	2
APS 1	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	1
Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	254	9	263	316	69	385	0	0	0	0	0	0	2	0	2	650

Table 1.33: Public Service Act ongoing employees – previous report period (2023–24)

	Man/Male			Woman/Female			Non-binary			Prefers not to answer			Uses a different term			Total
	Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total	
SES 3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SES 2	3	0	3	4	0	4	0	0	0	0	0	0	0	0	0	7
SES 1	8	1	9	5	0	5	0	0	0	0	0	0	0	0	0	14
EL 2	40	0	40	35	2	37	0	0	0	0	0	0	0	0	0	77
EL 1	96	2	98	101	33	134	0	0	0	0	0	0	0	1	1	233
APS 6	65	4	69	63	23	86	0	0	0	0	0	0	0	0	0	155
APS 5	23	1	24	24	2	26	0	0	0	0	0	0	0	0	0	50
APS 4	10	0	10	18	1	19	0	0	0	0	0	0	0	0	0	29
APS 3	1	9	1	2	1	3	0	0	0	0	0	0	0	0	0	4
APS 2	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	1
APS 1	0	0	0	2	0	2	0	0	0	0	0	0	0	0	0	2
Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	246	8	254	255	62	317	0	0	0	0	0	0	0	1	1	572

Table 1.34: Public Service Act non-ongoing employees – current report period (2024–25)

	Man/Male			Woman/Female			Non-binary			Prefers not to answer			Uses a different term			Total
	Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total	
SES 3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SES 2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SES 1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
EL 2	1	0	1	1	0	1	0	0	0	0	0	0	0	0	0	2
EL 1	4	0	4	5	3	8	0	0	0	0	0	0	0	0	0	12
APS 6	4	0	4	5	2	7	0	0	0	0	0	0	0	0	0	11
APS 5	2	0	2	3	1	4	0	0	0	0	0	0	0	0	0	6
APS 4	1	0	1	2	0	2	0	0	0	0	0	0	0	0	0	3
APS 3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
APS 2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
APS 1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	12	0	12	16	6	22	0	0	0	0	0	0	0	0	0	34

Table 1.35: Public Service Act non-ongoing employees – previous report period (2023–24)

	Man/Male			Woman/Female			Non-binary			Prefers not to answer			Uses a different term		
	Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total
SES 3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SES 2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SES 1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
EL 2	0	0	0	1	1	2	0	0	0	0	0	0	0	0	2
EL 1	4	0	4	5	1	6	0	0	0	0	0	0	0	0	10
APS 6	4	0	4	11	2	13	0	0	0	0	0	0	0	0	17
APS 5	1	0	1	3	1	4	0	0	0	0	0	0	0	0	5
APS 4	0	0	0	2	1	3	0	0	0	0	0	0	0	0	3
APS 3	0	0	0	0	1	1	0	0	0	0	0	0	0	0	1
APS 2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
APS 1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	9	0	9	22	7	29	0	0	0	0	0	0	0	0	38

Employment type by full-time and part-time status

Table 1.36: Public Service Act employees by full-time and part-time status – current report period (2024–25)

	Ongoing			Non-ongoing			Total
	Full time	Part time	Total ongoing	Full time	Part time	Total non-ongoing	
SES 3	0	0	0	0	0	0	0
SES 2	8	0	8	0	0	0	8
SES 1	14	3	17	0	0	0	17
EL 2	88	3	91	2	0	2	93
EL 1	221	35	256	9	3	12	268
APS 6	162	25	187	8	2	10	197
APS 5	50	1	51	6	1	7	58
APS 4	26	4	30	3	0	3	33
APS 3	2	5	7	0	0	0	7
APS 2	2	0	2	0	0	0	2
APS 1	1	0	1	0	0	0	1
Other	0	0	0	0	0	0	0
Total	574	76	650	28	6	34	684

Table 1.37: Public Service Act employees by full-time and part-time status – previous report period (2023–24)

	Ongoing			Non-ongoing			Total
	Full time	Part time	Total ongoing	Full time	Part time	Total non-ongoing	
SES 3	0	0	0	0	0	0	0
SES 2	7	0	7	0	0	0	7
SES 1	13	1	14	0	0	0	14
EL 2	75	2	77	1	1	2	79
EL 1	197	36	233	9	1	10	243
APS 6	128	27	155	15	2	17	172
APS 5	47	3	50	4	1	5	55
APS 4	28	1	29	2	1	3	32
APS 3	3	1	4	0	1	1	5
APS 2	1	0	1	0	0	0	1
APS 1	2	0	2	0	0	0	2
Other	0	0	0	0	0	0	0
Total	501	71	572	31	7	38	610

Table 1.38: Public Service Act employment type by location – current reporting period (2024–25)

	Ongoing	Non-ongoing	Total
NSW	226	14	240
Qld	5	1	6
SA	0	0	0
Tas.	2	0	2
Vic.	222	10	232
WA	0	1	1
ACT	195	8	203
NT	0	0	0
External territories	0	0	0
Overseas	0	0	0
Total	650	34	684

Table 1.39: Public Service Act employment type by location – previous reporting period (2023–24)

	Ongoing	Non-ongoing	Total
NSW	191	10	201
Qld	5	0	5
SA	0	0	0
Tas.	1	0	1
Vic.	194	17	211
WA	0	0	0
ACT	181	11	192
NT	0	0	0
External territories	0	0	0
Overseas	0	0	0
Total	572	38	610

Table 1.40: Public Service Act Indigenous employment – current report period (2024–25)

	Total
Ongoing	6
Non-ongoing	1
Total	7

Table 1.41: Public Service Act Indigenous employment – previous report period (2023–24)

	Total
Ongoing	3
Non-ongoing	0
Total	3

Arrangements of SES and non-SES employees

Table 1.42: Public Service Act employment arrangements – current report period (2024–25)

	SES	Non-SES	Total
<i>ACMA Enterprise Agreement 2024–2027</i>	0	659	659
Individual flexibility agreement*	0	34	34
Subsection 24(1) Determination	25	0	25

*Employees subject to an individual flexibility agreement are also covered by the ACMA Enterprise Agreement 2024–27.

Salary ranges by classification level

Table 1.43: Public Service Act employment salary ranges by classification level
(minimum/maximum) – current report period (2024–25)

	Minimum salary	Maximum salary
SES 3	-	-
SES 2	313,407	321,888
SES 1	236,770	253,768
EL 2	139,146	168,468*
EL 1	115,443	142,797^
APS 6	94,658	106,898
APS 5	85,883	92,730
APS 4	77,079	83,783
APS 3	68,817	74,837
APS 2	60,557	66,798
APS 1	54,516	59,369
Other	-	-
Minimum/maximum range	-	-

**This is the EL2.5 classification, which is restricted to employees who were grandfathered from the Australian Broadcasting Authority /Australian Communications Authority*

^ This is the top of the ACMA local designation Senior Lawyer, which is an EL1 equivalent

Appendix 1.3: Executive remuneration

Table 1.44: Remuneration for key management personnel

Name	Position title	Short-term benefits			Postemployment benefits			Other long-term benefits			Total remuneration
		Base salary	Bonuses	Other benefits and allowances	Superannuation contributions	Long service leave	Other long-term benefits	Termination benefits			
Nerida O'Loughlin	Chair	538,734	-	-	76,949	13,630	-	-	-	629,313	
Creina Chapman	Deputy Chair*	192,340	-	10,645	26,496	5,085	-	-	-	234,566	
Adam Suckling	Deputy Chair†	122,551	-	1,795	8,981	2,884	-	-	-	136,211	
Carolyn Lidgerwood	Acting Deputy Chair‡	95,133	-	11,057	16,366	2,738	-	-	-	125,294	
Julie Inman Grant	eSafety Commissioner	463,781	-	-	30,831	12,238	-	-	-	506,850	
Helen Owens	General Manager	329,561	-	4,362	59,459	8,539	-	-	-	401,921	
Michael Brealey	General Manager	319,092	-	7,755	58,222	8,022	-	-	-	393,091	
Cathy Rainsford	General Manager	322,615	-	4,362	57,894	8,022	-	-	-	392,893	
Kathryn King	General Manager	314,565	-	17,181	47,244	8,022	-	-	-	387,012	
Autumn Field	General Manager	310,269	-	4,362	56,049	8,022	-	-	-	378,702	
Brendan Byrne	General Manager	311,506	-	-	48,329	8,022	-	-	-	367,857	
Toby Dagg	General Manager	221,058	-	14,260	48,375	8,022	-	-	-	291,715	
Richard Fleming	General Manager §	147,781	-	-	24,503	3,605	-	-	-	175,889	
Heidi Snell	Acting General Manager	109,172	-	27,593	18,144	3,605	-	-	-	158,514	

Notes to Table 1.44

This table includes officers in a substantive key management personnel (KMP) role for any period during the financial year and officers acting in KMP roles for periods greater than 3 months. For these officers, the reported amounts reflect remuneration during these periods only.

Base salary includes wages and accrual of recreational leave entitlements. Other benefits and allowances include motor vehicle allowances, allowances for higher duties and other allowances under the relevant staff agreements. Long service leave includes the accrual of entitlements. For statutory office holders, the total remuneration reported in the above table includes elements outside the Remuneration Tribunal Determination, such as the accrual of recreational and long service leave.

- * Position held until 10 December 2024.*
- † Position held from 11 March 2025.*
- ‡ Position held from 11 December 2024 to 10 March 2025.*
- § Position held from 13 January 2025.*

Table 1.45: Remuneration for senior executives

Total remuneration bands	Number of senior executives	Short-term benefits			Postemployment benefits		Other long-term benefits		Termination benefits		Total remuneration
		Average base salary	Average bonuses	Average other benefits and allowances	Average superannuation contributions	Average long service leave	Average other long-term benefits	Average termination benefits	Average total remuneration		
\$0 – \$220,000	8	79,963	-	15,584	12,835	2,553	-	-	-	110,935	
\$220,001 – \$245,000	2	116,161	-	22,333	23,861	3,940	-	56,238	-	222,533	
\$245,001 – \$270,000	2	208,379	-	8,276	34,751	5,545	-	-	-	256,951	
\$270,001 – \$295,000	4	229,754	-	7,381	34,174	6,113	-	-	-	277,422	
\$295,001 – \$320,000	5	247,290	-	13,099	38,828	6,611	-	-	-	305,828	
\$320,001 – \$345,000	2	261,594	-	11,666	45,642	6,203	-	-	-	325,105	

Notes to Table 1.45

This table includes officers in a substantive SES role for any period during the financial year and officers acting in SES roles for periods greater than 3 months. For acting roles, the reported amounts reflect remuneration during these periods only.

This table excludes remuneration for officers in a substantive key management personnel (KMP) role for any period during the financial year and officers acting in KMP roles for periods greater than 3 months.

Base salary includes wages and accrual of recreational leave entitlements. ACMA SES officers are not paid bonuses.

Other benefits and allowances include motor vehicle allowances, allowances for higher duties and other allowances under the relevant staff agreements. Long service leave includes the accrual of entitlements.

Remuneration for other highly paid staff

For the 2024–25 reporting period, there are no other highly paid staff requiring additional disclosure.

Appendix 1.4: Telecommunications consumer protection compliance and enforcement outcomes

Appendix 1.4 includes information related to the ACMA's annual reporting requirements under paragraphs 57(d) and 57(e) of the *Australian Communications and Media Authority Act 2005* (the ACMA Act).

Investigations by the ACMA

The table below reports on the number and types of complaints made to the ACMA under Part 26 of the *Telecommunications Act 1997*, from 1 July 2024 to 30 June 2025. It details investigations arising from complaints received and their results.

Table 1.46: Investigations conducted and enforcement outcomes

Entity/ entity type	Substance of complaint	Investigation outcome	Enforcement action
Spam Act 2003			
A total of 6 investigations were conducted under the Telecommunications Act from the 6,426 complaints about alleged breaches of the Spam Act.			
Commonwealth Bank of Australia	Sending marketing emails and SMS without consent and without a functional unsubscribe facility	Breach of subsection 16(1) – sending or causing to be sent, commercial electronic messages to electronic addresses with an Australian link without consent	\$7,502,610 infringement notice
		Breach of subsection 18(1) – sending or causing to be sent, commercial electronic messages without a functional unsubscribe facility	Enforceable undertaking
Telstra Limited	Sending marketing emails and SMS without consent and without a functional unsubscribe facility	Breach of subsection 16(1) – sending or causing to be sent, commercial electronic messages to electronic addresses with an Australian link without consent	\$626,000 infringement notice
		Breach of subsection 18(1) – sending or causing to be sent, commercial electronic messages without a functional unsubscribe facility	Enforceable undertaking

Entity/ entity type	Substance of complaint	Investigation outcome	Enforcement action
PointsBet Australia Pty Ltd	Sending marketing emails without consent, including where consumers had unsubscribed, and sending marketing SMS without accurate sender information	<p>Breach of subsection 16(1) – sending or causing to be sent, commercial electronic messages to electronic addresses with an Australian link without consent</p> <p>Breach of subsection 17(1) sending or causing to be sent, commercial electronic messages without accurate information about how the recipient can readily contact that individual or organisation</p> <p>Breach of subsection 18(1) – sending or causing to be sent, commercial electronic messages without a functional unsubscribe facility</p>	<p>\$500,800 infringement notice</p> <p>Enforceable undertaking</p>
Not disclosed	Sending marketing emails without consent, including where consumers had unsubscribed	Investigation concluded prior to findings being made – entity entered into voluntary administration and then liquidation	n/a
Tabcorp Holdings Limited	Sending marketing emails without consent, including where consumers had unsubscribed, and sending marketing SMS without accurate sender information	<p>Breach of subsection 16(1) – sending or causing to be sent, commercial electronic messages to electronic addresses with an Australian link without consent</p> <p>Breach of subsection 17(1) sending or causing to be sent, commercial electronic messages without accurate information about how the recipient can readily contact that individual or organisation</p> <p>Breach of subsection 18(1) – sending or causing to be sent, commercial electronic messages without a functional unsubscribe facility</p>	<p>\$4,003,270 infringement notice</p>

Entity/ entity type	Substance of complaint	Investigation outcome	Enforcement action
Betfair Pty Ltd	Sending marketing emails and SMS without consent, including where consumers had unsubscribed	Breach of subsection 16(1) – sending or causing to be sent, commercial electronic messages to electronic addresses with an Australian link without consent	\$871,660 infringement notice Enforceable undertaking ¹

Telecommunications Act 1997 and C628:2019 Telecommunications Consumer Protections Code

A total of one investigation was conducted under the Telecommunications Act from one complaint received about alleged breaches of the Telecommunications Consumer Protections Code. The ACMA did not make a breach finding in this matter.

Telstra Limited and Telstra Corporation Limited	Record keeping in relation to deceased customers	No breach of clause 3.5.1(e) – requirement to keep records of a relevant change in circumstances for a customer, including the death of a customer.	n/a
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Telecommunications Act 1997, Telecommunications (Consumer Protection and Service Standards) Act 1999 (TCPSS Act) and Telecommunications (Emergency Call Service) Determination 2019 (ECS Determination)

A total of 2 investigations were conducted under the Telecommunications Act from complaints received about alleged breaches of the TCPSS Act and the ECS Determination.

These investigations resulted in the ACMA taking enforcement action in relation to both matters.

3 subsidiaries of SingTel Optus Pty Limited	Following a nationwide network outage on 8 November 2023, Optus failed to provide customers with access to the emergency call service and failed to conduct welfare checks on people who had tried to make an emergency call during the outage	Multiple contraventions of the ECS Determination and the TCPSS Act, resulting in multiple contraventions of the Telecommunications Act.	Infringement notices totalling \$12,000,420
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¹ The ACMA accepted the enforceable undertaking in July 2025.

Entity/ entity type	Substance of complaint	Investigation outcome	Enforcement action
Telstra Limited	Following a technical disruption at Telstra's emergency call centre, Telstra failed to transfer some calls to an emergency service organisation. Telstra failed to transfer some customers' names and location information at the time that a successful emergency call was transferred	Multiple contraventions of the ECS Determination and the TCPSS Act, resulting in multiple contraventions of the Telecommunications Act.	Infringement notice totalling \$3,004,800

Do Not Call Register Act 2006, Telecommunications (Telemarketing and Research Calls) Industry Standard 2017 and Fax Marketing Industry Standard 2021

The ACMA did not conduct any formal investigations under the Telecommunications Act from the 16,537 complaints received about alleged non-compliance with the Do Not Call Register Act and the Telecommunications (Telecommunications (Telemarketing and Research Calls) Industry Standard 2027, or the Fax Marketing Industry Standard 2021.

The ACMA's operations on industry codes, industry standards and numbering of carriage services

During 2024–25, the ACMA made 3 industry standards (details below), registered 4 industry codes (and deregistered the previous versions of these codes) under Part 6 of the Telecommunications Act. The ACMA remade the Telecommunications Numbering Plan under Part 22 of the Telecommunications Act and 4 numbering determinations under the Telecommunications Act and the *Telecommunications (Numbering Charges) Act 1997*.

Telecommunications (Domestic, Family and Sexual Violence Consumer Protections) Industry Standard 2025

The standard was made on 6 June 2025. It requires telecommunications providers to provide trauma-informed support to people experiencing, or who may be at risk of experiencing, domestic, family or sexual violence. This includes training staff, enhanced account security and flexible communication options. Providers are also prohibited from requiring victims to engage with alleged perpetrators and must reconnect affected customers without unnecessary barriers.

Telecommunications (Consumer Complaints Handling) Industry Standard Amendment 2025 (No. 1)

The Telecommunications (Consumer Complaints Handling) Industry Standard 2018 was varied in April 2025 to include new rules for handling complaints related to network outages. These changes, which took effect on 30 June 2025, require telecommunications providers to recognise, accept and prioritise the resolution of complaints arising from service disruptions caused by network outages.

Telecommunications (Customer Communications for Outages) Industry Standard 2024

The ACMA was directed by the Minister for Communications, under the Telecommunications (Customer Communications for Outages Industry Standards) Direction 2024, to make an industry standard specifying rules for communications with customers, stakeholders and the public during network outages. In November 2024, we made the Telecommunications (Customer Communications for Outages) Industry Standard 2024 to specify rules for major outages, and in April 2025 amended the standard to include rules about significant local outages.

The Telecommunications Numbering Plan 2025 and other numbering instruments

We completed sunseting reviews for 6 numbering instruments in 2024–25. We made the Telecommunications Numbering Plan 2025 and 4 other numbering instruments on 20 March 2025 to replace 5 sunseting instruments, and decided to allow the Telecommunications (Provision of Pre-selection) Determination 2015 to sunset on 1 April 2025.

The main changes to the Numbering Plan included the introduction of new numbers for the Internet of Things and for public safety services, an updated definition of local service to reflect the use of geographic numbers with IP telephony, the classification of mobile numbers as its own number type and allowing these numbers to be used for services which are not permitted to use any other kind of number in the plan, and clarity on which types of numbers can be used for new or emerging services. We also strengthened rules around cancelling the enhanced rights of use for smartnumbers involved with scams or fraudulent activity.

In addition to the Numbering Plan, we also made the following numbering instruments to replace 4 other sunseting instruments:

- the Telecommunication (Annual Charge) Determination 2025
- the Telecommunications (Numbering Charge) (Allocation Charge) Determination 2025
- the Telecommunications (Collection of Numbering Charges) Determination 2025
- the Telecommunications (Section of the Telecommunications Industry – Portability Service Suppliers) Determination 2025.

We did not remake the Telecommunications (Provision of Pre-selection) Determination 2015 because we considered that this determination had served its intended purpose which was to facilitate competition and with transition to the NBN and it is no longer a necessity in today's telecommunications market. The sunseting of this instrument does not prevent telcos continuing to provide pre-selection services to customers.

Industry codes

The *Handling of Life Threatening and Unwelcome Communications Industry Code C525:2023 Incorporating Variation No. 1/2024* was registered on 10 October 2024. This code sets out the operational arrangements for carriers, CSPs and electronic messaging service providers about the handling of life-threatening and unwelcome communications.

The *Mobile Number Portability C570:2024* industry code and the *Inbound Number Portability C657:2024* industry code were registered by the ACMA on 9 December 2024 following a review of previous versions of these codes by Communications Alliance. These codes ensure telco customers can keep their mobile, freephone and local rate numbers when they connect to another CSP or mobile carrier network.

We also registered an updated *Integrated Public Number Database (IPND) C555:2024* industry code on 9 December 2024. This code sets out rules about the provision of accurate information to the IPND, the storage of information in the IPND, and the disclosure of information from the IPND.

We maintain a register of the industry codes and standards on our website at acma.gov.au/register-telco-industry-codes-and-standards

Appendix 1.5: Disclosures of information

Customer information provided to telecommunications carriers and CSPs is protected under Part 13 of the Telecommunications Act. Carriers and carriage service providers (CSPs) are prohibited from disclosing that information to other parties – except in limited circumstances – and are required to report specific disclosures to the ACMA under section 308 of the Telecommunications Act.

The ACMA is required under paragraph 57(f) of the ACMA Act to include in its annual report information on disclosures of customer information made by carriers and CSPs during the reporting year. The disclosures made under Part 13 of the Telecommunications Act by carriers and CSPs in 2024–25, are included in reports to the ACMA under section 308 and are set out in Table 1.47.

Table 1.47: Disclosures of telecommunications data, 2024–25

Reason for disclosure	(Sub)section	Number of disclosures, 2024–25
Under the <i>Telecommunications Act 1997</i>		
Authorised by or under law	280	5,964
Made as a witness under summons	281	40
To assist the ACMA*	284(1)	1,474
To assist the eSafety Commissioner	284(1A)	133
To assist the ACCC	284(2)	20
To assist the TIO	284(3)	9,205
Calls to emergency service number	286	6,069
To avert a threat to a person's life or health	287	49,346
Communications for maritime purposes	288	0
With the knowledge or consent of the person concerned	289	6,650,731
In circumstances prescribed in the Telecommunications Regulations	292	0
Under the <i>Telecommunications (Interception and Access) Act 1979</i>		
Voluntary disclosure	177	203
Authorisations for access to existing information or documents – enforcement of the criminal law	178	510,013
Authorisations for access to existing information or documents – locating missing persons	178A	14,717
Authorisations for access to existing information or documents – enforcement of a law imposing pecuniary penalty or protection of the public revenue	179	180
Authorisations for access to prospective information or documents	180	166,375
Enforcement of the criminal law of a foreign country (existing information)	180A	77
Enforcement of the criminal law of a foreign country (prospective information)	180B	0
Total		7,414,547

* This relates to information provided to the ACMA for investigations under section 510 of the Telecommunications Act.
Source: Carriers and carriage service providers.

Part 13 of the Telecommunications Act allows information contained in the IPND to be disclosed for the testing and operation of telephone-based emergency warning systems by state and territory governments. The number and type of disclosures made under subsections 295V(1) or 295V(2) of the Telecommunications Act in 2024–25, as reported to the ACMA under section 295ZC of the Telecommunications Act, are set out in Table 1.48.

Table 1.48: Disclosures made under Part 13 of the Telecommunications Act by emergency management persons or telephone-based emergency warning systems, 2024–25

Reason for disclosure	(Sub)section	Number of disclosures, 2024–25
Likely emergency	295V(1)	0
Actual emergency	295V(2)	0
Total		0

Appendix 1.6: Lawful disruption of access to online services by government agencies

The *Guidelines for the use of section 313(3) of the Telecommunications Act 1997 by government agencies for the lawful disruption of access to online services* require agencies to report to the ACMA on the use of subsection 313(3) to disrupt online services and for this statistical information to be included in the ACMA’s annual report.

Three agencies reported using subsection 313(3) of the Telecommunications Act to disrupt access to online services during the reporting period.

Table 1.49: Requests to disrupt online services by agencies under subsection 313(3) of the Telecommunications Act, 2024–25

Reason for requests to disrupt services under subsection 313(3)	(Sub)section	Number of requests, 2024–25
Enforcing the criminal law and laws imposing pecuniary penalties	313(3)(c)	464
Assisting the enforcement of the criminal laws in force in a foreign country	313(3)(ca)	0
Assisting the investigation and prosecution of: (i) crimes within the jurisdiction of the ICC (within the meaning of the <i>International Criminal Court Act 2002</i>) (ii) Tribunal offences (within the meaning of the <i>International War Crimes Tribunals Act 1995</i>)	313(3)(cb)	0
Protecting the public revenue	313(3)(d)	0
Safeguarding national security	313(3)(e)	0
Total number of disruption requests		464

Source: Government agencies.

Table 1.50: Online services blocked by agencies under subsection 313(3) of the Telecommunications Act, 2024–25

Reason for online services blocked under subsection 313(3)	(Sub)section	Number of services blocked, 2024–25
Enforcing the criminal law and laws imposing pecuniary penalties	313(3)(c)	10,733
Assisting the enforcement of the criminal laws in force in a foreign country	313(3)(ca)	0
Assisting the investigation and prosecution of: (i) crimes within the jurisdiction of the ICC (within the meaning of the <i>International Criminal Court Act 2002</i>) (ii) Tribunal offences (within the meaning of the <i>International War Crimes Tribunals Act 1995</i>)	313(3)(cb)	0
Protecting the public revenue	313(3)(d)	0
Safeguarding national security	313(3)(e)	0
Total number of online services blocked		10,733

Source: Government agencies.

Appendix 1.7: Advertising expenditure and market research

This appendix contains information for both the ACMA and eSafety.

Advertising

During the reporting period, advertising was placed for a range of purposes, including public notices, legal notices, job vacancies and small-scale campaigns targeted to both consumer and industry audiences.

During 2024–25, the ACMA and eSafety conducted the following advertising campaigns:

- BetStop – the National Self Exclusion Register™ awareness campaign, tranches 2 and 3
- Dodgy devices awareness campaign
- Financial hardship awareness campaign
- Phone scams awareness campaign
- Credit card awareness campaign
- Offshore gambling campaign
- eSafety online safety awareness campaign
- eSafety LGBTIQ+ program awareness campaign
- eSafety search campaign
- eSafety cyberbullying awareness campaign
- eSafety Safer Internet Day campaign
- eSafety parents’ online safety campaign
- eSafety Be Connected awareness campaign.

Further information on these advertising campaigns is available at acma.gov.au and in the reports on Australian Government advertising prepared by the Department of Finance. Those reports are available on the Department of Finance’s website at finance.gov.au.

During 2024–25, the ACMA or eSafety did not undertake any individual advertising campaigns with expenditure in excess of \$250,000.

Total expenditure on advertising in 2024–25 was \$679,863.

Table 1.51: Expenditure on media advertising organisations, ACMA and eSafety, 2024–25

Organisation name	Purpose	Amount of payment (\$ GST inc.)
ACMA expenditure		
Universal McCann	Public notices and general advertising	267,040
eSafety expenditure		
Universal McCann	Public Notices and general advertising	412,823
Total		679,863

Market research

Table 1.52: Expenditure on market research organisations, ACMA and eSafety, 2024–25

Organisation name	Purpose	Amount of payment (\$ GST inc.)
ACMA expenditure		
Orima Research Pty Ltd	National Self-Exclusion Register research	120,805
The Social Research Centre Pty Ltd	Annual Consumer Survey and additional research services	159,129
Orima Research Pty Ltd	ACMA stakeholder survey 2023–25	16,500
Behavioural Insights (Australia) Pty Ltd	Dodgy devices part 2 – behavioural study	65,670
RMIT University	Mobile ethnography	119,864
Beverley Uther Research	Research services in domestic and family violence	5,000
ACMA total		486,969
eSafety expenditure		
Octopus Group Pty Ltd	Children and youth use of social media survey	15,136
eSafety total		15,136
Total		502,105

Appendix 1.8: Data reported by regulated entities

Data about control of media assets

Notifications by foreign stakeholders

Foreign persons have an ongoing obligation to notify the ACMA if they become, or cease to be, a foreign stakeholder in an Australian media company. These notifications are recorded in the Register of Foreign Owners of Media Assets. Foreign stakeholders have further annual notification obligations, which are required by 30 July each year.

During the reporting period, the ACMA provided the annual report for the 2023–24 financial year to the minister, as required under section 74R of the *Broadcasting Services Act 1992* (the BSA). That report reflected that there were 60 foreign stakeholders holding a company interest of 2.5% or more in Australian media companies as at 30 June 2024.

Notifications of changes in control

Licensees and publishers are obliged to notify the ACMA of changes in control of regulated media assets, namely, commercial radio broadcasting licences, commercial television broadcasting licences and associated newspapers.

We received notifications of 5 events that affected the control of the 43 (Super Radio Network) commercial radio broadcasting licences, 5 (Network Ten) commercial television broadcasting licences, and 17 (Nine) commercial television and radio broadcasting licences and associated newspapers. The ACMA updated the public register with these new notifications, as well as our public database of regulated media assets and their controllers. All notifications lodged with the ACMA in the reporting period for change-of-control events were processed within the statutory timeframes, as applicable.

Applications for prior approval

During the reporting period, no applications for prior approval under either subsection 61AJ(1) or 67(4) of the BSA were submitted to the ACMA.

Register of licensed interactive wagering services

In raising awareness of Australian gambling laws to help minimise the supply and use of illegal interactive gambling services, the ACMA is required under the *Interactive Gambling Act 2001* to maintain a register of interactive wagering service providers licensed by an Australian state or territory. At 30 June 2025, there were 183 entries on the register – 107 were TABs, corporate bookmakers and betting exchanges and 76 were on-course bookmakers.

Australian content

All commercial television broadcasting licensees reported meeting transmission quotas for their primary channel (55%) and non-primary channel (1,460 hours) for Australian content in 2023.

The transmission quotas are specified by the BSA and apply to programs televised by free-to-air commercial television broadcasters between 6 am and midnight each calendar year.

The amount of Australian content provided by metropolitan commercial television licensees on their primary channels remained high:

- Seven Network averaged 76.71%
- Nine Network averaged 81.45%
- Network Ten averaged 63.93%.

All 3 metropolitan networks met the 1,460 hours quota for non-primary channels:

- Seven Network averaged 5,079 hours
- Nine Network averaged 3,403 hours
- Network Ten averaged 2,235 hours.

Broadcasting Services (Australian Content and Children's Television) Standards 2020

All metropolitan licensees reported compliance with the annual points quota under the Broadcasting Services (Australian Content and Children's Television) Standards 2020 (ACCTS). Licensees may 'carry over' up to 50 points achieved in excess of the annual points quota from one calendar year to the next calendar year. The carry over provisions were relied on in 2024, meaning the points were:

- Seven Network – 267 points (217 points, with 50 points carried forward from 2023)
- Nine Network – 275 points (244 points, with 31 points carried forward from 2023)
- Network Ten – 446 points (396 points, with 50 points carried forward from 2023).

The average hours of ACCTS first-release commissioned programs and acquired films broadcast by metropolitan licensees in 2024 were:

- Seven Network – 158 hours
- Nine Network – 149 hours
- Ten Network – 173 hours.²

Compliance data from regional commercial television licensees is published on the ACMA website.

Regional television local content obligations

Local programming obligations due to a regional television trigger event

The BSA sets out circumstances where a trigger event for a regional commercial television broadcasting licence causes either new local programming obligations to apply to that licence, or, if applicable, increases the local content obligations that already apply to that licence.³

² Figures have been rounded up or down to reflect a whole number.

³ A 'trigger event' for a regional commercial television broadcasting licence is defined in section 61CV of the BSA, and occurs if, after a person starts to be in a position to exercise control of a commercial television broadcasting licence, that person is in a position to exercise control of 2 or more commercial television broadcasting licences (including at least 1 regional licence) and the combined licence area populations of the 2 or more licences exceeds 75% of the population of Australia. Note that a trigger event for a regional commercial television broadcasting licence is different to a trigger event for a regional commercial radio broadcasting licence as defined in section 61CB of the BSA.

There were 3 trigger events affecting the licensees of 17 licences during the reporting period:

- Network Ten purchased 4 commercial television broadcasting licences in regional Queensland, regional Victoria and southern New South Wales from subsidiaries of Southern Cross Media Group Ltd on 1 March 2025.
- Network Ten purchased one commercial television broadcasting licence from a subsidiary of WIN Corporation Pty Ltd in northern New South Wales on 1 May 2025.
- The company interests held by Bruce Gordon and Birketu Pty Ltd in Nine Entertainment Co. Holdings Ltd (Nine) increased from 14.95% to 19.98% on 12 May 2025. As a result, they came into a position to exercise control of the Nine commercial television broadcasting licences, commercial radio broadcasting licences and associated newspapers.

The increased local content obligations and reporting obligations for these trigger events do not come into effect until 2026–27.

Licensees for 8 licences were required to submit an annual compliance report under section 61CZB of the BSA on or before 30 July 2024 for trigger events that affected them on 31 December 2021. The local presence reports for 8 licences were provided within the statutory timeframe.

Regional radio local content obligations

Local content and presence obligations due to a regional radio trigger event

The BSA sets out circumstances where a trigger event for a regional commercial radio broadcasting licence causes additional obligations to apply to that licence.⁴ There were no trigger events during the reporting period.

⁴ Subject to certain exceptions, a 'trigger event' for a regional commercial radio broadcasting licence is defined in section 61CB of the BSA and includes: (a) a change in control of a regional commercial radio licence, (b) the formation of a new registrable media group where a regional commercial radio broadcasting licence is in the group or (c) a change in controller of a registrable media group where a regional commercial radio broadcasting licence is in the group. A trigger event for a regional commercial radio broadcasting licence is different to a trigger event for a regional commercial television broadcasting licence, as introduced by the Broadcasting Legislation Amendment (Broadcasting Reform) Act 2017.

Appendix 1.9: Spectrum management functions and powers

Appendix 1.9 includes information related to the ACMA's requirements under paragraphs 57(g) and 57(h) of the ACMA Act.

Ministerial policy statements

Paragraph 57(g) of the ACMA Act requires that the ACMA provide a summary outline of the operation of subsection 28C(1) of the *Radiocommunications Act 1992*. That subsection requires the ACMA, in performing its spectrum management functions and exercising its spectrum management powers, to have regard to any relevant ministerial policy statements.

On 1 February 2022, the then Minister for Communications, Urban Infrastructure, Cities and the Arts made the [Radiocommunications \(Ministerial Policy Statement – 3.4–4.0 GHz\) Instrument 2022](#) (the 3.4–4 GHz MPS).

The 3.4–4 GHz MPS, made under subsection 28B(1) of the Radiocommunications Act, sets out the communications policy objectives of the government in relation to the 3.4–4.0 GHz band. The 4 policy objectives set out in the 3.4–4 GHz MPS are:

- supporting the deployment of new and innovative technology, including 5G
- supporting a range of use cases and users
- supporting digital connectivity and investment in regional Australia
- promoting competitive markets.

We planned the allocation of spectrum in this band to occur in 4 tranches:

- allocation of apparatus licences in 3.4–4.0 GHz in remote areas – applications for this allocation opened on 17 July 2023 and subsequently re-opened on 24 June 2024 for the remaining spectrum
- auction of spectrum licences in 3.4 GHz and 3.7 GHz bands in metropolitan and regional areas – the 3.7 GHz auction started on 24 October 2023 and the 3.4 GHz auction finished on 21 November 2023
- allocation of apparatus licences in 3.8–3.95 GHz in metropolitan and immediately surrounding areas, and 3.75–3.95 GHz in other regional areas (collectively known as the 3.8 GHz band) – application window opened on 28 March 2024 and closed on 2 May 2024
- allocation of apparatus licences in 3400–3475 MHz (urban excise areas) and 3950–4000 MHz (regional and metropolitan areas) – allocation timing to be determined after consideration of technical and licensing arrangements.

In preparing for the allocation of these licences, including undertaking public consultation, we had regard to the 4 policy objectives set out in the 3.4–4 GHz MPS and considered the allocations have or will generally have advanced the MPS objectives. Details about the auction of spectrum licences is available in the explanatory statement to the [Radiocommunications \(Spectrum Re-allocation – 3.4 GHz and 3.7 GHz Bands\) Declaration 2022](#) and the [outcomes paper from the consultation on draft allocation and technical instruments for the 3.4 3.7 GHz bands auction](#). Details about the allocation of apparatus licences in the 3.8 GHz band is available in the [outcomes paper 2 to the consultation on 3.8 GHz band allocation process](#).

We will continue to have regard to the MPS as we progress these allocations of spectrum in the 3.4–4.0 GHz band.

In December 2023, the then Minister for Communications indicated their intention to [repeal the 3.4–4 GHz MPS](#) following the conclusion of our mid-band allocation processes.

Following public consultation, on 23 April 2024, the then minister made the [Radiocommunications \(Ministerial Policy Statement – Expiring Spectrum Licences\) Instrument 2024](#) (the ESL MPS).

The ESL MPS specifies Australian Government communications policy objectives to which the ACMA must have regard in designing and enacting its process to manage the future use of spectrum associated with the expiry of spectrum licences used for mobile and fixed wireless broadband services. These mobile and wireless broadband licences form the majority of spectrum licences that are expiring as part of the process that the ACMA is managing.

The 5 policy objectives set out in the ESL MPS are:

- supporting service continuity for end users, particularly where no alternative service is available
- facilitating opportunities for new entrants and use cases, including for low earth orbit satellites
- connectivity and investment in regional and remote areas to deliver improved services to end users
- promoting competition
- capacity for sustained investment and innovation.

Before making the ESL MPS, in December 2023 the minister publicly signalled the intention to specify these policy objectives in an MPS, and in December 2023, we set out how we would incorporate these objectives into our finalised ESL policy and decision-making framework. During March to June 2024, as part of an information-gathering exercise and consultation process, incumbent and prospective licensees were asked to make submissions on how their current and proposed uses of ESL spectrum could support the policy objectives contained in the ESL MPS.

In April 2025, we commenced stage 3 of the expiring spectrum licence process with a consultation on our preliminary views for spectrum bands covered by expiring spectrum licences. As part of this consultation, we provided a detailed analysis on how different options and outcomes for the spectrum could promote the long-term public interest and the policy objectives specified in the ESL MPS. We will consider submissions received to the consultation and publish a set of preferred views as part of stage 4 of the expiring spectrum licence process in the next reporting period.

The ACMA's work program

Paragraph 57(h) of the ACMA Act requires us to report on the extent to which our activities during the period gave effect to the work program that was applicable under section 28E of the Radiocommunications Act.

The ACMA's work program for its spectrum management functions and spectrum management powers for the 2024–25 financial year is set out in the *Five year spectrum outlook 2024–29* (FYSO). The FYSO 2024–29: 6-month progress report, published in February 2025, and the FYSO 2024–29 annual progress report, published in July 2025, detail the activities undertaken during the 2024–25 financial year to progress the work program.

Appendix 1.10: Outcome table

This appendix contains information for both the ACMA and eSafety and shows how much was spent (on an accrual basis) on achieving the outcome by funding source.

Expenses for Outcome 1

Outcome 1: A communications and media environment that balances the needs of the industry and the Australian community through regulation, education and advice	Budget* 2024–25 \$'000 (a)	Actual expenses 2024–25 \$'000 (b)	Variation 2024–25 \$'000 (a)–(b)
Program 1.1: Communications regulation, planning and licensing			
Administered expenses			
Ordinary annual services (Appropriation Act Nos. 1, 3 and 5)	50	-	50
Administered total	50	-	50
Departmental expenses			
Departmental appropriation ¹	47,810	45,383	2,427
Expenses not requiring appropriation in the Budget year ²	3,101	8,500	(5,399)
Departmental total	50,911	53,883	(2,973)
Total expenses for Program 1.1	50,961	53,883	(2,923)
Program 1.2: Consumer safeguards, education and information			
Administered expenses			
Special appropriations	300	0	300
Administered total	300	0	300
Departmental expenses			
Departmental appropriation ¹	50,655	48,064	2,591
Expenses not requiring appropriation in the Budget year ²	2,863	9,003	(6,140)
Departmental total	53,518	57,067	(3,548)
Total expenses for Program 1.2	53,818	57,067	(3,248)
Program 1.3: eSafety Commissioner			
Administered expenses			
Ordinary annual services (Appropriation Act No. 1 and 3)	2,500	1,979	521
Administered total	2,500	1,979	521
Departmental expenses			
Special accounts (Online Safety Special Account – s72 <i>Enhancing Online Safety Act 2015</i>)	57,674	55,805	1,869
Expenses not requiring appropriation in the budget year ²	725	1,749	(1,024)
Departmental total	58,399	57,554	845
Total expenses for Program 1.3	60,899	59,533	1,366
Outcome 1 totals by appropriation type			
Administered expenses			
Ordinary annual services (Appropriation Act Nos. 1, 3 and 5)	2,550	1,979	571
Special appropriations	300	-	300
Administered total	2,850	1,979	871
Departmental expenses			
Departmental appropriation ¹	156,139	149,252	6,887
Expenses not requiring appropriation in the budget year ²	6,689	19,252	(12,563)
Departmental total	162,828	168,504	(5,676)
Total expenses for Outcome 1	165,678	170,483	(4,805)

* Full-year budget, including any subsequent adjustment made to the 2024–25 budget at Additional Estimates.

¹ Departmental appropriation includes the receipts retained under Section 74 of the PGPA Act 2013.

² Expenses not requiring appropriation in the Budget year are made up of depreciation expenses and amortisation expenses.

Appendix 1.11: Agency resource statement

This appendix contains information for both the ACMA and eSafety.

	Current available appropriation (a)	Payments made (b)	Balance remaining (a)-(b)
	\$'000	\$'000	\$'000
Departmental			
Annual appropriations – ordinary annual services	174,957	117,957	57,000
Prior year appropriations available – ordinary annual services	62,366	60,159	2,207
Annual appropriations – other services – non-operating	-	-	-
Prior year appropriations available – other services – non-operating	1,267	627	640
Total departmental annual appropriations (c)	238,590	178,743	59,847
Total departmental special appropriations (d)	-	-	-
Opening balance – special accounts	6,474		6,474
Special account receipts	51,449	54,940	(3,491)
Total special accounts (e)	57,923	54,940	2,983
less departmental appropriations drawn from annual/special appropriations and credited to special accounts (f)	49,230	46,247	2,983
Total departmental resourcing (c+d+e-f)	247,283	187,436	59,847
Administered			
Annual appropriations – ordinary annual services	2,000	19	
Prior year appropriations available – ordinary annual services	500	500	
Total administered annual appropriations (g)	2,500	519	
Total administered special appropriations (h)	-	3,425	-
Opening balance – special accounts	634	-	634
Special account receipts	258	13	245
Total special accounts receipts (i)	892	13	879
less administered appropriations drawn from annual/special appropriations and credited to special accounts (j)	-	-	-
less payments to corporate entities from annual/special appropriations (k)	-	-	-
Total administered resourcing (g+h+i-j-k)	3,392	3,957	-
Total resourcing and payments for ACMA and eSafety	250,675	191,393	-

* The eSafety Commissioner's allocated appropriation is included in the Australian Communication and Media Authority's Appropriation Act 1; however, the appropriation is moved to the Online Safety Special Account s72 Enhancing Online Safety Act 2015.

Appendix 1.12: eSafety financial reporting

This appendix contains financial information on the operation of eSafety, presented in accordance with subsection 57(aa) of the ACMA Act.

	2025 \$'000	2024 \$'000
Departmental		
Operating expenses		
<i>Employee benefits</i>	29,239	23,727
<i>Supplier expenses</i>		
Consultants	2,182	1,071
Contractors	12,114	9,183
Outsourced services	6,179	1,386
IT and communications services	2,197	1,557
Travel costs	1,019	826
Other	2,822	2,218
<i>Total supplier expenses</i>	26,513	16,241
Total operating expenses	55,751	39,968
Capital purchases		
Internally developed software, leasehold improvement and PPE	43	730
<i>Total capital purchases</i>	43	730
Total departmental expenditure	55,794	40,698
Administered		
Grants expenditure	1,979	2,335
<i>Supplier expenses</i>		
Consultants		14
Contractors		2,404
Outsourced services		590
IT and communications services		711
Travel costs		11
Other		32
<i>Total supplier expenses</i>	1,979	3,762
Total administered expenditure	1,979	6,097

Appendix 1.13: List of requirements

Requirements under Schedule 2 of the Public Governance, Performance and Accountability Rule 2014

PGPA Rule reference	Description	ACMA page reference	eSafety page reference
17AD(g)	Letter of transmittal		
17AI	A copy of the letter of transmittal signed and dated by accountable authority on date final text approved, with statement that the report has been prepared in accordance with section 46 of the Act and any enabling legislation that specifies additional requirements in relation to the annual report.	7	n/a
17AD(h)	Aids to access		
17AJ(a)	Table of contents (print only).	iii–iv	iii–iv
17AJ(b)	Alphabetical index (print only).	244–253	244–253
17AJ(c)	Glossary of abbreviations and acronyms.	241–243	241–243
17AJ(d)	List of requirements.	119–125	119–125
17AJ(e)	Details of contact officer.	6	176
17AJ(f)	Entity's website address.	2	3
17AJ(g)	Electronic address of report.	6	176
17AD(a)	Review by accountable authority		
17AD(a)	A review by the accountable authority of the entity.	8	n/a
17AD(b)	Overview of the entity		
17AE(1)(a)(i)	A description of the role and functions of the entity.	14	183
17AE(1)(a)(ii)	A description of the organisational structure of the entity.	18	185
17AE(1)(a)(iii)	A description of the outcomes and programmes administered by the entity.	19, 22	186, 189
17AE(1)(a)(iv)	A description of the purposes of the entity as included in corporate plan.	19, 22	186, 189
17AE(1)(aa)(i)	Name of the accountable authority or each member of the accountable authority.	15	n/a
17AE(1)(aa)(ii)	Position title of the accountable authority or each member of the accountable authority.	15	n/a
17AE(1)(aa)(iii)	Period as the accountable authority or member of the accountable authority within the reporting period.	18	n/a
17AE(1)(b)	An outline of the structure of the portfolio of the entity.	n/a	n/a

PGPA Rule reference	Description	ACMA page reference	eSafety page reference
17AE(2)	Where the outcomes and programs administered by the entity differ from any Portfolio Budget Statement, Portfolio Additional Estimates Statement or other portfolio estimates statement that was prepared for the entity for the period, include details of variation and reasons for change.	n/a	n/a
17AD(c)	Report on the performance of the entity		
	Annual performance statements		
17AD(c)(i); 16F	Annual performance statement in accordance with paragraph 39(1)(b) of the Act and section 16F of the Rule.	21–54	192–222
17AD(c)(ii)	Report on financial performance		
17AF(1)(a)	A discussion and analysis of the entity's financial performance.	61–71	61–71, 224
17AF(1)(b)	A table summarising the total resources and total payments of the entity.	117	117
17AF(2)	If there may be significant changes in the financial results during or after the previous or current reporting period, information on those changes, including: the cause of any operating loss of the entity; how the entity has responded to the loss and the actions that have been taken in relation to the loss; and any matter or circumstances that it can reasonably be anticipated will have a significant impact on the entity's future operation or financial results.	n/a	n/a
17AD(d)	Management and accountability		
	Corporate governance		
17AG(2)(a)	Information on compliance with section 10 (fraud systems)	56–57	225
17AG(2)(b)(i)	A certification by accountable authority that fraud risk assessments and fraud control plans have been prepared.	7	7
17AG(2)(b)(ii)	A certification by accountable authority that appropriate mechanisms for preventing, detecting incidents of, investigating or otherwise dealing with, and recording or reporting fraud that meet the specific needs of the entity are in place.	7	7
17AG(2)(b)(iii)	A certification by accountable authority that all reasonable measures have been taken to deal appropriately with fraud relating to the entity.	7	7

PGPA Rule reference	Description	ACMA page reference	eSafety page reference
17AG(2)(c)	An outline of structures and processes in place for the entity to implement principles and objectives of corporate governance.	56	225
17AG(2)(d) – (e)	A statement of significant issues reported to Minister under paragraph 19(1)(e) of the Act that relates to non-compliance with Finance law and action taken to remedy non-compliance.	61	61
Audit committee			
17AG(2A)(a)	A direct electronic address of the charter determining the functions of the entity's audit committee.	80	80
17AG(2A)(b)	The name of each member of the entity's audit committee.	81	81
17AG(2A)(c)	The qualifications, knowledge, skills or experience of each member of the entity's audit committee.	81	81
17AG(2A)(d)	Information about the attendance of each member of the entity's audit committee at committee meetings.	81	81
17AG(2A)(e)	The remuneration of each member of the entity's audit committee.	81	81
External scrutiny			
17AG(3)	Information on the most significant developments in external scrutiny and the entity's response to the scrutiny.	57–60	226
17AG(3)(a)	Information on judicial decisions and decisions of administrative tribunals and by the Australian Information Commissioner that may have a significant effect on the operations of the entity.	58	226
17AG(3)(b)	Information on any reports on operations of the entity by the Auditor-General (other than report under section 43 of the Act), a Parliamentary Committee, or the Commonwealth Ombudsman.	58–60	227
17AG(3)(c)	Information on any capability reviews on the entity that were released during the period.	57	226
Management of human resources			
17AG(4)(a)	An assessment of the entity's effectiveness in managing and developing employees to achieve entity objectives.	75	75

PGPA Rule reference	Description	ACMA page reference	eSafety page reference
17AG(4)(aa)	Statistics on the entity's employees on an ongoing and non-ongoing basis, including the following: (a) statistics on full-time employees; (b) statistics on part-time employees; (c) statistics on gender (d) statistics on staff location	84–93	84–93
17AG(4)(b)	Statistics on the entity's APS employees on an ongoing and non-ongoing basis; including the following: (a) statistics on staffing classification level; (b) statistics on full-time employees; (c) statistics on part-time employees; (d) statistics on gender; (e) statistics on staff location; (f) statistics on employees who identify as Indigenous.	84–94	84–94
17AG(4)(c)	Information on any enterprise agreements, individual flexibility arrangements, Australian workplace agreements, common law contracts and determinations under subsection 24(1) of the <i>Public Service Act 1999</i> .	76	76
17AG(4)(c)(i)	Information on the number of SES and non-SES employees covered by agreements etc identified in paragraph 17AG(4)(c).	94	94
17AG(4)(c)(ii)	The salary ranges available for APS employees by classification level.	95	95
17AG(4)(c)(iii)	A description of non-salary benefits provided to employees.	76	76
6817AG(4)(d)(i)	Information on the number of employees at each classification level who received performance pay.	n/a	n/a
17AG(4)(d)(ii)	Information on aggregate amounts of performance pay at each classification level.	n/a	n/a
17AG(4)(d)(iii)	Information on the average amount of performance payment, and range of such payments, at each classification level.	n/a	n/a
17AG(4)(d)(iv)	Information on aggregate amount of performance payments.	n/a	n/a
Assets management			
17AG(5)	An assessment of effectiveness of assets management where asset management is a significant part of the entity's activities	71	71

PGPA Rule reference	Description	ACMA page reference	eSafety page reference
Purchasing			
17AG(6)	An assessment of entity performance against the <i>Commonwealth Procurement Rules</i> .	67	67
Reportable consultancy contracts			
17AG(7)(a)	A summary statement detailing the number of new reportable consultancy contracts entered into during the period; the total actual expenditure on all such contracts (inclusive of GST); the number of ongoing reportable consultancy contracts that were entered into during a previous reporting period; and the total actual expenditure in the reporting period on those ongoing contracts (inclusive of GST).	68	68
17AG(7)(b)	A statement that <i>"During [reporting period], [specified number] new reportable consultancy contracts were entered into involving total actual expenditure of \$[specified million]. In addition, [specified number] ongoing reportable consultancy contracts were active during the period, involving total actual expenditure of \$[specified million]"</i> .	68	68
17AG(7)(c)	A summary of the policies and procedures for selecting and engaging consultants and the main categories of purposes for which consultants were selected and engaged.	67	67
17AG(7)(d)	A statement that <i>"Annual reports contain information about actual expenditure on reportable consultancy contracts. Information on the value of reportable consultancy contracts is available on the AusTender website."</i>	67	67
Reportable non-consultancy contracts			
17AG(7A)(a)	A summary statement detailing the number of new reportable non-consultancy contracts entered into during the period; the total actual expenditure on such contracts (inclusive of GST); the number of ongoing reportable non-consultancy contracts that were entered into during a previous reporting period; and the total actual expenditure in the reporting period on those ongoing contracts (inclusive of GST).	69	69

PGPA Rule reference	Description	ACMA page reference	eSafety page reference
17AG(7A)(b)	A statement that “ <i>Annual reports contain information about actual expenditure on reportable non-consultancy contracts. Information on the value of reportable non-consultancy contracts is available on the AusTender website.</i> ”	67	67
17AD(daa)	Additional information about organisations receiving amounts under reportable consultancy contracts or reportable non-consultancy contracts		
17AGA	Additional information, in accordance with section 17AGA, about organisations receiving amounts under reportable consultancy contracts or reportable non-consultancy contracts.	67–70	67–70
Australian National Audit Office access clauses			
17AG(8)	If an entity entered into a contract with a value of more than \$100 000 (inclusive of GST) and the contract did not provide the AuditorGeneral with access to the contractor’s premises, the report must include the name of the contractor, purpose and value of the contract, and the reason why a clause allowing access was not included in the contract.	70	70
Exempt contracts			
17AG(9)	If an entity entered into a contract or there is a standing offer with a value greater than \$10 000 (inclusive of GST) which has been exempted from being published in AusTender because it would disclose exempt matters under the FOI Act, the annual report must include a statement that the contract or standing offer has been exempted, and the value of the contract or standing offer, to the extent that doing so does not disclose the exempt matters.	70	70
Small business			
17AG(10)(a)	A statement that “[<i>Name of entity</i>] supports small business participation in the Commonwealth Government procurement market. Small and Medium Enterprises (SME) and Small Enterprise participation statistics are available on the Department of Finance’s website.”	70	70
6417AG(10)(b)	An outline of the ways in which the procurement practices of the entity support small and medium enterprises.	70	70

PGPA Rule reference	Description	ACMA page reference	eSafety page reference
17AG(10)(c)	If the entity is considered by the Department administered by the Finance Minister as material in nature—a statement that “[Name of entity] recognises the importance of ensuring that small businesses are paid on time. The results of the Survey of Australian Government Payments to Small Business are available on the Treasury’s website.”	70	70
	Financial statements		
17AD(e)	Inclusion of the annual financial statements in accordance with subsection 43(4) of the Act.	128–174	n/a
	Executive remuneration		
17AD(da)	Information about executive remuneration in accordance with Subdivision C of Division 3A of Part 23 of the Rule.	96	96
17AD(f)	Other mandatory information		
17AH(1)(a)(i)	If the entity conducted advertising campaigns, a statement that “During [reporting period], the [name of entity] conducted the following advertising campaigns: [name of advertising campaigns undertaken]. Further information on those advertising campaigns is available at [address of entity’s website] and in the reports on Australian Government advertising prepared by the Department of Finance. Those reports are available on the Department of Finance’s website.”	100	100
17AH(1)(a)(ii)	If the entity did not conduct advertising campaigns, a statement to that effect.	100	100
17AH(1)(b)	A statement that “Information on grants awarded by [name of entity] during [reporting period] is available at [address of entity’s website].”	n/a	224
17AH(1)(c)	Outline of mechanisms of disability reporting, including reference to website for further information.	77	77
17AH(1)(d)	Website reference to where the entity’s Information Publication Scheme statement pursuant to Part II of FOI Act can be found.	60	227
17AH(1)(e)	Correction of material errors in previous annual report	n/a	n/a
17AH(2)	Information required by other legislation	See tables below	229–235

Requirements in section 57 of Part 6 of the *Australian Communications and Media Authority Act 2005*

ACMA Act reference	Requirement	Page reference
57(a)	A copy of each direction given to the ACMA under section 14 during the period	60
57(aa)	A report on the following matters: <ul style="list-style-type: none"> • remuneration, and other employment-related costs and expenses, in respect of APS employees whose duties relate to the performance of the eSafety Commissioner's functions or the exercise of the eSafety Commissioner's powers • any other costs, expenses and other obligations incurred by the Commonwealth in connection with the performance of the eSafety Commissioner's functions or the exercise of the eSafety Commissioner's powers 	116, 118
57(b), (c)	A copy, or extract, of each instrument given to a carrier or to a carriage service provider under section 581 of the <i>Telecommunications Act 1997</i> during the financial year	60
57(d)	A report on the number and types of complaints made under Part 26 of the <i>Telecommunications Act 1997</i> . A report on the investigations conducted as a result of complaints made under Part 26. The results of those investigations	100–103
57(e)	A report on the operation of Part 6 of the <i>Telecommunications Act 1997</i>	103–104
57(f)	A report setting out statistical information relating to information or documents disclosed under Division 3 of Part 13 of the <i>Telecommunications Act 1997</i>	106–107
57(g)	A summary outline of the operation of subsection 28C(1) of the <i>Radiocommunications Act 1992</i> during the period	114–115
57(h)	If a work program was applicable to the period under section 28E of the <i>Radiocommunications Act 1992</i> – a report on the extent to which the ACMA's activities during the period gave effect to the work program	115

Requirements under the *Broadcasting Services Act 1992* (BSA)

BSA reference	Requirement	Page reference
205ZL	Reporting on information about the recipients of grants in accordance with section 46 of the <i>Public Governance, Performance and Accountability Act 2013</i>	Not applicable for the 2024–25 financial year
74R	Requires the ACMA to prepare a report about the company interests in Australian media companies that were held by foreign stakeholders at the end of the financial year	111

Requirements under the *Telecommunications Act 1997* (Telco Act)

Telco Act reference	Requirement	Page reference
484K(6)	The Chair of the ACMA, when preparing the ACMA's annual report under section 46 of the <i>Public Governance, Performance and Accountability Act 2013</i> for a period, must include the following information in that report:	No decisions were made under this Part in the reporting period
484K(6)(a)	<ul style="list-style-type: none"> the total number of substituted decisions made by the ACMA under subsection 484J(4) of this Act in that period 	n/a
484K(6)(b)	<ul style="list-style-type: none"> the kinds of substituted decisions so made 	n/a
484K(6)(c)	<ul style="list-style-type: none"> the kinds of decisions taken by the operation of the computer program that the ACMA was satisfied were not correct. 	n/a
484K(6)	The Chair may also include in the report any other information (other than personal information within the meaning of the <i>Privacy Act 1988</i>) about the operation of sections 484J and 484K in that period that the Chair considers appropriate.	n/a

Other information required to be included by an Act or instrument

Requirement	Page reference
Reporting on work health and safety under Schedule 2, Part 4 of the <i>Work Health and Safety Act 2011</i>	77–78
Advertising and market research reporting requirements in section 311A of the <i>Commonwealth Electoral Act 1918</i>	109–110
Ecologically sustainable development and environmental performance (section 516A of the <i>Environment Protection and Biodiversity Conservation Act 1999</i>)	71–74
Reporting requirements under the Guidelines for the use of section 313(3) of the <i>Telecommunications Act 1997</i>	108

Appendix 1.14: Financial statements

For the period ended 30 June 2025.



INDEPENDENT AUDITOR'S REPORT

To the Minister for Communications

Opinion

In my opinion, the financial statements of the Australian Communications and Media Authority (the Entity) for the year ended 30 June 2025:

- (a) comply with Australian Accounting Standards – Simplified Disclosures and the *Public Governance, Performance and Accountability (Financial Reporting) Rule 2015*; and
- (b) present fairly the financial position of the Entity as at 30 June 2025 and its financial performance and cash flows for the year then ended.

The financial statements of the Entity, which I have audited, comprise the following as at 30 June 2025 and for the year then ended:

- Statement by the Chair and Chief Financial Officer;
- Statement of Comprehensive Income;
- Statement of Financial Position;
- Statement of Changes in Equity;
- Statement of Cashflows;
- Administered Schedule of Comprehensive Income;
- Administered Schedule of Assets and Liabilities;
- Administered Reconciliation Schedule;
- Administered Cash Flow Statement; and
- Notes to and forming part of the financial statements, comprising material accounting policy information and other explanatory information.

Basis for opinion

I conducted my audit in accordance with the Australian National Audit Office Auditing Standards, which incorporate the Australian Auditing Standards. My responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Statements* section of my report. I am independent of the Entity in accordance with the relevant ethical requirements for financial statement audits conducted by the Auditor-General and their delegates. These include the relevant independence requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants (including Independence Standards)* (the Code) to the extent that they are not in conflict with the *Auditor-General Act 1997*. I have also fulfilled my other responsibilities in accordance with the Code. I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Accountable Authority's responsibility for the financial statements

As the Accountable Authority of the Entity, the Chair is responsible under the *Public Governance, Performance and Accountability Act 2013* (the Act) for the preparation and fair presentation of annual financial statements that comply with Australian Accounting Standards – Simplified Disclosures and the rules made under the Act. The Chair is also responsible for such internal control as the Chair determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Chair is responsible for assessing the ability of the Entity to continue as a going concern, taking into account whether the Entity's operations will cease as a result of an administrative restructure or for any other reason. The Chair is also responsible for disclosing, as applicable, matters related to going concern and using the going concern basis of accounting, unless the assessment indicates that it is not appropriate.

GPO Box 707, Canberra ACT 2601
38 Sydney Avenue, Forrest ACT 2603
Phone (02) 6203 7300

Auditor's responsibilities for the audit of the financial statements

My objective is to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian National Audit Office Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial statements.

As part of an audit in accordance with the Australian National Audit Office Auditing Standards, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:

- identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control;
- obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Entity's internal control;
- evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Accountable Authority;
- conclude on the appropriateness of the Accountable Authority's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Entity's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the Entity to cease to continue as a going concern; and
- evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

I communicate with the Accountable Authority regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.

Australian National Audit Office



Fiona Sheppard
Executive Director

Delegate of the Auditor-General

Canberra
22 September 2025

Australian Communications and Media Authority
STATEMENT BY THE CHAIR AND CHIEF FINANCIAL OFFICER

In our opinion, the attached financial statements for the year ended 30 June 2025 comply with subsection 42(2) of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act), and are based on properly maintained financial records as per subsection 41(2) of the PGPA Act.

In our opinion, at the date of this statement, there are reasonable grounds to believe that the Australian Communications and Media Authority will be able to pay its debts as and when they fall due.

Signed.....

Nerida O'Loughlin PSM
 Chair and Agency Head

9 September 2025

Signed.....

Sam MacCready
 Chief Financial Officer

09 September 2025

Australian Communications and Media Authority
STATEMENT OF COMPREHENSIVE INCOME
for the period ended 30 June 2025

		2025	2024	Original Budget 2025
	Notes	\$'000	\$'000	\$'000
NET COST OF SERVICES				
Expenses				
Employee benefits	1.1A	95,608	81,881	103,766
Suppliers	1.1B	52,801	47,450	40,400
Depreciation and amortisation	3.2A	19,253	15,990	11,318
Finance costs	1.1C	549	437	385
Impairment loss on financial instruments	1.1D	203	50	-
Write-down and impairment of assets	1.1E	91	163	-
Total expenses		168,505	145,971	155,869
Own-Source Income				
Own-source revenue				
Revenue from contracts with customers	1.2A	1,422	2,324	100
Other revenue		142	216	-
Total own-source revenue		1,564	2,540	100
Gains				
Other gains	1.2B	115	81	-
Total gains		115	81	-
Total own-source income		1,679	2,621	100
Net cost of services		(166,826)	(143,350)	(155,769)
Revenue from Government	5.1A	155,640	142,422	151,830
Surplus/(Deficit) attributable to the Australian Government		(11,186)	(928)	(3,939)
OTHER COMPREHENSIVE INCOME				
Items not subject to subsequent reclassification to net cost of services				
Changes in asset revaluation reserve	3.2A	5,406	92	-
Total comprehensive income/(loss)		(5,780)	(836)	(3,939)

The above statement should be read in conjunction with the accompanying notes.

Budget Variances Commentary

Employee benefits are lower than the Original Budget due to lower than expected staffing levels experienced during the year resulting from delays in projects and recruitment. Suppliers are higher than the Original Budget due to higher than anticipated costs related to IT projects, security testing costs and financial system transition work, and higher than expected external legal costs on a range of legal matters that are non-discretionary and difficult to predict due to their nature. Additionally, depreciation is higher than budgeted due to the completion of some large computer IT software projects and the Sydney office fit-out.

Revenue from contracts with customers is higher than the Original Budget which is predominantly due to arrangements with other Government agencies, where some of these arrangements were not in place at the time the Budget was developed. Revenue from Government is higher than the Original Budget due to the additional funding for the eSafety Social Media Age Limits measure at Additional Estimates.

Australian Communications and Media Authority
STATEMENT OF FINANCIAL POSITION
for the period ended 30 June 2025

		2025	2024	Original Budget 2025
	Notes	\$'000	\$'000	\$'000
ASSETS				
Financial Assets				
Cash and cash equivalents	3.1A	6,928	9,027	7,340
Trade and other receivables	3.1B	58,161	54,048	55,086
Total financial assets		65,089	63,075	62,426
Non-Financial Assets				
Land, buildings and leasehold improvements	3.2A	37,990	33,828	25,337
Plant and equipment	3.2A	4,526	3,563	4,182
Intangibles	3.2A	41,390	39,003	52,299
Prepayments		3,436	4,844	4,426
Total non-financial assets		87,342	81,238	86,244
Total assets		152,431	144,313	148,670
LIABILITIES				
Payables				
Suppliers	3.3A	5,354	7,017	5,742
Other payables	3.3B	2,942	2,171	2,682
Total payables		8,296	9,188	8,424
Interest Bearing Liabilities				
Leases	3.4A	18,473	25,564	18,184
Total interest bearing liabilities		18,473	25,564	18,184
Provisions				
Employee provisions	6.1A	26,523	23,662	22,723
Make good provisions	3.5	1,615	1,462	2,890
Total provisions		28,138	25,124	25,613
Total liabilities		54,907	59,876	52,221
Net assets		97,524	84,437	96,449
EQUITY				
Contributed equity		203,423	184,556	202,959
Reserves		8,424	3,018	2,926
Accumulated deficit		(114,323)	(103,137)	(109,436)
Total equity		97,524	84,437	96,449

The above statement should be read in conjunction with the accompanying notes.

Budget Variances Commentary

Cash and cash equivalents are lower than the Original Budget primarily related to a decreased balance in the eSafety special account due to the utilisation of prior year funding. Trade and other receivables are higher than the Original Budget predominantly due to increased appropriation reserves caused by delays in capital and other operating expenditure related to projects. Land and Buildings are higher than the Original Budget mainly attributable to the revaluation undertaken during the year which increased the fair value of the assets. Intangibles are lower than the Original Budget due to lower than anticipated capital investment into the development of computer software.

Liabilities are higher than Original Budget due to the salary increase implemented as per the ACMA Enterprise Agreement, which resulted in a corresponding increase in the leave provision.

Australian Communications and Media Authority
STATEMENT OF CHANGES IN EQUITY
for the period ended 30 June 2025

		2025	2024	Original budget 2025
	Notes	\$'000	\$'000	\$'000
CONTRIBUTED EQUITY/CAPITAL				
Opening balance				
Balance carried forward from previous period		184,556	165,590	184,092
Adjusted opening balance		184,556	165,590	184,092
Contributions by owners				
Equity injections - Appropriations	5.1A	-	2,000	-
Departmental capital budget	5.1A	18,867	16,966	18,867
Total transactions with owners		18,867	18,966	18,867
Closing balance as at 30 June		203,423	184,556	202,959
RETAINED EARNINGS				
Opening balance				
Balance carried forward from previous period		(103,137)	(102,209)	(105,497)
Adjusted opening balance		(103,137)	(102,209)	(105,497)
Comprehensive income				
Surplus/(Deficit) for the period		(11,186)	(928)	(3,939)
Total comprehensive income		(11,186)	(928)	(3,939)
Closing balance as at 30 June		(114,323)	(103,137)	(109,436)
ASSET REVALUATION RESERVE				
Opening balance				
Balance carried forward from previous period		3,018	2,926	2,926
Adjusted opening balance		3,018	2,926	2,926
Comprehensive income				
Revaluation increment on non-financial assets	3.2A	5,406	92	-
Total comprehensive income		5,406	92	-
Closing balance as at 30 June		8,424	3,018	2,926

Australian Communications and Media Authority
STATEMENT OF CHANGES IN EQUITY
for the period ended 30 June 2025

		2025 \$'000	2024 \$'000	Original budget 2025 \$'000
TOTAL EQUITY				
Opening balance				
Balance carried forward from previous period		84,437	66,307	81,521
Adjusted opening balance		84,437	66,307	81,521
Comprehensive income				
Revaluation increment on non-financial assets	3.2A	5,406	92	-
Surplus/(Deficit) for the period		(11,186)	(928)	(3,939)
Total comprehensive income		(5,780)	(836)	(3,939)
Contributions by owners				
Equity injections - Appropriations	5.1A	-	2,000	-
Departmental capital budget	5.1A	18,867	16,966	18,867
Total transactions with owners		18,867	18,966	18,867
Closing balance as at 30 June		97,524	84,437	96,449

Accounting Policy

Equity Injections

Amounts appropriated which are designated as 'equity injections' for a year (less any formal reductions) and Departmental Capital Budgets (DCBs) are recognised directly in contributed equity in that year.

Budget Variances Commentary

Total equity is higher than the Original Budget as a result of the net impact of the decrease on accumulated deficit and the increase in reserves related to fair value of assets following an upwards revaluation on land, building and leasehold improvements during the year.

Australian Communications and Media Authority
STATEMENT OF CASHFLOWS
for the period ended 30 June 2025

			Original Budget 2025 \$'000
	Notes	2025 \$'000	2024 \$'000
OPERATING ACTIVITIES			
Cash received			
Sale of goods and rendering of services		1,658	1,766
Appropriations		148,486	140,094
GST received		7,353	7,808
Other		142	214
Total cash received		157,639	149,882
Cash used			
Employees		91,491	81,943
Suppliers		60,152	56,865
Section 74 receipts transferred to OPA		450	421
Interest payments on lease liabilities		396	411
Total cash used		152,489	139,640
Net cash from operating activities		5,150	10,242
INVESTING ACTIVITIES			
Cash used			
Purchase of property, plant and equipment		9,535	9,513
Purchase of intangibles		11,573	13,484
Total cash used		21,108	22,997
Net cash used by investing activities		(21,108)	(18,867)
FINANCING ACTIVITIES			
Cash received			
Equity injections		627	733
Departmental capital budget		20,602	22,264
Total cash received		21,229	22,997
Cash used			
Principal payments of lease liabilities		7,370	8,554
Total cash used		7,370	8,554
Net cash from/(used by) financing activities		13,859	14,443
Net increase/(decrease) in cash held		(2,099)	-
Cash and cash equivalents at the beginning of the reporting period		9,027	7,339
Cash and cash equivalents at the end of the reporting period	3.1A	6,928	7,340

The above statement should be read in conjunction with the accompanying notes.

Australian Communications and Media Authority
STATEMENT OF CASHFLOWS
for the period ended 30 June 2025

Budget Variances Commentary

Net cash from operating activities – The decrease from Original Budget was attributable to an increase in Suppliers cost. The variance was mainly due to an increase in contractor costs related to IT projects, and higher than expected legal costs. This has been partially offset by lower than anticipated staffing levels.

Net cash used by investing activities – The increase from the Original Budget is due to growth in capital expenditure on internally generated software, and leasehold improvement projects for the Canberra and Sydney offices.

Net cash from financing activities – The increase from the Original Budget is related to Departmental Capital Budget carried forward from the previous financial year and utilised in the current year to fund the delivery of capital projects.

Australian Communications and Media Authority
ADMINISTERED SCHEDULE OF COMPREHENSIVE INCOME
for the period ended 30 June 2025

		2025	2024	Original Budget 2025
	Notes	\$'000	\$'000	\$'000
NET COST OF SERVICES				
EXPENSES				
Suppliers	2.1A	-	3,761	300
Grants	2.1B	1,979	2,335	2,500
Impairment loss on financial instruments	2.1C	-	397	50
Total expenses		1,979	6,493	2,850
INCOME				
Revenue				
Taxation revenue				
Other taxes	2.2A	1,283,356	1,315,288	1,353,911
Total taxation revenue		1,283,356	1,315,288	1,353,911
Non-taxation revenue				
Revenue from contracts with customers	2.2B	15,895	5,111	21,989
Fees and fines	2.2C	62,392	46,701	37,324
Other revenue	2.2D	787	1,179	787
Total non-taxation revenue		79,074	52,991	60,100
Total revenue		1,362,430	1,368,279	1,414,011
Gains				
Resources received free of charge	2.2E	2,091,618	721,766	2,091,618
Reversal of impairment of receivables		4,431	664	-
Total gains		2,096,049	722,430	2,091,618
Total income		3,458,479	2,090,709	3,505,629
Net contribution by services		3,456,500	2,084,216	3,502,779

The above schedule should be read in conjunction with the accompanying notes.

Budget Variances Commentary

Expenses –Total expenses were lower than budget, due mainly to a decrease in the eSafety's supplier expenses as a result of the Digital Literacy for Older Australians program being funded by Departmental appropriation from 1 July 2024. Prior to FY2024-25, this program was funded via the Administered funding.

Revenues –The decrease in Taxation revenue from the Original Budget is due mainly to the lower than anticipated Radio Communication Licence sale. Revenue from contracts with customers is lower than the Original Budget due to a decrease in the demand for Numbering services. Fees and fines revenue is higher than the Original Budget due to a higher amount of infringement being issued this financial year. The Reversal of impairment of receivables relates to the movement in the expected credit loss on Trade and other receivables, which was not included in the Original Budget.

Australian Communications and Media Authority
ADMINISTERED SCHEDULE OF ASSETS AND LIABILITIES
as at 30 June 2025

		2025	2024	Original Budget 2025
	Notes	\$'000	\$'000	\$'000
ASSETS				
Financial Assets				
Cash and cash equivalents	4.1A	1,270	941	742
Taxation receivables	4.1B	835,124	821,407	846,286
Trade and other receivables	4.1C	162,667	293,225	159,914
Other financial assets		-	-	21
Total financial assets		999,061	1,115,573	1,006,963
Total assets administered on behalf of Government		999,061	1,115,573	1,006,963
LIABILITIES				
Payables				
Unearned revenue	4.2A	44,157	2,139,766	-
Other payables	4.2A	2,231	769	124,372
Total payables		46,388	2,140,535	124,372
Total liabilities administered on behalf of Government		46,388	2,140,535	124,372
Net assets		952,673	(1,024,962)	882,591
The above schedule should be read in conjunction with the accompanying notes.				
Budget Variances Commentary				
The Net assets have increased in comparison to the Original Budget as the budget did not account for the commencement of the 850/900 MHz spectrum licence in July 2024, and the additional decrease in revenue following the conversion of associated licences.				

Australian Communications and Media Authority
ADMINISTERED RECONCILIATION SCHEDULE
for the period ended 30 June 2025

	2025 \$'000	2024 \$'000
Opening assets less liabilities as at 1 July	(1,024,962)	1,080,603
Income	3,458,479	2,090,709
Expenses	(1,979)	(6,493)
Transfers (to)/from Australian Government		
Appropriation transfers from the OPA	4,240	26,062
Transfers to the OPA	(427,110)	(3,203,976)
Transfers to the OPA (collected on behalf on another entity) ^{1, 2}	(243,815)	(234,275)
Regional Broadband Scheme Charge NBN ³	(812,180)	(777,592)
Closing assets less liabilities as at 30 June	952,673	(1,024,962)

¹ Relates to the Telecommunications Industry Levy collected on behalf of the Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts Public Interest Telecommunications Services Special Account.

² Relates to the collection of the Regional Broadband Scheme Charge collected on behalf of the Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts Regional Broadband Scheme Special Account.

³ Relates to revenue from the full year recognition of Regional Broadband Scheme Charge revenue from NBN recognised in 2023-24, where the cash was not collected by ACMA due to a reciprocal grant paid by the Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts.

Accounting Policy

Administered Cash Transfers to and from the Official Public Account (OPA)

Revenue collected by the ACMA for use by the Australian Government rather than the ACMA is Administered revenue. Collections are transferred to the OPA maintained by the Department of Finance. Conversely, cash is drawn from the OPA to make payments under Parliamentary appropriation on behalf of the Australian Government. These transfers to and from the OPA are adjustments to the Administered cash held by the ACMA on behalf of the Australian Government and reported as such in the Administered Cash Flow Statement and in the Administered Reconciliation Schedule.

**Australian Communications and Media Authority
ADMINISTERED CASH FLOW STATEMENT**

	Notes	2025 \$'000	2024 \$'000
OPERATING ACTIVITIES			
Cash received			
Sale of goods and rendering of services		20,396	5,115
Taxes ¹		453,466	423,423
Rental income ²		131,601	2,944,985
Fees		31,514	29,601
Fines		30,508	15,293
GST received		616	684
Total cash received		668,101	3,419,101
Cash used			
Grants		1,087	2,613
Suppliers		-	4,099
Total cash used		1,087	6,712
Net cash from operating activities		667,014	3,412,389
Net increase in cash held		667,014	3,412,389
Cash from the Official Public Account			
Appropriations		4,240	26,062
Total cash from the Official Public Account		4,240	26,062
Cash to the Official Public Account			
Administered revenue		(427,110)	(3,203,977)
Transfer to other entities (collected on behalf of another entity)		(243,815)	(234,275)
Total cash to the Official Public Account		(670,925)	(3,438,252)
Cash and cash equivalents at the beginning of the reporting period		941	742
Cash and cash equivalents at the end of the reporting period	4.1A	1,270	941
The above schedule should be read in conjunction with the accompanying notes.			
¹ Cash received for Taxes is higher than the prior year, predominantly due to the accounting treatment of the Regional Broadband Scheme charge, where revenue from NBN is recognised, but cash is not collected due to a reciprocal notional grant paid by the Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts.			
² Cash received for Rental income is significantly lower than the prior year due to the collection of cash for the sale of licences for 850/900 MHz spectrum bands in 2024.			

Australian Communications and Media Authority
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Australian Communications and Media Authority

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

Overview

ACMA is responsible for regulating in accordance with legislation related to broadcasting, radiocommunications, telecommunications and online content. ACMA works with all stakeholders to maximise the public benefit, including the extent to which the regulatory framework addresses the broad concerns of the community, meets the needs of industry, and maintains community and national interest safeguards.

ACMA conducts the following administered activities on behalf of the Government:

- Revenue collection for broadcasting and radio communications licences
- Grant programs under Online Safety Grants Program
- Grant programs under the Preventing Tech-based Abuse of Women Grants Program
- Revenue collection for the Regional Broadband Scheme Charge
- Charging arrangements related to the Annual Carrier Licence Charge and Numbering charges
- Other programs of work classified as administered activities.

Basis of Preparation

The financial statements are required by section 42 of the *Public Governance, Performance and Accountability Act 2013*.

The financial statements have been prepared in accordance with the:

- a) *Public Governance, Performance and Accountability (Financial Reporting) Rule 2015* (FRR); and
- b) Australian Accounting Standards and Interpretations – including simplified disclosures for Tier 2 Entities under AASB 1060 issued by the Australian Accounting Standards Board (AASB) that apply for the reporting period.

The financial statements have been prepared on an accrual basis and in accordance with the historical cost convention, except for certain assets and liabilities at fair value. Except where stated, no allowance is made for the effect of changing prices on the results or the financial position. The financial statements are presented in Australian dollars.

New Accounting Standards

All new Accounting Standards that were issued prior to the sign-off date and are applicable to the current reporting period did not have a material effect on ACMA's financial statements.

Reporting of Administered activities

Administered revenues, expenses, assets, liabilities, and cash flows are disclosed in the Administered schedules and related notes.

Except where stated below, Administered items are accounted for on the same basis and using the same policies as for departmental items, including the application of Australian Accounting Standards.

eSafety Commissioner

The *Online Safety Act 2021* establishes the eSafety Commissioner is an independent statutory officer and ACMA official for the purposes of the Finance Law. Under this Act, the ACMA makes staff available to assist the eSafety Commissioner to perform their functions and exercise their powers. As eSafety is not a separate Commonwealth entity under the PGPA Act, the ACMA consolidates eSafety's financial balances into the ACMA's financial statements. A disaggregation of these balances is provided in Note 9.

Taxation

The ACMA is exempt from all forms of taxation except Fringe Benefits Tax (FBT) and the Goods and Services Tax (GST).

Significant Accounting Judgements and Estimates

Property, plant and equipment valuation - the fair value of property, plant and equipment has been taken to be the market value of similar properties as determined by a qualified independent valuer. Where an active market does not exist, these assets are valued at their replacement cost as determined by a qualified independent valuer.

Australian Communications and Media Authority

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

Employee provisions - the liability for long service leave has been estimated using standard parameters issued by the Department of Finance. This takes into account expected salary growth, attrition and future discounting using the government bond rates.

Administered

An estimate of the NBN Co's charge for the Regional Broadband Scheme was accrued in Note 2.2 Other Taxes with a corresponding receivable recorded in Note 4.1B Taxation Receivables. This estimate was calculated using the methodology detailed in the Telecommunications (Regional Broadband Scheme) Charge Act 2020, and the connection data made publicly available by NBN Co in their Weekly Progress Report.

Events after the reporting period

Departmental

There are no known events occurring after the reporting period that could impact on the financial statements.

Administered

There are no known events occurring after the reporting period that could impact on the financial statements.

Potential breach of Section 83 of the Constitution

Section 83 of the Constitution provides that no money shall be drawn from the Treasury of the Commonwealth except under appropriation made by law.

For the 2024-25, it has been identified that five eSafety invoices totalling \$153,518.07 were incorrectly paid out of the administered account.

This resulted from an administrative error and occurred in the transition of funding for the eSafety BeConnected program from administered funding to ongoing departmental funding at the beginning of the financial year. Inadvertently the Purchase Orders for the contracts affected were not updated ahead of the 1 July 2024 start date.

This is a potential breach of section 83 of the Constitution given the requirement is that funds can only be drawn from the Consolidated Revenue Fund (CRF) with a valid and approved appropriation. The ACMA have taken remedial actions to address the matter.

Australian Communications and Media Authority
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

1. Financial Performance

This section analyses the financial performance of the ACMA for the year ended 30 June 2025.

1.1 Expenses

	2025	2024
	\$'000	\$'000
Note 1.1A: Employee Benefits		
Wages and salaries	70,058	60,260
Superannuation		
Defined contribution plans	8,825	8,506
Defined benefit plans	4,077	2,235
Leave and other entitlements	12,585	10,748
Separation and redundancies	63	132
Total employee benefits	95,608	81,881

Accounting Policy

For accounting policies on employee related expenses please refer to Section 6, People and Relationships.

Note 1.1B: Suppliers

Goods and services supplied or rendered

Contractors	15,691	17,338
IT and communications services	12,002	12,299
Outsourced services	11,400	5,164
Consultants	3,790	3,437
Travel costs	2,083	2,117
Occupancy costs	2,111	1,578
Other	2,440	2,071
Stationery and publications	410	445
Legal costs	2,041	1,891
Total goods and services supplied or rendered	51,968	46,340

Goods supplied	453	1,067
Services rendered	51,515	45,273
Total goods and services supplied or rendered	51,968	46,340

Other suppliers

Low value leases	583	722
Workers compensation expenses	250	388
Total other suppliers	833	1,110
Total suppliers	52,801	47,450

The ACMA has no short-term lease commitments as at 30 June 2025.

The above lease disclosures should be read in conjunction with the accompanying notes 1.1C, 3.2A and 3.4A.

Accounting Policy

Short-term leases and leases of low-value assets

The ACMA has elected not to recognise right-of-use assets and lease liabilities for short-term leases of assets that have a lease term of 12 months or less and low value leases (less than \$10,000). The ACMA recognises the lease payments associated with these leases as an expense on a straight-line basis over the lease term.

Australian Communications and Media Authority
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

	2025	2024
	\$'000	\$'000
<u>Note 1.1C: Finance Costs</u>		
Unwinding of discount	153	26
Interest on lease liabilities	396	411
Total finance costs	549	437

The above lease disclosures should be read in conjunction with the accompanying notes 1.1B, 3.2A and 3.4A.

<u>Note 1.1D: Impairment Loss on Financial Instruments</u>		
Impairment on trade and other receivables	203	50
Total impairment loss on financial instruments	203	50

<u>Note 1.1E: Write-Down and Impairment of Other Assets</u>		
Write-down of property, plant and equipment	91	163
Total write-down and impairment of assets	91	163

Australian Communications and Media Authority
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

1.2 Own-Source Revenue and Gains

	2025	2024
	\$'000	\$'000

Note 1.2A: Revenue from Contract with Customers

Sale of goods	-	21
Rendering of services	1,422	2,303
Total revenue from contract with customers	1,422	2,324

Disaggregation of revenue from contracts with customers

Major product / service line:

Service delivery	1,422	2,303
Sales of low value plant and equipment	-	21
	1,422	2,324

Type of customer:

Australian Government entities (related parties)	1,117	2,088
Non-government entities	305	236
	1,422	2,324

Timing of transfer of goods and services:

Over time	1,422	2,303
Point in time	-	21
	1,422	2,324

Australian Communications and Media Authority

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

Accounting Policy

Revenue from the sale of goods is recognised by the ACMA when all of the following conditions have been satisfied:

- the entity has transferred to the buyer the significant risks and rewards of ownership of the goods;
- the entity retains neither continuing managerial involvement to the degree usually associated with ownership nor effective control over the goods sold;
- the amount of revenue can be measured reliably;
- it is probable that the economic benefits associated with the transaction will flow to the entity; and
- the costs incurred or to be incurred in respect of the transaction can be measured reliably.

Revenue from a transaction involving the rendering of services shall be recognised by reference to the stage of completion of the transaction at the end of the reporting period. The outcome of a transaction can be estimated reliably when all of the following conditions are satisfied:

- the amount of revenue can be measured reliably;
- it is probable that the economic benefits associated with the transaction will flow to the entity;
- the stage of completion of the transaction at the end of the reporting period can be measured reliably; and
- the costs incurred for the transaction and the costs to complete the transaction can be measured reliably.

When the outcome of a transaction involving the rendering of services cannot be estimated reliably, revenue is recognised only to the extent of the expenses recognised that are recoverable. Revenue is recognised only when it is probable that the economic benefits associated with the transaction will flow to the entity.

For the ACMA, in general, sale of goods is recognised at a point in time when control is transferred to the buyer, and rendering of services is recognised over time as performance obligations are met. Each contract is assessed at inception against AASB 15, or AASB 1058 where AASB 15 does not apply, and determines whether the ACMA will recognise the revenue over time or at a point in time.

The following is a description of principal activities from which the ACMA generates its departmental revenue: sale of minor assets (generally point in time), service arrangements with other Australian Government entities (generally over time), and cost recovery income received for work completed for satellite co-ordination charges collected by the ACMA, Emergency Position Indicating Radio Beacon triangulation (EPIRB) and police investigation assistance (generally over time).

The transaction price is the total amount of consideration to which the Entity expects to be entitled in exchange for transferring promised goods or services to a customer. The consideration promised in a contract with a customer may include fixed amounts, variable amounts, or both.

Receivables for goods and services, which have 30 day terms, are recognised at the nominal amounts due less any impairment allowance account. Collectability of debts is reviewed at end of the reporting period. Allowances are made when collectability of the debt is no longer probable.

	2025	2024
Note 1.2B: Other Gains	\$'000	\$'000
Resources received free of charge		
Remuneration of auditors	115	81
Total other gains	115	81

Accounting Policy

Resources Received Free of Charge

Resources received free of charge are recognised as revenue when, and only when, a fair value can be reliably determined and the services would have been purchased if they had not been donated. Use of those resources are recognised as an expense. Resources received free of charge are recorded as either revenue or gains depending on their nature. The value of income represents the services provided free of charge by the Australian National Audit Office.

Australian Communications and Media Authority
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

2. Income and Expenses Administered on Behalf of Government

This section analyses the activities that the ACMA does not control but administers on behalf of the Government. Unless otherwise noted, the accounting policies adopted are consistent with those applied for departmental reporting.

2.1 Administered – Expenses

	2025	2024
	\$'000	\$'000
Note 2.1A: Suppliers¹		
Goods and services supplied or rendered		
Contractors	-	2,994
IT and communications services	-	711
Consultants	-	14
Travel	-	10
Other	-	32
Total goods and services supplied or rendered	-	3,761
Services rendered	-	3,761
Total goods and services supplied or rendered	-	3,761
Note 2.1B: Grants		
Private sector		
Commercial entities	1,979	2,335
Total grants	1,979	2,335

¹ The reduction in supplier expenditure from prior year is due to the BeConnected program being funded from Departmental appropriation from 1 July 2024.

Accounting Policy

Grants

The ACMA administers a number of grants on behalf of the Australian Government. Grant liabilities are recognised to the extent that (i) the services required to be performed by the grantee have been performed; or (ii) the grant eligibility criteria have been satisfied, but payments due have not been made. Where grant monies are paid in advance of performance or eligibility, a prepayment is recognised.

Note 2.1C: Impairment Loss on Financial Instruments

Impairment on taxation receivables	-	397
Total impairment loss on financial instruments	-	397

Australian Communications and Media Authority
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

2.2 Administered – Income

	2025	2024
	\$'000	\$'000
Taxation Revenue		
<u>Note 2.2A: Other Taxes</u>		
Broadcasting licence charges	53,267	39,947
Radio communications taxes	94,953	169,846
Regional Broadband Scheme charge	860,573	836,461
Telecommunication numbering charges	60,000	60,000
Industry contributions	214,563	209,034
Total other taxes	1,283,356	1,315,288
Non-Taxation Revenue		
<u>Note 2.2B: Revenue from Contract with Customers</u>		
Rendering of services	15,895	5,111
Total revenue from contract with customers	15,895	5,111
<u>Note 2.2C: Fees and Fines</u>		
Licence fees	31,884	31,408
Fines and penalties	30,508	15,293
Total fees and fines	62,392	46,701
<u>Note 2.2D: Other Revenue</u>		
Unwinding of discount on lease receivable	787	1,179
Total other revenue	787	1,179

Australian Communications and Media Authority
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

	2025	2024
	\$'000	\$'000
Note 2.2E: Resources received free of charge		
Spectrum licences ¹	2,091,618	721,766
Total Resources received free of charge	2,091,618	721,766

¹ The sale of 850/900MHz spectrum access licences is recognised as a resource received free of charge on commencement of the licence. The upfront payment for the licences were recognised in 2023-24 as Unearned Revenue with the cash received reflected as Rental Income in the Administered Cash Flow Statement.

Accounting Policy

Revenue

All Administered revenues relate to the ordinary activities performed by the ACMA on behalf of the Australian Government. Contributions from industries in the form of taxes, industry levies and fines are recognised as revenue when the economic activity giving rise to the Australian Government's right to the contribution has taken place and the liability to contribution can be reliably measured.

The following is a description of principal activities from which the ACMA generates its Administered revenue:

- Collection of taxes associated with broadcasting licences, radio communications, telecommunication charges and contributions from the industry;
- Collection of charges associated with the Regional Broadband Scheme;
- Revenue from contracts with customers;
- Collection of fees and fines levied within the communications and media industry; and

Revenue from broadcasting licence charges is recognised over time, however all other taxes, fees and fines are recognised as at a point in time. Other revenue from contracts with customers are recognised in accordance with the relevant accounting standard after assessing the characteristics of the contract.

Spectrum licence

Gains

Spectrum Licence charges are generally required to make payments upfront. The payment will be recognised as cash on receipt, and the corresponding resource received free of charge on the commencement of the licence term, which is generally at the same time. Should there be timing differences, the licence charge will be reflected in unearned revenue prior to commencement.

Other revenue

Where payments for Spectrum Licence charges are made in instalments, the ACMA recognise the revenue in line with the finance lease requirements for lessors under AASB 16.

Australian Communications and Media Authority
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

3. Financial Position

This section analyses the ACMA's assets used to conduct its operations and the operating liabilities incurred as a result. Employee related information is disclosed in the People and Relationships section.

3.1 Financial Assets

	2025	2024
	\$'000	\$'000
Note 3.1A: Cash and Cash Equivalents		
Cash in special accounts ¹	2,983	6,474
Cash on hand or on deposit	3,862	2,469
Cash held for external parties	83	84
Total cash and cash equivalents	6,928	9,027

¹ See Note 5.2A for additional detail on cash in special accounts held in the Official Public Account and ACMA's bank account.

Accounting Policy

Cash is recognised at its nominal amount. Cash and cash equivalents includes:

- a) cash on hand;
- b) demand deposits in bank accounts with an original maturity of 3 months or less that are readily convertible to known amounts of cash and subject to insignificant risk of changes in value; and
- c) cash in special accounts.

Note 3.1B: Trade and Other Receivables

Appropriations receivables

For existing outputs	57,640	52,398
Total appropriations receivable	57,640	52,398

Other receivables

GST receivable from the Australian Taxation Office	628	534
Other	255	1,275
Total other receivables	883	1,809
Total trade and other receivables (gross)	58,523	54,207

Less impairment loss allowance	362	159
Total trade and other receivables (net)	58,161	54,048

Accounting Policy

Financial assets

Trade receivables, loans and other receivables that are held for the purpose of collecting the contractual cash flows where the cash flows are solely payments of principal and interest, that are not provided at below-market interest rates, are subsequently measured at amortised cost using the effective interest method adjusted for any loss allowance.

**Australian Communications and Media Authority
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS**

3.2 Non-Financial Assets

Note 3.2A: Reconciliation of the Opening and Closing Balances of Property, Plant and Equipment and Intangibles for 2025

	Land \$'000	Buildings \$'000	Leasehold improvements \$'000	Plant and equipment ¹ \$'000	Computer software ^{1,2} \$'000	Total \$'000
As at 1 July 2024						
Gross book value	-	-	-	-	70,186	70,186
Fair value	1,595	194	52,946	4,187	-	58,922
Work in progress (WIP)	-	-	9,040	95	13,983	23,118
Accumulated depreciation and amortisation	-	(50)	(29,897)	(719)	(45,166)	(75,832)
Total as at 1 July 2024	1,595	144	32,089	3,563	39,003	76,394
Additions						
By purchase	-	-	16,067	2,441	20,870	39,378
Movement in WIP	-	-	(9,040)	70	(9,237)	(18,207)
Right-of-use assets	-	-	279	-	-	279
Revaluations and impairments recognised in other comprehensive income	-	-	-	-	-	-
Depreciation and amortisation	225	130	5,051	-	-	5,406
Depreciation on right-of-use assets	-	(11)	(1,772)	(1,457)	(9,246)	(12,486)
Disposals other	-	-	(6,767)	-	-	(6,767)
	-	-	-	(91)	-	(91)
Total as at 30 June 2025	1,820	263	35,907	4,526	41,390	83,906

¹The opening balances as at 1 July 2024 for gross book value, fair value, work in progress and accumulated depreciation and amortisation have been updated from the closing balances as at 30 June 2024 due to a calculation error identified in the reporting model.

²The opening balances of Gross book value and Work in progress (WIP) as at 1 July 2024 for Computer software have been updated due to an error in classification as at 30 June 2024. The total balances remain unchanged.

**Australian Communications and Media Authority
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS**

	Land \$'000	Buildings \$'000	Leasehold improvements \$'000	Plant and equipment \$'000	Computer software \$'000	Total \$'000
Total as at 30 June 2025 represented by:						
Gross book value	-	-	-	-	78,339	78,339
Fair value	1,820	263	66,980	6,380	-	75,443
Work in progress	-	-	-	165	15,714	15,879
Accumulated depreciation and amortisation	-	-	(31,073)	(2,019)	(52,663)	(85,755)
Total as at 30 June 2025	1,820	263	35,907	4,526	41,390	83,906
Carrying amount of right-of-use assets	-	-	15,519	-	-	15,519

Revaluation of non-financial and intangible assets

All revaluations are conducted in accordance with the revaluation policy stated at Note 7.4.

Contractual commitments for the acquisition of property, plant and equipment and intangible assets

The ACMA has no commitments for the acquisition of non-financial assets.

Australian Communications and Media Authority

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

Accounting Policy

Acquisition of Assets

Assets are recorded at cost on acquisition except as stated below. The cost of acquisition includes the fair value of assets transferred in exchange and liabilities undertaken. Financial assets are initially measured at their fair value plus transaction costs where appropriate. Assets acquired at no cost, or for nominal consideration, are initially recognised as assets and income at their fair value at the date of acquisition, unless acquired as a consequence of restructuring of administrative arrangements. In the latter case, assets are initially recognised as contributions by owners at the amounts at which they were recognised in the transferor's accounts immediately prior to the restructuring.

Asset Recognition Threshold

Purchases of property, plant and equipment are recognised initially at cost in the Statement of Financial Position, except for purchases costing less than the thresholds outlined below, which are expensed in the year of acquisition (other than where they form part of a group of similar items which are significant in total). The asset thresholds have not been changed during the current financial year. The initial cost of an asset includes an estimate of the cost of dismantling and removing the item and restoring the site on which it is located. This is particularly relevant to 'make good' provisions in property leases taken up by the ACMA where there exists an obligation to restore the property to its original condition. These costs are included in the value of the ACMA's leasehold improvements with a corresponding provision for the 'make good' recognised.

Asset Class	Threshold
Buildings	\$50,000
Leasehold improvements	\$10,000
Plant and equipment	\$5,000
Software	\$10,000

Leased Right of Use (ROU) Assets

Leased ROU assets are capitalised at the commencement date of the lease and comprise of the initial lease liability amount, initial direct costs incurred when entering into the lease less any lease incentives received. These assets are accounted for by Commonwealth lessees as separate asset classes to corresponding assets owned outright, but included in the same column as where the corresponding underlying assets would be presented if they were owned. An impairment review is undertaken for any right of use lease asset that shows indicators of impairment and an impairment loss is recognised against any right of use lease asset that is impaired. Leased ROU assets continue to be measured at cost after initial recognition in Commonwealth agency, General Government Sector and Whole of Government financial statements.

Revaluations

Fair values for each class of asset are determined:

Asset class	Revaluation cycle	Fair Value Measured at
Land	Tri-annually	Market approach
Building	Tri-annually	Depreciated replacement cost
Leasehold improvements	Tri-annually	Depreciated replacement cost
Plant and equipment	Tri-annually	Market approach

Following initial recognition at cost, property plant and equipment is carried at fair value (or an amount not materially different from fair value) less subsequent accumulated depreciation and accumulated impairment losses. Valuations are conducted with sufficient frequency to ensure that the carrying amounts of assets do not differ materially from the assets' fair values as at the reporting date.

Revaluation adjustments are made on a class basis. Any revaluation increment is credited to equity under the heading of asset revaluation reserve, except to the extent that it reverses a previous revaluation decrement of the same asset class that was previously recognised in the surplus/(deficit). Revaluation decrements for a class of assets are recognised directly in the surplus/(deficit) except to the extent that they reverse a previous revaluation increment for that class. Any accumulated depreciation as at the revaluation date is eliminated against the gross carrying amount of the asset and the asset restated to the revalued amount.

During 2024-25, a revaluation on Land, Building and Fit-out/Leasehold improvements was undertaken by a management's expert.

Depreciation

Depreciable property, plant and equipment assets are written-off to their estimated residual values over their estimated useful lives to the ACMA using, in all cases, the straight-line method of depreciation. Depreciation rates (useful lives), residual values and methods are reviewed at each reporting date and necessary adjustments are recognised in the current, or current and future reporting periods, as appropriate. Asset under construction are not subject to depreciation.

Asset Class	Useful Life
Buildings	5 to 40 years
Leasehold improvements	Lease term
Plant and equipment	3 to 15 years

The depreciation rates for ROU assets are based on the commencement date to the earlier of the end of the useful life of the ROU asset or the end of the lease term.

Australian Communications and Media Authority
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

Impairment

Fit-out/Leasehold improvements and all intangible assets were assessed for impairment at 30 June 2025. Where indications of impairment exist, the asset's recoverable amount is estimated and an impairment adjustment made if the asset's recoverable amount is less than its carrying amount. The recoverable amount of an asset is the higher of its fair value less costs of disposal and its value in use. Value in use is the present value of the future cash flows expected to be derived from the asset. Where the future economic benefit of an asset is not primarily dependent on the asset's ability to generate future cash flows, and the asset would be replaced if the ACMA were deprived of the asset, its value in use is taken to be its depreciated replacement cost.

Intangibles

The ACMA's intangibles comprise of internally developed and purchased software for internal use. These assets are carried at cost less accumulated amortisation and accumulated impairment losses. Software is amortised on a straight-line basis over its anticipated useful life. The useful lives of the ACMA's software are 3 to 10 years and have not changed from the prior year.

Derecognition

An item of property, plant and equipment is derecognised upon disposal or when no further future economic benefits are expected from its use or disposal.

Australian Communications and Media Authority
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

3.3 Payables

	2025	2024
	\$'000	\$'000
Note 3.3A: Suppliers		
Trade creditors and accruals	5,354	7,017
Total supplier payables	5,354	7,017

The majority of suppliers engaged had 20 day payment term with the exception of invoicing suppliers which have 5 day payment terms

Note 3.3B: Other Payables

Contract liabilities	236	-
Salaries and wages	2,286	1,853
Superannuation	420	318
Total other payables	2,942	2,171

3.4 Leases

	2025	2024
	\$'000	\$'000
Note 3.4A: Leases		
Lease liabilities	18,473	25,564
Total leases	18,473	25,564

Total cash outflow for leases for the year ended 30 June 2025 was \$7.776m.

Maturity analysis - contractual undiscounted cash flows

Within 1 year	6,599	7,764
Between 1 to 5 years	12,384	17,305
More than 5 years	355	1,714
Total leases	19,338	26,783

The above lease disclosures should be read in conjunction with the accompanying notes 1.1C and 3.2.

Accounting Policy

For all new contracts entered into, the ACMA considers whether the contract is, or contains a lease. A lease is defined as 'a contract, or part of a contract, that conveys the right to use an asset (the underlying asset) for a period of time in exchange for consideration'.

Once it has been determined that a contract is, or contains a lease, the lease liability is initially measured at the present value of the lease payments unpaid at the commencement date, discounted using the interest rate implicit in the lease, if that rate is readily determinable, or the ACMA's incremental borrowing rate.

Subsequent to initial measurement, the liability will be reduced for payments made and increased for interest. It is remeasured to reflect any reassessment or modification to the lease. When the lease liability is remeasured, the corresponding adjustment is reflected in the right-of-use asset or profit and loss depending on the nature of the reassessment or modification.

Australian Communications and Media Authority
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

3.5 Other Provisions

	Provision for restoration	Total
Reconciliation of the Other Provisions Account:	\$'000	\$'000
As at 1 July 2024	1,462	1,462
Additional provisions made	153	153
Amounts reversed	-	-
Amounts used	-	-
Total as at 30 June 2025	1,615	1,615

Australian Communications and Media Authority
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

4. Assets and Liabilities Administered on Behalf of Government

This section analyses assets used to conduct operations and the operating liabilities incurred as a result the ACMA does not control but administers on behalf of the Government. Unless otherwise noted, the accounting policies adopted are consistent with those applied for departmental reporting.

4.1 Administered – Financial Assets

	2025	2024
	\$'000	\$'000
Note 4.1A: Cash and Cash Equivalents		
Cash in special accounts ¹	878	634
Cash on hand or on deposit	392	307
Total cash and cash equivalents	1,270	941

¹ See Note 5.2A for additional detail on cash in special accounts held in the Official Public Account and ACMA's bank account.

Accounting Policy

Cash is recognised at its nominal amount. Cash and cash equivalents includes:

- a) cash on hand;
- b) demand deposits in bank accounts with an original maturity of 3 months or less that are readily convertible to known amounts of cash and subject to insignificant risk of changes in value; and
- c) cash in special accounts.

Note 4.1B: Taxation Receivables

Other taxes	835,378	826,162
Total taxation receivables (gross)	835,378	826,162
Less: impairment loss allowance		
Other taxes	254	4,755
Total receivables (net)	835,124	821,407

Note 4.1C: Trade and Other Receivables

Other receivables

Annual Carrier Licence Charge	31,527	31,157
Lease receivable ¹	131,207	262,020
Statutory receivables	9	54
Total other receivables	162,743	293,231
Total trade and other receivables (gross)	162,743	293,231
Less: impairment loss allowance		
Other receivables	76	6
Total trade and other receivables (net)	162,667	293,225

¹ The figure for Lease receivable represents the sale of 26GHz spectrum licences in 2020-21 and subsequent treatment under AASB 16 Leases. See Accounting Policy for 2.2 Administered - Income for further information.

Australian Communications and Media Authority
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

4.2 Administered – Payables

	2025	2024
	\$'000	\$'000
Note 4.2A: Other Payables		
Unearned revenue ¹	44,157	2,139,766
Other	2,231	769
Total other payables	46,388	2,140,535

¹ Unearned revenue represents radiocommunication licences paid in advance where the benefit has not yet been realised by the holder. The balance in 2023-24 predominantly relates to the cash received ahead of the commencement of the licences as a result of the 850/900 MHz auction, this is now recognised as a Resource received free of charge in 2024-25. See Accounting Policy for 2.2 Administered – Income and Note 2.2E for further information.

Australian Communications and Media Authority
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

5. Funding

This section identifies the ACMA's funding structure.

5.1 Appropriations

Note 5.1A: Departmental annual and unspent appropriations ('Recoverable GST exclusive')¹

	2025 \$'000	2024 \$'000
Ordinary annual services		
Annual Appropriation		
Operating	155,640	142,422
Capital budget ²	18,867	16,966
Section 74 receipts ³	450	421
Total available appropriation	174,957	159,809
Appropriation applied (current and prior years)	(171,187)	(160,670)
Variance	3,770	(861)
Opening unspent appropriation balance	62,365	63,485
Repeal of <i>Appropriation Act (No. 1) 2020-21</i>	-	(259)
Closing unspent appropriation balance	66,135	62,365
Balance comprises appropriations as follows:		
<i>Appropriation Act (No. 1) 2022-23</i>	2,207	2,207
<i>Appropriation Act (No. 1) 2023-24</i>	-	34,595
<i>Appropriation Act (No. 1) 2023-24 Capital Budget (DCB)</i>	-	11,619
<i>Appropriation Act (No. 1) 2024-25</i>	45,891	-
<i>Appropriation Act (No. 1) 2024-25 Capital Budget (DCB)</i>	11,109	-
<i>Appropriation Act (No. 3) 2023-24</i>	-	3,692
<i>Appropriation Act (No. 3) 2023-24 Capital Budget (DCB)</i>	-	1,225
<i>Appropriation Act (No. 1) 2023-24 cash held by the agency</i>	-	9,027
<i>Appropriation Act (No. 1) 2024-25 cash held by the agency</i>	6,928	-
Total unspent appropriation - ordinary annual services	66,135	62,365
Other services		
Annual Appropriation		
Equity injections	-	2,000
Total available appropriation	-	2,000
Appropriation applied (current and prior years)	(627)	(733)
Variance	(627)	1,267
Opening unspent appropriation balance	1,267	-
Closing unspent appropriation balance	640	1,267
Balance comprises appropriations as follows:		
<i>Appropriation Act (No. 2) 2023-24</i>	640	1,267
Total unspent appropriation - equity injections	640	1,267
Total unspent appropriation⁴	66,775	63,632

¹ This note includes the component that relates to the Online Safety Special Accounts and is disclosed based on recognising amounts specified in the Appropriation Acts in the year of appropriation, adjusted where applicable, for formal additions and reductions.

² Departmental and Administered Capital Budgets are appropriated through Appropriation Acts (No.1,3,5). They form part of ordinary annual services and are not separately identified in the Appropriation Acts.

³ Adjustments to appropriations includes adjustments to current year annual appropriations including Advance to the Finance Minister (AFM), PGPA Act section 74 receipts and PGPA Act section 75 transfers.

⁴ The total unspent appropriation is shown inclusive of a Section 51 permanent quarantine imposed in 2022-23 against Appropriation Act (No. 1) 2022-23 of \$2.207m.

Australian Communications and Media Authority

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

Accounting Policy

Revenue from Government - Departmental

Amounts appropriated for departmental appropriations for the year (adjusted for any formal additions and reductions) are recognised as Revenue from Government when the ACMA gains control of the appropriation, except for certain amounts that relate to activities that are reciprocal in nature, in which case revenue is recognised only when it has been earned. Appropriations receivable are recognised at their nominal amounts.

Funding received or receivable from non-corporate Commonwealth entities (appropriated to the non-corporate Commonwealth entity as a corporate Commonwealth entity payment item for payment to this entity) is recognised as Revenue from Government by the non-corporate Commonwealth entity unless the funding is in the nature of an equity injection or a loan.

Note 5.1B: Administered annual and unspent appropriations ('Recoverable GST exclusive')

	2025	2024
	\$'000	\$'000
Ordinary annual services		
Annual appropriation		
Operating	2,000	6,020
Total available appropriation	2,000	6,020
Appropriation applied (current and prior years)	(740)	(6,005)
Variance	1,260	15
Opening unspent appropriation balance	2,015	2,857
Repeal of Supply Act (No. 1) 2020-21	-	(857)
Repeal of Appropriation Act (No. 1) 2022-23	(1,000)	-
Closing unspent appropriation balance	2,275	2,015
Balance comprises appropriations as follows:		
Appropriation Act (No. 1) 2022-23	-	1,500
Appropriation Act (No. 1) 2023-24	294	515
Appropriation Act (No. 1) 2024-25	1,981	-
Total unspent appropriation - ordinary annual services	2,275	2,015
Total unspent appropriation	2,275	2,015

Note 5.1C: Special Appropriations ('Recoverable GST exclusive')

	Appropriation applied	
	2025	2024
Authority	\$'000	\$'000
Public Governance, Performance and Accountability Act 2013 s77		
Repayments ¹	3,425	19,513
Special Appropriation - Telecommunications Act 1997 - ss136C(4)	-	-
Total special appropriations applied	3,425	19,513

¹ Relates to the refund of radiocommunications licences surrendered before the expiration date.

Australian Communications and Media Authority
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

5.2 Special Accounts

Note 5.2A: Special Accounts ('Recoverable GST exclusive')

	The Online Safety Special Account ¹		Services for Other Entities and Trusts Moneys ²	
	2025 \$'000	2024 \$'000	2025 \$'000	2024 \$'000
Balance brought forward from previous period	6,475	7,222	634	248
Increases				
Departmental	51,449	39,752	-	-
Administered	-	-	258	551
Total increases	51,449	39,752	258	551
Available for payments	57,924	46,974	892	799
Decreases				
Departmental	(54,940)	(40,499)	-	-
Administered	-	-	(13)	(165)
Total decreases	(54,940)	(40,499)	(13)	(165)
Total balance carried to the next period	2,983	6,475	878	634
Balance represented by:				
Cash held in entity bank accounts	145	89	-	-
Cash held in the Official Public Account	2,838	6,386	878	634
Total balance carried to the next period	2,983	6,475	878	634

¹ Appropriation: *Public Governance, Performance and Accountability Act 2013*; section 80.
Establishing Instrument: *Online Safety Act 2021*; section 190.
Purpose: To enhance online safety for Australians.

² Current year figures under appropriation: *Public Governance, Performance and Accountability Act 2013*; section 78. Establishing Instrument: PGPA Act Determination (SOETM Special Account 2022).
Purpose: This account was created to disburse amounts held on trust or otherwise for the benefit of a person other than the Commonwealth.

Australian Communications and Media Authority
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

5.3 Regulatory Charging Summary

	2025 \$'000	2024 \$'000
Amounts applied		
Departmental		
Annual appropriations	29,259	17,108
Own source revenue	214	211
Administered		
Special appropriations (including special accounts)	-	-
Total amounts applied	29,473	17,319
Expenses		
Departmental	29,574	17,416
Administered	-	-
Total expenses	29,574	17,416
External revenue		
Departmental	214	211
Administered	47,896	34,868
Total external revenue	48,110	35,079

Regulatory charging activities:

The external administered regulatory charges of \$47.896m consists of the Annual Carrier Licence Charge, Fees for services (including Numbering Services), Do Not Call Register and National Self-Exclusion Register. Cost Recovery Impact Statements for these activities are available at:

www.acma.gov.au/cost-recovery-implementation-statement-cris

5.4 Net Cash Appropriation Arrangement

	2025 \$'000	2024 \$'000
Total comprehensive income - as per the Statement of Comprehensive Income	(5,780)	(836)
<i>Plus: depreciation/amortisation of assets funded through appropriations (departmental capital budget funding and/or equity appropriations)</i>	12,486	8,264
<i>Plus: depreciation on right-of-use assets</i>	6,767	7,726
<i>Less: lease principal repayments</i>	(7,370)	(8,554)
Net Cash Operating Surplus	6,103	6,600

From 2010-11, the Government introduced net cash appropriation arrangements where revenue appropriations for depreciation/amortisation expenses of non-corporate Commonwealth entities and selected corporate Commonwealth entities were replaced with a separate capital budget provided through equity appropriations. Capital budgets are to be appropriated in the period when cash payment for capital expenditure is required.

The inclusion of depreciation/amortisation expenses related to ROU leased assets and the lease liability principal repayment amount reflects the cash impact on implementation of AASB 16 *Leases*, it does not directly reflect a change in appropriation arrangements.

Australian Communications and Media Authority
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

6. People and Relationships

This section describes a range of employment and post-employment benefits provided to our people and our relationships with other key people.

6.1 Employee Provisions

	2025	2024
	\$'000	\$'000
Note 6.1A: Employee Provisions		
Leave	26,523	23,662
Total employee provisions	26,523	23,662

Accounting Policy

Liabilities for 'short-term employee benefits' and termination benefits due within twelve months of the end of reporting period are measured at their nominal amounts.

The nominal amount is calculated with regard to the rates expected to be paid on settlement of the liability.

Other long-term employee benefits are measured as the net total of the present value of the defined benefit obligation at the end of the reporting period minus the fair value at the end of the reporting period of plan assets (if any) out of which the obligations are to be settled directly.

Leave

The liability for employee benefits includes a provision for annual leave and long service leave. No provision has been made for sick leave as all sick leave is non-vesting and the average sick leave taken in future years by employees of the ACMA is estimated to be less than the annual entitlement for sick leave.

The leave liabilities are calculated on the basis of employees' remuneration at the estimated salary rates that will be applied at the time the leave is taken, including the ACMA's employer superannuation contribution rates to the extent that the leave is likely to be taken during service rather than paid out on termination.

The liability for long service leave has been determined by reference to the short hand method prescribed under section 24 of the Financial Reporting Rule. The estimate of the present value of the liability takes into account attrition rates and pay increases through promotion and inflation.

Separation and Redundancy

Provision is made for separation and redundancy benefit payments. The ACMA recognises a provision for termination when it has developed a detailed formal plan for the terminations and has informed those employees affected that it will carry out the termination.

Superannuation

ACMA staff are members of the Commonwealth Superannuation Scheme (CSS), the Public Sector Superannuation Scheme (PSS) or the PSS accumulation plan (PSSap) or other superannuation funds held outside the Australian Government.

The CSS and PSS are defined benefit schemes for the Australian Government. The PSSap is a defined contribution scheme.

The liability for defined benefits is recognised in the financial statements of the Australian Government and is settled by the Australian Government in due course. This liability is reported in the Department of Finance's Administered schedules and notes.

The ACMA makes employer contributions to the employees' superannuation scheme at rates determined by an actuary to be sufficient to meet the current cost to the Australian Government. The ACMA accounts for the contributions as if they were contributions to defined contribution plans. The liability for superannuation recognised as at 30 June represents outstanding contributions.

Australian Communications and Media Authority

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

6.2 Key Management Personnel Remuneration

Key Management Personnel are those persons having authority and responsibility for planning, directing and controlling the activities of the entity, directly or indirectly. The ACMA has determined the Key Management Personnel to be the Chair, Deputy Chair, General Managers and the eSafety Commissioner.

Key Management Personnel remuneration is reported in the table below:

	2025	2024
	\$	\$
Short-term employee benefits	3,901,530	3,443,391
Post-employment benefits	577,842	532,439
Other long-term employee benefits	100,456	89,405
Total key management personnel remuneration expenses¹	4,579,828	4,065,235

The total number of Key Management Personnel that are included in the above table is 14 (2024: 12). There was one position added to the number of Key Management Personnel positions from the prior year and an acting arrangement.

Other than the accrual of annual leave and long-service leave, all expenses reflect cash payments made during the year. The short-term employee benefits also include car parking benefits.

¹ The above Key Management Personnel remuneration excludes the remuneration and other benefits of the Portfolio Minister. The Portfolio Minister's remuneration and other benefits are set by the Remuneration Tribunal and are not paid by the ACMA.

6.3 Related Party Disclosures

Related party relationships:

The ACMA is an Australian Government controlled entity. Related parties to the ACMA are Key Management Personnel including the Portfolio Minister, the Chair, the Deputy Chair, General Managers, the eSafety Commissioner and other Australian Government entities.

Transactions with related parties:

Given the breadth of Australian Government activities, related parties may transact with the Government sector in the same capacity as ordinary citizens. Such transactions include the payment or refund of taxes, receipt of a Medicare rebate or higher education loans. These transactions have not been separately disclosed in this note.

Significant transactions with related parties can include:

- the payments of grants or loans;
- purchases of goods and services;
- asset purchases, sales transfers or leases;
- debts forgiven; and
- guarantees.

Related party transactions with other Commonwealth entities are exempted from disclosure in this Note, as specified in AASB 1060, paragraph 200.

Giving consideration to relationships with related entities, and transactions entered into during the reporting period by the entity, it has been determined that there are no related party transactions to be separately disclosed.

Australian Communications and Media Authority
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

7. Managing Uncertainties

This section analyses how the ACMA manages financial risks within its operating environment.

7.1 Contingent Assets and Liabilities

Departmental

Quantifiable Contingencies

At 30 June 2025, there are no material quantifiable contingent liabilities (2024: nil).

Unquantifiable Contingencies

At 30 June 2025 and 30 June 2024, ACMA had unquantifiable contingencies in relation to ongoing legal cases, which are not yet significantly progressed. It is not possible to accurately estimate the amounts of any eventual payments or receipts from the result of these cases at the time of reporting.

Administered

The ACMA is not aware of any material Administered quantifiable, unquantifiable or significant remote contingent assets or liabilities (2024: nil).

Accounting Policy

Contingent Liabilities and Contingent Assets

Contingent liabilities and contingent assets are not recognised in the Statement of Financial Position but are reported in the relevant notes. They may arise from uncertainty as to the existence of a liability or asset or represent an asset or liability in respect of which the amount cannot be reliably measured. Contingent assets are disclosed when settlement is probable but not virtually certain and contingent liabilities are disclosed when settlement is greater than remote.

Australian Communications and Media Authority
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

7.2 Financial Instruments

	2025	2024
	\$'000	\$'000
Note 7.2A: Categories of Financial Instruments		
Financial assets at amortised cost		
Cash and cash equivalents	6,928	9,027
Trade and other receivables	255	1,275
Total financial assets at amortised cost	7,183	10,302
Total financial assets	7,183	10,302
Financial liabilities at amortised cost		
Trade creditors and accruals	5,354	7,017
Total financial liabilities at amortised cost	5,354	7,017
Carrying amount of financial liabilities	5,354	7,017

The carrying value of financial assets and liabilities is a reasonable approximation of fair value.

7.3 Administered Financial Instruments

	2025	2024
	\$'000	\$'000
Note 7.3A: Categories of Financial Instruments		
Financial assets at amortised cost		
Cash and cash equivalents	1,270	941
Fees, charges and other revenue receivables	31,451	31,151
Total financial assets at amortised cost	32,721	32,092
Carrying amount of financial assets	32,721	32,092

The carrying value of financial assets and liabilities is a reasonable approximation of fair value.

Australian Communications and Media Authority

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

Accounting Policy

Financial Assets

In accordance with AASB 9 *Financial Instruments*, the ACMA classifies its financial assets in the following categories:

- a) financial assets at fair value through profit or loss;
- b) financial assets at fair value through other comprehensive income; and
- c) financial assets measured at amortised cost.

The classification depends on both the ACMA's business model for managing the financial assets and contractual cash flow characteristics at the time of initial recognition. Financial assets are recognised when the ACMA becomes a party to the contract and, as a consequence, has a legal right to receive or a legal obligation to pay cash and derecognised when the contractual rights to the cash flows from the financial asset expire or are transferred upon trade date. Comparatives have not been restated on initial application.

Financial Assets at Amortised Cost

Financial assets included in this category need to meet two criteria:

1. the financial asset is held in order to collect the contractual cash flows; and
2. the cash flows are solely payments of principal and interest (SPPI) on the principal outstanding amount.

Amortised cost is determined using the effective interest method.

Effective Interest Method

Income is recognised on an effective interest rate basis for Financial Assets that are recognised at amortised cost.

Impairment of Financial Assets

Financial Assets are assessed for impairment at the end of each reporting period based on Expected Credit Losses, using the general approach which measures the loss allowance based on an amount equal to lifetime expected credit losses where risk has significantly increased, or an amount equal to 12-month expected credit losses if risk has not increased.

The simplified approach for trade, contract and lease receivables is used. This approach always measures the loss allowance as the amount equal to the lifetime expected credit losses.

A write-off constitutes a derecognition event where the write-off directly reduces the gross carrying amount of the financial asset.

Financial Liabilities

Financial liabilities are classified as either financial liabilities 'at fair value through profit or loss' or other financial liabilities. Financial liabilities are recognised and derecognised upon 'trade date'.

Financial Liabilities at Amortised Cost

Financial liabilities, including borrowings, are initially measured at fair value, net of transaction costs. These liabilities are subsequently measured at amortised cost using the Effective Interest Method, with interest expense recognised on an effective interest basis.

Supplier and Other Payables are recognised at amortised cost. Liabilities are recognised to the extent that the goods or services have been received (and irrespective of having been invoiced).

Australian Communications and Media Authority
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

7.4 Fair Value Measurement

All Non-Financial Assets with the exception of Intangibles are measured at fair value.

Key judgements and estimates

Valuation of Land and Buildings

Independent valuations are obtained tri-annually as at 30 June for Land and Buildings. These valuations include calculations of estimated market cash flows which are adjusted to take into account physical, economic and external factors relevant to the asset under consideration. All valuations conducted are in compliance with AASB13. A valuation for buildings and land was last carried out as at 30 June 2025.

Valuation of Fit-out/Leasehold Improvements

Independent valuations are obtained tri-annually as at 30 June for Fit-out/Leasehold Improvements. The estimated cost to replace the asset has been calculated and then adjusted to take into account obsolescence and physical deterioration (accumulated depreciation). The obsolescence has been determined based on professional judgement regarding physical, economic and external factors relevant to the asset under consideration. A valuation was last carried out as at 30 June 2025.

Valuation of Plant and Equipment

Independent valuations are obtained tri-annually as at 30 June for Plant and Equipment. The estimated cost to replace the asset has been calculated and then adjusted to take into account obsolescence and physical deterioration (accumulated depreciation). The obsolescence has been determined based on professional judgement regarding physical, economic and external factors relevant to the asset under consideration. A valuation was carried out as at 30 June 2024.

Australian Communications and Media Authority
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8. Other Items

8.1 Current/non-current distinction for assets and liabilities

	2025	2024
	\$'000	\$'000
Note 8.1A: Departmental - Current/non-current distinction for assets and liabilities		
Assets expected to be recovered in:		
No more than 12 months		
Cash and cash equivalents	6,928	9,028
Trade and other receivables	58,161	54,048
Prepayments	2,592	3,417
Total no more than 12 months	67,681	66,493
More than 12 months		
Land and buildings	37,990	33,826
Plant and equipment	4,526	3,563
Intangibles	41,390	39,002
Prepayments	844	1,426
Total more than 12 months	84,750	77,817
Total assets	152,431	144,310
Liabilities expected to be settled in:		
No more than 12 months		
Suppliers	5,354	7,017
Other payables	2,942	2,171
Leases	6,279	7,379
Employee provisions	8,156	6,915
Total no more than 12 months	22,731	23,482
More than 12 months		
Leases	12,194	18,185
Employee provisions	18,367	16,744
Other provisions	1,615	1,462
Total more than 12 months	32,176	36,391
Total liabilities	54,907	59,873

Australian Communications and Media Authority
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	2025 \$'000	2024 \$'000
Note 8.1B: Administered - Current/non-current distinction for assets and liabilities		
Assets expected to be recovered in:		
No more than 12 months		
Cash and cash equivalents	1,270	941
Taxation receivables	835,124	821,407
Trade and other receivables	162,667	162,018
Total no more than 12 months	999,061	984,366
More than 12 months		
Trade and other receivables	-	131,207
Total more than 12 months	-	131,207
Total assets	999,061	1,115,573
Liabilities expected to be settled in:		
No more than 12 months		
Unearned revenue	43,571	2,134,343
Other payables	2,231	769
Total no more than 12 months	45,802	2,135,112
More than 12 months		
Unearned revenue	586	5,423
Total more than 12 months	586	5,423
Total liabilities	46,388	2,140,535

Australian Communications and Media Authority
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

9. Disaggregation of eSafety balances in the statements of comprehensive income

Note 9.1A Impact of eSafety on the Statement of Comprehensive Income

	Departmental (Excl. eSafety) \$'000	eSafety \$'000	Total \$'000
NET COST OF SERVICES			
Expenses			
Employee benefits	66,369	29,239	95,608
Suppliers	26,288	26,513	52,801
Depreciation and amortisation	17,504	1,749	19,253
Finance costs	549	-	549
Impairment loss on financial instruments	203	-	203
Write-down and impairment of assets	37	54	91
Total expenses	110,950	57,555	168,505
Own-Source Income			
Own-source revenue			
Revenue from contracts with customers	308	1,114	1,422
Other revenue	142	-	142
Total own-source revenue	450	1,114	1,564
Gains			
Other gains	115	-	115
Total gains	115	-	115
Total own-source income	565	1,114	1,679
Net cost of services	(110,385)	(56,441)	(166,826)
Revenue from Government ¹	106,514	49,126	155,640
Surplus/(Deficit) attributable to the Australian Government	(3,871)	(7,315)	(11,186)
OTHER COMPREHENSIVE INCOME			
Items not subject to subsequent reclassification to net cost of services			
Changes in asset revaluation reserve	5,406	-	5,406
Total comprehensive income	1,535	(7,315)	(5,780)

¹ Departmental appropriation for eSafety is provided in the 2024-25 Budget process and credited to eSafety's Online Safety Special Account.

Australian Communications and Media Authority
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

Note 9.1B Impact of eSafety on the Administered Schedule of Comprehensive Income			
	Administered (Excl. eSafety) \$'000	eSafety¹ \$'000	Total \$'000
NET COST OF SERVICES			
EXPENSES			
Suppliers	-	-	-
Grants	-	1,979	1,979
Impairment loss on financial instruments	-	-	-
Total expenses	<u>-</u>	<u>1,979</u>	<u>1,979</u>
INCOME			
Revenue			
Taxation revenue			
Other taxes	1,283,356	-	1,283,356
Total taxation revenue	<u>1,283,356</u>	<u>-</u>	<u>1,283,356</u>
Non-taxation revenue			
Revenue from contracts with customers	15,895	-	15,895
Fees and fines	62,392	-	62,392
Other revenue	787	-	787
Total non-taxation revenue	<u>79,074</u>	<u>-</u>	<u>79,074</u>
Total revenue	<u>1,362,430</u>	<u>-</u>	<u>1,362,430</u>
Gains			
Resources received free of charge	2,091,618	-	2,091,618
Reversal of impairment of receivables	4,431	-	4,431
Total gains	<u>2,096,049</u>	<u>-</u>	<u>2,096,049</u>
Total income	<u>3,458,479</u>	<u>-</u>	<u>3,458,479</u>
Net (cost of)/contribution by services	<u>3,458,479</u>	<u>(1,979)</u>	<u>3,456,500</u>
¹ Administered appropriation for eSafety is provided in the 2024-25 Budget process. In 2024-25, total administered appropriation for eSafety was \$2m.			

Part 2:
eSafety Commissioner annual report 2024–25

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This report is available on the eSafety Commissioner website at esafety.gov.au/about-us/corporate-documents/annual-reports

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The Hon Anika Wells MP
Minister for Communications
Parliament House
CANBERRA ACT 2600

Dear Minister

As the eSafety Commissioner, I am pleased to present you with the annual report for the year ended 30 June 2025 for presentation to Parliament.

Due to our operational independence and statutory obligations, eSafety has produced our own annual report as required by section 183 of the *Online Safety Act 2021*.

The annual report has been developed in compliance with 183(1) of the *Online Safety Act 2021* and includes our legislative reporting requirements as listed in subsection 183(2) of the *Online Safety Act 2021*.

Yours sincerely,



Julie Inman Grant
eSafety Commissioner

17 September 2025

Commissioner's foreword



Ten years on, our purpose is clearer than ever

This year, eSafety marks its tenth anniversary.

It's a milestone that gives us cause to reflect – not just on how far we've come, but on the evolution of the internet and the growing demands for regulators like us.

As the harms change, so must our response. And in 2024–25, we continued to lead with determination, care and impact.

We helped Australians deal with distressing abuse and serious online harms. We gave them tools to protect themselves and their loved ones. We held platforms to account. And we challenged the status quo – pushing for transparency, stronger protections, and greater responsibility from the tech industry.

We also connected with more Australians than ever before.

For example, more than 9.8 million people visited our websites. We trained over 47,000 young people and adults. *Be Connected*, our education hub for older Australians, welcomed nearly half a million visitors, with more than 92% of learners saying they were satisfied with our training.

Every one of these numbers is a person – someone looking for support, advice or a way forward. And every single person reminds us why eSafety exists.

Supporting Australians when harm happens

Online abuse is never just *online*. It affects lives, relationships, reputations and mental health. This year, we assisted thousands of people facing serious harm – responding quickly, listening carefully, and using our powers to act.

We received more than 3,600 adult cyber abuse complaints. In nearly 79% of cases where we alerted service providers, the harmful content came down.

We dealt with more than 840 complaints of cyberbullying against children and successfully intervened in more than 90% of cases. Again, behind each number is a family under stress, a child feeling isolated, or a school community in need of support.

Our image-based abuse team received over 6,500 reports from victim-survivors about intimate and distressing forms of abuse. We pursued removal of content across 1,947 locations, spanning 243 platforms and services. Each report came from someone who trusted us with their story – and we stood beside them.

We also took strong action to remove illegal content, receiving 19,821 complaints about 47,292 URLs. About 85% of these related to child sexual abuse, child abuse, or paedophile activity – a stark reminder of the scale and persistence of this crime. We classified and investigated this material to ensure swift takedown, using our international networks and legal powers to act fast and decisively.

Prevention begins with education

If we want long-term change, enforcement alone won't cut it. We need prevention. That's why education remains at the heart of what we do.

In 2024–25, we continued to create and deliver high-quality, accessible resources for schools, families, young people, and older Australians.

Our new online safety guides for the tertiary sector, co-designed with students and advocates, tackled challenging issues such as image-based abuse and coercive control.

We released updated curriculum-aligned resources for schools and refreshed our parent and carer advice to reflect emerging risks, including AI-generated abuse and deepfakes.

For older Australians, we expanded our *Be Connected* program to equip people with digital confidence and keep them safer online. This year, the program introduced new courses on data breaches, identifying scams, and a visual glossary of confusing tech icons – all shaped by community.

We do not do this work alone. We design *with* people, not just for them, because relevance and impact start with listening.

Driving systemic change

Helping individuals is essential. However, to make the internet safer at scale, we also need platforms and services to step up.

That's why our work with the tech industry is critical. We are using our powers under the Online Safety Act to push for stronger protections by design – so that safety is not an afterthought, but baked in from the start.

In 2024–25, we made significant progress on Phase 2 of the industry codes process. I registered new codes for hosting services, search engines, and internet carriage services. We also continued working with industry on outstanding codes for social media, app stores and other services that have potential to cause harm – holding firm on our expectations.

We also published two new transparency reports – shedding light on how platforms are dealing with age assurance and terrorist and violent extremist content. These reports show what's good practice, what's not, and where platforms must do more.

Facing what comes next

Technology is always evolving and so are we.

Generative AI, immersive worlds, and developments on encrypted services and anonymous platforms are reshaping how we interact online. We are meeting these shifts head on, making sure innovation goes hand-in-hand with safety – especially for children and young people.

We've deepened our policy and regulatory thinking in these areas and led international conversations through forums such as the Global Online Safety Regulators Network.

At the same time, we've kept our focus squarely on people – making sure regulation is grounded in human rights, and that our responses meet the lived experience of Australians.

New technologies, behaviours and threats are constantly emerging – and regulatory responses must keep pace. This report captures our progress up to 30 June 2025, but by the time you read it, new developments will already be shaping the next phase of our work.

One major change on our horizon is the implementation of the *Online Safety Amendment (Social Media Minimum Age) Act 2024*, which was passed into law last year. Taking effect from December 2025, it will require certain social media platforms to take reasonable steps to prevent Australian children under 16 from having accounts.

The goal is clear: to give young people more time to develop the maturity, resilience and digital literacy they need to navigate social media safely.

As always, eSafety remains alert to these changes and ready to respond – guided by evidence, collaboration, and an unwavering commitment to reducing real-world harm.

A shared mission

Online safety is not the domain of one agency alone. It takes government, industry, civil society, educators, parents, and individuals – all playing their part. At eSafety, we are proud to lead, but we're also proud to collaborate.

I want to thank the team at eSafety – an exceptional group of people from so many different professional backgrounds who bring compassion, skill and tenacity to their work every day. You are making a difference.

I also want to thank the thousands of Australians who reached out to us this year – for assistance, for information, or to share their story. You remind us what this work is about. You enable us to get better. And you inspire us to keep going.

Ten years on, our commitment remains as it ever was: To help all Australians enjoy the online world with greater safety, respect and confidence, no matter what the future brings.

A handwritten signature in black ink, reading 'Julie Inman Grant'. The signature is fluid and cursive, with the first name 'Julie' being the most prominent.

Julie Inman Grant
eSafety Commissioner



Promoting online safety

We had more than **9.8 million** unique website visitors to esafety.gov.au and beconnected.esafety.gov.au.

Providing online safety education

More than **47,159 young people and adults** participated in eSafety training and awareness sessions.

Responding to adult cyber abuse

We received more than **3,600** complaints from adults regarding cyber abuse. Where we made requests to service providers, the material was removed **78%** of the time.

Supporting older Australians

We had **479,461 unique visitors** to the Be Connected learning portal with more than **92%** of surveyed learners reporting they were satisfied with our training courses.

Combating child cyberbullying

We worked with platforms regarding more than **848 complaints** of cyberbullying against Australian children. We had material removed or account holders warned in more than **90%** of cases.

Tackling image-based abuse

We received more than **6,596** reports and requested removal of images from more than **1,947** locations across **243** platforms and services.

Fighting illegal content

We referred **6,186 URLs** to global partners and law enforcement for potentially providing access to child sexual abuse material.

Leading on transparency

We published **2 transparency reports** documenting the steps being taken by social media services to assess the age of end-users, and how services are addressing terrorist and violent extremist material.

Overview

Functions and responsibilities

The functions of the eSafety Commissioner are set out in section 27 of the Online Safety Act. During the reporting period, the eSafety Commissioner was an independent statutory office holder within the Infrastructure, Transport, Regional Development, Communications and the Arts portfolio, with the Hon Michelle Rowland MP, the Minister for Communications, being the responsible minister until 13 May, 2025 and the Hon Anika Wells MP, the Minister for Communications from 13 May, 2025.

In accordance with the legislation, our specific responsibilities include:

- promoting online safety for Australians
- administering a complaints scheme for cyberbullying material targeted at an Australian child
- administering a complaints scheme for cyber abuse material targeted at an Australian adult
- administering a complaints and objections scheme for nonconsensual sharing of intimate images
- administering the online content scheme covering illegal and restricted content
- ensuring that social media services, relevant electronic services (e.g., messaging and gaming services) and designated internet services (certain websites and apps accessible from Australia) take reasonable steps to keep Australians safe online through a set of Basic Online Safety Expectations
- co-regulating 8 sections of the online industry for 'class 1' and 'class 2' illegal and restricted content, including imagery depicting the sexual abuse of children or terrorism, through to material that is inappropriate for children, such as online pornography
- formulating and promoting written guidelines for the taking of reasonable steps to prevent age-restricted users having accounts with age-restricted social media platforms (from December 2024)
- coordinating the activities of Australian Government departments, authorities and agencies relating to online safety for Australians
- supporting, conducting and accrediting educational and community awareness programs relevant to online safety for Australians
- making grants of financial assistance in relation to online safety for Australians, on behalf of the Australian Government
- conducting and evaluating research about online safety for Australians.

The Commissioner



Julie Inman Grant is Australia's eSafety Commissioner. In this role, Julie leads the world's first government regulatory agency committed to keeping its citizens safer online.

The Commissioner's career began at the US Congress in Washington, DC before joining Microsoft, where Julie spent 17 years in various safety and corporate affairs roles. At Twitter, she set up the company's policy and philanthropy programs across Australia, New Zealand and Southeast Asia and drove APAC-wide Government Relations for Adobe.

As Commissioner since January, 2017, Julie has overseen significant increases in the eSafety office's budget, increased staffing levels and launched innovative programs such as the [Safety by Design](#) and [Women in the Spotlight](#) initiatives. Ms. Inman-Grant has established herself as a nimble and anticipatory regulator, establishing the innovative tech trends horizon scanning program in 2020. Julie and her team are currently focused on compliance and enforcement of world-first systemic codes and standards and implementing the social media minimum age framework through 2025.

Julie serves as a Special Adviser to the Tech Policy Design Institute and in 2024–25 was the Chair of the Australian Digital Platforms Regulatory Forum (DP-REG). She served as co-founder and inaugural Chair of the [Global Online Safety Regulators Network](#) and is a long-serving Board Member of the [WePROTECT Global Alliance](#). She also serves on the World Economic Forum's [Global Coalition for Digital Safety](#); represents Australia on the Global Partnership for Action on Gender-Based Harassment and Abuse and serves on France's Laboratory for Women's Rights Online.

eSafety structure

The Online Safety Act establishes the eSafety Commissioner as an independent statutory office holder, supported by staff from the ACMA. During the reporting period, eSafety's day-to-day activities were managed by the Commissioner, 3 general managers, and 8 executive managers and branch heads. The Chair of the ACMA is eSafety's accountable authority.

Under section 184 of the Online Safety Act, the ACMA provides staff to assist the Commissioner to perform the Commissioner's functions under the Act. These staff are employed by the ACMA under the *Public Service Act 1999* and under the terms of the *ACMA Enterprise Agreement 2024–2027*. At 30 June 2025, the eSafety Commissioner was supported by 222 APS staff located predominantly in Canberra, Sydney and Melbourne.

Detailed information about our staff is provided in Appendix 1.2 of Part 1 of this report. eSafety's organisational structure as at 30 June 2025 is set out in Figure 2.1.

Figure 2.1: Organisational structure as at 30 June 2025

eSafety Commissioner Julie Inman Grant			
Enforcement Task Force Heidi Snell	Regulatory Operations Group Toby Dagg	General Counsel Richard Fleming	Technology and Strategy Group Kathryn King
	Education, Prevention and Communities Paul Clark	Legal Services Dominique Tubier	Strategy, Engagement and Research Deborah Welsh
	Investigations Bryan Downie		Technology, Data and Digital Enablement Farryn Brousek
	Industry Compliance and Enforcement Kelly Tallon		Strategic Communications Tim Whiddon
			Business Operations Stuart Wise

Our purpose

eSafety’s purpose, set out in our 2024–25 Portfolio Budget Statements (PBS) and *Corporate plan 2024–25*, is to help safeguard Australians at risk from online harms and to promote safer, more positive online experiences.

Outcome and program structure

eSafety’s 2024–25 PBS set out the resources allocated to us by government to deliver Outcome 1 and the program that contributes to it.

<div>Outcome 1 A communications and media environment that balances the needs of the industry and the Australian community through regulation, education and advice</div>
<div>Program 1.3 The eSafety Commissioner</div>
<div>To help safeguard all Australians from online harms and to promote safer, more positive online experiences.</div>

Report on performance

Annual Performance Statements 2024–25

eSafety's performance framework

Our performance framework includes:

- Corporate plan: This outlines our purpose, vision, environment, key activities, performance measures, targets, and capabilities.
- Portfolio Budget Statements (PBS): These statements specify the outcomes, performance criteria, and targets for the programs of work we are funded by the government to deliver.
- Annual Performance Statements: This provides an assessment of our performance in relation to key activities aimed at achieving our vision and purpose.
- Annual report: This includes the Annual Performance Statements and meets the reporting requirements prescribed in the *Online Safety Act 2021*.

The 2022 Minister's Statement of Expectations communicated the requirement for eSafety to prepare a detailed corporate plan and annual reports. These are expected to be in line with best practice principles and consistent with the *Public Governance and Performance and Accountability Act 2013*, related legislation and guidance material.

Each key activity in our corporate plan has specific performance measures with corresponding targets for 2024–25. These measures form the basis for assessing our performance.

Our corporate plan provides details on the methodology (quantitative metrics and qualitative sources) used to objectively measure whether we have met each performance measure and target.

Regulator performance reporting has been incorporated into performance reporting obligations under the PGPA Act and the Public Governance, Performance and Accountability Rule 2014 (PGPA Rule).

Our performance measures and targets align with best practice principles outlined in the government's Regulator Performance Guide.

Figure 2.2 shows the relationship between our purpose and key activities in our [Corporate plan 2024–25](#), and Program 1.3 in the 2024–25 PBS.

Programs 1.1 and 1.2 relates to the ACMA and are reported on separately in Part 1.

Figure 2.2: Alignment of eSafety's 2024–25 PBS, *Corporate plan 2024–25* and APS 2024–25

Purpose To help safeguard Australians at risk from online harms and to promote safer, more positive online experiences.			
Environment Factors that shape our work	Portfolio Budget Statements	Outcome 1 A communication and media environment that balances the needs of industry and the Australian community through regulation, education and advice.	
		Program 1.3 eSafety Commissioner	
	Corporate plan	Key activity 1 eSafety designs and delivers educational materials to prevent online harms, working with key sectors and community members to build user capability and resilience.	Key activity 2 eSafety alleviates online harms through our investigations and regulatory schemes, in response to reported and identified harms.
		Key activity 3 eSafety implements and enforces industry regulatory measures to drive proactive and systemic changes in online safety.	
		Our capabilities are the activities that enable the delivery of our purpose.	
	Annual Performance Statement	The results we achieved against each of the key activities, performance measures and planned results identified in our corporate plan and Portfolio Budget Statements.	

Analysis of performance against purpose

eSafety's purpose is to help provide protection from online harms and promote safer, more positive online experiences for all Australians.

In 2024–25, we met this objective via 3 core activities: preventing harm before it occurs, protecting people when harm happens, anticipating technology changes, and promoting lasting, systemic change in how online platforms operate.

We tailored our education and outreach to meet the specific needs of people most at risk. We supported frontline workers, children, young people, older Australians, and people from diverse communities.

Our goal, as always, is to give everyone the practical tools and knowledge they need to navigate the online world more safely and with greater confidence.

Prevention: Building digital resilience through education

We continued to strengthen digital literacy and safety by designing and delivering education and training that reflects the real-world experiences of Australians.

One milestone this year was launching a new support service for frontline workers assisting victim-survivors of technology-facilitated abuse.

This service includes a dedicated phone line and online enquiry form, along with an upgraded information hub with practical safety guidance. Such support helps workers to help clients in navigating domestic, family and sexual violence involving technology.

We continued working with organisations funded under the first round of the Preventing Tech-based Abuse of Women Grants Program to ensure the effective delivery of programs to improve the online safety of Australian women and their children.

We created new resources and support materials for early years through to the tertiary sector. These tailored and inclusive resources have been shaped by the students, educators and families they are designed to support.

We also responded to needs identified by older Australians by publishing new content on data breaches and secure online access tools such as passkeys.

All our resources are grounded in research and refined through consultation and co-design.

Developing a new annual brand awareness survey this year will strengthen our ability to understand public needs and improve engagement across our education offerings.

Protection: Removing harm and providing support

While prevention remains our long-term goal, eSafety continues to deliver rapid relief for those experiencing harm online.

Our investigation teams responded to reports under 4 complaint-based schemes: adult cyber abuse, child cyberbullying, image-based abuse, and illegal and restricted online content.

Across all schemes, we used a mix of voluntary processes – now referred to as complaint notifications – and statutory powers, including service provider notifications, formal removal notices, and remedial actions where appropriate. We also worked with law enforcement agencies and international partners to remove harmful material wherever possible.

To improve clarity and consistency, eSafety has updated its terminology. What we previously described as 'informal requests' are now called 'complaint notifications'. This change avoids confusion and makes it clear that these notifications do not direct platforms to act, but instead informs them about potentially harmful content on their services.

Although our removal success rates remain high, overseas-hosted content and non-compliant services remain significant obstacles. To meet these challenges, we combine individual enforcement actions with broader policy, engagement and reform efforts.

Proactive and systemic change: Holding industry to account

Throughout the year, we continued to drive meaningful improvements in platform behaviour through industry codes, standards, and the Basic Online Safety Expectations.

Following the establishment of Phase 1 codes in 2023–24, we exceeded our compliance activity targets this year – making sure the tech industry understood its obligations and giving us a stronger base for future enforcement.

We progressed the development of Phase 2 industry codes and standards. These cover more widely accessible high-impact content, such as online pornography and other material not suitable for people under 18.

We published a position paper on our expectations, provided extensive feedback on successive draft codes to industry bodies, and registered new codes for 3 major sectors. Assessments of the remaining codes continue.

Meanwhile, under the Basic Online Safety Expectations, we issued transparency reporting notices to 8 companies requesting information on how they were addressing child sexual exploitation and sexual extortion. Transparency reports based on this data will drive greater accountability.

We also published 2 transparency reports – one on terrorism and violent extremism, and one on age assurance practices across major social media services.

One purpose, three pillars, real impact

These 3 areas of work – prevention, protection and proactive and systemic change – are interdependent and mutually reinforcing.

Education helps prevent harm. Our regulatory response offers protection when harm occurs. And our proactive engagement with industry helps shift the digital ecosystem toward safety by design.

Together, they bring eSafety's purpose to life: keeping Australians safer online.

Our performance






We fully met 12 of our 16 performance measures, partially met 2, and 2 were not met.

Overview of results



Key:  Met  Partially met  Not met

Key activity 1: eSafety designs and delivers educational materials to prevent online harms, working with key sectors and community members to build user capability and resilience.

Performance area 1.1: Australians are enabled by education, training, and resources to prevent online harms.





Performance measures	Result
1.1.1 At least 23,000 young people and adults participated in eSafety training and awareness sessions.	
1.1.2 There were at least 3.0m unique visitors to eSafety websites.	
1.1.3 At least 90% of Be Connected learners were satisfied with training courses.	
1.1.4 Establish a baseline target for the number of surveyed Australians who have an awareness of the eSafety Commissioner.	
1.1.5 Implement the Technology-Facilitated Abuse (TFA) Support Service Program.	

Performance area 1.2: Educational programs, strategies and tools are based on an understanding of the specific needs of groups most at risk of online harm.

Performance measures	Result
1.2.1 Our educational resources were informed by research and/or insights and involved co-design or collaboration with targeted cohorts and/or advocates.	
1.2.2 We published at least 6 research reports and papers that build the evidence base relating to online safety for Australians.	

Key activity 2: eSafety alleviates online harms through our investigations and regulatory schemes, in response to reported and identified harms.

Performance area 2.1: eSafety takes effective action to remove material causing online harms.

Performance measures	Result
2.1.1 Successful action was taken in at least 80% of adult cyber abuse complaints.	
2.1.2 Successful action was taken in at least 80% of cyberbullying complaints.	
2.1.3 Successful action was taken in at least 80% of image-based abuse complaints.	
2.1.4 At least 90% of critical Online Content Scheme investigations were finalised within 2 business days.	

Key activity 3: eSafety implements and enforces industry regulatory measures to drive proactive and systemic change in online safety.

Performance area 3.1: Industry codes and standards are in place and effective compliance and enforcement is undertaken.

Performance measures	Result
3.1.1 All 8 industry sections have codes or standards registered for Phase 2 of the industry codes development.	
3.1.2 At least 10 compliance activities were undertaken to protect Australians from illegal and restricted online content through compliance with industry codes or standards.	

Performance area 3.2: The Basic Online Safety Expectations increase the transparency and accountability of online service providers.

Performance measures	Result
3.2.1 10 non-periodic reporting notices were issued.	
3.2.2 Transparency summaries were published in relation to responses received to periodic reporting notices.	
3.2.2 Positive safety interventions have been taken by online safety providers in response to eSafety's regulatory activities.	

Analysis of performance against Regulator Performance Guide

The Regulator Performance Guide outlines 3 principles of best practice for regulator performance:

- Continuous improvement and building trust: Regulators adopt a whole-of-system perspective, continuously improving their performance, capability and culture to build trust and confidence in Australia's regulatory settings.
- Risk-based and data driven: Regulators manage risks proportionately and maintain essential safeguards while minimising regulatory burden and leveraging data and digital technology to support those they regulate to comply and grow.
- Collaboration and engagement: Regulators are transparent and responsive communicators, implementing regulations in a modern and collaborative way.

Our purpose is to safeguard Australians at risk from online harms and to promote safer, more positive online experiences. We have a range of regulatory functions and powers, which we apply in a flexible and integrated way to encourage compliance and achieve good outcomes for all Australians.

Continuous improvement and building trust

We are committed to a culture of continual improvement and building trust with our stakeholders. Our eSafety Strategy 2022–25 establishes values of innovation and fairness. These values empower our staff to continually improve by challenging the status quo, and build trust with the Australian public and industry by approaching all our work ethically and transparently.

Transparency is important in building trust among our stakeholders. This is why we publish our regulatory posture and priorities, our Compliance and Enforcement Policy, as well as guidance for each of our regulatory schemes on esafety.gov.au.

We also build trust and confidence among our stakeholders by communicating effectively around eSafety activities and publishing high-quality, evidence-informed research. This research informs our regulatory decisions and educational initiatives and sharing it with the public and our stakeholders reinforces confidence in eSafety as a credible, capable and responsive regulator.

To maintain trust in eSafety we continuously review and improve our procedures to achieve efficiencies and results in accordance with our statutory limitations amid growing complaint numbers. This includes the commencement of a capability uplift across our Investigations branch to ensure we are applying best practice in accordance with the Australian Government Investigations Standards.

As well as reviewing the effectiveness of our own processes, tools, and relationships, eSafety also drives continuous improvements in online safety by reviewing the effectiveness of online service providers to keep their users safe, and by providing practical recommendations and tools to support better outcomes.

Risk-based and data-driven

The ACMA Risk Management Policy and Guide (the ACMA Policy) is our primary risk guidance. The ACMA Policy meets the requirements of the Commonwealth Risk Management Policy and is regularly updated with input from eSafety. We also maintain a complementary Risk Management Guide specific to eSafety's functions.

Research and community engagement guides our identification and management of risk. Our research identifying which groups are most at risk and what types of online harms are most prevalent is used to target resources and regulatory efforts where they are most needed. This includes Aboriginal and Torres Strait Islander people, people from culturally and linguistically diverse communities, people with disability, and people who identify as LGBTQIA+. Depending on the circumstances, it can also include women, older people, and children and young people. Children and young people are particularly vulnerable to social, emotional, psychological and even physical impacts that can result from exposure to harmful content and behaviour online.

To manage risk proportionately, we take a graduated and strategic approach to compliance and enforcement. In doing so, eSafety strives to balance the protection of Australians with ensuring an undue burden is not imposed on online service providers and end-users. Our range of regulatory functions and powers are applied adaptively to promote compliance and achieve the timely removal of illegal and harmful content. We have agreed priorities that focus on material and services that pose the highest risks, such as child sexual abuse material and content that promotes terrorism. We have put in place specific processes to minimise regulatory burden, for example not requiring services to duplicate reporting to eSafety through multiple schemes.

We review and adapt our policies based on risks identified from external factors such as regulatory proceedings and legal advice. Changes have commenced to our digital reporting platform to reduce the regulatory burden of assessing complaints that are invalid or do not fall under our remit. Instances of unsuccessful removal requests and systemic concerns can also inform our broader industry engagement and systemic regulation activities.

Collaboration and engagement

As the online world becomes more complex and interconnected, it becomes increasingly important to join forces to create real, lasting change. That's why we build strong partnerships with people and organisations across different sectors, communities, and levels of government, and jurisdictions.

We engage with industry, both formally and informally, through our 4 reporting schemes, the Expectations, and by setting industry codes and standards. We are transparent when exercising our regulatory functions and work with services to achieve a mutually successful outcome where possible. We are also transparent with complainants providing supportive and informative correspondence in relation to their complaint and any actions we may have taken. Our industry codes and standards are a co-regulatory regime, and our activities in setting expectations, and providing feedback and consultation on the codes have ensured that a wide range of priority services are aware of their obligations in relation to the codes and standards, including any gaps in compliance.

Where appropriate, our investigators work with the online industry and services involved to resolve individual complaints. We also engage and consult with a wide range of stakeholders to better inform our strategy, operations and priorities – including law enforcement through the Australian Federal Police-led ACCCE (Australian Centre to Counter Child Exploitation) and Joint Policing Cyber Crime Centre (JPC3), and through INHOPE (Association of Internet Hotline Providers). As the Australian member we have access to a global community of hotlines from all over the world who work to combat the online availability of child sexual abuse material (CSAM). We also collaborate with governments, organisations, advocates, community groups and tech industry representatives within Australia and around the world to inform and improve our regulatory response and impact.

We collaborate closely with other Australian independent regulators of digital platforms and in 2024–25 the eSafety Commissioner chaired the Digital Platform Regulators Forum (DP-REG). This forum includes the Australian Competition and Consumer Commissioner (ACCC), the Office of the Australian Information Commissioner (OAIC) and the ACMA, and is a mechanism for information exchange, enhanced regulatory coordination, and the sharing of expertise on common areas of interest. We are also the founder and inaugural chair of the Global Online Safety Regulators Network, an international coalition of online safety regulators dedicated to fostering collaboration, sharing best practices, and advancing collective knowledge in the field of online safety. The Network aims to promote regulatory alignment across jurisdictions and to support the development and enforcement of rights-respecting online safety frameworks.

Engaging with our stakeholders and partners is also central to delivering and amplifying our education and prevention programs. We collaborate with a wide range of organisations across Australia to deliver training and share insights with key audiences. These partnerships help us stay responsive to emerging online safety issues and ensure our programs reflect the real-world experiences of the communities we support. Through initiatives like the Families Capacity Building Program, part of the National Strategy to Prevent and Respond to Child Sexual Abuse, we work closely with child and family-focused organisations to reduce stigma, build confidence in discussing online abuse, and empower adults to support young people effectively. By integrating online safety into policies and programs we strengthen community responses and promote safer online experiences for all.

Key activity 1: eSafety designs and delivers educational materials to prevent online harms, working with key sectors and community members to build user capability and resilience.

We work to prevent online harm by undertaking research, delivering education and training programs, and producing online safety resources. Our goal is to help Australians develop the practical skills and confidence they need to be safe, resilient, and positive users of the online world, and to know where to seek help if issues arise.

We work with our prevention partners, such as community groups, school education bodies, law enforcement agencies, grant recipients and Trusted eSafety Providers, to spread awareness and extend the reach of our online safety messages and services.






Performance area 1.1: Australians are enabled by education, training and resources to prevent online harms.

Our key functions under the Online Safety Act (s 27) include:

- promoting online safety for Australians
- supporting and encouraging the implementation of measures to improve online safety for Australians
- developing, accrediting and evaluating educational, promotional and community awareness programs about online safety for Australians.

We aim to make sure all Australians have safe and enjoyable experiences online by providing educational resources and training programs. Our focus is on developing and delivering programs for children and young people, parents and carers, educators, frontline workers, and community organisations. We also offer a range of tailored programs and resources for Australians at greater risk of online harms, such as women, older Australians, people living with disability, LGBTIQ+ Australians, First Nations people and those from culturally and linguistically diverse communities.

We promote Safer Internet Day and participate in other campaigns to raise awareness of online issues and the help we provide to people experiencing online harms.

Performance measures		Result
1.1.1	At least 23,000 young people and adults participated in eSafety training and awareness sessions.	
1.1.2	There were at least 3.0 million unique visitors to eSafety websites.	
1.1.3	At least 90% of Be Connected learners were satisfied with training courses.	
1.1.4	Establish a baseline target for the number of surveyed Australians who have an awareness of the eSafety Commissioner.	
1.1.5	Implement the Technology-Facilitated Abuse (TFA) Support Service Program.	

Corporate plan and PBS links

Corporate plan 2024–25, p. 65

Outcome 1, Program 1.3: eSafety Commissioner

- Support positive online experiences through national leadership and administration of statutory schemes and educational and awareness activities that promote online safety for all Australians
- Australians are enabled by education, training and resources to prevent online harms.

Regulator performance principles

- Continuous improvement and building trust
- Risk-based and data-driven
- Collaboration and engagement

Performance measure 1.1.1: At least 23,000 young people and adults participated in eSafety training and awareness sessions.

Reaching more Australians with training that makes a difference

More than 47,000 Australians took part in eSafety's training and awareness sessions in 2024–25 – well above our target of 23,000. These sessions reached a wide range of audiences, from educators and health workers to parents, carers and older Australians. Each session was designed to equip participants with practical knowledge and tools to prevent online harm and respond effectively when it occurs.

Our training focuses on people who are best placed to support others – those working with children, young people and at-risk communities. We have continued to deliver training to frontline workers, including domestic violence specialists, youth and family support professionals, mental health staff, educators, law enforcement, and support services.

We also ran sessions directly for community groups and families, tailoring content for audiences such as older Australians, First Nations people, and LGBTIQ+ Australians.

Strong numbers, broad reach

As at 30 June 2025, we had delivered 398 sessions reaching 47,159 participants. This included 26,061 participants in education sector training, 8,753 in the health and wellbeing support services and broader community-focused sessions, and nearly 4,596 older Australians through the Be Connected program.

We also delivered targeted sessions to parents and carers, and to those working at the intersection of gender, technology and abuse.

Topics this year reflected current and emerging harms, such as recommender systems and algorithms, sexual extortion, coercive control, and AI companions. Each session combined current research with real-world case studies and practical advice, helping people understand risks and build confidence in how to respond.

Supporting the sector to support others

One of the most significant areas of growth was our work with youth-serving professionals in the health and wellbeing sector. These are people who work directly with children and families – social workers, counsellors, psychologists, case workers and program coordinators.

We expanded our training for this group through both direct delivery and sector conferences, including the Child and Adolescent Mental Health Conference and the Family Relationship Services Conference.

These professionals are trusted intermediaries, and by building their skills, we extend the reach and impact of eSafety's messages deep into communities.

Flexible formats to meet demand

We continued to offer face-to-face training, live webinars and on-demand modules. This mix has helped us meet the needs of different sectors while also increasing access.

For example, we saw more school systems embedding our on-demand content into their professional development programs.

While uptake of these modules remains voluntary, we have been actively engaging with education stakeholders to strengthen participation and tailor content to sector needs.

Building capability, preventing harm

Our strong performance this year reflects a deliberate focus on prevention. By training thousands of people – especially those in positions of trust and influence – we are helping to build capability across the country. The sessions cover key online safety risks, current trends, and available support pathways, giving participants access to practical information they can apply in their work and communities.

We also know we are reaching at-risk groups, not just indirectly through services, but directly through community and family sessions. That matters. It shows our training is accessible, relevant and targeted to those who need it most.

Behind every number is a real conversation about safety, resilience and rights online. Exceeding the target is not just a measure of volume, it is a sign that more Australians are being supported to stay safe, look out for others, and act when something is not right.

Performance measure 1.1.2: There were at least 3.0 million unique visitors to eSafety websites.

More Australians are turning to eSafety online

The number of people using our websites continues to grow, showing that more Australians are seeking trusted information and support to stay safe online.

Between July 2024 and June 2025, more than 9.8 million unique users visited our 2 main platforms: esafety.gov.au and beconnected.esafety.gov.au. That is more than 3 times our minimum annual target.

This increase reflects steady work behind the scenes to make sure our websites are easy to find, relevant, and worth revisiting. It also points to a growing awareness of the online challenges Australians face, and the value they place on having reliable, expert guidance at their fingertips.

Search-driven growth, backed by relevance

A major driver of this growth has been our strong focus on search engine optimisation (SEO).

Since implementing SEO best practices across our content in 2023, monthly visitors to esafety.gov.au have jumped from 190,000 to an average of 850,000 in this financial year. We have embedded SEO into how we write and publish everything – from research findings and news updates to guidance materials and training promotions.

But it is not just about visibility. It is also about utility.

Our educational material is designed to be practical, current, and easy to act on. We regularly review and update material in response to new trends, threats and questions from the community. Whether we are sharing research, explaining safety tools, or guiding someone through a reporting process, our aim is to provide the clearest, most helpful information available.

We have maintained our website as the central window to Australians, but also as a call to action in all our public outreach, from campaigns and social media to media interviews and training sessions. This consistency and “one stop shop” helps users know where to go when they need support.

External influences on web traffic

Not all factors influencing our web performance are within our control.

New technologies such as generative AI are changing how people search for information, and how search engines present it.

For example, Google’s *AI Overviews*, introduced in Australia in late 2024, may affect how often users click through to source websites like ours.

We have also started seeing some referrals from tools such as ChatGPT, which suggests people are asking AI tools about online safety and being directed to our content.

Media coverage has played a role too.

During the year, several high-profile court cases involving online abuse drew public attention to digital safety issues. When these stories break, people often come to esafety.gov.au for background, advice and next steps.

Trusted advice that is easy to find

The rise in traffic shows more Australians are turning to eSafety for answers, whether they are looking to understand a threat, prevent harm, or to take tangible action.

Our sites offer easy access to expertly designed resources, often co-designed with and for target audiences. These include fact sheets, webinars, self-help guides and information on how to report abuse or get support.

That visibility matters. When people can quickly find the right advice or tool, they are better placed to protect themselves and others online. We have also found that clarity, practicality and authenticity matters. And as more users visit our platforms – many arriving through organic search – it also reflects the value of our long-term investment in public education and digital capability.

In simple terms, our online reach is growing because Australians are looking for help – and finding it.

Performance measure 1.1.3: At least 90% of Be Connected learners were satisfied with training courses.

Older Australians give Be Connected courses a strong endorsement

Satisfaction with our Be Connected training courses remains high, with 92% of surveyed learners reporting a positive experience as of 30 June 2025. This figure exceeds our performance target of 90%.

This year, more than 45,000 people took part in Be Connected, completing a total of 115,000 learning activities. Of these, 2080 shared feedback through our voluntary post-course survey, giving us a picture of how the platform is performing.

Be Connected is a free, interactive learning platform that helps older Australians build the digital skills they need to stay safe and confident online. It includes a range of beginner to intermediate training courses, along with quizzes, videos, and practice areas.

These resources are designed to be accessible, engaging, and relevant to people who are newer to the digital world or looking to improve their knowledge. The platform is available at beconnected.esafety.gov.au

Listening to learners, improving the experience

We use direct learner feedback to guide the development and refinement of Be Connected courses.

After completing a course, learners are invited to fill out a short, optional survey. The survey asks whether the content was well organised, relevant, engaging, and if the course left them feeling confident to keep practising the skills they have learned.

This year's survey results were strong across the board:

- 91% felt inspired or confident to keep practising the skills covered in their course
- 91.9% found the material interesting and engaging
- 92.5% said the content was relevant to them
- 94.3% agreed the content was well organised and easy to follow.

These satisfaction results are calculated from the proportion of learners who agreed with the statements put to them.

Not every learner completes the survey, and responses are voluntary and anonymous. However, the feedback we do receive plays an important role in shaping new course content and updating existing material. This includes input gathered through surveys, in-person workshops, and broader market research.

Our goal is to make sure the learning experience remains practical and useful – covering the right topics, in the right way, for the people who use it.

By making small, targeted improvements based on what older Australians tell us, we keep the platform responsive to their needs and focused on the digital challenges they are facing.

A practical tool for building confidence online

Be Connected is much more than a content library: it is a core part of how we help people build their skills and confidence to avoid online risks.

The satisfaction rate is one way to track how well we are doing that, and the results from this year suggest learners see real value in the training they receive.

The Be Connected platform is designed for ease of use and steady progress. Learners can move at their own pace and revisit lessons as needed. And because the courses are structured around clear, everyday topics – such as avoiding scams, using email safely, or setting strong passwords – they offer immediate, practical benefits.

What these results show is that older Australians are not only engaging with our training, but they are finding it worthwhile. That is a strong signal that the Be Connected platform is meeting its purpose: helping people navigate the online world with greater confidence and safety.

Performance measure 1.1.4: Establish a baseline target for the number of surveyed Australians who have an awareness of the eSafety Commissioner

Measuring awareness to guide impact

This year, eSafety established a national benchmark for public awareness of the eSafety Commissioner, laying the foundation for better tracking and targeting of future awareness efforts going forward. The result: 38% of Australians aged 16 and over were aware of eSafety when prompted, according to independent research conducted in April 2025.

This performance measure reflects a core part of our statutory purpose under the Online Safety Act – to promote online safety for all Australians.

Awareness is the gateway to impact: if people do not know about eSafety, they are less likely to access our resources, follow our guidance, report abuse or seek other forms of support when they need it. That is why this measure was built into our corporate plan and featured in our organisational Theory of Change. It captures more than a number – it reflects the reach and relevance of our work in the public's mind.

A strong starting point for tracking progress

To establish this baseline, we engaged research firm Fiftyfive5 to conduct a nationally representative survey of 1,920 Australians aged 16 and over.

The online panel was administered in April 2025 and measured prompted awareness – whether people recognised eSafety when presented with its name and role. This method ensures consistency and allows us to repeat the survey in future years to measure change over time.

While earlier studies have touched on awareness of eSafety, the methods used have varied in scope, sample and question framing. As a result, past data points are not directly comparable. Introducing this new benchmark closes that gap and gives us a reliable, repeatable measure we can build on.

Visibility shaped by multiple forces

The 38% result reflects both eSafety's direct outreach and broader public exposure. While our awareness campaigns and online channels continue to inform and educate the public, awareness was also likely influenced by major developments across the year. These included widespread media coverage of the proposed Social Media Minimum Age legislation and legal proceedings in which eSafety played a central role. These events placed online safety – and eSafety's work – squarely in the public eye.

Informing future communications

The survey does not just tell us how many people know about eSafety; it also helps us understand how different audiences perceive us, and where gaps in awareness exist.

These insights are already helping our team shape more targeted, evidence-based messaging. That includes better tailoring of content and channels to reach underrepresented groups, particularly those at higher risk of online harm.

We know that awareness alone does not guarantee engagement. However, it is a vital first step. If more people recognise eSafety and understand our role, they are more likely to explore our resources, use our reporting tools, and share our guidance with others.

Building on the baseline

Establishing this benchmark is not the end point – it is the starting line.

With a solid, reliable measure in place, we now have a tool for tracking how effectively we are reaching the public year by year. This will allow us to evaluate the impact of new initiatives, adapt to changing conditions, and stay focused on the broader goal: helping more Australians stay safe and supported online.

By measuring awareness clearly and consistently, we can keep improving how we connect with the people we are here to support.

Performance measure 1.1.5: Implement the Technology-Facilitated Abuse (TFA) Support Service Program

A new support service for technology-facilitated abuse

In 2024–25, eSafety launched a new support service to help frontline workers support victim-survivors of technology-facilitated domestic, family and sexual violence. Technology-facilitated abuse is when technology is used to harm or abuse someone (also known as tech-based abuse).

The Technology-Facilitated Abuse (TFA) Support Service includes a dedicated telephone line and an online enquiry webform for frontline workers. Both channels become fully operational during 2024–25.

This program responds to a growing and urgent need. As technology becomes more deeply embedded in our lives, it is increasingly misused to cause harm and abuse.

The TFA Support Service gives frontline workers direct access to tailored advice and resources, helping them support their clients more effectively and safely.

Foundations for a safe, informed response

To bring the service to life, we built a dedicated team trained to support people working with victim-survivors of technology-facilitated abuse.

We set up new systems so frontline workers could reach us easily by phone, and made sure those answering the calls were well prepared to respond and provide support.

We worked with experts to make sure the advice we give is grounded in real experience and focused on safety. At every step, we asked what would actually help – what kind of guidance frontline workers need, what situations they are facing, and how we can give them clear, practical advice that is trauma-informed and prioritises safety, choice and empowerment.

Alongside the launch, we updated our online information hub with new resources. These included plain-English guides on how technology-facilitated abuse happens and how to spot the warning signs – whether it is someone being tracked through a phone, watched through shared accounts, or harassed through social media. The guides explain what to look for and what to do, so frontline workers can act quickly and with confidence.

A collaborative, purpose-built solution

The delivery of this service relied on contributions from several external providers who helped implement the contact centre technology and provided expert input into content development, cybersecurity advice, and service design. Working closely with these partners ensured the final product was robust, fit for purpose, and aligned with sector expectations.

Bringing all these elements together – staffing, technology, content, and capability – was essential to meeting our goal. The result is a specialised support service that strengthens the capacity of frontline workers and improves outcomes for the people they support.

Putting practical tools in the hands of frontline workers

This service is not just about responding to harm; it is also about enabling safer, more informed use of technology.

By helping frontline workers understand the tools and tactics used in technology-facilitated abuse, and by providing them with practical ways to support their clients, we are building a stronger system of support around those most at risk.


Successfully implementing the TFA Support Service marks a significant step forward. It gives victim-survivors a better chance of being heard, protected and empowered to make decisions that prioritise their safety – online and offline. And it gives frontline workers a new level of support in the important work they do to assist those impacted by domestic, family and sexual violence.

Performance area 1.2: Educational programs, strategies and tools are based on an understanding of the specific needs of groups most at risk of online harm.

We are responsible for developing educational resources and programs to help all Australians to have safe and enjoyable experiences online.

To ensure effectiveness, we use an evidence-based approach to co-design our resources with community members and organisations.

We undertake our own research and commission independent research, and actively collaborate with external partners on research they lead to make sure our programs and resources are based on evidence. Our research reports are available on our website.

Performance measures		Result
1.2.1	All educational resources were informed by research and insights and involved co-design or collaboration with targeted cohorts and/or advocates.	
1.2.2	We published at least 6 research reports and papers that build the evidence base relating to online safety for Australians.	

Corporate plan and PBS links

Corporate plan 2024–25, p. 66

Outcome 1, Program 1.3: eSafety Commissioner

- Support positive online experiences through national leadership and administration of statutory schemes and educational and awareness activities that promote online safety for all Australians.
- Educational programs, strategies and tools are based on an understanding of the specific needs of groups most at risk of online harm.

Regulator performance principles
<ul style="list-style-type: none">• Continuous improvement and building trust• Risk-based and data-driven• Collaboration and engagement

Performance measure 1.2.1: All educational resources were informed by research and insights and involved co-design or collaboration with targeted cohorts and/or advocates.

Turning evidence into impact

We create educational programs and resources to help Australians stay safer online – whether they are students, parents, older adults or professionals.

To make sure these materials are relevant and useful, we base them on current research and real-world insights. We also involve the people and communities who use them, drawing on their knowledge and lived experience.

Each year, we assess our performance by reviewing a random sample of our educational resources. We look at how they were developed, who was involved, and whether they reflect the needs of their intended audience.

In 2024–25, all the resources we selected met the standard. The following case studies show what that looks like in practice.

Case study 1

Supporting safer study: Resources for the tertiary sector

This year, we created new online safety resources tailored to students and staff in Australia's universities and other tertiary institutions. We built these materials in direct response to feedback from the sector and growing demand for practical support to address online harms in higher education.

In March 2025, we launched an updated Tertiary Hub that brought together refreshed content from existing resources and introduced new tools. These addressed safety concerns relevant to all students – particularly international students and those in residential colleges.

To make sure the resources were useful and aligned with sector needs, we consulted widely across the tertiary education system. We engaged directly with education providers and reviewed and updated our existing Tertiary Toolkit based on their feedback.

We also promoted the updated resources through a dedicated tertiary education newsletter and an online briefing session for key sector stakeholders. The response was positive, and uptake continues to grow.

The timing of this work was important.

The release of the National Higher Education Code to Prevent and Respond to Gender-based Violence has increased expectations on universities to address online safety.

Our updated resources support those efforts and reinforce our broader goal: helping all Australians understand and manage online risks with confidence.

Case study 2

Helping older Australians build digital confidence

Be Connected is Australia's national digital literacy program for older Australians, which eSafety jointly delivers with the Department of Social Services, and Good Things Australia.

In 2024–25, we developed new learning materials and updated existing ones to meet the evolving needs of older Australians – drawing on research, co-design and user feedback.

We created a new course – *Data breaches and web tracking explained* – to address growing concern about data security.

In response to research and feedback from the previous year, we designed this course to help learners understand how data breaches happen, what to do if personal information is compromised, and how advertisers track online activity.

We collaborated with the Office of the Australian Information Commissioner and the Australian Competition & Consumer Commission (ACCC) to make sure the content aligned with national consumer protection messaging.

We also developed a short article – *How to create a passkey in myGov* – to support demand for clearer information about digital authentication.

Passkeys offer a more secure alternative to passwords, but many older Australians were unfamiliar with the concept. Working closely with Services Australia, we produced a simple, step-by-step guide to help learners use passkeys with confidence.

We added an icon glossary to the platform to help learners navigate common digital symbols. While a modest update, it contributes to our broader goal of making digital environments more understandable and accessible.

We tested each resource with users, refined the content based on their feedback, and shared the final products with Be Connected network partners.

This collaborative process helped us create practical, easy-to-use materials that respond to the real needs of older Australians, giving them more confidence to navigate the digital world.

Performance measure 1.2.2: We published at least 6 research reports or papers that build the evidence base relating to online safety for Australians.

Turning evidence into action

In 2024–25, eSafety more than doubled its publication target, releasing 14 research outputs – 5 reports, 5 peer-reviewed papers, and 4 infographic-style summaries.

This performance reflects a deliberate focus on building a strong and practical evidence base to guide education, regulation and public understanding of online harms.

The research program is central to eSafety's purpose. It ensures our work is grounded in lived experience, data, and expert insight. It helps us identify who is most at risk, how harms play out across different groups, and what interventions are most likely to make a difference.

This year's body of work covered issues ranging from child sexual exploitation and sexual extortion to online hate, coercive control and the influence of pornography on young people.

A strong year of output

We met and exceeded our target of 6 publications, delivering a total of 14. These included:

- **Five peer-reviewed papers**, including work on child sexual victimisation, online image-sharing, and image-based abuse.
- **Five research reports**, focused on emerging and persistent online harms, such as online hate, coercive control, and harmful content targeted at young men.
- **Four infographics**, making research findings on children's technology use and social media habits more accessible to the public.

A full list of publications is provided in Appendix 2.2.

Every publication added a new layer of understanding – whether it was identifying risk patterns, exploring the effectiveness of current responses, or mapping out where new supports are needed.

Behind the results: Focus, collaboration and expertise

Our success this year was built on clear priorities, a skilled research team, and strong collaboration – both internally and externally.

We planned our research program to align closely with strategic priorities, focusing on areas of greatest need and relevance.

Much of this work was co-authored with other teams at eSafety or with external subject matter experts. This helped strengthen the quality of the work and ensure its relevance across policy, education and enforcement.

Each project followed a clear research protocol and was subject to internal review to ensure rigour and clarity.

This approach allowed us not only to produce more outputs, but also make sure each one met a high standard and addressed a meaningful question.

Laying the groundwork for better responses

Good research is not an end in itself. What matters is what it enables.

This year's publications will help guide the design of educational resources, shape policy conversations, and support the development of targeted interventions.

For example, findings from the *Track, harass, repeat* report on coercive control are already feeding into training for frontline workers.

Our work on online hate in *Fighting the tide* is helping build a clearer picture of who is being targeted, and how.

And our *Behind the screen* transparency report, informed by findings from our youth survey, provided timely and multi-faceted insights to support our ongoing regulatory work.

These results show we are not just tracking problems, we are working to understand them from multiple angles to help lead to better-informed actions.

This is how we help keep Australians safer online: not just with rules or advice, but with knowledge that is grounded in evidence and put into practice.

Key activity 2: eSafety alleviates online harms through our investigations and regulatory schemes, in response to reported and identified harms.

The Online Safety Act gives us powers to protect Australians across 4 complaints-based schemes:

- The Adult Cyber Abuse Scheme gives us the authority to require online service providers to remove online abuse that targets an Australian adult with the intention of causing serious harm.
- The Cyberbullying Scheme for Australian Children gives us the authority to require online service providers to remove material that is intended to be seriously threatening, intimidating, harassing, or humiliating that targets Australians under 18.
- The Image-Based Abuse Scheme gives us the authority to require online service providers to remove intimate images or videos posted online without consent, and, in some cases, act against the person who shared these images or videos.
- The Online Content Scheme gives us the power to direct online service providers to remove illegal online content, such as child sexual abuse material and pro-terror material, or restricted content. We also have powers under the Online Safety Act to require that material depicting abhorrent violent conduct be blocked.

We support people experiencing online harms by compelling the removal of seriously abusive and harmful content, limiting the ability of perpetrators to continue their abuse, and taking enforcement action against those platforms and service providers that fail to comply with regulatory notices.





More information about our complaints-based schemes can be found in Appendices 2.1 and 2.3.

Performance area 2.1: eSafety takes effective action to remove material causing online harms.

We respond to reports of online harm from Australians through our 4 complaint-based schemes with a risk-based approach that is proportionate, consistent, fair and utilises the best evidence. We allocate our resources by identifying the most urgent risks and severe harms and determining the most effective responses.

We give responsive and compassionate help to people experiencing a range of online harms. Once someone reports harmful content to us, we aim to alleviate or reduce the harm as quickly as possible.

The Regulatory Advisory Committee (RAC) maintains and strengthens eSafety's strategic approach to regulatory practice, compliance and enforcement activities, and provides a diversity of views to assist the eSafety Commissioner in her decision-making powers. The RAC considers the exercise of key regulatory powers, policy issues, and eSafety's response to emerging online harms.

Performance measures		Result
2.1.1	Successful action was taken in at least 80% of cyber abuse complaints.	
2.1.2	Successful action was taken in at least 80% of cyberbullying complaints.	
2.1.3	Successful action was taken in at least 80% of image-based abuse complaints.	
2.1.4	At least 90% of critical Online Content Scheme investigations finalised within 2 business days.	

Corporate plan and PBS links

Corporate plan 2024–25, p. 67

Outcome 1, Program 1.3: eSafety Commissioner

- Support positive online experiences through national leadership and administration of statutory schemes and educational and awareness activities that promote online safety for all Australians
- eSafety takes effective action to remove material causing online harms.

Regulator performance principles

- Risk-based and data-driven
- Collaboration and engagement

Performance measure 2.1.1: Successful action was taken in at least 80% of cyber abuse complaints.

Progress, pressure, and the reality of high thresholds

We fell just short of meeting our target for this performance measure, with harmful content being removed in response to 78% of complaint notifications.

The Adult Cyber Abuse Scheme addresses distressing forms of online abuse reported to eSafety by deeply impacted Australians. These complaints typically involve adults being directly targeted by content intended to cause serious psychological or physical harm.

To take regulatory action under the scheme, the reported material must meet a high statutory threshold. Our investigators must establish an intent to cause serious harm that is beyond mere mental or emotional distress, and determine that the content would be considered offensive, menacing, or harassing by an ordinary reasonable person in all circumstances.

While many complaints involve harmful conduct, not all meet this legal threshold. During the reporting year approximately 10% of complaints met this threshold.

Understanding what ‘successful’ looks like

We measure ‘successful action’ through outcomes such as harmful material being removed, perpetrators of online abuse being formally warned, or where necessary, accounts being taken down by service providers against their own terms of service. Such actions follow either complaint notifications to services or formal notices from us under the Online Safety Act. We consider that this serves as a very important form of “harms remediation” and we can see that emotional and mental distress in victims is greatly diminished when such actions are taken.

During the reporting period, eSafety issued 218 complaint notifications to online services, resulting in the removal of content in nearly 79% of cases. Additionally, 44 service provider notifications were issued under section 93(1) of the Act, with 66% resulting in voluntary removal of adult cyber abuse material.

What is behind the result

Several factors shaped our performance this year.

First, more Australians are contacting eSafety for help. Complaint volumes continue to increase with more than 3,600 adult cyber abuse complaints assessed during the reporting period. Each complaint is reviewed by an investigator, including an assessment of the material, open-source research, and potential contact with platforms or other users.

Second, to improve clarity and effectiveness, eSafety has expanded its use of service provider notifications for material that meets the adult cyber abuse threshold. These are statutory written notices advising an online service provider that eSafety has received a complaint about seriously harmful content on its service.

Unlike removal notices, they do not compel the provider to take down the material; instead, the onus shifts to the platform to take proactive steps to address it. This change represents a significant procedural shift, designed to drive greater compliance with online safety obligations, including taking reasonable steps to remediate harmful conduct occurring on their services.

Third, we are contending with growing resistance from some international platforms. Shifting political conditions and some services making changes to their trust and safety teams and drastically rolling back safety policies, have had a direct impact on how overseas providers engage with us.

What we have learned from previous years

This year's result reflects a broader pattern we have seen since the scheme was launched: consistent effort and responsiveness, but constrained by a high legal threshold and external factors beyond our control.

Last year we also came close to meeting the 80% target, and the underlying conditions were similar – tight definitions, rising complaint numbers, and mixed responses from platforms.

What is changing is our growing experience in a regulatory environment that has minimal global precedent.

With each year, we gain a clearer picture of which complaints can lead to successful action, and how to target our resources to improve impact without compromising legal rigour.

Where we go from here

We are continuing to improve how we triage and respond to complaints.

We are also exploring ways to educate the public about what adult cyber abuse is – and what it isn't – so the complaints we receive are more likely to meet the legal criteria. Reducing out-of-scope complaints helps us focus faster on the cases where we can act.

Striking the balance

The threshold for adult cyber abuse is higher than that for cyberbullying targeting a child. This is in recognition of the higher levels of resilience expected of Australian adults.

Our results show that when complaints meet the threshold, we do act – and in most cases, that action leads to positive outcomes.

As the volume and complexity of complaints continue to grow, so too will our resolve to protect Australians from the most serious forms of online abuse.

Performance measure 2.1.2: Successful action was taken in at least 80% of cyberbullying complaints.

Removing harm, protecting children

Cyberbullying remains one of the most damaging online harms facing young Australians. In 2024–25, we received 3,406 complaints – a 26% increase on the previous year's 2,693.

This rise reflects growing awareness of eSafety's role, stronger confidence in reporting, and a clearer understanding of what constitutes cyberbullying. It also highlights the need for prevention, education, and early intervention, supported by strong partnerships with schools, platforms, and communities.

Children aged 12 to 15 accounted for 64% of all complaints during the reporting period.

We resolved hundreds of complaints from children and their families, removing harmful content and helping to restore a sense of safety.

In the reporting period, we took successful action in 90.3% of cyberbullying complaints involving contact with platforms. This figure – 766 out of 848 complaints – surpasses our 80% performance target and reflects consistent, careful work from our investigation team.

What the numbers mean

The numbers only tell part of the story.

Not every complaint we receive leads to direct contact with a platform. Some matters do not meet the legal threshold under the Online Safety Act. Others involve content that has already been taken down or has expired before we can act, especially on services such as Snapchat or Instagram where material is designed to disappear.

The performance measure only tracks complaints where we actually engage with a platform, so it reflects cases where we were able to verify harmful content and intervene.

'Successful action' includes harmful content being removed, formal warnings being issued, compliance with a notice issued to an end user or, where necessary, accounts being removed.

As well as making direct contact with platforms, investigators frequently work with schools. The team provides critical support in managing and resolving online harm incidents. Through collaboration with school leadership and reporting staff, the team has focused on the safety and digital wellbeing of students. These efforts have led to successful case outcomes and contributed to increased awareness and confidence among educators in addressing cyberbullying.

How we respond

Every complaint is reviewed by an investigator.

We check if the content is still online, gather evidence from open sources, and determine whether it meets the threshold of cyberbullying: whether the material was intended to have a particular effect on an Australian child, and whether the material would be likely to have the effect of seriously threatening, seriously intimidating, seriously harassing or seriously humiliating that child.

When it does, we are able to use our formal powers. Most cases start with a service provider notification, given with the complainant's consent, and alerting the platform to the material; in 2024–25, we issued 107 such notifications.

This often leads to a quick resolution of the matter by working collaboratively with the platform. If a platform is unresponsive or the material remains live, we escalate to a formal removal notice.

This graduated approach helps us act quickly while still following procedural requirements. In other cases, where the content does not meet the legal threshold but still raises concern – such as self-harm references – we may still alert the platform under its community guidelines, even if there is no obligation for them to act.

The challenge of ephemeral content

A persistent challenge in tackling online harm is the rise of disappearing content such as private messages and other material designed to vanish soon after it is viewed. This makes it harder to verify reports or take action before the content disappears.

Often, by the time a complaint reaches us, the material is gone – but the harm to the victim has already been done. The fleeting nature of these platforms can also encourage risk-taking, especially among young people. Many believe the content will 'disappear', underestimating the risk of screenshots, redistribution, or long-term consequences.

Complaint volumes also rise during school terms and fall in holidays, creating added pressure during peak periods and complicating the timing of investigations.

Reducing harm from disappearing content requires more public awareness, greater platform accountability, and enforcement strategies that can adapt even when the material itself is no longer visible.

Working smarter, supporting better complaints

To improve outcomes further, we are looking at how to help the public make stronger complaints.

Many reports lack detail or evidence, which can limit our ability to act. By improving the guidance we give on how to report, we can help make sure more complaints lead to positive action.

We also work closely with police and the Australian Centre to Counter Child Exploitation (ACCCE). When grooming or other forms of child sexual exploitation are suspected, we refer the matter through the right channels to ensure the strongest possible response.

A direct line to safer outcomes

Our results show that the cyberbullying complaints scheme is effective in removing harmful content and helping to keep children safer online.

Every case we act on removes dangerous content from public view and holds users or platforms to account. And where we cannot act directly, we still alert platforms to potential breaches of their own standards.

We will keep improving how we work, but one thing remains constant: when harmful material is online and action is possible, we will do everything we can to get it removed as fast as possible.

Performance measure 2.1.3: Successful action was taken in at least 80% of image-based abuse complaints.

Responding to image-based abuse – effectively and urgently

Image-based abuse happens when someone shares – or threatens to share – an intimate image without consent. The harm is serious and immediate, often involving deep breaches of trust and profound personal distress.

Through our Image-based Abuse Scheme, we act quickly to remove such content, disrupt threats, and help people regain a sense of safety and control.

Between 1 July 2024 and 30 June 2025, we received 6,596 complaints, a 9% decrease on the number of complaints reported in 2023–24. In more than 96.2% of cases where action was finalised, we were able to achieve a successful outcome. This includes removing content, issuing remedial directions, or referring matters to law enforcement where appropriate.

How we achieve removal

The best outcomes for victim-survivors are when content is taken down quickly.

Most material is removed through proactive engagement – direct outreach to platforms combined with complaint notifications that flag potentially harmful content on their services. These notifications are not formal removal notices but often lead to rapid takedown without further regulatory action.

When proactive steps and complaint notifications are not enough, we use our formal removal powers. We can issue removal notices requiring the person responsible – or the platform or hosting service – to take all reasonable steps to remove the material within 24 hours. If they fail to act, we can issue infringement notices or pursue stronger enforcement measures.

In the reporting period, we did not need to issue formal notices – most matters have been resolved without escalation.

In addition to removing material, we also notify platforms about user accounts involved in image-based abuse. While not every account can be tracked – and some may already be removed by the time we act – this work supports broader platform accountability.

Where our powers reach – and where they do not

While most removals happen quickly, some challenges remain.

The biggest hurdles come from overseas-based pornography sites and so-called ‘expose’ or ‘leak’ sites that host non-consensual content. Many have no contact point, hide their location, or operate entirely through automated systems with no human moderation.

It is also important to acknowledge that these platforms often host not only non-consensual adult content but, in many cases, child sexual abuse material as well.

We also raise broader concerns and systemic issues with industry and work with international partners to encourage better cooperation and accountability.

Intelligence, partnerships and prevention

Our work does not end with removing harmful content. While swift takedown is critical, we also support victim-survivors, hold platforms accountable, and share information to drive systemic change. We work with affected individuals and law enforcement partners to protect their safety and dignity, and we collaborate with industry to strengthen prevention and detection measures.

We share intelligence with each of Australia's law enforcement agencies, and partner with ACCCE to combat image-based abuse. We take part in international networks and forums to help coordinate strategies that disrupt the spread of image-based abuse content.

We also promote public messaging and education about our role and the support available through our scheme. Many of those affected by this kind of harm do not know they have options. By raising awareness, we help more people come forward and seek help.

More than enforcement

The Image-based Abuse Scheme gives victim-survivors a path to removal, redress and support.

We hold perpetrators and platforms to account where possible, but we also work to shift the broader environment – supporting a culture that respects privacy, consent and dignity.

And while our success rate is high, enforcement alone is not enough.

Preventing image-based abuse requires a whole-of-community response. That includes education, social change, industry responsibility, and better global cooperation. We will keep playing our part to support that broader effort.

Performance measure 2.1.4: At least 90% of critical Online Content Scheme investigations finalised within 2 business days.

Moving fast on the worst content

eSafety always prioritises the most extreme online harms – material that shows or describes the sexual abuse and exploitation of children, promotes terrorism, or incites violence. When Australians report this content to us, we move fast. And we are getting results.

Under the Online Content Scheme, harmful material is categorised as either 'class 1' or 'class 2', based on Australia's National Classification Scheme. Class 1 includes illegal material – such as child sexual abuse content – while class 2 includes content that is restricted, such as high-impact pornography or material that may be unsuitable for certain audiences. The Online Content Scheme gives us the authority to act quickly against this content when it is made available in Australia.

This year, we received 19,821 complaints concerning 47,292 URLs – a 43% increase from the 13,824 complaints and 33,910 URLs handled last year. Of these, 85% related to child sexual abuse, child abuse or paedophile activity.

To ensure we prioritise the highest-risk matters, complaints are triaged based on the likely classification of the content.

Material assessed as 'Class 1' – content refused classification under Australia's National Classification Code, typically involving child sexual abuse – is treated as a critical investigation and escalated for urgent action. We finalised 6,743 critical investigations, with more than 97.5% completed within 2 business days.

We also responded to 863 reports about terrorist and violent extremist content, referred 540 investigations to the Australian Federal Police (AFP), issued 8 removal notices and sent 2 link deletion notices for class 1 material.

As part of our international efforts, we are a member of INHOPE – a global network of hotlines dedicated to combatting child sexual abuse material (CSAM) online. This year, we sent 5,653 notifications to INHOPE about overseas URLs hosting CSAM. We share such reports of CSAM so counterparts in other countries can act quickly at the source.

We also sent 533 notifications relating to overseas-hosted CSAM to the AFP for further investigation.

These are serious numbers that reflect the serious nature of the work.

What we do – and how we do it

Under the Online Content Scheme, we assess and act on reports of illegal or restricted content.

Once a complaint is received, our job is to confirm whether the material meets the threshold for action and, if it does, make sure it is removed quickly.

Where possible, we notify INHOPE network for rapid takedown, or we refer the case to the AFP. We also use our powers under the Online Safety Act to compel platforms and services to remove content that falls within our remit.

Why speed – and partnerships – matter

The faster we can act, the sooner the harm can be reduced. Every delay increases the likelihood of re-victimisation; of a child's image being copied, recirculated or viewed again.

Our strong performance is supported by robust partnerships.

Through our agreement with the AFP-led ACCCE, and our membership of the INHOPE network, we are part of a coordinated global effort to detect and remove this material, wherever it is hosted.

Not every case is straightforward

Some investigations cannot be completed within 2 days. Delays are more likely when content is hosted in countries outside the INHOPE network or on services that hide their ownership.

In these cases, we may need to conduct additional enquiries or issue formal removal notices before an investigation is closed. Despite these complexities, we are meeting our targets and taking the fastest route possible through each case.

Beyond takedown: what these reports tell us

Every report helps us understand where harms are happening and how they are evolving.

Where we see systemic issues, we consider whether a broader regulatory response is needed – whether through industry codes and standards, or other investigative and policy tools.

We also share intelligence with law enforcement, educators, child protection agencies and international regulators to help prevent abuse before it occurs.

A public good

This is difficult work, but it matters. Australians can report content quickly and anonymously, and they can know their reports make a difference.

Every takedown counts. Every image removed means one less chance for that harm to continue.

Key activity 3: eSafety implements and enforces industry regulatory measures to drive proactive and systemic change in online safety.

The Online Safety Act introduced 2 crucial elements to improve tech safety standards, mitigate harms, target failed systems and processes, and hold online service providers more accountable.



The Basic Online Safety Expectations focus on making sure providers of social media services, messaging services, gaming services, file-sharing services, and other apps and certain other sites accessible from Australia, take reasonable steps to keep Australians safe online.

The industry codes and standards contain measures to address ‘class 1’ and ‘class 2’ online material across 8 sections of the online industry.

Performance area 3.1: Industry codes and standards are in place and effective compliance and enforcement is undertaken.

The Online Safety Act provides for industry groups to develop codes for 8 sections of the online industry to regulate certain types of illegal and harmful online material, and for eSafety to register the codes. If we do not register an industry code, we are able to determine an industry standard.

The 8 sections of the online industry include providers of social media, relevant electronic services (such as messaging and gaming), designated internet services (other apps and sites), app distribution services, search engines, as well as internet and hosting service providers and the manufacturers and suppliers of equipment used to access online services.

Performance measures		Result
3.1.1	All 8 industry sections have codes or standards registered for Phase 2 of the industry codes development.	
3.1.2	At least 10 compliance activities were undertaken to protect Australians from illegal and restricted online content through compliance with industry codes or standards.	

Corporate plan and PBS links

Corporate plan 2024–25, p. 69

Outcome 1, Program 1.3: eSafety Commissioner

- Support positive online experiences through national leadership and administration of statutory schemes and educational and awareness activities that promote online safety for all Australians.
- Industry codes and standards are in place and effective compliance and enforcement is undertaken.

Regulator performance principles

- Continuous improvement and building trust
- Collaboration and engagement

Performance measure 3.1.1: All 8 industry sections have codes or standards registered for Phase 2 of the industry codes development.

Significant progress for industry codes

The Online Safety Act sets out a co-regulatory approach to tackling harmful and illegal content. It requires industry to develop enforceable codes across 8 sectors – from social media platforms to search engines and internet service providers. If industry fails to meet expectations, eSafety can step in and set binding standards.

From 2021–24, we worked on Phase 1 of this process. Those codes deal with the most serious illegal content online, such as child sexual abuse material and content that promotes terrorism.

Phase 2 covers online pornography and other high-impact material that is not illegal but can be harmful for people under 18.

This year, we aimed to have codes or standards in place for all 8 industry sectors under Phase 2. We partially met this target.

By 30 June 2025, the Commissioner had registered codes for 3 sectors: hosting services, internet carriage services, and search engine services. Work is still underway on the draft codes industry has submitted for the remaining 5 industry sections. These include social media and app distribution services.

An active year

We began this phase in July 2024 by issuing formal notices to relevant industry associations, asking them to draft and submit codes. Alongside these notices, we published a position paper outlining what we expect industry to deliver for online safety.

Over the following months, we worked closely with industry. We provided feedback on 3 rounds of draft codes and met regularly with key stakeholders to guide development.

When industry submitted draft codes in early 2025, the Commissioner reviewed them and provided initial feedback that they were unlikely to meet the legal requirement to provide appropriate community safeguards. The Commissioner gave industry a further opportunity to revise their draft codes and resubmit.

Three of those resubmitted codes were able to be registered. Others are still being assessed. If the final versions do not provide appropriate community safeguards against the requirements of s 140(1) of the Online Safety Act, the Commissioner will consider making formal standards in their place.

An evolving policy environment

The Phase 2 process has moved considerably more quickly than Phase 1 of the codes process, which took more than 2 years to complete.

Code-making spans emerging technologies, complex platform behaviours and sensitive policy areas, such as child protection and illegal content.

This year's timelines were also affected by industry's requests for more time to consider both international and domestic regulatory developments, including new legislation in Australia.

While we maintain an active and collaborative role, the responsibility for getting these codes right rests with industry. And when that does not happen, we are ready to act.

Why this matters

These codes – and any future standards – will have real consequences.

They will determine how platforms protect children from harmful and illegal content, how adults are given more control over what they see online, and how industry is held accountable for making online spaces safer.

Our message is simple: industry must take responsibility for safeguarding users. When they don't, we will.

Performance measure 3.1.2: At least 10 compliance activities were undertaken to protect Australians from illegal and restricted online content through compliance with industry codes or standards.

Holding industry to account on harmful content

We exceeded our target for compliance activities under the industry codes and standards scheme, completing 14 against a target of 10.

Compliance activities were focussed on ensuring services are meeting their obligations under the Online Safety Act – especially in relation to Phase 1 codes and standards which cover the most serious forms of harmful content online. That includes assessing compliance, engaging on potential non-compliance, and monitoring commitments to improve where there are gaps.

These actions are not box-ticking exercises.

They are how we hold platforms to account when they are required to prevent the spread of material that, if formally classified, would be refused classification in Australia. That includes content depicting child sexual abuse, pro-terror material, and extreme violence.

Our job is to make sure the protections written into the industry codes and standards are not just words on paper, but working safeguards that help make the internet safer for everyone.

Clear focus, strong follow-through

We began the year by setting internal compliance and enforcement priorities. This gave us a clear view of where to focus our efforts, and which services and actions needed closer attention.

The activities we undertook included:

- securing written commitments from services to address possible compliance gaps
- testing whether services were meeting key obligations
- reviewing formal compliance reports submitted under the Social Media Services Code and the Equipment Code, and engaging services where these failed to meet requirements
- clarifying services' responsibilities under the standards and ensuring they understand their obligations.

We also requested and examined information from services about how they were implementing the standards, and highlighted where improvements were required in order to ensure compliance.

Throughout, we applied a strict definition of what counted as a compliance activity. Routine checks or one-off spot assessments were not enough; we only counted work that involved a sustained and structured approach.

This gave the performance measure real meaning and ensured we were focused on the most significant tasks.

An increasing focus on strategic enforcement

When we registered the industry standards, we committed to giving services 6 months to put their systems in place before we would consider taking enforcement action. That 6-month period ended in June 2025.

As a result, we expect strategic enforcement to play a larger role next year, particularly where there are clear breaches of the rules in relation to child sexual abuse and/or pro-terror material, and significant risks to Australians.

We now have a strong foundation. Services know where they stand, and where they need to improve. And we have the tools and the intent to act when they fail to meet these requirements.

Why this matters




The codes and standards are about protecting Australians from the worst content online. Our compliance activities send a clear message: if platforms fail to meet their obligations, we will step in.

This performance result shows we are not only ready to enforce the rules, but already doing the groundwork to make sure enforcement is targeted, fair, and effective.

Performance area 3.2: The Basic Online Safety Expectations increase the transparency and accountability of online service providers.

The Basic Online Safety Expectations (the Expectations) are a key element of the Online Safety Act. They outline the Australian Government's expectations that social media, messaging and gaming service providers and other apps and websites will take reasonable steps to keep Australians safe.

Under the Online Safety Act, we can require online service providers to report on how they are meeting any or all of the Expectations. The obligation to respond to a reporting requirement is enforceable and backed by civil penalties and other mechanisms. We can also publish statements about the extent to which services are meeting the Expectations. The requirements are designed to improve providers' safety standards and improve transparency and accountability.

Performance measures		Result
3.2.1	10 non-periodic reporting notices were issued.	
3.2.2	Transparency summaries were published in relation to responses received to periodic reporting notices.	
3.2.3	Positive safety interventions have been taken by online safety providers in response to eSafety's regulatory activities.	

Corporate plan and PBS links

- Corporate plan 2024–25, p. 70
- Outcome 1, Program 1.3: eSafety Commissioner
- Support positive online experiences through national leadership and administration of statutory schemes and educational and awareness activities that promote online safety for all Australians.
 - The Basic Online Safety Expectations increase the transparency and accountability of online service providers.

Regulator performance principles

- Continuous improvement and building trust
- Risk-based and data-driven
- Collaboration and engagement

Performance measure 3.2.1: Ten non-periodic reporting notices were issued.

A different path to transparency

This year, we did not issue any non-periodic reporting notices under the Basic Online Safety Expectations (BOSE). That meant we did not meet the target set out in this performance measure. However, that decision was deliberate – and it reflected a strategic choice to use other tools better suited to the task at hand.

Choosing the right tool for the job

Our aim remains the same: to improve transparency and accountability among online services. Non-periodic notices are one of several ways we can require providers to report on how they are meeting their safety obligations. But they are not the only option.

In 2024–25, we turned to Information Requests under section 20 of the BOSE Determination as a more efficient and targeted mechanism for gathering the information we needed – particularly on the issue of age assurance.

We made 8 section 20 Information Requests to major online platforms. These providers were selected for their large Australian user bases and the reach of their services among children and young people. The goal was to find out what steps they were taking to enforce minimum age requirements and protect younger users.

At the same time, we commissioned a nationally representative survey of 8–15-year-olds in Australia, which gave us broader community insights into how children experience and navigate online services.

Together, these efforts fed into the development of our transparency report *Behind the Screen*, which provided fresh evidence on how platforms handle age assurance – and where the gaps remain.

Prioritising impact and efficiency

Using section 20 requests proved to be a practical choice. These requests required less lead time than non-periodic notices and gave us useful responses within a 30-day window. That speed allowed us to analyse and publish findings within 5 months – a shorter timeframe than traditional non-periodic notices usually allow.

This approach was enabled by the May 2024 amendments to the BOSE Determination, which gave us an ability to request relevant information from providers. This included data disaggregated by age and other insights into platform safety settings.

Another factor that also shaped our results was ongoing enforcement action and legal challenges relating to notices previously given. This diverted resources and delayed some processes.

Adapting to what works

Although we did not issue non-periodic notices this year, we still achieved the core objective – holding services to account and improving transparency about how they protect users.

In fact, our alternative approach provided timely and meaningful insights that shaped our work on one of the most significant safety challenges facing young Australians online.

As the regulatory environment continues to evolve, we will keep using the tools that best serve our goals, and adapt when a different approach will get us better results, faster.

Performance measure 3.2.2: Transparency summaries were published in relation to responses received to periodic reporting notices.

Transparency is coming – just one step behind

We did not meet this year's performance target for publishing a transparency summary in response to periodic reporting notices. However, we are only one step behind.

The first provider reports arrived in February 2025. Our first transparency summary, based on that material, was published in August – a little more than one month after the official reporting window closed.

This short delay was not caused by inaction. In fact, the work involved in preparing a transparency report is complex and detailed. It takes time to process, verify, and analyse the large amounts of information submitted by companies. Our team also consults with providers on the draft reports to ensure accuracy, while applying careful quality assurance before publication.

These reports are not routine or superficial. They are substantive pieces of regulatory reporting that reveal how the biggest tech platforms are – or are not – meeting the government's expectations for online safety.

What caused the delay

The primary reason for missing the publication deadline was the timing of the periodic notices themselves. The performance target assumed these notices would be issued in the previous financial year, allowing enough time for providers to respond and for eSafety to publish within the current reporting window.

In reality, the first set of periodic notices was issued in late July 2024 with the first round of responses due 15 February 2025 – later than anticipated, leaving a narrow window to receive and review provider responses, let alone produce a transparency summary before June 30.

The notices were issued under section 49(2) of the Online Safety Act and require services to report to eSafety every 6 months for 2 years. They focus on how 8 major providers – Apple, Discord, Google, Meta, Microsoft, Snap, Skype and WhatsApp – are addressing child sexual exploitation material and sexual extortion on their platforms.

While the delay was a result of pressures arising from ongoing enforcement action and legal challenges relating to notices previously given, as well as the decision to prioritise notices on terrorism and violence extremism, it's worth noting the BOSE team continued to deliver high-impact work during this period.

In February, we published the *Behind the screen* report on age assurance and social media. In March, we released a transparency report on how major platforms are tackling terrorism and violent extremism. These reports make a strong contribution to fostering transparency and accountability under the BOSE.

What comes next

The August transparency summary still delivered the same result: public accountability for how companies handle online harms. We are committed to continuing this work, but we have also learned that aligning performance measures to rigid timeframes – especially when those timeframes are tied to complex regulatory powers – does not always reflect the real nature of the work.

In future years, we will look to set more flexible reporting goals that account for the realities of legal processes, provider engagement, and the scale of the analysis required.

A measured delay, not a missed opportunity

The performance result may say 'not met,' but the work is done – or nearly done – and the outcome remains intact.

The public will see the findings. The providers will be held to account. And the transparency expected under the Online Safety Act will continue, just one small step behind schedule.

Performance measure 3.2.3: Positive safety interventions have been taken by online safety providers in response to eSafety's regulatory activities.

Transparency that drives action

We are continuing to see real change in how online services respond to serious harms, and much of that change is tied to the transparency process we have built under the Basic Online Safety Expectations (BOSE).

Providers respond to the spotlight

This year, providers told us they had introduced or improved a range of safety measures in direct response to our transparency reports. These changes were not just promises: they included actions already underway or fully in place.

Providers reported rolling out new tools to detect livestreamed child sexual abuse, improving systems for users to report harmful content, allocating more staff to review reports, and updating their policies to allow better sharing of information about child abuse and terrorist content.

Some of these improvements were likely attributable to a range of factors, including but not limited to eSafety's scrutiny. But in some cases, providers credited our transparency reporting as the main driver. It's clear that our ability to publish these reports – alongside the requirement to respond to them – creates pressure that some platforms take seriously.

A new measure, a clearer picture

This was the first year we formally tracked these responses as a standalone performance measure. While we have previously noted positive changes linked to our reports, this new measure lets us capture them more clearly. It helps us assess not just whether we are shining a light on safety gaps, but whether that spotlight is prompting action.

Conversations that lead to change

We have followed up our published reports with direct engagement, asking questions about what providers are doing to close the gaps. These conversations are backed by evidence and focused on results. While many services have responded constructively, others have shown less urgency. This has reaffirmed what we already knew: transparency is effective in many cases, but it is not enough on its own. That's why we continue to pursue enforceable standards and codes.

Backed by insight and collaboration

Our transparency work is strengthened by input from across government, non-government organisations, and researchers. Their insights help shape the questions we ask and how we interpret what comes back. They also give weight to our findings – building a shared base of knowledge that supports better outcomes.

Small changes, big impact

The impact of these changes can be easy to overlook. But small shifts – such as making a reporting button easier to find or reducing the time it takes to act on a user report – can make a real difference to people's experience online. They can help someone get harmful content taken down quickly, or make it easier to raise the alarm when abuse is happening.

Keeping the pressure on

Our transparency reports have become a strong lever for change. They help us push for better standards and build public awareness of how services are performing. And most importantly, they contribute to a safer online environment for the millions of Australians who rely on these platforms every day.

Management and accountability

This section details governance, staffing arrangements and financial and property management. Areas covered by the ACMA have been listed with the corresponding reference to *Part 1: Australian Communications and Media Authority annual report 2024–25*.

Section 184 of the Online Safety Act requires the ACMA to assist the eSafety Commissioner to perform functions and exercise powers to such extent as the eSafety Commissioner reasonably requires, making available resources, facilities and staff of the ACMA. eSafety uses ACMA-established structures for some human resource, information technology and financial operation functions. We purchase these functions under an agreed cost structure. However, we supplement some structures with bespoke resources to meet our unique operational needs.

As a result of this legislative arrangement, administrative and financial controls are consistently applied across the ACMA and eSafety. For the purposes of the preparation of financial statements, the ACMA and eSafety report as a single financial entity.

Financial performance and management

Funds for eSafety form part of the ACMA appropriation. Specified departmental and administered funds are credited to the Online Safety Special Account.

The Special Account is administered by the ACMA. However, any amount debited from the account requires written approval of the Commissioner.

See Appendix 1.12 in *Part 1: Australian Communications and Media Authority annual report 2024–25* for eSafety's financial reporting information.

Grants programs

Information on grants awarded by eSafety during 2024–25 is available at esafety.gov.au.

Governance

The eSafety Commissioner is an independent statutory office holder. Since the Online Safety Act came into effect, the eSafety Commissioner has been an official of the ACMA under finance law (within the meaning of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act)). The ACMA Chair is the accountable authority under the PGPA Act.

The Regulatory Advisory Committee (RAC) maintains and strengthens eSafety's strategic approach to regulatory practice, compliance and enforcement activities, and provides a diversity of views to assist the eSafety Commissioner in her decision-making powers. The RAC considers the exercise of key regulatory powers, policy issues, and eSafety's response to emerging online harms. As at 30 June 2025, membership of the RAC comprised the eSafety Commissioner, General Managers, and the General Counsel. Relevant Executive Managers and the Head of Legal Services also attend as required.

The Senior Executive Group (SEG) comprises the eSafety Commissioner, General Managers, General Counsel, Executive Managers and Branch Heads. SEG provides strategic leadership, governance, and oversight to ensure effective delivery of eSafety's mission and priorities.

The Enterprise Delivery Oversight Committee (EDOC) engages eSafety Executive and Senior Leadership in supporting delivery excellence and ensuring Branch planning and outcomes align with eSafety's mission and priorities. The EDOC facilitates executive governance over funded projects and committed initiatives (NPPs), provides oversight of key strategic initiatives, and reviews and approves new initiatives.

Corporate planning

Our *Corporate plan 2024–25* outlined the strategic approach to achieving our purpose by setting out our medium- to long-term priorities over 4 years. The plan is available at esafety.gov.au/about-us/who-we-are/corporate-plans

During 2024–25, we reviewed our progress in achieving our performance measures and targets outlined in the PBS and corporate plan. Our Annual Performance Statements report on our success in achieving our purpose, outcomes and the alignment of our activities with [regulator performance principles](#).

Risk management and fraud control

eSafety is subject to and works within the ACMA's risk and fraud management frameworks. We utilise the ACMA Risk Management Policy and Guide (the ACMA Policy) as our primary risk guidance. The ACMA Policy meets the requirements of the Commonwealth Risk Management Policy and is regularly updated with input from eSafety. We also maintain a complementary Risk Management Guide specific to the functions of eSafety.

We follow the ACMA Fraud control plan and have zero tolerance for fraud and corruption. The ACMA Fraud control plan meets the requirements of the Commonwealth Fraud Control Framework and is regularly reviewed. Fraud and corruption are serious matters for all Commonwealth entities and the wider community. They have the propensity to undermine the public's confidence in the Australian Government. Fraud is a criminal offence and can compromise our ability to deliver regulatory outcomes and could reduce funds available for delivering public goods and services. When undertaking activities on behalf of eSafety, we must comply with the PGPA Act and Rule, the *Public Service Act 1999* and the *Australian Public Services (APS) Values and Code of Conduct*. These core obligations require us to act in good faith and for proper purposes and not misuse our position or information.

Audit

The ACMA's internal auditors and Audit and Risk Committee (ARC) review our governance, assurance and risk management systems, and performance frameworks. Details of the ARC are included on page 57 and Appendix 1.1 of Part 1 of this report.

We are not required to have a separate audit and risk committee. However, the eSafety Risk and Compliance Committee (RCC) meets regularly to support the system of internal controls and due diligence within eSafety. The RCC monitors our progress against internal audit recommendations and reports to the ARC every quarter on our governance, assurance and risk management systems and activities. As at 30 June 2025, membership of the RCC comprised the General Managers, General Counsel, Executive Managers and Branch Heads.

External scrutiny

During 2024–25, there were:

- no judicial decisions or decisions of the Australian Information Commissioner that had or may have a significant impact on the operations of eSafety
- no reports on the operations of eSafety by a parliamentary committee or the Commonwealth Ombudsman
- no capability reviews of eSafety released

Decisions of administrative tribunals

There are 2 decisions by the Administrative Review Tribunal's (ART) Guidance and Appeals Panel (GAP) relating to the same proceeding which have had, or may have, a significant impact on the operation of the eSafety Commissioner. These are summarised below.

Baumgarten and eSafety Commissioner (Guidance and Appeals Panel) [2025] ARTA 153 (final decision)

Baumgarten and eSafety Commissioner (Guidance and Appeals Panel) [2025] ARTA 59 (interlocutory decision).

On 11 June 2024, eSafety was notified of an ART review application. The review concerned a request (termed a 'complaint alert'), made by eSafety's Adult Cyber Abuse (ACA) investigations team, to X Corp. (formerly Twitter). The complaint alert requested that X Corp. (X) review a post against their terms of service. X withheld the post in Australia shortly after; though it has since been restored.

The post in question was the subject of a complaint to eSafety. eSafety had assessed the material in the complaint as not meeting the ACA threshold, so no regulatory action (i.e. the giving of a removal notice) was taken. Instead, only the complaint alert was sent for X to voluntarily assess the post against their terms of service.

On 13 December 2024, a hearing was held by the ART's GAP to determine if there was a decision over which the ART has jurisdiction. On 5 February 2025, the GAP handed down its decision. The ART found that the 'complaint alert' sent by the Commissioner to X enlivened its jurisdiction. By giving the alert, the Commissioner sought to bring to X's attention a complaint that had been made about a post by Ms Baumgarten on X and asked X to review the post against its terms of service. The Tribunal found that this administrative action had, in effect, amounted to the Commissioner issuing a formal 'removal notice' under s 88 of the *Online Safety Act 2021* (Cth), which would be a reviewable decision.

The Commissioner has filed an appeal which will be heard by the Full Court of the Federal Court in November 2025.

Australian National Audit Office

Details of relevant Australian National Audit Office (ANAO) performance audits are included on pages 60 and 61 of Part 1 of this report.

Legal

Freedom of information

Under Part II of the *Freedom of Information Act 1982* (FOI Act), agencies and departments subject to the FOI Act are required to publish information as part of the Information Publication Scheme (IPS). The eSafety Commissioner is an agency for the purpose of the FOI Act.

Information on eSafety's IPS, including the agency plan, can be found at esafety.gov.au/about-us/corporate-documents/freedom-of-information.

Our people

All eSafety employees, except for the Commissioner, are ACMA staff. They are provided to fulfil eSafety's functions under section 184 of the Online Safety Act. These staff are employed by the ACMA under the *Public Service Act 1999* and under the terms of the *ACMA Enterprise Agreement 2024–2027*. Further information is included on page 76 of Part 1 of this report and Appendix 1.2.

As of 30 June 2025, eSafety had 222 APS staff.

Appendices

Appendix 2.1: Mandatory reporting under the Online Safety Act 2021

The Online Safety Act sets out mandatory annual reporting requirements for the 4 reporting schemes, the Basic Online Safety Expectations, and the industry codes. Tables 2.1 to 2.5 fulfil eSafety's reporting requirements under section 183(2) of the Online Safety Act.

Table 2.1: Mandatory reporting under section 183(2)(aa)–(zl) of the Online Safety Act, 2024–25

Section	Description	Number
183(2)(aa)	Objection notices given to the Commissioner by a person depicted in an intimate image (s. 33)	265
183(2)(a)	Periodic reporting notices given by the Commissioner about compliance with basic online safety expectations (s. 49)	8
183(2)(b)	Non-periodic reporting notices given by the Commissioner about compliance with basic online safety expectations (s. 56)	0
183(2)(c)	Removal notices given by the Commissioner to the provider of a social media service, relevant electronic service or designated internet service requiring the removal of cyberbullying material targeted at an Australian child from the service (s. 65)	2
183(2)(d)	Removal notices given by the Commissioner to a hosting service provider requiring the removal of cyberbullying material targeted at an Australian child from the service (s. 66)	0
183(2)(e)	End-user notices given by the Commissioner for cyberbullying material targeted at an Australian child (s. 70)	0
183(2)(f)	Removal notices given by the Commissioner to the provider of a social media service, relevant electronic service or designated internet service requiring the removal of an intimate image from the service (s. 77)	0
183(2)(g)	Removal notices given by the Commissioner to an end-user requiring the removal of an intimate image from a service (s. 78)	0
183(2)(h)	Removal notices given by the Commissioner to a hosting service provider requiring the removal of an intimate image from the service (s. 79)	1
183(2)(i)	Directions given by the Commissioner for contravention of s. 75 Posting an intimate image (s. 83)	1
183(2)(j)	Removal notices given by the Commissioner to the provider of a social media service, relevant electronic service or designated internet service requiring the removal of cyber abuse material targeted at an Australian adult from the service (s. 88)	4
183(2)(k)	Removal notices given by the Commissioner to an end-user requiring the removal of cyber abuse material targeted at an Australian adult from a service (s. 89)	1
183(2)(l)	Removal notices given by the Commissioner to a hosting service provider requiring the removal of cyber abuse material targeted at an Australian adult from the service (s. 90)	1

Section	Description	Number
183(2)(la)	Blocking requests made by the Commissioner to an internet carriage service provider for material promoting, inciting, instructing or depicting abhorrent violent conduct (s. 95)	0
183(2)(m)	Blocking notices given by the Commissioner to an internet carriage service provider for material promoting, inciting, instructing or depicting abhorrent violent conduct (s. 99)	0
183(2)(n)	Removal notices given by the Commissioner to the provider of a social media service, relevant electronic service or designated internet service requiring the removal of class 1 material from the service (s. 109)	4
183(2)(o)	Removal notices given by the Commissioner to a hosting service provider requiring the removal of class 1 material from the service (s. 110)	4
183(2)(p)	Removal notices given by the Commissioner to the provider of a social media service, relevant electronic service or designated internet service requiring the removal of class 2 material from the service (s. 114)	0
183(2)(q)	Removal notices given by the Commissioner to a hosting service provider requiring the removal of class 2 material from the service (s. 115)	0
183(2)(r)	Remedial notices given by the Commissioner to the provider of a social media service, relevant electronic service or designated internet service requiring action to remove or restrict access to class 2 material on the service (s. 119)	0
183(2)(s)	Remedial notices given by the Commissioner to a hosting service provider requiring action to remove or restrict access to class 2 material on the service (s. 120)	0
183(2)(t)	Link deletion notices given by the Commissioner to an internet search engine service provider providing access to class 1 material through a link provided by the service (s. 124)	2
183(2)(u)	App removal notices given by the Commissioner to an app distribution service provider providing access to an app that facilitates the posting of class 1 material (s. 128)	0
183(2)(v)	Notices given by the Commissioner to a person in contravention of an industry code (s. 143)	0
183(2)(w)	Directions given by the Commissioner to a person in contravention of a service provider rule (s. 154)	0
183(2)(x)	Federal Court applications made by the Commissioner for an order for a person to cease providing a social media service (s. 156)	0
183(2)(y)	Federal Court applications made by the Commissioner for an order for a person to cease providing a relevant electronic service (s. 157)	0
183(2)(z)	Federal Court applications made by the Commissioner for an order for a person to cease providing a designated internet service (s. 158)	0
183(2)(za)	Federal Court applications made by the Commissioner for an order for a person to cease supplying an internet carriage service (s. 159)	0

Section	Description	Number
183(2)(zb)	Notices given by the Commissioner requiring a person to provide end-user identity information or contact details (s. 194)	83
183(2)(zc)	Notices given by the Commissioner requiring a person to appear for examination for the purposes of an investigation (s. 199)	32
183(2)(zd)	Notices given by the Commissioner requiring a person to produce documents for inspection (s. 203)	0
183(2)(ze)	Decisions reviewed by the Commissioner under the internal review scheme	0
183(2)(zf)	Applications received by the Commissioner under the internal review scheme	0
183(2)(zg)	Informal notices given, and informal requests made, by the Commissioner to a person in relation to cyberbullying material targeted at an Australian child	806
183(2)(zh)	Informal notices given, and informal requests made, by the Commissioner to a person in relation to non-consensual sharing of intimate images	422
183(2)(zi)	Informal notices given, and informal requests made, by the Commissioner to a person in relation to cyber abuse material targeted at an Australian adult	219
183(2)(zj)	Informal notices given, and informal requests made, by the Commissioner to a person in relation to material that depicts abhorrent violent conduct during that year	160
183(2)(zk)	Informal notices given, and informal requests made, by the Commissioner to a person in relation to class 1 material	1,205
183(2)(zl)	Informal notices given, and informal requests made, by the Commissioner to a person in relation to class 2 material	11

Table 2.2: Mandatory reporting under section 183(2)(zm) of the Online Safety Act, 2024–25: Number and percentage* of complaints made to the Commissioner for cyberbullying material targeted at an Australian child by ground or category of harm

Category	Number	Percentage
Nasty comments/serious name calling	1,248	39.30%
Offensive/upsetting pictures and/or videos	659	20.80%
Fake account and impersonations	380	11.90%
Unwanted contact	366	11.50%
Threats of violence	268	8.40%
Meme page	200	6.30%
Inciting self-harm/ suicide	117	3.70%
Hate pages	88	2.80%
Doxing	79	2.50%
Defamation	70	2.20%
Hacking social media accounts	57	1.80%
Fight video	56	1.80%
Sexual assault allegation	39	1.20%
Scams	26	0.80%
Sexting/Revenge Porn	23	0.70%
Fake/Impersonation account	1	0.00%

* The percentage total may not equal 100%. Some complaints relate to multiple grounds or categories of harms.

Table 2.3: Mandatory reporting under section 183(2)(zn) of the Online Safety Act, 2024–25: Number and percentage* of complaints made to the Commissioner for non-consensual sharing of intimate images by ground or category of harm

Category	Number	Percentage
Sexual extortion – threatened sharing	2,852	48.20%
Posted online	472	8.00%
Child sexual exploitation – demands for money	431	7.30%
Peer group sharing (under 18s)	360	6.10%
Concerns non-intimate content targeting an adult	255	4.30%
Threatened sharing	239	4.00%
Concern intimate images may be shared	164	2.80%
Shared via private means	154	2.60%
Concerns non-nude content targeting a child (under 18s)	128	2.20%
Child sexual exploitation – demands for images	110	1.90%
Concern about images being shared – unclear if intimate	78	1.30%
Impersonation account	55	0.90%
Coercive control – threatened sharing	54	0.90%

Category	Number	Percentage
Digitally altered intimate images	52	0.90%
On-shared monetised content	39	0.70%
Lost control of account	35	0.60%
Sexual extortion – posted online	35	0.60%
Intimate content appearing to depict	33	0.60%
Child sexual exploitation – Scam/impersonation account/ selling explicit content	32	0.50%
Recorded without consent	27	0.50%
Scam – other	25	0.40%
Posted online – intimate as without religious or cultural attire	23	0.40%
Threatened peer group sharing – (under 18s)	22	0.40%
Child sexual exploitation – hacked account	21	0.40%
Received unwanted contact	19	0.30%
Received unsolicited nude image (under 18s)	17	0.30%
Sexting between peers (under 18s)	14	0.20%
Coercive control – posted online	11	0.20%
Other – parent concerned child posting own nude content	10	0.20%
Sexual extortion: Scam – threat to share (no actual content/ bitcoin scam)	9	0.20%
Sexual extortion: Scam – dating and romance scam	8	0.10%
Threaten sharing – intimate as without religious or cultural attire	6	0.10%
Hoax report	3	0.10%
Other – concern about age verification for porn sites	3	0.10%
Other – wanting to confirm identity behind account sharing intimate images	3	0.10%
Sexual extortion: Scam – hacked account	3	0.10%
Coercive control – lost control of account	1	0.00%
Other – request for intimate images	1	0.00%
Sexual extortion: Scam – promise of payment for content	1	0.00%

* Some complaints relate to multiple grounds or categories of harms, the percentage total may not equal 100%.

Table 2.4: Mandatory reporting under section 183(2)(zo) of the Online Safety Act, 2024–25: Number and percentage* of complaints made to the Commissioner for cyber abuse material targeted at an Australian adult by ground or category of harm

Category	Number	Percentage
Defamation	1,279	37.50%
Nasty comments/name calling	708	20.80%
Harassment	605	17.70%
Doxing	275	8.10%
Fake/Impersonation account	237	7.00%
Threats	197	5.80%
Unwanted contact	195	5.70%
Offensive/upsetting pictures or videos	174	5.10%
Scams	132	3.90%
Hacking	108	3.20%
Intimidation	94	2.80%
Digital surveillance	66	1.90%
Privacy breach	46	1.30%
Violent language	45	1.30%
Domestic violence	37	1.10%
Inciting violence or harm	35	1.00%
Hate speech	32	0.90%
Stalking	32	0.90%
Inciting self harm or suicide	20	0.60%
Volumetric Attacks	19	0.60%
Blackmail	18	0.50%
Sextortion	18	0.50%
Coercive Control	7	0.20%
Sexting	7	0.20%
Closure of social media accounts	6	0.20%
Fight video	3	0.10%
Fake account and impersonations	1	0.00%
Recidivist offending	1	0.00%

* The percentage total may not equal 100%. Some complaints relate to multiple grounds or categories of harms.

Table 2.5: Mandatory reporting under section 183(2)(zp) of the Online Safety Act, 2024–25: Number and percentage of complaints made to the Commissioner under the Online Content Scheme by ground or category of harm

Reason	Number	Percentage of total
Child sexual abuse / child abuse / paedophile activity	40,343	85.30%
Extreme, offensive or adult content	2,865	6.10%
Promotion, incitement or instruction in crime	1,421	3.00%
Sexually explicit	1,368	2.90%
Violent extremist material	636	1.30%
Violence	428	0.90%
Advocates a terrorist act	227	0.50%
Other	4	0.00%

** The percentage total may not equal 100%. Some complaints relate to multiple grounds or categories of harms.*

The complaints listed in Table 2.5 are complaints about individual items of class 1 or class 2 material under the Online Content Scheme.

In addition, we received 51 complaints through the reporting form for potential breaches of industry codes and standards under the Online Content Scheme. These codes and standards require a wide range of online providers to take steps to prevent seriously harmful and unlawful material such as child sexual abuse material and pro-terror material. Two industry standards came into force in December 2024, joining the existing 6 industry codes.

Appendix 2.2: Full list of eSafety research publications in 2024–25

Papers

Prevalence and characteristics of online sexual victimization: Findings from the Australian Child Maltreatment Study

Sexual extortion of Australian adolescents: Results from a national survey

Young people's intentional and unintentional encounters with internet pornography

Predictors of online child sexual exploitation through image-sharing

Regulating image-based abuse: An examination of Australia's reporting and removal scheme

Reports

Fighting the tide: Encounters with online hate among targeted groups

Behind the screen: transparency report

Supporting young men online: Understanding young men's needs, the pull of harmful content and the way forward

Hate in the digital age: Adults' encounters with online hate

Track, harass, repeat: Investigating attitudes that normalise tech-based coercive control

Infographics or snapshots

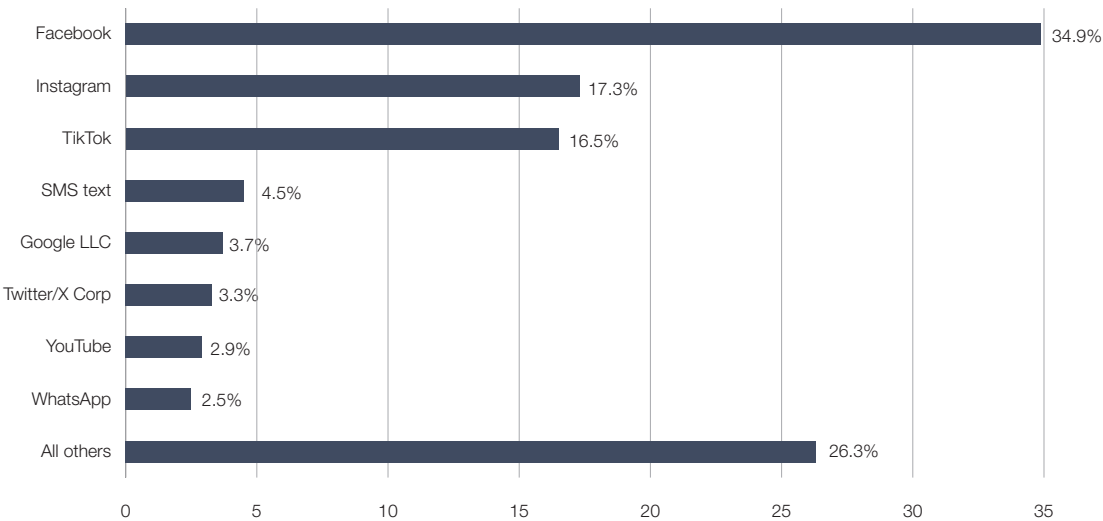
Children and social media – infographic

How children use internet-enabled devices – infographic

Appendix 2.3: Complaint-based schemes – additional information

Adult Cyber Abuse Scheme

Figure 2.3: Adult cyber abuse reports by platform 2024–25



Note: Percentages may not add up to 100% as one complaint may involve more than one platform

Cyberbullying Scheme for Australian children

Figure 2.4: Age of cyberbullying target 2024–25

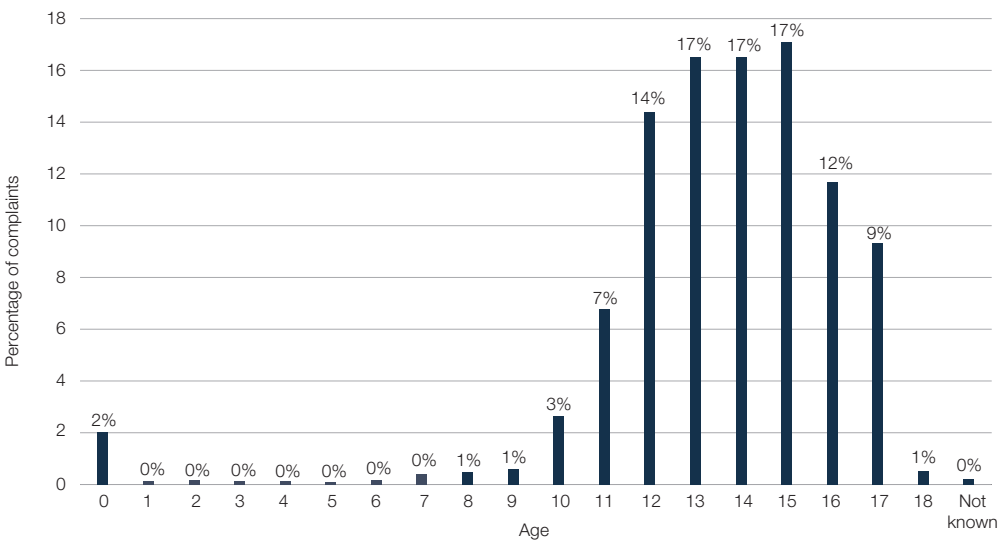


Figure 2.5: Gender of cyberbullying target 2024–25

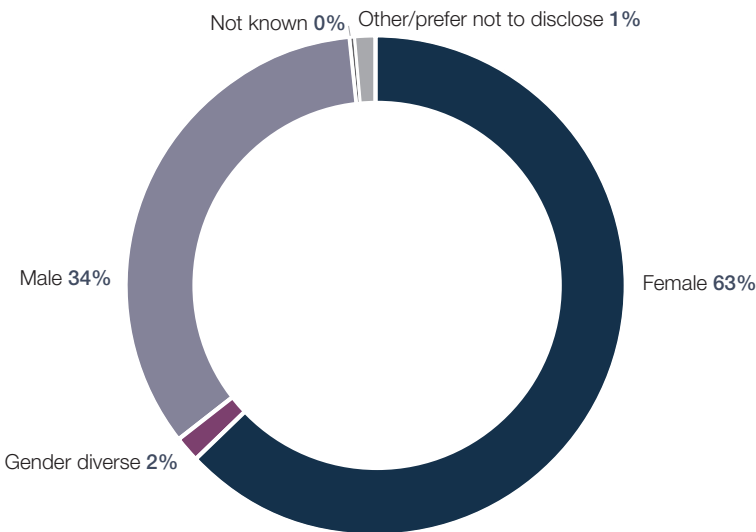


Image-based Abuse Scheme

Figure 2.6: Image-based abuse reports by age 2024–25

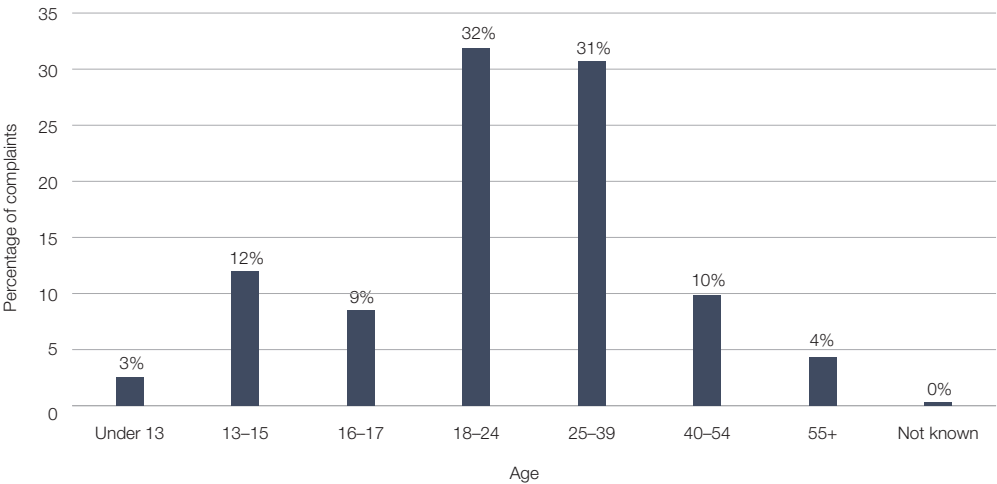


Figure 2.7: Image-based abuse reports by gender 2024–25

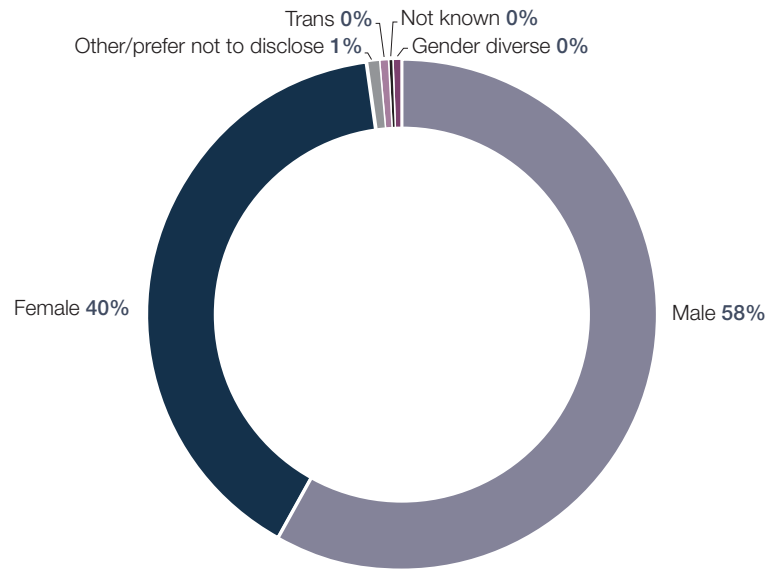
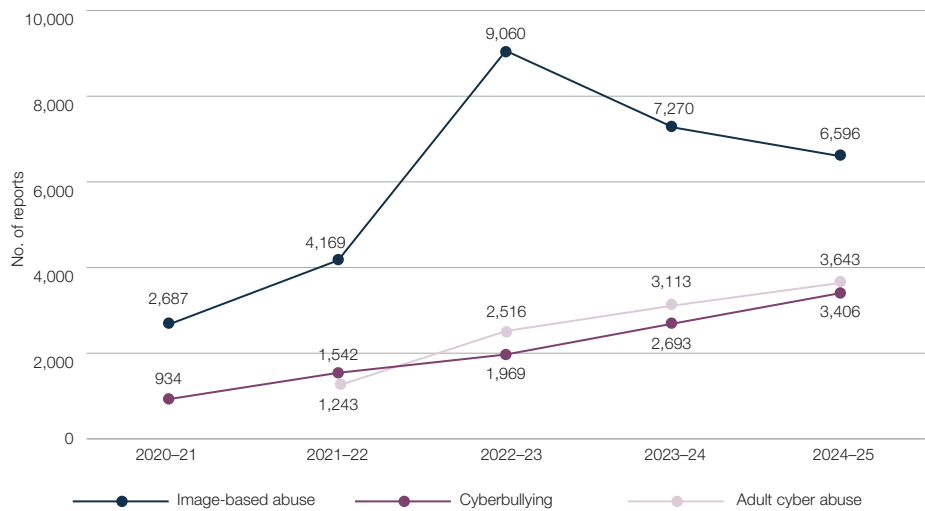


Figure 2.8: Five-year trend to 2024–25 in reports to Image-Based Abuse Scheme, Adult Cyber Abuse Scheme and the Cyberbullying Scheme for Australian children



Glossary and index

Glossary

5G	<p>fifth-generation mobile telecommunications</p> <p>The current iteration of broadband mobile telecommunications services that provides increased data rates and reduced latency compared to 4G, to support greater connectivity and enable machine-to-machine services and the internet of things.</p>
ACCC	<p>Australian Competition and Consumer Commission</p> <p>Commonwealth regulatory body with responsibilities derived from the <i>Trade Practices Act 1974</i>.</p>
ACLC	<p>Annual Carrier Licence Charge</p> <p>An annual charge the <i>Telecommunications (Carrier Licence Charges) Act 1997</i> imposes on each eligible carrier licence that is in force at the beginning of a financial year.</p>
ACMA	<p>Australian Communications and Media Authority</p> <p>Commonwealth regulatory authority for broadcasting, online content, radiocommunications and telecommunications, with responsibilities under the <i>Broadcasting Services Act 1992</i>, the <i>Radiocommunications Act 1992</i>, the <i>Telecommunications Act 1997</i> and related Acts.</p>
ANC	<p>Annual Numbering Charge</p> <p>A charge that applies to all eligible numbers held by a service provider determined by the ACMA.</p>
APS	<p>Annual Performance Statements</p> <p>Statements prepared by the accountable authority of a Commonwealth entity in accordance with section 39 of the <i>Public Governance, Performance and Accountability Act 2013</i> and section 16F of the PGPA Rule that acquits actual performance against planned performance described in the entity's corporate plan. The statements may be audited by the Auditor-General and must be provided to the entity's minister and the finance minister.</p>
bandwidth	<p>In the internet industry, bandwidth refers to the capacity of a connection to carry information; in radiocommunications, it is the amount of radiofrequency spectrum used for a particular function.</p>
broadband	<p>Describes a class of internet access technologies, such as ADSL, HFC cable and wi-fi, offering a data rate significantly higher than narrowband services. These services are usually 'always on' and do not tie up a telephone line exclusively for data.</p>
carrier	<p>The holder of a telecommunications carrier licence in force under the <i>Telecommunications Act 1997</i>.</p>
CCF	<p>Consumer Consultative Forum</p> <p>Provides advice to the ACMA on telecommunications issues that affect consumers.</p>
Communications Alliance	<p>Australia's peak communications industry organisation that promotes the growth of the Australian communications industry and the protection of consumer interests.</p>
CSP	<p>carriage service provider</p> <p>Person supplying or proposing to supply services to the public using carrier networks.</p>

datacasting	A service that delivers content in the form of text, data, speech, music or other sounds, visual images or any other form or combinations of forms, where delivery uses the broadcasting services bands.
Department of Infrastructure, Transport Regional Development, Communications, Sport and the Arts (DITRDCSA)	Federal government portfolio formed in May 2022. Previously Department of Infrastructure, Transport, Regional Development, Communications and the Arts.
DNCR	<p>Do Not Call Register</p> <p>An Australian Government program administered by the ACMA to allow Australian numbers to be registered to opt out of receiving most unsolicited marketing calls or faxes (with limited exemptions for public interest organisations).</p>
ECP	<p>Emergency Call Person</p> <p>The Telecommunications (Emergency Call Persons) Determination 1999 specifies the operators of the emergency call services. Telstra is the ECP for 000 and 112.</p>
eSafety	<p>eSafety Commissioner</p> <p>Australia's independent regulator for online safety with responsibilities under the <i>Online Safety Act 2021</i>. Formerly the Office of the Children's eSafety Commissioner.</p>
GHz	<p>gigahertz</p> <p>One billion hertz (where one hertz is the measurement of frequency equal to one cycle of electromagnetic radiation per second).</p>
INHOPE	<p>International Association of Internet Hotlines</p> <p>A network whose member hotlines work together with the goal of identifying and removing online child sexual abuse content worldwide.</p>
IPND	<p>Integrated Public Number Database</p> <p>Database of information about customers of telecommunications services in Australia, arranged by number, for all carriers and carriage service providers.</p>
ITU	<p>International Telecommunication Union</p> <p>United Nations agency that coordinates international telecommunications matters.</p>
ITU-R	<p>ITU – Radiocommunication Sector</p> <p>ITU body dealing with international radiocommunications matters.</p>
MHz	<p>megahertz</p> <p>One million hertz (see also <i>GHz</i>).</p>
the minister	Minister responsible for the ACMA and its governing legislation.
MoU	<p>memorandum of understanding</p> <p>A formal agreement between 2 or more parties.</p>

NAC	Numbering Advisory Committee ACMA committee established to advise on numbering matters.
NBN	national broadband network Australia's national wholesale-only, open-access data network.
NCF	National Consultative Forum
National Relay Service	Translation service between voice and non-voice telephone users providing access to the standard telephone service for people with communication impairment. Relays voice, modem or telephone typewriter communications.
Online Safety Consultative Working Group	Advice forum attended by key representatives from industry, government and non-government organisations, providing opportunity for the eSafety Commissioner to consult on issues that contribute to improving the safety of Australian children online.
PBS	Portfolio Budget Statements Informs senators and members of parliament of the proposed allocation of resources to government outcomes by agencies within the relevant portfolio.
RPF	Regulator Performance Framework Developed to measure the efficiency and effectiveness with which regulators undertake their roles; in particular, their impact on regulated entities.
SES	Senior Executive Service
SMS	short message service Mobile telecommunications data transmission service that allows users to send short text messages to each other using the mobile handset keypad.
spam	Unsolicited commercial electronic messages sent to email, mobile phone and instant messaging accounts.
spectrum	The span of electromagnetic frequencies used in communications systems.
TIO	Telecommunications Industry Ombudsman Industry-funded independent dispute resolution service for consumers who are unable to resolve individual complaints with their carriers and carriage service providers.
trigger event	Relates to commercial regional radio licences and includes a transfer of a licence; or formation of a new registrable media group which includes a regional commercial radio broadcasting licence; or change of controller of a registrable media group that includes a regional commercial radio broadcasting licence.
USO	universal service obligation Obligation under the <i>Telecommunications Act 1997</i> to ensure that standard telephone services and payphones are reasonably accessible to all people in Australia on an equitable basis, wherever they reside or carry on business.
WRC	World Radiocommunication Conference ITU conference held every 3 or 4 years to review and amend international radio regulations.

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