

# Corporate plan on a page 2026–27

For the period 2026–27 to 2029–30

## Our purpose

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

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

## Our vision

A connected, informed and entertained Australia.

## Our culture and values

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

## Our environment

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

- growing demand for reliable communications infrastructure, including satellite and emerging direct-to-device services
- increased dependence on mobile services for emergency communications and heightened consumer and government expectations for services to be reliable, resilient and affordable
- rapid advances in AI, creating opportunities for innovation while introducing new risks relating to scams, misinformation and the integrity of the information environment
- ongoing changes in media consumption, competition and technology that continue to challenge the sustainability of public interest journalism and media diversity
- significant regulatory reforms to address gambling harms and regulatory initiatives for scam prevention, consumer safeguards and communications services.

## Our key activities

1. We will **support an efficient and reliable communications infrastructure** by making sure our:
  - spectrum planning, allocation and licensing activities meets the needs of the communications industry
  - contribution to the international spectrum framework supports the needs of the Australian communications industry
  - activities contribute to telecommunications infrastructure providers having confidence that they are appropriately authorised and enabled to provide communication services.
2. We will **build consumer trust in the use of communications content and services** by making sure our:
  - activities contribute to Australians having confidence in telecommunications, broadcasting and online content and services
  - regulatory activities contribute to Australian consumers having access to diverse media content and services.

## Our capabilities

Our skills and expertise as a regulator are fundamental to achieving our purpose. We will:

- strengthen workforce capability through workforce planning, leadership development, psychosocial safety initiatives and critical skills programs
- strengthen regulatory capability to respond to emerging technologies, changing business models and evolving consumer behaviours and expectations
- expand advanced analytics and data governance capabilities to support evidence-based regulation
- evolve our Digital and ICT Strategy 2024–28 to deliver advanced technologies that will help us regulate more efficiently, in line with the Data and Digital Government Strategy
- implement new cost-recovery arrangements for activities such as scam prevention and supporting connectivity, while refining the efficiency of cost-attribution processes.