

Corporate plan 2017–21: Plan on a page

Our purpose

To make communications and media work in Australia's public interest.

Our approach

How we operate

- > Provide sound, evidence-based advice on the communications and media environment to inform the decisions of government, industry and the Australian people.
- > Maximise the value of spectrum as a public resource and minimise interference through efficient allocation considering highest value for Australia.
- > Protect consumer rights in the communications and media industry.
- > Make and enforce rules and handle complaints quickly, transparently and efficiently.
- > Consult with industry and the public.
- > Actively engage with our environment.
- > Engage with risk.

Regulator Performance Framework

Key performance indicators

- 1 Regulators do not unnecessarily impede the efficient operation of regulated entities.
- 2 Communication with regulated entities is clear, targeted and effective.
- 3 Actions undertaken by regulators are proportionate to the regulatory risk being managed.
- 4 Compliance and monitoring approaches are streamlined and coordinated.
- 5 Regulators are open and transparent in their dealings with regulated entities.
- 6 Regulators actively contribute to the continuous improvement of regulatory frameworks.

Safeguards, advice and education

Strategy

We provide regulatory safeguards, education and advice to promote confidence in media and communication services in Australia.

2017–21 activities

- > We make, register and apply rules that:
 - > safeguard Australians using communications and media services
 - > support the needs of emergency services, law enforcement and national security organisations.
- > We foster industry compliance through consultation, education, and where necessary, investigation and enforcement.
- > We inform and educate citizens about their rights and raise awareness about actions they can take to protect themselves from harm and improve their communications and media experience.
- > We provide the Do Not Call Register for Australians to opt out of receiving unwanted telemarketing calls and faxes.
- > We advise government, industry and consumers about developments in the communications and media sectors through research and analysis, environmental scanning, stakeholder consultations and our regulatory experience.



Strategic risk

Failure to provide efficient and effective safeguards for the Australian community.



2017–18 goals

- > Implement the Interactive Gambling Act amendments.
- > Facilitate the review of the Telecommunications Consumer Protections Code.
- > Implement a priority compliance program for unsolicited communications.

Public resource management

Strategy

We manage the radiofrequency spectrum and other public communication resources for the benefit of all Australians.

2017–21 activities

- > We plan the availability of Australia's radiofrequency spectrum to optimise its value to the Australian community.
- > We allocate and licence access to the radiofrequency spectrum, using both administrative and market-based methods, ensuring adequate provision for defence, public safety and community purposes.
- > We administer licensing and number allocation arrangements that promote efficiency, innovation and competition in the Australian telecommunications industry.
- > We mandate technical standards to reduce interference and health and safety risks associated with the operation of radiocommunications devices, and administer submarine cable protection zones.
- > We manage the risk of interference and other harms through investigations and other compliance and enforcement activities, and education programs.
- > We represent Australia in international spectrum management forums and on satellite coordination, and empower third parties to provide support services.
- > We will help modernise Australia's spectrum management framework by implementing new spectrum management legislation.



Strategic risk

Failure to facilitate the efficient allocation and use of public resources.



2017–18 goals

- > Implementation of spectrum reform.
- > Allocation of radiofrequency spectrum, in line with our five-year spectrum outlook.

Enabling strategies

Strategy

We deliver valued services and expertise to support public interest outcomes and our stakeholders.

2017–21 activities

- > We enhance the capability of our workforce so they can succeed.
- > We are responsible stewards of public resources and operate in an open and transparent manner.
- > We provide reliable and responsive business processes, infrastructure and information technology.
- > We deliver open, responsive and transparent communications with the public and stakeholders.
- > We enhance regulatory design and administration.



Strategic risk

Failure to meet our responsibilities as a Commonwealth regulator.



2017–18 goals

- > Operate within the resources provided by government.
- > Maintain our capability and expertise in a rapidly changing communications and media environment.