



Australian Telecommunications Sector Resilience Profile

Keeping Australia connected in an uncertain world

This landmark initiative unveils Australia's first telecommunications sector resilience profile. It sets a benchmark by measuring current sector maturity, provides an evidence base for future policies and decisions, and articulates a collective vision for a fully optimised resilient telecommunications sector.

This Profile is pioneering because it:

- **recognises risk as a component of resilience**
- **takes a holistic all-hazards approach**
- **adopts a sector-wide perspective; and**
- **introduces the Sector Resilience Maturity Model, a new analytical framework for assessing sector resilience at the national level.**

Telecommunications connectivity underpins nearly every aspect of our lives, from personal communications to global commerce, healthcare, and national security. It connects communities, empowers businesses, and drives innovation.

Despite its national importance, until now, the resilience of the Australian telecommunications sector has not been profiled at the sector-level. Assessing resilience has been hampered by different approaches by individual enterprises and levels of government, as well as a lack of a shared understanding of resilience.

To fill this gap, ANU Tech Policy Design Centre (TPDC) was commissioned by the Department of Infrastructure, Transport, Regional Development, Communication and the Arts (DITRDCA) to build this profile.

Over the course of this project, TPDC developed a number of new tools, while fostering and modelling collaboration among diverse stakeholders. The outcomes of this project demonstrate that coordinated action is both feasible and beneficial when building sector resilience.

The insights, actions, and principles in this profile are not the final word, but rather lay the foundation for an ongoing, vital dialogue between government, industry, and communities in a critical sector.

26
experts

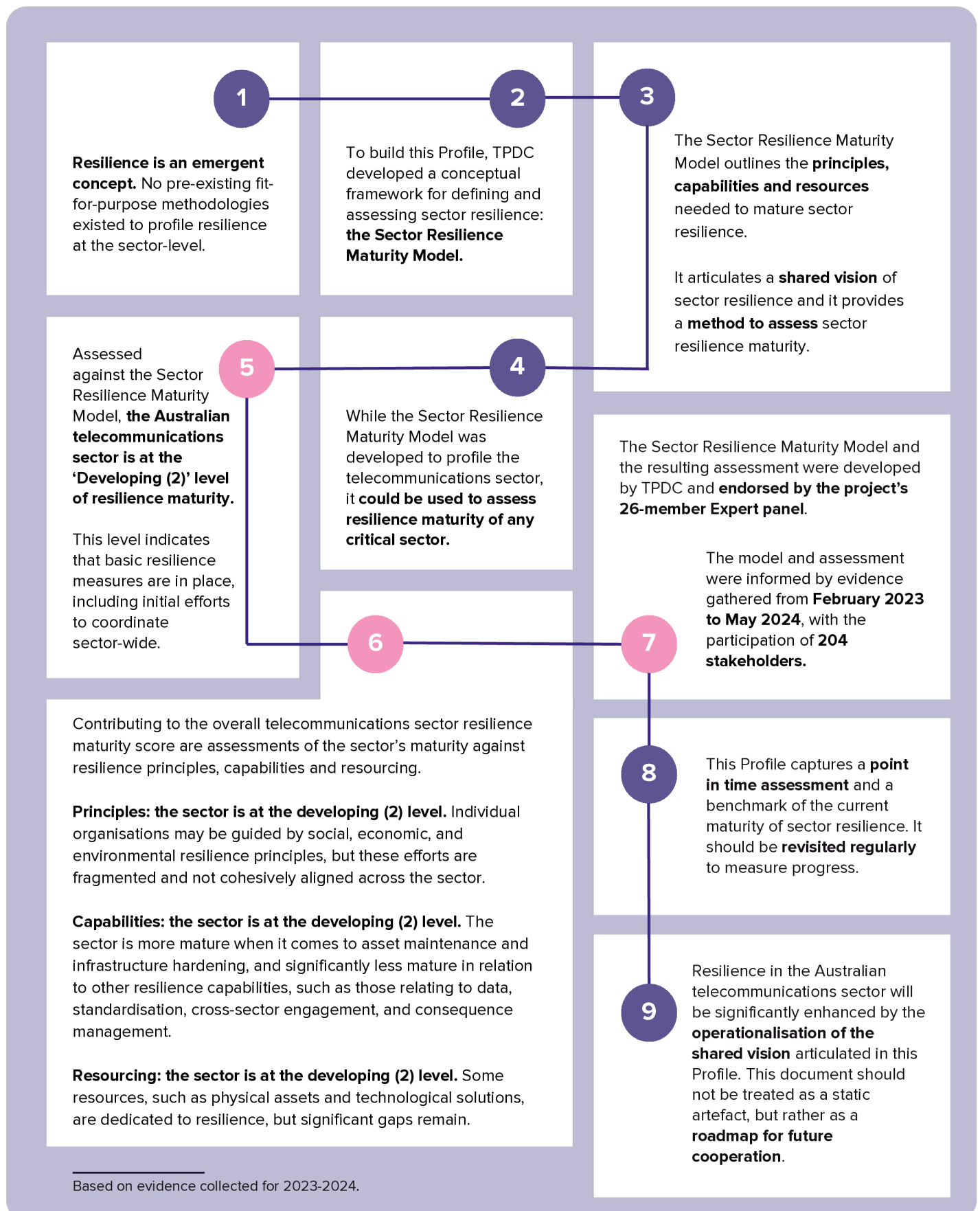
Risk and Resilience Expert Panel members - practitioners in engineering, network architecture, climate change research, government, enterprise, and strategic policy.

204
stakeholders

From across the telecommunications sector representing all states, territories, the Australian Government and representatives from other dependent and interdependent sectors.

Key Findings

This Profile and the tools TPDC developed to build it, offer a common language and a shared vision. It serves as an invitation and roadmap to improve the resilience of the telecommunications sector - on which all Australians rely every day.



Profile Overview

To build this Profile, TPDC developed a conceptual framework for defining and assessing sector resilience, culminating in the Sector Resilience Maturity Model.



New Tools

- Threat Taxonomy
- Threat Source Categories
- Vulnerability Categories

New Tool

Consequence Management Analysis Tool

New Tool

Sector Resilience Maturity Model

Sector Resilience Maturity Assessment

Resilience is a hot topic, but as a methodology it's comparatively new. Our research shows that Australia is starting from a good foundation and, importantly, there is a strong appetite from all stakeholders - including from government and industry - to do better.

Maturity is assessed on a scale of 1 to 5



2. Developing: Basic resilience measures are established, including initial sectoral coordination efforts.



4. Managed: Resilience practices are systematically integrated and applied consistently across the sector.



1. Initial: Resilience practices are unstructured and reactive across the sector.



3. Defined: Resilience processes are well-defined and documented across the sector.



5. Optimised: Resilience is continuously improved through proactive learning, innovation, and transformation.

Summary of 2024 Telecommunications Sector Resilience Maturity Assessment

Principles

Capabilities

Score

Overall
Developing

2

1. Adaptive transforming



1.1

1.2

1.3

1.4



2. Environmental responsibility



2.1

2.2

2.3



3. Resilient by design



3.1

3.2

3.3

3.4

3.5



4. Social responsibility



4.1

4.2

4.3

4.4

4.5



5. Shared responsibility



5.1

5.2

5.3

5.4

5.5

5.6



6. Continuously learning & embedding lessons



6.1

6.2

6.3

6.4

6.5

6.6



7. Economic responsibility



7.1

7.2

7.3

7.4

7.5

7.6

7.7



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National
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